

REQUEST TO ESTABLISH DOCKET (Please type or print. File original with CLK.)		
Date:	4/14/2025	
1. From Division / Staff:	Idm/Curtis J. Williams <i>CW</i> <i>HT</i>	
2. OPR:	IDM	
3. OCR:	GCL	
4. Suggested Docket Title:	Commission Approval of Florida Telecommunications Relay, Inc.'s Fiscal Year 2025/2026 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-PRSA
 2025 APR 14 PM 2:52
 COMMISSION CLERK



April 10, 2024

Dear Mr. Williams:

The proposed FY 2025/2026 FTRI Budget for the Florida Telecommunications Relay, Inc. (FTRI), as submitted to the Florida Public Service Commission (PSC), was reviewed and approved by the Board of Directors at its special meeting.

The budget maintains the surcharge of .08 cents per access line and at this level it is projected to produce total operating revenues of \$2,769,722. As reflected on the attached copy of the approved budget, total expenses are projected to be \$\$4,097,190. A shortfall of \$1,327,468 is to be realized.

Key Aspects of the Proposed FY 2025/2026 FTRI Budget:

- Continued decline in the number of access lines with lower revenues from monthly surcharges and fewer landlines. Access lines have decreased at an average rate of 12% in the previous three years (2022, 2023, 2024) and the trend is expected to continue as more consumers move from landline to other technologies. For the current budget period, it is projected that access lines will decrease by 12.86%. Also, for the next budget year, FTRI used a conservative estimate for access lines showing a decrease of 11%.
- Increase in revenues, thanks to continued FTRI investment in 3-month T-Bills.
- All categories show increases when compared to 2024/2025 Estimated Revenue & Expenditures.

FTRI and its regional partners continue to reach out to meet the telecommunications access needs of residents who are Deaf, hard of hearing, Deafblind, or those with speech impairments. Outreach continues to play an integral part of our efforts to attract new clients and educate the general population about the Florida Relay Service and the benefits this program brings to our clients as required by TASA.

Should you have questions or seek additional information, please do not hesitate to email me at cbradley@ftri.org.

Page 2/FTRI Proposed Budget FY 2025-2026

Regards,



Cecil Bradley, Executive Director
Florida Telecommunications Relay, Inc.

Cc: Sean Bankston, President Board of Directors, FTRI

Attachments:

Combined 2025-2026 FTRI Budget Based on 8-Cent Surcharge
Excel file of 2025-2026 Budget Based on 8-Cent Surcharge

PROPOSED BUDGET

FISCAL YEAR END

JUNE 30, 2026

Based on 8-Cent Surcharge



**Florida
Telecommunications
FTRI Relay, Inc.**

Florida Telecommunications Relay, Inc.
Fiscal Year 2025/2026 Budget at 8 cents surcharge

	2024/2025 APPROVED BUDGET	2024/2025 ESTIMATED REV & EXPEND	2025/2026 BUDGET	Estimated to Budget VARIANCE 2024/2025 2025/2026	Budget to Budget VARIANCE 2024/2025 2025/2026
OPERATING REVENUE					
1 Surcharges	2,349,642	2,178,184	1,938,584	(239,600)	(411,058)
2 Interest Income	1,099,754	822,293	831,138	8,845	(268,616)
TOTAL OPERATING REVENUE	3,449,396	3,000,477	2,769,722	(230,755)	(679,674)
OTHER REVENUE/FUNDS					
3 Reserve Funds	20,175,809	20,288,776	20,222,848	(65,928)	47,039
TOTAL REVENUE	23,625,205	23,289,253	22,992,570	(296,683)	(632,635)
OPERATING EXPENSES					
CATEGORY I - RELAY SERVICES					
4 DPR Provider	921,793	921,793	1,616,085	694,292	694,292
SUBTOTAL-CATEGORY I	921,793	921,793	1,616,085	694,292	694,292
CATEGORY II - EQUIPMENT & REPAIRS					
5 TTY/TDD	0	0	0	0	0
6 Caption Call Equipment	28,250	121,615	113,000	(8,615)	84,750
7 VCP Hearing Impaired	284,697	227,996	226,803	(1,193)	(57,894)
8 VCP Speech Impaired	0	0	25,600	25,600	25,600
9 TeliTalk Speech Aid	14,925	22,100	22,100	0	7,175
10 In-Line Amplifier	89,123	19,796	23,157	3,361	(65,966)
11 ARS Signaling Equip	270	0	0	0	(270)
12 VRS Signaling Equip	10,141	34,293	34,293	0	24,152
13 Accessories & Supplies	7,500	10,455	10,500	45	3,000
14 Telecomm Equip Repair	30,248	19,055	19,856	801	(10,392)
SUBTOTAL-CATEGORY II	465,154	455,310	475,309	19,999	10,155
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
15 Freight-Telecomm Equip	37,000	39,632	42,157	2,525	5,157
16 Regional Distr Centers	200,000	140,332	145,940	5,608	(54,060)
17 Training Expense	25,000	468	468	0	(24,532)
SUBTOTAL-CATEGORY III	262,000	180,432	188,565	8,133	(73,435)

