

REQUEST TO ESTABLISH DOCKET

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

Date:	4/2/2024	
1. From Division / Staff:	IDM/Curtis Williams <i>CW</i> <i>ST</i>	
2. OPR:	IDM	
3. OCR:	GCL	
4. Suggested Docket Title:	Commission Approval of Florida Telecommunications Relay, Inc.'s Fiscal Year 2024-2025 Proposed Budget.	
5. Program/Module/Submodule Assignment:	A19, B11	
6. Suggested Docket Mailing List		
a. Provide NAMES/ACRONYMS, if registered company		<input type="checkbox"/> Provided as an Attachment
Company Code, if applicable:	Parties (include address, if different from MCD):	Representatives (name and address):
	Cecil Bradley	Cecil Bradley
	Florida Telecommunications Relay, Inc.	
	1820 East Park Avenue	
	Suite 101	
	Tallahassee, FL 32301	
b. Provide COMPLETE NAME AND ADDRESS for all others (match representatives to companies)		
Company Code, if applicable:	Interested persons, if any, (include address, if different from MCD):	Representatives (name and address):
7. Check one:	<input checked="" type="checkbox"/> Supporting documentation attached	<input type="checkbox"/> To be provided with Recommendation
Comments:		

RECEIVED-FPSC
 2024 APR -2 PM 2:47
 COMMISSION CLERK



April 1, 2024

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 2024-2025 Budget as approved by the FTRI Board

Mr. Williams:

Pursuant to FS 427.704(4)(e), the proposed **FY 2024-2025 FTRI Budget** as approved by the FTRI Board of Directors on March 25, 2024, is hereby attached for PSC Commission's annual review and final approval, based on new monthly 8-cent surcharge.

Key Aspects of the Proposed FY 2024-25 FTRI Budget:

- Reduction of monthly surcharge from 9 cents to 8 cents.
- Continued decline in the number of access lines with lower revenues from monthly surcharges.
- An increase in revenues as a result of FTRI investment in 3-month T-Bills.
- Minimal change in overall budget when compared to 2023-2024 budget year.
- Decrease in the use of Relay services.
- Fewer landlines.
- Minor increases in Equipment and Outreach expenses due to anticipated increases in both services and requests for accessible telecommunications equipment.

FTRI understands that should FTRI expenditures exceed its FY 2024-2025 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 2024-2025.

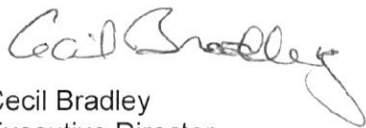
After the impact of COVID-19 it had on personnel, both FTRI and remaining Regional Distribution Center (RDC) partners continue to actively respond to TASA mandates by reaching out to meet telecommunication access needs of Floridians with hearing loss and speech disabled.

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.

FTRI 2024-2025 Budget/Public Service Commission/Page 2

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

Regards,

A handwritten signature in black ink, appearing to read "Cecil Bradley". The signature is written in a cursive style with a long, sweeping tail on the last letter.

Cecil Bradley
Executive Director
Florida Telecommunications Relay, Inc.

Cc: Tom McCabe, President Board of Directors, FTRI

Attachments:
Combined 2024-2025 FTRI Budget Based on 8-Cent Surcharge
Excel file of 2024-25 Budget Based on 8-Cent Surcharge

PROPOSED BUDGET

FISCAL YEAR END

JUNE 30, 2025

Based on 8-Cent Surcharge



Florida Telecommunications Relay, Inc.
Fiscal Year 2024/2025 Budget at 8 cents surcharge

