



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



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PREPARED BY

The Florida Public Service Commission  
Office of Telecommunications

# TABLE OF CONTENTS

I. Overview.....	1
Figure 1. FTRI Financial Report.....	2
Figure 2. FTRI Equipment Distribution History.....	2
Figure 3. New Recipients of Equipment and Training.....	3
Figure 4. FTRI Persons Served.....	3
Figure 5. TASA Surcharge History.....	4
II. Current Developments of the Telecommunications Access System at the State Level.....	5
FTRI Budget and Annual Surcharge Established.....	5
Contracting for Relay Service Provider.....	5
III. Current Developments In Relay At The Federal Level.....	7
Florida Certification.....	7
IP CTS Administration.....	7
IP CTS Personal Information.....	8
Interstate TRS Fund.....	8
IV. Distribution of Specialized Telecommunications Equipment.....	9
Figure 6. 2013-2014 Eligibility Certifiers.....	9
Figure 7. Equipment Distributed by FTRI.....	10
V. Relay Calling Volume.....	11
Figure 8. Traditional Relay and CapTel Service Minutes of Use.....	11
VI. Advisory Committee.....	12
Figure 9. TASA Advisory Committee.....	12
TASA Advisory Committee Meeting - April 25, 2014.....	12
TASA Advisory Committee Meeting - October 30, 2014.....	13
VII. Conclusion.....	15
Appendix A: FTRI Budget for 2013-2014 and 2014-2015 Fiscal Years.....	17
Appendix B: FTRI Annual Report.....	21
Appendix C: Florida Relay Service Information: AT&T Services, Inc. ....	49
Glossary.....	61



## I. Overview

Chapter 427, Florida Statutes, established the Telecommunications Access System Act of 1991 (TASA). Section 427.704(9), Florida Statutes, requires the Florida Public Service Commission ([FPSC](#) or [Commission](#)) to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Internet website.

According to the Florida Coordinating Council for the Deaf and Hard of Hearing, nearly three million deaf, hard-of-hearing, deaf-blind, and speech-impaired citizens live in Florida.<sup>1</sup> Florida is the fourth largest state in the U.S. and has the second highest percentage of population who are deaf, hard of hearing, or deaf-blind.<sup>2</sup> To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are deaf, hard of hearing, deaf-blind, speech impaired, or dual sensory impaired.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of a statewide telecommunications access system to provide access to telecommunications relay services by people who are deaf, hard of hearing, or speech impaired and those who communicate with them. To that end, the FPSC directed the local exchange companies (LECs) to form a not-for-profit corporation, known as Florida Telecommunications Relay, Inc. (FTRI). Under oversight by the FPSC, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the hearing, speech, and dual sensory impaired and for outreach in the most cost-effective manner.

The FPSC continues to be responsive to the needs of the Deaf, Hard of Hearing, Deaf-Blind, and Speech-Impaired Community in Florida. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 25 [regional distribution centers](#) conducted 1,123 outreach activities and signed up 15 new businesses as Relay Friendly Business Partners during the last fiscal year.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease because users are transitioning to [IP Relay](#), [VRS](#), [IP CTS](#), [CapTel](#) captioning service, and Blackberry or palm wireless devices. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The FPSC continues to place emphasis on service quality by monitoring relay service quality through testing of relay operator typing and CapTel telephone captioning.

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<sup>1</sup>2013 Florida Coordinating Council for the Deaf and Hard of Hearing Biennial Report to the Governor and Legislature of the State of Florida.

<sup>2</sup>2007 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

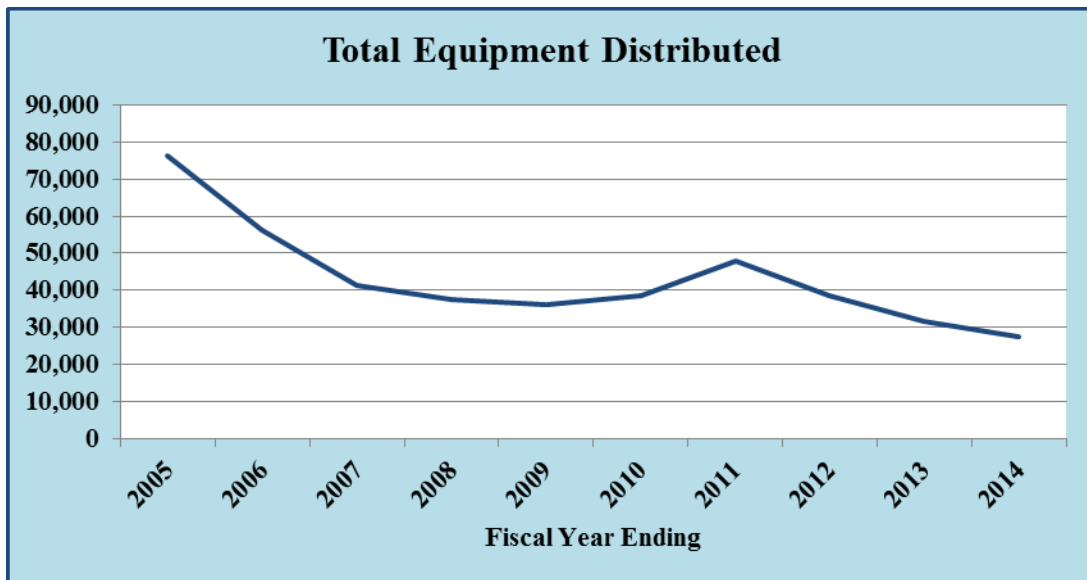
The figures below provide a statistical summary of the status of the Telecommunications Access System. More detailed information regarding the financial status of the program is in Appendix A of this report. Figure 1 shows the Florida relay revenues and expenses for the 2013-2014 fiscal year.

**Figure 1. FTRI Financial Report**

Account	7/01/13 – 6/30/14
Total Revenue	\$8,403,719
Relay Services Expense	3,753,422
Equipment and Repairs	1,438,521
Equipment Distribution	1,040,272
Outreach	635,786
Administrative Expense	1,051,843
National Deaf-Blind Equipment Program	314,565
<b>Revenue Less Expenses</b>	<b>\$169,310</b>

FTRI distributed 13,671 pieces of relay equipment for fiscal year 2013 – 2014. Figure 2 shows the number of pieces of relay equipment distributed from July 1, 2004 through June 30, 2014.

**Figure 2. FTRI Equipment Distribution History\***



\*The predominant single piece of equipment distributed is the volume control telephone for the hard of hearing.

Figure 3 reflects the number of new recipients receiving equipment and training for the 2013-2014 fiscal year.

