

TASA Meeting

April 26, 2013

Proposed FY 2013/2014 Budget

Florida Public Service Commission

HELPING HANDS

MARCH 2013




PSC Chairman Ronald A. Brisé (l) and FTRI Executive Director James Forstall test specialized telephones.

Florida Telecommunications Relay, Inc. (FTRI) has been instrumental in helping Floridians who have hearing loss or speech disabilities learn about the Lifeline Assistance telephone discount program and discover ways to reduce their utility bills.



Florida
Telecommunications
FTRI Relay, Inc.

Partnerships, or "Helping Hands," are essential to help raise public awareness.

Many state agencies and organizations are "PSC Helping Hands," who assist Florida's Public Service Commission in serving consumers with resolving utility issues, learning energy and water conservation practices, and providing the Lifeline Assistance telephone discount program.

A Public Service Commission "Helping Hand" is recognized each month in 2013.

Proposed Budget FY 2013/2014

Based on the best information available to us, the FTRI Board of Directors has approved a recommendation to maintain the current surcharge level of \$.11 for the next fiscal year. We estimate that a surcharge level of \$.11 would produce a shortfall in meeting FTRI's operating expenses and we have not proposed to revise the surcharge because we believe there's sufficient funds in the surplus account to offset the difference.

The budget as approved by the Board projects total revenues to be \$8,771,408 and total expenses to be \$9,329,613. The difference of \$558,205 will be transferred from the surplus account.

Proposed Budget FY 2013/2014

As of February 2013, FTRI has over 482,700 individuals in the client database. It is evident that FTRI and its contracted regional distribution centers are reaching out to meet the telecommunications access needs of residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Outreach continues to be a large part of our efforts and we are planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida by creating awareness and telephone independence.

Operating Revenue

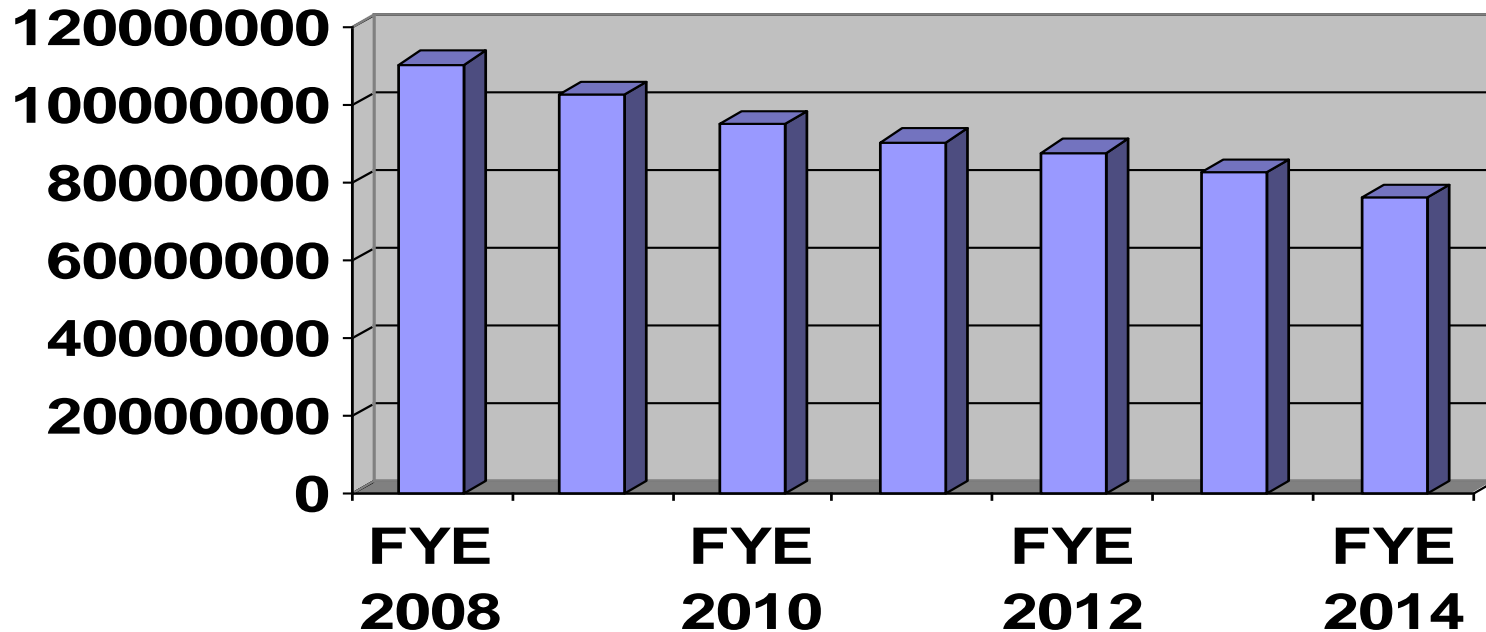
Surcharge revenues for FY 2013/2014 are based on a 5.76% decrease in the total number of access lines reported and estimated in FY 2012/2013.