Florida Telecommunications Relay, Inc.
Fiscal Year 2025/2026 Budget at 8 cents surcharge

	2024/2025 APPROVED BUDGET	2024/2025 ESTIMATED REV & EXPEND	2025/2026 BUDGET	Estimated to Budget VARIANCE 2024/2025 2025/2026	Budget to Budget VARIANCE 2024/2025 2025/2026
CATEGORY IV - OUTREACH					
18 Outreach Expense	579,306	579,306	634,281	54,975	54,975
SUBTOTAL-CATEGORY IV	579,306	579,306	634,281	54,975	54,975
CATEGORY V - GENERAL & ADMINISTRATIVE					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	26,833	28,534	29,950	1,416	3,117
21 Legal	20,000	49,061	56,652	7,591	36,652
22 Computer Consultation	6,403	3,786	27,899	24,113	21,496
23 Bank Charges	37,108	36,848	38,690	1,842	1,582
24 Dues & Subscriptions	2,500	5,695	5,866	171	3,366
25 Office Equipment Purchase	8,240	5,143	6,505	1,362	(1,735)
26 Office Equipment Lease	1,842	1,630	1,871	241	29
27 Insurance-Hlth/Life/Dsblty	147,544	100,871	148,831	47,960	1,287
28 Insurance-Other	15,605	13,489	15,415	1,926	(190)
29 Office Expense	13,820	12,958	14,902	1,944	1,082
30 Postage	2,060	3,397	3,200	(197)	1,140
31 Printing	750	1,628	1,000	(628)	250
32 Rent	94,842	94,032	95,133	1,101	291
33 Utilities	7,881	5,655	5,825	170	(2,056)
34 Retirement	88,469	77,711	104,312	26,601	15,843
35 Employee Compensation	513,176	423,338	552,193	128,855	39,017
36 Taxes - Payroll	39,258	30,319	39,350	9,031	92
37 Taxes - Unemplmt Comp	63	63	70	7	7
38 Taxes - Licenses	61	61	61	0	0
39 Telephone	16,750	20,887	19,520	(1,367)	2,770
40 Travel & Business	8,000	7,865	8,500	635	500
41 Equipment Maint.	1,250	889	1,205	316	(45)
42 Employee Training/Dev	500	0	0	0	(500)
43 Meeting & Interpreter Exp	5,500	5,704	6,000	296	500
SUBTOTAL-CATEGORY V	1,058,455	929,564	1,182,950	253,386	124,495
TOTAL EXPENSES	3,286,708	3,066,405	4,097,190	1,030,785	810,482
REVENUE LESS EXPENSES	20,338,497	20,222,848	18,895,380	(1,327,468)	(1,443,117)
OPERATING REVENUE LESS EXP.	162,688	(65,928)	(1,327,468)		



Line-Item Information

FTRI FY 2025/2025 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.

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 \$239,600 in surcharges from FY 2024/2025 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 11 percent for this estimate, historically over the past 3 years the decrease has been approximately 11 percent. Additionally, FTRI applies the conservative estimated decrease of 11% 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 the current 8 cents per access line for this projection. FTRI suggest keeping the surcharge at the current rate.

2. GL# 3450 - Interest Income.

Interest Income is estimated to increase \$8,845 from FY 2024/2025 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 the Investment Trust Money Market account. FTRI purchases 3-month T-bills that will earn interest at maturity at an average rate of 4% and any amount not invested in T-bills will earn interest at an average 3% for being held in the Investment Trust Money Market account.

