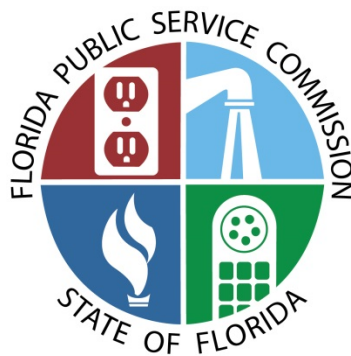




*The Status of the  
Telecommunications Access System Act of 1991*



December 2022



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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 telecommunications 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 in Florida.<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 October 13, 2022.

## 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 314 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 2021-2022. FTRI’s largest expense component, which accounted for approximately half of all expenses, 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                  | \$4,154,656      |
| Relay Services Expense         | (1,667,064)      |
| Equipment and Repair Expense   | (429,508)        |
| Equipment Distribution Expense | (163,149)        |
| Outreach Expense               | (481,583)        |
| Administrative Expense         | (854,121)        |
| <b>Revenue Less Expenses</b>   | <b>\$559,231</b> |

*Source: Florida Telecommunications Relay Inc.’s 2021-2022 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 2022 annual report, FTRI reported that it distributed approximately 5,471 pieces of relay equipment for Fiscal Year 2021-2022. The equipment predominantly distributed by FTRI is the volume control telephone for the hard of hearing.

FTRI, along with its regional distribution centers, provides equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. 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.

As part of the applications, consumers are informed of their responsibility to return equipment when it is no longer being used.

Table 2 compares equipment distributed for the last two fiscal years. As indicated in the Table, the total number of units distributed by FTRI declined by 15 percent during the last fiscal year.

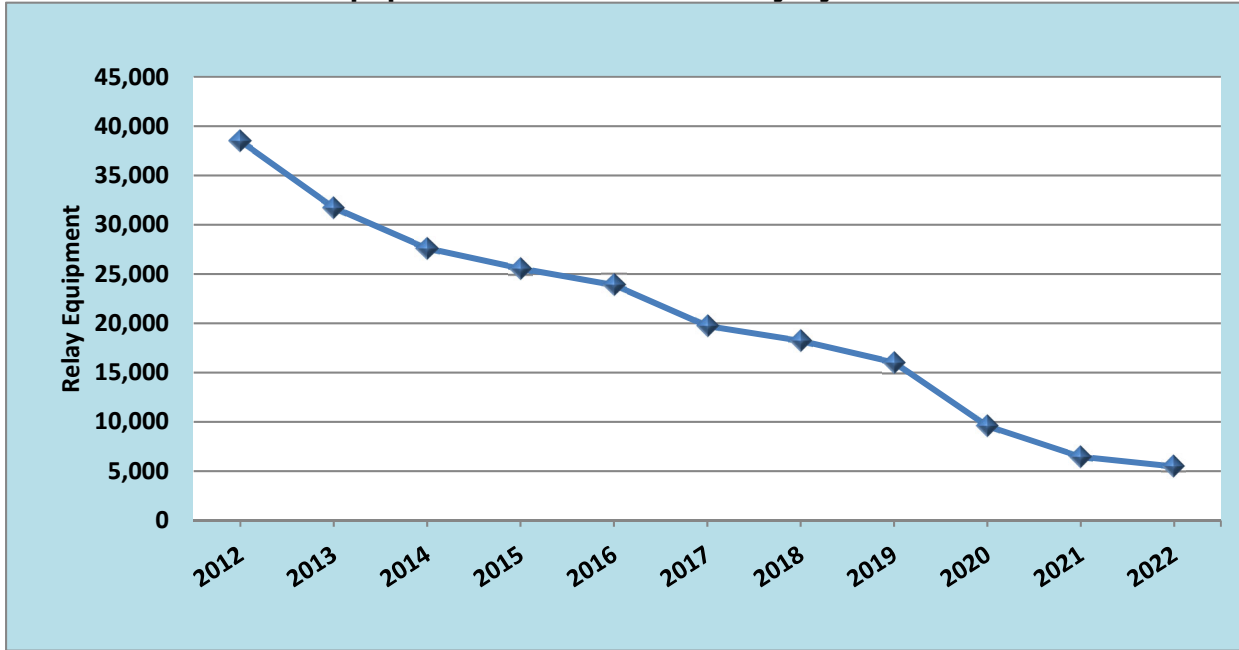
**Table 2**  
**Equipment Distributed by FTRI**

| Equipment Type  | Units<br>7/1/20 – 6/30/21 | Units<br>7/1/21 – 6/30/22 | Percentage<br>Change |
|---|---------------------------|---------------------------|----------------------|
| Volume Control Telephone for Hearing Impaired (VCP)                 | 4,916                     | 4,061                     | -17%                 |
| Audible Ring Signaler (ARS) and Visual Ring Signaler (VRS)          | 61                        | 63                        | 3%                   |
| Telecommunications Device for the Deaf (TDD)                        | 8                         | 11                        | 38%                  |
| Captioned Telephone   | 85                        | 52                        | -39%                 |
| In-Line Amplifier   | 1,336                     | 1,233                     | -8%                  |
| Speech Challenged Telephone   | 36                        | 39                        | 8%                   |
| Other – Includes hearing carry-over and voice-carry-over telephones | 21                        | 12                        | -43%                 |
| <b>Total</b>  | <b>6,463</b>              | <b>5,471</b>              | <b>-15%</b>          |

*Source: Florida Telecommunications Relay, Inc.'s 2020-2021 Annual Report through 2021-2022 Annual Report and Data Request Response.*

Figure 1 shows the total units of relay equipment distributed from 2012 through 2022. As indicated in this Figure, the decline in equipment distribution during Fiscal Year 2021-2022, is consistent with the steady decline in distribution experienced over the past decade.

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



*Source: Florida Telecommunications Relay, Inc.'s 2011-2012 Annual Report through 2021-2022 Annual Report.*

Table 3 reflects the number of new recipients receiving equipment and training for Fiscal Year 2021-2022. 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 2021-2022)**

| Type of Recipient | New Recipients |
|-------------------|----------------|
| Deaf              | 11             |
| Hard of Hearing   | 2,240          |
| Speech Challenged | 39             |
| Dual Sensory      | 0              |
| <b>Total</b>      | <b>2,290</b>   |

*Source: Florida Telecommunications Relay, Inc.'s 2021-2022 Annual Report.*

Table 4 provides a listing of professionals involved with the certification of client applications for Fiscal Year 2021-2022. Most applications received by FTRI were approved at Deaf Service Centers.



