

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20210049-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN MARCH 2022, 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.

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PROCEEDINGS: TELECOMMUNICATIONS ACCESS SYSTEM ACT
ADVISORY COMMITTEE

COMMISSION STAFF
PARTICIPATING: CURTIS WILLIAMS
JACOB IMIG

DATE: Thursday, October 27, 2022

TIME: Commenced at: 3:00 p.m.
Concluded at: 3:59 p.m.

PLACE: TELEPHONE CONFERENCE

REPORTED BY: LAURA MOUNTAIN,
Court Reporter and
Notary Public in and for
the State of Florida at Large

**PREMIER REPORTING
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A P P E A R A N C E S

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CURTIS WILLIAMS, PSC Staff

JACOB IMIG, PSC Staff

GREGORY FOGLEMAN, PSC Staff

CAYCE HINTON, PSC Staff

CECIL BRADLEY, FTRI Executive Director

ELISSA MORAN, FTRI Outreach Manager

JEFFREY BRANCH, Sprint/TMOBILE Account Executive

MARGARET LYNN DUGGAR, Florida Council on Aging

JANE JOHNSON, Florida Association of Centers for
Independent Living

TOM D'ANGELO, Florida Agency for the Deaf

P R O C E E D I N G S

1
2 MR. WILLIAMS: Good afternoon, everyone, this is
3 Curtis Williams with the Office of Industry Development
4 and Market Analysis. I'll be chairing today's meeting,
5 and we're going to go ahead and get started. Joining me
6 is Jacob Imig with the Office of the General Counsel.
7 Everyone should have received a copy of the agenda and
8 presentations, so at this time we will proceed as
9 printed. The first order of business is to have our
10 attorney read the notice.

11 MR. IMIG: Pursuant to notices issued October
12 13th, 2022 this time and place was set for a meeting
13 in Docket Number 20210049-TP to discuss the current
14 relevant issues related to relay. The purpose of the
15 meeting is more fully set out in the notice.

16 MR. WILLIAMS: Thank you. Before we proceed, I
17 would like to cover some preliminary matters. I want to
18 first ask you to please keep your phone on mute until
19 you are ready to speak and please state your name each
20 time before speaking for the court reporter so you will
21 be properly identified in the transcript.

22 We have just started the meeting and we do have
23 some background noise and that is causing some problems
24 for the court reporter, so I just want to again ask you
25 to please put your phone on mute. We were hearing

1 someone shuffling papers and the court reporter had to
2 kind of pull her microphone out of her ear and it was
3 kind of disruptive for her. So everyone please put your
4 phone on mute until you're ready to speak. Thank you.

5 At this time we will take appearances. We will
6 start with our presenters, Florida Telecommunications
7 Relay, and then Sprint/T-Mobile, followed by the TASA
8 Advisory Committee members. Is Florida
9 Telecommunications Relay on the call?

10 MR. BRADLEY: This is Cecil Bradley. Good
11 afternoon.

12 MR. WILLIAMS: Good afternoon, Cecil.

13 MR. BRADLEY: Hello, Curtis and everyone else.
14 This is Cecil speaking, and Betty Bean (phonetic) is
15 interpreting for me. So it will be interesting how, you
16 know, we go through the interpreter that goes through
17 the phone that goes through the court reporter that goes
18 through everybody. So, anyway, hello, all members.
19 Good afternoon. Hope you've had a good day. Curtis did
20 send out our annual report.

21 MR. WILLIAMS: Yes. Yes,

22 MR. BRADLEY: And the reason why is I was not
23 really sure -- hello?

24 MR. WILLIAMS: Yes, at this time we're just --
25 yes, this is Curtis Williams. At this time we're just

1 taking appearances and we will circle back around for
2 the presentations. So we have the appearance taken from
3 Florida Telecommunications Relay, Mr. Cecil Bradley. At
4 this time we'll take appearances from Sprint/T-Mobile.
5 Are you on the call?

6 MR. BRANCH: Hi, Curtis. Yes, this is Jeff
7 Branch, and I'm speaking through an interpreter. I am
8 here.

9 MR. WILLIAMS: All right, welcome.

10 MR. BRANCH: Good afternoon. Good to hear from
11 you all.

12 MR. WILLIAMS: Okay, we'll now proceed with the
13 TASA Advisory Committee members, just taking appearances
14 at this time.

15 MR. D'ANGELO: Hello. Hi, so this is Tom
16 D'Angelo. I'm joining in the meeting today through a
17 video relay service, VRS.

18 MR. WILLIAMS: All right, welcome, Tom. Are there
19 other TASA Committee members on the call?

20 MS. JOHNSON: This is Jane Johnson with the
21 Florida Association of Centers for Independent Living.

22 MR. WILLIAMS: Welcome, Jane.

23 MS. JOHNSON: Thank you.

24 MR. WILLIAMS: Yes, someone just --

25 MR. DUGGAR: This is Margaret Lynn Duggar with the

1 Florida Council on Aging. Thank you.

2 MR. WILLIAMS: Okay, welcome, Margaret. I think
3 someone just called in. At this time we're just taking
4 appearances. If you called in, if there are -- if we
5 have any other TASA Advisory Committee members that are
6 on the call, we're taking appearances at this time.