	2023/2024 APPROVED BUDGET	2023/2024 ESTIMATED REV & EXPEND	2024/2025 BUDGET	Estimated to Budget VARIANCE 2023/2024 2024/2025	Budget to Budget VARIANCE 2023/2024 2024/2025
OPERATING REVENUE					
1 Surcharges	3,102,955	2,904,778	2,349,642	(555,136)	(753,313)
2 Interest Income	682,040	863,497	1,099,754	236,257	417,714
TOTAL OPERATING REVENUE	3,784,995	3,768,275	3,449,396	-318,879	-335,599
OTHER REVENUE/FUNDS					
3 Surplus Account	19,024,958	19,653,370	20,138,666	485,296	1,113,708
TOTAL REVENUE	22,809,953	23,421,645	23,588,062	166,417	778,109
OPERATING EXPENSES					
CATEGORY I - RELAY SERVICES					
4 DPR Provider	1,299,227	1,299,227	921,793	(377,434)	(377,434)
SUBTOTAL-CATEGORY I	1,299,227	1,299,227	921,793	(377,434)	(377,434)
CATEGORY II - EQUIPMENT & REPAIRS					
5 TTY/TDD	0	0	0	0	0
6 Caption Call Equipment	0	11,700	28,250	16,550	28,250
7 VCP Hearing Impaired	273,454	196,148	284,697	88,549	11,243
8 VCP Speech Impaired	0	0	0	0	0
9 TeliTalk Speech Aid	24,875	23,217	14,925	(8,292)	(9,950)
10 In-Line Amplifier	70,370	53,568	89,123	35,555	18,753
11 ARS Signaling Equip	665	0	270	270	(395)
12 VRS Signaling Equip	3,569	11,578	10,141	(1,437)	6,572
13 Accessories & Supplies	100	15,190	7,500	(7,690)	7,400
14 Telecomm Equip Repair	28,425	24,934	30,248	5,314	1,823
SUBTOTAL-CATEGORY II	401,458	336,335	465,154	128,819	63,696
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
15 Freight-Telecomm Equip	41,475	37,143	37,000	(143)	(4,475)
16 Regional Distr Centers	249,291	192,411	200,000	7,589	(49,291)
17 Training Expense	25,000	0	25,000	25,000	0
SUBTOTAL-CATEGORY III	315,766	229,554	262,000	32,446	(53,766)

Florida Telecommunications Relay, Inc.
Fiscal Year 2024/2025 Budget at 8 cents surcharge

	2023/2024 APPROVED BUDGET	2023/2024 ESTIMATED REV & EXPEND	2024/2025 BUDGET	Estimated to Budget VARIANCE 2023/2024 2024/2025	Budget to Budget VARIANCE 2023/2024 2024/2025
CATEGORY IV - OUTREACH					
18 Outreach Expense	562,433	562,433	579,306	16,873	16,873
SUBTOTAL-CATEGORY IV	562,433	562,433	579,306	16,873	16,873
CATEGORY V - GENERAL & ADMINISTRATIVE					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	26,698	25,628	26,833	1,205	135
21 Legal	37,790	14,730	20,000	5,270	(17,790)
22 Computer Consultation	6,210	4,916	6,403	1,487	193
? Bank Charges	0	35,695	37,108	1,413	37,108
23 Dues & Subscriptions	1,700	2,492	2,500	8	800
24 Office Equipment Purchase	15,650	8,200	8,240	40	(7,410)
25 Office Equipment Lease	1,747	1,809	1,842	33	95
26 Insurance-Hlth/Life/Dsbly	189,179	93,481	147,544	54,063	(41,635)
27 Insurance-Other	11,405	12,733	15,605	2,872	4,200
28 Office Expense	12,762	12,743	13,820	1,077	1,058
29 Postage	3,100	2,060	2,060	0	(1,040)
30 Printing	750	544	750	206	0
31 Rent	94,950	94,844	94,842	(2)	(108)
32 Utilities	5,086	6,637	7,881	1,244	2,795
33 Retirement	88,469	70,106	88,469	18,363	0
34 Employee Compensation	521,992	409,468	513,176	103,708	(8,816)
35 Taxes - Payroll	39,932	29,831	39,258	9,427	(674)
36 Taxes - Unemplmt Comp	70	70	63	(7)	(7)
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	17,178	16,708	16,750	42	(428)
39 Travel & Business	12,000	6,362	8,000	1,638	(4,000)
40 Equipment Maint.	1,350	1,597	1,250	(347)	(100)
41 Employee Training/Dev	500	0	500	500	0
42 Meeting & Interpreter Exp	5,500	4,715	5,500	785	0
SUBTOTAL-CATEGORY V	1,094,079	855,430	1,058,455	203,025	(35,624)
TOTAL EXPENSES	3,672,963	3,282,979	3,286,708	3,729	(386,255)
REVENUE LESS EXPENSES	19,136,990	20,138,666	20,301,354	162,688	1,164,364



Line-Item Information FTRI FY 2024/2025 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)

OPERATING REVENUE

1. GL# 3050 - Surcharge Revenue

FTRI is showing a decrease of \$753,313 in surcharges from FY 2023/2024 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 9 percent for this estimate, historically over the past 3 years the decrease has been more than 9 percent. Additionally, FTRI applies the conservative estimated decrease of 9 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 8 cents per access line for this projection.

