

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of:

DOCKET NO. 20170039-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY
SERVICE, BEGINNING IN
MARCH 2018, FOR THE DEAF,
HARD OF HEARING,
DEAF/BLIND, OR SPEECH
IMPAIRED, AND OTHER
IMPLEMENTATION MATTERS IN
COMPLIANCE WITH THE
FLORIDA TELECOMMUNICATIONS
ACCESS SYSTEM ACT OF 1991.

PROCEEDINGS: TELECOMMUNICATIONS ACCESS SYSTEM ACT
ADVISORY COMMITTEE

STAFF

PARTICIPATING: CURTIS WILLIAMS
KATHRYN COWDERY
JEFF BATES
CAYCE HINTON
GREG FOGLEMAN

DATE: Tuesday, November 19, 2019

TIME: Commenced: 1:30 p.m.
Concluded: 3:27 p.m.

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

REPORTED BY: DEBRA R. KRICK
Court Reporter

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1 APPEARANCES:

2 CURTIS WILLIAMS, PSC staff
KATHRYN COWDERY, PSC staff
3 JEFF BATES, PSC staff
CAYCE HINTON, PSC staff
4 GREG FOGLEMAN, PSC staff
MARK LONG, PSC staff
5 JAMES FORSTALL, FTRI
JEFF BRANCH, Sprint Relay

6

7 TELEPHONIC APPEARANCES:

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

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P R O C E E D I N G S

MR. WILLIAMS: Good afternoon, everyone.

UNIDENTIFIED SPEAKER: Hi.

MR. WILLIAMS: Yes, good afternoon.

This is Curtis Williams with the Office of Industry Development and Market Analysis. And I will be chairing today's meeting. We are to going to go ahead and get started.

Joining me is Jeff Bates, who is also with the Office of Industry Development and Market Analysis, and Charles Murphy with the office of the General Counsel here at the Florida Public Service Commission.

Everyone should have received a copy of the meeting agenda, so at this time we will proceed as printed.

The first order of business is to have our attorney, Charles Murphy, read the notice.

MR. MURPHY: Pursuant to FAR notice published on November 4, 2019, this time, date and place were set for this meeting of the Telecommunications Access System Act Advisory Committee in Docket Number 20170039-TP.

Thank you.

MR. WILLIAMS: Thank you, Mr. Murphy.

1 Before we proceed, I would like to go over
2 some preliminary matters. For everyone that's here
3 in the room, if you are -- just we want you to --
4 ask you to be mindful of the microphones that we
5 have on the table. When you speak, the light
6 should be on green. I think they are preset to
7 green now, but when you speak, your microphone
8 needs to be green.

9 And please be careful with any shuffling of
10 papers. The microphones are very sensitive. So if
11 you are shuffling papers, or moving things around,
12 it's magnified through the system, so just be
13 mindful of that.

14 Also, participating by phone, please keep your
15 phone on mute until you are ready to speak so we
16 don't get interference. In previous meetings, we
17 have had issues where, if you are participating by
18 phone and your phone is not on mute, we get
19 terrible interference, so please keep your phone on
20 mute.

21 Also, please silence your mobile devices
22 during today's meeting. And please state your name
23 before speaking so we know who's making comments
24 for the record, and for the benefit of the court
25 reporter.

1 At this time, I would like to go ahead and
2 take appearances. We will start with individuals
3 here, then proceed with the participants on the
4 phone.

5 We can start here with Mr. Bates.

6 MR. BATES: I am Jeff Bates, Office of
7 Industry Development and Market Analysis.

8 MR. MURPHY: Charles Murphy, Commission Office
9 of General Counsel.

10 MS. MORAN: Elissa Moran, FTRI Outreach
11 Manager.

12 MR. BRANCH: And Jeffrey Branch with Sprint
13 Accessibility.

14 MR. WILLIAMS: And anyone on the phone, I
15 think Margaret Lynn Duggar, we heard you speak
16 earlier. We will start with you.

17 MS. DUGGAR: Margaret Lynn Duggar --
18 (Multiple speakers.)

19 MR. D'ANGELO: I am sorry, this is Tom
20 D'Angelo representing Florida Agency for the Deaf.
21 Good morning, everyone.

22 (Multiple speakers.)

23 UNIDENTIFIED SPEAKER: -- representing the
24 Florida Council on Aging.

25 MR. WILLIAMS: Excuse me, who was the last

1 person?

2 MS. HAGNER: Debbe Hagner.

3 MR. WILLIAMS: Debbe Hagner?

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

5 MR. WILLIAMS: Okay. Thank you, Debbe.

6 MS. HAGNER: I represent the Florida
7 Coordinating Council for the Deaf and Hard of
8 Hearing.

9 MR. WILLIAMS: Okay. Thank you.

10 Do we have any other participants on the
11 phone?

12 MR. D'ANGELO: Did you get me? I want to make
13 sure. This is Tom --

14 MR. WILLIAMS: Yes, we do have you, Tom.

15 MR. D'ANGELO: -- D'Angelo.

16 MR. WILLIAMS: Yes, we have you, Tom. Thank
17 you.

18 MR. D'ANGELO: Okay. And I do have a question
19 for Debbe. What is your last name?

20 MS. HAGNER: My last name is Hagner,
21 H-A-G-N-E-R. And no I in my name. D-E-B-B-E is my
22 legal name. And you spelled the last name wrong, H
23 like in Henry, A like in apple, G like girl, N like
24 in Nancy, E like in Edwards, R like in Rogers.

25 MR. D'ANGELO: Thank you.

1 MR. WILLIAMS: Okay. Thank you, everyone.

2 So there is no one else participating by
3 phone. We have all the -- everyone on the record.

4 I also want to point out that Elissa Moran,
5 she is --

6 MS. SIRIANNI: Hey, Curtis.

7 MR. WILLIAMS: Yes.

8 MS. SIRIANNI: Sorry. Hi. This is MaryRose.
9 I am on the phone. I am sorry, I just dialed in.

10 MR. WILLIAMS: Oh, okay. No problem. We were
11 just taking appearances on the phone participants.
12 So we have MaryRose --

13 MS. SIRIANNI: Thank you.

14 MR. WILLIAMS: -- Sirianni with AT&T.

15 Okay. I think we have -- we have everyone.

16 As I was stating just for the record, wanted
17 to communicate that we want to welcome Elissa
18 Moran. She is going to be doing the presentation
19 on behalf of Florida Telecommunications Relay,
20 Incorporated, FTRI.

21 I am not sure if everyone is aware, but James
22 Forstall has -- has resigned and he is no longer
23 with FTRI. It is our understanding that the FTRI
24 Board of Directors are in the process of selecting
25 a new Executive Director. So at this time, Elissa

1 will -- will be doing the presentation.

2 She's -- she's done it before. She's done the
3 outreach section, of course everyone -- I think
4 most of you all know that she is the outreach --

5 MS. MORAN: Manager.

6 MR. WILLIAMS: -- manager, and so that's a big
7 part of what FTRI does. So we are in capable
8 hands, and we look forward to Elissa's
9 presentation.

10 Are there any questions at this point before
11 we proceed? Hearing none, at this time, we will go
12 ahead and proceed with the presentations.

13 I will provide an update on the Florida Public
14 Service Commission, and Jeff Bates will provide an
15 FCC update. We will then have presentations,
16 again, by Elissa Moran on FTRI's 2019 annual
17 report, followed by Jeffery Branch, update on
18 Sprinted Relay Services in Florida.

19 So for the PSC update, I just want to let
20 everyone know, again, this year the PSC approved
21 FTRI's 2019-2020 budget, and it was approved with
22 modifications. And the proposed budget also
23 maintained the surcharge at 10 cents. So there was
24 no -- no change in the -- in the surcharge.

25 The Commission did a complete analysis of

1 FTRI's budget, and, again, it was -- it was
2 approved. We did allow FTRI to transfer \$285,714
3 from their reserve account to offset a projected
4 revenue shortfall. So with that, that's a quick
5 PSC update.

6 We are -- the PSC staff, we are also in the
7 process of finalizing our annual report. We
8 actually review FTRI's annual report and
9 incorporate a lot of what they do into our report,
10 and we also add the most recent updates we can from
11 the FCC and include those in our -- in our annual
12 report, so that's where we are.

13 So with that said, at this time I will turn it
14 over to Jeff Bates and let him give a presentation
15 on the FCC.

16 MR. BATES: Good afternoon. Jeff Bates,
17 Industry Development and Management Analysis.

18 On June 5th, the Consumer and Government
19 Affairs Bureau of the FCC sought comment on
20 Hamilton Relay's April request for reconsideration
21 of the Commission's cost recovery guidelines.
22 Opposition filings were due on or before July 3rd,
23 and replies to the oppositions were due on or
24 before July 15th, 2019. So far, I don't have an
25 update for that status.

1 In this next slide, although the FTRI no
2 longer participates in the National Deaf/Blind
3 Equipment Distribution Program, staff included this
4 item because Florida's NDBEDP certified program is
5 the Helen Keller National Center for Deaf/Blind
6 Youth and Adults. And their allocation for the
7 2019-2020 funding period is \$491,136, and will
8 benefit Floridians participating in the program.

9 On June 28th, 2019, in DA19-607, the FCC sent
10 the permanent compensation rates for interstate TRS
11 rates effective July 1st, 2019. As you can see,
12 traditional TRS is set at 3.11 cents per minute;
13 speech-to-speech relay service, 4.24 a minute;
14 Captioned telephone service, \$2.27.

15 Based on Rolka Loube Associates recommendation
16 and the FCC's review of the related data, the FCC
17 adopted funding requirement of approximately \$1.4
18 billion and a carrier contribution rate of .02779.

19 And the video relay service provider's
20 compensation rates will range from \$5.29 per minute
21 to \$2.63 per minute based on the number of minutes
22 billed monthly.

23 On August 8th, 2019, the Wireless
24 Telecommunications Bureau at the FCC announced the
25 filing window for wireless providers to submit

1 hearing aid compatibility certification, and said
2 the certifications would open on September 3rd and
3 close on October 3rd, 2019.

4 In DA19-789, The Consumer and Government
5 Affairs Bureau extended the expiration dates of the
6 temporary waivers granted to Sprint and Hamilton.
7 The initial waivers expired on August 24th, 2019.
8 And in August that same year, the Bureau extended
9 the waivers until the earlier of August 24th, 2020,
10 or the effective date of the FCC decision regarding
11 continuing application of the waived standards.

12 The standards that are waived are the billing
13 option rule, and the -- oh, heck -- and same
14 billing options traditionally offered to wireline
15 voice services.

16 And notice of proposed rule-making was whether
17 or not the Commission should repeal the equal
18 access requirement billing options requirement and,
19 in addition, the FCC adopting new definition for
20 Telecommunications Relay Service.

21 On August 26th, the FCC's Consumer and
22 Governmental Affairs Bureau released public notices
23 soliciting comments on the applications for
24 certification to provide Internet Protocol
25 captioned telephone service filed by VTCSecure,

1 LLC, MachineGenius, Incorporated and Clarity
2 Products, LLC.

3 Each of the company plans to deploy technology
4 that uses automated speech recognition. The
5 National Association of Regulatory Utility
6 Commissioners is considering a resolution calling
7 for the adoption of service quality standards for
8 IP CTS providers for transition to an ASR only
9 services.

10 In DA19-932, the FCC's Consumer and
11 Governmental Affairs Bureau granted a waiver of the
12 hearing aid compatibility volume controls reset
13 requirements of Section 68.317 of the FCC's rules
14 to CaptionCall. CaptionCall sought the waiver of
15 the volume control reset provisions for its 78T IP
16 CTS device, and the request was made so that
17 persons with hearing loss could set a default ring
18 tone volume above the maximum allowed level and not
19 have to turn the volume back up each time they use
20 it.

21 In FCC 19-90 Report and Order and Further
22 Notice of Proposed Rulemaking, the FCC updated the
23 definition of Telecommunications Relay Service in
24 accordance with the Communications and Video
25 Accessibility Act of 2010 to include one or more

1 individuals to the definition, and to allow for
2 technological advances.

