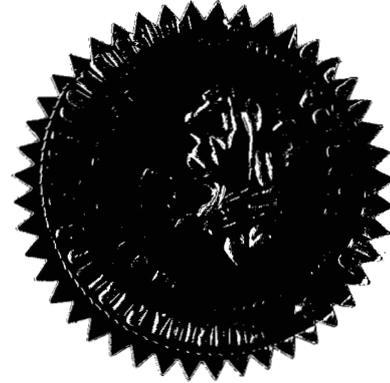


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040763-TP

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.



PROCEEDINGS:                   ADVISORY COMMITTEE MEETING

DATE:                           Friday, April 7, 2006

TIME:                           Commenced at 1:00 p.m.  
                                  Concluded at 2:06 p.m.

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

REPORTED BY:                 JANE FAUROT, RPR  
                                  Official Commission Reporter  
                                  (850) 413-6732

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION 08816 MAY-18

FPSC-COMMISSION CLERK

## 1 IN ATTENDANCE:

2 JULIE CHURCH, representing the Deaf Service  
3 Center Association.

4 NANCY SCHNITZER, representing the Local Exchange  
5 Companies of Florida.

6 BRIAN MUSSELWHITE, representing A&T.

7 KATHY BORZELL, representing the Hearing Loss  
8 Association of Florida.

9 JIMMY PETERSON, representing the Florida  
10 Association of the Deaf.

11 JAMES FORSTALL, Executive Director, Florida  
12 Telecommunications Relay, Inc.

13 MAGGIE SCHOOLAR, representing Sprint.

14

15 FOR THE FPSC:

16 RICK MOSES and BOB CASEY, representing FPSC  
17 Division of Competitive Services.

18 LEE ENG TAN, ESQUIRE, FPSC Office of General  
19 Counsel.

20

21 INTERPRETERS:

22 STEVIE FENTON

23 BETTY DEAN

24

25

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

1  
2 MR. MOSES: Okay. If we can get everybody seated,  
3 we'll get started so we can get you on down the road here. A  
4 couple of members called in earlier today. Chris Wagner won't  
5 be with us, he had a situation he had to deal with. And Mr.  
6 Anderson is also not going to be with us today.

7 Most of you know me, I think we have all met. My  
8 name is Rick Moses, and to my right is Bob Casey, who is very  
9 instrumental in keeping me straight. And to my left we have an  
10 engineer -- excuse me, an attorney. I have been dealing with  
11 engineering all morning. Lee Eng Tan, she has joined us on  
12 Relay, and we are real proud to have her with us. We are going  
13 to have one more interpreter? Okay. Then if you would like to  
14 introduce yourselves.

15 MR. FORSTALL: My name is James Forstall. I'm the  
16 Executive Director of Florida Telecommunications Relay,  
17 Incorporated.

18 MR. MUSSELWHITE: Brian Musselwhite, I'm the  
19 Vice-President of Government Affairs for AT&T.

20 MR. PETERSON: Hello. I'm Jimmy Peterson from  
21 Pensacola representing FAD, Florida Association for the Deaf.

22 MS. SCHNITZER: Good afternoon. I'm Nancy Schnitzer,  
23 and I'm employed with Sprint here in Tallahassee, and I am  
24 representing all of the local exchange companies in Florida  
25 today.

1           MR. MOSES: Okay. If you can all make sure you pull  
2 the mikes up fairly close. They are pretty directional and our  
3 court reporter has a hard time hearing you. This system isn't  
4 the best in the world.

5           Go ahead, Maggie.

6           MS. SCHOOLAR: Hi. I'm Maggie Schoolar. I work with  
7 Sprint. I'm the government account executive responsible for  
8 the Florida Relay contract.

9           MS. CHURCH: Hi. My name is Julie Church. I'm the  
10 Executive Director of the Deaf and Hearing Connection for Tampa  
11 Bay, and I'm here representing the Deaf Service Center  
12 Association of Florida. This is my first official meeting.

13          MR. MOSES: Welcome.

14          MS. BORZELL: I'm Kathy Borzell and I am here  
15 representing the Hearing Loss Association of Florida. For  
16 everybody's information, that is formerly Self-help for  
17 Hard-of-Hearing, but our national board of trustees voted last  
18 November to change our name to the Hearing Loss Association of  
19 America. And I'm here today representing the Hearing Loss  
20 Association of Florida.

21          MR. MOSES: Great. Thank you.

22                I'm going to change up the order on the agenda a  
23 little bit today. I wasn't thinking too clearly whenever I put  
24 it together. I kind of broke a few things apart that are  
25 actually better fitted together. So we're going to have James

1 Forstall go first with his presentation on the budget.

2 MR. FORSTALL: Good afternoon, everyone. Thank you  
3 for having me here to present on the fiscal year 2006 and 2007  
4 budget for FTRI and the Florida Relay Service.

5 The next slide is the proposed budget. Based on the  
6 best information available to us, the board is recommending a  
7 reduction in the surcharge level from 15 cents to 9 cents.  
8 And, as a result of that, we will be able to maintain one  
9 month's surplus equal to one month's expenditures as approved  
10 by the PSC. So the new budget amount for next year will be,  
11 revenues will be \$10,271,032; and expenses, \$15,819,000.