Interest income for the next fiscal year is projected to be \$41,753.

Operating Revenue

75,948,792	- total number of access lines
<u> x .11</u>	- proposed surcharge level
\$ 8,354,367	- total revenues from access lines
<u> - 1%</u>	- less administrative cost for TELCOs
\$ 8,270,823	- net operating revenues
+458,832	- NDBEDP
<u>+ 41,753</u>	- plus projected interest income
\$ 8,771,408	- total operating revenues
<u>- 9,329,613</u>	- less FTRI operating expenses
\$ 558,205	- transfer from surplus account

Number of Access Lines



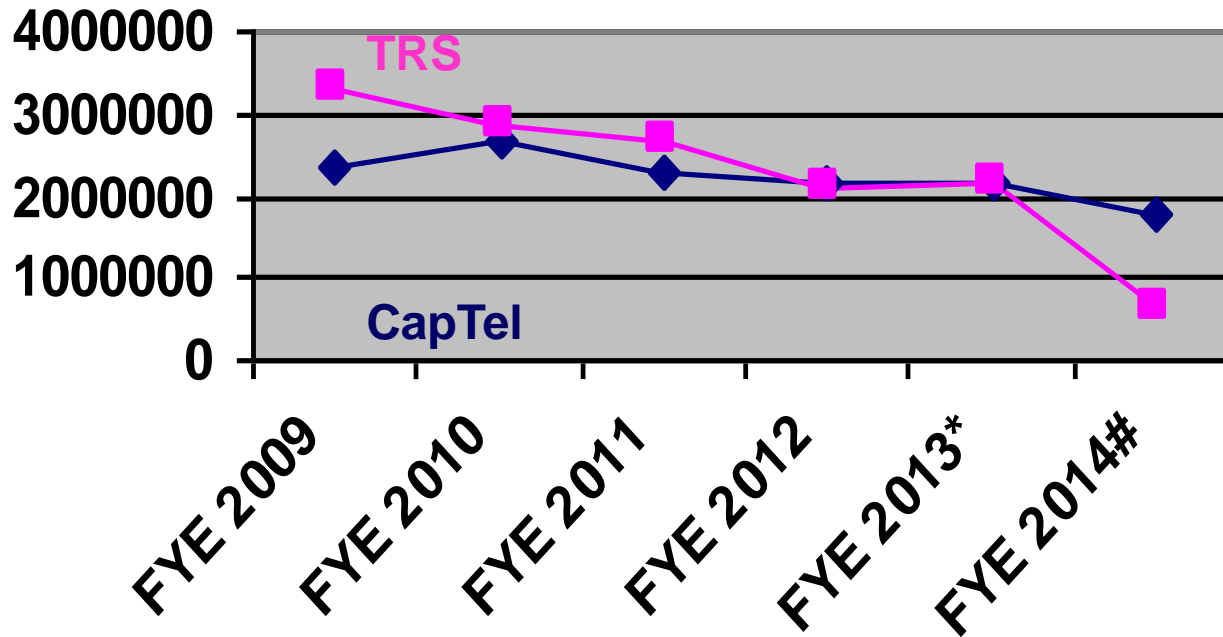
Category I Florida Relay

FY 2013/2014 budget for relay is based on projections provided to FTRI by the current relay provider. AT&T contracted rate is \$.76 per billable minute for TRS and \$1.47 per billable minute for CapTel.

