

**REQUEST TO ESTABLISH DOCKET**

(Please type or print. File original with CLK.)

<b>Date:</b>	3/4/2023	
<b>1. From Division / Staff:</b>	Idm/Curtis Williams <i>CW</i>	
<b>2. OPR:</b>	IDM	
<b>3. OCR:</b>	GCL	
<b>4. Suggested Docket Title:</b>	Commission Approval of Florida Telecommunications Relay, Inc.'s Fiscal Year 2023-2024 Proposed Budget.	
<b>5. Program/Module/Submodule Assignment:</b>	A19, B11	
<b>6. Suggested Docket Mailing List</b>		
<b>a. Provide NAMES/ACRONYMS, if registered company</b>		<input type="checkbox"/> Provided as an Attachment
<b>Company Code, if applicable:</b>	<b>Parties (include address, if different from MCD):</b>	<b>Representatives (name and address):</b>
	Cecil Bradley	Cecil Bradley
	Florida Telecommunications Relay, Inc.	
	1820 East Park Avenue	
	Suite 101	
	Tallahassee, FL 32301	
<b>b. Provide COMPLETE NAME AND ADDRESS for all others (match representatives to companies)</b>		
<b>Company Code, if applicable:</b>	<b>Interested persons, if any, (include address, if different from MCD):</b>	<b>Representatives (name and address):</b>
<b>7. Check one:</b>	<input checked="" type="checkbox"/> Supporting documentation attached	<input type="checkbox"/> To be provided with Recommendation
<b>Comments:</b>		

RECEIVED-FPSC  
 2023 APR -4 PM 1:57  
 COMMISSION CLERK



March 30, 2023

Mr. Curtis Williams, Public Utility Analyst  
Office of Industry Development & Market Analysis  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399

RE: Proposed FTRI 2023-2024 Budget as approved by the FTRI Board

Mr. Williams:

Pursuant to FS 427.704(4)(e), the proposed FY 2023-2024 FTRI Budget as approved by the FTRI Board of Directors on March 27, 2023, is hereby attached for the Commission's annual review and final approval, along with a proposed monthly 7-cent surcharge.

The Board voted to approve the proposed FY 2023-2024 FTRI Budget based on a **7-cent** monthly surcharge, and this reflects a decrease from the current 10-cent monthly surcharge. This budget will result in both a deficit and a need to draw funds from reserve/savings account.

The Board also voted to include **optional** FY 2023-2024 FTRI Budget based on a **9-cent** monthly surcharge for possible consideration by PSC. This option will result in a very small surplus and no drawing of funds from reserve/savings account. The following are highlights of changes in the proposed budget, either with a 7-cent or a 9-cent monthly surcharge, for SFY 2023-2024:

- Reduction in number of access lines with lower revenues from monthly surcharges.
- An increase in revenues, thanks to the start of FTRI investment in 3-month T-Bills.
- Little or no change in overall budget when compared to 2022-2023 budget year.
- Decrease in use of Relay services due to lower utilization of analog/landline TTYs and captioned phones.
- New iPad Pilot Project with equipment budgeted in two separate line items – one for Deaf/Hard of Hearing (200 tablets) and one for Speech Impaired (20 tablets). Please see separate attachment which describes the FTRI iPad Pilot Project.
- Minor increases to Equipment and Outreach expenses due to anticipated increases in both services and requests for accessible telecommunications equipment, a need for face-to-face Regional Distribution Center (RDC) staff training, more staff travel, and an upgrade of aging FTRI computer system (AIMS).

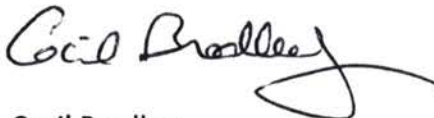


- Increase in the general/administrative expense to fill two unfilled positions – FTRI Chat Coordinator due to delays in the development and late start-up of FTRI Chat and conversion of DPC position to include responsibilities of iPad Coordinator for the Pilot Project.
- Includes an earlier understanding - should FTRI expenditures exceed its FY 2023-2024 budget which cannot be resolved through category-to-category fund transfers of 10%, FTRI will petition the Commission for its approval for FTRI to draw funds from the reserve account to cover any projected shortfalls before the end of FY 2023-2024.

Despite the lingering impact of COVID-19, FTRI and its RDC partners continue to actively respond to TASA mandates by reaching out to meet telecommunication access needs of Floridians who are Deaf, hard of hearing, Deafblind, and speech disabled. FTRI Outreach continues to play a significant role in our statewide efforts to reach out to new and current clients, and to educate the public on the availability of both specialized telecommunications devices and Telecommunications Relay Service.

Should you have any questions or need additional information, please do not hesitate to contact me at [cbradley@ftri.org](mailto:cbradley@ftri.org). Thank you.

Regards,



Cecil Bradley  
Executive Director  
Florida Telecommunications Relay, Inc.

Cc: Tom McCabe, President  
Board of Directors, FTRI

Attachments: 2023-2024 FTRI Budget Based on 7-Cent Surcharge  
2023-2024 FTRI Budget Based on 9-Cent Surcharge as an Option  
Excel Versions of FTRI Budget based on 7-Cent and 9-Cent Surcharges  
FTRI iPad Pilot Project Description and Plan

# **PROPOSED BUDGET**

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**FISCAL YEAR END**

**JUNE 30, 2024**

Based on 7-Cent Surcharge



**Florida  
Telecommunications  
Relay, Inc.**



**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 7 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>OPERATING REVENUE</b>					
1 Surcharges	3,956,784	3,747,530	2,413,410	(1,334,120)	(1,543,374)
2 Interest Income	1,521	171,653	682,040	510,387	680,519
<b>TOTAL OPERATING REVENUE</b>	<b>3,958,305</b>	<b>3,919,183</b>	<b>3,095,450</b>	<b>-823,733</b>	<b>-862,855</b>
<b>OTHER REVENUE/FUNDS</b>					
3 Surplus Account	19,075,296	19,026,533	19,024,958	(1,575)	(50,338)
<b>TOTAL REVENUE</b>	<b>23,033,601</b>	<b>22,945,716</b>	<b>22,120,408</b>	<b>(825,308)</b>	<b>(913,193)</b>
<b>OPERATING EXPENSES</b>					
<b>CATEGORY I - RELAY SERVICES</b>					
4 DPR Provider	1,759,361	1,759,361	1,139,303	(620,058)	(620,058)
<b>SUBTOTAL-CATEGORY I</b>	<b>1,759,361</b>	<b>1,759,361</b>	<b>1,139,303</b>	<b>(620,058)</b>	<b>(620,058)</b>
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>					
5 TTY/TDD	0	0	196,000	196,000	196,000
6 CapTel Phone Equipment	0	0	0	0	0
7 VCP Hearing Impaired	225,523	353,463	273,454	(80,009)	47,931
8 VCP Speech Impaired	0	0	25,600	25,600	25,600
9 TeliTalk Speech Aid	39,800	22,388	24,875	2,487	(14,925)
10 In-Line Amplifier	67,137	70,767	70,370	(397)	3,233
11 ARS Signaling Equip	540	682	665	(17)	125
12 VRS Signaling Equip	5,269	2,473	3,569	1,096	(1,700)
13 Accessories & Supplies	100	63	100	37	0
14 Telecomm Equip Repair	38,336	29,908	28,425	(1,483)	(9,911)
<b>SUBTOTAL-CATEGORY II</b>	<b>376,705</b>	<b>479,744</b>	<b>623,058</b>	<b>143,314</b>	<b>246,353</b>
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>					
15 Freight-Telecomm Equip	17,806	41,968	41,475	(493)	23,669
16 Regional Distr Centers	202,446	221,635	249,291	27,656	46,845
17 Training Expense	468	468	25,000	24,532	24,532
<b>SUBTOTAL-CATEGORY III</b>	<b>220,720</b>	<b>264,071</b>	<b>315,766</b>	<b>51,695</b>	<b>95,046</b>

**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 7 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>CATEGORY IV - OUTREACH</b>					
18 Outreach Expense	535,650	535,650	562,433	26,783	26,783
SUBTOTAL-CATEGORY IV	535,650	535,650	562,433	26,783	26,783
<b>CATEGORY V - GENERAL &amp; ADMINISTRATIVE</b>					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	20,588	25,090	26,698	1,608	6,110
21 Legal	30,288	28,755	37,790	9,035	7,502
22 Computer Consultation	6,960	7,632	6,210	(1,422)	(750)
23 Dues & Subscriptions	1,380	1,638	1,700	62	320
24 Office Equipment Purchase	21,048	13,129	15,650	2,521	(5,398)
25 Office Equipment Lease	1,713	1,931	1,747	(184)	34
26 Insurance-Hlth/Life/Dsblty	180,943	126,825	189,179	62,354	8,236
27 Insurance-Other	11,034	10,351	11,405	1,054	371
28 Office Expense	10,097	12,263	12,762	499	2,665
29 Postage	2,951	2,993	3,100	107	149
30 Printing	750	350	750	400	0
31 Rent	94,877	94,950	94,950	0	73
32 Utilities	4,356	5,188	5,086	(102)	730
33 Retirement	89,941	75,684	88,469	12,785	(1,472)
34 Employee Compensation	526,525	418,892	521,992	103,100	(4,533)
35 Taxes - Payroll	39,316	30,428	39,932	9,504	616
36 Taxes - Unemplmt Comp	70	63	70	7	0
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	19,500	16,967	17,178	211	(2,322)
39 Travel & Business	4,055	3,303	12,000	8,697	7,945
40 Equipment Maint.	631	1,164	1,350	186	719
41 Employee Training/Dev	225	0	500	500	275
42 Meeting & Interpreter Exp	2,000	4,275	5,500	1,225	3,500
SUBTOTAL-CATEGORY V	1,069,309	881,932	1,094,079	212,147	24,770
TOTAL EXPENSES	3,961,745	3,920,758	3,734,638	(186,120)	(227,107)
REVENUE LESS EXPENSES	19,071,856	19,024,958	18,385,770	(639,189)	(686,086)



## **Line-Item Information FTRI FY 2023/2024 Board Approved Budget**

### **Definitions:**

#### **YE Estimate:**

FTRI projects the YE (Year-End) Estimate based on Year-to-Date December of the current fiscal year plus calculated projections based on historical data available, including the impact of COVID-19 on FTRI and its partners, Regional Distribution Centers (DPC).

#### **Budget to Actual:**

FTRI understands, based on previous communications with the PSC staff, identifying this as the budgeted amount for a line item that should be no more than the YE estimated amount for the current fiscal year.

### **Common Industry Acronyms Used:**

DPR – Dual Party Relay

AIMS – Automated Information Management System: FTRI uses this computer software to maintain information for the Equipment Distribution System.

TRS – Telecommunications Relay Service

FPSC – Florida Public Service Commission

FTRI – Florida Telecommunications Relay, Inc.

IP-CTS – Internet Protocol Captioned Telecommunications Service

CTS – Captioned Telecommunications Service

TDD – Texting Device for the Deaf, also known as a TTY.

TTY – Text Telephone, also known as a TDD.

VCO – Voice Carry-Over phone

HCO – Hearing Carry-Over phone

VCO/HCO – A Combined Voice Carry-Over and Hearing Carry-Over phone.

NDBEDP – National Deaf Blind Equipment Distribution Program. NDBEDP is also known as iCanConnect.

VCP or VCPH – Volume Control Phone

VCPS – Volume Control Phone for Speech Impaired

GEWA – brand name of the Jupiter Speaker Phone

ARS – Audible Ring Signaling device.