7 Okay, so we've covered the appearances for our
8 presenters and for the TASA Advisory Committee members.
9 At this time we'll take appearances from anyone else
10 that's on the call.

11 MR. FOGELMAN: Greg Fogleman, Commission Staff.

12 MS. MORAN: Elissa Moran, FTRI.

13 MR. WILLIAMS: Welcome. All right, any others?
14 Hearing none, at this time we will proceed with our
15 presentations. Again, we will start with Florida
16 Telecommunications Relay. FTRI will provide an update
17 on their operations and an overview of their 2022 annual
18 report. Mr. Bradley, I'll turn it over to you at this
19 time.

20 MR. BRADLEY: So this is Cecil speaking. Thank
21 you, Curtis, for your kind introduction. It's so nice
22 to meet you all. I look forward to having a good year
23 for 2023, hopefully. So what we're going to do at this
24 time is I did send everyone a copy of the annual report
25 through Curtis, year 2022. I know that we've been going

1 to the quarterly TASA meetings every year. I know you
2 guys hear the same thing and the same reports, but I
3 want to make sure that we provided a report that was
4 very substantial. So you should all have a copy of the
5 report. I, of course, will not read every single word
6 of it, but I will help you guys walk through it.

7 So thank you for your service on the TASA
8 Committee. We need more people like you. There are
9 some openings --

10 MR. BRANCH: This is Jeff Branch. It sounds
11 like -- the interpreter is having a hard time hearing.
12 It seems like there's some background noise or someone
13 talking in the background. So I wonder if we can get
14 more people to mute themselves.

15 MR. WILLIAMS: Thank you, Jeff. Yes, we'll ask
16 again, if you will, if you're not speaking, please,
17 please mute your phone. We can hear the interpreter.
18 Cecil, I think you may want to mute your phone, also.
19 So that will be helpful for --

20 MR. BRADLEY: This is Cecil speaking. I wouldn't
21 put mine on mute because the interpreter is here in the
22 room with me in my office.

23 MR. WILLIAMS: Okay. Okay. All right, that's
24 fine.

25 MR. BRADLEY: We will try not to move -- we'll try

1 not to move the papers too much.

2 MR. WILLIAMS: Okay, that will be great.

3 MR. BRADLEY: Okay, I'll try my best.

4 MR. WILLIAMS: Thank you.

5 MR. BRADLEY: Maybe I'll go get a pair of gloves,
6 okay? So on our first page of the report, just to make
7 it easier, I can discuss each page, maybe not specific
8 numbers, but I wanted to let you know these numbers have
9 dropped a bit and we do have a decrease in clients,
10 about 160 compared to last year. It's not too drastic
11 of a decrease. We know that COVID had such a great
12 impact on us and other agencies. People were not
13 willing to get out of the house. They were not willing
14 to drive to the RDCs to have equipment to use. So at
15 this point they were not willing to come to our centers.
16 So that created somewhat of a decrease.

17 Overall, I do think that there has been a little
18 bit of a decrease in activity with deaf clients, but
19 it's deaf clients and hard of hearing. I think there
20 was a decrease of about -- you notice that over the year
21 there's been a total drop. And you know that people do
22 decide to return equipment because of moving or death or
23 so forth.

24 So we're going to go to the next page now. The
25 number of services has dropped about 1,300 clients,

1 which was expected. That's not so bad compared to the
2 other decreases. So you'll see the pie graph on one
3 page, the next page. You'll notice that our biggest
4 difference and biggest change is consumer care, phone
5 inquiries, and application requests. It's almost 12,000
6 people, 12,000 clients.

7 We have almost, I'd say, tripled or quadruple --
8 quadrupled our numbers, but I do know that people have
9 chosen to make phone calls to the centers instead of
10 appearing face-to-face to the center. And also we have
11 the PSAs that go out and that type of thing. So it
12 seems like services are continuing.

13 The services do vary, even though they are small.
14 Most people have requested new equipment and know that
15 we have equipment that seems to be very popular, the
16 XLC8, the XLCGo, the SA-40 -- these are the three most
17 popular pieces of equipment, which is very helpful to
18 clients and the numbers. Our numbers of hard-of-hearing
19 clients have dropped not so drastically.

20 So now I'll go to the next page, page three. So
21 at the bottom of that page you can see new clients. The
22 number has increased for the age 40 to 69. And also
23 four to 39 is 33 clients. That's decreased a little
24 bit. But one amazing thing is we have a lot of clients
25 60, 70, 80, 90 -- we given have clients age 100. That's

1 amazing.

2 So within that group, the cohort, which is very
3 interesting, we did have more deaf clients last year.
4 We had 11 this year compared to two last year, so that's
5 somewhat of a small increase. The other categories have
6 decreased. We don't service deaf-blind, at least not
7 the past two years. There are other programs like the
8 Helen Keller National Center that takes care of those
9 particular clients in the ICC program. So at this time
10 is everybody with me so far?

