
TELECOMMUNICATIONS ACCESS SYSTEM ACT
ADVISORY COMMITTEE TO THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO.: 20240043-TP

Re: Request for submission of proposals for relay service, beginning in March 2025, for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access Systems Act of 1991.

TELEPHONIC PROCEEDINGS

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Monday, October 27, 2025

2:34 p.m. - 3:26 p.m.

LOCATION: Telephonic

Stenographically Reported Telephonically By:

TRACY BROWN

APPEARANCES:

(All parties appearing telephonically)

FPSC Staff:

Curtis Williams
Jacob Imig
Shaw Stiller
Greg Fogleman
Sakina Deas

TASA Advisory Committee:

Margaret Lynn Duggar
Jane Johnson

Florida Telecommunications Relay, Inc.:

Dr. Cecil Bradley

T-Mobile:

Jeff Branch

CERTIFICATE OF REPORTER

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1 Thereupon,

2 The following proceedings began at
3 2:34 p.m.:

4 **MR. WILLIAMS:** Again, we had technical
5 difficulties and got on a little late. And
6 when we got on, there were quite a few
7 participants on so we'll go ahead and get
8 started.

9 I'm Curtis Williams with the Office of
10 Industry Development and Market Analysis. I'll
11 be chairing today's meeting. Joining me is
12 Jacob Imig with the Office of General Counsel.

13 Everyone should have received the agenda
14 and presentations, so we will proceed as
15 printed.

16 First order of business is to have our
17 attorney read the notice.

18 **MR. IMIG:** Notice issued on October 15th,
19 2025. This time and place has been set for a
20 meeting at docket number 20240043-TP to discuss
21 current issues related to relay. The purpose
22 of the meeting is more fully set out in the
23 notice.

24 **MR. WILLIAMS:** Thank you.

25 Before we get started, a couple

1 preliminary matters. Please keep your phone on
2 mute until you are ready to speak to prevent
3 background noise from interrupting our
4 teleconference this afternoon.

5 And also very important, please state your
6 name each time before speaking for the court
7 reporter. The meeting is being transcribed, so
8 when we take appearances, we need you to state
9 your name. And then if you have questions or
10 when you speak, please state your name at the
11 beginning for the benefit of the court
12 reporter.

13 At this time, we will take appearances.
14 Again, I'm Curtis Williams with the Office of
15 Industry Development and Market Analysis.

16 **MR. IMIG:** Jacob Imig, Office of General
17 Counsel.

18 **MR. STILLER:** Shaw Stiller, Office of the
19 General Counsel.

20 **MR. FOGLEMAN:** Greg Fogleman, Office of
21 Industry Development and Market Analysis.

22 **MR. WILLIAMS:** Again, any other Public
23 Service Commission staff on?

24 (Crosstalk.)

25 **UNIDENTIFIED SPEAKER:** -- IDM.

1 UNIDENTIFIED SPEAKER: -- director of IDM.

2 **MR. WILLIAMS:** And Tracy.

3 **STENOGRAPHER:** This is Tracy Brown, court
4 reporter.

5 **MR. WILLIAMS:** Okay. Welcome. And thank
6 you, Tracy.

7 **MS. DEAS:** Sakina Deas, IDM.

8 **MR. WILLIAMS:** Thank you, Sakina.

9 Okay. We'll proceed with our TASA
10 committee members. Any TASA committee members
11 on?

12 **DR. BRADLEY:** This is Cecil Bradley, FTRI.

13 **MR. WILLIAMS:** Okay. Welcome, Cecil.

14 **MS. JOHNSON:** This is Jane Johnson.

15 **MR. WILLIAMS:** Thank you, Jane.

16 **MS. DUGGAR:** Margaret Lynn Duggar, Florida
17 Council on Aging.

18 **MR. WILLIAMS:** Welcome, Margaret Lynn.

19 **MR. BRANCH:** Hi. This is Jeff Branch with
20 T-Mobile.

21 **MR. WILLIAMS:** Thank you, Jeff.

22 Do we have any additional participants who
23 would like to make an appearance?

24 Hearing none, thank you, everyone.

25 At this time, as I indicated earlier, we

1 will proceed as printed in the agenda. I'll
2 get started here. As printed in the meeting
3 material, in 2025, the Florida legislature
4 amended Sections 427.702 through 427.706,
5 Florida Statutes relating to TASA. I'll
6 present an overview of the primary amendments
7 and the Commission's rule making to implement
8 the new statute.

