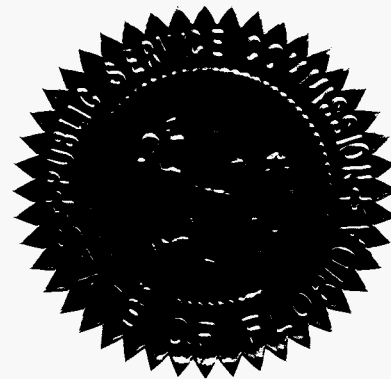


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 040763-TP

REQUEST FOR SUBMISSION OF  
PROPOSALS FOR RELAY SERVICE,  
BEGINNING IN JUNE 2005, FOR  
THE HEARING AND SPEECH IMPAIRED,  
AND OTHER IMPLEMENTATION MATTERS  
IN COMPLIANCE WITH THE FLORIDA  
TELECOMMUNICATIONS ACCESS SYSTEM  
ACT OF 1991.



PROCEEDINGS: ADVISORY COMMITTEE MEETING

TAKEN AT THE  
INSTANCE OF: The Staff of the Florida  
Public Service Commission

DATE: Friday, April 8, 2011

TIME: Commenced at 1:33 p.m.  
Concluded at 2:57 p.m.

PLACE: Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida

REPORTED BY: LINDA BOLES, RPR, CRR  
Official FPSC Reporter  
(850) 413-6734

DOCUMENT NUMBER-DATE

02477 APR 14 =

FLORIDA PUBLIC SERVICE COMMISSION

FPSC-COMMISSION CLERK

## 1 APPEARANCES:

2 MARYROSE SIRIANNI, Bellsouth  
3 Telecommunications, Inc., d/b/a AT&T Florida.

4 DEMETRIA G. CLARK, Verizon Florida LLC.

5 JAMES FORSTALL, Florida Telecommunications  
6 Relay, Inc.

7 CHRIS LITTLEWOOD, St. Petersburg College  
8 Center for Public Safety Innovation, National Terrorism  
9 Preparedness Institute.

10 KEN GOULSTON, Sprint-Relay.

11 DOTTIE CARTRITE, Sprint-Relay.

12 KIM SCHUR, AUD, Deaf Service Center of  
13 Florida, participated via telephone.

14 JON ZIEV, Florida Association of the Deaf,  
15 Inc., participated via telephone.

16 CHERYL RHODES, Florida Deaf/Blind Association,  
17 participated via telephone.

18 LOUIS J. SCHWARZ, Florida Association of the  
19 Deaf, Inc., participated via telephone.

20 CINDY MILLER, ESQUIRE, BOB CASEY and RAY  
21 KENNEDY, Florida Public Service Commission.

22 STEPHANIE KERKVLIT, Interpreter.

23 MARVIN MOLLINEDO, Interpreter.

24

25

## 1 P R O C E E D I N G S

2 MR. CASEY: We could go ahead and get started.  
3 I'd like to welcome everybody here. Let me get my  
4 agenda here.

5 The first thing I'd like to do is ask Cindy  
6 Miller to read the meeting notice for the record.

7 MS. MILLER: Pursuant to notice issued this  
8 time, date and place were set for the meeting in the  
9 Telecommunications Access System Advisory Committee  
10 meeting in Docket Number 040763-TP.

11 MR. CASEY: Thank you.

12 As most of you know, my name is Bob Casey.  
13 I'm with Staff. Cindy Miller is our legal counsel who  
14 handles Relay issues. And we have a new person here in  
15 the middle. This is Mr. Ray Kennedy. Most of you know  
16 Rick Moses used to work on Relay. Rick has now  
17 switched jobs due to retirement. He's handling natural  
18 gas/electric issues, and he's also a liaison for the  
19 emergency center, the Florida Emergency Center, so that  
20 will keep him quite busy. And we needed some help with  
21 Relay, so Ray agreed to come help us. Ray has been  
22 with the Commission for 13 years. He is a Utility  
23 System Engineer Supervisor. He also has 28 years  
24 experience in engineering in the private sector. So  
25 we've got a well experienced person here in the middle.

1                   And with that, I'd like to turn it over to  
2 Ray. He wants to go over some notes before the meeting  
3 starts.

4                   **MR. KENNEDY:** Good afternoon, everyone. I'm  
5 really proud to be associated with this. Hopefully I  
6 won't let you down. I'll work real hard for you.

7                   What I'm going to do is read some notes. We  
8 have TASA committee members Kim, Cheryl, Louis and Jon  
9 will be participating by phone today in this meeting.

10                  We also have a new committee member we would  
11 like to welcome. Mr. Chris Littlewood was nominated by  
12 the Chair of the Florida Coordinating Council for the  
13 Deaf and Hard of Hearing, and the appointment was  
14 confirmed by the Commission effective November the  
15 30th, 2010. So welcome, Chris.

16                  Today we will have a transcript of the  
17 meeting. It will be provided to all TASA members.  
18 Please be sure to have your microphone on when  
19 speaking. And for those in the room, the green light  
20 should be on when you're speaking. That's when you'll  
21 know it's active. Please state your name before  
22 speaking so we know who is making comments for the  
23 record. Particularly for those at home, if you would  
24 remember to do that before you speak.

25                  For committee members who will be claiming

1 travel costs, please make sure to fill out the travel  
2 reimbursement form. If for some reason you can't do it  
3 today, be sure to mail it in to us as soon as possible.

4 Okay. For the record could we have the  
5 participant appearances, please? And let's do those on  
6 the phone first, if you would.

7 **MS. SCHUR:** Kim Schur representing the Deaf  
8 Service Center of Florida.

9 **MR. KENNEDY:** Thank you, Kim.

10 **MR. ZIEV:** Yes. And this is Jon Ziev,  
11 representative for Florida Association for the Deaf.

12 **MR. KENNEDY:** Thank you, Jon.

13 **MR. SCHWARZ:** And Louis Schwarz, and I'm from  
14 Florida Association for the Deaf -- of the Deaf.

15 **MR. KENNEDY:** Thank you, Louis.

16 **MS. RHODES:** This is Cheryl Rhodes,  
17 representative of the Florida Commission for the  
18 Deaf/Blind Association.

19 **MR. KENNEDY:** Okay. For those in the room,  
20 please.

21 **MS. SIRIANNI:** This is Maryrose Sirianni  
22 representing AT&T.

23 **MS. CLARK:** Demetria Clark with Verizon.

24 **MR. FORSTALL:** James Forstall with Florida  
25 Telecommunications Relay.

1           **MR. LITTLEWOOD:** Good morning, Chris  
2 Littlewood -- or good afternoon, Chris Littlewood,  
3 Florida Coordinating Council for the Deaf and Hard of  
4 Hearing.

5           **MR. GOULSTON:** Ken Goulston with Sprint.

6           **MS. CARTRITE:** Good afternoon. Dottie  
7 Cartrite with Sprint also.

8           **MR. KENNEDY:** Thank you. Okay. I'm going to  
9 turn it back over to Bob at this point. Thank you.

10           **MR. CASEY:** What I'd like to do is go over the  
11 FCC and PSC updates since our last TASA meeting  
12 November 19th.

13           This slide is just a reminder of how FCC  
14 orders are issued. If there is an "FCC" prior to the  
15 number, that means the decision was made by the full  
16 Commission, all the FCC Commissioners. If there is a  
17 "DA" prior to the order number, that means the bureau  
18 has issued that order, FCC bureau has issued the order  
19 under designated authority. That's what DA means.

20           Okay. The first order I'd like to talk about  
21 came out February 4th, and it basically just granted a  
22 six-month extension of the waiver regarding treatment  
23 of toll free numbers in the IP TRS numbering directory.  
24 And this waiver was done because users were  
25 experiencing dialing difficulties for point-to-point

1 and certain dial-around calls.

2 The second order, DA 11-317, was released  
3 February 17th, and this is part of the Video Relay  
4 Service reform. The FCC is seeking additional comments  
5 and information regarding new and emerging technologies  
6 that may be used to access VRS. And the comments  
7 received in response to this notice will supplement the  
8 comments received in response to the original order,  
9 which was the VRS Structure and Practices Notice of  
10 Inquiry.

11 The next order is just a reminder to IP TRS  
12 providers regarding emergency calling requirements.  
13 IP, IP and VRS providers must transmit all 911 calls,  
14 as well as automatic number identification, the  
15 caller's registered location, the name of the  
16 Internet-based TRS provider, and the communications  
17 assistant's identification number for each call to what  
18 we call the PSAP. The PSAP is the public safety  
19 answering point.

20 IP and VRS providers must answer incoming  
21 emergency calls before any nonemergency call. In other  
22 words, they get prioritized. And there's a few other  
23 requirements; I won't go through them all. You can  
24 read them on the slides there.

25 The next order is FCC 11-38. This was a

1 Notice of Proposed Rulemaking where the FCC initiated a  
2 proceeding to adopt new rules that will implement one  
3 of the sections of the Twenty-First Century  
4 Communications and Video Accessibility Act. And  
5 basically all this is, they are bringing  
6 non-interconnected VOIP service providers into the  
7 Relay mix and requiring them to pay the TRS fee.

8 And you'll see on this slide here is an  
9 actual legal definition now of non-interconnected VoIP  
10 service. It says, "A service that enables realtime  
11 voice communications that originate from or terminate  
12 to the user's location using Internet protocol or any  
13 successor protocol; and requires Internet protocol  
14 compatible customer premises equipment; and does not  
15 include any service that is an interconnected VoIP  
16 service."

17 The next order -- I entered six new slides in  
18 here just this morning because two new orders were  
19 released just two days ago by the FCC. They actually  
20 were made available yesterday. This first one is FCC  
21 11-54 where the FCC adopted rules to detect and prevent  
22 fraud and abuse in the provision of Video Relay Service  
23 and the FCC took a number of actions. I'm not going to  
24 read every one of them, there's 18 of them there, but  
25 you can see them on the slides.



1                   Now the order also included as part of  
2 further Notice of Proposed Rulemaking where they're  
3 seeking comment on ways to revise the current  
4 certification process to ensure that potential  
5 providers receiving certification are qualified to  
6 provide IP Relay service. They have, they have issued  
7 a comment date, which will be 30 days after publication  
8 in the Federal Register, and also a reply comment date  
9 of 45 days after date of publication in the Federal  
10 Register. And of course when that does come out in the  
11 Federal Register, I'll e-mail it to the TASA group so  
12 you'll know when the date is, when comments and reply  
13 comments will be due.

14                   This next order, FCC 11-56, was also released  
15 on April 6th. By this order, the FCC establishes a  
16 National Deaf-Blind Equipment Distribution Program to  
17 certify and provide funding to entities in each state  
18 so that they can distribute specialized customer  
19 premises equipment to low-income individuals who are  
20 deaf/blind. Now in this order there is a listing of  
21 the estimated amounts of the initial \$9.5 million in  
22 allocations for the first fund year and which states  
23 will get how much. It's also on a slide in here.

24                   For each state, the FCC will certify a single  
25 program as the sole authorized entity to participate in

1 the National Deaf-Blind Equipment Program and receive  
2 reimbursement for its program activities from the  
3 Interstate TRS fund.

4 Now there's two groups that can apply. The  
5 first group, any state with an equipment distribution  
6 program may have its equipment distribution program  
7 apply to the FCC for certification as the sole  
8 authorized entity for the state to participate in the  
9 program and receive reimbursements for its activities.

10 Secondly, other public programs, including  
11 but not limited to vocational rehabilitation programs,  
12 assistive technology programs, or schools for the deaf,  
13 blind, or deaf/blind; or private entities, including  
14 but not limited to organizational affiliates,  
15 independent living centers or private educational  
16 facilities may apply to the FCC for certification.

17 As many of you may remember, the Florida  
18 Public Service Commission did submit comments on this  
19 original order asking that the allocation of the money  
20 be spread evenly some way across the states, and you'll  
21 see in just a moment Florida did fairly well. This is  
22 a list of states and the allocation of the  
23 \$9.5 million, the original fund. As you can see, every  
24 state will get at least \$50,000, but the other states  
25 that have higher populations will get more. Florida

1 comes in ranked number four, California comes in first,  
2 and then Texas and New -- Texas, New York and then  
3 Florida. But Florida as of right now is scheduled to  
4 receive \$458,832 for deaf/blind equipment. And  
5 we'll -- I'm sure we'll be talking to James a little  
6 more about that to see if Florida's equipment  
7 distribution program can do that and handle that.

8 **MS. RHODES:** This is Cheryl.

9 **MR. CASEY:** Yes, Cheryl.

10 **MS. RHODES:** Do you happen to know what kind  
11 of equipment the deaf/blind can apply for?

12 **MR. CASEY:** Not at this point. This is a  
13 brand new order which was just issued. We have to dig  
14 into it a little deeper and see what they will reimburse  
15 us for. But we will be getting right on it, and I'm  
16 sure James will also be getting right on it.

17 **MS. RHODES:** Thank you.

18 **MR. CASEY:** This next slide just shows an  
19 organizational chart for the FCC Consumer and  
20 Governmental Affairs Bureau which handles Relay affairs.  
21 If you look at the Deputy Bureau Chief, it says Karen  
22 Strauss, and the Disability Rights Office is Greg  
23 Hlibok. I hope I pronounced that right. He is the  
24 Chief of the Disability Rights Office and the first deaf  
25 person to hold that office. Both of these individuals

1 are huge advocates of the deaf and blind. I included  
2 the two slides giving a little background on each of  
3 these persons. I know I had it in the last TASA  
4 meeting, but I thought it was important enough to  
5 include it here too so people can see what great  
6 advocates they are. And if you watch the FCC, you'll,  
7 you'll see a lot of things are happening, and it's due  
8 to these two people.

9 Now I'd like to go to some PSC updates. As  
10 Mr. Kennedy mentioned, by order issued December 6th,  
11 the Commission approved the appointment of Mr. Chris  
12 Littlewood to the Advisory Committee and it was  
13 effective November 30th. Chris currently serves on the  
14 Florida Coordinating Council for the Deaf and Hard of  
15 Hearing as its representative for the Association of  
16 Late-Deafened Adults, and he is also a user of  
17 Captioned Telephone Service and Video Relay Service.

18 On January 5th of this year the PSC opened a  
19 new docket to address proposals for a Relay service  
20 provider beginning in June 2012. And the PSC issued a  
21 *Florida Administrative Weekly* legal notice which was  
22 published February 4th, which sought the names of  
23 companies interested in providing TRS services in  
24 Florida.

25 Now we won't be talking about the request for

1 proposal at this TASA meeting simply because it's in  
2 process right now. If you remember at the last TASA  
3 meeting, I requested comments from the committee and  
4 those comments were incorporated in the RFP.

5 On March 30th, 2011, FTRI, which is Florida  
6 Telecommunications Relay, Incorporated, filed its  
7 proposed 2011/2012 budget with the Commission. Staff  
8 will be reviewing it and filing a recommendation for  
9 Commission consideration in the near future. And, of  
10 course, James will be providing details of FTRI's  
11 proposed budget in his presentation right after mine.  
12 Staff will be filing a recommendation on April 14th  
13 requesting the Commission to approve the Relay RFP for  
14 release. Once filed and made public, Staff will  
15 provide the Advisory Committee a link where members can  
16 view the RFP online. Commissioners are scheduled to  
17 consider Staff's recommendation at the April 26th  
18 Commission Conference. And I made a little note: Ray  
19 Kennedy is the contract manager who will be handling  
20 the RFP.

21 Towards the end of my presentations, and  
22 everybody is used to this now, I try and give a little  
23 update as far as the number of minutes used for regular  
24 TRS service and CapTel minutes of use. And, as usual,  
25 the TRS minutes are continuing to decline. It's doing

1 a little bit of leveling off, but it is still  
2 declining. CapTel minutes of use is showing -- are  
3 showing a little decline too. IP Relay minutes are  
4 also showing a decline. VRS minutes aren't. That's --  
5 the new communication is Video Relay Service, and, of  
6 course, wireless devices such as smartphones.

7 This is a chart showing all of them together.  
8 As you can see, this is a national one now. I got this  
9 from NECA, the National Exchange Carrier Association,  
10 and it shows the same thing that's happening in  
11 Florida. TRS minutes are going down, IP minutes are  
12 going down, VRS continues to climb. And the new one  
13 now is captioned telephone service and IP captioned  
14 telephone service, which is the blue line down the  
15 right-hand corner; that continues to go up.

16 And does anybody have any questions? James.

17 **MR. FORSTALL:** I just wanted to clarify. I'm  
18 not sure if you said this, but that, the funding for the  
19 deaf/blind program is on an annual basis. It's not a  
20 one-time fee.

21 **MR. CASEY:** That's correct. That is correct.  
22 And it is subject to change, so we may not get the exact  
23 dollar amount. But as of right now that's the estimated  
24 amount that Florida will get.

25 Any other questions?

1           **MR. ZIEV:** Yeah. This is Jon.

2           **MR. CASEY:** Okay, Jon. Go ahead.

3           **MR. ZIEV:** I wanted to get some clarification  
4 for the deaf/blind thing. You said it was on an annual  
5 basis. Does it follow a priority or is it scheduled  
6 based, is it scheduled based on like the deaf/blind  
7 program? How is it structured?

8           **MR. CASEY:** How is it structured?

9           **MR. ZIEV:** Because there are some states that  
10 have more deaf/blind than other states.

11          **MR. CASEY:** Right.

12          **MR. ZIEV:** So is that going to affect it or is  
13 there going to be some sort of consistency in the  
14 program?

15          **MR. CASEY:** For the initial allocation of  
16 funds it was done by population. First of all, it was  
17 done \$50,000 minimum per state, and then after that it  
18 was done by population, and that's why Florida came in  
19 number four. Now that may change in future years, but  
20 that's what happened for the initial funding.

