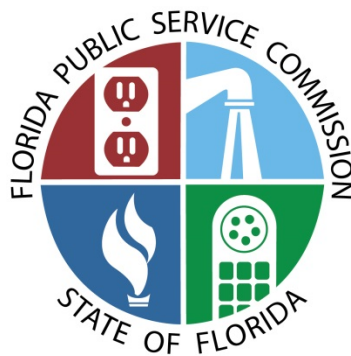




*The Status of the  
Telecommunications Access System Act of 1991*



December 2021



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## **I. Telecommunications Access System Act of 1991**

Chapter 427, Florida Statutes (F.S.), established the Telecommunications Access System Act of 1991 (TASA). Section 427.702, F.S., requires the Florida telecommunications access system to be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act (ADA). The ADA required the establishment of services to enable an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system. Section 427.704, F.S., charges the Florida Public Service Commission (FPSC or Commission) with overseeing the administration of the statewide telecommunications access system.

The purpose of the Florida telecommunications access system is to provide equitable basic access to the telecommunications network for individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.<sup>1</sup> The Commission fulfills its duty to oversee the administration of this system by selecting a provider of basic telecommunications relay service (TRS or relay service) and captioned telephone service (CTS) through a competitive bidding process. The Commission was also charged with designating an administrator of the relay system that is responsible for the distribution of specialized equipment and outreach.

In May 1991, the FPSC directed the local exchange companies to form a not-for-profit corporation, as required by TASA, to serve as administrator. Florida Telecommunications Relay, Inc. (FTRI) was thus created to administer the distribution of specialized equipment.<sup>2</sup> On an annual basis, the Commission approves a budget for FTRI and sets the amount of the TASA surcharge, which is collected by telecommunications service providers and remitted to FTRI.

Section 427.704(9), F.S., requires the Commission to prepare an annual report on the operation of the telecommunications access system and make it available on the Commission's website. The report must, at a minimum, briefly outline the status of developments in the telecommunications access system, the number of persons served, the call volume, revenues and expenditures, the allocation of the revenues and expenditures between provision of specialized telecommunications devices to individuals and operation of statewide relay service, other major policy or operational issues, and proposals for improvements or changes to the telecommunications access system.

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<sup>1</sup> Section 427.702(2), F.S.

<sup>2</sup> Docket No 19910496-TP, Telecommunications Access System Act of 1991, Order No. 24462, issued May 1, 1991, <http://www.floridapsc.com/library/filings/1991/04253-1991/04253-1991.pdf>, accessed on November 15, 2021.



## II. Equipment Distribution and Outreach

Under the FPSC’s oversight, FTRI fulfills some of the requirements of TASA by distributing specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach to increase consumer awareness of both FTRI’s programs and the telecommunications access system. FTRI and its 20 regional distribution centers conducted 232 outreach events during the last fiscal year. FTRI’s operations are funded through the collection of the TASA surcharge.

The tables below provide a summary of FTRI’s administration of the Florida telecommunications access system. Table 1 shows FTRI’s revenues and expenses for Fiscal Year 2020-2021. FTRI’s largest expense component, which accounted for approximately half of all expenses for Fiscal Year 2020-2021, was relay service expenses paid to Sprint Communications Company, L.P. (Sprint) as the relay services provider. These relay services are discussed further in section III. Any funding surpluses are deposited in a reserve account.

**Table 1**  
**FTRI Financial Report**

<b>Account</b>	<b>Amount</b>
Total Revenue	\$4,588,514
Relay Services Expense	(2,031,805)
Equipment and Repair Expense	(428,121)
Equipment Distribution Expense	(169,267)
Outreach Expense	(431,093)
Administrative Expense	(820,530)
<b>Revenue Less Expenses</b>	<b>\$707,698</b>

*Source: Florida Telecommunications Relay Inc.’s 2020-2021 Financial Statements.*

Section 427.704(7), F.S., requires the relay administrator to file quarterly financial statements for the distribution of specialized telecommunications devices and the telecommunications relay service. FTRI also files an annual report with the Commission, detailing equipment distribution, clients served, and outreach efforts. In its 2021 annual report, FTRI reported that it distributed approximately 6,463 pieces of relay equipment for Fiscal Year 2020-2021. The equipment predominantly distributed by FTRI is the volume control telephone for the hard of hearing.

FTRI, along with its regional distribution centers, loans equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. Customers are to return the equipment when no longer in use. To receive 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 2 compares equipment distributed for the last two fiscal years. As presented, the total number of units distributed has declined by 33 percent. One notable exception is the in-line amplifier, which improves and amplifies audio signals of other devices.

Growth of the in-line amplifier is attributed to FTRI’s introduction of the XLC8 cordless phone in 2021. Use of an in-line amplifier compliments this model of phone and they are often distributed together. Over the last year, growth of in-line amplifiers increased by over 1,000 percent. As contemplated by Section 427.702(g), F.S., introduction of the XLC8 cordless phone is one example of FTRI’s effort to integrate new technology into the equipment distribution program.

**Table 2  
Equipment Distributed by FTRI**

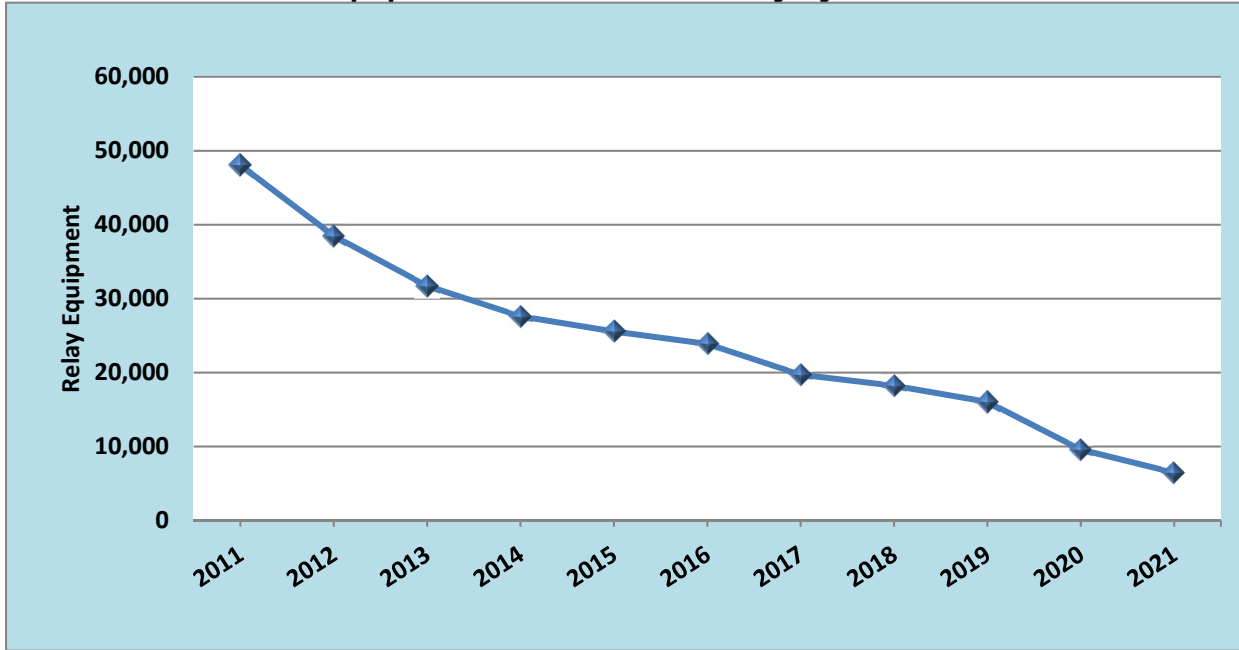
<b>Equipment Type</b>	<b>Units 7/1/19 – 6/30/20</b>	<b>Units 7/1/20 – 6/30/21</b>
Volume Control Telephone for Hearing Impaired (VCP)	9,168	4,916
Audible Ring Signaler (ARS) and Visual Ring Signaler (VRS)	117	61
Telecommunications Device for the Deaf (TDD)	27	8
Captioned Telephone	90	85
In-Line Amplifier	113	1,336
Speech Challenged Telephone	52	36
Other – Includes hearing carry-over and voice-carry-over telephones	17	21
<b>Total</b>	<b>9,584</b>	<b>6,463</b>