Using the data submitted by AT&T, it is estimated year-end total to be 4,446,264 billable minutes.

\$ 490,286 - estimated TRS billable cost
+2,575,571 - estimated CapTel billable cost
\$3,065,857 - Category I

CapTel vs TRS Minutes



* Year End Projections

Projections

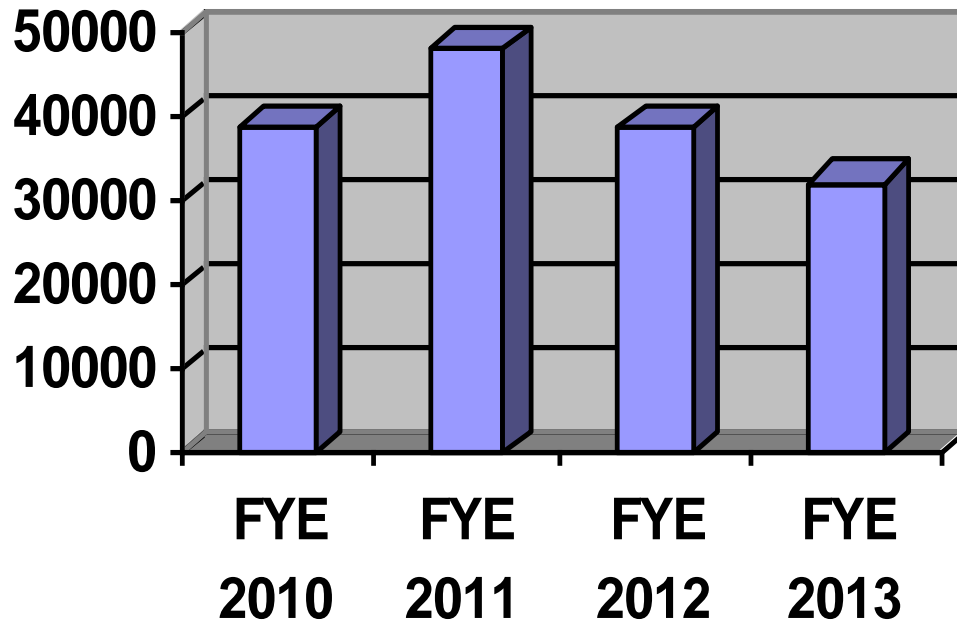
Category II Equipment and Repairs

This category consist of all equipment purchases as well as repairs. FTRI is projecting the number of equipment to be distributed during FY 2012/2013 to be approximately 32,100.

Total proposed budget for Category II is \$2,594,446.



Equipment Distributed



FYE 2010 – 38,680

FYE 2011 – 48,005

FYE 2012 – 38,477

FYE 2013 – 32,100 (year end estimate)