12 The next slide. As of March 1st, 2006, we have over  
13 340,000 individuals in the FTRI client database. I'm making  
14 sure I have my slides in the right order, excuse me. Outreach  
15 continues to play a major role in FTRI's mission as we look  
16 forward to another successful year creating awareness and  
17 telephone independence for the more than 1.6 million potential  
18 clients in Florida.

19 The next slide, please. Operating revenues. The  
20 revenues is based on the number of access lines that is  
21 reported to FTRI based on last year and what we estimated to be  
22 at the end of this year less 2 percent. We have been seeing or  
23 experiencing a decrease in the number of access lines being  
24 reported to us. So, therefore, the number of access lines is  
25 decreasing and the interest income, based on the income we are

1 estimating, it will be \$63,450 for the interest.

2           The next slide, please. Please feel free to  
3 interrupt or ask any questions during the presentation. The  
4 total number of access lines is 114 million for the whole year  
5 times the 9 cents proposed surcharge level, which is equal to  
6 10 million in revenues that we are requesting or proposing less  
7 1 percent in administrative costs for the telephone companies  
8 for collecting the surcharge. And if you add the interest  
9 income to total operating revenues it's \$10,271,032.

10           I might add at this point that FTRI did submit its  
11 proposed budget to the Public Service Commission last Monday,  
12 and it has not been approved yet. It will be, I'm assuming,  
13 during the May agenda hearing.

14           The next slide, please. Category I, which is the  
15 Florida Relay, equates to \$9,197,341. There's a breakdown in  
16 the amount with the regular TRS billable equaling 4 million and  
17 the CapTel billable costs, 5 million. This projection is based  
18 on what the provider has forwarded to us for the budget, and  
19 the number of billable proposed minutes are at the bottom of  
20 the screen.

21           The next slide, please, is Category II, which is the  
22 equipment and repairs. During fiscal year 2005 and 2006, it's  
23 estimated at the end of this year we will have distributed over  
24 58,000 pieces of equipment, and a breakdown of that is 44,572  
25 will be the phone as you see on the screen here, and 8,257 will

1 be the ringers, and that is the majority of the equipment we  
2 distribute. There are others, also.

3 It is projected during the next fiscal year the  
4 number of equipment distributors will remain close to that of  
5 this year, and we are proposing a budget for Category II to be  
6 \$3,097,082.

7 The next slide, please. Category III is equipment  
8 distribution and training. FTRI currently contracts with 19  
9 RDC's throughout the state that provides services for FTRI.  
10 Those services are distribution of the equipment as well as  
11 training and other services, as well. Those 19 RDCs also have  
12 other satellite distribution sites in their particular areas,  
13 so we do have over 30 different locations where a client may go  
14 in and get the equipment. It is estimated at the end of this  
15 fiscal year we will have served approximately 26,466 new  
16 clients. And the proposed budget for Category III next year is  
17 \$1.5 million.

18 The next slide, please. Category IV is outreach.  
19 FTRI is proposing an outreach budget of \$627,544 for fiscal  
20 year 2006 and '07, and the breakdown for the outreach is FTRI  
21 with \$479,544, with Relay being \$148,000.

22 I just want to touch on the education portion of the  
23 Florida Relay budget. There's a project that we have been  
24 working on for the last two years to develop a program to be  
25 used in the school system that will educate students on what

1 Relay is and how to use Relay as well as FTRI. This fiscal  
2 year we are pretty close to completion of the video as well as  
3 the curriculum. We have worked closely with the state of  
4 Maryland, who has a program in place right now. We will modify  
5 that same program to meet the needs of Florida. We have  
6 received permission from them, the rights to use the same  
7 product in Florida. And right now we are in the process of  
8 finalizing that with the hopes of having a pilot program during  
9 the next fiscal year, with the anticipation of rolling out the  
10 program in fiscal year 2007 and 2008. And we will be working  
11 with the regional distribution centers to distribute the  
12 program to the school system in the area.

13 The next slide, please. And, finally, Category V,  
14 general and administrative. That is the proposed budget for  
15 the operating expenses for the Tallahassee office.

16 This concludes my presentation, and I will be willing  
17 to answer any questions anyone may have.

18 MR. CASEY: James, if I can, I would like to ask  
19 something. On the TRS minutes, do you see the TRS minutes  
20 going down, and the reason for that is that VRS and Internet  
21 Relay is being used?

22 MR. FORSTALL: It would be a combination of several  
23 things, Video Relay Service, the Internet Protocol Relay  
24 Service, and the other methods. People may be resorting to  
25 using wireless services. If individuals do use wireless

1 services to make Relay calls, they can make it, it will not be  
2 reflected in the Florida Relay Service. So we have anticipated  
3 a decrease, and as of now it looks like it will continue to  
4 decrease. And I'm not sure, Sprint may want to add to my  
5 comment.

6 MR. CASEY: When we get to them they can comment,  
7 too.

8 Thank you, James.

9 MR. MOSES: Julie.

10 MS. CHURCH: If we could go back just to the very  
11 beginning, I was a little bit confused, and I think it is  
12 probably because it was my first meeting. But you're  
13 recommending, or the PSC is recommending that the budget for  
14 FTRI be -- or the surcharge be reduced, but yet you feel that  
15 this will be adequate to cover the expenses of FTRI and the  
16 Relay for the next year?