3. Reserve Funds

This line item is renamed to Reserve Funds due to the old naming not fitting the scope of the purpose of this line item. Reserve Funds Approved Budget Column is the figure from approved budget for 2024/2025. Surplus Account 2024/2025 Estimated Column is from bank statements dated June 2024 and aggregates the beginning balances of the bank accounts for the fiscal year 2024/2025 calculated as is $4,129,359 + 512,135 + 15,647,282 = \$20,288,776$. 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 2024/2025 to arrive at an Estimated beginning balance for Surplus Funds for the Budget year 2025/2026.

Note: The Reserve Funds are reserved for possible transfer of funds to FCC in the future, higher expenditure on equipment in the future once TASA is redesigned and potential loss of surcharges due to loss of landlines in the coming years.

RELAY SERVICES – CAT I

4. GL# 5110 - Dual Party Relay Provider

The DPR Provider account year end estimate is lower than as budgeted for 2025/2026. The contract was due to expire in February 2025 but was renewed for three more years and the new contract will start March 2025. Each year FTRI receives a budget estimate from the DPR provider (T-Mobile). Traditional TRS minutes are expected to be billed at \$2.58 per session minute as per the provider's estimates. This year T-Mobile does not estimate any CapTel session minutes but increased the rate of the TRS session minutes. Attachment B is the spreadsheet provided by T-Mobile.

EQUIPMENT – CAT II

NOTE: 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. The impact of tariffs on future equipment costs may occur.

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

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 in 2024/2025. FTRI data shows that this is an equipment of interest for many clients. Caption Phone Equipment line shows a \$84,750 increase from the previous fiscal year. The increase relates to a successful pilot program.

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

The VCP Hearing Impaired line item shows a \$1,193 decrease from FY 2024/2025 Estimated Expenditures. The number of distributions of equipment has steadily come back up but not as expected. FTRI has introduced new alternatives and upgrades to current equipment.

8. GL# 5250 - VCP Speech Impaired

FTRI is budgeting an amount for a pilot program for speech impaired equipment. This pilot program returns from a previous fiscal year when it 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 landline. Captioning apps are some of the new technologies and FTRI is looking to pilot these to the community in future. FTRI is budgeting for 20 of these units.

9. GL# 5253 - TeliTalk Speech Aid

The TeliTalk Speech Aid line shows no change from FY 2024/2025 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 dependent on demand therefore historical data show a constant demand in 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 \$3,361 higher than year-end estimate 2024/2025. The XLCgo has a decline in demand and price decrease. It is requested often enough 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 \$270 decrease from FY 2024/2025 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 that they will not budget any dollars for this line item but will buy them as demanded and if they are still in production.

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

The VRS Signaling Equipment line item shows no change from FY 2024/2025 Estimated Expenditures. Sonic Alert TR-75 will no longer be bought due to no demand from clients. FTRI has a small stock and will issue it as demanded. FTRI introduced the SquareGlow unit as a pilot and it has seen great success. Inquiries from clients about this equipment have stabilized but are still increasing slightly so FTRI budgeted more purchases of this equipment for the fiscal year 25-26.

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 line item has an increase of \$45 from FY 2024/2025 Estimated Expenditures.

14. GL#5270-5274 - Telecommunication Equipment Repairs

More of FTRI equipment has expired warranties once they are returned to FTRI. So, they are returned for repairs. The Telecommunication Equipment Repairs line item shows a \$801 decrease from FY 2024/2025 Estimated Expenditures. This is due to the introduction of new equipment which comes with warranties.

EQUIPMENT DISTRIBUTION AND TRAINING – CAT III

15. GL# 5310 - Freight-Telecommunication Equipment

The Freight-Telecommunication Equipment line item shows a \$2,525 increase from FY 2024/2025 Estimated Expenditures. As XLC8, XLC-7, BT-914, CL-60, Alto, Alto-Plus units warranty expires then these units are shipped back for repair. New units are shipped to various clients and RDCs as ordered. The trailing twelve months average is used in projecting the budget.

16. GL# 5320-5327 - Regional Distribution Centers

The Regional Distribution Centers line item shows a \$5,608 increase from FY 2024/2025 Estimated Expenditures.

