



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



December 2024



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## I. Florida Relay Background and Executive Summary

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 Commission fulfills its duty by selecting a provider of telecommunications relay service (TRS or relay service) through a competitive bidding process. The current provider of relay service is T-Mobile USA, Inc. (T-Mobile).

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 telecommunications 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>1</sup> On an annual basis, the Commission approves a budget for FTRI and sets the amount of the TASA surcharge, which is collected by landline 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.

When enacted in 1991, TASA was intended to provide individuals, with a hearing or speech disability, with a means of accessing communications services using the predominant medium at the time, the landline network. Technological advances and customer choice have significantly changed the communications options available to individuals with a hearing or speech disability. TRS minutes of use declined 10 percent from last year and captioned telephone service (CTS) minutes of use declined by 29 percent. Distribution of relay equipment declined by 36 percent from last year. In addition, the number of landlines in Florida, which the telecommunications access system was designed to provide access to, and upon which the TASA surcharge is assessed, has decreased by nearly 1.2 million, or 60 percent over the past five years.

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<sup>1</sup> Docket No. 19910496-TP, Telecommunications Access System Act of 1991, Order No. 24462, issued on May 1, 1991, <http://www.floridapsc.com/library/filings/1991/04253-1991/04253-1991.pdf>, accessed on October 9, 2023.

Consistent with our 2023 Relay Report, the FPSC continues to believe a modernization of TASA is necessary to reflect changes in technology, consumer preferences, and the present day communications market. To that end, Chapter VI of this report contains the FPSC's recommendations for improvements and changes to the telecommunications access system pursuant to Section 427.704(9), F.S.

## II. Equipment Distribution and Outreach

Under the FPSC’s oversight, FTRI distributes 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 14 regional distribution centers conducted 372 outreach events during the last fiscal year. FTRI’s operations are funded through the collection of the TASA surcharge.

### A. FTRI

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 2023-2024. FTRI’s largest expense component, which accounted for approximately 36 percent of all expenses, were payments made to T-Mobile as the relay services provider. These relay services are discussed further in Chapter III. Any funding surpluses are deposited in a reserve account.

**Table 1  
FTRI Financial Report**

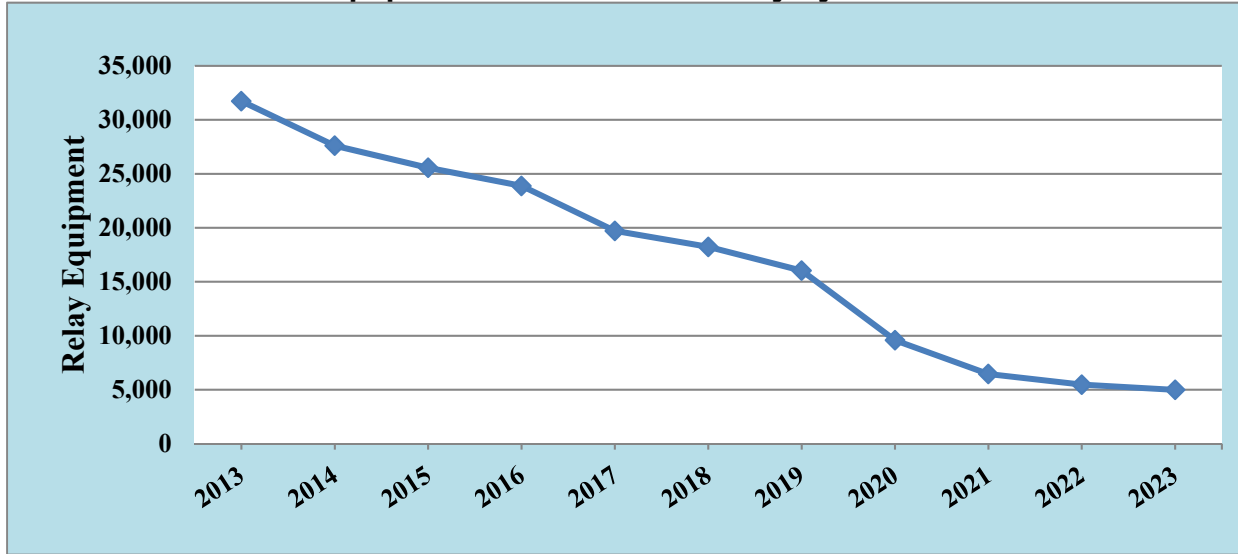
Account	Amount
Surcharge Revenue	2,868,441
Investment Income	812,722
<b>Total Revenue</b>	<b>\$3,681,163</b>
Relay Services Expense	1,117,910
Equipment and Repair Expense	367,153
Equipment Distribution Expense	183,259
Outreach Expense	558,393
Administrative Expense	834,987
<b>Total Expense</b>	<b>\$3,061,702</b>
<b>Revenue Less Expenses</b>	<b>\$619,461</b>

