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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of: DOCKET NO. 20170039-TP
REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY
SERVICE, BEGINNING IN
MARCH 2018, FOR THE DEAF,
HARD OF HEARING,
DEAF/BLIND, OR SPEECH
IMPAIRED, AND OTHER
IMPLEMENTATION MATTERS IN
COMPLIANCE WITH THE
FLORIDA TELECOMMUNICATIONS
ACCESS SYSTEM ACT OF 1991.

PROCEEDINGS: TELECOMMUNICATIONS ACCESS SYSTEM ACT
ADVISORY COMMITTEE

STAFF
PARTICIPATING: CURTIS WILLIAMS
PAMELA PAGE
JEFF BATES
CAYCE HINTON
GREG FOGLEMAN

DATE: Thursday, October 25, 2018

TIME: Commenced: 1:30 p.m.
Concluded: 3:10 p.m.

PLACE: Gerald L. Gunter Building
Room 105
2540 Shumard Oak Bulevard
Tallahassee, Florida 32399-0850

REPORTED BY: ANDREA KOMARIDIS
Court Reporter

PREMIER REPORTING
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1 APPEARANCES:

2 CURTIS WILLIAMS, PSC staff
PAMELA PAGE, PSC staff
3 JEFF BATES, PSC staff
CAYCE HINTON, PSC staff
4 GREG FOGLEMAN, PSC staff
JAMES FORSTALL, FTRI
5 JEFF BRANCH, Sprint Relay

6

7 TELEPHONIC APPEARANCES:

8 RICK KOTTLER, Deaf and Hard of Hearing
Services of the Treasure Coast, Inc.
9 DEBBE HAGNER, Florida Coordinating Council for the Deaf
and Hard of Hearing
10 TIM WATA, Florida Association of the Deaf
MARGARET BROWN, Center for Hearing and Communications
11 MARGARET-LYNN DUGGAR, Florida Council on Aging

12

13 INTERPRETERS:

14 Charity Cox
Patti Lester

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1 PROCEEDINGS

2 MR. WILLIAMS: Good afternoon, everyone. This
3 is Curtis Williams with the Office of Industry
4 Development and Market Analysis here at the Florida
5 Public Service Commission. We're going to get
6 started with the TASA advisory committee meeting at
7 this time.

8 First, I would like to ask Ms. Pamela Page to
9 read the notice.

10 MS. PAGE: Pursuant to notice issued, this
11 time, date, and place were set for this meeting of
12 the Telecommunications Access System Advisory
13 Committee in Docket No. 20170039-TP.

14 MR. WILLIAMS: Thank you, Ms. Page.

15 Everyone should have received a copy of the
16 meeting agenda and presentations. So, at this
17 time, we will proceed as printed.

18 At this time, I would like to first go over a
19 few initial meeting notes. Everyone, please be
20 reminded to make sure that your microphone is -- is
21 working here. When you're speaking, the green
22 light should be on.

23 We want to ask everyone to please silence your
24 mobile devices during the meeting. And please
25 speak -- state your name before speaking when

1 making comments for the benefit of the court
2 reporter.

3 Those individuals who are on the line, we'll
4 ask that you please be cognizant of any background
5 noise. We are already getting some background
6 interference. So, we would just ask that you
7 please be aware that any background noise that you
8 may have will -- will affect the quality of the
9 meeting.

10 And also, if your phone has music on hold,
11 when you actually put it on mute or on hold, that
12 will come through to us. That actually happened
13 just a minute ago, before we started the meeting.
14 So, please be aware of that also.

15 At this time, we will take appearances. And
16 we will first take appearances from individuals
17 here, at the meeting, and then proceed with
18 appearances from individuals who are participating
19 by phone.

20 Mr. Bates?

21 MR. BATES: I'm Jeff Bates, IDM.

22 MS. PAGE: Pamela Page, Office of General
23 Counsel.

24 MR. FORSTALL: James Forstall, executive
25 director of Florida Telecommunications Relay, Inc.

1 MR. BRANCH: Jeff Branch with Sprint
2 Accessibility.

3 MR. WILLIAMS: At this time, we'll take
4 appearances from individuals participating by
5 phone. So, please proceed.

6 MS. HAGNER: This is Debbe Hagner,
7 representative of FCCDHH.

8 MS. DUGGAR: Margaret-Lynn Duggar, Florida
9 Council on Aging.

10 MR. KOTTLER: This is Rick Kottler from the
11 Deaf Service Center Association.

12 MR. WATA: Hi, this is Tim Wata representing
13 the Florida Agency of the Deaf.

14 MS. BROWN: This is Margaret "Peggy" Brown
15 with the Center for Hearing and Communication in
16 South Florida.

17 MR. WILLIAMS: Are there any others
18 participating by phone?

19 Hearing none, at this time, we will proceed
20 with staff's presentation. That will be followed
21 by the presentation by FTRI on their annual report.
22 And then we will have a presentation by Sprint.

23 So, at this time, I will turn the floor to
24 Mr. Bates to start staff's presentation.

25 MR. BATES: In August -- Jeff Bates, Office of

1 Industry Development Management Analysis.

2 PSC approved FTRI's 2018-2019 proposed budget
3 with modifications; however, the proposed budget
4 maintained the surcharge at ten cents per access
5 line.

6 The FCC updates include the FCC recertified
7 Florida's Telecommunications Relay Service. That
8 was contained in DA18-733, and that was released on
9 July 16th, 2018.

10 The next item is the FCC's 18-79 report and
11 order, declaratory ruling, further notice of
12 proposed rulemaking, and notice of inquiry. It was
13 released on June 8th, 2018. And the FCC found that
14 the use of IPCTS represents approximately
15 80 percent of total minutes compensated by the
16 intrastate TRS fund.

17 They set the interim IPCTS compensation's
18 rates so that -- I lost my place -- to save the TRS
19 fund approximately \$399 million over two years and
20 to limit the unnecessary IPCTS use and improve
21 speech-to-text automation.

22 The FCC also sought input on how to better
23 fund, administer, and determine user eligibility
24 for the service, and is considering the State's
25 roles -- and carriers -- can play in the provision

1 of the -- and support of IPCTS.

2 IPCTS use has grown exponentially from 29
3 million minutes in 2011 to about 363 million
4 minutes in 2017, and is expected to make up
5 approximately 78 percent of total minutes paid by
6 the interstate TRS fund, approximately 66 percent
7 of the TRS payments to TRS providers.

8 The FCC reduced IPCTS compensation rates to
9 \$1.75 per minute from July 2018 through June 2019,
10 and \$1.58 per minute from June -- or July of 2019
11 through June 2020.

12 The FCC sought comment on the reasonableness
13 of costs reported by IPCTS providers, the level of
14 marketing expenses for subcontractors and outreach,
15 and the use of historical versus projected costs.

16 Now, the FCC also suggested measures to limit
17 the IPCTS waste and abuse and believes additional
18 safeguards are needed to -- that would amend the
19 rules to prohibit IPCTS providers from linking
20 volume control and captioning functions of an IPCTS
21 device or software application; require IPCTS
22 providers to include clear, factual notifications
23 on advertising brochures, websites, user manuals,
24 and information available to the public; and then
25 general prohibitions on providing service to users

1 who do not need it.

2 The FCC is also considering expanding the
3 contribution base for IPCTS to include a percentage
4 of intrastate revenues from carriers and VoIP
5 service providers. The FCC is seeking comment on
6 its conclusions and any other benefits or costs
7 that would result from expanding the contribution
8 base.

9 The State's role in the administration of
10 IPCTS was discussed as well by the FCC. And they
11 seek further comment on whether certified State TRS
12 programs should be allowed or require to make --
13 take a more-active role in the administration of
14 IPCTS.

15 The FCC did acknowledge that State TRS
16 programs have the expertise, skills, and on-the-
17 ground experience to assume administrative
18 functions for IPCTS.

