



## Annual Report 2017 - 2018

TASA – Florida Statutes Chapter 427

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## Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2017/2018. Here are a few highlights:

- 22,107 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 10,378 new clients received service.
- 11,729 existing clients received modify, exchange, return, or follow-up service.
- 18,233 pieces of specialized telecommunications equipment were distributed.
- Processed 29,224 customer calls.
- Received 2,076 online inquiries through the FTRI website.
- Verified more than 68,398 EDP forms.
- 1,399 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 812 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2017/2018 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

  
James Forstall, FTRI Executive Director



## TASA Requirements

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

## Mission Statement

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

## Equipment Distribution Program

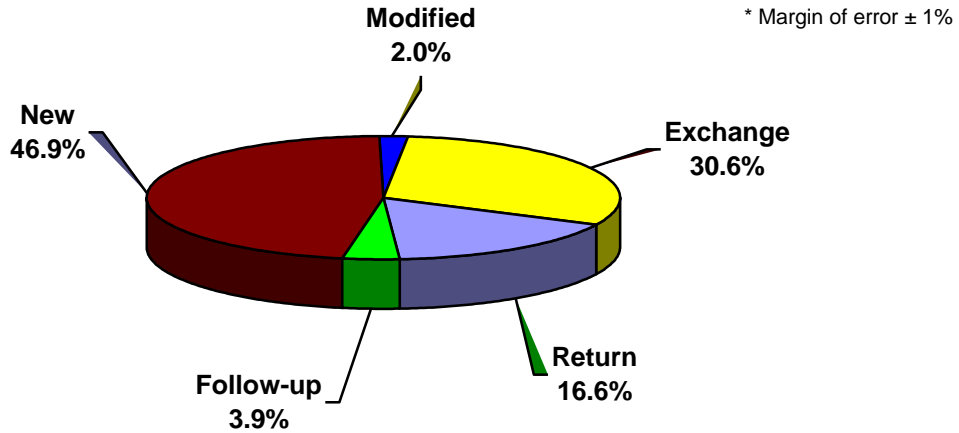
FTRI utilizes a regional distribution system for approximately eighty-six percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining fourteen percent.

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

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

## Client Services

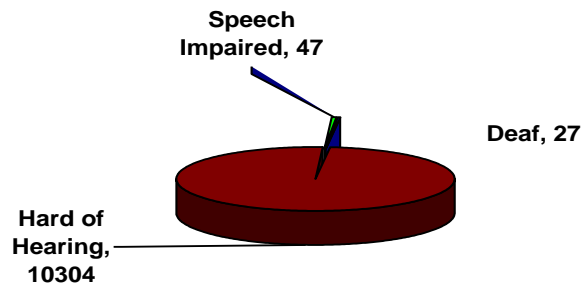
The total number of EDP services provided by FTRI for fiscal year 2017/2018 was **22,107\***. The average number of EDP services provided monthly was **1,842**.



## New Client Eligibility

FTRI served **10,378** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	27
Hard of Hearing	10,304
Speech Challenged	47
Dual Sensory	0
<b>Total</b>	<b>10,378</b>



## New Client Certification

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

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	7,896
Audiologist	1,207
Hearing Aid Specialist	935
Licensed Physician	297
State Certified Teacher	0
State Agency	0
Speech Pathologist	43
Federal Agency	0
<b>Total</b>	<b>10,378</b>

## New Client Age Groups

The 2017/2018 breakdown of new recipients by age group is as follows:

Age Group	Recipients
3 – 9	5
10 – 19	12
20 – 29	53
30 – 39	87
40 – 49	173
50 – 59	521
60 – 69	1,509
70 – 79	2,876
80 – 89	3,523
90 – 99	1,553
100 – 109	66
<b>Total</b>	<b>10,378</b>

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

## New Client County of Residence

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

<b>County</b>	<b>Recipients</b>	<b>County</b>	<b>Recipients</b>
<b>Alachua</b>	<b>108</b>	<b>Lake</b>	<b>292</b>
Baker	11	<b>Lee</b>	<b>249</b>
<b>Bay</b>	<b>70</b>	<b>Leon</b>	<b>72</b>
Bradford	7	<b>Levy</b>	<b>21</b>
<b>Brevard</b>	<b>189</b>	Liberty	1
<b>Broward</b>	<b>697</b>	Madison	6
Calhoun	2	<b>Manatee</b>	<b>121</b>
<b>Charlotte</b>	<b>158</b>	<b>Marion</b>	<b>261</b>
<b>Citrus</b>	<b>196</b>	<b>Martin</b>	<b>121</b>
<b>Clay</b>	<b>42</b>	<b>Monroe</b>	<b>4</b>
<b>Collier</b>	<b>132</b>	<b>Nassau</b>	<b>54</b>
<b>Columbia</b>	<b>26</b>	<b>Okaloosa</b>	<b>24</b>
<b>Dade</b>	<b>655</b>	Okeechobee	13
DeSoto	16	<b>Orange</b>	<b>177</b>
Dixie	6	Osceola	22
<b>Duval</b>	<b>1,271</b>	<b>Palm Beach</b>	<b>1,074</b>
<b>Escambia</b>	<b>164</b>	<b>Pasco</b>	<b>444</b>
<b>Flagler</b>	<b>176</b>	<b>Pinellas</b>	<b>716</b>
Franklin	2	<b>Polk</b>	<b>382</b>
Gadsden	23	Putnam	16
Gilchrist	5	<b>Santa Rosa</b>	<b>33</b>
Glades	5	<b>Sarasota</b>	<b>362</b>
<b>Gulf</b>	<b>14</b>	<b>Seminole</b>	<b>62</b>
Hamilton	9	<b>St. Johns</b>	<b>90</b>
Hardee	2	<b>St. Lucie</b>	<b>159</b>
<b>Hendry</b>	<b>19</b>	<b>Sumter</b>	<b>215</b>
<b>Hernando</b>	<b>192</b>	<b>Suwannee</b>	<b>14</b>
<b>Highlands</b>	<b>49</b>	Taylor	2
<b>Hillsborough</b>	<b>649</b>	Union	4
<b>Holmes</b>	<b>18</b>	<b>Volusia</b>	<b>328</b>
<b>Indian River</b>	<b>83</b>	Wakulla	11
Jackson	15	<b>Walton</b>	<b>4</b>
Jefferson	6	<b>Washington</b>	<b>6</b>
Lafayette	1		
		<b>Total</b>	<b>10,378</b>