*Source: Florida Telecommunications Relay, Inc.’s 2019-2020 Annual Report through 2020-2021 Annual Report and Data Request Response.*

Figure 1 shows the units of relay equipment distributed from Fiscal Year 2011 through Fiscal Year 2021. During this period, the amount of equipment distributed by FTRI to consumers has declined by eighty-seven percent.



**Figure 1  
FTRI Equipment Distribution History by Fiscal Year**



*Source: Florida Telecommunications Relay, Inc.'s 2010-2011 Annual Report through 2020-2021 Annual Report.*

Table 3 reflects the number of new recipients receiving equipment and training for Fiscal Year 2020-2021. Approximately 98 percent of new recipients are hard of hearing. The number of new recipients is lower than the distributed equipment referenced in Table 2 because a significant number of recipients received more than one piece of equipment.

**Table 3  
New Recipients of Equipment and Training  
(For Fiscal Year 2020-2021)**

Type of Recipient	New Recipients
Deaf	2
Hard of Hearing	2,381
Speech Challenged	49
Dual Sensory	0
<b>Total</b>	<b>2,432</b>

*Source: Florida Telecommunications Relay, Inc.'s 2020-2021 Annual Report.*

Table 4 provides a listing of professionals involved with the certification of client applications for the 2020-2021 Fiscal Year. Most applications received by FTRI were approved at Deaf Service Centers.

**Table 4**  
**Applications Approved by Certifier Type**  
**(For Fiscal Year 2020-2021)**

Category of Certifier	Approved Applications
Deaf Service Center Director	1,811
Hearing Aid Specialist	319
Physician, Audiologist, Speech Pathologist	300
Federal or State Agency	2
<b>Total</b>	<b>2,432</b>

*Source: Florida Telecommunications Relay, Inc.'s 2020-2021 Annual Report.*

Table 5 reflects the number of persons served by FTRI over the past ten years. New clients served and customer calls are two of the key categories monitored. As presented, there has been an eighty-seven percent decline in new clients served and an eighty-one percent decline in customer calls between Fiscal Year 2011-2012 and 2020-2021.

**Table 5**  
**FTRI Clients Served**

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Calls	Total
2011-2012	19,287	576	16,988	5,462	866	19,464	62,643
2012-2013	15,078	474	14,519	5,399	985	23,495	59,950
2013-2014	13,671	486	12,787	5,315	963	29,467	62,689
2014-2015	13,408	309	11,133	5,102	958	28,347	59,257
2015-2016	12,620	231	10,700	4,685	665	27,751	56,652
2016-2017	11,024	192	8,110	3,911	768	24,933	48,938
2017-2018	10,378	442	6,765	3,670	862	29,224	51,341
2018-2019	9,874	139	5,798	3,245	732	18,452	38,240
2019-2020	5,658	94	3,694	1,986	380	3,634	15,446
2020-2021	2,432	667	2,663	1,424	226	3,634	11,046

*Source: Florida Telecommunications Relay, Inc.'s 2011-2012 Annual Report through 2020-2021 Annual Report.*

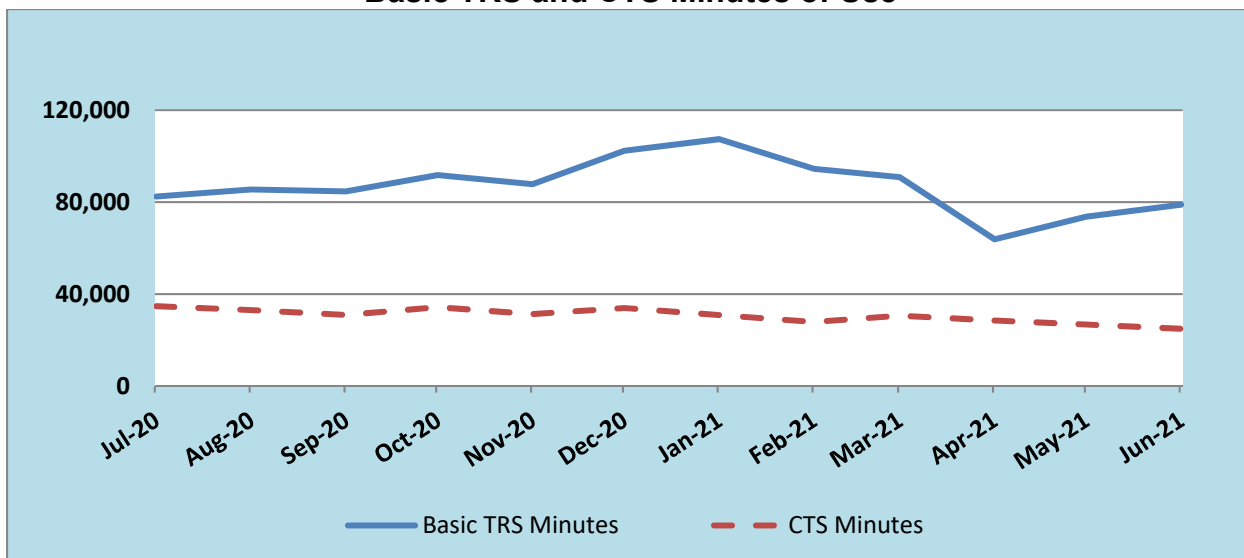
### III. Relay Services and Minutes of Use

Relay service provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant (CA) who relays information between the deaf or hard of hearing person and the other party to the call. The deaf or hard of hearing person uses a Telecommunications Device for the Deaf (TDD) to communicate with the CA. The person using the TDD types a message to the CA who in turn voices the message to the other party.

Captioned telephone service (CTS) allows users to dial the number they wish to call and be connected automatically to a captioned telephone relay operator at the CTS service facility. Specialized captioned telephone equipment, in turn, automatically connects the user’s line to a second outgoing line from the CTS facility to the called party. The relay operator repeats what the called party says into a computer and voice recognition technology automatically transcribes it 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 simultaneously with the called party’s spoken words.

Figure 2 reflects the minutes of use for basic TRS and CTS from July 2020 to June 2021. During this period, the total number of billable minutes of use for basic TRS calls was 1,043,937, a decrease of 1 percent from a year ago. The total number of CTS minutes of use from July 2020 to June 2021 was 368,337, which represents a 20 percent decrease from the prior year. Basic TRS and CTS minutes of use are tracked separately due to the cost differential between the two services. Basic TRS currently has a cost of \$1.35 per minute, while CTS has a cost of \$1.69 per minute due to its specialized service.

