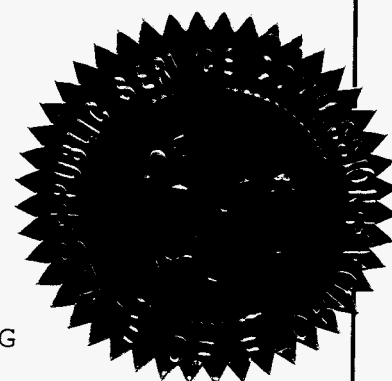


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

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.

DOCKET NO. 040763-TP



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Friday, April 23, 2010

TIME: Commenced at 1:30 p.m.
 Concluded at 3:02 p.m.

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

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

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1 PARTICIPATING:

2 MARYROSE SIRIANNI, representing AT&T Florida.

3 JAMES FORSTALL, representing Florida
4 Telecommunications Relay, Inc.5 CHERYL RHODES, representing Florida Deaf/Blind
6 Association.7 LOUIS J. SCHWARZ, representing Florida Association of
8 the Deaf, Inc.9 KIM SCHUR, representing Deaf Service Center and
10 League for the Hard of Hearing-Florida.

11 MISSY McMANUS, representing Sprint-Relay.

12 LEE ENG TAN, ESQUIRE, RICK MOSES and BOB CASEY,
13 representing the Florida Public Service Commission staff.14
15
16
17
18 ALSO PARTICIPATING:

19 MARVIN MOLLINEDO, Interpreter.

20 TARA ROTH-MOLLINEDO, Interpreter.

21 SHANNON KORTBEK, Tactile Interpreter.
22
23
24
25

P R O C E E D I N G S

1
2 **MR. CASEY:** Okay. We can go ahead and get
3 started. We confirmed that the people are on the telephone?

4 **MS. SCHUR:** Yes, I'm here. Kim Schur, Deaf
5 Service Center.

6 **MR. CASEY:** Okay. I'll take appearances in just a
7 moment.

8 **MS. SCHUR:** Okay.

9 **MR. CASEY:** First I'd like to go over a couple of
10 things, a little housekeeping.

11 TASA committee member Kim Schur and Sprint
12 representative Missy McManus will be participating by phone
13 during today's meeting. Jon Ziev and Demetria Clark have
14 notified me that they will be unable to attend today's
15 meeting. Louis is here today.

16 A transcript will be made of today's meeting and
17 it will be provided to all TASA committee members. Please
18 make sure your microphone is on when speaking. The green
19 light should be showing, showing that it's on. Also, please
20 state your name before speaking so we know who's making
21 comments for the record.

22 I sent the agenda out to everybody. We can go
23 ahead and get started. To my left, I think most people know
24 Rick Moses. He's part of our Relay team who handles
25 anything to do with equipment, which I know nothing about

1 other than picking up a telephone receiver and making a
2 call. To my right is Lee Eng Tan, and she handles all legal
3 matters regarding Relay. And with that, I'd like to ask Ms.
4 Tan if she would read the meeting notice.

5 **MS. TAN:** Pursuant to notice published on
6 April 2nd, 2010, this time and place has been set for
7 committee meeting in Docket Number 040763-TP. The purpose
8 of this committee meeting is to discuss current relevant
9 issues related to Relay such as service quality, current
10 call volumes, CapTel service, federal and state regulatory
11 updates, an overview of FTRI's proposed budget for the
12 upcoming fiscal year and other TRS updates.

13 **MR. CASEY:** Thank you. With that, I would like to
14 take appearances from all the participants, if you would.
15 Please use your microphone so the court reporter can get
16 your names.

17 **MS. SIRIANNI:** Maryrose Sirianni, AT&T.

18 **MR. FORSTALL:** James Forstall, Executive Director
19 with FTRI.

20 **MS. RHODES:** Cheryl Rhodes.

21 **MR. SCHWARZ:** And this is -- and also Louis
22 Schwarz.

23 **MR. CASEY:** Thank you very much.

24 Now on the telephone, can we go ahead and get your
25 appearances, please?

1 **MS. SCHUR:** Kim Schur, Deaf Service Center
2 Association.

3 **MR. CASEY:** Okay.

4 **MS. McMANUS:** Hello, everyone. This is Missy
5 McManus with Sprint Relay.

6 **MR. CASEY:** Thank you very much. The first thing
7 I'd like to do -- well, let me get my slides here. As
8 usual, I provided a list of the current TASA Advisory
9 Committee in case anybody needs that, and the contact
10 information for each person.

11 The first thing I'll be doing is going over the
12 FCC and PSC updates since our last meeting November 12th.
13 And I always put this slide in here too so people know when
14 I am talking about an FCC order, whether the FCC order was
15 actually made by all Commissioners of the FCC or it was made
16 by authority, by delegated authority of a bureau.

17 If the order has FCC in front of it, that means
18 that all Commissioners made that decision. If the decision
19 is one issued through delegated authority to an FCC bureau
20 or office, it is identified by DA prior to the number,
21 meaning designated authority.

22 The first order that was issued since our last
23 meeting was December 4th, 2009, and the FCC granted a waiver
24 for a period of four months on a requirement that toll-free
25 numbers and 10-digit geographic numbers should not be

1 directed to the same uniform resource identifier in the iTRS
2 directory.

3 What this basically means is that as of December
4 of last -- of 2008, the FCC issued an order saying that VRS
5 and IP Relay users must use a geographically appropriate
6 number. They gave everyone a certain period of time to
7 convert their Internet TRS numbers, which are issued by the
8 VRS providers. They're not real 10-digit numbers of the
9 telephone system. Well, they ran into some difficulties
10 because they had the geographic 10-digit numbers and the
11 iTRS telephone numbers, and they're having problems. Some
12 people are using some and some are using the other. So they
13 gave a waiver of four months to help straighten it out.

14 The next order was issued December 24th, Christmas
15 Eve, and this was an extension of certain mandatory minimum
16 standards for VRS and IP Relay service that were set to
17 expire on January 1st. These were requirements that the FCC
18 placed on VRS and IP Relay providers. And it's the same
19 situation; they're having a hard time meeting these
20 requirements, so the FCC is giving them more time to do it.

21 The next order was released February 3rd of 2010,
22 and this was a request by CSDVRS, a request for payment of
23 certain calls that they weren't reimbursed for from
24 December 2008 through April 2009. And the FCC made a
25 decision and directed the National Exchange Carrier's

1 Administration, who is the administrator of the Interstate
2 TRS Fund, to go ahead and pay CSDVRS.

3 On February 25th, the FCC issued an order. As you
4 can see, it's a DA order, so that means delegated authority
5 to a bureau, and this is about VRS calls. As you can
6 probably remember from previous TASA meetings where I have
7 gone over some orders, there was a big problem in the VRS
8 industry regarding running up minutes for reimbursement.
9 VRS providers would hire employees just to make calls to
10 friends, to directory assistance just to run up the minutes
11 so that they get reimbursed from the federal fund. So the
12 FCC came out with this order to clarify what will be
13 reimbursed and what won't. And it says, "VRS calls made by
14 or to a VRS provider's employee, or the employee of a
15 provider's subcontractor, are not eligible for compensation
16 from the TRS Fund on a per-minute basis, but rather those
17 are business expenses." "VRS calls placed for the purpose
18 of generating compensable minutes are not, and never have
19 been, compensable from the Fund."