11 So next page, page four, devices. Now, we have --
12 since our numbers decreased somewhat from last year,
13 which is understandable -- most people want an amplified
14 phone, which is very popular. And one important thing
15 to note is the other phone, the HC carry-over, the voice
16 carry-over phones, that would be in the other category.

17 So next page, please. We have information on
18 Relay, FRS. What's interesting -- and I'm sure Jeff
19 will discuss more in more detail about that, but just to
20 mention it briefly, according to my report, subscribers
21 and number of calls have increased. However, billable
22 minutes, people that use the phone, rather, have
23 decreased. So that suggests reports are down, and I'll
24 let him discuss that.

25 So on to page six, please. We have a summary of

1 the numbers. I won't need to repeat those, but just the
2 last number I'd like to mention, administrative
3 overhead. I want to let you know that there is a
4 mistake in this number. We'll get the final number when
5 we got the annual CPA audit report. So what happened
6 was that actual number is not 8.5, it's supposed to be
7 7.8. So that's a little error.

8 And let me look over my notes. I have a little
9 bit of information to share in reference to equipment.
10 The most popular equipment, as I mentioned, is the
11 volume controlled phone, the amplified phone. And the
12 in-line amplifier is also very popular. So that sums up
13 that particular report.

14 I would like to discuss a few other things in
15 regard to the report. And as you know very well, that
16 COVID really had a substantial impact on us but it is
17 amazing that our numbers have begun to -- begun to
18 increase. We're doing better than last year at this
19 time; however, this particular month we had a great
20 increase, 600 clients, so we're on track to continue in
21 the coming months to have each category increase
22 greatly.

23 I believe that the increase could be in relation
24 to two things. We do have some new -- a couple new RDCs
25 that are active. We also -- our service fees have

1 increased last summer and you may recall that the RDCs
2 were a little concerned about our fees for the past few
3 years. So last year I spent a lot of time analyzing and
4 trying to figure ways to justify costs to pay for
5 services for the RDCs. And it really did help some of
6 the RDCs out, to be able to have that compensation to
7 run their business for our particular clients, and they
8 were very pleased with the numbers, and I am, too. And
9 I do see an increase. But we still would like to
10 continue to work with the RDCs even more, and I'm
11 waiting until next month for more of the numbers to
12 increase and for the RDCs to work with us, which we have
13 a total of 18 at this point, that work with us.

14 There's one ongoing issue that we're all very
15 aware of, that Florida does not allow us at this point
16 to provide wireless devices; for example, like an iPad.
17 The Public Service Commission, as you are aware, they do
18 emphasize that the law does not allow us to do that.
19 However, last summer I presented to the PSC, the
20 Commissioners, and discussed with them the importance of
21 offering wireless equipment.

22 And I can even show you -- I even showed them the
23 TTY and how it was not as popular of a device. So I
24 guess that at this point we're trying to develop a plan
25 or a proposal. I have written a six-page proposal and

1 I'm ready at this point to give it to the PSC. However,
2 PSC has advised us to wait until next year, next summer,
3 so we can come up with a new budget proposal for
4 '23-'24. I said, oh, okay. So that was their thought
5 process. And I was like, okay. But at this point
6 that's the delay.

7 And again, because of that delay, I'm trying to
8 look for other funding resources for iPads. I have one
9 possibility. I'm waiting for confirmation from that
10 lead. I'm very excited because it would be separate
11 funding. It's a separate funding program. It's similar
12 to the concept of you would be able to distribute iPads.
13 Many states and counties, different states, do offer
14 wireless. And I think that Florida is a little bit
15 embarrassing. So this would be in reference to the
16 iPad.

17 Now, the TASA law, we really do believe that
18 something needs to be done. And I know that in November
19 there is an election and many legislatures --
20 legislators will be elected, changed, or whatever. So
21 at this time I'm waiting to discuss with the board how
22 to possibly approach legislators to discuss changing the
23 law, which I'm very hopeful we will be able to do this.
24 So the work might be able to be done during the
25 wintertime, in the next couple months, so we'll see what

1 happens.

2 I want you to be aware, this is a very serious
3 time, because the number of landlines frankly are really
4 decreasing rapidly, and I do not really -- I cannot
5 anticipate necessarily how quickly they will be down to
6 zero, but at this point I know that the legislature last
7 December or two years ago in December did discuss that
8 the number of landlines have gone down. And so
9 therefore I am very concerned about that. And our
10 funding at FCRI comes from landlines.

11 And say, for example, what if they're completely
12 gone, how will deaf people be able to use equipment?
13 They won't use -- they won't be able to use the TTY.
14 Their landlines won't work. Maybe in possibly five
15 years there will be no more landlines. So I do feel
16 like the next few years this needs to be a push or a
17 focus to change the law.

18 So there's one last thing I wanted to mention.
19 I know that there was numbers that decreased last year,
20 I mean last month, I'm sorry, for the Hurricane; Ian did
21 have an effect in September for one particular RDC but
22 I know that that will go up. I know national disasters
23 do create decreases in clients at particular RDCs. That
24 particular -- you know, there will be phones that also
25 got flooded. So I think we're going to get a lot of

1 returns based on Hurricane Ian in that southern area.