21                   (Technical difficulties.)

22                   Let's go ahead and take a break right now  
23 because we're going to get ready for FTRI's  
24 presentation and I have to switch some cords. We'll  
25 take about a five- or ten-minute break. Thank you.

1 (Recess taken.)

2 Okay. For those people on the phone, we had  
3 some technical difficulties. It took a little longer  
4 than anticipated. But James is now -- did you have any  
5 other questions, first of all, from the last  
6 presentation?

7 **MR. ZIEV:** No. But this is Jon. That was  
8 pretty obvious.

9 **MR. CASEY:** Okay.

10 **MR. SCHWARZ:** This is Louis, and I like that  
11 kind of conference.

12 **MR. CASEY:** Okay. James Forstall will be  
13 next. He's the Executive Director of Florida  
14 Telecommunications Relay. And with that, I'll turn it  
15 over to him so he can do his presentation.

16 **MR. FORSTALL:** Thank you, Bob. And good  
17 afternoon, everyone.

18 My presentation is on the proposed Fiscal  
19 Year 2011 and 2012 budget that FTRI has submitted to  
20 the Public Service Commission which needs to be  
21 reviewed --

22 **MR. ZIEV:** I'm sorry. This is, this is Jon.  
23 Would it be possible to get the camera on him, please,  
24 so we can see him signing?

25 **MR. FORSTALL:** Jon, I'm using my voice. I'm



1 not signing.

2 MR. ZIEV: All right. Thank you.

3 MR. FORSTALL: Based on the best information  
4 available to us, the FTRI Board of Directors has  
5 approved a recommendation to maintain the current  
6 surcharge level of 11 cents for the next fiscal year.  
7 We estimate that a surcharge level of 11 cents would  
8 produce a shortfall in meeting FTRI's operating  
9 expenses, and we have not proposed to revise the  
10 surcharge because we believe there's sufficient funds in  
11 the surplus account to offset the difference. The  
12 budget as approved by the Board projects the total  
13 revenues to be \$9,638,400 and total expenses to be  
14 \$13,985,908. The difference of \$4,347,508 will be  
15 transferred from the surplus account.

16 As of February 2011, FTRI has over 445,000  
17 individuals in the client database. It is evident that  
18 FTRI and its contracted regional distribution centers  
19 are reaching out to meet the telecommunications access  
20 needs of residents who are deaf, hard of hearing,  
21 deaf/blind or speech disabled. Outreach continues to  
22 be a large part of our efforts, and we are planning to  
23 increase these activities in order to continue to reach  
24 out to the estimated 3 million potential clients in  
25 Florida by creating awareness and telephone

1 independence.

2           Operating revenues. Surcharge revenue for  
3 Fiscal Year 2011/12 are based on a 3 percent decrease  
4 in the total number of access lines reported and  
5 estimated in Fiscal Year 2010 and '11. Interest income  
6 for the next fiscal year is projected to be about  
7 \$84,440.

8           Operating revenue. A total of  
9 87,731,493 lines times 11 cents surcharge level will  
10 produce a revenue of \$9,650,464, excuse me, less  
11 1 percent administrative fees to the telephone  
12 companies, plus the projected interest income should  
13 leave total operating revenues of \$9,638,400 less  
14 operating expenses. And you can see at the bottom is  
15 the amount we need to transfer from the surplus  
16 account.

17           Here's a chart of the number of access lines  
18 that have decreased over the last few years, and this  
19 information is based on the information that's  
20 submitted to FTRI by the telephone companies when they  
21 report the surcharge to us every month. As you can  
22 see, it's been decreasing over the last few years.

23           The next slide I'm going to show is, was  
24 taken out of the Florida Public Service Commission  
25 report back in December 2009 that was completed at that

1 time. It will show you the number of access landlines  
2 versus wireless or wireline subscribers -- wireless  
3 subscribers. As you can see, the number is increasing  
4 with wireless subscribers and the landline decreased.  
5 Pretty soon FTRI will need to have the legislative  
6 action taken on TASA to include collection of the  
7 wireless surcharge so that we can maintain revenues to  
8 cover our expenses.

9 Category I, Florida Relay. Fiscal Year 2011  
10 and '12 budget for Relay is based on the projections  
11 submitted by the Relay provider. The contracted rate  
12 is 89, 89 cents per billable minute for regular  
13 traditional Relay service and \$1.54 per billable minute  
14 for CapTel. Using the data submitted by the Relay  
15 provider it is estimated the year-end total of  
16 4,936,962 billable minutes. And you will see  
17 underneath the breakdown with TRS and CapTel billable,  
18 billable minutes.

19 And I have a chart that shows you the decline  
20 with the regular traditional Relay service as well as  
21 the CapTel, which is on an incline.

22 Equipment and repairs. This category  
23 consists of all equipment purchases as well as repairs.  
24 FTRI is projecting the number of equipment to be  
25 distributed in 2011 and 2012 to be approximately

1 57,160 pieces of equipment. The total proposed budget  
2 for Category II is \$3,804,953.

3 As you can see from the chart, that we have  
4 seen an increase in the number of equipment  
5 distributed, and we contribute the increase in  
6 equipment distribution to the newspaper ads that we've  
7 been running throughout the state. This year is the  
8 first year that we really got a little aggressive,  
9 aggressive with the newspaper ads and we profiled a  
10 particular cordless telephone that really seems to have  
11 gotten people's attention. And this is the cordless  
12 phone that we did profile in the ad, and we have seen a  
13 tremendous response to the ad and it's really working  
14 well.

15 Category III, equipment distribution and  
16 training. FTRI contracts with 23 regional distribution  
17 centers throughout the state that provide services in  
18 different locations. It is estimated that the RDCs and  
19 FTRI will have provided over 53,108 services to clients  
20 during the current fiscal year. Fiscal Year 2011 and  
21 '12 proposed budget for Category III is \$1,917,517.

22 The next chart is a slide of the number of  
23 new clients served. As you can see, the new clients  
24 have increased over this current fiscal year. We're  
25 projecting there will be 25,600, and that is based on

1 the first six months of new client services. And  
2 again, once again we are contributing that to the  
3 newspaper ads.

4 The next slide shows the number of services  
5 provided, and again it's on the increase. And the  
6 services include new, modification, exchanges, returns  
7 and follow-up.

8 The next slide is a map of the different  
9 regional distribution centers located throughout the  
10 State of Florida. Currently FTRI contracts with 23  
11 centers.

12 Next. Category IV is outreach. FTRI is  
13 proposing an outreach budget of \$886,600 for Fiscal  
14 Year 2011 and '12. A breakdown of that amount is the  
15 RDC outreach contract, which is 250,000;  
16 media/newspaper, 480,000; with 58,000 to printing and  
17 5,000 to education.

18 The next slide is a sample of the ad that is  
19 in the newspaper. The newspaper ad accounts for  
20 89 percent of the media funds next year, with  
21 11 percent for Relay on TV. It's been so successful  
22 throughout the state that we decided to continue it  
23 throughout the next fiscal year.

24 And here's a media chart, the next slide.  
25 The media chart is the, shows you where the newspaper

1 ads will be running or is currently running throughout  
2 the state with the different RDCs listed in the  
3 newspaper in the area. As you can see, in April just  
4 about every newspaper is advertising the cordless phone  
5 in the newspaper.

6 Category V is general and administrative.  
7 The total proposed budget for Category V is \$1,468,674.  
8 Currently FTRI has 15 authorized positions.

9 And the next slide is a comparison of the  
10 budget. We have in the first column the Fiscal Year  
11 2010/11 approved budget. The second column is the  
12 Fiscal Year 2010/11 projection, what we expect or  
13 project the end of the year budget to be. And Fiscal  
14 Year 2011 and '12 is what we're proposing for next  
15 year. Any questions?

16 **MR. CASEY:** James, I have one. This is Bob  
17 Casey. Is your cordless phone the biggest piece that  
18 you distribute right now? I know it's brand new.

19 **MR. FORSTALL:** Yes, it is. Before we had the  
20 cordless, the XL-40 was the most distributed equipment  
21 that we had in the program. However, the cordless is  
22 getting, is head to head with the XL-40.

23 **MR. CASEY:** And how is the cost comparison  
24 with the XL-40? Is the cordless more or less, same?

25 **MR. FORSTALL:** The cordless may be just a few

1 dollars more.

2 MR. CASEY: Okay. Thank you.

3 MR. ZIEV: This is Jon. I have a question  
4 myself.

5 MR. CASEY: Go ahead, Jon.

6 MR. ZIEV: Actually a few questions. First of  
7 all, you mentioned the surplus of funds. How much money  
8 is there?

9 MR. FORSTALL: Okay. Okay. This is James.  
10 At the end of this fiscal year we are projecting the  
11 surplus account to be \$16 million.

12 MR. ZIEV: Okay. My second question, why are  
13 we still aggressively doing CapTel while outside  
14 competitors are aggressively marketing their own -- in  
15 their own town? That costs us a lot of money. I don't  
16 understand why we're aggressively marketing CapTel. Why  
17 don't we let these other companies continue to do it for  
18 us so that we can save that cost of marketing?

19 MR. FORSTALL: Okay. I'm not sure what you  
20 mean about the aggressive marketing. Are you referring  
21 to the CapTel TV PSA?

22 MR. ZIEV: I'm not. I got an e-mail from  
23 Louis saying that Sorenson is heavily marketing --

24 MR. FORSTALL: Okay.

25 MR. ZIEV: -- their own product.

1           **MR. FORSTALL:** Okay.

2           **MR. ZIEV:** Heavily marketing them, and it's  
3 fully inclusive. So I don't understand why we would be  
4 spending money when we can let them, let Sorenson take  
5 over that so that we don't have to do that.

6           **MR. FORSTALL:** Okay. This is James again.

7           Jon, based on what the information I have  
8 learned from Sorenson is they, that phone that they're  
9 promoting is still in the beta testing stages. Only  
10 three particular areas are testing the, the new  
11 captioned call telephone. The Villages happens to be  
12 one of them. The other two areas, I believe one is in  
13 Utah and one is in Arizona. And meeting with the  
14 Sorenson representative, it was unknown when the phone  
15 is going to be released to the public for regular use.  
16 And I think what you're seeing in The Villages is  
17 Sorenson is indeed marketing the product for the  
18 consumers in that particular area, and they are also  
19 installing the phone in the, in the homes of those  
20 individuals requesting it. However, you have to --  
21 that is an Internet-based phone. It is not a regular  
22 analog phone. You must have the Internet in order for  
23 the service to work.

24           And I think what I hear your question is,  
25 back to your original question, is why are we marketing



1 CapTel when other providers are marketing their own  
2 product? We, we market CapTel just the same way we  
3 market any other product we have in the program.  
4 However, we are not marketing the 800i telephone, which  
5 is, which is comparable to the captioned call  
6 telephone.

7 MR. ZIEV: My point is that it's costing the  
8 state more money than what it actually costs them. So I  
9 remember -- excuse me one moment. There was a big  
10 debate as to how expensive the phone was. They're  
11 marketing a cheaper phone and how are we going to  
12 compete with that when they're a competitor in and of  
13 themselves?

14 MR. FORSTALL: Okay. Jon, maybe this new  
15 information that I have for you may be of help, that  
16 FTRI was offered the new price of \$99 for the CapTel  
17 starting January 1st.

18 MR. ZIEV: That is good news. That is good  
19 news. That's a relief. Didn't know about that and that  
20 is good news.

21 MR. FORSTALL: Yes.

22 MR. ZIEV: I remember it being like \$399.

23 MR. FORSTALL: The, the manufacturer, the  
24 manufacturer has decided to make that price available to  
25 all state programs.

1           **MR. CASEY:** Okay. We didn't hear those last  
2 comments. Could you repeat those, Jon?

3           **MR. ZIEV:** The last I had heard it was \$399.

4           And my final question, do we still need to  
5 pursue the Legislature for the VoIP, the VoIP? The FCC  
6 just passed this recent legislation, so that mandates  
7 that the VoIP participate and put money into the fund.  
8 So where does that leave us? Do we still need, does  
9 Florida still need to aggressively pursue the  
10 Legislature? Or since the FCC has this new mandate  
11 requiring them to pay, what are we going to do about  
12 this VoIP fund?

13           **MR. CASEY:** This is Bob Casey. I think I can  
14 answer that. VoIP services and wireless do not pay in  
15 the State of Florida, yet they do pay on a national  
16 basis for Telecommunications Relay Service. It would  
17 take a change in law in Florida to bring those two in;  
18 in other words, bring wireless and VoIP in to pay the  
19 TRS surcharge.

20           The PSC does not pursue that because we are a  
21 part of the Legislature. Now some groups, maybe the  
22 Florida Coordinating Council for the Deaf or Hard of  
23 Hearing could pursue that or some other organization,  
24 the Florida Association for the Deaf may be able to  
25 pursue that with the Legislature.

1           **MR. ZIEV:** My point is that the FCC has made a  
2 mandate, this is recent. I was wondering if that would  
3 affect what we were doing or not.

4           **MR. CASEY:** Right. But being that the FCC  
5 came out and is requiring nationally to pay into the  
6 national fund doesn't mean that Florida would make them  
7 pay, because we do have a state law that says it's only  
8 from local exchange company access lines.

9           **MR. ZIEV:** All right. Thank you.

10          **MR. SCHWARZ:** Louis has a comment.

11          **MR. ZIEV:** That definitely assists with the  
12 negative balance that we've been having and having to  
13 dig into the surplus. We might be able just to move  
14 forward if we were able to do that. Okay.

15          **MR. CASEY:** Chris has a question.

16          **MR. SCHWARZ:** Louis has a question or comment.

17          **MR. LITTLEWOOD:** I have a question. Do we as  
18 states, Florida, get money from the national fund for  
19 TRS?

20          **MR. CASEY:** No, we do not.

21          **MS. SCHUR:** This is Kim Schur. I have a  
22 question for James.

23                    Will FTRI be applying to the National  
24 Deaf/Blind Equipment Program?

25          **MR. FORSTALL:** Yes. It is our plan to apply

1 for it.

2 **MS. SCHUR:** And I'm assuming you'll keep us  
3 abreast of how that goes.

4 **MR. FORSTALL:** Keep you, keep you in the loop?  
5 Yes, I will. I'll definitely do that.

6 If I may follow up on a question that Jon  
7 Ziev had asked earlier about the surplus account. I  
8 know, Jon, that the proposed budget is proposed, which  
9 means that the Public Service Commission can revise the  
10 budget to increase the surcharge, should they decide to  
11 do so. I just wanted to point that out.

12 **MR. CASEY:** Any other questions?

13 **MR. ZIEV:** This is Jon. This is Jon. I  
14 understand that. My concern was if we force wireless  
15 providers and VoIP providers to pay, then we wouldn't  
16 have to worry about tapping into the surplus fund.  
17 That's my point.

18 **MR. CASEY:** We fully understand that, but we  
19 are not in a position as the PSC to pursue that.

20 **MR. ZIEV:** I fully understand.

21 **MR. SCHWARZ:** Louis would like to ask a  
22 question or comment.

23 Louis here. Either James -- this is for  
24 either James or Bob. What about the other two states  
25 like Montana and Alabama which transfer the, the

1 surplus fund, the surplus funds were transferred for  
2 other state needs, how would that affect Florida?

3 **MR. CASEY:** It is my understanding at this  
4 time that we are under a particular statute that  
5 requires a TRS fund, and they can't transfer funds from  
6 that, at least that is my understanding. I am not an  
7 attorney, but our legal counsel a while back did tell us  
8 that.

9 Chris, did you have a question?

10 **MR. SCHWARZ:** This is Louis, Louis here again,  
11 says but can the attorney -- can the Legislature make  
12 changes? Could they make some special statutes?

13 **MR. CASEY:** The Legislature could do whatever  
14 it pleases, and we would have to follow that.

15 Chris, go ahead.

16 **MR. LITTLEWOOD:** Thank you. Okay. I do have  
17 a question, I just don't think I'm sure how to formulate  
18 it from my mind to my mouth. I just have a problem with  
19 the fact that the 21st Century Act for communications  
20 and video accessibility says that we're supposed to look  
21 towards future protocols and future technologies, and  
22 we're saying that we can't go beyond landlines for TRS  
23 funding. And that seems contradictory to federal  
24 guidelines. I understand we're working with state  
25 guidelines. But the question I asked before, I guess I

1 kind of need to follow that up with why can't we ask for  
2 federal funding to support TRS so we can move towards  
3 the future technologies, Internet-based protocols and  
4 things like that for TRS?

5 **MR. CASEY:** We have actually submitted  
6 comments to the FCC to that effect. As you probably are  
7 aware, over the past few years they've been telling  
8 states that we would be assuming the cost of VRS and IP  
9 Relay intrastate costs. Some of the comments that we  
10 have submitted to the FCC say, well, if you mandate that  
11 for the states, then you should have a way for, to pay  
12 for that or you pay for it.

13 Right now the law states that the PSC is  
14 hands off for VoIP, hands off for wireless. We don't  
15 regulate either. Any other questions?

16 Okay. Let's take a quick five-minute break,  
17 and then Sprint is going to start their presentation.  
18 Thank you.

19 (Recess taken.)

20 **MR. KENNEDY:** This is Ray Kennedy. We have to  
21 get back on the record. It appears that we're all ready  
22 to go. Ken, we'll turn it over to you.

23 **MR. SCHWARZ:** This is Louis.

24 **MR. GOULSTON:** Okay. Hello. Good afternoon.  
25 This is Ken Goulston speaking with Dottie here. Our

1 agenda for today is specifically about TRS stats, also  
2 about CapTel statistics, TRS Relay results, outreach  
3 performed, new 4G city, Wireless CapTel by Sprint, and  
4 Sprint Mobile VRS, and both of these are applications.

