

April 19, 2004

Mr. Rick Moses  
Division of Competitive Markets and Enforcement  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0866

991222-TP

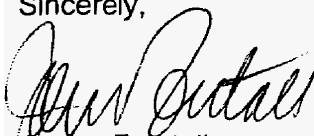
RE: **FTRI FY 2004 / 2005 Budget Questions**

Dear Mr. Moses:

Enclosed is the information you requested with regard to the FTRI Board Approved FY 2004 / 2005 budget.

Should you have questions or desire additional information, please do not hesitate to contact Brett Bascom or myself.

Sincerely,

  
James Forstall  
Executive Director

Enclosures

CMP \_\_\_\_\_  
COM \_\_\_\_\_ cc: FTRI Board of Directors  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
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FPSC-COMMISSION CLERK

**Revenue**

**1. What data are you basing the 3% reduction in access lines?**

*Based on the spreadsheet included with our budget submission titled "Access Line History Analysis" that shows actual access lines as reported to us by the TELCOs submitting payments, actual data for fiscal year end 2001 through fiscal year end 2003 shows a range of an increase in 2001 from 2000 of 6.18% to a decrease of .62% in 2003 from 2002.*

*During the first 6 months of FYE 2004 we show decreases by month in comparison to the same month of the previous year from a 4.73% decrease in July to a 3.31% decrease in August, a 3.43% decrease in September and a 4.38% decrease in October. The remainder of the months for FY 2004 were estimated at a conservative 3% decrease as November through current data was not yet complete because it takes follow-up calls and / or letters to get all the companies to send in the surcharge reports. With that in mind, some of the data for November through February were not available and an estimate was made based on the information that was available.*

**2. How do you calculate the number of access lines? Is the number reported by the companies or is it calculated based on revenues?**

*Access lines come directly off the surcharge reports submitted by the telephone companies. As stated above, for recent months an estimate was made until the data was sent to us by the TELCO. Sometimes the TELCO remits payment and does not include a surcharge report which requires us to conduct follow-up communications with the TELCO in order to receive the information. FTRI spends substantial amounts of time communicating with the 105 plus TELCOs we receive surcharge payments from, resolving surcharge report information and payments made in error. For example, TELCOs sent 12 cents instead of 13 cents or sent an erroneous payment to us without documentation etc.*

**3. Was the recent payment from AT&T included in the actual revenue reported for the first 6 months this year?**

*No, FTRI was unaware that we were to receive a payment until after the budget was approved by the Board of Directors and sent to the FPSC. Also skews # of access lines*

**Category II – Equipment & Repairs**

**1. How was the estimated 33% increase in new clients determined for the VCO/HCO-TTY equipment?**

*In preparing the budget, the EDP Manager created a report identifying (report printed Dec.19, 2003) a 33.3% increase in new clients in a table showing new clients by center. In a separate email dated January 22<sup>nd</sup>, the EDP Manager confirmed that we are tracking a 32.99% increase for the first six months of the fiscal year. Based on these two reports, FTRI budgeted a 33% increase.*

*The average number of units shipped during July 2003 to December 2003 was 30 units per month.*

*30 x 12 = 360 units; 360 units x 33% = 479 units x \$180 = \$86,220*

2. **Please provide the criteria a person must meet for each different type of equipment FTRI provides and the maximum number of each type of equipment a person is allowed to obtain. For example, can a person with a hearing amplified phone also be able to obtain visual ringers, and if so, how many visual ringers would that person be allowed to obtain from FTRI.**

*On the top of page 2 of attached application (Attachment A) under section titled "Qualifying is a simple process," the criteria is outlined for a person to qualify for the program and are as follows.*

- *Be a Florida Resident*
- *Be three years of age or older to receive the Volume Control Phone of the Hearing Impaired (VCPH), In-Line Amplifier (ILA), Audible Ring Signaler (ARS) or Visual Ringer Signaler (VRS).*
- *Be five years of age or older to receive a Text Telephone (TTY)*
- *Be certified as having one of the following impairments:*
  - *Deaf: You must have permanent hearing loss and be unable to recognize speech sounds during telephone conversations with or without an amplification device.*
  - *Hard of Hearing: You must have a permanent hearing loss severe enough that you need to use amplification devices to recognize speech sounds during telephone conversation.*
  - *Deaf/Blind: You must be deaf and blind or have both a permanent hearing and visual impairment.*
  - *Speech Impaired: You must have a permanent speech impairment so that you cannot use a standard telephone.*

*A person qualifying for a telephone is then referred to an RDC where the equipment is demonstrated for the client to best determine which piece of equipment works for them. For individuals not living near an RDC, the certifier selects the equipment that is best suited for the client based on their respective hearing loss.*

*Each client is eligible to receive one Category A and one Category B equipment. Please refer to the attached application (Attachment A) for more information.*

3. **The CapTel phone comes with a one year limited warranty. FTRI is estimating a one year extended warranty at a cost of 10% of the purchase price or \$35. Would the extended warranty kick in after the first year? How was the 10% of purchase cost determined?**

*The extended warranty for the CapTel kicks in after the first year and expires on the 2<sup>nd</sup> anniversary of the actual distribution date.*

*FTRI did not have the warranty price information at the time this budget was developed and used 10% as an estimated cost. We have since learned that the cost of the extended warranty for CapTel is \$11 for each unit.*

*Eliminate from Refigure @ \$11*

4. FTRI expects VCPH demand to increase by 20% mostly due to increases in new clients. What would the other reasons be? Are there equipment replacement programs or VCPH special advertising, which would account for the surge in VCPH demand?

*During the first 7 months of FY 2003/2004, FTRI has experienced dramatic growth in new clients between 25-32% over the prior year. This growth can be attributed to outreach that was conducted during the past years. Outreach efforts are a combination of television ads, print ads, presentations, exhibiting, networking with other service providers, workshops, etc. RDCs are conducting more outreach activities due to the new outreach proposal mechanism. More and more people are finding out about both the FTRI EDP and Florida Relay, and resulting in more applications for equipment.*

*The equipment replacement program is two-fold. One is an exchange where equipment is exchanged like-for-like because it may be a non-working unit. The other is a modification, which allows a client to modify their current equipment to another type equipment that is more suitable to their hearing loss.*

5. Please breakdown, by formula, how equipment repair of \$112,560 for the 2004/2005 proposed budget was calculated.

*VCPH average for July-Dec 03 = \$4,533.08 per month average x 20% for new clients*

*TTY average for July-Dec 03 = \$1,629.29 per month average x 3% for inflationary cost increases*

*Other repairs for July-Dec 03 = \$288.00 per month average x 3% for inflationary cost increases*

*Other repairs include VCO, VCO/HCO, ring signalers, speech phones, and all other equipment distributed*

*Boxes (replacement boxes) = \$1,346.24 per month average x 20% for new clients (this is tied to VCPHs). Replacement boxes are made available to all centers to re-box equipment returned by clients.*

*VCPH \$4,533.08 x 20% = \$5,439.69 monthly x 12 months = \$65,276.35*

*TTY \$1,629.29 x 3% = \$1,678.17 monthly x 12 months = \$20,138.04*

*Other \$288 x 3% = \$296.64 monthly x 12 months = \$ 3,559.68*

*Boxes \$1,346.24 x 20% = \$1,615.49 monthly x 12 months = \$19,385.88*

*CapTel using 1200 units allowed x 10% estimate*

*return rate = 120. Estimate repair cost is ~~10%~~ 11%*

*of cost of equipment or \$35. 120 x ~~\$35~~ = \$ 1,320.00*

*TOTAL \$112,559.95*

*\$109,679.95*

### Category III – Equipment Distribution & Training

- 1. You have requested an additional \$675,003 for the Regional Distribution Centers. Please provide a breakdown of why this increase is necessary. Will you be paying the RDCs more for the functions they currently perform or will they be performing additional functions?**