**Table 4**  
**Applications Approved by Certifier Type**  
**(For Fiscal Year 2021-2022)**

| Category of Certifier                      | Approved Applications |
|--|-----------------------|
| Deaf Service Center Director               | 1,679                 |
| Hearing Aid Specialist                     | 323                   |
| Physician, Audiologist, Speech Pathologist | 285                   |
| Federal or State Agency                    | 3                     |
| <b>Total</b>                               | <b>2,290</b>          |

*Source: Florida Telecommunications Relay, Inc.'s 2021-2022 Annual Report.*

Table 5 reflects the number of persons served by FTRI between Fiscal Years 2012-2013 and 2021-2022. New clients served and customer calls are two of the key categories monitored to evaluate participation in the relay program. As presented, there has been an eighty-five percent decline in new clients served and a forty-nine percent decline in customer calls over the past ten years.

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

| Fiscal Year | New    | Modified | Exchange | Return | Follow-Up | Calls  | Total  |
|-------------|--------|----------|----------|--------|-----------|--------|--------|
| 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 |
| 2021-2022   | 2,290  | 349      | 2,075    | 1,254  | 150       | 11,892 | 18,010 |

*Source: Florida Telecommunications Relay, Inc.'s 2012-2013- Annual Report through 2021-2022 Annual Report.*



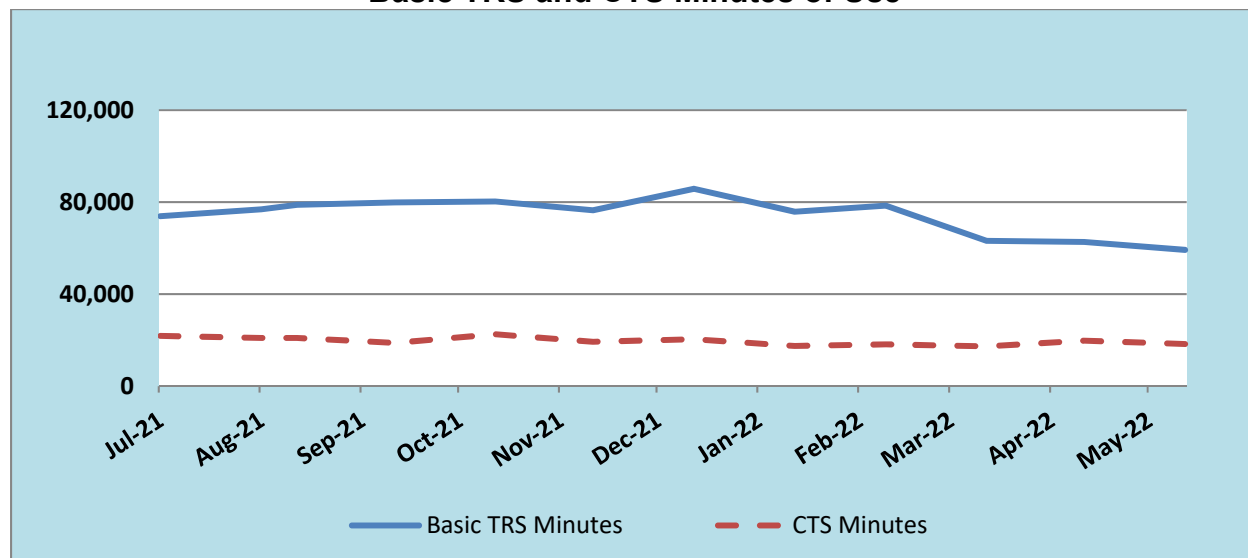
### III. Relay Services and Minutes of Use

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 2021 to June 2022. During this period, the total number of billable minutes of use for basic TRS calls was 891,635, a decrease of 14 percent from the previous year. The total number of CTS minutes of use from July 2021 to June 2022 was 236,044, which represents a 36 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 \$1.60 per minute, while CTS has a cost of \$1.67 per minute due to its specialized service.

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



Source: Sprint Monthly Traffic Report - July 2021-June 2022.

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 over 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 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.

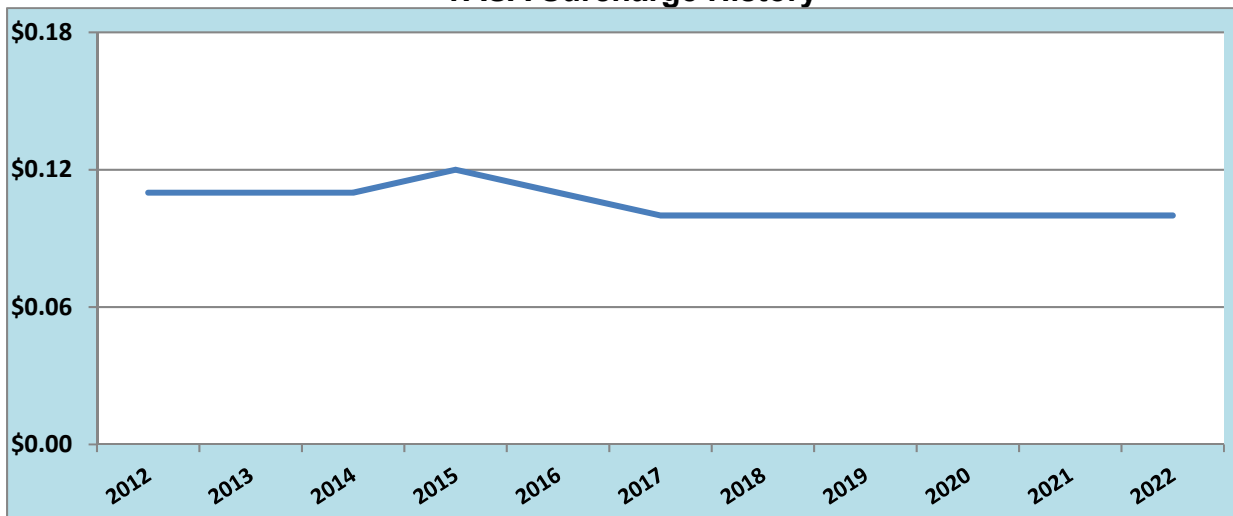
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<sup>3</sup> IP Relay, VRS, and IP CTS are funded by the federal relay program.

## 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 consistently declined as consumers switch to other technologies, such as wireless and Voice over Internet Protocol (VoIP). These growing services are not required by TASA to contribute to the Florida telecommunications access system. The TASA surcharge for Fiscal Year 2021-2022 was \$0.10 per access line each month. Figure 3 provides a historical view of the monthly TASA surcharge since 2012.

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



Source: FPSC Orders establishing budget and setting monthly surcharge, 2012 through 2022.

On February 25, 2022, FTRI filed its proposed Fiscal Year 2022-2023 budget for FPSC consideration. At the July 7, 2022 Agenda Conference, the Commission approved a total FTRI budget expense of \$3,961,745 and maintained the monthly TASA surcharge at \$0.10 per month.<sup>4</sup>

Appendix I provides FTRI's approved budget and actual expenses for Fiscal Year 2021-2022, and the approved budget for Fiscal Year 2022-2023.

