1   BEFORE THE
                FLORIDA PUBLIC SERVICE COMMISSION
2

3   In the Matter of:

4   DOCKET NO. 140029-TP

5   REQUEST FOR SUBMISSION OF
        PROPOSALS FOR RELAY SERVICE,
6   BEGINNING IN JUNE 2015, FOR
        THE DEAF, HARD OF HEARING,
7   DEAF/BLIND, OR SPEECH
        IMPAIRED, AND OTHER
8   IMPLEMENTATION MATTERS IN
        COMPLIANCE WITH THE FLORIDA
9   TELECOMMUNICATIONS ACCESS
        SYSTEM ACT OF 1991.
10   _____/

11

        PROCEEDINGS: TELECOMMUNICATIONS ACCESS SYSTEM ACT
12   ADVISORY COMMITTEE
        TAKEN AT THE
13   INSTANCE OF: The Staff of the Florida Public
                            Service Commission
14
        DATE: Thursday, October 29, 2015
15
        TIME: Commenced at 1:30 p.m.
16   Concluded at 3:10 p.m.

17

        PLACE: Gerald L. Gunter Building
18   Room G-105
                            2540 Esplanade Way
19   Tallahassee, Florida

20   REPORTED BY: LINDA BOLES, CRR, RPR
                            Official FPSC Reporter
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                    FLORIDA PUBLIC SERVICE COMMISSION

1   APPEARANCES:

2   JEFF BRANCH

3   JAMES FORSTALL

4   MAGGIE SCHOOLAR

5   JIM SKJEVELAND

6   CHERYL RHODES

7   RICK KOTTLER

8   CURTIS WILLIAMS

9   JEFF BATES

10   PAMELA PAGE

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                FLORIDA PUBLIC SERVICE COMMISSION

P R O C E E D I N G S

MR. WILLIAMS: Good afternoon, everyone. I'm Curtis Williams with the Office of Telecommunications, and I'll be chairing today's meeting. We're going to go ahead and get started if everyone's ready here.

Joining me is Jeff Bates, who is also with the Office of Telecommunications, and Pam Page, who is with the Office of General Counsel here at the Public Service Commission.

Everyone should have received a copy of the meeting agenda, so at this time we will just proceed with the agenda as printed.

The first thing I would like to do is have our attorney, Pam Page, read the notice.

MS. PAGE: Welcome, and good afternoon. Pursuant to notice issued, this time, date, and place were set for this meeting of the Telecommunications Access System Act Advisory Committee in Docket No. 140029-TP.

MR. WILLIAMS: Thank you, Ms. Page.

Before we proceed, I would like to cover a few preliminary matters. First, the transcript will be made of today's meeting and provided to all TASA members. Also, please remember to state your name when speaking for the court reporter for the record.

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1   Please silence all your cell phones during today's

2   meeting. And for those on the phone, we ask that

3   you please put your phone on mute until you're ready

4   to speak so we don't get interference here in the

5   conference room.

6   At this time I'd like to go ahead and take

7   appearances. We will start with the individuals

8   here and then proceed with those that are on the

9   telephone, so we can start with Jeff.

10   **MR. BRANCH:** Hello. My name is Jeff Branch.

11   I'm with Sprint.

12   **MR. FORSTALL:** Good afternoon, everyone. My

13   name is James Forstall. I'm with FTRI.

14   **MR. WILLIAMS:** Thank you. For phone

15   participants, please state your name and who you're

16   representing. We can go ahead and start with you,

17   Ms. Schoolar, since you were the first on, I believe.

18   **MS. SCHOOLAR:** Absolutely. Hello, everyone.

19   Maggie Schoolar from Sprint.

20   **MR. SKJEVELAND:** And this is Jim Skjeveland

21   from Sprint.

22   **MR. WILLIAMS:** Do we have anyone else

23   participating by phone?

24   **MS. RHODES:** Yes. This is Cheryl Rhodes, and

25   I am a representative for the Deaf/Blind Association,

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1   the Florida Deaf/Blind Association.

2   **MR. WILLIAMS:** Thank you, Cheryl, and welcome.

3   **MR. KOTTLER:** Also this is Rick Kottler with

4   DSCA.

5   **MR. WILLIAMS:** Thank you, Rick. Can you

6   define the acronym, please?

7   **MR. KOTTLER:** Yes. Sure. Sorry about that.

8   That's the Deaf Service Center Association.

9   **MR. WILLIAMS:** Thank you.

10   Do we have anyone else participating by

11   phone?

12   Okay. Hearing none, again, welcome,

13   everyone, and thank you for your participation. At

14   this time we'll go ahead and proceed with the

15   presentations. Jeff Bates will provide an FCC

16   update, and I will provide an update on the Florida

17   Public Service Commission.

18   We will then have a presentation by James

19   Forstall with FTRI on their annual report, followed

20   by Jeff Branch's update on Sprint Relay service in

21   Florida. Mr. Bates.

22   **MR. BATES:** Good afternoon, Mr. Branch,

23   Mr. Forstall.

24   Just a brief reminder on FCC number versus

25   DA number on orders. Decisions are issued in two

1 different ways: By the authority of the entire

2 Commission with each Commissioner voting or by

3 authority delegated to the bureaus and offices of

4 the Commission.

5   If a decision is decided by the

6 Commission, it is identified by an FCC number. The

7 FCC number is comprised of two digits indicating the

8 year and a number of up to three digits indicating

9 the sequence such as FCC 08-138. If a decision is

10 issued through authority delegated to the FCC

11 bureaus and offices, it is identified by a DA

12 number, a delegated authority number. The DA number

13 is constructed similarly to an FCC number with two

14 initial digits indicating the year and a number of

15 up to four digits indicating the sequence such as

16 DA 08-1476.

17   First off, Order DA 15-589 released on

18 May 15th, 2015. In this order, the FCC granted a

19 temporary limited waiver of the requirement for

20 providers of Video Relay Service to obtain from each new

21 and existing user the last four digits of the user's

22 social security number or a tribal identification number

23 as a part of the VRS user registration process in those

24 instances where the user does not have a social security

25 number or tribal identification number.

1   The waiver of the social security number rule

2   granted for a limited period of time became effective on

3   May 15th, 2015, and will remain in effect until the

4   Commission takes final action on VRS registration

5   procedures pursuant to its open rulemakings on VRS

6   matters.

7   Our next order is DA 15-680 which was released

8   on June 10th, 2015. By this order, the FCC extended the

9   previously granted waiver of the requirement that

10   providers of Internet Protocol Relay, IP Relay, service

11   handle 911 calls initiated by callers who have been

12   registered but not verified by an IP Relay provider.

13   The FCC concluded that the waiver extension is

14   necessary to prevent the resumption of a harmful

15   practice while the Commission considers how to address

16   this issue on a permanent basis. The waiver, which

17   expired on April 29th, 2015, was extended retroactively

18   to April 29th, 2015, and will remain in effect until the

19   Commission resolves whether to adopt a permanent

20   prohibition against the handling of 911 calls from

21   callers whose registration information has not been

22   verified prior to placement of the call.

23   And our final order from the FCC is Order

24   DA 15-922. It was released on August 14th, 2015. The

25   FCC directed that payment be made from the Interstate

Telecommunications Relay Services Fund, TRS Fund, to

Sprint for the provision of Web CapTel service, a form

of Internet Protocol captioned telephone service, for

the period from January 1, 2014, through the date of the

order.

The compensation at issue was withheld by the

TRS Fund administrator, Rolka Loube, pending a

determination as to whether the service was provided in

compliance with the Commission's emergency call handling

requirements.

The FCC found that there was no valid basis

for a finding of noncompliance and directed Rolka Loube

to release all compensation withheld and otherwise owed

for the period specified. This order addresses the

withholding of monies for Sprint's Web CapTel service

only. The division -- or the bureau will address

withholding of monies for Sprint's Wireless CapTel

service at a later date.

MR. WILLIAMS: Thank you, Mr. Bates. At this

time we'll go ahead and provide an overview of the

Florida Public Service Commission's activities since our

last meeting related to Relay, specifically FTRI's

fiscal year 2015/2016 budget.

On May 18th, 2015, the Florida Public

Service Commission issued Order No. PSC-15-0200 in

1   Docket No. 140029 which increased the monthly relay

2   surcharge by one penny to offset FTRI's

3    $481,960 deficit due to increased relay provider

4   costs, with the additional amount going to FTRI's

5   remaining budget deficit.

6   It also increased the TRS surcharge to 12

7   cents per month for fiscal year 2015/2016 effective

8   July 1st, 2015, and required the incumbent local

9   exchange companies, competitive local exchange

10   companies, and shared tenant service providers to

11   bill the 12-cent surcharge for the fiscal year

12   effective July 1st, 2015, and required FTRI to

13   reduce its proposed budget by $164,284.

14   At this time we'll entertain any questions

15   regarding the Public Service Commission's updates.

16   Next we'll go ahead and proceed with FTRI's

17   presentation on their annual report, so, Mr. Forstall.

18   **MR. FORSTALL:** Thank you. Good afternoon. I

19   do have a technical question. Does this light need to

20   be on for me?

21   **MR. WILLIAMS:** It's on. It's -- everything is

22   good. It's on now.

23   **MR. FORSTALL:** It's off right now.

24   **MR. WILLIAMS:** No. Okay. Is it -- the green

25   light -- it's on now. It's on now.

1   **MR. FORSTALL:** It's on now? Can everyone hear

2   me on the phone?

3   I'll go ahead and proceed. Good

4   afternoon.

5   **MS. SCHOOLAR:** This is Maggie. Yes.

6   **MR. FORSTALL:** Okay. Thanks.

7   **MR. KOTTLER:** This is Rick. I can hear you,

8   James.

9   **MR. FORSTALL:** Do you want his on or off?

10   Okay.

11   Good afternoon, everyone. I'm going to be

12   presenting on the annual report of FTRI activities

13   for 2014 and 2015. Our fiscal year begins July 1st

14   and it ends on June 30th. So during last year's

15   period, we had -- the total number of client

16   services provided by FTRI for fiscal year 2014 and

17   '15 was 30,925. And as you can see on the graph,

18   that the number of new services was at 43.3 percent

19   of the total services with the exchange being

20   36 percent. This represents all services throughout

21   the state, which includes the regional distribution

22   centers as well as the FTRI office.

23   I have -- the next slide is a graph

24   illustrating the last four years of total client

25   services. As you can see, we did see a decrease from

1   prior years, and this is primarily due to the fact that

2   more and more people are migrating towards other and

3   newer technology, and since FTRI is limited to landline

4   equipment and services only, we're not able to

5   distribute other technologies such as wireless or IP

6   Internet service equipment. So we will continue to see

7   a decline because the population, as I said, is

8   migrating to other technology.

9   And so even though the State of Florida may

10   have nearly 3 million people who qualify as having a

11   hearing loss, that pool of potential candidates or

12   applicants continues to shrink.

13   The next slide is new client services. We do

14   track the number of services categorized by new,

15   exchanged, modified, returned, and follow-up, and last

16   year we were able to serve 13,408 new clients,

17   first-time new clients -- new clients. The category

18   groups are deaf, which is 57; hard of hearing, 13,148;

19   speech impaired, 85; and dual sensory impaired, 118.

20   The next slide shows the illustration of the

21   last four years of new client services. We did see a

22   decrease over prior years, however, 1.9 percent. So it

23   was -- we tried to level it off. We did see a little

24   bit of a stabilization, so.