*Source: Florida Telecommunications Relay Inc.’s 2023-2024 Financial Statements.*

### B. Equipment Distribution

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 2024 annual report, FTRI stated that it distributed approximately 3,469 pieces of relay equipment for Fiscal Year 2023-2024. Figure 1 shows the total units of relay equipment distributed from 2014 through 2024. As indicated in this Figure, the decline in equipment distribution during Fiscal Year 2023-2024 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 2014 Annual Report through 2024 Annual Report.

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 are needed. 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 application process, consumers are informed of their responsibility to return equipment when it is no longer being used. The equipment predominantly distributed by FTRI is the volume control telephone for the hard of hearing. Table 2 compares types of equipment distributed by FTRI for the last two fiscal years. Overall, the total number of units distributed by FTRI declined by 30 percent during the last fiscal year.

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

Equipment Type	Units	Units	Percentage Change
	7/1/22 – 6/30/23	7/1/23 – 6/30/24	
Volume Control Telephone (VCP)	3,812	2,410	-37%
Audible Ring Signaler (ARS) and Visual Ring Signaler (VRS)	31	357	1,052%
Telecommunications Device for the Deaf (TDD)	8	7	-12%
Captioned Telephone	34	72	112%
In-Line Amplifier	1,075	581	-47%
Other*	30	42	40%
<b>Total</b>	<b>4,990</b>	<b>3,469</b>	<b>-30%</b>

\* Other includes hearing carry-over, voice-carry-over, TeliTalk, and speech challenged telephones.

Source: Florida Telecommunications Relay, Inc.'s 2024 Annual Report and 2024 Data Request Response.



Approximately 90 percent of new recipients of equipment from FTRI are hard of hearing. Table 3 identifies the number and types of new recipients receiving equipment and training for the reporting period. 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 2023-2024)**

Type of Recipient	New Recipients
Deaf	146
Hard of Hearing	1,538
Speech Challenged	33
<b>Total</b>	<b>1,717</b>

*Source: Florida Telecommunications Relay, Inc.'s 2023-2024 Annual Report and 2024 Data Request Response.*

Most applications received by FTRI were approved at Deaf Service Centers. Table 4 provides a listing of professionals involved with the certification of client applications for Fiscal Year 2023-2024.

**Table 4  
Applications Approved by Certifier Type  
(For Fiscal Year 2023-2024)**

Category of Certifier	Approved Applications
Deaf Service Center Director	1,363
Hearing Aid Specialist	187
Audiologist	98
Physician	39
Speech Pathologist	28
Federal or State Agency	2
<b>Total</b>	<b>1,717</b>

*Source: Florida Telecommunications Relay, Inc.'s. 2024 Data Request Response*

Table 5 reflects the number of persons served by FTRI over the last ten fiscal years. 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-seven percent decline in new clients served and a seventy-seven percent decline in customer calls over the past ten years.