9 As far as the statutory amendments, the
10 new statute grants FTRI authority to distribute
11 specialized communications technology and
12 requires the Commission to set eligibility
13 requirements for distribution of the
14 specialized communications technology.

15 Specifically section 427.704(e) mandates
16 that the eligibility requirements be based on
17 income qualifications of no less than double
18 but no more than triple the federal poverty
19 level or participation in other state or
20 federal programs based on income, such as
21 Medicaid, supplemental nutritional assistance
22 program, supplemental security income,
23 Section 8 housing, veteran's pension and
24 survivor pension benefits.

25 Specific to the Commission's rule making

1 at the October 7th, 2025, Commission's agenda
2 conference, the Commission approved staff's
3 recommendation to amend Rule 25-4.150, Florida
4 Administrative Code, and Rule 25-4.160, Florida
5 Administrative Code to implement the statutory
6 changes. Staff's recommendation is included
7 with your meeting material.

8 On October 13th, 2025, the Commission
9 issued its order providing notice of the
10 proposed rules. Request for hearings must be
11 received no later than November 3rd, 2025 to
12 meet the Commission's order. The Commission's
13 order was also included in your meeting
14 material.

15 The more substantial amendment to
16 Rule 25-4.150 is the addition of subsection 5
17 which implements the requirements of Section
18 427.704(e), Florida Statutes, requiring the
19 establishment of the eligibility requirements
20 for the distribution of specialized
21 communications technology.

22 The income qualification was set at
23 250 percent of the federal poverty level, along
24 with the -- the income-based programs mentioned
25 earlier.

1 Rule 25-4.160 subsection 1 was deleted
2 because the rule language required a discount
3 for intrastate toll calls received from a
4 telecommunications relay service and did not
5 reflect current practice. Telecommunications
6 relay service providers no longer charge for
7 toll calls. As a result, the total discount
8 language contained in the rule was obsolete.

9 As far as FTRI implementation, FTRI is
10 currently developing its plan to implement the
11 distribution of specialized communications
12 technology consistent with the statute and
13 consistent with Commission rule. Dr. Bradley
14 will provide details on FTRI's plans during his
15 presentation.

16 For me, are there any questions at this
17 point?

18 Hearing none, we will go ahead and proceed
19 with FTRI's relay --

20 **DR. BRADLEY:** Let me check something here
21 on the computer. Hold on one second.

22 Okay. Thank you, Curtis. And good
23 afternoon to everyone. I'm speaking through an
24 interpreter, as you know. This is Cecil
25 Bradley with FTRI. I'm very excited.

1 Wow. I just can't believe this year.
2 It's been really something. And actually, ever
3 since I've been here at FTRI as the executive
4 director, we have had such a big commitment to
5 sustain this business for a long time. I'm
6 very pleased with the state legislature and the
7 passage of the new TASA law for the
8 modernization.

9 And when the governor signed the bill, now
10 it's in with the PSC and they created the rule
11 making for this statute. And after my research
12 and during my research and dialogue with the
13 PSC staff, we've also had a lot of discussion
14 in reference to the federal poverty level. I
15 know the law says 200 to 300 percent, that's
16 the range. So we were able to compromise and
17 come up with -- that's where we came up with
18 the 250 percent federally -- federal poverty
19 level.

20 And we can evaluate that in the future if
21 for some reason -- meaning that we have a
22 little bit of room to expand to the
23 300 percent, if it becomes necessary. I very
24 much understand that the PSC viewpoint is to
25 make sure that we are stable with our funding

1 and expenditures first. I'm very pleased with
2 the recent legislation and changes.

3 The most common comment that I've heard
4 from the state legislators while I was
5 attending every single Senate and House
6 committee meeting, they were just astonished
7 and not one legislature opposed the bill --
8 legislator opposed the bill. And it's amazing.
9 I know that some people were absent when it
10 came time to voting, but it was like
11 1,000 percent score. You know, the bill
12 passed, so -- all the legislative comments
13 were, It's about time to change the law and
14 update the law. They really agreed that the
15 law was extremely antiquated and that the
16 landlines were diminishing and that this
17 possibly should have been done a long time ago.
18 But I'm so happy that they did see and agree
19 that the changes were necessary.