19 In the FCC's 2013 IPCTS reform, further notice
20 of proposed rulemaking also asked whether it would
21 be desirable for states to take on IPCTS funding
22 and administration.

23 Florida's response at the time commented that
24 State legislative authority would be needed to
25 allow for a transition. And the FCC noted that in

1 this order.

2 Florida's role in administering IPCTS would
3 be -- is -- is, at this point, difficult because
4 currently Florida has no role in administering it.
5 Section 427.704(4)(a)(1), Florida Statutes, states:
6 The Commission shall require all local-exchange
7 telecommunications companies to impose a monthly
8 surcharge on all local-exchange telecommunications
9 companies' subscribers on an individual base- --
10 individual access-line basis except that the
11 surcharge shall not be imposed on more than 25
12 basic access lines per account bill rendered.

13 Barriers to funding, under the current
14 statutes -- the TRS surcharge can only be collected
15 from local-exchange company access lines.
16 Legislature in Florida may need to change the
17 statute to address how the relay program is funded
18 if the FCC mandates states provide IPCTS.

19 Those legislative changes, should they be
20 made, could take several years to implement. And
21 the states generally do not know the extent of the
22 potential funding obligation.

23 In addition to the State's role, State-level
24 competition for IPCTS is also an issue. Consumers
25 currently have a choice of providers in Florida

1 because it is only regulated at the federal level.

2 Florida Statute states in pertinent part: The
3 Telecommunications Act says systems shall provide
4 for the purchase of distribution of specialized
5 telecommunication devices and the establishment of
6 a statewide single-provider Telecommunications
7 Relay Service program.

8 Adding IPS- -- IPCTS to Florida's TRS contract
9 will eliminate competition from the service because
10 there's no funding mechanism for the intrastate
11 portion of the service, and would require a
12 statutory change to allow for more than one
13 provider.

14 MR. WILLIAMS: Thank you, Mr. Bates.

15 Are there any questions regarding PSC update
16 and the FCC updates? We can address those at this
17 time.

18 MS. HAGNER: This is Debbe. I was wondering
19 why is there no funding for that one part you just
20 said.

21 MR. WILLIAMS: For the internet protocol
22 caption telephone service? It -- there is funding,
23 but the program is -- is funded by the FCC on an
24 interstate basis. It's through the interstate
25 funding mechanism.

1 And Florida does receive -- Florida -- we do
2 have internet protocol telephone caption service
3 here. So, the service is being provided, and it's
4 being provided through multiple service providers,
5 but the actual funding mechanism and the
6 administration of the program is -- is done at the
7 federal level through the FCC.

8 What the FCC is considering in this -- in
9 their further notice of proposed rulemaking is
10 possibly mandating or giving individual states the
11 option to administer and possibly fund an
12 intrastate program, similar to what we have with
13 traditional relay service and caption telephone
14 service here in Florida.

15 MS. HAGNER: Okay. Thank you.

16 MR. WILLIAMS: Thank you.

17 Are there any additional questions?

18 Hearing none, at this time, we will proceed
19 with Mr. James Forstall's presentation of FTRI's
20 2018 annual report.

21 MR. FORSTALL: Good afternoon, everyone.

22 Thank you, Curtis, and the staff.

23 The second-to-next slide is -- you'll see the
24 client services for -- thank you -- the -- the
25 total number of EDP services -- which is Equipment

1 Distribution Program services -- provided by FTRI
2 for Fiscal Year 2017 and '18 was a total of 22,107.
3 And that includes providing services to new,
4 modified and changed, follow-up, and return
5 services. And so, if you look at the pie chart,
6 you'll see it separated and broken down that new,
7 of course, is the -- the most, with exchanges being
8 close behind.

9 An exchange -- it can be anyone who may have
10 had a piece of equipment throughout the program for
11 several years and their phone may have just one
12 hour from use, or possibly the client's hearing may
13 have progressive- -- progress- -- progressively
14 worsened over time. And so, they may need a more-
15 amplified telephone, stronger-amplified phone. So,
16 they can come to the program and get that exchange.

17 And an exchange is different from a
18 modification because an exchange is basically
19 somebody having an amplified phone and going from
20 one amplified to another. And not a whole lot of
21 training is involved, and less paperwork is
22 involved as opposed to a new client.

23 A modification is someone who is no longer
24 able to hear on an amplified phone, but may be in
25 need of a different device such as a caption

1 telephone or other devices. And we consider that a
2 modification because more time is needed to provide
3 training on the type of equipment they may select
4 through the modification process.

5 A return is anyone who returns the phone
6 equipment to the program for whatever reason.
7 Maybe they're deceased or they move out of the
8 State or they no longer have a need for the phone.
9 So, they -- they return it to the FTRI program.

10 And usually what we do, depending on the age
11 of the equipment -- if it's in warranty, we will
12 send it back to the manufacturer and they will
13 refurbish it and put it back in stock for us.

14 Or, if it's out of warranty, depending on the
15 age and the condition of the equipment, we will
16 send it to another company that will also repair
17 and refurbish it and put it in stock for us for
18 future use.

19 And so, any time we place an order, we usually
20 go to the refurbished-restock inventory before we
21 pull out any new so we can keep that inventory
22 level under control.

23 A follow-up would be someone who receives
24 training initially; they come back to FTRI and need
25 additional training or other follow-up service.

1 For instance, they may need a piece of equipment
2 that they may have misplaced or lost. Any --
3 any -- or broke, and they can go to an RDC and
4 receive that as a follow-up service. So, we
5 consider that a service that we do provide because
6 the RDCs do make time available for that particular
7 service.

8 The next slide is the total client services
9 over the last four years. And you will notice that
10 we have seen a decline and -- but it has -- the
11 decline from last year to prior year hasn't been as
12 severe as you may notice from Fiscal Year '15-'16
13 to '16 and '17.

14 So, we -- we feel like we -- the decline is
15 kind of leveling off. It's not dropping off as
16 much. So, we're excited about that -- at least
17 being able to monitor the level of the decline.

18 We -- in the first quarter of this year alone,
19 we have seen an increase over first quarter of last
20 year. So, we're excited about that. That's the
21 part that I was meaning to say we're excited about;
22 not a decline, but rather an increase.

23 The next slide is new client services. FTRI
24 served over 10,378 new clients during the reporting
25 period. And clients that have been certified as

1 eligible for the FTRI program are classified into
2 four groups: Deaf, hard of hearing, speech
3 impaired, and dual-sensory impaired.

4 You'll notice in this chart, the slide, that
5 dual-sensory impaired is zero. And that represents
6 the deaf-blind community. So, any time we've got a
7 request for that, we would make them -- we would
8 let them know about the national deaf-blind
9 equipment distribution program. And the majority
10 of people will take advantage of that program
11 through the federal ICanConnect program.

12 However, it is important to make note that
13 there is no such equipment available for our
14 program to distribute to the deaf-blind today. We
15 used to be able to distribute the deaf-blind
16 communicator, but they don't make -- they don't
17 produce that anymore. So, we have nothing
18 available to offer that particular population.

19 It's unfortunate, but -- the next slide, new
20 client services -- you'll see a decline -- a
21 decrease in that as well. Again, the decrease from
22 last year to the previous year is -- was -- is not
23 as bad as it has been. So, it -- we're hoping to,
24 again, level it off with new outreach opportunities
25 that we're providing this year; also, some other

1 opportunities with distribution through new
2 methods. So, we're -- things are kind of looking
3 up for us a little bit at the moment.

4 Next slide: Distributing equipment for Fiscal
5 Year 2017-'18. Total number of units that were
6 distributed were 18,233. And of those, the volume
7 control, the volume-amplified phone for the
8 individual with hearing loss, hard of hearing,
9 had -- is 96.3 percent of all the equipment we do
10 distribute to amplified telephone.

11 The next slide is total equipment distributed.
12 The graph over the last four years -- again, it's a
13 decline, you'll notice, but it's leveling off just
14 a little bit from '16-'17, '17-'18.

