

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

FILED - 11/16/10
10:11:18 AM
NOV 16 2010
TALLAHASSEE, FLORIDA

DATE: November 16, 2010

TO: Office of Commission Clerk (Cole)

FROM: Division of Regulatory Analysis (Casey) *CM*
Office of the General Counsel (Miller) *SMC*
Division of Service, Safety & Consumer Assistance (Moses) *pm*

RE: Docket No. 040763-TP – Request for submission of proposals for relay service, beginning in June 2005, for the hearing and speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

AGENDA: 11/30/10 – Regular Agenda – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Edgar

CRITICAL DATES: None

SPECIAL INSTRUCTIONS: None

FILE NAME AND LOCATION: S:\PSC\RAD\WP\040763.RCM.DOC

Case Background

The Florida Relay System (FRS) provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized communications assistance operator (CA) that relays information between the deaf or hard of hearing person and the other party of the call. The primary function of the FRS is accomplished by the deaf or hard of hearing person using a Telecommunications Device for the Deaf (TDD) which has a keyboard and screen. The person using the TDD types a message to the CA who in turn voices the message to the other party. The reverse of this process completes messages to the deaf or hard of hearing person. This is how the term “relay” originated.

DOCUMENT NUMBER - DATE

09402 NOV 16 09

FPSC-COMMISSION CLERK

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system and became effective May 24, 1991. It is authorized under Chapter 427, Florida Statutes. Section 427.701(1), Florida Statutes, provides that the Florida Public Service Commission (FPSC or Commission) shall establish, implement, promote, and oversee the administration of the statewide telecommunications access system to provide access to telecommunications relay services by persons who are deaf, hard of hearing, or speech impaired, or others who communicate with them. Three million of the estimated 18.6 million persons living in Florida have been diagnosed as being deaf or hard of hearing. This system provides telecommunications service for deaf or hard of hearing persons functionally equivalent to the service provided to hearing persons. TASA provides funding for the distribution of specialized telecommunications devices and provision of intrastate relay service through the imposition of a surcharge of up to \$0.25 per landline access line per month.

Section 427.706, Florida Statutes, provides for up to 10 members on an advisory committee to assist the FPSC with the implementation of the Florida Relay System. The purpose of this recommendation is to recommend approval of the appointment of Mr. Chris Littlewood as a new TASA advisory committee member. The Commission is vested with jurisdiction over these matters pursuant to Chapter 427, Florida Statutes.

Discussion of Issues

Issue 1: Should the Commission approve the appointment of Mr. Chris Littlewood as a TASA advisory committee member effective immediately?

Recommendation: Yes, the Commission should approve the appointment of Mr. Chris Littlewood as a TASA advisory committee member effective immediately.

Staff Analysis: Section 427.706, Florida Statutes, provides that the Commission shall appoint an advisory committee of up to 10 members to assist the Commission with Florida's relay system. There are presently seven active members serving on the committee. By statute, the advisory committee provides the expertise, experience, and perspective of persons who are deaf, hard of hearing, or speech impaired to the Commission and to the administrator during all phases of the development and operation of the telecommunications access system. The advisory committee advises the Commission and the administrator on the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. Members of the committee are not compensated for their services but are entitled to per diem and travel expenses provided through the Florida Public Service Commission's Regulatory Trust Fund.

At the August 17, 2010 Internal Affairs meeting, staff presented a letter from the Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH) providing input on staff's proposed comments to the FCC addressing video relay service. The Commission considered the letter and revised the draft comments to the FCC based on information provided by the FCCDHH. The FCCDHH, as defined by Section 413.271, Florida Statutes, was established to provide information and assistance to the Legislature; provide technical assistance to other state agencies; provide information and referral services; promote public and individual advocacy for deaf, hard-of-hearing, and late-deafened citizens; and conduct public hearings as needed. It consists of seventeen members appointed by the Governor.

As mentioned above, there are presently only seven active members on the TASA Advisory committee. Many of the suggested organizations listed in Section 427.706 from which the Commission can select members are no longer in existence. Staff believes that having a member from the FCCDHH serve on the TASA Advisory committee would be invaluable and provide additional input from the deaf, hard-of-hearing, and late-deafened citizens of Florida. Staff suggested the idea to a representative of FCCDHH and received an overwhelming positive response to the idea. The FCCDHH conducted its quarterly meeting in Tampa on November 4-5, 2010, and discussed the proposal. By letter dated November 8, 2010 (Attachment A), Dr. Sherilyn M. Adler, Chair of the FCCDHH, recommended that Mr. Chris Littlewood serve on the TASA Advisory committee.