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

## Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone
2. Amplified Telephone for the Hard of Hearing
3. Amplified Telephone for the Speech Disabled
4. Voice Carry-Over Telephone
5. In-Line Amplifier
6. Voice Carry-Over/Hearing Carry-Over/TTY
7. Specialized speakerphone for individuals with hearing loss and limited mobility
8. TeliTalk Telephone
9. Captioned Telephone

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

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

Each piece of equipment is supported by the standard manufacturer warranty. Equipment that is determined to be out of warranty and beyond repair is retired. Equipment that meets specific criteria is repaired/refurbished to “like new” and reissued.

## Equipment Vendors

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

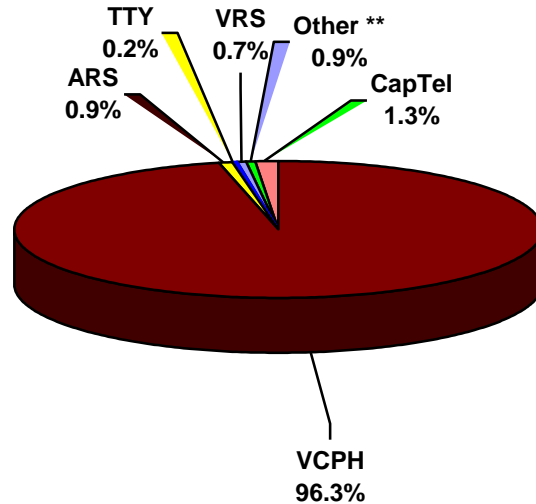




## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2017/2018 numbered **18,233\*** units. The monthly equipment distribution average was **1,519**.

\* Margin of error  $\pm$  1%



\*\* Includes In-line amplifier, phones for the speech challenged, hearing carry-over phone, and voice carry-over phone.

## Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Two thousand seven hundred and sixty-six (2,766) questionnaires were mailed during this fiscal year and FTRI received 884 responses for a nearly 32% return rate. Ninety-six percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's automated email system sent quality assurance surveys to 3,669 new clients the subsequent day after receiving service and received 877 responses for a 23.9% response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

## Outreach

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

The following activities were conducted.

<b>Outreach Activities</b>
FTRI/RDC conducted 1,399 outreach activities throughout the state.
Administered a statewide print media campaign throughout the year using customized RDC ads covering major markets. The combined circulations of the newspapers in the campaign total 6,833,887.
13 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website.
Information about both Florida Relay and FTRI EDP was made available to 555 employees through the BPP.
Visited 144 TASA Approved Certifiers.
FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA, HLAA-FL, Sprint, TSC, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC, FCOA, FASP, FDBA, FDVA, CVSOAF, HCAF) for outreach activities.
Launched a targeted digital campaign that included Email blasts, digital website ads, and geo-fencing in a targeted area, featuring a targeted product; 256,598 users reached. See details below.
Continued posting Memes on FTRI's Twitter and Facebook account with the assistance of Clarity.
Developed and implemented web-based training programs using Go-To-Meeting program for RDC staff on important topics relative to the FTRI program (RDC Training Sessions).
Provided approximately 606 (EDP) and 114 (Outreach) hours of comprehensive training to RDCs during this fiscal year.
Contributed articles for publication in Tampa Bay Times, Citrus County Chronicle, Palm Beach Post, FCOA/FASP and FSHHP.
Emailed quality assurance surveys to 3,669 new clients who provide an email address with their application. FTRI also developed and emailed 30-day follow-up quality assurance survey to 3,603 clients ensure they are satisfied with their equipment.

## FTRI – Equipment Distribution Program

FTRI advertised in major dailies, community newspapers year-round using 8½ x 11 insert ads throughout the state.