<sup>4</sup> Docket No. 20220046-TP, Notice of Proposed Agency Action Order Approving Florida Telecommunications Relay, Inc.'s Budget, PAA Order PSC-2022-0289-PAA-TP, issued July 25, 2022, <http://www.floridapsc.com/library/filings/2022/04955-2022/04955-2022.pdf>, accessed October 18, 2022.

## **V. State and Federal Activity**

### **A. State Activity**

On March 4, 2021, FPSC staff opened a docket to initiate a Request for Proposals (RFP) to provide relay service in Florida after the conclusion of the contract scheduled to expire in early 2022.<sup>5</sup> At the May 4, 2021 Agenda Conference, the Commission issued an RFP 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.

Sprint began providing service in Florida under the new contract on March 1, 2022. The current contract is for a period of three years, with options to extend for four additional one-year periods.

### **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 September 26, 2022, the FCC released a Public Notice stating that states wishing to operate their own TRS programs under Section 225 of the Communications Act of 1934, as amended, must be certified by the FCC.<sup>6</sup> TRS certifications will expire on July 25, 2023. The FCC also requested that renewal applications be filed no later than December 1, 2022, to give it sufficient time to review and rule on the applications prior to expiration of the existing certifications. Florida filed its renewal application with the FCC on December 1, 2022.

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<sup>5</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 21, 2022.

<sup>6</sup> FCC, Public Notice, CG Docket No. 03-123, DA 22-1007, released on September 26, 2022, <https://docs.fcc.gov/public/attachments/DA-22-1007A1.pdf>, accessed on October 21, 2022

## VI. Advisory Committee

Pursuant to Section 427.706, F.S., the FPSC established a committee to provide advice regarding the operation of TRS in Florida. 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           |

Source: [TASA ADVISORY COMMITTEE - Florida Public Service Commission \(floridapsc.com\)](http://floridapsc.com)

The committee meets twice a year during a formal meeting organized and conducted by FPSC staff. In May 2022, FTRI presented details of its Fiscal Year 2022-2023 budget request, consumer outreach, and educational marketing efforts. Sprint presented details on its Florida relay traffic trends, service quality testing, and its COVID-19 pandemic response.

In October 2022, FTRI reviewed its Annual Report and 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>7</sup> Sprint 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.

<sup>7</sup> Florida Telecommunications Relay, Inc., 2022 Annual Report, [\\Fp1\data\psc\IDM\WP\TEL\00\\_MARKET\\_PRACTICES\\_SECTION\00\\_TASA\TASA\\_2022\FTRI\\_Annual\\_Report\\_FY2022.pdf](\\Fp1\data\psc\IDM\WP\TEL\00_MARKET_PRACTICES_SECTION\00_TASA\TASA_2022\FTRI_Annual_Report_FY2022.pdf), accessed on October 18, 2022.

## 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 2021-2022, 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>8</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>9</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>10</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>8</sup> Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

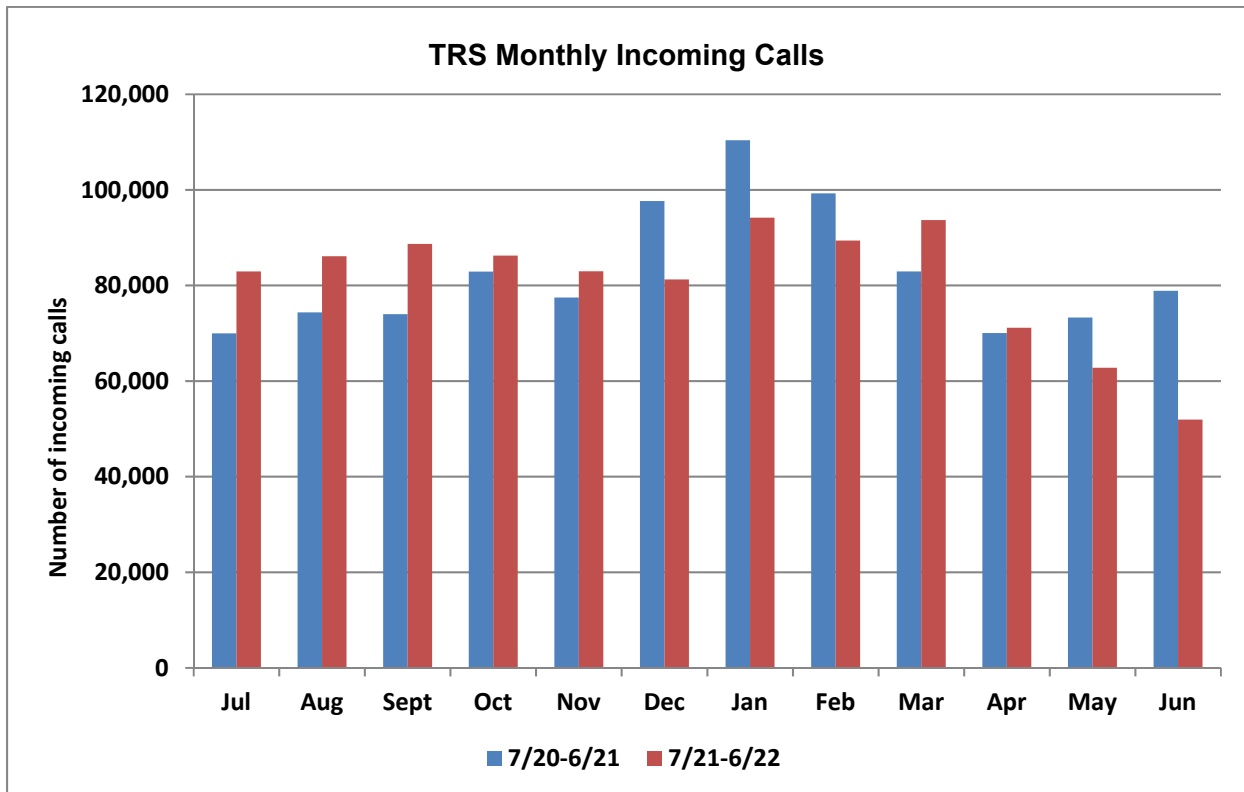
<sup>9</sup> Section 427.703(14), F.S.