The fees for services provided by the RDCs will increase from 2024/2025. The last service fee increases were made in 2023. FTRI plans to increase RDC service fees on July 1, 2025, based on cost-of-living increases in the past three years. The fee increases are as follows: from \$70 to \$80 for New, from \$57 to \$60 for Modification, from \$34 to \$40 for Exchanges. Returns and Follow-up will remain the same at \$20. FTRI is hopeful that the increase in fees per service to be made this year will continue to incentivize the RDCs in providing more services, that said, services did seem to stabilize overall.

The breakdown below 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 2024/2025 Estimated YE	FY2025/2026 Proposed Budget
RDC Contracts	110,458	112,620
RDC Auditing	2,665	3,250
RDC Support Services	-	-
RDC Wi-Fi hotspots	1,313	1,350
RDC AIMS Hardware	-	-
AIMS Projects	25,896	28,720
	<u>\$ 140,332</u>	<u>\$ 145,940</u>

17. GL# 5340 - Training Expense

The Training Expense line item shows no changes from FY 2024/2025 Estimated Expenditures. FTRI continues to conduct Zoom web training/presentations with RDC staff as did during 2024/2025.

OUTREACH EXPENSE – CAT IV

18. GL# 5410-5417 - Outreach Expense

The Outreach Expense account shows a \$54,975 increase from FY 2024/2025 Estimated Expenditures. FTRI is recommending increasing the budget for Outreach Expense at 3%. With the hiring of a new Outreach Specialist, travel expenses have been adjusted to account for the higher expenditure of two employees involved in Outreach. 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. The breakdown below shows where the total Outreach expenditure will be allocated.

	FY 2024/2025 Estimated YE	FY 2025/2026 Proposed Budget
General Expense	14,222	14,649
Travel Expense	24,334	62,660
RDC Outreach Service	97,335	100,255
Media Advertising	432,600	445,578
Outreach Printing	10,815	11,139
	<u>\$ 579,306</u>	<u>\$ 634,281</u>

GENERAL AND ADMINISTRATIVE – CAT V

19. GL# 5501 - Advertising

Line item shows a \$0 increase from FY 2024/2025 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 services.

20. GL# 5504 – Accounting/Auditing

The Accounting/Auditing line item shows a \$1,416 increase from FY 2024/2025 Estimated Expenditures. This line item also includes expenses for payroll processing and payroll tax reporting and accounting software. FTRI maintains the budget with 10 employees (including one for CHAT/DPC position and one for AP position) for payroll expenses.

21. GL# 5507 - Legal

The Legal account shows a \$7,591 increase from FY 2024/2025 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. With FTRI's endeavors for legislature changes, PSC approved hiring of a Lobbyist, which is a main reason for just a big increase in this line item. Potential hiring of two new employees and legal advice relating to RDCs and vendors, this will continue to produce extra communication with the lawyer.

22. GL# 5510 - Computer Consultation

The Computer Consultation line item shows an increase of \$24,113 for the budget year end 2026. YE estimate for FY ending 2025 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, desktop troubleshooting. This also includes FTRI estimated costs of future plans to redesign FTRI main website.

23. GL#5515 - Bank Charges

Bank Charges show an increase of \$1,842 from fiscal year 2024/2025. This is due to the fees from investment in treasury bills along with some analysis charges on the operating account.

24. GL# 5519 - Dues & Subscriptions

The Dues & Subscriptions expense account shows a \$171 increase from FY 2024/2025 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.

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

The Office Equipment line item shows a \$1,362 increase from FY 2024/2025 Estimated Expenditures. FTRI budgets for the replacement of employee workstations as needed. Due to Microsoft's sunsetting Windows 10, new computers will be needed. Renewal of Office 365 software, renewing Firewall support, and antivirus software are budgeted.

26. GL# 5541 - Office Equipment Lease

Office Equipment Lease shows an increase of \$241 from FY 2024/2025 estimated expenditures. FTRI leases a copier and Pitney Bowes postage equipment.

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

The amount budgeted for 2025/2026 Insurance-Health/Life/Disability account shows a \$47,960 increase from FY 2024/2025 estimated expenditures. Factors impacting this line item, Chat function/DPC position being unfilled, placing AP position on reserve for the 2024/2025 year, and new hire of Outreach Specialist. 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 2025/2026 FTRI anticipates staff of 10 employees with a vacant position until filled and one in reserve (AP Position). FTRI has an insurance renewal date of June 1.