2. GL# 3450 - Interest Income.

Interest Income is estimated to increase \$417,714 from FY 2023/2024 Estimated Interest Income. FTRI earns interest from Regions Bank Non-Profit Public Funds Money Market account at 0.01%. FTRI's 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 Investment Trust Money Market account. FTRI purchases 3-month T-bills that will earn interest at maturity at average 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.

3. Surplus Account

Surplus Account Approved Budget Column is the figure from approved budget for 2023/2024. Surplus Account 2023/2024 Estimated Column is from bank statements dated June 2023 and aggregates the beginning balances of the bank accounts for the fiscal year 2023/2024 calculated as is $4,210,159.78 + 512,087.94 + 14,931,122.26 = \$19,653,369.98$. Surplus Funds in the Budget column is calculated as the ending balance of the Estimated column (Estimated Revenues plus Surplus Account less Estimated Expenses), for 2023/2024 to arrive at an Estimated beginning balance for Surplus Funds for the Budget year 2024/2025.

RELAY SERVICES – CAT I

4. GL# 5110 - Dual Party Relay Provider

The DPR Provider account year end estimate is the same as budgeted for 2024/2025. On March 1, 2022, a new contract began with 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 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 2024/2025 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.

6. GL# 5226 - Caption Call Equipment (previously known as CapTel Equip.)

The CapTel Equipment, 840 Plus, is no longer being bought as FTRI has enough inventory on hand and is refurbishing returned units. FTRI started Captions Call Equipment pilot program for the XLC8 GLT Deluxe at 20 units. FTRI is hopeful that this new equipment will be popular and is budgeting for purchase of new units during FY24-25. Captioning Phone Equipment line item shows a \$28,250 increase from previous fiscal year.

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

The VCP Hearing Impaired line item shows a \$11,243 increase from FY 2023/2024 Estimated Expenditures. COVID lingering effects continue to disrupt the distribution of phones, mostly achieved through face-to-face meetings and local outreach events. Even so, the number of distributions of equipment has steadily come back up through our main office distributions.

8. GL# 5250 - VCP Speech Impaired

FTRI is not budgeting an amount for an iPad pilot program for speech impaired. This pilot program from previous fiscal year was proposed but turned down by FL PSC. 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 in future.

9. GL# 5253 - TeliTalk Speech Aid

The TeliTalk Speech Aid line item shows a \$9,950 decrease from FY 2023/2024 estimated expenditures. Budget is determined by using the TTM (trailing twelve month) historical consumer demand. Additionally, this is a single source supplied item and very depending on demand therefore historical data show a slight decline of these units being distributed.

10. GL# 5255 - In-Line Amplifier

The In-Line Amplifier YE estimate is based on recent demand and the budget is \$18,753 higher than year-end estimate 2023/2024. The XLCgo as a newer item and has been requested often as it works with the XLC8 volume control phone handset and base. 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 \$395 decrease from FY 2023/2024 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. FTRI recommends maintaining a small amount in this line item as small amounts are distributed though the year.

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

The VRS Signaling Equipment line item shows a \$6,572 increase from FY 2023/2024 Estimated Expenditures. The Bellman-Symfon Visual flashing unit is being dropped from the program due to no demand. Sonic Alert TR-75 is budgeted. FTRI introduced the SquareGlow unit as a pilot and it has seen great success. Inquiries from clients of this equipment continues to grow and FTRI budgeted more purchases of this equipment for fiscal year 24-25.

13. GL# 5265 - Accessories & Supplies

The Accessories & Supplies line includes specific purchases for line filters, dual line adapters, batteries, equipment manuals, and specialized boxes for our refurbishment. This item shows a \$7,400 increase from FY 2023/2024 Estimated Expenditures.

14. GL#5270-5274 - Telecommunication Equipment Repairs

More of our equipment have expired warranties so they are returned for repairs. The Telecommunication Equipment Repairs line item shows a \$1,823 increase from FY 2023/2024 Estimated Expenditures.