25   The next slide is the number of equipment

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1 distributed. They were both new and refurbished

2 equipment. The total number of equipment for the last

3 year is 25,564 devices, and 94.8 percent of them were

4 amplified telephones, which is the volume controlled

5 phone for the hearing impaired.

6   Again, the next slide shows the last four

7 years' activities of equipment distributed. Again, the

8 decline, it kind of -- it lines up with the number of

9 services provided. In years past, most people got two

10 pieces of equipment, but lately because of new

11 technology with the amplified phones most people are not

12 getting the additional ringers, audible ringers because

13 the phone itself has a loud enough ringer built in. So

14 a lot of people in the years past used to get what we

15 called a Category A and a Category B equipment.

16   A Category A would be a telephone -- a device

17 that allows them to communicate on the phone system, and

18 then the Category B with a ringer would be audible

19 ringer. So that's how we classified them. But now

20 we're seeing more and more people only getting a

21 Category A piece of equipment.

22   The next slide is outreach. We conducted

23 1,112 outreach activities and in addition to

24 1,601 offsite distribution during last fiscal year. The

25 RDCs have -- over the last few years the RDCs have

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developed relationships with other service providers in their area whereby they would go out in the field and distribute equipment through other locations, so to speak, for instance, a senior center or a local library, allowing for residents in the area to be able to go to one of those what we call offsite distribution.

We found out years ago that right around 2008 when the economy started tanking or did tank, a lot of people were not traveling as much because they were trying to save on gasoline, et cetera, so they stayed home, so -- and they were not going to the centers where primarily they would go to a center to get all the services. And so we decided -- we encouraged the RDCs to start getting outside of the facilities, so to speak, so they can get closer to the community, and it really has paid off. It works much better. More and more centers are doing it, they're doing it more. That's why you can see the number of offsite distribution is much higher than outreach activities. But we do consider offsite distribution as part of outreach because when they do go out, they are promoting the program. And they might not be doing an official presentation or exhibit, but they are establishing a presence in the location, and when people do come in, they do see it. And if they hear about it, they will go ahead and get

1 the service. So we do consider that part of an outreach

2 activity.

3   The total outreach and distribution combined

4 was 2,713. There was a dropoff last year, and primarily

5 because outreach funds were depleted a little earlier

6 than expected, so centers were not able to conduct

7 additional outreach the last quarter of last fiscal

8 year. However, it's my personal belief that had we had

9 enough funding to continue outreach throughout the whole

10 year, we would have surpassed the numbers that we had

11 last year. So it was unfortunate, but we did run out of

12 funds last year. We ran out late March, so we had

13 April, May, June without any outreach or, I should say,

14 minimal outreach activity; not nearly as much as we had

15 done the year prior. So it is important that we do

16 continue with outreach with the RDCs because they are in

17 the particular areas, they know the areas very well,

18 they have that relationship with other service providers

19 and local agencies, so they do rely on those outreach

20 dollars to reach out to the community.

21   The next slide shows just some of the other

22 services that we were providing in addition to what I

23 had mentioned earlier. We processed over

24 28,347 customer service calls. Those are people who

25 call in for services through our main number or customer

1   care number, so we had many callers. And that's just

2   the FTRI office. That does not include calls going into

3   the regional distribution centers.

4   We also mailed out 831 applications to

5   individuals who specifically requested that. We do have

6   the applications available online; however, there are

7   some people that do request us to mail a hard copy, and

8   we do do that.

9   We also processed over 94,000 forms. Now when

10   I say forms, that is -- that could be anything from a

11   new application -- anything that requires a document to

12   be processed that is tied or associated with the service

13   comes to our office, so we actually are physically

14   touching that document. And so we did over 94,000 of

15   those.

16   Let's see. Other important facts. We

17   continued extensive education and training and support

18   to the regional distribution centers. We continued to

19   place a high priority on protecting the integrity of the

20   client information by making our database -- enhancing

21   our security in the database. We're constantly doing

22   that. That's something we're always monitoring, making

23   sure we always provide the latest updates to protect the

24   client information, making sure that no one can hack

25   into our system, et cetera. So we're constantly on

1   that.

2   We also operated within budget requirements,

3   and we received high marks from the external auditors

4   for financial records and internal controls.

5   The next slide is just an example of some of

6   the newspaper ads that we ran last year. And as you can

7   see, the full color two-side insert ads. We had done

8   this last year. We did it once before a summer -- a

9   year ago and for a short period of time. And the

10   results were really, really impressive, so we did it

11   again. And although we were limited to how many RDCs we

12   could deal with because it's so expensive, the

13   newspapers are expensive to advertise in, so we had to

14   pick a few to run it in certain areas. However, the

15   centers will tell you that the insert ad has really

16   produced good results because that is something that

17   will go inside all the ads that you'll see in a regular

18   Sunday newspaper or whatever the case may be. It's

19   something they can pull out, and a it's full 8x11 in

20   size, and it really has paid off. And we really enjoyed

21   using that last year, and we're using it again this fall

22   campaign and, again, the numbers are impressive. So

23   that is something that we would love to be able to

24   continue to do; however, the cost of running those ads

25   are not cheap. So -- but it is effective.

1   The next slide is pictures of some banner ads

2   that we put on the Internet website of some of our

3   partners. The regional centers may put it on their

4   site. And that's just another way of promoting the

5   program through electronic website avenues. We also did

6   some Facebook ads that we pushed out. We have someone

7   that we work with that would create it and push it out

8   for us.

9   We also -- the next slide shows the Twitter

10   and Facebook memes which we have going on an ongoing

11   basis, and we really -- again, we work with Clarity, one

12   of our equipment vendors, to produce and push it out for

13   us, and they're working with us. And it's been

14   effective. We do get a lot of people that will repost

15   it to their own website. So we do -- we will continue

16   to do that. We are doing it again this year.

17   Quality assurance. FTRI maintains a quality

18   assurance system to monitor the services, training, and

19   equipment provided by contracted agencies, which are the

20   regional distribution centers. Postcard questionnaires

21   are mailed to a random selection of clients served by

22   each regional distribution center or the FTRI office.

23   5,549 questionnaires were mailed during this fiscal

24   year, and we received 1,752 responses for a nearly

25   31 percent return rate.

1   97 percent of the responses were positive.

2   Negative responses were resolved by either contacting

3   the client directly or referring them to the local

4   regional distribution center for followup.

5   In addition to that, we have an automated

6   email system that sends out quality assurance surveys,

7   and this is a system that we introduced a few years

8   back, maybe three, probably three, maybe four years ago,

9   that any time a client gets served, if they provide us

10   with their email address, the system will automatically

11   generate an email survey to them the next day. And so

12   we get -- the response was 29.58 percent of the people

13   that receive it respond.

14   And in addition to that, we have a follow-up

15   survey that goes out to the same individuals that have

16   email addresses asking them about the equipment. So we

17   have a survey -- a service survey that questions them on

18   the service that we provided, and then in 30 days we

19   follow up and say, well, is the equipment working for

20   you? How is the equipment working for you? So we do

21   have that also.

22   The next slide is the National Deaf/Blind

23   Equipment Distribution Program otherwise known as the

24   iCanConnect program. During the last fiscal year we had

25   27 people assessed for the program. The number of

1 people trained were 34, and that number would include

2 people who might require additional training. The

3 number of equipment distributed was 64, and currently we

4 had five contractors working for us last year throughout

5 the state.

6   And the next slide is the FTRI regional

7 distribution center map. We had 25 during this last

8 year. Actually in the last quarter we did lose

9 three contractors. Three of them -- and they were the

10 Deaf & Hearing Resources of West Palm Beach. They

11 actually dissolved due to financial reasons. The Area

12 Agency on Aging, a Tallahassee agency, they have agreed

13 or decided not to continue with. And the CIL South

14 Florida - Miami gave us notice this past month that they

15 have reorganized or restructured their office and they

16 will no longer be providing FTRI services in the Miami

17 area. However, we do have another office in Miami, in

18 both Miami and West Palm Beach. We already have

19 another -- a secondary office there, so we are good --

20 we are continuing to be providing services in those

21 areas. At this point we have not decided whether we

22 were going to open up an additional center or not.

23 That's going to be down the road.

24   Okay. And that concludes my report. I'm open

25 for any questions anyone may have.

1   **MR. WILLIAMS:** Are there any questions for

2   Mr. Forstall?

3   **MR. KOTTLER:** Hey, James, this is Rick. One

4   thing that you didn't talk about that you -- if you

5   could take a couple of minutes because it's working

6   really well, is the Application Request and the followup

7   and that whole program that you all have started with

8   the RDCs.

9   **MR. FORSTALL:** Sure. Thank you for reminding

10   me, Rick.

11   The Application Request is a program that

12   we introduced just this fiscal year. It's a process

13   that we implemented whereby a client will contact

14   FTRI either through a phone call or they may go

15   online and request information from FTRI. We do

16   have what we call a place where they -- a page on

17   our website where they can go fill out information

18   about themselves, and we will collect it in our

19   database.

20   And what we do, we have -- internally we

21   have the ability to mail the -- it depends on what

22   they ask for too. You know, we give the clients

23   options. Do you want to referred to the nearest

24   regional distribution center or do you want us to

25   mail you an application or do you want to print an

1   electronic application off online? And regardless

2   of what they do, we honor their request.

3   But in addition to that, we -- if, for

4   instance, if a client lives in Port St. Lucie, which

5   is Rick's area, I will -- our team internally will

6   assign that particular client to his center and it

7   will show up on his dashboard, what we call it,

8   because all the centers have access to our database

9   and they're all customized so they cannot see anyone

10   else's information. But we created it so,

11   therefore, Rick and his staff can review a list of

12   clients that had requested an application or any

13   kind of information about the FTRI program. And

14   they will follow up with the client to make sure

15   that they do get served in some kind of fashion.

16   And if we find out that they might be

17   calling or asking for assistance with their phone,

18   then we take care of that internally through

19   customer care. And if we find out that they do

20   indeed need an exchange for whatever reason, we'll

21   troubleshoot it. And if we find out that they do

22   need to change their phone, we will refer them right

23   back to the center where they got the phone

24   originally to go back and get it exchanged. And

25   we'll notate that in the client's file so the

1   centers, when they open it up, they'll see, oh,

2   we're already approved for an exchange because we

3   troubleshooted the phone.

4   But getting back to the application

5   request, that's going to allow us to follow up with

6   clients to make sure that if for some reason they

7   contacted us, we want to make sure that we followed

8   through with them and hopefully get them signed up

9   to get a phone if they're qualified.

10   **MR. WILLIAMS:** Rick, did you have an

11   additional question or follow-up?

12   **MR. KOTTLER:** No, that took care of it.

13   Thanks.

14   **MR. WILLIAMS:** I have several questions. I

15   think it would probably be easier if we could start like

16   at the beginning of your presentation and I can kind of

17   go through there. On the page that's titled "Total

18   Client Services," can you explain a little more? I know

19   you explained that the decline is due to migration to

20   newer technologies and newer services. What -- and I

21   know you look at things on a national level. Do you

22   have anything you can share with us on what may be

23   happening in other states or nationally? Is it

24   consistent with what you're experiencing?

25   **MR. FORSTALL:** Absolutely. That's a good

1   question.