**Figure 2**  
**Basic TRS and CTS Minutes of Use**



Source: Sprint Monthly Traffic Report - July 2020-June 2021.

Overall, the TRS market is being impacted by the development of technology. The definitions of equipment and service supported by TASA has not changed since it was enacted 30 years ago, which limits the types of new technology the Florida program can support. Consumers that once may have used Florida's TRS are transitioning to more advanced technologies such as smart phones, wireless computing, Internet Protocol (IP) Relay, IP CTS, and Video Relay, which are not part of Florida's telecommunications access system.<sup>3</sup> The shift away from basic TRS and CTS equipment to other technologies (see Figure 1) contributes to the decline in the minutes of use as presented in Figure 2. Based on continued advancements in technology, along with the expansion of consumer choice, it appears that these trends will continue. Appendix A through Appendix H contain usage information on the various relay services compiled from Sprint's monthly reports.

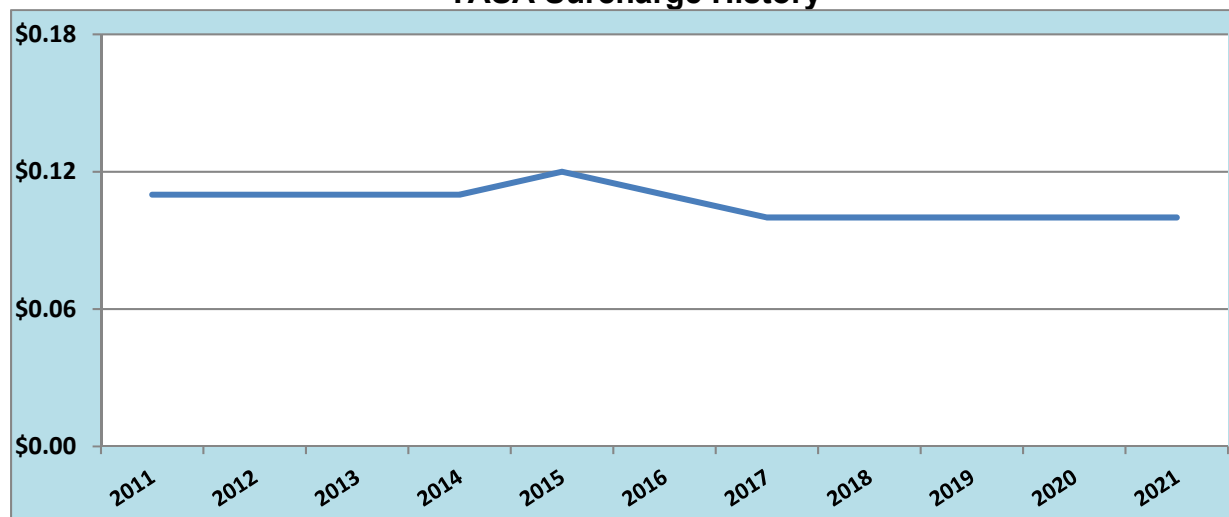
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<sup>3</sup> IP Relay, VRS, and IP CTS are funded by the federal relay program.

## IV. Funding

The Florida telecommunications access system is funded through a monthly surcharge on basic telecommunications access lines (landlines), up to 25 lines per customer. FTRI's revenues continue to decline due to the steady fall in the number of landlines. Over the last ten years, the number of landlines has declined by about seventy-five percent as consumers switch to other technologies, such as wireless and Voice over Internet Protocol (VoIP). These growing services are not required to contribute to the Florida telecommunications access system. The TASA surcharge for Fiscal Year 2020-2021 is \$0.10 per access line each month. Figure 3 provides a historical view of the monthly TASA surcharge since 2011.

**Figure 3**  
**TASA Surcharge History**



Source: FPSC, Orders establishing budget and setting monthly surcharge, 2011 through 2021.

On February 26, 2021, FTRI filed its proposed Fiscal Year 2021-2022 budget for FPSC consideration. At the June 15, 2021 Commission Agenda Conference the FPSC established FTRI's 2021-2022 Fiscal Year budget.<sup>4</sup> Specifically, the FPSC:

- Maintained the monthly TASA surcharge at \$0.10 per month for Fiscal Year 2021-2022.
- Approved FTRI's proposed budget expense of \$4,450,727 for Fiscal Year 2021-2022.
- Ordered FTRI to conduct a financial break-even analysis of the Regional Distribution Center fee structure and present the results to the Commission with its Fiscal Year 2022-2023 budget filing.

Appendix I provides FTRI's approved budget and actual expenses for Fiscal Year 2020-2021, and the approved budget for Fiscal Year 2021-2022.

<sup>4</sup> Docket No. 20210050-TP, Notice of Proposed Agency Action Order Approving Florida Telecommunications Relay, Inc.'s Budget, PAA Order PSC-2021-0235-PAA-TP, issued June 29, 2021, <http://www.floridapsc.com/library/filings/2021/07265-2021/07265-2021.pdf> accessed October 11, 2021.



## V. State and Federal Activity

### A. State Activity

On September 7, 2017, the FPSC awarded Sprint Communications Company, L.P. (Sprint) with the current contract to provide relay services in Florida. Sprint's relay contract was for a period of three years beginning on March 1, 2018. The contract contains options to extend the contract for four additional one-year periods. In January 2020, Sprint provided notice to the FPSC of its desire to extend the contract for the first one-year extension option. The FPSC agreed to the extension from March 1, 2021, through February 28, 2022, pursuant to the existing rates, terms and conditions.<sup>5</sup>

Sprint provided notice on March 1, 2021, that it would not seek a further extension when the existing contract expires. In response, staff opened a docket to initiate a new Request for Proposals (RFP) to provide relay service in Florida.<sup>6</sup> At the May 4, 2021 Agenda Conference, the Commission issued a Request for Proposals for a New Contract beginning March 1, 2022. In response, Hamilton Relay and Sprint filed proposals. On October 12, 2021, the Commission approved staff's recommendation to select Sprint's proposal, based on staff's evaluation of technical, financial, and price elements.

### B. Federal Activity

The FCC certifies each state program and mandates the minimum requirements for services a state must provide. The FCC also periodically proposes changes in those services. To remain compliant, the FPSC monitors the FCC's minimum service standards, state relay program requirements, and policy changes. On February 18, 2021,<sup>7</sup> and August 27, 2021,<sup>8</sup> the FCC released orders granting temporary waivers of certain TRS rules in response to the COVID-19 pandemic. The FCC recognized that TRS providers are experiencing significant increases in traffic and a reduction in the number of CAs able to work at TRS call centers.

To adapt to these challenges, TRS providers have implemented various operational changes, including allowing CAs to handle TRS calls from their homes. The FCC's temporary rule waivers provide flexibility to TRS providers by waiving speed-of-answer standards. As the impact of the COVID-19 pandemic continued during 2021, the FCC approved extensions of the waivers.

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<sup>5</sup> Docket No. 20170039-TP, Contract to Provide Telecommunications Relay Service and Caption Telecommunications Service to Florida, filed November 20, 2018, <http://www.floridapsc.com/library/filings/2017/09975-2017/09975-2017.pdf>, accessed October 14, 2020.