20 So currently, as Curtis mentioned, we
21 are -- the PSC has approved the rule making,
22 but what we're awaiting on now is public
23 comments before November 3rd. If we hear no
24 objections to any -- or any comments that might
25 be objections, then we can proceed forward as

1 planned. We know that we're in a planning
2 stage, things are not finalized yet, but
3 hopefully we'll be ready by 2026.

4 Currently we have several activities, as
5 you read my outreach report, I think I sent it
6 out last week. I do thank Curtis for sending
7 that -- distributing that for me --
8 disseminating that for me.

9 We have the outreach marketing for the RFP
10 and the Board has felt necessary to possibly
11 make some changes or improvements. We just
12 had, a couple weeks ago, sent out some of our
13 RFPs. We've had a few responses, so hopefully
14 we'll be able to choose one as a winner before
15 mid-November. So I'm hoping that we will be
16 able to hire a company to -- in January to work
17 with us at least for this half a year -- half
18 the fiscal year.

19 We are going to be conducting more
20 outreach with digital and new approaches. So
21 we're -- it's very important because we do --
22 definitely are progressing now to wireless and
23 we are going to be reaching more people.

24 The interesting thing is that we have
25 began what you would call a waiting list and we

1 do have quite a number of people who are
2 qualified and want to be on the waiting list.
3 So there is a box you can click on on our
4 website, and some people have done that and
5 said that they do want wireless. And so they
6 are able to go ahead and fill out, like, their
7 background information, name and request to be
8 placed on the waiting list.

9 So we do -- that does help us plan to move
10 forward. We're going to do a website redesign.
11 And as you are aware, we're going to be working
12 with a local company in Tallahassee, hopefully.
13 So we're waiting until we finalize our
14 marketing selection, marketing efforts, and we
15 will begin to reach out to a local designer to
16 see if they're interested in working with us to
17 design -- redesign our website.

18 We're working on a separate application
19 track and it will be specifically for wireless,
20 which does require financial eligibility. And
21 as Curtis explained, if you're on SNAP or
22 Medicaid, any kind of (inaudible) benefits, VA
23 benefits, your automatic qualification --
24 automatically qualified. So I think there's
25 about 39,200. In 2025, maybe that will

1 increase as far as the 250 percent federal
2 poverty level. So right now we're just
3 focusing on documentation, working on our
4 implementation to make sure that the consumers
5 can either scan their income information or
6 send it as an attachment -- with an attachment
7 or download it online so that we see if they
8 meet that at least one-person household of
9 \$39,125.

10 So we need -- we may need tax forms or
11 passports, we're not sure, you know, of the
12 documentation or the qualifications with, you
13 know, Medicaid and SNAP as those are automatic
14 qualifiers. We're not sure about the other
15 documentation that may help them to be
16 qualified.

17 So we will continue to do both. We will
18 focus on landlines still and wireless, but they
19 are going to be two different application
20 tracks. Because we do know that landlines are
21 not going away. I mean, maybe two to three
22 years, we'll still be working with landline
23 equipment. So people do still desire to have
24 landline equipment.

25 We also have a goal of distributing

1 wireless maybe the first of next year. And
2 we're just going to start out with a small
3 number of devices. There's a possibility it
4 will be an iPad, possibly an iPhone. And also,
5 we will have accessories.

6 We're going to start small and then build
7 up from then -- there. We will see in a few
8 years how it goes. So we want to start small
9 in the beginning. And I want to be clear that
10 in spring, that's when we hope to begin to
11 offer a limited amount of devices, wireless
12 devices. And the budget will be based on
13 available funding, what we use for landlines,
14 and we will also have further discussion about
15 that with the PSC because right now we don't
16 have a separate line item in our budget, we
17 will figure all that out. We will be
18 discussing that with the PSC.

19 But, again, we're talking about two to
20 three months from now, possibly, we will be
21 able to buy a few devices. And we will have a
22 more clear budget for wireless devices starting
23 the next fiscal year, July 1st, 2026. It will
24 have a line item that says, you know, wireless
25 devices. So right now we're not budgeted for

1 it necessarily, we don't have that line item
2 yet.

3 We will continue to have our waiting list
4 now through spring and summer while we're
5 getting ready for our July 1st budget. We want
6 to control our spending for sure.