TRS – when used to describe equipment - Tactile Ring Signaling Device

TRS is also used to describe Telecommunications Relay Service

VRS – when used to describe equipment – Visual Ring Signaling Device

VRS can also be used to describe Video Relay Service

RDC – Regional Distribution Center (contracted with FTRI)



## OPREATING REVENUE

### 1. GL# 3050 - Surcharge Revenue

FTRI is showing a decrease of \$1,334,120 in surcharges from FY 2022/2023 Estimated Revenue. As we do each year, actual access lines reported to us by the telephone companies are logged into a spreadsheet (Attachment A). For the months remaining in the current fiscal year-end, an estimate is made on expected access lines to be reported using a conservative estimate based on previous years. FTRI has conservatively selected a decrease of 8 percent for this estimate, historically over the past 3 years the decrease has been more than 7 percent. Additionally, FTRI applies the conservative estimated decrease of 8 percent to actual to date and year end estimated access lines to calculate the budget year estimated access lines. FTRI applies the current surcharge rate to those estimated access lines for the budget year and the corresponding administrative allowance of 1 percent. FTRI has used 7 cents per access line for this projection.

### 2. GL# 3450 - Interest Income.

Interest Income is estimated to increase \$510,387 from FY 2022/2023 Estimated Interest Income. FTRI earns interest from Regions Bank Non-Profit Public Funds Money Market account at 0.01%. Our Regions Bank Public Funds checking is not an interest-bearing account and requires maintaining a \$500,000 minimum balance. Interest income is also earned from new Investment Trust Money Market account. FTRI purchased 3-month T-bills that will earn interest at maturity at expected rate of 4.84% and any amounts not invested in T-bills will earn interest at 3.948% for being held in the Investment Trust Money Market account. This account is assessed a monthly fee of 0.2% from the total investment amount.

### 3. Surplus Account

Surplus Account Approved Budget Column is the figure from approved budget for 2022/2023. Surplus Account 2022/2023 Estimated Column is from bank statements dated July 2022 and aggregates the beginning balances of the bank accounts for the fiscal year 2022/2023 calculated as is  $\$4,005,409.20 + \$15,211,170.92 = \$19,026,654.28$ . Surplus Funds in the Budget column are calculated as the ending balance of the Estimated column (Estimated Revenues plus Surplus Account less Estimated Expenses), for 2022/2023 to arrive at an Estimated beginning balance for Surplus Funds for the Budget year 2023/2024.

## **RELAY SERVICES – CAT I**

### **4. GL# 5110 - Dual Party Relay Provider**

The DPR Provider account year end estimate is the same as budgeted for 2022/2023. No year-end estimate was provided by SPRINT. On March 1, 2022, a new contract began with SPRINT/T-Mobile and the FPSC with new rates. Traditional TRS minutes are billed at \$1.60 per minute. while CapTel minutes are billed at \$1.67 per minute. Each year FTRI receives a budget estimate from the DPR provider. Attachment B is the spreadsheet provided by Sprint/T-Mobile.

## **EQUIPMENT – CAT II**

NOTE: Due to COVID-19 FTRI continued to experience a notable change in numbers of clients served and equipment distributed. There is still no significant change in RDC distribution and Outreach after, almost, 24 months of COVID-19 disruption. Therefore, FTRI is budgeting equipment at the trailing twelve-month historical level as the 2023/2024 budget. Shorter or longer periods may be used for specific equipment as appropriate for achieving a data set reflective of expected future activity.

### **5. GL# 5210 - TTY/TDD Equipment.**

Telecommunications Devices for the Deaf have traditionally been TTY (text telephones for the Deaf). Over the past decade or more, these units have become less preferred by Deaf consumers as they seek newer, mostly wireless or IP based, technology. FTRI still provide refurbished units to clients, as requested. No new units are budgeted.

FTRI has budgeted the purchase of iPads from Teltex for Budget year of 2023/2024. As part of a pilot program. FTRI is proposing the purchase of 200 units for the Deaf and hard of hearing for this pilot program.

### **6. GL# 5226 - CapTel Equipment.**

The CapTel Equipment, 840 Plus is budgeted at \$0. FTRI has enough inventory on hand and is refurbishing returned units.

### **7. GL# 5240 (corded)/5241 (cordless) - VCP Hearing Impaired**

The VCP Hearing Impaired line item shows a \$80,009 decrease from FY 2022/2023 Estimated Expenditures. COVID lingering effects continue to disrupt the distribution of phones, mostly achieved through face-to-face meetings and local outreach events.



#### 8. GL# 5250 - VCP Speech Impaired

FTRI is budgeting an amount of \$25,600 for an iPad pilot program for speech impaired. This amount is based on Teltex's prices for 20 iPads specialized for the speech impaired. Over the past decade or more, new technology has become available to assist speech impaired to connect with the communications systems everyone uses. Captioning apps are some of the new technologies and FTRI is looking to pilot these to the community.

#### 9. GL# 5253 - TeliTalk Speech Aid

The TeliTalk Speech Aid line item shows a \$2,487 increase from FY 2022/2023 estimated expenditures. Budget is determined by using the TTM (trailing twelve month) historical consumer demand. Additionally, this is a single source supplied item and FTRI incurred a price increase on this item during the previous fiscal year.

#### 10. GL# 5255 - In-Line Amplifier

The In-Line Amplifier YE estimate is based on recent demand and the budget is \$397 lower than year-end estimate 2022/2023. FTRI included new technology (SA-40 Bluetooth unit and the XLCgo Bluetooth unit) in this line item in fiscal year 2021/2022 and 2023/2024. The XLCgo is a newer item and has been requested often as it works with the XLC8 volume control phone handset and base. The continued impact of COVID-19 has lowered distribution overall however the XLC volume control models are popular among our clients and often they are paired (XLC8 and XLCgo).

#### 11. GL#5261 - ARS Signaling Equipment (Audible Ring Signaling)

The ARS Signaling Equipment line item shows a \$17 decrease from FY 2022/2023 Estimated Expenditures. Specifically, the CR200 signaling device that is both audible and visual (flashing light) and the audible SR200 device have been included in this line item. COVID-19 pandemic still impacts this line item. FTRI recommends maintaining a small amount in this line item, based on offering 20 CR200 and 5 SR200 units.

#### 12. GL# 5262 - VRS Signaling Equipment (Visual Ring Signaling)

The VRS Signaling Equipment line item shows a \$1,096 increase from FY 2022/2023 Estimated Expenditures. The Bellman-Symfon Visual flashing unit and the Sonic Alert TR-75 are budgeted. FTRI expects to distribute 15 of the Bellman-Symfon units, one of the only items FTRI offers that are still utilized by deaf citizens in Florida. Also 15 TR75 units are budgeted.



13. GL# 5265 - Accessories & Supplies

The Accessories & Supplies line includes specific purchases for line filters and dual line adapters. This item shows a \$37 increase from FY 2022/2023 Estimated Expenditures.

14. GL#5270-5274 - Telecommunication Equipment Repairs

The Telecommunication Equipment Repairs line item shows a \$1,483 decrease from FY 2022/2023 Estimated Expenditures.

**EQUIPMENT DISTRIBUTION AND TRAINING – CAT III**

15. GL# 5310 - Freight-Telecommunication Equipment

The Freight-Telecommunication Equipment line item shows a \$493 decrease from FY 2022/2023 Estimated Expenditures. As XLC8-BT, XLC-7, BT-914, CL-60, Alto, Alto-Plus units' warranty expire then these units are shipped back for repair. New units are shipped to various clients and RDCs as ordered. The trailing 12-month average is used in projecting the budget.

16. GL# 5320-5327 - Regional Distribution Centers

The Regional Distribution Centers line item shows a \$27,656 increase from FY 2022/2023 Estimated Expenditures due to anticipated increase in services provided.

The fees for services provided by the RDCs will be kept the same as in 2022/2023. FTRI is hopeful that the increase in fees per services made last year would continue to incentivize the RDCs in providing more services, that said, services did see a small increase overall. COVID continues to impact FTRI and the RDCs since many customers prefer to receive equipment in their homes or community, not at RDCs.

The below breakdown shows the costs included in this line item. These include internet hotspots connectivity and laptops for access to FTRI's client database (AIMS) and maintenance and upgrades to AIMS. All costs are specifically related to RDC fulfillment of the agreement to provide FTRI services, including several planned on-site audits of RDC.

	FY 2022/2023 Estimated Year-End	FY 2023/2024 Proposed Budget
RDC Contracts	209,799	194,983
RDC Auditing	-	6,000
RDC Support Services	528	528
RDC Wi-Fi hotspots	2,728	1,560
RDC Hardware	-	-
AIMS Project	8,581	46,220
	<u>\$ 221,636</u>	<u>\$ 249,291</u>

#### 17. GL# 5340 - Training Expense

The Training Expense line item shows a \$24,532 increase from FY 2022/2023 Estimated Expenditures. FTRI plans to host RDC staff training sessions at FTRI main office. FTRI plans to reimburse some of the RDCs expenditures for their travels. Webinars will be used when face-to-face meetings are not possible for some RDC staff. FTRI believes that the hands-on training is needed to train new RDCs employee due to the new influx of new hires at RDCs. These sessions will also be planned when in area for audits or other purposes, to enhance the FTRI program and its relationship with RDCs. Cost budgeted is for Go-To-Meeting web access and estimated cost coverage of RDCs travels.

#### OUTREACH EXPENSE – CAT IV

#### 18. GL# 5410-5417 - Outreach Expense

The Outreach Expense account shows a \$26,783 increase from FY 2022/2023 Estimated Expenditures. FTRI is recommending increasing the budget for Outreach Expense at 5%. The increase in budget will help cover the advertising vendors' increase in their prices. In the previous FY, due to COVID, no travel and very limited RDC outreach activity occurred. FTRI plans to expand outreach efforts including, continue advertising the program using newspaper insert ad (FSI), social media, and TV advertising.

	FY 2022/2023 Estimated Year-End	FY 2023/2024 Proposed Budget
General Expense	13,150	13,808
Travel Expense	22,500	23,625
RDC Outreach	90,000	94,500
Media Advertising	400,000	420,000
Outreach Printing	10,000	10,500
<b>Total Category IV</b>	<u>\$ 535,650</u>	<u>\$ 562,433</u>



## **GENERAL AND ADMINISTRATIVE – CAT V**

### 19. GL# 5501 - Advertising

Line item shows a \$0 increase from FY 2022/2023 Estimated Expenditures. FTRI budgeted to actual for advertising of possible open positions due to staff turnover. FTRI advertises using low-cost employment ads, free ad placements such as INDEED, LinkedIn, or other online service.

### 20. GL# 5504 – Accounting

The Accounting/Auditing line item shows a \$1,608 increase from FY 2022/2023 Estimated Expenditures. FTRI's CPA firm provided and estimate increase in fees of 6%. This line item also includes expenses for payroll processing and payroll tax reporting. FTRI is increasing the budget from 8 employees to 10 (adding one for the CHAT function and extra DPC) for payroll expenses.

### 21. GL# 5507 - Legal

The Legal account shows a \$9,035 increase from FY 2022/2023 Estimated Expenditures. FTRI is billed for legal services monthly at \$250 per hour for the first 12 hours of service per month with hours over 12 billed at \$225 per hour. The increase is due to potential hiring of two new employees and legal advice relating to RDCs and vendors, this will produce extra communication with the lawyer.

### 22. GL# 5510 - Computer Consultation

The Computer Consultation line item shows a decrease of \$1,422 for the budget year end 2024. YE estimate for FY ending 2023 is the average of the first six months and extrapolated for the full 12 months. FTRI was quoted 36 hours of technical support, network administration, and desktop troubleshooting.

### 23. GL# 5519 - Dues & Subscriptions

The Dues & Subscriptions expense account shows a \$62 increase from FY 2022/2023 Estimated Expenditures. Dues and subscriptions to organizations that we partner with and are directly involved in the communities we serve allowing staff and management to be informed about those communities.