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

<b>Fiscal Year</b>	<b>New</b>	<b>Modified</b>	<b>Exchange</b>	<b>Return</b>	<b>Follow-Up</b>	<b>Calls</b>
2014-2015	13,408	309	11,133	5,102	958	28,347
2015-2016	12,620	231	10,700	4,685	665	27,751
2016-2017	11,024	192	8,110	3,911	768	24,933
2017-2018	10,378	442	6,765	3,670	862	29,224
2018-2019	9,874	139	5,798	3,245	732	18,452
2019-2020	5,658	94	3,694	1,986	380	3,634
2020-2021	2,432	667	2,663	1,424	226	3,634
2021-2022	2,290	349	2,075	1,254	150	11,892
2022-2023	2,584	260	1,669	1,111	166	6,910
2023-2024	1,717	201	1,291	737	116	6,515

*Source: Florida Telecommunications Relay, Inc.'s 2014-2015- Annual Report through 2023-2024 Annual Report.*

### **C. Outreach**

FTRI uses a mix of print and digital marketing to inform Floridians about relay service and equipment. FTRI also coordinates with the RDCs to conduct outreach. Based on coordinated efforts with the RDCs, FTRI conducted 372 outreach events and FTRI estimates that its outreach efforts delivered over 20 million general and targeted advertising contacts per month.

### **D. FTRI's Proposed Expansion**

As part of FTRI's proposed budget for Fiscal Year 2023/2024, FTRI requested Commission approval to implement a Tablet Pilot program. In its proposal, FTRI explained that equipment distribution and client servicing has been declining because clients and potential clients are transitioning to newer advanced technologies. The purpose of the Tablet Pilot was to address this issue by offering more advanced technologies as part of its equipment distribution program.

FTRI also noted that some other state relay programs have legal authority to distribute more advanced types of equipment. Specifically, FTRI shared results from a state relay program survey it conducted in November 2022, which showed at least 14 states have distribution programs providing various types of iPad and/or Android devices. Two states reported that they

use a state relay surcharge on landlines to cover the cost of iPad and Android devices. Further, of the 21 states that responded to FTRI's survey, 14 have both landline and wireless surcharges, while 3 states responded that they rely on public funding instead of a surcharge to pay for the wireless services.

The Commission denied FTRI's proposal based on the lack of statutory authority in Florida. The TASA statute provides 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>2</sup> However, the question is whether tablets, and other non-basic equipment fall within that category in the context of TASA, which also provides in relevant part:

'Specialized telecommunications device' means a TDD, a volume control handset, a ring signaling device, or any other customer premises **telecommunications equipment specifically designed or used to provide basic access to telecommunications services** for a hearing impaired, speech impaired, or dual sensory impaired person.<sup>3</sup>

Furthermore, TDD is defined as:

'Telecommunications device for the deaf' or 'TDD' means a mechanism **which is connected to a standard telephone line**, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.<sup>4</sup>

While, as stated above, TASA provides guidance that relay service should utilize state-of-the-art technologies and encourages the incorporation of new beneficial technologies as they are developed, the Commission decided that taking TASA as a whole, this guidance should be interpreted within the context of landlines and basic telecommunications service.<sup>5</sup> The Commission acknowledged that 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, and directed staff to include recommendations in the Relay Report. The FPSC is offering recommendations for the modernization of TASA in Chapter VI.

In an effort to offer more technologically advanced equipment that is TASA compliant, FTRI requested Commission approval in its Fiscal Year 2024-2025 proposed budget to begin offering the XLC8GLT Deluxe. This advanced device connects to a XLC8 device also distributed by FTRI, and provides a larger screen and larger captions that only works with landlines via an installed application. The Commission approved FTRI's request.

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<sup>2</sup> Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

<sup>3</sup> Section 427.703(14), F.S.

<sup>4</sup> Section 427.703(11), F.S.

<sup>5</sup> FPSC, Docket No. 20200073-TP, Order No. PSC-2020-0220-PAA-TP, Issued on June 29, 2020.

### 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.

Appendix A provides insight into TRS user call patterns. As presented, incoming calls out numbered outgoing calls, and month-to-month call levels were stable. Also, call durations of 0-5 minutes for outgoing calls far exceeded call durations greater than 5 minutes.