20 What was happening is these VRS companies were
21 actually telling the employees to call their friends, call
22 anybody you want just so that they can run up the minutes.

23 Two categories of calls that do not meet the
24 definition of TRS or otherwise are not compensable from the
25 Fund under the plain statutory language: VRS Voice Carry

1 Over used to connect two hearing users and VRS calls used to
2 connect two users who are both outside the United States.

3 Another order was just issued recently, April 2nd,
4 and this was an extension of that waiver regarding the
5 toll-free numbers. They're still having problems with the
6 geographic numbers and the iTRS numbers, so they did grant
7 another waiver.

8 PSC updates. This is one that we -- an order was
9 issued just last month. The Commission removed the
10 unrestricted roaming and guest options from the Sprint Relay
11 contract for CapTel service. Florida will no longer be
12 billed for any minutes when the CapTel phone is outside the
13 state boundaries. Florida will only pay for minutes made
14 from a CapTel phone registered and used in the state. As
15 you may recall in the last TASA meeting, the Advisory
16 Committee was overwhelmingly, overwhelmingly in favor of
17 discontinuing the guest options and unrestricted roaming.

18 There is a contract amendment in the process of
19 being signed for this change. A letter will be sent out by
20 FTRI to each registered CapTel user in Florida explaining
21 the change and what to do when they do go travel to another
22 state.

23 Another update is a staff recommendation regarding
24 FTRI's 2010/2011 budget, and it was literally filed minutes
25 before I came down here. I have one copy of it. And

1 Mr. Forstall will detail their budget later on this
2 afternoon. And of course it wouldn't be fair to ask him
3 questions about the recommendation because he hasn't even
4 seen it yet, it hasn't been made public, so we won't do
5 that. The Commissioners will consider the staff
6 recommendation at the May 4th, 2010, Commission Agenda
7 Conference.

8 I provided a little update on the VRS and IP Relay
9 costs. The FCC is still maintaining its intent to shift the
10 intrastate cost of VRS and IP Relay along with Internet
11 protocol caption telephone service and now IP speech to
12 speech service to the states.

13 There are still many questions that need to be
14 answered: When's it going to happen? What kind of notice
15 will states receive; six months, a year, two years? Will
16 there be one vendor for IP Relay and VRS or multiple
17 vendors? We do have a Florida statute that requires just
18 one provider of Relay service in Florida. If multiple
19 vendors are required, how would the bidding process be
20 handled? Would addition of VRS, IP Relay, IP CTS and IP STS
21 push the TASA surcharge over the 25-cent statutory cap?
22 Right now there's a statute that says we can't exceed a
23 25-cent charge, 25-cent surcharge for Relay on any local
24 exchange carrier access line. So a legislative change would
25 be needed if we have to exceed that cap.

1 There's another question about equipment. What
2 type of equipment would Florida's Relay program have to
3 furnish for VRS, IP Relay, IP CTS and IP STS and at what
4 cost? I did an estimated impact on the cost and found that
5 assuming the intrastate costs of just VRS and IP Relay would
6 be approximately \$31 to \$34 million annually added to FTRI's
7 budget, and that doesn't count equipment.

8 I made a call to the FCC just recently, on
9 April 19th, and asked if they could give us an update or a
10 timetable of when this would happen. All they would say is
11 that it is still on the table and they couldn't tell us when
12 it would happen.

13 I did some graphs here which will look very
14 familiar; they're almost the same every meeting. You can
15 see that the regular TRS minutes are continuing to decline,
16 they are leveling off a little bit. CapTel minutes of use
17 are slowly increasing. IP Relay minutes are in a down, on a
18 downward trend, but this may be because of IP captioning
19 telephone service. We won't know for a few more months.
20 And of course this last one, VRS, that is always on an
21 upward track, and it's the most expensive cost that we --
22 that the federal government has.

23 This is a graph that I got from the National
24 Exchange Carrier Association which is very interesting.
25 This is for the whole country and how the minutes are going

1 up or down. As you can see the yellow there, TRS minutes
2 are going down just like with Florida. IP Relay is showing
3 a little downward trend; that's the pink there. The green,
4 of course, VRS, you can see it climbing and climbing. And
5 something interesting is the little blue down in the bottom
6 right-hand corner, that's the caption telephone service and
7 IP caption telephone service which just started late last
8 year, and you can see it's on a slow, gradual incline.

9 Are there any questions before we go with FTRI and
10 James? If not, we'll take a couple of minute break here
11 because I have to switch some cords.

12 (Pause.)

13 Okay. With that, I'd like to ask Mr. Forstall to
14 go ahead and do his FTRI presentation. James.

15 **MR. FORSTALL:** Good afternoon. Thank you. It's a
16 pleasure to be here to share with you information about the,
17 about FTRI's proposed budget for fiscal year 2010 and 2011.

18 The proposed budget that was submitted to the
19 Public Service Commission was based on the best information
20 available to us. The FTRI Board of Directors has approved a
21 recommendation to maintain the current surcharge level of 11
22 cents for the next fiscal year. We estimate that a
23 surcharge level of 11 cents would produce a shortfall in
24 meeting FTRI's operating expenses, and we have not proposed
25 to revise the surcharge because we believe there's

1 sufficient funds in the surplus account to offset the
2 difference.

3 The budget as approved by the board projects total
4 revenues to be \$9,871,383 and total expenses to be
5 \$13,950,655. The difference of \$4,079,272 will be
6 transferred from the surplus account.

7 Surplus account. During fiscal year 2006 and 2007
8 the Florida Public Service Commission recommended a
9 surcharge level of 15 cents in order to build a surplus in
10 the TRS Fund in preparation for the FCC mandate for state
11 TRS programs to assume the cost of video relay service and
12 IP.

13 Estimated additional cost burden to Florida for
14 VRS will be between \$30 and \$33 million annually, with IP
15 Relay and IP CapTel driving the estimate higher. FTRI
16 estimates to have between \$19 and \$20 million in the surplus
17 account by the end of fiscal year June 2010.

18 The proposed budget for fiscal year 2010 and '11.
19 As of February 2010, FTRI has over 424,000 individuals in
20 the client database. It is evident that FTRI and its
21 contracted regional distribution centers are reaching out to
22 meet the telecommunications access needs of residents who
23 are deaf, hard of hearing, deaf/blind or speech disabled.
24 Outreach continues to be a large part of our efforts, and we
25 are planning to increase these activities in order to

1 continue to reach out to the estimated 3 million potential
2 clients in Florida by creating awareness and telephone
3 independence.

4 FTRI will continue to open additional RDCs
5 throughout the state with the goal of serving more people.
6 We continue to expand outreach efforts to include broadcast
7 television advertising as well as print media with local
8 newspapers and other publications.

9 Operating revenue. Surcharge revenues for fiscal
10 year 2010 and 2011 are based on a 6.55 percent decrease in
11 the total number of access lines reported and, reported and
12 estimated in fiscal year 2009 and '10. The interest income
13 for the next fiscal year is projected to be \$103,789.

14 Operating revenue. This is the breakdown of how
15 the revenue is generated. The total number of access lines
16 through the year would be 89,693,240 times 11 cents will
17 generate a total of \$9,866,256, less the 1 percent
18 administrative cost for the telephone companies, plus the
19 projected interest income, for total operating revenues of
20 \$9,000,871 -- I'm sorry -- \$9,871,383, less the operating
21 expense of \$13,950,655, which leaves the difference of
22 \$4,079,272 to be transferred from the surplus account.