15 The next slide, we talk about outreach. FTRI
16 conducted 1,399 outreach activities through Fiscal
17 Year 2017-2018. Our fiscal year is from July to
18 June. And equipment distribution makes up
19 58 percent of the total outreach activities that
20 was conducted.

21 And an equipment distribution is when an RDC
22 will actually go to several different locations
23 rather than sitting in the office, waiting for a
24 client to still come, which they still do; however,
25 they schedule events outside of the office. They

1 may go to the senior center or a local library,
2 different -- different opportunity or facility to
3 go to where the community is. And they will set up
4 equipment distribution in those areas and -- and
5 how -- that works really well for -- for FTRI and
6 the RDCs because this is all planned out.

7 So, the particular facility is able to promote
8 that event at their location well in advance to let
9 people know that FTRI or the regional distribution
10 centers will be at that location to distribute on a
11 certain date.

12 And some centers have enough event -- enough
13 activity from those events to put it on a regular
14 schedule. They can go back every week, every two
15 weeks, once a month, whatever the case may be. So,
16 that's been a really positive outreach event for
17 FTRI.

18 The other event is a dual event. And that
19 is -- can be -- consist of a dual event -- the dual
20 event. And that can consist of a presentation,
21 face-to-face presentation, or an exhibit at a
22 health fair. We call it a dual event because we
23 have learned over time that it's important to be
24 able to distribute equipment while you're at the
25 event because we have found --

1 MR. KOTTLER: Hey, James, this is Rick. I'm
2 sorry to interrupt, but can you make sure that
3 everybody knows to put their phone on mute?
4 Because somebody keeps cutting in and out and --
5 and we can't hear half of what you're saying.

6 MR. FORSTALL: I have two -- should I turn one
7 of them off? Is he talking to me or someone else?

8 MR. WILLIAMS: We had -- we made an adjustment
9 here, but we'll, again, ask everyone who is
10 participating by phone to please make sure you be
11 aware of any background noise. We do hear some
12 papers ra- -- rambling, and I think that may be the
13 interference. So, if you would, please just be
14 aware that any -- any movement or any background
15 noise that -- that you have at your location will
16 affect the quality of our meeting.

17 And please put your phone on mute when you're
18 not speaking. Just make sure that you don't have
19 any type of music on hold. Thank you.

20 MR. FORSTALL: I had two microphones on. I'm
21 turning one off and see if that makes a difference
22 for you.

23 MR. HINTON: That won't. One is for the
24 speakers inside, and one is for the telephone. So,
25 that --

1 MR. FORSTALL: This is for the telephone.

2 MR. HINTON: Yeah.

3 MR. FORSTALL: Okay. Can you hear me, Rick?

4 MR. KOTTLER: Yeah, I can hear you clear now.

5 Thank you.

6 MR. WILLIAMS: Thank you, Mr. Kottler.

7 MR. FORSTALL: All right. I was talking about
8 dual events. And so, we have learned over time
9 that being -- having the ability to distribute
10 equipment while already at an event, whether it be
11 a presentation or exhibit at an exhibit hall or
12 health fair, et cetera, has really made a
13 tremendous difference for us because we -- we found
14 out that people would hear about it. They may take
15 the application, and they may go home, then we may
16 never see them again.

17 But while we have them there, and if they
18 qualify for the program, we will make it available
19 to them at the event. And the way that works is,
20 usually in a presentation, you can -- you know,
21 you're in a pretty quiet environment to begin with.
22 And so, when people who are interested in getting a
23 phone -- they may hang back or stick around and
24 then they'll work with them in that case.

25 And at an exhibit, health fair, et cetera,

1 they are -- they will secure a private room, a
2 separate room away from the general hall, so to
3 speak. The noise level is so very loud, so it
4 makes it very difficult for people with hearing
5 loss to hear instructions and training.

6 So, we make it a point to get a secure area
7 away from the noise so that people can hear the
8 training op- -- the training going on. So, those
9 are the two big events that we have going on in --
10 in addition to the equipment distribution.

11 And so, we also have several provider visits.
12 We didn't -- we suspended that temporarily only
13 because we wanted to modify the program. And so,
14 we're working on that. We don't know at this point
15 when that will be reintroduced to the program.

16 And the other one is the business partnership
17 program, which is the BPP. And that's information
18 about the Florida Relay Service where businesses
19 can learn how to receive and deal with a relay call
20 that may come into that business, their place of
21 business.

22 And all that information has been made
23 available through the internet on the website. So,
24 we don't have to actually print out any materials
25 for that to hand out, and they can -- it's all just

1 downloadable and printable through the website.
2 So, we've done that. And so, we've had 14
3 businesses contact us over the past year to do
4 that.

5 And "other" can be any type of an event that
6 an RDC may contact or reach out to FTRI and say,
7 hey, I'd like to do this and this. It's a little
8 bit different from what we call our traditional
9 method, outreach method.

10 And so, we will entertain, of course, talk
11 with them, and see how we -- why is it beneficial
12 for you to go. And we will review that kind of
13 request. And so, over the last year, we had 60
14 different events that we did approve for the
15 centers to go and do.

16 The next slide. Again, we had a graph that
17 shows you the total out- -- outreach distribution.
18 And from the last year, prior year to this year, it
19 was pretty much stable. It -- we -- it was 11 less
20 than the previous year.

21 So -- the next slide is some of the other
22 services that FTRI provided in addition -- in- --
23 included with the RDCs, we processed 29,224
24 customer service calls. And these are people who
25 call FTRI either requesting to get information

1 about our FTRI for the first time or they call us
2 because they have a question about their phone or
3 product; something is wrong. We provide training
4 over the phone. So, we had over almost 30,000
5 customer service calls last year.

6 We also received 2,076 online inquiries
7 through the FTRI website. And those are people who
8 were contacted through the internet. And we have a
9 form that they will fill out on our -- on the
10 internet and ask for basic information.

11 And one of the questions is do you want us to
12 mail you an application -- application, or do you
13 want us to e-mail you an application, or do you
14 want us to refer you to the local regional
15 distribution center. And depending on one of those
16 options that the individuals select, it decides on
17 how we process that.

18 So, over the -- over the year, we received
19 over 2,000 of those. And if somebody requested
20 that we refer them to a regional distribution
21 center, we will -- that information is put into our
22 system, what we call our application request, and
23 we have the name, address, phone number.

24 So, we have enough information to assign that
25 to the local RDC, depending on where they live, and

1 then, we -- that information is in AR, in our
2 database. And the center will get e-mail
3 notification from FTRI letting them know that a
4 person has contacted -- is reaching out to -- for
5 service. And we -- then the RDC will reach out and
6 contact the individual, set up an appointment,
7 provide services or whatever. So, all that is
8 captured in our database.

9 And we act- -- we actually have the ability
10 to -- for instance, if a client -- if an RDC makes
11 the connection with the client and they have an
12 appointment, they can set the appointment date in
13 the system.

14 So, when the RDCs log into the FTRI database
15 portion of it, they will see that so many -- this
16 person has an appointment today or tomorrow. They
17 can see real quick who they can expect to be coming
18 in for services that day.

19 And in addition to that, we will put a follow-
20 up date. For instance, if I have a person coming
21 in today and I will assign a 30-day follow-up
22 date -- so, if this person, for some reason,
23 doesn't show up, they cancel, or they -- whatever,
24 they don't show up -- because the RDCs are busy
25 doing other things and services, if they forget it

1 as well, they will get a reminder, a follow-up
2 reminder to go back and find out what happened with
3 this individual, why didn't they get served.

4 So, we like to follow up as much as we can
5 with a particular individual. If they reach out to
6 us, we feel like it's important that they are in
7 need of something -- some kind of service, whether
8 it be equipment or whatever. So, we -- we like to
9 do the follow-up service for that.

10 We -- we also processed 68,398 forms that's
11 the RDCs' -- it's part of the program, required to
12 fill out and complete and submit it to FTRI. So,
13 we -- every -- every week, we will get packets of
14 information and paperwork from the centers. Even
15 though they enter it in online, we do want to
16 verify that the information matches up. So, we do
17 get that.

