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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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.

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In the Matter of:

DOCKET NO. 20210049-TP

REQUEST FOR SUBMISSION OF  
PROPOSALS FOR RELAY  
SERVICE, BEGINNING IN MARCH  
2022, 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.

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PROCEEDINGS: TELECOMMUNICATIONS ACCESS SYSTEM ACT  
ADVISORY COMMITTEE

COMMISSION STAFF  
PARTICIPATING: CURTIS WILLIAMS  
CHARLES MURPHY

DATE: Wednesday, June 9, 2021

TIME: Commenced: 1:30 p.m.  
Concluded: 2:36 p.m.

1 PLACE: TELEPHONIC MEETING  
2 REPORTED BY: ANDREA KOMARIDIS WRAY  
Court Reporter  
3  
4 PREMIER REPORTING  
112 W. 5TH AVENUE  
TALLAHASSEE, FLORIDA  
5 (850) 894-0828  
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## 1 A P P E A R A N C E S

2 CURTIS WILLIAMS, PSC Staff

3 CHARLES MURPHY, PSC Staff

4 MARTIN KELLER, FTRI Executive Director

5 BRETT BASCOM, FTRI Business Manager

6 ELISSA MORAN, FTRI Outreach Manager

7 JEFFREY BRANCH, Sprint/T-Mobile Account Executive

8 BARBARA DENMARK, on behalf of MARGARET LYNN DUGGAR,  
9 Florida Council on Aging and TASA Advisory Committee10 MARYROSE SIRIANNI, BellSouth Telecommunications, Inc.,  
d/b/a AT&T Florida11 JANE E. JOHNSON, Florida Association of Centers for  
12 Independent Living and TASA Advisory Committee

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P R O C E E D I N G S

MR. WILLIAMS: Good afternoon. This is Curtis William with the Office of Industry Development and Market Analysis, and I will be chairing today's meeting. Joining me is Charles Murphy of the Office of General Counsel.

Everyone should have received a copy of the meeting agenda and materials. 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: Hey, everybody. We're here pursuant to notice for a meeting of the TASA Advisory Committee in Dockets No. 20170039 and 20210049.

Thank you.

MR. WILLIAMS: Thank you, Mr. Murphy.

Before we proceed, I would like to cover some preliminary matters. No. 1, please keep your phone on mute until you're ready to speak so we don't get interference. Please silence your mobile devices during today's meeting.

Please state your name before speaking so we know who's making comments, for the record. The court reporter is participating by phone also. So,

1           it's critical that you state your name each time so  
2           you will be correctly identified in the transcript.

3           At this time, we will take appearances. We'll  
4           start with FTRI and with Sprint/T-Mobile, proceeded  
5           by the TASA committee members. So, at this time,  
6           if TASA is -- any members from TA- -- excuse me --  
7           any members from FTRI are on the line, you can go  
8           ahead and introduce yourself.

9           Do we have anyone from FTRI on?

10          MR. BASCOM: This is Brett Bascom, business  
11          manager at FTRI.

12          I'm expecting our new executive director,  
13          Mr. Keller, to call in and identify himself. And  
14          I'd be glad to answer questions. If Mr. Keller,  
15          being new, doesn't have any experience with  
16          something, I can probably jump in and give an  
17          answer here or there.

18          MR. WILLIAMS: Okay. Thank you, Brett.

19          Sprint/T-Mobile.

20          MR. BRANCH: Hello, this is Jeff Branch, and I  
21          am from T-Mobile. And I'm -- I just wanted to say  
22          hello, everyone, and to let you know that I'm here  
23          on the call.

24          MR. WILLIAMS: All right. And thank you,  
25          Jeffrey.

1           And we can now proceed with the TASA committee  
2 members. You all can jump in at will.

3           MS. DENMARK: This is Barbara Denmark --

4           MR. KELLER: Hello. Hi -- Hi, this is  
5 Dr. Martin Keller from FTRI.

6           MR. WILLIAMS: Okay. Thank you, Mr. Keller.  
7 We have you down.

8           I think, Barbara, you were --

9           MS. DENMARK: Yes, I am sitting in for  
10 Margaret Lynn Duggar.

11          MR. WILLIAMS: Okay. Barbara, what's your  
12 last name, again? Can you state your last name?

13          MS. DENMARK: Denmark, like the country.

14          MR. WILLIAMS: Okay. Barbara Denmark sitting  
15 in for Linda Duggar.

16          MS. DENMARK: Margaret Lynn Duggar, yes.

17          MS. SIRIANNI: Hey, Curtis. This is Maryrose  
18 Sirianni, (unintelligible).

19          MR. WILLIAMS: Thank you, Maryrose.

20          MS. JOHNSON: Good afternoon, Curtis. This is  
21 Jane Johnson.

22          MR. WILLIAMS: Okay. Welcome, Jane.

23          MS. JOHNSON: Thank you.

24          MR. WILLIAMS: Are there any additional TASA  
25 committee members on the call?

1           Okay. Are there any other -- I think we just  
2           had someone else call in. We are taking  
3           appearances at this time. Can you please identify  
4           yourself.

5           MR. SANTIAGO: I'm Roberto Santiago. I'm a  
6           sign-language interpreter.

7           MR. WILLIAMS: Okay.

8           MS. MORAN: Hi, there. This is Elissa Moran  
9           and I'm with FTRI. I'm actually sitting on a  
10          public transport right now, so I'm going to go back  
11          on mute.

12          MR. WILLIAMS: All righty. Thank you.

13          Still taking appearances. So, if there -- we  
14          have anyone else on the call, we'll ask that you  
15          identify yourself at this time.

16          Hearing none, we will go ahead and proceed  
17          with the relay updates as printed in the meeting  
18          agenda. Again, everyone should have received that  
19          information via e-mail, and it's also on our relay  
20          website. We forwarded the -- the meeting material,  
21          the agenda and the presentations and the updates to  
22          everyone listed.

23          I will provide the Commission's update  
24          followed by FTRI's update. And we will conclude  
25          with -- conclude with an update from T-Mobile.