<sup>6</sup> Docket No. 20210049-TP, Request for submission of proposals for relay service for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991, <http://www.floridapsc.com/ClerkOffice/DocketFiling?docket=20210049>, access October 20, 2021.

<sup>7</sup> FCC DA 21-195, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, adopted February 18, 2021, <https://www.fcc.gov/document/trs-covid-19-waivers-extended-through-august-31-2021>, accessed on October 5, 2021.

<sup>8</sup> FCC DA 21-1064, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, adopted August 27, 2021, <https://www.fcc.gov/document/pandemic-trs-rule-waivers-extended-through-dec-31-2021>, accessed on October 5, 2021.





## VI. Advisory Committee

Pursuant to Section 427.706, F.S., the FPSC established a committee to provide advice regarding the operation of Florida TRS. The advisory committee provides the expertise, experience, and perspective of people who are deaf, hard of hearing, deaf-blind, or speech impaired. The committee advises on any matter relating to the quality and cost-effectiveness of TRS and the specialized telecommunications device distribution system. Members of the committee are not compensated for their service, but are entitled to per diem and travel expenses for committee meetings. The advisory committee can consist of up to ten individuals. Table 6 lists the current members of the TASA advisory committee.

**Table 6**  
**TASA Advisory Committee Members**

Recommending Organization	Name of Member
Florida Association of Centers for Independent Living	Jane E. Johnson
Center for Hearing and Communication	Margaret (Peggy) Brown
Florida Association of the Deaf, Inc.	Tom D'Angelo
Florida Council on Aging	Margaret Lynn Duggar
Florida Coordinating Council for the Deaf and Hard of Hearing	Debbe Hagner
Florida Telecommunications Industry Association	MaryRose Sirianni

Source: [TASA ADVISORY COMMITTEE - Florida Public Service Commission \(floridapsc.com\)](http://www.floridapsc.com/Files/PDF/Utilities/Telecomm/Relay/FTRI_2021.pdf)

The committee meets twice a year during a formal meeting organized and chaired by Commission staff. The meeting is normally held at the Commission's offices in Tallahassee, but also accommodates remote participation for those who cannot participate in person. In June 2021, FTRI presented details of its Fiscal Year 2021-2022 budget request, consumer outreach and educational marketing efforts, as well as its COVID-19 pandemic response. Sprint presented details on its Florida relay traffic trends, service quality testing, and its COVID-19 pandemic response. Commission staff provided information on implementation of the RFP process.

In November 2021, FTRI's Annual Report was distributed. The report provided details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI also provided information on the operations of contracted services through Regional Distribution Centers.<sup>9</sup> Sprint also provided an update on its operations, including minutes of use for basic TRS and CTS, its Florida Quality Report, and its Florida Outreach Expense Report. Commission staff provided an update on the RFP process, and the Florida Association of Centers for Independent Living made a presentation addressing ideas for improving the equipment distribution process.

<sup>9</sup> Florida Telecommunications Relay, Inc., 2021 Annual Report, [http://www.floridapsc.com/Files/PDF/Utilities/Telecomm/Relay/FTRI\\_2021.pdf](http://www.floridapsc.com/Files/PDF/Utilities/Telecomm/Relay/FTRI_2021.pdf), accessed on September 15, 2021.



## VII. Conclusion

The FPSC will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech-impaired community in Florida. In addition, FTRI continues to distribute equipment and perform outreach activities that increase consumer awareness of both FTRI programs and the telecommunications access system.

The TRS industry is evolving. Basic TRS and CTS users are transitioning to IP Relay, VRS, IP CTS, and Wireless Service. In Fiscal Year 2020-2021, basic TRS and CTS minutes of use decreased from the prior fiscal year. Based on continued advancements in technology, along with the expansion of consumer choice, it appears that minutes of use for these services will continue to decline.

Section 427.704(9), F.S., requires in part that “the Commission in its annual report include proposals for improvements or changes to the telecommunications access system.” TASA provides guidance that the specialized telecommunications devices and the relay service should utilize state-of-the-art technologies and encourages the incorporation of new beneficial technologies as they are developed.<sup>10</sup>

These directives, however, include certain constraints based on how equipment is defined in the statute. Specifically, Section 427.703(11), F.S., defines specialized telecommunications devices as equipment that is “specifically designed or used to provide *basic* access to telecommunications services.” In addition, “Telecommunications device for the deaf” or “TDD,” is defined as “a mechanism which is connected to a standard telephone line” and “used to transmit or receive signals through telephone lines”.<sup>11</sup> Thus, equipment that uses wireless or broadband technologies is not supported by TASA. Also, because TASA is designed to support access only to basic telecommunications services, the surcharge is only applied to basic telecommunications access lines.<sup>12</sup> As such, access line revenues to support the relay program continue to decline as consumers move away from landlines in favor of other technologies.

If there is a desire to address these declines in minutes of use, equipment distribution, and funding, it may be appropriate to revisit TASA to consider whether other technologies should be incorporated to better represent the means by which TASA “customers” are receiving telecommunications services, and if so, whether the TASA surcharge should be applied to these other technologies.

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<sup>10</sup> Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

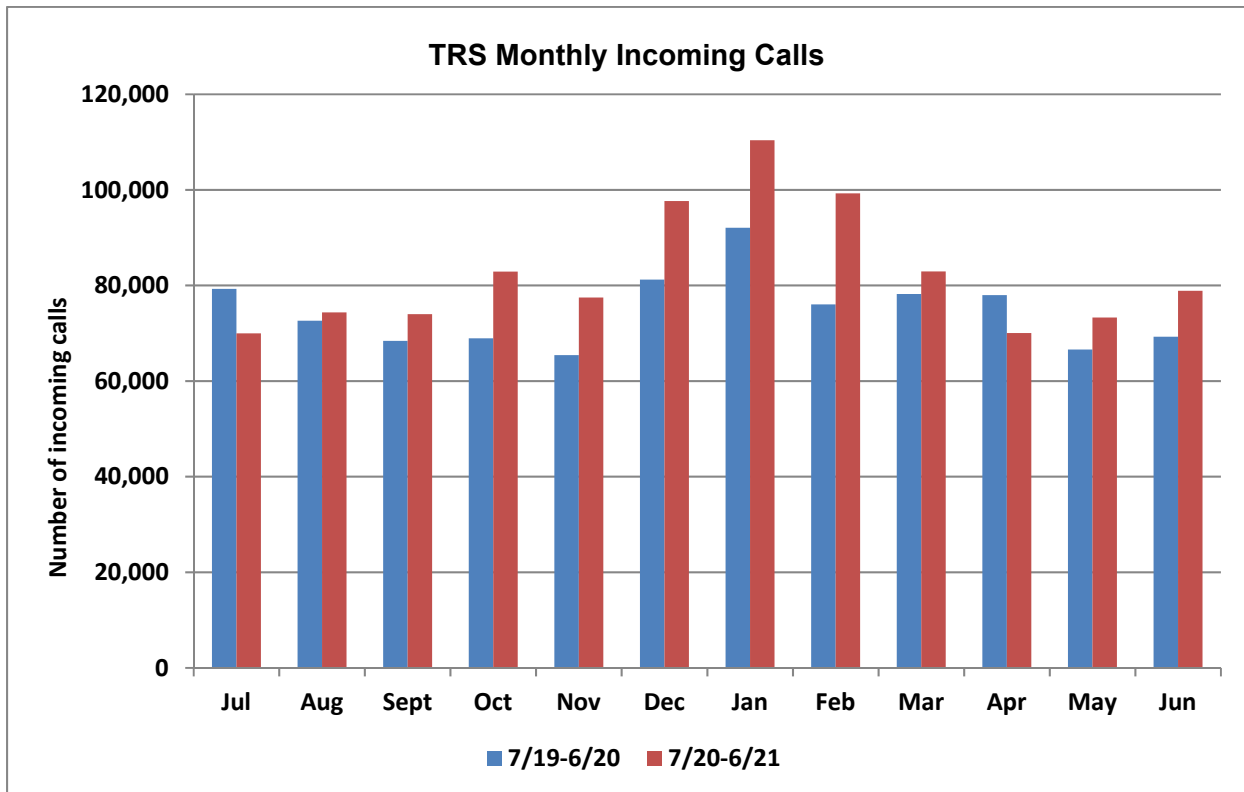
<sup>11</sup> Section 427.703(14), F.S.