3 In Further Notice of Proposed Rulemaking, the
4 FCC proposed to repeal the equal access requirement
5 and billing options requirement and to cease
6 Federal Register publication of the FCC's public
7 notices of applications for certification of state
8 relay services program.

9 On September 25th, the FCC's Consumer and
10 Governmental Affairs Bureau issued DA19-959 seeking
11 comments on VTCSecure's request for a limited
12 waiver of the Commission's rule setting minimum
13 standards for communications assistance when IP CTS
14 calls are processed using automatic speech
15 recognition without a CA present.

16 This is similar to the applications, or
17 related to the applications filed for waiver of the
18 Commission's rules. Only for VTCSecure, they did
19 not request the waiver when they initially filed
20 their application.

21 And that's all I have for FCC updates.

22 MR. WILLIAMS: Are there any questions for
23 Public Service Commission staff regarding our
24 update?

25 MS. HAGNER: This is Debbe.

1 MR. WILLIAMS: Yes, Debbe.

2 MS. HAGNER: Does FCC have anything to do with
3 the text-to-911?

4 MR. WILLIAMS: Yes, they are involved in
5 that -- in that issue. We didn't see any -- any --
6 any orders or any -- any -- any releases from the
7 FCC during the time period that we reviewed after
8 our last meeting and at this meeting, but that is
9 something that, with all of the other, you know,
10 issues regarding the FCC that we will continue to
11 monitor, and as developments occur, we will present
12 that to the -- to the TASA committee.

13 MS. HAGNER: This is Debbe again. I was just
14 wondering why some of the counties are not
15 implementing the text-to-911. What seems to be the
16 holdup? For example, Pinellas County has
17 text-to-911, but Pasco County doesn't. So we are
18 wondering why.

19 MR. WILLIAMS: Well, on a county-per-county
20 basis, to be honest, I am not sure why Pasco County
21 wouldn't be implementing it. That is something
22 that we can check on and provide -- provide some
23 analysis on that.

24 MS. HAGNER: I would appreciate that, because,
25 you know, there is a lot of deaf people in Pasco

1 County, and like -- I would like somebody in the
2 authorative figure to find out about it, what's
3 happening and report back to me, please.

4 MR. WILLIAMS: Yes, we -- again, we will -- we
5 will make a note, and we will make sure to -- to
6 find out what the status is and provide an update
7 to the entire TASA Advisory Committee.

8 MS. HAGNER: Okay, great. Thank you.

9 MR. WILLIAMS: Are there any other questions?
10 Hearing none, at this time, we will have
11 FTRI's presentation.

12 MS. MORAN: Thank you, Curtis. Thank you,
13 Jeff.

14 This is Elissa from FTRI. And I am going to
15 try and do my presentation in five minutes so
16 everyone can go home early. Would that be okay?

17 I presume you have had a chance to look at the
18 slides that were given to you. I am just going to
19 go through them really quickly.

20 As Curtis mentioned, I don't typically do this
21 part. I have presented in this room before in
22 relation to the agency budget and the outreach
23 component of the agency budget, but reporting on
24 the FTRI annual report of TASA meeting is something
25 I don't think I have done before. So I ask your

1 forgiveness as I fumble my way through it. So
2 thank you.

3 We will start with client services that were
4 delivered in Fiscal Year '18-'19. And you will see
5 that the wheel breaks them out into different
6 types. New is obviously new clients, modified,
7 exchanged, follow-up, return. 19,788 services were
8 provided. That's not necessarily clients because
9 one client might have multiple services. They get
10 their new phone and then they maybe go back later
11 and they need a flashing device so they know it's
12 ringing, and then maybe they go back another time
13 to the RDC, the regional distribution center,
14 because they've forgotten how to operate a feature
15 or they need some additional help. They may need
16 to swap out their device.

17 So we do allow people to do that, if they take
18 a phone, and it turns out not to be the best choice
19 for them, or their hearing declines and they need
20 new devices, so you will see more services than
21 clients.

22 The next slide goes on to look at total client
23 services over the past several years to show the
24 trends from '15-'16 to '18-'19. And no surprise,
25 we are trending down somewhat year-over-year. And

1 I think that's not surprising when you look at
2 state programs across the country. They are seeing
3 similar things.

4 The next slide talks about new client
5 services. This is our reason for living at FTRI.
6 One of the things we place a lot of importance on
7 is bringing new clients into the program, because
8 that means they've heard about it, and that means
9 that they are receiving the benefit that's out
10 there for them.

11 And so you can see that we served 9,863
12 clients during the year. And, again, we break them
13 down into the categories of service, deaf, hard of
14 hearing, speech impaired, dual sensory impaired.

15 Predominantly hard of hearing folks are being
16 served by us, but that is in large part due to the
17 nature of the products that we offer.

18 The next slide does go into the new client
19 service. Again, this is not total service. This
20 is just new people brought into the program. And
21 it shows a year-over-year. I kind of wish this was
22 in a pie shape because then it wouldn't look so
23 dramatic as it does in the bars, because you can
24 see quite a dropoff. There it is. We are serving
25 less clients, again, for reasons I have mentioned

1 previously.

2 With -- the next slide talks about distributed
3 equipment -- and I am so sorry for that little
4 jingle on the transition there. I could not make
5 that go away. I tried. It only does it on two
6 slides. That's it. Sorry.

7 Distributed equipment, we do purchase new
8 equipment to bring into the program, and then we
9 oftentimes refurbish phones to be brought back into
10 the program. Sometimes someone will get a phone,
11 as I said, and it doesn't turn out to be the best
12 choice for them so they will swap it back, but it
13 might only be two months since they got that phone,
14 so rather than just call it no good and discard it,
15 we send it off to be refurbished and put back into
16 the program. It's a better use of the dollars that
17 way. So we do distribute both types of equipment.

18 And the total for the year, distributed 16,032
19 units. And you have got a pie chart there that
20 shows the type of equipment, VCPH that 96.7 percent
21 of what was given out. That's your basic amplified
22 phone. Volume controlled. Personal handset, I
23 believe. I am so sorry, Amelia, I don't remember
24 what the P stands for, that's the equipment program
25 manager. Basically an amplified phone.

1 So you can see that's where the bulk of demand
2 is coming from in our program. We do have the odd
3 CapTel phone that goes out and the odd TTY. Some
4 folks do still rely on TTYs. Oftentimes now we are
5 seeing people who get TTYs are not hearing impaired
6 but they are speech impaired, and so it's a way for
7 them to carry on a conversation.

8 The next slide talks, again, about equipment,
9 total equipment distributed over the course of the
10 last several fiscal years. And again, you are
11 seeing a decline there that's fairly steady.

12 The next slide talks about outreach -- and I
13 thought there was only a couple of jingles, I am
14 sorry. For those on the phone, I don't know if you
15 can hear it, but I apologize for that little magic
16 wand sound that happens every time a slide changes.

17 FTRI conducted 1,690 outreach activities over
18 the course of the fiscal year, 1,298 were off-site
19 distribution. What that means is that that event,
20 where somebody came in and they got handed a phone
21 and they went off and had a wonderful life with
22 their knew phone, that happens both in the office
23 at the regional distribution center, the RDC, and
24 it also happens out in the community when the RDCs
25 take that show on the road and they go to health

1 fairs, they go to libraries, they go to food
2 pantries. That's been one that we have been seeing
3 a lot of success at. And that's what's referred to
4 as an offset distribution, or an off-site event.
5 And we are finding -- although, it doesn't pertain
6 to this particular report, but we are finding in the
7 current fiscal year that off-site distributions are
8 turning out to be one of the top referral sources.
9 So people are seeing our phones because they are at
10 a health fair, because they are at a food pantry,
11 they went to the library. So those are important
12 activities for us in terms of bringing people into
13 the program.

14 And you can see the list of types of events
15 below next -- to the right of the pie chart, dual
16 events. In case you are wondering what that is.
17 That's something like the health fair exhibit where
18 you might go and see people doing blood pressure
19 screenings, and memory screenings, and there is
20 lots of booths set up with lots of free candy and
21 pens and things, and giveaways. And FTRI, the
22 regional distribution center, would be one of those
23 booths set up. They don't have all the giveaways
24 and candy necessarily, but they are there with
25 phones. We are giving away phones, so that's

1 pretty good. And then have a second team set up in
2 another location where the actual distribution
3 takes place.

4 That's called a dual event so that you have
5 the exhibit table, and then you have the
6 distribution area. Those are also very helpful in
7 terms of getting the message out, and so we did a
8 fair number of those last year as well.

9 It's a little trickier to get the RDCs out in
10 the field to do those types of events because they
11 require more staff. They require more labor,
12 physical labor. And sometimes the RDCs are not
13 able to provide either.

14 The total outreach and distribution, what they
15 are talking about -- or what they are talking
16 about -- what's referred to here is the total
17 outreach events. And so you are seeing those did
18 take a little particular down in '16-'17, '17-'18,
19 but '18-'19 fiscal year, we saw more outreach
20 activities tick back up. And that's really
21 encouraging for us to see because, again, that
22 means we've got people out in the community letting
23 folks know about the program, letting folks know
24 about the relay service, letting businesses know
25 how to become business partner. All these other

1 important messages can be brought out into the
2 community.

3 And if you look at some of the other numbers,
4 some of the other services provided that are shown
5 on the next slide, 18,452 customer service calls
6 were processed by FTRI. What you need to know
7 about that is that's maybe four people handling
8 those calls. So that's a -- that's a pretty --
9 pretty big number.

10 We also have 2,917 on-line inquiries through
11 the FTRI website. People can go to FTRI.org and
12 begin the application process there by filling out
13 what we call an AR, application request form. It's
14 not the actual application, but it starts that
15 process. That's also a very important factor in
16 our operations, is driving people to that page so
17 they can fill out the form.

18 62,369 EDPs, stands for equipment distribution
19 forms, were processed. So that's not just clients
20 applying for new equipment or new clients
21 obviously, but based on that number. That's just
22 all kind of paperwork. There is a lot of paperwork
23 that goes towards administering this program, as
24 you can well imagine.

25 It's a -- it's a state-funded program. It's

1 funded by public money, so we have to really do our
2 due diligence in terms of making sure that we've
3 got reporting in place. We have processes in
4 place. We have protocols in place. Guess what,
5 process, protocol equals paper, and so that all has
6 to be handled, and that's reflected on there.

7 715 hours of training and support services to
8 the RDCs. The regional distribution centers are
9 notorious -- that might not be the right word, but
10 it's the only one that comes to mind right now.
11 And sometimes having, not consistently across the
12 network, but there are a few that have staffing
13 challenges, and so it can be difficult for them to
14 have the right people onboard, have enough of the
15 right people onboard. And when they bring new
16 people onboard, those folks need training, and
17 that's FTRI has to provide that training. So
18 that's what you are seeing when you see the 715
19 hours of training.

20 It also encompasses such activities as me
21 doing an audit of an event. That is something that
22 I do do. If I have an RDC that's going to be out
23 in the field at an event, I will show up
24 unannounced, and I will double check their setup to
25 make sure that they have everything set up in terms

1 of their exhibit table according to FTRI process
2 and protocols, and that they are also following
3 that same process when they are in the distribution
4 portion of the client service cycle.

5 There is just lots of touching that has to
6 happen with this program and serving these clients,
7 and we want to make sure that it's done
8 consistently and correctly across the network. So,
9 hence, the training.

10 Other important facts. Again, I just touched
11 on it. We place a high priority on protecting the
12 integrity of the client information. We make
13 security enhancements to the system. We place
14 limitations on the staff that have access to client
15 information. We really are careful about that.

16 We operate within budget requirements. Yay.
17 That's always good. And we received high marks
18 from the external auditors for financial records
19 and internal controls, and that was exciting.