1           The first item I would like to cover is the  
2           FTRI budget. I will defer to FTRI to discuss the  
3           details of its Fiscal Year 2021-2022 proposed  
4           budget, but I would like to point out that staff  
5           has analyzed FTRI's budget and has developed a  
6           recommendation. And we're recommending that the  
7           Commission approve FTI -- FTRI's budget as filed.  
8           We're also recommending several operating  
9           performance improvements that are presented in the  
10          recommendation.

11          The next topic I would like to cover is the  
12          Commission's recently-released request for  
13          proposals. As you are aware, Section 427.704(3) of  
14          the Florida Statutes requires the Commission to  
15          select the provider for telecommunications relay  
16          service.

17          Sprint has chosen not to renew -- or Sprint/  
18          T-Mobile has chosen not to renew the current  
19          contract and, thus, the agreement will expire on  
20          February 28th, 2022.

21          We -- we have started the process, and  
22          proposals have not been filed yet, but we have  
23          received interest from T-Mobile and have Hamilton  
24          Relay.

25          Some of the key dates for this docket:

1           May 11th was the date the Commission released the  
2           request for proposals.

3                     June 17th, the proposals are due. That's  
4           the -- the due date for submitting proposals for  
5           the Commission to consider.

6                     On October 12th, the Commission will address  
7           staff's recommendation on the selection of the new  
8           provider.

9                     And the new provider will be required to  
10          provide service beginning March 1st on 2022.

11                    Are there any questions? Hearing none, at  
12          this time, we will ask FTRI to provide their  
13          update.

14                    MS. JOHNSON: Excuse me, Curtis. I apologize.  
15          This is Jane Johnson. I did have a question about  
16          the Sprint -- or Sprint's decision not to renew its  
17          contract. Did they provide any rationale or reason  
18          why they elected not to renew?

19                    MR. WILLIAMS: I don't want to speculate.  
20          I -- I know there were various factors. Of course,  
21          it's a business decision. So, we -- we didn't  
22          question their decision to -- to not renew.

23                    I know they did have some issues with a -- a  
24          subcontractor. That was communicated to us and --  
25          but I don't know what their focus was on that,

1           whether or not -- or how that affected how they may  
2           want to provide service going forward.

3           So, again, it's a business decision and the --  
4           we're required to select a provider, but we don't  
5           encourage or discourage anyone from submitting  
6           proposals.

7           MS. JOHNSON: Well --

8           MR. WILLIAMS: Jeffrey, if you -- go ahead.

9           MS. JOHNSON: I'm sorry. Well, the reason  
10          that -- this is Jane again. The reason I'm asking  
11          is because, if there are some identified issues  
12          that could carry over into a new contract, it would  
13          be, I think, helpful to -- to know what those are  
14          so, if there's things that need to be addressed, we  
15          can address them or, at least, you know -- at least  
16          identify them -- and I get that it's a business  
17          decision, but -- but if there's anything that -- in  
18          the contract or in the implementation of the work  
19          that was problematic for them that would be  
20          problematic for a future vendor, then I think that  
21          would be nice to know that now before we issue a  
22          new contract next year.

23          MR. WILLIAMS: Well, I -- I think one point  
24          to -- to -- to make clear, Jane, is that, at this  
25          point, T-Mobile has expressed an interest in -- in

1 submitting a proposal. So, it's -- it's not as  
2 though they have formally communicated to -- to the  
3 Commission that they are not going to be submitting  
4 a proposal.

5 MR. MURPHY: It's also -- this -- this is  
6 Charlie. There is an outstanding RFP. There are  
7 potential vendors who will participate in it. And  
8 any real discussion about the merits or the  
9 substance of that is -- is really pretty  
10 inappropriate under this circumstance and it could  
11 jeopardize the validity of the RFP. And I really  
12 hope it will stop this conversation, but we can  
13 talk about other things. I'm sorry.

14 MR. WILLIAMS: I -- I think Char- -- and  
15 that's Charlie Murphy, our attorney. We -- he is  
16 correct. We -- we -- we don't want to get into the  
17 substance of the -- of the docket because it is an  
18 open docket that's pending before the Commission,  
19 but procedurally, you know, we can answer the  
20 questions.

21 And so, again, you know, I just want to point  
22 out that we -- we -- we did conduct -- we have  
23 properly noticed the request for proposals and we  
24 have received interest in response to the  
25 Commission's proposal, and we have conducted a

1 public bidder's conference and -- and -- and again,  
2 we did have T-Mobile and Hamilton Relay participate  
3 in that -- in that bidder's conference.

4 So, Jane, I hope that -- that clarifies where  
5 we're headed procedurally.

6 MS. JOHNSON: Yes, thank you.

7 MR. WILLIAMS: Are there any additional  
8 questions?

9 So, at this time, we will proceed with FTRI's  
10 update. Martin, Brett, are you still on?

11 MR. BASCOM: This is -- this is Brett -- Brett  
12 Bascom, business manager, FTRI.

13 Martin, if you're -- if you're on the call,  
14 you can go ahead now.

15 MR. WILLIAMS: Brett, Martin was on earlier.  
16 He did identify his -- he made an appearance. So,  
17 I don't know if he's having technical issues and  
18 dropped off. If you'd like, we can have you go  
19 ahead and --

20 MR. KELLER: Yes, I'm -- I'm here. I'm sorry.  
21 I recently just had to change my interpreter. Now,  
22 I'm here.

23 MR. WILLIAMS: Oh, okay.

24 MR. KELLER: I'm back.

25 MR. WILLIAMS: Okay. All righty. Great. So,

1 at this time, Martin, we -- you can go ahead and  
2 provide FTRI's update.

3 MR. KELLER: You said I can go -- you can go  
4 ahead and provide what?

5 MR. WILLIAMS: FTRI's presentation.

6 MR. KELLER: All right. Did you have an  
7 opportunity to look through the budget, the  
8 additional budget, how -- you know, if you want me  
9 to explain the general picture -- I started my --  
10 in my -- in my area about a few weeks ago.

11 MR. WILLIAMS: Well --

12 MR. KELLER: I'm still getting a --

13 MR. WILLIAMS: Excuse me. Excuse me --

14 (Simultaneous speakers.)

15 MR. WILLIAMS: Yeah, excuse me, Martin.

16 Martin, this is Curtis Williams.

17 MR. KELLER: Yes.

18 MR. WILLIAMS: If you will -- I did  
19 communicate to the committee that you are the  
20 newly-hired executive director for FTRI. So,  
21 before you start with your update, we would ask  
22 that you -- you know, you can go ahead and  
23 introduce yourself to the committee and -- and  
24 provide a little bit of your -- your background,  
25 that -- I think that would be helpful.