2 So at this point I think that concludes my
3 presentation. Are there any questions?

4 MR. WILLIAMS: Thank you, Cecil.

5 MR. D'ANGELO: Yes, I do have a question. This is
6 Tom.

7 MR. WILLIAMS: This is Tom? Tom D'Angelo?

8 MR. D'ANGELO: Yes.

9 MR. WILLIAMS: Okay.

10 MR. D'ANGELO: I do have a question. I did want
11 to make a comment about what Cecil said. This is Tom
12 from the FAD. I did want to mention two things. I was
13 looking at page number two of the report and it shows
14 the new clients of 2,290, and then it says returned
15 devices is 2,054. So that means that we lost a lot of
16 clients, so technically we did go up to 1,000 new
17 clients in our database, so that would be good for Cecil
18 to know. Also to start working on that, you know, start
19 getting through the challenges of COVID, so that looks
20 great from my perspective. Is that what I'm seeing,
21 Cecil? Is that correct on that page number two?

22 MR. BRADLEY: Yes. This is Cecil speaking. So
23 what happened was -- so we have everything broken
24 down. Returned devices were increased -- I mean, people
25 just decided they didn't need them anymore, and we got

1 more new clients, which did balance that out. The
2 number of equipment, if you remember that clients have
3 equipment that they, you know, change, exchange, don't
4 want anymore, so the total number does not always match
5 the number of clients. Excuse me.

6 So they did a request, they want to exchange, or
7 they want a new product, so these numbers will vary and
8 not necessarily match the total number. So that's the
9 page, or the part of the pie chart that you're talking
10 about, right, Tom?

11 MR. D'ANGELO: Yes. Yes, that is correct. That
12 is great. I just wanted to recognize that your effort
13 is seeing an increase in numbers for the clients, which
14 leads to my second comment. What you shared about the
15 law that is really important to show the Florida Agency
16 for the Deaf we are concerned to see the number of deaf
17 individuals getting services has gone down. That's more
18 hard-of-hearing and hearing loss, not necessarily
19 deafness. So it is a shift to wireless services, text
20 with captioning, with, you know, the replay -- relay
21 with the iPad. So it's really -- you know, it's not a
22 lot of the deaf individuals that are living here.

23 So we really need to continue to change our
24 legislature around that so that we can possibly let them
25 do wireless. We will see a huge increase of clients

1 from the deaf cohort, the deaf group. So that is our
2 main concern. So, people, if you want to, feel free to
3 contact me. I would love to talk about this with you,
4 have FAD involved in changing that law.

5 MR. BRADLEY: Sure. This is Cecil. Sure, Tom.
6 And this is Cecil speaking. Can you email me your
7 contact information so that I could call you directly
8 through a VP, a video phone?

9 MR. D'ANGELO: Yes. I was trying to find your
10 information, but I couldn't find your email. Is there
11 someone that could send me your email?

12 MR. BRADLEY: Look under FTRI. Do you have my --
13 this is Cecil speaking. Do you have --

14 MR. D'ANGELO: Yeah, I did. I only see a video
15 phone number, but I can try to do that. I don't want
16 to, you know, extend the meeting, but I will try to
17 reach out.

18 MR. BRADLEY: This is Cecil speaking. One thing
19 I'd like to clarify, Tom. I understand what you're
20 saying about deaf citizens in Florida, and I understand
21 that. I agree. I'm hoping -- well, last summer when I
22 testified or spoke before the Public Service Commission,
23 the five Commissioners, there's a lot -- there were a
24 lot of people in the room, lawyers, business people,
25 everybody, who really weren't interested in what I was

1 saying.

2 But the Commissioners, themselves, really
3 expressed an interest in the iPad project. And one
4 thing that's interesting, that gave me a little bit of
5 hope, is that three years ago, well, the PSC kind of
6 shot the project down, the proposal, and I think that
7 might have been while James Forstal was here, or another
8 director. Now it seems like there is more interest.
9 I'm so hopeful that the PSC will let us maybe have a
10 pilot program next year or something. So I know that
11 we've got to change the law, because I have to tell you,
12 the law is too vague, and at this point we really need
13 clarification. Thank you for your input, Tom. I'll
14 talk to you soon, Tom.

15 MR. D'ANGELO: Awesome. Onward we go.

16 MR. WILLIAMS: Are there any additional questions
17 for Cecil?

18 MS. JOHNSON: Yes, I have a question. This is
19 Jane Johnson with FACIL. I was trying to figure out the
20 dates that this report covers. It says 2022 Annual
21 Report, but can you please tell me when -- what time
22 period is covered in terms of -- is it an entire fiscal
23 year or a calendar year? I guess it can't be calendar
24 year.

25 MR. BRADLEY: Okay, this is -- good afternoon,

1 this is Cecil speaking. Good afternoon, Jane. It
2 covers fiscal year, so it's July 1st to June 30th, 2022.
3 So July 1st, '21 to 2022, June 30, '22.