Category III

Equipment Distribution and Training

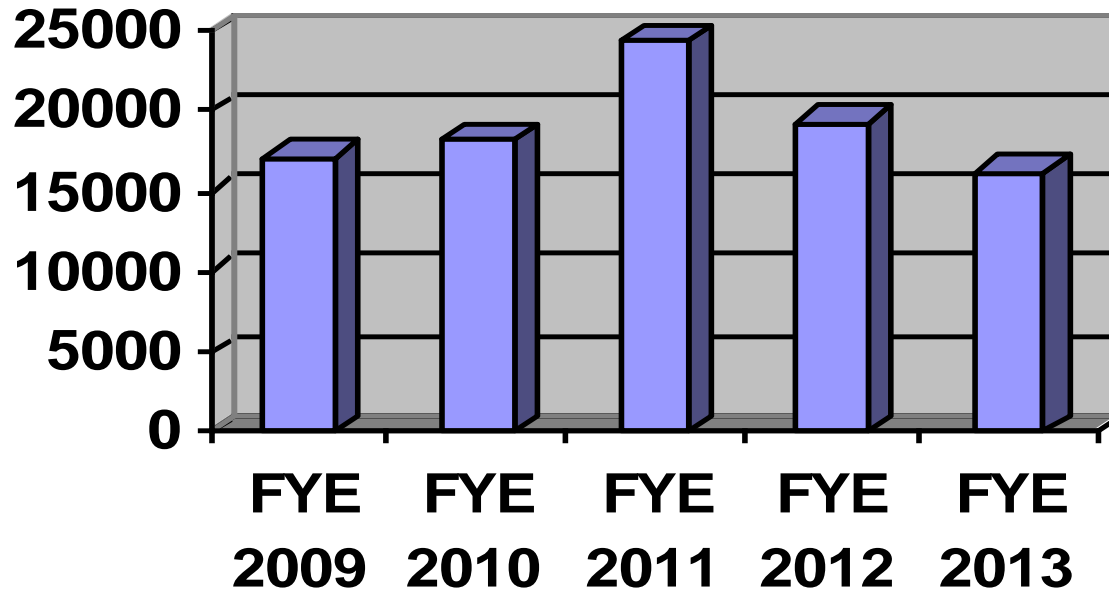
FTRI contracts with 22 RDCs that provide services in different locations throughout the state.

It is estimated that the RDCs and FTRI will have provided over 28,500 services to clients during the current fiscal year.

Total FY 2013/2014 proposed budget for Category III is \$1,197,390.



New Clients Served



FYE 2009 – 17,170

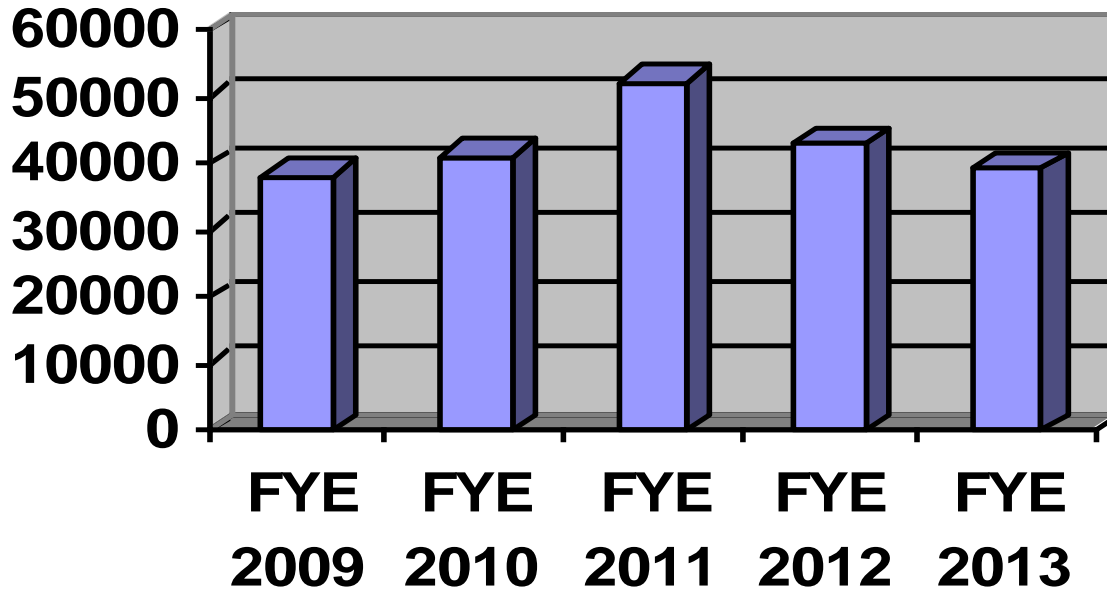
FYE 2010 – 18,185

FYE 2011 – 24,399

FYE 2012 – 19,287

FYE 2013 – 16,200 (Year End Estimate)