7 I apologize that I'm jumping -- I didn't
8 go through the -- jumping ahead of you guys. I
9 didn't go through the annual report yet.

10 So the first bullet, pardon me, if you'll
11 look -- if you've looked through the annual
12 report, you'll see that basically the numbers
13 have decreased somewhat, that's no surprise
14 because of the dwindling of the landlines. The
15 number of client, on page one, is about 420
16 less than what we had last year. So that kind
17 of gives you an idea.

18 We have been able to provide more
19 services. If you look on page two, the number
20 has increased because of client exchanges,
21 clients seeking new equipment, customers
22 wanting new equipment. We offer large text
23 displays, like a caption display with your
24 landline phone. Some people have requested
25 that device.

1 The number of overall clients has
2 decreased somewhat with deaf and hard of
3 hearing, but we will have -- we have had some
4 increases with the deaf and hard of hearing,
5 even though it doesn't look like that way,
6 because of our SquareGlow device.

7 Let me see what else I'd like to go
8 through.

9 Now let's look at page four. The number
10 of equipment devices have decreased somewhat.

11 Now page five. And Jeff can explain more
12 about that page. But on our report compared to
13 last year, there has been a drop in the number
14 of subscribers with relay, calls and billable
15 minutes.

16 So that is a trend with -- as the landline
17 numbers go down, these numbers also go down.
18 So we projected in a few years that those
19 numbers will continue to decrease. And with
20 the Americans with Disabilities Act, provisions
21 and the law, we also, you know, will serve the
22 very last person who has the very last
23 landline.

24 So on the last page, page six, so
25 basically we have the same level of client

1 satisfaction, which we always want to continue
2 to improve that. The administrative costs and
3 overhead has gone up a little bit. We hired an
4 outreach specialist to work in house. We're
5 doing a lot more outreach. And also travel
6 increased. And we also had more activity in
7 this area because of our legislative efforts.
8 We wanted to make sure we got the support we
9 need to get the law passed.

10 So I guess the very last thing was my
11 bullet that says special announcements. So are
12 you thinking, what in the world does he mean?
13 I'll let you know -- I wanted to let you know
14 that I will be retiring at the end of December
15 from FTRI. I've been here four years as the
16 executive director, so I think it's time. I
17 wasn't even expecting to stay four years. I
18 was thinking two or three years, but the -- I
19 wanted to remain one more year to see the
20 legislative action through. So I will be
21 retiring at the end of December. The board
22 will also begin looking for a replacement.

23 I'm very happy that we have been able to
24 increase the satisfaction -- customer
25 satisfaction and everything going on at FTRI.

1 And also with our funding, we will have a new
2 funding stream related to investments, that's
3 what we did -- we did do that already. And we
4 have a great staff. I'm telling you, they're
5 great.

6 And what was the other thing? I want to
7 look through my notes here a second. We have a
8 very strong board of directors.

9 So I'm very happy with what we've
10 accomplished in these four years, and FTRI
11 remains strong. I really appreciate and thank
12 you for your support from the Public Service
13 Commission. I appreciate the Commissioners for
14 their support, too, the staff. I mean, I have
15 to really tell you that this year has just been
16 so unique around here and I just -- you know
17 that historically people say that it takes two
18 to three years for a bill to get passed and the
19 law to change, and we did it in less than a
20 year. So I am so happy. I'm very happy.

21 So -- okay. I'm open to any questions you
22 may have at this time.

23 **MR. WILLIAMS:** Yes, this is Curtis
24 Williams, so are there any questions for
25 Dr. Bradley on his presentation at this time?

1 **MS. JOHNSON:** This is Jane Johnson. And
2 the question I had was about the trend. Is it
3 possible to see the data over three to five
4 years? Cecil talked about, you know, the
5 trends in terms of new services, new customers
6 and equipment transaction. It would be
7 really -- just so we can do our job on the
8 committee to kind of plan for the future, would
9 be really nice to see how things have gone. I
10 mean, I -- you said that things have -- the
11 numbers have reduced but it's hard to know how
12 much or whether it's been a steady trend or
13 like, there's been steep drops. But five-year
14 trends would be so helpful to us just to get a
15 full picture.