Appendix B reflects the minutes of use for basic TRS and CTS from July 2023 to June 2024. During this period, the total number of billable minutes of use for basic TRS calls was 593,993, which is a decrease of 10 percent from the previous year. The total number of CTS minutes of use was 118,277, which represents a 29 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.

Overall, the TRS market is being impacted by the development of technology. The definitions of equipment and service supported by TASA have 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>6</sup> The shift away from basic TRS and CTS equipment to other technologies contributes to the decline in the minutes of use. Based on continued advancements in technology, along with the expansion of consumer choice, it appears that these trends will continue.

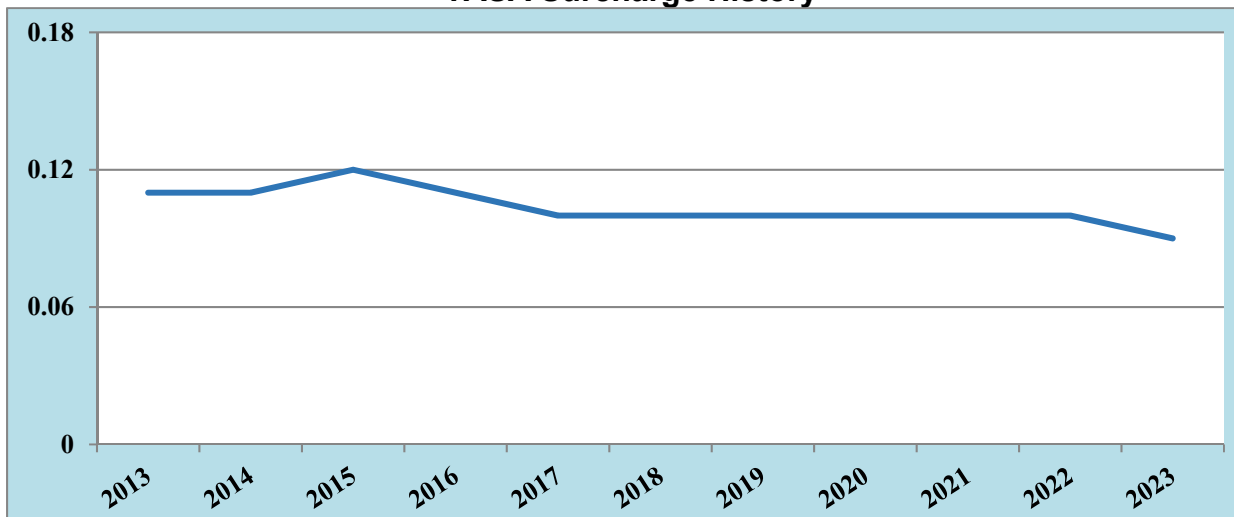
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<sup>6</sup> IP Relay, VRS, and IP CTS are funded by the federal relay program.

## 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. The number of landlines has declined by 60.1 percent over the past five years, as consumers switch to other technologies such as wireless and Voice over Internet Protocol (VoIP). These services are not required by TASA to contribute to the Florida telecommunications access system. The TASA surcharge for Fiscal Year 2024-2025 is \$0.08 per access line each month. Figure 3 provides a historical view of the monthly TASA surcharge since 2012.

**Figure 2**  
**TASA Surcharge History**



Source: FPSC Orders establishing budget and setting monthly surcharge, 2014 through 2024.

On May 6, 2024, FTRI filed its proposed Fiscal Year 2024-2025 budget for FPSC consideration. At the June 18, 2024 Agenda Conference, the Commission approved a total FTRI budget expense of \$3,286,708 and reduced the monthly TASA surcharge from \$0.09 to \$0.08 per month.<sup>7</sup> Appendix C provides FTRI's approved budget and actual expenses for Fiscal Year 2023-2024, and the approved budget for Fiscal Year 2024-2025.