18 And we also provide 720 hours worth of
19 training and support services to the RDCs. The
20 RDCs will go through personnel changes. So, when
21 that happens, they will contact FTRI to schedule a
22 training.

23 And it used to be that you -- we were able to
24 go down there and provide training face-to-face
25 with the RDCs, but we're not able to do that

1 anymore, due to various reasons. We don't have the
2 manpower anymore as we once did. Sort of makes it
3 difficult for us to get out there.

4 So, we do a webinar training -- a web-cast --
5 a webinar-cast training. And although -- it's not
6 the ideal way we would like to provide training,
7 but under the circumstances, we do use that. We
8 still believe that -- that face-to-face makes a
9 tremendous difference in providing that type of
10 training, especially the type of training that we
11 provide to our centers.

12 Other important facts is we continue to place
13 the high priority on protecting the integrity of
14 the client information by making security
15 enhancements to the system. And the RDCs will tell
16 you that we're always constantly looking for ways
17 to streamline things and protect our client
18 information as well.

19 We operated within budget requirements and we
20 receive high marks from the internal -- external
21 auditors for financial records and internal
22 controls.

23 The next slide, please. What you're looking
24 at now is the newspaper ad that we had -- we did
25 during the last year. It's the -- that's the

1 English version. And the next slide is the Spanish
2 version.

3 Now, we -- we still -- for those clients that
4 come in, believe it or not, people will pull out
5 those eight-by- -- eight-and-a-half -- eight-by-
6 eight -- 11-and-a-half flyers that are inserted in
7 the newspaper. And they'll hang on to it.

8 And it may be seven months before they
9 actually take action on that, but we know it works
10 and we know people have seen it and brought it into
11 the center, and we do track it. We have an
12 excellent referral source tracking -- a client
13 survey to help track how that works, how people
14 heard about it.

15 The next slide is social media ads. What
16 you're looking at, for example, is some of the
17 social media ads. We have began a campaign in
18 April, I believe, of the last fiscal year, a
19 limited campaign. And so, it started in July. The
20 new fiscal year, we kind of expanded on that
21 campaign.

22 So, we are doing social media ads, which
23 includes banner ads, includes internet ads, adware,
24 all sorts of -- Facebook. And so, we are heavily
25 involved with the social media at the moment.

1 The next slide is the FTRI website. We did
2 make some enhancements to it over the years, as we
3 always will continue to make those enhancements
4 to -- to make it easier for --

5 MS. HAGNER: We're losing you.

6 MR. FORSTALL: -- services.

7 MS. HAGNER: This is Debbe.

8 MR. FORSTALL: Yes.

9 MR. WILLIAMS: Yes, Debbe, this is Curtis
10 Williams. You have a question?

11 MS. HAGNER: No, not a question, but we're
12 having trouble hearing you, James.

13 MR. WILLIAMS: Is anyone else --

14 MS. HAGNER: Or is he mumbling or something?

15 MR. WILLIAMS: It's -- is there anyone else
16 having --

17 MR. FORSTALL: Okay. I'm -- I'm turning my
18 pages over as I'm doing the presentation. That
19 might be what you're hearing.

20 MR. WILLIAMS: Is there -- does anyone else
21 have any problems hearing James at this time?

22 THE INTERPRETER: Yes. This is the
23 interpreter for Mr. Wata. I'm having a lot of
24 interference. It almost sounds like somebody is
25 driving or somebody is outside, and it's

1 overlapping with James.

2 MR. WILLIAMS: Yeah, I don't believe it's
3 coming from our location here. I believe it is
4 coming from someone who is calling in. So, again,
5 if anyone has any background noise, if you can
6 please address that, we would appreciate it.

7 MR. HINTON: Just ask anybody who is not
8 speaking to --

9 MR. WILLIAMS: And if -- when you're --

10 MS. HAGNER: This is Debbe. The relay -- the
11 relay service -- I don't know how we can moot --
12 mute --

13 MR. WILLIAMS: If --

14 MS. HAGNER: -- on the -- on the phone,
15 through the relay service.

16 MR. BRANCH: I think -- this is Jeff Branch
17 speaking. For the interpreter, at the VRS, they
18 can mute their side, and their system can mute it.

19 MR. FORSTALL: Okay. Moving along, the next
20 slide is the Florida Relay web page update. And we
21 did make some modification. We revised the website
22 and some of the brochures and material that we do
23 hand out. We also made that available for
24 individuals that want to download it and print it
25 right there on the spot.

1 So, we -- and that was a pretty huge
2 undertaking on our part. And Sprint -- Jeff was
3 working with us to get the information correct on
4 that. So, we did that during the past year.

5 The next slide is quality assurance -- one
6 more slide. Quality assurance. We do maintain a
7 high-quality system to monitor the services,
8 training, and equipment provided by contracted
9 agencies. The postcard questionnaires are mailed
10 to a random selection of clients, served by the
11 regional distribution centers or the FTRI office.

12 During 2017 and '18, 4,683 questionnaires were
13 mailed and -- during the fiscal year. And FTRI
14 received 884 responses for a nearly 32-percent
15 return rate. 96 percent of the responses were
16 positive. Negative responses were resolved by
17 either contacting the client directly or referring
18 them to the local RDC for follow-up services. And
19 so, the pictures on the slide are examples -- is an
20 example of what the postcard looks like.

21 And the next slide is also a quality-assurance
22 slide. We do the quality assurance electronically
23 as well. And we have an automated e-mail system
24 whereby a client might receive a service today, and
25 if they provide -- they give it their e-mail

1 address, then tomorrow morning at 9:00, they will
2 receive a survey -- 9:00 on the dot, they will
3 receive a survey, and they can answer. It's only
4 like a five- or six-question survey. And the
5 response rate for that is 23.9 percent.

6 And in addition to that, after they have
7 completed the -- whether they complete the service
8 portion of the e-mail survey or not, they will
9 receive an additional -- a second survey. And it
10 will be based on the equipment they have, asking --
11 we're asking for feedback on how do you like the
12 equipment, or there's some issues with it, let us
13 know, we can train you, et cetera. So, we do do
14 that.

15 The second-to-last slide is the map of the
16 locations throughout the state. We have additional
17 RDCs that we've added during the past year, fiscal
18 year. So far this fiscal year, we have not added
19 any new ones. These are just the locations.
20 Again, the hours of operation varies from RDC to
21 RDC.

22 So, when somebody -- we do have those posted
23 in our office. So, when someone calls, we can rely
24 that information to the client; that's the call for
25 this time or this day or whatever. And so, we do

1 make a lot of referrals to the regional
2 distribution centers.

3 And -- but of course, we use the AR process,
4 which really, really helps to refer clients to the
5 RDCs. We -- what we have done is with the
6 newspaper ads, we -- we list our toll free 800-
7 number so, when people call, we will be able to
8 answer those calls and make the referrals. And so,
9 we have the ability to track and capture that data.
10 So, we -- we do do that.

11 And the next slide is questions. I'm happy to
12 answer any questions anyone may have.

13 MS. HAGNER: Yeah, this is Debbe. I have one
14 question. I noticed on the map of the State of
15 Florida, for Port Richey, you also have Sertoma
16 Club. How did the Sertoma Club help or how are
17 they involved? For Port Richey, Florida.

18 MR. FORSTALL: Okay. And -- let's see. Let
19 me look at my map. My slide -- my copy is rather
20 small. So, let me see if I've got a bigger one
21 to -- hold on one second.

22 MR. BATES: RDC No. 34.

23 MR. FORSTALL: Okay. If I understood your
24 question, is that we had two locations in Port
25 Richey -- is that what your question is?

1 MS. HAGNER: N- -- you have Port Richey is
2 No. 10 and then you have 34. 34 is the Sertoma
3 Club. How are they involved? I never realized
4 that the Sertoma Clubs distribute equipment.