1 MR. KELLER: Oh, okay. My apologies, Curtis.  
2 Thank you. I'm so happy to do that.

3 I am -- this is Mart- -- Marty, Marty Keller.  
4 I am fully deaf. I grew up in Chicago. I've been  
5 in the educational field for more than 20 years.  
6 I -- I usually work -- I'm sorry. My internet is  
7 giving me a hassle.

8 Yeah, and I do enjoy this new kind of job just  
9 because it's regarding relay services, mak- --  
10 making sure that we provide optimal services for  
11 the Florida clients with relay.

12 I recently had a baby. The baby, himself, is  
13 deaf. I'm here in California. I do plan on moving  
14 to Florida in a few weeks. So, yeah, that's pretty  
15 much it.

16 MR. WILLIAMS: Okay. You can proceed with  
17 FTRI's update at this time.

18 MR. KELLER: Okay. Yeah, sure. I was  
19 wondering if Brett -- Brett Bascom is here with us,  
20 just to make sure -- you know, he will fill in just  
21 in case I miss something. Is Brett with us today?

22 MR. BASCOM: This is Brett. Marty, yeah --  
23 this is Brett Bascom. Go ahead.

24 MR. KELLER: All right. Thank you, Brett.  
25 Please, Brett, fill in if I miss anything.

1           Yeah, I started the job about a few weeks ago.  
2           Like I said, I'm still learning and understanding.  
3           And within the year -- definitely had a big impact  
4           on our servers just because of the COVID, the  
5           pandemic. And it's -- it applied to every other  
6           company as well.

7           I feel like our service will be back and fully  
8           in captivity [sic] after -- after the -- you know,  
9           the pandemic; so, just making sure the businesses  
10          are going to go back as normal.

11          Did anyone have the opportunity to read  
12          through the budget? Would you like me to explain  
13          any details or generally what it's about? It's  
14          going to be a little bit challenging because the  
15          interpreter does not have, like, the document in  
16          front of him, but it is out of our control.  
17          They -- they don't have the technology to be able  
18          to read the -- the budget and the analytics just  
19          because that -- that's how the technology works.

20          Maybe, Brett, you can jump in and explain the  
21          minor things, and we'll be able to answer any  
22          questions.

23          MR. BASCOM: Sure. This is Brett Bascom,  
24          business manager, FTRI. Generally, we want to, you  
25          know, just let Curtis and -- and other staff at the

1 PSC know -- I -- I appreciate your correspondence  
2 back and forth with me on the budget and appreciate  
3 an open communication that we had during the  
4 budget-preparation time.

5 And the -- as -- as Curtis mentioned, the  
6 budget is recommended to be approved at the -- the  
7 same levels that we had proposed in our budget,  
8 which are basically the same as the previous year.

9 Due to COVID and the pandemic, the -- the  
10 analytics that we were able to put into the budget  
11 this year, you know, obviously were skewed, as you  
12 know, for several months, businesses were all  
13 closed down and there was no business activity for  
14 a little while.

15 And as things ramped back up, that obviously  
16 they did not come back up at the same level  
17 until -- really, just recently, we're starting to  
18 see levels of business coming back up to levels  
19 that -- that look like, in the future, we're going  
20 to be back to a normal business situation in  
21 Florida, which I'm -- I'm hoping for.

22 The only large change in the budget would be  
23 the relay service. It's a significant decrease.  
24 All the other categories in our budget remain  
25 rel- -- remain relatively the same as what we

1 budgeted the previous year.

2 The exception that we had some control over  
3 was general administrative costs. And we've, you  
4 know, budgeted for those items based on what our  
5 costs are and what we -- we feel our costs will be  
6 going forward because we still have eight positions  
7 here at FTRI and we still have those costs that are  
8 related to that; still have rent and office  
9 supplies and all that good stuff. So, we budgeted  
10 about \$10,000 less this year than what we budgeted  
11 in the 2020-2021 year.

12 I would also like to mention if anybody, you  
13 know, on the TASA Advisory Committee would like to  
14 look at the actual staff recommendation, I believe,  
15 Curtis, that's -- that's available on the PSC  
16 website, correct?

17 MR. WILLIAMS: Yes, it is.

18 MR. BASCOM: Okay.

19 MR. WILLIAMS: And --

20 MR. BASCOM: Go ahead, Curtis.

21 MR. WILLIAMS: You can proceed.

22 MR. BASCOM: Oh, okay. Yeah, I was just going  
23 to say that if anybody had any questions  
24 specifically on the budget, I'm -- either Marty or  
25 I could respond to those.

1 MS. JOHNSON: Hi, this is Jane Johnson. Brett  
2 and -- Martin, welcome -- welcome to FTRI. I hope  
3 your move to Florida goes well.

4 I had a question looking at -- I was  
5 wondering, since you had fewer expenses in the past  
6 year because of COVID and -- I was expecting that  
7 you would have a surplus, that -- you know, I had a  
8 question of what you do with surpluses. Do you  
9 carry them forward and are they reflected in the  
10 next year's budget? But -- that's one question.

11 But the other question, when I look to see  
12 what a surplus might have been, your revenue less  
13 expenses is actually \$18.2 million. So, I'm  
14 assuming that that's because it reflects the money  
15 that you have in your operating reserve account.

16 So, if you were to take that -- and I probably  
17 could do this on a calculator myself, but -- so, if  
18 you took out the operating reserve account and just  
19 looked at your operating revenue and your operating  
20 expenses, what was -- do you know what your surplus  
21 was at the end of the -- or the -- in the column  
22 where it says "estimated revenue and expenditures",  
23 you're -- you're projecting 18- -- \$18.2 million in  
24 revenue after expenses, but that includes your --  
25 your reserve account.