17 MR. FORSTALL: Yes. Let me give you a little  
18 background on this. This is the way the FTRI budget is  
19 developed. FTRI does the budget projection and proposed based  
20 on the historical information and the information we have  
21 available to us for the next budget year. FTRI will then  
22 present the budget to the FTRI budget committee, which is made  
23 up of some board of directors who review the budget, and we  
24 answer any questions or concerns at that point. It is then  
25 brought to the full board of directors who approve the budget

1 before being submitted to the Public Service Commission.

2 FTRI makes a recommendation of the surcharge level  
3 based on its budget and proposed budget, and we do feel and  
4 believe that the 9 cent reduction, or the proposed 9 cents will  
5 be sufficient to meet our expenses. And the reason being is  
6 because we have -- I want to say we will have a \$7.2 million  
7 surplus at the end of this fiscal year.

8 MR. MOSES: Does that answer your question?

9 MS. CHURCH: Yes.

10 MR. MOSES: And, again, when they submit that to us,  
11 it's a proposed budget. And then the Commission has to approve  
12 it. And sometimes we suggest modifications to it, and then the  
13 Commission votes it up or down.

14 Anybody else have any questions for James? Okay.

15 Thank you, James.

16 MR. FORSTALL: Thank you.

17 MR. MOSES: Let's see. Next we are going to go with  
18 Sprint to give us an update on their CapTel service testing and  
19 typing speed improvements and anything else you've got, Maggie.

20 MS. SCHOOLAR: Okay. And today we were hoping Tom  
21 D'Angelo, the Florida account manager, was hoping to be here  
22 today to do a presentation on Outreach, but he has been in the  
23 hospital all week, so he had to miss it. So I will be covering  
24 his presentation on Outreach, as well, but unable to answer any  
25 questions, though.

1           Here are the different topics that I was wanting to  
2 cover today as part of the agenda. Talk about our CapTel  
3 quality, and then as it was broken up on the agenda originally,  
4 I'll just stop after each thing and you can ask questions  
5 specific to the topics.

6           Our CapTel quality focus began at the beginning of  
7 this contract. Our contract started in 2005 in June, and the  
8 Commission started doing test calls on CapTel to get a  
9 benchmark on the quality, the speed, and the accuracy rate for  
10 CapTel. And they discovered some issues with the quality and  
11 reported that to Sprint, and that started a process between  
12 Sprint and Ultratec and staff in evaluating where we are and  
13 establishing some benchmarks.

14           Sprint went to Ultratec to the CapTel center in the  
15 fall and brought a team of people there, and we evaluated how  
16 they assessed their own quality and how they track their speed  
17 and their accuracy.

18           We came back and designed a test call program very  
19 similar to the one that staff had established here taking into  
20 consideration some of the voice engine issues involving voice  
21 recognition software. We launched that program in January, and  
22 we currently do 100 test calls a month. And we do that  
23 throughout the day and the evening so that we get a good  
24 sampling of the service that is actually happening. The  
25 results we have found initially -- of course, we are just in

1 the beginning of it, we have only got a couple of months worth  
2 of data, but we found results very similar to what the  
3 Commission had reported. That although we do see there is some  
4 good accuracy and there is some good speed, the issues that  
5 come up are almost on half of all the calls that we see, there  
6 is a period where a person has to break in and get  
7 clarification on what is happening. So there may not be a lot  
8 of inaccuracy, but when it happens it is disturbing to the  
9 communication.

10 We also see calls that the entire communication  
11 collapses and the person has to call back in to process the  
12 call. So that information was disturbing to both Sprint and  
13 Ultratec, and Ultratec has done several things. The first  
14 thing is they have gone back to their platform and they are  
15 designing some platform enhancements that will actually track  
16 agent performance on the calls to signal them if there is an  
17 issue so they can immediately get to that call to correct it.

18 They have also, as part of this platform enhancement,  
19 designed a way for them to collect information at the time it  
20 is happening. It is very difficult with CapTel -- we don't get  
21 a lot of customer complaints on it, people don't give us a lot  
22 of feedback, and when we do get feedback it is not specific to  
23 a call, so it's hard to tell what actually happened and what is  
24 causing the problem. So they have designed a system so they  
25 can catch a call as an issue is actually happening, capture

1 that information so that those calls where the communication  
2 completely breaks down, they are able to identify and hopefully  
3 come up with some solutions.

4           Sprint is also working closely with their training  
5 and quality program giving them feedback on individual agent  
6 performance and total center quality initiatives. Where Sprint  
7 has a lot of experience in dealing with large call centers and  
8 new people coming onto the floor, experienced people, what  
9 tends to work and what tends not to work, we're providing that  
10 feedback. We are meeting with Ultratec every month to review  
11 our results and to talk about what their plans are for the next  
12 month.