16 **MR. WILLIAMS:** Yes, Jane, this is Curtis.
17 We -- the Public Service Commission, we
18 actually include that information in our annual
19 report. We actually have a ten-year trend. So
20 if you take a look at the previous commission
21 relay annual reports, you can go online -- and
22 I can direct you there if you have a problem.
23 We're currently working on the 2025 Public
24 Service Commission Relay Report and we'll have
25 updated information on the trend there also.

1 **MS. JOHNSON:** Yeah, if you could send it
2 to the members of the committee that would be
3 just a really nice --

4 **MR. WILLIAMS:** Yeah, I'll send the link.
5 It's on our -- it's on the Commission's web
6 page under our TASA link. And I can -- I'll
7 send that link to all of the committee members.
8 And you can have that for future reference.
9 You can always go to Public Service
10 Commission's relay report which provides more
11 detail on FTRI's operation and the relay
12 service in Florida. So I'll do that.

13 **MS. JOHNSON:** That would be great. Thank
14 you so much.

15 **MR. WILLIAMS:** You're welcome.
16 Are there any other questions for
17 Dr. Bradley?

18 I do need to acknowledge that we did have
19 another technical glitch on our end.
20 Apparently it didn't affect the meeting. We
21 just had a brief disconnect here but we were
22 able to get right back on. And I just wanted
23 to double check that there were no
24 interruptions with the other participants.

25 So with that, Dr. Bradley, let me just,

1 you know, go ahead and say we were questioning
2 and wondering what the special announcement was
3 that you presented in your presentation. So
4 now we know. And just want to say thank you
5 very much for your participation and your
6 service at FTRI. You've been a tremendous
7 benefit to the program and, particularly, your
8 contribution to helping to get the statute
9 revised. So on behalf of the Public Service
10 Commission, we want to thank you for your
11 service and your contribution.

12 When you have a chance, we would like to
13 get an update -- because we had the
14 conversation recently. We would like to get an
15 update on the members of your board of
16 directors, all the current active members. And
17 then we'll be in touch with them.

18 **DR. BRADLEY:** Okay. Yes, I can do that.

19 Do you want their names now?

20 **MR. WILLIAMS:** If you have them readily
21 available for the benefit of everyone who's
22 participating that would be helpful. And you
23 can also send them -- send them over.

24 **DR. BRADLEY:** Yeah, I'm ready. I can let
25 you know the names right here, right now.

1 **MR. WILLIAMS:** Yeah, that would be great.
2 That would be great.

3 **DR. BRADLEY:** Sean Bankston is the
4 president of the board. Glenna Ashton, she's a
5 deaf woman. Carlos Monserrate, he's a hard of
6 hearing gentleman. Amelia Mauldin is retired
7 from FTRI as the equipment distribution
8 manager. She's on the board now. We have Cory
9 Parker, he works for the State, Department of
10 Education. And he is deaf. He's on the board.
11 We have Jim Brooks, he's a hearing person.
12 He's an attorney. And we also have Rosa
13 Rodriguez, she's a librarian, I think it's
14 Central Florida. I believe it's near the Tampa
15 area.

16 So we have a variety of people on our
17 board now, which we have seven currently, and
18 they're great people. And that is the first
19 time we've actually had more deaf and hard of
20 hearing on the board. We have a variety of
21 people. It's really awesome. I love the
22 board. It's a great fit for what we're trying
23 to do and with our future here at FTRI. And
24 also, to let you know, we had reached out to
25 many phone companies and we had no one

1 interested in being on the board. So the last
2 board president, the previous board president
3 had to leave because he no longer was working
4 at that facility. He lost his job. So the
5 board we currently have now is awesome. We
6 love them.

7 So do you have any questions?

8 **MR. WILLIAMS:** No, I don't. Just, if you
9 can just -- because I won't remember, but we
10 have a transcript. But if you actually do have
11 the members listed somewhere, if you can email
12 that over to me, that would be helpful.

13 **DR. BRADLEY:** I'll be happy to do that,
14 Curtis. I'll send you the list of names.

15 **MR. WILLIAMS:** Yes, that will be great.
16 Thank you.

17 Do we have any additional questions for
18 Dr. Bradley?

19 **DR. BRADLEY:** You're welcome, Curtis. No,
20 I don't have anything else to present, but I
21 just want to tell everyone thank you and good
22 luck to everyone in the future.