# LOUD. CLEAR. FREE.



If you are a Florida resident with hearing loss, call **561.366.7219** to get a **free** amplified phone. Visit [www.ftri.org](http://www.ftri.org) for more info or to find an FTRI location near you.

**Florida Telecommunications Relay, Inc.**  
 Audiology with a Heart  
 2324 S. Congress Avenue Suite 2G, Palm Springs, Florida 33406  
**FTRI** A statewide nonprofit providing free amplified phones to Florida residents.

If you are experiencing technical trouble with your current FTRI phone or have had a change in your hearing loss, or you no longer need the phone, please contact FTRI Customer Care at 888-554-1151.



## Get a free amplified phone and stay connected with loved ones.

A statewide nonprofit, FTRI, is helping Florida hear by providing amplified phones to residents for **free** through its statewide network of distribution centers. There's no catch. If you have hearing loss or speech disability, you have access to amplified phones with state-of-the-art features, such as:

- Up to 50 decibels of amplification
- Tone and volume customization
- Hearing aid compatibility
- Crystal clear speakerphone
- Caller ID and loud, bright visual ringer
- Some models can be used with cellphone minutes



Also available:




More than **3 million Floridians** have hearing loss. Let loved ones know about FTRI to **#KeepFloridaConnected**. Call **561.366.7219** to get a **free** amplified phone. Visit [www.ftri.org](http://www.ftri.org) for more info or to find an FTRI location near you.

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# ALTO. CLARO. GRATIS.



Si es residente de la Florida y tiene pérdida de audición, llame al **877.525.2748** para recibir un teléfono amplificado. Visite [www.ftri.org](http://www.ftri.org) para más información o para localizar un centro FTRI cerca de usted.

**Florida Telecommunications Relay, Inc.**  
 1820 E. Park Ave, Suite 101, Tallahassee, FL 32301  
**FTRI** Iniciativa estatal para proveer de teléfonos amplificados gratis a residentes en Florida.

Si tiene problemas técnicos con su teléfono actual de FTRI o ha habido algún cambio en su condición auditiva, o si ya no necesita el teléfono llame al Departamento de Atención al Cliente de FTRI al 888-554-1151



## Consiga gratis un teléfono amplificado y siga cerca de sus seres queridos.

FTRI, iniciativa estatal, ayuda a Florida proporcionando a sus ciudadanos teléfonos amplificados **gratis** a través de su red estatal de centros de distribución. No hay truco. Si sufre pérdida auditiva o trastornos del habla, puede obtener teléfonos amplificados con características de vanguardia, como:

- Hasta 50 decibelios de amplificación
- Tono y volumen personalizables
- Compatible con audífonos
- Manos libres con sonido claro
- Identificador y clara señal visual
- Algunos modelos se usan con móviles diminutos



También disponible:




Más de **3 millones de floridenses** tienen pérdida de audición. Hable a otros de **FTRI** para **Mantener a la Florida conectada**. Llame al **877.525.2748** y pida su teléfono amplificado **gratis**. Visite [www.ftri.org](http://www.ftri.org) para buscar un centro FTRI cercano y pedir información.

**Florida Telecommunications Relay, Inc.**  
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In addition to the Insert Ads, FTRI also ran Advertorial content in several newspaper markets. Advertorials are a newspaper or magazine advertisement giving information about a product in the style of an editorial or objective journalistic article. Our experience with Advertorials was mixed, with some newspaper markets being more productive than others. Ideally, we would have continued to run a variety of 'stories' in various markets over a minimum of six months to produce an accurate gauge on effectiveness, but due to budgetary limitations that was not possible. FTRI decided to stop the printed versions of Advertorials for this fiscal year, with plans to incorporate that concept electronically within a comprehensive digital marketing plan during the next fiscal year.

Example of Advertorial:

PAID ADVERTISEMENT PAID ADVERTISEMENT

## HAVING PROBLEMS HEARING ON YOUR TELEPHONE?

### QUALIFY FOR A FREE AMPLIFIED CORDLESS BLUETOOTH PHONE

**FTRI's free, easy-to-use Bluetooth® phone and answering machine will enhance the volume of your landline or cellphone up to 40 dB.**

One of my friends is a member of the "Sandwich Generation", caring for busy teenage children and aging parents at the same time. I've watched her juggle those demanding responsibilities as she tries to find ways to simplify life while keeping everyone happy.

Through a simple application process, her folks could each receive this phone, which would provide clear, hearing-aid-compatible amplification of up to 40 dB. I assured her that no invasive questions regarding income or insurance would be asked; applicants simply need to

A few weeks ago she was feeling pretty pleased about having put her parents on the family cellphone plan, gifting each of them a new smartphone so they could stay in touch with the grandchildren via text message and email. This is actually pretty common nowadays, as folks abandon landline phone service for more versatile and portable cellphone service. For her family, it seemed like a great idea, as her parents like to stay involved in their grandchildren's lives. She was eagerly looking forward to improved communications between all the family members.

Imagine my surprise when during a recent lunch she expressed disappointment when I asked how the new phone thing was going. Turns out that although her parents had mastered text messaging, phone calls were presenting a challenge. Her folks could not hear conversations clearly on their new cellphones, so they basically stopped taking phone calls. This was frustrating for everyone.