1           So, do you know what the net revenue less  
2           expenses is projected to be?

3           MR. BASCOM: Well, we're -- we're budgeting  
4           operating revenue without taking into account the  
5           reserve account. So, that's oper- -- or the total  
6           operating revenue is 4.3 million and --

7           MS. JOHNSON: That would be your surplus at  
8           the end of the year?

9           MR. BASCOM: No. No. That's the total  
10          revenue. Right?

11          MS. JOHNSON: Okay.

12          MR. BASCOM: And then --

13          MS. JOHNSON: Okay.

14          MR. BASCOM: -- the total operating expenses  
15          is -- at the end is -- is a little over 4.4., and  
16          the net is 53,800.

17          MS. JOHNSON: Okay. So, you actually operated  
18          at a -- a loss -- I was confused about the second  
19          and third column. So, one is your budget and one  
20          is your estimated revenue and expenditures. So,  
21          the budget is what you got approved a year ago.  
22          The est- --

23          MR. BASCOM: The approved budget -- yeah, the  
24          approved budget of 2021 is the first column.

25          MS. JOHNSON: Okay.

1           MR. BASCOM: And the -- the second column is  
2           what we're estimating our actual -- where we're  
3           going to actually end up at June 30 this year.

4           MS. JOHNSON: Okay. That's the one I'm  
5           interested in.

6           MR. BASCOM: Okay.

7           MS. JOHNSON: Okay. So, at the bottom line, I  
8           see it's 18.2 million, but --

9           MR. BASCOM: Well --

10          MS. JOHNSON: -- if you took out the -- the  
11          reserve account, then do you know what that net  
12          would be?

13          MR. BASCOM: Well, what -- what you would do  
14          is -- is, you know, take out -- well, you would  
15          just take the previous years and -- you see our --  
16          our estimated revenue is 4.6.

17          MS. JOHNSON: Okay.

18          MR. BASCOM: And the total expenses, 4.1,  
19          almost 4.2.

20          MS. JOHNSON: Uh-huh.

21          MR. BASCOM: Okay. So, that -- that would be  
22          about 400,000.

23          MS. JOHNSON: Okay. So, when you did your  
24          budget for the coming year, did you factor in that  
25          surplus to offset the projected deficit?

1 MR. BASCOM: So, that -- that surplus is then  
2 carried forward, if you take the bottom line of  
3 18,286,000.

4 MS. JOHNSON: Right.

5 MR. BASCOM: And then look at the current year  
6 budget, '21-'22.

7 MS. JOHNSON: Okay. Got it.

8 MR. BASCOM: 18,286,000.

9 MS. JOHNSON: Okay.

10 MR. BASCOM: That gets carried forward.

11 MS. JOHNSON: Okay. So, even with carrying  
12 forward the surplus, you still think you're going  
13 to run at a loss?

14 MR. BASCOM: That would actually be -- it  
15 would be -- well, yeah -- yeah, technically, at  
16 a -- a slight loss, yeah.

17 MS. JOHNSON: Okay.

18 MR. BASCOM: If -- if -- if you're not -- you  
19 know, if you're taking into account budgeted items  
20 and just -- I just kind of hesitate to say that's a  
21 true loss because you're looking at a budget. And  
22 that is a -- I look at a budget -- and I always  
23 have, ever since I've been here and every time I've  
24 done any work in the private sector -- a budget is  
25 a tool to plan.

1 MS. JOHNSON: No, I -- I understand. I was  
2 just trying to understand your methodology, and you  
3 just explained it.

4 MR. BASCOM: Right. Right.

5 MS. JOHNSON: That's all.

6 MR. BASCOM: Right. Right. So -- so, you  
7 know, that -- if everything falls exactly the way  
8 we budgeted, that would be the result. There's a  
9 loss of 53,800.

10 MS. JOHNSON: Got it. Okay.

11 MR. BASCOM: Yeah.

12 MS. JOHNSON: And then can you explain why  
13 the -- on Line 2, under revenue, the interest  
14 income -- it was -- you budgeted 114,500 in  
15 interest income last year, but here it dropped down  
16 to 22,800, but your reserve account --

17 MR. BASCOM: Right.

18 MS. JOHNSON: -- I see, has increased in -- in  
19 value.

20 MR. BASCOM: Yeah, the reserve account in- --  
21 increases both -- I mean, the surplus account,  
22 Line No. 3, is not only the -- I hate to use this  
23 terminology of invested, but it is an interest-  
24 bearing account. So, in a sense, it's -- it's  
25 invest- -- and it's invested because it's, you

1 know, receiving dividends -- or interest.

2 And then you have to add to that our operating  
3 account, which is our daily checking account, which  
4 all the revenues go into and all of the expenses  
5 come out of.

6 So, the 18,286,000 -- the combination of those  
7 two bank accounts and the interest that we're  
8 earning used to be, in -- in 2019-2020, as high as  
9 .75 percent. And it has deteriorated, especially  
10 through the -- the pandemic era of the past 12, 14  
11 months, all the way down to .01 percent.

12 MS. JOHNSON: So -- so, those --

13 MR. BASCOM: The bank -- the bank won't pay us  
14 any more than that.

15 MS. JOHNSON: Right. No. I -- okay. That --  
16 so, I -- so, you don't have this investment account  
17 invested in a -- is there an investment policy for  
18 FTRI where you try to, you know, le- -- leverage --

19 MR. BASCOM: That --

20 MS. JOHNSON: -- the funds for -- to maintain  
21 the continued growth?

22 MR. BASCOM: We have -- back when James  
23 Forstall was with us as the executive director, he  
24 and I met with both our bank, Regions Bank, and our  
25 board of directors. And an investment policy

1           and -- and investment -- I guess a statement for  
2           the board to adopt was presented as well as a -- an  
3           investment program at Regions Bank basically  
4           laddering bonds to invest that are government-  
5           secured bonds that would provide a higher level of  
6           interest and dividends. The board declined to make  
7           any -- make a decision to that at the time.

8                     We, then, brought it to the -- the staff at  
9           the PSC at one time and they were going to look at  
10          whether or not the -- the Commission could look at  
11          that in an Internal Affairs meeting.

12                    And then, Sean Bankston -- when he was the  
13          executive director last year -- and I met with PSC  
14          staff and discussed the possibility of doing that  
15          again.

16                    And I would say that's -- that's pretty much  
17          where it is at this point in time. And our -- our  
18          board kind of wanted to have some input from the  
19          PSC staff on that before we move forward or the  
20          board moved forward. And we keep the information  
21          flowing as best we can on that item.