2   Overall, the national trend is the same as

3   what we're experiencing. However, there are several

4   states that are moving forward with newer

5   technology. And what they're seeing is -- because

6   they introduced newer technology, they're seeing a

7   resurrection of their numbers, so to speak, that are

8   increasing because they're now offering services in

9   technology that otherwise they wouldn't get due to

10   the landline-based program.

11   Some of these programs or states are

12   offering wireless devices. Some of them are

13   offering accessories. An accessory is something

14   that will work with a wireless device. It doesn't

15   necessarily mean that a program will give you

16   wireless. They might give you an accessory that

17   allows you to hear clearly and -- clearer and louder

18   when you plug in that accessory into your cell

19   phone. And we're seeing more and more of that

20   happening because cell phones aren't necessarily

21   equipped to give that clear amplification to someone

22   with a hearing loss. There's just a lot of

23   complications that go into a small product, but the

24   accessories help resolve that issue. So that's

25   being offered in several states.

1   Also several state are offering Apple

2   products, which is iPhones or iPads, and that's what

3   some of the state programs that have a migrating in,

4   they're keeping pace with the technology. So that's the

5   direction they're moving in, and those states are

6   seeing, you know, their numbers stabilizing or

7   increasing. And that's -- I do have a map that kind of

8   identifies it. I'll be happy to email it to you.

9   **MR. WILLIAMS:** Yes. That would be good, and I

10   can distribute it.

11   **MR. FORSTALL:** Now you'll see when I do --

12   well, I've got 15 EDPs that have an iPad and iPhone

13   program, 15 states.

14   **MR. WILLIAMS:** Okay.

15   **MR. FORSTALL:** Two of those states -- no, in

16   addition to that, two states have an iPad and iPhone

17   program through the iCanConnect program, which means

18   that we're one of them. We only gives iPads and iPhones

19   to people who qualify through the National Deaf/Blind

20   Program. Believe or not, that's probably one of the

21   most popular products that we distribute through that

22   particular group, and that's through the FCC.

23   Florida and Colorado are the only two

24   states that I see on here that offer the Apple

25   product through the iCanConnect program, and you'll

1   be able to see that identified with an icon on

2   there.

3   Twenty-one states have implemented

4   wireless programs. One is considering it. And the

5   wireless accessories 17 states are offering.

6   Unfortunately, Florida, all we offer is the landline

7   products at this time.

8   **MR. WILLIAMS:** Yes. If you could email that

9   chart, that would be helpful, and I'll distribute it to

10   the TASA members.

11   **MR. KOTTLER:** This is Rick. I have one more

12   question, if I could.

13   **MR. WILLIAMS:** Yes, Rick. Please.

14   **MR. KOTTLER:** Curtis, this is probably more

15   towards you than James. Yeah. I understand, you know,

16   I've read TASA and I understand the limitations of it

17   being written in 1996 or whatever. What is it going to

18   take, you know, and we've talked about this many times

19   but it's always been kind of a gray area as to what

20   we're going to need to do to change the way we do

21   business and change into a more digital-oriented service

22   provision. You know, are we going to have to really go

23   back and change the legislation, or is this something

24   that the Public Service Commission can do on its own?

25   **MR. WILLIAMS:** Rick, the Public Service

1   Commission, we operate under the authority of Chapter

2   427 regarding the relay service programs. So the

3   Commission doesn't have authority at this time to do

4   anything more than what we do, and that is to operate

5   the landline phones. So the next step would be

6   to address it through legislation.

7   **MR. KOTTLER:** Okay. That's what I wanted to

8   know. Thanks.

9   **MR. WILLIAMS:** Okay. Are there any additional

10   questions on that issue? James, if we can go to

11   total -- your slide, your presentation on total

12   equipment distributed.

13   Yes, this is Curtis Williams. Did we

14   have someone -- did someone just join us on the

15   phone for the meeting? Okay.

16   **MR. FORSTALL:** This slide?

17   **MR. WILLIAMS:** Yes. Well, total equipment

18   distributed. Yes. That's the slide.

19   Can you -- first, can you explain a little

20   more -- I know you stated that in the past clients

21   received two pieces of equipment. Now, I guess, because

22   technology has changed it's kind of, all they really

23   need is one or that's the demand that you're seeing.

24   **MR. FORSTALL:** Exactly.

25   **MR. WILLIAMS:** Can you explain a little more

1   what the differences are again between the two pieces of

2   equipment?

3   **MR. FORSTALL:** Sure. We had two categories of

4   equipment. That's how we classify with FTRI. Category

5   A includes amplified telephone, TTYs, speech -- outgoing

6   speech amplified phone, anything that has -- gives the

7   individual the ability to access the telecommunications

8   system, which is the telephone line in our case, that

9   would classify as Category A.

10   Category B is anything that has a ringer

11   or -- either audible ringer or visual ringer, and

12   those are really auxillary aids to assist a client

13   with hearing the phone ring, whether they have a

14   loud ringer or a visual ringer which can be plugged

15   into a lamp and the lamp will flash when the phone

16   rings. Those are the two categories that we offer,

17   A and B.

18   And what we have seen over the years in

19   Category B with the audible ringer, a lot of people

20   were getting both a phone and a ringer, which

21   they're eligible to do. However, because over the

22   years the phone itself, the ringer in the phone

23   itself got better, so they felt the ringer in the

24   actual phone is loud enough where they might not

25   need a second one.

1   In addition to that -- and people who, for

2   instance, might live in a two-story house and if

3   they're upstairs and the phone is downstairs, well,

4   that ringer would be helpful for them to put

5   upstairs because then they can hear it and then

6   answer the phone.

7   So in years past, we counted that as two

8   different pieces of equipment, and that was part of

9   the total year. Now what we're seeing is more

10   amplified phones going out and less Category B, for

11   instance, going out. That's why you see the numbers

12   offset like that.

13   **MR. WILLIAMS:** So how are you managing the

14   inventory? Are you just simply ordering less Category A

15   phones?

16   **MR. FORSTALL:** Exactly. We order as needed.

17   Every two weeks we place an order. We don't --

18   **MR. WILLIAMS:** Okay.

19   **MR. FORSTALL:** Yeah. We don't -- we have an

20   inventory in our office, but we keep that as for a

21   backup emergency, for instance. If a center, for

22   whatever reason, they may have forgotten to place an

23   order, they missed an order deadline, well, if they have

24   an emergency situation, then we can ship them phones

25   from our office. But we order as needed, so every two

weeks the center will go online or place their orders, and we will review it, make sure that it meets up with what they need. We also know what they have in inventory. We have a reconciliation report that matches up. We do an audit every once in a while, so it needs to match up. When we go down there, we count it, et cetera.

And so we monitor, and if we see a center, maybe they place an order, an unusually high order, we'll question it. We'll say, well, why are you doing it? You're running newspaper ads, okay, that makes sense, so we'll bump it up a little bit. Because we want to make sure that they don't run out of equipment. When an actual client comes in to get the equipment, we want to make sure they get it. So we monitor that very close, and I think the Deaf Service Center Association would tell you that we do a pretty good job of that. But, yeah, so all the equipment, only order as needed, so we never really have a huge stockpile of it.

MR. WILLIAMS: Okay. Thank you. On the slide titled "Total Outreach Distribution," yes, the -- for the RDCs, do they use their own internal funds for outreach purposes or do you assist them through your budget on, you know, kind of partnering with them on

1   outreach activities?

2   **MR. FORSTALL:** That's a good question. We

3   have an outreach budget designed specifically for the

4   regional distribution centers to do outreach. We have

5   an agreement -- we have two contracts; we've got one for

6   the equipment side and one for the outreach side. And

7   how it works is the center will apply online for funding

8   for a certain event, whether it be a presentation or an

9   exhibit, and we review it and make sure that in the past

10   they did similar to this, how is it working, are the

11   results or the return on investment worth it, so we

12   review all that.

13   And a center, if they have an event, for

14   instance, if they request an event or a funding for

15   a particular event, we say, you know what, that's

16   not something we want to fund. Based on previous

17   history it didn't do very well, so we might decline

18   funding it. But they can continue to do it, and if

19   they do it, that's when they're using their own

20   funds. And that is called -- we classify those

21   events as a non-contractual outreach, which means

22   that we're recording the activity and we're

23   capturing the data but we're not funding it. So

24   they do use some of their funds.

25   **MR. WILLIAMS:** Okay.

1   **MR. FORSTALL:** But I would say probably

2   99 percent of the outreach that the centers do are

3   through us, are funded by FTRI.

4   **MR. WILLIAMS:** Okay. On the slide "Newspaper

5   Ads," the I think you indicated that cost is an issue.

6   And I guess I -- or at least that's kind of how I

7   interpreted what you presented, that that is something

8   that you take into consideration.

9   **MR. FORSTALL:** Okay.

10   **MR. WILLIAMS:** But on those newspaper ads how

11   do you measure the effectiveness of those ads? Do you

12   ask your clients if they saw the ad or do they, you

13   know, provide some type of information that you can

14   measure on the effectiveness of those ads?

15   **MR. FORSTALL:** Yes. We have what we call a

16   client survey. Each application that a client

17   completes, there's a little box at the top that asks

18   them "How did you hear about the program?" And that's

19   been -- we've been doing that for years.

20   What we do with our database, we capture

21   that information, and we can tell by looking at the

22   client's survey how -- what works in a particular

23   area for a particular RDC. We can break it down by

24   services, by RDC, and referral source is what we

25   call them.

1　　　　　And right now we're running both the

2　insert ad and another ad that looks very similar to

3　the insert ad. And so -- and we have what we call

4　an insert ad campaign and we have what we call an

5　ROP (phonetic) ad campaign, and that's going on

6　right now. And it is similar to what we did in the

7　past.

8　　　　　When I first contacted the placement

9　company and I told them I wanted to do more insert

10　ads, okay, we tend to think they were more effective

11　than just the regular ads. Well, when they came --

12　I told them this was my budget. When they came

13　back, they told me to cover the whole state they

14　would only be able to run an insert ad twice a year

15　to cover everybody. I said, "That's not going to

16　work for me." So we came back, we redesigned it.

17　　　　　So what we did was I had to hand pick

18　probably ten to 12 regional distribution centers

19　with smaller newspapers which would be less costly.

20　So I did the insert ads with those centers, and the

21　rest of the state I did what we call the ROP, and I

22　can't tell you what it means right now. It just

23　slipped me. But what it means is the newspaper

24　decides where they place the ad. Okay? So they

25　pick and choose where they're going to place it.

1   And that's to our disadvantage because we -- because

2   we're not paying -- we're only paying a small amount

3   for it, so we're at their discretion as to where

4   they place the ads.

5   But instead of just doing it twice a year,

6   I've spread it out and it is working well. We're

7   doing that this morning because I'm trying to plan

8   for the spring campaign, so I'm reviewing the fall

9   campaign to see the results so I can see how I'm

10   going to do the spring campaign. I have to start

11   now to start promoting in January. And probably

12   what we're going to do is, if you notice on this

13   particular add, the "Loud, Clear and Free" ad, it

14   was produced by Clear Sound, one of our

15   distributors -- our vendors.

16   Well, for the next ad I'm going to have

17   Clarity produce it, and they'll provide them at no

18   cost to FTRI. So that's the partnership we have

19   with them. And this has been very effective, so we

20   want to continue to do that. And I'm going to

21   request from the placement company, if we were to

22   do, for instance, a full statewide insert ad, what

23   would it cost FTRI? So next year's budget, I'll see

24   how we can fit it in. But it's effective, and I

25   think Rick will tell you that it's effective because

1   his RDC is one of them that has the insert ads. So

2   I hope that answers your question.

3   **MR. WILLIAMS:** Yes, it did. Just a follow-up.