**Figure 3. New Recipients of Equipment and Training**

Type of Recipient	7/01/13 – 6/30/14
Deaf	61
Hard of Hearing	13,395
Speech Impaired	104
Dual Sensory Impaired	111
<b>Total</b>	<b>*13,671</b>

*\*The number of new recipients is lower than the number of pieces of distributed new equipment referenced in Table 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program.*

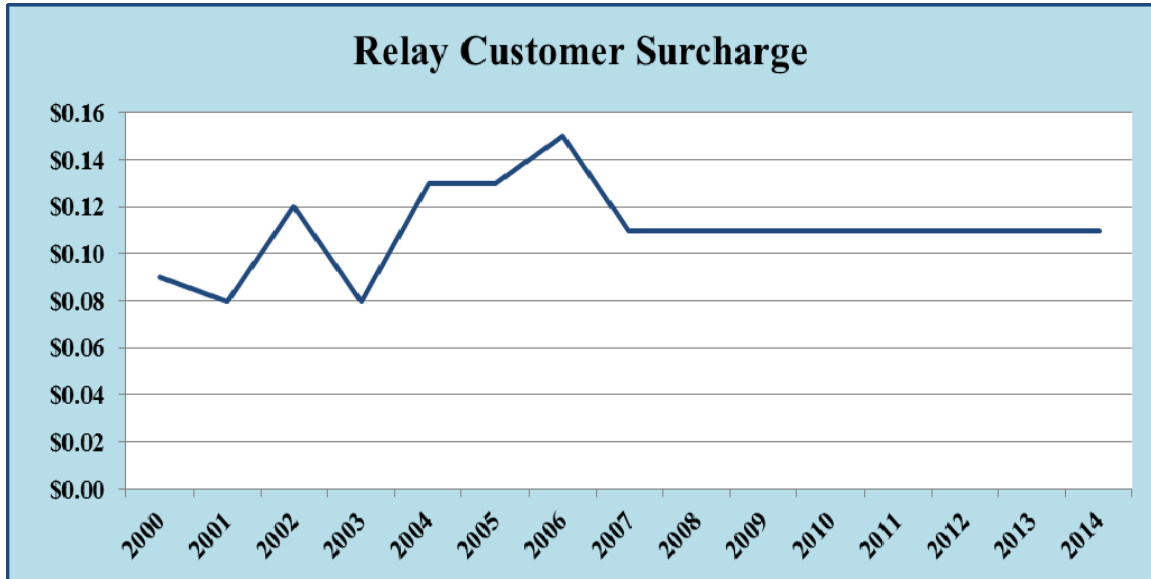
Figure 4 reflects the number of persons served each fiscal year by FTRI from 2006 through 2014. Additional information on each type of service can be found on page 25 of this report.

**Figure 4. FTRI Persons Served**

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Customer Calls	Total
2006-2007	18,937	2,356	14,498	4,871	1,531	16,327	58,520
2007-2008	17,428	1,932	15,087	4,531	1,264	19,659	59,901
2008-2009	17,170	952	14,918	4,399	691	21,446	59,576
2009-2010	18,190	1,170	16,658	4,503	667	20,001	61,189
2010-2011	24,299	734	20,492	5,593	999	16,252	68,369
2011-2012	19,287	576	16,988	5,462	866	19,464	62,643
2012-2013	15,078	474	14,519	5,399	985	23,495	59,950
2013- 2014	13,671	486	12,787	5,315	963	29,467	62,689

The TASA surcharge for fiscal year 2014 – 2015 is currently established 11 cents per month. Figure 5 provides a historical view of the TASA surcharge collected monthly from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

**Figure 5. TASA Surcharge History**



Additional financial and statistical information is contained in the appendices to this report. Appendix A (pages 17-20) provides the approved budget and actual expenses for FTRI for the fiscal year 2013-14 and the approved budget for fiscal year 2014-15. Appendix B (pages 21-47) is FTRI's annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C (pages 49-59) contains usage information on the various relay services compiled from AT&T Services, Inc. monthly reports.



## **II. Current Developments of the Telecommunications Access System at the State Level**

Section 427.704, F.S., charges the Commission with overseeing the administration of a statewide telecommunications access system to provide access to Telecommunications Relay Services by persons who are deaf, hard of hearing or speech impaired, or others who communicate with them.

### FTRI Budget and Annual Surcharge Established

By Order No. PSC-14-0252-PAA-TP, issued May 22, 2014, in Docket No. 110013-TP, the Commission approved a Fiscal Year 2014-2015 budget of \$8,236,702 for FTRI, the administrator of the Florida relay program. This new budget allows the Commission to maintain the telecommunications relay service (TRS)<sup>3</sup> surcharge at \$0.11 per month for the fiscal year 2014-2015, effective July 1, 2014.

### Contracting for Relay Service Provider

Based on a competitive bid evaluation process, the Commission awarded a Relay provider contract to AT&T, effective June 1, 2012, for a period of three years ending May 31, 2015. The contract contains options to extend the contract for four additional one-year periods, with mutual consent by both parties. On January 16, 2014, AT&T provided written notice to the Commission that it would not extend the relay provider contract into the option periods when the existing contract expired.

At the June 5, 2014 Agenda Conference, the Commission approved the issuance of a Request for Proposals (RFP). Accordingly, a Notice of Bid/Request for Proposal was published in the Florida Administrative Register on June 12, 2014. Staff also posted a link to the RFP on the home page of the Commission's website and on the Florida Department of Management Services Vendor Bid System. The deadline for filing proposals was August 8, 2014. Hamilton Telecommunications and Sprint Communications Company, L.P. (Sprint) submitted proposals in response to the Commission's RFP.

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<sup>3</sup> TRS, created by Title IV of the Americans with Disabilities Act of 1990 (ADA), enables an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system. *See* 47 U.S.C. § 225(a)(3) (defining TRS); *see also* section 103 of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), Pub. L. No. 111-260, 124 Stat. 2751 (2010), as codified in various sections of 47 U.S.C., and amended by Pub. L. No. 111-265, 124 Stat. 2795 (2010) (making technical corrections to the CVAA). TRS is provided in a variety of ways. Interstate TRS calls, and all Internet Protocol (IP) based TRS calls, both intrastate and interstate, are compensated from the Interstate Telecommunications Relay Service Fund. *See, e.g., Provision of Improved Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket 98-67, Declaratory Ruling and Second Further Notice of Proposed Rule Making, 17 FCC Rcd 7779, 7784-86, ¶¶ 15-22 (2002) (declining to apply jurisdictional separation of costs to Internet Protocol Relay Service (IP Relay), and directing the Federal TRS Fund Administrator to reimburse all IP Relay minutes from the Fund).