23 Category I, the Florida Relay. Fiscal year 2010
24 and '11 budget for Relay is based on projections submitted
25 by the Relay provider with adjustments. The contracted rate

1 is 80 cents per minute for TRS and \$1.40 per minute for
2 CapTel. Using the data submitted by the Relay provider, it
3 is estimated a year-end total of 5,390,484 billable minutes.
4 The total amount for Category I is \$7,192,583.

5 Category II, equipment and repairs. This category
6 consists of all the equipment purchases as well as repairs.
7 FTRI is projecting the number of equipment to be distributed
8 during fiscal year 2010/2011 to be close to the estimated
9 actual of the current fiscal year, which is approximately
10 36,000 with increases. The total proposed budget for
11 Category II is \$2,973,049.

12 Category III, equipment distribution and
13 training. FTRI continues to contract with 22 regional
14 distribution centers that provide services in different
15 locations throughout the state. It is estimated that the
16 RDCs and FTRI will have provided over 37,000 services to
17 clients during the current fiscal year. The total dollar
18 amount for Category III for fiscal year 2010 and '11 is
19 \$1,404,842.

20 Here's a map of the location of the different
21 regional distribution centers throughout the state. If you
22 noticed, on the bottom in red are the three centers that we
23 added during the current fiscal year. Pensacola, Panama
24 City and Miami each have an additional or a new regional
25 distribution center.

1 Category IV, outreach. FTRI is proposing an
2 outreach budget of \$864,400 for fiscal year 2010 and '11.
3 Some of the areas where outreach is, the dollars will be
4 concentrated will be RDC outreach contracts at \$250,000;
5 media and newspaper publication will be \$505,000; printing
6 such as materials, brochures, \$29,000; and the continuation
7 of the Relay education kit at \$10,000.

8 Category V is general and administrative. The
9 total proposed budget for Category V is \$1,515,781.
10 Currently FTRI has 15 authorized positions.

11 Next is a slide that shows the comparison, excuse
12 me, comparison of the current fiscal year that was approved
13 last year compared to what we're proposing for next fiscal
14 year. You can see the difference in the revenues, which
15 contribute to the decrease in the number of access lines.
16 There's an increase from last year -- the proposed budget to
17 this year in the Relay category, and there's a slight
18 increase in the equipment category, Category II and Category
19 III, which is the distribution and training. Category IV,
20 which is outreach, we're proposing a slight decrease. And
21 Category V there's a slight increase in the general and
22 administrative. Overall we are projecting or proposing an
23 increase of the expenses over last year -- over the current
24 year.

25 If there are any questions, I'll be happy to

1 answer them.

2 **MR. CASEY:** James, I have a couple of questions,
3 please.

4 I notice on one of your slides you're showing 26
5 RDCs, regional distribution centers.

6 **MR. FORSTALL:** Let me go back. Okay.

7 **MR. CASEY:** Okay. In the budget I believe there
8 was two additional RDCs. Is that in addition to the 26 or
9 is that included in the 26?

10 **MR. FORSTALL:** In the budget -- for the proposed
11 budget or current?

12 **MR. CASEY:** The proposed budget. Did it, did it
13 include two more RDCs?

14 **MR. FORSTALL:** It will include two more for the
15 next fiscal year.

16 **MR. CASEY:** Okay. Do you know where they will be
17 located?

18 **MR. FORSTALL:** Well, we're looking at the
19 Tampa/Hillsborough County area and the possibility of the
20 Jacksonville area.

21 **MR. CASEY:** Very good. Another question I had was
22 on the CapTel 200 phones. We are still using the CapTel
23 200 phones; is that correct?

24 **MR. FORSTALL:** Correct. What we're doing to keep
25 pace with the current demands of the CapTel is we're

1 recycling the CapTels that we do have. The ones that are
2 returned for either repairs or to be refurbished or, you
3 know, we'll send them back to the manufacturer, they'll
4 clean it, refurbish it, and then we will maintain that stock
5 until the new 800 model is available.

6 **MR. CASEY:** Which brings me to my next question.
7 On the 800, I noticed in some e-mails you were testing it
8 and having some problems. Could you briefly go over what
9 the problems were?

10 **MR. FORSTALL:** Sure. The problem that we had
11 found was the duplex which is in the receiver. It's called
12 a dual duplex which is in the receiver. When a person is
13 listening on the phone or communicating, when they speak,
14 they are unable to hear themselves in the earpiece. It sounds
15 as if the phone is dead.

16 However, in communicating with WCI, they pointed
17 out if I will increase the volume on the phone, it will
18 increase the incoming sound only for myself. So when I'm
19 speaking on a normal phone, you should be able to hear your
20 own voice in the, in the earpiece. But with the new 800 we
21 found it very difficult to hear. At first we didn't hear
22 anything. And then when we communicated to WCI, they sent
23 us a software upgrade and we downloaded that to the
24 equipment. And you can hear it now, but it is pretty --
25 it's a little -- it's weak, in my opinion.

1 **MR. CASEY:** Are you still testing?

2 **MR. FORSTALL:** Yes.

3 **MR. CASEY:** Okay. And you'll let us know what the
4 results are?

5 **MR. FORSTALL:** The results of the testing?

6 **MR. CASEY:** If you're having problems with the
7 800.

8 **MR. FORSTALL:** Well, the staff in my office, they
9 were able to hear, like I said, when we boost the volume up.
10 But what's going to have to be clear to the client is when
11 they pick up that phone initially, they might not hear
12 anything, hear themselves speak. They're going to have to
13 increase the volume button to the, to the fullest extent to
14 get that amplification now.

15 **MR. CASEY:** We, we will eventually have to let
16 the, let the users know that when they do start --

17 **MR. FORSTALL:** Exactly.

18 **MR. CASEY:** -- when you do start distributing the
19 800s.

20 **MR. FORSTALL:** Can I add one comment?

21 **MR. CASEY:** Sure. Go ahead.

22 **MR. FORSTALL:** When you press the caption button,
23 it works fine. It's when you are not engaging the caption
24 button is when we're having the issues.

25 **MR. CASEY:** I notice Mr. Moses over here is taking

1 notes. He said he would take care of it, so I'm sure he'll
2 get with WCI too.

3 **MR. FORSTALL:** I would, I would be happy to bring
4 the model here for you to understand exactly what I'm
5 talking about. Would that be acceptable?

6 **MR. MOSES:** What you're talking about, James, is
7 what is normally referred to as a side tone circuit. It's
8 not necessary for the operation of the phone, but it does
9 allow the user to realize that the phone is activated. And
10 that's been the purpose of it all throughout telephony.
11 Evidently they don't have that circuit designed too well.
12 But I will get with Barbara and see if we can't get that
13 fixed, because they shouldn't have to boost the volume to
14 have that.

15 **MR. FORSTALL:** And I agree with you. I think it
16 would be easier if I do bring the phone to you so you can,
17 you know, hear it for yourself.

18 **MR. MOSES:** That would be fine. And we could also
19 measure the level of it and that way we can give them some
20 more feedback. Thank you.

21 **MR. FORSTALL:** Okay.

22 **MR. CASEY:** Okay. And one more comment I would
23 like to make is that we won't be allowing CapTel 200 users
24 just to exchange a phone because it's a new phone. In other
25 words, if they know a CapTel 800 is out there and it's a new

1 phone, that is not a reason to exchange their CapTel
2 200 phone.

