

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: May 3, 2016
TO: Carlotta Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Curtis J. Williams, Office of Telecommunications *CW AT*
RE: Docket No. 140029-TP - Document Filing

Please file a copy of the attached email documents from James Forstall regarding FTRI's 2016/2017 Proposed Budget in Docket No. 140029-TP.

Please let me know if you have any questions.

Thank You.

Attachments

RECEIVED-FPSC
2016 MAY -3 PM 3:38
COMMISSION
CLERK

Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Thursday, April 14, 2016 8:32 AM
To: Curtis Williams
Cc: Beth Salak; Jeff Bates; Pamela H. Page; Brett Bascom; Robert Telfer
Subject: Re: NDBEDP

Good Morning Curtis,

Here's a list of agencies that currently operate the NDBEDP to some extent and could become a possible replacement to operate the program in Florida. The FCC will make that determination after reviewing interested applicant's proposal.

Perkins School for the Blind - www.perkins.org
Helen Keller National Center - www.helenkeller.org

Also, during our conversation yesterday I mentioned that I would be happy to share information regarding Bluetooth amplified telephone that is currently available for distribution to the hard of hearing population. Many seniors have a cell phone at the insistence of their well-meaning children however the amplification on cell phones are insufficient for them to hear conversations adequately. A customer premises Bluetooth amplified cordless telephone is a readily available solution for them. Please let me know if you wish for me to demonstrate a Bluetooth amplified telephone for the PSC team.

Thanks

James

On Wed, Apr 13, 2016 at 6:07 PM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

OK. I agree.....good meeting.

From: James Forstall [mailto:jforstall@ftri.org]
Sent: Wednesday, April 13, 2016 5:56 PM
To: Curtis Williams
Subject: Re: NDBEDP

Will that tomorrow.

Good meeting today.

On Apr 13, 2016 5:40 PM, "Curtis Williams" <CJWillia@psc.state.fl.us> wrote:

James, as we discussed, please forward names of potential Florida NDBEDP vendors.

Thank You.

Curtis J. Williams

Public Utility Analyst

Office of Telecommunications

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Office: (850) 413-6924

Fax: (850) 413-6925

Email: cjwillia@psc.state.fl.us

--

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301

jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Thursday, April 14, 2016 8:48 AM
To: Beth Salak
Cc: Curtis Williams; Jeff Bates; Pamela H. Page; Brett Bascom
Subject: Outreach - Media

Beth,

Regarding your question about how much of the outreach budget is newspaper, I didn't want to leave the impression that aside from the RDC contracts, the remaining outreach budget will go to newspaper. Here's a breakdown: Newspaper - 67%, RDC Contract - 23%, Other (printed materials, travel, conferences, etc.) - 10%.

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Friday, April 15, 2016 2:21 PM
To: Curtis Williams
Cc: Beth Salak; Jeff Bates; Pamela H. Page; Brett Bascom; Robert Telfer; Greg Fogleman; Mark Long
Subject: Re: NDBEDP

Curtis,

See replies below.

1. List of all equipment FTRI purchases and distributes under the NDBEDP.

The list is non-specific and equipment is purchased on a case by case basis that best suits the individual, and complies with connecting them to advanced distance communication services. Some examples are braille displays, iphones, ipads, computers and the assistive software allowing a DeafBlind individual to access the distance communication network. More information is available at <http://www.icanconnect.org/equipment>.

2. In FY 2015/2016 Q1, FTRI recognized a \$5,000 expense for a NDBEDP audit. Is this a recurring expense?

Yes, pursuant to 47 C.F.R. § 64.610(e)(1)(vii), the FCC requires an annual specific audit of NDBEDP expenses.

3. Explanation of the scope and reason for the NDBEDP audit.

The audit is required by the FCC; 47 C.F.R. § 64.610(e)(1)(vii) provides that each program certified under the NDBEDP must "engage an independent auditor to perform annual audits designed to detect and prevent fraud, waste, and abuse, and submit, as necessary, to audits arranged by the Commission, the Consumer and Governmental Affairs Bureau, the NDBEDP Administrator, or the TRS Fund Administrator for such purpose[.]" Our auditors stated that the audit was conducted in accordance with Government Auditing Standards, OMB Circular A-133.

Let me know should you have any questions.

Thanks

James

On Fri, Apr 15, 2016 at 11:27 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

James,

Staff has a few follow-up requests/questions regarding the NDBEDP.

Please address the following:

1. List of all equipment FTRI purchases and distributes under the NDBEDP.
2. In FY 2015/2016 Q1, FTRI recognized a \$5,000 expense for a NDBEDP audit. Is this a recurring expense?
3. Explanation of the scope and reason for the NDBEDP audit.

Thank You.