<sup>7</sup> Docket No. 20240056-TP, Notice of Proposed Agency Action Order Approving Florida Telecommunications Relay, Inc.'s Budget, PAA Order PSC-2024-0200-PAA-TP, issued on June 20, 2024, <https://www.floridapsc.com/pscfiles/library/filings/2024/06752-2024/06752-2024.pdf>, accessed on October 14, 2024.

## V. State Activity

### A. Request for Proposals

On March 5, 2024, FPSC staff opened a docket to initiate a Request for Proposals (RFP) to provide relay service in Florida after the conclusion of the current contract scheduled to expire in early 2025.<sup>8</sup> At the July 9, 2024 Agenda Conference, the Commission issued an RFP for a new contract beginning March 1, 2025. In response, Hamilton Relay and T-Mobile filed proposals. On November 5, 2024, the Commission approved staff's recommendation to select T-Mobile's proposal, based on staff's evaluation of technical, financial, and price elements. The new contract is for a period of three years, with options to extend for four additional one-year periods.

### B. TASA 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. While Section 427.706(1), F.S. specifies the organizations from which the committee should be comprised, not every organization listed continues to be active in Florida. In Chapter VI, the Commission is offering recommendations to address this issue. 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
Florida Association of the Deaf, Inc.	Tom D'Angelo
Florida Council on Aging	Margaret Lynn Duggar

Source: [TASA ADVISORY COMMITTEE - Florida Public Service Commission \(floridapsc.com\)](https://www.floridapsc.com/psefiles/library/filings/2024/01047-2024/01047-2024.pdf)

The committee meets twice a year in formal meetings organized and conducted by FPSC staff. In June 2024 and October 2024, FTRI presented details on its Fiscal Year 2024-2025 budget, equipment distribution, consumer outreach, and marketing initiatives. T-Mobile presented details on its Florida relay traffic trends and service quality testing.

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<sup>8</sup> Docket No. 20240043-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, <https://www.floridapsc.com/psefiles/library/filings/2024/01047-2024/01047-2024.pdf>, accessed on October 3, 2024.

## VI. Recommendations

Section 427.704(9), F.S., requires the Commission to include proposals for improvements or changes to the telecommunications access system as part of the Commission’s annual Relay Report. As noted in previous chapters, the relay program is facing a number of challenges in terms of technological changes that affects both the demand for equipment and the viability of the program’s long-term funding. The Commission believes that modernization of TASA is needed for the program to meet the evolving needs and preferences of consumers served by the program.

Technology and the market have changed significantly since the passage of TASA in 1991. At its height, Florida had 12 million switched access lines.<sup>9</sup> As of 2023, the number of access lines in Florida has declined to 763,866, a 94 percent decline.<sup>10</sup> By comparison, wireless subscriptions in Florida have grown to approximately 24 million today.<sup>11</sup> Furthermore, VoIP, which was not invented until 1995, currently has approximately 4 million subscribers in Florida. Wireless and VoIP technologies comprise the majority of the communications marketplace connecting consumers to the public switched network, yet they are not contemplated in TASA.

TASA states that 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>12</sup> However, as mentioned in Chapter II, TASA includes constraints based on how equipment is defined. 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>13</sup> Thus, equipment that uses wireless or broadband technologies is not currently supported by TASA. The FPSC believes TASA should evolve to authorize FTRI to acquire equipment that uses technologies beyond basic landline telecommunications services.

Finally, the Commission proposes broadening the eligibility of membership on the TASA Advisory Committee beyond the specific organizations listed within TASA. Not all of the identified organizations are currently active in Florida, while others have not provided a volunteer for the Committee. The implementation of TASA would be better served by having flexibility to approve representatives from other organizations, while maintaining a board that represents the deaf and hard of hearing community.

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<sup>9</sup> FPSC, “Competition in Telecommunications Markets in Florida,” December 2002, p. 21, <https://www.florida.psc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2002.pdf>, accessed on October 24, 2024.

<sup>10</sup> FPSC, “Competition in Telecommunications Markets in Florida,” December 2023, p. 14, <https://www.florida.psc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2024.pdf>, accessed on October 24, 2024.

<sup>11</sup> *Ibid*, p. 20.