Services Provided



FYE 2009 – 38,130

FYE 2010 – 41,188

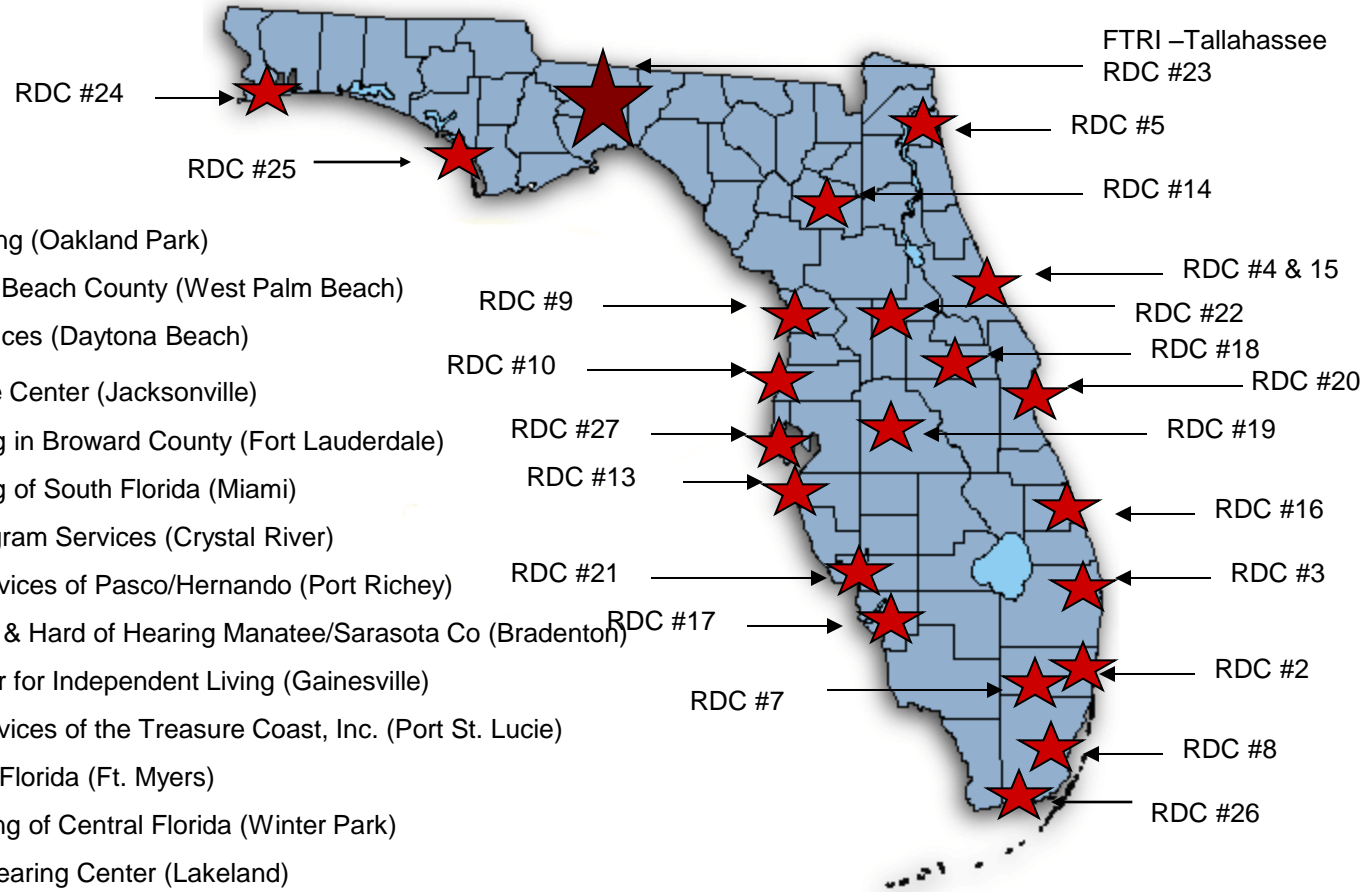
FYE 2011 – 52,217

FYE 2012 – 43,179

FYE 2013 – 39,300 (Year End Estimate)