A proposal review committee (PRC) was established which consisted of nine members, one from the TASA Advisory Committee and eight members from Commission staff. Two of the staff members served as accountants reviewing the financial information of the companies. Five staff members, plus the TASA Advisory Committee member, reviewed and scored the technical aspects of the proposals. A staff member was selected by the Office of Telecommunications' Director to serve as the PRC Chairman. The role of the PRC Chairman was to coordinate and oversee the procurement process, to gather materials from references specified by the bidders, to interface with the bidders regarding clarifications and questions about their proposals, and to tabulate scores to identify the winning bidder.

Evaluation of the proposals began with a pass/fail evaluation of 34 quasi-technical (non-financial) and two financial aspects of the proposals. This was followed by an evaluation of 36 technical aspects of the proposals, with an assignment of numerical scores for each of the technical items. A weight of 50 percent was applied to the technical aspect of the proposals and a weight of 50 percent was applied to the price aspect of the proposals. The price proposals were submitted in sealed envelopes separate from the companies' technical proposals and were opened in the Office of the Commission Clerk on September 5, 2014, after the technical scoring was completed.

At the October 2, 2014 Agenda Conference, the Commission selected Sprint as the new relay service provider starting June 1, 2015.

### **III. Current Developments In Relay At The Federal Level**

Chapter 427, Florida Statutes (F.S.), requires that the relay system be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes in the stipulated services. One such proposed change is the possibility of the states funding the intrastate portion of the cost to provide Internet relay services.

#### Florida Certification

On July 8, 2013, the FCC released Order DA 13-1530 granting a five-year certification to Florida's state TRS program. The FCC determined that Florida's Relay Program meets or exceeds all operational, technical, and functional minimum standards of the FCC's rules, makes available adequate procedures and remedies for enforcing requirements, and in no way conflicts with federal law. The certification remains in effect for a five year period which ends on July 25, 2018. One year prior to the expiration of this certification, Florida may apply for renewal of their TRS program certification by filing documentation in accordance with the Commission's rules.

#### IP CTS Administration

On August 26, 2013, the FCC released Order FCC 13-118 which proposes to transfer responsibilities for administering and overseeing IP Captioned Telephone Service (CTS) to state TRS programs. Among other things, this would transfer the responsibility for registering and certifying the eligibility of new IP CTS users from providers to the state relay programs. The FCC also asked for comments on whether captioned telephone service such as CapTel in Florida and IP CTS should be mandated services to ensure all states will participate in the provision of these services. In addition, the FCC is proposing that states assume the costs of providing intrastate IP CTS. The FPSC submitted comments to the FCC and encouraged it to consider the following:

1. The FCC should provide IP CTS minutes and number of IP CTS units by state as soon as possible so states can make informed decisions on possible migration of IP CTS to state relay programs;
2. If state funding of intrastate IP CTS is mandated, it should not occur until the FCC is assured that problems noted in the IP CTS Interim Order are corrected;
3. The jurisdictional separation issues in Docket No. WC 04-36 (IP-Enabled Services) must be resolved before determining the jurisdiction and associated funding of IP CTS;
4. If a decision is made to require states to assume intrastate IP CTS costs, the FCC must allow time for states to make legislative changes; and,

5. Mandating IP CTS as part of the TRS program may eliminate competition for these services in Florida since, by statute, Florida can have only one relay service provider.

The FPSC's September 27, 2013 comments can be reviewed at: <http://apps.fcc.gov/ecfs/document/view?id=7520945988>.

#### IP CTS Personal Information

On December 2, 2013, the FCC released a Public Notice addressing Personal Information Required for Consumers to Register for IP CTS and Applicable Confidentiality Safeguards. In the Notice, the FCC states that it understands that some IP CTS providers have received inquiries regarding the need to collect personal information from consumers wishing to register for IP CTS, and the extent to which such information will be kept confidential.

To guard against TRS fraud, abuse, and waste, the FCC adopted regulations requiring consumers who are registering for IP CTS to provide the following information to their IP CTS providers: full name, date of birth, address, telephone number, and the last four digits of the consumer's social security number. Each IP CTS provider must obtain this information from all users of IP CTS, regardless of when these individuals began receiving these relay services. In addition, consumers must certify that, among other things, they have a hearing loss that necessitates IP CTS to communicate by phone. The FCC reaffirmed that, under FCC regulations, IP CTS providers must maintain the confidentiality of the personal information obtained from consumers through their registration and certification.

#### Interstate TRS Fund

On June 30, 2014, the FCC released Order DA 14-946, which adopted per-minute compensation rates to be paid from the Interstate TRS Fund for the Fund Year beginning July 1, 2014, for all forms of TRS. Effective July 1, 2014, the per-minute compensation rates for TRS, other than VRS, is: (1) for interstate traditional TRS, \$2.1170; (2) for interstate Speech-to-Speech relay service, \$3.2480; (3) for interstate captioned telephone service and IP CTS, \$1.8205; and (4) for IP Relay, \$1.0309.

## IV. Distribution of Specialized Telecommunications Equipment

To be in compliance with Section 427.704(9), Florida Statutes (F.S.), the Relay [Administrator](#) must file a report annually with the Commission by November 1 and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, speech impaired, and dual-sensory impaired, and also provides outreach and educational programs for Florida Relay Services. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI’s programs and the relay system. FTRI and its 25 regional distribution centers conducted 1,123 outreach activities and signed up 15 new businesses as Relay Friendly Business Partners<sup>4</sup> during the last fiscal year.

Figure 6 provides a listing of professionals involved with the certification of client applications for the 2013-2014 equipment distribution program, and Figure 7 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. FTRI, along with its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. To receive this 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.

**Figure 6. 2013-2014 Eligibility Certifiers**

Category of Certifier	Number of Approved Applications
Deaf Service Center Director	6,893
Audiologist	4,241
Hearing Aid Specialist	1,973
Licensed Physician	465
State Certified Teacher	1
State Agency	2
Speech Pathologist	89
Federal Agency	7
<b>Total</b>	<b>13,671</b>

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<sup>4</sup> Fifteen businesses signed up as “Relay Friendly” partners and were given access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired. Information about both Florida Relay and FTRI has been made available to over 349 employees with those businesses.