<sup>12</sup> Section 427.704(4)(a)(1), F.S.



TRS Monthly Incoming Calls			
Total Incoming Calls July 2019 – June 2020		Total Incoming Calls July 2020 – June 2021	
Jul	79,270	Jul	69,985
Aug	72,612	Aug	74,364
Sept	68,411	Sept	73,981
Oct	68,948	Oct	82,908
Nov	65,425	Nov	77,465
Dec	81,213	Dec	97,651
Jan	92,078	Jan	110,365
Feb	76,035	Feb	99,256
Mar	78,202	Mar	82,921
Apr	77,967	Apr	70,029
May	66,600	May	73,278
Jun	69,257	Jun	78,865
<b>Total</b>	<b>896,018</b>	<b>Total</b>	<b>991,068</b>

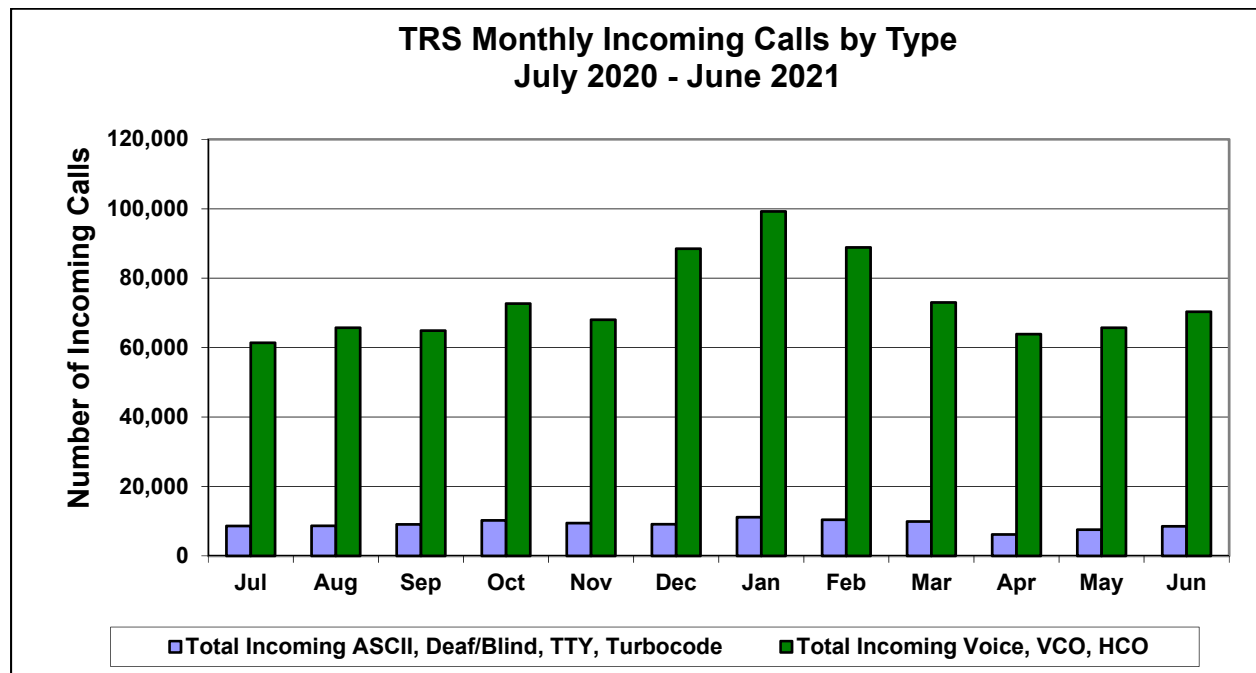
Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics – July 2019-June 2021.



Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics – July 2019-June 2021.

TRS Monthly Incoming Calls by Type July 2020 – June 2021										
Month	ASCII	Deaf/ Blind Baudot	TTY	Turbo -code	Total ASCII, Deaf/Blind Baudot, TTY, Turbo code	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Incoming Calls
Jul	66	0	8,456	72	8,594	60,381	733	277	61,391	69,985
Aug	295	0	8,274	82	8,651	64,750	755	208	65,713	74,364
Sep	311	0	8,688	68	9,067	64,135	617	162	64,914	73,981
Oct	355	0	9,825	59	10,239	71,599	1,023	47	72,669	82,908
Nov	340	0	9,046	49	9,435	66,956	1,001	73	68,030	77,465
Dec	283	0	8,795	53	9,131	87,499	988	33	88,520	97,651
Jan	308	1	10,779	54	11,142	97,927	1,281	15	99,223	110,365
Feb	454	0	9,888	50	10,392	87,849	952	63	88,864	99,256
Mar	429	0	9,404	56	9,889	71,992	1,003	37	73,032	82,921
Apr	292	1	5,830	40	6,163	62,976	873	17	63,866	70,029
May	312	0	7,216	42	7,570	64,718	956	34	65,708	73,278
Jun	281	0	8,217	31	8,529	69,347	962	27	70,336	78,865
<b>Total</b>	<b>3,726</b>	<b>2</b>	<b>104,418</b>	<b>656</b>	<b>108,802</b>	<b>870,129</b>	<b>11,144</b>	<b>993</b>	<b>882,266</b>	<b>991,068</b>