4   So these are -- you're referring to print ads.

5   **MR. FORSTALL:** Okay. Correct.

6   **MR. WILLIAMS:** Are you also doing digital

7   newspaper ads or are these only in print editions?

8   **MR. FORSTALL:** Some of the -- the IMS, the

9   placement company, Intersect Media Solutions, they're

10   out of Orlando or Lake Mary, I believe, what they do is

11   when they negotiate it, they'll get us some digital ads,

12   and that's included in the price that we pay. So -- and

13   they'll use the same ads that we have.

14   **MR. WILLIAMS:** So this refers to both print

15   and digital?

16   **MR. FORSTALL:** This one is only for

17   newspapers. The one you'll see on the next page is the

18   banner ads and Facebook. And I'll have to get -- what

19   I'll need to do is get more information on that for you.

20   But I know we've done that in the past with the digital

21   ads. The print ad for us, for our particular target

22   group works a whole lot better than digital ads.

23   **MR. WILLIAMS:** Okay.

24   **MR. KOTTLER:** Curtis, this is Rick. Can I add

25   a little something here?

1   **MR. WILLIAMS:** Yes, please.

2   **MR. KOTTLER:** Thank you. First of all, on the

3   insert ads, when they're going out, you can look at my

4   numbers and they almost double for a month because the

5   population we're trying to reach, they read the

6   newspaper. The other really good thing about these

7   inserts is people hold onto them. They might not call

8   right away, and we'll hear from somebody a month down

9   the road saying, you know, I've been looking at this

10   thing and I think I'm going to call you. So they

11   actually work better than an in print, in the newspaper

12   ad. They get a whole lot more visual time as far as the

13   clients. So they're really potent right now as far as

14   reaching the client base that we're trying to get to.

15   **MR. FORSTALL:** Thank you, Rick. I was just

16   going to say the same thing. And, you know, when you

17   stop and think about it, the people are out there, you

18   know. It's just finding a way to get to them, and we've

19   found this to be successful. So we would love to be

20   able to continue to do this on a broader scale

21   throughout the whole state.

22   Right now I couldn't do it in major

23   metropolitan areas like Tampa, Orlando, or Miami

24   because I cannot afford it, so I have to go with the

25   smaller community newspapers.

1   **MR. WILLIAMS:** Okay. Thank you.

2   And the next question relates to the

3   slide, the iCanConnect. Yes. Can you just explain

4   that program a little more and how FTRI operates in

5   that program?

6   **MR. FORSTALL:** Okay. Sure. This is the

7   Federal Commission -- Communications Commission program.

8   They oversee this program. This is a result of the 21st

9   Century -- I'm looking at Jeff to help me out here --

10 21st Century Communication Access Act, CCAC, something

11 like that. Do you remember? Anyway, I'm trying to put

12 the blame on you because I can't remember.

13   **MR. BRANCH:** Good try.

14   **MR. FORSTALL:** But about five years ago this

15 act was passed, and it covers captioning -- it covers a

16 whole variety of things, but the deaf/blind program was

17 one of the proceedings in that filing that got passed by

18 Congress to provide equipment to the deaf/blind

19 community.

20       $10 million every year is pulled from the

21 TRS Fund on the federal level to fund this program.

22 And the FCC -- we're in the fourth-year of the

23 program. We started the fourth year in July. The

24 FCC did an inquiry of who would be interested in

25 doing the program in each state. They only picked

1   one entity per state and FTRI was issued. We were

2   highly recommended by Bob Casey to apply for it, so

3   we did that.

4   We -- what it does is -- it's really an

5   interesting program, and it's really opened the

6   doors for more people to get serve who are

7   deaf/blind who would not have otherwise been served

8   through the FTRI program. Now through the FTRI

9   program we have what we call a deaf/blind

10   communicator, which is a big, bulky device that

11   allows a deaf/blind person to be able to communicate

12   through the telephone using that device, and we just

13   started doing that about maybe six or seven years

14   ago when it first came out. And we did have

15   interest in it, but that was all we had to offer and

16   it had to be landline based.

17   So when this program became available, the

18   number of deaf/blind clients applying for our

19   program just went about to zero because they knew

20   they could get what they want through this program.

21   This program offers a variety and a wide, broader

22   range of equipment. And we were very surprised to

23   learn that more and more people want the iPad and

24   not just because they're completely blind. The

25   definition of deaf/blind is -- it's a little bit

1   different or it covers more people, so to speak.

2   More people qualify under that program for the

3   disability; however, with the FCC there is an income

4   requirement. So in FTRI we don't have an income

5   requirement, but with the FCC program there is an

6   income requirement.

7   And the qualification process is -- you've

8   got to have more documentation to prove that you do

9   have a vision loss and you do have a hearing loss,

10   and so we've got two different people providing us

11   with documentation or two different agencies

12   verifying, certifying that the person is indeed deaf

13   and blind.

14   And so what we do is when they apply, we

15   review the application, and then when we -- okay --

16   we find out this person meets all the

17   qualifications, then we send an assessor, which the

18   person can be both an assessor and trainer -- it's

19   usually the same person, but a person will go out to

20   the person's home and they will assess the needs of

21   that person, okay, based on the braille level,

22   different levels of -- functioning level of a

23   person. And so they assess that person and then

24   they'll say, "Okay. What is it that you are looking

25   for to accomplish access to the telecommunications

1	system and through the Internet?" And they may come

2	back with different options.

3	And so they come back -- we receive the

4	paperwork back from the assessor with the

5	recommendation of the equipment that the client is

6	choosing. Okay. We place the order. We get

7	approval from the FCC, place the order. The

8	equipment is shipped sometimes directly to the

9	client or sometimes directly to the trainer, who

10	will then reschedule another visit to provide the

11	equipment and train on all the equipment. And

12	that's usually the process that we go through.

13	Clients are eligible to receive additional

14	training should they need it. They're eligible to

15	get -- exchange the equipment if it breaks, and

16	sometimes they're eligible to get more than one

17	piece of equipment. It depends on the individual

18	situation. And, again, when we get a request, we

19	make sure that we go through the process of getting

20	approval from the FCC because that's how we're

21	reimbursed. And we don't want to buy something we

22	know we're not going to get reimbursed for, so

23	that's the process.

24	And then on top of that, FTRI gets a

25	15 percent administrative fee based on the purchase

1   amount. And the -- if we spend $10,000 in one

2   month, our 15 percent administrative fee is based on

3   that $10,000. So that's how we're reimbursed for

4   the administrative fees.

5   **MR. WILLIAMS:** And I have one last question.

6   We can proceed to the -- I guess your -- the last slide

7   on the regional distribution centers.

8   You currently have 25 regional

9   distribution centers, and you say that you lost

10   three and that you were looking at others. But I

11   just want to ask you, do you have a -- an ideal

12   number of regional distribution centers that you

13   would like to have, or are you constantly searching

14   for more, and the more, the better?

15   **MR. FORSTALL:** Well, in the past we would add

16   because we felt like there was a need for it.

17   Specifically in a metropolitan area that has a larger

18   population, one center may not be sufficient, and so

19   we've been doubling up in those areas.

20   So we have two in Tampa, two in Orlando,

21   we had two in Miami until last month, we had two in

22   West Palm Beach, and we have two in Fort Lauderdale.

23   Those are the major metropolitan areas. We feel

24   like the size of the population warrants having a

25   second one in those years.

1   And to be honest with you, going forward

2   we -- it depends on the budget, you know. If we can

3   recommend the increase, well, we have to bump the

4   budget up to cover the cost of services and

5   equipment. But lately the budget hasn't really been

6   warranting that, so I'm kind of sitting back at this

7   point to see where the program goes from here. So

8   it doesn't look like -- you know, based on the last

9   budget it looks like we're going to be facing more

10   budget cuts, and so I don't want to expand knowing

11   that that's coming down the pike.

12   **MR. WILLIAMS:** Okay. Thank you. That's it

13   for my questions. Do we have any additional questions

14   for Mr. Forstall? If not, we are ahead of schedule, and

15   we're at the point in the meeting where it is time for

16   us to take a break. So we'll go ahead and take about a

17   15-minute break at this time, and we will restart at

18   2:45. Thank you.

19   (Recess taken.)

20   We're going to go ahead and restart. At

21   this time on the agenda we're scheduled to hear the

22   presentation by Sprint Relay on the -- for their

23   update, and Jeff Branch with Sprint will make that

24   presentation.

25   **MR. BRANCH:** Thank you. Good afternoon. It's

1   a pleasure to be here today. I want to discuss a little

2   bit about our organization, kind of what we're doing.

3   Also I want to explain the updates, the new program and

4   the new products, the TRS utilization, the CapTel

5   utilization, quality reports, and the outreach services.

6   Marcelo Claure, he's the Sprint -- and he was

7   explaining his philosophy, kind of what's going on in

8   our organization. We're talking about the technology is

9   really paramount to our customers' future, and

10   technology for our customer, they're looking for

11   solutions to technological conveniences and ways to

12   connect and reach people and reach information. And so

13   in our organization, we're also trying to create

14   solutions and really give the people amazing

15   experiences, deliver that to our customers.

16   We're also talking about the integrity. We

17   want to treat other people exactly as how we would want

18   to be treated. That's kind of -- we're wanting to

19   follow that rule, having a good relationship with our

20   customers, understand what they're looking for, and

21   deliver what they need, the product or the service,

22   whatever they need.

23   We're also challenged to really get rid of our

24   old mind-set and look for new ways to connect and --

25   through outreach and through services, new things that

1   are happening out there, and we need to be aware of

2   what's going on that can help us achieve our goals as

3   we're trying to help our customers. That applies also

4   for relay services. We don't just leave our equipment

5   there or kind of sit idly by. We're always looking for

6   ways to increase and improve our services, our products,

7   our platforms to be able to really meet today's

8   technology and to be able to give the service and the

9   quality that our customers need. So that's one of what

10   Marcelo likes to explain to our department so that we

11   want to be able to connect with our customers. That's

12   kind of our main goal.

13   The next slide, I wanted to discuss our

14   utilization for the new products. The Relay Conference

15   Captioning, you can see on the chart there we started

16   that in March, and up till September you can see we've

17   had -- the total minutes have been increasing. So that

18   really shows that people are using RCC and it kind of --

19   they kind of get a taste of the new products and what

20   it's like and how it work for some of them, either for

21   an individual or for an organization. Captioning for

22   the organization, they'll use the RCC for that. So it's

23   interesting to see the numbers. You can really see

24   that -- the numbers show they're using it.

25   **MR. WILLIAMS:** Yes, James.

1   **MR. FORSTALL:** Go back one slide. I like your

2   hash tag move forward. Can we move forward the balances

3   of the minutes not using RCC to the next month? Can we

4   move the balance to not use the RCC month, month, month,

5   month?

6   **MR. BRANCH:** Yeah. That's something that we

7   would need to discuss with the rest of the state.

8   **MR. FORSTALL:** Okay.

9   **MR. BRANCH:** With -- yeah, the other

10   interested parties, yeah, you would need to discuss that

11   with them.

12   French Gate is the next slide. This shows

13   the -- some of the uses there. French, the specific

14   product for French Gate, we've had a lot of calls,

15   inbound calls and outbound calls that have been

16   completed. It's interesting to see the number

17   there.