**Figure 7. Equipment Distributed by FTRI**

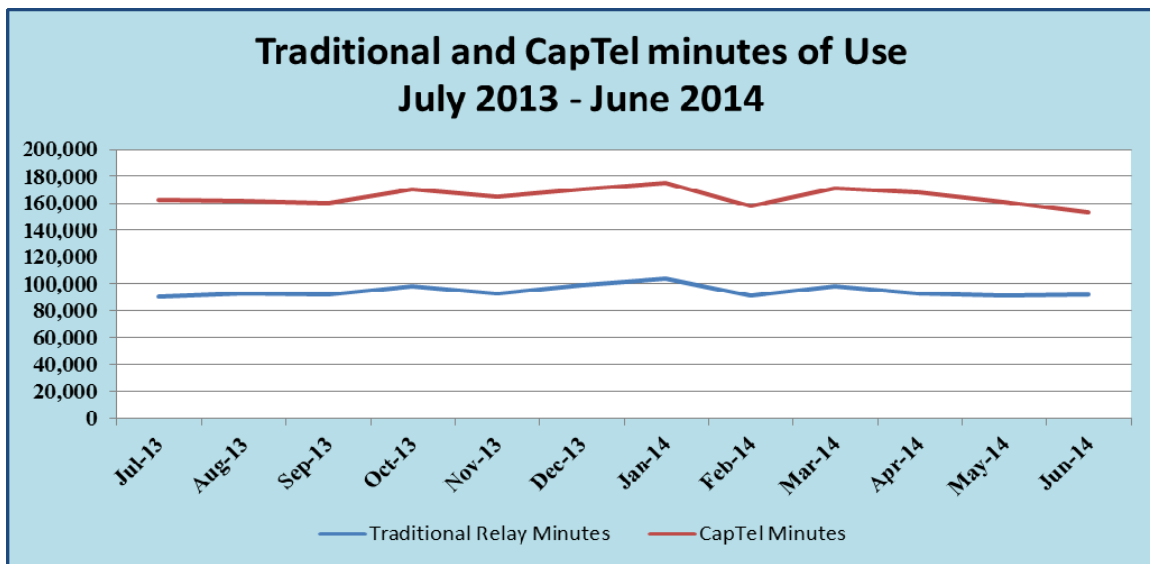
<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/12 – 6/30/13</b>	<b>Units Distributed 7/1/13 – 6/30/14</b>
1. Volume Control Telephones for Hearing Impaired ( <a href="#">VCP</a> )	29,156	25,894
2. Audible Ring Signalers ( <a href="#">ARS</a> )	1,110	442
3. Visual Ring Signalers ( <a href="#">VRS</a> )	508	442
4. Telecommunications Devices for the Deaf ( <a href="#">TDD</a> )	127	55
5. Braille phones, in-line amplifiers, tactile ring signalers, <a href="#">Tykriphones</a> , <a href="#">Dialogue RC 200</a> units, voice-carry-over phones with large visual displays (CapTel), volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.	285	248
<b>Total</b>	<b>31,186</b>	<b>27,081</b>

## V. Relay Calling Volume

As can be seen in Figure 8, traditional relay minutes of use increased slightly and CapTel<sup>5</sup> minutes of use decreased between July 2013 and June 2014. Specifically, traditional relay minutes of use increased by one percent and CapTel minutes decreased by six percent. In July 2013, there were 90,702 billable minutes of use for traditional relay calls, and in June 2014, the number of billable minutes of use increased to 91,674. CapTel minutes of use for July 2013 were 162,773, while for June 2014, the minutes of use were 152,940. The highest minutes of use were in January when the minutes of use were 103,951 and 174,797 for relay and CapTel, respectively.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$0.76 per minute, CapTel service has a cost of \$1.47 per minute because of its specialized service.

**Figure 8. Traditional Relay and CapTel Service Minutes of Use**



<sup>5</sup> When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says, repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The use of voice recognition technology allows the captions to appear on the captioned telephone nearly simultaneously with the called party's spoken words. Throughout the call, the relay operator is completely transparent and does not participate in the call by voicing any part of the conversation.

## VI. Advisory Committee

In accordance with Section 427.706, Florida Statutes, the PSC established an [advisory committee](#) to advise the Florida Public Service Commission and FTRI concerning the Telecommunications Access System. The advisory committee provides the expertise, experience, and perspective of people who are deaf, hard-of-hearing, deaf-blind, or speech impaired to the Commission and to the FTRI regarding the operation of the telecommunications access system. The committee also advises the Commission and the Administrator on any matter relating to the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. Members of the committee are not compensated for their services, but are entitled to per diem and travel expenses for travel to committee meetings. The advisory committee can consist of up to ten individuals. The following figure shows the current members of the TASA advisory committee.

**Figure 9. TASA Advisory Committee**

Recommending Organization	Name of Member
Florida Coordinating Council for the Deaf and Hard of Hearing	Chris Littlewood
Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	Rick Kottler
Florida Association of the Deaf, Inc.	Jonathan Ziev
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Maryrose Sirianni, local telecommunications company representative Becki Edmonston, long distance telecommunications company representative
Hearing Loss Association of America Florida	Richard Herring
Florida Association of the Deaf, Inc.	Louis J. Schwarz

### TASA Advisory Committee Meeting - April 25, 2014

At the April 25, 2014 meeting, the topics discussed included recent [FCC](#) and FPSC actions regarding relay service, the FTRI FY 2014-2015 proposed budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on AT&T's notice to the FPSC advising that AT&T does not intend to extend the relay provider contract into the option periods once the original contract expires May 31, 2015. The committee was provided with a tentative schedule for a new Request for Proposal to be issued to seek a new provider of Florida Relay service beginning June 1, 2015.



FTRI made a presentation on its FY 2014-2015 budget. FTRI advised that its Board of Directors approved a recommendation to maintain the current surcharge level of \$0.11 per access line for the next fiscal year. FTRI noted that the number of access lines of local exchange companies continues to decrease and calculated an additional three percent decrease for the next fiscal year.<sup>6</sup> FTRI also states that outreach continues to be a large part of FTRI's efforts, and FTRI is planning to increase these activities in order to continue to reach out to the estimated three million potential clients in Florida.

#### TASA Advisory Committee Meeting - October 30, 2014

The October 30, 2014 TASA meeting included an FPSC staff presentation on recent FPSC and FCC actions regarding relay service, a presentation by FTRI on its 2013-2014 Annual Report, and a presentation by AT&T Services, Inc. on its operations, including call volumes for [TRS](#) and CapTel service.

FPSC staff discussed FTRI's approved fiscal year 2014-2015 budget, intrastate relay minutes of use trends, the future of analog CapTel phones, and shared insight on the selection of Sprint as the new Florida relay service provider beginning June 1, 2015. Details of the relay provider selection process are presented on page 5 of this report.

FPSC staff also provided updates on various FCC policy matters and Orders. Specifically, staff discussed Order DA 14-564, Released April 29, 2014. In this Order, the FCC granted an interim waiver of the requirement that providers of IP Relay handle 911 calls initiated by callers who have been registered, but not verified by an IP Relay provider. The waiver will remain in effect for one year in order to allow the FCC an opportunity to seek public comment on this matter and take final action on IP Relay registration and verification procedures pursuant to its open rulemaking on IP Relay matters.

FPSC staff also shared that on June 10, 2014, the FCC launched a video consumer support service designed to enable consumers who are deaf and hard of hearing to engage in a direct video call with a consumer specialist using American Sign Language at the FCC. The Support Line gives consumers direct access to the FCC through a ten-digit telephone number connecting them to an ASL Consumer Specialist between 10 a.m. to 5:30 p.m., Monday through Friday.

