



*The Status of the  
Telecommunications Access System Act of 1991*

The Florida Public Service Commission

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PREPARED BY

The Florida Public Service Commission

Division of Regulatory Analysis



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## TERMS AND ACRONYMS

**Administrator.** A nonprofit corporation<sup>1</sup> created by the local exchange telephone companies pursuant to Commission Order No. 24462, dated May 1, 1991. This nonprofit corporation was created in June 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI). The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider,<sup>2</sup> (2) to distribute and maintain specialized telecommunications devices,<sup>3</sup> and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.<sup>4</sup> FTRI's office is located in Tallahassee.

**Advisory Committee.** A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals who are deaf, hard of hearing, speech impaired, or dual sensory impaired.<sup>5</sup> The advisory committee's role is to provide input to both the Florida Public Service Commission (FPSC) and the Administrator on the development and operation of the Telecommunications Access System. The advisory committee has been actively involved in the implementation of Telecommunications Access System Act since May 1991 and meets with the Commission staff regularly.

**ARS (Audible Ring Signaler).** A signaler with a ring volume up to 95 decibels which rings when the telephone rings. When the ringer is turned off, a light will still flash when the phone rings.

**ASCII.** The American Standard Code for Information Interexchange employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher. Baud rate is a measure of how fast data is moving between instruments that use serial communication. The standard ASCII character set consists of 128 decimal numbers ranging from 0 through 127 assigned to letters, numbers, punctuation marks, and the most common special characters. Computers use ASCII code, while most telecommunication devices for the deaf use Baudot which has a fixed baud rate of 45.5.

**Baudot.** A seven bit code, only five of which are information bits. Baudot is used by some text telephones to communicate with each other at a 45.5 baud rate.

**CA.** A Communications Assistant translates or interprets conversation between two or more end users of telecommunications relay service. CA supersedes the term "TDD operator."

**CapTel.** A captioned telephone service which uses a telephone that looks similar to a traditional telephone but also has a text display that allows the user, on one standard

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<sup>1</sup> 427.704(2), Florida Statutes

<sup>2</sup> 427.705(1)(d)&(g), Florida Statutes

<sup>3</sup> 417.705(1)(a), Florida Statutes

<sup>4</sup> 427.705(1)(a)-(b), Florida Statutes

<sup>5</sup> 427.706, Florida Statutes

telephone line, to listen to the other party speak and simultaneously read captions of what the other party is saying.

**COC.** Carrier of Choice.

**Dialogue RC 200.** A phone which has voice activated answering, designed for people with any degree of mobility and dexterity loss.

**FCC.** Federal Communications Commission.

**FPSC or Commission.** The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.<sup>6</sup>

**FTRI.** The Florida Telecommunications Relay, Inc., which is the nonprofit corporation formed to serve as the Telecommunications Access System Act Administrator.

**HCO.** Hearing Carry Over is a form of relay service in which the person with the speech impairment is able to listen to the other end user and, in reply, the CA speaks the text as typed by the person with the speech disability.

**IP CTS.** Internet Protocol Captioned Telephone Service. IP CTS allows a person who can speak and who has some residual hearing to simultaneously listen to what is said over the telephone and read captions of what the other person is saying. An Internet connection carries the captions between the relay provider and the user.

**Internet Protocol (IP) Relay.** Allows people who have difficulty hearing or speaking to communicate with anyone in the world through an Internet connection using a computer and the Internet, rather than with a TTY and a standard telephone line.

**Jupiter Speaker Phone.** A speaker phone which provides hands-free telephone access and accommodates speech-impaired, hearing-impaired, and mobility-impaired individuals.

**NECA.** National Exchange Carrier Association was the national fund administrator for the interstate telecommunications relay service fund through June 30, 2011.

**Provider.** The entity that provides relay service.<sup>7</sup>

**RLSA.** Rolka Loubé Saltzer Associates, LLC is the national fund administrator for the interstate telecommunications relay service fund effective July 1, 2011.

**TASA.** Telecommunications Access System Act of 1991.

**TDD.** The Telecommunications Device for the Deaf is a type of machine that allows people who are deaf, hard of hearing, or speech impaired to communicate over the phone using a keyboard and a viewing screen.

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<sup>6</sup> 427.704(1), Florida Statutes

<sup>7</sup> 427.704(3)(a), Florida Statutes



**TeliTalk.** The TeliTalk speech aid is specifically designed to meet the needs of approximately 3,000 speech impaired people in Florida who have had laryngectomies. The TeliTalk Speech Aid is a telephone unit with an electro-larynx device attached and is operated just like any other speech aid, allowing for a variety of neck placements and oral straw use.

**TRS.** (1) The Tactile Ring Signaler for deaf/blind people is a signaler which vibrates to let the individual know when the telephone is ringing. (2) Telecommunications Relay Service.

**TTY.** A Text Telephone is a machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. TTY supersedes the term "TDD" or "telecommunications device for the deaf."

**Turbo Code.** A feature that allows for enhanced transmission and the capability to interrupt during transmission during relay calls on text telephones. Turbo Code is an enhanced TTY protocol which has a higher data rate than regular Baudot protocol and is in full ASCII compliance.

**Tykriphone.** A hands-free speakerphone which accommodates speech-impaired and mobility-impaired individuals.

**VCO.** Voice Carry Over is a form of TRS in which the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation.

**VCP.** The Volume Control Phone is a phone for the hearing or speech impaired which amplifies the incoming voice from 0 to 40 decibels.

**VRS.** (1) A Visual Ring Signaler is a signaler which connects to a lamp and makes the light flash on and off when the telephone rings. (2) Video Relay Service is a telecommunications relay service that allows people with hearing or speech disabilities and who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller.

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## EXECUTIVE SUMMARY

Chapter 427, Florida Statutes, established the Telecommunications Access System Act of 1991 (TASA). Section 427.704, Florida Statutes, requires the Florida Public Service Commission (FPSC or Commission) to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Internet website.

According to the Florida Coordinating Council for the Deaf and Hard of Hearing, nearly three million deaf, hard-of-hearing, deaf-blind, and speech-impaired citizens live in Florida.<sup>8</sup> Florida is the fourth largest state in the U.S. and has the second highest percentage of population who are deaf, hard of hearing, or deaf-blind.<sup>9</sup> To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are hearing impaired, speech impaired, or dual sensory impaired.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of a statewide telecommunications access system to provide access to telecommunications relay services by people who are deaf, hard of hearing, or speech impaired and those who communicate with them. To that end, the FPSC directed the local exchange companies (LECs) to form a not-for-profit corporation, known as Florida Telecommunications Relay, Inc. (FTRI). Under oversight by the FPSC, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the hearing, speech, and dual sensory impaired and for outreach in the most cost-effective manner.

The tables below provide a statistical summary of the status of the Telecommunications Access System. More detailed information regarding the financial status of the program is in Appendix A of this report. Table 1 shows the Florida relay revenues and expenses for the 2010-2011 fiscal year.

On March 7, 2011, the Federal Communications Commission (FCC) awarded Rolka Loube Saltzer Associates, LLC (RLSA) a contract to administer the Interstate TRS Fund support services. As a result, administration of the federal interstate TRS Fund is being transitioned from the current TRS Fund Administrator, the National Exchange Carrier Association (NECA) to RLSA. As of July 1, 2011, RLSA in its role as the new TRS Fund Administrator, began to oversee collections and distribution from the federal interstate TRS Fund.

The NECA has been tracing Video Relay Service (VRS) and Internet Protocol Relay (IP Relay) terminating minutes by state since July 2005 in anticipation of the FCC

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<sup>8</sup> 2009 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

<sup>9</sup> 2007 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

requiring states to assume the intrastate costs associated with VRS and IP Relay. A proposed FCC rule would require the states to fund the intrastate portion of VRS, IP Relay, and Internet Protocol Captioned Telephone Service (IP CTS), causing Florida to absorb an estimated additional \$31-33 million in relay costs just for VRS and IP Relay. IP CTS is a new service with no cost data available at this time. This proposed FCC rule is discussed further in Section VI.

**Table 1. FTRI Financial Report**

<b>Account</b>	<b>7/01/10 – 6/30/11</b>
Total Revenue	\$10.0 million
Relay Services Expense	\$ 5.7 million
Equipment and Repairs	\$ 2.5 million
Equipment Distribution	\$ 1.4 million
Outreach	\$ 0.8 million
Administrative Expense	\$ 1.2 million
Revenue less Expenses	(\$ 1.6 million)

Table 2 shows the amount of equipment distributed from July 1, 2001 through June 30, 2011.

**Table 2. FTRI Equipment Distribution History\***

<b>Fiscal Year</b>	<b>Total Items Distributed</b>	<b>Average Per Month</b>
7/1/01 - 6/30/02	54,499	4,542
7/1/02 - 6/30/03	60,302	5,025
7/1/03 – 6/30/04	69,500	5,791
7/1/04 – 6/30/05	76,197	6,349
7/1/05 – 6/30/06	56,370	4,697
7/1/06 – 6/30/07	41,337	3,445
7/1/07 – 6/30/08	37,627	3,136
7/1/08 – 6/30/09	36,044	3,004
7/1/09 – 6/30/10	38,680	3,223
7/1/10 – 6/30/11	48,047	4,004

*\*The predominant single piece of equipment distributed is the volume control telephone for the hard of hearing.*

Table 3 reflects the number of new recipients receiving equipment and training for the 2010-2011 fiscal year.

**Table 3. New Recipients of Equipment and Training**

Type of Recipient	7/01/10 – 6/30/11
Deaf	21
Hard of Hearing	24,218
Speech Impaired	144
Dual Sensory Impaired	16
<b>Total</b>	<b>*24,399</b>

*\*The number of new recipients is lower than the amount of distributed new equipment referenced in Table 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program.*

Table 4 provides a historical view of the TASA surcharge collected from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

**Table 4. TASA Surcharge History**

Fiscal Year	Customer Surcharge
07/01/99 - 06/30/00	\$0.09/access line/month
07/01/00 - 06/30/01	\$0.08/access line/month
07/01/01 - 06/30/02	\$0.12/access line/month
07/01/02 - 06/30/03	\$0.08/access line/month
07/01/03 - 02/28/04	\$0.12/access line/month
03/01/04 - 6/30/04	\$0.13/access line/month
07/01/04 - 6/30/07	\$0.15/access line/month
07/01/07 - Present	\$0.11/access line/month

Additional statistical information is contained in the appendices to this report. Appendix A (pages 17-19) provides the approved budget and actual expenses for FTRI for the fiscal year 2010-11 and the approved budget for fiscal year 2011-12. Appendix B (pages 21-47) is FTRI's annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C

(pages 49-57) contains usage information on the various relay services compiled from Sprint's monthly reports.

## **I. RECENT DEVELOPMENTS OF THE TELECOMMUNICATIONS ACCESS SYSTEM**

Sprint Communications Company, L.P. (Sprint) has been the relay service provider for Florida since June 2000. Based on evaluations of the responses to the FPSC's Request for Proposal (RFP) issued in 2004, Sprint was awarded a contract beginning June 1, 2005, for a three-year period with four one-year extensions upon mutual agreement between Sprint and the Commission. The RFP was issued to receive bids to make Florida Relay Service compliant with both the Florida Telecommunications Access System Act and the federal Americans with Disabilities Act.

Sprint was required to notify the FPSC of its decision whether to extend the relay contract into the option period by June 1 of the year before the current service expires. On May 3, 2010, Sprint notified the Commission of its desire to extend the contract for the option year beginning June 1, 2011. In accordance with the pricing caps agreed to during negotiations of the 2008-2009 contract, Sprint submitted rates for traditional TRS and CapTel captioning service for the fourth and final option year of the contract. These rate caps translated into 2011-2012 contract rates of \$0.89 per session minute for traditional TRS and \$1.54 per session minute for CapTel captioning service. On June 15, 2010, the Commission approved the fourth year final contract option with Sprint using the negotiated rates of \$0.89 per session minute for traditional TRS and \$1.54 per session minute for CapTel captioning service for the 2011-2012 contract option year.