*This increased funding is a result of three primary projections:*

- *Increase in the number of services provided based on data collected plus the increase in the number of new clients projected;*
- *Addition of three new RDCs during the next fiscal year; and*
- *An increase in the rate for payment for services pursuant to RDC contract. This is currently under review by the Board.*

- 2. Please explain the activities involved in Item 24.**

*Line 24 consists of payment for services provided to FTRI by a training agency (TA). A training agency does not store equipment in their facility and only provides training to clients that have already received the equipment. FTRI provides the TA with a roster of clients requesting training on a weekly basis.*

*During the past few years, FTRI has gradually converted five TAs into RDCs. Gainesville is the last remaining TA and FTRI is currently awaiting information from them to begin the conversion process.*

- 3. Why is Gainesville listed as the only training agency? What does it mean to be a training agency?**

*Gainesville is the last TA that FTRI will convert to an RDC. See explanation to #2 above on what it means to be a TA.*

- 4. Please provide a breakdown of how the \$1,942,755 RDC budget was calculated.**

*FTRI first looked at the 10 year average new client data 1994-2003 for the last fiscal years we have full data available. The average number of new clients during this time was 24,200.2 per year. Currently FTRI is on track to reach 32,000 or more new clients this fiscal year ending June 2004. This will be a 20% or more increase over fiscal year-ended June 2003.*

*In order to project the possible new clients for fiscal year-end 2005 it is not reasonable to expect an additional 20% increase over the fiscal year 2004. However it is possible to maintain or increase slightly over the 10-year average. FTRI is projecting a 20% increase over the 10-year average in our budget year 2004/2005. This 20% is very conservative as the most recent data (July 03- March 04) indicates a 25.4% increase of new clients over the same period of the prior year.*

*With a projection of 29,040 new clients for FY 2004/2005, FTRI then used percentages of services to determine total services for the year. Based on review of actual RDC invoices, and it was determined that 50.1% are New Clients, 1.8% are Modifications, 41% are Exchanges, 6.7% are Returns, 0.4% are Follow-Up.*

$$29,040 = 50.1\% \text{ of Total}$$

$$X = \text{Total Services}$$

$$29,040 = .501 \times X$$

$$29,040 \div .501 = 57,964 = X$$

Rates are budgeted with a 3% one-time increase. RDCs have requested an increase due to rising costs, however, no increase has been implemented for several years. FTRI will look at RDC compensation for the 2005/2006 budget year. Rates are increased as follows, New (\$37 increased 3% = \$38.11), Modified (\$28 increased 3% = \$28.84), Exchanges (\$18 increased 3% = \$18.54), Returns (\$10 increased 3% = \$10.30), Follow Up (\$10 increased 3% = \$10.30).

New 50.1%	=	29,040 x \$38.11	=	\$1,106,714.40
Modified 1.8%	=	1,043 x \$28.84	=	\$ 30,080.12
Exchanges 41%	=	23,765 x \$18.54	=	\$ 440,603.10
Returns 6.7%	=	3,884 x \$10.30	=	\$ 40,005.20
Follow-Up 0.4%	=	232 x \$10.30	=	<u>\$ 2,389.60</u>
<b>Subtotal</b>			=	\$1,619,792.42
Add 1% for In-Home distribution			=	<u>16,197.92</u>
<b>TOTAL</b>			=	<b>\$1,635,990.34</b>

FTRI is projecting to add three new centers for which there is no history so we have used the average of our previous projection of 59,964 services divided by 16 centers to arrive at an average of 3,623 services per center. Therefore three centers (Jacksonville, Gainesville, Panama City) multiplied by the average 3,623 results in a total number of services for the additional RDCs of 10,869.

New 50.1% x 10,869	=	5,445 x \$38.11	=	\$207,508.95
Modified 1.8% x 10,869	=	196 x \$28.84	=	\$ 5,652.64
Exchanges 41% x 10,869	=	4,456 x \$18.54	=	\$ 82,614.24
Returns 6.7% x 10,869	=	728 x \$10.30	=	\$ 7,498.40
Follow-Up 0.4% x 10,869	=	44 x \$10.30	=	<u>\$ 453.20</u>
<b>Subtotal</b>			=	\$303,727.43
Add 1% for In-Home distribution			=	<u>\$ 3,037.27</u>
<b>TOTAL</b>			=	<b>\$306,764.70</b>

16 RDCs already established total \$1,635,990.34 plus three new RDCs totaling \$306,764.70 for a Grand Total budgeted for the RDC line item of \$1,942,755.40.

**5. Do the current contracts reflect the proposed 3% increase?**

*The current contracts do not expire until June 30 so they do not reflect a 3% increase. An increase is being considered for the renewed contract. The Board will meet in May to decide whether a rate increase is warranted for FY 2004/2005 RDC contracts.*

**6. Do you plan to place FTRI temporary or permanent employees in the field RDCs? If so, please explain their functions and the economic feasibility.**

*At the present time FTRI Board and management have not made definite plans to employ FTRI staff members in the RDC offices, and / or open satellite offices throughout the state. However, discussions have occurred with regard to alternative distribution practices and FTRI Board and management have not ruled out any possibilities.*

**7. Is any of the equipment being distributed outside the scope of the requirements of Chapter 427, Florida Statutes?**

*No.*

**Category IV – Outreach**

**1. What type of outreach and what type of services will be included in the outreach that justifies an increase of \$270,150 over what was spent under your current budget.**

*Regional outreach activities (RDC/TA) liaison – increase of \$68,000 to allow for RDCs to continue promoting the FTRI EDP and Florida Relay in their respective areas through a proposal type format. FTRI requested each RDC to submit a proposal that best suited their respective centers and based on their own staffing capacity. Not all RDCs chose to participate in this proposal process during this current fiscal year, however, the increase is to allow for all RDCs to participate along with Jacksonville and any new potential RDCs.*

*Media purchase has increased by \$50,000. See explanation #6 below for more information on this item.*

*Education Relay Kit (ERK) - \$100,000. See explanation #9 below for more information on this item.*

*A professional survey (\$25,000) is budgeted for this fiscal year to evaluate the performance of FTRI's outreach program in order to determine the success of the program and / or to determine if changes are necessary with the direction of the overall outreach program.*

*A \$10,000 increase in travel for the outreach team to conduct activities throughout the state.*

*The annual newsletter is increased by \$13,000 to cover increased cost of paper as well as the increase of new clients (25K-30K) that are added to the mailing list each year.*

*\$4,000 printing cost for more brochures, outreach materials, equipment forms, and other support forms that are necessary for the EDP. FTRI supplies all RDCs as well as hearing aid specialists, audiologists, service providers, health care providers, certifiers, etc. with these forms at no charge.*

\$15,000 is budgeted for translation of Relay PSA into Spanish and open-caption.

2. **What services will be presented in the outreach and how will the outreach differ from what was done last year?**

### **OUTREACH GOALS FOR FY 2004 / 2005**

*(As presented to the Outreach Committee for Approval on Feb. 10)*

#### **Primary Projects (Focal Points)**

**Networking / Collaboration** – During the next 12 months the FTRI outreach team will continue to concentrate on establishing long-term mutual relationship with statewide organizations, associations, businesses, corporations, government agencies, etc. that will enable FTRI to reach people efficiently. This will be done with FTRI staff making face-to-face appointments. This partnership can be maintained by creating a network of information dissemination via a database to be developed and used in conjunction with the FTRI website. Tallahassee will be used as a test model to develop this program that can be implemented in each major RDC area in the future. It is important that comprehensive procedures be developed in order to ensure consistency throughout the state as well as ensure success of this specific outreach program. This project is progressing gradually with Jon Gray focusing on it. FTRI is beginning to realize the benefits with several agencies through these collaborating efforts.