4 MS. JOHNSON: Okay, thank you. The other question
5 that I had then was -- so the admin rate that is in the
6 report that you said needs to be adjusted, is the admin
7 rate based on the overhead expenses relative to all of
8 the revenue, including what's in the \$18 million or is
9 it just the -- I'm trying to understand how that
10 calculation was made, because I have a copy of the --
11 I think I have a copy of the 2021-'22 approved budget,
12 and I didn't know what your numerator and denominator
13 were in calculating your administrative overhead rate.
14 Because some of the money is in the surplus account and
15 some of the money goes straight to the contract with the
16 DPR provider.

17 MR. BRADLEY: Okay, this is Cecil speaking. Could
18 you just hold on one second, please?

19 MS. JOHNSON: Sure. I know it's a long question.

20 THE INTERPRETER: So this is Betty. He stepped
21 out of the room a second, and he's coming back in a
22 second.

23 MR. BRADLEY: Okay, Jane, this is Cecil speaking.
24 I needed to grab a folder. I had to step out just a
25 second to grab a folder.

1 MS. JOHNSON: No problem.

2 MR. BRADLEY: The CPA -- this is Cecil speaking.
3 The CPA auditor did an analysis, so let me look over
4 that document. So I'm looking through my papers. This
5 is Cecil speaking. If I remember, the CPA specifically
6 had a category that looked for administrative costs, and
7 I'm trying to find that particular document, if you can
8 give me a second.

9 MS. JOHNSON: No problem. And I see it in your
10 budget. There's a category five, general and
11 administrative, so I'm assuming the total of all of
12 those --

13 MR. BRADLEY: Yeah, this is Cecil speaking. I'm
14 trying to find that particular document. I'm looking
15 through my folders. I'm so sorry. I don't have the
16 paper with me at this point. Let me look through
17 another folder. I do apologize, but I don't have it
18 with me. It's in a different file.

19 MS. JOHNSON: And that's okay, I don't mean to put
20 you on the spot. And the question -- I think in the
21 budget --

22 MR. BRADLEY: That's okay.

23 MS. JOHNSON: -- document that was provided I can
24 tell -- I can see the total general and administrative
25 costs in category five. The question I have is what did

1 you use for revenue to determine the percent that that
2 total general administrative costs are relative to
3 revenue? Because you have multiple revenue categories,
4 but not all of them are for FCRI operating.

5 MR. BRADLEY: Okay, this is Cecil speaking. I'm
6 not sure, but according to the CPA, the interpretation
7 on a category called general administrative costs, as
8 opposed to overall program services, so this is their
9 interpretation of the different categories. So the CPA
10 has a column that's specific to general administration.

11 MS. JOHNSON: Yes, I can see that in the budget.

12 MR. BRADLEY: So the budget has a total -- it says
13 total program services and then another column the CPA's
14 interpretation of what those actual general
15 administrative figures are. And I guess the CPA was
16 figuring out these totals based on what we gave them.
17 Okay, hold on one second, I'm looking through something.

18 It's the same thing every year, looking at the
19 particular documents, so what happened was the program
20 services overall, not talking about revenue, but program
21 costs, so the board approves the budget, the program
22 costs, then part of that goes into administrative, the
23 administrative column.

24 MS. JOHNSON: Yes, I see that.

25 MR. BRADLEY: And then there's an analysis.

1 MS. JOHNSON: I don't want to hold up the call, so
2 I can email my question and I don't need an answer right
3 away. I was just curious. But I have one other
4 question. I saw the number -- are you ready for my last
5 question? I promise.

6 MR. WILLIAMS: Jane, hold on for one second.
7 Cecil, are you okay with Jane emailing you the question
8 and for you to follow up with her?

9 MR. BRADLEY: This is Cecil. Sure. I can send a
10 cc to Curtis or the entire team and Jane could email
11 Curtis, Curtis could email me, and I can respond back so
12 everyone can see the answer.

13 MR. WILLIAMS: Yes, that will be fine.

14 MS. JOHNSON: That sounds great to me.

15 MR. WILLIAMS: And Jane, this is Curtis. Let me
16 just try to -- I want to try to clarify one thing. You
17 may understand this, but the actual -- I think the
18 numbers that you're looking at or you referred to were
19 the FTRI budget numbers for 2021-'22.

20 MS. JOHNSON: Yes.

21 MR. WILLIAMS: Keep in mind that that's -- that
22 will be their actual budget, the budget that was
23 approved by the Commission. But I think Cecil explained
24 that at the end of the year they have a CPA that does a
25 final audit or accounting of their numbers and they

1 actually --

2 MS. JOHNSON: Right.

3 MR. WILLIAMS: -- present the actual numbers in
4 their official financial report at the end of the year.

5 MS. JOHNSON: Right.

6 MR. WILLIAMS: So that may be --

7 MS. JOHNSON: I do understand that, yeah, but
8 because I don't have the actual financial reports --

9 MR. WILLIAMS: That's what you wanted
10 clarification --

11 MS. JOHNSON: -- when I was looking at the budget,
12 what I wondering is, are the actual general
13 administrative and operating -- well, yeah, I'm asking
14 for -- I know what the number would be or what line item
15 in the budget they would use to calculate the actual
16 general and administrative expenses, but what number --
17 what revenue number do they use to figure out what
18 percentage of revenue operating general -- the
19 administrative expenses are, because there's the revenue
20 assigned to FCRI, there's revenue for the Relay contract
21 and then there's the surplus account.