23 **MR. WILLIAMS:** Thank you. And hearing no
24 additional questions, we will now proceed with
25 T-Mobile's update with Dr. Jeffrey Branch.

1 Mr. Branch, are you prepared to give your
2 presentation?

3 **MR. BRANCH:** Yes, I am. I'm here. This
4 is Jeffrey speaking. Hi.

5 Hello, everyone. Thank you, Mr. Williams.

6 Before I proceed with my presentation, I
7 wanted to thank Cecil for his hard work over
8 the last four years. I think you said it was
9 four years. Time really flies definitely. So
10 that just went really fast, those four years.
11 I want to thank you for what you have done for
12 the community, to serve the community, to help
13 with the community to have better access within
14 the state of Florida. It's been excellent.
15 You've done great work. It's very positive.
16 I've heard -- you know, the changes we've gone
17 through with this next bill, those are positive
18 changes. So thank you, Cecil, for all of your
19 work.

20 **DR. BRADLEY:** You're welcome. Thank you,
21 Jeff.

22 **MR. BRANCH:** Okay. So many of you have
23 already received the -- my presentation, my
24 PowerPoint. I think you can look at that. But
25 I was just going to walk through the PowerPoint

1 quickly and just recap the last six months or
2 so -- the new fiscal year actually so from
3 March 1st of 2025.

4 We did receive a contract with the state
5 of Florida to provide TRS, telecommunications
6 relay service, for the state of Florida. We
7 were awarded that contract again. We're very
8 pleased to partner again with the state of
9 Florida. Looking forward to enhanced quality
10 of life for the people with their phone
11 communication and tele access.

12 With the new contract that will actually
13 be effective March 1st of 20- -- that was just
14 effective March 1st, 2025, that runs through
15 February 28th of 2028. So it's a three-year
16 contract. There are options to extend that,
17 and that will be discussed closer to the end of
18 this three-year contract ending in 2028.

19 In the new contract, everything is pretty
20 much the same with TRS providing relay service,
21 speech-to-speech service, relay conference
22 captioning, RCC and IPR -- IP relay. And then
23 also the wireless on our side.

24 The new contract does include 15
25 outreach -- or \$15,000 for outreach that we

1 will provide for the state. Most the time we
2 will work closely with the FTRI because there's
3 a lot of outreach that you have done for us as
4 we partner with you on this part of the
5 outreach work. And we do appreciate the work
6 for FTRI, that you've done for us.

7 The new contract also allows deaf and hard
8 of hearing individuals access to the relay
9 conference captioning, the RCC, and that's up
10 to 30,000 minutes that will be provided to
11 those who qualify -- those deaf and hard of
12 hearing individuals who qualify through our --
13 well, not our website, actually FTRI's website.
14 The relay section. And that's where you can
15 find more information there.

16 What I will be doing from this point on is
17 promoting our speech-to-speech short icon.
18 This speech-to-speech short icon is an easier
19 way for T-Mobile wireless customers to connect
20 to speech-to-speech operators. And that would
21 be available on both IOS and Android
22 smartphones through -- or on the T-Mobile
23 network.

24 That icon, it would -- it's user friendly
25 for anyone who has speech disabilities. It

1 includes those individuals with mobility
2 challenges and it reduces the number of clicks,
3 number of steps -- taps that an individual has
4 to make and is required to make for a
5 speech-to-speech call.

6 You don't -- there's nothing that needs to
7 be installed. There's nothing that people have
8 to memorize to use the phone. There's just an
9 icon that's a shortcut. It looks like it's an
10 app but they just click on that screen -- on
11 that icon and they will see -- it's a speech --
12 STS icon. But it would direct that call -- a
13 direct connect to an operator that is trained
14 in speech-to-speech.

15 There are instructions that follow -- are
16 following here. I've already put them in here
17 on the PowerPoint. Those are also on the
18 website for those individuals, the FTR website
19 in their relay section. FTRI, excuse me --
20 interpreter -- website. That's that
21 information.

22 Now I'd like to speak you to about the
23 minutes, the usage that since March and the new
24 contract -- from March until August -- I wasn't
25 able to get September's numbers and that data

1 in time to create this PowerPoint. I was
2 hoping to get September's numbers, so we've got
3 about seven -- six months, six months, March
4 until August. So it will give you a good idea
5 of what's happening.