By Order No. PSC-11-0235-PAA-TP, issued May 27, 2011, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2011-2012 budget of \$13,334,842 for FTRI, the administrator of the Florida relay program. This new budget allows the Commission to maintain the TRS surcharge at \$0.11 per month for the fiscal year 2011-2012, effective July 1, 2011.

On November 22, 2011, the Commission approved release of a Request for Proposal (RFP) for a Florida Relay provider beginning June 1, 2012. The RFP provides for an initial three-year contract period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The bidder technical and price proposals are due December 22, 2011. In early 2012, the Commission will consider a recommendation for a Florida Relay provider to begin service June 1, 2012, based on the RFP.

## **II. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT**

To be in compliance with Section 427.704(9), Florida Statutes (F.S.), which requires the FPSC to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Internet website, the Relay Administrator must file a report annually with the Commission by November 1 and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required

for telecommunications services to the deaf, hard of hearing, speech impaired, and dual-sensory impaired, and also provides outreach and educational programs for Florida Relay Services. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,257 outreach activities and signed up 28 new businesses as Relay Friendly Business Partners<sup>10</sup> during the last fiscal year.

Table 5 provides a listing of professionals involved with the certification of client applications for the 2010-2011 equipment distribution program, and Table 6 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. In accordance with Section 407.702, F.S., FTRI, along with its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, or speech impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in their area.

**Table 5. 2010-2011 Eligibility Certifiers**

<b>Category of Certifier</b>	<b>Number of Approved Applications</b>
Deaf Service Center Director	13,203
Audiologist	6,655
Hearing Aid Specialist	3,275
Licensed Physician	885
State Certified Teacher	3
State Agency	7
Speech Pathologist	307
Federal Agency	64
<b>Total</b>	<b>24,399</b>

<sup>10</sup> Twenty-eight businesses signed up as "Relay Friendly" partners and were given access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired. Information about both Florida Relay and FTRI has been made available to over 7,370 employees with those businesses.



**Table 6. Equipment Distributed by FTRI**

<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/09 - 6/30/10</b>	<b>Units Distributed 7/1/10 - 6/30/11</b>
1. Volume Control Telephones for Hearing Impaired (VCP)	33,949	44,324
2. Audible Ring Signalers (ARS)	2,007	1,844
3. Visual Ring Signalers (VRS)	880	752
4. Telecommunications Devices for the Deaf (TDD)	163	122
5. Braille phones, in-line amplifiers, tactile ring signalers, Tykriphones, Dialogue RC 200 units, voice-carry-over phones with large visual displays (CapTel), volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.	1,681	1,005
<b>Total</b>	<b>38,680</b>	<b>48,047</b>

### **III. RELAY CALLING VOLUME**

June 1992 was the first month of operation for the relay service, and call volumes have fluctuated since that time. As can be seen in Table 7, traditional Relay minutes of use and CapTel minutes of use have been decreasing. In July 2010, there were 240,012 billable minutes of use for traditional relay calls, but in June 2011, the number of billable minutes of use declined to 203,147. Much of the decline is attributed to users changing to IP Relay, VRS, IP CTS, VoIP CapTel, and wireless devices which are currently federally funded through the Interstate TRS Fund.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$0.89 per minute, CapTel service has a cost of \$1.54 per minute because of its specialized service.<sup>11</sup> CapTel minutes of use for July 2010 were 201,798, while for June

<sup>11</sup> When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says, repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The use of voice recognition technology allows the captions to appear on the captioned telephone nearly

2011, the minutes of use decreased to 181,585. Some of the that decline is attributed to elimination of unrestricted CapTel roaming and guest options, which saves the state over \$240,000 per year. Florida distributes up to 100 CapTel instruments per month.

**Table 7. Traditional Relay and CapTel Service Minutes of Use**

<b>Traditional Relay and CapTel Minutes of Use July 2010 – June 2011</b>		
<b>Month</b>	<b>Traditional Relay Minutes</b>	<b>CapTel Minutes</b>
Jul	240,012	201,798
Aug	261,667	199,621
Sep	241,485	190,529
Oct	231,380	190,905
Nov	223,634	195,185
Dec	222,683	208,305
Jan	230,594	209,579
Feb	209,798	175,496
Mar	225,243	194,290
Apr	201,722	185,850
May	197,966	178,892
Jun	203,147	181,585

#### **IV. ADVISORY COMMITTEE**

In accordance with Section 427.706, Florida Statutes, TASA establishes an advisory committee to advise the Florida Public Service Commission and FTRI concerning the Telecommunications Access System. The advisory committee provides the expertise, experience, and perspective of people who are hearing impaired or speech impaired to the Commission and to the FTRI regarding the operation of the telecommunications access system. The committee also advises the Commission and the Administrator on any matter relating to the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. Members of the committee are not compensated for their services but are entitled to per diem and travel expenses for travel to committee meetings. The advisory committee can consist of up to ten individuals. The following table shows the current members of the TASA advisory committee.

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simultaneously with the called party's spoken words. Throughout the call, the relay operator is completely transparent and does not participate in the call by voicing any part of the conversation.

**Table 8. TASA Advisory Committee**

<b>Recommending Organization</b>	<b>Name of Member</b>
Florida Coordinating Council for the Deaf and Hard of Hearing	Chris Littlewood
Center for Hearing and Communication	Kim Schur
Florida Association of the Deaf, Inc.	Jonathan Ziev
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Maryrose Sirianni, local telecommunications company representative Demetria G. Clark, long distance telecommunications company representative
Hearing Loss Association of America Florida	Richard Herring
Florida Association of the Deaf, Inc.	Louis J. Schwarz

TASA Advisory Committee Meeting - April 8, 2011

At the April 8, 2011 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2011-2012 budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on the FCC's proposed rulemaking to have states incur the intrastate costs of VRS and IP Relay, and the financial impact it would have on the Florida Relay program. The TASA advisory committee was informed that by Order issued December 6, 2010, the Commission approved the appointment of Mr. Chris Littlewood to the Advisory Committee. Staff also advised the committee that FTRI filed its proposed 2011-2012 budget on March 30, 2011, and staff would be reviewing it and filing a recommendation for Commission consideration.

The committee was also notified that by Order No. PSC-10-0152-PAA-TP, issued March 15, 2010, the FPSC removed the unrestricted roaming and guest options from the CapTel program as was recommended by the advisory committee at the November 12, 2009 committee meeting. Florida will no longer be billed for any minutes when the CapTel phone is used outside the State of Florida. This action will save Florida consumers over \$240,000 per year.

Sprint reviewed the volume of TRS calls it handles and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel usage

has shown a decrease in monthly average minutes of use of approximately 10%. Sprint believes the decrease is attributable to the implementation of the CapTel VoIP phone which has its minutes of use reimbursed by the federal TRS fund, and the elimination of CapTel roaming as described above. In 2010, Sprint presented and reviewed CapTel products and services at the “Government Day” event at the Villages, the Hearing Loss Association Treasure Coast meeting, the Resource and Technology Fair in Plantation, the Hearing Loss Association Sun City Chapter meeting, the Hearing Loss Association Sarasota Chapter meeting, and the DeafNation Expo in Tampa.

FTRI made a presentation on its FY 2010-2011 budget. The FTRI Board of Directors approved a recommendation to maintain the current surcharge level of \$0.11 per access line for the next fiscal year. FTRI noted that the number of access lines of local exchange companies continues to decrease and calculated an additional 3.00 percent decrease for this next fiscal year.<sup>12</sup> As of February 2011, FTRI had over 445,000 individuals in its client database. Outreach continues to be a large part of FTRI’s efforts, and FTRI is planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida. When necessary, FTRI will continue to open additional regional distribution centers throughout the state with the goal of serving more people. FTRI will continue to expand outreach efforts to include broadcast television advertising as well as print media with local newspapers and other publications.

#### TASA Advisory Committee Meeting – October 28, 2011

The October 28, 2011 meeting, included discussions of recent FCC and FPSC actions regarding relay service, the draft Request for Proposal (RFP) for a Florida Relay provider starting June 1, 2012, the FTRI equipment distribution services and outreach activities, Florida Relay current call volumes for TRS and CapTel, and TRS service quality testing.

The Committee was advised that by Order No. PSC-11-0235-PAA-TP, issued May 27, 2011, the Commission approved the FTRI 2011-2012 budget. The Commission reduced FTRI’s proposed operating expenses of \$13,985,908 by \$651,066 and maintained the \$0.11 surcharge for the fiscal 2011-2012 year.

There was a discussion of the draft RFP which will be considered for issuance by the Commission on November 22, 2011. PSC staff sent copies of the draft RFP to the TASA Committee on October 18, 2011, to allow for review and input from the committee. An RFP workshop was held on October 25, 2011, for potential bidders on the RFP. Sprint Relay, AT&T Relay, and Hamilton Relay each participated in the workshop.

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<sup>12</sup> In accordance with Section 427.704(4)(a)(1), Florida Statutes, the TRS surcharges are only collected from local exchange telecommunications company subscribers on an individual access line basis, except that the surcharge is capped at 25 basic telecommunications access lines per account bill rendered. Although the federal interstate TRS surcharge is levied on landline, wireless, and Internet telecommunications services, the Florida TRS surcharge is not levied on wireless or Internet telecommunications services at this time.

The PSC was pleased to announce that after much urging over multiple years, the National Association for State Relay Administration (NASRA), and the Telecommunications Equipment Distribution Program Association (TEDPA) for the first time, have chosen Florida for their 2012 annual conferences. The TEDPA conference will be held October 16-20, 2012, followed by the NASRA conference October 22-24, 2012, at the Windham Lakes Hotel at Walt Disney World in Orlando.

Sprint reviewed the volume of TRS calls it processes and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel service showed a decrease in current monthly average minutes of use of approximately 11.9%. Sprint believes the decrease was due to relay users using web-based CapTel and VoIP CapTel services which has their minutes of use are paid for by the federal TRS, and the elimination of CapTel roaming. In 2011, Sprint presented and reviewed CapTel products and services at the Florida Association of the Deaf conference, FTRI's 20<sup>th</sup> anniversary celebration, and the MATA<sup>13</sup> Expo in Kissimmee.

FTRI provided an update on its services and gave an overview of its annual report. In the last fiscal year, FTRI stated that it processed 16,252 customer service calls, and mailed 1,536 applications to individuals requesting equipment. FTRI reviewed its outreach plans to create awareness and telephone independence for Florida's deaf, hard-of-hearing, deaf-blind, or speech-disabled. It continued extensive education, training, and support for FTRI's regional distribution centers, and made security enhancements to its system to protect the integrity of client information. The relay administrator also reiterated its commitment to promote both the relay and the FTRI equipment program using media, including television and newspaper, and shared proposed television and newspaper ads which it will be using in the future.

## **V. STATE ACTIVITIES**

### FPSC Comments submitted to the FCC

On December 15, 2010, the FPSC submitted comments to the FCC in response to the FCC Public Notice<sup>14</sup> (PN) released on November 3, 2010. The FCC sought comment on issues related to the FCC's implementation of the requirement for a National Deaf-Blind Equipment Distribution Program (NDBEDP) as set forth in the Twenty-First Century Communications and Video Accessibility Act of 2010.<sup>15</sup> The FPSC comments

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<sup>13</sup> The Japanese word 'MATA' means 'See you later or again'. MATA is a symbolic word "visual concept + small world" in the Deaf-related community.

<sup>14</sup> CG Docket No. 10-210, Released November 3, 2010, Consumer and Governmental Affairs Bureau seeks comment on implementation of requirement to define programs for distribution of specialized customer premises equipment used by individuals who are deaf-blind.