FTRI's Annual Report presentation included details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI's presentation also included information on the operations of contracted services through Regional Distribution Centers, and an update on the National Deaf-Blind Equipment distribution Program.

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<sup>6</sup> In accordance with Section 427.704(4)(a)(1), Florida Statutes, the TRS surcharges are only collected from local exchange telecommunications company subscribers on an individual access line basis, except that the surcharge is capped at 25 basic telecommunications access lines per account bill rendered. Although the federal interstate TRS surcharge is levied on landline, wireless, and Internet telecommunications services, the Florida TRS surcharge is not levied on wireless or Internet telecommunications services.

AT&T Services, Inc. presented updates on TRS and CapTel minutes of use, and outreach activities to promote the Florida Relay. The data presented showed minutes of use for both TRS and CapTel for fiscal year 2013-2014. AT&T Services, Inc. also informed the Committee of various outreach events attended during 2014.

## **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. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 25 regional distribution centers conducted 1,123 outreach activities and signed up 15 new businesses as Relay Friendly Business Partners during the last fiscal year.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease because users are transitioning to IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The FPSC continues to place emphasis on service quality by monitoring relay service quality through testing of relay operator typing and CapTel telephone captioning.



## Appendix A

### FTRI Budget for 2013-2014 and 2014-2015 Fiscal Years



## FTRI Budget for 2013-2014 and 2014-2015 Fiscal Years

	Commission Approved Budget 2013-2014 \$	Actual Revenue And Expenses 2013-2014 \$	Commission Approved Budget 2014-2015 \$
<b>Operating Revenue</b>			
<i>Surcharges</i>	8,270,823	8,034,582	8,013,558
<i>Interest Income</i>	41,753	54,572	55,787
<i>NDBEDP</i>	458,832	314,565	458,832
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	8,771,408	8,403,719	8,528,177
<i>Surplus Account</i>	11,444,256	15,372,563	15,785,879
<b>GRAND TOTAL FUNDS</b>	<b>20,215,664</b>	<b>23,776,282</b>	<b>24,314,056</b>

### CATEGORY I. Operating Expenses/ Relay Services

<i>AT&amp;T/Sprint</i>	<b>3,846,539</b>	<b>3,753,422</b>	<b>3,464,351</b>
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### CATEGORY II. Equipment & Repairs

<i>VCPH cordless</i>	0	997,960	0
<i>VCPS-RC200</i>	0	2,325	0
<i>Large Print TDDs</i>	5,000	0	0
<i><u>VCO/HCO</u> – TDD</i>	6,000	0	0
<i>VCO Telephone</i>	3,720	124	0
<i>Dual Sensory Equipment</i>	20,000	0	10,000
<i>CapTel Phone Equipment</i>	55,000	40,748	38,700
<i>VCP Hearing Impaired</i>	2,275,486	338,748	1,240,342
<i>VCP Speech Impaired</i>	31,840	8,350	1,801
<i><u>TeliTalk</u> Speech Aid</i>	33,000	10,800	9,000
<i><u>Jupiter Speaker Phone</u></i>	30,000	0	7,546
<i>In-Line Amplifier</i>	1,000	20	600
<i>ARS/VRS Signaling Equipment</i>	46,400	21,525	25,832
<i>Accessories &amp; Supplies</i>	10,000	0	2,000
<i>Telecom Equipment Repair</i>	26,000	17,921	202,111
<b>TOTAL CATEGORY II</b>	<b>2,543,446</b>	<b>1,438,521</b>	<b>1,537,932</b>

### CATEGORY III. Equipment Distribution & Training

<i>Freight-Telecom Equipment</i>	55,000	81,439	84,742
<i>Regional Distribution Centers</i>	1,122,390	958,365	932,347
<i>Workshop Expense</i>	0	0	0
<i>Training Expense</i>	20,000	468	1,000
<b>TOTAL CATEGORY III</b>	<b>1,197,390</b>	<b>1,040,272</b>	<b>1,018,089</b>

	Commission Approved Budget 2013-2014 \$	Actual Revenue And Expenses 2013-2014 \$	Commission Approved Budget 2014-2015 \$
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	684,503	635,786	607,200
<b>TOTAL CATEGORY IV</b>	<b>684,503</b>	<b>635,786</b>	<b>607,200</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	5,600	2,414	4,905
<i>Accounting/Auditing</i>	23,646	23,913	28,336
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation/Software</i>	19,040	15,785	18,690
<i>Dues &amp; Subscriptions</i>	4,285	1,654	3,060
<i>Furn. &amp; Equip. Purchase</i>	12,700	744	19,000
<i>Depreciation</i>	0	9,086	
<i>Office Equipment Lease</i>	2,074	1,979	1,935
<i>Insurance- Health/ Life/Disability/Other</i>	363,657	239,674	218,870
<i>Office Expense</i>	17,449	13,568	17,014
<i>Postage</i>	11,660	5,783	12,527
<i>Printing</i>	2,078	1,126	1,860
<i>Rent</i>	90,148	91,012	91,184
<i>Utilities</i>	8,084	6,358	7,077
<i>Retirement</i>	77,547	72,369	66,925
<i>Employee Compensation</i>	552,326	424,529	498,750
<i>Temporary Employment</i>	17,200	0	8,000
<i>Taxes-Payroll</i>	42,254	36,724	38,155
<i>Taxes-Unemployment Comp</i>	2,810	0	901
<i>Taxes-Licenses</i>	65	0	65
<i>Telephone &amp; Fax</i>	21,322	16,761	19,138
<i>Travel &amp; Business</i>	19,234	5,648	10,408
<i>Equipment Maintenance</i>	1,741	1,267	1,349
<i>Employee Training/Dev</i>	5,665	5,100	7,000
<i>Meeting &amp; Interpreter</i>	7,000	4,619	3,149
<b>TOTAL CATEGORY V</b>	<b>1,379,585</b>	<b>1,051,843</b>	<b>1,150,298</b>
<b>CATEGORY VI. NDBEDP</b>			
<i>NDBEDP Expense</i>	458,832	314,565	458,832
<b>TOTAL CATEGORY VI.</b>	<b>458,832</b>	<b>314,565</b>	<b>458,832</b>
<b>GRAND TOTAL EXPENSES</b>	<b>10,110,295</b>	<b>8,234,409</b>	<b>8,236,702</b>



## Appendix B

### FTRI Annual Report





## Annual Report 2013 - 2014

**TASA – Florida Statutes Chapter 427**

# Contents

Message from the Executive Director	25
TASA Requirements	26
Mission Statement	26
Equipment Distribution Program	26
Client Services	27
New Client Eligibility	27
New Client Certification	28
New Client Age Groups	28
New Client County of Residence	29
Equipment	30
Equipment Vendors	30
Distributed Equipment	31
Quality Assurance	31
Outreach	32
Closing Statement	36

## 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 2013/2014. Here are a few highlights:

- 33,222 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 13,671 new clients received service.
- 19,551 existing clients received modify, exchange, return, or follow-up service.
- 27,606 pieces of specialized telecommunications equipment were distributed.
- Processed 29,467 customer service calls.
- Mailed 1,031 applications to individuals requesting them.
- Verified more than 97,166 EDP forms.
- 1,123 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 2,040 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 2013/2014 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

A handwritten signature in black ink that reads "James Forstall". The signature is written in a cursive, flowing style. Below the signature is a horizontal line.