6 The usage of RCC minutes, there's no usage
7 this year so far. And we just signed this new
8 contract. So at this point that people know
9 we're with -- they know we're with the state of
10 Florida. Now we will start promoting, again,
11 that information. I think the numbers -- we
12 will see those numbers increase during -- over
13 time.

14 The next slide on page seven, it's the
15 billable TRS minutes. And that explains the
16 billable TRS minutes that have been -- since
17 March, March through August. And you can see
18 those numbers here month to month in a
19 comparison from last year month to month and
20 this year. So March of 2024 to March of 2025
21 and such, March to August. And you'll see that
22 steady decline in minutes of usage. And it's
23 not the only state that is seeing this, this is
24 very -- it's industry wide within the United
25 States. Every state is seeing the same trend,

1 just a slow decline.

2 Analog, you know, is going to start to go
3 away as time goes on and people are
4 transitioning into a new technology. And
5 that's just part of what this is. It's just IP
6 based platforms that people are transitioning
7 into. You know, having a better experience
8 with that and more mobility -- more mobile
9 usage. Not just staying at home and using the
10 landline and analog, that typically just --
11 analog typically meaning being at home.

12 Slide number eight shows the Spanish to
13 English calls, those minutes. And they are on
14 a steady decline, pretty steady but just a
15 slight decline. And that is a continuous trend
16 over the years. It's really in line with the
17 TRS numbers overall, that decline.

18 The next slide talks about
19 speech-to-speech, and we can see that same
20 decline in usage. And, again, it really aligns
21 with the current trends, with newer technology,
22 newer things for individuals who need the
23 speech-to-speech. There's different equipment
24 possibly -- you know, different equipment,
25 different software that are being developed and

1 so that's out there in the world for those
2 individuals.

3 And, again, we're providing those
4 services, including speech-to-speech, TRS usage
5 and that will be -- we'll maintain those
6 services.

7 The last slide that I have, the quality
8 report that -- we continue to provide quality
9 monthly. ASA is continued -- we're meeting the
10 ASA minutes, meeting the requirements and the
11 service levels of meeting those requirements as
12 well. We do receive some complaints. Well --
13 and some of the complaints, we read over them,
14 are really in regard to static on the phone,
15 the -- something might be garbled, there's
16 static. And one speech-to-speech related call.
17 Those complaints have been reported and have
18 been analyzed. Some customers don't want us to
19 reach out to them, you know, to -- further
20 testing and further investigation. Some are
21 related possibly to analog, whether at home
22 analog. That analog provider they have
23 sometimes makes changes with their digital
24 lines causing some interruption in the service
25 and that just means they need to contact their

1 local provider and let them know if that's an
2 issue. Typically they would address that and
3 make modifications to ensure that their
4 customer's still able to receive calls through
5 the analog phone.

6 See if there's anything else here. I
7 think I am finished and opening it up -- bring
8 it back to Mr. Williams.

9 **MR. WILLIAMS:** Thank you, Jeffrey.

10 Are there any questions for Mr. Branch
11 with T-Mobile?

12 Okay.

13 **DR. BRADLEY:** Curtis, this is Cecil
14 Bradley. I wanted to add a few things, if you
15 don't mind. Is that okay?

16 **MR. WILLIAMS:** Yes, please. Yes, please.

17 **DR. BRADLEY:** Okay. This is Cecil
18 speaking. I'm apologizing for not mentioning
19 the important people out there who did help us
20 with the legislation to change the law. We
21 couldn't have done it without them. And I have
22 to say, I want to give credit to the community.
23 The deaf community was so supportive, the
24 Florida Association of the Deaf, the Hard of
25 Hearing (inaudible), the Self-help for the Hard

1 of Hearing, Association for Late Deafened
2 Adults, and other deaf clubs, community events,
3 I was presenting to them and everyone was very
4 supportive. I wrote letters and sent them out
5 to people. And what was so significant, we had
6 also a deaf, blind organizational meeting one
7 week before we had the Deaf Day at the Florida
8 Capitol. They went to the Capitol and they
9 also met with the legislators. And it was such
10 a wonderful experience for the legislators to
11 see the deaf, blind group. And then a week
12 later, we had the Deaf Day in April at the
13 Capitol where we were all able to go up and
14 interact with the legislators. And the board
15 was so involved, they really put in a lot of
16 time and effort. And I'm just really telling
17 you that it took the whole community and
18 everyone's effort to make this possible, not
19 just me, not just one or two people, it was --
20 a lot of people came to the state capitol.