Luckily, I knew of a solution - a free Amplified Cordless Bluetooth® Phone with Digital Answering Machine from Florida Telecommunications Relay Inc. (FTRI). FTRI is a nonprofit agency established in 1991 to administer Florida's free, amplified phone distribution program.

have a certified hearing loss, which her folks clearly did, since they each wore hearing aids. If they wanted to send their application forms along with copies of their audiograms, so they never even had to leave the house, they could do that too.

I let her know the application process could even be started online at [ftri.org/free](http://ftri.org/free), or she could call 561-366-7219 for more info - such as requesting application forms, location of the regional distribution center nearest to her parents, how to certify a hearing loss, Florida residency requirements, and so on. I'm confident that her folks will once again be taking those phone calls from her family, and loving every minute of them.

**Current FTRI Clients:**  
If your phone isn't working properly or your hearing loss has changed, or should you no longer need your phone or moving out of Florida, call FTRI at 888-664-1151 for assistance.

## ORDER YOUR FREE BLUETOOTH AMPLIFIED TELEPHONE!

Call **561-366-7219**  
or visit Audiology with a Heart  
2324 S. Congress Ave  
Suite 2G, Palm Springs  
or visit [ftri.org/free](http://ftri.org/free)

**Florida Telecommunications FTRI Relay, Inc.**

## Internet and Social Media Campaigns

### Google AdWords

FTRI employed the services of an organization to secure and manage the Google AdWords campaign. As a nonprofit, FTRI is eligible to receive \$10,000 per month in credit from Google. Managing that opportunity involves creating keywords and phrases that are likely to match a person’s organic search terms, and to then present them with an FTRI text ad in the hopes they will click on the ad and ultimately land on the FTRI website. Google Analytics allow us to track visitor behavior on the website, including the number who ‘convert’ by completing the Application Request form. One of the biggest takeaways from this program was the importance of having this vehicle be incorporated into a larger advertising/messaging strategy to leverage digital exposure and increase Search Engine Optimization (SEO) results.

### Examples of Google AdWords Ads:

The screenshot shows a Google search for "phones hard of hearing florida". The search results are divided into sponsored ads and organic results. Two boxes on the left side of the page point to specific ads and organic results.

**These are examples of Google Ads** (points to two sponsored ads):

- Phone For Hard Of Hearing | Order A Phone Today At No Cost** (www.capitel.com/)
- Hard of Hearing With Your TV? | Use Aftermaster For Your TV** (www.aftermasterpro.com/)

**Organic search results- Will vary according to SEO, other Google metrics** (points to three organic search results):

- FTRI - Free Amplified Phone and Assistive Devices** (https://www.ftri.org/)
- Get a Free Phone - FTRI - Loud & Clear and FREE** (https://www.ftri.org/free)
- Locations - FTRI** (https://www.ftri.org/locations)

The sponsored ads on the right include:

- Doro PhoneEasy 626 Flip Phone** (\$50.00, Consumer Cellular, Free shipping)
- CSC500 Amplified Spirit Phone** (\$70.99, Google Express, Free shipping)

**Pilot: Email Blast, Retargeting Ads and Geofence Campaign**

FTRI experimented with a digital campaign focused around a single product, and a single geographic (RDC) location. The intention was to raise awareness about a specific phone FTRI offers. There were multiple components of the campaign: Email blasts to lists of people who were targeted (and who had 'opted in' to receive such communications) based on their purchasing and web browsing history; digital ads that 'follow' a person and appear on websites they visit; and Geofencing of locations such as Hearing Aid vendors and cell phone stores.

**GRAPHIC CONTENT:**

This is the email content; looks more like an Insert Ad, and is interactive

**LOUD.  
CLEAR.  
FREE.**

CLEAROUNDS  
A400 DECT 6.0



If you are a Florida resident with hearing loss, call (866) 756-0205 to get a **free** amplified phone. Visit <https://www.ftri.org/clearounds> for more info or to find an FTRI location near you.



**Get a free amplified phone and stay connected with loved ones.**

A statewide nonprofit, **FTRI**, is helping Florida hear by providing amplified phones to residents for **free** through its statewide network of distribution centers. There's no catch. If you have hearing loss or speech disability, you have access to amplified phones with state-of-the-art features, such as:

CLEAROUNDS  
A400 DECT 6.0



- + Up to 50 decibels of amplification
- + Tone and volume customization
- + Hearing aid compatibility
- + Crystal clear speakerphone
- + Caller ID and loud, bright visual ringer
- + Some models can be used with cellphone minutes

More than **3 million Floridians** have hearing loss. Let loved ones know about **FTRI** to **#KeepFloridaConnected**.

Call (866) 756-0205 to get a **free** amplified phone. Visit <https://www.ftri.org/clearounds> for more info or to find an **FTRI** location near you.



**Florida Telecommunications Relay, Inc.**  
Deaf and Hearing Services of Lake and Sumter Counties  
220 South 9th St, Leesburg, Florida 34748



A statewide nonprofit providing free amplified phones to Florida residents.

If you are experiencing technical trouble with your current FTRI phone or have had a change in your hearing loss, or you no longer need the phone, please contact FTRI Customer Care at 888-954-1151.