13           On the results that we are providing to them, they go  
14 back to the individual agents that we have identified as having  
15 an issue, as well as communicate to the center what their  
16 results were for the month. We have been providing these  
17 results to staff on a monthly basis, and will continue to do  
18 that. At the next TASA meeting, we should be in a good  
19 position at that point to release those results to you guys so  
20 you can see exactly what they are and some trending. Right  
21 now, after a couple of months, it's not timely to do so.

22           We see this as -- CapTel is a very new service. You  
23 know, it has been around for a few years now in a trial, and  
24 now it is around as a full service. People who use it  
25 absolutely love it. But we do have people out there who get

1 the phones and then stop using it. And we are very focused on  
2 these quality issues and making sure that the CapTel service  
3 meets everyone's needs.

4 And this is just an overview of the call minutes that  
5 we have currently with CapTel in Florida. Florida is the  
6 largest CapTel state in the country. Florida generates more  
7 minutes than all of our other states. California has recently  
8 launched their CapTel program, but you guys are handling the  
9 bulk of the nation's CapTel minutes right now. So you have a  
10 very robust program and we are paying a lot of attention to  
11 what is going on here.

12 Does anyone have any questions about CapTel?

13 MS. BORZELL: Actually, I have some feedback to give  
14 and I don't know if this is the appropriate time to do that.

15 MR. MOSES: Certainly.

16 MS. BORZELL: Okay. Well, let me just share that in  
17 anticipation of this meeting, I have a CapTel myself, I don't  
18 use it a lot. I did lose confidence in it, and I think a lot  
19 of the people I'm sitting here representing have lost  
20 confidence in it. And that is part of the problem. You want  
21 feedback, or Sprint wants feedback, but when you lose  
22 confidence in a product, you are not going to use it, nevermind  
23 take the time to give feedback. So that's a concern.

24 I would like to read one person's comments. This  
25 person has reported problems in the past, and I will read her

1 comments now.

2 "I continue to be dissatisfied with the CapTel  
3 service even though it is not as bad as it was the last time I  
4 reported to the TASA Board, which was at the last meeting. So,  
5 maybe we are seeing some improvement. I think the reason why I  
6 am doing a little better with it is because I am using my  
7 SmartLink, which is a personal FM system, with the CapTel. I  
8 plug the SmartLink audio cord into the direct audio jack on the  
9 handset of the CapTel and then listen to the call through my FM  
10 boot on my hearing aid. This way I can hear the caller better  
11 than I could before with just my hearing aid and T-switch,  
12 telephone switch.

13 "However, even with this improvement, the quality of  
14 the text is unsatisfactory. The operator types unclear so many  
15 times during the call. Recently I asked my sister, who has  
16 normal hearing, if she would listen to a call on my CapTel, and  
17 she said that she could hear the caller just fine, there was no  
18 static on the line, and the speaker was not mumbling or talking  
19 too fast, yet still the word unclear appeared on the display  
20 many times.

21 The text is also too far behind what is actually  
22 being said. I have had the phone company to my house twice in  
23 the last six months to check both the lines and I am told there  
24 is nothing wrong with the lines. I'm sorry to keep complaining  
25 about this wonderful and much needed technology, but it is

1 because I need it so desperately that I want it to work better.  
2 Thank you, Joan Hayber (phonetic), Sarasota, Florida."

3 And I will echo some of what Joan has said. With the  
4 test calls that I make, I find that recently the captioning is  
5 better than it used to be. I'm seeing some improvement. But  
6 that depends on the operator, again, and obviously you are  
7 talking about the skill level and the experience and whatnot.  
8 But, the lag time still remains. Some not so bad. Other  
9 calls, it is five sentences behind and you are saying wait a  
10 minute, wait a minute, again, interrupting as you described  
11 before.

12 So, this is ongoing. And I'm, again, encouraged to  
13 know the Public Service Commission and Sprint is really sitting  
14 on this, because we are going to sit on it. This is vital  
15 technology for us. And I feel like I'm sitting here, the  
16 dilemma for me personally representing my organization is that  
17 this is something that some people, I think as you described it  
18 at one point, as somebody from Sprint described it as somebody  
19 wanting to go back into a burning house to pick up the phone  
20 they love it so much, and others who can't even rely on it.

21 So I don't want to jeopardize this program in the  
22 least, I just want it -- we just want it to get better. So,  
23 please continue. And we will do what we can as far as feedback  
24 is concerned, but you have to understand we have lost a lot of  
25 opportunities for feedback because people just throw it in the

1 closet or just discard it as a reliable telephone.

2           The sound quality on the CapTel is excellent, so I  
3 make some calls on it. But I have to tell you, every time I  
4 make a call on that, or go to make a call on that phone, I  
5 think, ugh, how important is this information? Hearing people  
6 don't have to think how well is this communication going to be  
7 for them; they know they're going to get the information. We,  
8 unfortunately, can't rely on it. So, please continue to do  
9 what we can to improve this service.

10           Thank you.

11           MR. MOSES: Hopefully you will see a big improvement  
12 in the near months, because up till now it wasn't like a  
13 regular TRS call where you could go and see the time the call  
14 was made and try to figure out what went bad with it. Now that  
15 they have got a system where they can actually capture the call  
16 as it is happening when there is a problem with it, then they  
17 will be able to see what the problems are much better, I think.