3 **MR. FORSTALL:** That's true. But it may be
4 difficult to prevent something to happen to the phone in
5 order for them to return it for an exchange. But you're
6 right, that's a --

7 **MR. CASEY:** Because they are -- right. They are
8 expensive phones.

9 **MR. FORSTALL:** Exactly.

10 **MR. CASEY:** Okay. Does anyone else have some
11 questions?

12 Mr. Schwarz.

13 **MR. SCHWARZ:** This is Louis Schwarz here. I don't
14 know if you recall in the last meeting in October we had
15 discussed the issue of buying CapTel equipment because of
16 the price. Did they mention anything? Has any discussion
17 been had about it?

18 **MR. CASEY:** We've had numerous discussions. I
19 believe you're referring to the \$99 CapTel phone which is
20 advertised on the Internet.

21 **MR. SCHWARZ:** Louis Schwarz here. Yes. Correct.

22 **MR. CASEY:** We've had numerous discussions with
23 CapTel about that. Basically what they've said is we could
24 offer the \$99 phone to you, but we would have to increase
25 the cost of the CapTel minutes to cover the subsidized cost.

1 So one way or the other we would still end up paying -- be
2 paying for that phone, either through minutes or outright
3 when we purchase it.

4 **MR. SCHWARZ:** Louis Schwarz here. Mr. Ziev had
5 mentioned during the last meeting is if he purchased -- if
6 you purchase equipment, the \$99, for example, that means
7 that Florida pays more per minute compared to having to pay
8 the regular \$300, then you pay less per minute. Am I right
9 on that?

10 **MR. CASEY:** Right now we're not doing that.
11 Because if people buy a \$99 phone through WCI right now, we
12 would pay the normal CapTel minute cost. If we make an
13 agreement with them that FTRI purchases the phones for \$99,
14 they would up the minute cost of the CapTel per minute
15 charge. But right now people can go buy the \$99 phone.
16 Sprint is not going to up our cost of our minutes right now.

17 **MR. SCHWARZ:** Louis Schwarz here again. So then
18 it's better then for the people to actually get the CapTel
19 from FTRI because there would be then no cost to them?

20 **MR. CASEY:** That is correct.

21 **MR. SCHWARZ:** And then they would just pay a
22 regular rate as opposed to people who pay the \$99 and then
23 pay the same rate; correct? But I guess my question is
24 where do they get the money to pay for the \$300 equipment
25 then?

1 **MR. CASEY:** The subsidization, the cost between
2 the \$99 and the \$300 would be subsidized by two companies,
3 by Sprint and by WCI, the manufacturer. Right now they're
4 doing that on an individual basis. They won't do it for an
5 entire state.

6 Say if James would want to buy bulk, they won't do
7 it for that, but they will do it for individuals. And of
8 course we would encourage consumers here in Florida to get
9 their phones from FTRI so they don't have to pay for them.
10 It's a great service the Legislature came up with.

11 **MR. SCHWARZ:** Okay. Louis Schwarz here again.
12 I'm still, I'm still wondering then if I'm a citizen of
13 Florida and I want to see what's most cost-effective,
14 Florida then you pay \$300, a person who pays then \$99, these
15 are two separate people, how do you justify that cost? I
16 mean, how do you say it's better for you to get it for free
17 from FTRI than it is paying \$300 and don't let that bother
18 you?

19 **MR. CASEY:** The \$99 phone is for people who need
20 one for work, need a second phone for work or another
21 location. That's basically what the program was designed
22 for.

23 **MR. SCHWARZ:** Louis Schwarz here again. Okay.
24 But for -- I'm talking about the first equipment. I'm aware
25 of the second equipment because we discussed that last time.

1 I'm talking about the very first time they get the
2 equipment, what's the difference between those two, in the
3 \$99 and the \$300? I'm still confused. I know we discussed
4 it in October regarding what's the most cost-effective, the
5 state and the individual. So I'm still confused.

6 **MR. CASEY:** As far as the state, take, for
7 example, myself, I don't use CapTel, but -- let's see how
8 I'd word this. It would benefit me if someone actually went
9 and bought a \$99 phone instead of FTRI providing the
10 \$300 phone because I would save \$200 as a taxpayer. That's
11 the way I would look at it. However, if I'm a CapTel user,
12 would I want to pay \$99 for the CapTel phone or get a free
13 one from FTRI?

14 **MR. SCHWARZ:** Louis Schwarz here again. And I'm
15 speaking for the general population, from the general
16 perspective of Florida saying, okay, how they're spending
17 their money and look how they're spending it. Okay. Is
18 \$300 then worth it to pay for this equipment? Is that fair
19 then to the general population?

20 **MR. CASEY:** The alternative would be to require
21 CapTel users to pay \$99 for their phones, to make everyone
22 go out and pay \$99, and by law that's not the way the
23 equipment program was set up.

24 **MS. SIRIANNI:** Bob? Over here.

25 **MR. CASEY:** Yes. Maryrose.

1 **MS. SIRIANNI:** I'm just trying to understand. But
2 if everybody were to go out and purchase a \$99 phone, then
3 wouldn't the per-minute rate eventually go up?

4 **MR. CASEY:** Eventually Sprint Relay would get wise
5 and see what's happening, and then they would increase the
6 per-minute charge.

7 **MS. SIRIANNI:** Right. Because I think that's
8 what's maybe being missed here. If everybody were to do
9 that, you're going to see it go up on the other side.

10 **MR. CASEY:** That's correct.

11 **MS. SIRIANNI:** And the second thing, was it
12 originally put out there just for second phone users but
13 there's no way to really police that?

14 **MR. CASEY:** There -- I don't believe there's any
15 real way to police that.

16 **MS. SIRIANNI:** I mean, obviously there's not any
17 way to police it. But, I mean, was that the intention
18 initially?

19 **MR. CASEY:** That was the intention initially.
20 That was, that was what Maggie had told me.

21 **MS. SIRIANNI:** Okay.

22 **MR. CASEY:** Did you want to say something? Okay.

23 Does anyone else have any questions? James.

24 **MR. FORSTALL:** This is James with FTRI. I just
25 wanted to clarify if I understand the whole process.

1 Should, should, should Sprint or FTRI decide to join the
2 program where they pay \$99 for a phone, the cost per minute
3 would go up and it would be charged (phonetic) to everybody
4 who already has a phone, a CapTel phone, not just to the new
5 users. Am I correct?

6 **MR. MOSES:** If the per-minute rate goes up, that's
7 going to be reflected in the surcharge having to go up on
8 all of the access lines. The entire citizen population of
9 Florida is going to be paying a higher rate because of that
10 program if you choose to go that way. Plus your citizens
11 are going to be paying \$99 out of their pocket.

12 **MR. SCHWARZ:** Louis Schwarz here. I want to say I
13 understand that and that's definitely been made a bit
14 clearer. What I want to know is can you provide work
15 numbers so you have the \$99 plus at the current rate, and
16 then a \$300 phone at the current rate and compare what that
17 would look like for future costs, whether if that would look
18 different if we went ahead with the \$99 rate and increased
19 by the minute and what that would look like? Would it
20 actually show an increase in total cost or would it show a
21 decrease? You know, I know the minutes, of course, would
22 increase, but would it be offset by paying a lower fee? So
23 what's most cost-effective? So still that's my question as
24 far as the cost-effectiveness of all of this.