20 The next slide shows pictures of our one set
21 of newspaper ads. We did cycle through a few
22 different sets. With our newspaper ads, what we
23 have found has been most -- historically most
24 successful is an insert. What you will see
25 referred to as an insert ad. You might hear me

1 slip and say FSI, which is an industry abbreviation
2 for freestanding insert. So you might hear me use
3 that term.

4 But basically that's an 8x11 piece of paper
5 that's pretty, and it has printing on both sides,
6 and people get that in the paper, and they go, oh,
7 wow, and they put that right on their refrigerator.
8 And the next thing you know, they are taking that
9 into the RDC.

10 So they have been very important to FTRI, and
11 it also lets the RDC know when someone walks in
12 with this, it's pretty clear. How did you learn
13 about the program? I got the ad in the newspaper.

14 We have run Spanish ads in the past but we did
15 not do any in '18-'19 simply because I did not have
16 Spanish speaking staff at the RDC level to serve
17 those clients. So that would be a problem. You
18 cannot drive Spanish speaking clients to a location
19 that can't serve them, so that limited us. But
20 nevertheless, we do still experience successfully
21 through newspaper ads, so those are still in the
22 mix.

23 The FTRI newsletter, that was a new initiative
24 for us, and that's something that we -- it hadn't
25 been done before. I have been with FTRI since fall

1 of 2016. It's my understanding that the previous
2 FTRI newsletter was print only, and I don't think
3 it had been done for several years at that point.
4 So we started out with an outside vendor who
5 basically gave us some structure and some
6 formatting, and a beginning point, and then
7 eventually that became my world. And so I
8 actually -- if you are not already signed up to the
9 FTRI newsletter, careful, I might just sign you up
10 and fill up your junk box. But that has actually
11 been interesting to see clients responding, because
12 we are using the list of emails from our internal
13 database. So we are reaching out to existing
14 clients.

15 Social media and display ads shown on the next
16 page, and geofencing campaigns shown on the slide
17 after that are all components of the digital
18 marketing campaign that we started. That was in
19 response to people suggesting that social media,
20 digital marketing might be something to look at,
21 and so we took a look at it, and we have been
22 having success, but with success comes learnings.
23 And so some of our learnings have been a little
24 disappointing.

25 We have some internal infrastructure in terms

1 of handling digital traffic that isn't really
2 working the way it should if you look at industry
3 standards, but, yet, people are responding to them.
4 And our click-through rates, our response rates are
5 above industry norms. So we are know that there is
6 some benefits to this.

7 And especially if you are looking at the next
8 slides that talk about social media postings and
9 the Facebook statistics, and the amount of reach
10 that we have gained through Facebook -- and I am
11 torn about Facebook, because of course -- I'm sorry
12 about the paper on the table -- I pay attention to
13 the news. I recognize that Facebook is not always
14 on the side of things that we want them to be on,
15 and so it's a double edge sword, because Facebook
16 is still ubiquitous, and it's still a terrific
17 advertising tool. And also, it's a great client
18 communication tool.

19 So I get a lot of contact through the Facebook
20 page where I am able to help people and answer
21 their questions. And what's interesting is some of
22 them come to me in Spanish, but I am able to use
23 the Google translate to respond to them in Spanish
24 and figure out what they are saying. So that's
25 been -- that's been actually kind of fun to do.

1 So the digital marketing, we are in our
2 infancy there, but we are learning.

3 The next slide talks about quality assurance.
4 And, again, it speaks to trying to maintain the
5 integrity of the program. We do send out
6 questionnaires to people. When a client comes in
7 for service in an RDC, if they have an email, then
8 they share that email address with us, within the
9 next day or so after they receive their piece of
10 equipment, they are going to receive a survey that
11 asks them how was your experience working with that
12 staff person.

13 So we are able to double check on their
14 experience at the RDC. And then a month later,
15 they will get another email that says, okay, now
16 tell us about your experience with the phone, or
17 the other piece of equipment that you picked up
18 from us.

19 And so we get to hear about the actual
20 equipment. So we measure two different things
21 there, but it's, again, paper process, protocol,
22 there is lots of paper and there is lots of
23 handling, and we have staffing issues, so if we are
24 having to choose between serve clients or mail
25 postcards, unfortunately we end up serving clients.

1 But when I left -- I shouldn't say unfortunately,
2 but we do decide to put an emphasis on serving the
3 clients.

4 But I will say that as I was leaving the
5 office today, Ms. Amelia had one of those cards and
6 she was getting ready to call somebody back who had
7 mailed one in and was having issues. So they do
8 want to follow up with people from the equipment
9 program side. They do want to follow up whenever
10 they can.

11 And of course, on the next slide, you can see
12 reporting that talks about how many surveys were
13 sent out. How many responses we got. We have a
14 17.5 percent -- .57 percent response rate, which is
15 actually pretty good. If you look at typical
16 surveys that are sent out, people don't usually
17 respond to them. But our people do. And not only
18 to complain, I will let you know, because I
19 actually utilize client comments from the survey in
20 the newsletter, and I highlight those, because it's
21 pretty heartwarming to see some of those comments
22 from people.

23 Those are real life unsolicited comments,
24 and -- well, they are solicited. We ask them for
25 their opinion, but we are not bribing them to say

1 something nice about their experience. And so the
2 solution that it provides to people's lives is
3 pretty powerful. It remains so to this day.

4 If you look at the last couple of slides.
5 FTRI regional distribution centers as of FY '18-'19
6 are on the back, that is not the same as today. So
7 if you look at our website, and you see that the
8 map is not the same, that is why, is that some of
9 the RDCs are no longer in the building, and so they
10 are not on our website anymore, but they were as of
11 the end of the fiscal year when this was pertinent
12 to.

13 So I believe that covers my entire
14 presentation. Are there any questions?

15 MR. WILLIAMS: Any questions for --

16 MS. HAGNER: This is Debbe.

17 MR. WILLIAMS: Yes, Debbe.

18 MS. HAGNER: This is Debbe.

19 MR. WILLIAMS: Please proceed.

20 MS. HAGNER: I was just wondering, can
21 Elissa -- if I pronounce her name right -- if she
22 can create a ad so that I can put that on the HLAA
23 website and other websites?

24 MS. MORAN: Yes, Ms. Debbe, this is Elissa.

25 Give me the parameters. You have my email address

1 and I have yours, so I can reach out to you and we
2 can talk about that off-line.

3 MS. HAGNER: Yeah, I just want to -- I want to
4 update it and make sure.

5 MS. MORAN: Absolutely. I have already made
6 note about your text-to-911 call, so now I am going
7 to add this one.

8 But that's a great example, though. I am
9 going to just pick on you for a minute -- not pick
10 on you. The HLAA chapters across Florida, the FTRI
11 Facebook page follows some of those chapters, and
12 so we are sharing information -- you all know how
13 Facebook works. But it's -- I still am surprised
14 sometimes at the response in how Facebook works.
15 So that's interesting. But definitely, HLAA is a
16 partner for FTRI, so I would be delighted to
17 support you with that, Debbie. Thank you.

18 MS. HAGNER: Okay. Great. Super. Thank you.

19 MR. WILLIAMS: Were there any additional
20 questions?

21 At this time with the agenda, we are scheduled
22 for -- we are --

23 MR. BATES: Do you have a question.

24 MS. JOHNSON: Am I allowed to have a question?

25 MR. WILLIAMS: Yes, you can. We just ask you

1 to come up to the table.

2 MS. JOHNSON: Thank you. I am sorry. My name
3 is Jane Johnson, and I'm with the Florida
4 Association of Centers for Independent Living, and
5 several of the centers are regional demonstration
6 centers.

7 MS. MORAN: You need a mic.

8 MS. JOHNSON: I'm sorry.

9 MR. MURPHY: You might start over.

10 MS. JOHNSON: My name is Jane Johnson. I am
11 the Executive Director of the Florida Association
12 of Centers for Independent Living, and several of
13 our centers are or have been regional demonstration
14 centers for the FTRI program. And I was -- if I
15 can, I would like to add some context to your
16 presentation to give some insight into why the
17 regional demonstration centers sometimes aren't
18 staffed, or don't have Hispanic speaking personnel
19 available. But the business model that they have
20 been working with is unworkable now. You know, you
21 saw the numbers of interactions and transactions
22 going down over the years. And the way they are --
23 the demonstration centers are reimbursed is based
24 on quantity. And so as quantity goes down, the
25 reimbursement goes down, so they can't -- it's sort

1 of a vicious circle, or cycle, where they can't
2 support the program because they don't have the
3 volume, and so they have to reduce their staff so
4 they can't do outreach.

5 And so -- and I have spoken with Elissa about
6 this. So it's not something that hasn't been part
7 of a candid conversation. But I did also -- some
8 of the questions that came to my mind as you look
9 at the numbers going down, but you look at the
10 outreach activities increasing and being measured,
11 and the outreach activities also changing form and
12 shape, like you are using Facebook, we are using a
13 newsletter, so we are seeing all of that go up, but
14 then you are seeing the responses go down.

15 And I am wondering if the metrics that are
16 being applied are useful to evaluate the real value
17 of the program. Because if you are only counting
18 volume of transactions but not outcomes for the
19 people, the consumers being served, you know, are
20 more people employed as a result of the services?
21 Are more people independent? Are more people able
22 to live a better life because of the impact of the
23 program?

24 So I think I would just ask that -- we would
25 love to participate with you to examine how you are

1 evaluating performance, and maybe move away from
2 inputs and outputs and transactions, and look at
3 outcomes for peoples' lives. The program exists to
4 make peoples' lives better, and I don't know that
5 there is any measurement that I saw today that
6 looks at that.

7 There is a lot of paperwork. Is that
8 important? Are the rules -- are the processes that
9 you have to audit and monitor, does that really
10 have an impact on how people's lives are changed
11 for the better as a result of the program? And if
12 not, then are they necessary? And so, you know,
13 are we neglecting some of the things that really
14 matter in favor of the things that are really just
15 process steps and kind of administrivia?

16 And I don't mean that in a disparaging way at
17 all. I just -- I think the program is having a
18 little bit of existential crisis because it's
19 diminishing in its impact, and we want to get it
20 back up there. We want to see the programming move
21 into the future, be more relevant to more people,
22 and we want to be part of the solution.

23 This is -- my comments are not meant to be a
24 complaint at all, but just an observation of what
25 seems statistically obvious, and I think we have 15

1 centers for independent living around the state,
2 and they are sort of little hubs of innovation
3 themselves. They don't get a lot of funding, but
4 they do a lot of really innovative things for
5 people with disabilities of all disabilities, and
6 they can address a lot of the other social
7 determinants of health and well-being that people
8 present when they come -- when they have a
9 disability, they usually are accompanying other
10 challenges that centers can help to mitigate.

11 So I just hope and ask -- and you have been
12 wonderful, Curtis, in conversations we've had on
13 the telephone. I would love to be part of that
14 conversation. I would love our centers be part of
15 the conversation. I would love to see this program
16 really move to the next level to make a bigger
17 difference, but I think the first thing we have to
18 do is start measuring things that actually matter
19 to people. I mean, it's important to -- to audit
20 things. But really, we exist as a human service
21 program first and foremost, so that's all.

22 MR. WILLIAMS: Elissa.

23 MS. MORAN: Thank you, Curtis. This -- it
24 sounds different when my mic is off. This is
25 Elissa.

1 Thank you, Jane. Thank you for that. And I
2 didn't know that you were coming today, so it was a
3 surprise to see you in the audience. But I want --
4 thank you for saying the piece about the Centers
5 for Independent Living, because -- and it's no
6 surprise. The numbers go down especially for those
7 centers because the relevancy of the FTRI program
8 has gone down for the consumers of those --

9 MS. JOHNSON: Yes. I think there are multiple
10 influencers on those declining numbers, but the
11 declining numbers also drive down the revenues that
12 pay for the program. So you are just -- you are
13 pushing -- its pushing itself out of existence
14 unless we do a course correction.