18           They have been getting feedback from us, from Sprint,  
19 but they haven't been paying attention because they keep  
20 saying, well, how do we replicate it? So, that situation, I  
21 think, is going to change. So, hopefully, by the next meeting  
22 I hope you have a different report.

23           MS. BORZELL: Okay. Thank you.

24           MS. SCHOOLAR: And I would just like to say thank you  
25 so much for your feedback. At Sprint we are very sorry to hear

1 that people have lost confidence in it, and we are doing  
2 everything we can to get that quality up as high as possible so  
3 you can rely on your telephone.

4 Are there any other questions about CapTel? Okay.

5 Well, this is an exciting part of the presentation.  
6 This is where we get to talk about how fabulous our typing  
7 results are now. It took a long time for us to get to this  
8 point, didn't it?

9 The Commission has been working with Sprint very hard  
10 for many years, as long as I have been involved in the program,  
11 to get our typing to a point where it is being evaluated on  
12 live typing, live calls at 60 words a minute. And we have  
13 finally reached a point where we are successfully achieving an  
14 excellent rate based on the new testing system developed by the  
15 Commission.

16 And we do every month 150 live typing tests. We have  
17 an organization, a third-party independent evaluator who does  
18 the tests for Sprint called the Paisley Organization, and they  
19 started with this new contract. And I would like to show you  
20 the -- these are our results since we started our contract.

21 In June 2005, of course, we opened our new center at  
22 that time. We had new agents, and our typing left a little bit  
23 to be desired. Now, you will see based on our results we are  
24 really -- really doing a good job.

25 Is there anyone here who uses traditional TRS, I'm

1 wondering? Have you seen a difference in the typing?

2 MS. CHURCH: I don't see it through a typing  
3 perspective. I use it the other way. I have deaf people that  
4 are calling our agency using it and getting it relayed through  
5 the operator.

6 MS. SCHOOLAR: Okay. Well, I was just wondering if  
7 there was anyone involved with TASA who still used traditional  
8 Relay.

9 Are there any questions about the typing results?

10 MR. MOSES: All I can do is comment, thank you. That  
11 was quite an effort.

12 MS. SCHOOLAR: Well, it was a joint effort. And it  
13 took Sprint a little longer than we would have liked to to  
14 reach this point, but here we are here and we plan on keeping  
15 our results just as good as they are now.

16 One thing I had put in here, this is not in the  
17 agenda, but I just wanted to give a brief overview of our  
18 telecommunications service priority network. We have recently  
19 upgraded all of our Sprint centers and switches to be part of  
20 the FCC program that gives priority status to all of the Relay  
21 centers. Should there be an emergency or a situation that  
22 causes service to go out, the circuits into our Relay centers  
23 will be given top priority. So this is something that Sprint  
24 has recently implemented. And I know with the occasional storm  
25 you have here in Florida, I was just going to give you an

1 overview of that.

2           We currently have 14 centers. And these are the  
3 switches that we have located across the United States. And  
4 you will see in Florida we have you on two separate switches,  
5 so that we can have a switch go down in Miami and we would  
6 still have a switch that is working in Jacksonville. So if  
7 your service is to go down or we are to lose a center, we are  
8 able to transfer those calls immediately to other centers and  
9 get priority status on the switch that has gone down. So that  
10 if there are any issues, we should be back up and running as  
11 soon as possible.

12           MR. MOSES: What about the switches, though, in the  
13 actual network, like New Orleans when we had that outage? Has  
14 that been addressed?

15           MS. SCHOOLAR: We have addressed that. And we have  
16 addressed that by establishing some internal communication  
17 points of pain, we'll say. And we had a situation with Katrina  
18 where the New Orleans switch went down, and how it affected  
19 Relay is our Relay switches were all fine and they were all  
20 getting calls just fine, but the 800 numbers were routed  
21 through that switch in New Orleans. And when that went down,  
22 the ability for people to call the number to get in went down  
23 with it.

24           And so because of that, that loss, we have set up an  
25 entire different process within Sprint for notification on any

1 switches that handle any of our 800 numbers. So that's part of  
2 our priority process, as well. And we turned in a report to  
3 the Commission a couple of months ago, kind of a debriefing on  
4 what had happened with Katrina and what our get-well plans are  
5 to make sure that in the future we know immediately when that  
6 happens, as well.

7           In the past, our team and so many people surrounding  
8 Sprint used traditional Relay that if there was ever an issue  
9 with any of our centers, we knew just because our own team knew  
10 immediately. Either the center knew or our employees knew.  
11 Very few of our Sprint employees use our traditional Relay  
12 service anymore. Just like TASA, the folks here typically  
13 don't use traditional. So we have established some new  
14 criteria for information from our engineers across the network  
15 to let us know if there are any issues.

16           James, when you reported on the call volumes earlier,  
17 I thought it was interesting, and I threw in a couple of graphs  
18 on our Florida Relay call statistics, as well, and we'll talk  
19 about what we see for future trending. This is last year's  
20 call data. You will see we had a significant spike in November  
21 and December. That was because a social service here in  
22 Florida inadvertently published the Florida Relay numbers, and  
23 we had a significant increase in call volumes diverting all of  
24 those people back to where they needed to be. But our call  
25 volumes so far this year have gone right back to where, you

1 know, we expected them to be.