28. GL# 5547 - Insurance-Other

The Insurance-Other line item shows a \$1,926 increase from FY 2024/2025 Estimated Expenditures. This line item includes policies such as Workers Compensation, General Liability, Commercial Property, and Crime/Theft. FTRI estimates that insurance will remain close to the actual 2024/2025 estimated amount for the budget year 2025/2026.

29. GL# 5551 - Office Expense

The Office Expense line item shows an increase of \$1,944 from FY 2024/2025 estimated expenditures. This line item includes office supplies, paper, office cleaning, pest control, security system service, and shredding services.

30. GL# 5554 - Postage Expense

The Postage line item shows a decrease of \$197 from FY 2024/2025 estimated expenditures. Application request mailings in addition to business reply mail permit fees and postage deposits and supplies for the postage meter.

31. GL# 5557 - Printing Expense

The Printing line item shows a \$628 decrease from FY 2024/2025 estimated expenditures. This line item includes printing of FTRI's annual report, business cards, letterhead, envelopes.

32. GL# 5560 - Rent Expense

The Rent line item shows an increase of \$1,101 from FY 2024/2025 estimated expenditures. FTRI renewed its lease for three years at \$7,677.74 per month. FTRI's lease expired in February 2025 and FTRI signed a new three-year lease. The increase is due to the increase in monthly office space lease. File storage rates became a bit more favorable due to using a local storage service.

33. GL# 5561 - Utility Expense

The Utilities line item shows a \$170 increase from FY 2024/2025 estimated expenditures. This is based on a Trailing Twelve-Month average analysis and the analysis shows a slight minimal increase in the recent months.

34. GL# 5563 - Retirement

The Retirement line item shows a \$26,601 increase from FY 2024/2025 estimated expenditures. FY 2024/2025 estimate is lower than anticipated due to Chat functions/DPC position, Account Payable still being unfilled, and new Outreach Specialist. Retirement is based on salary, budgeted salary increases, and related pension costs for administration of the program through FTRI's plan administrator NTCA. FY 2025/2026 the budget includes ten (10) employees' projected salary.

35. GL# 5566 - Employee Compensation

Employee Compensation line item shows a projected \$128,855 increase from FY 2024/2025 estimated expenditures. FY 2024/2025 estimate is lower than anticipated due to unfilled FTRI Chat position/DPC, Accounts Payable to be in reserve, and new Outreach Specialist. Eight to ten employees are budgeted for FY 2025/2026 with an estimated 3% merit increase pool for current employees.

36. GL # 5572 - Payroll Taxes

The Payroll Taxes line item shows \$9,031 increase from FY 2024/2025 estimated expenditures, which include budgeted FTRI Chat/DPC position, vacant Accounts Payable position, and addition of new Outreach Specialist. 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 2025/2026 including two previously mentioned vacant positions to be filled.

37. GL# 5575 - Unemployment Compensation Taxes

The Unemployment Compensation Taxes line item shows a \$7 increase from FY 2024/2025 estimated expenditures due to a position being vacant and Accounts Payable position to be in reserve. Unemployment Compensation Taxes are budgeted specifically 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.

38. GL# 5578 - Taxes/Licenses

The Taxes-Licenses line item shows no change from FY 2024/2025 YE estimated. Taxes/Licenses fee is for FTRI's annual report to the Florida department of state corporate filing.

39. GL# 5581 - Telephone Expense

The Telephone line item shows a \$1,367 decrease from FY 2024/2025 estimated expenditures. This decrease is due to migration to a new phone system.

40. GL# 5584 - Travel & Business Expense

The Travel & Business line item shows a \$635 increase from FY 2024/2025 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.

41. GL# 5591 - Equipment Maintenance

Equipment Maintenance line item shows a \$316 increase from FY 2024/2025 estimated expenditures. FTRI budgets close to the estimated YE 2024/2025 amount.

42. GL# 5592 - Employee Training

The Employee Training line item shows no change from FY 2024/2025 estimated expenditures. FTRI budgeted for a staff retreat that may be held off-site.

43. GL# 5594 - Meeting and Interpreter

The Executive Director has hearing loss, sign language interpreters are needed for meetings. This line item shows an increase of \$296 from FY 2024/2025 estimated expenditures.

Last revised 3/28/2025.