**Business Partnership Program (BPP)** – During the next 12 months the BPP will continue to be a primary focal point of the Florida Relay outreach program. Several RDCs have been promoting the BPP in their area that has enabled FTRI to maintain a steady increase in the number of new business partners that averages approximately 100 per month.

**Educational Relay Program (ERP)** – FTRI originally proposed an education project geared at middle school age kids. This program was temporarily shelved because of the tremendous success of the BPP as well as limited resources (personnel) available to FTRI. During the last TASA meeting, outreach in the educational setting was discussed, and it was suggested to FTRI that this be addressed. FTRI plans to develop a program and work towards implementation during FY 2005 / 2006.

We also need to explore our options to work closely and possibly contract with individuals, other agencies and / or associations, such as FAD, FLASHHH, AGBELL-FL, etc. This project could strengthen partnerships between FTRI and other state organizations / associations.

**Outreach Contract (OC)** – During the next fiscal year FTRI will continue to rely on RDCs to perform their proposed outreach goals. The ED plans to visit with each RDC to measure the success of their respective programs and modify arrangements to appropriately reflect the RDCs outreach capabilities that allows them to focus on new clients.

During the past year, as anticipated, the new OS realized that the grassroots Deaf population were unaware and uneducated about relay and equipment features that could enhance their ability to communicate more effectively on the telephone. They were also uninformed of the different type of services available to them from the FTRI and relay programs.

I believe we have built a sound outreach program and achieved many pre-determined goals during past years. It's important to continue this progress as we move forward. The fiscal year budget 2004 / 2005 reflects ongoing maintenance with a single new product development along with continuous translation of



printed material into other ethnic languages. Media purchase for Florida Relay will maintain the same level as will the media purchase for the EDP allowing year-round presence on cable channels throughout the state. We will continue to combine media purchase package that will include both PSAs (Florida Relay and EDP) that will enable FTRI to leverage its media purchase such as a 3:1 buy.

### **FTRI Outreach Line Item Explanation**

- **Regional outreach activities / Liaison (\$250,000)** - Funding for this line item was increased over last year's approved budget by \$30K. The rationale for this increase is to maintain the RDCs assertive and proactive outreach program in their respective areas. Additionally, FTRI wants to explore the opportunity of creating new partnerships outside of the RDC realm.
- **OR regional workshop (\$12,000)** – Workshops that will update the RDCs and other contractors with new development(s) made by FTRI and Florida Relay keeping information original and timely.
- **Printing**
  - **Newsletter (\$93,000)** – Increase for number of new clients and paper cost.
  - **Equipment application (English) (\$6,000)** – Continuation
  - **Equipment application (Spanish) (\$2,500)** – Continuation
  - **Equipment support forms (\$8,000)** - Continuation
  - **Brochures & outreach materials (\$44,000)** – Continuation plus increase of new clients
- **Clipping services (\$950)** – This is an ongoing service that informs FTRI of newspaper publications around the state that reference anything to do with FTRI, Florida Relay, specialized telecommunications equipment and other telecommunications issues.
- **Travel (\$35,000)** – Increased outreach presentations combined with the new CapTel program.
- **Promotional Items (\$7,000)** – Promotional items continue to be an important component of conferences and presentations. Popular items are pads, pens and letter-openers.
- **ASL Interpreters / CART (\$4,000)** – To interpret workshops, as well as, presentations conducted by persons who communicate with sign language and CART.
- **Photo development (\$2,000)** – Continuation of professional level photographing of actual clients in the program for future development of outreach material. Using actual clients in outreach material have proven to be successful in creating a bond. FTRI is building a library of photographs from which to choose and prefers not to reuse the same picture too frequently.
- **Ad / publication / EDP & OR (\$5,000)** – Continuation of producing ads for different programs, newsletters, magazines, etc. to promote the FTRI EDP and Florida Relay.
- **Presentation folders / banner display (\$10,000)** – Make changes and / or update the portable display as well as a CapTel display.
- **Spanish translation (\$7,500)** – Continuation of translating the material into Spanish.

- **Website / Database (\$12,000)** – Continuation of improvements to the FTRI website making it more interactive.
- **Conference / Exhibit Fees (\$8,000)** – Continuation of FTRI participation in statewide conferences to recruit new clients and partners.
- **FTRI video reproducible (\$2,500)** – Reproduce the FTRI video for dissemination to people requesting FTRI presentations.
- **FTRI PSA (\$40,000)** – New PSA for EDP.
- **Media Purchase (\$200,000)** – Cable media purchase to air FTRI PSA throughout the state year round.
- **Spanish Translation of EDP PSA (\$15,000)** – To air on cable.
- **Toll-Free Number (\$0)** – Plan to discontinue this service on July 1, 2004.

#### **Florida Relay Outreach Line Item Explanation**

- **Media Purchase (\$125,000)** – Media purchase for cable or broadcast.
- **BPP follow-up / coordination / building BPs (\$10,000)** – Maintenance of the BPP to ensure program success. Plan to move this project in-house.
- **BPP Reproducible (\$10,000)** – Reproduce 500 new kits for next fiscal year.
- **Video / Reproducible (\$2,500)** – Reproduce PSA tapes for media airing. Same tapes cannot be used again since they are not retrievable.
- **Production Placement (\$12,500)** – Administrative cost to place media. Plan to place media by FTRI staff.
- **Survey (\$25,000)** – Follow-up survey of outreach program.
- **Educational Relay Kit (\$100,000)** – Develop, design and print kit during this budget cycle. Estimate based on cost of BPP.
- **STS Material (\$5,000)** – Purchase of material to promote STS.
- **Spanish Open-Captioning 711 PSA (\$15,000)** – Translation of new 711 PSA.
- **Spanish Open-Captioning of the BPP video (\$13,500)** – Translate the BPP 10 minute video into Spanish.
- **FR brochures printing (\$22,500)** – Continuation of Florida Relay printed material to disseminate throughout the state. The relay provider does not provide FTRI with printed material.

*The difference between current year and next year (FY 2004/2005) are Survey, Spanish translation of Relay PSA, and Educational Relay Kits. All other services remain the same and are part of ongoing maintenance.*

- 3. Why is so much emphasis placed on promoting FTRI through outreach and not the relay services? Should not the focus be promoting the relay service and then promoting the associated equipment as a secondary service?**

*Outreach is not used to promote FTRI but is used to promote relay and equipment distribution. During the early years there was more of an emphasis on the equipment distribution program with outreach and the former relay provider engaged in some outreach on relay. During the past 3 - 4 years there has been heavy emphasis on promoting relay services rather than equipment distribution. This came about as a result of our analysis of our outreach efforts and with input from the Advisory Committee and community. We intend to continue to promote the relay program but the equipment program needs to be promoted as well.*

*Approximately ninety-six percent of the population FTRI serves are hard-of-hearing and uses the amplified telephone and do not use the Florida Relay service. With approximately 1.6 million individuals in Florida with some degree of hearing loss who are potential FTRI customers and with only an estimated 18% of the total targeted population served, it is obvious that more outreach activities should be directed towards this particular segment of the population.*

*About 12-18 months ago, FTRI staff met with the FPSC staff for the purpose of soliciting input and assurance with regard to the direction of the FTRI outreach program. Staff agreed we have the expertise and should conduct outreach as deemed necessary to reach its targeted population.*

- 4. Please provide the actual dollar amounts spent for the last six months for outreach. A column was provided in the spreadsheet without dollar figures.**

*See Attachment B.*

- 5. Please provide an explanation of what is a media purchase.**

*Media purchase is the purchasing of television airtime.*

- 6. Why is the media purchase for FTRI proposed at \$200,000 when the media purchase for relay is \$125,000?**

