



The juniors and seniors from the Lake Drive High School Program went on a trip for the New Jersey Relay Adventure. The trip was at the New Jersey School for the Deaf and it took more than one hour to get there. When we arrived, the staff gave us a bag and a t-shirt. We were divided into groups with kids from both schools. We watched a speech that explained the NJ Relay system to us. This is important for our future when we will not be with our parents all of the time. Through the NJ Relay, we can contact stores and restaurants on our own. Then, we played a scavenger hunt game to use the technology. The kids in my group were Renee, Ryan, Rachel, another boy, and myself. We looked to solve a list of clues. We used two phones to take pictures and videos. We also used the Internet and apps to look for information to help us. We are glad that we have this technology. When we were done, we went back to the Jochem Center and the staff checked in the phones and papers. While we waited, we chatted with old friends and made new friends. We had a lot of fun and the kids were cool. Finally, they announced the results and my team won first place!

Kurren Bethea ~ 12th grade
Lake Drive Program at
Mountain Lakes High School





"The New Jersey Relay Adventure workshop gave our deaf and hard of hearing high school juniors and seniors the opportunity to explore all the different technologies available to them through presentations and interactive activities so they could lead independent lives. The students made new friends."

*Kim Arrigo,
Teacher at New Jersey School for the Deaf*

"Aparna provided a energetic and exciting NJ Relay Adventure program. She engaged her high school audience as they learned about the different technologies available to help them communicate independently. The presentation was followed-up up by a hands on activity where the students got to sample the technology through a scavenger hunt. The students eagerly participated in this event, and it also provided them with an opportunity to interact and communicate with new peers. All of our students enjoyed the program."

*Kathy Saltzman,
Speech Language Pathologist, Lake Drive Program for the Deaf & Hard of Hearing Children at Mountain Lakes High School*

www.njrelay.com

www.njcaptel.com

For more information about hosting this event at your school, please contact:

Email: njrelayoutreach@sprint.com

Phone: 201-355-0579



Appendix S:
**Copy of Legislation or Other Establishing TRS in the
State**



STATE OF NEW JERSEY
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102
www.bpu.state.nj.us

TELECOMMUNICATIONS

IN THE MATTER OF A REQUEST FOR)
PROPOSAL FOR OPERATION OF)
A TELECOMMUNICATIONS)
RELAY SYSTEM)

ORDER OF APPROVAL

DOCKET NO. TX02020070

(Service List Attached)

BY THE BOARD:

By this Order, the New Jersey Board of Public Utilities (Board) selects a provider of Telecommunications Relay System (TRS) services for three years with the potential for two one-year extensions, following an extensive public bidding and evaluation process.

Background

TRS is a form of operator assistance that provides translator service between speech and/or hearing impaired individuals with Text Telephones (TTYs), and the general body of telephone users. This system allows those with speech and/or hearing impairments to access telecommunications services never before available to them. Thus, all citizens of New Jersey, not just those with hearing and/or speech loss, need the continued availability of quality TRS service in order to efficiently and effectively communicate with each other.

Effective July 26, 1990, Congress enacted and the President signed the federal Americans with Disabilities Act (ADA), P.L. 101-336, 104 Stat. 327 (codified at 42 U.S.C. § 12101 et seq. and 47 U.S.C. §201 et seq.). The ADA, among other things, amends Title IV of the Communications Act of 1934 by incorporating provisions regarding telecommunications relay services for hearing-impaired and speech-impaired individuals. Specifically, in Title IV, the ADA mandates that the Federal Communications Commission (FCC) ensure that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to individuals throughout the United States with hearing and speech disabilities. 47 U.S.C. §225(b). The intent of Title IV of the ADA is to further the Communications Act's goal of universal service by providing to individuals with hearing or speech disabilities telephone services that are functionally equivalent to those provided to individuals without hearing or speech disabilities.