<sup>10</sup> Section 427.704(4)(a)(1), F.S.



| <b>TRS Monthly Incoming Calls</b>                     |                |   |                |
|---|----------------|---|----------------|
| <b>Total Incoming Calls<br/>July 2020 – June 2021</b> |                | <b>Total Incoming Calls<br/>July 2021 – June 2022</b> |                |
| Jul   | 69,985         | Jul   | 82,918         |
| Aug   | 74,364         | Aug   | 86,103         |
| Sept  | 73,981         | Sept  | 88,667         |
| Oct   | 82,908         | Oct   | 86,226         |
| Nov   | 77,465         | Nov   | 82,970         |
| Dec   | 97,651         | Dec   | 81,240         |
| Jan   | 110,365        | Jan   | 94,172         |
| Feb   | 99,256         | Feb   | 89,390         |
| Mar   | 82,921         | Mar   | 93,668         |
| Apr   | 70,029         | Apr   | 71,156         |
| May   | 73,278         | May   | 62,782         |
| Jun   | 78,865         | Jun   | 51,926         |
| <b>Total</b>  | <b>991,068</b> | <b>Total</b>  | <b>971,218</b> |

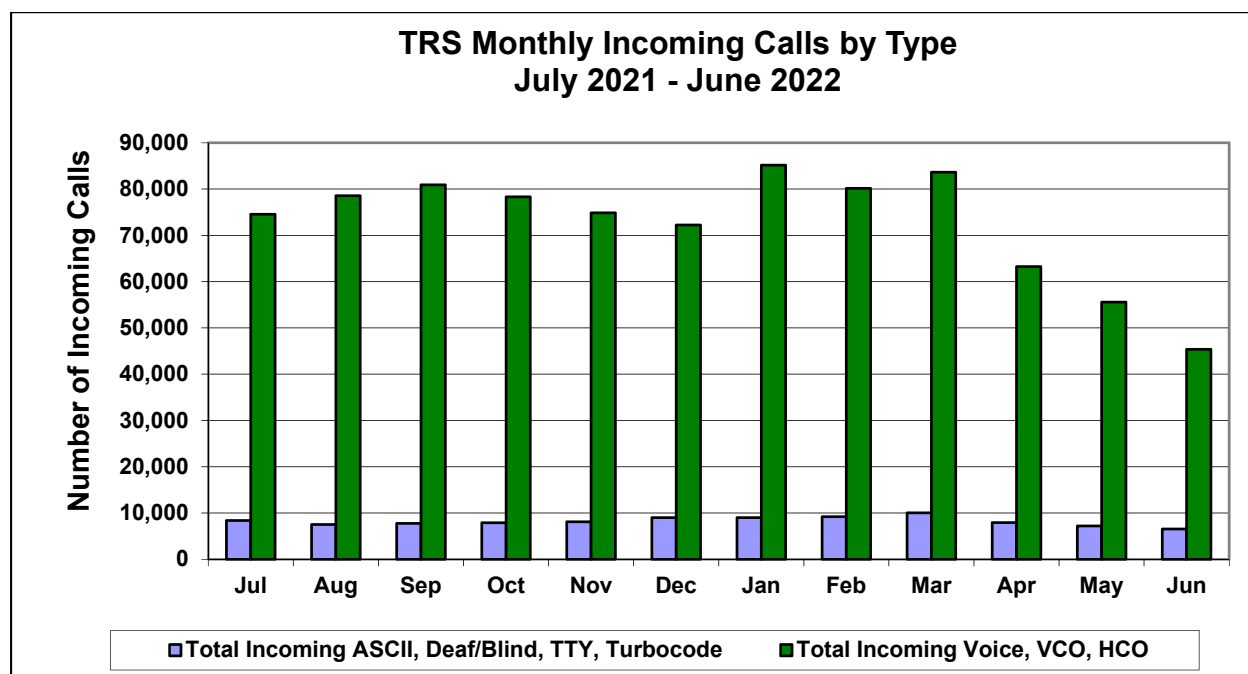
Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics – July 2020-June 2022.



Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics – July 2020-June 2022.

| TRS Monthly Incoming Calls by Type<br>July 2021 – June 2022 |              |                   |               |            |  |                |               |            |                       |                      |
|---|--------------|-------------------|---------------|------------|--|----------------|---------------|------------|-----------------------|----------------------|
| Month   | ASCII        | Deaf/Blind Baudot | TTY           | Turbo-code | Total ASCII, Deaf/Blind Baudot, TTY, Turbocode | Voice          | VCO           | HCO        | Total Voice, VCO, HCO | Total Incoming Calls |
| Jul   | 319          | 6                 | 7,992         | 60         | 8,377  | 73,363         | 1,128         | 50         | 74,541                | 82,918               |
| Aug   | 307          | 0                 | 7,167         | 56         | 7,530  | 77,321         | 1,196         | 56         | 78,573                | 86,103               |
| Sep   | 302          | 0                 | 7,354         | 98         | 7,754  | 79,891         | 1,021         | 1          | 80,913                | 88,667               |
| Oct   | 332          | 0                 | 7,502         | 62         | 7,896  | 77,146         | 1,176         | 8          | 78,330                | 86,226               |
| Nov   | 303          | 0                 | 7,730         | 79         | 8,112  | 73,760         | 1,092         | 6          | 74,858                | 82,970               |
| Dec   | 303          | 0                 | 8,646         | 58         | 9,007  | 71,099         | 1,134         | 0          | 72,233                | 81,240               |
| Jan   | 274          | 0                 | 8,679         | 60         | 9,013  | 83,829         | 1,330         | 0          | 85,159                | 94,172               |
| Feb   | 294          | 0                 | 8,890         | 40         | 9,224  | 78,792         | 1,372         | 2          | 80,166                | 89,390               |
| Mar   | 446          | 1                 | 9,528         | 51         | 10,026   | 82,302         | 1,315         | 25         | 83,642                | 93,668               |
| Apr   | 422          | 0                 | 7,428         | 72         | 7,922  | 62,291         | 876           | 67         | 63,234                | 71,156               |
| May   | 287          | 11                | 6,835         | 69         | 7,202  | 54,606         | 885           | 89         | 55,580                | 62,782               |
| Jun   | 311          | 3                 | 6,171         | 61         | 6,546  | 44,283         | 1,097         | 0          | 45,380                | 51,926               |
| <b>Total</b>  | <b>3,900</b> | <b>21</b>         | <b>93,922</b> | <b>766</b> | <b>98,609</b>                                  | <b>858,683</b> | <b>13,622</b> | <b>304</b> | <b>872,609</b>        | <b>971,218</b>       |