*For budgetary purposes, media purchase is separated equally but when purchased is combined to obtain a 3:1 leverage buy. For each \$1 FTRI purchases, the television company matches with \$3 free media advertising. This is done through the Florida Cable Association that handles the entire state.*

*An extra \$75,000 was budgeted in the FTRI media purchase to allow for special media purchase of broadcast in certain underserved areas throughout the state to promote the equipment distribution program. For instance, both Jacksonville and Tampa areas are underserved and FTRI is using media purchases of special broadcast media as a trial to determine whether this is a viable option for future purchases in specific areas.*

**7. What is different between a media purchase and a FTRI PSA?**

*The FTRI PSA represents the producing of a new PSA video to replace outdated PSAs. This is budgeted in the event a new PSA is needed for either FTRI EDP or Florida Relay.*

**8. What does the acronym BPP mean?**

*Business Partnership Program. (Kit enclosed for your review)*

**9. What do you envision the Educational Relay Kit consisting of and how did you estimate the cost of providing this service?**

*The Education Relay Kit (ERK) will be very similar to the BPP kit. It will be designed to educate elementary and middle school students. FTRI intends to work closely with Florida Department of Education to ensure that such a program will prove beneficial for everyone. This cost was determined based on the cost to design, develop, film, print and produce 2,500 BPP kits plus related cost that may have increased since May 2002.*

**10. There is a statement that Outreach will be contracted on past years performance. What does this mean?**

*The RDC outreach proposal was designed to measure results based on what the individual RDCs proposed during a 12-month period. The results of their proposed activities should determine the level of outreach funding for the subsequent year.*

**11. Item 23 – Why such an increase over what was spent last year?**

*This item represents expenses for a workshop hosted by FTRI each year for purposes of providing RDC representatives with training, information and services they can use at their centers. The increase is due primarily to two major activities. One is the providing of CART (real-time captioning services for attendees who are hearing-impaired), and the other is the provision of single rooms for each attendee. Previously FTRI paid for double rooms but in a meeting last fall with FPSC staff it was recommended to allow conference attendee to have their own room as opposed to sharing a room. The increase is \$4,333 higher than the FY 2003/2004 Approved Budget amount. However, with each annual conference, FTRI always negotiates the best possible arrangements for hotel, meals, ASL interpreters, CART, etc. to secure the best prices.*

**Category V – General & Administrative**

**1. What computer consultation is necessary to justify \$8,195 more than spent last year?**

*FTRI's server for our network and website is in need of replacement as well as upgrade of some software that runs our website and network. Technical service to complete this installation and testing is necessary. FTRI has budgeted 40 hours at the current rate of \$130 per hour.*

*FTRI will purchase a maintenance service contract for periodic maintenance and emergency service. Currently FTRI pays for service as needed. A maintenance contract will give us faster response times for emergencies, as well as scheduled periodic maintenance. FTRI has received preliminary proposals for maintenance from \$495 per month to \$1,695 per month. FTRI has*

*budgeted approximately \$834 per month as we continue to receive information on the proposal and move toward completing a monthly maintenance agreement to start in July.*

*As we move toward electronic ordering with our vendors and integration of that ordering with our database allowing FTRI, the RDCs and our Vendors better and more timely information, changes to the AIMS database will be needed. FTRI has estimated a possible 40 hours of technical assistance to accomplish this over the budget year. Our local programmer, for the AIMS program, charges a current rate of \$75 per hour.*

- 2. Please list the office equipment purchased last year and a list of proposed office equipment you plan to buy under the proposed budget.**

*FY 2003/2004*

*Office equipment purchased - one laptop computer, one portable LCD projector, and one wireless telephone (Sidekick).*

*FY 2004/2005*

*Proposed equipment to be purchased - replace 11 existing computer workstations (as needed), two new computer workstations, replace network server and software upgrades.*

- 3. Item 36 shows an increase of \$78,302 over what was spent last year for insurance. It appears from other entries in the budget that you will not have an increase in the number of permanent employees and that you will be using a substantive number of temporary employees. Given this assumption, if true, why such an increase in the cost of insurance?**

*Currently we have 14 authorized positions. As stated in the note to line 36, an additional position has been approved (DPC II) and an accounting position (Accountant II) has been budgeted but not yet authorized by the Board as explained under Item 45. In addition we have several open positions that are in the process of being filled. FTRI has budgeted as if these employees will have family coverage since we do not know if the potential employee will have a need for family coverage and therefore FTRI must budget for those costs. Finally, in prior years we have experienced a cost increase in the premium for insurance and FTRI has included a 16%, Health Care Industry Average increase as reported to us from our carrier NTCA in the budget.*

- 4. Item 46 lists \$101,920 for temporary employment. Please explain how many temporary employees this equates to and what their job functions will be.**

*FTRI has budgeted for the possibility of turnover in employees three positions at six months each. Since it is impossible to determine which positions may become vacant, we have not designated specific assignments to these three possibilities.*

*In addition FTRI has identified two other areas where the skill level along with the cost is determined. FTRI budgeted for an additional DPC I and Receptionist. Due to the increased volume of new clients entering the program during the past year, it has become necessary to hire additional assistance in these two positions. Based on this recent growing trend, FTRI expects this trend to continue for the entire year. However, if the workload were to decrease for a specific time period FTRI would be in the position to terminate the temp service when necessary.*

- 5. Item 53 indicates that you spent less than you were budgeted last year for employee training, yet you are requesting almost double of what was spent last year. Please explain.**

*FTRI provides American Sign Language classes for staff. During the current fiscal year it has been necessary to curtail some of the classes as some positions are now open. In addition, since January we have suspended our higher-level ASL class until May.*

*FTRI also allows staff to attend seminars or workshops that directly enhance skills for the job. FTRI staff's request to attend seminars have not been as frequent as expected and due to staff turnover, plans to attend some seminars has been cancelled or not submitted.*

*Over the budget year, FTRI will be adding one staff member and filling open positions. FTRI has budgeted for the possibility of allowing each staff person to attend up to two seminars or workshops per year that are specifically job related and / or skill building.*

- 6. Please list each employee and the amount and cost of life insurance, health insurance, short and long-term disability, dental, and vision coverage.**

*As shared with Staff during last year's budget process, employee information is confidential. Should you wish to review this information you are welcome to come to the FTRI office and review it.*

- 7. Do any employees contribute to the life insurance, health insurance, short and long-term disability, dental, and vision coverage?**

*Yes, employees with family health plan contribute 20% of the family health coverage premium.*

- 8. Has FTRI sought competitive bids for life insurance, health insurance, short and long-term disability, dental, and vision coverage?**

*FTRI has not sought competitive bids, however an analysis and comparison of what is available was conducted in 2001 for the 2001/2002 budget year.*

- 9. Do new employees qualify for retirement, life insurance, health insurance, short and long-term disability, dental, and vision coverage, as soon as they are hired, or is there a probationary period that must be worked to qualify for these benefits?**

*New employees become vested on day of hire for all insurance coverage with retirement enrollment taking place quarterly with immediate vesting.*

- 10. It appears that FTRI is including six months of temporary help in the 2004/2005 budget for each of the three vacant positions. Is FTRI including a full year of salary and benefits for these three positions in employee compensation, Insurance Health/Life, payroll taxes, etc.?**

*FTRI, as explained in question 4 above, is budgeting for three potential vacancies. FTRI is not budgeting temporary help specifically for the current open positions in the budget.*

*Yes, FTRI has budgeted a full year's salary and benefits for all 15 authorized positions and the additional position budgeted, but not authorized to fill until further review, accounting position.*

**11. Under 46A and 46B, we are having difficulty in determining how many temporary positions you are requesting when the two paragraphs are read together. Please give a breakdown of the number of temporary positions, responsibilities, and rate of pay for each position.**