#### 24. GL# 5530-5531 - Office Equipment and Computer Software

The Office Equipment Purchase line item shows a \$2,521 increase from FY 2022/2023 Estimated Expenditures. FTRI expects replacement of three (3) workstations. Purchase of Office 365 software, accounting software (Sage50), renewing Firewall support, and antivirus software are budgeted.

#### 25. GL# 5541 - Office Equipment Lease

Office Equipment Lease shows a decrease of \$184 from FY 2022/2023 estimated expenditures. FTRI leases a copier and the Pitney Bowes postage equipment.

#### 26. GL# 5544 - Insurance-Health/Life/Disability

The amount budgeted for 2023/2024 Insurance-Health/Life/Disability account shows a \$62,354 increase from FY 2022/2023 estimated expenditures. Factors impacting this line item, Chat function position being unfilled for the 2022/2023 year and the same for the budgeted DPC position which will assist with the iPad pilot project for the 2023/2024 budget year. FTRI estimated a 10% increase in premium based on response from our insurance agency (insurance agency suggested a 20% increase, we reduced it to 10 % as we thought 20% may be excessively high estimation) along with historical costs over the past two years. Employees contribute 5% of the premium for single coverage and 10% of the difference between single and dependent coverage. During the budget year 2023/2024 FTRI anticipates staff of 10 employees. FTRI has an insurance renewal date of June 1.

#### 27. GL# 5547 - Insurance-Other

The Insurance-Other line item shows a \$1,054 increase from FY 2022/2023 Estimated Expenditures. FTRI estimates that insurance will remain close to the actual 2022/2023 estimated amount for the budget year 2023/2024.

#### 28. GL# 5551 - Office Expense

The Office Expense line item shows an increase \$499 from FY 2022/2023 estimated expenditures. This line item includes office supplies, paper, office cleaning, pest control, security system service, and shredding services.

#### 29. GL# 5554 - Postage Expense

The Postage line item shows an increase \$107 from FY 2022/2023 estimated expenditures. Application request mailings in addition to business reply mail permit fees and postage deposits and supplies for the meter.

### 30. GL# 5557 - Printing Expense

The Printing line item shows \$400 increase from FY 2022/2023 estimated expenditures. This line item includes printing of FTRI's annual report, business cards, letterhead, envelopes.

### 31. GL# 5560 - Rent Expense

The Rent line item shows no change from FY 2022/2023 estimated expenditures. FTRI renewed its lease for three years at \$7,601.72 per month. FTRI's lease expired February 2022 and FTRI signed a new three-year lease.

### 32. GL# 5561 - Utility Expense

The Utilities line item shows \$102 decrease from FY 2022/2023 estimated expenditures.

### 33. GL# 5563 - Retirement

The Retirement line item shows a \$12,785 increase from FY 2022/2023 estimated expenditures. FY 2022/2023 estimate is lower than anticipated due to Chat functions position still being unfilled and the same for new budgeted DPC position. Retirement is based on salary, budgeted salary increases, and related pension costs for administration of the program through FTRI's plan administrator NTCA. FY 2023/2024 budget includes ten (10) employees' projected salary.

### 34. GL# 5566 - Employee Compensation

Employee Compensation line item shows a projected \$103,100 increase from FY 2022/2023 estimated expenditures. FY 2022/2023 estimate is lower than anticipated due to unfilled FTRI Chat position and DPC position (to also administer iPad Pilot Project). Ten (10) employees are budgeted for FY 2023/2024 with an estimated 3% merit increase pool.

### 35. GL # 5572 - Payroll Taxes

The Payroll Taxes line item shows \$9,504 increase from FY 2022/2023 estimated expenditures, which include budgeted FTRI Chat position and DPC position (to also administer iPad Pilot Project). Taxes are budgeted at 7.65% of payroll expense. FTRI has pre-tax section 125 benefits that lower taxable income for employees paying Health Premiums as well as our 403b fully employee funded retirement program that is pre-tax. Ten (10) employees are budgeted for FY 2023/2024 including FTRI Chat position and DPC position (to also administer iPad Pilot Project).



#### 36. GL# 5575 - Unemployment Compensation Taxes

The Unemployment Compensation Taxes line item shows a \$7 increase from FY 2022/2023 estimated expenditures due to the new budgeted two positions to fill. Unemployment Compensation Taxes is budgeted specific to the number of employees. The tax is on the first \$7,000 of income for each employee. Currently FTRI has been assigned a rate of .0010.

#### 37. GL# 5578 - Taxes/Licenses

The Taxes-Licenses line item shows no change from FY 2022/2023 YE estimated. Taxes/Licenses fee is for FTRI's annual report to the Florida department of state corporate filing.

#### 38. GL# 5581 - Telephone Expense

The Telephone line item shows a \$211 increase from FY 2022/2023 estimated expenditures.

#### 39. GL# 5584 - Travel & Business Expense

The Travel & Business line item shows a \$8,697 increase from FY 2022/2023 estimated expenditures. Travel is based on five trips for staff or managers to meet with RDCs and/or vendors, one trip to TEDPA (For the Telecommunications Equipment Distribution Program Association) annual conference, and Executive Director meeting up to three community partners or events in Florida.

#### 40. GL# 5591 - Equipment Maintenance

Equipment Maintenance line item shows a \$186 increase from FY 2022/2023 estimated expenditures. FTRI budgets close to the estimated YE 2022/2023 amount.

#### 41. GL# 5592 - Employee Training

The Employee Training line item shows a \$500 increase from FY 2022/2023 estimated expenditures. FTRI budgeted for a staff retreat that may be held off-site.

#### 42. GL# 5594 - Meeting and Interpreter

As new Executive Director has hearing loss, sign language interpreters are needed for meetings. This line item shows a \$1,225 increase from FY 2022/2023 estimated expenditures.

Last revised 3/30/2023.



Access Line History Analysis

Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual/Estimates	Budgeted Estimates	Access Lines
FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021	FYE 2022	FYE 2023	FYE 2024	Estimates FYE 2024 w/ 8 decrease =====
5,663,980	5,434,653	5,106,749	4,692,126	4,302,014	4,005,004	3,665,195	3,261,448	3,000,532	3,000,532
5,763,787	5,382,161	5,198,631	4,647,590	4,410,702	3,989,638	3,635,347	3,350,173	3,082,159	3,082,159
5,677,509	5,483,982	4,652,845	4,625,981	3,126,101	3,948,914	3,601,994	3,135,036	2,884,233	2,884,233
5,669,304	5,451,714	5,119,770	4,599,385	4,316,876	3,935,418	3,573,930	3,171,260	2,917,559	2,917,559
5,582,548	5,382,897	5,066,772	4,554,597	5,417,185	3,900,469	3,537,219	3,098,092	2,850,245	2,850,245
5,626,389	5,411,053	5,026,677	4,603,406	4,224,918	3,876,677	3,483,400	3,067,205	2,821,829	2,821,829
5,680,962	5,333,032	5,021,265	4,724,755	4,181,940	3,841,907	3,463,790	3,186,687	2,931,752	2,931,752
5,683,945	5,358,156	4,978,308	4,545,659	4,192,897	3,841,907	3,427,184	3,153,009	2,900,769	2,900,769
5,640,987	5,267,429	4,968,714	4,464,100	4,150,942	3,807,981	3,445,149	3,169,537	2,915,974	2,915,974
5,623,961	5,469,947	4,907,157	4,308,972	4,108,643	3,766,954	3,409,130	3,136,400	2,885,488	2,885,488
5,598,573	5,203,327	4,807,765	4,379,513	4,075,376	3,735,110	3,337,208	3,070,231	2,824,613	2,824,613
5,512,584	5,156,204	4,725,778	4,352,451	4,064,799	3,698,629	3,320,395	3,054,763	2,810,382	2,810,382
67,724,529	64,334,555	59,580,431	54,498,535	50,572,393	46,348,608	41,899,941	37,853,842	34,825,534	34,825,534
5,643,711	5,361,213	4,965,036	4,541,545	4,214,366	3,862,384	3,491,662	3,154,487	2,902,128	FYE 2024 Line
<b>67,724,529</b>	<b>64,334,555</b>	<b>59,580,431</b>	<b>54,498,535</b>	<b>50,572,393</b>	<b>46,348,608</b>	<b>41,899,941</b>	<b>37,853,842</b>	<b>34,825,534</b>	*
-5.24%	-5.01%	-7.39%	-8.53%	-7.20%	-8.35%	-9.60%	-9.66%	-8.00%	-8.00%
<b>-5.24%</b>	<b>-5.01%</b>	<b>-7.39%</b>	<b>-8.53%</b>	<b>-7.20%</b>	<b>-8.35%</b>	<b>-9.60%</b>	<b>-9.66%</b>	<b>-8.00%</b>	*
\$8,045,674.05	\$7,006,033.04	\$5,898,462.67	\$5,395,354.97	\$5,006,666.91	\$4,588,512.19	\$4,148,094.16	\$3,747,530.31	\$2,413,409.52	FYE 2023 Budge
12 cents	11 cents	10 cents	10 cents	10 cents	10 cents	10 cents	10 cents	7 cents	FYE 2024 est
2016	2017	2018	2019	2020	2021	2022	2023	2024	7 cents

7.71%  
3 yr decrease annualized

\$344,772



**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 7 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>OPERATING REVENUE</b>					
1 Surcharges	3,956,784	3,747,530	2,413,410	(1,334,120)	(1,543,374)
2 Interest Income	1,521	171,653	682,040	510,387	680,519
<b>TOTAL OPERATING REVENUE</b>	<b>3,958,305</b>	<b>3,919,183</b>	<b>3,095,450</b>	<b>-823,733</b>	<b>-862,855</b>
<b>OTHER REVENUE/FUNDS</b>					
3 Surplus Account	19,075,296	19,026,533	19,024,958	(1,575)	(50,338)
<b>TOTAL REVENUE</b>	<b>23,033,601</b>	<b>22,945,716</b>	<b>22,120,408</b>	<b>(825,308)</b>	<b>(913,193)</b>
<b>OPERATING EXPENSES</b>					
<b>CATEGORY I - RELAY SERVICES</b>					
4 DPR Provider	1,759,361	1,759,361	1,139,303	(620,058)	(620,058)
<b>SUBTOTAL-CATEGORY I</b>	<b>1,759,361</b>	<b>1,759,361</b>	<b>1,139,303</b>	<b>(620,058)</b>	<b>(620,058)</b>
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>					
5 TTY/TDD	0	0	196,000	196,000	196,000
6 CapTel Phone Equipment	0	0	0	0	0
7 VCP Hearing Impaired	225,523	353,463	273,454	(80,009)	47,931
8 VCP Speech Impaired	0	0	25,600	25,600	25,600
9 TeliTalk Speech Aid	39,800	22,388	24,875	2,487	(14,925)
10 In-Line Amplifier	67,137	70,767	70,370	(397)	3,233
11 ARS Signaling Equip	540	682	665	(17)	125
12 VRS Signaling Equip	5,269	2,473	3,569	1,096	(1,700)
13 Accessories & Supplies	100	63	100	37	0
14 Telecomm Equip Repair	38,336	29,908	28,425	(1,483)	(9,911)
<b>SUBTOTAL-CATEGORY II</b>	<b>376,705</b>	<b>479,744</b>	<b>623,058</b>	<b>143,314</b>	<b>246,353</b>
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>					
15 Freight-Telecomm Equip	17,806	41,968	41,475	(493)	23,669
16 Regional Distr Centers	202,446	221,635	249,291	27,656	46,845
17 Training Expense	468	468	25,000	24,532	24,532
<b>SUBTOTAL-CATEGORY III</b>	<b>220,720</b>	<b>264,071</b>	<b>315,766</b>	<b>51,695</b>	<b>95,046</b>