15 And I think there is some pretty obvious
16 things that we could do, but the first would be --
17 it is a business model. Someone -- someone -- a
18 staff person has to be paid to be there to provide
19 the services. And if the revenue generated from
20 the interactions not enough to pay a staff person,
21 then people are either going to disengage from the
22 program, or you are going to have someone who is
23 only giving a little bit of time when they have
24 time, as opposed to making it a priority.

25 MS. MORAN: This is Elissa.

1 That is true. That is what we have seen. And
2 it's no fault on them. It is not a criticism of
3 the RDCs. It is not a criticism for the sales,
4 because we recognize they are limited in terms of
5 how they manage their contracted dollars, how they
6 manage their staff.

7 You are right. I was an executive director of
8 a nonprofit agency. You cannot run in the red.
9 You just can't unless you are prepared to fundraise
10 your way out of that. And I recognize that that's
11 what the sales are facing quite often, and so we
12 recognize that too.

13 We did increase our fee -- our exhibit staff
14 fee to try and come near to addressing that on one
15 level, but there is another level that --

16 MS. JOHNSON: But even on that, I would
17 question could you have my metrics to show that
18 going to an exhibit actually produces results, and
19 what are those results?

20 MS. MORAN: It depends on what the results
21 are -- this is Elissa, sorry.

22 Yes, we can show that we went to an exhibit
23 and that is what happened. What we show is how
24 many units we gave out. Then we show through the
25 survey comment, the client comments, if they are

1 willing to share that information with us, okay.

2 We are working with a medical partner in one
3 part of the state that has FTRI do distributions in
4 their office, and they -- their staff tracks the
5 client outcomes. We, FTRI -- I am not the
6 director, but I can tell you right now, there is no
7 way that, with the staff that's onboard right now,
8 that you could do what that medical clinic is doing
9 in terms of tracking the outcomes for 9,000 new
10 people a year; whereas, that is part of what they
11 are doing, they are using that in a larger picture,
12 but they are able to demonstrate that people who
13 have gotten phones at their offices do better with
14 complying with medical directions. They do better
15 with taking their medicines. They are better with
16 communicating with their family and friends, that
17 their quality of life is improved.

18 So although that's not happening around the
19 state at the FTRI level, we do have it IN pockets.
20 You see I am showing South Florida, Jacksonville,
21 Tampa. I have it in those areas from those
22 clinics, but that's it.

23 MS. JOHNSON: And I would just suggest that
24 you can re-prioritize the things that you are
25 tracking and monitoring and collecting paper on to

1 make those kinds of outcomes your priority and get
2 rid of some of the ones that, really, they give you
3 volume numbers, but volume doesn't change lives.
4 Volume just -- is just volume, and especially in
5 this program, it's just -- it's, you know,
6 PowerPoint displays --

7 MS. MORAN: Yes.

8 MS. JOHNSON: -- but you want to do is have
9 better health outcomes as a result of a person's
10 ability to communicate more effective. So that, to
11 us, is a win. And those are the wins that we want
12 to help increase through this program.

13 So, again, I am just here to provide some
14 input because I heard the RDCs being mentioned, and
15 I know the CILs are very sensitive about that
16 because they would love to do more but they can
17 only do what they can do.

18 And I had a question about -- I know there has
19 been some comments earlier about FTRI's inability
20 to move into the next -- into the current
21 technology because of the statute. And I still
22 struggle to see where the statute really provides a
23 limitation. But I saw -- when I was listening to
24 the presentation on the FCC, there are a lot of
25 waivers that have been granted, and it seems like

1 there is a lot of opportunity to request variances
2 and waivers from what you see as a limiter in
3 current statute, but I still don't see that limit
4 in the statute.

5 I think -- I think it might be an
6 interpretation, maybe by the PSC -- I don't know
7 who the PSC is here. Are you the PSC? But it
8 might be an interpretation, but I don't see a
9 literal limitation on using cellular equipment or
10 other digital equipment through -- for FTRI, but I
11 would need -- and I am assuming you are the
12 attorney.

13 MR. MURPHY: Yeah.

14 MS. JOHNSON: Okay, I would need an attorney
15 to look at that.

16 MR. WILLIAMS: Yes. Yes. Well, Ms. Jones,
17 and I want to first thank you for your input and
18 your participation --

19 MS. JOHNSON: Thank you, Curtis, for letting
20 me do it.

21 MR. WILLIAMS: -- and we welcome and look
22 forward to continuing to -- to work with you. You
23 have brought up some -- two key issues that -- that
24 the TASA Advisory Committee and the Commission has
25 been working through for quite some time.

1 In terms of the outreach specifically with the
2 RDCs, I will go on record and say that FTRI has
3 made tremendous strides in terms of their -- their
4 outreach effort. The Commission has encouraged
5 FTRI to do more in terms of measuring results,
6 and -- and significant progress has been made in
7 that area.

8 There is more to be done. I mean, you know,
9 and so don't misunderstand me.

10 MS. JOHNSON: No, and we want -- we want to be
11 part of that process.

12 MR. WILLIAMS: Right. And with your -- with
13 your experience and your expertise, I think we
14 can -- we can do even more and make it -- make it
15 even better.

16 MS. JOHNSON: Great.

17 MR. WILLIAMS: And, you know, we've encouraged
18 FTRI also to do more in terms of social media and
19 other platforms as far as, you know, digital and
20 efforts are being made in that -- in that regard,
21 too.

22 MS. JOHNSON: On the digital, I was referring
23 to the equipment. Because right now, the equipment
24 that's available is not state-of-the-art, is that a
25 good way to --

1 MS. MORAN: This is Elissa.

2 There are limitations in terms of the
3 technological solutions that can be provided to a
4 consumer when those choices have to be limited to
5 an analog landline suite of equipment. Period.
6 That's just -- that's just it.

7 It's the nature of what standard telephones
8 are now. Standard telephones are now cell phones.
9 We know this. The PSC report that they took from
10 the FCC, 20 million cell phones in Florida, 700,000
11 landlines. So I daresay a standard phone is no
12 longer a landline phone. I daresay a standard
13 phone is a cell phone.

14 But you are correct in that FTRI's operations
15 have been sort of limited in that area, and it has
16 left people unserved because it limits -- not to
17 say that we would be handing out cell phones, or
18 handing out tablets. You are well aware that there
19 are states that have those devices in their
20 programs. But there are accessories, and there are
21 add-on pieces that are only made for wireless
22 devices that would provide benefit to people in
23 Florida that we are not allowed to provide if
24 you -- working within the current interpretation,
25 at least as it's been dictated to me, who is only

1 the outreach manager.

2 MS. JOHNSON: Well, and I would -- yeah. So I
3 would welcome an opportunity to take a look at the
4 statute and see if that's the correct
5 interpretation, because --

6 MR. MURPHY: Well, I believe it comes down to
7 how you are going to define telecommunications
8 company and telecommunications facility, and there
9 is some exclusions here related to cellular and to
10 cable and to other -- other things.

11 MR. BATES: Internet Protocol.

12 MS. JOHNSON: But I am here just to introduce
13 myself and my organization and offer our help and
14 to work collaboratively with FTRI to serve more
15 people, and to serve them in a more meaningful and
16 life-changing way. That's all we really want.

17 MR. MURPHY: It seemed like you made reference
18 to some things that would be obvious, or things
19 that could be done, but you -- you didn't elaborate
20 on where we need to go.

21 MS. JOHNSON: Well, for the RDCs, I think
22 looking at the business model so that you can
23 support the staffing that's needed to be able to do
24 the work, because it's -- it's fee for service.
25 So, you know, if you are only selling 10 pairs of

1 shoes a day, you can't have three people on, you
2 know, you just -- so I just -- and I don't know
3 what that answer is. That would be something with
4 where the --

5 MR. WILLIAMS: Let me ask you one question.
6 When you say support the staffing level of the
7 RDCs, what exactly do you mean?

8 MS. JOHNSON: Well, in the fee-for-service
9 environment, you are only paid when there is a
10 piece of equipment -- there as transaction. So --
11 so if you don't have enough transactions, your
12 revenue -- if you need \$40,000 to pay a staffer but
13 you are only bringing in 20, it doesn't -- it's not
14 going to work. So you may be able to have another
15 person who's on staff doing a program over here, so
16 you give -- 10 percent of their time will be on the
17 RDC and the other 30 will be on something related
18 to the Center for Independent Living. So you don't
19 get someone available all the time.

20 So someone calls for FTRI at a Center for
21 Independent Living, well, that person is only doing
22 it 10 hours a week, so they are not always there;
23 or you do have people who are bilingual, but they
24 are working on another program so they are not
25 available to help the FTRI customer.

1 So you could have a dedicated staff person who
2 could do the outreach, the public awareness events,
3 the expos, the answering the phones, all of that 40
4 hours a week, I think you would have better
5 outcomes, but we don't -- you know, we are not
6 available because you -- you only get paid when you
7 get -- when do you a transaction. And in most of
8 the other service areas, you get paid a contract to
9 provide services.

10 And the way the Centers for Independent Living
11 work, they are open to the public. Their services
12 are free. And when people come in the door, you
13 know, it's all disabilities, all ages, so they are
14 paid base funding from the vocational
15 rehabilitation to have those staff on hand.

16 FTRI is something separate, and so to take
17 someone off-line from those core services to do
18 FTRI, you would need equivalent funding for that
19 position. It's not a high level, you know,
20 position, so it could be a \$40,000 to \$50,000 a
21 year position, but they are not seeing that kind of
22 revenue come from RDC transactions.

23 So it's really just math, but I think that
24 there may be other business models that we could
25 look at that would make it worthwhile. And I

1 didn't come to the table with answers. I just came
2 to the table with a request to sit down and talk
3 about that.

4 MR. WILLIAMS: Yeah, I would suggest to start
5 to work with FTRI to communicate. I know you are
6 aware of some of the individuals there, and to look
7 at, in more detail, how FTRI is operating. And I
8 am sure, you know, it would be beneficial.

9 MS. JOHNSON: And I have. I met with James
10 before he left. And the reason I wanted to be at
11 this meeting is because until you -- I don't know
12 who the next director will be, but I was hoping
13 that you would -- you know, some of these
14 conversations would inform the selection of the new
15 director and maybe the charge that you give that
16 person.

17 MR. WILLIAMS: We are not directly involved in
18 the --

19 MS. JOHNSON: I didn't know that.

20 MR. WILLIAMS: -- process. Right. So that's
21 why -- that's why I suggest that, at this point, it
22 may be better for you to work directly with FTRI
23 because we do not micromanage FTRI. There is a
24 degree of flexibility that FTRI has in terms of
25 direct hands-on operation of the Florida

1 Telecommunications Relay, Incorporated,
2 distribution program.

3 And so we -- we are involved, and we do
4 provide input, but in terms of the day-to-day
5 details, operations, it would, as an initial step,
6 be beneficial to you to work with FTRI.

7 MS. JOHNSON: And we've reached out, so yes,
8 I'll --

9 MR. WILLIAMS: Or continue.

10 MS. JOHNSON: Yes, I will continue doing that.

11 MR. WILLIAMS: I mean, we look forward to your
12 continued participation.

13 MS. JOHNSON: Okay. Thank you.

14 MR. WILLIAMS: All right.

15 MS. JOHNSON: I didn't mean to butt into your
16 meeting.

17 MR. WILLIAMS: No. No. You are not butting
18 in. We appreciate the input.

19 Elissa.

20 MS. MORAN: This is Elissa. Thank you,
21 Curtis.

22 And thank you, Jane. You have touched on some
23 challenges that internally at FTRI you know we have
24 been struggling with, because, again, I ran a
25 nonprofit. I had people that I had contracts that

1 I had to give X amount of labor to. So I have
2 to -- it's on a spreadsheet, I have to track that.

3 So I know that that's what the centers are
4 faced with, is that they are working on a contract,
5 they have their labor allocated. If you want to
6 reallocate labor to FTRI, fantastic, but that has
7 to pay for itself.