<sup>12</sup> Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

<sup>13</sup> Section 427.703(14), F.S.

## **VII. Conclusion**

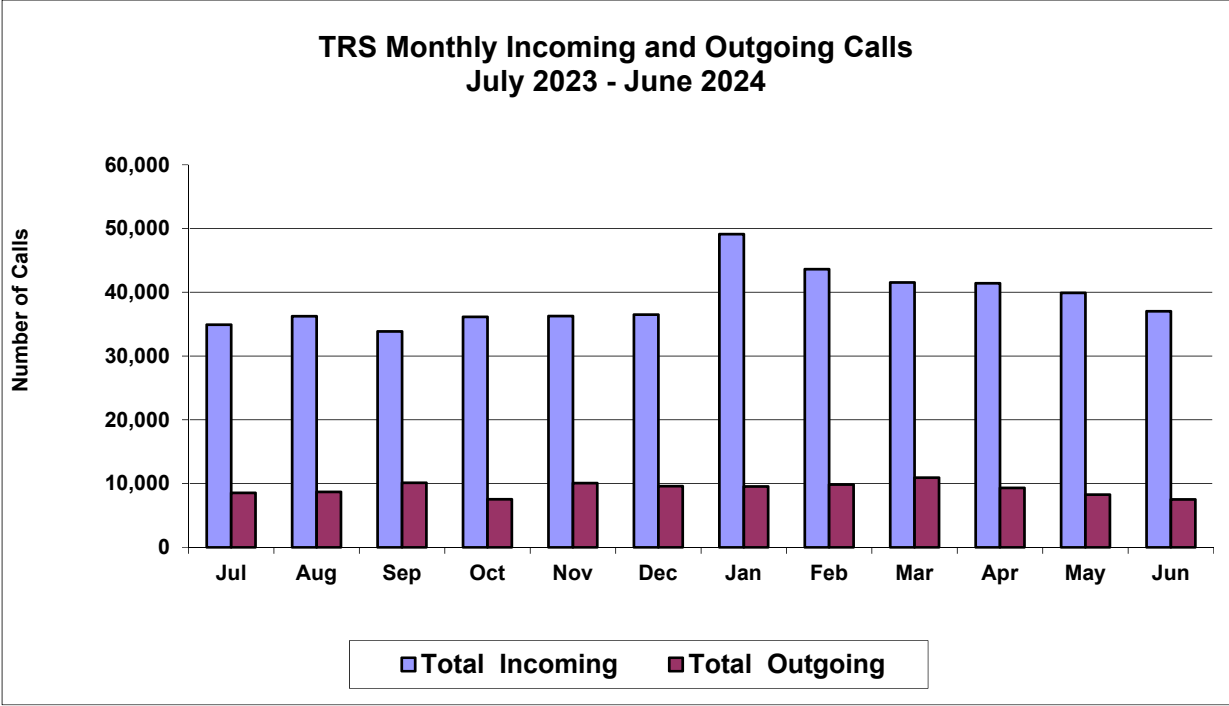
The FPSC will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech-impaired community in Florida. In addition, FTRI continues to distribute equipment and perform outreach activities that increase consumer awareness of both FTRI programs and the telecommunications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

Basic TRS and CTS users are transitioning to IP Relay, VRS, IP CTS, and Wireless Service. In Fiscal Year 2022-2023, 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.