Curtis J. Williams

Public Utility Analyst

Office of Telecommunications

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Office: (850) 413-6924

Fax: (850) 413-6925

Email: cjwillia@psc.state.fl.us

Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Wednesday, April 20, 2016 4:29 PM
To: Curtis Williams
Cc: Beth Salak; Jeff Bates; Pamela H. Page; Greg Fogleman; Robert Telfer; Brett Bascom
Subject: Additional Questions
Attachments: 3rd QTR NDBEDP Estimate.pdf

Curtis,

1. As an attachment to your letter to Beth regarding the NDBEDP, you provided actual revenue and expense data for FY 2015/2016 QTR1 and QTR2. Please submit FY 2015/2016 QTR3 revenue and expense data if available.

We are currently working on the QTR 3 reimbursement request which is not yet finalized. However an estimate of QTR 3 is provided.

2. Is it FTRI position that increasing Outreach efforts, including additional newspaper advertising, will result in an increase in relay minutes of use and FTRI revenue?

It is difficult to project the impact on the budget from an increase in outreach efforts. Based on existing results and data, which can be found in FTRI's PowerPoint presentation given during the April 13th TASA meeting, the strategic placement of increased newspaper insert ads this past fiscal year has produced significant services/responses. FTRI hopes that continuing with the outlined newspaper campaign strategy may assist with maintaining the current level of service provisions as well as promoting awareness of program services.

Please let me know if you have any questions or need clarification.

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
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Tallahassee, FL 32301
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Florida National Deaf Blind Equipment Distribution Program
Administered by FTRI

rev 4.19.2016

ESTIMATE

2015-2016	QTR1	QTR 2	QTR3	QTR4	Total
Revenue	43014.86	23133.78	32322.24		98470.88
					0.00
Expenses-Pgrm	32521.73	18322.58	25014.50		75858.81
Expenses-Admin	5047.68	5200.28	5132.00		15379.96
audit	5000.00				5000.00
Expenses-staff	4618.80	5990.63	10479.76	0.00	21089.19
Net	-4173.35	-6379.71	-8304.02	0.00	-18857.08
					-18857.08

Curtis Williams

From: Curtis Williams
Sent: Thursday, April 21, 2016 4:58 PM
To: 'James Forstall'
Cc: Beth Salak; Jeff Bates; Pamela H. Page; Greg Fogleman; Robert Telfer; Brett Bascom
Subject: RE: Additional Questions

James,

A few more questions below.

1. If the FPSC increased FTRI's budget to cover the projected NDBEDP loss, would FTRI be interested in continuing its participation in the program?
2. Do you have additional names of organizations that may be interested in participating in the NDBEDP? Are you familiar with Harris Corporation's participation in the program?
3. Do you recall if the FPSC issued an Order approving FTRI's participation in the NDBEDP?

Thank You.

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Wednesday, April 20, 2016 4:29 PM
To: Curtis Williams
Cc: Beth Salak; Jeff Bates; Pamela H. Page; Greg Fogleman; Robert Telfer; Brett Bascom
Subject: Additonal Questions

Curtis,

1. As an attachment to your letter to Beth regarding the NDBEDP, you provided actual revenue and expense data for FY 2015/2016 QTR1 and QTR2. Please submit FY 2015/2016 QTR3 revenue and expense data if available.

We are currently working on the QTR 3 reimbursement request which is not yet finalized. However an estimate of QTR 3 is provided.

2. Is it FTRI position that increasing Outreach efforts, including additional newspaper advertising, will result in an increase in relay minutes of use and FTRI revenue?

It is difficult to project the impact on the budget from an increase in outreach efforts. Based on existing results and data, which can be found in FTRI's PowerPoint presentation given during the April 13th TASA meeting, the strategic placement of increased newspaper insert ads this past fiscal year has produced significant services/responses. FTRI hopes that continuing with the outlined newspaper campaign strategy may assist with maintaining the current level of service provisions as well as promoting awareness of program services.

Please let me know if you have any questions or need clarification.

Thanks

James

James Forstall, Executive Director
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Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Friday, April 22, 2016 3:07 PM
To: Curtis Williams
Cc: Jeff Bates; Beth Salak; Pamela H. Page; Greg Fogleman; McCabe, Thomas M.; Bradley, Cecil F.; Greer, Stan L; Bradin, Elizabeth; khancock@nefcom.net; Willis, Bettye J; Robert Telfer; Brett Bascom
Subject: FTRI Responses to FPSC's NEBEDP Questions

Curtis,

#1 - No. FTRI would not be interested in continuing participation as administrator of the NDBEDP for Florida. It is FTRI's position that continued participation in the FCC program would result in the TASA surcharge subsidizing it and that the intent of TASA is not to subsidize other programs. While we recognize the benefits of the NDBEDP, we are mindful that our purpose is to be the administrator of TASA as outlined in Chapter 427, Florida Statutes, and when all things are considered, including the fact that the NDBEDP could continue to operate in the negative because of the limited administrative reimbursement cap of 15%, we believe that it is in the best interest of TASA for FTRI to not continue as the NDBEDP administrator for Florida.

#2 - I am not familiar with Harris Corporation's participation in the NDBEDP. The FCC would have a better idea of eligible entities that may be interested in the NDBEDP for the state of Florida.

#3 - The only Commission Order which references FTRI's involvement with the NDBEDP is Docket No. 040763-TP, Order No. PSC-12-0257-PAA-TP, which concludes (in part) "ORDERED that a separate expense category shall be established for the NDBEDP[.]"