22 MR. WILLIAMS: Okay. Yeah, so as we explained it,
23 you can go ahead and develop your question and you can
24 send it to Cecil and myself and then we'll have Cecil
25 respond and we'll make sure that all the other TASA

1 Committee members receive the question and the response,
2 the answer.

3 MS. JOHNSON: Okay.

4 MR. WILLIAMS: All right?

5 MS. JOHNSON: Okay, so -- yeah. And then the only
6 other question that I had, if that's okay --

7 MR. WILLIAMS: Yes, please.

8 MS. JOHNSON: -- is on page one -- is it one? On
9 page one of the report it says 337,591 clients, client
10 base, so are those --

11 MR. BRADLEY: Yes, they're active clients.

12 MS. JOHNSON: So they're currently receiving
13 services? Was that for the current year, or is that a
14 cumulative number over --

15 MR. BRADLEY: It's a cumulative total to date,
16 meaning they joined the program maybe years ago but
17 they're still in the program, they still have our
18 equipment, or they've exchanged it or modified it, but
19 they're called active clients.

20 MS. JOHNSON: Got it. Okay, great. Thank you
21 very much.

22 MR. WILLIAMS: Are there any additional questions
23 for Cecil? Okay, at this time we will proceed with
24 Florida Relay updates by Sprint/T-Mobile. Jeffrey, you
25 have the floor.

1 MR. BRANCH: Hi. Thank you so much, Curtis. I
2 appreciate it. This is Jeff speaking. So it was nice
3 to hear from everyone here today. I'm glad to be here.
4 So I'm going to be describing and talking about the
5 Florida Relay numbers.

6 First I want to let you know my name is Jeff
7 Branch. I am an Account Executive for T-Mobile -- well,
8 Sprint, slash, T-Mobile. And some of you may be new on
9 the call or the Committee, and I just wanted to let you
10 know that what was formerly Sprint is now T-Mobile.
11 T-Mobile did acquire Sprint as a company, and so we will
12 be T-Mobile going forward. But there are some legal
13 stuff kind of happening behind the scenes where we still
14 use the Sprint name. A good example is this contract,
15 this TRS contract. It still has some legal terms and
16 things that are using the Sprint name. So I think we'll
17 continue that for now, but it is Sprint, slash, T-Mobile
18 for this contract. I just wanted to explain that in
19 case some of you were wondering about that.

20 MR. WILLIAMS: Thank you for that clarification.

21 MR. BRANCH: And nothing has really changed,
22 actually. The services are still the same. The quality
23 and everything remains the same, it's just the name,
24 itself, of the company that has changed.

25 Okay, I'm sure Curtis has probably already sent

1 out the PowerPoint that I shared, and so you can see the
2 different things that I'm going to talking about today.
3 The first one is RCC. The second one is Florida TRS and
4 CapTel specifics. We'll also talk about the quality
5 report that we do monthly. And then the last one, last
6 but not least, is the outreach and expense report.

7 So we're going to start with the second RCC. The
8 RCC that we have is part of the contract so the contract
9 does include RCC services as a value added service. And
10 that is, like I said, part of the contract. And RCC,
11 for those that don't know, is Relay Conference
12 Captioning, and that service allows deaf or
13 hard-of-hearing individuals within the State of Florida
14 to use that service, and they use that for conference
15 captioning. So it's basically captioning on your iPad
16 or your laptop or your phone. When joining in a
17 conference call you're able to read those captions while
18 the conference call is going on.

19 So we help with outreach. We don't market heavily
20 RCC because there's a limited number of minutes speaking
21 units each year. It's 30,000 minutes per year. And
22 when we see people that would benefit, we do definitely
23 talk about it and mention it and explain how the service
24 works. So we do plug into different people, mostly
25 business-related deaf and hard-of-hearing people that

1 are engaged in the business world use this product when
2 they have conference calls periodically that they like
3 to join. And that allows them to use that RCC service.

4 As you see here, many of you maybe don't know, we
5 just started our new contract. We won the bid recently.
6 It was March 1st was the start of the new contract, and
7 it's a three-year based contract, meaning that this
8 contract is good until 2024 -- no, no, no, 2025, excuse
9 me. Yes, 2025. And so with that being said, RCC will
10 continue the duration of the contract to 2025.

11 March 1st was the new contract date start, so it
12 will be March 1st until -- you know, I have -- I'm
13 showing you March until August data. So this shows
14 minutes of use if you look at that PowerPoint
15 presentation I shared. And conference calls happen --
16 you know, sometimes maybe people do a conference call,
17 sometimes they don't, so this will fluctuate quite a bit
18 over time. It's not a consistent number. We do see
19 that, as well.

