

State of Florida



# Public Service Commission

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

RECEIVED-FPSC  
MAY -9 AM 9:57  
COMMISSION CLERK

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**DATE:** May 9, 2013  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Curtis J. Williams, Regulatory Analyst IV, Office of Telecommunications  
**RE:** Docket No. 110013-TP - Document Filing

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Please file the attached document in Docket No. 110013-TP. The document includes several e-mail questions and responses relating to FTRI's 2013/2014 Proposed Budget.

Please let me know if you have any questions.

### Attachments

Cc: Bob Casey  
Beth Salak  
Cindy Miller

DOCUMENT NUMBER-DATE  
02580 MAY-9 2013  
FPSC-COMMISSION CLERK

**Curtis Williams**

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**From:** Bob Casey  
**Sent:** Thursday, May 09, 2013 9:39 AM  
**To:** Curtis Williams  
**Subject:** FW: FTRI data requests

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**From:** James Forstall [<mailto:jforstall@ftri.org>]  
**Sent:** Wednesday, May 01, 2013 11:39 AM  
**To:** Bob Casey  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; James Forstall; [sdearie@ftri.org](mailto:sdearie@ftri.org)  
**Subject:** RE: Question on FTRI Budget

Bob,

When we inquired of Regions to explore ways for FTRI to yield higher interest rates on its accounts, they explained the reason they couldn't offer a higher rate was due to the restrictions the Chapter 280, Florida Statutes imposed on them (Regions) as the guarantor of the funds. They are required to match/maintain a certain percent of funds from their own investments to cover our deposits. The wording "matching requirements" was used to explain why the bank is unable to pay FTRI higher yielding rates on the funds. FTRI has a scheduled meeting with Regions on May 7<sup>th</sup> and I'll request an update on the explanation as well as inquire of other opportunities for FTRI to earn a high return.

Please let me know if further clarification is needed.

James

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**From:** Bob Casey [<mailto:BCasey@PSC.STATE.FL.US>]  
**Sent:** Wednesday, May 01, 2013 9:56 AM  
**To:** James Forstall  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; Bob Casey  
**Subject:** RE: Question on FTRI Budget

*...and another came up regarding data request No. 2...*

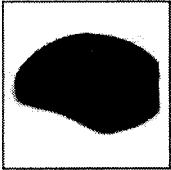
**2. In response to staff's inquiry last year, FTRI indicated that it was earning .25 APY. Has FTRI considered alternatives to increase returns? If so, what are they?**

**RESPONSE: Currently interest earnings are .35% APY. We've explored alternatives such as CD's and other investments but the challenge has been with finding a financial instrument that ensures the 280 Public Deposits matching requirements.**

*I assume FTRI is referring to Chapter 280, Florida Statutes, but please explain what is meant by the "matching requirements."*

**From:** James Forstall [<mailto:jforstall@ftri.org>]  
**Sent:** Wednesday, May 01, 2013 12:14 PM  
**To:** Bob Casey  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; James Forstall; [sdearie@ftri.org](mailto:sdearie@ftri.org)  
**Subject:** RE: Question on FTRI Budget

The Jupiter and Fortissimo speakerphones are equipment that is specifically designed for persons who are speech disabled with limited mobility (unable to hold a phone).



The Jupiter has an infrared feature allowing persons with a speech generating device (SGD) the ability to activate the speaker phone using their SGD. At the time of budget submission, FTRI was told that the Jupiter was no longer available however FTRI learned recently that it will be a continued product. This is good news!  
\$1,078 each.



The Fortissimo is a new product with a super loud and clear speakerphone. The Fortissimo currently does not have the infrared feature but may be added at a later date however it comes with accessories that enables a person who is speech disabled with limited mobility to use the phone.  
\$550 each.

For the past few years FTRI attend the Family Café conference [http://www.familycafe.net/index.php?option=com\\_content&view=category&layout=blog&id=30&Itemid=63](http://www.familycafe.net/index.php?option=com_content&view=category&layout=blog&id=30&Itemid=63) where FTRI typically received a high number of request for equipment. FTRI did not attend the Family Café conference last year and is scheduled to attend this year and anticipates a high request for equipment.

Let me know should you need additional information.

James

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**From:** Bob Casey [<mailto:BCasey@PSC.STATE.FL.US>]  
**Sent:** Wednesday, May 01, 2013 9:44 AM  
**To:** James Forstall  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; Bob Casey  
**Subject:** RE: Question on FTRI Budget

*Another question came up regarding data request No. 11...*

**11. The Jupiter Speaker Phone account shows a \$12,000 (66.7%) increase from 2012/2013 Estimated Revenue and Expenditures. Please explain the reason for this estimated increase.**

**RESPONSE:** Current FY 2012/2013 Equipment and RDC Service activities are less than anticipated and consequently Estimated Revenue and Expenditures are under budget for Jupiter Speaker Phone. Additionally, the Jupiter Speaker Phone is no longer available and FTRI has had to secure another speaker phone (Fortissimo) as a replacement and anticipates that the new equipment could produce a high demand leading FTRI to budget for additional units.