New, Modifications, Exchanges, Returns and Follow-ups

FTRI Regional Distribution Centers



- RDC #2 – League for the Hard of Hearing (Oakland Park)
- RDC #3 – Deaf Service Center of Palm Beach County (West Palm Beach)
- RDC #4 – Deaf & Hard of Hearing Services (Daytona Beach)
- RDC #5 – Independent Living Resource Center (Jacksonville)
- RDC #7 – Center for Independent Living in Broward County (Fort Lauderdale)
- RDC #8 – Center for Independent Living of South Florida (Miami)
- RDC #9 – Citrus Hearing Impaired Program Services (Crystal River)
- RDC #10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)
- RDC #13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota Co (Bradenton)
- RDC #14 – North Central Florida Center for Independent Living (Gainesville)
- RDC #16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)
- RDC #17 – Deaf Service Center of SW Florida (Ft. Myers)
- RDC #18 – Center for Independent Living of Central Florida (Winter Park)
- RDC #19 – Central Florida Speech & Hearing Center (Lakeland)
- RDC #20 – Space Coast Center for Independent Living (Cocoa Beach)
- RDC #21 – Hearing Impaired Persons in Charlotte County (Port Charlotte)
- RDC #22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)
- RDC #24 – CIL Disability Resource Center (Pensacola)
- RDC #23 – Area Agency on Aging (Tallahassee)
- RDC #25 – Disability Resource Center (Panama City)
- RDC #26 – Speech and Hearing Center (Miami)
- RDC #27 – Family Center on Deafness (Largo)

Category IV Outreach

FTRI is proposing an outreach budget of \$684,503 for FY 2013/2014.

- RDC Outreach Contracts - \$171,303
- TV/Newspaper - \$332,500
- Printing - \$27,000
- Florida Relay PSA/Brochures - \$40,000
- Special Outreach Initiative - \$12,500
(Service Providers)

Advertising/Marketing

For FY 2013/2014, FTRI will use a combination of newspaper advertising, direct mail, social media, special events and targeted collaborations.

Loud & Clear - and FREE

Florida residents with hearing loss are eligible to receive a free amplified phone from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.



For more information in your area:

The ILRC of Northeast Florida
2709 Art Museum Drive
Jacksonville, Florida 32207
904-399-8484
www.ftri.org/jax

FTRI Clients: Phones are exchanged if your hearing has changed or your FTRI phone is not working properly. Please bring your FTRI phone with you for an exchange.

Exhibits/Expos



EXPO TRADE SHOWS

YOUR SUCCESS IS OUR MISSION

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GO

Browse Upcoming Events

Senior Expo

Category: Senior Expo Clear

Orlando Senior Expo

From May 01, 2013 9:00 am to May 02, 2013 3:00 pm

At Orlando - Central Florida Fairgrounds Categories: Senior Expo

Jacksonville Senior Expo

From May 15, 2013 9:00 am to May 16, 2013 3:00 pm

At Jacksonville - Prime Osborn Convention Center Categories: Senior Expo

Kissimmee/Suburban Orlando Senior Expo

From November 16, 2013 9:00 am to November 17, 2013 3:00 pm

At Kissimmee - Osceola Heritage Park Categories: Senior Expo

Fort Myers Senior Expo

From January 14, 2014 9:00 am to January 15, 2014 3:00 pm

At Fort Myers - Harborade Event Center Categories: Senior Expo

Port Charlotte / Punta Gorda Senior Expo

From January 21, 2014 9:00 am to January 22, 2014 3:00 pm

At Charlotte Harbor Event & Conference Center Categories: Senior Expo

Sarasota/Bradenton Senior Expo

From February 11, 2014 9:00 am to February 12, 2014 3:00 pm

At Bradenton Convention Center Categories: Senior Expo

Palm Beach Senior Expo

From March 05, 2014 9:00 am to March 06, 2014 3:00 pm

At Palm Beach County Convention Center Categories: Senior Expo

Fort Lauderdale Senior Expo

From March 26, 2014 9:00 am to March 27, 2014 3:00 pm

At Fort Lauderdale - Broward County Convention Center Categories: Senior Expo

Orlando Senior Expo

From April 01, 2014 9:00 am to April 02, 2014 3:00 pm

At Orlando - Central Florida Fairgrounds Categories: Senior Expo

Jacksonville Senior Expo

From May 14, 2014 9:00 am to May 15, 2014 3:00 pm

At Jacksonville - Prime Osborn Convention Center Categories: Senior Expo

Senior Expo

Port Charlotte / Punta Gorda - Home & Garden Show (April 27, 2013 10:00 am)