5 Next slide. I want to show statistics from  
6 November 2010 to February 2011. This is for TRS. This  
7 is the month of -- the volume of minutes. So you see  
8 how it goes from February -- remember, February is a  
9 short month, so it's a little bit less. It's about  
10 250,000 minutes a month.

11 I'll give you statistics compared from last  
12 year to this year so you can kind of have a comparison,  
13 get an idea of what it's like. It dropped average  
14 271,000 minutes a month compared to last year we had  
15 more minutes, 286,000. So, you know, it could be  
16 because of new technology, new ways of communicating.  
17 A 50 percent decrease regarding TRS minutes --  
18 5 percent, I'm sorry, 5 percent.

19 We have a breakdown as far as percentage and  
20 people using TTY. Some are using Turbo Code -- Turbo  
21 Code, another form of communication, some are using  
22 voice, some are using Voice Carry Over, VCO. So this a  
23 breakdown as far as the percentage. Most of them is  
24 TTY users. It's obvious that the TTY is old, they  
25 don't have TC anymore. The other TC has -- Turbo Code,

1 I'm sorry, has 21 percent. So it's interesting to see  
2 the statistics and the breakdown throughout the state.

3 I want to show the number of minutes and then  
4 show the number of call volume. It's obvious the  
5 impact is obviously going down, it's lessened, less  
6 callers, less minutes.

7 The next slide. Again I want to show the  
8 statistics as far as call volume from last year and  
9 then this year. Last year was an average of 59,000 as  
10 far as call volume is concerned. This year the average  
11 is 53,000 calls as far as volume is concerned, a  
12 9 percent decrease. More -- not -- as far as minutes,  
13 there's less minutes compared to the callers as far as  
14 the process and how long the, the call is for.

15 Now regarding TRS now we go to CapTel  
16 minutes. I want to show the statistics as far as the  
17 year. Again, really it fluctuates depending on, you  
18 know, if people are snowbirds, if people are -- if it's  
19 the winter or if it's the summer, so it varies  
20 depending on the month. So if there is a drop on  
21 there, it's 260,000 session minutes.

22 **MR. ZIEV:** This is Jon. I have a question.

23 **MR. GOULSTON:** For February --

24 **MR. CASEY:** Go ahead, Jon.

25 **MR. ZIEV:** May I clarify? Based on phone



1 numbers, is this all based on serial numbers, is that --

2 **MR. GOULSTON:** Ken here. I'm sorry. I don't  
3 understand. Can you -- this is Ken. Can you repeat the  
4 question, Jon?

5 **MR. ZIEV:** Certainly. So this is Jon and I  
6 have a question. Do you remember previously you had  
7 billed through ESN? Are we no longer doing that? Are  
8 we doing away with that using actual numbers? How are  
9 we billing these?

10 **MR. GOULSTON:** This is Ken. We're identifying  
11 each ANI, and we identify each call, each individual  
12 call in minutes that we bill based on the ANI.

13 **MR. ZIEV:** Which is a phone number; correct?

14 **MR. GOULSTON:** Ken here. Yes, that's correct.

15 **MR. ZIEV:** Thank you for the clarification.

16 **MR. GOULSTON:** Ken here. Okay. Moving on.  
17 The year of 2009 to 2010 we show an average of 306,000 a  
18 month as far as minutes is concerned, 326, and now we  
19 have 2,329 [sic]. So you see the decrease in numbers  
20 10 percent.

21 Next slide. Again we're showing the call  
22 volume here and how it fluctuates for CapTel. It's  
23 about 80,000 compared to TRS call volume. TRS is  
24 obviously a lot busier than the CapTel call, so this is  
25 about 80,000 average.

1                   Next slide. It shows last year average  
2 100,000 as far as call volume, and now it's about  
3 87,000 regarding call volume a month through the year.  
4 So it's a 12 percent decrease.

5                   **MS. CARTRITE:** This is Dottie. I just wanted  
6 to add that last slide showed a CapTel decrease, which  
7 is not typical in most states. And if you recall,  
8 Florida had suspended their roaming service, so I  
9 suspect that's the clarification for why you're seeing  
10 that 12 percent drop for CapTel volume.

11                   **MR. CASEY:** Thank you.

12                   **MR. ZIEV:** And this is Jon. That's exactly  
13 why I was asking for clarification on the ANI and the  
14 ESN.

15                   **MR. GOULSTON:** This is Ken here. I also want  
16 to add to Dottie's comment, if I can piggyback on that.

17                   Also the 800i as far as CapTel, we have a way  
18 of using the equipment as far as the statistics only  
19 show the analog 800, so we want to be able to use it as  
20 far as Internet. The State of Florida isn't  
21 responsible for that. It was actually CapTel's  
22 Internet.

23                   Next slide. This is the TRS evaluation, the  
24 Relay results. Word per minute is what we usually show  
25 by it and this is how we test. It's a good percentage

1 as you see here. Percentage-wise word per minute has,  
2 has increased. The average monthly, I'd say, is about  
3 85 percent, so it's, it's better than 95. So the goal  
4 here is accuracy as far as the number of calls. It  
5 also shows 85 percent to 95, under 90. Most of the  
6 calls are obviously way over 95 percent as far as  
7 accuracy is concerned. So this is the breakdown in the  
8 statistics. One call found less than 60 words per  
9 minute, which is very, very few.

10 And okay. Next slide. No. No. No. It was  
11 fine. It's okay. Yeah, I was done with that one, so  
12 it's okay. I mean, it's self-explanatory. It speaks  
13 for itself.

14 Next slide. I mean, we're, you know, good  
15 shape, 95 percent and above as far as spoken accuracy.

16 Next slide. I want to show now the outreach  
17 performed, what we've done through the years.

18 Next slide. We have several events that  
19 impact the Lions Club. We've gone to actually  
20 different events that we've gone to. One of them have  
21 been to the Lions Club, so these people have actually  
22 used our services.

23 Our next one, we had a, an event,  
24 Communication Access. Most of those people were  
25 involved with education, health, nonprofit

1 organizations who attended this expo. It was a  
2 technical expo. And Mary Moore was there, she's the  
3 one in the picture. She actually attended and she  
4 showed different products and services there.

5 We also had another event, Deaf Community  
6 Expo in Ft. Myers. And there was another one in  
7 Orlando, Assistive Technology Conference in Industry.  
8 Actually a lot of people from all over the nation go  
9 there. Sprint was there to, at the expo as well.

10 Next slide. This one just happened in  
11 February. It was in Miami. We had about 4,000 people  
12 show up, stop by our booth, learn about our services,  
13 wireless plus Florida Relay as well. So this is a very  
14 nice picture of the whole team from the nation that  
15 ended up flying in, coming into the expo.

16 In this picture you see the crowd and the  
17 movement. You know, it only happens one time a year.  
18 Before it used to be -- it usually goes in Tampa,  
19 Orlando, then goes to Miami. So people, you know,  
20 rumor gets out, word gets out, so it's a, it's a fun  
21 event where a lot of people tend to gather together.

22 Now I want to show the new 4G cities. We've  
23 added more for the State of Florida regarding 4G and  
24 services. Miami just joined the group. We've expanded  
25 our services as well to Miami, to the Miami people for

1       them to get faster service, 4G service. Also the other  
2       cities are Daytona Beach, Jacksonville, Orlando and  
3       Tampa. Obviously we foresee that we're going to be  
4       growing more down the road.

5               We have a new application that we're testing  
6       internally at the moment. It's called Wireless CapTel,  
7       and it's set up, it's an app that's set up on the  
8       phone. You know, you can actually -- it's a mobile  
9       device that you can bring out on the road and you can  
10      actually use a CapTel device while traveling. We've  
11      been advertising to use the wireless CapTel by Sprint,  
12      you know, so it should be ready to use any time early  
13      2011. This is another type of marketing tool that  
14      we've used for the 800i with just updated information  
15      regarding Wireless CapTel.

16             Another new app that just came out as well a  
17      few months ago, it has become a hot commodity around  
18      the community, it's really grown. Other companies have  
19      actually joined as well to use the app. So it showed a  
20      Sprint mobile device, Sprint Mobile VRS, and that's  
21      where the Video Relay Service can be used and connected  
22      through a sign language interpreter whether the person  
23      is at home. Instead of using the actual video phone,  
24      they can now use their mobile device while on the road.  
25      They can connect to an interpreter and speak directly,

1 also point to point.

2           Personally I use this device often while I'm  
3 on the road. It's wonderful. I can contact my kids.  
4 I can contact an interpreter if there's anything  
5 related to work. It is available now on a few kind of  
6 phones. It is on the Android only at the moment, so.

7           Next slide. To make a call sometimes  
8 requires a 10-digit number because of the FCC mandating  
9 us to identify ourselves as far as registering our  
10 number, a 10-digit number to be permitted to use the  
11 interpreter or use point to point when we make a phone  
12 call. This is for --

13           **MR. ZIEV:** I'm sorry. Ken, this is Jon. I  
14 have a question.

15           **MR. CASEY:** Go ahead, Jon.

16           **MR. ZIEV:** Yes, hi. The Mobile VRS has  
17 typically been -- I'm sorry. What's the impact that you  
18 perceive or project as being a possibility as impact on  
19 the state for the mobile?

20           **MR. GOULSTON:** This is Ken here. Right now it  
21 is available around the state. You can use it using  
22 Wi-Fi, connecting through Wi-Fi. You can also use 3G.  
23 It's not great as far as speed is concerned, but it can  
24 be --

25           **MR. ZIEV:** I'm sorry. Let me clarify. What

1 type of impact would it cause if the FCC were to  
2 determine to transfer that to states? How would mobile  
3 VRS be recognized? Where would that funding come from?  
4 What would the impact be if VRS is transferred to  
5 states?

6 **MR. CASEY:** Are you, are you speaking of the  
7 financial impact on the state if the FCC requires states  
8 to do this?

9 **MR. ZIEV:** Exactly.

10 **MR. CASEY:** Our last estimate would be between  
11 \$25 million and \$30 million a year additional to the  
12 Relay program if state, if Florida was to assume IP  
13 Relay and VRS.

14 **MR. ZIEV:** That was not my question. My  
15 question is when people use the mobile VRS, how are you  
16 able to determine where, in fact, they're truly calling  
17 from? How would state calls be able to be paid for and  
18 reimbursed? How do you track that?

19 **MR. GOULSTON:** Okay. This is, this is Ken  
20 here. That's a very good question, Jon. The purpose of  
21 the 10-digit number and the requirement as far as  
22 everyone registering with a 10-digit number when they're  
23 calling from their device, from their mobile device, you  
24 can have the statistics to bill to the right state.  
25 Well, it's a national one, but down the road a state

1 will assume the responsibility. They can tell which  
2 10-digit number that it applies to.

3 **MR. ZIEV:** Suppose the user has a number  
4 assigned to them in one state and travels outside of the  
5 state, it would identify to their home state but not out  
6 where they actually are and that's my concern. It's  
7 similar to the CapTel problem.

8 **MS. CARTRITE:** This is Dottie Cartrite with  
9 Sprint. It's similar for hearing users with cell phones  
10 today. It's assigned to your location wherever you are,  
11 that's your number assigned no matter where you travel.  
12 So it's a similar concept.

13 **MR. ZIEV:** Point taken. Didn't look at it  
14 that way. Thank you.

15 **MR. GOULSTON:** Ken here. Okay. The next  
16 slide. This is just, explains as far as how to download  
17 the SMVRS. We use a bar code and you can just actually  
18 literally drop it into the device and then it's ready  
19 there for it to be downloaded.

20 I just flew this morning. I used the bar  
21 code. Instead of a paper or boarding pass, I ended up  
22 using this bar code to get onto the plane. So same  
23 concept. The bar code has been very helpful and  
24 useful.

25 And thank you for your continued support.



1 Thank you. Any questions?

2 **MR. SCHWARZ:** Louis here. Yes.

3 Ken, I was curious, can you predict or  
4 project what other cities will get 4G in the next few  
5 months or the next year?

6 **MR. GOULSTON:** This is Ken here. I wish I  
7 knew the answer to that. Yeah. Unfortunately, they  
8 won't share with me. It'll be a surprise. I'm  
9 expecting it'll grow more quickly. I just can't tell  
10 which city or state. I mean, it will be growing.

11 **MR. SCHWARZ:** And this is Louis still. I'm  
12 wondering what the, about the antennas. How many square  
13 miles will be covered for 4G from an antenna?

14 **MR. CASEY:** Could you please repeat that  
15 question?

16 **MR. SCHWARZ:** Okay. Louis speaking. Each  
17 antenna on the -- or each tower covers how many square  
18 miles with 4G?

19 **MR. GOULSTON:** Ken here. 4G is considered  
20 WiMAX, and it's actually big -- I'd say surrounding  
21 area, I don't know, I don't know exactly, but it's a big  
22 number as far as the radius is concerned and the mileage  
23 covered. The tower pretty much covers a big area. But  
24 it's not Wi-Fi where you have to be near a store. This  
25 is actually WiMAX, so it's a wide area that's covered

1 regarding mileage.

2 **MR. SCHWARZ:** Do you know how many  
3 specifically, what the radius is a mile or --

4 **MR. GOULSTON:** Ken here. I'm not an engineer,  
5 so I don't, I don't know.

6 **MR. SCHWARZ:** Can you ask and find out and let  
7 me know, please?

8 **MR. GOULSTON:** Ken here. Sure. I'd be happy  
9 to e-mail you. I can e-mail you the number as far as  
10 the mileage is concerned, sure, and the miles around it.

11 **MR. CASEY:** Could you e-mail --

12 **MR. SCHWARZ:** Thank you very much.

13 **MR. CASEY:** This is Bob Casey. Could you  
14 please e-mail me, and I'll send it to the whole Advisory  
15 Committee.

16 **MR. GOULSTON:** Ken here. Yes. I'll send it  
17 to all.

18 **MR. CASEY:** Okay.

19 **MR. KENNEDY:** This is Ray Kennedy. Anybody  
20 else have any questions at this point? Hearing no  
21 further questions, we're through for the day. Thank you  
22 for coming.

23 (Proceeding adjourned at 2:57 p.m.)

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

I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 14<sup>th</sup> day of April, 2011.

  
\_\_\_\_\_  
LINDA BOLES, RPR, CRR  
FPSC Official Commission Reporter  
(850) 413-6734

*Florida*  
**Public  
Service  
Commission**



*Welcome*

*TASA Advisory Committee Meeting*

*April 8, 2011*

Parties/Staff            Handout  
event date 4/8/11  
Docket No. 040763

# AGENDA

- 1:30 - 1:45      Reading of Meeting Notice – *Cindy Miller*  
                          Introductions – *Bob Casey*  
                          Notes – *Ray Kennedy*  
                          Participant Appearances
  
- 1:45 - 2:15      FCC & PSC Updates - *Bob Casey*
  
- 2:15 – 2:45      FTRI Proposed 2011-2012 Budget - *James Forstall*
  
- 2:45 - 3:15      Sprint Relay      –      *Dottie Cartrite/Ken*  
                          *Goulston*  
  
                          a) Current call volumes for FRS (TRS and  
                          CapTel)  
  
                          b) Other Updates
  
- 3:15 – 4:00      Other business, comments, questions
  
- 4:00              Conclude

# Notes

- TASA committee members Kim Schur, Cheryl Rhodes, and Louis Schwarz will be participating by phone during today's meeting.
- We have a new committee member we would like to welcome. Mr. Chris Littlewood was nominated by the Chair of the Florida Coordinating Council for the Deaf and Hard of Hearing, and the appointment was confirmed by the Commission effective November 30, 2010.
- A transcript will be made of today's meeting. It will be provided to all TASA committee members.
- Please make sure your microphone is on when speaking. The green light should be on.
- Please silence your cell phones during today's meeting.
- Please state your name before speaking so we know who is making comments for the record.
- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

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*FCC & PSC Updates  
since November 19,  
2010*

*TASA Meeting*



# FCC Number vs DA Number on Orders

- *Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.*
- *If the decision is one decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.*
- *If the decision is one issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.*

# Order DA 11-211

## Released February 4, 2011

- The FCC granted a six-month extension of the waiver regarding treatment of toll free numbers in the Internet-based Telecommunications Relay Service (iTRS) numbering directory (iTRS Directory).
- The FCC waived the requirement that stated that toll free numbers and ten-digit geographic numbers should not be directed to the same uniform resource identifier (URI) in the iTRS Directory.
- The FCC determined that there was good cause to waive this requirement because iTRS users were experiencing dialing difficulties for point-to-point and certain dial-around calls.

# Order DA 11-317

## Released February 17, 2011

- As part of ongoing VRS reform efforts associated with the *VRS Structure and Practices Notice of Inquiry (NOI)* released on June 28, 2010, the FCC seeks additional comment and information regarding new and emerging technologies that may be used to access VRS.
- In that *NOI*, the FCC sought comment on how to improve the VRS program “to ensure that it is available to and used by the full spectrum of eligible users, encourages innovation, and is provided efficiently so as to be less susceptible to the waste, fraud, and abuse that plague the current program and threaten its long-term viability.”
- Comments received in response to this Public Notice will supplement the comments received in response to the *VRS Structure and Practices NOI* and will be incorporated into the record of that proceeding.