EQUIPMENT DISTRIBUTION AND TRAINING – CAT III

15. GL# 5310 - Freight-Telecommunication Equipment

The Freight-Telecommunication Equipment line item shows a \$4,475 decrease from FY 2023/2024 Estimated Expenditures. As XLC8, 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 \$53,766 decrease from FY 2023/2024 Estimated Expenditures.

The fees for services provided by the RDCs will be kept the same as in 2023/2024. 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.

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.

	<u>FY 2023/2024</u> <u>Estimated YE</u>	<u>FY 2024/2025</u> <u>Proposed Budet</u>
RDC Contracts	129,047	170,200
RDC Audit	1,192	3,000
RDC Support Services	0	0
RDC Wi-Fi hotspots	1,760	1,800
RDC AIMS Hardware	0	0
AIMS Projects	23,269	25,000
	<u>\$ 155,268</u>	<u>\$ 200,000</u>

17. GL# 5340 - Training Expense

The Training Expense line item shows no changes from FY 2023/2024 Estimated Expenditures. FTRI continues to conduct Zoom web training/presentations with RDC staff as did during 2023/2024. 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 Zoom 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 \$16,873 increase from FY 2023/2024 Estimated Expenditures. FTRI is recommending increasing the budget for Outreach Expense at 3%. The increase in budget will help cover the advertising vendors' increase in their prices and to keep up with inflations on a year-to-year basis. FTRI plans to expand outreach efforts including, continue advertising the program using newspaper insert ad (FSI), social media, and TV advertising.

	FY 2023/2024 Estimated YE	FY 2024/2025 Proposed Budget
General Expense	13,808	14,222
Travel Expense	23,625	24,334
RDC Outreach Services	94,500	97,335
Media Advertising	420,000	432,600
Outreach Printing	10,500	10,500
	<u>\$ 562,433</u>	<u>\$ 578,991</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 \$135 increase from FY 2023/2024 Estimated Expenditures. This line item also includes expenses for payroll processing and payroll tax reporting. FTRI maintains the budget with 10 employees (including one for CHAT/DPC position, one for AP position, and one for Outreach Specialist which will be converted from DPC3 position) for payroll expenses.

21. GL# 5507 - Legal

The Legal account shows a \$17,790 decrease from FY 2023/2024 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 decrease is due to stability. 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 an increase of \$193 for the budget year end 2025. YE estimate for FY ending 2024 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.

New. GL#5515 - Bank Charges

FTRI reintroduced a new line item to accurately represent bank charges. This was done due to the increase of fees from investment of treasury bills. Therefore, Bank Charges shows an increase of \$37,108 from fiscal year 2023/2024. There was no budgeted amount on the previous budget.

23. GL# 5519 - Dues & Subscriptions

The Dues & Subscriptions expense account shows a \$800 increase from FY 2023/2024 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 \$7,410 decrease from FY 2023/2024 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 an increase of \$95 from FY 2023/2024 estimated expenditures. FTRI leases a copier and the Pitney Bowes postage equipment.

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

The amount budgeted for 2024/2025 Insurance-Health/Life/Disability account shows a \$41,635 decrease from FY 2023/2024 estimated expenditures. Factors impacting this line item, Chat function/DPC position being unfilled, placing AP position on reserve for the 2023/2024 year and the same for the new budgeted Outreach Specialist position (to be converted from vacant DPC3 position) which will assist Outreach Manager for the 2024/2025 budget year. FTRI estimated a 10% increase in premium based on response from our insurance agency 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 2024/2025 FTRI anticipates staff of 10 employees with two vacant positions until filled and one in reserve (AP Position). FTRI has an insurance renewal date of June 1.

27. GL# 5547 - Insurance-Other

The Insurance-Other line item shows a \$4,200 increase from FY 2023/2024 Estimated Expenditures. FTRI estimates that insurance will remain close to the actual 2023/2024 estimated amount for the budget year 2024/2025.

28. GL# 5551 - Office Expense

The Office Expense line item shows an increase \$1,050 from FY 2023/2024 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 \$1,040 from FY 2023/2024 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 no change from FY 2023/2024 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 a decrease \$108 from FY 2023/2024 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. The decrease is due to decrease of fee for file storage. Rates became a bit more favorable due to using a local storage service.