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

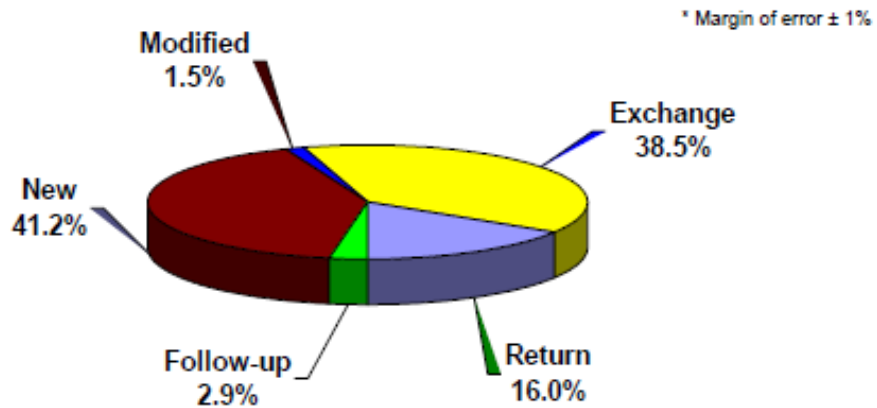
FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

FTRI contracted with twenty-four 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

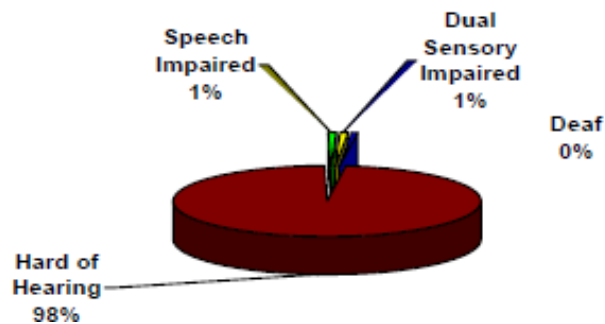
The total number of EDP services provided by FTRI for fiscal year 2013/2014 was **33,222\***. The average number of EDP services provided monthly was **2,768**.



## New Client Eligibility

FTRI served **13,671** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	61
Hard of Hearing	13,395
Speech Impaired	104
Dual Sensory Impaired	111
<b>Total</b>	<b>13,671</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	6,893
Audiologist	4,241
Hearing Aid Specialist	1,973
Licensed Physician	465
State Certified Teacher	1
State Agency	2
Speech Pathologist	89
Federal Agency	7
<b>Total</b>	<b>13,671</b>

## New Client Age Groups

The 2013/2014 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	4
10 – 19	21
20 – 29	30
30 – 39	60
40 – 49	154
50 – 59	568
60 – 69	1,871
70 – 79	3,870
80 – 89	5,070
90 – 99	1,952
100 – 109	71
DOB not provided	0
<b>Total</b>	<b>13,671</b>

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately eighty 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>223</b>	<b>Lake</b>	<b>295</b>
Baker	12	<b>Lee</b>	<b>543</b>
<b>Bay</b>	<b>120</b>	<b>Leon</b>	<b>161</b>
Bradford	16	<b>Levy</b>	<b>43</b>
<b>Brevard</b>	<b>301</b>	Liberty	12
<b>Broward</b>	<b>1,444</b>	Madison	12
Calhoun	16	<b>Manatee</b>	<b>245</b>
<b>Charlotte</b>	<b>242</b>	<b>Marion</b>	<b>267</b>
<b>Citrus</b>	<b>233</b>	<b>Martin</b>	<b>137</b>
<b>Clay</b>	<b>105</b>	<b>Monroe</b>	<b>4</b>
<b>Collier</b>	<b>107</b>	<b>Nassau</b>	<b>40</b>
<b>Columbia</b>	<b>45</b>	<b>Okaloosa</b>	<b>97</b>
<b>Dade</b>	<b>905</b>	Okeechobee	23
DeSoto	20	<b>Orange</b>	<b>388</b>
Dixie	19	Osceola	156
<b>Duval</b>	<b>363</b>	<b>Palm Beach</b>	<b>1,536</b>
<b>Escambia</b>	<b>297</b>	<b>Pasco</b>	<b>493</b>
<b>Flagler</b>	<b>198</b>	<b>Pinellas</b>	<b>817</b>
Franklin	2	<b>Polk</b>	<b>580</b>
Gadsden	38	Putnam	111
Gilchrist	24	<b>Santa Rosa</b>	<b>81</b>
Glades	2	<b>Sarasota</b>	<b>442</b>
<b>Gulf</b>	<b>14</b>	<b>Seminole</b>	<b>189</b>
Hamilton	6	<b>St. Johns</b>	<b>106</b>
Hardee	7	<b>St. Lucie</b>	<b>134</b>
<b>Hendry</b>	<b>19</b>	<b>Sumter</b>	<b>176</b>
<b>Hernando</b>	<b>188</b>	<b>Suwannee</b>	<b>49</b>
<b>Highlands</b>	<b>57</b>	Taylor	22
<b>Hillsborough</b>	<b>544</b>	Union	5
<b>Holmes</b>	<b>21</b>	<b>Volusia</b>	<b>656</b>
<b>Indian River</b>	<b>152</b>	Wakulla	30
Jackson	29	<b>Walton</b>	<b>22</b>
Jefferson	10	<b>Washington</b>	<b>14</b>
Lafayette	3		
		<b>Total</b>	<b>13,671</b>

Counties in **bold** are located close to Regional Distribution Centers. RDC contracts do not assign counties to specific contracted entities in order 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. Deaf Blind Communicator
6. In-Line Amplifier
7. Voice Carry-Over/Hearing Carry-Over/TTY
8. Specialized speakerphone for individuals with hearing loss and limited mobility
9. TeliTalk Telephone
10. 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

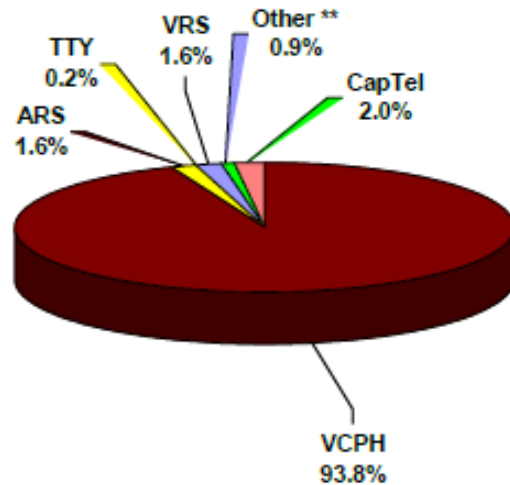
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2013/2014 numbered **27,606\*** units. The monthly equipment distribution average was **2,300**.