2 We do expect to see Florida Relay Service call  
3 volumes continue to decrease. We're looking at about a 10  
4 percent annual drop every year. Some states have really  
5 accelerated and dropped as much as 30 percent in one year. But  
6 based on Florida, it all depends on population, as well, and so  
7 it's hard sometimes to project out those types of decreases.

8 But, to be conservative, we are looking at Florida  
9 dropping at about a 10 percent annual drop. The reason being,  
10 just like James was saying, people are using video relay,  
11 they're using Internet relay, they're using CapTel, they're  
12 using wireless. Two-way pagers, so many people have two-way  
13 pagers now that you don't need Relay. You can just connect  
14 directly or use e-mail. So the traditional Relay is really  
15 suffering at the moment as people are moving to the newer  
16 technologies.

17 Are there any questions about the call volumes?

18 MR. CASEY: I have a question about the minutes. VRS  
19 and Internet, is there any way you could provide us with some  
20 statistics as far as minutes in Florida for VRS and Internet?

21 MS. SCHOLAR: We can certainly provide you the  
22 statistics for Sprint. But Sprint is only a piece of the  
23 Internet and VRS pie in Florida. The FCC is currently -- well,  
24 NECA is currently reporting VRS and Internet minutes by state,  
25 but it is by the termination, not the entry point, because we

1 can't tell where someone is hooking up to the service on the  
2 Internet. But they have the total numbers, so that would be  
3 more accurate for you. We can give you the Sprint numbers and  
4 the percentage of traffic that Sprint typically handles for  
5 video and Internet nationwide, but the NECA numbers are going  
6 to be more of what you want to see.

7 MR. CASEY: Okay. That's fine. And have you heard  
8 any more from the FCC?

9 MS. SCHOOLAR: It is anybody's guess. We do expect  
10 that it will be rolling back to the states. When will it  
11 happen or what percentage, you know, we have no idea. But that  
12 is our best guess, that it's coming. With NECA, especially,  
13 already tracking by state and providing states with those  
14 minutes, it sends a pretty strong message that they're looking  
15 at it.

16 MR. CASEY: So it is just a matter of time before  
17 states will be responsible for VRS minutes and Internet  
18 minutes.

19 MS. SCHOOLAR: Absolutely.

20 MR. MOSES: What is the rate right now for VRS?  
21 Because I think it changed one time and I can't remember what  
22 it changed to.

23 MS. SCHOOLAR: It has changed a couple of times. I  
24 think it is \$7.46.

25

1 MS. CHURCH: I had heard recently at a meeting that  
2 it was 7.46, and recently it dropped to around 5.85 is the  
3 latest that I had heard. But that was just, I guess, hearsay  
4 you would call it.

5 MS. SCHOOLAR: Well, they will be releasing the new  
6 rate soon, because July 1st the new NECA rates go into effect.  
7 They adjust them every year. So the Internet rate is --  
8 reimbursement rate is a little bit less than the traditional  
9 rate for on NECA. I think it is \$1.17, something like that,  
10 for Internet Relay.

11 MR. MOSES: Okay. James, you had a question.

12 MR. FORSTALL: I would just like to add that  
13 according to the NECA reports, Florida is the third largest  
14 user in the country. The state of Florida is the third largest  
15 user for both VRS and Internet.

16 MR. MOSES: Thank you. Go ahead.

17 MS. SCHOOLAR: Are there any other questions on the  
18 call volumes? And this is -- was anyone here at Deaf Nation in  
19 Orlando a couple of weeks ago? Sprint had a booth there where,  
20 of course, we always go to all the events in Florida, but we  
21 launched our Blackberry devices with data only plans connecting  
22 to a wireless Internet service in Florida two weeks ago, and  
23 sold 100 Blackberries to people in the community. And what we  
24 are offering right now is a wireless Internet relay service so  
25 that folks can hook up to Internet anywhere they want. This

1 has been a service that has been available through IM and  
2 various methods for a while now, but now Sprint is offering the  
3 devices to go with them.

4 Your other vendors here in Florida are offering the  
5 same services, and so it's very exciting for the deaf community  
6 to be able to have access to wireless technology. We are also  
7 working to put CapTel on a wireless device. We are also  
8 looking to put video on a wireless device. So those are the  
9 real heavy pushes that Sprint has today is to move Relay into a  
10 wireless technology.

11 Are there any questions about wireless Relay?

12 MR. PETERSON: I have a comment. Can you explain  
13 about CapTel and wireless, how would that work?

14 MS. SCHOOLAR: What we are looking at right now is  
15 putting a CapTel application onto a wireless device like a  
16 Blackberry or a Trio, so that the captions would come across  
17 the screen. It would be an Internet site that you would be  
18 able to log into and you would get the CapTel captions on your  
19 wireless device.

20 MR. PETERSON: Okay. Thanks.

21 MS. BORZELL: But that would have to involve using a  
22 voice phone just as regular CapTel, because you are talking  
23 about text-only plans. That would obviously open it up to a  
24 voice plan?