32. GL# 5561 - Utility Expense

The Utilities line item shows \$2,795 increase from FY 2023/2024 estimated expenditures. This is based on a Twelve Month Trailing average analysis and the analysis shows an increase on the recent months.

33. GL# 5563 - Retirement

The Retirement line item shows no change from FY 2023/2024 estimated expenditures. FY 2024/2025 estimate is lower than anticipated due to Chat functions/DPC position and Account Payable still being unfilled and the same for new budgeted Outreach Specialist position to be converted from DPC3. Retirement is based on salary, budgeted salary increases, and related pension costs for administration of the program through FTRI's plan administrator NTCA. FY 2024/2025 budget includes ten (10) employees' projected salary.

34. GL# 5566 - Employee Compensation

Employee Compensation line item shows a projected \$8,816 decrease from FY 2023/2024 estimated expenditures. FY 2023/2024 estimate is lower than anticipated due to unfilled FTRI Chat position/DPC, Accounts Payable to be in reserve, and new Outreach Specialist position (to be converted from DPC3). Nine to Ten employees are budgeted for FY 2024/2025 with an estimated 3% merit increase pool for current employees.

35. GL # 5572 - Payroll Taxes

The Payroll Taxes line item shows \$674 decrease from FY 2023/2024 estimated expenditures, which include budgeted FTRI Chat/DPC position, vacant Accounts Payable position, and new Outreach specialist position to be converted from DPC3. 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 employees are budgeted for FY 2024/2025 including two of three previously mentioned vacant positions to be filled.

36. GL# 5575 - Unemployment Compensation Taxes

The Unemployment Compensation Taxes line item shows a \$7 decrease from FY 2023/2024 estimated expenditures due to the new budgeted two positions to fill and Accounts Payable position to be in reserve. 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 2023/2024 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 \$428 decrease from FY 2023/2024 estimated expenditures.

39. GL# 5584 - Travel & Business Expense

The Travel & Business line item shows a \$4,000 decrease from FY 2023/2024 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 \$100 decrease from FY 2023/2024 estimated expenditures. FTRI budgets close to the estimated YE 2023/2024 amount.

41. GL# 5592 - Employee Training

The Employee Training line item shows no change from FY 2023/2024 estimated expenditures. FTRI budgeted for a staff retreat that may be held off-site.

42. GL# 5594 - Meeting and Interpreter

The Executive Director has hearing loss, sign language interpreters are needed for meetings. This line item shows no change from FY 2023/2024 estimated expenditures.

Access Line History Analysis

Updated: 2/6/2024

Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual/Estimates	Budgeted
FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021	FYE 2022	FYE 2023	FYE 2024	FYE 2025
5,663,980	5,434,653	5,106,749	4,692,126	4,302,014	4,005,004	3,665,195	3,261,448	2,822,975	2,568,907
5,763,787	5,382,161	5,198,631	4,647,590	4,410,702	3,989,638	3,635,347	3,350,173	2,754,471	2,506,569
5,677,509	5,483,982	4,652,845	4,625,981	3,126,101	3,948,914	3,601,994	3,135,036	2,845,468	2,589,376
5,669,304	5,451,714	5,119,770	4,599,385	4,316,876	3,935,418	3,573,930	3,171,260	2,691,198	2,448,990
5,582,548	5,382,897	5,066,772	4,554,597	5,417,185	3,900,469	3,537,219	3,098,092	2,690,348	2,448,217
5,626,389	5,411,053	5,026,677	4,603,406	4,224,918	3,876,677	3,483,400	3,067,395	2,646,945	2,408,720
5,680,962	5,333,032	5,021,265	4,724,755	4,181,940	3,841,907	3,463,790	3,062,193	2,786,596	2,535,802
5,683,945	5,358,156	4,978,308	4,545,659	4,192,897	3,841,907	3,427,184	2,986,444	2,717,664	2,473,074
5,640,987	5,267,429	4,968,714	4,464,100	4,150,942	3,807,981	3,445,149	3,008,136	2,737,404	2,491,037
5,623,961	5,469,947	4,907,157	4,308,972	4,108,643	3,766,954	3,409,130	2,920,501	2,657,656	2,418,467
5,598,573	5,203,327	4,807,765	4,379,513	4,075,376	3,735,110	3,337,208	2,893,120	2,632,739	2,395,793
5,512,584	5,156,204	4,725,778	4,352,451	4,064,799	3,698,629	3,320,395	2,876,765	2,617,856	2,382,249
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
67,724,529	64,334,555	59,580,431	54,498,535	50,572,393	46,348,608	41,899,941	36,830,563	32,601,320	29,667,201
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
5,643,711	5,361,213	4,965,036	4,541,545	4,214,366	3,862,384	3,491,662	3,069,214	2,716,777	2,472,267
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
67,724,529	64,334,555	59,580,431	54,498,535	50,572,393	46,348,608	41,899,941	36,830,563	32,601,320	29,667,201
-5.24%	-5.01%	-7.39%	-8.53%	-7.20%	-8.35%	-9.60%	-12.10%	-11.48%	-9.00%
-5.24%	-5.01%	-7.39%	-8.53%	-7.20%	-8.35%	-9.60%	-12.10%	-11.48%	-9.00%
\$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	\$3,646,225.74	\$2,904,777.58	\$2,349,642.31
12 cents	11 cents	10 cents	10 cents	10 cents	10 cents	10 cents	10 cents	9 cents	8 cents
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025

