



Michael O. Leavitt  
Governor

State of Utah  
PUBLIC SERVICE COMMISSION OF UTAH

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CC Docket No. 98-67

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

March 14, 2001

Phil Shumway, Executive Director  
TURN Community Services  
850 South Main Street  
Salt Lake City, UT 84101

Dear Mr. Shumway,

I am writing in response to your letter, dated March 7, 2001, in which TURN Community Services seeks an appropriate education and outreach program for speech to speech services (STS) used by individuals with speech disabilities within the state of Utah. The Utah Public Service Commission (PSC) appreciates your comments and is eager to promote an STS outreach program to enable those with speech disabilities to enter "the mainstream of life" and feel welcome in Utah.

As I am sure you are aware, the PSC is responsible for providing the Relay Service (Relay) within the state to allow not only those with speech disabilities to communicate, but also to provide a communication service to those who are deaf and hard of hearing. For some time now, the PSC has felt a need to provide an outreach program to fit the needs of all individuals using Relay, even educating businesses within the state about how they may service customers using Relay. In order to take on this responsibility, the PSC has made tremendous progress in putting this type of program into place, let me provide you with an update on our progress.

Several months ago, the PSC began an effort to study the feasibility of using public service announcements on the radio and television in order to educate the public about using Relay and how to obtain telecommunications equipment from the PSC. In addition to this feasibility study, there was an undertaking to allow greater access to the equipment available. To achieve this, the PSC studied the programs of many other states, including the states mentioned in your letter. Julie Orchard, Commission Secretary, had the honor of representing the state at the most recent Telecommunications Equipment Distribution Program Association (TEDPA) conference in which she conferred personally with other state representatives about the issues of Relay, distribution, and outreach. As a result, many positive steps were made including the creation of a new website dedicated to Relay and distribution in the state of Utah which will be launched in the near future, and the implementation of 711 dialing set to take effect on or before October 1, 2001.

cc: [unclear] AT 1

It was clear to the PSC however, that in order to provide an outreach program to match the type of quality programs available in other states, it would be necessary to hire an additional employee dedicated to the goal of establishing a workable outreach program to meet the needs of all Utahns. The PSC is happy to report that just last week, interviews were held to find the right person to begin such a program. From a realistic point of view, the PSC expects to begin an outreach program probably by the fall of 2001. This new employee will likely spend about 20 percent of their time traveling to outlying areas of the state educating various groups about the Relay and distribution programs that the PSC provides. Public service announcements, improvements to the existing program, and similar advancements can be expected in the future.

If you have any additional concerns or comments about the PSC's new outreach program, you may call the PSC directly at (801) 530-6716. Thanks again for your interest.

Sincerely,

A handwritten signature in cursive script, appearing to read "Glen T. Larsen".

Glen T. Larsen,  
Customer Service Specialist.

c: Disability Rights Office  
Michael B. Fingerhut, General Attorney for Sprint  
Bob Segalman, Ph.D., Dept. of Rehabilitation