18   Some of these probably are people that

19   will call and they'll -- just to see how it works

20   and kind of get a feel for it. And then you can

21   also see the session minutes there. The is -- the

22   next slide is related to Spanish-to-English

23   translation. And again you can see the usage

24   numbers there. There are a lot of Spanish here in

25   Florida, so you can see those numbers really are

1   representative of that.

2   The standard TRS utilization is on the

3   next slide. The total session minutes of service,

4   it's interesting, if you kind of see we're now -- it

5   seems like we've kind of stabilized since March.

6   There's a little bit of fluctuation, but mostly if

7   you look across you can see that it's pretty stable,

8   so it's interesting to see that. It's important

9   that we continue to support providing good quality

10   service in the standard TRS utilization, and I think

11   that it's good to see that it's been stable.

12   CapTel utilization is the next slide. You

13   can see the session minutes there from March.

14   203,832, you can see that it's gone down now through

15   September. And I think there are a couple of things

16   that you can see here.

17   There's an open market competition that we

18   have with CapTel, so we have Caption Call, we have

19   Sorenson, that's like one of the things that --

20   other companies that are competing with that.

21   Also probably some of the calls would be

22   individual customers that are tran -- that are being

23   transferred from an analog to an IP. So they're

24   transitioning from one technology to the other, so

25   you can see some of that. That's one of the

1   decrease of the numbers there.

2   The next slide explains the quality

3   reports. They -- it's on a monthly basis there.

4   You can see the TRS and the CapTel, those are two

5   separate graphs. You can see the agent tested

6   numbers and you can see them by month, 99 in March

7   and then you can see April through the rest of the

8   months there. And then the average words per

9   minute, we monitor that also to make sure that it's

10 in compliance with our standards, the state standard

11 requirements. And the agent less than 60 words per

12 minute, you can see a couple of the numbers there.

13 We monitor that to make sure that if they go less

14 than 60, then we pull them off of that. And we'll

15 offer more training to that individual to get them

16 up to speed.

17   So you can see the verbatim accuracy, over

18 95 percent, and you can see that there's been an

19 improvement throughout the months, so those are good

20 results. The complaints, you'll see that there.

21 There are two separate lines, complaints and

22 commendations. It's interesting because at the

23 beginning when we were transitioning some people

24 would call and complain and we would have to address

25 that to solve the individual complaints. And then

1   as time went on, it seemed like the complaints

2   lessened and the service has improved. And that

3   applies the same way to CapTel. You can see those

4   numbers as well if you look down.

5   The next slide is our outreach. We have

6   been given $25,000 by FTRI to do the outreach, and

7   that lists what we've -- what's been done with that

8   budget. We have supported booths providing the

9   CapTel advertisements and we've been working on the

10   website to have information on the video assistance,

11   like video assistance to speech. Some of the other

12   sponsored events as well are listed there.

13   All right. That comes to the end of the

14   presentation. I'm here if you have any questions.

15   **MR. KOTTLER:** This is Rick. I have a quick

16   question, if I could.

17   **MR. WILLIAMS:** Yes. Go ahead, Rick.

18   **MR. KOTTLER:** On slide 10 where it's talking

19   about the captioning accuracy, if I understand CapTel

20   right, the operator is actually repeating what the other

21   person is saying into the computer and the computer is

22   actually doing the captioning. What do you attribute

23   the actual increase in performance to? Is it to the

24   operator speaking clearly, more clearly into the

25   computer, or are the computers actually improving as far

1   as the captioning that they're doing?

2   MR. BRANCH: Okay. That's a really good

3   question. For the CapTel, it's the voice recognition

4   software that they're using, and so what is happening is

5   the caller is speaking and then the -- it activates the,

6   you know -- the agent says exactly what they're saying

7   and speaks into the computer, and the -- and then it

8   recognizes the voice and it converts it into text. And

9   so that's why you're seeing an increase in the words per

10   minute because the computer is getting quicker in terms

11   of recognizing the voice. It's the software.

12   MR. KOTTLER: Okay. I'm not talking about the

13   increase in the words per minute. What I'm seeing is an

14   increase in the actual accuracy, and I'm wondering why

15   is it more accurate now than it was six months ago?

16   MR. SKJEVELAND: Jeff, this is Jim. If I can

17   assist you in answering that question.

18   MR. BRANCH: Sure. Sure. Go ahead.

19   MR. WILLIAMS: Yes, go ahead, Jim.

20   MR. SKJEVELAND: Yes. What it is is there's

21   more steps included, Rick, when we deal with the

22   captioning. It's not simply voice recognition software.

23   It is -- the agent also has the opportunity to correct

24   the voice recognition software before it's transmitted.

25   So newer agents are still getting used to that, and with

1   their experience, that accuracy can improve. It starts

2   high and it can even get higher. So a lot of times

3   that's where you'll see that improved accuracy in that

4   as we have some newer agents that with time get better.

5   **MR. KOTTLER:** That answers my question totally

6   because I just couldn't see where that was coming from.

7   But I did not realize that your operators actually had a

8   chance to correct the text before it went live. So

9   thank you very much for your answer.

10   **MR. SKJEVELAND:** No problem.

11   **MR. BRANCH:** Thank you. Thank you, Jim.

12   **MR. WILLIAMS:** Yes, I have a question. If we

13   can go back to page 5 -- or slide 5 on the Relay

14   Conference Captioning. Can you explain just a little

15   more on the -- or do you know the types of users of the

16   service at this point, the types of -- are they more

17   individuals or organizations?

18   **MR. BRANCH:** You know, I'm not really -- I

19   can't identify each individual organization who uses

20   this service. What I've seen is I've gone to some

21   organizations and I've seen them using the RCC

22   combination, you know, both.

23   **MR. WILLIAMS:** Thank you.

24   **MS. SCHOOLAR:** And this is Maggie. If I could

25   jump in here, Curtis.

1   **MR. WILLIAMS:** Yes, Maggie.

2   **MS. SCHOOLAR:** We can provide you with a high

3   level report of our usage, of the usage that you're

4   seeing, if you would like. You know, it is always

5   individuals that sign up for the service, but it may be,

6   you know, particular companies that are having their

7   employees sign up, it might be state employees, but we

8   have to protect the confidentiality of the end-user, but

9   we can certainly give you a breakdown of the usage as

10   we're seeing it, if you would like.

11   **MR. WILLIAMS:** Yes. You mean -- yeah. I

12   mean, you wouldn't need to provide us with any

13   confidential information, I mean, but just -- you're

14   saying just the more -- just general usage and not

15   specific to the actual individual person or group?

16   **MS. SCHOOLAR:** This is Maggie. That's

17   correct, Curtis. We could get you -- you know, we can

18   just provide you with a more detailed report that could

19   show you that we've had, you know, 50 different

20   customers that are currently using the service. You

21   know, 20 percent of them are government employees

22   80 percent are, you know, private enterprise, that kind

23   of thing.

24   **MR. WILLIAMS:** Yes. Yes. Yeah. That --

25   **MS. SCHOOLAR:** We can easily give you that

1 information.

2 **MR. WILLIAMS:** Yes. That would be helpful.

3 And it's not something that we would need on a regular

4 basis but maybe -- well, we can discuss it in more

5 detail, but just so we would have an idea of the users.

6 So if you can just provide a report, provide that

7 report, that would be helpful. And if we need

8 additional reports we'll just make that request.

9 **MS. SCHOOLAR:** This is Maggie. We'd be happy

10 to do that.

11 **MR. WILLIAMS:** Thank you.

12 James.

13 **MR. FORSTALL:** This is James. I had asked

14 Jeff a little earlier, and maybe this is a question for

15 you or for Maggie and Jim. The balances that are left

16 under the RCC, they're not able to be carried forward to

17 the next month; is that correct?

18 **MR. SKJEVELAND:** James, this is Jim. Those

19 balances are for a year balance, so it's 15,000 minutes

20 per year.

21 **MR. FORSTALL:** Oh, okay.

22 **MR. SKJEVELAND:** So we did a total for the

23 contract year from, you know, the beginning of the

24 contract year, which you see here started, you know, in

25 March.

1   **MR. FORSTALL:** Right.

2   **MR. SKJEVELAND:** So we'll carry from March to

3   February and see how many minutes are used.

4   **MR. FORSTALL:** Okay. Thank you. That helps.

5   I thought that was 15,000 per month. Okay.

6   **MR. SKJEVELAND:** No. In a discussion that --

7   James, to follow up, the discussion that we may have is

8   -- to determine how to handle it, should we use all

9   15,000 minutes a year?

10   **MR. BRANCH:** That's right. That's right.

11   Uh-huh.

12   **MR. WILLIAMS:** So are there any additional

13   questions for Jeff on Sprint Relay's presentation? If

14   not, thank you very much, Jeff.

15   And we'll proceed through the agenda. The

16   next agenda item we have is the -- at this time we

17   want to just go ahead and open up the floor to just

18   general discussions, other topics. Anything that

19   anyone may want to bring up for discussion at this

20   point in the agenda, please feel free to do so.

21   **MR. BATES:** This is Jeff Bates. I do have one

22   question for Jeff of Sprint. A little while back we

23   received a series of emails regarding garbled messages

24   coming from relay -- via relay for an inmate at a

25   correctional facility. I was wondering if you were able

1   to pinpoint what the problem was, if it was, you know, a

2   misused key or what.

3   **MR. BRANCH:** Yes, I'll be happy to explain

4   what happened with that incident. Yeah. We got a

5   report from the inmate, you know, regarding this message

6   coming through the Relay, and what happened was that the

7   inmate, their TTY was not set up similarly to the

8   others. And so we offered -- we recommended their

9   settings, their TTY settings, we made recommendations to

10   those settings. And once they set it up, you know, we

11   had them run a test to see if that resolved the issue

12   and indeed it did.

13   So it was the settings on the TDD and

14   not -- it wasn't the way, you know, it should have

15   been, you know, to provide, you know, the

16   transmission of the relay service. And so once we

17   did that, that resolved the issue. And it was a

18   secure technology company that controls the, you

19   know, the prison, the Internet in the prison, and so

20   they, you know -- and so after that we contacted

21   other facilities just to make sure that their

22   settings were set up in a similar fashion, you know,

23   as to provide access.

24   **MR. BATES:** Okay. Thank you.

25   **MR. BRANCH:** You're welcome.

                     FLORIDA PUBLIC SERVICE COMMISSION

1   **MR. WILLIAMS:** Are there any other questions

2   or any other topics that anyone would like to bring up?

3   **MS. SCHOOLAR:** This is Maggie Schoolar with

4   Sprint. I would just go on record saying how wonderful

5   it was to work with Bob Casey. And, you know, I know

6   he's retired now and we didn't have an opportunity to

7   say goodbye to him during this meeting, but he was

8   definitely a very strong leader in our industry and

9   caused a lot of great changes for the TRS and for Sprint

10   in general, and we'll miss working with him and I hope

11   he has a fabulous retirement. So I just wanted to put

12   that on the record.

13   **MR. WILLIAMS:** Thank you, Maggie, and we'll

14   make sure that Bob gets that compliment and your

15   thoughts relayed to him.

16   Are there any other comments? Hearing

17   none, at this time we'll go ahead and conclude

18   today's meeting. And I just want to thank every one

19   for participating. Thank you.

20   (Meeting adjourned at 3:10 p.m.)