25 MS. SCHOOLAR: Absolutely. This is the first

1 generation of our wireless devices, and it's only Internet  
2 Relay enabled. The next generation we are looking at is to put  
3 CapTel on it. And you're right, there would be voice and data  
4 on that plan.

5 MS. CHURCH: What is the charge for those devices and  
6 what is the charge for the wireless Internet service?

7 MS. SCHOOLAR: The plan right now is \$29 a month for  
8 data only, and the phone itself is \$100.

9 And that's the end of my commercial.

10 Now I have Tom's Outreach presentation. Rick, would  
11 you like me to continue from here or --

12 MR. MOSES: Certainly. Let me ask one thing. Do you  
13 all need a break or anything?

14 And one other thing before I forget, because I know  
15 how my memory is. Be sure that all of you that have traveled  
16 to fill out the travel vouchers back there and get them to  
17 Barbara Bailey. And if you haven't done so already, the  
18 sign-in sheet, I meant to do that up front and didn't.

19 Go ahead, Maggie. I'm sorry.

20 MS. SCHOOLAR: And what Tom has done here is listed  
21 some of the events that he attended at the end of 2005. And so  
22 I don't have the number of people that attended each event, but  
23 I see that he has done some work with FAD -- right, Jimmy --  
24 and FTRI. So I think probably Jimmy and James can talk more  
25 about what Sprint did in November and December than I can, but

1 this was Tom's schedule.

2 MR. FORSTALL: I would like to add that in December,  
3 FTRI actually had a retreat. So that was a working opportunity  
4 and not a holiday party. I just wanted to clarify that.

5 MS. SCHOOLAR: Okay. Thank you. It sounds like fun  
6 to me.

7 And this is Tom's activities at the beginning of the  
8 year so far, the road tours that he has attended and the  
9 different presentations and events that he has gone to,  
10 including what I was just discussing, the Deaf Nation expo in  
11 Orlando. There were 4,000 people at that event, so that was a  
12 significant effort. And then the Florida road tour sounded  
13 like it was a lot of fun, as well, where you guys went to five  
14 different cities. Great job.

15 MR. FORSTALL: I was not able to attend.

16 MS. SCHOOLAR: Oh. Well, Tom did. So this gives you  
17 an idea of Tom's activities.

18 And then these are the next couple of months, what he  
19 has got coming up. And he was saying that he is always open to  
20 more events, so if anyone here has an event or presentation you  
21 would like him to do, please let him know and he will schedule  
22 it in.

23 We also have SHHH happening in Florida, I believe,  
24 the end of May.

25 MS. BORZELL: The convention? The end of June.

1 MS. SCHOOLAR: Is it the end of June? Okay. And so  
2 we will definitely be presenting and having a booth at SHHH, as  
3 well. Any questions about Tom's activities? And then here are  
4 some of the projects that he is currently working on. He is  
5 working to set up a new FRS website with a link to FTRI.

6 We're designing a survey process that will be  
7 available on the website so that people can go online and  
8 provide feedback for CapTel, for traditional. So it will be an  
9 easy method for people to quickly get feedback to us. And at  
10 the next TASA meeting, Tom will show you all of the web sites  
11 and the materials and any results that we have at that time.

12 And then the next couple of projects, he is working  
13 with FTRI on designing new tabletops and booth displays and he  
14 will be establishing a golf tournament and then looking to work  
15 with FTRI on the FRS materials.

16 James, do you have anything else to add on this?

17 MR. FORSTALL: No. That's pretty accurate.

18 MS. SCHOOLAR: And I'm personally delighted to see  
19 how much Tom is doing with FTRI and FAD. I think it has been a  
20 great improvement on this contract to have an in-state account  
21 manager.

22 MR. MOSES: Kathy.

23 MS. BORZELL: Just a comment on an Outreach program  
24 that FTRI and Sprint did. Tom and James came to a hearing loss  
25 association meeting in Sarasota, and it really was a very

1 educational format that they had. I think I know a lot about  
2 CapTel, but I learned more.

3 But going back to one other point that I actually  
4 meant to make before. When Tom talked about CapTel that day,  
5 he described it as more of a supplemental or auxiliary tool  
6 that a person can use rather than how this was originally  
7 brought to the market as something that a deaf person who was,  
8 you know, relied totally on text could use it. And now we have  
9 kind of shifted in how the technology is being presented a  
10 little bit, I think.

11 And I kind of questioned that, because that was the  
12 first time in all the years since I have been dealing with  
13 CapTel that I've heard it described as more of an auxiliary  
14 tool rather than you can totally depend on the text, and I  
15 wondered about that.

16 MR. MOSES: That might be some of the problem some of  
17 the people are having, then. Because my understanding, even  
18 when we were doing the trial and everything else, CapTel was  
19 not something that a totally deaf person could use and rely  
20 just on the text. That's where you use the TDD machines,  
21 that's more accurate for that. This was for people that are  
22 hearing impaired that still have some of their hearing where  
23 they can use the phone to listen to it, and only those words  
24 that they are not able to discern what they are hearing, glance  
25 at the text and follow it that way. So I think the description

1 of it being an additional tool was a little bit more accurate  
2 than someone really being able to rely on it for pure text.