20 So there's scheduled times for you to use RCC. If
21 you compare last year's numbers to this year's numbers,
22 there's a huge date -- or a huge -- excuse me, a huge
23 change. With COVID and people working at home and
24 having to join conference calls more often from home
25 rather than having those in person meetings, so people

1 were using that while they were at home and working
2 remotely.

3 So last year you see heavier use, and there was
4 a lot of increase with COVID happening. And now that
5 people are going back to work, they may have
6 interpreting staff at the office or there's different
7 reasons those numbers have started to go down, but
8 there's more in person meetings happening now than
9 compared to last year and the year before. So I think
10 that's why we're seeing those numbers go down. And you
11 can kind of see the comparison in this graph of the
12 difference between last year. But that's normal.
13 That's kind of across the board for all states, not just
14 in the state of Florida. So we see those numbers
15 nationwide dropping.

16 So I'm going to talk about TRS services now. And
17 that's a little bit more steady. It's down a little bit
18 compared to last year. But again, because of COVID,
19 people may have had more calls or were making more
20 calls, but this year it has dropped a little bit; not a
21 whole lot, just slightly. So, yeah, that's just gone
22 down a little bit, and that's for the TRS minutes.

23 And the next service I'm going to talk about is
24 Spanish to English TRS. And that is the same that we're
25 seeing with other states and other products with Spanish

1 to English. It's really the same, with just a slight
2 decline.

3 And the next service I want to talk about is
4 speech to speech. And those who have difficulty with
5 their voice or having intelligible speech, that have
6 speech differences, and, you know, some people can hear
7 but they can't speak clearly so a typical person could
8 understand. Maybe they had an accident, maybe they've
9 got some type of disease that causes their vocal cords
10 to not work, or their voice box. So they can hear, and
11 they want to make phone calls, so they can call out to
12 the relay services and use speech to speech. We've got
13 well trained agents that specialize in listening to
14 those speech differences and then making sure they
15 understand and then relaying that conversation to the
16 other person on the call.

17 We've had several -- well, I've been -- had --
18 I have had several people reach out that use speech to
19 speech asking lots of questions like requesting
20 different ways we can improve. And it's just been
21 really great feedback to hear from those people. So we
22 work hard on making that service the best we can, based
23 on the feedback from the consumers. And these numbers
24 do show the speech to speech minutes on this graph.

25 We're also doing TSAs about speech to speech and

1 I feel like it's a good area to remind people to be
2 cognizant of this service and letting people know that
3 this service is available in the State of Florida. And
4 a lot of people are, you know, using this and find it
5 beneficial and will be working on TSAs for that area.

6 And the next area I want to talk about is CapTel.
7 And again, this shows the comparison of last year and
8 this year. And you can see the numbers are different.
9 Again, I think that's mostly due to COVID, why those
10 numbers were a little higher last year. We do see a
11 slight decrease in the minutes of use for CapTel. And
12 keep in mind that there's options out there.

13 There's now IP CapTel. It's an IP-based CapTel
14 rather than a landline-based CapTel. So you are seeing
15 a lot of people transition to that IP-based CapTel,
16 which is a little bit more modern and, you know, people
17 don't have to struggle with their analog line or be
18 plugged in. Anywhere they have Internet, they can hook
19 into that Internet. So a lot of people are moving from
20 analog to digital, so that's probably some issues with
21 those numbers. And, you know, people reach out to the
22 providers to make sure that maybe they've modified
23 something on their end or something, and that allows
24 CapTel devices to work with their current setup. So
25 again, a lot of people are moving away from the old

1 analog line over to an IP-based line.

2 And the next area I want to talk about, and that's
3 the quality report. We always monitor that. We have
4 test calls that we do and different things that we do to
5 monitor the quality. We also receive complaints, and if
6 we do, we respond to those within 24 hours and reach out
7 to those people and make sure that we listen to their
8 complaint. And some complaints are not really, you
9 know, complaints. They just, you know, request
10 information. And then some are complaints and they
11 don't request a response back, or just pieces of
12 feedback. You know, we have speech to speech complaints
13 and we address those as they come in and make sure those
14 things are resolved for the customers. So, like I said,
15 if any complaints come in in any area, we resolve those.

16 So we talked about the service levels here, which
17 is good. And the next one is the CapTel quality report.
18 And you can look at the numbers and see what those are.
19 But we monitor the service levels in the same way that
20 we do TRS. We respond to any complaints that come in
21 and just make sure we're on track. Looks like CapTel we
22 had one complaint in six months, so I think that's
23 pretty good. We just want to make sure that we're in
24 compliance and that we monitor everything, so we do have
25 that quality report.

1 And then the next one is the outreach expense
2 report. I did mention that we did a TSA on speech to
3 speech, and it shows that here. And we did some of that
4 TSA -- and I could do it again. I did different areas
5 of the state, like we've got Panama City, I think we did
6 that last year, and then I did Gainesville area, and
7 then -- so we kind of move around to different areas, to
8 different cities, to make sure that we're balancing that
9 out and that we're touching on different markets in
10 different parts of the state.