22                    MS. JOHNSON: Thank you.

23                    MR. BASCOM: Uh-huh. Any other questions  
24          or -- okay. Curtis, I guess that's it for me.

25                    MS. JOHNSON: Well, I -- I don't want to be

1 the only one asking questions, but I'm new. This  
2 is my first TASA meeting, so I --

3 MR. BASCOM: Great.

4 MS. JOHNSON: -- apologize. I'm learning.

5 So, I was looking at -- the DPR provider  
6 expenses are expected to decrease by \$607,000 --  
7 let me just find where that was. I wrote -- made  
8 myself a note and now I can't find it.

9 MR. BASCOM: Right. Right. That -- that's  
10 what it is.

11 MS. JOHNSON: Okay. Yeah, so -- I don't know  
12 what -- could you explain that, please?

13 MR. BASCOM: Sure. This is Brett Bascom  
14 again.

15 The -- the DPR provider is Sprint and -- or  
16 Sprint/T-Mobile at the time. So, Jeffrey Branch  
17 might be able to give us a little bit more  
18 information as he's doing his presentation, but  
19 each year, during the budget cycle, I -- I get --  
20 you know, e-mail Jeff and ask him to get us some  
21 information as far as what they project the third-  
22 party relay minutes to be for the next year and --  
23 so I can put that into the budget.

24 It's -- it's, you know, their contract with  
25 the Public Service Commission and they're the best

1 source of knowing how those minutes are going to  
2 increase or decline over the next year. So, they  
3 provide that usually in a spreadsheet to me. And  
4 that information, then, is used to input into the  
5 budget what they're projecting.

6 MS. JOHNSON: Got it. Thank you.

7 MR. BASCOM: Uh-huh. You're welcome.

8 MS. JOHNSON: And this is Jane once more. And  
9 I know that you know that I'm interested in how the  
10 regional distribution center is -- works. And I  
11 saw that the expenses -- your projected expenses  
12 are less than half of what -- of what you had  
13 budgeted for.

14 So, this -- did you do any kind of adaptation  
15 during COVID to reach -- make sure that people were  
16 still being reached virtually or in non-touch ways  
17 or did -- did the activity just kind of stop?

18 MR. BASCOM: Yeah, this is -- this is Brett  
19 Bascom again. Thanks, Jane.

20 Activity actually, you know, for several  
21 months, stopped completely because not only were  
22 businesses, restaurants, everybody else out there,  
23 you know, no longer doing activity because of the  
24 COVID situation, FTRI and the RDCs all either  
25 went -- completely closed for a number of weeks or

1           went to a very minimal hyper-tight schedule,  
2           remote, you know, working remote from home and  
3           whatnot, as everybody else was.

4                    And as the regional distribution centers  
5           individually felt comfortable in their specific  
6           areas opening up for -- for business here and  
7           there, they were doing that.

8                    Some of the adaptations that we -- we were  
9           able to work with the RDCs on, were doing either  
10          socially-distanced virtual-type events and  
11          distributions. They referred a lot of people to  
12          the FTRI office directly, and we served them  
13          directly from the FTRI office because the  
14          individual RDC was either completely closed down or  
15          had a minimal number of people that they could use  
16          to distribute equipment.

17                   And that -- as we move forward, you can see  
18          that that's, you know, easing up all over the state  
19          of Florida and -- and the RDCs are doing more and  
20          more activity each and every month as we move  
21          forward.

22                    I hope that answered your question.

23                    MS. JOHNSON: Yes, thank you.

24                    MR. BASCOM: Uh-huh.

25                    MR. WILLIAMS: Yes, this is Curtis Williams.

1 I don't want to -- I want to leave the details to  
2 the proposed budget to FTRI and not get into too  
3 much of the details on staff's recommendation or  
4 Attorney Charles Murphy will chime in again -- but  
5 I -- I would like to point out a follow-up on -- on  
6 that point. You raised a good point, Jane.

7 And in the staff's recommendation to the  
8 Commission -- again, we are recommending approval  
9 of the FTRI's proposed budget, but we're also  
10 recommending and -- and we actually recommended --  
11 made this recommendation during the previous budget  
12 year, the 2021. And it's an ongoing project where  
13 we are requesting -- and FTRI is currently in the  
14 process of looking at ways to improve their  
15 operation specifically related to RDCs and  
16 outreach.

17 And in our -- in staff's recommendation, we  
18 address the RDC operating performance and also  
19 recommend FTRI improve operations regarding their  
20 outreach efforts, specifically their online  
21 approach.

22 So, we will -- we will -- I anticipate, going  
23 forward, that -- that those issues will be  
24 addressed more and we will keep the -- the advisory  
25 committee informed and involved.

1           We actually are recommending -- and this is  
2           just a thought -- but we're recommending FTRI  
3           provide a -- a status update or a report on  
4           operating efforts during our tentatively-scheduled  
5           October 2001 [sic] TASA meeting. So, we'll be able  
6           to jump in in more detail going forward.

7           MR. KELLER: Okay. Great. Thank you much.  
8           This is Marty.

9           MR. WILLIAMS: And that will be at the  
10          October 2021 TASA meeting. I misspoke.

11          Are there any additional questions?

12          MR. KELLER: Thank you, Brett, for explaining  
13          some of that while I'm still learning. I know that  
14          was -- I'm in a new job here, so I appreciate that.  
15          This is Marty.

16          MR. WILLIAMS: Okay. Well, if there are no --  
17          if there are no additional questions for FTRI  
18          regarding their proposed budget -- let me ask our  
19          court reporter, are you doing well? Do you need a  
20          break or -- or are you prepared to proceed?

21          THE COURT REPORTER: I can proceed. Thank  
22          you.

23          MR. WILLIAMS: Okay. Thank you.

24          So, at this time, we will have Jeffrey Branch  
25          with T-Mobile provide their update.

1           MR. BRANCH: So, thank you so much, Curtis.  
2           This is Jeff, here. So, it's good to see -- well,  
3           not see -- good to hear everyone today on the call.  
4           I know it's been some time since we spoke.

5           Just a lot of challenges with COVID, and it's  
6           just been a real challenging year. And there's  
7           just lots of new things that we've learned, lots of  
8           unforeseen things that have come up as we've tried  
9           to accommodate and navigate these challenging  
10          waters, but I really appreciate more of how we are.