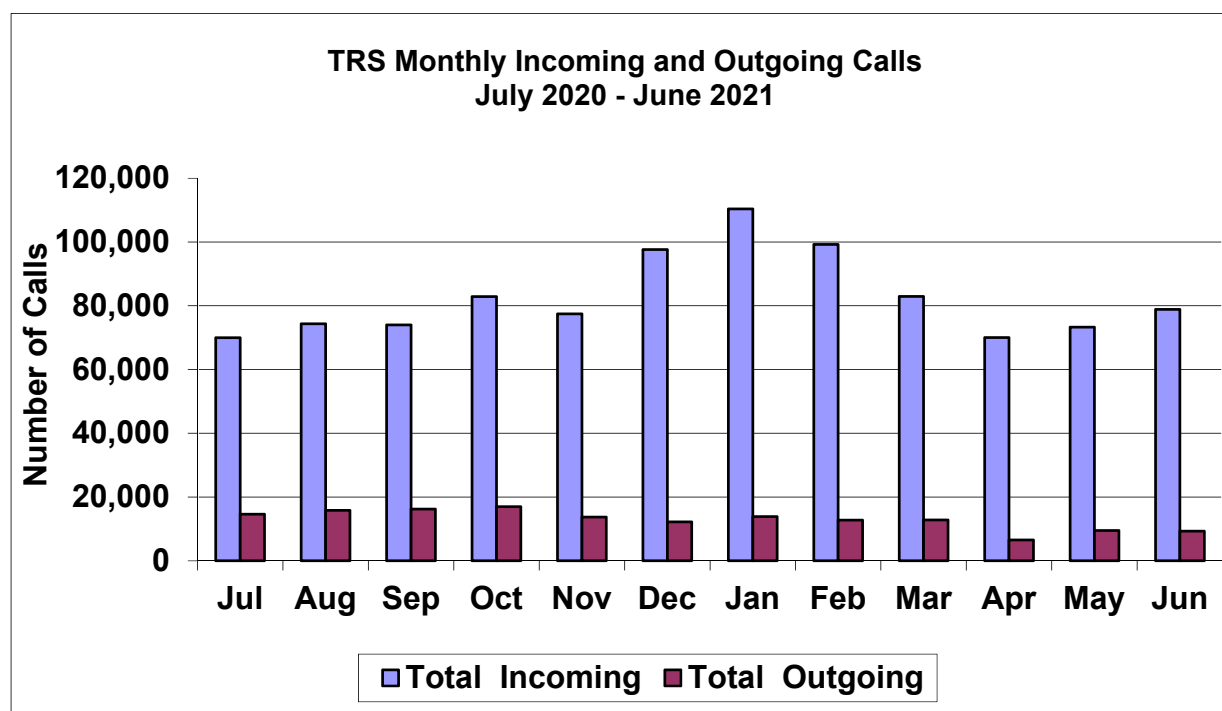
Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2020-June 2021.



Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2020-June 2021.

TRS Monthly Incoming and Outgoing Calls July 2020 – June 2021				
Month	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	69,985	3,326	11,277	14,603
Aug	74,364	3,998	11,841	15,839
Sep	73,981	3,790	12,454	16,244
Oct	82,908	4,004	12,976	16,980
Nov	77,465	2,553	11,160	13,713
Dec	97,651	2,338	9,865	12,203
Jan	110,365	2,704	11,142	13,846
Feb	99,256	2,502	10,273	12,775
Mar	82,921	2,130	10,678	12,808
Apr	70,029	1,156	5,384	6,540
May	73,278	1,872	7,616	9,488
Jun	78,865	1,884	7,419	9,303
<b>Total</b>	<b>991,068</b>	<b>32,257</b>	<b>122,085</b>	<b>154,342</b>

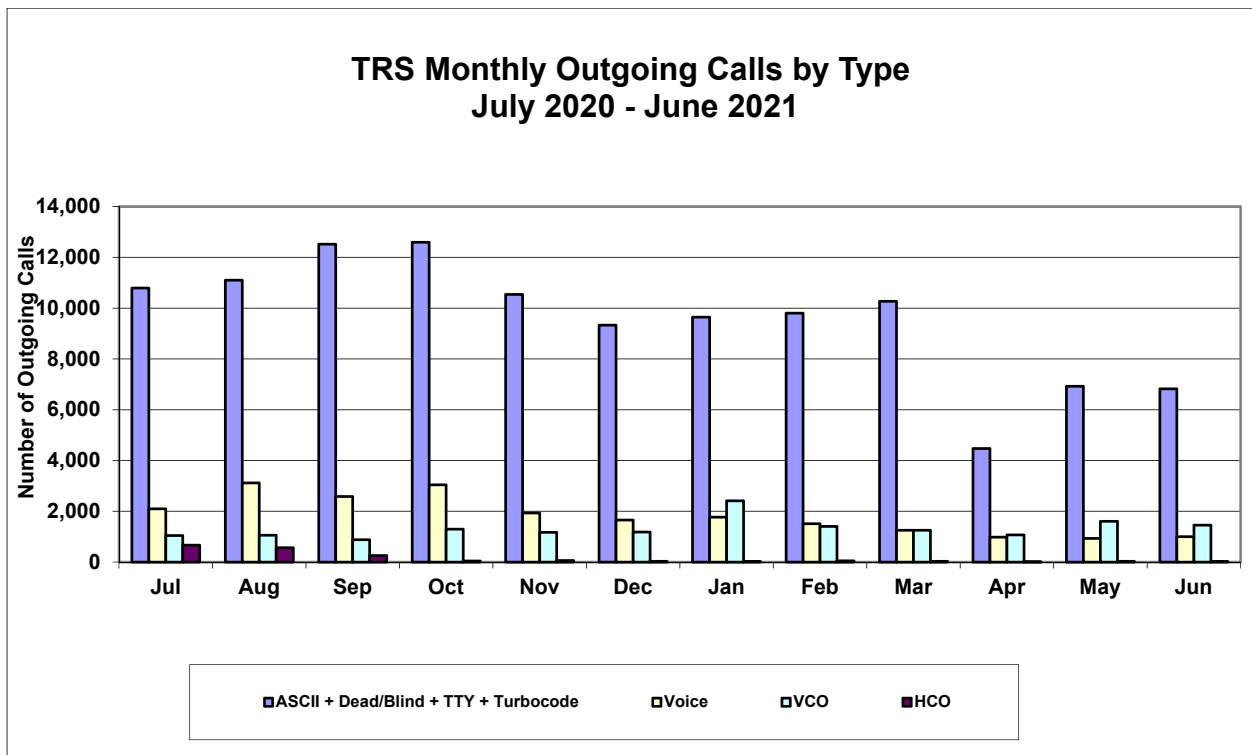
Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2020-June 2021.



Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2020-June 2021.

TRS Monthly Outgoing Calls by Type July 2020 – June 2021										
Month	ASCII	Deaf/Blind Baudot	TTY	Turbo-code	Total ASCII, Deaf/Blind, Baudot, TTY, Turbocode	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Outgoing Calls
Jul	0	0	10,782	8	10,790	2,100	1,044	669	3,813	14,603
Aug	167	0	10,926	8	11,101	3,117	1,055	566	4,738	15,839
Sep	162	0	12,346	14	12,522	2,583	881	258	3,722	16,244
Oct	160	0	12,415	18	12,593	3,045	1,296	46	4,387	16,980
Nov	169	0	10,371	3	10,543	1,936	1,170	64	3,170	13,713
Dec	161	0	9,150	18	9,329	1,657	1,184	33	2,874	12,203
Jan	162	5	9,472	4	9,643	1,767	2,414	22	4,203	13,846
Feb	248	0	9,551	5	9,804	1,514	1,405	52	2,971	12,775
Mar	244	0	10,006	20	10,270	1,254	1,251	33	2,538	12,808
Apr	169	0	4,304	1	4,474	982	1,072	12	2,066	6,540
May	182	0	6,729	15	6,926	929	1,603	30	2,562	9,488
Jun	168	0	6,651	5	6,824	1,001	1,452	26	2,479	9,303
<b>Total</b>	<b>1,992</b>	<b>5</b>	<b>112,703</b>	<b>119</b>	<b>114,819</b>	<b>21,885</b>	<b>15,827</b>	<b>1,811</b>	<b>39,523</b>	<b>154,342</b>

Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2020-June 2021.