Access Lines	Revenue
Estimates FYE 2025 with a 9% decrease	FYE 2025 estimate at 0.08 w/ 9% decrease
-----	-----
2,568,907	\$203,457
2,506,569	\$198,520
2,589,376	\$205,079
2,448,990	\$193,960
2,448,217	\$193,899
2,408,720	\$190,771
2,535,802	\$200,836
2,473,074	\$195,867
2,491,037	\$197,290
2,418,467	\$191,543
2,395,793	\$189,747
2,382,249	\$188,674
-----	-----
29,667,201	\$2,349,642
-----	-----
FYE 2025 Lines	FYE 2025 Revenue

July
August
September
October
November
December
January
February
March
April
May
June

-9.00%	

FYE 2024 Budget rev	\$2,904,777.58
FYE 2025 est. rev	\$2,349,642.31
8 cents	\$555,135.27
2025	

-19.11%
% Change

9.06%
3 yr decrease annualized

\$293,705.29 Revenue loss from
1 cent of surcharge

Florida Relay Traffic Forecast

July 1, 2024- June 30, 2025

Florida TRS	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Forecast Minutes of Use	42,621	42,280	40,788	41,605	39,189	40,563	42,427	36,542	38,957	41,331	41,354	40,335	487,992
Actual Minutes of Use													-
Forecast Cost of Service (\$1.60 per Session Minute)	\$ 68,193	\$ 67,649	\$ 65,260	\$ 66,568	\$ 62,703	\$ 64,901	\$ 67,883	\$ 58,467	\$ 62,331	\$ 66,130	\$ 66,166	\$ 64,536	\$ 780,787
Florida CapTel	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Forecast Minutes of Use	7,426	7,445	7,095	7,149	7,032	6,520	6,013	7,829	7,427	7,013	6,995	6,490	84,435
Actual Minute of Use													-
Forecast Cost of Service (\$1.67 per Session Minute)	\$ 12,401	\$ 12,434	\$ 11,849	\$ 11,938	\$ 11,744	\$ 10,888	\$ 10,042	\$ 13,074	\$ 12,403	\$ 11,712	\$ 11,682	\$ 10,838	\$ 141,006
	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Forecast Grand Total	\$ 80,595	\$ 80,082	\$ 77,110	\$ 78,506	\$ 74,447	\$ 75,789	\$ 77,925	\$ 71,542	\$ 74,734	\$ 77,841	\$ 77,848	\$ 75,374	\$ 921,793

Florida Telecommunications Relay, Inc.
Fiscal Year 2024/2025 Budget at 8 cents surcharge