5 MR. FORSTALL: Yes, that is correct. And they
6 are both located in Port Richey. Yes, we
7 started -- we -- we contracted with them, I want to
8 say, March of 2018.

9 And what -- what we like about what they do,
10 Debbe, what they offer is they have a mobile -- a
11 van that they're able to provide screening at
12 different events. Sertoma is -- is known for -- at
13 least this particular one -- they will go to
14 schools and they will do hearing screenings for
15 elementary kids in the schools, and they provide
16 resources and information.

17 So, we were kind of interested in that
18 arrangement or working with them because of the way
19 they are set up. And so, we started contracting
20 with them. And they -- they had been doing some,
21 but not as much as the one in number -- the No. 10,
22 the other one, but again, they've only been doing
23 it for a few months. So, we want to give them
24 time.

25 In addition to that, what we -- we found

1 appealing in working with them is they will go just
2 about anywhere in the State to provide services.
3 And so, we thought it was a good match to have our
4 services and product available with them so when
5 they do go and they do qualify someone for the
6 program, then they can provide that service and
7 equipment.

8 MS. HAGNER: Oh, great. Thank you. I -- I
9 wasn't aware of that. We can -- I can probably
10 post that on our HLAA chapter Facebook page.

11 MR. FORSTALL: Thank you.

12 MR. WATA: This is Tim --

13 MR. FORSTALL: Okay.

14 MR. WATA: Tim Wata, and I have a question for
15 you, James.

16 MR. FORSTALL: Go ahead.

17 MR. WATA: Does FTRI keep in touch with RDC
18 No. 25? I have that showing --

19 MR. BATES: Panama City.

20 MR. WATA: -- as Panama City. Have they been
21 in touch with them since Michael -- Hurricane
22 Michael has hit?

23 MR. FORSTALL: Yes, I have. I've reached out
24 to them a few times. I was able to get in touch
25 with the point-of-contact person there. And I -- I

1 was able to communicate with them on two different
2 occasions. The first occasion was I -- we're okay,
3 we're doing well, and the office is closed, and I
4 will provide you with an update soon.

5 I hadn't heard anything. So, I reached back
6 out to them earlier this week, and I got the same
7 response; that they were going to, you know, get
8 back with me, but I can't tell you right now if
9 their office is up and running. I don't know that
10 for sure, but I have been communicating with them.

11 MR. WATA: Thank you. This is Tim again. I
12 appreciate your response.

13 MS. HAGNER: This is Debbe. James, is there
14 any new equipment or is that still a hang-up
15 because we need a new bill to be rewritten to
16 provide cell phones or some other new equipment?

17 MR. FORSTALL: At the moment, the -- the
18 only -- I'm going to call it new technology instead
19 of equipment because the bluetooth technology that
20 we're adding -- that has been added to some of the
21 amplified phones has really made a tremendous
22 difference and able to reach people who need the
23 amplified phones.

24 Other than that, you're right, Debbe.

25 Every -- I mean, there's so much more we could be

1 providing to the deaf and hard-of-hearing
2 community. Other State programs have -- have moved
3 forward with modifying their laws to allow for
4 wireless devices, iPads, different technology for
5 people to access the telecommunication system.

6 As soon as the law in Florida is changed,
7 whenever that happens, we'll be ready to, you know,
8 make those products part of the program and make
9 them available.

10 MS. HAGNER: This is -- this is Debbe, again.
11 Is it possible we can take a look at the other
12 states' rules about the wireless equipment to see
13 how we can apply that to Florida? Do you know what
14 states have that equipment available that we can
15 borrow or use or take a look at?

16 MR. FORSTALL: Okay. Yes, there -- there are
17 state programs that have modified their laws. I
18 think, as you know, FTRI -- myself, personally, am
19 not able to -- to make those recommendations or
20 changes to the law.

21 And so, it would have to come from the
22 grassroots community to -- to gather that
23 information; however, I would be happy to let you
24 know -- I can provide you information as to which
25 state programs provide the wireless and other

1 devices.

2 And then maybe the -- from that point on, the
3 grassroots community can reach out to the state
4 program to get that type information.

5 MS. HAGNER: Okay. Thank you, James.

6 MR. FORSTALL: Thank you.

7 MR. WILLIAMS: Are there additional questions
8 for Mr. Forstall?

9 If not -- we're still getting quite a bit of
10 background noise. If -- again --

11 MS. HAGNER: It's my refrigerator. I'm right
12 behind it. That's why. I don't know how to turn
13 it off. I'm sorry.

14 MR. WILLIAMS: Okay. At this time, we are
15 ahead of schedule.

16 MS. HAGNER: Let me see if I can plug this in.
17 Does that help?

18 MR. WILLIAMS: That helps tremendously. Our
19 problem has been solved.

20 MS. HAGNER: Can you hear me now?

21 MR. WILLIAMS: Yes, loud and clear, with no
22 interference. Thank you.

23 We are ahead of schedule. At this time, I
24 will ask the court reporter if you would like to
25 take a break or if you're okay with proceeding --

1 you're okay. So, if there are no objections -- our
2 court reporter is prepared to proceed.

3 So, we will at this time, have the
4 presentation by Mr. Jeffrey Branch on Sprint
5 Accessibility's update.

6 MR. BRANCH: Okay. Thank you. I'm Jeff
7 Branch and I'm speaking.

8 And so, the next slide -- I'm going to be
9 discussing a few things, just to give you an update
10 on -- on the hiring process at Sprint. It's just a
11 basic update. And also, I'm going to be explaining
12 the -- the disaster recovery plan.

13 And based on the last meeting, some of you had
14 some questions about the dis- -- disaster recovery
15 and what we have in place. And I'm thinking that
16 this is a good time to do this because, it's funny,
17 this -- I did this presentation -- I developed this
18 slide in -- when Michael -- when Hurricane Michael
19 was on the way, en route, to this area.

20 So, this is a -- this was a good time to
21 review things just to make sure that, you know, we
22 did have the proper plan in place. So, let me just
23 explain what we -- what we do on the -- on Sprint's
24 behalf. So, the rest of the slide is going to be
25 talking about -- it's going to give you some

1 statistical information. Okay.

2 We can go to the next slide. So, this is a
3 hiring update. And we have, of course, you know,
4 throughout -- throughout the years, the last --
5 actually the last month and last years, we've had a
6 growth in IPCTS in that area. And so, we have
7 hired some -- we have filled some positions to
8 support the IPCTS.

9 We have -- we have hired a branch manager.
10 And that is Tracy, who is going to be managing all
11 of the IPCTS groups, customer relations manager --
12 all the customer relations managers. So, she's
13 going to be in charge of that. And then we also
14 have hired one in Florida and also in Texas as
15 well, to manage the growth here and there in Texas.

16 In the Orlando area, that's -- yeah, it --
17 it's based in Orlando. And so, they -- they're --
18 they're doing the IPCTS for that area of Florida.
19 Also, they're doing some in the New York area as
20 well, in the eastern half of the United States.
21 So, they're going to be doing a lot of that.

22 We also hired Olivia Dominguez. And she's the
23 new customer relation manager in Texas. And then
24 the other opening positions that we have hired --
25 that was Olivia in those previous positions in

1 Texas. And so, we have covered those positions as
2 well. She vacated her position, so we had to fill
3 that. So, we have hired a --

4 MR. WILLIAMS: Excuse me, Jeff, for just a
5 minute.

6 Yes, there is someone on the phone -- we're
7 getting feedback -- we're getting feedback here
8 from our communications.

9 MR. HINTON: I think it's coming back from --

10 MR. WILLIAMS: I think that's better -- no,
11 it's not.

12 We're actually rece- -- well, we -- yes, we
13 are still receiving feedback from your phone into
14 our room.

15 MR. HINTON: Turn off all the internal mics.
16 See if that helps.

17 No, that's fine. Try it again.

18 MR. WILLIAMS: Testing 1, 2, 3.

19 MR. HINTON: Try again.

20 MR. WILLIAMS: Testing 1, 2, 3.

21 We will take a five-minute break. We will
22 reconvene the meeting at 2:35 to address the
23 technical issue. Thank you.