\* Margin of error  $\pm$  1%



\*\* Includes Deaf Blind Communicator, in-line amplifier, tactile ring signaler, voice-carry-over phones with large visual display, phones for the speech disabled, 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. Four thousand two hundred and twenty-two (4,222) questionnaires were mailed during this fiscal year and FTRI received 1,474 responses for a nearly 35 percent return rate. Ninety-eight 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 new automated email system sent quality assurance surveys to 3,249 new clients the subsequent day after receiving service and received 951 responses for a 29 percent response rate. The opportunity for clients to receive and complete the survey within a day after receiving FTRI services is a new and innovative method for FTRI. Clients requesting follow-up were contacted by FTRI Customer Care.



Throughout the past fiscal year FTRI's outreach efforts have stabilized 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 1,123 outreach activities throughout the state.
FTRI published and mailed 7,800 "New Location" postcards in the Hillsborough area for RDC #28 and mailed 3,000 "New Location" postcards in the Leon County area for RDC #29.
FTRI published and mailed 15,000 Customer Care postcards in September to FTRI clients residing in the Broward area. February, FTRI mailed 9,672 Customer Care postcards to clients residing in the Jacksonville area and June, mailed 5,289 postcards to client residing in the Panhandle.
Administered a statewide print media campaign in Fall 2012 and Spring 2013 using customized RDC ads covering 10 major markets. The combined circulations of the newspapers in the campaign total 1,249,003,352 and 2,857,143 digital banner impressions.
15 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 over 349 employees through the BPP.
Visited 274 TASA Approved Certifiers.
FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA, HLA-FL, AGBELL-FL, FSDB, Sprint, TSC, FDOE, FDOEA, FDOH, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC, FCOA, FDBA, FDVA, CVSOAF) for outreach activities.
Launched a PSA campaign for the Florida Relay Service and NDBEDP (National Deaf-Blind Equipment Distribution Program) iCanConnect campaign on cable networks and cable websites statewide.
Conducted collaborative community screening events in recognition of Better Speech and Hearing Awareness Month: with Florida State University's Speech and Hearing Clinic, Tallahassee Senior Center and Audiology Associates.
Continued distribution of a monthly E-newsletter for RDC staff.
Developed and posted online the annual Florida Link newsletter in February 2014.
Continued an aggressive posting schedule for FTRI's Facebook account with the assistance of Clarity and Sigenthaler.
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).
Maintained the Twitter account with the assistance of Clarity and Sigenthaler.
Provided approximately 1,137 (EDP) and 303 (Outreach) hours of comprehensive training to RDCs during this fiscal year.

Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, Florida Department of Elder Affairs, Florida Agency for Persons with Disabilities, and the Florida Health Care Association.

Exhibited and distributed phones at the statewide American Legion Annual Convention.

Emailed quality assurance surveys to 3,652 new clients who provide an email address with their application. FTRI also developed and emailed 30-day follow-up quality assurance survey to 4,065 clients ensure they are satisfied with their equipment.

### FTRI – Equipment Distribution Program

FTRI advertised in major dailies, community newspapers, and insert throughout the state.

**Loud & Clear and FREE**

Florida residents with a 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.

Contact your area center for details.  
**Space Coast Center for Independent Living**  
 571 Hovarty Court, Suite W • Rockledge, Florida 32955  
 321-632-9114 (V) • 321-632-9134 (TTY)  
[www.ftri.org/coosca](http://www.ftri.org/coosca)

Current FTRI clients: If your phone isn't working properly or your hearing has changed, or if you'd like to get a new phone or see how you can get a new phone, call FTRI at 888-324-1131 for assistance.

Florida Telecommunications Relay, Inc.

**Fuerte y Claro y GRATIS**

Los residentes de Florida que tienen deficiencia auditiva son elegibles para recibir un teléfono amplificado gratuito de la organización sin ánimo de lucro Florida Telecommunications Relay, Inc. Son móviles sin cables y de cable para personas con deficiencia auditiva leve a severa están disponibles en 23 centros de distribución en todo el estado. Límite de uno por cliente.

CONTACTE AL CENTRO DE SU ÁREA PARA MÁS INFORMACIÓN:  
**Center for Independent Living in Central Florida**  
 739 North Clearing Drive  
 Winter Park, FL 32789  
 407-822-1070 (V) • 407-822-1185 (TTY)

Deaf and Hearing Services of  
 Lake and Sumter Counties  
 220 South 9th Street  
 Leesburg, FL 34748  
 352-323-8727 (V) • 352-323-8196 (TTY)

Clientes actuales de FTRI: Si su teléfono no está funcionando bien o si su audición ha cambiado, o si desea ver cómo obtener un nuevo teléfono o cómo obtener un nuevo teléfono, llame al FTRI al 888-324-1131 para asistencia.

Florida Telecommunications Relay, Inc.

Don't miss another "I love you."

Florida's only advertising service that provides a FREE ADVERTISING OPPORTUNITY for hearing impaired individuals.

Over 100,000 people have benefited from FTRI's services. Now you can help others with hearing loss.

Make contact your area center for information:  
**East of Seale/Duff and Hand of Hearing Services**  
 2207 Duff Ave  
 Daytona Beach, FL 32114  
 386-944-7800 (V)  
 386-257-3600 (TTY)  
[www.ftri.org/daybeach](http://www.ftri.org/daybeach)

Contact FTRI about other services, including amplified phones, and hearing loss support. Visit [www.ftri.org](http://www.ftri.org) for more information.

Florida Telecommunications Relay, Inc.

**clarity Professional**

Real simple. Real clear.

If you're in Florida and have certified hearing loss, you can receive—at no cost—the Clarity BLU2™, a new home phone providing 20 decibels of crystal clear amplification. No more time is longer missed. And you can stay connected with friends and family. Easy to get, the BLU2™ is available through Florida Telecommunications Relay, Inc. (FTRI), the state nonprofit provider of specialized telecommunications equipment for people with hearing loss and speech disabilities. Receive the BLU2™ for FREE by completing an application and contacting the distribution center at the number below.

More than 2 million Floridians have hearing loss. Let loved ones know about FTRI to help. Please call 888-324-1131.