On October 15, 1990, this Board issued its first Request for Proposal (RFP) for the provision of telecommunications relay services. From the four respondents to that RFP, on August 28,

1991, the Board of Regulatory Commissioners, since renamed the Board of Public Utilities, chose AT&T Corporation (AT&T) to provide relay services in New Jersey.

In 1992, the Board determined that it would fund a statewide coordinated telecommunications relay system through a company funding method which recognized TRS services as basic exchange services. Accordingly, the Board directed that New Jersey local exchange carriers (LECs) and interexchange carriers (IXCs) should provide for the cost of TRS, and ordered that the share to be paid by each company would be based on the ratio of that company's revenue to the total New Jersey revenues of all local exchange and interexchange carriers. I/M/O the Funding of the New Jersey Statewide Dual Party Relay System, Docket No. TX89050481 (March 9, 1992). By Decision and Order dated September 1, 1993, in the same docket, the Board implemented certain funding methods and procedures whereby TRS costs are apportioned among all LECs and IXCs whose revenue share is at least one half of one percent (0.5%) of the total New Jersey intrastate gross annual operating revenues for all carriers. Thus, TRS services are currently paid for by the State's three incumbent local exchange carriers, Verizon New Jersey, Inc. (VNJ), United Telephone Company of New Jersey, Inc. (UNJ), and Warwick Valley Telephone Company (Warwick), and its four largest interexchange carriers, AT&T Communications of New Jersey, Inc. (AT&T-NJ), MCI/WorldCom Communications Telecommunications Corporation (MCI), Metropolitan Fiber System (Metropolitan), and Sprint Communications Company, L.P. (Sprint). As additional carriers enter the State's local and interexchange markets due to increased competition fostered by the Telecommunications Act of 1996, 104-104, 110 Stat. 56 (codified at 47 U.S.C. §§151 et seq.), additional carriers may be called upon to assume a share of the funding responsibility for TRS costs.

On November 3, 1995, the Board approved issuance of a second RFP (Docket No. TX95070318), for the selection of a provider of relay services for three (3) years to commence on or about May 1, 1996 with two (2) possible one-year extensions. By Order dated February 6, 1997, the Board again selected AT&T as the service provider. The second contract was approved at the Board meeting of July 30, 1997 and an Order issued on that date, effective August 1, 1997. This contract was extended three times with the final extension to end on July 31, 2002. The extensions were granted by an Order dated July 28, 1999 in Docket No. TX99070444, an Order dated August 17, 2000 in Docket No. TX00070467 and an Order dated April 27, 2001 in Docket No. TR00120938.

At its agenda meeting of March 6, 2002, the Board approved the issuance of a third RFP for the provision of a telecommunications relay system. This RFP was then sent to nine potential bidders on March 8, 2002 with a requested return date of April 15, 2002. Four companies (AT&T, Sprint, Excel Global Service and Hamilton Telecommunications) responded by the April 15, 2002 deadline. No other company responded subsequent to that date.

The RFP requested bids for four possible scenarios:

- (a) an In-State system with a \$100,000 outreach budget;
- (b) an In-State system with a \$500,000 outreach budget;
- (c) an Out-of-State system with a \$100,000 outreach budget; and
- (d) an Out-of-State system with a \$500,000 outreach budget.

In addition, respondents were asked to provide any additional price increment which would be necessary for provision of video relay or Internet protocol relay. The In-State scenarios requested a bid for a relay system that would be physically located in New Jersey, while the regional scenarios requested bids for relay systems that were not limited to New Jersey. All

respondents to the RFP except Excel provided responses to each of these scenarios. Excel's response did not include an In-State system and its Out-of State system would be in Canada.