# Order DA 11-304

## Released February 16, 2011

### *FCC Enforcement Advisory to IP TRS Providers regarding Emergency Calling Requirements.*

- IP Relay and VRS providers must transmit all 911 calls -- as well as automatic number identification (ANI, generally the caller's 10-digit number), the caller's registered location, the name of the Internet-based TRS provider, and the communications assistant's (CA's) identification number for each call -- to the public safety answering point (PSAP), or other appropriate local emergency authority that serves the caller's registered location;
- IP Relay and VRS providers must answer incoming emergency calls before any non-emergency call, *i.e.*, prioritize the emergency calls and move them to the top of the queue;
- IP Relay and VRS providers must route all 911 calls through the use of ANI via the dedicated wireline E911 network to the PSAP, or appropriate local emergency authority that serves the caller's registered location;

# Order DA 11-304 (continued)

## Released February 16, 2011

- If the Internet-based TRS is capable of being used from more than one location, the IP Relay and VRS provider must offer the consumer one or more methods of updating his or her registered location at will and in a timely manner. At least one of those methods must allow the user to update his or her registered location from the equipment he or she uses to access the Internet-based TRS;
- In the event that one or both legs of the emergency call (*i.e.*, either between the TRS user and the CA or between the CA and the PSAP/other emergency authority) is disconnected, the IP Relay or VRS provider must immediately re-establish contact with the TRS user and/or the appropriate PSAP or other emergency authority.
- Internet-based TRS providers must comply with the emergency calling requirements regardless of the equipment or software used by consumers utilizing Internet-based TRS.

# Order FCC 11-38

## Released March 3, 2011

- In this Notice of Proposed Rulemaking (“NPRM”), the FCC initiated a proceeding to adopt rules that will implement Section 103(b) of the “Twenty-First Century Communications and Video Accessibility Act of 2010” (“CVAA”).
- Section 103(b) of the CVAA amends Title VII of the Communications Act of 1934, by adding a new Section 715, which requires each interconnected VoIP service provider and each provider of non-interconnected VoIP service to participate in and contribute to the Telecommunications Relay Services Fund.
- Interconnected VoIP providers are already required to contribute to the TRS Fund. Not all VoIP services are “interconnected VoIP” services. Examples of VoIP services that are not within the Commission’s definition of “interconnected VoIP” include “one-way” VoIP services (*i.e.* services that enable users to terminate calls to the PSTN but do not permit users to receive calls that originate on the PSTN, or enable users to receive calls from the PSTN, but do not permit the user to make calls terminating to the PSTN) and “IP-based voice services that do not require a broadband connection.”

# Order FCC 11-38 (continued)

## Released March 3, 2011

The “Twenty-First Century Communications and Video Accessibility Act of 2010” defines “non-interconnected VoIP service” as:

- A) ...a service that--
  - (i) enables real-time voice communications that originate from or terminate to the user's location using Internet protocol or any successor protocol; and
  - (ii) requires Internet protocol compatible customer premises equipment; and
- (B) does not include any service that is an interconnected VoIP service.

# FCC 11-54

## Released April 6, 2011

The FCC adopted rules to detect and prevent fraud and abuse in the provision of video relay service. The FCC took the following actions:

- Require that VRS providers submit a statement describing the location and staffing of their call centers twice a year, and a notification at least 30 days prior to any change in the location of such centers;
- Prohibit VRS communications assistants (CAs) from relaying calls from their homes;
- Prohibit VRS provider arrangements that involve tying minutes or calls processed by a CA to compensation paid or other benefits given to that CA, either individually or as part of a group;
- Adopt procedures for the resolution of disputed provider payment claims when payment has been suspended;



# Order FCC 11-54 (continued)

## Released April 6, 2011

- Prohibit compensation for VRS calls that originate from IP addresses that indicate the individual initiating the call is located outside of the United States, with the exception of callers who pre-register with their default provider for a specified time and location of travel;
- Prohibit VRS CAs from using visual privacy screens; require VRS CAs to terminate a VRS call, after providing a warning announcement, if either party to the call: (1) enables a privacy screen or similar feature for more than five minutes, or (2) is unresponsive or unengaged for more than five minutes, unless the call is to 9-1-1 or one of the parties is on hold;
- Prohibit compensation for VRS calls for remote training when the provider is involved in any way with such training;
- Require automated recordkeeping of TRS minutes submitted to the Fund;
- Amend the rules governing data collection from VRS providers to add requirements for the filing of data associated with each VRS call for which a VRS provider is seeking compensation;

# Order FCC 11-54 (continued)

## Released April 6, 2011

- Require that VRS be offered to the public only in the name of the eligible provider seeking compensation from the Fund, and when sub-brands are used, that these identify such eligible provider;
- Require that calls to any brand or sub-brand of VRS be routed through a single URL address for that brand or sub-brand;
- Prohibit revenue sharing agreements for CA or call center functions between entities eligible for compensation from the Fund and non-eligible entities;
- When an eligible provider has contracts with third parties for non-CA or call center functions, prohibit the third party subcontractor from holding itself out to the public as a VRS provider, and require such contracts to be in writing and made available to the Commission or TRS Fund administrator upon request;
- Prohibit compensation on a per minute basis for costs related to marketing and outreach costs performed through a subcontractor where such services utilize VRS;
- Adopt whistleblower protection rules for current and former employees and contractors of TRS providers;

# Order FCC 11-54 (continued)

## Released April 6, 2011

- Require that VRS providers submit to audits annually or as deemed appropriate by the Fund administrator or the Commission;
  - Require that all Internet-based TRS providers retain all records that support their claims for payment from the Fund for five years; and
  - Make permanent the interim rule requiring the CEO, CFO, or another senior executive of a TRS provider with first hand knowledge of the accuracy and completeness of the information provided to certify, under penalty of perjury, to the validity of minutes and data submitted to the Fund administrator.
- 
- The Further Notice of Proposed Rulemaking seeks comment on ways to revise the current certification process to ensure that potential providers receiving certification are qualified to provide IP relay service.
  - Comment Date: [30 days after date of publication in the Federal Register]
  - Reply Comment Date: [45 days after date of publication in the Federal Register]

# FCC 11-56

## Released April 6, 2011

- By this Order, the FCC establishes a National Deaf-Blind Equipment Distribution Program (“NDBEDP”) to certify and provide funding to entities in each state so that they can distribute specialized customer premises equipment (“CPE”) to low-income individuals who are deaf-blind.
- A list of the estimated amounts of the initial \$9.5 million allocations for the first Fund year of the NDBEDP pilot program, assuming each state has a certified program, is presented in Appendix D of this Order.

# Order FCC 11-56 (continued)

## Released April 6, 2011

- For each state, the FCC will certify a single program as the sole authorized entity to participate in the NDBEDP and receive reimbursement for its program's activities from the Interstate Telecommunications Relay Service Fund (TRS Fund).
- (1) Any state with an equipment distribution program (EDP) may have its EDP apply to the FCC for certification as the sole authorized entity for the state to participate in the NDBEDP and receive reimbursement for its activities from the TRS Fund.
- (2) Other public programs, including, but not limited to, vocational rehabilitation programs, assistive technology programs, or schools for the deaf, blind or deaf-blind; or private entities, including but not limited to, organizational affiliates, independent living centers, or private educational facilities, may apply to the FCC for certification as the sole authorized entity for the state to participate in the NDBEDP and receive reimbursement for its activities from the TRS Fund.

# Order FCC 11-56 (continued)

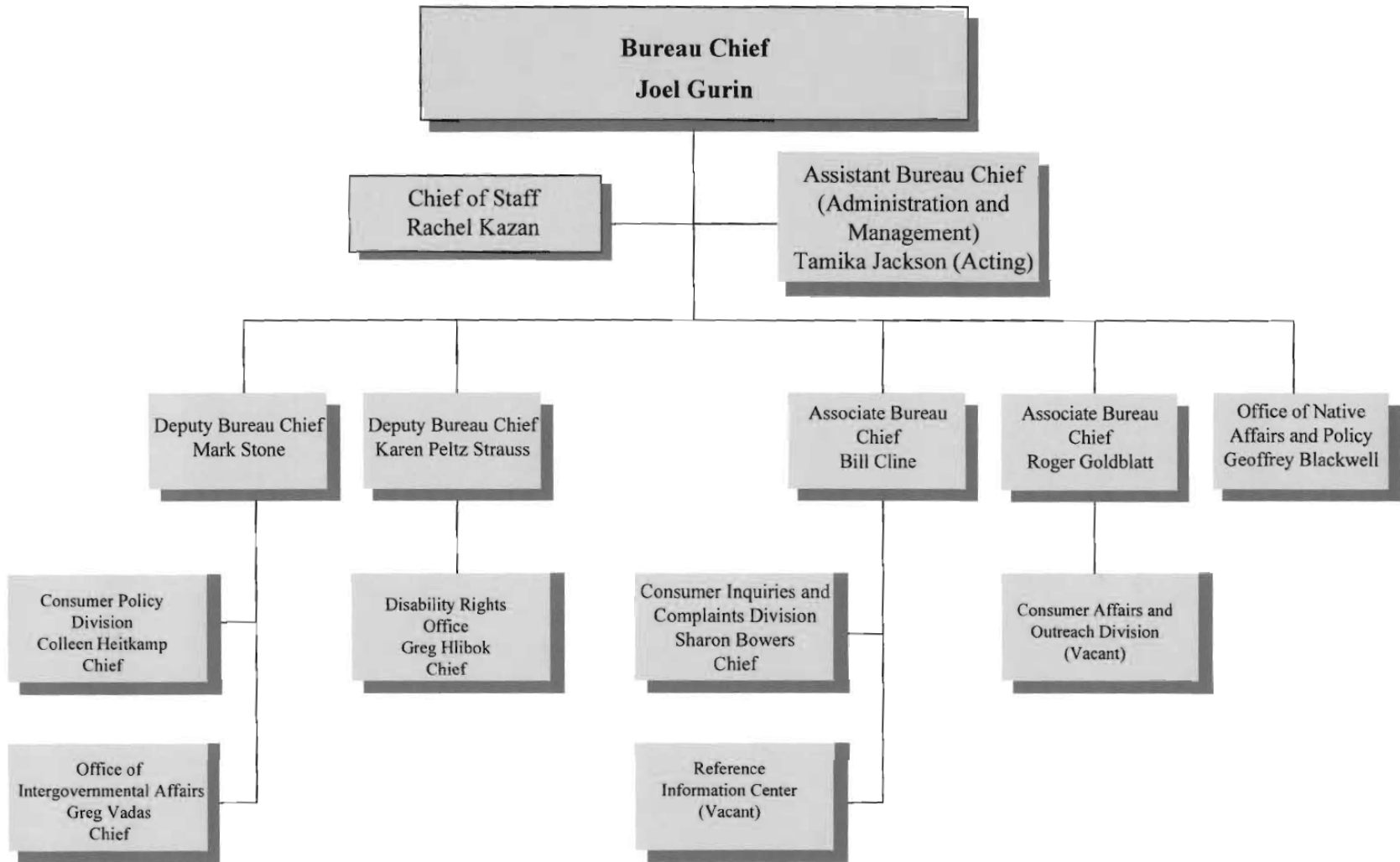
## Released April 6, 2011

Estimated Initial Allocations by State

State	Population*	Percent of Population	\$50,000 Plus Share of \$6.85M
Alabama	4,729,656	1.511	\$ 153,525
Alaska	708,862	0.227	\$ 65,516
Arizona	6,676,627	2.133	\$ 196,141
Arkansas	2,910,236	0.930	\$ 113,700
California	37,266,600	11.908	\$ 865,706
Colorado	5,095,309	1.628	\$ 161,528
Connecticut	3,526,937	1.127	\$ 127,199
Delaware	891,464	0.285	\$ 69,513
District of Columbia	610,589	0.195	\$ 63,365
Florida	18,678,049	5.968	\$ 458,832
Georgia	9,908,357	3.166	\$ 266,878
Hawaii	1,300,086	0.415	\$ 78,457
Idaho	1,559,796	0.498	\$ 84,141
Illinois	12,944,410	4.136	\$ 333,332
Indiana	6,445,295	2.060	\$ 191,077
Iowa	3,023,081	0.966	\$ 116,170
Kansas	2,841,121	0.908	\$ 112,188
Kentucky	4,339,435	1.387	\$ 144,983
Louisiana	4,529,426	1.447	\$ 149,142
Maine	1,312,939	0.420	\$ 78,738
Maryland	5,737,274	1.833	\$ 175,580
Massachusetts	6,631,280	2.119	\$ 195,148
Michigan	9,931,235	3.173	\$ 267,379
Minnesota	5,290,447	1.691	\$ 165,799
Mississippi	2,960,467	0.946	\$ 114,800
Missouri	6,011,741	1.921	\$ 181,587
Montana	980,152	0.313	\$ 71,454
Nebraska	1,811,072	0.579	\$ 89,641
Nevada	2,654,751	0.848	\$ 108,108
New Hampshire	1,323,531	0.423	\$ 78,970
New Jersey	8,732,811	2.790	\$ 241,147
New Mexico	2,033,875	0.650	\$ 94,518
New York	19,577,730	6.256	\$ 478,525
North Carolina	9,458,888	3.022	\$ 257,040
North Dakota	653,778	0.209	\$ 64,310
Ohio	11,532,111	3.685	\$ 302,419
Oklahoma	3,724,447	1.190	\$ 131,522
Oregon	3,855,536	1.232	\$ 134,391
Pennsylvania	12,632,780	4.037	\$ 326,511
Rhode Island	1,056,870	0.338	\$ 73,133
South Carolina	4,596,958	1.469	\$ 150,620
South Dakota	820,077	0.262	\$ 67,950
Tennessee	6,338,112	2.025	\$ 188,731

Texas	25,213,445	8.057	\$ 601,882
Utah	2,830,753	0.905	\$ 111,961
Vermont	622,433	0.199	\$ 63,624
Virginia	7,952,119	2.541	\$ 224,059
Washington	6,746,199	2.156	\$ 197,663
West Virginia	1,825,513	0.583	\$ 89,958
Wisconsin	5,668,519	1.811	\$ 174,075
Wyoming	547,637	0.175	\$ 61,987
Puerto Rico	3,791,913	1.212	\$ 132,999
U.S. Virgin Islands**	108,612	0.035	\$ 52,377
<b>Totals</b>	<b>312,951,341</b>	<b>100.000</b>	<b>\$ 9,500,000</b>

# Consumer & Governmental Affairs Bureau Organization Structure





## Karen Peltz Strauss, New Consumer and Governmental Affairs Bureau Deputy Chief

- 25 years experience working on telecommunications access for people with disabilities.
- Co-founder of the Coalition of Organizations for Accessible Technology, or COAT, a coalition dedicated to ensuring disability access to emerging Internet-based and digital communications technologies in the 21st century.
- Served as legal counsel for Gallaudet University's National Center for Law and Deafness, and the National Association of the Deaf.
- Served as Deputy Bureau Chief of the former Consumer Information Bureau at the FCC.
- Initiated the FCC's Disability Rights Office and managed the Commission's consumer and disability access programs and policies.
- Has a JD from the University of Pennsylvania Law School and an LLM from the Georgetown University Law Center.
- Author of the book "A New Civil Right: Telecommunications Equality for Deaf and Hard of Hearing Americans"





# Greg Hlibok named Chief of the FCC'S Disability Rights Office Nov. 16th

- Was previously an attorney advisor in the FCC Disability Rights Office.
- Received a BA in Government from Gallaudet University and a JD from Hofstra University School of Law.
- Admitted to the NY Bar.
- Was an active member of National Association of the Deaf and Maryland Association of the Deaf.
- Will be the first Chief of the Disability Rights Office who is deaf.

# PSC Updates

- By Order No. PSC-10-0712-PAA-TP, issued December 6, 2010, the Commission approved the appointment of Mr. Chris Littlewood to the TASA Advisory Committee effective November 30, 2010.
- Chris currently serves on the Florida Coordinating Council for the Deaf and Hard of Hearing as its representative for the Association of Late-Deafened Adults.
- He is a user of captioned telephone service and video relay service.

# PSC Updates

- On January 5, 2011, the PSC opened a new docket (110013-TP) to address proposals for a relay service provider beginning in June 2012.
- The PSC issued a Florida Administrative Weekly legal notice which was published February 4, 2011, which sought the names of companies interested in providing TRS services in Florida.

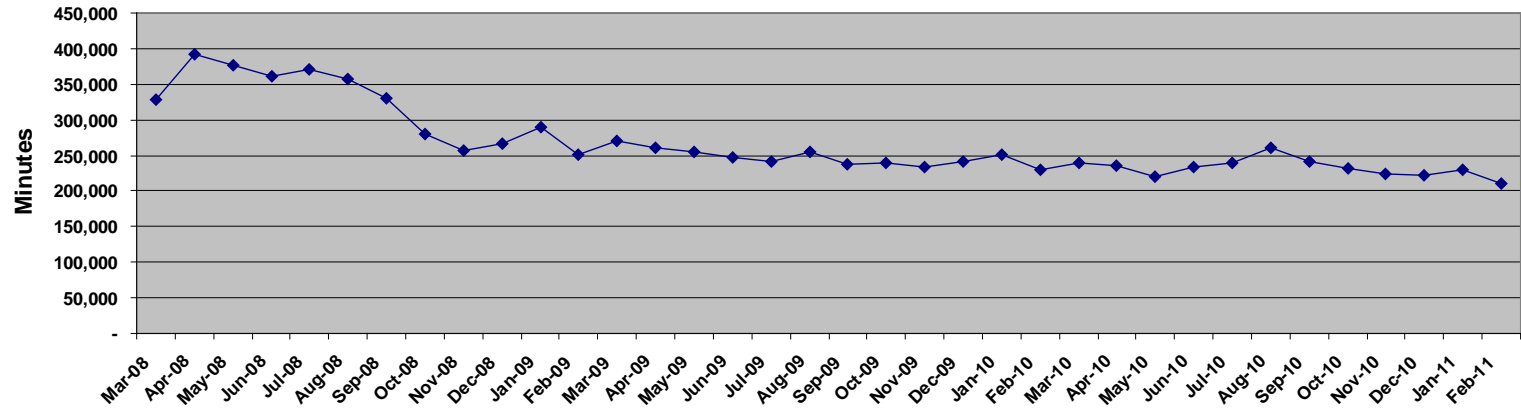
# PSC Updates

- On March 30, 2011, FTRI filed its proposed 2011-2012 budget with the Commission. Staff will be reviewing it and filing a recommendation for Commission consideration in the near future.
- James will be providing details of FTRI's proposed budget in his presentation shortly.