11          And I'm really assessing our organization and  
12          our approach to things and things that are  
13          happening. And I'm really looking, in fine detail,  
14          on what we've seen that may help us in the future,  
15          in a long-term sense. So, it's been really good.

16          For me, I think I'm optimistic, kind of where  
17          we see and really value things that we've done in  
18          the past. We were able to sit in the office and  
19          able to meet people and chat with people and come  
20          to an in-person meeting, things like that, that we  
21          haven't done in such a long time. So, I just  
22          really value those things that were -- that we  
23          haven't been able to do. It's been quite an  
24          interesting year.

25          So, with that being said, I know some of you

1           have already received my PowerPoint presentation.  
2           And for those of you who are new on this call --  
3           well, I know there's first -- people that are  
4           first-time participating in this. I just want to  
5           introduce myself real quick.

6                     I'm Jeffrey Branch. I'm the account executive  
7           and salesperson. I'm also customer-relationship  
8           manager for -- I take care of outreach for the  
9           state of Florida as part of the relay service in  
10          the state of Florida.

11                    So, for the sales portion of my role, I do  
12          mostly states down in the south. So, this state  
13          contract that we have had for Florida -- I'm the  
14          person that -- I guess, the point of contact.  
15          Really, for any issues that come up or any  
16          concerns, the PSC typically reaches out to me and  
17          then we address those issues, talk through them,  
18          and hopefully resolve. So, my -- that's just a  
19          brief little synopsis of my position. Hopefully  
20          that helps.

21                    So, I'm also going to do a presentation during  
22          this meeting and give an update on the relay  
23          services and what's happening, what's gone on, some  
24          statistics we'll look at related to the relay  
25          services and what's going on.

1           So, my agenda -- hold on just a second. Let  
2 me pull that up. So, I'm going to talk about each  
3 product and what I'm seeing and kind of the  
4 patterns and the projections that I -- I've seen.

5           So, before I begin, I know that during COVID,  
6 we've communicated a lot with -- I've communicated  
7 a lot with Curtis just on different portions of  
8 what's happening with our centers across the United  
9 States.

10           So, the traffic being impacted in Florida --  
11 sometimes where there were some centers that had a  
12 COVID outbreak in them, in the centers, they had to  
13 close down and we had to transfer the calls to  
14 other centers. So, then, at that point, I would  
15 notify Curtis and the PSC and let them know that  
16 that had happened and when we were going to be able to  
17 reopen those centers.

18           And I thought really a great job was done of  
19 being able to keep everyone informed when they were  
20 notified, in a center. They had to make sure that  
21 we were taking care of our employees, of course,  
22 and make sure that those people were, then, out of  
23 those centers.

24           Then they do a deep cleaning of those centers  
25 while those folks were at home, and we were able to

1 identify, I guess, how to address that issue and  
2 then bring those people back in the centers safely  
3 and then proceed with processing those minutes.

4 So, it was quite a challenging year in that  
5 sense, but I thought we did a really good job and  
6 at mini- -- we had -- it was a very minimum impact  
7 to the relay minutes and the service, itself. So  
8 people, in general, were still able to make those  
9 calls, receive calls, 24/7.

10 And so, there was really no long waiting  
11 queues or no loss of time for people waiting to  
12 make those phone calls. So, I thought really a  
13 great job was done. So, I just want to commend you  
14 and the staff and, I guess, our team, as we really  
15 tried to make sure that we were dedicated to making  
16 sure the service continued and was up and  
17 functional during such a challenging time  
18 throughout the year.

19 So, for RCC -- I'm going to start with that.  
20 That's -- relay conference captioning is what that  
21 stands for. That became a very high demand.  
22 Obviously, there was -- you know, during COVID,  
23 people were working from home. And so, as they're  
24 working from home, a lot of those people were  
25 having conference calls online that were related to

1 work.

2 So, they were at home and they didn't have  
3 access- -- access to interpreters, perhaps, or  
4 whatever reasonable accommodations they were using.  
5 So, RCC was used for so many people as they joined  
6 conference calls at home.

7 And so, in our contracts, know that there is a  
8 limitation of usage. So, it's -- \$30,000 was the  
9 minute-usage limitation. So, there was a cap  
10 there. So, from March 1st and to February 28th --  
11 that was the cycle for that.

12 And with that, I -- we had a max -- we hit our  
13 max in August, I want to say -- September, perhaps,  
14 we hit that \$30,000 cap. And with communication,  
15 you know, I was able to reach out to those  
16 individuals that needed those services and I was  
17 able to communicate with them and have direct  
18 communication on resolving that.

19 And we were able to find resolutions for each  
20 of those individuals that needed that through  
21 our -- you know, through T-Mobile. So, I was able  
22 to address those customers, but hitting that cap by  
23 September meant there were no RCC services  
24 September, October, November, December, all the way  
25 through the end of February.

1           And so, now we've just reset those minutes  
2           March 1st, just this past March 1st. And so,  
3           again, people are -- in the state of Florida are  
4           able to use RCC services to process those  
5           conference call -- calls. And so, that's moving  
6           along nicely, and we've seen some usage of that  
7           RCC. So, it's sort of back up and running right  
8           now.

9           And then for TRS -- I'm going to move on  
10          there. That's traditional relay services. We've  
11          seen a slight increase in minutes recently and some  
12          states out -- in comparison, some are having a  
13          spike, some states are flat and, typically, I see a  
14          decline in TRS minutes.

15          But recently, it's been just more stable and  
16          more flat, meaning that, instead of it going down,  
17          it's more usage than I would typically expect to  
18          see. So, it makes it look like a steady, flat line  
19          and no decrease really. It's just -- it seems to  
20          be more steady throughout this year because it  
21          seems like there's just more usage this year  
22          instead of a decline, which is what we see  
23          typically.

24          We typically see that forecasted about a  
25          10-percent decline per year in TRS. And that's

1 just not what we're seeing right now, at least not  
2 this year.

3 I think more people are using those services  
4 because of COVID -- they're calling about different  
5 potential issues, maybe finance, trying to collect  
6 information, financially-related -- who knows, but  
7 whatever the reason is, you can -- you know, you  
8 can see on the news everything that's just gone on.  
9 So, people have changed their behavior to be making  
10 more phone calls all over the state.