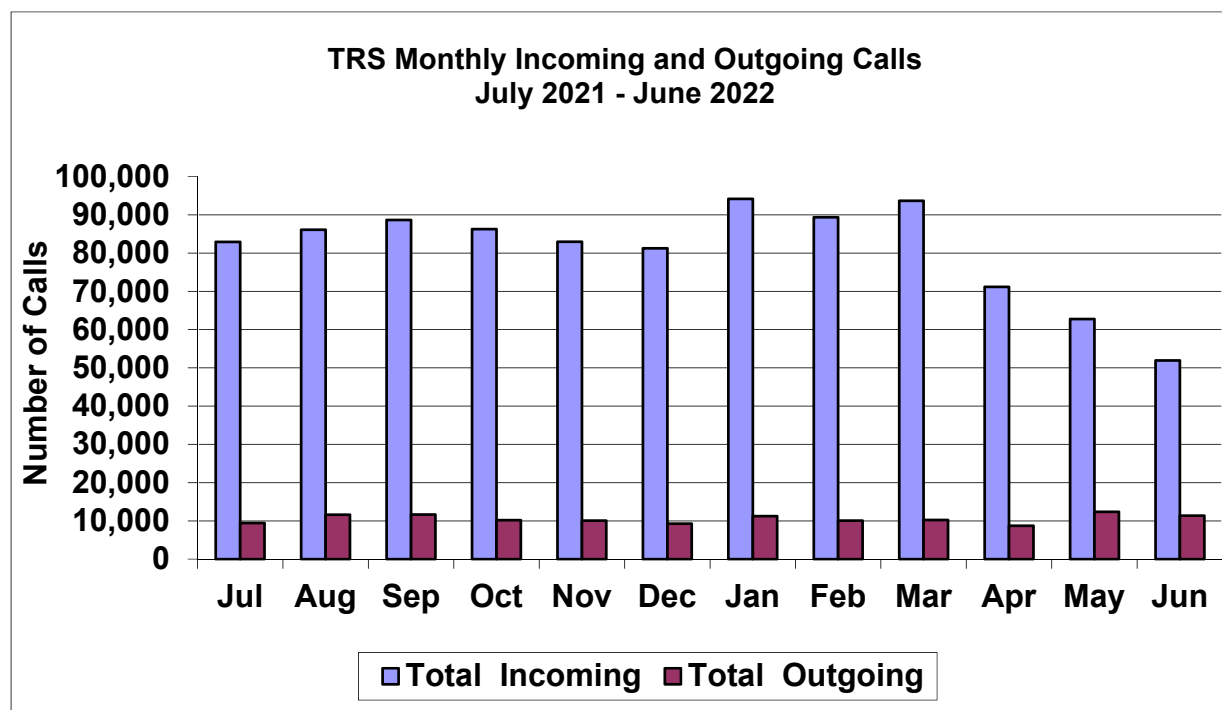
Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2021-June 2022.



Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2021-June 2022.

| TRS Monthly Incoming and Outgoing Calls<br>July 2021 – June 2022 |                |                     |                   |                |
|--|----------------|---------------------|-------------------|----------------|
| Month  | Total Incoming | Incomplete Outgoing | Complete Outgoing | Total Outgoing |
| Jul  | 82,918         | 1,581               | 7,842             | 9,423          |
| Aug  | 86,103         | 2,150               | 9,474             | 11,624         |
| Sep  | 88,667         | 2,048               | 9,611             | 11,659         |
| Oct  | 86,266         | 1,702               | 8,490             | 10,192         |
| Nov  | 82,970         | 1,809               | 8,271             | 10,080         |
| Dec  | 81,240         | 1,642               | 7,644             | 9,286          |
| Jan  | 94,172         | 2,031               | 9,197             | 11,228         |
| Feb  | 89,390         | 2,052               | 7,998             | 10,050         |
| Mar  | 93,668         | 2,390               | 8,842             | 11,232         |
| Apr  | 71,156         | 1,593               | 7,156             | 8,749          |
| May  | 62,782         | 2,465               | 9,900             | 12,365         |
| Jun  | 51,926         | 2,185               | 9,179             | 11,364         |
| <b>Total</b>   | <b>877,086</b> | <b>23,648</b>       | <b>103,604</b>    | <b>127,252</b> |

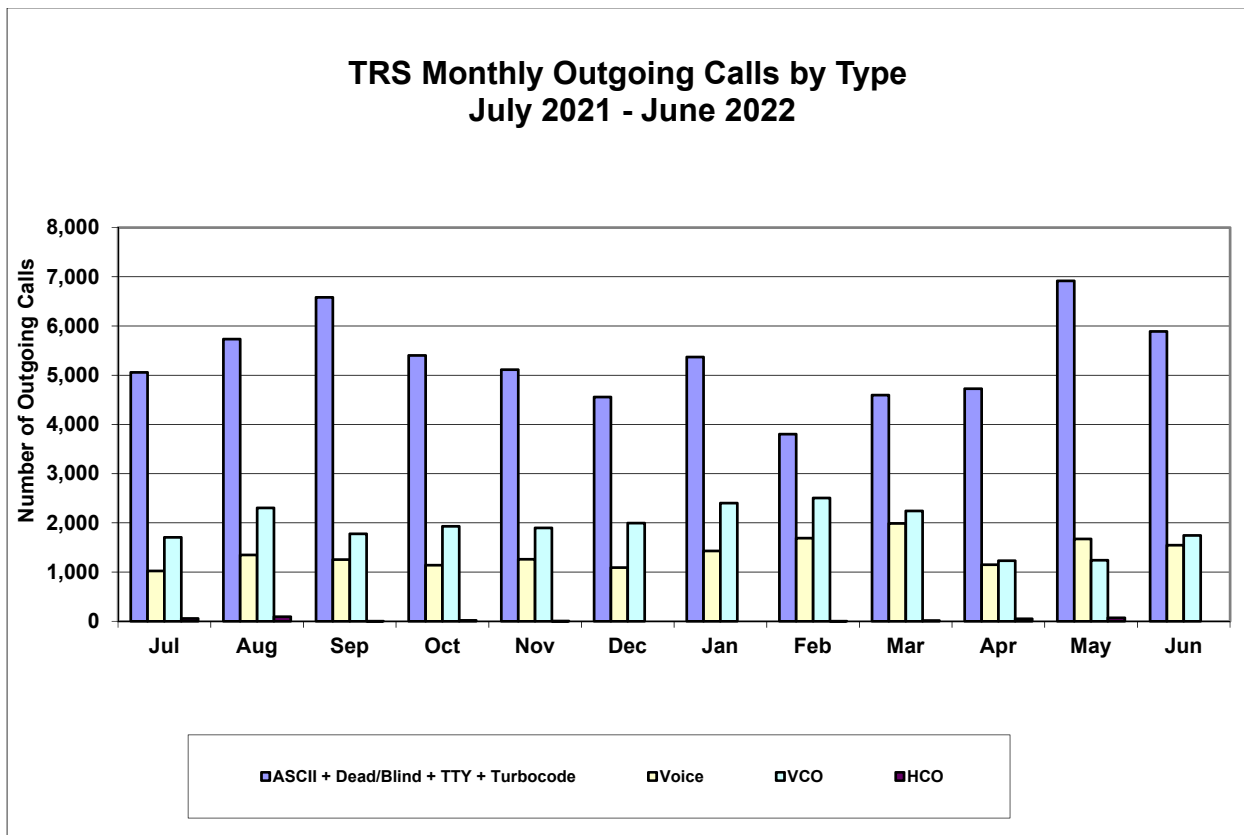
Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2021-June 2022.



Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2021-June 2022.

| TRS Monthly Outgoing Calls by Type<br>July 2021 – June 2022 |              |                   |               |            |   |               |               |            |                       |                      |
|---|--------------|-------------------|---------------|------------|---|---------------|---------------|------------|-----------------------|----------------------|
| 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   | 181          | 2                 | 4,850         | 25         | 5,058   | 1,022         | 1,706         | 56         | 2,784                 | 7,842                |
| Aug   | 178          | 0                 | 5,513         | 41         | 5,732   | 1,348         | 2,302         | 92         | 3,742                 | 9,474                |
| Sep   | 174          | 0                 | 6,325         | 82         | 6,581   | 1,254         | 1,775         | 1          | 3,030                 | 9,611                |
| Oct   | 170          | 0                 | 5,225         | 6          | 5,401   | 1,140         | 1,930         | 19         | 3,089                 | 8,490                |
| Nov   | 171          | 0                 | 4,937         | 3          | 5,111   | 1,258         | 1,898         | 4          | 3,160                 | 8,271                |
| Dec   | 160          | 0                 | 4,393         | 4          | 4,557   | 1,092         | 1,995         | 0          | 3,087                 | 7,644                |
| Jan   | 162          | 0                 | 5,199         | 7          | 5,368   | 1,429         | 2,400         | 0          | 3,829                 | 9,197                |
| Feb   | 173          | 0                 | 3,626         | 3          | 3,802   | 1,689         | 2,504         | 3          | 4,196                 | 7,998                |
| Mar   | 290          | 3                 | 4,282         | 22         | 4,597   | 1,989         | 2,242         | 14         | 4,245                 | 8,842                |
| Apr   | 232          | 0                 | 4,470         | 25         | 4,727   | 1,148         | 1,230         | 51         | 2,429                 | 7,156                |
| May   | 175          | 31                | 6,661         | 49         | 6,916   | 1,674         | 1,239         | 71         | 2,984                 | 9,900                |
| Jun   | 167          | 2                 | 5,679         | 41         | 5,889   | 1,546         | 1,744         | 0          | 3,290                 | 9,179                |
| <b>Total</b>  | <b>2,233</b> | <b>38</b>         | <b>61,160</b> | <b>308</b> | <b>63,739</b>                                   | <b>16,589</b> | <b>22,965</b> | <b>311</b> | <b>39,865</b>         | <b>103,604</b>       |

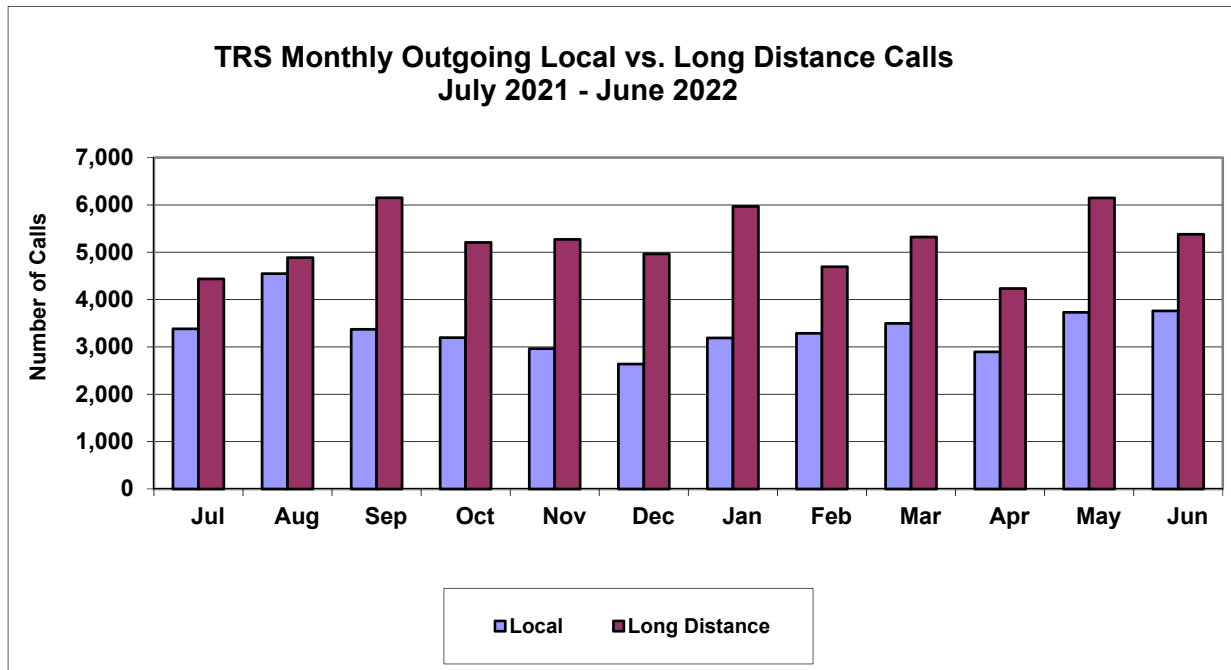
Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2021-June 2022.



Source: Sprint Relay Services Report – Florida Traffic Pattern Statistics - July 2021-June-2022.

| TRS Monthly Outgoing Local vs. Long Distance Calls<br>July 2021 – June 2022 <sup>11</sup> |               |                      |                      |               |               |                     |               |
|---|---------------|----------------------|----------------------|---------------|---------------|---------------------|---------------|
| Month   | Toll Free     | Intrastate Intralata | Intrastate Interlata | Interstate    | International | Total Long Distance | Local         |
| Jul   | 1,037         | 88                   | 2,285                | 1,018         | 8             | 4,436               | 3,381         |
| Aug   | 1,278         | 100                  | 2,166                | 1,327         | 14            | 4,885               | 4,550         |
| Sep   | 1,270         | 168                  | 2,920                | 1,787         | 7             | 6,152               | 3,374         |
| Oct   | 118           | 0                    | 1                    | 0             | 0             | 119                 | 19            |
| Nov   | 1,343         | 176                  | 2,311                | 1,419         | 22            | 5,271               | 2,963         |
| Dec   | 1,301         | 264                  | 2,004                | 1,378         | 17            | 4,964               | 2,639         |
| Jan   | 1,696         | 152                  | 2,493                | 1,616         | 10            | 5,967               | 3,190         |
| Feb   | 1,548         | 54                   | 2,147                | 937           | 8             | 4,694               | 3,288         |
| Mar   | 1,358         | 137                  | 2,538                | 1,263         | 25            | 5,321               | 3,499         |
| Apr   | 1,164         | 78                   | 1,929                | 1,051         | 13            | 4,235               | 2,897         |
| May   | 1,083         | 92                   | 3,263                | 1,688         | 22            | 6,148               | 3,731         |
| Jun   | 913           | 109                  | 3,244                | 1,091         | 24            | 5,381               | 3,762         |
| <b>Total</b>  | <b>14,109</b> | <b>1,418</b>         | <b>27,301</b>        | <b>14,575</b> | <b>170</b>    | <b>57,573</b>       | <b>37,293</b> |

Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2021-June 2022.