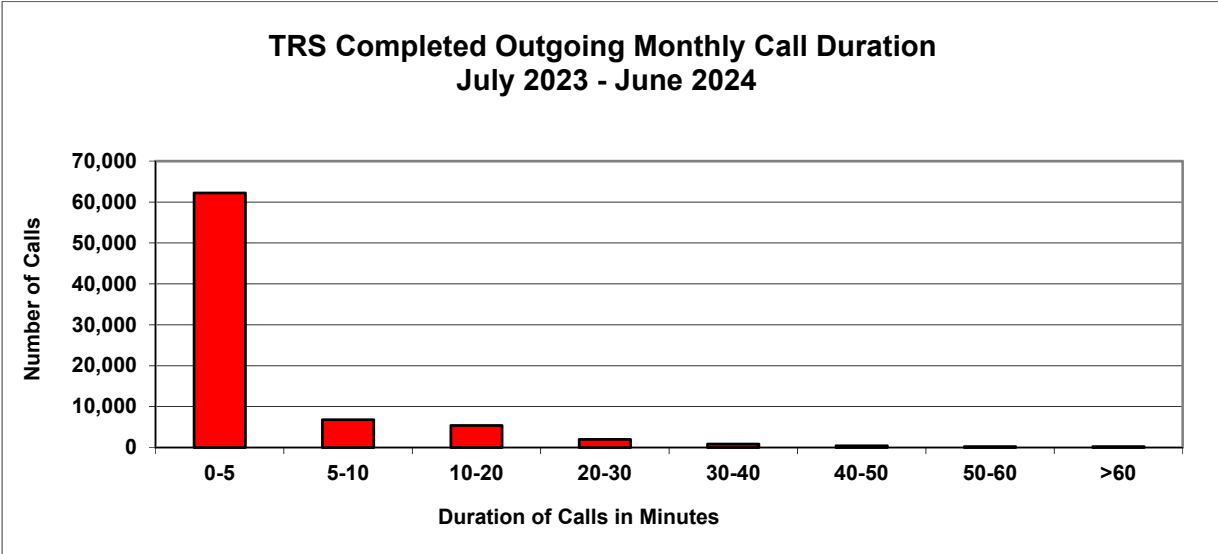
Pursuant to Section 427.704(9), F.S., the Commission proposes the following statutory revisions to address changes in technology, consumer preferences, and the present day communications market:

- Authority for FTRI to acquire equipment that uses other technologies (i.e. wireless and VoIP) beyond that used to provide basic telecommunications services.
- Broaden the eligibility of membership on the TASA Advisory Committee beyond the specific organizations listed within TASA.





Source: T-Mobile Relay Services Report – Florida Traffic Pattern Statistics – July 2023-June 2024.



Source: T-Mobile Relay Services Report – Intrastate/Interstate for FL - July 2023-June 2024.

<b>TRS Billable Minutes and Charges July 2023 – June 2024</b>		
<b>Month</b>	<b>TRS Minutes of Use</b>	<b>TRS Charges (\$)</b>
<b>Jul</b>	52,902	\$84,643
<b>Aug</b>	46,331	\$74,129
<b>Sept</b>	49,351	\$78,961
<b>Oct</b>	44,978	\$71,965
<b>Nov</b>	47,266	\$75,626
<b>Dec</b>	46,974	\$75,159
<b>Jan</b>	54,695	\$87,513
<b>Feb</b>	51,097	\$81,755
<b>Mar</b>	53,390	\$85,425
<b>Apr</b>	51,803	\$82,885
<b>May</b>	47,198	\$75,516
<b>Jun</b>	48,008	\$76,812
<b>Total</b>	<b>593,993</b>	<b>\$950,389</b>

Source: T-Mobile Monthly Traffic Report

<b>CTS Billable Minutes and Charges July 2023 – June 2024</b>		
<b>Month</b>	<b>CTS Minutes of Use</b>	<b>CTS Charges (\$)</b>
<b>Jul</b>	11,828	\$19,753
<b>Aug</b>	10,956	\$18,296
<b>Sept</b>	9,564	\$15,972
<b>Oct</b>	10,772	\$17,989
<b>Nov</b>	11,611	\$19,390
<b>Dec</b>	11,718	\$19,570
<b>Jan</b>	10,898	\$18,200
<b>Feb</b>	8,543	\$14,266
<b>Mar</b>	9,428	\$15,744
<b>Apr</b>	8,747	\$14,607
<b>May</b>	7,847	\$13,104
<b>Jun</b>	6,365	\$10,630
<b>Total</b>	<b>118,277</b>	<b>\$197,521</b>