21 I want to acknowledge the PSC and their
22 staff who were involved with the legislation.
23 There were so many things and people that came
24 together to just -- it was the perfect fit to
25 make this all happen.

1 Also, would like to acknowledge that -- I
2 wanted to acknowledge all those people before I
3 forgot again, so thank you, Curtis, for letting
4 me do that.

5 **MR. WILLIAMS:** Thank you for making those
6 acknowledgments.

7 Are there any follow-up -- is there any
8 follow-up or questions for Dr. Bradley?

9 **MS. JOHNSON:** This is Jane Johnson, again.
10 I want to congratulate Dr. Bradley and everyone
11 on being successful, getting that legislation
12 passed. I know it's been years, people have
13 tried to work on it and it's great to finally
14 get across the finish line. And it's so cool
15 that it was the whole community that came
16 together to make it happen.

17 But in light of that and in light of the
18 fact that Dr. Bradley is going to be living
19 FTRI, I would recommend as a committee, that we
20 get together -- and then also in light of the
21 trends that we're seeing that are pointing in a
22 direction that is -- I think, is an opportunity
23 to look at maybe re- -- reimagining FTRI and
24 expanding the scope of services in some way.
25 Just, I think any time an organization sees

1 trends like we are seeing is a call to action
2 to get together and talk about, well, what can
3 we do as we go forward to make sure that the
4 people we've been serving for so many years
5 continue to be served however they need to be
6 served. And now the legislation is opening new
7 doors, that I really think it would be good to
8 have that planning session to leverage the
9 committee so that we can be a part of that
10 process.

11 So it just -- this is all really positive
12 news, except that Dr. Bradley's leaving, but I
13 would imagine he'll probably stay on in an
14 advisory capacity in some way to help the --
15 start the pass forward. But I do think for the
16 incoming executive director, I wouldn't want
17 that person to have to continue on as -- with
18 the status quo. I think we need kind of new
19 visioning. I don't know what that would look
20 like, but I'd like to be part of the visioning
21 process, if we could do that.

22 **MR. WILLIAMS:** Yes, Jane, this is Curtis
23 Williams. And that's one reason why I asked
24 Dr. Bradley to make sure he provides us with
25 the members of the board of directors for FTRI.

1 As we proceed, of course, you know, we will
2 defer to their board to go through the process
3 of selecting a new executive director.

4 And as Dr. Bradley presented in his
5 presentation, FTRI is currently in the process
6 of developing their implementation plan for the
7 new statute. So as they do that and as they
8 bring on a new executive director, we will take
9 all that into consideration and take what you
10 suggested into consideration as we prepare for
11 the next TASA advisory committee meeting.

12 **MS. JOHNSON:** Thank you.

13 **MR. WILLIAMS:** Are there any additional
14 follow-up questions, comments?

15 Again, one final note, I will forward that
16 link to all the board members for the data that
17 was requested on the trends and equipment
18 distribution and relay minutes. Again, that
19 information is updated annually on a ten-year
20 trend in the Public Service Commission's relay
21 report. I'll make sure everyone gets a link to
22 that. And there is other information on
23 Florida relay in that link. So, you know, you
24 can take a look at that.

25 If you have any questions, just feel free

1 to reach out to me and I'll do my best to
2 answer.

3 So with that, we will go ahead and start
4 the process of concluding today's meeting.
5 Just one last time, are there any final
6 questions or comments?

7 Hearing none, I want to thank everyone for
8 participating and we will be in touch with the
9 scheduling of the next TASA advisory committee
10 meeting.

11 With that, that concludes today's meeting.
12 Thank you.

13 (Meeting concluded at 3:26 p.m.)

14 * * *

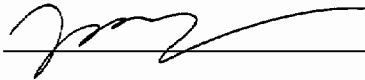
CERTIFICATE OF REPORTER

STATE OF FLORIDA

COUNTY OF LEON

I, Tracy Brown, certify that I was
authorized to and did stenographically report
the foregoing telephonic proceedings, and that
the transcript is a true and complete record of
my stenographic notes.

Dated this 8th day of November, 2025.



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