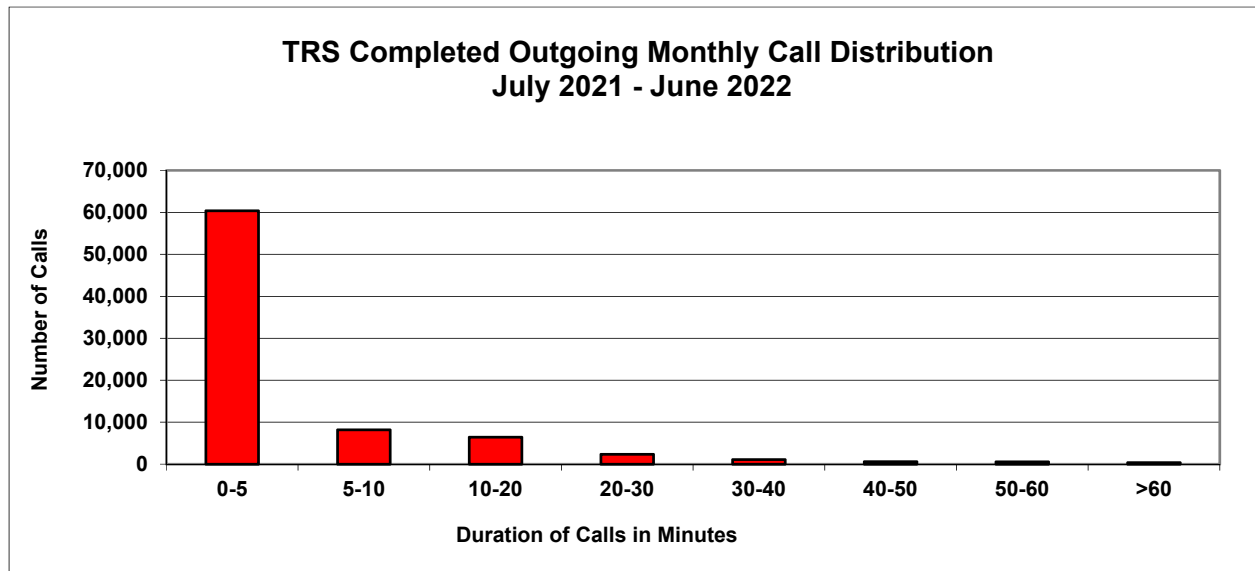


Source: Sprint Relay Services Report – Intrastate/Interstate for FL - July 2021-June 2022.

<sup>11</sup> Does not include Directory Assistance Calls.

| TRS Completed Outgoing Monthly Call Distribution<br>July 2021 – June 2022 |               |              |              |              |              |            |            |            |
|---|---------------|--------------|--------------|--------------|--------------|------------|------------|------------|
| In Minutes  |               |              |              |              |              |            |            |            |
| Month   | 0-5           | 5-10         | 10-20        | 20-30        | 30-40        | 40-50      | 50-60      | >60        |
| Jul   | 4,716         | 627          | 520          | 200          | 100          | 45         | 19         | 34         |
| Aug   | 5,668         | 659          | 560          | 225          | 81           | 57         | 34         | 40         |
| Sep   | 5,861         | 673          | 604          | 210          | 101          | 56         | 38         | 20         |
| Oct   | 4,992         | 670          | 593          | 260          | 126          | 57         | 61         | 29         |
| Nov   | 4,667         | 617          | 649          | 233          | 110          | 78         | 63         | 45         |
| Dec   | 4,234         | 648          | 572          | 248          | 124          | 65         | 74         | 37         |
| Jan   | 5,320         | 777          | 588          | 200          | 118          | 61         | 74         | 28         |
| Feb   | 4,343         | 792          | 485          | 146          | 69           | 42         | 40         | 29         |
| Mar   | 4,905         | 727          | 475          | 157          | 76           | 38         | 52         | 22         |
| Apr   | 4,194         | 630          | 428          | 159          | 57           | 28         | 41         | 26         |
| May   | 5,892         | 725          | 513          | 143          | 66           | 30         | 41         | 25         |
| Jun   | 5,585         | 640          | 461          | 171          | 59           | 29         | 27         | 22         |
| <b>Total</b>  | <b>60,377</b> | <b>8,185</b> | <b>6,448</b> | <b>2,352</b> | <b>1,087</b> | <b>586</b> | <b>564</b> | <b>357</b> |

Source: Sprint Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2021-June 2022.



Source: Sprint Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2021-June 2022.

| <b>TRS Billable Minutes and Charges<br/>July 2021 – June 2022</b> |                           |                         |
|---|---------------------------|-------------------------|
| <b>Month</b>  | <b>TRS Minutes of Use</b> | <b>TRS Charges (\$)</b> |
| <b>Jul</b>  | 73,926                    | \$ 99,800               |
| <b>Aug</b>  | 76,930                    | \$ 103,856              |
| <b>Sept</b>   | 78,826                    | \$ 106,415              |
| <b>Oct</b>  | 79,873                    | \$ 107,829              |
| <b>Nov</b>  | 80,273                    | \$ 108,368              |
| <b>Dec</b>  | 76,483                    | \$ 103,253              |
| <b>Jan</b>  | 85,820                    | \$ 115,858              |
| <b>Feb</b>  | 75,840                    | \$ 102,384              |
| <b>Mar</b>  | 78,506                    | \$ 125,609              |
| <b>Apr</b>  | 63,194                    | \$ 101,110              |
| <b>May</b>  | 62,712                    | \$ 100,339              |
| <b>Jun</b>  | 59,252                    | \$ 94,803               |
| <b>Total</b>  | <b>891,635</b>            | <b>\$ 1,269,624</b>     |

*Source: Sprint Monthly Traffic Report*

| <b>CTS Billable Minutes and Charges<br/>July 2021 – June 2022</b> |                           |                         |
|---|---------------------------|-------------------------|
| <b>Month</b>  | <b>CTS Minutes of Use</b> | <b>CTS Charges (\$)</b> |
| <b>Jul</b>  | 21,862                    | \$ 36,946               |
| <b>Aug</b>  | 20,988                    | \$ 35,470               |
| <b>Sept</b>   | 20,993                    | \$ 35,478               |
| <b>Oct</b>  | 18,793                    | \$ 31,760               |
| <b>Nov</b>  | 22,572                    | \$ 38,147               |
| <b>Dec</b>  | 19,303                    | \$ 32,623               |
| <b>Jan</b>  | 20,434                    | \$ 34,534               |
| <b>Feb</b>  | 17,486                    | \$ 29,551               |
| <b>Mar</b>  | 18,209                    | \$ 30,408               |
| <b>Apr</b>  | 17,308                    | \$ 28,904               |
| <b>May</b>  | 19,801                    | \$ 33,068               |
| <b>Jun</b>  | 18,295                    | \$ 30,552               |
| <b>Total</b>  | <b>236,044</b>            | <b>\$ 397,441</b>       |