*As stated in question 4 above, FTRI has budgeted for the possibility of employee turnovers, three positions at six months each. Since it is almost impossible to determine which positions may become vacant, we have not designated specific assignments to these three possibilities.*

*In addition FTRI has identified two other areas where the skill level along with the cost is determined. FTRI budgeted for an additional DPC I and Receptionist. Due to the increased volume of new clients entering the program during the past year, it has become necessary to hire additional assistance in these two positions. Based on this recent growing trend, FTRI expects this trend to continue for the entire year, however, if the workload were to decrease for a specific time period FTRI would be in the position to terminate the temp service when necessary.*

*In summary, three temporary positions at six months each budgeted at \$14.00 per hour, plus the cost per hour for two additional temporary positions for the full year at \$14.00 per hour.*

**12. Please provide a breakdown of the 15 current employees and the 1 proposed permanent position, by title, responsibilities and salary.**

*Executive Director – James Forstall, Business Manager – Brett Bascom, EDP Manager – Vacant, Outreach Manager – Vacant, Administrative Assistant – Amelia Mauldin, Outreach Secretary – Becky VanSchuyver, Outreach Specialist – Fran Burns, Outreach Specialist – Jon Gray, DPC II - Becky McClanahan, DPC II - Lara Seigel, DPC I - Audra Morgan, DPC I – Vacant, Accounts Receivable – Cheryl Butler, Receptionist - Ranesha Hunter. Soliciting for all vacant positions are currently being done internally with the exception of the Outreach Manager, which will begin soon. The Board has agreed to approve the addition of one new position DPC II, effective July 1, 2004, and will re-evaluate the necessity of a second proposed position (Accountant II) during the next 6-9 months.*

*Individual job descriptions are attached (Attachment C) for your review. As shared with Staff during last year's budget process, employee salary information is confidential. Should you wish to review this information you are welcome to come to the FTRI office and review it.*

**13. Please explain why your request for travel expenses has increased significantly over what was spent last year.**

*An increase of \$3,636 (10.9%) over year-end estimate. Breakdown is as follows,*

- EDP Manager and DPCs visiting RDCs for a total of 20 trips*
- Executive Director making 10 trips*
- Business Manager making three trips*
- Nine trips for other personnel, excluding Outreach*

*A trip is defined as one person traveling round-trip to conduct a business meeting. Two people can travel to a same business meeting, and it is counted as two separate trips. Also, rises in gasoline and hotel prices have contributed to this increase.*

**14. How old are the computers you are proposing to replace and has a competitive bid been done for the computers, including the server.**

*One workstation is six years old, six workstations are five years old, two workstations are four years old and three workstations are three years old. The server is five years old. FTRI is planning to replace 11 of the workstations phased in over the budget year by replacing the oldest and those experiencing frequent hardware problems as needed. Workstations not needing replacement will be maintained. A competitive bid process will begin in the July 2004 to June 2005 fiscal year.*

**15. Have you competitively bid for legal and accounting services?**

*No.*

**General Questions**

**On attachment 2 you make the statement that FTRI can be adversely affected by legislative activity. What do you mean by this statement?**

*Proposed legislation that may directly impact FTRI or telephone companies that could impact collection of surcharge or the collection of TASA surcharge on wireless. Other possibilities are Unemployment Compensation, Sales Taxes, Minimum Wage laws, TASA, payroll taxes for Social Security and Medicare, ADA to name just a few. Currently under consideration in the legislature is an establishment of a Commission for the Deaf but we do not anticipate any adverse affect if this Council is established.*

**You also state that FTRI can be adversely affected by “other market conditions such as recession, industry consolidations and mergers.” What do you mean by this statement?**

*Certain market conditions could dictate and / or reflect economic situation, that impact the collection of surcharge such as.*

- *Recession may cause TELCOs to lose customers causing a reduction in access lines impacting FTRI's revenue.*
- *Industry consolidations and mergers not only cause us to spend resources maintaining contact with these companies but some companies reorganize and / or change business plans that could cause businesses to cease or begin conducting business in Florida.*
- *TELCOs that file bankruptcies impact FTRI because of reduction in surcharge collection.*
- *FCC mandates that require TRS providers to revise or modify standards causing TRS rate adjustments have impacted FTRI in the past. For instance, requirements for TRS operators to increase wpm typing speed as well as other benchmarks.*



- *Another market condition to consider is the increase in Wireless and customers switching from access line to Wireless thus reducing the number of access lines surcharge which can be collected.*
- *Voice-over Internet Protocol service, Internet Relay, Video Relay, etc.,*

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Business Manager

### MAJOR FUNCTIONS

Advanced supervisory work managing the financial operations of the agency. The Business Manager exercises independent and broad judgment in formulating or assisting in the formulation of policies and procedures. Work is performed with general supervision by the Executive Director of FTRI and is reviewed through conferences, analysis of reports and by observation of results obtained.

### ILLUSTRATIVE DUTIES

- Assists Executive Director with long term planning and Annual Report
- Assists with preparation and administration of budget
- Supervises accounting system, bookkeeping activities, and administrative staff
- Prepares monthly, quarterly and annual financial statements
- Assists Executive Director in the planning of policies and procedures
- Assists with performance evaluations and salary recommendations for administrative staff
- Assists Executive Director with contracts negotiations for RDCs, TAs and equipment vendors
- Assists Executive Director with internal controls
- Prepares payroll twice monthly
- Requires use and exercise of independent judgment
- Administrator of the fringe benefits program
- Performs other duties as assigned by Executive Director

### DESIRABLE QUALIFICATIONS

- Knowledge of principles and practices in management and accounting
- Knowledge of computerized accounting systems
- Knowledge of benefits administration
- Knowledge of payroll practices
- Knowledge of TASA of 1991
- Knowledge of specialized equipment distributed in program

- Ability to manage business functions
- Ability to communicate effectively verbally and in writing
- Ability to solve problems and make decisions
- Ability to communicate in ASL

### MINIMUM TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with a degree in accounting, business administration or a related field is desirable. Five years of professional fiscal, managerial, administrative experience. Professional or nonprofessional experience can substitute on a year-for-year basis for the required college education.

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Outreach Manager

### MAJOR FUNCTIONS

The Outreach Manager is responsible for supervising, coordinating, monitoring, and performing activities necessary to accomplish the marketing goals of FTRI. Work is performed with general supervision by the Executive Director of FTRI and is reviewed through conferences, analysis of reports and by observation of results obtained.

### ILLUSTRATIVE DUTIES

- Assists the Executive Director with preparation and administration of outreach budget
- Assists with performance evaluations and salary recommendations for outreach staff
- Assist Executive Director in the planning of policies and procedures for outreach department
- Assist Executive Director determine outreach priorities, based on availability of funds
- Supervises outreach program and outreach staff
- Requires use and exercise of independent judgment
- Develop long and short-term outreach goals
- Develop written program-related printed materials
- Plan, develop and implement outreach program activities and projects
- Monitor adherence to contracts between FTRI and advertising/outreach vendors
- Monitor and evaluate effectiveness of outreach activities
- Plans, coordinates and monitors outreach activities with the statewide relay provider
- Coordinate scheduling and arrangement for presentations with outreach secretary
- Coordinate and attend exhibitions, conferences and other activities requiring FTRI participation
- Performs other duties as assigned by Executive Director

### DESIRABLE QUALIFICATIONS

- Knowledge of principles and practices in marketing and management
- Knowledge of computer graphics programs
- Knowledge of TASA of 1991
- Knowledge of specialized equipment distributed in FTRI program

- Ability to manage marketing functions
- Ability to communicate effectively verbally and in writing
- Ability to solve problems and make decisions
- Ability to communicate in ASL

### MINIMUM TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with a degree in marketing, business administration or a related field. Five years of professional marketing and administrative experience. Professional or nonprofessional experience can substitute on a year-for-year basis for the required college education.