25 **MR. MOSES:** Well, unfortunately cost-effectiveness

1 isn't the only factor. The way the statute is written, we
2 have to have a program in order to provide free phones to
3 those that need them. In order to provide that free phone,
4 we're locked into the \$350 rate or whatever it is. So
5 you're, you're trying to mix and match, and you can't really
6 do it the way the law is structured.

7 **MR. SCHWARZ:** This is Louis Schwarz again. So
8 basically the law has to be modified for that then?

9 **MR. MOSES:** That would be my understanding.

10 **MR. CASEY:** Okay. I believe Ms. McManus on the
11 telephone has a question or a comment.

12 **MS. McMANUS:** Yes, this is Missy. Would you mind
13 announcing your name before you speak?

14 And then also I wanted to make a comment about the
15 800i and the traditional CapTel phone as well. With the
16 traditional CapTel phone, that is, that does not require an
17 Internet line. The 800i phone does require an Internet line
18 and a regular analog phone line as well. So most people in
19 Florida who would like, you know, or who just have analog,
20 they prefer just their regular CapTel phone because that
21 does not require an Internet line. And that's another
22 reason or another piece that you might want to consider as
23 well.

24 **MR. CASEY:** Thank you, Missy.

25 Any other questions?

1 Okay. With that, James, do you have a comment or
2 a question?

3 **MR. FORSTALL:** No. I was just going to say that
4 concludes my report.

5 **MR. CASEY:** Okay. I'm going to take about a
6 five-minute break so we can switch cords again, and then
7 we'll be doing Sprint's presentation.

8 (Recess taken.)

9 Okay. I think we're ready to go back on the
10 record.

11 Missy, are you on the line?

12 **MS. McMANUS:** Yes, I am.

13 **MR. CASEY:** Okay. What I'll do -- if you'll --

14 **MS. McMANUS:** This is Missy. I'm happy to be
15 here.

16 **MR. CASEY:** Just let -- Missy, hang on a minute.
17 When you're ready to change slides, just let me know and
18 I'll change them here at the Commission. Okay?

19 **MS. McMANUS:** Okay. Sure. I'll, I'll say G-A for
20 go ahead. That's using my term.

21 **MR. CASEY:** Thank you very much.

22 **MS. McMANUS:** Okay. I wanted to thank Bob and the
23 PSC for allowing me to join, join in a call for this
24 presentation. The reason being that I was in travel all
25 week and I just arrived last evening. So to take off to

1 Florida wasn't necessarily functioning very well in order
2 for me to give you the statistics here. So I do appreciate
3 your flexibility in that matter.

4 Now I'm looking at the agenda slide. I'll let you
5 go ahead and look over that very quickly.

6 Okay. And why don't you go ahead to Slide 4.

7 **MR. CASEY:** Go ahead.

8 **MS. McMANUS:** This is a graph of our total TRS
9 minutes, and these are considered session minutes. There
10 are two months, August and January, that we saw a spike in
11 those minutes. The rest of them vary somewhat amongst the
12 same level.

13 The next slide, please.

14 **MR. CASEY:** Go ahead.

15 **MS. McMANUS:** At the top you see a July 2008
16 through June 2009, and that shows the total number of
17 minutes, and then below that the average. And then for the
18 last fiscal year as well.

19 We also have July 2009 through February 2010. So
20 if you look at the total and average, they are not the same
21 as last fiscal year. And that's because -- keep in mind now
22 that this fiscal year is only eight months' worth of -- so
23 we do have four months left to add to these numbers. But
24 down at the -- if you look at the average, it's obviously
25 lower, and that's TRS minutes. And as you probably

1 mentioned earlier, they are, they are decreasing. And the
2 reason, you know, why is IP VRS, e-mail, all of that. So we
3 do see the results comparing last fiscal year to this fiscal
4 year is an 11 percent decrease. And that's fairly standard
5 with other states as well.

6 Next slide.

7 **MR. CASEY:** Go ahead.

8 **MS. McMANUS:** We have the percentage of TRS users,
9 which includes voice, VCO, TTY.

10 And then next slide.

11 **MR. CASEY:** Go ahead.

12 **MS. McMANUS:** You see the graph here. I was very
13 surprised that it's somewhat evenly split, almost 25, and
14 then we also, we have that 17 percent piece in there as
15 well, which, which is for voice. The others are very fairly
16 evenly spread.

17 Do we have any questions so far?

18 **MR. CASEY:** This is Bob. Could you let me know
19 which slide you're on, what page number? I got off some
20 way.

21 **MS. McMANUS:** Looking at Slide 7.

22 **MR. CASEY:** Okay. There I am. I'm at Slide 7
23 now.

24 **MS. McMANUS:** Okay. Great. I'll give you just a
25 minute to go ahead and look that over. And just a reminder,

1 TC is Turbo Code, and that's the same as TTY. That's
2 increased speed. VCO is Voice Carry Over where the, where a
3 person can speak into the phone and then read the captions
4 or the words.

5 **MR. CASEY:** Okay. Missy, we do have one question
6 here from Mr. Forstall.

7 **MR. FORSTALL:** This is James. Missy, I'm looking
8 at your pie chart, and it looks like 17 percent of the voice
9 callers using the Relay. Do you have a breakdown of that
10 information as to whether those voice calls are going to TTY
11 or VCO?

12 **MS. McMANUS:** No. You know, I don't have a
13 breakdown of that. Huh-uh.

14 **MR. CASEY:** Okay. You can go ahead, Missy.

15 **MS. McMANUS:** Okay. Going on to the next slide,
16 Slide 9.

17 **MR. CASEY:** Go ahead.

18 **MS. McMANUS:** This is the total TRS call volume.
19 You can see our highest was December, and that's probably
20 due to calls wishing, you know, friends and family happy
21 holidays and things like that. So that, that spike is most
22 likely due to the holiday time.

23 Slide 10.

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

25 **MS. McMANUS:** Again, we see last fiscal year, and

1 the numbers, the total and the average, and then the total
2 and the average for the current fiscal year as well. Keep
3 in mind that's only eight months' worth. If you look at
4 those numbers and you, and you see the average, you will see
5 a specific decrease, and that again is connected with TRS
6 session minutes as well that we had that 11 percent
7 decrease, and the amount of call volume is a 6.5 percent
8 decrease. Any questions or comments?

9 **MR. CASEY:** No questions.

10 Okay. We have one --

11 **MS. McMANUS:** Okay. And are you all following
12 okay? Do I need to slow down?

13 **MR. CASEY:** Yeah. Hang on one minute. We do have
14 someone that raised their hand. Mr. Schwarz raised his hand
15 and has a question.

16 **MR. SCHWARZ:** Yes. This is Louis Schwarz, and
17 I'll be very quick. Just when it says the number of calls,
18 I had a question, number of minutes, previous slide, in
19 regards to that.

20 It was said -- let me -- Louis here. Now they
21 said the total TRS volume as far as calls -- oh, sorry -- is
22 that number of calls or number of minutes?

23 **MR. CASEY:** Were you able to hear that, Missy?

24 **MS. McMANUS:** Are you looking at Slide 9?