**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 7 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>CATEGORY IV - OUTREACH</b>					
18 Outreach Expense	535,650	535,650	562,433	26,783	26,783
SUBTOTAL-CATEGORY IV	535,650	535,650	562,433	26,783	26,783
<b>CATEGORY V - GENERAL &amp; ADMINISTRATIVE</b>					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	20,588	25,090	26,698	1,608	6,110
21 Legal	30,288	28,755	37,790	9,035	7,502
22 Computer Consultation	6,960	7,632	6,210	(1,422)	(750)
23 Dues & Subscriptions	1,380	1,638	1,700	62	320
24 Office Equipment Purchase	21,048	13,129	15,650	2,521	(5,398)
25 Office Equipment Lease	1,713	1,931	1,747	(184)	34
26 Insurance-Hlth/Life/Dsbly	180,943	126,825	189,179	62,354	8,236
27 Insurance-Other	11,034	10,351	11,405	1,054	371
28 Office Expense	10,097	12,263	12,762	499	2,665
29 Postage	2,951	2,993	3,100	107	149
30 Printing	750	350	750	400	0
31 Rent	94,877	94,950	94,950	0	73
32 Utilities	4,356	5,188	5,086	(102)	730
33 Retirement	89,941	75,684	88,469	12,785	(1,472)
34 Employee Compensation	526,525	418,892	521,992	103,100	(4,533)
35 Taxes - Payroll	39,316	30,428	39,932	9,504	616
36 Taxes - Unemplmt Comp	70	63	70	7	0
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	19,500	16,967	17,178	211	(2,322)
39 Travel & Business	4,055	3,303	12,000	8,697	7,945
40 Equipment Maint.	631	1,164	1,350	186	719
41 Employee Training/Dev	225	0	500	500	275
42 Meeting & Interpreter Exp	2,000	4,275	5,500	1,225	3,500
SUBTOTAL-CATEGORY V	1,069,309	881,932	1,094,079	212,147	24,770
TOTAL EXPENSES	3,961,745	3,920,758	3,734,638	(186,120)	(227,107)
REVENUE LESS EXPENSES	19,071,856	19,024,958	18,385,770	(639,189)	(686,086)

# PROPOSED BUDGET

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**FISCAL YEAR END**

**JUNE 30, 2024**

Based on 9-Cent Surcharge



**Florida  
Telecommunications  
Relay, Inc.**

**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 9 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>OPERATING REVENUE</b>					
1 Surcharges	3,956,784	3,747,530	3,102,995	(644,535)	(853,789)
2 Interest Income	1,521	171,653	682,040	510,387	680,519
<b>TOTAL OPERATING REVENUE</b>	<b>3,958,305</b>	<b>3,919,183</b>	<b>3,785,035</b>	<b>-134,148</b>	<b>-173,270</b>
<b>OTHER REVENUE/FUNDS</b>					
3 Surplus Account	19,075,296	19,026,533	19,024,958	(1,575)	(50,338)
<b>TOTAL REVENUE</b>	<b>23,033,601</b>	<b>22,945,716</b>	<b>22,809,993</b>	<b>(135,723)</b>	<b>(223,608)</b>
<b>OPERATING EXPENSES</b>					
<b>CATEGORY I - RELAY SERVICES</b>					
4 DPR Provider	1,759,361	1,759,361	1,139,303	(620,058)	(620,058)
<b>SUBTOTAL-CATEGORY I</b>	<b>1,759,361</b>	<b>1,759,361</b>	<b>1,139,303</b>	<b>(620,058)</b>	<b>(620,058)</b>
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>					
5 TTY/TDD	0	0	196,000	196,000	196,000
6 CapTel Phone Equipment	0	0	0	0	0
7 VCP Hearing Impaired	225,523	353,463	273,454	(80,009)	47,931
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9 TeliTalk Speech Aid	39,800	22,388	24,875	2,487	(14,925)
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13 Accessories & Supplies	100	63	100	37	0
14 Telecomm Equip Repair	38,336	29,908	28,425	(1,483)	(9,911)
<b>SUBTOTAL-CATEGORY II</b>	<b>376,705</b>	<b>479,744</b>	<b>623,058</b>	<b>143,314</b>	<b>246,353</b>
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>					
15 Freight-Telecomm Equip	17,806	41,968	41,475	(493)	23,669
16 Regional Distr Centers	202,446	221,635	249,291	27,656	46,845
17 Training Expense	468	468	25,000	24,532	24,532
<b>SUBTOTAL-CATEGORY III</b>	<b>220,720</b>	<b>264,071</b>	<b>315,766</b>	<b>51,695</b>	<b>95,046</b>



**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 9 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
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SUBTOTAL-CATEGORY IV	535,650	535,650	562,433	26,783	26,783
<b>CATEGORY V - GENERAL &amp; ADMINISTRATIVE</b>					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	20,588	25,090	26,698	1,608	6,110
21 Legal	30,288	28,755	37,790	9,035	7,502
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23 Dues & Subscriptions	1,380	1,638	1,700	62	320
24 Office Equipment Purchase	21,048	13,129	15,650	2,521	(5,398)
25 Office Equipment Lease	1,713	1,931	1,747	(184)	34
26 Insurance-Hlth/Life/Dsblty	180,943	126,825	189,179	62,354	8,236
27 Insurance-Other	11,034	10,351	11,405	1,054	371
28 Office Expense	10,097	12,263	12,762	499	2,665
29 Postage	2,951	2,993	3,100	107	149
30 Printing	750	350	750	400	0
31 Rent	94,877	94,950	94,950	0	73
32 Utilities	4,356	5,188	5,086	(102)	730
33 Retirement	89,941	75,684	88,469	12,785	(1,472)
34 Employee Compensation	526,525	418,892	521,992	103,100	(4,533)
35 Taxes - Payroll	39,316	30,428	39,932	9,504	616
36 Taxes - Unemplmt Comp	70	63	70	7	0
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	19,500	16,967	17,178	211	(2,322)
39 Travel & Business	4,055	3,303	12,000	8,697	7,945
40 Equipment Maint.	631	1,164	1,350	186	719
41 Employee Training/Dev	225	0	500	500	275
42 Meeting & Interpreter Exp	2,000	4,275	5,500	1,225	3,500
SUBTOTAL-CATEGORY V	1,069,309	881,932	1,094,079	212,147	24,770
TOTAL EXPENSES	3,961,745	3,920,758	3,734,638	(186,120)	(227,107)
REVENUE LESS EXPENSES	19,071,856	19,024,958	19,075,355	50,396	3,499



## **Line-Item Information**

### **FTRI FY 2023/2024 Board Approved Budget**

#### **Definitions:**

##### **YE Estimate:**

FTRI projects the YE (Year-End) Estimate based on Year-to-Date December of the current fiscal year plus calculated projections based on historical data available, including the impact of COVID-19 on FTRI and its partners, Regional Distribution Centers (DPC).

##### **Budget to Actual:**

FTRI understands, based on previous communications with the PSC staff, identifying this as the budgeted amount for a line item that should be no more than the YE estimated amount for the current fiscal year.

#### **Common Industry Acronyms Used:**

DPR – Dual Party Relay

AIMS – Automated Information Management System: FTRI uses this computer software to maintain information for the Equipment Distribution System.

TRS – Telecommunications Relay Service

FPSC – Florida Public Service Commission

FTRI – Florida Telecommunications Relay, Inc.

IP-CTS – Internet Protocol Captioned Telecommunications Service

CTS – Captioned Telecommunications Service

TDD – Texting Device for the Deaf, also known as a TTY.

TTY – Text Telephone, also known as a TDD.

VCO – Voice Carry-Over phone

HCO – Hearing Carry-Over phone

VCO/HCO – A Combined Voice Carry-Over and Hearing Carry-Over phone.

NDBEDP – National Deaf Blind Equipment Distribution Program. NDBEDP is also known as iCanConnect.

VCP or VCPH – Volume Control Phone

VCPS – Volume Control Phone for Speech Impaired

GEWA – brand name of the Jupiter Speaker Phone

ARS – Audible Ring Signaling device.

TRS – when used to describe equipment - Tactile Ring Signaling Device

TRS is also used to describe Telecommunications Relay Service

VRS – when used to describe equipment – Visual Ring Signaling Device

VRS can also be used to describe Video Relay Service

RDC – Regional Distribution Center (contracted with FTRI)



## **OPREATING REVENUE**

### **1. GL# 3050 - Surcharge Revenue**

FTRI is showing a decrease of \$644,535 in surcharges from FY 2022/2023 Estimated Revenue. As we do each year, actual access lines reported to us by the telephone companies are logged into a spreadsheet (Attachment A). For the months remaining in the current fiscal year-end, an estimate is made on expected access lines to be reported using a conservative estimate based on previous years. FTRI has conservatively selected a decrease of 8 percent for this estimate, historically over the past 3 years the decrease has been more than 7 percent. Additionally, FTRI applies the conservative estimated decrease of 8 percent to actual to date and year end estimated access lines to calculate the budget year estimated access lines. FTRI applies the current surcharge rate to those estimated access lines for the budget year and the corresponding administrative allowance of 1 percent. FTRI has used 9 cents per access line for this projection.

### **2. GL# 3450 - Interest Income.**

Interest Income is estimated to increase \$510,387 from FY 2022/2023 Estimated Interest Income. FTRI earns interest from Regions Bank Non-Profit Public Funds Money Market account at 0.01%. Our Regions Bank Public Funds checking is not an interest-bearing account and requires maintaining a \$500,000 minimum balance. Interest income is also earned from new Investment Trust Money Market account. FTRI purchased 3-month T-bills that will earn interest at maturity at expected rate of 4.84% and any amounts not invested in T-bills will earn interest at 3.948% for being held in the Investment Trust Money Market account. This account is assessed a monthly fee of 0.2% from the total investment amount.

### **3. Surplus Account**

Surplus Account Approved Budget Column is the figure from approved budget for 2022/2023. Surplus Account 2022/2023 Estimated Column is from bank statements dated July 2022 and aggregates the beginning balances of the bank accounts for the fiscal year 2022/2023 calculated as is  $\$4,005,409.20 + \$15,211,170.92 = \$19,026,654.28$ . Surplus Funds in the Budget column are calculated as the ending balance of the Estimated column (Estimated Revenues plus Surplus Account less Estimated Expenses), for 2022/2023 to arrive at an Estimated beginning balance for Surplus Funds for the Budget year 2023/2024.



## **RELAY SERVICES – CAT I**

### **4. GL# 5110 - Dual Party Relay Provider**

The DPR Provider account year end estimate is the same as budgeted for 2022/2023. No year-end estimate was provided by SPRINT. On March 1, 2022, a new contract began with SPRINT/T-Mobile and the FPSC with new rates. Traditional TRS minutes are billed at \$1.60 per minute. while CapTel minutes are billed at \$1.67 per minute. Each year FTRI receives a budget estimate from the DPR provider. Attachment B is the spreadsheet provided by Sprint/T-Mobile.

## **EQUIPMENT – CAT II**

NOTE: Due to COVID-19 FTRI continued to experience a notable change in numbers of clients served and equipment distributed. There is still no significant change in RDC distribution and Outreach after, almost, 24 months of COVID-19 disruption. Therefore, FTRI is budgeting equipment at the trailing twelve-month historical level as the 2023/2024 budget. Shorter or longer periods may be used for specific equipment as appropriate for achieving a data set reflective of expected future activity.

### **5. GL# 5210 - TTY/TDD Equipment.**

Telecommunications Devices for the Deaf have traditionally been TTY (text telephones for the Deaf). Over the past decade or more, these units have become less preferred by Deaf consumers as they seek newer, mostly wireless or IP based, technology. FTRI still provide refurbished units to clients, as requested. No new units are budgeted.