Access Line History Analysis

Actual	Updated: 2/24/2024 Actual/Estimates	Budgeted Estimates									
FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021	FYE 2022	FYE 2023	FYE 2024	FYE 2025	FYE 2025	FYE 2026
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	2,388,142	2,125,446	2,125,446
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	2,364,739	2,104,618	2,104,618
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	2,448,665	2,179,312	2,179,312
5,669,304	5,451,714	5,119,770	4,599,385	4,316,876	3,935,418	3,573,930	3,171,260	2,691,228	2,280,152	2,029,335	2,029,335
5,582,548	5,382,897	5,066,772	4,554,597	5,417,185	3,900,469	3,537,219	3,098,092	2,690,521	2,240,058	1,993,652	1,993,652
5,626,389	5,411,053	5,026,677	4,603,406	4,224,918	3,876,677	3,483,400	3,067,395	2,649,577	2,185,109	1,944,747	1,944,747
5,680,962	5,333,032	5,021,265	4,724,755	4,181,940	3,841,907	3,463,790	3,062,193	2,599,661	2,339,695	2,082,328	2,082,328
5,683,945	5,358,156	4,978,308	4,545,659	4,192,897	3,841,907	3,427,184	2,986,444	2,576,440	2,318,796	2,063,728	2,063,728
5,640,987	5,267,429	4,968,714	4,464,100	4,150,942	3,807,981	3,445,149	3,008,136	2,548,265	2,293,439	2,041,160	2,041,160
5,623,961	5,469,947	4,907,157	4,308,972	4,108,643	3,766,954	3,409,130	2,920,501	2,488,620	2,239,758	1,993,385	1,993,385
5,598,573	5,203,327	4,807,765	4,379,513	4,075,376	3,735,110	3,337,208	2,893,120	2,465,166	2,218,649	1,974,598	1,974,598
5,512,584	5,156,204	4,725,778	4,352,451	4,064,799	3,698,629	3,320,395	2,876,765	2,427,916	2,185,124	1,944,761	1,944,761
67,724,529	64,334,555	59,580,431	54,498,535	50,572,393	46,348,608	41,899,941	36,830,563	31,560,308	27,502,326	24,477,070	24,477,070
5,643,711	5,361,213	4,965,036	4,541,545	4,214,366	3,862,384	3,491,662	3,069,214	2,630,026	2,291,861	2,039,756	2,039,756
67,724,529	64,334,555	59,580,431	54,498,535	50,572,393	46,348,608	41,899,941	36,830,563	31,560,308	27,502,326	24,477,070	24,477,070
-5.24%	-5.01%	-7.39%	-8.53%	-7.20%	-8.35%	-9.60%	-12.10%	-14.31%	-12.86%	-11.00%	-11.00%
-5.24%	-5.01%	-7.39%	-8.53%	-7.20%	-8.35%	-9.60%	-12.10%	-14.31%	-25.33%	-11.00%	-11.00%
\$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	\$2,499,576.39	\$2,178,184.24	\$1,938,583.97	\$1,938,583.97
12 cents	11 cents	10 cents	8 cents	8 cents	8 cents						
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2026

Access Lines	Revenue
Estimates FYE 2026 with a 11% decrease	FYE 2025 estimate at 0.08 w/ 11% decrease
2,125,446	\$168,335
2,104,618	\$166,686
2,179,312	\$172,601
2,029,335	\$160,723
1,993,652	\$157,897
1,944,747	\$154,024
2,082,328	\$164,920
2,063,728	\$163,447
2,041,160	\$161,660
1,993,385	\$157,876
1,974,598	\$156,388
1,944,761	\$154,025
24,477,070	\$1,938,584
FYE 2026 Lines	FYE 2026 Revenue