## **FLORIDA TELECOMMUNICATIONS RELAY, INC.**

### **Equipment Distribution Program Manager**

#### **MAJOR FUNCTIONS**

The EDP Manager is responsible for supervising, coordinating, monitoring, and performing activities necessary to maintain quality, efficiency, and accountability of the FTRI Equipment Distribution Program. Work is performed with general supervision by the Executive Director of FTRI and is reviewed through conferences, analysis of reports and by observation of results obtained.

#### **ILLUSTRATIVE DUTIES**

Assists Executive Director with long term planning and Annual Report  
Assists with performance evaluations and salary recommendations for the equipment distribution staff  
Assist Executive Director in the planning of policies and procedures  
Assists Executive Director with contract meetings with RDCs, TAs, and equipment vendors  
Requires use and exercise of independent judgment  
Supervises the statewide equipment distribution program and staff  
Resolve implementation questions concerning RDCs and TAs  
Review procedures for consistency in program implementation for RDCs, TAs, and vendors  
Monitor and track all equipment inventory levels  
Perform periodic testing of returned equipment  
Create activity reports and quarterly inventory reports  
Perform the function of Computer System Administrator to include:

- Regular overall computer system maintenance
- Daily back-up and file management
- Staff support and training

#### **DESIRABLE QUALIFICATIONS**

Knowledge of computer software and hardware  
Knowledge of current computer technology  
Knowledge of basic inventory control, purchasing, and accounting principles  
Knowledge of TASA of 1991  
Knowledge of specialized equipment distributed in program

Ability to manage business functions  
Ability to communicate effectively verbally and in writing  
Ability to perform different computer software  
Ability to solve problems and make decisions  
Ability to communicate in ASL

#### **MINIMUM QUALIFICATIONS**

Graduation from an accredited university with a degree in a business/computer science field. Minimum of four years professional experience in business administration, supervision, accounting, purchasing, inventory control, or computer system administration. Additional professional or nonprofessional experience as described above can substitute on a year-for-year basis for the required education.

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Administrative Assistant

### MAJOR FUNCTION

Assist Executive Director and Department Heads with preparation of documents and office filing system. Work is supervised by the Business Manager. Assists with bookkeeping activities and special projects, reports and analysis as required. Work is reviewed through analysis of reports, observations, and by results obtained.

### ILLUSTRATIVE DUTIES

Provide general administrative support to Executive Director and Department Heads  
Assist with preparation of reports to Board of Directors, Florida Public Service Commission and other entities.

- Setup and maintain office filing system
- Provide data entry and report output for accounts payable
- Maintain office supply inventory
- Complete projects and reports as assigned
- Maintain equipment distribution shipping order records
- Maintain petty cash fund

### DESIRABLE QUALIFICATIONS

Knowledge of the principles and practices of office management and systems

Knowledge of microcomputer functions and operations

Ability to work independently

Ability to keyboard 40+ words per minute

Ability to determine work priorities and insure proper completion of work assignments

Ability to establish and maintain effective working relationships

Ability to express ideas clearly and concisely orally and in writing

### MINIMUM TRAINING AND EXPERIENCE

High School graduate preferably with some college course work in the field of business administration or a related field. A minimum of 2 years experience in secretarial duties and demonstration of proficiency in a word processing environment.

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Accounts Receivable Assistant

### MAJOR FUNCTIONS

Recording, monitoring and performing activities to accurately update and track the accounts receivable business transactions and cash receipts of the organization. Assist with analysis and research regarding the organizations business transactions as directed by the Business Manager. Work is supervised by the Business Manager and reviewed through analysis of tasks completed, observations and quality of work.

### ILLUSTRATIVE DUTIES

The following list of duties are basic functions and not exhaustive in nature.

- Accounts Receivable data entry
- Correspondence and communication with companies remitting surcharge
- Produce reports for management on A/R activities as assigned
- Cash Receipts posting
- Processing daily deposits and related paperwork
- Surcharge Revenue Reports, checking, tracking and analysis of data
- Filing related accounts receivable paperwork and correspondence
- Assist with audit work and research
- Assist with annual budget research and data collection
- Data tracking using Excel Spreadsheets
- Other duties as assigned

### KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the Telecommunications Access System Act of 1991
- Knowledge of bookkeeping including accounts receivable and basic accounting principles
- Knowledge of Excel Spreadsheet computer software
- Knowledge of Windows type computer software

- Ability to communicate clearly, concisely and accurately
- Demonstrate ability to use windows type programs, word processing and Excel spreadsheets
- Ability to develop clear and accurate reports using various types of computer software
- Ability to be self-directed in the above duties
- Demonstrate ability in applying basic accounting principles to the accounts receivable process
- Ability to communicate multiple alternative solutions to daily challenges

### MINIMUM QUALIFICATIONS

A two-year degree from an accredited community college or technical institute in accounting technology or bookkeeping. Two years of professional experience in a business office with bookkeeping type responsibilities. Professional or nonprofessional experience related to the activities of this position can substitute on a year-for-year basis for the required college education.

# **FLORIDA TELECOMMUNICATIONS RELAY, INC.**

## **Distribution Program Coordinator I**

### **MAJOR FUNCTIONS**

Process internal paperwork, as assigned, to carry out the distribution program. Work is supervised by the EDP Manager. Work is reviewed through observations and by results obtained.

### **ILLUSTRATIVE DUTIES**

Perform data entry of information contained on applications from Regional Distribution Centers and FTRI clients in non-RDC areas

Assist in processing requests for information, applications, training, repairs, call tag, and bulk mail as assigned by Supervisor

- Complete projects as assigned
- Assist with incoming / return calls
- Assist with training of FTRI clients in the Tallahassee area

### **DESIRABLE QUALIFICATIONS**

Knowledge of the Telecommunications Access Systems Act of 1991

Knowledge of the various telecommunications devices being offered by FTRI

Knowledge of American Sign Language (ASL)

Ability to work effectively under stress

Ability to access, input, and use client data files, both on-line and printouts

Ability to establish and maintain effective working relationships

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school and one year experience in data processing or an equivalent combination of training and experience.

Sign language skills are desirable.

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Distribution Program Coordinator II

### MAJOR FUNCTIONS

Monitoring and coordinating the efforts of assigned regional distribution centers. Monitor equipment inventory at regional distribution centers. Assist with responding to inquiries related to the statewide equipment distribution program as needed. Process internal paperwork and monitor systems, as assigned, to carry out the distribution program. Perform periodic site audits at each assigned regional distribution center or training agency ensuring compliance with contractual agreement. Work is supervised by the EDP Manager; however, employee is expected and empowered to exercise broad judgment and initiative in the performance of daily tasks. Work is reviewed through analysis of reports, observations, and by results obtained.

### ILLUSTRATIVE DUTIES

Audit regional distribution weekly and monthly reports  
Process and confirm equipment orders provided by vendors  
Process applications for assigned regional distribution centers and training agencies  
Assist in processing requests for information, applications, training, repairs, call tag, and bulk mail as assigned by Supervisor

- Complete projects and reports as assigned
- Periodic site visits with RDCs and training centers to review training and reporting procedures to ensure compliance with contractual agreement
- Exercise broad judgment and initiative in performance of daily tasks

### DESIRABLE QUALIFICATIONS

Knowledge of the Telecommunications Access Systems Act of 1991  
Knowledge of the various telecommunications devices being offered by FTRI  
Knowledge of American Sign Language (ASL)  
Ability to work effectively under stress  
Ability to exercise some independent judgment and creativity in solving problems and in making decisions in accordance with established policies and procedures  
Ability to manage multiple tasks  
Ability to access, input, and use client data files, both on-line and printouts  
Ability to review and reconcile reports and records  
Ability to establish and maintain effective working relationships

### MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and three years experience in customer relations, data processing or an equivalent combination of training and experience.