	2023/2024 APPROVED BUDGET	2023/2024 ESTIMATED REV & EXPEND	2024/2025 BUDGET	Estimated to Budget VARIANCE 2023/2024 2024/2025	Budget to Budget VARIANCE 2023/2024 2024/2025
OPERATING REVENUE					
1 Surcharges	3,102,955	2,904,778	2,349,642	(555,136)	(753,313)
2 Interest Income	682,040	863,497	1,099,754	236,257	417,714
TOTAL OPERATING REVENUE	3,784,995	3,768,275	3,449,396	-318,879	-335,599
OTHER REVENUE/FUNDS					
3 Surplus Account	19,024,958	19,653,370	20,138,666	485,296	1,113,708
TOTAL REVENUE	22,809,953	23,421,645	23,588,062	166,417	778,109
OPERATING EXPENSES					
CATEGORY I - RELAY SERVICES					
4 DPR Provider	1,299,227	1,299,227	921,793	(377,434)	(377,434)
SUBTOTAL-CATEGORY I	1,299,227	1,299,227	921,793	(377,434)	(377,434)
CATEGORY II - EQUIPMENT & REPAIRS					
5 TTY/TDD	0	0	0	0	0
6 Caption Call Equipment	0	11,700	28,250	16,550	28,250
7 VCP Hearing Impaired	273,454	196,148	284,697	88,549	11,243
8 VCP Speech Impaired	0	0	0	0	0
9 TeliTalk Speech Aid	24,875	23,217	14,925	(8,292)	(9,950)
10 In-Line Amplifier	70,370	53,568	89,123	35,555	18,753
11 ARS Signaling Equip	665	0	270	270	(395)
12 VRS Signaling Equip	3,569	11,578	10,141	(1,437)	6,572
13 Accessories & Supplies	100	15,190	7,500	(7,690)	7,400
14 Telecomm Equip Repair	28,425	24,934	30,248	5,314	1,823
SUBTOTAL-CATEGORY II	401,458	336,335	465,154	128,819	63,696
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
15 Freight-Telecomm Equip	41,475	37,143	37,000	(143)	(4,475)
16 Regional Distr Centers	249,291	192,411	200,000	7,589	(49,291)
17 Training Expense	25,000	0	25,000	25,000	0
SUBTOTAL-CATEGORY III	315,766	229,554	262,000	32,446	(53,766)

Florida Telecommunications Relay, Inc.
Fiscal Year 2024/2025 Budget at 8 cents surcharge

	2023/2024 APPROVED BUDGET	2023/2024 ESTIMATED REV & EXPEND	2024/2025 BUDGET	Estimated to Budget VARIANCE 2023/2024 2024/2025	Budget to Budget VARIANCE 2023/2024 2024/2025
CATEGORY IV - OUTREACH					
18 Outreach Expense	562,433	562,433	579,306	16,873	16,873
SUBTOTAL-CATEGORY IV	562,433	562,433	579,306	16,873	16,873
CATEGORY V - GENERAL & ADMINISTRATIVE					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	26,698	25,628	26,833	1,205	135
21 Legal	37,790	14,730	20,000	5,270	(17,790)
22 Computer Consultation	6,210	4,916	6,403	1,487	193
? Bank Charges	0	35,695	37,108	1,413	37,108
23 Dues & Subscriptions	1,700	2,492	2,500	8	800
24 Office Equipment Purchase	15,650	8,200	8,240	40	(7,410)
25 Office Equipment Lease	1,747	1,809	1,842	33	95
26 Insurance-Hlth/Life/Dsblty	189,179	93,481	147,544	54,063	(41,635)
27 Insurance-Other	11,405	12,733	15,605	2,872	4,200
28 Office Expense	12,762	12,743	13,820	1,077	1,058
29 Postage	3,100	2,060	2,060	0	(1,040)
30 Printing	750	544	750	206	0
31 Rent	94,950	94,844	94,842	(2)	(108)
32 Utilities	5,086	6,637	7,881	1,244	2,795
33 Retirement	88,469	70,106	88,469	18,363	0
34 Employee Compensation	521,992	409,468	513,176	103,708	(8,816)
35 Taxes - Payroll	39,932	29,831	39,258	9,427	(674)
36 Taxes - Unemplmt Comp	70	70	63	(7)	(7)
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	17,178	16,708	16,750	42	(428)
39 Travel & Business	12,000	6,362	8,000	1,638	(4,000)
40 Equipment Maint.	1,350	1,597	1,250	(347)	(100)
41 Employee Training/Dev	500	0	500	500	0
42 Meeting & Interpreter Exp	5,500	4,715	5,500	785	0
SUBTOTAL-CATEGORY V	1,094,079	855,430	1,058,455	203,025	(35,624)
TOTAL EXPENSES	3,672,963	3,282,979	3,286,708	3,729	(386,255)
REVENUE LESS EXPENSES	19,136,990	20,138,666	20,301,354	162,688	1,164,364