Discussion

At the request of the Board, and as provided for in the RFP, a TRS Evaluation Committee (Committee) was formed, composed of representatives from each of the following:

- (a) the Board's Staff;
- (b) the Division of Ratepayer Advocate;
- (c) the Division of the Deaf and Hard of Hearing in the Department of Human Services;
- (d) the Attorney General's Office;
- (e) the Division of Vocational Rehabilitation;
- (f) the New Jersey Association of the Deaf

This Committee evaluated all of the respondents' proposals on the basis of price, quality of service and adaptability to new technologies. The Committee's evaluation process gave significant weight to service quality and the ability to adapt to new technologies. Although pricing was considered, pricing represented less than 20% of the total point score that could be awarded to each respondent.

The two levels of outreach budgets were chosen to provide sufficient information to the public on the types of outreach activities that could be possible under each level of expenditure. The outreach function advertises the existence of the TRS and helps the users utilize the system as efficiently and effectively as possible. In reviewing the outreach plans of each of the respondents, it became evident to the TRS Evaluation Committee that, regardless of which company provided the TRS, the ability to advertise the system statewide and provide thorough training in its use would be very limited under a \$100,000 outreach budget. However, this ability would be much less restricted with a \$500,000 outreach budget because it would permit the purchase of radio, television and newspaper advertising. Thus, the Committee has recommended, that the Board only consider the scenarios with the \$500,000 outreach budget.

The FCC criteria, which all TRS services are required to meet pursuant to 47 C.F.R. §64.601 et seq., formed the basic level of RFP review. In addition to the FCC criteria, however, the Committee reviewed the proposed TRS systems for service quality and adaptability. These portions of the evaluation covered the following general areas:

- (a) Quality of response – a measure of how accurately a respondent dealt with RFP criteria in its response;
- (b) System specifications;
- (c) System design;
- (d) Operator standards;
- (e) Reporting requirements; and
- (f) Physical facilities.

Placing major emphasis on the non-price related points (525 possible points out of 625 maximum possible points) assured an overall evaluation that would not be unduly influenced by price at the expense of service quality and the ability to adapt to new technologies.

The total points for each company were as follows:

	AT&T	Sprint	Hamilton	Excel
In-State with \$100K marketing plan	582	572	567	---
In-State with \$500K marketing plan	582	572	567	---
Out-of-State with \$100K marketing plan	572	572	557	478
Out-of-State with \$500K marketing plan	572	572	557	478

Included in these point totals were the following prices per minute*:

	AT&T	Sprint	Hamilton	Excel
In-State with \$100K marketing plan	1.12	.84	1.27	---
In-State with \$500K marketing plan	1.21	.94	1.35	---
Out-of-State with \$100K marketing plan	.89	.80	.92	.81
Out-of-State with \$500K marketing plan	.98	.90	1.00	.92

* No company specifically requested more money for the provision of internet protocol relay and only one, Excel, stated it would increase the price for video relay.

Each member of the Selection Committee reviewed and scored the companies separately and then met together to form a group consensus. Subsequently, they invited oral presentations from the leading bidders, AT&T and Sprint. As the evaluation process was completed, the Selection Committee recommended selection of Sprint. This recommendation was primarily based on a perception that Sprint appears to have a more responsive attitude toward the deaf community. In addition, both the Selection Committee and the Relay Advisory Board continue to recommend an In-State system as being potentially more responsive to the needs of New Jersey citizens. After reviewing the Selection Committee recommendation (and in particular its scoring results), the Director of Telecommunications recommended the selection of AT&T.

The Board concurs with the recommendation of the Selection Committee in regards to the \$500,000 marketing plan and the provisioning of the system on an In-State basis. In-State operators are more familiar with local deaf language structure and local geography. However, it does not concur with the Committee's recommendation for service provider. The Board will select AT&T as the service provider because it has achieved a better overall score on the evaluation criteria, it has received few complaints regarding its provision of service in the past ten years, indicating, to date, the adherence to high standards of service and it has ten years experience serving the needs of New Jersey TRS users. Although the Board recognizes the price difference between AT&T and Sprint, other factors outweigh the price consideration. The Board has traditionally used evaluation criteria that emphasized technical requirements and quality of service over price.