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 1    STATE OF FLORIDA    )
                          :            CERTIFICATE OF REPORTER
 2    COUNTY OF LEON      )

 3

 4            I, LINDA BOLES, CRR, RPR, Official Commission
      Reporter, do hereby certify that the foregoing
 5    proceeding was heard at the time and place herein
      stated.
 6
              IT IS FURTHER CERTIFIED that I
 7    stenographically reported the said proceedings; that the
      same has been transcribed under my direct supervision;
 8    and that this transcript constitutes a true
      transcription of my notes of said proceedings.
 9
              I FURTHER CERTIFY that I am not a relative,
10    employee, attorney or counsel of any of the parties, nor
      am I a relative or employee of any of the parties'
11    attorney or counsel connected with the action, nor am I
      financially interested in the action.
12
              DATED THIS 9th day of November, 2015.
13

14

15    _____

16            LINDA BOLES, CRR, RPR
          FPSC Official Hearings Reporter
17               (850) 413-6734

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              FLORIDA PUBLIC SERVICE COMMISSION
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Welcome

TASA Advisory Committee Meeting

October 29, 2015

AGENDA

- **1:30 – 1:45**

  Call to Order – *Curtis Williams*

  Introductions – *Curtis Williams*

  Reading of Meeting Notice – *Pamela Page*

  Participant Appearances

- **1:45 – 2:15**   **FCC & PSC Updates - *Curtis Williams and Jeff Bates***

- **2:15 – 2:45**   **FTRI 2014/2015 Annual Report - *James Forstall***

- **2:45 – 3:00**   **Break**

- **3:00 – 3:30**   **Sprint Relay Updates – Jeff Branch**

  - **Implementation of Service**
  - **Operational Update**
  - **Outreach Plan**

- **3:30 – 4:00**   **Other**

- **4:00**   **Adjourn**

Initial meeting Notes

- A transcript will be made of today's meeting, and provided to all TASA Committee Members.

- Please silence your cell phones during today's meeting.

- Please state your name before speaking so we know who is making comments for the record.

- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

Chris Littlewood Florida Coordinating Council for the Deaf & Hard of Hearing. 12306 91st Terrace North Seminole, FL 33772 (727) 498-2059 cslittle@gate.net	**Rick Kottler, Executive** Director Deaf and Hard of Hearing Services Of the Treasure Coast, Inc. 1016 NE Jensen Beach Blvd. Jensen Beach, FL 34957 772-334-2233 (Voice) 866-229-8886 (Toll free) 772-334-2299 (Fax) rick.kottler@dhhstc.org
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FCC & PSC Updates

since

April 17, 2015

TASA Meeting

FCC Number vs DA Number
on Orders

■ Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.

■ If the decision is decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.

■ If the decision is issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.

Order DA 15-589
Released May 15, 2015

- In this Order, the FCC granted a temporary, limited waiver of the requirement for providers of Video Relay Service (VRS) to obtain from each new and existing user the last four digits of the user's Social Security number or a Tribal identification number as part of the VRS user registration process (Social Security Number Rule) in those instances where the user does not have a Social Security or Tribal identification number.

- The waiver of the Social Security Number Rule, granted for a limited period of time, became effective on May 15, 2015 and will remain in effect until the Commission takes final action on VRS registration procedures pursuant to its open rulemakings on VRS matters.

Order DA 15-680
Released June 10, 2015

- By this Order, the FCC extended the previously granted waiver of the requirement that providers of Internet Protocol Relay (IP Relay) service handle 911 calls initiated by callers who have been registered but not verified by an IP Relay provider.

- The FCC concluded that the waiver extension is necessary to prevent the resumption of a harmful practice while the Commission considers how to address this issue on a permanent basis.

- The waiver, which expired on April 29, 2015, was extended retroactively to April 29, 2015, and will remain in effect until the Commission resolves whether to adopt a permanent prohibition against the handling of 911 calls from callers whose registration information has not been verified prior to placement of the call.

Order DA 15-922
Released August 14, 2015

- The FCC directed that payment be made from the Interstate Telecommunications Relay Services Fund (TRS Fund) to Sprint for the provision of Web CapTel service, a form of Internet Protocol captioned telephone service (IP CTS), for the period from January 1, 2014, through the date of this Order.

- The compensation at issue was withheld by the TRS Fund administrator, Rolka Loube, pending a determination as to whether the service was provided in compliance with the Commission's emergency call handling requirements.

- The FCC found that there was no valid basis for a finding of noncompliance, and directed Rolka Loube to release all compensation withheld and otherwise owed for the period specified. This order addresses the withholding of monies for Sprint's Web CapTel service only. The Bureau will address withholding of monies for Sprint's Wireless CapTel service at a later date.

PSC Updates

FTRI Fiscal Year 2015/2016 Budget

On May 18, 2015, the Florida Public Service Commission (PSC) issued Order No. PSC-15-0200-PAA-TP in Docket No. 140029-TP which:

- Increased the monthly relay surcharge by one penny to offset FTRI's $481,960 deficit due to increased relay provider costs, with the additional amount to go to FTRI's remaining budget deficit

- Increased the TRS surcharge to $0.12 per month for fiscal year 2015/2016, effective July 1, 2015.

- Required the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers to bill the $0.12 surcharge for fiscal year 2015/2016, effective July 1, 2015.

- Required FTRI to reduce its proposed budget by $164,284.

Questions or Comments?

Next…
Florida Telecommunications Relay, Inc.

James Forstall
Executive Director

TASA Meeting
October 29, 2015

Client Services

The total number of EDP services provided by FTRI for fiscal year 2014/2015 was 30,925.

Modified
1.0%

Exchange
36.0%

New
43.3%

Return
16.5%

Follow-up
3.1%
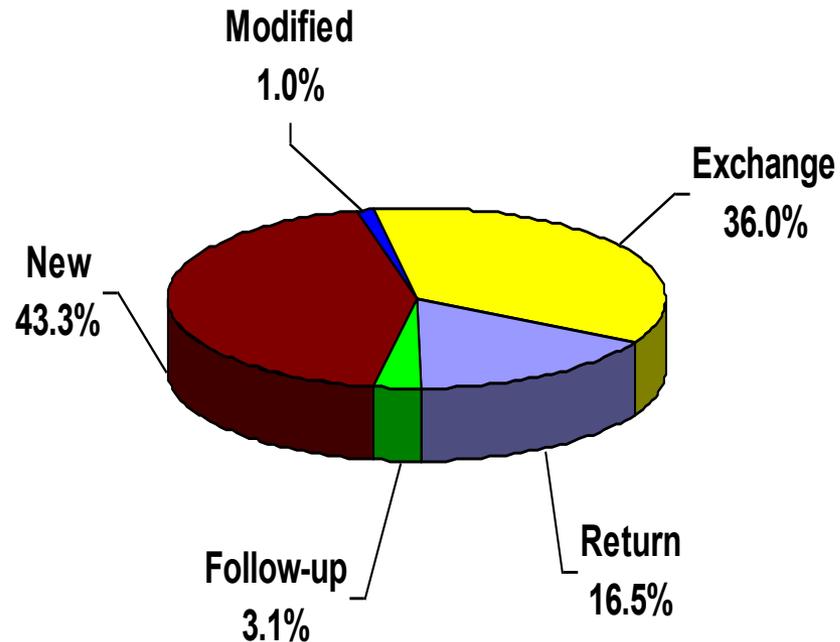
Total Client Services
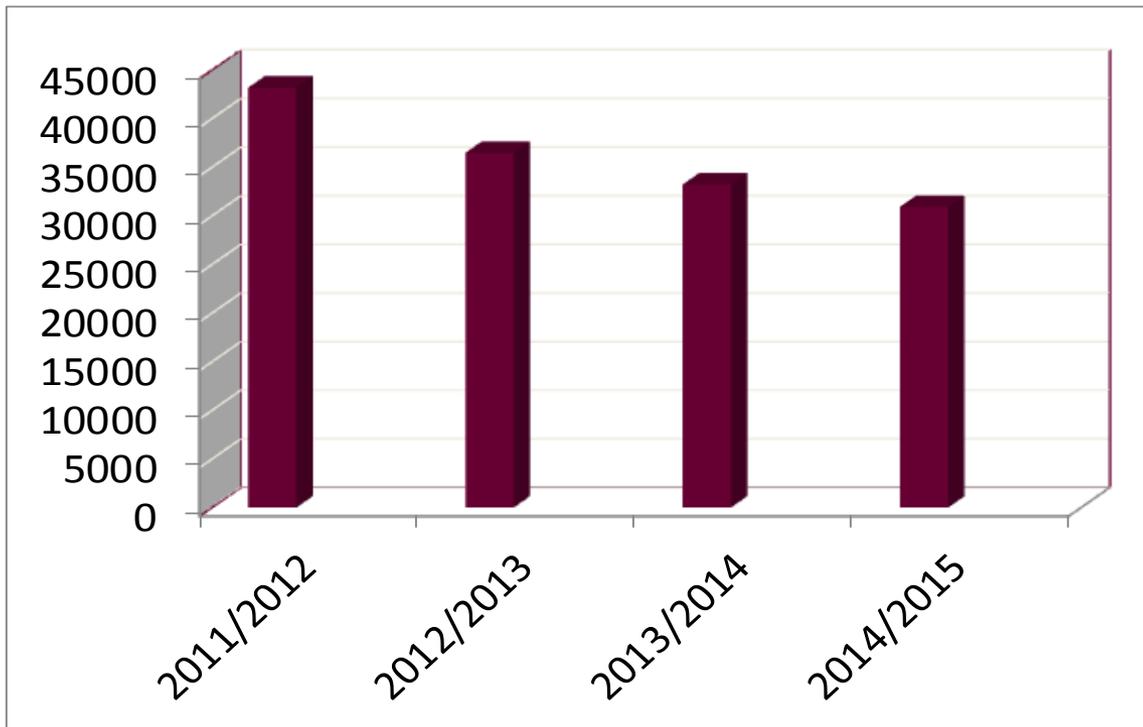
FY 11/12 – 43,179

FY 12/13 – 36,480

FY 13/14 – 33,222

FY 14/15 – 30,925

New Client Services

FTRI served **13,408** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	57
Hard of Hearing	13,148
Speech Impaired	85
Dual Sensory Impaired	118
Total	**13,408**

New Client Services
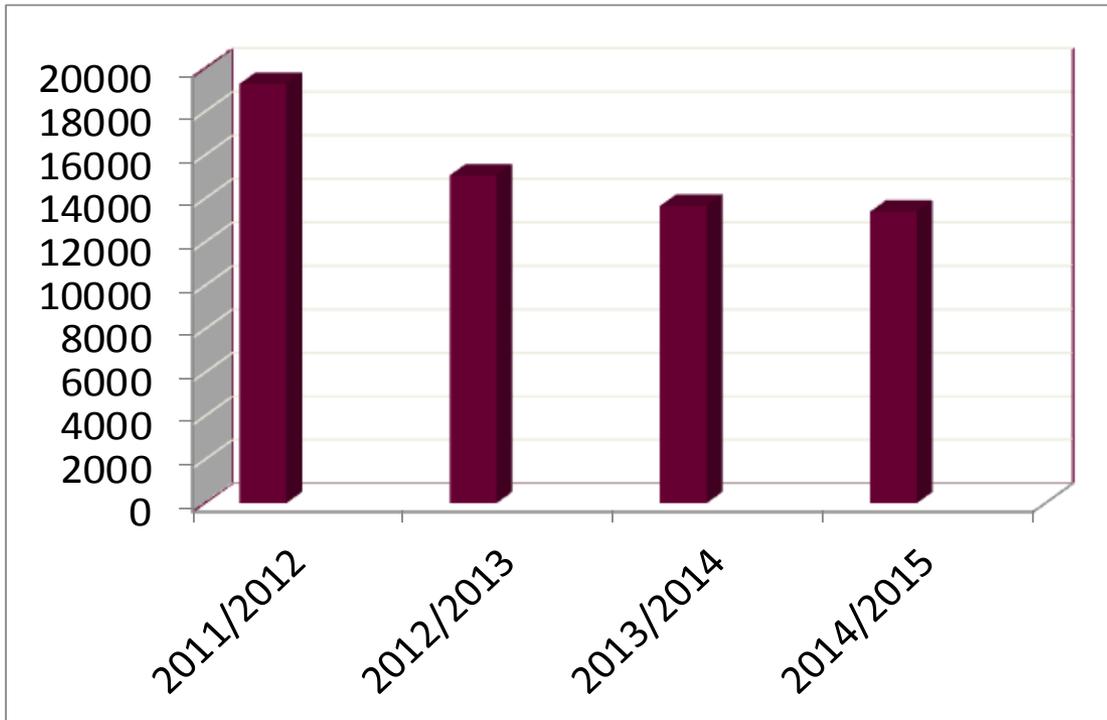
FY 11/12 – 19,287

FY 12/13 – 15,078

FY 13/14 – 13,671

FY 14/15 – 13,408

1.9% decrease over prior year

Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2014/2015 numbered **25,564** units.