25 **MR. MOSES:** I believe it's number of calls,

1 Mr. Schwarz. If you look at the slide on Page 4.

2 **MR. SCHWARZ:** Sorry. This is Louis. I was
3 looking -- I was kind of -- it just came to me that I've
4 been confused when you're saying the total number. Because
5 previously when I was in committee in Maryland they always
6 spoke versus number of minutes, number of calls, and now
7 it's not been delineated. So I was just kind of confused on
8 all the slides as to which is which.

9 **MR. CASEY:** We're okay now, Missy. You can go
10 ahead. I have Slide 10.

11 **MS. McMANUS:** Okay. This is Missy. The number
12 of -- it is the number of calls. That 6.5 percent decrease
13 is related to number of calls. The number of minutes was
14 the 11 percent decrease, and you may wonder why those
15 numbers are not the same. But a call could be a one-minute
16 worth or ten minutes' worth or 100 minutes' worth. And
17 that's, that's why the number of minutes decrease is
18 slightly different than the number of calls.

19 Okay. Looking now at Slide 11. Now we're done
20 with TRS, we're just focusing on CapTel minutes. We have
21 the total session minutes for CapTel in the next graph on
22 Slide 12.

23 **MR. CASEY:** Go ahead.

24 **MS. McMANUS:** I'll give you a minute just to look
25 at the graph here.

1 If you notice, the first three months there seems
2 to be a steady incline, and in the last five months it seems
3 to be more of a rapid increase in growth. And that's
4 standard with the other states as well. We're seeing the
5 same things.

6 The next slide, Slide 13.

7 **MR. CASEY:** Go ahead.

8 **MS. McMANUS:** I'll give you a few minutes to look
9 that over.

10 Okay. So we see July to February 2010, the total
11 number of minutes being 2,608,093. That's considerably
12 below last year's total. And the reason, because that,
13 that's again focused on those eight months. However, if you
14 look at the average, we are looking at a significant
15 increase of 15.7 percent. So that is a significant
16 increase. That's pretty good.

17 **MR. CASEY:** Missy, this is Bob Casey. I have a
18 question. Do you believe that IP captioning is going to
19 take any minutes away from CapTel, regular CapTel?

20 **MS. McMANUS:** Yes, I do. Uh-huh. Definitely.

21 **MR. CASEY:** So we'll be seeing CapTel minutes
22 going down as more people use the IP CapTel or captioning
23 service?

24 **MS. McMANUS:** This is Missy. That may be. I
25 believe the traditional CapTel will still continue to

1 increase over time because not everyone will have an
2 Internet line. So I believe both will go up in usage. The
3 Internet CapTel will probably exceed the traditional CapTel
4 as time goes on. But I do, I do believe that they'll both
5 increase steadily.

6 **MR. CASEY:** Thank you.

7 **MS. McMANUS:** Slide 14. So here we're looking at
8 CapTel call volume.

9 And Slide 15.

10 **MR. CASEY:** Go ahead.

11 **MS. McMANUS:** You can see the graph here. What's
12 a little bit surprising to me about this graph is that it's
13 fairly even as we go through time. Even though CapTel
14 minutes have significantly taken off, the call volume seems
15 to be pretty steady. Any comments?

16 **MR. CASEY:** No comments.

17 **MS. McMANUS:** Okay. Slide 16.

18 **MR. CASEY:** Go ahead.

19 **MS. McMANUS:** I'll give you a moment to look at
20 that.

21 So you can -- again we see a 16.8 percent increase
22 with these numbers here, which is very close to the minute
23 increase for CapTel as well.

24 Slide 17.

25 **MR. CASEY:** Go ahead.

1 **MS. McMANUS:** And as you all know, Sprint has, has
2 a way that we go ahead and test CapTel and how their agents
3 are doing in terms of their words per minute, how many
4 mistakes that they have made, et cetera. So the next slide
5 and Slide 18 delineates some of that. I'll give you just a
6 couple of minutes to look that over.

7 **MR. CASEY:** Okay. Go ahead.

8 **MS. McMANUS:** Okay. The first line here, we see
9 the third quarter of 2009. We have four different columns,
10 the first column being average standard accuracy, and which
11 is, was 97.99 percent compared with the fourth quarter of
12 2009, which means October, November, December, those last
13 three months of the year increased to 98.69 percent. And
14 then same with the next column, the average raw accuracy was
15 93.73 for the third quarter of 2009, and increased to
16 94.53 percent for the fourth quarter. So we did see an
17 increase there as well.

18 That raw accuracy means what the agents first
19 initially type or speak as it's come. The standard accuracy
20 means after the agent initially, you know, types in that
21 information, what they, what they end up changing before
22 they send it. That's the difference between the standard
23 and the raw accuracy.

24 And then we have the average current transcription
25 rate, the third column, 160 compared to 165. So we see an

1 increase there as well.

2 And the last column is the number of clarification
3 requests. That indicates how many times the person or the
4 agent requests clarification from one of the parties
5 involved.

6 And I'm going on to the next slide, Slide 19.

7 **MR. CASEY:** Go ahead.

8 **MS. McMANUS:** And Paisley here is a, is a testing
9 company. They're a third-party testing company, they're
10 completely independent, neutral third party, and they
11 evaluate, were able to evaluate Florida CapTel calls, calls
12 completed, how many agents were tested, et cetera.

13 They, they looked at typing accuracy. So you can
14 see down at the bottom here that over 95 percent -- there
15 was 85.3 percent that were over 95 percent accurate. That
16 means 85 percent of all agents had typing accuracy of
17 95 percent or better. I'll let you go ahead and look over
18 this for a moment.

19 I'm happy to say that that 2 percent of agents
20 that had the typing accuracy under 85 percent, that that is
21 a small number, and we're seeing that decrease slowly as
22 well, so.

23 I'm looking here at Slide 20. Again, I'll give
24 you a moment to look over that.

25 **MR. CASEY:** Go ahead.

1 **MS. McMANUS:** These are the actual test results
2 from the Paisley Group, and I actually took this directly
3 from their report. So we were very pleased to see typing
4 accuracy has greatly improved. And it has been fairly good,
5 but it is getting even better now. And the type of errors
6 are, you know, typical errors, errors in spelling, where
7 they have to add or change one word a little bit or if they
8 missed a word. Those three are common errors.

9 The next slide, Slide 21.

10 **MR. CASEY:** Go ahead.

11 **MS. McMANUS:** Verbatim means the percentage of the
12 agents follow word for word, and we can see that it's a
13 99.9 percent accuracy.

14 Okay. Slide 22.

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

16 **MS. McMANUS:** We've noticed an improvement of the
17 14 agents that type over 100 words per minute, and we see
18 that's a pretty high standard. Most have the standard of
19 60, but we're looking here at over 100 words per minute.
20 And we're thrilled to report that all of our agents either
21 met or exceeded those speed requirements. No one failed
22 during the testing.

23 Before I go on and talk about outreach, I want to
24 open it up if anyone has any questions or comments.

25 **MR. CASEY:** We have a question from Mr. Forstall.

1 One moment, please. Are you ready? Okay. Go ahead.

2 **MR. FORSTALL:** This is James. Missy, can you give
3 us an idea of the percentage, the high percentage of calls
4 from Florida to which call center is being used?

5 **MS. McMANUS:** Yeah. We have one CapTel call
6 center, and that's in Wisconsin. So all of the calls are
7 routed to, to our Wisconsin center.

8 **MR. CASEY:** How about the other Relay calls? Is
9 there a primary center somewhere in the United States where
10 most traditional Relay calls go to?