11 Also we did some updates with some photos on the
12 website. We wanted to get nicer looking photos, just
13 more modern looking. We've had the same photos for a
14 while. So we did do that, and that's on this sheet.

15 Also we went to talk about more outreach and I
16 visited with FTR, and we want to talk about different
17 events and make sure that they have what they need and
18 collect feedback and just have open discussions. So
19 we'll continue to support FTRI on the outreach portion,
20 and, you know, to spend and all of that, make sure that
21 things are going easy for them and, you know, that we're
22 keeping our budget straight. So it was really great
23 feedback that I received when I went out there and met
24 with them.

25 And I think that might be it for today. I want to

1 open up a line for questions if people have questions
2 for me, that would be -- I could take those now.

3 MR. WILLIAMS: Are there any questions for Jeff on
4 Sprint/T-Mobile's presentation?

5 MR. BRADLEY: This is Cecil speaking --

6 MR. WILLIAMS: Cecil?

7 MR. D'ANGELO: Hi, this is Tom from FAD. You were
8 very clear, it was very easy to follow. Perfect. Thank
9 you so much.

10 MR. WILLIAMS: That was Tom?

11 MR. D'ANGELO: Yes.

12 MR. WILLIAMS: Okay, thank you, Tom. Cecil, I
13 think you had a comment or a question?

14 MR. BRADLEY: Yes. This is Cecil speaking. Good
15 afternoon again. So, Jeff, am I correct that -- I'm
16 trying to get my thoughts here a minute. Hold on a
17 second. Okay, never mind. I'll talk to you later. It
18 kind of went out of my head there for a second. My
19 thought went away. I'll talk to you later, Jeff.

20 MR. BRANCH: Sure, no problem, anytime you want to
21 reach out.

22 MR. WILLIAMS: Okay, are there any other questions
23 for Jeff? If not, at this time we will just go ahead
24 and welcome any additional remarks, any additional
25 questions for this conference call. Hearing none, I

1 would like to thank everyone for participating and --

2 MR. D'ANGELO: This is Tom.

3 MR. WILLIAMS: Yes, Tom?

4 MR. D'ANGELO: Tom here. This is Tom with FAD --

5 MR. WILLIAMS: Yes.

6 MR. D'ANGELO: -- Florida Agency for the Deaf.

7 Sorry, it's me again. But I did want to put down the
8 record of the minutes for the FAD, because we really are
9 encouraging the PSC -- we'd like to start like a pilot
10 program to be able to change the law to hopefully work
11 together so that we can have the wireless communication
12 access for deaf and hard-of-hearing all over the State
13 of Florida. And just like Cecil mentioned, I mean, it
14 is embarrassing that most other states are much more
15 advanced than we are. And I know that our laws have
16 really prevented us, but, you know, together we can sit
17 down and discuss and come up with ideas and make a plan
18 of action because here we do live in the State of
19 Florida and we want them to have access. And that's the
20 message from me.

21 MR. WILLIAMS: All right, thank you, Tom. And as
22 Cecil mentioned earlier in his presentation, there was
23 extensive discussion during this past Commission review
24 of FTRI's budget, their proposed 2022-'23 budget. And
25 the Commission encouraged FTRI to be creative and to

1 look at bringing a proposal back to the Commission in
2 combination with their 2000 -- the next budget, their
3 2023-2024. So we're looking forward to seeing that.
4 And again, the Commission did encourage FTRI to bring
5 that forth for consideration during their next budget
6 hearing.

7 MR. HINTON: Curtis, let me just -- hello,
8 everyone, this is Cayce Hinton with the Commission
9 staff. I just wanted to make clear -- I appreciate Tom,
10 and your comments. For several years now staff has
11 encouraged people to join together to seek a legislative
12 change to the -- to TASA, recognizing that it was
13 created in a time when all you were dealing with was
14 landlines. And so it was landline focused, both from
15 technology, but also from funding. The surcharges only
16 apply to landline phones.

17 And so, as we will continue to do, the PSC
18 generally does not seek legislative change, we implement
19 legislative change. So we continue to encourage all
20 stakeholders to work together with the legislature to
21 amend TASA, to modernize it. And that's not only from a
22 technology perspective but also from a funding
23 perspective. So again, thank you, and we continue to
24 encourage efforts in that regard. Thank you.

25 MR. D'ANGELO: This is Tom speaking. So as a

1 follow-up -- thank you for your comment. And again, I
2 just want to remind everyone to please contact FAD. And
3 you can contact me at that agency, you know, to help the
4 Committee, that way we can -- you can help to represent
5 getting this report together. The community, you know,
6 they're not aware of these type of things, and, you
7 know, I really want to kind of get this process together
8 so this report can get done with you guys' support.
9 Thank you.

10 MR. WILLIAMS: Thank you, Tom. Are there any
11 additional remarks, final points of discussion before we
12 adjourn? If not, again, I would like to thank everyone
13 for participating and this concludes today's meeting.
14 Thank you.

15 (Whereupon, the proceedings were concluded at 3:59 p.m.)
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