Fort Myers - Home & Garden Show (September 26, 2013 10:00 am)

Port Charlotte / Punta Gorda - Home & Garden Show (October 13, 2013 10:00 am)

Lakeland/Polk County - Home & Garden Show (November 02, 2013 10:00 am)

Senior Expo

Orlando Senior Expo (May 01, 2013 9:00 am)

Jacksonville Senior Expo (May 15, 2013 9:00 am)

Kissimmee/Suburban Orlando Senior Expo (November 16, 2013 9:00 am)

Fort Myers Senior Expo (January 14, 2014 9:00 am)

April 2013

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Better Hearing For Health, For Life Seminar

Free Admission!



Better Hearing For Health, For Life

Saturday, July 20, 2013

8:00 am - 4:00 pm

Seminars:

- **Types of Hearing Loss** - Dr. Brad Ingrao, Audiologist at Hearing Aid Systems and the Hearing Spa, Columnist for Hearing Loss Magazine, Trustee for HLA-FL and HLA Sarasota
- **Living with Hearing Loss** - Katherine Bouton, former New York Times editor and author of "Shouting Won't Help: Why I - and 50 Million Americans - Can't Hear You."
- **Latest in Assistive Technologies** - Jim Scott - President, Complete Hearing Solutions, looping service
Tess Crowder - President, Realtime Communication Services, Inc.,
CART provider; Executive Director, Communication Access, Inc.

Renaissance Orlando at Sea World

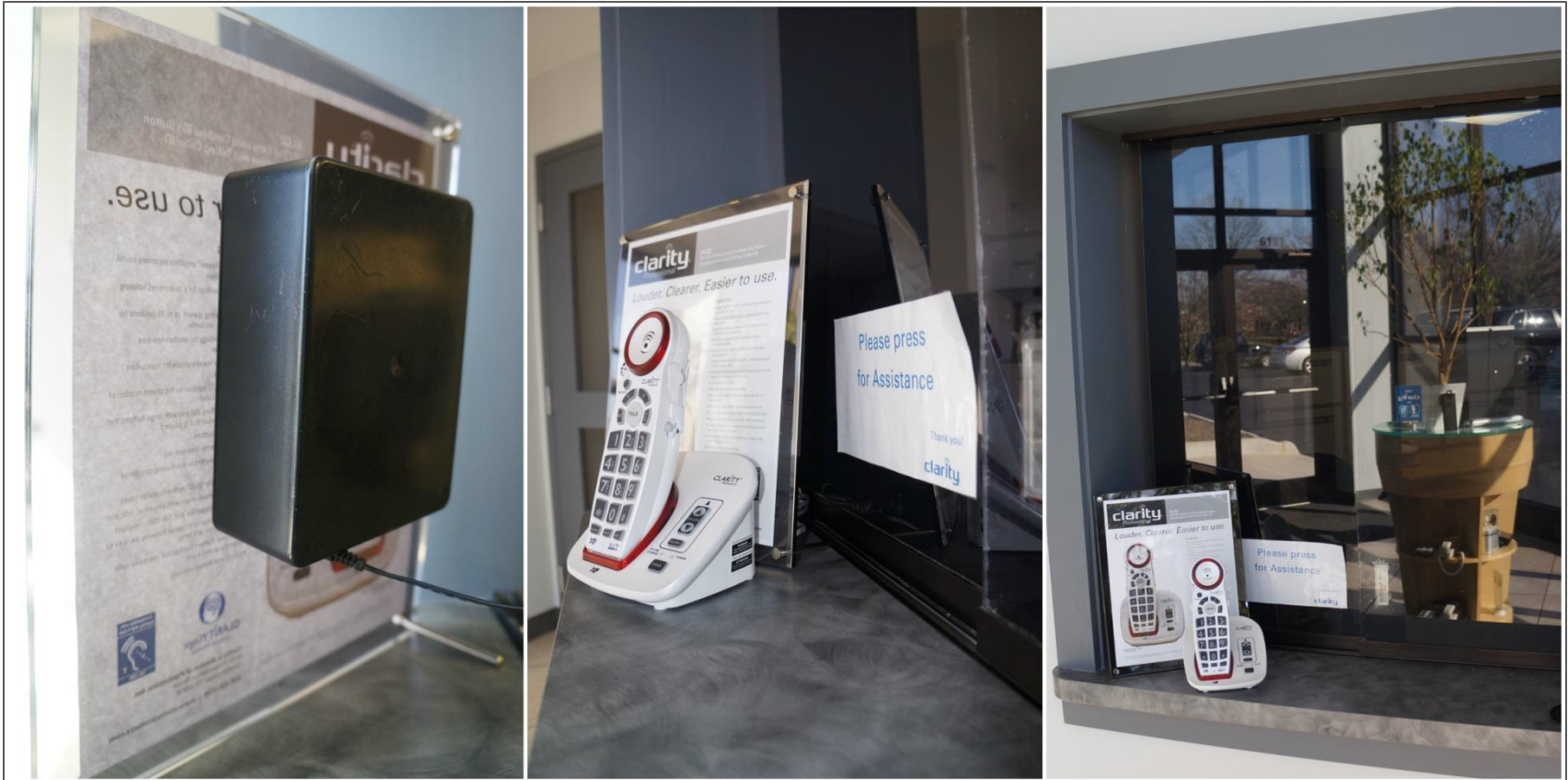
Refreshments provided to first 200 attendees