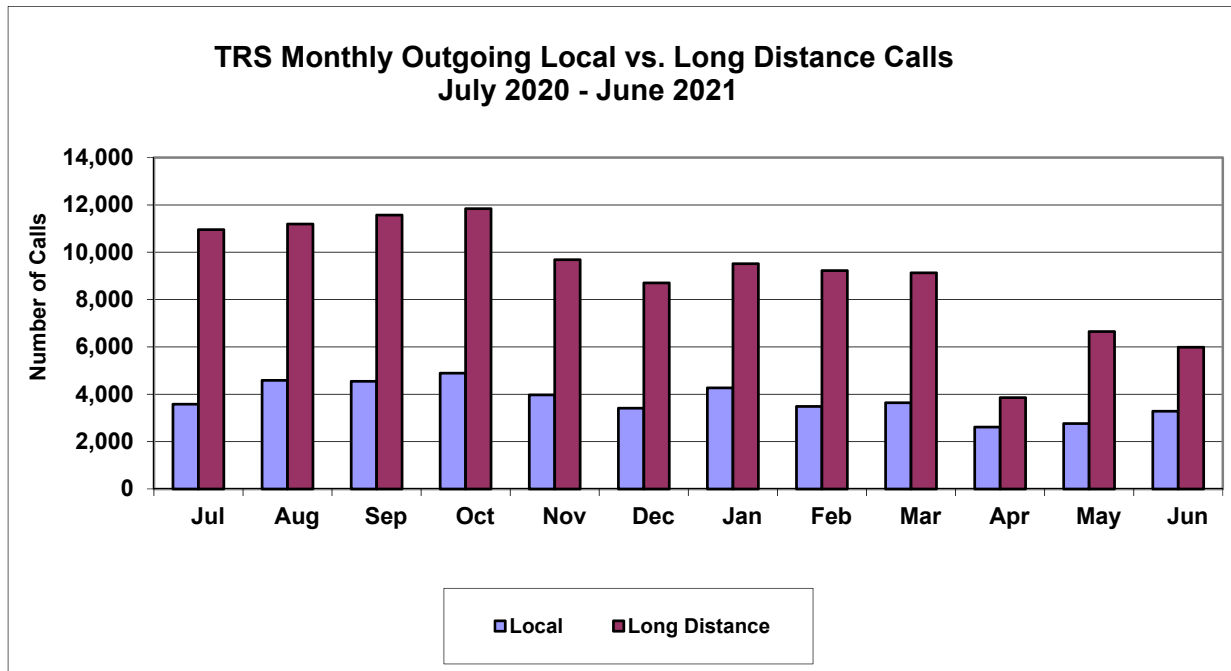


Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2020-June-2021.



TRS Monthly Outgoing Local vs. Long Distance Calls July 2020 – June 2021 <sup>13</sup>							
Month	Toll Free	Intrastate Intralata	Intrastate Interlata	Interstate	International	Total Long Distance	Local
Jul	968	266	7,483	2,216	26	10,959	3,579
Aug	918	498	6,863	2,848	66	11,193	4,591
Sep	857	459	6,885	3,301	67	11,569	4,545
Oct	944	729	6,791	3,353	25	11,842	4,891
Nov	1,024	252	5,934	2,466	10	9,686	3,971
Dec	926	183	5,724	1,864	9	8,706	3,411
Jan	1,111	214	6,331	1,849	11	9,516	4,271
Feb	1,231	410	5,441	2,132	13	9,227	3,489
Mar	1,708	562	5,008	1,849	5	9,132	3,639
Apr	1,312	102	1,290	1,140	12	3,856	2,616
May	1,231	67	3,650	1,688	12	6,648	2,762
Jun	1,442	55	3,184	1,291	14	5,986	3,286
<b>Total</b>	<b>13,672</b>	<b>3,797</b>	<b>64,584</b>	<b>25,997</b>	<b>270</b>	<b>108,320</b>	<b>45,051</b>

Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2020-June 2021.

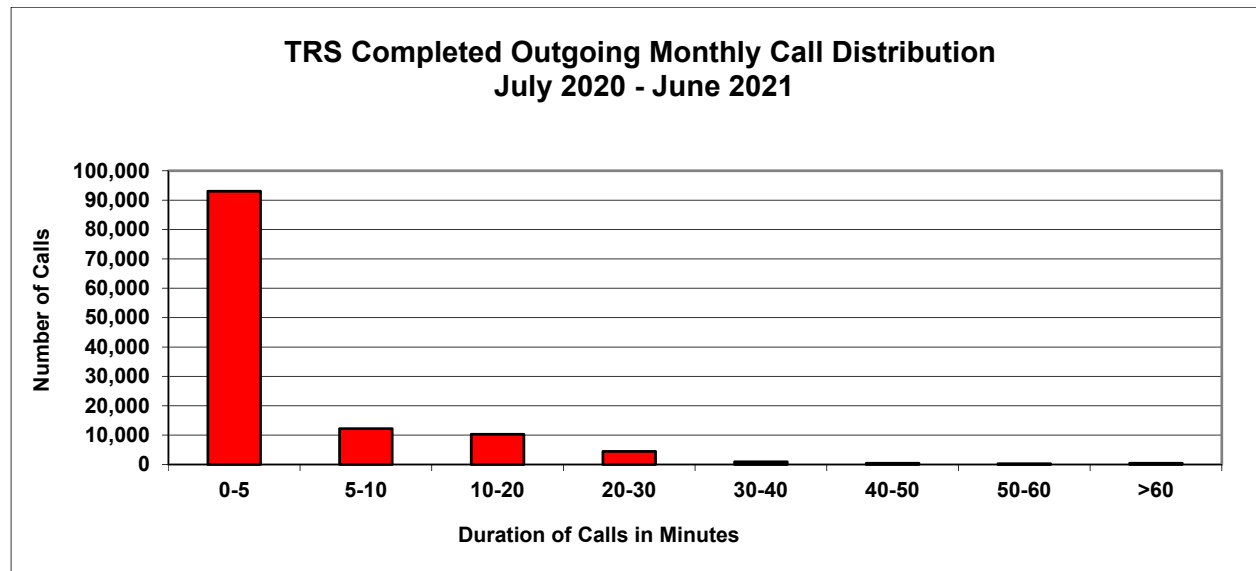


Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2020-June 2021.

<sup>13</sup> Does not include Directory Assistance Calls.

TRS Completed Outgoing Monthly Call Distribution July 2020 – June 2021								
In Minutes								
Month	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
Jul	8,797	1,084	923	348	57	25	21	22
Aug	9,368	1,020	915	394	66	28	18	32
Sep	9,873	1,195	896	360	54	25	20	31
Oct	10,198	1,232	972	411	60	34	23	46
Nov	8,528	1,123	922	405	79	32	32	39
Dec	7,354	1,014	888	447	68	37	22	35
Jan	8,333	1,137	1,005	517	64	31	17	38
Feb	7,644	1,133	957	414	54	26	14	31
Mar	7,915	1,133	991	474	86	30	15	34
Apr	3,787	644	523	225	95	52	27	31
May	5,720	754	631	271	116	52	33	39
Jun	5,521	748	671	229	118	54	36	42
<b>Total</b>	<b>93,038</b>	<b>12,217</b>	<b>10,294</b>	<b>4,495</b>	<b>917</b>	<b>426</b>	<b>278</b>	<b>420</b>

Source: Sprint Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2020-June 2021.