*What is the difference in the Jupiter Speaker Phone and the Fortissimo Speaker Phone and why would the demand be greater?*

**From:** James Forstall [<mailto:jforstall@ftri.org>]  
**Sent:** Wednesday, May 01, 2013 11:45 AM  
**To:** Bob Casey  
**Cc:** Curtis Williams; Beth Salak; Cindy Miller; [sdearie@ftri.org](mailto:sdearie@ftri.org); James Forstall  
**Subject:** Question on FTRI Budget

Bob,

FTRI uses the data from current fiscal year actuals to determine a monthly average to estimate year end and guesstimates growth based on proposed outreach activities for the year. It is FTRI's outreach goal to increase activities with the RDCs with the hopes that more new clients will be served during the next fiscal year. Changing how the ads were placed in newspapers is one way and including exhibits is another. We're also planning to work closely with service providers to create more awareness about the program. FTRI continues to look for better and cost-efficient ways to spread the word about the FTRI program.

With regard to increase in the targeted population - the chart on the FTRI website references figures from the 2010 US Census however in checking the US Census Bureau website the latest estimated for 2012 has the new Florida population at 19,317,568 putting the new estimated deaf and hard of hearing population at 3,090,810 - an increase of approximately 2.6%.

Not all hard of hearing people use the relay service.

Hope this provides you with the information you need. Sometimes an email explanation does not always reflect the entire picture, should you wish to schedule a face-to-face meeting we'll be happy to come and meet with you.

Thanks

James

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**From:** Bob Casey [<mailto:BCasey@PSC.STATE.FL.US>]  
**Sent:** Wednesday, May 01, 2013 8:53 AM  
**To:** James Forstall  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; Bob Casey  
**Subject:** RE: Question on FTRI Budget

A number of questions have surfaced regarding FTRI's responses to staff's data requests.

In response to staff's questions, FTRI repeated the same response for a number of items... *The costs are less than anticipated and consequently the costs are under budget for the account. In the next fiscal year FTRI anticipates increasing account activities and budgeted for those estimations.*

Does FTRI have an empirical data which would justify the increases?...has the deaf and hard-of-hearing population in Florida increased?...is FTRI just guesstimating the funds will be needed?

Your TASA presentation showed that FTRI estimates 3,087 or 16% fewer new clients served by the end of this fiscal year, and TRS and CapTel minutes are both projected to decrease. Shouldn't the budget reflect that FTRI is now serving fewer clients?

**FYE 2009 – 17,170**  
**FYE 2010 – 18,185**  
**FYE 2011 – 24,399**  
**FYE 2012 – 19,287**

**FYE 2013 – 16,200**

Staff needs to be prepared for Commissioner briefings once the recommendation is filed, and of course FTRI needs to be ready to justify its budget and respond to any Commissioner questions at agenda.

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**From:** James Forstall [<mailto:jforstall@ftri.org>]  
**Sent:** Tuesday, April 30, 2013 11:22 AM  
**To:** Bob Casey  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; James Forstall  
**Subject:** RE: Question on FTRI Budget

Bob,

In response to a data request question posed last year (FY 2012/2013 - Request No. 16) FTRI responded in part: "Per Board of Directors, FTRI budgeted a possible 2% merit/cost of living increase." In responding to Item No. 22 this year (FY 2013/2014), FTRI said in part "The increase includes an across the board COL increase however increases are not mandatory and is subject to recommendation and approval by the Board of Directors." The response this year should have been the same as last year; a possible merit/cost of living increase except the amount is 3%. The e-mail references 3.9% but that includes the amount in the line item for overtime.

Last year at the agenda conference, in response to a question from Commissioner Brown, I responded: "Every year we do a merit evaluation of staff employees. We do not have cost of living increases. It is usually a merit increase that is all depending upon the Board of Directors approval..." that was accurate but the Board may consider a COL increase depending on all circumstances. Although the budget includes an amount for a possible increase, any increase is subject to a recommendation to the Board and approval by them and this usually happens in June/July. As of now, no decision has been made.

Please let me know should you need further clarification.

James

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**From:** Bob Casey  
**Sent:** Friday, April 26, 2013 9:49 AM  
**To:** 'James Forstall'  
**Cc:** Beth Salak; Curtis Williams; Cindy Miller; Bob Casey  
**Subject:** Question on FTRI Budget

A question came up regarding raises for FTRI employees.

FTRI is including a 3.9% raise this year based on the CPI.

Last year in your data request responses, FTRI said it doesn't use CPI, and requested 2% merit increases.

What was the reasoning for the change from 2% merit raises to CPI?