8 MS. JOHNSON: Right.

9 MS. MORAN: And that's not happening when you
10 do three phones a week, four -- and you are quite
11 correct, a dedicated outreach person is what's
12 important, and also the right person to begin with.
13 The person who is going to be doing counseling on
14 things over here is not necessarily your outreach
15 person and your tech person over here.

16 MS. JOHNSON: Right.

17 MS. MORAN: So there is a whole bunch of
18 intricacies we will have fun talking about.

19 MS. JOHNSON: Okay.

20 MR. MURPHY: Could you unpack the VR side of
21 this? I mean, if this is something in the arsenal
22 that would benefit a person who is a VR client, you
23 can't -- you need a separate person to do that, or
24 you can use that within your -- within the role of
25 VR, you can refer someone?

1 MS. JOHNSON: Yes. No, in the role of VR, you
2 could refer someone to FTRI, and then hopefully at
3 the time that you do that, you could either -- if
4 there was somebody at the Center for Independent
5 Living who can show them the equipment, but it
6 wouldn't -- the VR person might not necessarily be
7 the FTRI person. They are not -- they don't all do
8 the same thing, but they can make them aware of
9 telecommunication equipment and what's available.

10 MR. MURPHY: So who do we talk to to help
11 train VR people to know to go to FTRI?

12 MS. JOHNSON: That's a really question. I
13 mean, I am a good friends with the director of VR,
14 and I can talk to her about -- we have a meeting
15 next week, and I can bring this up to see how that
16 training can be integrated into what the rehab
17 counselors receive. And I don't know, do they get
18 any -- do the rehab counselors get any training or
19 onboarding about --

20 MS. MORAN: No. This is Elissa. As -- oh, I
21 am so sorry about that.

22 As far as I know, and I am not involved in
23 training at the state level, we are not a state
24 agency. FTRI is not a state agency, so we are not
25 plugged into that system. So what they get for

1 training would be if they let us in to provide it,
2 and if we had the resources to provide it.

3 MS. JOHNSON: But that is a great suggestion,
4 because if people are coming to VR as a result of
5 an injury or a disability and want to go back to
6 work, or work for the first time, FTRI should be
7 something that they are made aware of if they have
8 an hearing impairment.

9 MR. MURPHY: And VR pays vendors. I mean, you
10 could have money flowing from VR -- I mean, that's
11 theoretical -- they pay their vendors.

12 MS. HAGNER: This is Debbe -- this is Debbe.

13 MR. WILLIAMS: Yes, Debbe. Debbe -- yes,
14 Debbe, hold on for just -- just one moment. We
15 will let Mr. Murphy finish his suggestion, and then
16 we will come back to you.

17 MR. MURPHY: I am just suggesting that -- that
18 the relation -- there is no telling what that
19 relationship could be.

20 MS. MORAN: Yes, but I guess I am not
21 understanding how -- so you are saying that VR
22 would fund the FTRI service?

23 MR. MURPHY: Not literally saying that, but I
24 am sort of saying that.

25 MS. MORAN: You got that on CART. You got

1 that -- it's been recorded. It's on television.

2 MR. MURPHY: But VR pays for veterans who
3 provide services to help their people.

4 MS. MORAN: Yes.

5 MR. MURPHY: And this is a service that helps
6 their people.

7 MS. MORAN: Yeah, I am going to figure out how
8 we can start to --

9 MS. JOHNSON: Okay --

10 MS. MORAN: -- the money.

11 MS. JOHNSON: -- but -- well, I get it. But
12 then what does FTRI pay for?

13 MR. MURPHY: Well, I am just saying if it's a
14 free service, it should be something that VR could
15 embrace, is all I was suggesting.

16 MR. WILLIAMS: And maybe -- I mean, you know,
17 Ms. Johnson, maybe that's something that -- that
18 you can research and look into --

19 MS. JOHNSON: Yes.

20 MR. WILLIAMS: -- as you work with FTRI to see
21 how we can better --

22 MS. JOHNSON: Just I feel like this is one of
23 those Medicaid conversations where it's who's the
24 payer of last resort, and so should VR pay for it
25 because FTRI can't?

1 MR. MURPHY: You are past me on payer of last
2 resort, but I am simply suggesting that there might
3 be a beneficial way for them for interact is all.

4 MS. JOHNSON: No, there definitely would be.

5 MR. HINTON: Charlie is brainstorming
6 alternative funding mechanisms to be able to help
7 fund dedicated people who could assist with clients
8 seeking FTRI's services --

9 MS. JOHNSON: No --

10 MR. HINTON: -- I think, so...

11 MS. JOHNSON: If VR had a lot of money, I
12 would say yeah, that makes a lot of sense, but I
13 will talk to their director and see if there is
14 some way to integrate that service into what a VR
15 counselor currently does.

16 MR. MURPHY: If it just guided people to the
17 network, it would be great.

18 MS. JOHNSON: Right. Right.

19 MS. MORAN: This is Elissa.

20 At the very least, can I get an in-service
21 with the staff?

22 MS. JOHNSON: Yeah -- no. And that, at a
23 minimum, should be done if it's not already being
24 done. So, yes, I think that's a great idea.

25 MS. MORAN: Thank you.

1 MR. WILLIAMS: Debbe, please.

2 MS. HAGNER: I was -- maybe we just pass on to
3 Cecil Bradley.

4 MR. WILLIAMS: Cecil --

5 MS. HAGNER: Doesn't Cecil work for VR?

6 MR. BATES: Talking about Vocational Rehab --
7 Vocational Rehab?

8 MS. HAGNER: Yes.

9 MR. WILLIAMS: I am not -- I am not sure. I
10 can't -- I don't know the answer.

11 MS. HAGNER: I can pass that information to
12 Cecil and see what Cecil says about the training
13 for FTRI.

14 MR. D'ANGELO: This is --

15 MR. WILLIAMS: Okay.

16 MR. D'ANGELO: -- this is Tom here.

17 MR. WILLIAMS: Yes, Tom.

18 MR. D'ANGELO: Yes. Hello, everyone. This is
19 Tom.

20 It's a very good discussion, very important
21 discussion as well about outreach and capturing
22 clients. Cecil Bradley is a VR counselor, but I
23 have a question for Elissa before we proceed with
24 ideas.

25 Just wondering what -- what's the contract

1 that we have right now with RDC? Is there -- is
2 there anything, or maybe we can have, like, a phone
3 conference about outreach and -- one moment. And
4 how many -- how many RDC outreach do we have right
5 now? How many RDC outreach centers do we have
6 right now?

7 MS. MORAN: This is Elissa. It's around 25
8 right now.

9 MR. D'ANGELO: 25 all over the state of
10 Florida?

11 MS. MORAN: That is correct.

12 MR. D'ANGELO: Not including CIL, correct?

13 MS. MORAN: This is Elissa. That's all of
14 them. That's all of the locations that work with
15 FTRI, totals about 25.

16 MR. D'ANGELO: Thank you. That helps me to
17 come up with some ideas. 25 is a lot of outreach
18 opportunities out there.

19 MS. MORAN: This is Elissa.

20 That's not true if you live in Plant City.
21 That's not true if you live in Gainesville. That's
22 not true if you live in Live Oak. So there are a
23 lot of locations around the state, but there are
24 still large population centers that are not served.

25 Thank you.

1 MR. D'ANGELO: Okay.

2 MR. WILLIAMS: Are there any additional
3 questions or comments?

4 MS. JOHNSON: On the second to the last page
5 of Elissa's presentation there is a map of all the
6 RDCs.

7 MS. MORAN: This is Elissa. Jane was
8 mentioning that on the presentation, the FTRI
9 presentation, is a map of the RDCs, but that map is
10 obsolete. That was as of the end of '18-'19, which
11 was the end of June. And we've had two R -- well,
12 RDC 14 had two locations. They are no longer in
13 the program. So that's why I said that map is not
14 accurate today. It was accurate as of the end of
15 the report.

16 MR. WILLIAMS: So you are saying approximately
17 25?

18 MS. MORAN: Approximately 25.

19 MR. WILLIAMS: And I mean, we understand that
20 that's always a moving target --

21 MS. MORAN: Correct.

22 MR. WILLIAMS: -- because you have
23 distribution centers, RDCs, that come onboard and
24 are no longer onboard for various reasons, certain
25 times of the year the direction of those RDCs, so

1 we won't hold you to an exact number, but
2 approximately 25 RDCs.

3 MS. MORAN: That is correct, Curtis. Again --
4 this Elissa, sorry.

5 And, Tom, just to follow up. That might sound
6 like a lot, 25 centers, but if you think that there
7 might be one, two, maybe three people tops in each
8 one of those centers that is trained to deliver
9 FTRI services, that doesn't really net out to a
10 whole lot of people out in the field of 27 million
11 people, or however many there are in Florida, to be
12 out there.

13 So I have many RDCs that they only have one of
14 their staff persons working on FTRI. That's it.
15 So that's -- that's not really a lot of people. I
16 wish it were as pretty a picture as it might look
17 to be. Thank you.

18 MR. D'ANGELO: Yes. Yes, you are -- yes,
19 that's true. That's very true. That's why the
20 business model might need to change with today's
21 technology as well. I mean, something should come
22 out of this, that's why I was just thinking I was
23 going to come up some ideas that will hopefully
24 resolve some of the issues.

25 MR. WILLIAMS: Who was speaking?

1 MR. D'ANGELO: That was Tom.

2 MR. WILLIAMS: Okay. Thank you, Tom.

3 MR. D'ANGELO: I'm sorry.

4 MR. WILLIAMS: No --

5 MR. D'ANGELO: I'm sorry. This was Tom.

6 MR. WILLIAMS: No problem. I just wanted to
7 make sure for the record.

8 Are there any additional questions or comments
9 related to FTRI's presentation?

10 Hearing none, we are currently scheduled for a
11 break at 2:45. It's currently 2:40. I will ask
12 the court reporter if you want to take a break or
13 if you would prefer to proceed.

14 COURT REPORTER: We can go ahead.

15 MR. WILLIAMS: Okay. We will go ahead and
16 continue. And at this point in the meeting, we are
17 scheduled for Sprint's presentation on Florida
18 relay. Mr. Branch.

19 MR. BRANCH: Thank you, Curtis.

20 Yeah. So I will try not to make this too long
21 for anyone. So thank you for the introduction, and
22 thank you for letting me be there. I appreciate
23 being involved with this meeting and seeing all
24 this exciting discussion and finding out what's
25 going on and happening, and setting priorities and

1 those kind of things to make sure that we continue
2 to provide services for deaf and hard of hearing
3 all over the state of Florida. I take a lot of
4 pride in what we do, and our work, and so I really
5 appreciate with being involved with all of you and
6 what you do with this committee.

7 Again, this is the same as everyone else has
8 been saying with the agenda, we are here to discuss
9 all of the different services that are provided and
10 the statistics that go along with those so that you
11 can see what's happening in the state of Florida
12 with Sprint -- with our Sprint services, so let's
13 go on to that first slide.

14 This is the RCC minutes that have been -- that
15 have been used -- the usage for -- by the month.
16 And as you can see, they vary. It varies -- the
17 numbers for the RCC varies month to month. The
18 month of September, we saw a lot of real increase
19 in the numbers. And as you can see, they dip some
20 and then they come back up.

21 The next slide is the usage for relay
22 conference captioning to date. We have had up to
23 30,000 -- for those of you that are not really
24 familiar with the contract, we provide 30,000
25 minutes, RCC minutes usage for the state, and for

1 various people throughout the state of Florida who
2 use RCC for their benefit. They use it in
3 conference calls, those kind of meetings, meetings
4 like we are in today, as you can see on the CART
5 screen over here on the left -- to my left.

6 So in total usage so far with September having
7 4,395 left, that leaves about 25,000 to go. So
8 that's just information sharing at this point.

9 Next slide.

10 These -- again, this shows the session minutes
11 for Florida French language usage. It's pretty
12 much a steady consistent -- we got a lot of
13 consistency in those numbers.