11 **MS. McMANUS:** Like I said, for CapTel we do have
12 just that one call center. And we do have redundant centers
13 as well. For instance, if there would be a tornado or
14 anything like that, we do have other call centers that would
15 be ready to take over those calls. But just the one CapTel
16 call center that handles the Relay in Wisconsin.

17 **MR. CASEY:** Right. But what I was wondering, on
18 regular Relay calls, not CapTel, is there one particular
19 center that most Florida calls go to? Say, Florida calls
20 first go to Minnesota, and if that's overloaded, they might
21 go to California or something?

22 **MS. McMANUS:** Yeah. You know, we have around
23 11 call centers located throughout the United States. So
24 the good thing about having several different Relay centers,
25 like James just mentioned, or like I just mentioned, it's --

1 if it snows or something, for instance, not in Florida, but,
2 you know, if there's some sort of natural disaster, whether
3 it be an earthquake or a hurricane, then there won't be a
4 long queue for those calls to be transferred. So those
5 calls get routed throughout those 11 centers in the United
6 States.

7 **MR. CASEY:** Okay. Thank you.

8 **MS. McMANUS:** Okay. Looking now at Slide 24.

9 **MR. CASEY:** Go ahead.

10 **MS. McMANUS:** We have two contractors, Mary Moore,
11 and the other contractor is Scott Kahler. Both of them have
12 been doing just wonderful things about CapTel and giving
13 presentations, demonstrations, one-on-one sessions with
14 customers or in small groups, and they have been really
15 knowledgeable regarding CapTel. And they are CapTel users
16 themselves, so they understand the products, they understand
17 the service, and we are really thrilled to have them as part
18 of our team and representing Sprint Relay. So this, this
19 slide describes mostly what they have done in terms of
20 outreach, getting out there, giving presentations.

21 I'll give you just a moment just to look through
22 this and see what they've been up to. And it's continued on
23 Slide 25 as well.

24 And the picture is real. It's not stolen from a
25 Clip Art library or anything. So this shows you a little

1 bit of what our people are doing. And the last one, that
2 Resource and Technology Fair, that was one that FTRI was a
3 cohost with us as well, so that was really nice to work
4 together with them for that event.

5 Next slide, 25, like I said, continues.

6 **MR. CASEY:** 25, did you say?

7 **MS. McMANUS:** Yes. Slide 25. Uh-huh.

8 **MR. CASEY:** Okay. Go ahead.

9 **MS. McMANUS:** And the contractors, well, not only
10 the contractors, but once in a while our Sprint CapTel
11 manager, Todd Bader, he will actually come to Florida every
12 once in a while as well to help set up or be involved with
13 some of, some of the presentations that we have. Not only
14 the contractors and Todd go to the events, but they also
15 host one-on-one meetings for that 800i. Because there is --
16 they, they provide training with that instead of the regular
17 CapTel users. So we don't want to interfere with their,
18 their work and what they're doing, so we do have those
19 one-on-one trainings for the 800i.

20 The next slide, Slide 26.

21 **MR. CASEY:** Go ahead.

22 **MS. McMANUS:** We had the DeafNation Expo in Tampa,
23 Florida, which was a thrill to go to. They -- their
24 coordinator said there was, there were about 4,000 in
25 attendance.

1 Looking, looking at everything, it was probably
2 about 3,000 that came. We did have a small -- we had about
3 ten questions related to the, to the FTRI program. And Mary
4 Moore and Scott Kahler were there to answer questions
5 related to FTRI as well. Now mostly they asked, they asked
6 about pagers, IP products and services, things of that
7 nature. But we did have some interest in CapTel as well.
8 So that was really nice to see. You can see the pictures
9 here. And, again, these are real pictures.

10 To the far left, that was our booth setup. The
11 top, you can see some of the crowd there at DeafNation and
12 what was represented, and the bottom is the Sprint team.
13 You'll see Scott, and he's the one in the back row with the
14 glasses right behind me. And for those of you who don't
15 know who I am, I'm the dumb blond in the middle. And the
16 reason why Mary Moore isn't in the picture, she had to run
17 away to take care of some business at the last minute. So
18 she is missing, but she was there to support us all day at
19 the event as well. Any comments?

20 **MR. CASEY:** No comments or questions.

21 **MS. McMANUS:** Okay. The next slide, Slide 27.

22 **MR. CASEY:** Go ahead.

23 **MS. McMANUS:** This is more of a slide for an FYI.
24 It's not something that is a need to know. But every year
25 NECA always requests all of the states, all of the state

1 Relay managers to go ahead and provide specific information
2 related to PPM, which is price per minute, how many minutes
3 STS used, CapTel minutes used, TRS, all of that. So there
4 are just some simple statistics. It sounds simple, but
5 really it's, it's a challenge to get together and complete
6 this every year. But we do -- I believe, what, two years
7 ago Sprint was ready to hand over all of the state, you
8 know, the state managers to approve and accept their report,
9 and they can take our file and then send it to NECA
10 themselves. So it saves the states time and work on their
11 end.

12 And I'll let you read Slide 28. That explains a
13 little bit about what we've done.

14 Any comments?

15 **MR. CASEY:** No comments.

16 **MS. McMANUS:** Okay. Slide 29.

17 **MR. CASEY:** Go ahead.

18 **MS. McMANUS:** Internet CapTel. And Slide 30.

19 **MR. CASEY:** Go ahead.

20 **MS. McMANUS:** We just developed a CapTel website
21 that is connected to Internet only usage. In the past,
22 CapTel, the CapTel company had state CapTel websites. Those
23 have been around for several years. But we just set up this
24 new separate website to avoid confusion between traditional
25 CapTel and Internet CapTel. So if anyone is curious about

1 this, you could go to www.sprint800.com. And this is a
2 screen shot of what it looks like. It's about -- and my
3 PowerPoint slide was not big enough to actually display the
4 full page. So if you're curious, you could certainly go in
5 and check that website out yourself.

6 Any comments at this point?

7 **MR. CASEY:** No comments or questions.

8 **MS. McMANUS:** Okay. And it looks like that's it
9 for me.

10 **MR. CASEY:** Okay. That's the end of Missy's
11 presentation.

12 Did anyone have questions or comment? Mr. Schwarz
13 has a question.

14 **MR. SCHWARZ:** Yes. This is Louis Schwarz. Missy,
15 next time for a PowerPoint is it possible to clarify it, to
16 put number of minutes and number of calls within the slide?
17 The percentages are fine, but is it possible maybe to put
18 units just to make sure that it's a clearer picture? Thank
19 you.

20 **MS. McMANUS:** This is Missy. Yes, I have before.
21 And this time I was trying to save space, so I didn't do
22 that. I will go back to my old slide template and go ahead
23 and use that. Thank you very much.

24 **MR. CASEY:** Thank you. Anymore questions or
25 comments for Missy?

1 Okay. With that, does anybody have any comments
2 on any of the presentations today? Any comments or
3 questions?

4 **MR. SCHWARZ:** This is Louis Schwarz here. Is this
5 open discussion time?

6 **MR. CASEY:** It sure is. Go right ahead.

7 **MR. SCHWARZ:** Louis Schwarz here. I don't know
8 much about Florida law, but does it say that the meeting has
9 to be held in Tallahassee, or is it up to the PSC to
10 establish a meeting? Does it have to be in the same
11 location? That's my first question.

12 The second meeting -- the second question is is
13 this meeting open for the public under the Sunshine Law, or
14 is it limited to just us?