TTY
0.2%

VRS
1.4%

Other
0.6%

CapTel
1.8%

ARS
1.2%

VCPH
94.8%
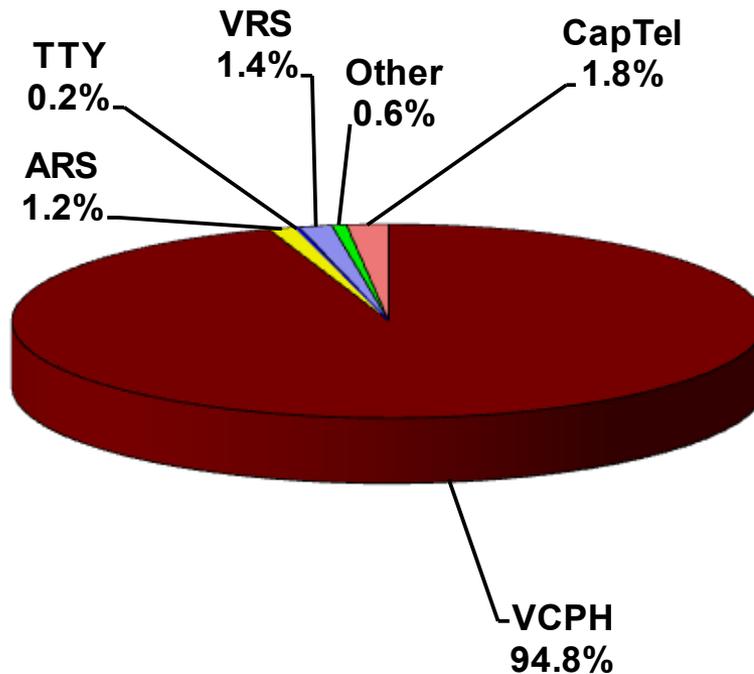
Total Equipment Distributed
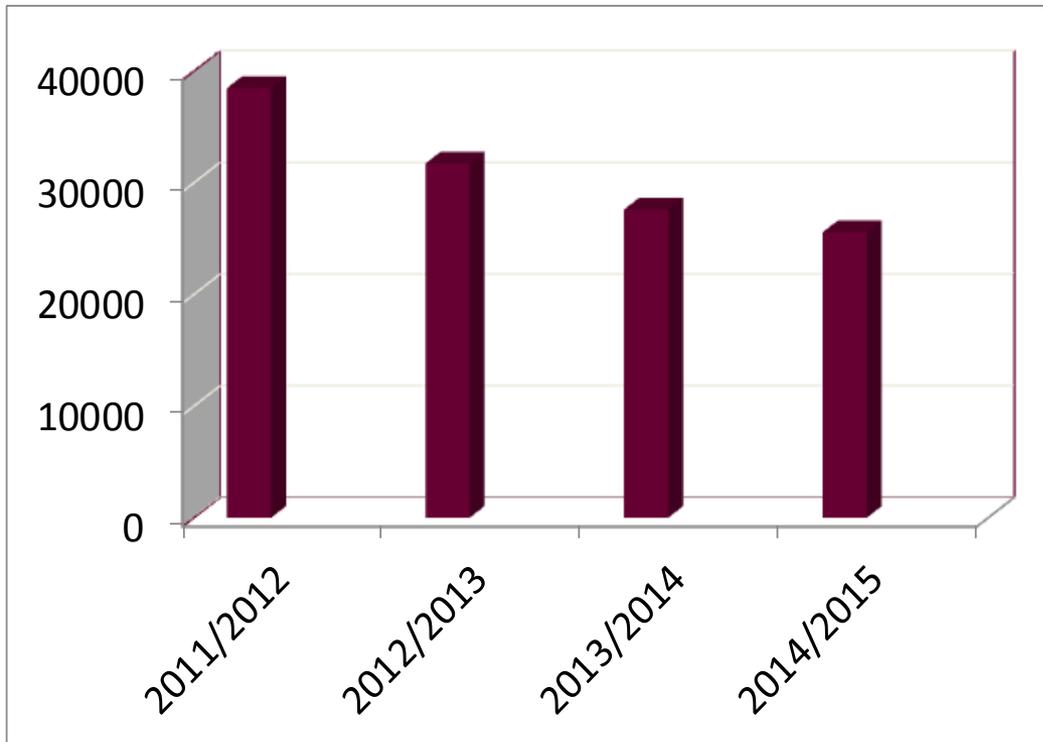
FY 11/12 – 38,477

FY 12/13 – 31,726

FY 13/14 – 27,606

FY 14/15 – 25,564

Outreach

FTRI conducted 1,112 outreach activities and 1,601 off-site distribution during fiscal year 2014/2015.

Presentation 2.3%
Exhibit 4.0%
Service Providers 7.6%
BPP 0.7%
Other 5.6%
Distribution 59.0%
Dual Events 20.8%
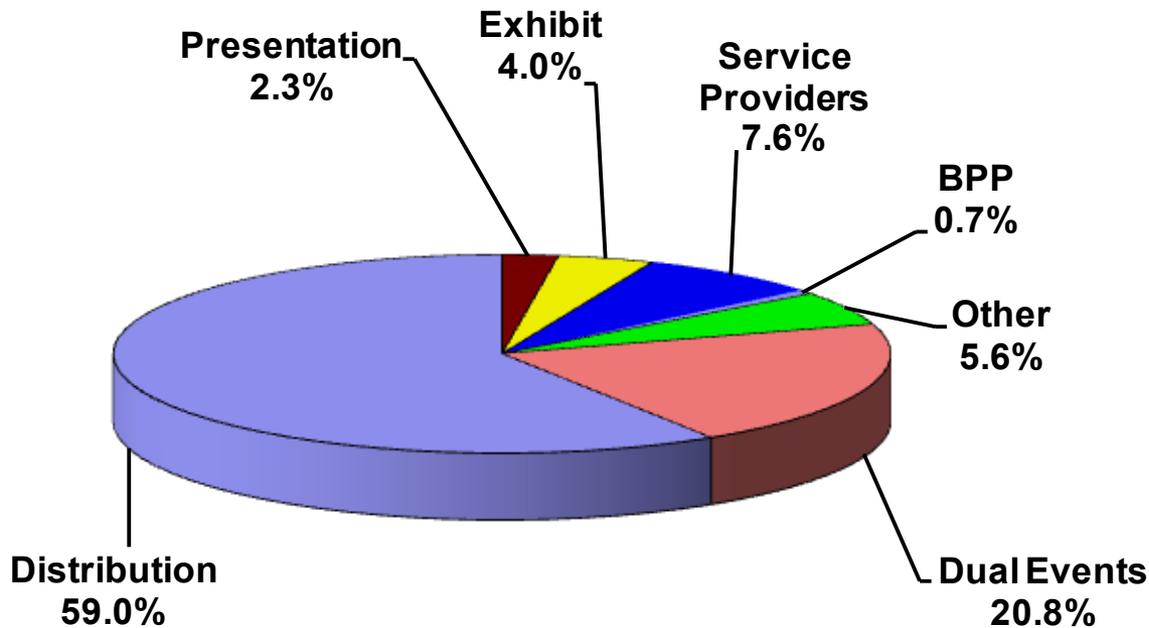
Distribution – 1,601
Presentation - 63
Exhibit - 108
Dual Events - 564
SP - 206
BPP - 20
Other - 151

Total Outreach / Distribution
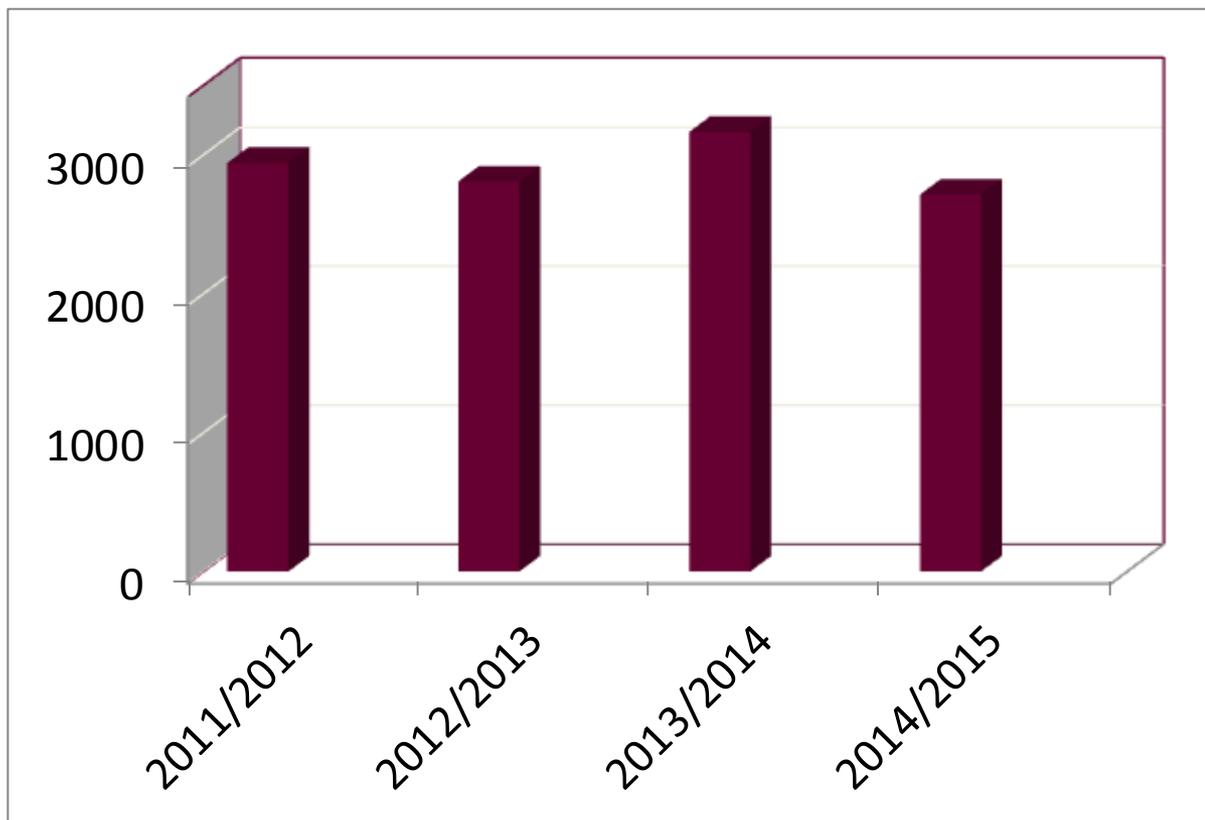
FY 11/12 – 2,941
FY 12/13 – 2,807
FY 13/14 – 3,163
FY 14/15 – 2,713

Some of the other services provided…

- Processed 28,347 customer service calls
- Mailed 831 applications to individuals
- Processed more than 94,296 EDP forms

Other important facts…

- Continued extensive education, training and support for RDCs
- Continued to place a high priority on protecting the integrity of client information by making security enhancements to the system
- Operated within budget requirements
- Received high marks from the external auditors for financial records and internal controls

Newspaper Ads

Full color 2-sided Insert Ad

Banner Ads

Facebook Ads

Twitter/FB Memes

Close together or far apart, you're forever in my heart. —Anonymous

#KeepFloridaConnected

KNOW THE SYMPTOMS OF HEARING LOSS.