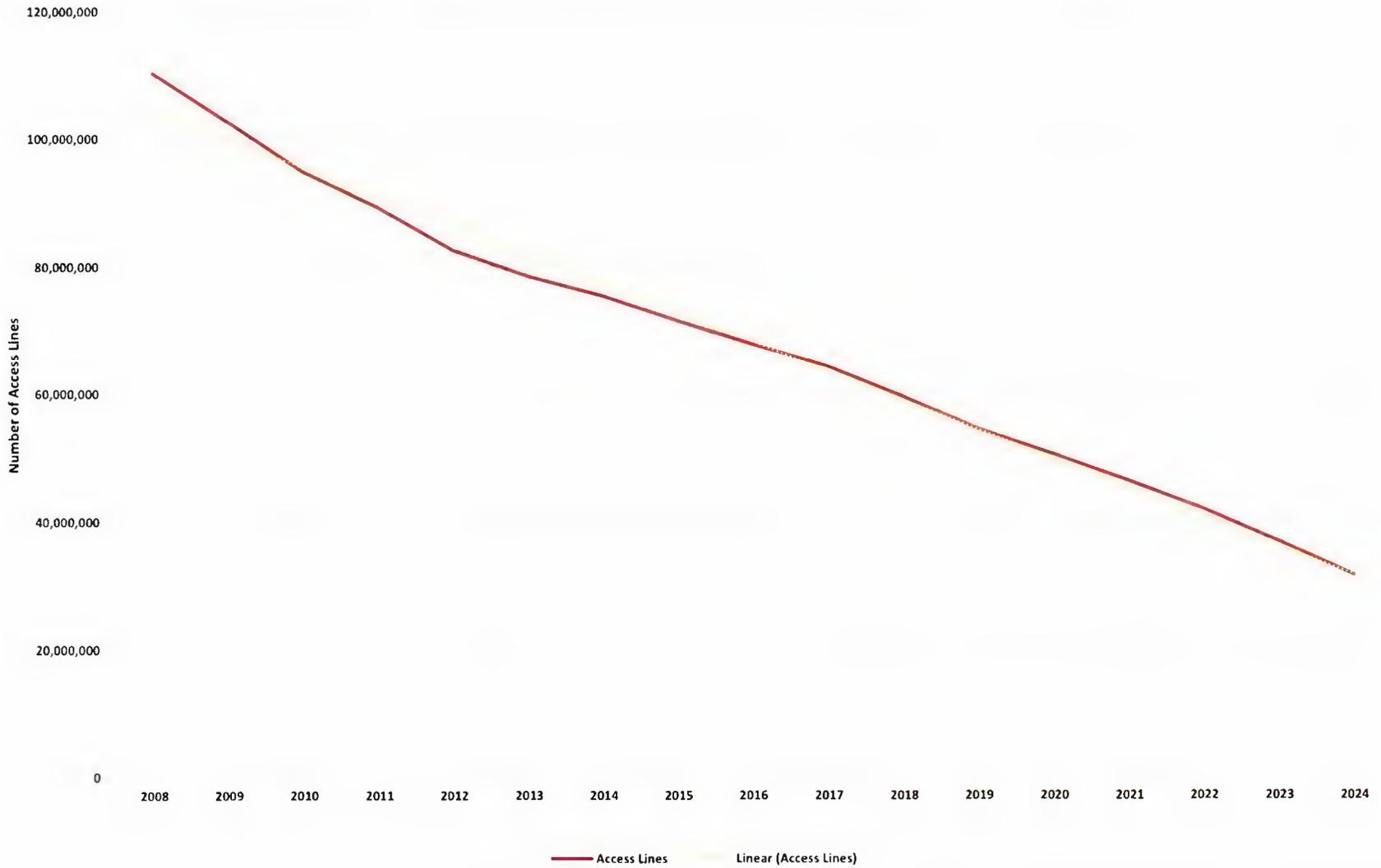
10.64%
3 yr decrease annualized

FYE 2025 Budget rev	\$2,178,184.24
FYE 2026 est. rev	\$1,938,583.97
	\$239,600.27

-11.00%
% Change

\$242,323.00 Revenue loss from 1 cent of surcharge

Trend of Telephone Access Lines



Florida Relay Traffic Forecast

July 1, 2025- June 30, 2026

Florida TRS	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Total
Forecast Minutes of Use	52,261	52,220	52,202	52,194	52,191	52,190	52,189	52,189	52,189	52,189	52,189	52,189	626,389
Actual Minutes of Use													
Forecast Cost of Service (\$1.20 per Minute Minute)	\$ 62,713	\$ 62,664	\$ 62,642	\$ 62,633	\$ 62,629	\$ 62,628	\$ 62,627	\$ 62,627	\$ 62,627	\$ 62,627	\$ 62,627	\$ 62,627	\$ 751,667

Florida Telecommunications Relay, Inc.
Fiscal Year 2025/2026 Budget at 8 cents surcharge