Vendor Expo - Door Prizes - Free Parking

For more information, please call: 800-222-3448, ext. 238

Sponsored by:

Service Provider Initiative



Category V ***General & Administrative***

Total proposed budget for Category V
is \$1,379,585.

FTRI has 15 authorized positions.

FY 2011/2012 to FY 2012/2013 Comparison

	FY 2011/2012 (Actual)	FYE 2012/2013 (Year End Estimates)	FY 2013/2014 (Proposed)
Revenues	\$ 9,064,672	\$ 9,009,380	\$ 8,771,408
Cat I	5,217,531	4,523,357	3,065,857
Cat II	2,031,163	2,131,823	2,543,446
Cat III	1,247,037	1,222,255	1,197,390
Cat IV	521,823	647,716	684,503
Cat V	1,266,044	1,305,978	1,379,585
Cat VI (NDBEDP)	N/A	175,000	458,832
Total Expenses	\$10,283,598	\$10,006,129	\$ 9,329,613



Communication Access, Inc.
SERVING THE NEEDS OF PEOPLE WITH HEARING LOSS

Our Mission and Vision	<p style="text-align: center;">★ 2013 CAI Awards Ceremony – Cast Your Vote</p> <p>To honor those individuals and businesses who support and assist people with hearing loss, please select your choice for the 2013 CAI Awards. One vote per category – one survey per email address.</p> <p><i>Nominees and Descriptions</i></p> <ul style="list-style-type: none"> ▶ <i>Advocate of the Year</i> ▶ <i>Audiologist of the Year</i> ▶ <i>CAI Spirit Award</i> ▶ <i>CART Provider of the Year</i> ▶ <i>ENT of the Year</i> ▶ <i>For-Profit of the Year</i> ▶ <i>Interpreter of the Year</i> ▶ <i>Legislator of the Year</i> ▶ <i>Non-Profit of the Year</i>
Caring for Our Community	
Committees	
Services We Provide	
Calendar of Events	
Fundraising Events	
CAI Expo	
Meet the Board	
Donations – Ways to Give	
Testimonial Videos	

Vote for FTRI!

Place Your Vote

Vote Now

Florida Telecommunications Relay, Inc.

FTRI helps to provide telecommunications access to citizens throughout the State of Florida. Aside from the equipment and invaluable communication access they provide for people with hearing loss, they provide extraordinary customer service working to make sure the equipment best suited for the user is made available and that it works properly. FTRI works hard as an advocate of the Deaf/Hard-of-Hearing community to ensure communication access wherever possible.

Questions