FTRI has budgeted the purchase of iPads from Teltex for Budget year of 2023/2024. As part of a pilot program. FTRI is proposing the purchase of 200 units for the Deaf and hard of hearing for this pilot program.

### **6. GL# 5226 - CapTel Equipment.**

The CapTel Equipment, 840 Plus is budgeted at \$0. FTRI has enough inventory on hand and is refurbishing returned units.

### **7. GL# 5240 (corded)/5241 (cordless) - VCP Hearing Impaired**

The VCP Hearing Impaired line item shows a \$80,009 decrease from FY 2022/2023 Estimated Expenditures. COVID lingering effects continue to disrupt the distribution of phones, mostly achieved through face-to-face meetings and local outreach events.

#### 8. GL# 5250 - VCP Speech Impaired

FTRI is budgeting an amount of \$25,600 for an iPad pilot program for speech impaired. This amount is based on Teltex's prices for 20 iPads specialized for the speech impaired. Over the past decade or more, new technology has become available to assist speech impaired to connect with the communications systems everyone uses. Captioning apps are some of the new technologies and FTRI is looking to pilot these to the community.

#### 9. GL# 5253 - TeliTalk Speech Aid

The TeliTalk Speech Aid line item shows a \$2,487 increase from FY 2022/2023 estimated expenditures. Budget is determined by using the TTM (trailing twelve month) historical consumer demand. Additionally, this is a single source supplied item and FTRI incurred a price increase on this item during the previous fiscal year.

#### 10. GL# 5255 - In-Line Amplifier

The In-Line Amplifier YE estimate is based on recent demand and the budget is \$397 lower than year-end estimate 2022/2023. FTRI included new technology (SA-40 Bluetooth unit and the XLCgo Bluetooth unit) in this line item in fiscal year 2021/2022 and 2023/2024. The XLCgo is a newer item and has been requested often as it works with the XLC8 volume control phone handset and base. The continued impact of COVID-19 has lowered distribution overall however the XLC volume control models are popular among our clients and often they are paired (XLC8 and XLCgo).

#### 11. GL#5261 - ARS Signaling Equipment (Audible Ring Signaling)

The ARS Signaling Equipment line item shows a \$17 decrease from FY 2022/2023 Estimated Expenditures. Specifically, the CR200 signaling device that is both audible and visual (flashing light) and the audible SR200 device have been included in this line item. COVID-19 pandemic still impacts this line item. FTRI recommends maintaining a small amount in this line item, based on offering 20 CR200 and 5 SR200 units.

#### 12. GL# 5262 - VRS Signaling Equipment (Visual Ring Signaling)

The VRS Signaling Equipment line item shows a \$1,096 increase from FY 2022/2023 Estimated Expenditures. The Bellman-Symfon Visual flashing unit and the Sonic Alert TR-75 are budgeted. FTRI expects to distribute 15 of the Bellman-Symfon units, one of the only items FTRI offers that are still utilized by deaf citizens in Florida. Also 15 TR75 units are budgeted.



13. GL# 5265 - Accessories & Supplies

The Accessories & Supplies line includes specific purchases for line filters and dual line adapters. This item shows a \$37 increase from FY 2022/2023 Estimated Expenditures.

14. GL#5270-5274 - Telecommunication Equipment Repairs

The Telecommunication Equipment Repairs line item shows a \$1,483 decrease from FY 2022/2023 Estimated Expenditures.

**EQUIPMENT DISTRIBUTION AND TRAINING – CAT III**

15. GL# 5310 - Freight-Telecommunication Equipment

The Freight-Telecommunication Equipment line item shows a \$493 decrease from FY 2022/2023 Estimated Expenditures. As XLC8-BT, XLC-7, BT-914, CL-60, Alto, Alto-Plus units' warranty expire then these units are shipped back for repair. New units are shipped to various clients and RDCs as ordered. The trailing 12-month average is used in projecting the budget.

16. GL# 5320-5327 - Regional Distribution Centers

The Regional Distribution Centers line item shows a \$27,656 increase from FY 2022/2023 Estimated Expenditures due to anticipated increase in services provided.

The fees for services provided by the RDCs will be kept the same as in 2022/2023. FTRI is hopeful that the increase in fees per services made last year would continue to incentivize the RDCs in providing more services, that said, services did see a small increase overall. COVID continues to impact FTRI and the RDCs since many customers prefer to receive equipment in their homes or community, not at RDCs.

The below breakdown shows the costs included in this line item. These include internet hotspots connectivity and laptops for access to FTRI's client database (AIMS) and maintenance and upgrades to AIMS. All costs are specifically related to RDC fulfillment of the agreement to provide FTRI services, including several planned on-site audits of RDC.



	FY 2022/2023 Estimated Year-End	FY 2023/2024 Proposed Budget
RDC Contracts	209,799	194,983
RDC Auditing	-	6,000
RDC Support Services	528	528
RDC Wi-Fi hotspots	2,728	1,560
RDC Hardware	-	-
AIMS Project	8,581	46,220
	<u>\$ 221,636</u>	<u>\$ 249,291</u>

#### 17. GL# 5340 - Training Expense

The Training Expense line item shows a \$24,532 increase from FY 2022/2023 Estimated Expenditures. FTRI plans to host RDC staff training sessions at FTRI main office. FTRI plans to reimburse some of the RDCs expenditures for their travels. Webinars will be used when face-to-face meetings are not possible for some RDC staff. FTRI believes that the hands-on training is needed to train new RDCs employee due to the new influx of new hires at RDCs. These sessions will also be planned when in area for audits or other purposes, to enhance the FTRI program and its relationship with RDCs. Cost budgeted is for Go-To-Meeting web access and estimated cost coverage of RDCs travels.

#### OUTREACH EXPENSE – CAT IV

#### 18. GL# 5410-5417 - Outreach Expense

The Outreach Expense account shows a \$26,783 increase from FY 2022/2023 Estimated Expenditures. FTRI is recommending increasing the budget for Outreach Expense at 5%. The increase in budget will help cover the advertising vendors' increase in their prices. In the previous FY, due to COVID, no travel and very limited RDC outreach activity occurred. FTRI plans to expand outreach efforts including, continue advertising the program using newspaper insert ad (FSI), social media, and TV advertising.

	FY 2022/2023 Estimated Year-End	FY 2023/2024 Proposed Budget
General Expense	13,150	13,808
Travel Expense	22,500	23,625
RDC Outreach	90,000	94,500
Media Advertising	400,000	420,000
Outreach Printing	10,000	10,500
<b>Total Category IV</b>	<u>\$ 535,650</u>	<u>\$ 562,433</u>

## **GENERAL AND ADMINISTRATIVE – CAT V**

### **19. GL# 5501 - Advertising**

Line item shows a \$0 increase from FY 2022/2023 Estimated Expenditures. FTRI budgeted to actual for advertising of possible open positions due to staff turnover. FTRI advertises using low-cost employment ads, free ad placements such as INDEED, LinkedIn, or other online service.

### **20. GL# 5504 – Accounting**

The Accounting/Auditing line item shows a \$1,608 increase from FY 2022/2023 Estimated Expenditures. FTRI's CPA firm provided and estimate increase in fees of 6%. This line item also includes expenses for payroll processing and payroll tax reporting. FTRI is increasing the budget from 8 employees to 10 (adding one for the CHAT function and extra DPC) for payroll expenses.

### **21. GL# 5507 - Legal**

The Legal account shows a \$9,035 increase from FY 2022/2023 Estimated Expenditures. FTRI is billed for legal services monthly at \$250 per hour for the first 12 hours of service per month with hours over 12 billed at \$225 per hour. The increase is due to potential hiring of two new employees and legal advice relating to RDCs and vendors, this will produce extra communication with the lawyer.

### **22. GL# 5510 - Computer Consultation**

The Computer Consultation line item shows a decrease of \$1,422 for the budget year end 2024. YE estimate for FY ending 2023 is the average of the first six months and extrapolated for the full 12 months. FTRI was quoted 36 hours of technical support, network administration, and desktop troubleshooting.

### **23. GL# 5519 - Dues & Subscriptions**

The Dues & Subscriptions expense account shows a \$62 increase from FY 2022/2023 Estimated Expenditures. Dues and subscriptions to organizations that we partner with and are directly involved in the communities we serve allowing staff and management to be informed about those communities.



#### 24. GL# 5530-5531 - Office Equipment and Computer Software

The Office Equipment Purchase line item shows a \$2,521 increase from FY 2022/2023 Estimated Expenditures. FTRI expects replacement of three (3) workstations. Purchase of Office 365 software, accounting software (Sage50), renewing Firewall support, and antivirus software are budgeted.

#### 25. GL# 5541 - Office Equipment Lease

Office Equipment Lease shows a decrease of \$184 from FY 2022/2023 estimated expenditures. FTRI leases a copier and the Pitney Bowes postage equipment.

#### 26. GL# 5544 - Insurance-Health/Life/Disability

The amount budgeted for 2023/2024 Insurance-Health/Life/Disability account shows a \$62,354 increase from FY 2022/2023 estimated expenditures. Factors impacting this line item, Chat function position being unfilled for the 2022/2023 year and the same for the budgeted DPC position which will assist with the iPad pilot project for the 2023/2024 budget year. FTRI estimated a 10% increase in premium based on response from our insurance agency (insurance agency suggested a 20% increase, we reduced it to 10 % as we thought 20% may be excessively high estimation) along with historical costs over the past two years. Employees contribute 5% of the premium for single coverage and 10% of the difference between single and dependent coverage. During the budget year 2023/2024 FTRI anticipates staff of 10 employees. FTRI has an insurance renewal date of June 1.

#### 27. GL# 5547 - Insurance-Other

The Insurance-Other line item shows a \$1,054 increase from FY 2022/2023 Estimated Expenditures. FTRI estimates that insurance will remain close to the actual 2022/2023 estimated amount for the budget year 2023/2024.

#### 28. GL# 5551 - Office Expense

The Office Expense line item shows an increase \$499 from FY 2022/2023 estimated expenditures. This line item includes office supplies, paper, office cleaning, pest control, security system service, and shredding services.

#### 29. GL# 5554 - Postage Expense

The Postage line item shows an increase \$107 from FY 2022/2023 estimated expenditures. Application request mailings in addition to business reply mail permit fees and postage deposits and supplies for the meter.



### 30. GL# 5557 - Printing Expense

The Printing line item shows \$400 increase from FY 2022/2023 estimated expenditures. This line item includes printing of FTRI's annual report, business cards, letterhead, envelopes.

### 31. GL# 5560 - Rent Expense

The Rent line item shows no change from FY 2022/2023 estimated expenditures. FTRI renewed its lease for three years at \$7,601.72 per month. FTRI's lease expired February 2022 and FTRI signed a new three-year lease.

### 32. GL# 5561 - Utility Expense

The Utilities line item shows \$102 decrease from FY 2022/2023 estimated expenditures.

### 33. GL# 5563 - Retirement

The Retirement line item shows a \$12,785 increase from FY 2022/2023 estimated expenditures. FY 2022/2023 estimate is lower than anticipated due to Chat functions position still being unfilled and the same for new budgeted DPC position. Retirement is based on salary, budgeted salary increases, and related pension costs for administration of the program through FTRI's plan administrator NTCA. FY 2023/2024 budget includes ten (10) employees' projected salary.

### 34. GL# 5566 - Employee Compensation

Employee Compensation line item shows a projected \$103,100 increase from FY 2022/2023 estimated expenditures. FY 2022/2023 estimate is lower than anticipated due to unfilled FTRI Chat position and DPC position (to also administer iPad Pilot Project). Ten (10) employees are budgeted for FY 2023/2024 with an estimated 3% merit increase pool.