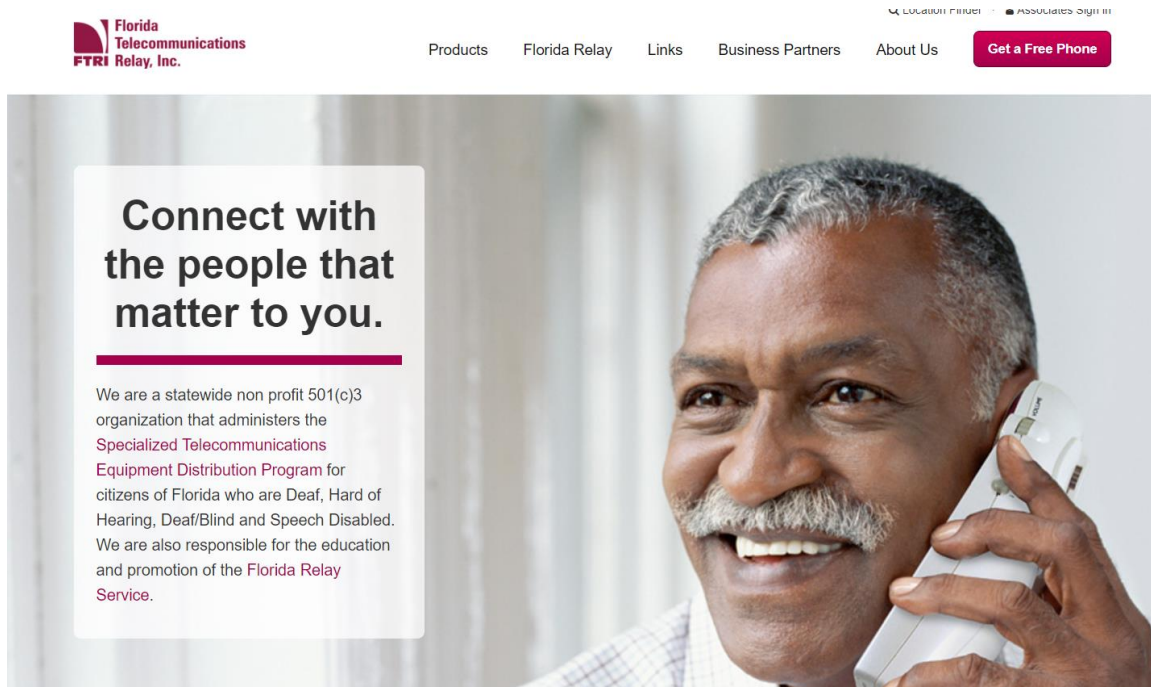
**Display Ads on Websites:**

Targeted and Retargeted, based on recipients who had opened the email they received, and/or clicked through to ftri.org. Appearing on websites in various locations, and sizes.

**DIGITAL ADS**  
 Served on mobile devices and computers

When people click on the ad, they will be taken to the special landing page on our website:  
[ftri.org/clearsounds](http://ftri.org/clearsounds)

**FTRI Website ([www.ftri.org](http://www.ftri.org))**



FTRI made several refinements to the FTRI website, designed to improve the user experience. Work was begun on an online application process component to the site, which would allow a visitor to complete the entire Application in one visit to the site. Required documentation will be accepted through this new process, to provide a 'one-stop' experience for applicants who need home delivery (don't drive, have mobility issues, no local RDC within reasonable distance), but their local RDC may not offer it. Based on comments by callers to the FTRI 800 number, we expect this feature to be beneficial for the public.



## Florida Relay

FTRI did not conduct any electronic advertising campaigns for Florida Relay this Fiscal Year, but the agency did participate in community Outreach events suggested by the Sprint Relay Account Manager.

The Florida Relay Brochure received a facelift, adopting a new design that has proven popular in other states. It is available for download on the FTRI website.

A few pages are shown here, to illustrate:

**Need to make a phone call to someone who has a hearing loss or speech disability? Get Connected with Florida Relay!**

### Bring people together with FLORIDA RELAY

Making calls through Florida Relay is liberating, enjoyable and convenient. Florida Relay, a free, 24-hour service, allows callers who are deaf, deafblind, hard of hearing, or speech disabled to call anybody using relay services. Just dial **711** and call anyone, anywhere and anytime with Florida Relay.

**HOW DOES THE FLORIDA RELAY SERVICE WORK?**

**BEFORE CONNECT**  
**For Voice Callers:**  
 1 You dial 711 to connect with a relay operator.  
 2 Give the relay operator the phone number you want to call.  
 3 The relay operator will then dial the TTY user's number.  
**For TTY Users:**  
 1 You dial 711 to connect with a relay operator.  
 2 Type the other party's phone number you want to call.  
 3 The relay operator will then dial the other party's number.

**AFTER CONNECT**

- 1 The other party answers, "Hello, how are you? GA."
- 2 The relay operator types what the other party says.
- 3 You read what the other party has said.
- 4 You type your response to the relay operator.
- 5 The relay operator then reads aloud your typed response to the other party.