<sup>15</sup> The Accessibility Act, which was signed into law by President Obama on October 8, 2010, requires the FCC to take measures to ensure that people with disabilities have access to emerging communications technologies in the 21st Century. Section 105 of this law directs the FCC to establish rules that define as eligible for relay service support those programs approved by the FCC for the distribution of specialized

suggested that the definition of “qualifying low-income customer” as used in the Federal Universal Service Low-Income Program would provide the most efficient means to determine eligibility for the NDBEDP, and that states should be allowed to qualify participation in the program. The comments also recommended that State Equipment Distribution Programs should become the primary means of distributing equipment under the NDBEDP. The FPSC’s December 15, 2010 comments can be reviewed at: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7020924090>.

On April 6, 2011, the FCC issued Order No. FCC 11-56, establishing a NDBEDP to certify and provide funding to entities in each state so that they can distribute specialized customer premises equipment to low-income individuals who are deaf-blind. The FCC allocated \$458,832 per year for equipment to assist the deaf-blind citizens of Florida. FTRI submitted an application to the FCC on November 15, 2011, to become the sole distributor of the NDBEDP in Florida.

## **VI. FEDERAL ACTIVITIES**

Chapter 427, F.S., requires that the relay system be compliant with regulations adopted by the FCC to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes in the stipulated services. One such proposed change is the possibility of the states funding the intrastate portion of the cost to provide VRS, IP Relay, and IP CTS services.

In June 2010, the FCC issued a Notice of Inquiry seeking comment on thoughts and proposals for making the VRS program work better for those who could benefit from it and those who pay into it. Among other issues, the FCC sought comment on whether states should now be required to compensate the intrastate portion of VRS funding. On August 18, 2010, the FPSC submitted comments to the FCC recommending that if VRS becomes a mandated service of TRS, it should continue to be funded through the Interstate TRS Fund, and if state funding of intrastate VRS is mandated, it should not occur until the FCC resolves the fraudulent use of VRS. The comments also suggested that if a decision is made to require states to assume intrastate VRS costs, the FCC must allow time for states to make legislative changes, and mandating VRS as part of the TRS program may eliminate competition for these services in Florida since, by statute, Florida can have only one relay service provider. The FPSC’s August 18, 2010 comments can be reviewed at: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7020708842>.

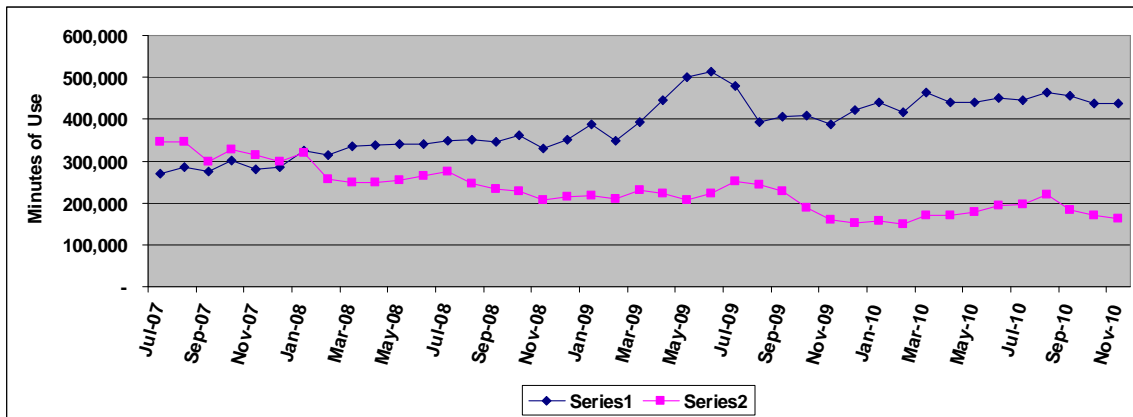
Presently, interstate and intrastate VRS, IP Relay, and IP CTS services are federally funded through monies collected by the Interstate TRS Fund Administrator, Rolka Loube Saltzer Associates, LLC, based on interstate end-user revenues of carriers. The proposed FCC Rule, if adopted, would require the states to fund the intrastate portion of VRS and IP Relay, causing Florida to absorb an estimated additional \$31 million to

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customer premises equipment designed to make telecommunications service, Internet access service, and advanced communications, including interexchange services and advanced telecommunications and information services, accessible by low income individuals who are deaf-blind.

\$32 million in relay costs per year. IP CTS intrastate costs would be in addition to this amount, but since it is a new service with no history of minutes of use available at this time, the costs are not known. IP CTS minutes of use are being reimbursed at the rate of \$1.76 per minute. VRS minutes are presently being reimbursed using a three-tiered rate: 0-50,000 minutes per month at \$6.24 per minute; 50,001-500,000 minutes per month at \$6.23 per minute; and over 500,000 minutes per month at \$5.07 per minute. IP Relay minutes are presently being reimbursed at \$1.30 per minute. As shown in Table 9, the Florida IP Relay minutes of use showed a slight downward trend, while VRS minutes of use showed an upward trend from July 2007 through November 2010.

**Table 9. VRS and IP Relay Minutes of Use**



FCC TRS Orders Released in 2011

By Order No. DA 10-304, released February 22, 2011, the FCC Enforcement Bureau issued an Advisory reminding Internet-based TRS providers that they must comply with the emergency calling requirements regardless of the equipment or software used by consumers utilizing Internet-based TRS. Whether a consumer is placing a 911 emergency call via Internet-based TRS using customized equipment and software provided by an Internet-based TRS provider, off-the-shelf hardware and software that might be purchased or acquired from a source other than an Internet-based TRS provider, or some combination thereof, Internet-based TRS providers must fully comply with the FCC’s emergency calling requirements.

On March 3, 2011, the FCC released Order No. FCC 11-38, which initiated a proceeding to adopt rules that will implement Section 103(b) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA). Within one year after the date of enactment of the CVAA, each interconnected VoIP service provider and each provider of non-interconnected VoIP service is required to participate in and contribute to the Telecommunications Relay Services to provide for obligations that are consistent with and comparable to the obligations of other contributors to such Fund.

By Order No. FCC 11-54, released April 6, 2011, the FCC adopted rules to detect and prevent fraud and abuse in the provision of video relay service (VRS), which allows

users to communicate in sign language via a video link. The VRS program's structure, has made it vulnerable to fraud and abuse, which have plagued the current program and threatened its long-term sustainability. This Order took a number of actions intended to substantially reduce and ultimately eliminate this fraud and abuse.

On June 30, 2011, the FCC released Order No. FCC 11-104 adopting per-minute compensation rates to be paid from the Interstate TRS Fund for the 2011-12 Fund year for all forms of telecommunications relay services. As of July 1, 2011, the interstate per-minute rates for TRS were: \$1.8611 for interstate traditional TRS; \$2.9921 for Speech-to-Speech service; \$1.7630 for captioned telephone service (CTS) and IP CTS; and \$1.2920 for IP Relay. The interim rates for VRS shall continue to be: \$6.2390 for Tier I, \$6.2335 for Tier II, and \$5.0668 for Tier III.

By Order No. FCC 11-118, released July 28, 2011, the FCC amended its process for certifying Internet-based Telecommunications Relay Service (iTRS) providers as eligible for payment from the Interstate TRS Fund for their provision of iTRS. It now requires all iTRS providers to obtain certification from the FCC in order to be eligible to receive compensation from the Fund, require all VRS applicants for FCC certification to lease, license or own, as well as operate, essential facilities associated with TRS call centers, and require each iTRS applicant for certification to submit specific types of documentary evidence of its ability to comply with all of the FCC's rules.

On August 4, 2011, the FCC released Order No. FCC 11-123 proposing rules to align the use of local and toll free numbers by iTRS users more closely with the way that hearing users use local and toll free numbers. The FCC's goal was to ensure that an iTRS user's local number is used routinely as the primary telephone number that hearing users dial to reach the deaf or hard-of-hearing user via an iTRS provider, and that deaf and hard-of-hearing users employ for point-to-point calling with other deaf and hard-of-hearing users.

## **VII. CONCLUSION**

FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,257 outreach activities and signed up 28 new businesses as Relay Friendly Business Partners during the last fiscal year. Florida continues to place emphasis on service quality, which has resulted in increased typing speed of communications assistants for not only Florida but also for all of the states served by Sprint. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The Commission expects these positive trends to continue but will continue to pursue service quality improvements through testing of relay operator typing and CapTel telephone captioning.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease, because users are transitioning to the more efficient



technologies of IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices. An FCC mandate requiring states to assume the intrastate costs of three of these newer technologies, VRS, IP Relay, and IP CTS, may have a major impact on the Florida Relay Service. The proposed FCC rule would require Florida to fund an estimated additional \$31 million to \$32 million in annual relay costs. Florida could possibly experience a financial shortfall in relay surcharge revenue due to the limitation on the relay surcharge cap of \$0.25 per access line.

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# **Appendix A**

## **FTRI Budget for 2009-2010 and 2010- 2011 Fiscal Years**

### FTRI Budget for 2009-2010 and 2010-2011 Fiscal Years

	Commission Approved Budget 2010-2011 \$	Actual Revenue And Expenses 2010-2011 \$	Commission Approved Budget 2011-2012 \$
<b>Operating Revenue</b>			
<i>Surcharges</i>	9,767,594	9,910,446	9,553,960
<i>Interest Income</i>	103,789	100,482	84,440
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	9,871,383	10,011,288	9,638,400
<i>Surplus Account</i>	19,508,940	18,252,908	11,871,064
<b>GRAND TOTAL FUNDS</b>	<b>29,380,323</b>	<b>28,264,196</b>	<b>21,509,464</b>

#### CATEGORY I. Operating Expenses/ Relay Services

<i>Sprint Relay</i>	<b>6,394,536</b>	<b>5,705,459</b>	<b>5,908,164</b>
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#### CATEGORY II. Equipment & Repairs

<i>TDD Equipment</i>	0	0	0
<i>Large Print TDDs</i>	630	0	11,400
<i>VCO/HCO – TDD</i>	0	0	5,000
<i>VCO Telephone</i>	13,284	10,090	13,776
<i>Dual Sensory Equipment</i>	143,925	13,065	103,925
<i>CapTel Phone Equipment</i>	408,312	100,800	110,000
<i>VCP Hearing Impaired</i>	2,128,280	2,182,090	2,897,980
<i>VCP Speech Impaired</i>	20,648	29,667	21,516
<i>TeliTalk Speech Aid</i>	45,000	18,000	54,000
<i>Jupiter Speaker Phone</i>	19,880	0	69,700
<i>In-Line Amplifier</i>	3,200	512	2,240
<i>ARS/VRS Signaling Equipment</i>	100,563	65,402	79,919
<i>Accessories &amp; Supplies</i>	0	0	10,000
<i>Telecom Equipment Repair</i>	89,327	33,686	79,327
<i>Remaining Basis on Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY II</b>	<b>2,973,049</b>	<b>2,453,312</b>	<b>3,458,783</b>

#### CATEGORY III. Equipment Distribution & Training

<i>Freight-Telecom Equipment Regional Distribution Centers</i>	41,675	31,323	41,000
<i>Workshop Expense</i>	1,288,167	1,372,843	1,711,662
<i>Training Expense</i>	60,000	9,052	10,000
	15,000	0	15,000
<b>TOTAL CATEGORY III</b>	<b>1,404,842</b>	<b>1,413,218</b>	<b>1,777,662</b>

	<b>Commission Approved Budget 2010-2011 \$</b>	<b>Actual Revenue And Expenses 2010-2011 \$</b>	<b>Commission Approved Budget 2011-2012 \$</b>
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	864,400	807,154	737,903
<b>TOTAL CATEGORY IV</b>	<b>864,400</b>	<b>807,154</b>	<b>737,903</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	7,400	4,941	4,000
<i>Accounting/Auditing</i>	27,088	25,104	30,633
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation</i>	70,930	72,259	73,274
<i>Bank Charges</i>	0	0	0
<i>Dues &amp; Subscriptions</i>	3,679	3,674	4,047
<i>Furn. &amp; Equip. Purchase</i>	20,883	2,528	11,325
<i>Less: Capitalized Portion</i>	0	0	0
<i>Depreciation</i>	0	7,430	0
<i>Office Equipment Lease</i>	4,606	1,720	2,500
<i>Insurance- Health/ Life/Disability/Other</i>	357,189	237,424	299,745
<i>Office Expense</i>	16,783	13,298	17,578
<i>Postage</i>	18,385	16,300	19,393
<i>Printing</i>	4,644	889	3,955
<i>Rent</i>	99,626	92,934	102,088
<i>Utilities</i>	13,170	6,602	13,013
<i>Retirement</i>	80,300	71,480	82,962
<i>Employee Compensation</i>	571,944	487,741	578,288
<i>Accrued Leave Expense</i>	0	2,710	0
<i>Temporary Employment</i>	30,720	7,551	24,000
<i>Taxes – Payroll</i>	52,544	43,261	51,601
<i>Telephone</i>	22,487	18,946	24,240
<i>Travel &amp; Business</i>	26,702	18,321	23,439
<i>Equipment Maintenance</i>	1,926	839	1,985
<i>Employee Training/Dev</i>	9,042	5,268	8,415
<i>Meeting Expense</i>	3,733	4,799	3,850
<i>Remaining Basis of Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>1,515,781</b>	<b>1,218,019</b>	<b>1,452,331</b>
<b>GRAND TOTAL EXPENSES</b>	<b>13,152,608</b>	<b>11,597,162</b>	<b>13,334,842</b>

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# Florida Telecommunications Relay, Inc.