Source: T-Mobile Monthly Traffic Report

## FTRI Budget for 2023-2024 and 2024-2025 Fiscal Years

	Commission Approved Budget 2023-2024	Actual Revenue And Expenses 2023-2024	Commission Approved Budget 2024-2025
<b>Operating Revenue</b>			
<i>Surcharges</i>	3,102,955	2,868,441	2,349,642
<i>Interest Income</i>	682,040	812,722	1,099,754
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	3,784,995	3,681,163	3,449,396
<i>Surplus Account</i>	19,024,958	20,275,855	23,625,205
<b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>T-Mobile</i>	1,299,227	1,117,910	921,793
<b>CATEGORY II. Equipment &amp; Repair</b>			
<i>VCPH Cordless</i>	0	168,440	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	33,900	28,250
<i>VCP Hearing Impaired</i>	273,454	23,596	284,697
<i>VCP Speech Impaired</i>	0	0	0
<i>TeliTalk Speech Aid</i>	24,875	19,900	14,925
<i>Jupiter Speaker Phone</i>	0	0	0
<i>In-Line Amplifier</i>	70,370	50,795	89,123
<i>ARS/VRS Signaling Equipment</i>	4,234	37,661	10,411
<i>VCPH Accessories</i>	0	0	0
<i>Accessories &amp; Supplies</i>	100	0	7,500
<i>Telecom Equipment Repair</i>	28,425	32,861	30,248
<b>TOTAL CATEGORY II</b>	<b>401,458</b>	<b>367,153</b>	<b>465,154</b>
<b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment</i>	41,475	42,112	37,000
<i>Regional Distribution Centers</i>	249,291	140,679	200,000
<i>Workshop Expense</i>	0	0	0
<i>Training Expense</i>	25,000	468	25,000
<b>TOTAL CATEGORY III</b>	<b>315,766</b>	<b>183,259</b>	<b>262,000</b>

	Commission Approved Budget 2023-2024	Actual Revenue And Expenses 2023-2024	Commission Approved Budget 2024-2025
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	562,433	558,393	579,306
<b>TOTAL CATEGORY IV</b>	<b>562,433</b>	<b>558,393</b>	<b>579,306</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	0	0	0
<i>Accounting/Auditing</i>	26,698	26,038	26,833
<i>Legal</i>	37,790	14,106	20,000
<i>Computer Consultation</i>	6,210	4,304	6,403
<i>Computer Software</i>	0	6,002	0
<i>Dues &amp; Subscriptions</i>	1,700	2,286	2,500
<i>Furniture and Equipment Purchases</i>	15,650	0	0
<i>Depreciation</i>	0	2,468	0
<i>Office Equipment Lease</i>	1,747	1,550	1,842
<i>Insurance- Health/ Life/Disability/Other</i>	200,584	96,064	147,544
<i>Office Expense</i>	12,762	30,101	13,820
<i>Postage</i>	3,100	956	2,060
<i>Printing</i>	750	144	750
<i>Rent</i>	94,950	94,420	94,842
<i>Utilities</i>	5,086	5,375	7,881
<i>Retirement</i>	88,469	73,228	88,469
<i>Employee Compensation</i>	521,992	403,623	513,176
<i>Salary Survey Fees</i>	0	0	0
<i>Temporary Staff</i>	0	0	0
<i>Taxes-Payroll</i>	39,932	30,101	39,258
<i>Taxes-Unemployment Comp</i>	70	0	63
<i>Taxes-Licenses</i>	61	0	61
<i>Telephone</i>	17,178	16,725	16,750
<i>Travel &amp; Business</i>	12,000	3,140	8,000
<i>Equipment Maintenance</i>	1,350	1,124	1,250
<i>Employee Training</i>	500	0	500
<i>Meeting &amp; Interpreter</i>	5,500	4,925	5,500
<i>Miscellaneous</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>1,094,079</b>	<b>834,987</b>	<b>1,058,455</b>
<b>GRAND TOTAL EXPENSES</b>	<b>3,672,963</b>	<b>3,061,702</b>	<b>3,286,708</b>