The provision of TRS involves a combination of sophisticated equipment and professional services. The Board must ensure that the selected provider is capable of providing this specialized service. Therefore, it is important to consider the provider's service record and experience as well as its technical abilities and specialized training. The quality of service provided by AT&T for the last ten years has been exceptional. Staff has indicated that no formal complaints have been presented to the Board regarding AT&T's relay service despite the fact

that a significant number of calls are being handled. AT&T has operated the relay center successfully since 1992, and has done so in a spirit of cooperation with the Relay Advisory Board, the Board and the hearing and speech impaired community. AT&T's ability to maintain a consistently high service quality over a ten-year period assures the Board that it will continue to provide such service when it introduces internet relay and other new technologies.

Having thoroughly considered the record in this matter, including the responses to the RFP, the recommendations of the Evaluation Committee and the Director of Telecommunications for the foregoing reasons, the Board HEREBY FINDS that it is in the public interest to provide TRS services from an In-State center. The Board FURTHER FINDS that an outreach program funded at \$500,000 per year best serves the public interest in ensuring that "intrastate telecommunications relay services are available, to the extent possible," to all the citizens of New Jersey. 47 U.S.C. § 225 (b). Finally, the Board HEREBY SELECTS AT&T as the provider of TRS service on an In-State basis for three years. The price contained in AT&T's In-State proposal shall be binding for an initial three-year period following Board approval of a contract with AT&T. An additional two one-year extensions may be granted at the sole discretion of the Board pursuant to the RFP. AT&T's contractual obligations, at a minimum, shall include the contents of the RFP and its proposal in response thereto, relevant FCC regulations and standard State contract provisions. Failure of AT&T to accept these obligations in a contract or similar acquisition instrument may result in cancellation of this award. The contract shall be subject to the approval of the Board.

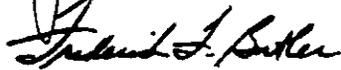
Upon approval of the new TRS contract, the current rate embodied in AT&T's proposal shall become effective.

DATED: 6/20/02

BOARD OF PUBLIC UTILITIES
BY:



JEANNE M. FOX
PRESIDENT



FREDERICK F. BUTLER
COMMISSIONER

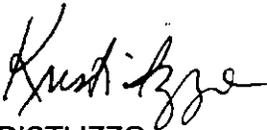


CAROL J. MURPHY
COMMISSIONER



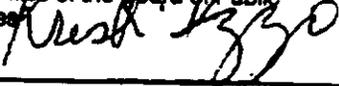
CONNIE O. HUGHES
COMMISSIONER

ATTEST:



KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within
document is a true copy of the original
in the files of the Board of Public
Utilities



Service List

DOCKET NO. TX02020070

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Nordia
3100 Côte-Vertu Boulevard, Suite 510
Saint-Laurent, Quebec
Canada H4R2J8

Ms. Patricia Ostrgren
Sprint
6860 West 115th Street
Mail Stop - KSOPKSD0116
Overland, Kansas 66211

D. Sue Docker, General Manager
AT&T Relay Service
295 North Maple Avenue
Basking Ridge, NJ 07920-1002

Ms. Charlene Brown, AVP
AT&T
192 West State Street, 1st Floor
Trenton, New Jersey 08608

Andy Lange
Sprint
3100 Cumberland Circle-Building 11
Atlanta, Georgia 30339-5940

Warwick Valley Telephone Company
Attn.: Accounts Payable
P.O. Box 592
Warwick, New York 10990

Dixie Ziegler
Hamilton Telecommunications
1001 12th Street
Aurora, NE 68818

Erica Parkman
WorldCom
2520 Northwinds Parkway
Alpharetta, Georgia 30004

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Lawanda Gilbert
Deputy Ratepayer Advocate
Division of Ratepayer Advocate
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