Source: Sprint Monthly Traffic Report



## FTRI Budget for 2021-2022 and 2022-2023 Fiscal Years

|                             | Commission<br>Approved<br>Budget<br>2021-2022 | Actual<br>Revenue<br>And Expenses<br>2021-2022 | Commission<br>Approved<br>Budget<br>2022-2023 |
|-----------------------------|---|--|---|
| <b>Operating Revenue</b>    |   |  |   |
| <i>Surcharges</i>           | 4,374,084                                     | 4,153,135                                      | 2,769,749                                     |
| <i>Interest Income</i>      | 22,843  | 1,521  | 1,521   |
| <i>Miscellaneous Income</i> | 0   | 0  | 0   |
| <i>Total Revenues</i>       | 4,396,927                                     | 4,154,656                                      | 2,771,270                                     |
| <i>Surplus Account</i>      | 18,286,093                                    | 18,598,556                                     | 19,075,296                                    |
| <b>GRAND TOTAL FUNDS</b>    | <b>22,683,020</b>                             | <b>19,157,787</b>                              | <b>21,846,566</b>                             |

### CATEGORY I. Operating Expenses/ Relay Services

|               |           |           |           |
|---------------|-----------|-----------|-----------|
| <i>Sprint</i> | 1,647,753 | 1,667,064 | 1,759,361 |
|---------------|-----------|-----------|-----------|

### CATEGORY II. Equipment & Repair

|  |                |                |                |
|--|----------------|----------------|----------------|
| <i>VCPH Cordless</i>                   | 0              | 249,858        | 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        | 24,592         | 225,523        |
| <i>VCP Speech Impaired</i>             | 0              | 0              | 0              |
| <i>TeliTalk Speech Aid</i>             | 32,760         | 34,825         | 39,800         |
| <i>Jupiter Speaker Phone</i>           | 0              | 0              | 0              |
| <i>In-Line Amplifier</i>               | 34,950         | 86,550         | 67,137         |
| <i>ARS/VRS Signaling<br/>Equipment</i> | 18,992         | 1,990          | 540            |
| <i>VCPH Accessories</i>                | 0              | 0              | 0              |
| <i>Accessories &amp; Supplies</i>      | 518            | 0              | 100            |
| <i>Telecom Equipment Repair</i>        | 108,812        | 31,693         | 38,336         |
| <b>TOTAL CATEGORY II</b>               | <b>773,235</b> | <b>429,508</b> | <b>376,705</b> |

### CATEGORY III. Equipment Distribution & Training

|                                      |                |                |                |
|--------------------------------------|----------------|----------------|----------------|
| <i>Freight-Telecom Equipment</i>     | 30,862         | 28,372         | 17,806         |
| <i>Regional Distribution Centers</i> | 531,618        | 134,309        | 202,446        |
| <i>Workshop Expense</i>              | 0              | 0              | 0              |
| <i>Training Expense</i>              | 468            | 468            | 468            |
| <b>TOTAL CATEGORY III</b>            | <b>562,948</b> | <b>163,149</b> | <b>220,720</b> |

|   | Commission<br>Approved<br>Budget<br>2021-2022 | Actual<br>Revenue<br>And Expenses<br>2021-2022 | Commission<br>Approved<br>Budget<br>2022-2023 |
|---|---|--|---|
| <b>CATEGORY IV. Outreach</b>                        |   |  |   |
| <i>Outreach Expense</i>                             | 535,650                                       | 481,583  | 535,650                                       |
| <b>TOTAL CATEGORY IV</b>                            | <b>535,650</b>                                | <b>481,583</b>                                 | <b>535,650</b>                                |
| <b>CATEGORY V. General &amp; Administrative</b>     |   |  |   |
| <i>Advertising</i>                                  | 0   | 0  | 0   |
| <i>Accounting/Auditing</i>                          | 21,624  | 21,268   | 20,588  |
| <i>Legal</i>  | 12,281  | 27,930   | 30,288  |
| <i>Computer Consultation</i>                        | 5,460   | 6,836  | 6,960   |
| <i>Computer Software</i>                            | 0   | 3,335  | 0   |
| <i>Dues &amp; Subscriptions</i>                     | 1,380   | 2,613  | 1,380   |
| <i>Furniture and Equipment<br/>Purchases</i>        | 7,711   | 0  | 21,048  |
| <i>Depreciation</i>                                 | 0   | 3,739  | 0   |
| <i>Office Equipment Lease</i>                       | 1,778   | 1,640  | 1,713   |
| <i>Insurance- Health/<br/>Life/Disability/Other</i> | 182,738                                       | 148,410  | 180,943                                       |
| <i>Office Expense</i>                               | 10,477  | 10,426   | 10,097  |
| <i>Postage</i>                                      | 3,025   | 1,851  | 2,951   |
| <i>Printing</i>                                     | 1,177   | 386  | 750   |
| <i>Rent</i>   | 91,304  | 92,683   | 94,877  |
| <i>Utilities</i>                                    | 4,945   | 4,619  | 4,356   |
| <i>Retirement</i>                                   | 78,849  | 68,500   | 89,941  |
| <i>Employee Compensation</i>                        | 443,590                                       | 415,919  | 526,525                                       |
| <i>Salary Survey Fees</i>                           | 0   | 0  | 0   |
| <i>Temporary Staff</i>                              | 0   | 0  | 0   |
| <i>Taxes-Payroll</i>                                | 30,977  | 31,794   | 39,316  |
| <i>Taxes-Unemployment Comp</i>                      | 2,957   | 0  | 70  |
| <i>Taxes-Licenses</i>                               | 61  | 0  | 61  |
| <i>Telephone</i>                                    | 19,940  | 7,679  | 19,500  |
| <i>Travel &amp; Business</i>                        | 8,111   | 617  | 4,055   |
| <i>Equipment Maintenance</i>                        | 611   | 790  | 631   |
| <i>Employee Training</i>                            | 2,145   | 0  | 225   |
| <i>Meeting &amp; Interpreter</i>                    | 0   | 3,086  | 2,000   |
| <b>TOTAL CATEGORY V</b>                             | <b>931,141</b>                                | <b>854,121</b>                                 | <b>1,069,309</b>                              |
| <b>GRAND TOTAL EXPENSES</b>                         | <b>4,450,727</b>                              | <b>3,595,425</b>                               | <b>3,961,745</b>                              |