14 And then the next slide is Spanish to English
15 session minutes. The usage for Florida, there are
16 a lot of Spanish speaking individuals in the
17 community, specifically the Miami area especially.
18 And again, that's for all of the services that we
19 provide specifically English/Spanish,
20 Spanish/English, and that shows the minutes and the
21 usage there as well.

22 On to the next slide, the billable TRS
23 minutes. I am going to wait just a minute for
24 those on the phone so you can see where we are at,
25 the PowerPoint -- catch up on the PowerPoint.

1 Okay. There it is. Perfect. Thank you.

2 So this is the TTY usage billable minutes,
3 that's definitely declining, as you can see by per
4 every month, it goes down somewhat. And it's
5 similar to other states across -- across our
6 country. I think there is -- I will explain the
7 reason behind it with all of the different -- with
8 these relay numbers. But I just wanted to make
9 sure you could see the TTY numbers, and that they
10 are declining.

11 The next slide is speech-to-speech billable
12 minutes and usage. This allows a person who has a
13 speech impediment or a speech impairment to connect
14 to the relay service so that they can facilitate --
15 actually, we have a training of communication
16 assistants who facilitate voice -- voice-to-voice
17 or voice for that person who has difficulty seeking
18 for themselves, so that's what this slide shows.

19 And then the next slide -- I want to back up
20 to the meeting where we -- the meeting -- let me
21 back up to previously in the meeting where we were
22 talking about the numbers declining. This -- this
23 supports what I was trying to say. There is a need
24 for the new technology that's out there now, where
25 people are seeing all this new technology and how

1 it fits into their life. It doesn't fit everyone,
2 but it's definitely going to be fitting some -- a
3 lot of people who -- and they are going to be
4 transitioning to different types -- or migrating to
5 different types of, like, an IP-based product -- IP
6 captioning like CapTel. IP CapTel usage, we are
7 seeing that migrate over to that, people migrating
8 to that, and we are seeing more and more wireless
9 phones beings able to support the IP relays, and
10 that allows a person to text or -- and call through
11 the relay with a wireless phone into a relay, and
12 that's not available in this state at this time.
13 All of that is funded by the FCC because it's
14 IP-based. It's an IP-based kind of program.

15 So I just wanted to clarify that. And that's
16 why you are seeing a lot of the declining numbers
17 that we are seeing in the state of Florida because
18 of the type of phones, the equipment being so based
19 on the landline type of phone.

20 Okay. So next slide, please.

21 This slide is in reference to CapTel, the
22 CapTel phone -- the IP minutes, rather. And you
23 see some fluctuation here. So you -- you see some
24 fluctuations in this grid. It's kind of like a
25 seasonal fluctuation, a seasonality, and it depends

1 on each month what's going on. Is it in the
2 summer? Is to the school year? That type of
3 thing. And this is the CapTel minutes, and it's
4 state reimbursed intrastate phone system.

5 So the next slide, please.

6 This slide is in reference to showing you how
7 we always continue to monitor the quality of our
8 services provided. In each center, in whatever
9 location they are at, is always monitoring and
10 guaranteeing their services -- quality assurance of
11 their services based on the FCC standards.

12 We don't have a lot of complaints from the TRS
13 services provided, so we have had some
14 commendations. But, again, in reference to
15 complaints, we do respond accordingly, and we do
16 contact someone within 24 hours. So we do address
17 their complaint within 24 hours.

18 Next slide, please.

19 So this is same for our CapTel program. We
20 monitor the program and make sure that we are
21 meeting the FCC standards.

22 So once again, you will see here complaints
23 are very minimal. We have a few commendations, and
24 we do follow-up as we did on the previous slide.
25 We always -- we do request that they follow up

1 within 24 hours.

2 Next slide.

3 This is in reference to outreach. As Elissa
4 and I were talking about preparing -- I mean, FTRI
5 has been wonderful. You can see the numbers as far
6 as their outreach all over the state. They have
7 been very involved in 711 information. And also I
8 am here to support the FTRI program too in
9 reference to materials that are needed that I can
10 provide.

11 We will be talking soon about that, and she's
12 had some ideas, Elissa, and we -- we want to work
13 together to support each other to continue on with
14 these programs through the future years, and with
15 outreach program also.

16 So in reference to the next slide. This is a
17 map, and we provide this annually around this time
18 of year. So this indicates where calls are coming
19 from. The parts in red, the red counties, that's
20 where there is -- that red color on different
21 counties where there's been a lot of
22 communication -- a lot of calls made, it kind of
23 gives you a very good outlook, or a good look on
24 the various counties and where the calls are coming
25 from. So you can see that there is a lot of calls

1 in specific areas. So this just gives you a sense
2 of where outreach is happening, or needs to happen.

3 This is for TRS. Now, the next slide is for
4 the CapTel numbers. Yes, the numbers are
5 different, you are right.

6 So that is what I have right now. Do you have
7 any questions? That is all I have right now. Do
8 you have any questions?

9 MR. WILLIAMS: Are there any questions for
10 Mr. Branch on Sprint's presentation?

11 MS. HAGNER: This is Debbe.

12 MR. WILLIAMS: Yes, Debbe.

13 MS. HAGNER: I was just wondering, we had the
14 CapTel people came to our HLAA meeting, and one of
15 the biggest complaints was about hearing people
16 hanging up on the phone. How can we prevent that
17 from happening from the people -- because it's too
18 much idle time because we're -- you know, we are
19 basically reading, and if it's too long, they hang
20 up, or, you know, the response comes back.

21 So is there any way we can -- you guys can
22 program it ahead of time that this call is -- I
23 know you are not supposed to identify someone who
24 is deaf or hard of hearing, but just somehow
25 indicate that this -- the other person is

1 reading -- reading the text in the conversation so
2 that it prevents them from hanging up, that there
3 will be a delay time? Do I make any sense?

4 MR. WILLIAMS: Yes.

5 MR. BRANCH: Yeah, this is Jeff.

6 Yes, I am aware of different things that we've
7 tried to do to educate people out there in the
8 community, and it is -- the challenges are that you
9 don't want someone, as in a CapTel user,
10 identifying this person as deaf or hard of hearing.
11 And that's the challenge we are facing because you
12 want them to be able to know, like, why is this
13 there a delay?

14 The hearing users don't really understand why
15 there is a delay, so we are trying to work that
16 out, because the deaf and hard of hearing don't
17 want to self identify. So a lot of times you do
18 get a situation where people are getting hung up,
19 on and we are trying to figure out how to educate
20 the general community, the hearing community, and
21 how to identify that it may be a CapTel user, and
22 how do we educate the CapTel users that they may
23 need to self identify, and that type thing, so
24 that, you know -- and we need to get out and do
25 outreach to people who use CapTel and let them get

1 an understanding of what it's like for a hearing
2 person to experience what they are going through
3 when they speak to them over the telephone.

4 So we've got to get the users, the relay users
5 a little more educated, but we really appreciate
6 your feedback, Debbe. And I know -- I think I have
7 met you several times. I have gone to the HLAA
8 meeting, so maybe I can come again to maybe one of
9 your meetings, and I think they tend to be every
10 Tuesdays, or every month, or some Tuesday a month,
11 but maybe we could get together and talk and get
12 some more feedback and share some information. I
13 want to share more information about CapTel to
14 people to your group and let them know, you know
15 what, we are experiencing and see if there is
16 anything we can do to help.

17 MS. HAGNER: Yeah, a meeting with ALDA, that's
18 where I met you, at the ALDA meeting. That's on
19 Tuesdays --

20 MR. BRANCH: Yes.

21 MS. HAGNER: -- second Tuesday of the month.
22 HLAA meeting is the first Wednesday of the month.

23 MR. BRANCH: Yes, that's correct. Okay.

24 MR. WILLIAMS: Yes, Elissa.

25 MR. D'ANGELO: This is Tom here. Hello --

1 MR. WILLIAMS: Okay. Go ahead, Tom.

2 MR. D'ANGELO: -- just a comment.

3 Okay. And this is for Chris that's on the
4 phone. The reason that I got a little bit loss
5 with the numbers, can you have an attachment just
6 so we can look and review the numbers, just for my
7 benefit just to read for the next meeting? And
8 thank you.

9 MR. WILLIAMS: You are dir -- who is -- you
10 said Chris. Who are you addressing your question
11 to? Which presentation?

12 MR. D'ANGELO: To you, Curtis. I am sorry.
13 It's for Curtis.

14 MR. WILLIAMS: Okay.

15 MR. D'ANGELO: I was wondering if you can
16 share the slides on that part because I lost the
17 number portion of the information within the
18 presentation --

19 MR. WILLIAMS: Oh, okay.

20 MR. D'ANGELO: -- can you share the numbers so
21 that I can see them for next time on the slide?

22 MR. WILLIAMS: Yeah. So you are just asking
23 that we resend the presentation?

24 MR. D'ANGELO: Well, because I never did
25 receive the presentation as PowerPoint for this

1 meeting as an attachment.

2 MR. WILLIAMS: Oh, okay. And this is -- is
3 this Tom?

4 MR. D'ANGELO: Yes, this is Tom.

5 MR. WILLIAMS: Okay.

6 MR. D'ANGELO: This is Tom here.

7 MR. WILLIAMS: Yes, we will send -- send you
8 the email again with all of the attachments,
9 staff's presentation, as well as FTRI and Sprint's
10 presentation. And if you have any problems, just
11 please let me know and we will make sure you get
12 it.

13 MR. D'ANGELO: I appreciate it. Uh-huh,
14 sounds good. Thank you, Curtis, again. It's been
15 great just to see all the numbers here, and I thank
16 you, too, Jeff.

17 MR. WILLIAMS: You are welcome.

18 MR. BRANCH: You are welcome, Tom.

19 MR. WILLIAMS: Are there any other questions
20 or comments?

21 Well, that completes the presentations. At
22 this time, what I would like to do is, as we move
23 forward with concluding, is just to go back over a
24 couple of items that -- that we discussed more from
25 a procedural standpoint.

1 But first let me communicate to everyone that
2 Tim Wata, who has served on the TASA Advisory
3 Committee, and who -- who actually has done an
4 outstanding job, he submitted his resignation. So
5 he -- he no longer is going to be on the committee,
6 but he wanted to express his -- his pleasure with
7 working with us, and he would want to wish the
8 committee well.

9 Moving forward from a procedural standpoint, I
10 want to go back over a couple of items.

11 Debbe, are you still on?

12 MS. HAGNER: Yes, I am.

13 MR. WILLIAMS: Okay. I just want to go back
14 and revisit the text-to-911 issue, and with both of
15 these -- these final points, I really want to just
16 discuss more procedure -- procedurally, you know,
17 how we want to move forward in terms of getting
18 into some of the details at a later time. But on
19 the text-to-911 issue, I just want to make two
20 points clear.

21 One is that is something that the PSC staff,
22 we have presented that issue before kind of on the
23 front end when it really started to take place.
24 When we do our FCC presentation, again, we try to
25 capture the most current events and the rulings and

1 the orders that are issued by the FCC. But we are
2 always welcome to hone in on any particular issue
3 that any of the advisory committee members would
4 like to focus on a little more in detail.

5 We do understand that text-to-911 is a -- is a
6 big issue, but I just want to point out that as far
7 as the Florida Public Service Commission is
8 concerned, and the State -- the State of Florida,
9 that's not something that we are directly involved
10 with. As you indicated, it's more of an FCC issue,
11 and it's implemented on a -- on a per county basis.

12 And in Florida, it's my understanding that
13 about half of the counties have -- have implemented
14 text-to-911. There are some implementation issues.
15 I don't think it's available in Spanish at this
16 point.

17 And as you indicated, Debbe, you know, some
18 counties, even neighboring counties may have it in
19 one county and may not have it -- and the next door
20 county may not have it.

21 So what we can -- we can do, if it's something
22 that the advisory committee would like for staff to
23 do, is for the next TASA meeting, we can provide an
24 update on the status of implementation of
25 text-to-911 in the state of Florida, and we can

1 include that in our presentation.