### 35. GL # 5572 - Payroll Taxes

The Payroll Taxes line item shows \$9,504 increase from FY 2022/2023 estimated expenditures, which include budgeted FTRI Chat position and DPC position (to also administer iPad Pilot Project). Taxes are budgeted at 7.65% of payroll expense. FTRI has pre-tax section 125 benefits that lower taxable income for employees paying Health Premiums as well as our 403b fully employee funded retirement program that is pre-tax. Ten (10) employees are budgeted for FY 2023/2024 including FTRI Chat position and DPC position (to also administer iPad Pilot Project).

#### 36. GL# 5575 - Unemployment Compensation Taxes

The Unemployment Compensation Taxes line item shows a \$7 increase from FY 2022/2023 estimated expenditures due to the new budgeted two positions to fill. Unemployment Compensation Taxes is budgeted specific to the number of employees. The tax is on the first \$7,000 of income for each employee. Currently FTRI has been assigned a rate of .0010.

#### 37. GL# 5578 - Taxes/Licenses

The Taxes-Licenses line item shows no change from FY 2022/2023 YE estimated. Taxes/Licenses fee is for FTRI's annual report to the Florida department of state corporate filing.

#### 38. GL# 5581 - Telephone Expense

The Telephone line item shows a \$211 increase from FY 2022/2023 estimated expenditures.

#### 39. GL# 5584 - Travel & Business Expense

The Travel & Business line item shows a \$8,697 increase from FY 2022/2023 estimated expenditures. Travel is based on five trips for staff or managers to meet with RDCs and/or vendors, one trip to TEDPA (For the Telecommunications Equipment Distribution Program Association) annual conference, and Executive Director meeting up to three community partners or events in Florida.

#### 40. GL# 5591 - Equipment Maintenance

Equipment Maintenance line item shows a \$186 increase from FY 2022/2023 estimated expenditures. FTRI budgets close to the estimated YE 2022/2023 amount.

#### 41. GL# 5592 - Employee Training

The Employee Training line item shows a \$500 increase from FY 2022/2023 estimated expenditures. FTRI budgeted for a staff retreat that may be held off-site.

#### 42. GL# 5594 - Meeting and Interpreter

As new Executive Director has hearing loss, sign language interpreters are needed for meetings. This line item shows a \$1,225 increase from FY 2022/2023 estimated expenditures.

Last revised 3/30/2023.

Access Line History Analysis

Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual/Estimates	Budgeted	Access Lines
FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021	FYE 2022	FYE 2023	FYE 2024	Estimates FYE 2024 w/ 8% decrease
5,663,980	5,434,653	5,106,749	4,692,126	4,302,014	4,005,004	3,665,195	3,261,448	3,000,532	3,000,532
5,763,787	5,382,161	5,198,631	4,647,590	4,410,702	3,989,638	3,635,347	3,350,173	3,082,159	3,082,159
5,677,509	5,483,982	4,652,845	4,625,981	3,126,101	3,948,914	3,601,994	3,135,036	2,884,233	2,884,233
5,669,304	5,451,714	5,119,770	4,599,385	4,316,876	3,935,418	3,573,930	3,171,260	2,917,559	2,917,559
5,582,548	5,382,897	5,066,772	4,554,597	5,417,185	3,900,469	3,537,219	3,098,092	2,850,245	2,850,245
5,626,389	5,411,053	5,026,677	4,603,406	4,224,918	3,876,677	3,483,400	3,067,205	2,821,829	2,821,829
5,680,962	5,333,032	5,021,265	4,724,755	4,181,940	3,841,907	3,463,790	3,186,687	2,931,752	2,931,752
5,683,945	5,358,156	4,978,308	4,545,659	4,192,897	3,841,907	3,427,184	3,153,009	2,900,769	2,900,769
5,640,987	5,267,429	4,968,714	4,464,100	4,150,942	3,807,981	3,445,149	3,169,537	2,915,974	2,915,974
5,623,961	5,469,947	4,907,157	4,308,972	4,108,643	3,766,954	3,409,130	3,136,400	2,885,488	2,885,488
5,598,573	5,203,327	4,807,765	4,379,513	4,075,376	3,735,110	3,337,208	3,070,231	2,824,613	2,824,613
5,512,584	5,156,204	4,725,778	4,352,451	4,064,799	3,698,629	3,320,395	3,054,763	2,810,382	2,810,382
67,724,529	64,334,555	59,580,431	54,498,535	50,572,393	46,348,608	41,899,941	37,853,842	34,825,534	34,825,534
5,643,711	5,361,213	4,965,036	4,541,545	4,214,366	3,862,384	3,491,662	3,154,487	2,902,128	FYE 2024 Lines
<b>67,724,529</b>	<b>64,334,555</b>	<b>59,580,431</b>	<b>54,498,535</b>	<b>50,572,393</b>	<b>46,348,608</b>	<b>41,899,941</b>	<b>37,853,842</b>	<b>34,825,534</b>	*
-5.24%	-5.01%	-7.39%	-8.53%	-7.20%	-8.35%	-9.60%	-9.66%	-8.00%	-8.00%
<b>-5.24%</b>	<b>-5.01%</b>	<b>-7.39%</b>	<b>-8.53%</b>	<b>-7.20%</b>	<b>-8.35%</b>	<b>-9.60%</b>	<b>-9.66%</b>	<b>-8.00%</b>	*
\$8,045,674.05	\$7,006,033.04	\$5,898,462.67	\$5,395,354.97	\$5,006,666.91	\$4,588,512.19	\$4,148,094.16	\$3,747,530.31	\$3,102,955.10	FYE 2023 Budget
12 cents	11 cents	10 cents	10 cents	10 cents	10 cents	10 cents	10 cents	9 cents	FYE 2024 est.
2016	2017	2018	2019	2020	2021	2022	2023	2024	9 cents

7.71%  
3 yr decrease annualized

**\$344,772**





**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 9 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>OPERATING REVENUE</b>					
1	3,956,784	3,747,530	3,102,995	(644,535)	(853,789)
2	1,521	171,653	682,040	510,387	680,519
<b>TOTAL OPERATING REVENUE</b>					
	3,958,305	3,919,183	3,785,035	-134,148	-173,270
<b>OTHER REVENUE/FUNDS</b>					
3	19,075,296	19,026,533	19,024,958	(1,575)	(50,338)
<b>TOTAL REVENUE</b>					
	23,033,601	22,945,716	22,809,993	(135,723)	(223,608)
<b>OPERATING EXPENSES</b>					
<b>CATEGORY I - RELAY SERVICES</b>					
4	1,759,361	1,759,361	1,139,303	(620,058)	(620,058)
<b>SUBTOTAL-CATEGORY I</b>					
	1,759,361	1,759,361	1,139,303	(620,058)	(620,058)
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>					
5	0	0	196,000	196,000	196,000
6	0	0	0	0	0
7	225,523	353,463	273,454	(80,009)	47,931
8	0	0	25,600	25,600	25,600
9	39,800	22,388	24,875	2,487	(14,925)
10	67,137	70,767	70,370	(397)	3,233
11	540	682	665	(17)	125
12	5,269	2,473	3,569	1,096	(1,700)
13	100	63	100	37	0
14	38,336	29,908	28,425	(1,483)	(9,911)
<b>SUBTOTAL-CATEGORY II</b>					
	376,705	479,744	623,058	143,314	246,353
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>					
15	17,806	41,968	41,475	(493)	23,669
16	202,446	221,635	249,291	27,656	46,845
17	468	468	25,000	24,532	24,532
<b>SUBTOTAL-CATEGORY III</b>					
	220,720	264,071	315,766	51,695	95,046

**Florida Telecommunications Relay, Inc.**  
**Fiscal Year 2023/2024 Budget @ 9 cents surcharge**

	2022/2023 APPROVED BUDGET	2022/2023 ESTIMATED REV & EXPEND	2023/2024 BUDGET	Estimated to Budget VARIANCE 2022/2023 2023/2024	Budget to Budget VARIANCE 2022/2023 2023/2024
<b>CATEGORY IV - OUTREACH</b>					
18 Outreach Expense	535,650	535,650	562,433	26,783	26,783
SUBTOTAL-CATEGORY IV	535,650	535,650	562,433	26,783	26,783
<b>CATEGORY V - GENERAL &amp; ADMINISTRATIVE</b>					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	20,588	25,090	26,698	1,608	6,110
21 Legal	30,288	28,755	37,790	9,035	7,502
22 Computer Consultation	6,960	7,632	6,210	(1,422)	(750)
23 Dues & Subscriptions	1,380	1,638	1,700	62	320
24 Office Equipment Purchase	21,048	13,129	15,650	2,521	(5,398)
25 Office Equipment Lease	1,713	1,931	1,747	(184)	34
26 Insurance-Hlth/Life/Dsblty	180,943	126,825	189,179	62,354	8,236
27 Insurance-Other	11,034	10,351	11,405	1,054	371
28 Office Expense	10,097	12,263	12,762	499	2,665
29 Postage	2,951	2,993	3,100	107	149
30 Printing	750	350	750	400	0
31 Rent	94,877	94,950	94,950	0	73
32 Utilities	4,356	5,188	5,086	(102)	730
33 Retirement	89,941	75,684	88,469	12,785	(1,472)
34 Employee Compensation	526,525	418,892	521,992	103,100	(4,533)
35 Taxes - Payroll	39,316	30,428	39,932	9,504	616
36 Taxes - Unemplmt Comp	70	63	70	7	0
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	19,500	16,967	17,178	211	(2,322)
39 Travel & Business	4,055	3,303	12,000	8,697	7,945
40 Equipment Maint.	631	1,164	1,350	186	719
41 Employee Training/Dev	225	0	500	500	275
42 Meeting & Interpreter Exp	2,000	4,275	5,500	1,225	3,500
SUBTOTAL-CATEGORY V	1,069,309	881,932	1,094,079	212,147	24,770
TOTAL EXPENSES	3,961,745	3,920,758	3,734,638	(186,120)	(227,107)
REVENUE LESS EXPENSES	19,071,856	19,024,958	19,075,355	50,396	3,499



## **2023-2024 Florida FTRI/PSC - iPad/Tablet Pilot Project:**

### **Tablets with Telecommunication and Communication Apps**

#### **Introduction**

**Florida Telecommunications Relay, Inc. (FTRI)**, a not-for-profit statewide program that provides landline telecommunications devices for eligible Floridians with hearing loss as well as those with speech disabilities, requests approval from Public Service Commission to initiate an **iPad/Tablet Pilot Project** during SFY 2023-2024.

The purpose of this proposed FTRI iPad/Tablet Pilot Project is twofold:

First, to make available iPad and Samsung (Android) Tablets for underserved Floridians with hearing loss, including those who are Deaf, hard of hearing, Deafblind, and those with speech disabilities. The versatile iPad and Samsung Tablets will be pre-loaded with Telecommunication and Communication applications (Apps).

Secondly, to evaluate effectiveness on the use of iPad and Samsung Tablets via IP/wireless/Wi-Fi/broadband connections.

This pilot project will examine whether people who are Deaf and hard of hearing as well as those with speech disabilities will embrace and benefit more with iPad or Samsung (Android) Tablets instead of with FTRI's current offerings of landline devices, including Teletypewriter for the Deaf (TTY), amplified phones, and Telitalk. This pilot project will also examine benefits of telecommunication and communication Apps (i.e., captioned relay service, video relay service, real-time text, speech to text). It is also important to mention other valuable benefits of these tablets. For instance, these iPad and Samsung Tablets provide greater flexibility and better mobility among these population groups, in or outside of their homes. Secondly, wireless texts or Apps provide for safety and disaster/hurricane advance notices, warnings, and updates, either at home or anywhere. None of current FTRI's inventory of TTY and amplified or captioned phones offer these important features.