11 And that kind of is applying with French  
12 minutes as well. And also those Spanish-to-English  
13 session minutes as well -- those seem to be more  
14 flat, like TRS, because of increased usage.

15 And the same with speech-to-speech. We have  
16 several users of the speech-to-speech service, and  
17 it just tends to fluctuate a lot. It just  
18 completely depends on usage and kind of how people  
19 are using those minutes and making phone calls that  
20 month.

21 Now, I'm going to move on to CapTel next. And  
22 that is also pretty flat. It typically has a  
23 slight decline, similar to TRS, about TR- --  
24 10 percent annually, but the year -- this year,  
25 compared to last year, it's more flat and steady

1           because, again, there's more usage on CapTel as  
2           well because of obvious reasons, COVID and other  
3           things.

4                    People have changed their behavior. There's  
5           more to be concerned about and, therefore, making  
6           more phone calls, calling family because they can't  
7           see them in-person, perhaps. So, just different  
8           reasons that I'm sure you can all guess.

9                    And as far as quality testing, we continue to  
10          do the state's quality testing. We do that  
11          internally and we do that throughout the year and  
12          we do that to make sure that our agents are really  
13          up to par and that they're doing a great job with  
14          their typing and so on and so forth. So, we  
15          continue to monitor the agents and our quality  
16          testing.

17                   So, we addressed some complaints we receive.  
18          And, really, there's just not a whole lot of  
19          complaints compared to how many calls that are  
20          actually happening, but it's a typical number, what  
21          we would expect. We see those complaints, we  
22          monitor, we try and figure out -- you know, if  
23          there's things that we notice, we make  
24          modifications as needed.

25                   And then we communicate out to the customer on

1           how those things were resolved. We'll either call  
2           back or respond via e-mail, but I feel like that  
3           resolution process is very positive and going  
4           really well.

5           I'm always -- I always feel optimistic in that  
6           any type of complaints give us an opportunity to  
7           learn about issues that we can address and find a  
8           better way to work.

9           Moving on -- hold on. Just let me look. One  
10          thing that I wanted to mention is the outreach and  
11          the outreach budget. And that's \$15,000, for those  
12          of you who don't know. So, it's \$15,000 outreach  
13          budget for the fiscal year, and we spent 7,291.

14          So, we're still looking at different things  
15          that we could potentially -- potentially do. One  
16          thing I did through COVID was I provided masks.  
17          And let me -- you know, there's -- you can see that  
18          on the side. There's different colors, black,  
19          pink, blue, different masks, and it has a clear  
20          window that goes over your mouth.

21          So, perhaps if you're -- you know, some  
22          people -- well, let me just say, one thing that's  
23          been quite a challenge this year for deaf and hard-  
24          of-hearing people nationwide, and probably  
25          worldwide, is the addressing the mask issue and

1           that people can't read lips like they used to and  
2           depend on that lip-reading.

3           So, if someone is an ASL user and you have a  
4           mask on and you're signing, you lose that  
5           expression that people rely on. You lose that --  
6           you know, half your face is covered. And that has  
7           been quite a challenge for people trying to  
8           communicate with one another.

9           And that's feedback that I've received from so  
10          many people out there; that they've really had a  
11          challenge. And I've seen that myself. So, I  
12          thought, you know, that's something that we can  
13          provide. We can provide masks with a clear window  
14          to support people who need to do lip-reading. And  
15          I think it helps a little bit also with ASL  
16          mouthing and expression, and you get a lot of  
17          expression through someone's mouth.

18          And so, those clear masks, we thought -- we  
19          worked with this team and we purchased tons of  
20          masks and then we distributed that. If we would  
21          see individuals that were struggling, we were just  
22          giving those masks out to people. And so, I  
23          thought that was a real ad- -- a real positive  
24          thing. And we also educated about people about  
25          local 711. And so, it ended up being a win-win

1 situation, I felt.

2 And so, this year was tough with outreach  
3 because -- well, at the beginning, we were unsure.  
4 We were, like, what are we allowed to do, what  
5 can't we do, what can we do, for the time being.  
6 And so, that was just a challenge that we had with  
7 the company.

8 We weren't really allowed to go out -- because  
9 of liability issues on getting COVID, we were  
10 supposed to be taking care of ourselves and, of  
11 course, taking care of other people. And we  
12 weren't sure how long that was going to last. We  
13 thought, you know, maybe we'll be okay around fall.  
14 And then, it was like -- okay.

15 So, we had to continue to be cautious. We had  
16 to continue to wear masks. We had to continue to  
17 be socially-distanced. And we had to just kind of  
18 wait out the storm. And there was so many  
19 restrictions on -- you know, we couldn't go to  
20 Starbucks and gather in groups. And so, as you  
21 know, there were a lot of challenges, a lot of  
22 questions on what can we do, what can't we do, how  
23 do we spend these outreach dollars.

24 And the most important thing is we were able  
25 to do video. We were able to reach out to

1 organizations and say, how can we support you. So,  
2 we did reach out in that way and, you know, most  
3 people -- like, everyone was just on hold. We were  
4 just waiting for COVID to wrap up. So, it's just  
5 been a lot of waiting.

6 And so, now I notice that events are starting  
7 to happen again. Things are starting to open up.  
8 One that's going to be happening in the fall -- I  
9 think I saw it was here in the state of Florida,  
10 Kissimmee -- I think it was in October. It was  
11 starting to open and have events. So, that's an  
12 optimistic thing that, this fall, we'll be able to  
13 attend some stuff.

14 And right now, with summer, it seems like,  
15 after June, we're going to be seeing people going  
16 out more and reaching out more. And I'm really  
17 excited because I'm just looking forward to seeing  
18 people again and going to events and seeing how  
19 people are doing and how they've handled that.

20 So, I think I'm just really going to  
21 appreciate that, just the human touch again and --  
22 and seeing people and figuring out what we can do  
23 to support people in the deaf, hard-of-hearing, and  
24 speech-disabled community. I just -- I'm hoping to  
25 do a lot more things going forward and finding ways

1 to improve the next coming months.