2 So at this time, I will take any suggestions
3 or comments on that approach.

4 Elissa.

5 MS. MORAN: Thank you, Curtis. This is
6 Elissa.

7 I was at the TEDPA meeting in September,
8 Telecommunications Equipment Distribution Program
9 Association meeting in September, and the FCC was
10 there, and they do a presentation every year, and
11 they did touch on the implementation of 911.

12 MR. WILLIAMS: Text-to-911.

13 MS. MORAN: Excuse me, text-to-911. I am
14 sorry. I am reading something else as I am
15 speaking. It doesn't go so well all the time.

16 But there is an alternative. If you don't
17 have text-to-911 available in your area, there is a
18 thing called realtime text, and you can realtime
19 text-to-911.

20 So, Debbe, I will send you some information on
21 the realtime text. And that was actually featured
22 in the FTRI newsletter.

23 MS. HAGNER: That would be great. Yeah.
24 Super.

25 MS. MORAN: And that way, that might be

1 something you can use as an interim measure, but
2 it's available to anybody to use, and it doesn't
3 require a special platform on the PSAP, Public
4 Service Answering Point side, or public safety,
5 because it operates on the TTY platform, so they
6 are able to utilize their existing technology to
7 handle those calls.

8 Let me make a note. Thank you.

9 MS. HAGNER: Okay.

10 MR. WILLIAMS: Any other questions or
11 suggestions on text-to-911?

12 On the next point, Ms. Johnson raised the
13 issue of in terms of working with FTRI more on
14 outreach initiatives. And what I would suggest
15 from a procedural standpoint, as I indicated when
16 we were having the discussion, is that, you know,
17 the Florida Public Service Commission, we do not
18 micromanage FTRI in terms of their program. We do
19 have oversight. We have statutory oversight. And
20 when we -- as we go about our review of FTRI's
21 operation and just, you know, monitoring FTRI's
22 operation.

23 We do look at every aspect of their operation,
24 and specifically when we review their -- their
25 budget request and look at their expense line

1 items, we do a -- we do a pretty thorough detail
2 analysis of items, and one includes outreach and --
3 and their relationship with the RDCs and other
4 organizations.

5 So it would be helpful. I am just trying to
6 understand procedurally what would be the best way.
7 You know, like I said, we do our analysis. We ask
8 questions. We send out data requests to FTRI. We
9 ask them, you know, how those operations are
10 occurring. We do make suggestions, and we evaluate
11 how much funding we think FTRI needs for that.

12 So my suggestion, as I indicated earlier,
13 would be that Ms. Johnson and the TASA Advisory
14 Committee members continue to offer suggestions and
15 communicate your recommendations and suggestions to
16 FTRI, and -- and when we meet in April, that can be
17 incorporated in FTRI's presentation.

18 So that's my suggestion, but I am -- I am open
19 to any other recommendations.

20 MR. MURPHY: And, Curtis, just to be clear, I
21 wasn't suggesting that VR fund the services that
22 are funded, that's pretty clear how they are funded
23 here by statute. But I was thinking that they
24 might be amenable to working with you because you
25 are a service that they are not paying a vendor

1 for, and they can leverage, and it might work
2 beneficially together, as Ms. Johnson had
3 suggested. I was really just kind of playing
4 around with that idea a little bit, but thank you.

5 MR. WILLIAMS: Elissa.

6 MS. MORAN: This is Elissa.

7 So are you suggesting that FTRI, which has to
8 engage in a budget process -- we got to start it
9 now whether we have a director onboard or not.
10 That budget process starts, as you know, in order
11 to hit a April deadline --

12 MR. WILLIAMS: Yes.

13 MS. MORAN: -- got to start soon.

14 MR. WILLIAMS: Yes.

15 MS. MORAN: Does that mean that we try and
16 incorporate some concepts from James' impassioned
17 presentation to get to those human measurement
18 stories? Because you are right, you do -- you have
19 oversight what we do. The best way to report
20 effectiveness in terms can I still have advertising
21 money; can I have operational money; can I have
22 money for equipment, is look at the services we
23 have delivered. Look at where we've been. Look at
24 what we are doing.

25 But she's right, it doesn't get to, okay, so

1 Mrs. Brown, Mrs. Smith, Mrs. Jones, Mr -- how did
2 they make out? How did they make out? What's the
3 deference in their lives? That's a level we don't
4 get to. That's a level that they live at. We
5 don't get.

6 There, is that something that the PSC would
7 like to see happen? Should we build that into our
8 budget with an expectation that that's a level that
9 we may want to try and get to even on a as a pilot
10 basis somehow?

11 MR. HINTON: Hi, this is Cayce. And I am
12 Director of Office of Industry Development and
13 Market Analysis.

14 I think this is great discussion time. And I
15 think it's great to look into new ways of
16 evaluating our success, because when we can look at
17 new ways of evaluating our success and
18 effectiveness, then maybe we can begin to tweak the
19 process that we go through, and how we go about
20 reaching those results.

21 At this point, we are at the beginning, so I
22 am not -- we are not asking you to change how you
23 are coming in with your budget requests at this
24 point.

25 MS. MORAN: Okay.

1 MR. HINTON: We want to begin this
2 conversation so we can see if maybe we can begin to
3 change things down the road.

4 So let's start that conversation. I think you
5 raised a lot of great points. I am not sure how we
6 get to there to there get. So I think we need to
7 figure that out before we start requesting that you
8 just treat a new line item in your budget that we
9 don't know how to measure yet. So let's figure out
10 how to measure that and how we can go about
11 reaching those places, and then we can start making
12 adjustments where necessary.

13 MS. MORAN: So our goal could be '21-'22?
14 Case.

15 Q Let's start talking and see, you know, get the
16 advisory board discussing it and let's see what we can
17 come up with or what you guys can come up with there?

18 MS. MORAN: Thank you. Case.

19 Q I'm just saying, I don't want to put you in a
20 tailspin saying you need to start adjusting. And the
21 current budget?

22 MS. MORAN: This is he list, a it's not so
23 much of a tailspin, Cayce, but it's recognizing
24 when you have a model that's worked for 20 years
25 and you start to so it start to not work so much,

1 band aid it, at some point it's a lump of clay on a
2 lump of clay and it doesn't work anymore and you.

3 MR. HINTON: Let's -- let's start talking and
4 see, you know, the -- get the advisory board
5 discussing it and let's see what we can come up
6 with, or what you guys can come up with there --

7 MS. MORAN: Thank you.

8 MR. HINTON: -- but I'm just saying I don't
9 want to put you in a tailspin saying you need to
10 start adjusting the current budget you guys are
11 working on.

12 MS. MORAN: This is Elissa.

13 It's not so much of a tailspin, Cayce, but
14 it's recognizing when you have a model that's
15 worked for 20 years and you start to see it not
16 work so much, so what do you do? You banded it.
17 You banded it. You try and make the little
18 patches and little adjustments. At some point it's
19 a lump of clay on a lump of clay, and it doesn't
20 work anymore, and you have to tear it all down and
21 you got to build it all up again.

22 MR. HINTON: And that's a problem with
23 statutory mechanisms, is, you know, you mentioned a
24 waiver of FCC orders. You can't really get a
25 waiver of Florida law. We have to work with the

1 statute that empowers or has created TASA and FTRI.

2 MS. MORAN: Sure. Yeah. Yeah. Yeah. Yeah.

3 MR. HINTON: And so -- and that's part of the
4 process, is what can we work on to fix what's
5 available to us, and what's going to require
6 statutory change to kind of take this TASA into the
7 21st Century, and where we find ourselves now with
8 technology and that type of thing.

9 MS. JOHNSON: This is -- this is Jane Johnson
10 with FACIL again, and I just want to say that I
11 don't think we will make a meaningful impact in the
12 lives of the people that we are charged with
13 serving. If we look at FTRI as an independent
14 entity that -- with its own mission and objectives,
15 it has to be integrated into all the other services
16 that are available.

17 And your point about VR, even though it wasn't
18 what you intended, but the -- I think you made a
19 great point in that we have to integrate FTRI into
20 employment goals, into health goals, into
21 independent living goals, but if we don't -- if we
22 see FTRI as a discrete service, and only evaluate
23 its effectiveness as a discrete service, we will
24 miss the mark.

25 The mark should be what does a person's life

1 look like now that they have the services of FTRI
2 in relation to all these other things because
3 people -- we need to see the 360 view of a person's
4 life, or their movie -- you know, their motion
5 picture, not just their photograph and say, how can
6 we -- how can we integrate FTRI as one component of
7 a series of supports and services that a person
8 would need to be as successful as possible in
9 raising a family, living in the community, having a
10 job, paying taxes, just living -- living the life
11 that they want.

12 So I think -- I think your point about VR is
13 like a tip of the iceberg. We need to look at VR
14 and a lot of other entities as well and bring them
15 to the table to figure out how FTRI can be a piece
16 of that solution that makes people whole and
17 successful.

18 MR. HINTON: And I think that's great. The
19 Public Service Commission, we have oversight over
20 FTRI. So we do have oversight over a piece of
21 that, and so we have to -- we have to look
22 discretely at FTRI and their budget.

23 But it sounds -- I mean, it makes perfect
24 sense that all of these different parts that work
25 together out there the in world do work together

1 and create that holistic approach.

2 MS. JOHNSON: And I do disagree. I don't
3 think the statute is currently that limiting. I
4 think we are limiting our interpretation, but I
5 think that if you look at it, there is -- we can do
6 more without changing current law, just that's --

7 MR. HINTON: Then let's start that
8 conversation.

9 MS. JOHNSON: Okay.

10 MR. WILLIAMS: Elissa.

11 MS. MORAN: This is Elissa.

12 And when I said build a budget that helps to
13 implement some of the pieces, it wasn't -- it had
14 nothing to do with the statute --

15 MR. WILLIAMS: Yeah, right. That stands --

16 MS. MORAN: That stands alone without --

17 MR. HINTON: Yeah. I was extrapolating on my
18 point.

19 MS. MORAN: Okay, because I just wanted to
20 make clear --

21 MR. WILLIAMS: Yes.

22 MS. MORAN: -- that that really is more of an
23 RDC structure, and that is the model I was
24 referring to that's been in place for a while and
25 that is --

1 MR. HINTON: Got you.

2 MS. MORAN: -- not really delivering. And
3 that's in addition to the -- the separate issue of
4 how do we bring more value to people's lives
5 through the Centers for Independent Living network?
6 You can take that same argument and you can put it
7 over the library network, you can put it over the
8 hearing instrument seller network, all the other
9 networks we work with, but they are for-profit
10 models quite often, or they are fully funded,
11 publicly funded fully, and so they don't run into
12 the same issues.

13 So it's very interesting to see the impact
14 that's hit the Centers for Independent Living, I
15 think, a little harder than some of the other RDCs
16 that we work with just because of their own model.

17 So I can build you a budget, but you are not
18 hearing us, that would look at restructured -- or
19 just, you know, how do we do that? Like, how do we
20 take one or two RDCs and how do we track their
21 clients beyond their number and we got 9,000 of
22 them last year, but here are their stories. Here's
23 the impact. Here's the domino effect.

24 And it is difficult to get buy-in from the
25 other state agencies because we are not a state

1 agency. I can tell you that.

2 When I say at the people at the Department of
3 Elder Affairs, how do you ever have an intake
4 happen without insisting that you have FTRI
5 information in that? And it's not required. So
6 that would seem to be a natural.

7 So this is happening in many areas of the
8 world. Not just the CILs, so just -- all right I
9 will be quiet now. Thank you.

10 MR. WILLIAMS: Well, I will -- let me just say
11 that I agree with what Cayce communicated, and
12 that -- and, again, Ms. Johnson, you have made some
13 very good points, and I think we need to take those
14 under consideration.