24 (Brief recess.)

25 MR. WILLIAMS: Yes, this is Curtis Williams.

1 And at this time, we will reconvene and we will
2 pick up where we left off with Mr. Branch's
3 presentation.

4 MR. BRANCH: Okay. Thank you. This is Jeff
5 speaking again.

6 Earlier when we were speaking about the Sprint
7 Accessibility hiring update -- there's enough
8 positions that we're filling, and also the
9 positions that are open currently. And that's part
10 of the wireless sales. We are hiring currently for
11 the west and we're filling that now. And we do
12 have some east, but we have another -- there's a
13 lot of movement happening in the west for the
14 Sprint Accessibility.

15 And go ahead to the next slide. Now, we're
16 going to be speaking about the disaster recovery
17 plan and what is the Business Continuity. What
18 that means is it's the process of planning and
19 developing arrangements and procedures that makes
20 sure that the -- it makes sure that the
21 organizations that are -- respond to debilitating
22 crisis, no matter what happens, if the disaster
23 strikes in one area, we will continue service. It
24 includes wireless. It includes TRS, CapTel, all of
25 it. All the services that we currently have, we

1 will continue that.

2 We are always reviewing this program every
3 year. It could be more than annual. Sometimes, if
4 a disaster strikes -- like with Michael, when the
5 hurricane -- when Hurricane Michael hit, we were
6 monitoring, reviewing, and making sure that the
7 plan worked accordingly. So, it's those kinds of
8 things.

9 Next slide. There's different potential
10 threats that happen all over the U.S. We have
11 hurricanes, tornadoes, earthquakes, floods. You
12 know, we're talking about making -- maybe there's
13 fire hazards. There's explosions, hazard mat- --
14 hazardous materials, terrorist attacks.

15 There's just different events that happen and
16 also there's widespread outages, and the telecom
17 grid outage, the water systems, and then there's
18 different events that we have -- and we have plans
19 for all the potential threats that could happen.

20 And here in Florida, most are typically like
21 the hurricanes, tornadoes, fires. Those are the
22 things that we definitely look out for. Of course,
23 there's other things that could happen. And we
24 just always want to make sure that we're always
25 prepared for the other.

1 And the next slide. This is the call center
2 map.

3 MS. HAGNER: This is -- this is Debbe. You
4 may want to add sinkholes because Florida is very
5 prone to have sinkholes.

6 MR. BRANCH: Yes, you're right. You're right.
7 Sinkholes. Uh-huh. Sinkholes as well. Thank you.

8 And this is the call center map. And it
9 shows -- the stars that you see -- it shows where
10 our centers are located. We have 13 centers --
11 domestic centers and one international center.
12 That is New Zealand.

13 As you can see, it's widespread. It's spread
14 out. So, like, if a natural disaster strikes in
15 one area, we have other areas that are -- we use as
16 back-ups. And we use them as assistance with
17 whatever -- the other centers that has to be
18 closed -- we help them with that. And this map
19 just basically gives you a visual understanding of
20 where our centers are located.

21 Next slide.

22 James has a question.

23 MR. FORSTALL: The two in Florida --

24 MR. BRANCH: There's two in Florida.

25 MR. WATA: I have -- I have a question. This

1 is Tim Wata.

2 MR. WILLIAMS: Excuse me, Mr. Wata. This is
3 Curtis Williams. We will address your question
4 next. Mr. Forstall has a question and then we will
5 go to yours.

6 MR. FORSTALL: My -- my question is -- to Jeff
7 is: There's two stars in Florida where the call
8 centers are -- I think in Tampa or Orlando. Are
9 they both --

10 MR. BRANCH: Yes.

11 MR. FORSTALL: -- CapTel?

12 MR. BRANCH: Yes, both are CapTel.

13 MR. FORSTALL: Where is the TRS?

14 MR. BRANCH: TRS is located in Syr- --
15 Sara-cruse, Minnesota, Moorhead; Austin, Texas;
16 Lincoln, Texas -- I'm trying to think of the other
17 one -- Kansas City, Ohio, and Honolulu. A TRS
18 center, up -- there's -- three up there is CapTel,
19 and then you have Hawaii as well. That's another
20 TRS center.

21 MR. FORSTALL: I think we should travel to
22 Hawaii to see the call center.

23 MR. BRANCH: "I think we should travel to
24 Hawaii to see the call center" -- James.

25 And somebody else had another question?

1 MR. WILLIAMS: Yes, Mr. Wata, we can address
2 your question now.

3 MR. WATA: Okay. This is Tim again. I
4 have -- I had the same question that he had. So,
5 thank you for addressing that.

6 MR. BRANCH: Ah, okay.

7 MR. WILLIAMS: Thank you.

8 MR. BRANCH: All right. So, the next slide --
9 this is the Sprint Disaster Recovery Team, TRS, and
10 tools. So, it's basically, we have customer
11 service 24/7. And this allows people to call and
12 have -- that have questions prior and after.

13 There's 13 centers -- I've already explained
14 that -- all over the place. So, that helps with
15 disasters; plans that we have set in place because
16 when a center closes, we typically -- what happens
17 is, is that -- well, it actually depends on the
18 threat.

19 So, if it's in Florida, example, and the
20 hurricane goes through Tampa or Orlando, we have to
21 close those two centers. Of course we will try to
22 maintain them to be open as much as possible, but
23 we always have to consider our employees' safety as
24 well. You know, they have families and we -- we
25 value that.

1 So, we communicate along -- a lot with the
2 people. And if they feel like that they need to
3 close the center, we typically do an early -- as
4 early as possible to allow -- well, sometimes we'll
5 fly them to different centers and locations to
6 work, or we also do overtime work for other centers
7 to expand the seats that are available in the
8 different locations. And so, we can -- if we
9 continue open for -- remaining open for what's
10 happened -- to maintain the center openings.

11 We have on-call 24/7 with the engineers, all
12 the technical positions. And so, if we see
13 something that's happening, like maybe, for
14 example, like, there's a line, network that's down,
15 then they will alarm us and let us know the exact
16 location that we need to go, and the team will go
17 there to go see what's going on. And we also have
18 another back plan -- back-up plan in place as well.

19 And it's the same with the traffic. We will
20 reroute traffic to the different locations. People
21 might be calling. I don't know. We would just --
22 we would put it through to other centers.

23 Okay. The next slide. Again, this is what I
24 just men- -- just mentioned a minute ago about the
25 weather events. And so, we monitor the weather.

1 We remain in contact with NOAA, natural -- or
2 natural weather, and we communicate with them.

3 We have a traffic management that controls the
4 center. And they manage -- they monitor the
5 traffic and the calls to make sure that we are
6 filling the seats and -- like, posted overtime, get
7 people to come work while -- like, if there's a
8 center that's an imminent -- imminent threat to
9 that center and it needs to be closed, we just have
10 to make sure we maintain that balance of seats.

11 Next slide. And this is almost the same that
12 I just mentioned as well, the platforms and the
13 technology, the people that we have are there. And
14 they're available and ready to go, always.

15 We remain proactive instead of reactive. We
16 are proactive. We just want to make sure
17 everything is put into place ahead of time. You
18 know, and we've done this several times. And it's
19 really -- we're really good about what we do and
20 we're proud of what we do, so -- right now,
21 currently, we are moving on to fiscal part.

22 This is the RCC minutes. And it's been March
23 through fiscal year, all the way until now. And I
24 think that was -- in August was six months. And
25 that just shows what -- the usage that we've had,

1 the high usage in May -- for whatever reason, it
2 spiked and then it goes back down. And that's
3 based on minutes.

4 Next slide. This is usage, meaning the total
5 minutes used so far. Remember, every year, we have
6 30,000 minutes of RCC use. And so far, 3,570 have
7 been used. So, that's -- we have plenty to use.