Source: Sprint Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2020-June 2021.

<b>TRS Billable Minutes and Charges July 2020 – June 2021</b>		
<b>Month</b>	<b>TRS Minutes of Use</b>	<b>TRS Charges (\$)</b>
<b>Jul</b>	82,449	\$111,306
<b>Aug</b>	85,518	\$115,450
<b>Sept</b>	84,717	\$114,367
<b>Oct</b>	91,796	\$123,925
<b>Nov</b>	87,841	\$118,585
<b>Dec</b>	102,374	\$138,205
<b>Jan</b>	107,391	\$144,978
<b>Feb</b>	94,487	\$127,558
<b>Mar</b>	90,879	\$122,687
<b>Apr</b>	63,847	\$86,194
<b>May</b>	73,727	\$99,532
<b>Jun</b>	78,911	\$106,529
<b>Total</b>	<b>1,043,937</b>	<b>\$1,409,316</b>

*Source: Sprint Monthly Traffic Report*

<b>CTS Billable Minutes and Charges July 2020 – June 2021</b>		
<b>Month</b>	<b>CTS Minutes of Use</b>	<b>CTS Charges (\$)</b>
<b>Jul</b>	34,762	\$58,748
<b>Aug</b>	33,095	\$55,930
<b>Sept</b>	31,001	\$52,391
<b>Oct</b>	34,351	\$58,054
<b>Nov</b>	31,320	\$52,930
<b>Dec</b>	34,003	\$57,465
<b>Jan</b>	30,936	\$52,282
<b>Feb</b>	27,919	\$47,183
<b>Mar</b>	30,630	\$51,765
<b>Apr</b>	28,559	\$48,265
<b>May</b>	26,815	\$45,318
<b>Jun</b>	24,946	\$42,159
<b>Total</b>	<b>368,337</b>	<b>\$622,490</b>

*Source: Sprint Monthly Traffic Report*

## FTRI Budget for 2020-2021 and 2021-2022 Fiscal Years

	Commission Approved Budget 2020-2021	Actual Revenue And Expenses 2020-2021	Commission Approved Budget 2021-2022
<b>Operating Revenue</b>			
<i>Surcharges</i>	4,792,249	4,576,523	4,374,084
<i>Interest Income</i>	114,589	11,991	22,843
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	4,906,838	4,588,514	4,396,927
<i>Surplus Account</i>	17,222,460	18,598,556	18,286,093
<b>GRAND TOTAL FUNDS</b>	<b>22,129,298</b>	<b>23,187,070</b>	<b>22,683,020</b>
<b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>Sprint</i>	<b>2,254,960</b>	<b>2,031,805</b>	<b>1,647,753</b>
<b>CATEGORY II. Equipment &amp; Repair</b>			
<i>VCPH Cordless</i>	0	237,170	0
<i>VCPS-RC200</i>	0	0	0
<i>Large Print TDDs</i>	0	0	0
<i>VCO/HCO – TDD</i>	0	0	0
<i>VCO Telephone</i>	0	0	0
<i>Dual Sensory Equipment</i>	0	0	0
<i>CTS Phone Equipment</i>	0	0	0
<i>VCP Hearing Impaired</i>	577,203	37,263	577,203
<i>VCP Speech Impaired</i>	0	0	0
<i>TeliTalk Speech Aid</i>	32,760	22,575	32,760
<i>Jupiter Speaker Phone</i>	0	0	0
<i>In-Line Amplifier</i>	34,950	93,316	34,950
<i>ARS/VRS Signaling Equipment</i>	18,992	2,859	18,992
<i>VCPH Accessories</i>	0	0	0
<i>Accessories &amp; Supplies</i>	518	0	518
<i>Telecom Equipment Repair</i>	108,812	34,938	108,812
<b>TOTAL CATEGORY II</b>	<b>773,235</b>	<b>428,121</b>	<b>773,235</b>
<b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment</i>	30,862	20,081	30,862
<i>Regional Distribution Centers</i>	535,647	148,718	531,618
<i>Workshop Expense</i>	0	0	0
<i>Training Expense</i>	468	468	468
<b>TOTAL CATEGORY III</b>	<b>566,977</b>	<b>169,267</b>	<b>562,948</b>

	Commission Approved Budget 2020-2021	Actual Revenue And Expenses 2020-2021	Commission Approved Budget 2021-2022
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	535,650	431,093	535,650
<b>TOTAL CATEGORY IV</b>	<b>535,650</b>	<b>431,093</b>	<b>535,650</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	0	0	0
<i>Accounting/Auditing</i>	20,823	20,772	21,624
<i>Legal</i>	28,776	13,487	12,281
<i>Computer Consultation</i>	5,020	5,658	5,460
<i>Computer Software</i>	0	4,126	0
<i>Dues &amp; Subscriptions</i>	2,482	1,230	1,380
<i>Furniture and Equipment Purchases</i>	7,131	0	7,711
<i>Depreciation</i>	0	3,175	0
<i>Office Equipment Lease</i>	1,751	1,616	1,778
<i>Insurance- Health/ Life/Disability/Other</i>	191,634	148,872	182,738
<i>Office Expense</i>	12,248	8,866	10,477
<i>Postage</i>	4,139	586	3,025
<i>Printing</i>	1,323	0	1,177
<i>Rent</i>	91,715	91,644	91,304
<i>Utilities</i>	5,408	4,191	4,945
<i>Retirement</i>	77,030	60,641	78,849
<i>Employee Compensation</i>	431,510	404,599	443,590
<i>Salary Survey Fees</i>	0	0	0
<i>Temporary Staff</i>	0	0	0
<i>Taxes-Payroll</i>	31,979	29,441	30,977
<i>Taxes-Unemployment Comp</i>	56	0	2,957
<i>Taxes-Licenses</i>	61	0	61
<i>Telephone</i>	17,030	19,161	19,940
<i>Travel &amp; Business</i>	8,111	0	8,111
<i>Equipment Maintenance</i>	855	595	611
<i>Employee Training</i>	2,145	1,870	2,145
<i>Meeting &amp; Interpreter</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>941,227</b>	<b>820,530</b>	<b>931,141</b>
<b>GRAND TOTAL EXPENSES</b>	<b>5,072,049</b>	<b>3,880,816</b>	<b>4,450,727</b>

## Glossary

**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 telecommunications 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.

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

**Communications Assistant:** A person who translates or interprets conversation between two or more end users of telecommunications relay service.

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

**Dual Sensory Impaired:** Having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

**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 Communications Assistant speaks the text as typed by the person with the speech disability.

**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.

**Regional Distribution Centers:** Non-profit agencies across Florida contracted by FTRI to provide equipment distribution services.

**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.

**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.

**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.

**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 Communications Assistant types the response back to the person with the hearing disability. The Communications Assistant 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.

**Video Relay Service:** 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 Communications Assistant to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller.

**Visual Ring Signaler:** A device which connects to a lamp and makes the light flash on and off when the telephone rings.