15 But from a procedural standpoint, again, I
16 would -- I would suggest that you and other TASA
17 Advisory Committee members communicate that
18 directly to FTRI, and then give FTRI the
19 flexibility to incorporate that in your outreach
20 strategy.

21 And let me, you know, make, you know, one
22 important point, too. As I indicated earlier, FTRI
23 is in the process of hiring a new executive
24 director. So I don't think we would want to, you
25 know, prematurely get too much into the direction

1 that FTRI may take until that new executive
2 director is -- is hired and brought onboard.

3 So at this -- at this point, from a procedural
4 standpoint, I would -- I would suggest that
5 recommendations and suggestions be presented to
6 FTRI, and FTRI has the flexibility, as you start
7 your budget development process and continuing to
8 develop your outreach strategy, that you
9 incorporate that. And then when we have the April
10 meeting, you can, with your new executive director
11 onboard, you can provide feedback to the -- the
12 TASA Advisory Committee and the Commission in terms
13 of the direction that you are taking. That's my
14 suggestion.

15 Are there any other suggestions or comments on
16 that?

17 So for the next committee meeting, we -- we
18 will tentatively schedule it for April 2020, and --
19 and for the record, that will include an update on
20 the status of text-to-911 implementation in
21 Florida, and FTRI will include -- or consider all
22 recommendations from TASA Advisory Committee
23 members and others in the development of their
24 outreach strategy.

25 Any other questions or --

1 MS. JOHNSON: One technical question.

2 MS. HAGNER: Yeah.

3 MR. WILLIAMS: Okay. Debbe?

4 MS. HAGNER: Yes, this is Debbe.

5 MR. WILLIAMS: Yes.

6 MS. HAGNER: I was just wondering, how does
7 the -- I know you talked about the independent
8 living center, but so what about the deaf service
9 center, how does that get into play about with the
10 phones and all that stuff? Is that separate or --
11 or what?

12 MS. MORAN: This is Elissa.

13 That is not separate. They are subject to the
14 same difficulties in terms of funding a staff
15 person full time based on the reimbursements that
16 they are able to earn from FTRI. So the same thing
17 applies, is they have the same struggles as well in
18 terms of trying to maintain sufficient staffing and
19 find it worth investing their staff time in FTRI.

20 MS. JOHNSON: And this is Jane Johnson. I had
21 a --

22 MR. WILLIAMS: Excuse me. Are you finished,
23 or did you have a follow-up, Debbe?

24 MS. HAGNER: No, that's it.

25 MR. WILLIAMS: Okay. Ms. Johnson.

1 MS. JOHNSON: Because we reference the statute
2 as a limiter or that the statute limits what we can
3 do, if -- if someone were to seek a change in the
4 statute to give more ability to work in the digital
5 space, or the cellular space, I know that FTRI
6 is -- is prohibited from lobbying, so who would --
7 who would take that lead, or who -- who does that
8 work?

9 MR. HINTON: That's a good question. I
10 would -- we would probably need to take a look at
11 who got TASA passed in the first place.

12 MS. JOHNSON: Because --

13 MS. MORAN: They are dead.

14 MR. HINTON: We have our own -- we have our
15 own rule that doesn't include advocating --

16 MS. JOHNSON: Right --

17 MR. HINTON: -- a statutory change too, so...

18 MS. JOHNSON: -- because, you know, that is
19 something that we are -- we are interested in
20 increasing access to the best available technology
21 for people who are deaf and hard of hearing. And
22 if you are saying that the statute is a limitation
23 right now that other states don't have, then we
24 would like to help --

25 MR. WILLIAMS: Some states, yeah.

1 MS. JOHNSON: Right, but there are some states
2 that have more technology available than we do.

3 MR. WILLIAMS: Correct.

4 MS. JOHNSON: So if we can pursue a change in
5 statute, we would like to do that. I just -- but I
6 know James had always said, we can't lobby. I know
7 he's been an advocate --

8 MR. WILLIAMS: Who is we? You say we can't.

9 MS. JOHNSON: FTRI could not lobby.

10 MR. WILLIAMS: Right.

11 MS. JOHNSON: So there are groups that can and
12 would --

13 MR. WILLIAMS: Yes. Yes.

14 MS. JOHNSON: -- because we think it will
15 improve -- improve access to communication for
16 people. So I just didn't know, like, who -- who
17 would we run that through? I know how the process
18 works. I wouldn't want to do something and then
19 get clobbered on the head by the PSC.

20 MR. HINTON: No, we wouldn't clobber you.

21 MR. WILLIAMS: No, you wouldn't. No. No.
22 No, I mean, any citizen or anyone who will want to
23 lobby can.

24 MS. HAGNER: This is Debbe.

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

1 MS. HAGNER: From what I understand, FAD and
2 HLAA and ALDA would have to take the lead of
3 changing the changing the -- changing the
4 statute -- putting in the proposal for changes
5 otherwise we can't lobby, from what I understand.

6 MR. MURPHY: Is MaryRose still on the call? I
7 am just looking for someone --

8 MS. SIRIANNI: Yes, Jeff, I am still on the
9 call.

10 MR. MURPHY: I mean, this is my first time at
11 this, and I am seeing a reference here to basic
12 telecommunications services, and I am assuming that
13 some of this language is read in pari materia with
14 364, and -- and that's where we are getting some of
15 the limitations that aren't as directly here.

16 Can you -- could you tell us what -- what the
17 limiting -- you know, the word or two that are
18 limiting us here on keeping us with landline and
19 basic services? I just don't have the history.

20 MS. SIRIANNI: I mean, in -- in the sense
21 of -- I am trying to follow your conversation, and
22 I am not sure I was totally following it.

23 MR. MURPHY: Well, there is an argument here
24 that this statute is not limited presumably to
25 landline and to -- to analog, and there is -- and

1 it seems to be that there is a history that it is
2 so limited, and I guess I could --

3 MS. SIRIANNI: Okay. I thought -- yeah, I
4 think -- I thought that was where you were going
5 but I just wanted to make sure.

6 Kind of the history behind it is is that this
7 was put into place when there was only basic and
8 nonbasic, which was landline services, and there
9 was no -- was no cellular, or mobile, or wireless
10 service at the time. And so one -- I am not an
11 attorney. This is just from my history of being
12 around.

13 So when you go back and you look at the
14 statute that has, you know, the TASA requirement in
15 it, everything was written prior to any mobile
16 service --

17 MR. MURPHY: Well --

18 MS. SIRIANNI: -- and so you have to resume at
19 that point that we are going now.

20 MR. MURPHY: Well, I am looking at, and it
21 does make reference to telecommunications
22 facilities and things that are provided to private
23 radio carriers and radio commentaries and cellular
24 radio, so there is reference to them in there.

25 And I guess I am looking at Jeff who has been

1 living this, do we know where the why we are
2 limited to.

3 MR. BATES: I believe the limitation may be
4 related to the definition of telecommunications
5 versus information services.

6 MR. MURPHY: And that's kicking back over to
7 364, reading it in --

8 MR. BATES: Yes.

9 MR. MURPHY: Okay. So it's not -- I don't see
10 it as literally --

11 MS. JOHNSON: I don't see it there either.

12 MS. SIRIANNI: Back to telecommunication
13 services, it does not include -- it actually
14 excludes the things that you were just saying, it
15 excludes them from those.

16 MR. MURPHY: And the most limiting thing I see
17 her is that this is supposed to be providing from
18 basic services, and basic is pretty limited.

19 MS. JOHNSON: Is it defined?

20 MR. MURPHY: It would be in 364.

21 MS. SIRIANNI: Well, the term basic service
22 was specific to how it was written in the statute,
23 and a lot of that language is kind of a hangover
24 from what it used to be when it was referring to
25 the differences in landline between basic and

1 nonbasic, and they just continued using the word
2 basic service. It doesn't really have the same
3 meaning as it used to, the differentiation, but
4 it's still there.

5 MR. MURPHY: Okay. Thank you. Because I
6 wasn't seeing everything in this statute. There is
7 some -- some gaps in it. I am assuming that we are
8 taking words from Chapter 364.

9 MS. SIRIANNI: Yeah, quite honestly, if
10 somebody really wanted to -- 364 probably, you
11 know, needs to be cleaned up in the sense of making
12 it current with -- with the current technology and,
13 you know, what's excluded and the terms that they
14 used, so nobody -- you know, nobody wants to open
15 364 to do that.

16 MR. MURPHY: Well, this is over in 427. So in
17 theory, you could -- you could go into 427
18 without --

19 MS. SIRIANNI: You -- you could. I mean, you
20 could do that in 427, but I have a feeling you
21 would do that then they are going to want to make
22 it consistent in 364.

23 MR. MURPHY: Thank you.

24 MS. SIRIANNI: That's just being kind of --
25 but I don't know if that was helpful or not, but

1 that's kind of my history, my remembrance of it.

2 MR. WILLIAMS: It was. Thank you, MaryRose.

3 MS. JOHNSON: This is a complex enough issue
4 though I am not going to pretend I would know how
5 to revise statute on my own, so I would need the
6 help of someone with the PSC to at least walk me
7 through how you would have to modify both statutes
8 and cross reference them, and what terminology you
9 would need to use so that we are getting to the end
10 that we are trying to get to, which is expanding
11 the universe of devices and technologies that are
12 covered under FTRI services.

13 MR. MURPHY: Did -- did MaryRose volunteer for
14 that?

15 MS. MORAN: She's gone back --

16 MS. SIRIANNI: I don't believe I did. I
17 wouldn't be a hard fight for me to get them to want
18 to make changes to that statute and then, like I
19 said, the biggest thing is in then that would
20 probably follow in 364, and nobody wants to open
21 that.

22 MR. MURPHY: Right.

23 MR. WILLIAMS: Yes, Elissa.

24 MS. MORAN: This is Elissa.

25 I am very familiar with the other number, but

1 I don't know what 324 is. What is that?

2 MS. JOHNSON: It's another statute.

3 MS. MORAN: I don't know what that statute is.

4 MR. HINTON: Telecommunications.

5 MS. MORAN: Is it 427.364?

6 MR. WILLIAMS: No, Chapter 364 --

7 MR. MURPHY: 364 is the chapter.

8 MS. MORAN: Just chapter. Okay, so I am going
9 to read up on that because I don't to understand
10 how it's -- I want to better understand how it --

11 MR. WILLIAMS: 364 addresses issues related to
12 the telecommunications industry as a whole. 427 is
13 specific to relay.

14 MR. MURPHY: There are words that are used in
15 427 that have no meanings in 364, they are not
16 defined in 427, and it appears that the limitations
17 are really over where they are used more
18 specifically in Chapter 364.

19 MS. MORAN: Because of course, I have the
20 TASA, I've got it on my screen right now, all of
21 that language am very familiar with it, and see
22 where the limitations could be here -- oh, wait,
23 there is, no, there is no limitations if you look
24 at it over here. It's an interesting bunch of
25 words that, as you point out, are very -- or as

1 MaryRose points out, very outdated. I mean, they
2 are original, OG, language, and everything has
3 changed since that time.

4 So I think it's totally worth doing. I wish I
5 could volunteer. I wish I could volunteer, because
6 other states, as you know, they have expanded their
7 programs and they are helping a lot more people,
8 and it's unfortunate Florida -- when I first got
9 into this industry, Florida was the leader of all
10 the states, maybe up there with California, and now
11 it's -- it's behind. I find that stunning. It's
12 sad, but --

13 So if you need anything from me that I am
14 permitted and allowed to do --

15 MS. JOHNSON: Thank you.

16 MS. MORAN: -- you got it. Thank you.

17 MS. JOHNSON: I know your phone number.

18 MR. WILLIAMS: Are there any other questions
19 on -- from any of the call-in participants?

20 If not, I just want to thank everyone for
21 participating. We've had a very productive meeting
22 today, and we look forward to the next meeting.
23 Again, we will send out emails and notices as we
24 get closer to the April meeting.

25 If there are no other questions, at this time

1 we will adjourn.

2 Thank you.

3 (Proceedings concluded at 3:27 p.m.)

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