Sign language skills are desirable.



# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## OUTREACH SPECIALIST

### MAJOR FUNCTIONS

Assist in the overall operations and implementation of the approved outreach program statewide. The Outreach Specialist will work closely with the Outreach Manager in maintaining a constant flow of outreach activities. The Outreach Specialist will contribute to the in writing, coordinating, publishing and mailing of the newsletter, perform outreach presentations and public relations efforts, compile information for planning and development of on-going outreach activities, including program goals and objectives. The Outreach Specialist will make presentation before consumer groups and organizations and serve as a representative of FTRI for these groups.

### ILLUSTRATIVE DUTIES

Implements public relations activities and outreach program activities including presentations as approved by the Executive Director and in coordination with the Outreach Manager.

Assist with writing, coordinating, publishing and mailing of the FTRI newsletter.

Assist with creating, developing, revising, publishing outreach materials.

In coordination with the Outreach Manager and Executive Director assist with the development of short-term and long-term advertising / outreach plan through input received from outreach activities.

Communicate and coordinate outreach activities with agencies and resources for the hearing impaired, speech impaired, and dual sensory impaired to determine advertising / outreach / training needs on a regular basis.

Monitor and evaluate effectiveness advertising / outreach program activities as directed by the Outreach Manager.

Frequent traveling to make in-person presentations throughout Florida.

Represent FTRI in co-related outreach activities with Florida Relay.

Ability to communicate clearly, concisely and accurately.

Handle other duties as assigned.

### DESIRABLE QUALIFICATIONS

Computer experience such as Apple Macintosh, Microsoft software, Adobe software, QuarkXPress, PowerPoint and Excel.

Knowledge of the Telecommunications Access System Act of 1991.

Knowledge of the various telecommunications devices being offered by FTRI.

Knowledge of statewide relay service.

Ability to communicate in sign language.

### MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with a degree in a communications and/or advertising/marketing related field. A minimum of two years professional experience in communications and/or advertising/marketing related field. Professional or nonprofessional experience as described above can substitute on a year-for-year basis for the required college education.

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Outreach Secretary

### MAJOR FUNCTIONS

Reporting to and assisting the Outreach Manager with the internal operations of the Outreach Program. The Outreach Secretary is to work closely with the Outreach Manager and be a team player. The Outreach Secretary will perform general office duties, which require some independent judgment.

### ILLUSTRATIVE DUTIES

Acts as outreach office receptionist.

Maintains calendar for and reminds supervisor of appointments and deadlines.

Make travel arrangements and arranges travel itineraries.

Prepares special reports as required and maintains files and records.

Operates and/or utilizes a variety of standard business and office equipment including: typewriter, PC word processor, telecommunications terminal, calculator, copier, fax machine, etc.

Coordinate the mailing of the FTRI newsletter.

Types correspondence, articles, reports, manuals and other material as directed by Outreach Manager.

Communicating and coordinating outreach activities with all known agencies and resources serving FTRI's clients.

Assembly and mailing of outreach material, brochures and information as directed.

Examines, checks and verifies reports for completeness and accuracy of computations determines conformity to established requirements.

Perform clerical duties and related work in support of outreach program activities as required.

### DESIRABLE QUALIFICATIONS

Computer experience such as Microsoft Word and supporting programs.

Knowledge of the Telecommunications Access System Act of 1991.

Knowledge of the various telecommunications devices being offered by FTRI.

Knowledge of statewide relay service.

Knowledge of correct grammar usage.

Ability to perform basic arithmetical calculations.

Ability to communicate clearly, concisely and accurately.

Ability to follow instructions.

Sign language skills.

### MINIMUM QUALIFICATIONS

High school diploma and three years of secretarial or clerical work experience.

# FLORIDA TELECOMMUNICATIONS RELAY, INC.

## Receptionist

### MAJOR FUNCTION

Answer incoming phone calls, take messages, direct calls to appropriate staff and greet walk-ins. Assist in data entry, verifying applications and filing. Open and distribute incoming mail. Work is supervised by the Business Administrator and reviewed through observations and results obtained.

### ILLUSTRATIVE DUTIES

Answer main incoming lines (3) and provide information to caller about the Specialized Telecommunications Equipment Distribution Program.

Direct calls to appropriate staff

Open and distribute incoming mail and ensure outgoing mail is picked up.

- Verify client applications for accurate data entry
- Complete projects and reports as assigned
- Greet and direct walk-in clients, vendors and visitors
- Data entry as needed
- Assist in administrative support when needed

### DESIRABLE QUALIFICATIONS

Knowledge of phone systems operation

Knowledge of microcomputer functions and operations

Knowledge of customer service concepts

Ability to work independently

Ability to deal effectively with clients over the phone

Ability to establish and maintain effective working relationships

Ability to express ideas clearly and concisely orally and in writing

### MINIMUM TRAINING AND EXPERIENCE

High School graduate, preferably with some college course work. A minimum of 2 years of experience as a receptionist or with customer contact responsibilities. Familiarity with a word processing and database environment.

**W**e provide specialized telecommunication equipment that enables people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired to place and receive their own phone calls. If you qualify, FTRI will provide the equipment and training at **NO CHARGE**. Available equipment and their descriptions are listed below.

*Qualifying residents may receive one piece of equipment from each category at no charge.*

## Specialized Telephones (Category A)

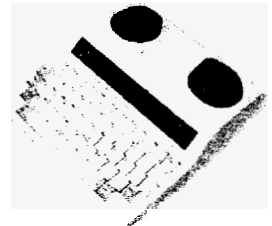
### Volume Control Phone for the Hearing Impaired (VCPH) 40 dB

- Makes incoming speech clearer.
- Includes a volume control adjustment.
- Ring volume up to 95 dB.



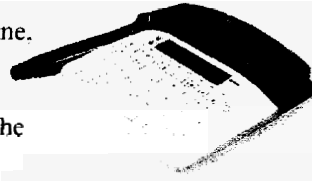
### Text Telephone (TTY), also known as a Telecommunications Device for the Deaf (TDD)

- Used to type a message to another TTY user or a person using a standard telephone through the relay service.
- Built-in ring flasher that lights up when the phone rings.



### Voice Carry-Over/Hearing Carry-Over/Text Telephone (VCO/HCO/TTY)

- Used as a standard telephone, VCO, HCO, or TTY.
- Allows you to listen to the caller and type a reply on the telephone keypad.



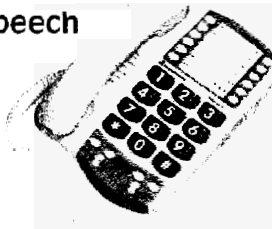
### Voice Carry-Over Telephone (VCO) 30 dB

- Allows a person to receive a text message through a relay service and verbally reply to the caller with his or her own voice.
- Ring volume up to 85 dB.



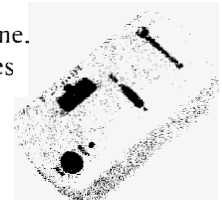
### Volume Control Phone for the Speech Impaired (VCPS) 18 dB

- Provides more volume when speaking.
- Ring volume up to 75 dB.



### In-Line Amplifier (ILA)

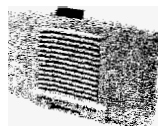
- Connects to a standard telephone.
- Increases the volume and makes incoming speech clearer.
- Provides more amplification.



## Ring Signaling Devices (Category B)

### Audible Ring Signaler (ARS) 95 dB

- Plugs into a jack away from the telephone.
- Or connects directly to the telephone.
- Rings when the telephone rings and allows you to adjust the tone and volume.