Mr. Littlewood received a Bachelor of Science Degree in Education and Social Sciences, and a Masters Degree in Education from the University of South Florida in Tampa. Attachment B to this recommendation contains Mr. Littlewood's resume. He currently serves on the FCCDHH as its representative for the Association of Late-Deafened Adults. Mr. Littlewood is a Project Coordinator/Curriculum Designer for the Center for Public Safety Innovation/National Terrorism at St. Petersburg College, St. Petersburg, Florida. As a user of captioned telephone

Docket No. 040763-TP
Date: November 16, 2010

service and video relay service, Mr. Littlewood will be a valuable addition to the TASA Advisory Committee. Staff supports this nomination and recommends that the Commission should approve Mr. Chris Littlewood as a TASA advisory committee member effective immediately.

Docket No. 040763-TP
Date: November 16, 2010

Issue 2: Should this docket be closed?

Recommendation: No, this docket should not be closed. (Miller)

Staff Analysis: This docket should remain open for the duration of the contract period with Sprint as the relay provider. This docket is used to monitor relay and contract issues that arise during the contract term.



November 8, 2010

Mr. Robert J. Casey
Public Utilities Supervisor
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-6974

Re: FCCDHH Representative to TASA

Dear Mr. Casey,

Thank you so much for offering the FCCDHH representation on the TASA Advisory Committee to the Florida Public Service Commission. Telecommunications accessibility and the Florida Telecommunications Relay Service are areas of critical interest to our constituents: persons who are deaf, hard of hearing, late-deafened, and deaf-blind. We anticipate our participation as one more important way to represent the 3 million Floridians impacted by hearing loss.

At our recent quarterly meeting (November 4-5, 2010), the FCCDHH designated member Chris Littlewood, of St. Petersburg College's Southeastern Public Safety Institute, as its representative to the TASA Advisory Committee. Chris currently serves on our Council as the representative for the Association of Late-Deafened Adults (ALDA). Since joining the FCCDHH in August, Chris has greatly contributed to our Council and we consider ourselves fortunate to have access to his telecommunications expertise. As a user of VCO, CapTel, and VRS, Chris is eminently qualified to serve on the TASA Advisory Committee. Attached is a copy of Chris' resume detailing his qualifications. We think that you will find him to be a great asset to your committee.

The Council has determined that Valerie Stafford-Mallis will serve as first alternate when Chris is unable to attend. (I believe you already have a resume of her qualifications on file.) Chris will not be able to attend the upcoming November 19th meeting, so Valerie will be coming in his stead.

We look forward to the beginning of a long and mutually beneficial partnership. Please do not hesitate to call upon me if I can be of any service.

Sincerely,

Shenlyn M. Adler, Ph.D.
Chair, Florida Coordinating Council for the Deaf and Hard of Hearing

SMA/mgt



Chris Littlewood
12306 91st Terrace North
Seminole, FL 33772
Phone: (727) 498-2059/ E-mail: cslittle@gate.net

Objective: Professional opportunities to provide for communication and education through accessible media and universal design

Capabilities:

• Instructional Designer	• Project Manager
• Policy Writer/ Consultant	• Web-Based Training Developer
• Facilitator	• Accessibility Instructional Designer
• Emergency Management Trainer	• Law Enforcement Investigator/Analyst

Education: M.Ed., Curriculum and Instruction with an emphasis in Instructional Technology,
University of South Florida, Tampa, FL, 2010
B.S., Education and Social Sciences,
University of South Florida, Tampa, FL, 1995
Internetworking Support Technician Certification,
St. Petersburg College, 2001

Experience:

St. Petersburg College, St. Petersburg, FL, Center for Public Safety Innovation/National Terrorism Preparedness Institute, Project Coordinator II/Curriculum Designer, 2006–Present

- Design and develop training support packages for face-to-face learning using ADDIE model of instructional system design, including instructor and student manuals, presentation packages and support videos
- Implement the National Incident Management System and Incident Command System methodologies in emergency and disaster preparedness through developed training
- Facilitate course content, as required, using cooperative and collaborative learning
- Universal design and development of accessible Web-based training for emergency management including functional needs populations
- Develop training course content using organizational learning management systems (LMS), such as ANGEL, Blackboard, or Moodle
- Design and develop reusable learning objects (RLOs) for interactive courseware with XML, Adobe Creative Suite, and other software
- Enhance training staff abilities to develop accessible Web sites for the U.S. Rehabilitation Act, Section 504 and Section 508 compliance
- Write video scripts and assist with production of training videos. Coordinate accessibility options for video training projects, including captions, interpreters, and descriptive video services (DVS)
- Design and develop instructional material for emergency and disaster preparedness, including terrorism awareness and the disaster preparedness cycle. Courses include (but are not limited to): inclusive population disaster planning, general aviation security, port security, suicide/homicide prevention, crime scene investigation, evidence collection, and stress management
- Coordinate and manage multiple training projects
- Research content and collaborate with subject matter experts to develop courses
- Acquire new training contracts and grants