	2024/2025 APPROVED BUDGET	2024/2025 ESTIMATED REV & EXPEND	2025/2026 BUDGET	Estimated to Budget VARIANCE 2024/2025 2025/2026	Budget to Budget VARIANCE 2024/2025 2025/2026
OPERATING REVENUE					
1	2,349,642	2,178,184	1,938,584	(239,600)	(411,058)
2	1,099,754	822,293	831,138	8,845	(268,616)
	TOTAL OPERATING REVENUE	3,449,396	3,000,477	2,769,722	(230,755)
OTHER REVENUE/FUNDS					
3	20,175,809	20,288,776	20,222,848	(65,928)	47,039
	TOTAL REVENUE	23,625,205	23,289,253	22,992,570	(296,683)
OPERATING EXPENSES					
CATEGORY I - RELAY SERVICES					
4	921,793	921,793	1,616,085	694,292	694,292
	SUBTOTAL-CATEGORY I	921,793	921,793	1,616,085	694,292
CATEGORY II - EQUIPMENT & REPAIRS					
5	0	0	0	0	0
6	28,250	121,615	113,000	(8,615)	84,750
7	284,697	227,996	226,803	(1,193)	(57,894)
8	0	0	25,600	25,600	25,600
9	14,925	22,100	22,100	0	7,175
10	89,123	19,796	23,157	3,361	(65,966)
11	270	0	0	0	(270)
12	10,141	34,293	34,293	0	24,152
13	7,500	10,455	10,500	45	3,000
14	30,248	19,055	19,856	801	(10,392)
	SUBTOTAL-CATEGORY II	465,154	455,310	475,309	19,999
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
15	37,000	39,632	42,157	2,525	5,157
16	200,000	140,332	145,940	5,608	(54,060)
17	25,000	468	468	0	(24,532)
	SUBTOTAL-CATEGORY III	262,000	180,432	188,565	8,133

Florida Telecommunications Relay, Inc.
Fiscal Year 2025/2026 Budget at 8 cents surcharge

	2024/2025 APPROVED BUDGET	2024/2025 ESTIMATED REV & EXPEND	2025/2026 BUDGET	Estimated to Budget VARIANCE 2024/2025 2025/2026	Budget to Budget VARIANCE 2024/2025 2025/2026
CATEGORY IV - OUTREACH					
18 Outreach Expense	579,306	579,306	634,281	54,975	54,975
SUBTOTAL-CATEGORY IV	579,306	579,306	634,281	54,975	54,975
CATEGORY V - GENERAL & ADMINISTRATIVE					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	26,833	28,534	29,950	1,416	3,117
21 Legal	20,000	49,061	56,652	7,591	36,652
22 Computer Consultation	6,403	3,786	27,899	24,113	21,496
23 Bank Charges	37,108	36,848	38,690	1,842	1,582
24 Dues & Subscriptions	2,500	5,695	5,866	171	3,366
25 Office Equipment Purchase	8,240	5,143	6,505	1,362	(1,735)
26 Office Equipment Lease	1,842	1,630	1,871	241	29
27 Insurance-Hlth/Life/Dsblty	147,544	100,871	148,831	47,960	1,287
28 Insurance-Other	15,605	13,489	15,415	1,926	(190)
29 Office Expense	13,820	12,958	14,902	1,944	1,082
30 Postage	2,060	3,397	3,200	(197)	1,140
31 Printing	750	1,628	1,000	(628)	250
32 Rent	94,842	94,032	95,133	1,101	291
33 Utilities	7,881	5,655	5,825	170	(2,056)
34 Retirement	88,469	77,711	104,312	26,601	15,843
35 Employee Compensation	513,176	423,338	552,193	128,855	39,017
36 Taxes - Payroll	39,258	30,319	39,350	9,031	92
37 Taxes - Unemplmt Comp	63	63	70	7	7
38 Taxes - Licenses	61	61	61	0	0
39 Telephone	16,750	20,887	19,520	(1,367)	2,770
40 Travel & Business	8,000	7,865	8,500	635	500
41 Equipment Maint.	1,250	889	1,205	316	(45)
42 Employee Training/Dev	500	0	0	0	(500)
43 Meeting & Interpreter Exp	5,500	5,704	6,000	296	500
SUBTOTAL-CATEGORY V	1,058,455	929,564	1,182,950	253,386	124,495
TOTAL EXPENSES	3,286,708	3,066,405	4,097,190	1,030,785	810,482
REVENUE LESS EXPENSES	20,338,497	20,222,848	18,895,380	(1,327,468)	(1,443,117)
OPERATING REVENUE LESS EXP.	162,688	(65,928)	(1,327,468)		