2 And I think that's all I have for now. I want  
3 to open it up for any questions that anyone may  
4 have.

5 MS. JOHNSON: This is Jane Johnson. I just  
6 wanted to thank you for your presentation. I  
7 really appreciate all the efforts that you made  
8 through a really difficult year. It was -- it was  
9 interesting to see the trends -- consumer trends.  
10 So, your PowerPoint was really helpful in kind of  
11 showing what the year looked like through several  
12 different lenses.

13 And I love the idea of the see-through masks.  
14 I think that was a great idea and I wish more  
15 people had done that. So, thank you.

16 MR. BRANCH: Absolutely. You are welcome.

17 MR. WILLIAMS: Yes, this is Curtis Williams.  
18 Are there any additional questions for Mr. Branch?  
19 Hearing none, that concludes the updates and  
20 presentations.

21 I will go over a couple -- couple of more  
22 items for going forward. For the TASA Advisory  
23 Committee, again, as I mentioned before, in staff's  
24 recommendation regarding FTRI's budget, we have  
25 addressed several operating issues that -- that

1 FTRI has been working on and that we're looking for  
2 them to continue. And we will have the advisory  
3 committee involved in that process, assuming we  
4 move forward. So, you can be on the lookout for  
5 communication from staff regarding -- regarding  
6 those items.

7 Secondly, in reference to the request for  
8 proposals, we are going to -- there's a process  
9 that we have internally where, once the proposals  
10 are filed, they're evaluated, and we have a -- a --  
11 an evaluation committee formed.

12 That committee includes members of the Florida  
13 Public Service Commission staff from various  
14 divisions within our agency. We have an attorney  
15 on there. We have someone from our finance, we  
16 have telecommunica- -- obviously,  
17 telecommunications staff, and we also ask that we  
18 have at least one representative from the TASA  
19 Advisory Committee.

20 So, you can be on the lookout. I will send  
21 out an e-mail asking or requesting if -- if there's  
22 interest in any members -- a member or -- or any  
23 members participating on the proposal evaluation  
24 committee so you can be on the lookout for those  
25 going forward.

1           Just one more point on that. The -- again,  
2           the proposals are due on June 17th. We will kind  
3           of put together an evaluation committee package  
4           notebook and -- and -- and all the information  
5           that's needed.

6           And we anticipate that the evaluation process  
7           will -- will occur during -- basically during the  
8           month of July. So, that -- that will be the time  
9           that will be dedicated to evaluating the proposals.

10          Are there any additional questions or -- or  
11          comments from anyone?

12          MS. JOHNSON: This is Jane Johnson, again.  
13          And I apologize. This is my first meeting, so I  
14          promise I won't be so talkative the next time.

15          But what is the --

16          MR. WILLIAMS: Oh, that's no problem, Jane.  
17          No problem at all. That's why -- that's why we're  
18          here.

19          MS. JOHNSON: Okay. Well, I -- I just -- I  
20          want to make sure I understand things.

21          So, as I was listening to the -- the T-Mobile  
22          presentation, it struck me how demand for services  
23          spiked during the pandemic because people needed to  
24          communicate and -- because we were in an emergency.

25          So, I was wondering if FTRI has any kind of

1           corresponding plan to -- you know, now that we're  
2           in hurricane season officially, it would seem that  
3           communication -- and communication devices become  
4           that much more important to people who -- who rely  
5           on them to stay in touch, especially in a disaster  
6           or post-disaster. And so -- and a lot of times  
7           when people get displaced or have to evacuate, they  
8           have to leave their equipment behind.

9           So, I was wondering if FTRI has a plan -- an  
10          emergency-operations plan, so that, in the event of  
11          something like a pandemic or like a -- where you  
12          can't do face-to-face, where you have to migrate  
13          over to virtual outreach for -- in a hurricane  
14          where you -- people -- people who have equipment  
15          lose equipment temporarily or -- or long-term, if  
16          there's flooding and things get damaged -- if there  
17          is any kind of emergency response -- emergency  
18          preparedness and an emergency-response plan that  
19          FTRI sort of has baked into their operation plan.

20          MR. BASCOM: This is Brett Bascom, business  
21          manager, FTRI.

22          Jane, during Hurricane Michael, that really  
23          devastated a pretty large region, and as -- as you  
24          know, a lot of people had very significant damage  
25          in -- in the Panhandle area. Some of our RDCs were

1           affected to the extent that they -- their building  
2           was damaged severely and whatnot; however, they  
3           were able to work from a remote location.

4           Through our efforts here at FTRI, we were able  
5           to supply equipment to that area, delivering, you  
6           know, even -- even after the -- the hurricane -- as  
7           people, you know, ramped back up and -- and got  
8           back on their feet, they were able to get equipment  
9           and -- unfortunately, being a landline- based  
10          system that we are, a lot of people switched to  
11          cell-phone types of communication in those times  
12          because the landlines were essentially inoperable  
13          for -- for some period of time until the  
14          infrastructure got rebuilt, but when they were,  
15          FTRI was able to get folks the equipment that they  
16          needed.

17          Being a loan program, all they have to do is  
18          contact us and we do a -- an exchange on the  
19          equipment, is the service that we would call it.  
20          And if their equipment is damaged and they're  
21          unable to have us pick that damaged equipment up,  
22          in a -- in a situation like a hurricane, we just  
23          request a statement saying that that was what  
24          happened, and we get them the new equipment.

25          So, we're able to react fairly quickly.

1           Although, our phone equipment requires landline  
2           service, so that has to be in place first. So,  
3           that kind of gives you an idea of -- you know,  
4           how -- how we react to a situation like that, so --

5           MS. JOHNSON: Thank you, Brett.

6           MR. BASCOM: Uh-huh.

7           MR. WILLIAMS: Curtis Williams. Are there any  
8           additional questions or comments for the good of  
9           the order? Hearing none, I would like to thank  
10          everyone for your participation and -- and thank  
11          you for muting your phones when not speaking and --  
12          and -- and minimizing background noise. I think we  
13          had a very successful meeting.

14          If there are no questions or comments, the  
15          meeting is adjourned. Thank you.

16          (Whereupon, the proceedings concluded at 2:36  
17 p.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA )  
COUNTY OF LEON )

I, ANDREA KOMARIDIS WRAY, Court Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 21st day of June, 2021.



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ANDREA KOMARIDIS WRAY  
NOTARY PUBLIC  
COMMISSION #HH 089181  
EXPIRES February 9, 2025