For people with a hearing loss who prefer to speak.

### Voice Carry-Over

**711 or 877-955-8260**

Florida Relay offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son speaks.

**OTHER VCO FEATURES**  
 Florida Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:  
[ftri.org/relay/vco](http://ftri.org/relay/vco)

Para personas que prefieren comunicarse en español.

### Transmisión de la Florida 711

**711 o 877-955-8773 / 844-463-9710**  
 Español o español Español o inglés

El Transmisión de la Florida es un servicio de asistencia gratis para todas que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o telefónico TTY, un teléfono especial con teclado amillar o una máquina de escribir, el relay facilita la comunicación, los 24 horas del día y los 365 días del año.

Los usuarios del servicio de relay no necesitan memorizar el número de servicio de relay. Simplemente marca 711 para comunicarse con el servicio de relay. La confidencialidad antes el usuario y el AC está garantizado por la Comisión Federal de Comunicaciones (FCC), por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Transmisión de la Florida es fácil. Una persona oyente o una persona sorda guardan marcar al 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY o la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

- 1 La persona que llama marca 711 y se comunica con un operador de relay. Luego, la persona que llama habla. "Hola, ¿cómo estás?"
- 2 El operador de relay escribe lo que dice la persona que llama.
- 3 El usuario de TTY lee en el dispositivo los patrones hablados.

Para más información:  
[ftri.org/relay/espanol](http://ftri.org/relay/espanol)

## **TASA Approved Certifiers**

FTRI partnered with 144 new TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.

## **Closing Statement**

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. Since the inception of the Equipment Distribution Program in 1986, over 550,100 Florida residents have been provided with telecommunications equipment and support services.

# *Appendix A*

**FLORIDA TELECOMMUNICATIONS RELAY, INC.  
FINANCIAL STATEMENTS  
FOR THE YEARS ENDED  
JUNE 30, 2018 AND 2017**

# MOORE, ELLISON & MCDUFFIE, CPA'S, PA

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FLORIDA INSTITUTE OF  
CERTIFIED PUBLIC ACCOUNTANTS  
PRIVATE COMPANIES  
PRACTICE SECTION

## INDEPENDENT AUDITORS' REPORT

To the Board of Directors of  
Florida Telecommunications Relay, Inc.

We have audited the accompanying financial statements of Florida Telecommunications Relay, Inc. (a nonprofit organization), which comprise the statements of financial position as of June 30, 2018 and 2017, and the related statements of activities and cash flows for the years then ended, and the related notes to the financial statements.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such

opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Opinion**

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Telecommunications Relay, Inc. as of June 30, 2018 and 2017, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

### **Report on Supplementary Information**

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

*Moore Ellison & McDuffie CPAs PA*  
**MOORE ELLISON & MCDUFFIE, CPA'S, PA**  
Tallahassee, FL  
August 16, 2018

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENTS OF FINANCIAL POSITION**  
**AS OF JUNE 30, 2018 AND 2017**

**ASSETS**

	<u>2018</u>	<u>2017</u>
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	\$ 17,644,405	\$ 17,301,477
Accounts Receivable	484,228	561,544
Prepaid Expenses	<u>31,644</u>	<u>26,716</u>
Total Current Assets	<u>18,160,277</u>	<u>17,889,737</u>
 <b>PROPERTY AND EQUIPMENT</b>		
Office Furniture	46,919	46,919
Office Equipment	79,826	94,087
Dual Sensory Equipment	<u>80,273</u>	<u>80,273</u>
	207,018	221,279
Less: Accumulated Depreciation	<u>(197,046)</u>	<u>(210,717)</u>
Total Property and Equipment	<u>9,972</u>	<u>10,562</u>
 <b>OTHER ASSETS</b>		
Deposits	<u>7,839</u>	<u>7,839</u>
<b>TOTAL ASSETS</b>	<u><u>\$ 18,178,088</u></u>	<u><u>\$ 17,908,138</u></u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENTS OF FINANCIAL POSITION - CONTINUED**  
**AS OF JUNE 30, 2018 AND 2017**

**LIABILITIES AND NET ASSETS**

	<u>2018</u>	<u>2017</u>
<b>CURRENT LIABILITIES</b>		
Accounts Payable	\$ 553,951	\$ 439,882
Accrued Leave Payable	<u>47,591</u>	<u>45,762</u>
Total Current Liabilities	601,542	485,644
<b>TOTAL LIABILITIES</b>	<u>601,542</u>	<u>485,644</u>
 <b>NET ASSETS</b>		
Unrestricted Net Assets	<u>17,576,546</u>	<u>17,422,494</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 18,178,088</u>	<u>\$ 17,908,138</u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**



**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENTS OF ACTIVITIES**  
**FOR THE YEARS ENDED**  
**JUNE 30, 2018 AND 2017**