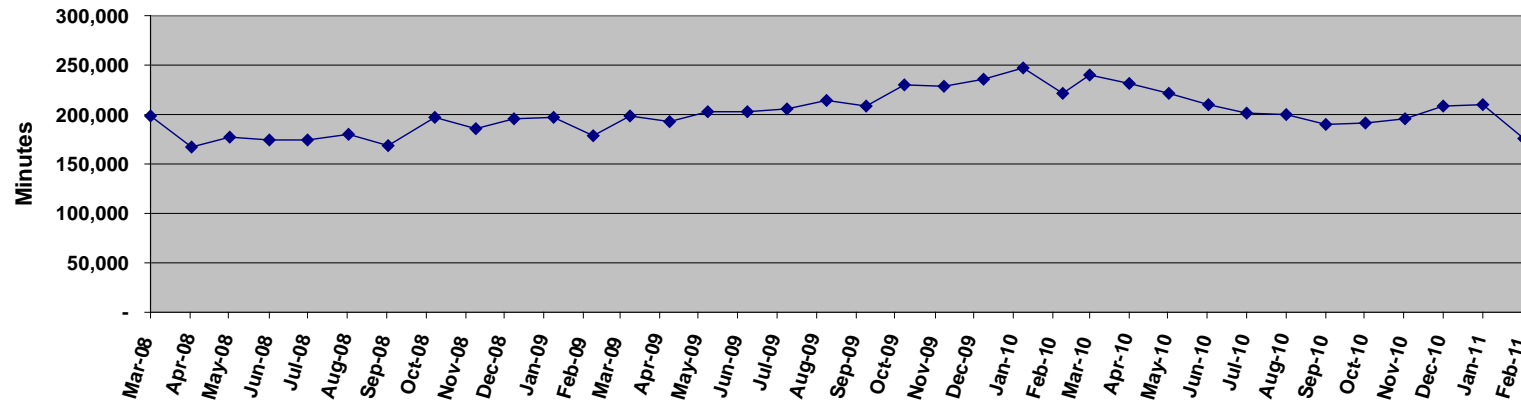
# PSC Updates

- Staff will be filing a recommendation on April 14, 2011, requesting the Commission to approve the relay RFP for release.
- Once filed and made public, staff will provide the advisory committee a link where members can view the RFP on line.
- Commissioners are scheduled to consider staff's recommendation at the April 26, Commission Conference.

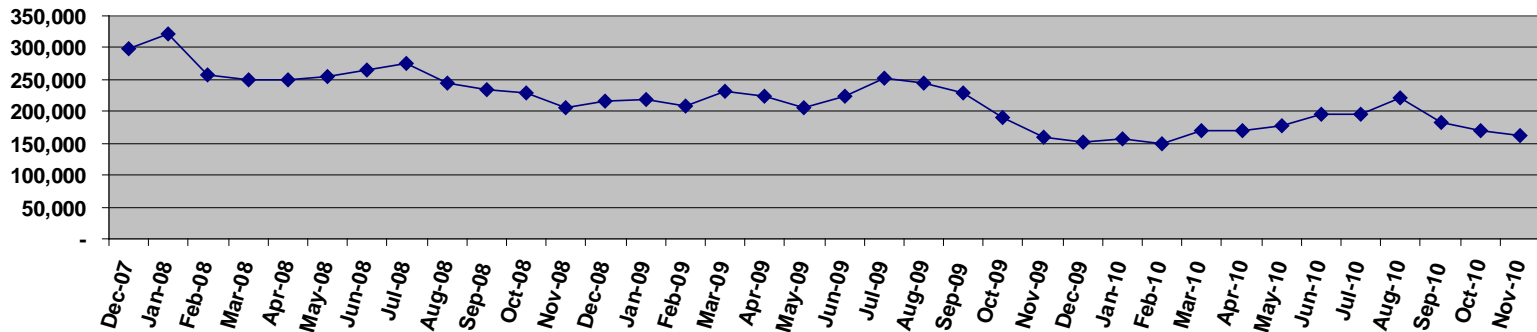
Regular TRS Minutes



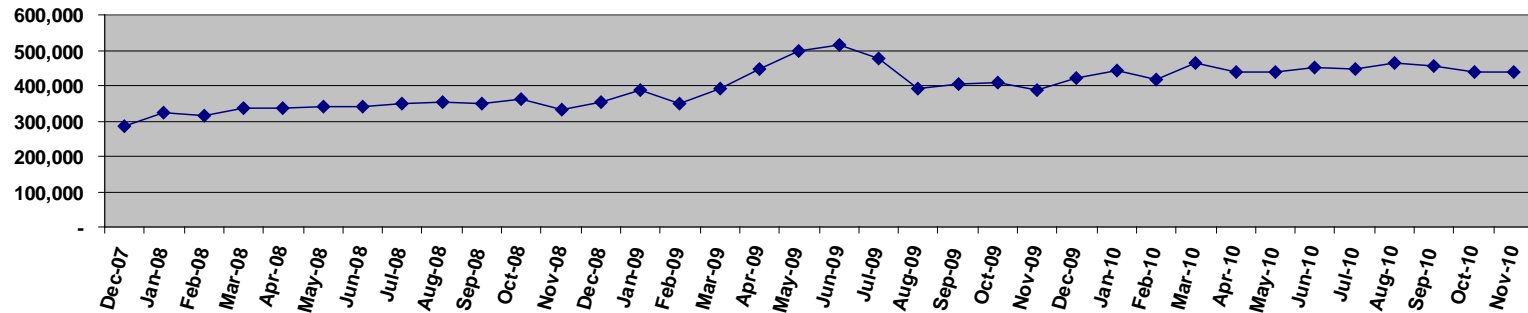
CapTel Minutes of Use



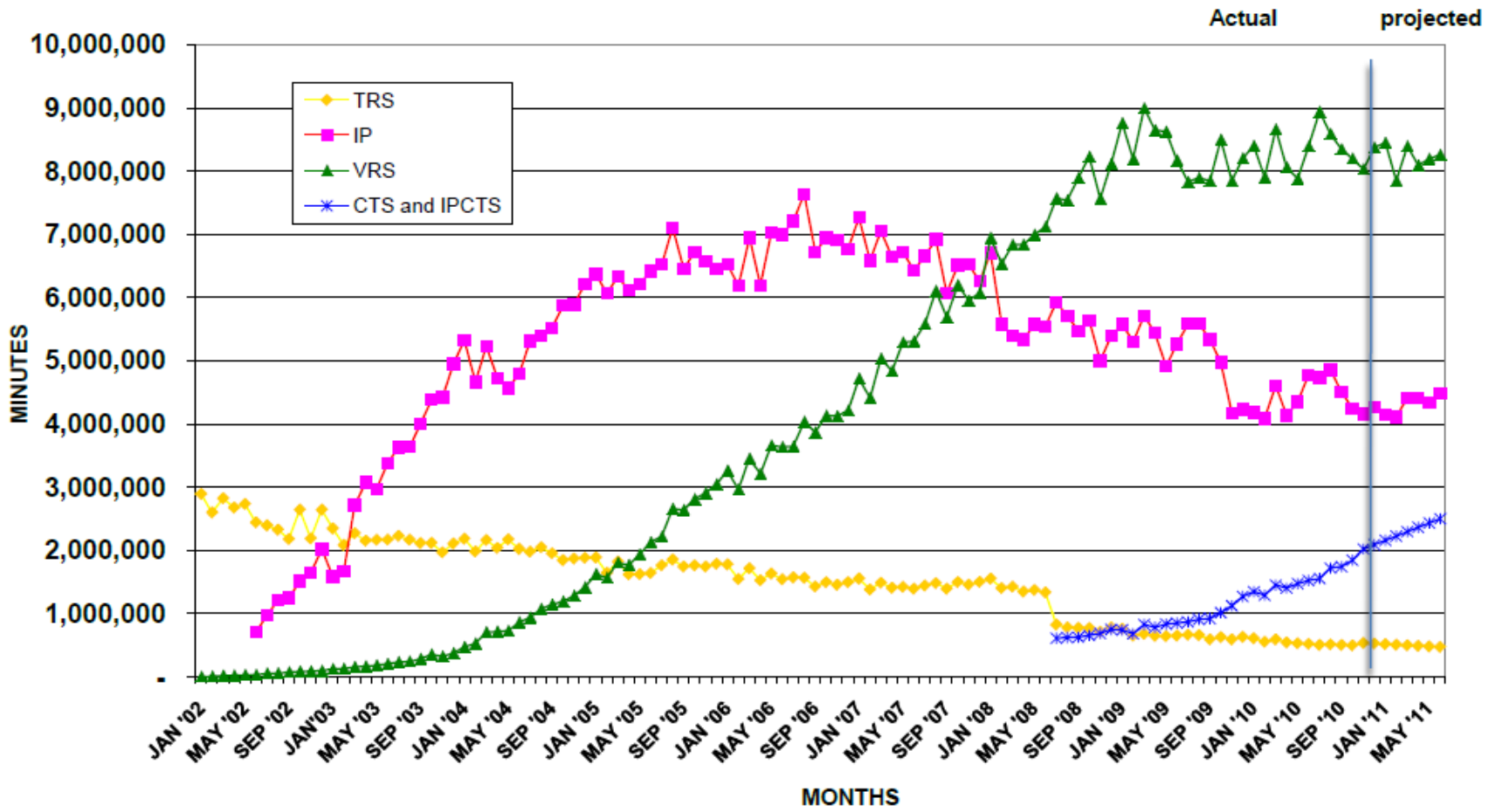
**IP Relay Minutes**  
December 2007 through November 2010



**Florida VRS Minutes**  
December 2007 through November 2010



# INTERSTATE TRS, INTERNET, CAPTEL, AND VRS MINUTES ACTUALS JANUARY 2002 - AUGUST 2010 PROJECTION SEP 2010 - JUNE 2011





*Next...*

FTRI's Updates

*James Forstall*

*FTRI Executive Director*

# TASA Meeting April 8, 2011

## Proposed FY 2011 / 2012 Budget

Parties/Staff Handout  
event date 4/8/11  
Docket No. 040763

## *Proposed Budget FY 2011 / 2012*

Based on the best information available to us, the FTRI Board of Directors has approved a recommendation to maintain the current surcharge level of \$.11 for the next fiscal year. We estimate that a surcharge level of \$.11 would produce a shortfall in meeting FTRI's operating expenses and we have not proposed to revise the surcharge because we believe there's sufficient funds in the surplus account to offset the difference.

The budget as approved by the Board projects total revenues to be \$9,638,400 and total expenses to be \$13,985,908. The difference of \$4,347,508 will be transferred from the surplus account.

## ***Proposed Budget FY 2011/2012***

As of February 2011, FTRI has over 445,000 individuals in the client database. It is evident that FTRI and its contracted regional distribution centers are reaching out to meet the telecommunications access needs of residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Outreach continues to be a large part of our efforts and we are planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida by creating awareness and telephone independence.

## *Operating Revenue*

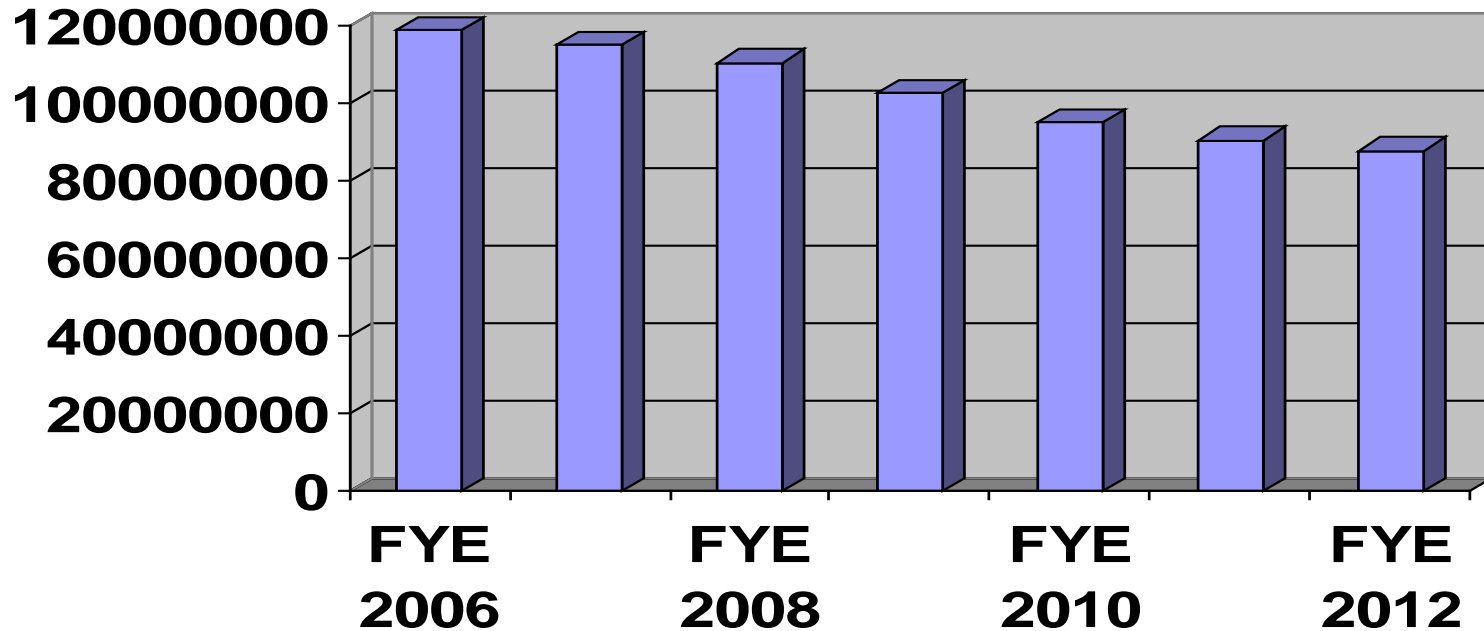
Surcharge revenues for FY 2011/2012 are based on a 3% decrease in the total number of access lines reported and estimated in FY 2010/2011.

Interest income for the next fiscal year is projected to be \$84,440.

## *Operating Revenue*

87,731,493	- total number of access lines
<u>        x .11</u>	- proposed surcharge level
\$ 9,650,464	- total revenues from access lines
<u>        - 1%</u>	- less administrative cost for TELCOs
\$ 9,553,960	- net operating revenues
<u>    + 84,440</u>	- plus projected interest income
\$ 9,638,400	- total operating revenues
<u>-13,904,709</u>	- less FTRI operating expenses
\$ 4,266,309	- transfer from surplus account