8 Again, this is the fresh -- oh, French session
9 minutes. This is just -- it kind of balances out.
10 There's no spike or any kind of reduction
11 significant, but you see that it's gotten less --
12 maybe probably the summer in June. It's typically
13 seasonal when you see the variation.

14 And then the next slide, Spanish to English --
15 it has some fluctuation. It remains consistent,
16 for the most part.

17 Next slide. This is CapTel minutes, landlines
18 CapTel. We see a little bit of dip in August. And
19 you'll see what happens in September and October,
20 November. Typically, we have a little bit of an
21 increase in September and November because of --
22 the holidays are coming up and people are calling,
23 you know, in preparation for the holidays and
24 things like that. So, you have your school year
25 and stuff like that. So, it's -- next slide.

1 And this is TRS. And that's TTY users.

2 It's -- it used to really -- we had a big decline
3 and then it's kind of just been -- it's -- it's
4 remained a balance because I guess people with the
5 TTY are just, you know, continuing to make their
6 calls now.

7 Next slide. Again, this is just basically a
8 summary of the quality report, the monthly quality
9 report, the compliance -- I'm sorry, compliments,
10 follow-ups. We always want to make sure we follow
11 up. Complaints are vari- -- various. Some of them
12 are, like, technical issues and some of them are
13 the representative or the training issue.

14 So, we always want to follow up and make sure
15 what it is, but we haven't had that many. No, not
16 compared to what we -- we get. It's just very few.
17 Very few complaints. We get a lot of compliments.

18 And the next slide -- this is CapTel report.
19 This shows call accounts and also the average speed
20 of answering, which is really quick. We have
21 accommodations which typically receive a lot of
22 accommodations for CapTel because a lot of senior
23 citizens -- they typically get, you know, depressed
24 when they're not -- they can't call their family or
25 their friends anymore.

1 And then they find the solution, which is
2 CapTel, and they just are delighted. So, it's
3 amazing to see their faces and their reaction.
4 They're just thrilled. You know, they're able to
5 actually connect with their friends and family
6 again. So, it's typically -- we get a lot of
7 accommodations, which is -- you know, we just want
8 to make sure that we, you know, satisfy that.
9 That's really neat to see.

10 And then the next slide -- we have the
11 outreach expense report. And we've done one on --
12 there's one online. It's a -- directed -- it
13 allows people in Florida to -- to do relay. It has
14 the phone numbers of different services, TRS,
15 CapTel, speech-to-speech and, you know, just
16 different -- so, it's a -- the listing that's a
17 directory of different information that's available
18 in Florida. So, that -- this slide provides that.

19 And we're also working on speech-to-speech,
20 and we're going to be discussing that with James,
21 at his availability. We're going to have a meeting
22 after -- after this, and we're going to be looking
23 at -- I think speech-to-speech distributed to the
24 State of Florida, PS- -- the PSA, you know, doing
25 PSAs, and doing videos, video advertisements.

1 We're going to be doing -- we're going to be
2 posting some on some of the websites that -- on the
3 FTRI website, getting that out. So, it's probably
4 going to cost us for a total of maybe \$5,000 for
5 that. So, that's in the works.

6 I just recently got the -- the video
7 advertisement. And I was taking a look at it and I
8 was really pleased. We're working with the
9 development crew just to make sure that it shows
10 the State of Florida and all of the information
11 that -- that's available. And so, we're reviewing
12 that and going to be sharing that with James soon.
13 So, that's in the process.

14 And then the -- the next slide -- yeah, I
15 think that's the end of the presentation. Yep.

16 Okay. So, I -- I'll take any questions that
17 anybody might have.

18 MR. WILLIAMS: Are there any --

19 MS. HAGNER: Yeah, this is Debbe.

20 MR. WILLIAMS: Yes, go ahead, Debbe.

21 MS. HAGNER: Can I go?

22 MR. WILLIAMS: Yes.

23 MS. HAGNER: This is Debbe. I was wondering
24 who's responsible for the emergency alerts that we
25 had several weeks ago, last month. I never got

1 the -- the alert that -- the whole-nation alert.
2 Who's responsible for that? That's one question.

3 The second question I have is: How many
4 people who use French? I didn't realize you
5 provide that service.

6 MR. BRANCH: Yes. Yes. I don't -- okay. Let
7 me answer the first question, if I may. So, are
8 you talking about the alert -- there's various
9 alert -- there's various places where you get the
10 alerts.

11 You can get like through the weather, news,
12 FEMA. They have an alert system. And there's --
13 there's several things online that you can go to
14 and, you know, set up an alert for -- for
15 weather -- I'm not sure exactly what to look for,
16 but there -- I know it is available online.

17 MR. FORSTALL: This is James. I think what
18 Debbe is referring to, a few weeks ago, a national
19 message was sent out to all cell phones. I
20 received it. She's saying she didn't receive it.
21 So, who -- she --

22 MR. BRANCH: Now, Debbe, I am not sure. That
23 did not come from us. That's more of -- that comes
24 from the federal -- the federal system. That's at
25 the federal level that is distributed and sent out

1 to everybody.

2 MR. WILLIAMS: Yes, this is Curtis Williams.
3 Just to kind of add a little more, Ms. Hagner, to
4 address your question, I believe you're referring
5 to the national emergency alert that went out from
6 the Federal Government. I believe it was through
7 the Department of Homeland defense. And it is --

8 MS. HAGNER: Yes.

9 MR. WILLIAMS: Or Homeland Security. And
10 that -- is that the alert that you're referring to?

11 MS. HAGNER: Yes, I am.

12 MR. WILLIAMS: Okay. That -- that's -- that
13 wouldn't have been something from Sprint. That
14 was -- that was from the Federal Government. So,
15 you're -- you're sharing that you did not receive
16 that alert?

17 MS. HAGNER: Yes, that's correct.

18 MR. WILLIAMS: Mr. Forstall?

19 MR. FORSTALL: Debbe, this is James. It is my
20 understanding it was a test. So, not everybody was
21 going to get it. And so, you may be one of the
22 fortunate ones or unfortunate ones that didn't get
23 it, but I think it was only a test. That's my
24 understanding.

25 MS. HAGNER: Okay. Thank you very much.

1 MR. WILLIAMS: You're welcome.

2 MR. BRANCH: Yeah, I just wanted to be clear
3 that it -- it wasn't -- that was not our
4 responsibility here in Florida. We're -- we're
5 more focused on the landlines, making sure that --
6 you know, that services are -- are provided.
7 This -- what you're talking about is this is
8 wireless. This is -- and this is at a -- this is
9 at a federal level. So, I just wanted to be clear
10 on that.

11 And this is -- this is Jeff -- Jeff Branch
12 speaking.

13 MR. WILLIAMS: Are there any additional
14 questions?

15 Mr. Forstall?

16 MS. HAGNER: I had the other question about
17 the French. How many people use French?

18 MR. BRANCH: Yes. Yes. That's correct.
19 Thank you.

20 I don't have the numbers of persons using
21 French, but, yes, we do provide that service.
22 It -- there's several French-Creole, French-
23 speaking people that are here.

24 MS. HAGNER: Interesting.

25 MR. WILLIAMS: Mr. Forstall?

1 MR. FORSTALL: Yeah, I -- I don't have a
2 question for Jeff, but I do want to ask if --
3 Margaret-Lynn, are you still on the line?

4 MS. DUGGAR: Yes, I am.

5 MR. FORSTALL: Okay. Thank you.

6 I was looking at the Florida Statute and --
7 for TASA, and I noticed under 427.706, the advisory
8 committee, it says that -- "One person recommended
9 by the Florida League of Seniors." And as long as
10 I've been with FTRI, I have never seen anyone
11 represented from that particular representation.