## Annual Report 2010 - 2011

TASA – Florida Statutes Chapter 427

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## Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2010/2011. Here are a few highlights:

- 24,399 new clients were served throughout the state.
- 52,217 different services were provided to individuals.
- 48,047 pieces of specialized telecommunications equipment were distributed.
- 1,257 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- 28 new businesses have partnered with FTRI to educate their 7,370 employees about the Florida Relay and Equipment Distribution Program.
- Processed 16,252 customer service calls.
- Mailed 1,536 applications to individuals requesting them.
- Processed more than 181,702 EDP forms.
- Conducted 1,890 distributions off-site.
- We continued our extensive educating, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2010/2011 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

  
James Forstall, FTRI Executive Director



## TASA Requirements

In response to the Telecommunications Access System Act of 1991 (TASA), the Florida Public Service Commission (FPSC) directed the local exchange companies (LECs) to form a not-for-profit corporation to fulfill the requirements of TASA. Florida Telecommunications Relay, Inc. (FTRI) registered with the Florida Department of State as a not-for-profit corporation effective June 13, 1991, and is exempt from Florida sales tax as a 501(c) (3) organization.

## Mission Statement

Florida Telecommunications Relay, Inc. (FTRI), as the designated administrator, shall carry out the intent of the Telecommunications Access System Act (TASA) by providing access terminals required for basic telecommunications services to hearing impaired, speech impaired, and dual sensory impaired persons in the most cost effective manner.

## Equipment Distribution Program

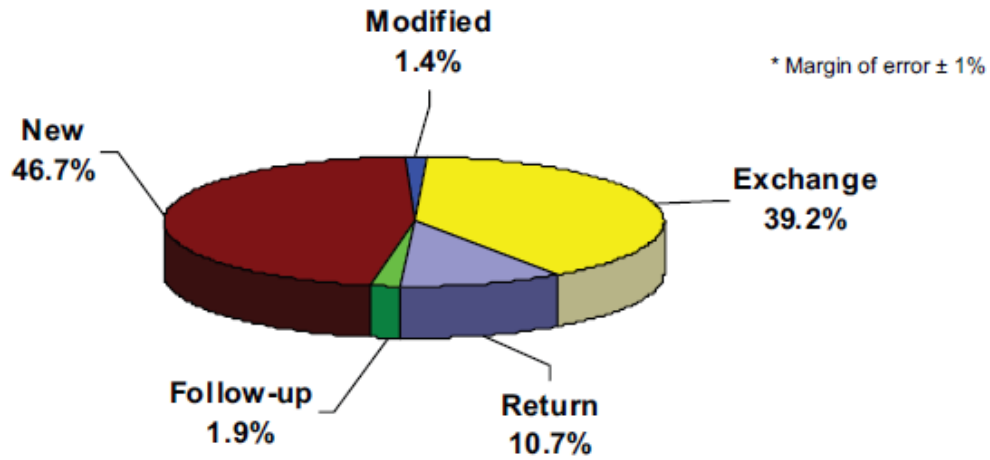
FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

FTRI contracted with twenty-three non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), and receive equipment and training, and are supplied with any additional services. These may include modifying from one type of equipment to another (**Modified** service), exchanging for the same type of equipment (**Exchange** service), returning any equipment that is no longer necessary (**Return** service), and additional training services as needed (**Follow-up** service).

Additional training on equipment is provided to individuals requesting the training at no charge.

## Client Services

The total number of EDP services provided by FTRI for fiscal year 2010/2011 was **52,217\***. The average number of EDP services provided monthly was **4,351**.

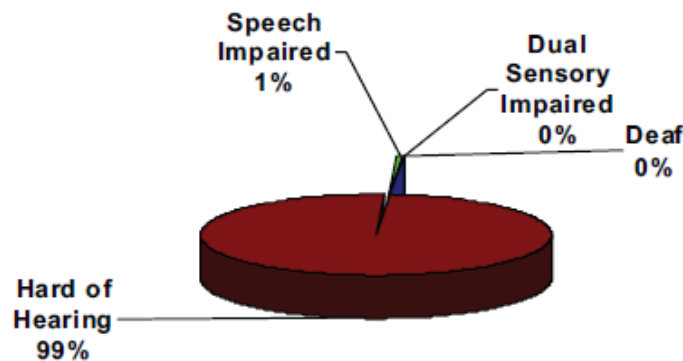


## New Client Eligibility

FTRI served **24,399** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	21
Hard of Hearing	24,218
Speech Impaired	144
Dual Sensory Impaired	16
<b>Total</b>	<b>*24,399</b>

\* The number of new recipients is lower than the amount of distributed new equipment because a significant number of recipients received more than one piece of equipment. Margin of error ± 1%.



## New Client Certification

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	13,203
Audiologist	6,655
Hearing Aid Specialist	3,275
Licensed Physician	885
State Certified Teacher	3
State Agency	7
Speech Pathologist	307
Federal Agency	64
<b>Total</b>	<b>24,399</b>

## New Client Age Groups

The 2010/2011 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	27
10 – 19	47
20 – 29	77
30 – 39	189
40 – 49	474
50 – 59	1,206
60 – 69	3,293
70 – 79	6,833
80 – 89	9,283
90 – 99	2,862
100 – 109	106
DOB not provided	2
<b>Total</b>	<b>24,399</b>

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately eighty percent of all recipients served in this fiscal year were seventy years of age or older.



## New Client County of Residence

FTRI is a statewide program serving all 67 counties. The following is a breakdown of **new** clients by county of residence:

<b>County</b>	<b>Recipients</b>	<b>County</b>	<b>Recipients</b>
<b>Alachua</b>	<b>288</b>	<b>Lake</b>	<b>728</b>
Baker	21	<b>Lee</b>	<b>1,002</b>
<b>Bay</b>	<b>520</b>	<b>Leon</b>	<b>242</b>
Bradford	42	<b>Levy</b>	<b>39</b>
<b>Brevard</b>	<b>493</b>	Liberty	9
<b>Broward</b>	<b>3,162</b>	Madison	41
Calhoun	60	<b>Manatee</b>	<b>340</b>
<b>Charlotte</b>	<b>471</b>	<b>Marion</b>	<b>799</b>
<b>Citrus</b>	<b>372</b>	<b>Martin</b>	<b>287</b>
<b>Clay</b>	<b>137</b>	<b>Monroe</b>	<b>28</b>
<b>Collier</b>	<b>229</b>	<b>Nassau</b>	<b>64</b>
<b>Columbia</b>	<b>72</b>	<b>Okaloosa</b>	<b>266</b>
<b>Dade</b>	<b>1,558</b>	Okeechobee	31
DeSoto	52	<b>Orange</b>	<b>474</b>
Dixie	17	Osceola	70
<b>Duval</b>	<b>844</b>	<b>Palm Beach</b>	<b>2,508</b>
<b>Escambia</b>	<b>1,013</b>	<b>Pasco</b>	<b>744</b>
<b>Flagler</b>	<b>140</b>	<b>Pinellas</b>	<b>1,197</b>
Franklin	27	<b>Polk</b>	<b>547</b>
Gadsden	60	Putnam	145
Gilchrist	17	<b>Santa Rosa</b>	<b>309</b>
Glades	2	<b>Sarasota</b>	<b>650</b>
<b>Gulf</b>	<b>69</b>	<b>Seminole</b>	<b>185</b>
Hamilton	58	<b>St. Johns</b>	<b>171</b>
Hardee	26	<b>St. Lucie</b>	<b>327</b>
<b>Hendry</b>	<b>16</b>	<b>Sumter</b>	<b>330</b>
<b>Hernando</b>	<b>331</b>	<b>Suwannee</b>	<b>121</b>
<b>Highlands</b>	<b>161</b>	Taylor	53
<b>Hillsborough</b>	<b>612</b>	Union	13
<b>Holmes</b>	<b>31</b>	<b>Volusia</b>	<b>1,046</b>
<b>Indian River</b>	<b>234</b>	Wakulla	29
Jackson	251	<b>Walton</b>	<b>45</b>
Jefferson	21	<b>Washington</b>	<b>124</b>
Lafayette	28		
		<b>Total</b>	<b>24,399</b>

Counties in **bold** are located close to Regional Distribution Centers. RDC contracts do not assign counties to specific contracted entities in order to assure that clients receive the best and most convenient service available.

## Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone
2. Amplified Telephone for the Hard of Hearing
3. Amplified Telephone for the Speech Disabled
4. Voice Carry-Over Telephone
5. Large Visual Display TTY
6. Deaf Blind Communicator
7. In-Line Amplifier
8. Voice Carry-Over/Hearing Carry-Over/TTY
9. Gewa Telephone
10. Dialogue RC 200
11. TeliTalk Telephone
12. Captioned Telephone

FTRI also distributes amplified, flashing, or vibrating ringer devices to alert clients to incoming telephone calls. These devices are:

1. Audible Ring Signaler
2. Visual Ring Signaler
3. Tactile Ring Signaler

Each piece of equipment is supported by the standard manufacturer warranty. Equipment that is determined to be out of warranty is retired and replaced due to the economics of purchasing new equipment versus repairing old equipment.

## Equipment Vendors

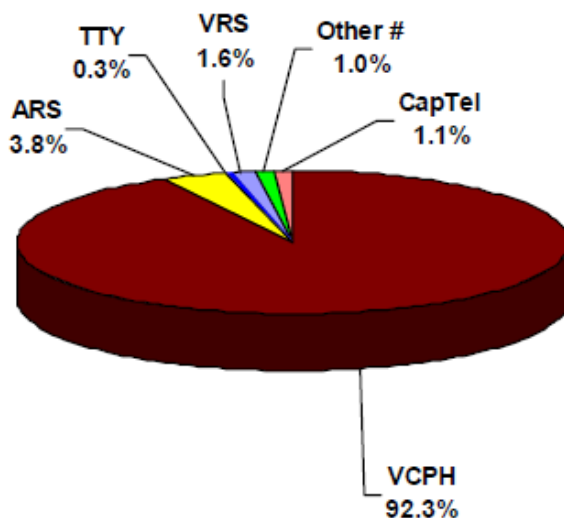
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2010/2011 numbered **48,047\*** units. The monthly equipment distribution average was **4,000**.

\* Margin of error  $\pm$  1%



# More than three percent of all distributed equipment in fiscal year 2010/2011 included Deaf Blind Communicator, in-line amplifier, tactile ring signaler, voice-carry-over phones with large visual display, phones for the speech disabled, hearing-carry-over phone and voice-carry-over phone.

## Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office. FTRI also contacts clients by telephone for quality assurance.

Approximately thirty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 11,407 questionnaires sent during this fiscal year, FTRI received 3,735 responses for a nearly thirty-three percent return rate. Ninety-five percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.





Throughout the past fiscal year FTRI's outreach efforts have stabilized throughout the state. The Regional Distribution Centers (RDCs) continue to provide outreach services to their respective communities to disseminate information about FTRI's programs and Florida Relay service.

The following activities were conducted.

<b>Outreach Activities</b>
<b>FTRI / RDC conducted 1,257 outreach activities throughout the state</b>
<b>FTRI published and mailed 10,000 "New Location" postcards in the Brevard County area. Clients were also encouraged to read the latest edition of the online FTRI newsletter, "The Florida Link"</b>
<b>Published and mailed 160,000 postcards reminding clients to contact their local RDC if they need to exchange or return their phone and to read the latest online FTRI newsletter, "The Florida Link"</b>
<b>Administered a statewide print media campaign using customized RDC ads covering 15 major markets</b>
<b>28 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website</b>
<b>Information about both Florida Relay and FTRI EDP have been made available to over 7,370 employees through the BPP</b>
<b>Distributed 23 Relay Educational Kits to schools throughout Florida</b>
<b>Added 135 new Service Providers to the FTRI Service Provider Database</b>
<b>FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA, HLA-FL, AGBELL-FL, FSDB, Sprint, TSC, FDOE, FDOEA, FDOH, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC, FCOA, FDBA) for outreach activities</b>
<b>Contracted with the Florida Cable Telecommunications Association for statewide broadcast of the 711 Relay PSA "Photo Album." FCTA's PSA program guarantees a minimum of 3:1 match. FTRI's campaign garnered a 5.6:1 match, including 4,660 bonus spots</b>
<b>Created and distributed 200 plexiframes with individualized flyers to the 23 Regional Distribution Centers</b>
<b>Hosted a series of events to promote Deaf Awareness in the Tallahassee area</b>
<b>Developed a monthly Enewsletter for RDC staff</b>
<b>Developed the annual "The Florida Link" online newsletter</b>
<b>Developed and implemented web-based training programs for RDC staff on important topics relative to the FTRI program</b>
<b>Continued an online marketing campaign using Facebook</b>





<p>Provided approximately 1,298 (EDP) and 345 (Outreach) hours of comprehensive training to RDCs during this fiscal year</p>
<p>Translated select pages from the FTRI website into Spanish and Haitian Creole</p>
<p>Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, Florida Department of Elder Affairs</p>
<p>Exhibited and distributed phones at the statewide American Legion Annual Convention – a first for FTRI</p>
<p>Redesigned and produced the FTRI Quality Assurance direct mail survey</p>
<p>Distributed a series of statewide press releases on various topics including National Caregivers Awareness Month, and general program information</p>

**FTRI – Equipment Distribution Program**

FTRI advertised in the major market newspapers throughout the state.

Print Ad Example – Broward County

**Never miss a word with a **FREE** amplified phone**



If you are a Florida resident with a certified hearing loss, a new telephone can help make conversations easier. The phone is offered at no cost through the nonprofit Florida Telecommunications Relay, Inc. The Clarity W425 Pro Cordless amplifies incoming sounds up to 45 decibels, almost four times louder than a standard phone. It is hearing aid compatible, with large backlit numbers and a bright visual ringer. Ask about the Clarity W425 Pro or our other specialized phones for yourself or a family member. Florida is speaking up for clearer communication.

*For more information in your area:*

**Center for Hearing and Communication**  
 2900 W. Cypress Creek Road  
 Ft. Lauderdale, Florida 33309  
 954-801-1930 (V)  
 954-731-7208 (TTY)

**Center for Independent Living of Broward County**  
 4800 North State Road 7, Bldg F, Suite 102  
 Ft. Lauderdale, Florida 33319  
 954-722-6400 (V)  
 954-735-0963 (TTY)

 Florida Telecommunications Relay, Inc.  
[www.ftri.org/broward](http://www.ftri.org/broward)

**Nunca más deje de escuchar una palabra con un teléfono amplificado **GRATIS****



Si usted reside en la Florida y tiene una pérdida auditiva certificada, un nuevo teléfono le puede ayudar a que sus conversaciones resulten más fáciles. Florida Telecommunications Relay, Inc., la compañía sin fines de lucro de estos teléfonos, los está ofreciendo sin costo alguno. El teléfono inalámbrico Clarity W425 Pro amplifica las llamadas entrantes hasta 45dB, casi cuatro veces más alto que un teléfono convencional. Es compatible con los audífonos, tiene números grandes con luz de fondo y un timbre visual iluminado. Pida información sobre el teléfono Clarity W425 Pro o sobre nuestros otros teléfonos especiales ya sea para usted o para un miembro de su familia. Florida habla alto para comunicarse mejor.

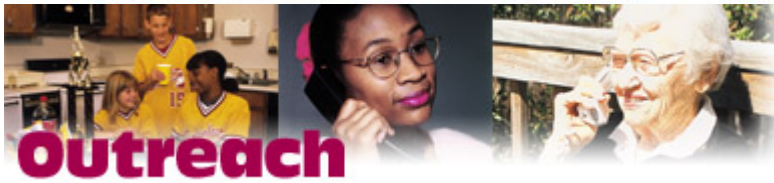
*La oferta se limita a un solo teléfono por cliente. Si tiene un teléfono FTRI que no funciona correctamente, tráigalo y se lo cambiamos.*

*Para más información en su área, comuníquese con:*

**Hearing and Speech Center of Florida**  
 9425 SW 72 Street, Suite 261, Miami, FL 33173  
 305-871-7343 (V)

**Center for Independent Living of South Florida**  
 6660 Biscayne Blvd, Miami, FL 33138  
 305-761-8025 (V)  
 305-761-8891 (TTY)

 Florida Telecommunications Relay, Inc.  
[www.ftri.org/sp](http://www.ftri.org/sp)



FTRI published and mailed “New Location” postcards to thousands of active clients that reside in areas where several local Regional Distribution Centers (RDCs) have relocated their offices.

If you have any family or friends who could benefit from our program, please help us help someone else by referring them to FTRI at:

Si tienes parientes o amistades que podrían beneficiarse con nuestro programa, por favor ayúdanos a ayudarlo a alguien más recomendándonos al FTRI en:

**Space Coast Center for Independent Living**  
**571 Haverty Court, Suite W**  
**Rockledge, Florida 32955**  
**321-632-9114 (V)**  
**321-632-9134 (TTY)**

The 2011 Florida Link (FTRI newsletter) is now available online at [www.ftri.org/newsletter](http://www.ftri.org/newsletter)  
 El Enlace de la 2011 Florida (boletín de FTRI) ya está a su disposición en la rd [www.ftri.org/newsletter](http://www.ftri.org/newsletter)

**Florida Telecommunications FTRI Relay, Inc.**  
 1820 E. Park Avenue, Suite 101  
 Tallahassee, FL 32311  
[www.ftri.org](http://www.ftri.org)

NON-PROFIT ORG.  
 U.S. POSTAGE  
 PAID  
 TALLAHASSEE, FL  
 MODERN MAILERS

**New Location:**  
**Space Coast Center for Independent Living**  
**571 Haverty Court, Suite W**  
**Rockledge, Florida 32955**

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.

Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vingan a nuestro local nuevo.

[www.ftri.org/cocoa](http://www.ftri.org/cocoa) | 321-632-9114 (V) | 321-632-9134 (TTY)

FTRI published and mailed 160,000 postcards reminding clients to contact their local RDC if they need to exchange or return their phone and to read the latest online FTRI newsletter, “The Florida Link.”

**How do you like your FTRI phone?**

**Florida Telecommunications FTRI Relay, Inc.**  
 1820 E. Park Avenue, Suite 101  
 Tallahassee, FL 32311  
[www.ftri.org](http://www.ftri.org)

NON-PROFIT ORG.  
 U.S. POSTAGE  
 PAID  
 TALLAHASSEE, FL  
 MODERN MAILERS

We hope you are enjoying FTRI's special phone. If you have any questions or problems with the equipment simply bring it to a Regional Distribution Center near you. Find your center location online at [www.ftri.org/locations](http://www.ftri.org/locations). Also if you have any family or friends who could benefit from our program, please refer them to FTRI:

**800-222-3448 (v) | 888-447-5620 (tty)**  
**outreach@ftri.org**

Our 2011 Florida Link newsletter is now available online at [www.ftri.org/newsletter](http://www.ftri.org/newsletter)





FTRI's Quality Assurance card was updated and redesigned in the second quarter.

## How do you like your new phone from **FTRI**?

FTRI offers a variety of specialized telephones to qualified applicants.

FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf/blind, or speech impaired at **no charge**. FTRI records show that you received equipment from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Please take a few minutes to answer the questions below about your experience with the RDC in your area and mail the prepaid postcard to FTRI. If you have any questions or comments, please call:



**FTRI Customer Service**  
**1-800-222-3448 (V)**  
**or 1-888-447-5620 (TTY)**  
**Monday - Friday, 8:30 a.m. - 5:00 p.m.**

*We will be happy to assist you. Thank you.*

 **Florida Telecommunications**  
**FTRI Relay, Inc.**  
 Equipment Distribution Program

*Detach along perforation and mail.*

### **FTRI Equipment Distribution Program**


1. Did you have the opportunity to try different types of phones?  Yes  No
  2. Did you receive training on your new phone?  Yes  No
  3. If you received training, was it  1-on-1  Classroom Style
  4. Approximately how long did your training last?  10 minutes  30 minutes  1 hour  2 hours
  5. Was the amount of time you had for training on your phone enough?  Yes  No
  6. Was the trainer professional and courteous to you?  Yes  No
  7. Are you happy with your new phone?  Yes  No
  8. If No, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Additional comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10/10



**ENewsletter**

The monthly RDC Enewsletter was launched and highlights news about FTRI and offers useful tips for both Outreach and Equipment Distributions. Client testimonials and comments received from Quality Assurance Surveys are included to maintain a positive tone.



May 2011

**In This Issue**

[Have You Seen Your Reports?](#)

[FTRI News](#)

[Cancelling Outreach Events](#)

[Reactivate Me Please!](#)

[CapTel - New and Exchange](#)

[AIMS Refresher](#)


## FTRI ENews

**Dear Erin,**

May is Better Hearing and Speech Month!

This annual observance is the perfect opportunity to reach out to professionals and organizations in your community to raise awareness about the FTRI program.

BETTER HEARING & SPEECH MONTH



HELPING PEOPLE COMMUNICATE

For BHSM resources visit <http://www.asha.org/bhsm/>.

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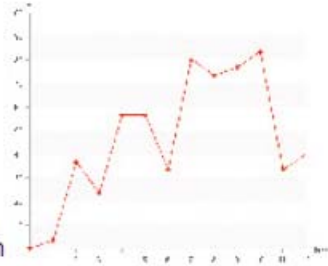
**Comments from Quality Assurance Cards:**

"The phone is very helpful. I can hear everyone clearly. I thank you very much for the wonderful phone."  
- J.H., Zephyrhills RDC 10

**Have you Seen Your Reports?**

Outreach Event and Client Survey reports are available online. FTRI uses this information when reviewing event requests and we encourage RDCs to use this information as you plan your events.

You can review your RDC Outreach Event and Client Survey reports on







FTRI published its annual newsletter, "The Florida Link"

200 plexiframes with individualized flyers were distributed to the RDCs



Flyer sent to all American Legion Posts and Legion leadership statewide promoting FTRI attendance at the annual convention. Photos of FTRI staff at the convention.





### *Florida Relay*

The Florida Relay PSA aired throughout the state on cable channels in major media markets. Below are excerpts taken from a Florida Relay PSA.



### *Business Partnership Program*

Twenty-eight businesses signed up as a “Relay Friendly” partner and were provided access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf/blind, or speech impaired. Information about both Florida Relay and FTRI EDP has been made available to over 7,370 employees with those businesses.