	2018	2017
<b>REVENUES</b>		
Surcharge Revenue	\$ 6,059,824	\$ 7,095,414
Investment Earnings	82,922	49,095
<b>TOTAL REVENUES</b>	<b>6,142,746</b>	<b>7,144,509</b>
 <b>EXPENSES</b>		
Category I-Relay Service	2,700,035	2,764,571
Category II-Equipment and Repair	1,061,032	1,305,755
Category III-Equipment Distribution	719,426	790,668
Category IV-Outreach	567,005	574,053
Category V-General and Administrative	941,196	930,659
<b>TOTAL EXPENSES</b>	<b>5,988,694</b>	<b>6,365,706</b>
 <b>CHANGES IN UNRESTRICTED NET ASSETS</b>	<b>154,052</b>	<b>778,803</b>
 <b>NET ASSETS, BEGINNING OF YEAR</b>	<b>17,422,494</b>	<b>16,643,691</b>
 <b>NET ASSETS, END OF YEAR</b>	<b>\$ 17,576,546</b>	<b>\$ 17,422,494</b>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENTS OF CASH FLOWS**  
**FOR THE YEARS ENDED**  
**JUNE 30, 2018 AND 2017**

	2018	2017
<b>Operating Activities</b>		
Change in Net Assets	\$ 154,052	\$ 778,803
<b>Adjustments to Reconcile Change in Net Assets to Net Cash Provided By Operating Activities</b>		
Depreciation	2,946	3,405
Decrease (Increase) in Assets:		
Accounts Receivable	77,316	161,537
Prepaid Expenses	(4,928)	(18,365)
Increase (Decrease) in Liabilities:		
Accounts Payable	114,069	(175,542)
Accrued Expenses	1,829	(17)
<b>Net Cash Provided By Operating Activities</b>	<b>345,284</b>	<b>749,821</b>
<b>Investing Activities</b>		
Purchase of Property and Equipment	(2,356)	(1,280)
<b>Net Cash Used In Investing Activities</b>	<b>(2,356)</b>	<b>(1,280)</b>
<b>Net Increase in Cash and Cash Equivalents</b>	342,928	748,541
<b>Cash and Cash Equivalents at Beginning of Period</b>	17,301,477	16,552,936
<b>Cash and Cash Equivalents at End of Period</b>	<b>\$ 17,644,405</b>	<b>\$ 17,301,477</b>
<b>Supplemental Disclosures</b>		
Income		
Interest Income	\$ 82,922	\$ 49,095

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEARS ENDED JUNE 30, 2018 AND 2017**

**A. Organization**

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit organization that was incorporated in June of 1991 under the laws of the State of Florida, for the purpose of acting as an administrator of the Telecommunications Access Systems Act, pursuant to s.427.704(2). The Organization is responsible for providing relay services and the distribution of specialized telecommunications devices. The devices for the deaf, blind, hard of hearing, and speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization which is funded through a surcharge on access lines of residents of the State of Florida.

**B. Significant Accounting Policies**

A summary of the Organization's significant accounting policies consistently applied in the preparation of the accompanying financial statements are as follows:

*Basis of Accounting*

The Organization utilizes the accrual basis of accounting, whereby income is recognized as earned and expenses are recognized as obligations as incurred.

*Cash and Cash Equivalents*

Cash and cash equivalents consist of short-term investments with an original maturity of three months or less, cash on deposit, money market funds and certificates of deposit.

*Accounts Receivable*

Accounts receivable consists of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15<sup>th</sup> of the following month. The Organization has established an allowance for doubtful accounts and uses the reserve method for recognizing bad debts. For the years ended June 30, 2018 and 2017, management believes all receivables are collectible.

*Property and Equipment*

Property and Equipment are recorded at cost. Improvements are capitalized, while expenditures for maintenance and repairs are expensed as incurred. Upon disposal of depreciable property, the appropriate property accounts are reduced by the related costs and accumulated depreciation. The resulting gains and losses are reflected in the statements of activities. Property and equipment are depreciated over estimated service lives as follows:

Office Furniture	5 years	straight-line
Office Equipment	5 years	straight-line
Dual-Sensory Equipment	5 years	straight-line

**SEE INDEPENDENT AUDITORS' REPORT**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.  
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEARS ENDED JUNE 30, 2018 AND 2017**

*Income Taxes*

The Organization, a Florida not-for-profit corporation, is exempt under Internal Revenue Code 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

*Estimates*

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

**C. Operating Lease Commitments**

The Organization leases office space under a non-cancelable operating lease, dated November 26, 2001. The current lease term began on October 25, 2016 and expires on February 28, 2022. The base rent payable, per month, is \$7,380, for the years ended June 30, 2018 and 2017.

The Organization leases its copier under a non-cancelable operating lease dated June 17, 2017. The lease is for a period of 60 months. Monthly lease payments are \$74, for the years ended June 30, 2018 and 2017, respectively.