#### **Background and Justification for Project**

According to FCCDHH 2015 Biennial Report ([www.fccdhh.org](http://www.fccdhh.org)), over 2.5 million Floridians have hearing loss and around 1.5 million individuals have speech disabilities ([www.nidcd.nih.gov/health/quick-statistics-voice](http://www.nidcd.nih.gov/health/quick-statistics-voice)). Many lack or have limited access to phones. FTRI has distributed over 670,000 devices, including TTYs and amplified phones. Since its inception, FTRI has served over 571,000 eligible Floridians who are Deaf, hard of hearing, and Deafblind, and those with speech disabilities. Over 337,000 Floridians with hearing loss or speech disabilities still use FTRI devices.

**Telecommunications Access Systems Act (TASA)** (FS 427.701-.708), a state law, now over 30 years old, has not been updated since its inception in 1991 to address ongoing rapid changes in telecommunications systems and infrastructure, including broadband.

According to **Public Service Commission (PSC)**, TASA limits FTRI to only provide landline telecommunications devices with analog technology or POTS (Plain Old Telephone Service) to individuals with hearing loss or speech disabilities. In the "**Report on the Status of Competition in the Telecommunications Industry**" by PSC to the State Legislature dated December 31, 2021, the landlines (analog) are both fast disappearing and replaced with VOIP (Voice Over Internet Protocol) in the coming years. This report also states that "residential access lines totaled over 400,000 as of December 2021, representing a decline of 19.1 percent from the previous year," and "for the five-year period from 2017 through 2021, the total number of traditional wirelines (*landlines*) decreased by over 1.3 million, a decline of 53.7 percent" (Page 11). Also, the wireless networks are proliferating and contributing to further demise of landline service, and per this report, there are over 22 million wireless subscriptions (Page 20). Therefore, it is of utmost urgency that FTRI start offering a choice of newer equipment that are more compatible with broadband. Our current inventory of analog devices is fast becoming obsolete due to loss of landlines.

One example, Teletypewriter for the Deaf (TTY), which is 40-years old and uses analog technology, does not operate effectively with today's newer digital/VOIP via local exchange carriers (phone companies) and is not compatible with wireless/internet technology. In comparison, I-Pad and Samsung (Android) Tablets as provided by Teltex offer several text and video communication Apps. These tablets, in addition to smartphones, are in a great demand and are preferred by individuals with hearing loss. Specialized tablets can assist those with speech disabilities with dexterity issues so they can communicate more effectively via Apps. Because of TASA, FTRI is prohibited from offering devices that work with broadband but offers few available specialized dual-functioning phones that work with either landline (analog), or Bluetooth (to connect with existing cellular phone service).

Broadband, including cellular communications, is a fast-growing phenomenon that most Floridians take for granted for use in their daily functions, at home and work. While today's devices that work with broadband technology are in a greater demand, TASA still prohibits FTRI from obtaining and distributing wireless equipment, using landline phone surcharges. Through this unique **iPad/Samsung Tablet Pilot Project**, we hope to both offer eligible Floridians with hearing loss and speech disorders an opportunity to get these tablets and evaluate their use with IP/wireless/ Wi-Fi/broadband connections. We need to examine whether these tablets benefit our consumers better than what FTRI offers with its landline equipment.



## **Comparison Between FTRI and Other State Programs**

Many states have a state administrator to oversee a similar statewide program like FTRI. Unlike Florida, other states offer their consumers with hearing loss a wide choice of telecommunications equipment, including broadband (i.e., iPad, Android). To see an example of one state program in our neighbor State of Georgia, visit <https://www.gcdhh.org/equipment> (Click on TEDP).

## **The FTRI iPad/Samsung Tablet Pilot Project**

The FTRI iPad/Samsung Tablet Pilot Project will work with Teltex ([www.teltex.com](http://www.teltex.com)), the largest supplier of telecommunications equipment and services for Deaf and Hard of Hearing Telecommunications Equipment Distribution programs (TEDPs) in the country. Teltex reports that as of September 6, 2022, there are currently 25 state programs offering wireless equipment through Teltex with three additional state programs looking to add wireless programs to their TEDPs

## **Which Tablets will be Offered?**

The **iPad (Apple)** is the iPad 9<sup>th</sup> generation Wi-Fi only tablet with 64GB of memory size. This is a 10.2" retina display tablet, with the A13 Bionic Chip. The 9<sup>th</sup> generation iPad is the most basic iPad that all State TEDPs currently purchase. This iPad, costing \$980.00 each, includes the latest iPad OS (Apple iPad Operating System), the native Apple apps (for example, App Store, Mail, Messages) and the pre-loaded consumer specific app package for communication (for example, the Deaf & Hard of Hearing App Package includes VRS, IPCTS, and Video Call apps, while the Speech Package includes VRS and AAC apps).

The **Samsung S6 Lite Tablet** (Android) is a Wi-Fi only tablet with 64GB of memory size. This is a 10.4" TFT LCD screen with the Snapdragon 720G processor. The Samsung S6 Lite, costing \$980.00 each, includes the latest Android OS, the native Android apps (for example, App Store, Mail, Messages, etc) and the pre-loaded consumer specific app package for communication (for example, the Deaf & Hard of Hearing App Package includes VRS, IPCTS, and Video Call apps, while the Speech Package includes VRS and AAC apps).

There is also a version of these tablets benefitting consumers with speech disabilities. These specialized tablets for this population cost \$1280.00 each. The price difference between the **Deaf & Hard of Hearing iPad/Android Tablet** and the **Speech Disabled Tablets** are because of the cost of added Alternative Augmentative Communication (AAC) apps. For an iPad or a Tablet to benefit individuals with Speech Disabilities, an AAC app must be provided with the device – and the average cost of an AAC app is +/- \$300. This \$300 amount gives State TEDPs the flexibility to provide an AAC app, and if the consumer requests a different AAC app for greater accessibility, Teltex can pull the original app from the tablet and remotely send a new AAC app with no additional cost to the State TEDP (while the device is covered by TeltexCare).



Please note, 99.9% of Speech Consumers request and receive an iPad as opposed to an Android Tablet, as AAC apps are developed in higher numbers for the iPad than the Android platform – though new apps are being developed and added to the Android App Store constantly.

**In addition, there is no volume discount available for both iPad and Samsung Tablets, and Teltex encourages the State EDP to order on demand as opposed to bulk purchasing, ensuring the program has access to the latest devices available and never stuck with older and outdated equipment.**

**Project Funding Needs - How Many Tablets?**

Up to 220 iPad and/or Samsung S6 Lite (Android) Tablets will be purchased directly and initially through Teletex with a projected start-up funding of \$221,600 during the first year of this Pilot Project. The initial cost (as of 8/30/22 per Teltex) for each device is as follows: iPad 64GB Wi Fi comes with a 10.2” Screen (\$980.00 for Deaf and Hard of Hearing, or \$1280.00 for Speech Disabilities), and Samsung S6 Lite 64GB Wi Fi comes with 10.4” Screen (\$980.00 for Deaf and Hard of Hearing, or \$1280.00 for Speech Disabilities).

The following is our proposed budget breakdown:

<u>iPad and/or Samsung S6 Lite (Android)</u>	<u>#</u>	<u>Cost per Unit</u>	
Deaf/hard of hearing	200	x \$980.00 =	\$196,000
Speech Disabilities	20	x \$1280.00 =	\$ 25,600
<b><u>Total Costs for I-Pad Project</u></b> (First Year)			<b>\$221,600</b>

Note 1: FTRI will assign responsibilities of I-Pad Pilot Project Coordinator to its unfilled Distribution Program Coordinator (DPC) position. The increase in outreach travel budget will also cover travel/on-site promotions/outreach/education/training for I-Pad/Samsung Tablets.

Note 2: FTRI will provide office space and use its equipment and utilities as an in-kind contribution to this project.

Note 3: Should the demand by consumers for iPad/Samsung tablets exceed our budget, FTRI will request approval from PSC to draw additional funds from reserve/savings account to accommodate an increase in orders of I-Pads/Samsung tablets.

Note 4: FTRI will offer iPad Pro for consumers who are Deaf-Blind but with low-vision as an option only if Teltex has this product.

## **Qualification Process**

The tablets will be distributed on a loan basis like what FTRI currently does with other telecommunications devices. However, income-eligibility process will also be utilized to limit the tablets to individuals who are unable to afford these tablets. Initial focus will be on reaching out to Deaf customers who currently utilize FTRI's analog TTYs or captioned phones since landlines are disappearing in a few years. The preliminary plan is to set income-eligibility for Deaf customers at 200% of the federal poverty level, and for individuals who are hard of hearing or speech impaired at 400% of the federal poverty level. Those relying on SSI/SSDI, VA, Social Security, WC, Welfare, etc. will be exempted from this financial eligibility requirement.

To qualify for an iPad/Samsung Tablet, the individual must:

1. Be a legal resident of Florida with proof of address.
2. Have a documented hearing or speech disability.
3. Meet a qualifying income-level to obtain I-Pad or Samsung (Android) Tablet.

## **Set-Up and Procedures**

FTRI, through its main office in Tallahassee, will oversee this iPad/Samsung Tablet Pilot Project. FTRI will also work with its local Regional Distribution Centers (RDCs) to assist and provide training to consumers receiving the tablets directly from Teltex.

The new combined position of Distribution Program Coordinator (DPC)/iPad Tablet Pilot Project Coordinator will include duties such as: responding to public inquiries, reviewing, and approving new applications, ensuring proper shipments of tablets directly to qualified consumers' homes, and working with RDCs to serve and train customers receiving tablets.

The iPad Tablet Coordinator will also work with Teltex which handles shipping, maintenance, and repair of these tablets.

To start the pilot project, the new iPad Tablet Pilot Project Coordinator will conduct the following steps:

1. Announce availability of iPad/Samsung Tablets to the General Public
2. Create a new separate application form for Tablets and posting of this separate application link on the Website.
3. Determine which documents are required to qualify for one of the Tablets including hearing loss or speech disability, and proof of service
4. Develop qualifications, including income levels, to qualify for a tablet.
5. Create agreement and instruction forms on using iPad/Samsung Tablets
6. Identify accessories to include with iPad/Samsung Tablets
7. Set-Up coordination with Teltex for direct shipping and maintenance of iPad/Samsung Tablets.



8. Develop iPad and Samsung Tablets Guide and Instructions with assistance from Teltex
9. Coordinate with and assist RDCs regarding customer training on use of iPad and/or Samsung Tablets

### **The role of Teltex in this I-Pad/Samsung Tablet Pilot Project:**

The cost differential between MSRP on this model of iPad/Samsung and what Teltex propose is directly related to the Wireless Program Services, known as Teltex Care. Teltex Care is a unique program designed by Teltex specific for state government programs that serve individuals with disabilities and is not available through any other outlets. When an iPad is purchased directly from Apple or an Android tablet direct from Samsung, the device arrives with the charger, a charging cable and one-year limited warranty. Consumers are left to work directly with the manufacturer (Apple or Samsung) for all operational and service issues.

As Teltex noticed that State Equipment Distribution Programs (EDPs) require a more comprehensive service and support package, it designed Teltex Care to reflect this. Teltex Care is an all-encompassing three-year warranty of hardware and software and covers replacement of defective or accidental damaged units without charging the consumer or Program an additional fee. In addition, consumers work directly with Teltex for all warranty needs, and there is never an additional charge placed on the consumer for repair and/or replacement of units covered under TeltexCare. Teltex Care includes:

#### Purchasing

Teltex is an authorized Government Contractor for both Apple and Android, offering the full line of wireless products; plus, Teltex is the strategic partner for State & Local Government Disability Programs for Apple. Teltex simplifies FTRI purchasing process by accepting our purchase orders and individual unit versus multi-unit ordering.