## Number of Access Lines





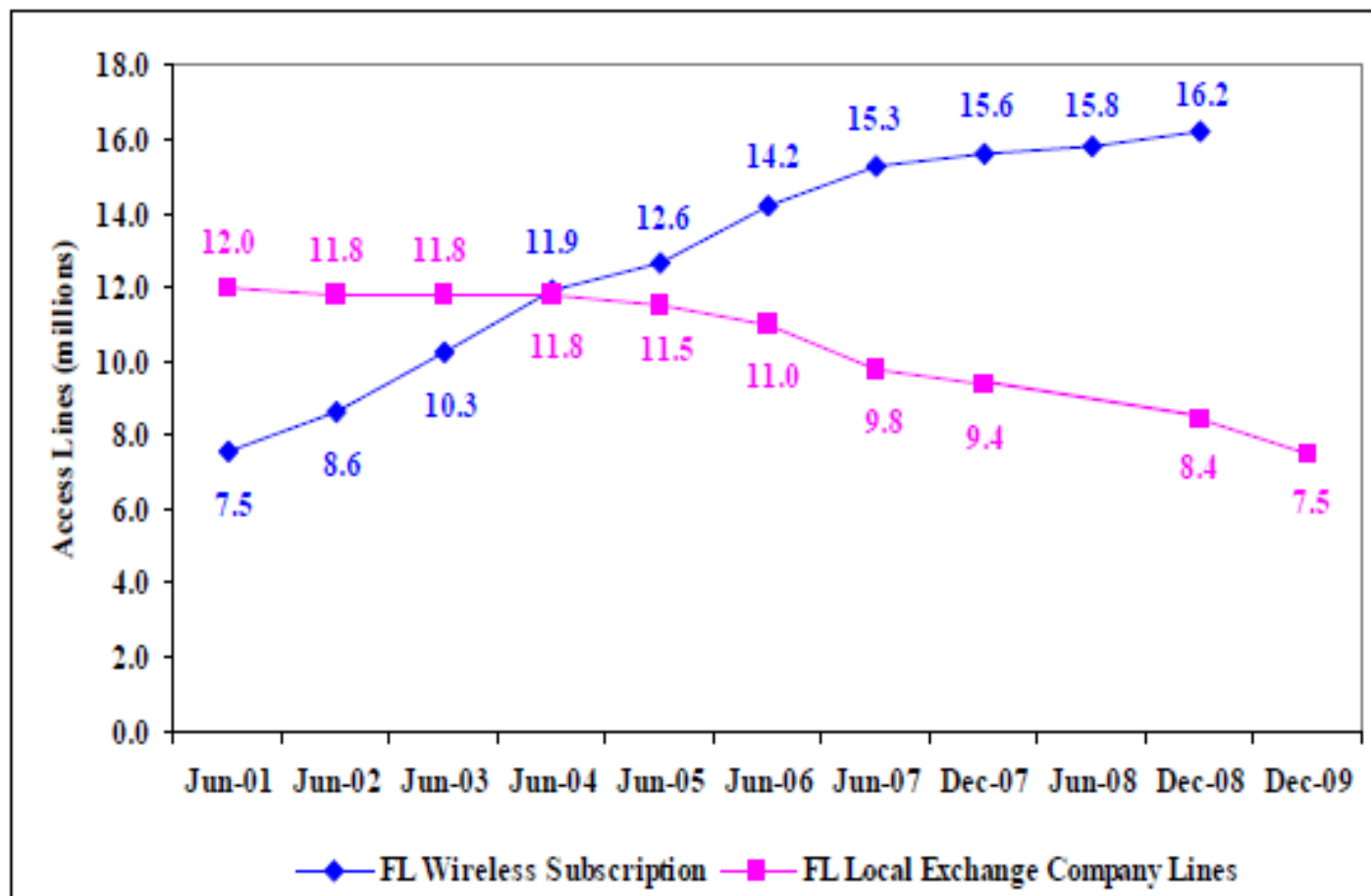
AS OF  
DECEMBER 2009

REPORT ON THE STATUS OF COMPETITION  
**IN THE  
TELECOMMUNICATIONS  
INDUSTRY**  
FLORIDA PUBLIC SERVICE COMMISSION





**Figure 4-4. Florida Local Exchange Access Lines and Florida Wireless Subscriptions**



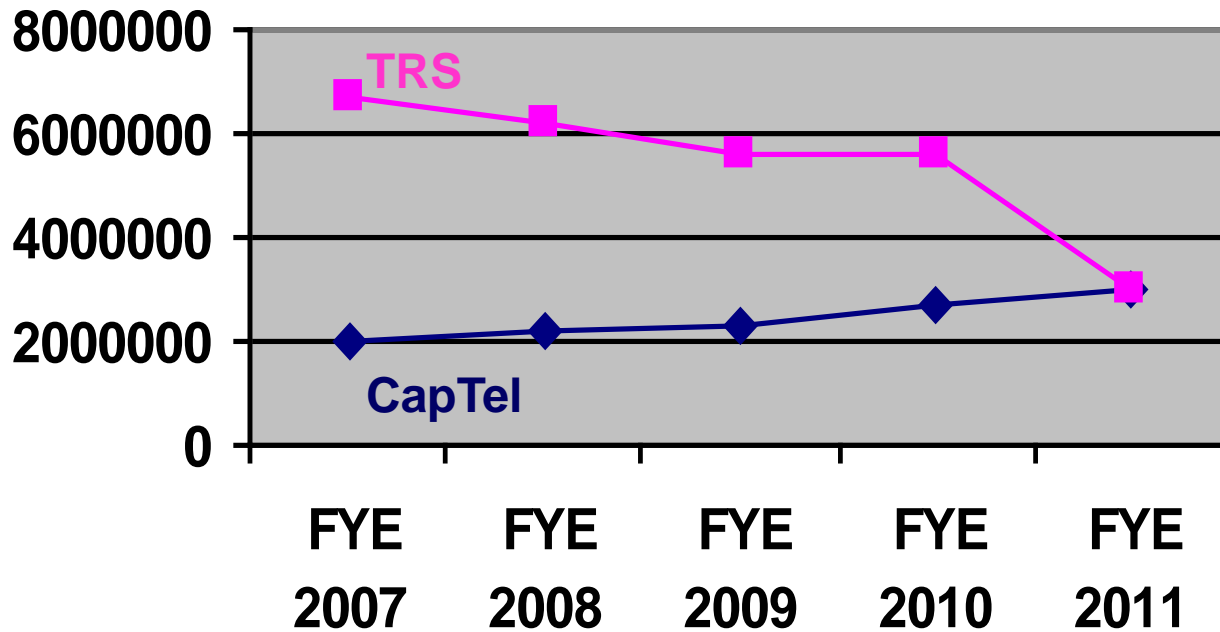
*Source: FCC, Local Telephone Competition: Status as of December 31, 2008; Response to FPSC data requests (2001–2010)*

## *Category I Florida Relay*

FY 2011/2012 budget for relay is based on projections submitted by the relay provider with adjustments. The contracted rate is \$.89 per billable minute for TRS and \$1.54 per billable minute for CapTel. Using the data submitted by the relay provider it is estimated year-end total of 4,936,962 billable minutes.

\$1,751,350 - estimated TRS billable cost  
+4,156,814 - estimated CapTel billable cost  
\$5,908,164 - **Category I**

## CapTel vs TRS Minutes



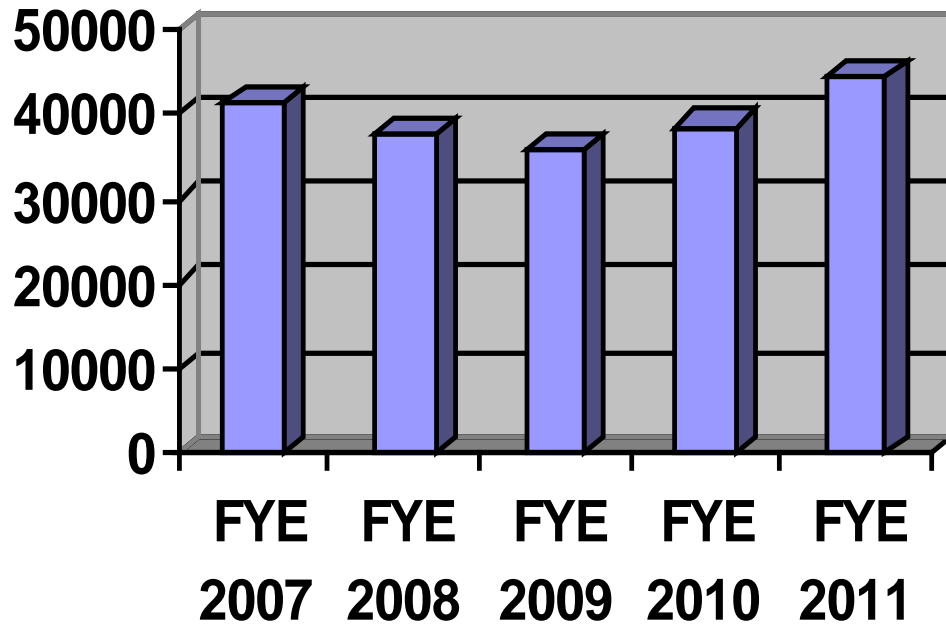
## ***Category II*** ***Equipment and Repairs***

This category consist of all equipment purchases as well as repairs. FTRI is projecting the number of equipment to be distributed during FY 2011/2012 to be 57,160.

Total proposed budget for Category II is \$3,804,953.



## Equipment Distributed



**FYE 2007 – 41,337**

**FYE 2008 – 37,627**

**FYE 2009 – 36,044**

**FYE 2010 – 38,680**

**FYE 2011 – 44,342 (Projected)**

## ***Category III Equipment Distribution and Training***

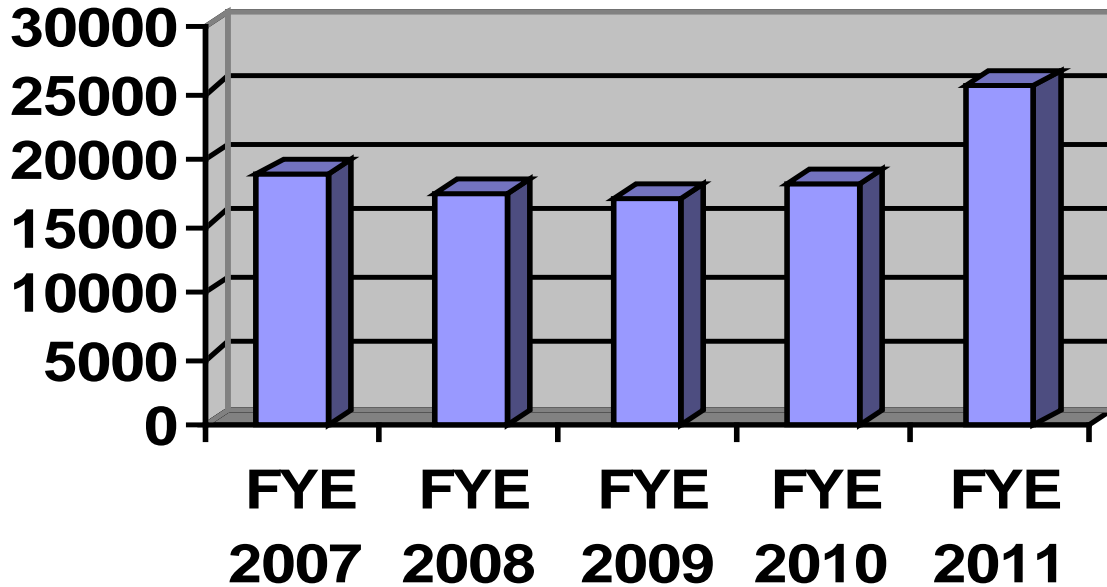
FTRI contracts with 23 RDCs that provide services in different locations throughout the state.

It is estimated that the RDCs and FTRI will have provided over 53,108 services to clients during the current fiscal year.

Total FY 2011/2012 proposed budget for Category III is \$1,917,517.



## New Clients Served



**FYE 2007 – 18,937**

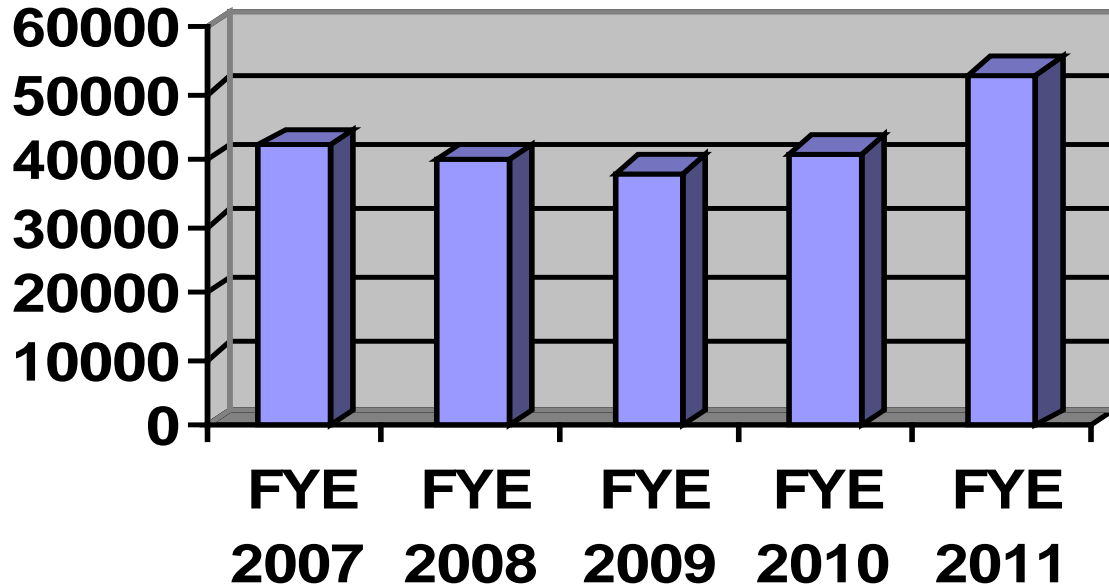
**FYE 2008 – 17,428**

**FYE 2009 – 17,170**

**FYE 2010 – 18,185**

**FYE 2011 – 25,600** (Projected)

## Services Provided



**FYE 2007 – 42,193**

**FYE 2008 – 40,212**

**FYE 2009 – 38,130**

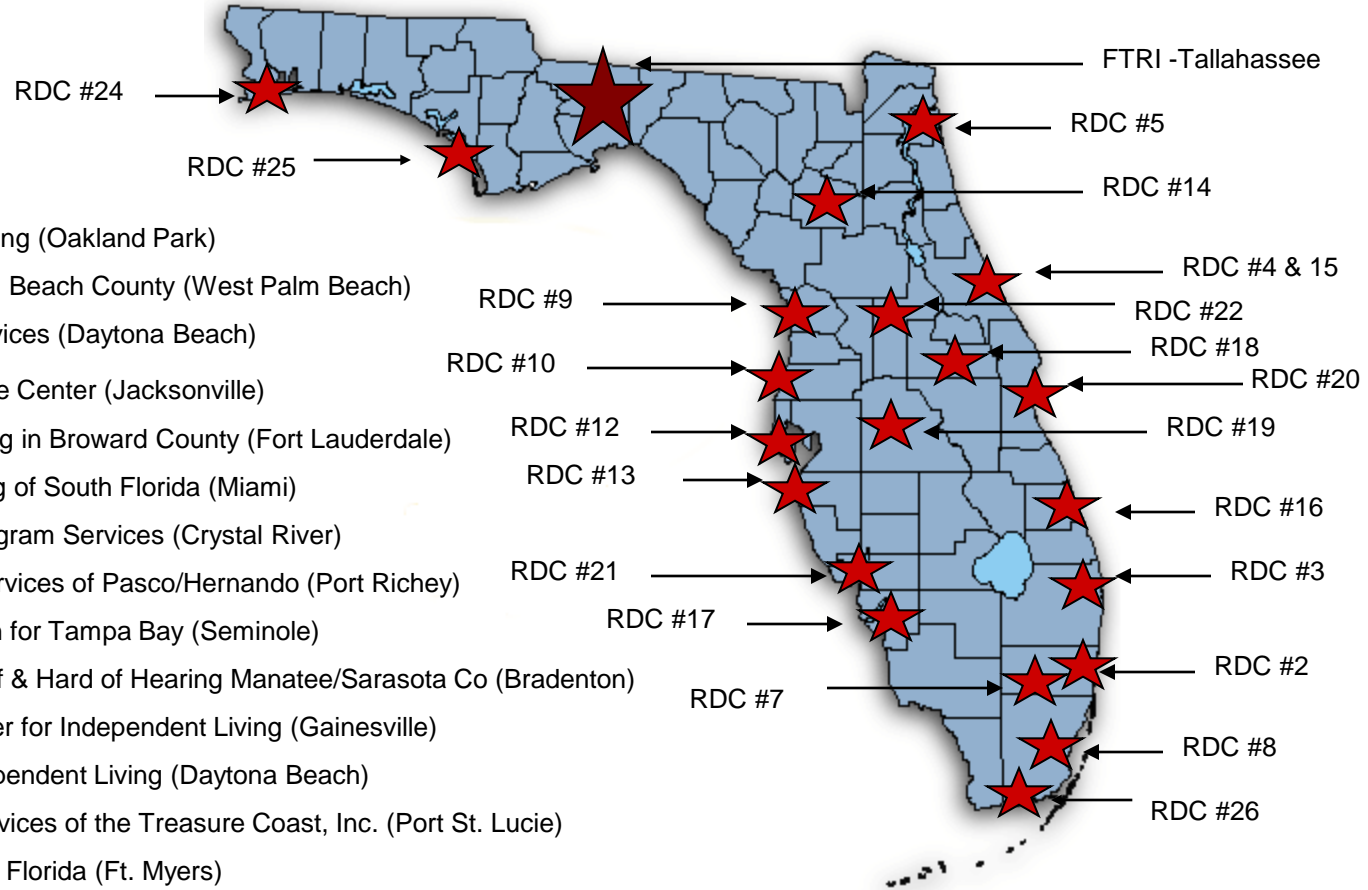
**FYE 2010 – 41,188**

**FYE 2011 – 53,108 (Projected)**

**New, Modifications, Exchanges, Returns and Follow-ups**



# FTRI Regional Distribution Centers



- RDC # 2 – League for the Hard of Hearing (Oakland Park)
- RDC # 3 – Deaf Service Center of Palm Beach County (West Palm Beach)
- RDC # 4 – Deaf & Hard of Hearing Services (Daytona Beach)
- RDC # 5 – Independent Living Resource Center (Jacksonville)
- RDC # 7 – Center for Independent Living in Broward County (Fort Lauderdale)
- RDC #8 – Center for Independent Living of South Florida (Miami)
- RDC # 9 – Citrus Hearing Impaired Program Services (Crystal River)
- RDC # 10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)
- RDC # 12 – Deaf & Hearing Connection for Tampa Bay (Seminole)
- RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota Co (Bradenton)
- RDC # 14 – North Central Florida Center for Independent Living (Gainesville)
- RDC #15 – disAbility Solutions for Independent Living (Daytona Beach)
- RDC #16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)
- RDC # 17 – Deaf Service Center of SW Florida (Ft. Myers)
- RDC # 18 – Center for Independent Living of Central Florida (Winter Park)
- RDC # 19 – Central Florida Speech & Hearing Center (Lakeland)
- RDC # 20 – Space Coast Center for Independent Living (Cocoa Beach)
- RDC # 21 – Hearing Impaired Persons in Charlotte County (Punta Gorda)
- RDC # 22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)
- RDC #24 – CIL Disability Resource Center (Pensacola)
- RDC #25 – Disability Resource Center (Panama City)
- RDC #26 – Speech and Hearing Center (Miami)

## **Category IV Outreach**

FTRI is proposing an outreach budget of \$886,600 for FY 2011/2012.

- RDC Outreach Contracts - \$250,000
- Media / newspaper etc. - \$480,000
- Printing - \$58,000
- Education - \$5,000

## Advertising

Newspaper ads will account for 89% of the media funds with 11% for TV (FL Relay).

During FY 2010/2011 newspaper ads have proven very successful and it is the intent to continue this type advertising during the next fiscal year.