3 Yes, Julie.

4 MS. CHURCH: My family, I have a son who is  
5 profoundly deaf, and my family participated in the trial for  
6 CapTel, as did Chris Wagner and some of the other profoundly  
7 deaf people that I know who have good speech. And the way it  
8 was marketed to us was it was good for somebody whose speech  
9 was intelligible on the telephone but needed the text to  
10 understand what was being relayed back to them. So it was  
11 marketed to us in the trial differently.

12 MR. MOSES: Okay. We might have a marketing problem.

13 MS. SCHOOLAR: That is very good feedback. And I'll  
14 get back and we'll have some discussions with Tom about it, as  
15 well, how that is presented. CapTel should work all right for  
16 someone who is profoundly deaf and relies completely on text.  
17 It should be -- it should be no different. I mean, if you have  
18 residual hearing, that's a bonus. If you don't, as long as  
19 your voice is understood on the phone, it should be reliable  
20 enough to use only the CapTel phone.

21 MS. BORZELL: And residual hearing, we can't depend  
22 on it. In perfectly good sound quality conditions, I hear  
23 differently depending on a lot of different things, so --

24 MR. MOSES: Yes, James.

25 MR. FORSTALL: If I recall at the very beginning when

1 CapTel was making the push, that they were talking to people  
2 who had very poor hearing and were relying on the voice  
3 carryover telephone through the Relay service, and the CapTel  
4 was designed to allow them to make that a more (inaudible)  
5 phone call without having to use a traditional relay service.  
6 So I think the point was if you have some hearing, but it was  
7 really more designed for people with profound hearing loss to  
8 be able to use the CapTel service to read.

9 MS. SCHOOLAR: Exactly. If you have some residual  
10 hearing, that's fine. But it shouldn't be necessary for the  
11 experience, as long as the quality and accuracy are high  
12 enough, which is what we are working on.

13 That's the Sprint report. Does anyone have any  
14 questions?

15 MR. MOSES: Beth, you had a question?

16 MS. SALAK: The fundraiser that Tom was doing, what's  
17 the fundraising for? What event?

18 MS. SCHOOLAR: Jimmy or James, do you guys know what  
19 we would be fundraising for?

20 MR. FORSTALL: That's the first I'm hearing of it.

21 MS. SCHOOLAR: I know in Texas we do a fundraiser and  
22 we select different organizations that support the deaf or deaf  
23 children every year and donate that money to those  
24 organization. The Texas School for the Deaf, the Texas Deaf  
25 Abused Children Association. So I would suspect that that is

1 what Tom is going to be doing, but we will get back to you on  
2 it and find out who he is working with and who they are  
3 planning on raising money for. It would be some sort of  
4 donation or sponsorship, though.

5 MR. MOSES: Anyone have any questions for Maggie?  
6 Okay. How about let's give the interpreters and our court  
7 reporters a break until five after 2:00, if I could see my  
8 watch. These glasses aren't working, either. And we'll get  
9 back at five after 2:00.

10 (Recess.)

11 MR. MOSES: Let's get started back and I will get you  
12 out early.

13 MR. CASEY: During your break I looked up what the  
14 FCC approved as far as a rate for VRS and IP, and I found the  
15 order, and it was -- IP Relay is \$1.27, or it's actually  
16 \$1.278. And VRS is \$6.644 per minute. Just for informational  
17 purposes, because the question came up. Okay. And with that  
18 we're just about done. If any of you have any topics you would  
19 like to discuss at the next meeting, please, if you have got  
20 them on your mind now let us know. And if you don't, we'll  
21 certainly be getting in touch with you way before the next  
22 meeting and try to get more topics. I tried that this time,  
23 and I heard from one person. So you all need to be thinking  
24 about this stuff so we will have something to talk about. The  
25 next meeting date is October the 6th, if that works for

1 everyone. We'll mark it down to that, and if there's any  
2 conflicts or anything, please let me know. We're flexible on  
3 that, we'll work with everybody and make sure you can be here.

4 Did any of you have any topics that you would -- I  
5 imagine you want to hear about the progress on CapTel again,  
6 because that is work in process. Okay. I'll make sure that's  
7 on there.

8 And you all have my e-mail address. If there's  
9 anything at any time during the time period between here and  
10 then, please e-mail it to me and I'll start getting a list up  
11 and make sure that it gets on the agenda.

12 The next action that's going to be taking place for  
13 the Relay service is going to be the recommendation for the  
14 FTRI budget. And we will be taking that up, I believe it's the  
15 May 2nd agenda. Is that correct? It is the first one in May,  
16 anyway. Okay. So that will be the next action.

17 With that, if no one else has anything else to say,  
18 we will adjourn. Thank you for coming.

19 (Meeting concluded at 2:06 p.m.)  
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STATE OF FLORIDA )  
  
COUNTY OF LEON )

CERTIFICATE OF REPORTER

I, JANE FAUROT, RPR, Chief, Office of Hearing Reporter Services, FPSC Division of Commission Clerk and Administrative Services, 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' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 26th day of April, 2006.



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JANE FAUROT, RPR  
Official FPSC Hearings Reporter  
FPSC Division of Commission Clerk and  
Administrative Services  
(850) 413-6732