#### Warehousing

All equipment is warehoused in a secure climate-controlled building equipped with alarms and sprinkler systems. All our equipment and the equipment of other programs are heavily insured, and all data files are remotely stored offsite. All Wireless equipment is sourced via Apple's and Android's State & Local Government Channel, complying with Teltex's agreements as an Authorized Government Contractor. Teltex provides State Agencies with a secure warehouse in Kearney, Missouri.

#### Laser Etching for Asset Management

Teltex laser etches in a large easy to read font with logo, the wireless device with the State Agency's name, logo, and asset tag number. In addition, other information such as "Not for Resale" or any other information the program requires can be etched. The laser etching



protects the State Agency's return on investment by reducing the risk for waste, fraud (such as reselling the device) and abuse. In addition, the Otterbox case can be laser etched with the identical large easy to read font and logo as the wireless device.

### Warranty

All wireless devices purchased from Teltex include an all-encompassing three-year warranty of hardware and software coverage for 3 years. TeltexCare covers replacement of defective or accidental damaged units without charging the consumer or Program an additional fee. In addition, consumers work directly with Teltex for all warranty needs, and there is never an additional charge placed on the consumer for repair and/or replacement of units covered by TeltexCare.

Customer abuse, or intentional neglect or damage caused by the wireless device being removed from the protective case may void the warranty.

Teltex processes 100% of all services through our in-house Technical Department. All Teltex's customer service, technical support and TeltexCare warranty services are provided at Teltex's Kearney, Missouri location. All services provided to the State and to consumers are performed domestically, never internationally, and by Teltex staff members-never contractors or subcontractors.

TeltexCare requires the wireless device to be distributed in an OtterBox Case (or comparable protective case provided by Teltex) for the device's protection. OtterBox Defender cases are the most recognized protective cases for wireless devices, offering the highest level of protection against drops, bending, cracking and more.

Teltex also requires all equipment to be enrolled in the Teltex MDM Servers for the State and/or client to purchase TeltexCare.

### Complete list of what type of damage is covered.

- Damages covered under warranty include:
- Apps purchased by State Program
- Electronic and software failures (main control board, charging ports, cameras, all switches, home button, Wi-Fi and cellular modules, speakers, microphones and displays)
- Accidental cracked screens
- Batteries
  
- Power supplies that are defective
- Charging cables that are defective

Damages not covered under warranty include:

- Lost devices
- Stolen devices
- Missing equipment
- Power supplies
- Cables
- Otterbox
- Intentionally damaged and/or abused wireless devices

Customizing

Each wireless device can be programmed to operate in a variety of ways. The State Agency can decide to give full access to the App Store allowing for a consumer to feel greater connection and usability of the device. Some examples of customizing a device are:

- access to the App Store;
- access to the internet;
- locking down the wireless device into single app mode rendering the equipment useless if the consumer is in violation of the State Program agreement.

Enrolling

Each wireless device is enrolled into a server at Teltex that allows for the following services to be conducted remotely, and reports provided to the State:

- Track and/or locate the device
  - For example, is the device still within the State
- Is the device being used
  - For example, no activity could equate to the device being lost or stolen
- Customization of device
- Application Management & Custom App Store for State
- Send messages to the device and consumer
- Send updates of software and apps to the device
- Push new apps directly to the device
- Remove apps from the device
- Remote diagnostics and fixing of service issues
- Reset screen lock password
- View remaining storage capacity and physical memory
  
- Configure email accounts
- Ability to help consumer locate device with an alarm.

## Packaging & Shipping

Each iPad/Samsung tablet is distributed in a specially designed FTRI box to protect the device and include any accessories the State orders for the consumer (for example, cases, cords, styluses, mounting brackets) All equipment can be drop shipped directly to the client's home in the specialized packaging. "Save the Box" labels will be placed on the inside and outside in the event a consumer must return the equipment.

## Support

Teltex provides all operational and technical service directly to the client. This includes any type of repair service, re-installation of apps and operating system updates.

Operational and technical service is provided in the following ways:

- Telephone: Monday – Friday, 8am to 5pm Central via voice or TTY
- Email: [iOS@teltex.com](mailto:iOS@teltex.com)
- Website & Social Media: [www.iaccessibility.com](http://www.iaccessibility.com)
- Facebook: [www.facebook.com/iOSaccessibility](http://www.facebook.com/iOSaccessibility)
- Twitter: @i\_accessibility
- YouTube

## Training

Teltex can provide in-person training to State Programs staff members launching wireless devices. Training includes:

- Introduction to iOS & Android OS devices
- Introduction to TeltexCare
- Warranty
- Service & Support
- Introduction to Accessibility & Native Apps

How to create an Apple ID or Google ID

- How to Access WiFi
- How to make a native operating system video call
- How to Set-Up Email
- How to Set-Up iMessage®

Accessibility Features

- Introduction to Accessibility Apps
- Deaf & Hard of Hearing Apps Package
- Speech Package



Teltex has launched [www.iAccessibility.com](http://www.iAccessibility.com). iAccessibility.com was designed to offer a new and innovative platform for individuals with disabilities who use wireless devices to have equal and full access to information about the device, apps and accessories. In addition to consumers, the website and accompanying social media provides tools for government agencies deploying wireless devices to individuals with disabilities.

Consumers can access videos 24/7/365 in spoken English, American Sign Language and closed captioned for information and training on operating a wireless device.

### Imaging (Pre-Loading Apps)

Teltex images the wireless device with approved apps for telecommunications and communications, specific to the consumer's disability or disabilities. The apps remain property of the State and can be reissued to other wireless devices if the original device is lost, stolen or damaged beyond repair. The imaging of the wireless device allows for consumers to immediately use the device upon receiving it. The breakdown of app packages is included in this packet.

## **App Package: Deaf & Hard of Hearing**

### IP Relay

IP (Internet Protocol) Relay is a form of Telecommunications Relay Service (TRS) that enables persons with hearing and speech disabilities to communicate with voice telephone users through mobile equipment. The Communication Assistant facilitates the call.

The wireless device can accomplish this by accessing IP Relay Service (T-Mobile IP Relay) through the built-in Wi-Fi and/or 4G and installed app and using the device touch screen to type outgoing communication to the Communication Assistant and read incoming communication from the Communication Assistant.

### Video Relay Service

Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with voice telephone users through video equipment. The Interpreter facilitates communication

The wireless device can accomplish this by accessing Video Relay Service through the built-in Wi-Fi and installed app and using the front facing camera to communicate.

- Convo
- Purple P3
- Sorenson nTouch
- ZVRS Z5

### IP Captioned Telephone Service

IPCTS is a form of Telecommunications Relay Service (TRS) that allows a person with hearing loss but who can use his or her own voice and has some residual hearing, to speak directly to the called party and then listen, to the extent possible, to the other party and simultaneously read captions of what the other party is saying.

The wireless device can accomplish this by accessing IP Captioned Telephone Service through the built-in Wi-Fi and installed app, using the wireless device screen to read the captions to communicate while using a landline or wireless phone to speak and use residual hearing.

- CaptionMate
- ClearCaptions
- Hamilton CapTel
- InnoCaption

### Video Calls & Video Messaging

Video Calls enable persons with hearing disabilities who use American Sign Language (ASL) or Speech Reading to communicate through their iOS device.

The wireless device can accomplish this by accessing Video Calls through the built-in Wi-Fi and installed apps and using the wireless device front facing camera to communicate.

- Skype
- Glide
- Google Duo
- Marco Polo
- Weather, Emergency Preparedness & General Access

### App Package: Speech

#### Alternative Augmentative Communication

- AAC apps are software applications for mobile devices that can help individuals who are non-speaking or those whose speech is not usually understood by others.
- The consumer can select various text and/or icons, and the wireless device will speak for the consumer.
  - Proloquo2Go<sup>2</sup>

### Text to Speech

Consumers can type what they want to say using the wireless keyboard, and the iOS device will speak for them.

- iSpeech TTS
- Say It! Free TTS
- Speak4Me Free

### Yes/No

Consumers can touch a Yes icon or No icon on the screen to answer questions

- Yes/No from I Can Do Apps

### Video Calls

- Skype
- Glide
- Google Duo
- Marco Polo
- Weather, Emergency Preparedness & General Access

<sup>2</sup>Please note, Proloquo2Go is the standard Speech app included in the Speech Accessibility Package but can be substituted for any of the AAC apps in the Apple App Store. Additional costs may apply.

### App Package: General Accessibility (Weather, Emergency Preparedness & General Access)

- Accuweather
  - Accessible weather
- American Red Cross
  - Emergency, First Aid, Hurricane, Tornado, Earthquake, Wildfire & Flood
  - Emergency preparedness, information, and location-based alerts for emergencies.
- FEMA
  - Emergency preparedness and information in an accessible format.
  - NIXLE One Bridge
  - Location based and accessible public safety information
- YouTube



### Access to accessible training videos

App packages for the Deafblind, Blind & Low-Vision, Mobility & Physical and Cognitive/Developmental/Intellectual communities are available.

All wireless devices have the following native iOS and OS apps for telecommunications and communications:

- Mail
- Video Call
- Messages/SMS

### **Maintenance, Repair, and Refurbishment:**

Teltex, the vendor that FTRI currently uses to refurbish our amplified phone and TTY equipment, will also be contracted to provide, ship, maintain, repair, and refurbish returned **iPad/Samsung Tablets**. As stated earlier, Teltex also works with 25-28 TEDPs in other states with shipping, repairing, and servicing these tablets. Each tablet carries a 3-year warranty.

Teltex Care includes the Wireless Equipment (iPad/Android Tablet) Refurbishment Program – which is a must have for State TEDPs that are LOANER programs. The Refurbishment Program allows the State EDP to have the highest return on investment when purchasing the iPad or Android tablet by offering the EDP the ability to reuse purchased iPads and Android tablets that have been returned by consumers and refurbished to like new condition. FTRI currently has a similar refurbishing program set up for their traditional equipment, which is administered by Teltex. The Wireless Equipment Refurbishment Program does not cover the cost of missing or worn peripherals like power supplies, charging cables, screen protectors and cases. As Florida is a loaner State, the Refurbishment Program provided by Teltex is vital to ensuring that devices can be repurposed per the program's requirements.

More information and tutorials are found at this website: [www.iAccessibility.com](http://www.iAccessibility.com).

### **Project Evaluation**

This **iPad/Samsung Tablet Pilot Project** will involve periodical evaluation of its use and effectiveness with customers who qualify for these iPad/Samsung Tablets. Each customer who receives one will agree to participate in evaluation surveys through mail and/or emails. The customer will be asked to respond to questions that address comfort, ease of use, and any issues/challenges they face in accessing broadband while using the tablet in making calls or using any of the telecommunications or communication Apps. Also, compare their experiences

with these tablets with current FTRI current offerings of landline devices (i.e., Teletypewriters for the Deaf (TTY), amplified phones, Telitalk).

A final report will be presented to PSC at the end of the first year of **iPad/Samsung Tablet Pilot Project** along with data and results of evaluation surveys as well as customer satisfaction plus any recommendations for continuation of this project, pending outcome of legislation in updating TASA.

### **Future of iPad/Samsung Tablet Pilot Project**

It is our goal for this **iPad/Samsung Tablet Pilot Project** to become permanent once State Legislature makes changes to TASA to allow FTRI to continue offering telecommunications equipment with broadband connectivity, including iPad/Samsung Tablets. If TASA is not updated by the State Legislature before the end of first-year project, FTRI may request second-year funding from PSC to allow FTRI to continue this project for another year. It is our hope that TASA will be updated by the State Legislature by that time.