### *TASA Approved Certifiers*

FTRI partnered with 135 TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.

### **Closing Statement**

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. Since the inception of the Equipment Distribution Program in 1986, over 455,000 residents have been provided with telecommunications equipment and support services.

**Florida Telecommunications  
Relay, Inc.**

**Financial Statements**

**June 30, 2011**

**Florida Telecommunications Relay, Inc.**  
**Table of Contents**  
**June 30, 2011**

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Carr, Riggs & Ingram, LLC  
1713 Mahan Drive  
Tallahassee, FL 32308

(850) 878-8777  
(850) 878-2344 (fax)  
www.cricpa.com

## INDEPENDENT AUDITORS' REPORT

Board of Directors  
Florida Telecommunications Relay, Inc.  
Tallahassee, Florida

We have audited the accompanying statement of financial position of the Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 2011, and the related statements of activities and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Florida Telecommunications Relay, Inc. as of June 30, 2011, and the changes in its net assets and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

Our audit was conducted for the purpose of forming an opinion on the basic financial statements taken as a whole. The schedule of expenses by category is on page 8 presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to auditing procedures applied in the audit of the financial statements and certain additional procedures including comparing and reconciling such information directly to underlying accounting records used to prepare the financial statements or to the financial statements themselves, and other procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

A handwritten signature in black ink, appearing to read "Carr, Riggs & Ingram, LLC".

September 12, 2011

**Florida Telecommunications Relay, Inc.**  
**Statement of Financial Position**

June 30,

2011

**Assets**

## Current assets

Cash and cash equivalents	\$ 17,122,544
Accounts receivable	885,176
Prepaid expenses	2,735
<b>Total current assets</b>	<b>18,010,455</b>

## Property and equipment - at cost

Office furniture	45,910
Office equipment	105,647
Dual sensory equipment	77,273
	<b>228,830</b>
Less: accumulated depreciation	<b>(200,344)</b>
<b>Net property and equipment</b>	<b>28,486</b>

## Other assets

8,939

**Total assets****\$ 18,047,880****Liabilities and Net Assets**

## Current liabilities

Accounts payable	\$ 1,345,491
Accrued leave payable	35,355
<b>Total current liabilities</b>	<b>1,380,846</b>

## Net assets

Unrestricted net assets	16,667,034
-------------------------	------------

**Total liabilities and net assets****\$ 18,047,880**

See accompanying notes to financial statements.

**Florida Telecommunications Relay, Inc.**  
**Statement of Activities**

<i>Year ended June 30,</i>	<b>2011</b>
<b>Revenues</b>	
Surcharge revenue	\$ 9,910,446
Investment earnings	100,842
<b>Total revenues</b>	<b>10,011,288</b>
<b>Expenses</b>	
Category I - Relay service	5,705,459
Category II - Equipment & repair	2,453,312
Category III - Equipment distribution	1,413,218
Category IV - Outreach expenses	807,154
Category V - General & administrative expenses	1,218,019
<b>Total expenses</b>	<b>11,597,162</b>
Change in unrestricted net assets	(1,585,874)
Net assets, beginning of year	18,252,908
<b>Net assets, end of year</b>	<b>\$ 16,667,034</b>

See accompanying notes to financial statements.

**Florida Telecommunications Relay, Inc.**  
**Statement of Cash Flows**

<i>Year ended June 30,</i>	<b>2011</b>
<b>Cash flows from operating activities:</b>	
Cash from surcharge revenues	\$ 9,910,101
Investment earnings	100,842
Cash paid for goods and services	(11,679,461)
<hr/>	
Net cash used in operating activities	(1,668,518)
<b>Cash flows from investing activities:</b>	
Acquisition of fixed assets	(17,058)
<hr/>	
Net cash used in investing activities	(17,058)
<hr/>	
<b>Net decrease in cash</b>	<b>(1,685,576)</b>
<hr/>	
<b>Cash at beginning of year</b>	<b>18,808,120</b>
<hr/>	
<b>Cash at end of year</b>	<b>\$ 17,122,544</b>
<hr/>	
<b>Cash used in operating activities:</b>	
Change in net assets	\$ (1,585,874)
Adjustments to reconcile change in net assets to net cash used in operating activities:	
Depreciation	7,430
Changes in operating assets and liabilities:	
Accounts receivable	345
Prepaid expenses	(2,570)
Accrued leave	2,710
Accounts payable	(90,559)
<hr/>	
Net cash used in operating activities	\$ (1,668,518)

No cash was paid for taxes or interest during the year.

See accompanying notes to financial statements.



## Florida Telecommunications Relay, Inc. Notes to Financial Statements

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### **NOTE 1 – NATURE OF BUSINESS**

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit corporation designated as the Administrator of the Telecommunications Access System Act, pursuant to s.427.704 (2), F.S., and is responsible for providing relay services and the distribution of specialized telecommunications devices. The devices for the deaf, blind, hard of hearing, and speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization, which is funded through a surcharge on telephone bills of residents of the State of Florida.

### **NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

#### ***Method of Accounting***

The Organization maintains its accounts and prepares financial statements on the accrual basis of accounting. Revenues are recognized in the period earned, whether or not received; expenses are recognized in the period in which the obligation is incurred, whether or not paid.

#### ***Accounts Receivable***

Accounts receivable consist mainly of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15<sup>th</sup> of the month following the month of collection. No provision for bad debts has been provided since historically all amounts are collected each month.

#### ***Property and Equipment***

Property and equipment are recorded at cost. Depreciation is provided on the straight-line method over the estimated useful lives of the respective assets, which is five years. When items of property and equipment are sold or retired, the related cost and accumulated depreciation are removed from the accounts and any gain or loss is included in the results of operations. The Organization capitalizes property and equipment purchased with a cost greater than \$500.

The Organization has adopted the policy of recording the purchase of the specialized telecommunications equipment, distributed to its clients, as an expense of the period, while the Organization retains certain rights and obligations to such equipment and keeps track of certain equipment internally.

#### ***Income Taxes***

The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

#### ***Use of Estimates***

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

---

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

*Subsequent Events*

Subsequent events have been evaluated through the date of the Auditors' report.

*Cash and Cash Equivalents*

For financial statement purposes, the Organization considers all highly liquid investments (with a maturity of three months or less when purchased) to be cash equivalents.

*Advertising Costs*

Advertising costs are expensed as incurred. Advertising expense totaled \$4,941 for the year ended June 30, 2011.

**NOTE 3 – RETIREMENT PLAN**

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly coincident with their date of employment. Contributions to the plan are paid quarterly and based on 11.7% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service and the final average salary as defined in the Plan Document. Retirement expense for the fiscal year ended June 30, 2011 was \$71,480.

**NOTE 4 – CONCENTRATION OF RISK**

Florida Telecommunications Relay, Inc. maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. At June 30, 2011 the Organization had deposits at financial institutions in excess of FDIC insured limits.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. Florida Telecommunications Relay, Inc. considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having a market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral in the Organization's name, nor specify which collateral is held for the Organization's benefit. The Public Deposit Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance or by collateral provided by qualified public depositories to the State Treasurer pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

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**NOTE 5 – INCOME TAXES**

Effective January 1, 2009, the Organization implemented the new accounting requirements associated with uncertainty in income taxes using the provisions of Financial Accounting Standards Board (FASB) ASC 740, *Income Taxes*. Using that guidance, tax positions initially need to be recognized in the financial statements when it is more-likely-than-not the positions will be sustained upon examination by the tax authorities. It also provides guidance for derecognition, classification, interest and penalties, accounting in interim periods, disclosure and transition. As of June 30, 2011, the Organization has no uncertain tax positions that qualify for either recognition or disclosure in the financial statements.

The federal and State of Florida income tax returns of the Organization for 2008, 2009 and 2010 are subject to examination by the Internal Revenue Service, generally for three years after they were filed.

**Supplementary Information**



**Florida Telecommunications Relay, Inc.**  
**Schedule of Expenses by Category**

<i>Year ended June 30,</i>	<b>2011</b>
<b>Category I - Relay Service</b>	
Dual party relay provider	<b>\$ 5,705,459</b>
<b>Category II - Equipment and Repair</b>	
VCP hearing impaired	1,120,805
VCPH cordless	1,053,032
VCPS-RC200	8,253
Dual sensory equipment	13,065
CapTel equipment	100,800
VCP speech impaired	29,667
In-line amplifiers	512
VCO telephone	10,090
ARS/VRS signaling equipment	65,402
TeliTalk Speech aid phone	18,000
Telecommunications equipment repair	33,686
<b>Subtotal - Category II</b>	<b>2,453,312</b>
<b>Category III - Equipment Distribution</b>	
Freight/Telecommunications equipment	31,323
Regional distribution centers	1,372,843
Workshop expense	9,052
<b>Subtotal - Category III</b>	<b>1,413,218</b>
<b>Category IV - Outreach</b>	
Outreach expenses	<b>807,154</b>
<b>Category V - General and Administrative</b>	
Advertising	4,941
Accounting/Auditing	25,104
Legal	72,000
Computer consultation	70,929
Computer software	1,330
Dues and subscriptions	3,674
Furniture and equipment purchased	2,528
Depreciation	7,430
Office equipment lease	1,720
Insurance - health, life, disability & other	237,424
Office expenses	13,298
Postage	16,300
Printing	889
Rent	92,934
Retirement	71,480
Employee compensation	487,741
Accrued leave expense	2,710
Payroll taxes	43,261
Temporary employment	7,551
Telephone and fax	18,946
Travel and business expense	18,321
Utilities	6,602
Equipment maintenance	839
Employee training	5,268
Meeting and interpreter expense	4,799
<b>Subtotal - Category V</b>	<b>1,218,019</b>
<b>Total expenses</b>	<b>\$ 11,597,162</b>

See independent auditors' report.

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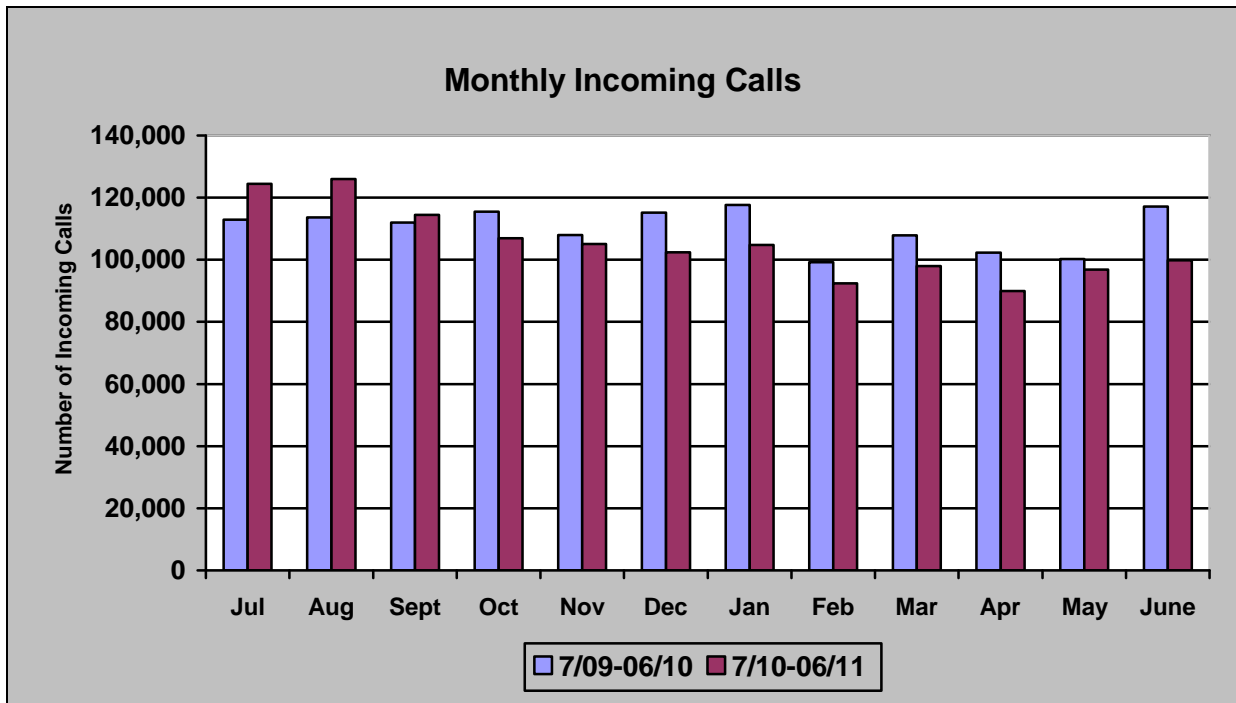
## APPENDIX C