Never miss a word with a **FREE** amplified phone



If you are a Florida resident with a certified hearing loss, a new telephone can help make conversations easier. The phone is offered at **no cost** through the nonprofit Florida Telecommunications Relay, Inc. The Clarity W425 Pro Cordless amplifies incoming sounds up to 45 decibels, almost four times louder than a standard phone. It is hearing aid compatible, with large backlit numbers and a bright visual ringer. Ask about the Clarity W425 Pro or our other specialized phones for yourself or a family member. Florida is speaking up for clearer communication.

*Limit one phone per customer. If you have a FTRI phone that is not working properly, please bring it with you for an exchange.*

*For more information in your area:*

**Center for Hearing and Communication**

2900 W. Cypress Creek Road • Ft. Lauderdale, FL 33309

954-601-1930 (V) • 954-601-1938 (TTY)

Parking & entrance located in back of building

Walk-ins Tues. & Thurs., 9am -12pm or 1pm-4pm

**Center for Independent Living of Broward**

4800 North State Road 7, Bldg F, Suite 102

Ft. Lauderdale, FL 33319

954-722-6400 (V) • 954-735-0963 (TTY)

9a.m. – 4 p.m., Monday– Friday

by appointment only.

[www.ftri.org/broward](http://www.ftri.org/broward)





## ***Category V*** ***General & Administrative***

Total proposed budget for Category V  
is \$1,468,674.

FTRI has 15 authorized positions.

***FY 2010/2011 to FY 2011/2012 Comparison***

	<b>FY 2010/2011</b> (Approved)	<b>FYE 2010/2011</b> (Projection)	<b>FY 2011/2012</b> (Proposed)
<b>Revenues</b>	<b>\$ 9,871,383</b>	<b>\$ 9,947,318</b>	<b>\$9,638,400</b>
<b>Cat I</b>	<b>6,394,536</b>	<b>5,866,953</b>	<b>5,908,164</b>
<b>Cat II</b>	<b>2,973,049</b>	<b>3,525,963</b>	<b>3,804,953</b>
<b>Cat III</b>	<b>1,404,842</b>	<b>1,497,198</b>	<b>1,917,517</b>
<b>Cat IV</b>	<b>864,400</b>	<b>861,400</b>	<b>886,600</b>
<b>Cat V</b>	<b>1,515,781</b>	<b>1,303,137</b>	<b>1,468,674</b>
<b>Total Expenses</b>	<b>\$13,152,608</b>	<b>\$13,054,651</b>	<b>\$13,985,908</b>

# *Questions*



# *Florida TRS Updates*

*Ken Goulston, Wireless Manager*

*4/8/2011*

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**Parties/Staff**      **Handout**  
**event date** 4/8/11  
**Docket No.** 040763



# Agenda

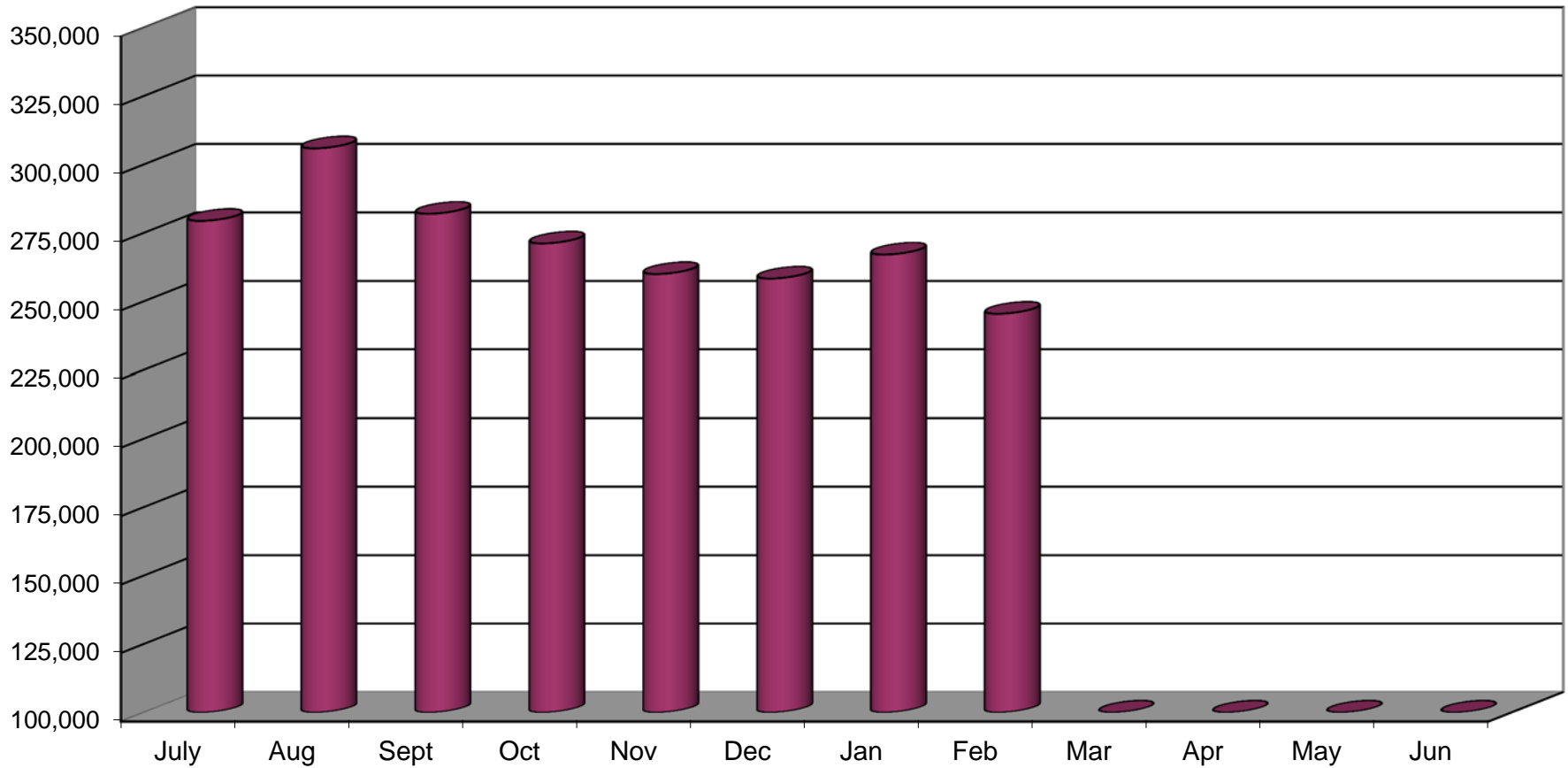
- *TRIS Statistics*
- *CapTel Statistics*
- *TRIS Relay Results*
- *Outreach Performed*
- *New 4G City*
- *Wireless CapTel by Sprint (WCS)*
- *Sprint Mobile VRS (SMVRS)*



# *Total TRS Session Minutes*

*November 2010 – February 2011*

## Florida Total Minutes



July 2009 – June 2010

Total: 3,433,244

Average: 286,104

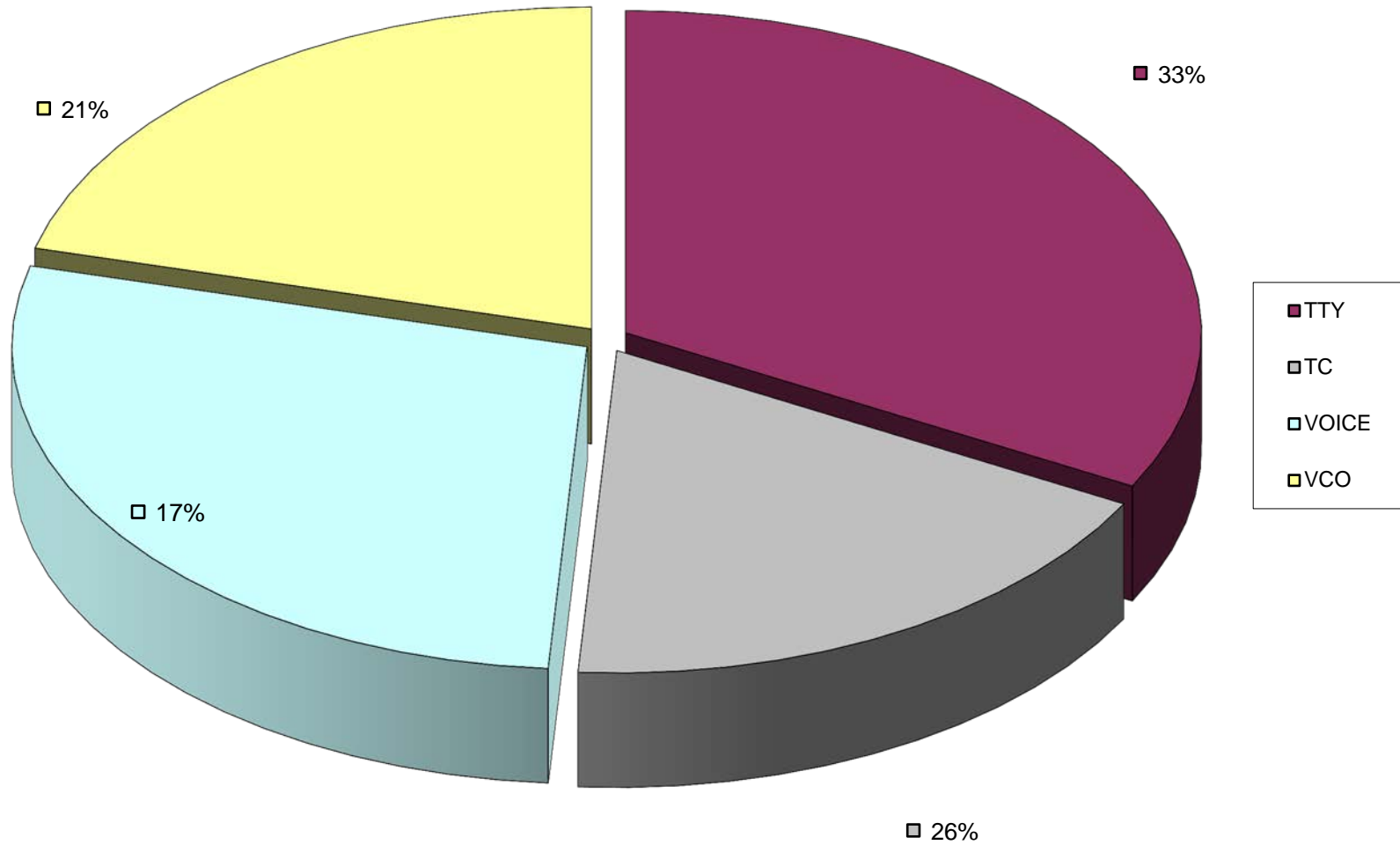
July 2010 – February 2011 (8 months)

Total: 2,169,604

Average: 271,201

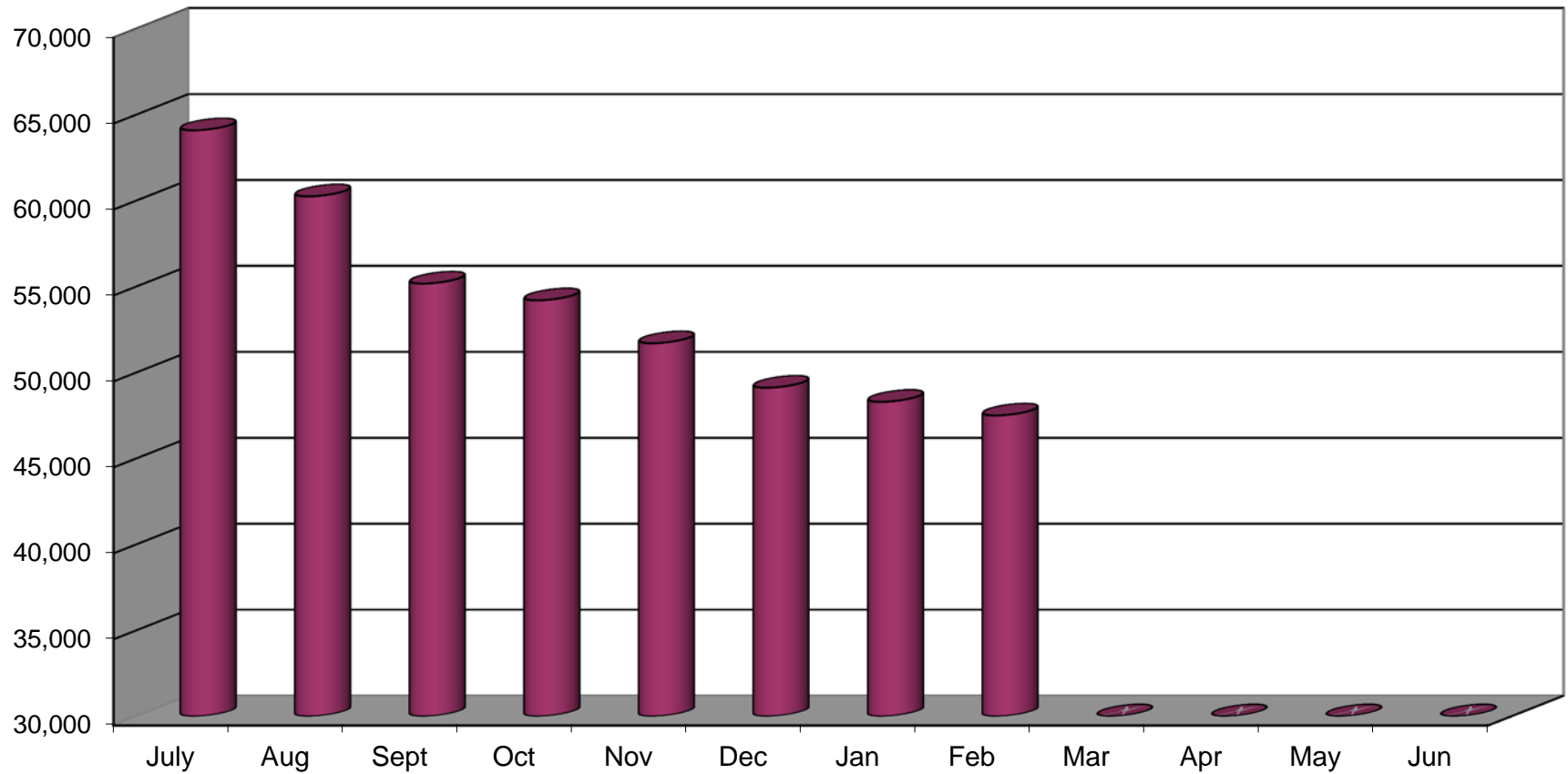
**RESULT: 5.2% decrease in TRS minutes**

# Percentage of FL Relay Users



# Total call volume

## Florida Total TRS Call Volume



July 2009 – June 2010

Total: 714,939  
Average: 59,578

July 2010 – February 2011 (8 months)