12 So, I reached out to Margaret-Lynn, who --
13 Margaret-Lynn Duggar is the executive director of
14 the Florida Coordinating -- Council of Aging, FCOA.
15 And I've met with her and we talked about this.
16 And I -- I asked her directly -- I said, is that
17 you or do you know who this represents.

18 And so, she did some research. And come to
19 find out that Florida the League of Seniors
20 dissolved two or three months after TASA was
21 implemented. So, we don't have a representation
22 for the seniors community, which I think is
23 important because a lot of that community would
24 benefit from the FTRI program.

25 And so, I asked Margaret if she would be

1 interested in attending these meetings on behalf of
2 that and she -- that's why she's calling in today.
3 So, I thought maybe it might be interesting to see
4 how this can be changed or if she is able to
5 represent the senior population, based on this
6 language and the TASA advisory committee portion of
7 it.

8 MR. WILLIAMS: Okay. Thank you, Mr. Forstall.

9 And welcome, and we appreciate your
10 participation, Ms. Lynn. You --

11 MS. DUGGAR: Thank you.

12 MR. WILLIAMS: You have the -- the handouts
13 with the Florida presentation. I think it has all
14 the contact --

15 MS. DUGGAR: Yes, sir.

16 MR. WILLIAMS: Yes, all the contact
17 information for myself and the other staff members.
18 We would be delighted to -- to work with you to
19 find out your interest and to proceed accordingly
20 on your participation with the TASA advisory
21 committee.

22 MS. DUGGAR: Thank you. I'll follow up.

23 MR. WILLIAMS: Thank you.

24 MR. FORSTALL: And if I may add -- this is
25 James again. In addition, it does say one person

1 recommended by the advocacy center for persons with
2 disability. Again, I've not seen anyone from that
3 particular agency represented. And I'm wondering
4 what's the process to -- to invite more
5 participation in the committee, the council.

6 It's -- does the Public Service Commission
7 reach out to them to request representation? How
8 does that work?

9 MR. WILLIAMS: Generally, names are submitted
10 to the Public Service Commission from the
11 representative organizations. A person is -- is
12 presented on behalf of that organization. Staff
13 requests and we ask -- we need the personal bio and
14 background information for that person to make a
15 determination on their experience, their
16 qualifications.

17 Staff cannot appoint individuals to the TASA
18 advisory committee. That can only be done by the
19 Florida Public Service Commission. So, we develop
20 a recommendation and we present that recommendation
21 to the Florida Public Service Commission for the
22 Commission's consideration and their vote. And
23 then an order -- a formal order is issued from
24 our -- through the -- through the Commission,
25 appointing that person.

1 But we do reach out and -- and the process is
2 open. I mean, you know, we -- we -- we have, you
3 know, attempted to -- to -- to communicate to -- to
4 the community that TASA committee is -- is an
5 organization that we would love to have
6 participation.

7 So, we welcome submissions of individuals who
8 might be interested.

9 MR. FORSTALL: Okay. So, if I'm hearing you
10 correctly, I can contact the advocacy center,
11 remind them of their appointment, and have them
12 contact the staff to express their interest and
13 whether they want to participate.

14 MR. WILLIAMS: Yes.

15 MR. FORSTALL: Okay.

16 MR. HINTON: Yeah, I was just -- from the
17 phone, my name is Cayce Hinton. I'm with the
18 Commission staff.

19 James, yeah, let -- let's work together and
20 let's take a look at the TASA statute and make sure
21 each of the organizations represented or just
22 the -- the people groups represented in that
23 statute -- let's make sure that we have somebody
24 from them on here. Even if, like, the particular
25 agency or group dissolves shortly after, let's --

1 you know, there is intent behind that. So, let's
2 pursue that intent and get somebody on the
3 committee that we -- can fill that role.

4 MR. FORSTALL: Thank you.

5 MS. HAGNER: This is Debbe. I was wondering
6 who is in -- who all is involved? What different
7 organization are you're referring to? Just
8 curious.

9 MR. FORSTALL: If I'm understanding your
10 question corr- -- question correctly, the Florida
11 League of Seniors -- they don't -- they no longer
12 exist as an organization, so -- and then the -- the
13 thought I had behind it was could the Florida
14 Council on Aging be -- represent the senior
15 community.

16 And the other agency is the Advocacy Center
17 for Persons with Disabilities. And I -- I may have
18 recalled one person showing up years and years ago,
19 but in the -- I would say more than 20, 21 years,
20 no one from that agency has attended a meeting.

21 So, I'm wondering -- my thought is how can we
22 get more people to participate in these meetings if
23 they're not aware of their role on the advisory
24 committee. And I wasn't sure whose responsibility
25 it was to -- to remind them or let them know about

1 that.

2 I'm not sure -- did I answer your question,
3 Debbe?

4 MS. HAGNER: Yes.

5 MR. FORSTALL: Okay.

6 MS. HAGNER: I mean, how many total do you
7 have on the -- on the -- on the committee or the
8 Commission --

9 MR. WILLIAMS: Yes --

10 MS. HAGNER: -- total, and then --

11 MR. WILLIAMS: Yes, Ms. Hagner. This is
12 Curtis Williams. Currently, there are seven TASA
13 committee members. We have representation from the
14 Florida Association of the Deaf, the -- we have
15 representation from the Deaf and Hard of Hearing
16 Services of the Treasure Coast, Florida Deaf-Blind
17 Association, the Center for Hearing and
18 Communication.

19 We recently lost Mr. Littlewood who
20 represented the Late-Deafened Association. And we
21 are required to also have representation from the
22 industry. We have representatives from AT&T for --
23 AT&T Telecommunications.

24 So, there are positions available and, as
25 Mr. Cayce indicated, we welcome the opportunity to

1 work with those organizations that are interested.
2 We understand that you have an interest, and we are
3 looking forward to working with you to -- to have
4 you participate as a formal TASA committee member
5 also.

6 MS. HAGNER: Yes.

7 MR. WILLIAMS: Are there any additional
8 questions?

9 Hearing none, one just last housekeeping
10 matter. As a matter of personal privilege, I would
11 like to acknowledge Ms. Pamela Page. This is going
12 to be her last TASA committee meeting. She is
13 fortunately, for her, retiring; unfortunately for
14 us, she's not going to be with us.

15 She has been a valuable member of the relay
16 team here at the Public Service Commission and her
17 services and expertise and her legal advice is
18 going to be truly missed. So, I just wanted to say
19 thank you for all your support --

20 MS. PAGE: Thank you.

21 MR. WILLIAMS: -- Pamela.

22 MS. PAGE: I will -- I will miss --

23 MR. BATES: Thank you, Pamela.

24 MS. PAGE: -- working with all of you.

25 MR. FORSTALL: Congratulations.

1 MR. BRANCH: Thank you for everything.

2 MR. WILLIAMS: If there are no additional
3 questions at this time, we will adjourn the TASA
4 meeting. Thank you, everyone, for your
5 participation.

6 We are adjourned.

7 MR. WATA: This is Tim. I'm sorry. I do have
8 some information for the PCS [sic]. I was doing
9 some research and wanted to make sure that I'm
10 clearly understanding. The IPCTS has to grow and
11 expand.

12 I found some very interesting information.
13 And it says, on May 2017, the National Center for
14 Health Statistics released some information about
15 wireless phone.

16 And the last month of 2016 was the first time
17 that a majority of American households have only
18 wireless phone service. That's just for your all
19 information.

20 MR. WILLIAMS: Thank you. Did you have any
21 additional -- anything to add to that, Mr. Wata?

22 MR. WATA: Well, if you want me to, Curtis, I
23 would be happy to e-mail the information to you.

24 MR. WILLIAMS: That would be great. That
25 would be great. Thank you.

1 Are there any additional questions or
2 comments?

3 Hearing none, we are adjourned. Thank you,
4 everyone, for your participation.

5 (Whereupon, proceedings concluded at 3:10
6 p.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, ANDREA KOMARIDIS, Court Reporter, do hereby
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DATED THIS 5th day of November, 2018.



ANDREA KOMARIDIS
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