

**Interstate TRS Advisory Council  
Draft Meeting Minutes April 14, 2011  
Washington, DC**

**Convene**

Kelby Brick, Chair, called the meeting to order around 9:40 am. Mr. Brick asked council members and other attendees to introduce themselves.

**Agenda**

Chair Brick mentioned that the FCC on April 8, 2011 waived the VRS filing deadline and that should result in briefer Council discussion for the day. With no comment, the agenda was accepted as presented.

**October 20, 2010 Minutes**

It was moved, seconded and approved that the minutes of the October 20, 2010 minutes be accepted with the modification of minor typographical revisions.

**NECA Staff Reports**

Ms. Jill Cardoso, Manager, TRS Fund Administrator gave an overview of the 2011-2012 TRS filing. Based on data collected from providers regarding costs and projections relating to the MARS methodology, NECA staff recommends a Traditional TRS rate of \$1.8293/minute, Speech to Speech to have an outreach additive of \$1.1310/minute for a rate of \$2.9603, Captioned telephone and IP Caption telephone to have a rate of \$1.7187/minute. The proposed IP Relay rate of \$1.292/minute is based on the three-year price cap formula that began with the previous fund year.

Ms. Cardoso then reviewed VRS demand for the upcoming fund year presenting three trend analyses. Based on projected provider payments and demands for the various TRS services results, as well as added administrative services and other costs reimbursed by the fund, the funding requirement for the 2011-2012 year is projected to be around \$726 million, resulting in a contribution factor of 0.00984.

Upon questioning, John Ricker, mentioned the contribution factor submitted in the April 29 filing would ultimately be determined by the final 2010 funding base information received from providers.

**FCC Update and Discussion**

Greg Hlibok, Chief in the Disability Rights Office was introduced as representing the FCC. Mr. Hlibok began by recognizing several staff members of the FCC in the audience. Mr. Hlibok then brought up the April 5, 2011 Report and Order and Notice of Proposed Rulemaking. This Report and Order clarifies in great deal many of the inquiries regarding VRS, and establishes regulatory parameters. He discussed the waiver of the May 1, 2011 Filing Deadline for VRS rates in that the FCC is continuing to review VRS structure and compensation and plans to provide further guidance, specifically to the fund administrator, in a subsequent order.

Mr. Hlibok then introduced the new fund administrator, effective July 1, 2011, Rolka Loube Saltzer Associates, of Harrisburg PA, represented by David Rolka. RLSA is currently working with NECA during this transitioning period.

Implementation of the Twenty-First Century Communications and Video Accessibility Act of 2010, specifically, Relay Services and equipment distribution for Deaf-Blind Individuals was discussed. Also discussed was how the Act relates to TRS with emerging technologies such as none interconnected telecommunications services and interoperability of equipment.

Mr. Hlibok then addressed the issue of the role of the advisory council, in response to inquiries the Council had directed to the FCC. He emphasized the Council is independent of the FCC and works with the fund administrator. He recommended if the Council wants to expand their role, it needs to have a formal filing on the record requesting a rule-making procedure to expand the role of the Council.

He then discussed Council access to the Neustar database. The FCC has clarified that the ITRS database is accessible only to the commission and the administrator. Providers have access to the database only in terms of their own numbers. He did provide the Council with a response as to the number of users the database confirms: As of February 2011, there are roughly 436,000 unique telephone numbers registered in the ITRS database (239,000 for VRS, 197,000 for IP Relay). As for unique URI's there are roughly 382,000 unique URI's registered in the ITRS database (210,000 for VRS, 171,000 for IP Relay). These numbers are reported by Neustar to the Commission every six months.

Mr. Hlibok engaged in Q & A session with the Council. Mr. Lichtenberg inquired as to the status of the Councils request that the number of terminating minutes be reported. Mr. Hlibok responded in that the issue is still under discussion at the Commission.

Mr. Bibler inquired as to the importance of TRS minutes submitted but not approved for compensation being reported to the Council in a generic form. Mr. Hlibok responded that the number of withheld minutes is insignificant and doesn't render Council reports inaccurate as to usage.

Chair Brick expressed the Councils interest in continuing to see the number of unique users reported every six months (February and August), and that the Council would appreciate more specific reporting by relay type users if possible.

### **Council Member Agenda Items/New Business**

Dave Rolka gave some background on himself and his firm, Rolka Loube Saltzer Associates, of Harrisburg PA. He introduced Bob Loube, who serves as an economist with RLSA. Mr. Rolka discussed part of the transitioning and noted that he is currently in communications with the Commission as well as the current fund administrator. Mr. Rolka then asked for questions from Council.

Sheila Conlon-Mentkowski inquired if RLSA would maintain the same web site with current and historic TRS data as NECA did. Mr. Rolka assured her that all of the information NECA maintains on the web site

would migrate to the RLSA web site and that they hope to have it operational before the official transition date.

Mr. Lichtenberg asked if RLSA in their capacity as TRS fund administrator was looking specifically at any particular issues for feedback or suggestions from the Council. Mr. Rolka responded in that RLSA, as Fund Administrator, is not responsible for establishing policy, but that RLSA is responsible for implementing the policies that have been established by the commission. That will require RLSA to interpret the commission's roles and do their best to fulfill those missions. RLSA will have to consult with the commission on a regular basis for the things that they're unclear about. Mr. Rolka confessed that they are unfamiliar with the technology and the requirements of this particular community, and looked forward to assistance from the Council in that regard.

Chair Brick then addressed Mr. Rolka and emphasized that that this Advisory Council's role is to advise the fund administrator; not necessarily for the Council to provide advice to the commission, although that does happen in an informal way and process. But the Council's primary duty is to work with and to provide advice to the fund administrator.

Ms. Connie Phelps moved and Robert Lichtenberg seconded that the Fall Council meeting be held in Salt Lake City, Utah in conjunction with the annual National Association of State Relay Administrators (NASRA) meeting in late October. Motion passed.

Gail Sanchez moved and Bob Segalman seconded that the Council by-laws be amended to permit an incumbent Council member to remain in their position until a replacement is found and seated, but not to extend more than one year past the end of their official term expires. Motion passed.

Mr. Bibler then initiated a discussion on whether or there were IPCTS providers offering the IPCTC service but not reflected in the monthly report. He referred to an advertisement of a product referred to as CaptionCall. Ms. Cardoso reiterated that as of the February 28, 2011 fund status report there were only three providers reimbursed. Mike Maddox, from the audience, of Sorenson Communications, then spoke up and said that CaptionCall was a Sorenson product that had been offered since January, and that Sorenson had submitted and been reimbursed for their January minutes. It was not reflected in the February report because of the lag between payments and reporting. Mr. Bibler then expressed his concern that the IPCTS fund status reports have consistently come in significantly over projection. He questioned Mr. Maddox if Sorenson had provided projections on anticipated IPCTS usage to NECA in conjunction with the TRS rate filing for the 2011-2012 fund years. Mr. Maddox was unsure as he was not involved in Sorenson's financial side of the business.

## **Public Comment**

There was no public comment offered.

Chair Brick recognizing that today's meeting was going to be the last in which NECA participated as Fund Administrator then expressed on behalf of Council its appreciation for NECA's 19 years of service for the

fund administration and seeing the growth of relay services and providing for the needs of the consumer group.

## **Adjourn**

The meeting was adjourned at 2:30 pm.

Respectfully submitted,  
By Ron Bibler, Secretary