15 **MR. CASEY:** It is open to the public. Anyone can
16 attend these meetings. We do publicly notice it.

17 Did you want to answer the one about the location?
18 I know we have had a TASA meeting in Jacksonville when there
19 was a new call center opening there so we could take a tour
20 of it. So I believe we can have the meetings in other
21 places. We usually pick Tallahassee because of the cost
22 involved to the state. But there's no prohibition against
23 having it in another city. It's just being cost conscious
24 for the state.

25 **MR. SCHWARZ:** Louis Schwarz here. In Maryland we

1 tend to go to different locations. We go to -- we make sure
2 that we have public hearings and make sure that the public
3 is able to be aware if we have it in the same location. I
4 feel that we don't tend to hear from others, kind of like
5 here. There is -- there are no audience members. So I was
6 wondering -- I mean, if we notice the public enough to have
7 them come here, maybe we can put it in the Florida
8 Association of the Deaf News and disseminate that
9 information in that fashion.

10 **MR. CASEY:** The meeting is designed for the actual
11 Advisory Committee so that you can advise staff or comment
12 to staff on different things that are happening out there in
13 the real world that's happening to deaf and hard of hearing
14 people. Of course anyone is invited to come and sit in the
15 audience or even ask questions.

16 As far as taking it on the road, I don't know
17 whether that would be cost-efficient right now. As I said,
18 the meeting is for the Advisory Committee and the PSC staff
19 to meet and discuss things that are happening in the
20 industry. It's not really a public forum, but they are
21 invited.

22 Anything else? Cheryl, Ms. Rhodes has a question.

23 **MS. RHODES:** Cheryl Rhodes here. Hello. This
24 question -- Cheryl Rhodes here. This question is for Missy.
25 I was wondering if I could get actually, I'm sorry, all of,

1 all the committee's help here. Last year I had used Hawk
2 Relay Service, which has been very helpful for the
3 deaf/blind. I think it's been about two, three years now
4 that it's been established. It's been running just great.
5 It's been about a year or so now that they have
6 communication assistance helping deaf/blind people at home,
7 at their workplace, which has been great. So I'm able to
8 get a tactile interpreter using the VRS system.

9 Unfortunately now it's under investigation
10 regarding some money issues that I'm not aware of, some
11 issues happening with the FCC, and apparently this
12 investigation started in Florida more than a year ago. The
13 deaf/blind consumers now felt very independent with that
14 service. All of a sudden people are not getting service
15 because of the FCC investigations. I asked about two, three
16 meetings ago for information regarding that.

17 I received a message from Hawk Video Relay
18 Service. I think it was the owner himself; his name is Sam.
19 He said they're still doing the investigation in Florida,
20 they're not sure what's going to happen, but that VRS is
21 still up and running, which means then that the deaf/blind
22 folks at this moment cannot be independent without that
23 service. Communication assistance and that program is being
24 put on the back burner and everything has been put on hold.
25 Right now I have volunteer interpreters that are helping me

1 out.

2 And from what they're saying, it's -- I'm not sure
3 if it's other groups or what's going on with other people,
4 but there are other video relay service companies that are
5 trying to set up some services for deaf/blind people, and I
6 think they're calling it telecommunications something, I'm
7 not sure what the title is exactly. But they are trying to
8 work on that. And so I'm wondering, and I'm asking the
9 committee, have any of you heard of any service regarding
10 deaf/blind? If not, then that's fine. But if there's any
11 way to do some follow-up or follow through on that and keep
12 me posted so I can then inform my organization, Florida
13 Deaf/Blind Association, about what's going on, because a lot
14 of the consumers are asking for it.

15 **MR. CASEY:** Mr. Schwarz.

16 **MR. SCHWARZ:** Louis Schwarz here. I would like to
17 piggyback on that. I am aware of some organizations. I
18 know there is Hawk Relay, which closed in July unfortunately
19 due to some financial matters they were having. It has
20 closed. I was told that Hawk Relay had proposed to the FCC,
21 I think it was two, three weeks ago, asking for funds to be
22 able to set up services again. But there has been no answer
23 as of yet, and I've heard nothing.

24 I have observed three deaf/blind individuals in
25 The Villages that are volunteering their services. I mean,

1 if there's no one home, if there's no one to answer the
2 phone, they actually have to wait for a volunteer to go to
3 their household to then call someone back. I mean, it just
4 shows that the deaf/blind individuals aren't independent as
5 of yet and cannot be.

6 **MS. RHODES:** That's correct.

7 **MR. CASEY:** I have talked to Sam Hawk myself.
8 Probably about the last time was probably about a year ago.
9 So I do know Sam, I have met him. And I will try and get
10 more information for you on what he is trying to do.

11 I also believe there is a pending petition at the
12 FCC by a company that wants to provide deaf/blind services
13 and actually have people go out to the person's house and
14 assist them. And I can find some more information on that
15 too.

16 But one thing I would like to, just as an FYI,
17 we're talking video relay service, which we don't have any
18 part of at this time. The Commission cannot regulate VRS or
19 anything. But we are more than happy to help anybody out if
20 you need services. We can investigate. I will, I will see
21 what I can find out as far as information for you.

22 **MS. RHODES:** Cheryl Rhodes here. Thank you so
23 much.

24 Also, James had provided Braille notes as well for
25 deaf/blind individuals, which has been very helpful.

1 Several deaf/blind people unfortunately haven't learned
2 Braille and can't communicate effectively in that way, can't
3 read Braille, so it's been very hard for them to
4 communicate.

5 TTY obviously is not very effective. They prefer
6 to just be signing and use tactile interpreters to
7 communicate. So I just wanted to ask and just make sure if
8 we can go back to that service that Hawk had provided. If
9 it's not Hawk, then any other video relay service to be able
10 to communicate better than actually typing, you know, using
11 the English language but be able to communicate in sign.

12 **MR. CASEY:** I will research it and get some
13 information for you.

14 **MS. RHODES:** Cheryl Rhodes here. Thank you, Bob.

15 **MR. CASEY:** Any other questions, comments?

16 Staff will be filing a recommendation coming up
17 for the Sprint Relay contract for 2011/2012. Sprint will be
18 sending us a letter by June 1st letting us know whether or
19 not they would like to do the option for that last option
20 year of the contract. And that will be the last option
21 year, 2011/2012, which means that next year starting -- we
22 would have to start a bid on a new Relay contract, which is
23 really a detailed thing to do, but we will have to start
24 that next year, and we will probably be starting it early.
25 Because I just noticed there is a bill in the Legislature

1 that any contract over \$500,000 has to be approved by the
2 Legislature now. Now whether that bill finally gets passed,
3 I don't know, but that's what's in the bill.

4 Any other questions or comments?

5 I do have the vouchers, if people would fill them
6 out, the travel vouchers, so that we can hand them in and
7 you can get reimbursed. Would you pass those out, please?
8 Lee Eng will pass those out to you. And with that, I'd like
9 to thank everybody for coming, and we can adjourn the
10 meeting. Thank you very much.

11 **MS. McMANUS:** Thank you.

12 **MR. CASEY:** Thank you, Kim. Thank you, Missy.

13 (Meeting adjourned at 3:02 p.m.)
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STATE OF FLORIDA)
 :
COUNTY OF LEON)

CERTIFICATE OF REPORTER

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 3rd day of May, 2010.

Linda Boles
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