### Visual Ring Signaler (VRS)

- Connects to a lamp.
- Makes lamp flash on and off when the telephone rings.
- Has a remote receiver that allows lamp to flash in other rooms.



**Section 1**—to be completed by applicant

**PLEASE TYPE OR PRINT CLEARLY**

Social Security Number    -   -

Birthdate   -   -

Name of Applicant: \_\_\_\_\_

E-mail \_\_\_\_\_

First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State **FL** Zip Code \_\_\_\_\_ County \_\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_\_

Shipping  
 Address  
 (if different)

Street (Do not use P.O. Box) \_\_\_\_\_

Work Phone (\_\_\_\_) \_\_\_\_\_

City \_\_\_\_\_ State **FL** Zip Code \_\_\_\_\_

I certify that I am a Florida resident, who has a hearing and/or speech impairment; the information given is true. I authorize the certifier of this application to provide this information to FTRI in order that I can receive the designated specialized telecommunications equipment.

**X**

Signature of Applicant (If under 18, Parent/Guardian) \_\_\_\_\_ Date \_\_\_\_\_ Print Name \_\_\_\_\_

You may receive ONE piece of equipment from each category.

Category A

Category B

- Volume Control Telephone for Hearing Impaired
- Voice Carry-Over/Hearing Carry-Over/Text Telephone
- Voice Carry-Over Telephone
- Text Telephone
- Volume Control Telephone for Speech Impaired
- In-Line Amplifier

- Audible Ring Signaler
- Visual Ring Signaler

**Section 2**—to be completed by the certifier

**NOTE TO CERTIFIER:** You must sign this application before FTRI can process and approve it. Please note that if an applicant needs special equipment not listed on this form, you must request the "Specialized Equipment Supplemental Certification Form" from FTRI. This equipment will not be issued without the appropriate forms.

I certify this applicant as (check one)  Deaf  Hard of Hearing  Deaf/Blind  Speech Impaired

In accordance with Chapter 427.705, F.S., I am eligible to certify FTRI applications. I am a/an (check box)

- Deaf Service Center Director
- Hearing Aid Specialist
- Audiologist
- Licensed Physician
- Speech Pathologist
- Appropriate State or Federal Agency Rep
- State Certified Teacher for the Hearing Impaired
- State Certified Teacher for the Visually Impaired

Application must be certified within the state of Florida.

Certifier's Name \_\_\_\_\_ State License Number \_\_\_\_\_  
 Please Print

Agency \_\_\_\_\_ Phone Number (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_  
 Street City State **FL** Zip Code

Certifier's Signature \_\_\_\_\_ Date \_\_\_\_\_

Certifier's E-mail \_\_\_\_\_

# APPROVED

## FLORIDA TELECOMMUNICATIONS RELAY, INC.

FY 2004 / 2005

### PROPOSED OUTREACH BUDGET

February 3, 2004  
Page 1

LINE ITEMS/DESCRIPTIONS	2003/2004 Approved	2003/2004 6 Mon. Actual	2003/2004 Y/E Estimates	2004/2005 Proposed
<b>General OR Operating Budget</b>				
➤ Regional outreach activities (RDC/TA) liaison	\$220,000	\$ 86,533	\$182,000	\$250,000
➤ OR regional workshops	\$ 12,000	\$	\$ 7,000	\$ 12,000
➤ Printing				
○ Newsletter	\$ 80,850	\$ 28	\$ 80,850	\$ 93,000
○ Equipment application (English)	\$ 6,000	\$	\$ 6,000	\$ 6,000
○ Equipment application (Spanish)	\$ 2,500	\$ 2,042	\$ 2,000	\$ 2,500
○ Equipment support forms	\$ 8,000	\$	\$ 8,000	\$ 8,000
○ Brochures and outreach materials	\$ 30,000	\$ 26,968	\$ 40,000	\$ 44,000
➤ Clipping services	\$ 950	\$ 517	\$ 950	\$ 950
➤ Travel (presentations/exhibits/conferences)	\$ 35,000	\$ 7,044	\$ 25,000	\$ 35,000
➤ Promotional items/marketing materials	\$ 5,000	\$ 4,726	\$ 7,000	\$ 7,000
➤ ASL Interpreters/CART	\$ 4,000	\$ 690	\$ 0	\$ 4,000
➤ Photo development (clients/users)	\$ 2,000	\$	\$ 2,000	\$ 2,000
➤ Ad/publication / EDP OR	\$ 5,000	\$ 1,581	\$ 5,000	\$ 5,000
➤ Presentation folders/manuals/banner displays	\$ 10,000	\$ 362	\$ 10,000	\$ 10,000
➤ Spanish translations (English materials translated)	\$ 7,500	\$	\$ 7,000	\$ 7,500
➤ Website/Clearinghouse/Databases	\$ 10,000	\$	\$ 10,000	\$ 12,000
➤ Conference / Exhibit Fees	\$ 7,500	\$ 4,086	\$ 7,500	\$ 8,000
➤ FTRI video reproducible(s)	\$ 2,500	\$ 704	\$ 2,000	\$ 2,500
➤ FTRI PSA	\$ 37,500	\$ 30,000	\$ 35,000	\$ 40,000
➤ Media Purchase	\$150,000	\$150,000	\$150,000	\$200,000
➤ Spanish Translation of EDP video	\$ 0	\$	\$ 13,500	\$ 15,000
➤ Toll -Free Number	\$ 600	\$ 418	\$ 0	\$ 0

**FTRI EDP OR Budget**

**Page 1 Sub-Total**

**\$636,900**

**\$315,699**

**\$600,800**

**\$764,450**

# APPROVED

## FLORIDA TELECOMMUNICATIONS RELAY, INC.

FY 2004 / 2005

### PROPOSED OUTREACH BUDGET

February 3, 2004  
Page 2

LINE ITEMS/DESCRIPTIONS	2003/2004 Approved	2003/2004 6 Mon. Actual	2003/2004 Y/E Estimates	2004/2005 Proposed
<b>Outreach / Marketing Statewide Campaign for <i>Florida Relay</i></b>				
> Florida Relay				
o Media Purchase (Cable/Broadcast)	\$125,000	\$125,000	\$125,000	\$125,000
o BPP follow-up/coordination/building BP(s)	\$ 35,000	\$ 31,000	\$ 31,000	\$ 10,000
o BPP Reproducible(s)-kit-print/video(s)	\$ 40,000	\$ 15,768	\$ 20,000	\$ 5,000
o Video/Reproducible(s)-other relay products	\$ 2,500	\$ 907	\$ 2,500	\$ 2,500
o Production/Placement	\$ 12,500	\$ 7,500	\$ 12,500	\$ 12,500
o Talk Shows/statewide promotion	\$ 0	\$	\$ 0	\$ 0
o Survey	\$ 0	\$	\$ 0	\$ 25,000
o Educational Relay kit (develop, design and print)	\$ 0	\$	\$ 0	\$100,000
> STS material	\$ 5,000	\$	\$ 5,000	\$ 5,000
> Spanish Open Captioning – PSA	\$ 0	\$	\$ 0	\$ 15,000
> Spanish open-captioning/10 min/BPP	\$ 13,500	\$	\$ 13,500	\$ 13,500
> FR brochures/support materials – printing	\$ 22,500	\$ 505	\$ 20,000	\$ 22,500
<b>Florida Relay OR Budget</b>				
<b>Page 2 Sub-Total</b>	<b>\$256,000</b>	<b>\$180,680</b>	<b>\$229,500</b>	<b>\$336,000</b>
<b>Grand Total Outreach Budget</b>	<b><u>\$892,900</u></b>	<b><u>\$496,379</u></b>	<b><u>\$830,300</u></b>	<b><u>\$1,100,450</u></b>