Please let me know should you have any questions or need clarification.

Thanks

James

James Forstall, Executive Director
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Tallahassee, FL 32301
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850-270-2641 (VP)

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Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Tuesday, April 26, 2016 10:05 AM
To: Curtis Williams
Subject: Re: FTRI Responses to FPSC's NEBEDP Questions

Hi Curtis,

FTRI has agreements with 23 regional distribution centers (RDC). A few RDCs have satellite offices and many of the RDCs, if not all, have multiple off-site locations (i.e. senior centers, libraries, etc.) that they visit regularly.

Let me know if you have any other questions.

James

On Tue, Apr 26, 2016 at 9:47 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Hello James,

One quick clarification....How many RDCs does FTRI currently contract with?

From: Curtis Williams
Sent: Friday, April 22, 2016 3:28 PM
To: 'James Forstall'
Subject: RE: FTRI Responses to FPSC's NEBEDP Questions

Thanks James.....That's it for now.

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Friday, April 22, 2016 3:07 PM
To: Curtis Williams
Cc: Jeff Bates; Beth Salak; Pamela H. Page; Greg Fogleman; McCabe, Thomas M.; Bradley, Cecil F.; Greer, Stan L; Bradin, Elizabeth; khancock@nefcom.net; Willis, Bettye J; Robert Telfer; Brett Bascom
Subject: FTRI Responses to FPSC's NEBEDP Questions

Curtis,

#1 - No. FTRI would not be interested in continuing participation as administrator of the NDBEDP for Florida. It is FTRI's position that continued participation in the FCC program would result in the TASA surcharge subsidizing it and that the intent of TASA is not to subsidize other programs. While we recognize the benefits of the NDBEDP, we are mindful that our purpose is to be the administrator of TASA as outlined in Chapter 427, Florida Statutes, and when all things are considered, including the fact that the NDBEDP could continue to operate in the negative because of the limited administrative reimbursement cap of 15%, we believe that it is in the best interest of TASA for FTRI to not continue as the NDBEDP administrator for Florida.

#2 - I am not familiar with Harris Corporation's participation in the NDBEDP. The FCC would have a better idea of eligible entities that may be interested in the NDBEDP for the state of Florida.

#3 - The only Commission Order which references FTRI's involvement with the NDBEDP is Docket No. 040763-TP, Order No. PSC-12-0257-PAA-TP, which concludes (in part) "ORDERED that a separate expense category shall be established for the NDBEDP[.]"

Please let me know should you have any questions or need clarification.

Thanks

James

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Thanks

James

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jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: Curtis Williams
Sent: Monday, May 02, 2016 10:14 AM
To: 'James Forstall'
Subject: FTRI 2016/2017 Budget

Hello James,

A few more questions below related to the budget:

1. Please list the primary equipment FTRI made available to Deaf/Blind users prior to entering the NDBEDP. Will FTRI continue to make this equipment available to users in Florida after decertification?
2. How will FTRI handle request from customers for NDBEDP equipment after decertification and prior to the FCC's selection of a new service provider?
3. When did the NDBEDP's 15 percent Administrative Cap go into effect?
4. Does FTRI plan to make a presentation to the Commission at Agenda or just be available for questions? Who will speak on behalf of FTRI?

Thank You.

Curtis J. Williams
Public Utility Analyst
Office of Telecommunications
Florida Public Service Commission
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Tallahassee, Florida 32399-0850
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Fax: (850) 413-6925
Email: cjwillia@psc.state.fl.us

Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Monday, May 02, 2016 11:32 AM
To: Curtis Williams
Cc: Brett Bascom; Robert Telfer
Subject: Fwd: FTRI 2016/2017 Budget

Good Morning Curtis,

Please see my replies below.

James

On Mon, May 2, 2016 at 10:13 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Hello James,

A few more questions below related to the budget:

1. Please list the primary equipment FTRI made available to Deaf/Blind users prior to entering the NDBEDP. Will FTRI con

tinue to make this equipment available to users in Florida after decertification? DeafBlind Communicator (DBC) manufactured by Humanware. Yes, we will continue to make this device available.

2. How will FTRI handle request from customers for NDBEDP equipment after decertification and prior to the FCC's selection of a new service provider?

FTRI will continue to provide NDBEDP services until June 30, 2016 which should provide the FCC with ample time to select a replacement entity. After that, all inquires will be referred to the FCC point of contact.

3. When did the NDBEDP's 15 percent Administrative Cap go into effect?

This cap has been in place since inception

-
July 1, 2012.

4. Does FTRI plan to make a presentation to the Commission at Agenda or just be available for questions? Who will speak on behalf of FTRI?

Robert Telfer
and I
will be available to answer questions.

Thank You.

Curtis J. Williams

Public Utility Analyst

Office of Telecommunications

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Office: (850) 413-6924

Fax: (850) 413-6925

Email: cjwillia@psc.state.fl.us

Thanks

James

James Forstall, Executive Director
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