Total: 430,339  
Average: 53,792

**RESULT: 9.7% decrease in TRS call volume**



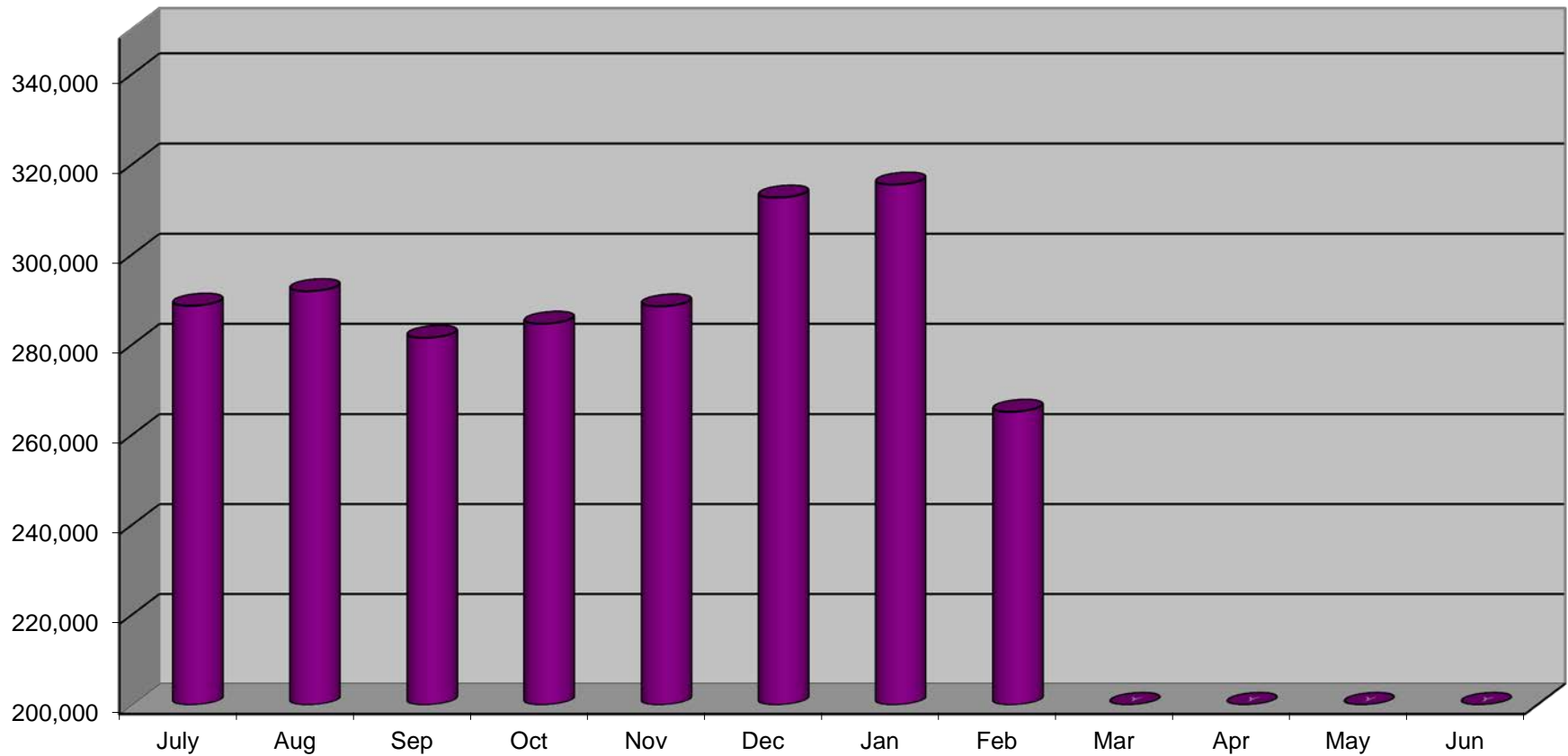
# *Total CapTel Session Minutes*

*July 2010 – February 2011*



# CapTel Session Mins

## FL CAPTEL Session Minutes



## July 2009 - June 2010

Total: 3,912,664

Average: 326,055

## July 2010 – February 2011 (8 months)

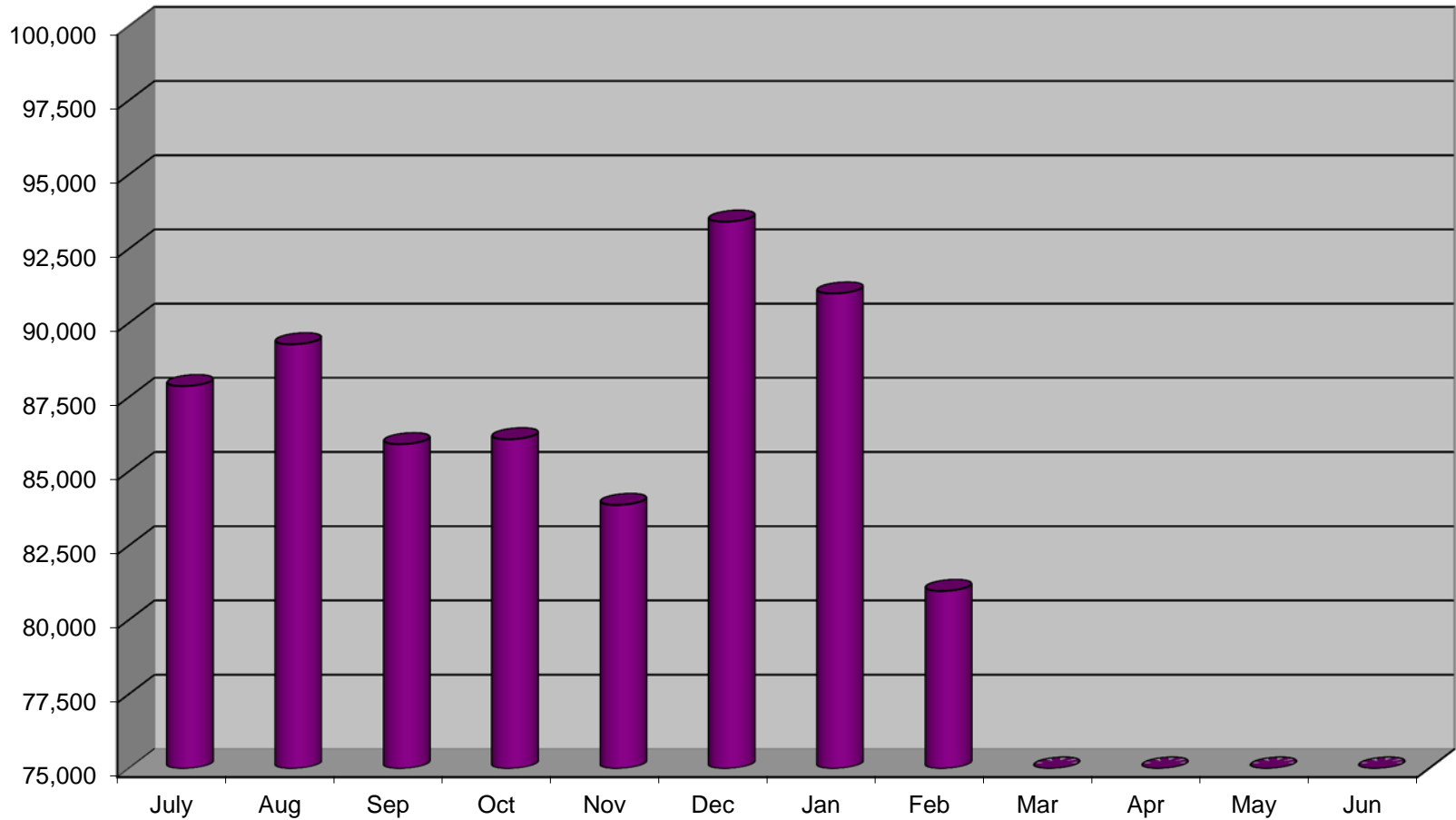
Total: 2,329,120

Average: 291,140

**RESULT: 10.7% decrease in CapTel minutes**

# CapTel Call Volume

## FL Total CapTel Call Volume



July 2009 – June 2010

Total: 1,191,005

Average: 99,250

July 2010 – February 2011 (8 months)

Total: 698,458

Average: 87,307

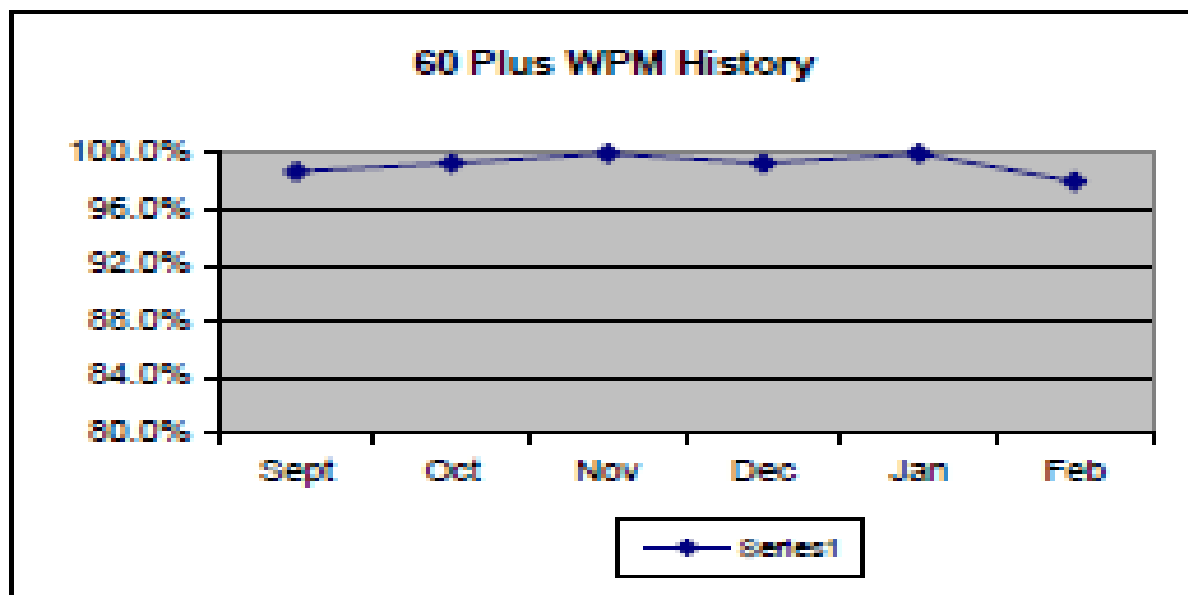
**RESULT: 12% decrease in CapTel call volume**

# *TRS Relay Results*

*February 2011 Evaluation*

# TRS Relay Results

TYPING SPEED									
Office	Completed Calls	Agents Tested	Average WPM	Error of Estimation	Less Than 60 WPM		60 Plus WPM		
	#	#	#	WPM	#	%	#	%	Error of Estimation %
Florida	150	94	86.0	1.8	3	2.0%	147	98.0%	2.2%

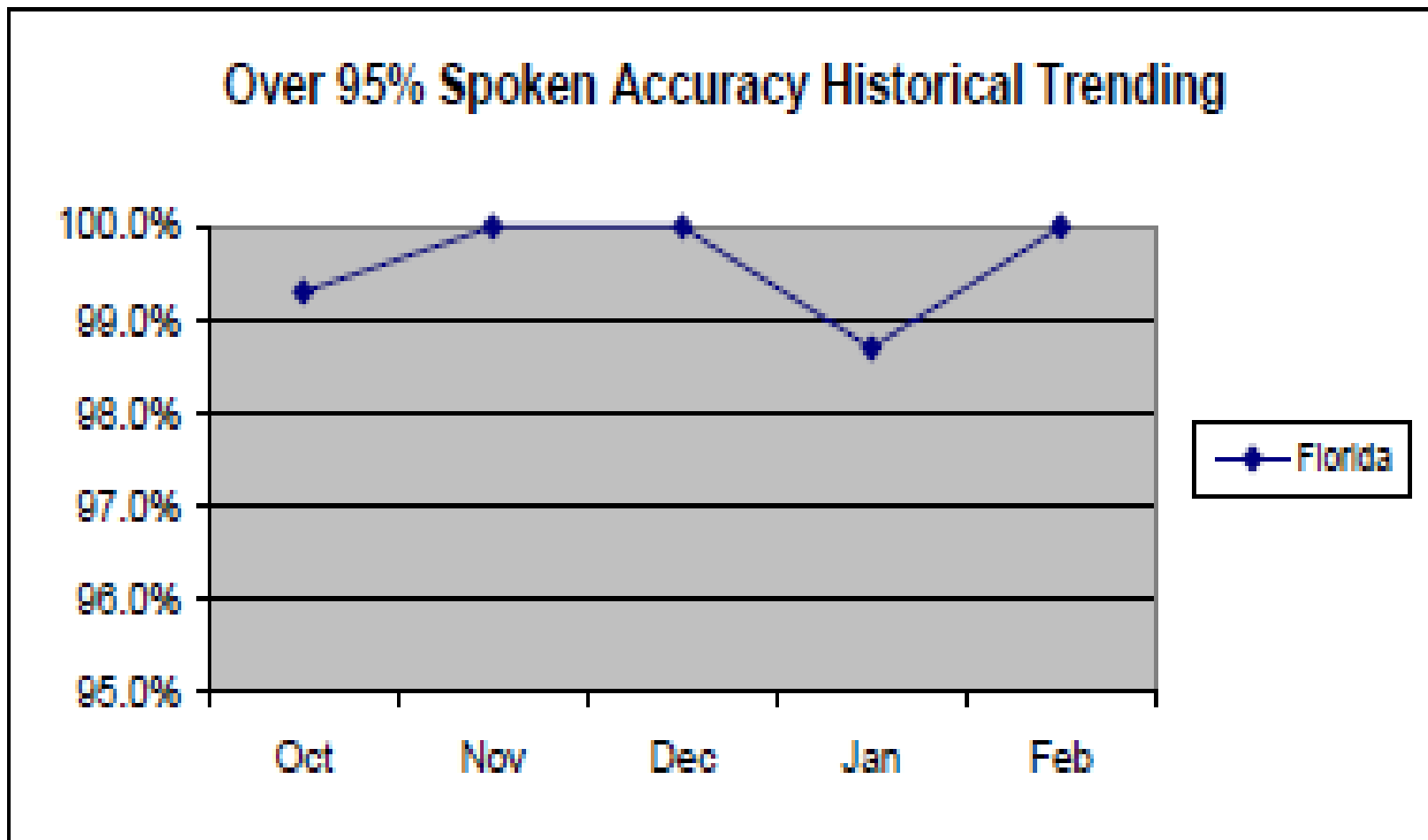


# TRS Relay Results

TYPING ACCURACY						
Typing Accuracy Ratings	Total		Less than 60 WPM		60 Plus WPM	
	#	%	#	%	#	%
Over 95% Accuracy	105	70.0%	1	0.7%	104	70.7%
85% to 95% Accuracy	42	28.0%	1	0.7%	41	27.9%
Under 85% Accuracy	3	2.0%	1	0.7%	2	1.4%

VERBATIM ACCURACY						
Office	Completed Calls	Average Verbatim Accuracy	Over 95% Accuracy		95% and Less Accuracy	
	#	%	#	%	#	%
Florida	150	99.9%	150	100.0%	0	0.0%

# TRS Relay Results





# *Outreach Performed*

# Outreach

*Presented and demonstrated Relay products and services at:*

➤ *Lions Club*



# Outreach (cont.)

## ➤ Communication Access & Technology Expo



# Outreach (cont.)

- *Deaf Community Expo at Ft. Myers*
- *Assistive Technology Industry Association (ATIA) Conference in Orlando*



# Outreach (cont.)

## ➤ DeafNation Expo in Miami



# Outreach (cont.)

## ➤ DeafNation Expo in Miami (cont.)



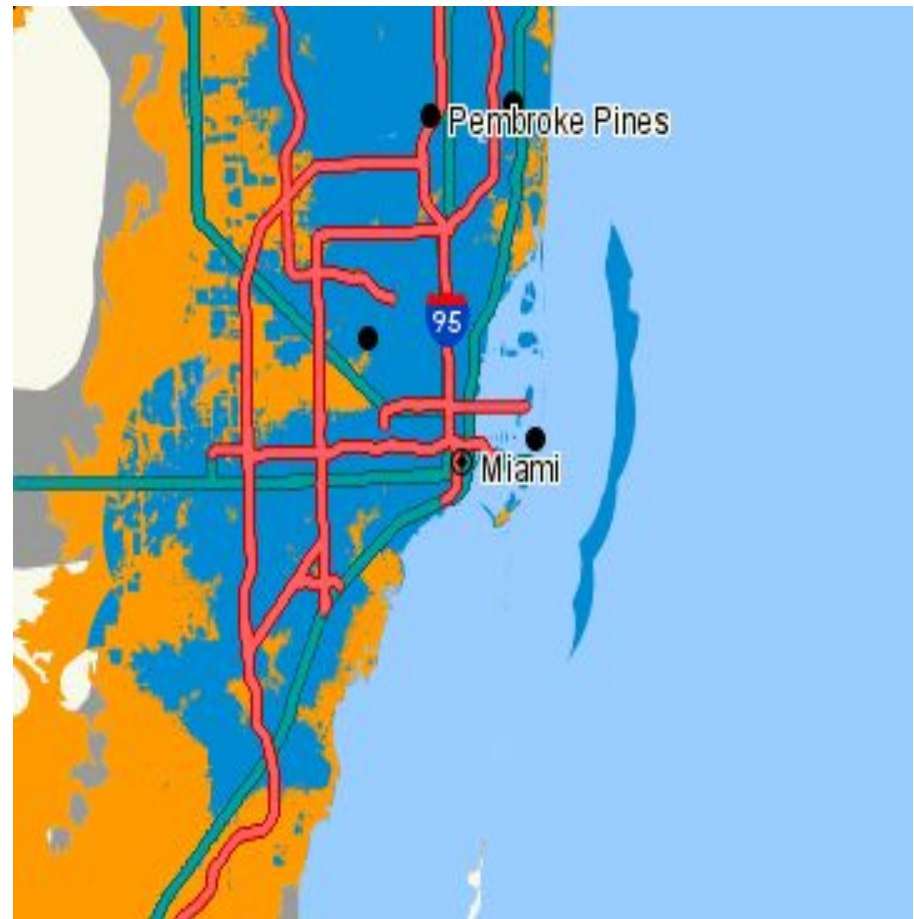


# *New 4G City*

# New 4G City

*MIAMI joins the rank of other 4G cities:*

- *Daytona Beach*
- *Jacksonville*
- *Orlando*
- *Tampa*







# *Wireless CapTel by Sprint*

# Wireless CapTel by Sprint (WCS)



*Available  
in early 2011  
Wireless CapTel<sup>®</sup>  
by Sprint*

*click here to sign up*

Hi Megan, I am  
so glad I caught  
you before you got  
on your flight - our  
meeting has been  
postponed to 3pm

# Wireless CapTel® by Sprint!

Imagine a world where even someone with hearing loss can make calls using a wireless phone.

Wireless CapTel by Sprint (a free Android app) will allow individuals the opportunity to make and receive calls just like anyone else, plus receive the support of captions. Reconnect with Sprint CapTel!

- Free app provides word-for-word captions for your wireless device.
- Special pricing plans available for newly purchased wireless devices.
- Works on 3G, 4G or WiFi service with select Android 2.2 (or better) smartphone.
- Available in early 2011.
- **Click here to register for more information.**

Wireless CapTel by Sprint is an internet-based Relay service. Although this service can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Wireless CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, omissions, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Wireless CapTel, whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see [www.sprint800.com](http://www.sprint800.com). Coverage not available everywhere. Sprint 4G network reaches 65 markets and counting, on select devices. Sprint 3G network (including roaming) reaches over 277 million people. See [www.sprint.com](http://www.sprint.com) for details. ©2010 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.



# [www.sprint800.com](http://www.sprint800.com)

# *Sprint Mobile VRS (SMVRS)*

# Sprint Mobile VRS (SMVRS)



# *Sprint Mobile VRS (cont.)*

*Make a video call from your wireless Android device (EVO, Epic, or Tab) using either the 4G or wi-fi (or 3G) connection and your 10-digit number!*

*Use this app to call a video interpreter to use the Video Relay Service (VRS) or call your friend for point-to-point communication:*



# *Sprint Mobile VRS (cont.)*

*Two different ways to obtain the free SMVRS app:*

*1. Use the Android market*



*2. Use the barcode scanner*



***THANK YOU***  
***for your continued support!***