Maturities of the leases payable in each of the next five years, as of June 30, 2018 and 2017, are approximated as follows:

<u>Year Ending</u>	<u>2018</u>
June 30, 2019	\$ 89,452
June 30, 2020	89,452
June 30, 2021	89,452
June 30, 2022	59,930
June 30, 2023	0
Thereafter	0
Total	<u>\$ 328,286</u>

<u>Year Ending</u>	<u>2017</u>
June 30, 2018	\$ 89,452
June 30, 2019	89,452
June 30, 2020	89,452
June 30, 2021	89,452
June 30, 2022	59,930
Thereafter	0
Total	<u>\$ 417,738</u>

**SEE INDEPENDENT AUDITORS' REPORT**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED JUNE 30, 2018 AND 2017**

**D. Retirement Plan**

The Organization contributes to a multiple employer, qualified, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association (NTCA). Employees begin participating in the plan quarterly, coinciding with their date of employment. Contributions to the plan are paid quarterly and based on 11.1% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. The NTCA also assesses a surcharge to the Organization. The surcharge is calculated based on a percent of one-twelfth of the total salary for each month. The surcharge rate from July 1, 2017 to December 31, 2017 was 2.78%. The surcharge rate increased to 5.55% as of January 1, 2018 to June 30, 2018.

Benefits will be paid to participants in an amount dependent on years of service, and the final average salary as defined in the plan document. Retirement expense for the fiscal years ended June 30, 2018 and 2017 were \$68,823 and \$57,509, respectively.

**E. Current Vulnerability Due to Certain Concentrations**

The Organization maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. At June 30, 2018 and 2017, the Organization had deposits at Regions Bank in excess of FDIC insured limits.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. The Organization considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral for the Organization's benefit. The Public Depository Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance, or by collateral provided by the qualified public sector depositories to the State Treasurer, pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

During the years ended June 30, 2018 and 2017, the Organization recognized \$6,059,824 and \$7,095,414, respectively, of surcharge revenue. The amounts represent 99% and 99%, respectively, of total revenue and support.

**SEE INDEPENDENT AUDITORS' REPORT**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.  
NOTES TO THE FINANCIAL STATEMENTS – CONTINUED  
FOR THE YEAR ENDED JUNE 30, 2018 AND 2017**

**F. Related Party Transactions**

There were no related party transactions discovered during the course of our audit.

**G. Commitments and Contingencies**

Currently, the Organization has not accrued any liabilities associated with any legal action or threatened legal action.

**H. Uncertain Tax Positions**

The IRS has three years to audit your tax returns and assess any additional tax liabilities.

**I. Subsequent Events**

Management has considered subsequent events through August 16, 2018, the date which the financial statements were available to be issued. No items requiring additional adjustment or disclosure have been identified.

**SEE INDEPENDENT AUDITORS' REPORT**

**SUPPLEMENTAL INFORMATION**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**SCHEDULES OF EXPENSES BY CATEGORY**  
**FOR THE YEARS ENDED**  
**JUNE 30, 2018 AND 2017**

	<u>2018</u>	<u>2017</u>
<b>CATEGORY I - RELAY SERVICES</b>		
Dual Party Relay Provider	<u>\$ 2,700,035</u>	<u>\$ 2,764,571</u>
 <b>CATEGORY II - EQUIPMENT AND REPAIR</b>		
ARS / VRS Signaling Equipment	\$ 4,668	\$ 10,809
In-Line Amplifiers	30	300
Telecommunications Equipment Repair	76,273	60,998
TeliTalk Speech Aid Phone	18,645	5,400
VCO / HCO TDD	4,600	9,200
VCP Hearing Impaired	207,194	237,809
VCP Speech Impaired	370	832
VCPH Cordless	710,679	938,707
VCPH Accessories	<u>38,573</u>	<u>41,700</u>
Total Category II - Equipment and Repair	<u>\$ 1,061,032</u>	<u>\$ 1,305,755</u>
 <b>CATEGORY III - EQUIPMENT DISTRIBUTION</b>		
Freight / Telecommunications Equipment	42,995	38,756
Regional Distribution Centers	675,919	751,912
Training	<u>512</u>	<u>0</u>
Total Category III - Equipment Distribution	<u>\$ 719,426</u>	<u>\$ 790,668</u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**



**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**SCHEDULES OF EXPENSES BY CATEGORY - CONTINUED**  
**FOR THE YEARS ENDED**  
**JUNE 30, 2018 AND 2017**

	<u>2018</u>	<u>2017</u>
<b>CATEGORY IV - OUTREACH</b>		
Outreach - General	<u>\$ 567,005</u>	<u>\$ 574,053</u>
 <b>CATEGORY V - GENERAL AND ADMINISTRATIVE</b>		
Accounting / Auditing	\$ 20,722	\$ 21,228
Advertising	1,096	1,458
Computer Consultation	4,975	9,426
Computer Software	2,497	2,575
Depreciation	2,946	3,405
Dues and Subscriptions	2,261	1,539
Employee Compensation	422,179	422,745
Employee Training	725	342
Equipment Maintenance	783	930
Furniture and Equipment Purchases	0	172
Insurance	187,180	148,249
Legal	53,346	72,000
Meeting and Interpreter Expense	1,380	1,459
Office Equipment Lease	1,355	1,835
Office Expense	12,166	14,320
Payroll Taxes	30,895	33,991
Postage	7,785	7,084
Printing	934	1,554
Rent	91,442	91,409
Retirement	68,823	57,509
Telephone	16,335	17,565
Travel and Business Expense	5,705	14,730
Utilities	<u>5,666</u>	<u>5,134</u>
Total Category V - General and Administrative	<u>\$ 941,196</u>	<u>\$ 930,659</u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**