CELEBRATE BETTER HEARING & SPEECH MONTH.

#KeepFloridaConnected

Does your mom have hearing loss?

This Mother's Day, help her get an amplified phone for **FREE**.

#KeepFloridaConnected

Happy Father's Day!

CELEBRATE DAD ON JUNE 21.

#KeepFloridaConnected

Did you know?

THERE ARE ABOUT **11,550 AUDIOLOGISTS** IN THE STATE OF FLORIDA.

#KeepFloridaConnected

Throughout our lives we long to love ourselves more deeply and feel more connected with others.

#KeepFloridaConnected

Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Five thousand five hundred and forty-nine (5,549) questionnaires were mailed during this fiscal year and FTRI received 1,752 responses for a nearly 31 percent return rate. Ninety-seven percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's automated email system sent quality assurance surveys to 4,036 new clients the subsequent day after receiving service and received 1,194 responses for a 29.58 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

NDBEDP – iCanConnect

FY 2014/2015

Number of people assessed – 27

Number of people trained – 34

Number of equipment distributed – 64

Number of trainers FTRI contracts with – 5

FTRI Regional Distribution Centers

RDC # 24

FTRI Headquarters

RDC #25

RDC # 5

RDC #29
RDC #31

RDC # 14

RDC # 2 – Center for Hearing and Communication (Ft. Lauderdale)

RDC # 4 – ES Deaf & Hard of Hearing Services (Daytona Beach)

RDC # 5 – Independent Living Resource Center (Jacksonville)

RDC # 7 – Center for Independent Living in Broward County (Ft. Lauderdale)

RDC # 9 – Citrus Hearing Impaired Program Services (Crystal River)

RDC # 10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)

RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota (Sarasota)

RDC # 14 –Center for Independent Living of North Central Florida (Gainesville)

RDC # 16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)

RDC # 17 – Deaf Service Center of SW Florida (Ft. Myers)

RDC # 18 – Center for Independent Living of Central Florida (Winter Park)

RDC # 19 – Central Florida Speech & Hearing Center (Lakeland)

RDC # 20 – Space Coast Center for Independent Living (Rockledge)

RDC # 21 – Hearing Impaired Persons in Charlotte County (Port Charlotte)

RDC # 22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)

RDC # 24 – CIL – Disability Resource Center (Pensacola)

RDC # 25 – Disability Resource Center (Panama City)

RDC # 26 – Hearing and Speech Center of Florida (Miami/Kendall)

RDC # 27 – Family Center on Deafness (Largo)

RDC # 28 – Self Reliance CIL (Tampa)

RDC # 29 – Ability 1st CIL (Tallahassee)

RDC # 30 - Audiology with a Heart (West Palm Beach)

RDC # 31 – Big Bend Hospice (Wakulla)

RDC # 32 – CIL Gulf Coast (Fort Myers)

RDC # 40 – Easter Seals of Florida (Orlando)

Total of 25 RDCs

RDC # 4
RDC # 22
RDC # 18
RDC # 20
RDC # 9
RDC # 19
RDC # 10
RDC #40
RDC # 27
RDC # 16
RDC #28
RDC # 21
RDC # 13
RDC # 30
RDC # 17
RDC # 32
RDC # 2
RDC # 7
RDC #26

Hours of operation varies from RDC to RDC.

Since July 1st, 3 RDCs have ceased contracting with FTRI. (Deaf & Hearing Resources - West Palm Beach, Area Agency on Aging – Tallahassee, CIL South Florida – Miami)

10/19/15

Questions

Florida TASA Meeting
Jeff Branch, Customer Relations Manager

Florida Public Service Commission
10/29/15

Agenda

- #MoveForward
- **Operational Update**
  - **New Product Utilization**
  - **TRS Utilization**
  - **CapTel Utilization**
  - **Quality Reports**
- **Outreach Services**
  - **$25,000 Budget Utilization**

Florida Relay 711 ™

#MoveForward

A Sprint Philosophy

- Technology is paramount to our customer's future.
- **Creating awesome solutions that deliver amazing experiences**
- **Act with integrity and treat others exactly how we wish to be treated.**
- We're here **to challenge and disrupt the "Old"** mindset; that's how we'll reach our goal of helping you **Move Forward** everyday.

Relay services don't stand idly by as the rest of the world charges forward. With Sprint, you're on a team that will charge your relay products to the forefront.

Operational Update

- New Product Utilization

  - Relay Conference Captioning (RCC)

  - French Gate

  - Spanish to English Translation

Relay Conference Caption (RCC)

	Mar	Apr	May	Jun	Jul	Aug	Sep
RCC INFORMATION							
Total RCC Minutes	0	120	960	975	1,155	1,110	1,065
RCC Usage to date	0	120	1,080	2,055	3,210	4,320	5,385
Balance of RCC minutes (15,000)	15,000	14,880	13,920	12,945	11,790	10,680	9,615
BILLING INFORMATION							

French Gate

	Mar	Apr	May	Jun	Jul	Aug	Sep
FRENCH							
Inbound Calls	179	196	212	204	188	237	250
Outbound Calls Completed	0	0	4	0	1	0	3
Session Minutes	370.07	367.98	359.45	304.10	306.82	363.85	418.47

#MoveForward   6

Spanish to English Translation

	Mar	Apr	May	Jun	Jul	Aug	Sep
SPANISH							
Inbound Calls	5,154	4,572	4,711	5,167	5,459	5,013	5,639
Outbound Calls Completed	658	634	630	700	590	524	419
Session Minutes	8,618.13	8,582.70	8,277.43	9,557.73	8,870.42	7,606.63	6,993.35

#MoveForward

TRS Utilization

- ## Graph of minutes use

	Mar	Apr	May	Jun	Jul	Aug	Sep
RELAY MINUTES OF USE							
Total Session Minutes of Service	119,323.98	113,029.30	115,955.12	120,573.52	120,210.28	117,307.60	119,490.85
Less Interstate Minutes	(7,719.45)	(6,355.10)	(4,679.80)	(6,842.67)	(7,402.28)	(7,845.45)	(7,471.30)
Less International Minutes	(66.97)	(32.63)	(28.32)	(94.80)	(21.08)	(14.17)	(41.72)
Less Interstate Toll-Free Minutes (51%)	(10,160.42)	(9,608.42)	(10,045.19)	(8,985.85)	(10,408.51)	(8,132.31)	(10,209.62)
Less Interstate Directory Assistance	(7.33)	(33.17)	(25.73)	(53.12)	(53.82)	(90.08)	(62.43)
Less 900 Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Billable Traditional Minutes to State	101,369.81	96,999.98	101,176.08	104,597.08	102,324.59	101,225.59	101,705.78

CapTel Utilization

- Graph March 2015- September 2015

	Mar	Apr	May	Jun	Jul	Aug	Sep
CAPTEL MINUTES OF USE							
Total CapTel Session Minutes	203,832.36	195,744.78	188,181.10	180,643.44	171,962.34	164,674.62	157,561.10
Less Interstate Minutes	(49,738.98)	(46,844.32)	(45,552.62)	(41,056.60)	(40,378.87)	(41,569.55)	(40,081.23)
Less International Minutes	(1,420.02)	(680.62)	(494.62)	(309.48)	(407.93)	(429.25)	(540.30)
Less Interstate Toll-Free Minutes (51%)	(12,733.19)	(12,685.40)	(10,455.21)	(10,572.56)	(9,284.41)	(9,098.17)	(17,009.07)
Less Interstate Directory Assistance Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Less In 2-Line Minutes (11%)	(1,025.46)	(967.17)	(847.04)	(724.13)	(687.20)	(735.09)	(6,527.23)
Less 900 Minutes (51%)	0.00	(0.16)	(0.20)	0.00	0.00	0.00	0.00
Billable Intrastate CapTel Minutes	138,914.71	134,567.11	130,831.41	127,980.67	121,203.93	112,842.56	93,403.27

Quality Reports

- Graph of TRS State report

	Mar	Apr	May	Jun	Jul	Aug	Sep
TRS SERVICE QUALITY							
Agent Tested	99	83	90	76	84	77	86
Average Words per Minute	78.8	83.6	86.0	79.0	82.5	79.4	84.7
Agents less than 60 WPM	1	1	0	0	2	0	0
Over 95% Verbatim Accuracy	97.3%	98.7%	97.3%	99.3%	100%	99.3%	98.0%
Complaints: TRS	1	1	2	0	0	0	1
Commendations: TRS	1	1	2	0	0	0	0
RELAY MINUTES OF USE							

- Graph of CapTel State report

	Mar	Apr	May	Jun	Jul	Aug	Sep
CAPTEL SERVICE QUALITY							
Agent Tested	145	144	148	143	142	141	146
Average WPM	151.8	151.8	142.2	149.0	146..2	137.90	137.50
95% greater Captioning Accuracy	86.0%	79.4%	77.3%	83.3%	82.7%	90.6%	91.4%
Complaints: CapTel	1	0	1	0	0	0	0
Commendations: CapTel	3	0	3	4	1	2	0

#MoveForward

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Outreach Report

- Outline of expenses of $25K this year

Acitivity / Event Vendor	Expense	Activity Date
Hearing Impaired Person of Charlotte County, Inc	$1,045.38	04/25/2015
USF Health Byrd Alzheimer's Institute	$195.00	05/20/2015
Opporunity Development Inc/ILRC Independent Living Resources Center of N.E. Florida	$1,043.08	05/13/3015
10 iPads ($629 each)	$6,290.00	07/07/2015
CapTel Advertisement	$380.00	07/15/2015
Customer Profile form and VA STS	$237.50	07/30/2015
FAD event "Wet N Wild"	$500.00	07/25/2015
ALS 2015 Jacksonville Hope and Help Symposium	$250.00	10/01/2015
$9,940.96	Total Used to Date	
$25,000	2015 Budget	
$15,059.04	$$ Remaining	