**City of St. Petersburg, FL, Purchasing and Materials Management
Warehouse and Special Projects Supervisor, Applications Support Specialist II, 2002–2005**

- Supervised staff and operations of city's consolidated warehouse and \$1.5M inventory
- Coordinated implementation of Oracle Inventory module to replace department's legacy database
- Managed capital improvements project for construction of new City consolidated warehouses
- Designed and worked with project management team for development and award of strategic partnership with contracted water resources supplier for city inventory of \$700K plus annual supplies
- Served as system administrator and trainer for purchasing database to more than 200 end-users
- Set up and implemented Oracle 11i Human Resources Training Module for citywide Enterprise Resource Planning (ERP)
- Developed purchasing software training courses
- Facilitated and managed training for procurement department and city employees
- Wrote and facilitated change management training for employees to new citywide ERP

**City of St. Petersburg, FL, Human Resources
Training Coordinator, Applications Support Specialist, 1999–2002**

- Wrote computer-based training software for citywide use
- Developed and implemented first intranet Web-based training course
- Wrote and delivered various software courses on Microsoft Windows, Internet use, propriety software, and Web page design
- Researched content and collaborated with SMEs to develop training courses
- Conducted needs assessment for various end users and developed online surveys
- Created, updated, and supported training catalog for all programs (software training and professional development training)
- Wrote and facilitated curriculum for new employee orientation and supervisor orientation
- Facilitated and/or developed numerous professional development workshops (e.g., Equal Employment Opportunity, Coaching and Counseling Employees, Maximizing Performance Appraisals, workshops on public speaking, Microsoft Windows, Internet browser, Windows applications courses)

**City of Gulfport Police Department, Gulfport, FL
Police Specialist, 1995-1999 and Telecommunications Dispatcher, 1992-1994**

- Coordinated crime scene investigations for citywide incidents
- Wrote curriculum and facilitated training for police officers in crime scene investigation
- Created and facilitated police field reporting training courses
- Served as system administrator for various law enforcement PC and mobile applications and coordinated project teams
- Designed curriculum and facilitated classes for city citizens' police academy
- Managed property and evidence for citywide incidents
- Processed paperwork for court orders for illegal drug destruction
- Trained police officers in handling of property and evidence
- Dispatched patrol units for citywide incidents
- Analyzed criminal history and driver's license data

Skills: As needed, my skill-set includes project manager, instructional designer, trainer, facilitator, Web developer, consultant, policy writer, contract manager, grant writer, and editor. Skills also include product review and quality assurance, responding to RFPs or establishing new contracts, database set-up and system administration. Spoken English is my first language but I also use American Sign Language (ASL). I follow best practices related to Web Usability, Universal/Accessible Web and Computer training design for deaf, blind, motor limitations, cognitive limitations to meet and exceed the requirements of Section 508 & Section 504 of the revised Rehabilitation Act of 1998.

Software Proficiency: Adobe Creative Suite (CS3 & CS4), Microsoft Office, MS FrontPage, MS Visio, HTML, XML, various digital video editing software applications, MS Project, Learning Management System Administration, Oracle Business Suite applications

Special Training, Committee Participation, Presentations, Awards, Interests, and Publications:

- Appointed Council member to Florida Governor's Coordinating Council for the Deaf and Hard of Hearing (Term 2010-2014)
- Published articles for TDI magazine (Spring 2010- "Training with Accessibility: A Mindset and a Goal") and eAccess online magazine (by NFPA.org, Spring 2010- "Collaboration and Preparedness: Is the Cart Before the Horse")
- Web accessibility training for accessible Web-based training design by TechAccess: June 2010
- Board member for Communication Access Inc. (<http://www.communicationaccess.org/>) for advocacy and educational outreach for people with hearing loss
- Blossom Montessori School for the Deaf (<http://www.blossomschool.org/>), academic advisory committee member
- Member of Association of Late Deafened Adults (ALDA Suncoast: <http://www.deafnonprofit.net/alda-fl/>)
- Member of FL Hearing Loss Association (<http://www.hla-fl.com/>)
- Conference on Information Technology for Community Colleges (CIT), 2005: Presentation on Accessible Adobe Flash-Based Instruction Using Video and XML for the Deaf and Hard of Hearing
- Aurora 2007 Award: Platinum and Gold for training video, curriculum design, script writing/editing of Evidence Collection Training Support Package for U.S. Marine Corps
- Webcast 2007: "Emergency Preparedness for the Deaf and Hard of Hearing"
- University of South Florida Honors Program: Suncoast Area Teacher Training (SCATT), 1995 Graduate