### Florida Relay Service Information: Sprint

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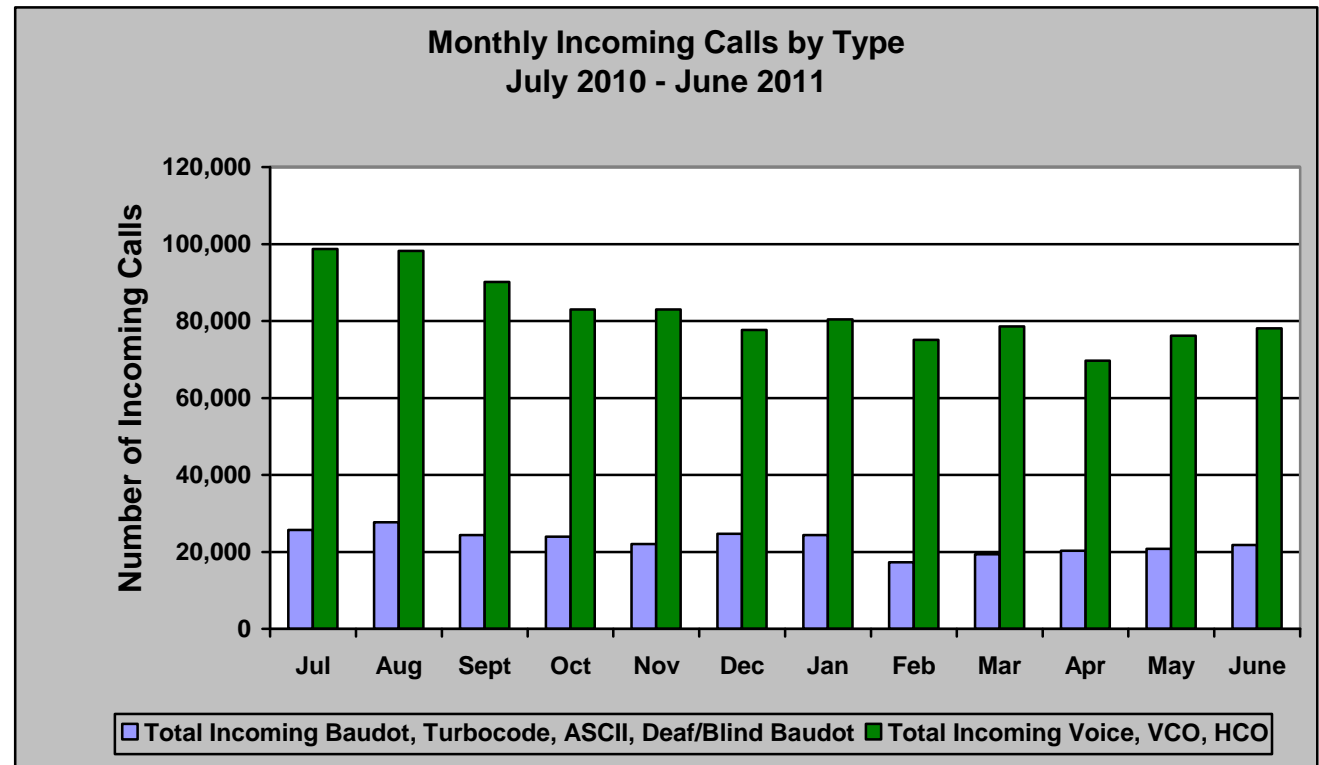
Monthly Incoming Calls			
Total Incoming Calls July 2009 – June 2010		Total Incoming Calls July 2010 – June 2011	
Jul	112,857	Jul	124,412
Aug	113,630	Aug	125,977
Sep	111,966	Sep	114,447
Oct	115,468	Oct	106,979
Nov	107,922	Nov	105,068
Dec	115,122	Dec	102,367
Jan	117,635	Jan	104,800
Feb	99,249	Feb	92,428
Mar	107,825	Mar	98,015
Apr	102,294	Apr	89,970
May	100,204	May	96,845
Jun	117,126	Jun	99,846
<b>Total</b>	<b>1,321,298</b>	<b>Total</b>	<b>1,261,154</b>



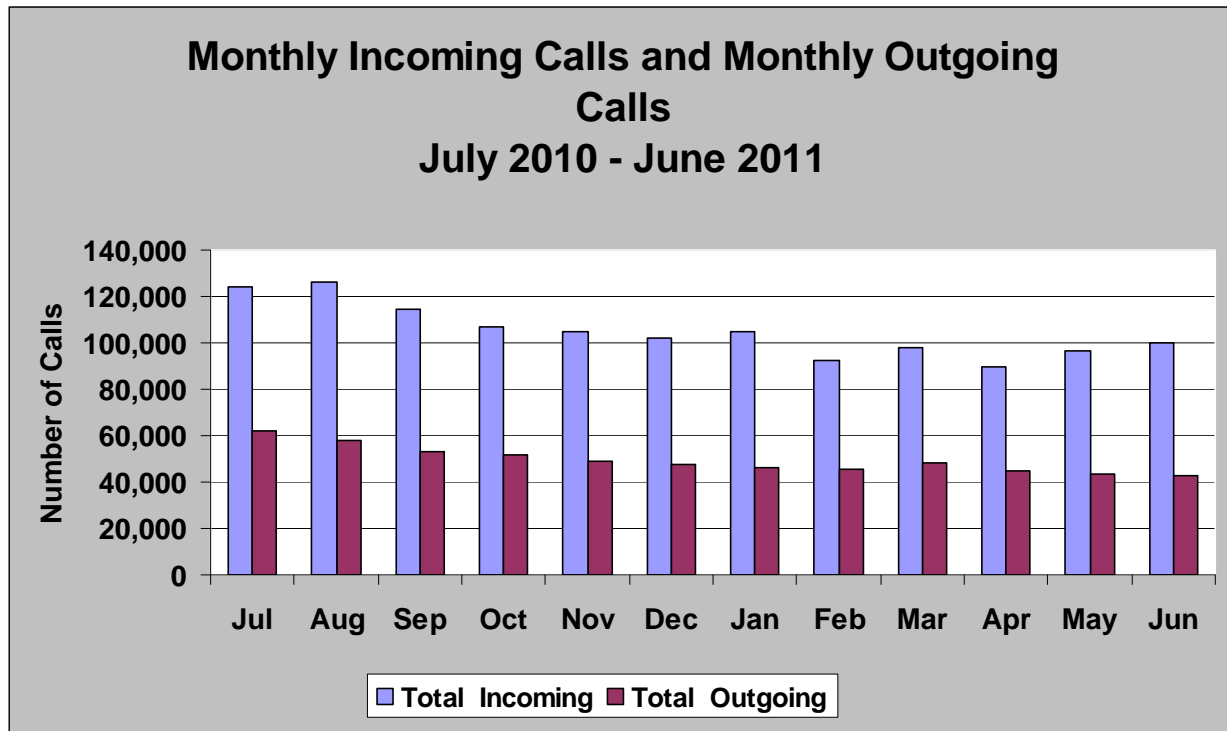
**Monthly Incoming Calls by Type  
July 2010 – June 2011**

	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Deaf/Blind Baudot	Total Incoming Baudot, Turbocode, ASCII, Deaf/Blind Baudot	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
July	18,232	6,654	825	26	25,737	89,970	8,502	203	98,675
Aug	19,186	7,765	769	7	27,727	88,798	9,222	230	98,250
Sept	17,262	6,528	545	8	24,343	81,564	8,319	221	90,104
Oct	17,055	6,359	557	11	23,982	74,790	7,994	213	82,997
Nov	15,930	5,568	565	16	22,079	74,618	8,182	189	82,989
Dec	18,309	5,537	840	17	24,703	69,494	8,002	168	77,664
Jan	18,087	5,443	790	41	24,361	72,832	7,419	188	80,439
Feb	11,311	5,280	726	10	17,327	67,307	7,655	139	75,101
March	12,724	6,000	669	8	19,401	70,209	8,252	153	78,614
April	13,846	5,783	683	9	20,321	62,075	7,418	156	69,649
May	14,839	5,384	516	14	20,753	68,562	7,340	190	76,139
June	15,813	5,474	504	6	21,797	70,758	7,054	237	78,049
<b>Total</b>	<b>192,594</b>	<b>71,775</b>	<b>7,989</b>	<b>173</b>	<b>272,531</b>	<b>890,977</b>	<b>95,359</b>	<b>2,287</b>	<b>988,670</b>

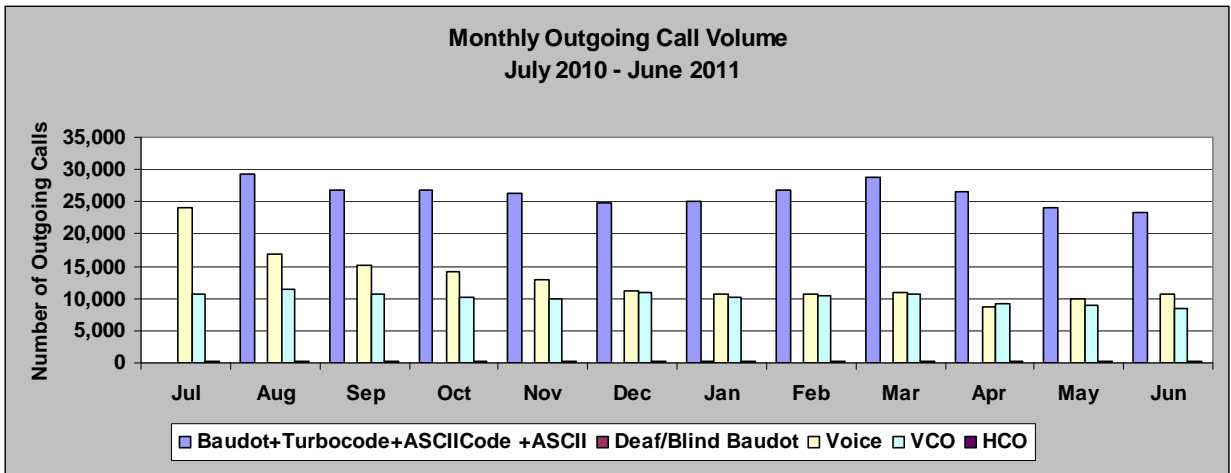
**Monthly Incoming Calls by Type  
July 2010 - June 2011**



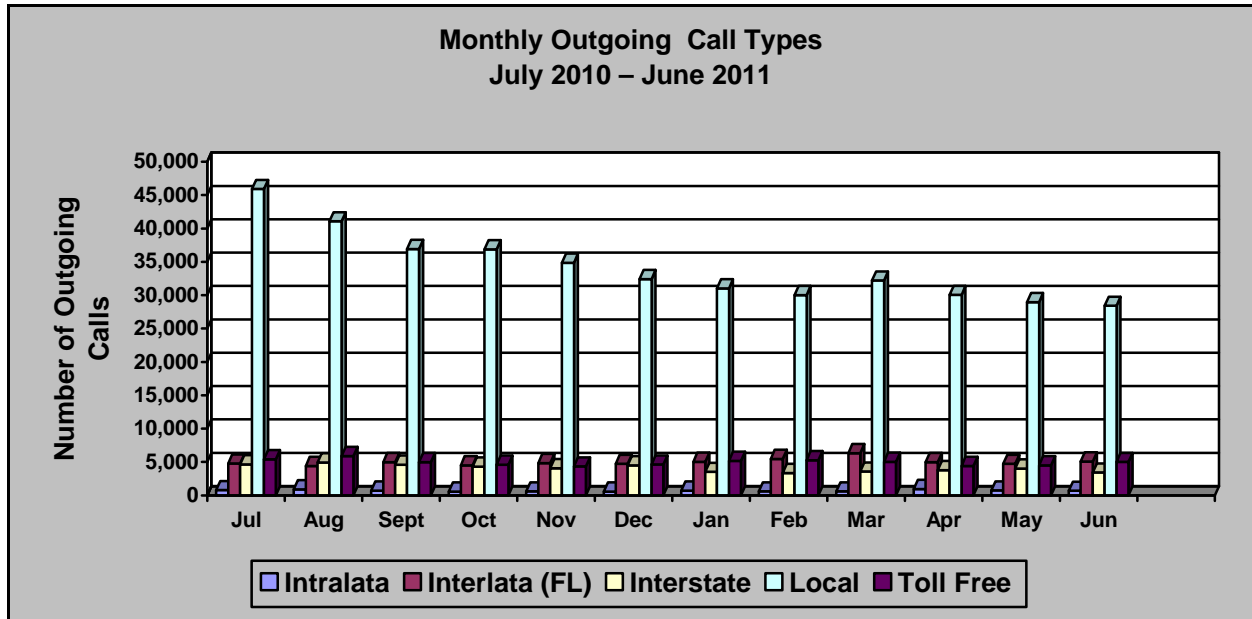
Monthly Incoming and Monthly Outgoing Calls July 2010 – June 2011				
	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	124,412	19,025	43,093	62,118
Aug	125,977	15,653	42,178	57,831
Sep	114,447	13,916	39,015	52,931
Oct	106,979	13,091	38,440	51,531
Nov	105,068	11,543	37,675	49,218
Dec	102,367	10,254	36,994	47,248
Jan	104,800	9,982	36,209	46,191
Feb	92,428	10,700	34,735	45,435
Mar	98,015	11,025	37,523	48,548
Apr	89,970	9,526	35,098	44,624
May	96,845	9,559	33,639	43,198
Jun	99,846	9,853	32,999	42,852
<b>Total</b>	<b>1,261,154</b>	<b>144,127</b>	<b>447,598</b>	<b>591,725</b>



Monthly Outgoing Call Volume July 2010 – June 2011									
	Outgoing Baudot	Turbo Code	Outgoing ASCII	Baudot +Turbo Code +ASCII	Outgoing Deaf/ Blind Baudot	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	16,180	10,295	585	27,060	13	24,139	10,675	231	62,118
Aug	16,521	12,160	536	29,217	9	16,824	11,508	273	57,831
Sep	16,641	9,807	386	26,834	2	15,073	10,774	248	52,931
Oct	16,639	9,808	419	26,866	27	14,130	10,281	227	51,531
Nov	17,078	8,746	401	26,225	35	12,874	9,876	208	49,218
Dec	16,666	7,643	585	24,894	27	11,178	10,968	181	47,248
Jan	16,467	7,965	576	25,008	129	10,732	10,089	362	46,191
Feb	16,044	7,725	495	24,264	10	10,709	10,309	143	45,435
Mar	17,869	8,440	467	26,776	5	10,912	10,701	154	48,548
Apr	19,806	6,220	489	26,515	11	8,715	9,223	160	44,624
May	18,368	5,312	401	24,081	20	10,042	8,871	184	43,198
Jun	18,049	4,993	393	23,435	8	10,749	8,436	224	42,852
<b>Total</b>	<b>206,328</b>	<b>99,015</b>	<b>5,733</b>	<b>311,076</b>	<b>286</b>	<b>156,077</b>	<b>121,711</b>	<b>2,466</b>	<b>591,725</b>

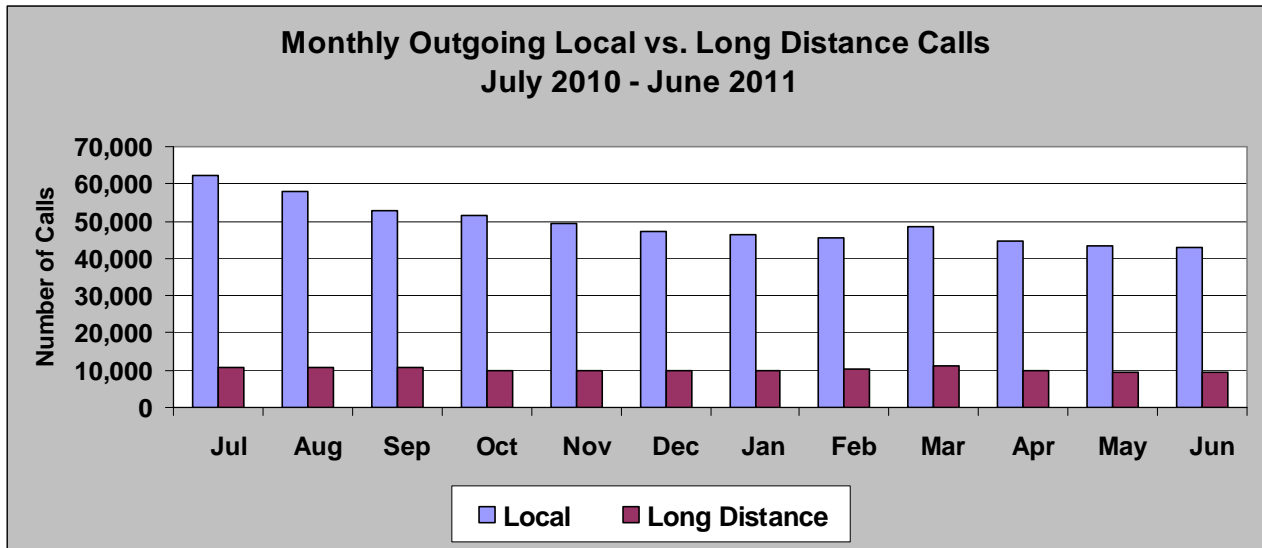


Monthly Outgoing Call Types July 2010 – June 2011							
Month	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	45,910	785	4,761	4,640	5,415	607	62,118
Aug	41,065	905	4,408	4,931	5,878	644	57,831
Sep	36,918	694	4,960	4,590	4,972	797	52,931
Oct	36,873	554	4,498	4,307	4,576	723	51,531
Nov	34,872	578	4,829	4,058	4,331	550	49,218
Dec	32,417	551	4,701	4,495	4,622	462	47,248
Jan	31,031	697	5,022	3,509	5,153	779	46,191
Feb	30,014	585	5,465	3,331	5,269	771	45,435
Mar	32,201	589	6,311	3,558	5,030	859	48,548
Apr	30,031	943	4,967	3,780	4,408	495	44,624
May	28,961	731	4,718	4,006	4,483	299	43,198
Jun	28,402	681	5,065	3,420	5,003	281	42,852
<b>Total</b>	<b>408,695</b>	<b>8,293</b>	<b>59,705</b>	<b>48,625</b>	<b>59,140</b>	<b>7,267</b>	<b>591,725</b>

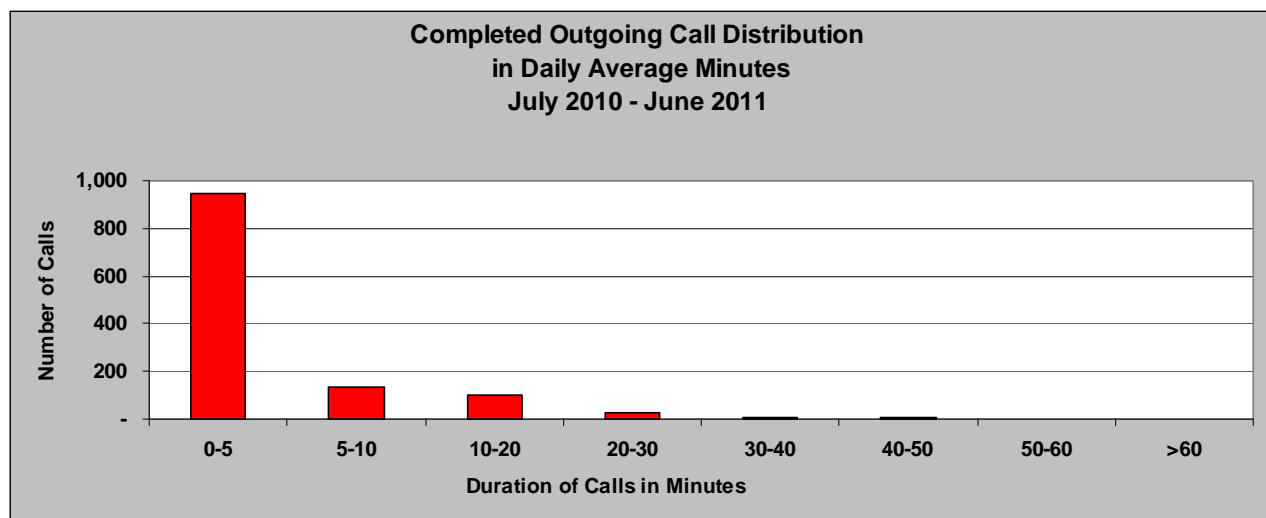




Monthly Outgoing Local vs. Long Distance Calls July 2010 – June 2011						
Month	Local	Total Long Distance	Intralata	Interlata/ Intrastate	Interstate	International
Jul	62,118	10,592	785	4,761	4,640	406
Aug	57,831	10,700	905	4,408	4,931	456
Sep	52,931	10,847	694	4,960	4,590	603
Oct	51,531	9,837	554	4,498	4,307	478
Nov	49,218	9,806	578	4,829	4,058	341
Dec	47,248	9,957	551	4,701	4,495	210
Jan	46,191	9,974	697	5,219	3,509	549
Feb	45,435	10,131	585	5,620	3,331	595
Mar	48,548	11,286	589	6,536	3,558	603
Apr	44,624	10,018	943	4,967	3,780	328
May	43,198	9,585	731	4,718	4,006	130
Jun	42,852	9,447	681	5,065	3,420	281
<b>Total</b>	<b>591,725</b>	<b>122,180</b>	<b>8,293</b>	<b>60,282</b>	<b>48,625</b>	<b>4,980</b>



Completed Outgoing Call Distribution in Daily Average Minutes July 2010 – June 2011								
In Minutes								
Month	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
Jul	1,101	141	103	29	9	4	2	2
Aug	1,052	151	104	33	11	5	3	2
Sep	1,008	145	95	31	11	5	2	2
Oct	974	130	88	29	8	5	3	3
Nov	990	134	89	25	10	4	2	3
Dec	928	130	90	26	10	5	2	2
Jan	889	133	97	29	9	4	2	3
Feb	953	140	99	28	10	5	3	3
Mar	930	134	99	27	10	5	2	3
Apr	873	125	89	27	9	4	2	2
May	841	121	85	25	8	2	2	2
Jun	852	123	83	25	8	4	2	2
<b>Average</b>	<b>949</b>	<b>134</b>	<b>93</b>	<b>28</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>2</b>



CapTel Minutes and Charges July 2010 – June 2011		
Month	Minutes of Use	Charges (\$)
Jul	201,798	\$296,644
Aug	199,621	\$293,443
Sep	190,529	\$280,077
Oct	190,905	\$280,630
Nov	195,185	\$286,921
Dec	208,305	\$306,208
Jan	209,579	\$308,081
Feb	175,496	\$257,980
Mar	194,290	\$285,607
Apr	185,850	\$273,200
May	178,892	\$262,971
Jun	181,585	\$279,640
<b>Total</b>	<b>2,312,035</b>	<b>\$3,411,402</b>