Florida Hearing Services, Inc. at Thurston County  
 2400 Thurston Blvd, Suite 11  
 959-5400 (V) • 959-5400 (TTY)  
[www.hrsnj.org](http://www.hrsnj.org)

#KeepFloridaConnected

Hear and see clearly.

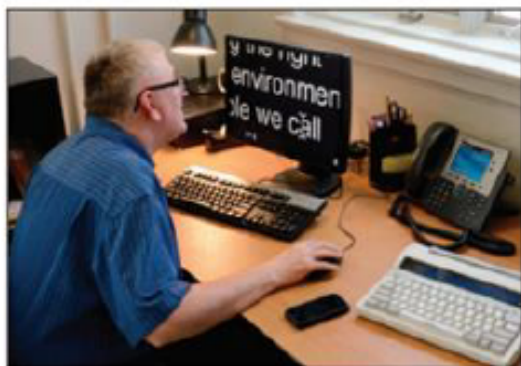
The Clarity BLU2™ is a loud, simple and easy-to-use amplified cordless phone featuring up to 18 decibels of Digital Clarity Power™ amplification, a loud and clear speakerphone, and large, high contrast buttons that speed the customer as they are needed.

See reverse side to find out how you can get this phone absolutely FREE!

clarity Professional

(Back and front of insert)

FTRI published and posted online "Florida Link" newsletter.



## FTRI and the National Deaf-Blind Equipment Distribution Program

FTRI is the contracted entity to administer the National Deaf-Blind Equipment Distribution Program (NDBEDP) in the state of Florida. Since the 21st Century Communications and Video Accessibility Act of 2010 signed by President Obama, the NDBEDP, with an annual budget of \$10 million, is overseen by the Federal Communications Commission (FCC). Should you know of anyone who may qualify for this program, please have them contact the FTRI office 800-222-3448 or email at [NDBEDP@ftri.org](mailto:NDBEDP@ftri.org). To learn more about the NDBEDP you may go to [www.ftri.org/ndbedp](http://www.ftri.org/ndbedp) or [www.icanconnect.org](http://www.icanconnect.org)



## ABOUT US...

Florida Telecommunications Relay, Inc. (FTRI) is a statewide nonprofit 501(c) (3) organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Challenged. We're dedicated to administering the specialized equipment program, as well as educating and promoting the Florida Relay Service. The Florida Legislature passed the Telecommunications Access System Act (TASA) in 1991. The purpose of TASA mandates that the FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (land lines) in the State of Florida. The amplified telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

**About The Florida Link** | The Florida Link is FTRI's newsletter, your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, [www.ftri.org](http://www.ftri.org).  
FTRI Customer Care: 1-888-554-1151 (Voice) or 1-888-447-5820 (TTY)

**Florida Telecommunications FTRI Relay, Inc.**  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

<http://www.ftri.org>

The Florida Link | Winter 2014 • 1

FTRI mailed *New Location* postcards to inform clients of a new regional distribution center in their area.



**New Location:**  
**Self Reliance, Inc.**  
**Center for Independent Living**  
**8901 N. Armenia Ave.**  
**Tampa, FL 33604**

FTRI is happy to announce that Self Reliance, Incorporated, Center for Independent Living in Tampa, is currently open for business.

FTRI se complace en anunciar que Self Reliance, Incorporated, Center for Independent Living de Tampa ha abierto sus puertas.

**Current Clients:** If your phone isn't working properly or your hearing has changed, or should you no longer need your phone or are moving out of Florida, call FTRI at 888-554-1151 for assistance.

**Clientes actuales:** Si su teléfono no funciona correctamente, su audición ha cambiado, ya no necesita su teléfono o se mudará de la Florida, llame a FTRI al 888-554-1151 y solicite asistencia.

**www.ftri.org/tampa28 | 813-375-3965 (V) | 813-375-3972 (TTY)**



If you have any family or friends who could benefit from our program please help us help someone else by referring them to FTRI at:

Si tienes parientes o amistades que podrían beneficiarse con nuestro programa, por favor ayúdanos a ayudarle a alguien más recomendándoles al FTRI en:

**Self Reliance, Inc.**  
**Center for Independent Living**  
**8901 N. Armenia Ave.**  
**Tampa, FL 33604**  
**813-375-3965 (V)**  
**813-375-3972 (TTY)**  
**www.ftri.org/tampa28**

*The 2014 Florida Link (FTRI's newsletter) is now available online at [www.ftri.org/newsletter](http://www.ftri.org/newsletter).*

*El Enlace de la 2014 Florida (boletín de FTRI) ya está a su disposición en la red [www.ftri.org/newsletter](http://www.ftri.org/newsletter).*

   
1020 E. Park Avenue, Suite 101  
Tallahassee, FL 32301  
[www.ftri.org](http://www.ftri.org)

NON-PROFIT ORG  
U.S. POSTAGE  
PAID  
PERMIT 527  
TALLAHASSEE, FL

**Florida Relay**

The Florida Relay PSA aired throughout the state on cable channels in major media markets and websites. Below is an excerpt taken from a Florida Relay “Photo Album” PSA and Cox’s website.



**TASA Approved Certifiers**

FTRI partnered with 274 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.

**NDBEDP (National Deaf-Blind Equipment Distribution Program)**

FTRI was selected by the FCC to distribute equipment to qualified deaf-blind residents in the state of Florida. During this report period, 44 qualified individuals have been provided equipment and training while 14 existing clients received on-going assistance. The pilot program has been extended for a third year.

**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 502,670 Florida residents have been provided with telecommunications equipment and support services.



**Florida Telecommunications  
Relay, Inc.**

**Financial Statements**

**June 30, 2014**

## Table of Contents

<b>Independent Auditor’s Report</b> .....	<b>39</b>
<b>Financial Statements</b>	
Statement of Financial Position.....	41
Statement of Activities .....	42
Statement of Cash Flows.....	43
Notes to Financial Statements .....	44-46
Schedule of Expenses by Category .....	47



Carr, Riggs & Ingram, LLC  
1713 Mehan Drive  
Tallahassee, FL 32300

(850) 878-8777  
(850) 878-2344 (fax)  
[www.cricpa.com](http://www.cricpa.com)

## **INDEPENDENT AUDITORS' REPORT**

Board of Directors  
Florida Telecommunications Relay, Inc.  
Tallahassee, Florida

### **Report on the Financial Statements**

We have audited the accompanying financial statements of Florida Telecommunications Relay, Inc. (a nonprofit organization) which comprise the statement of financial position as of June 30, 2014, and the related statements of activities and cash flows for the year 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 audit. We conducted our audit 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 the Florida Telecommunications Relay, Inc. as of June 30, 2014, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

## Other Matter

Our audit was conducted for the purpose of forming an opinion on the financial statements taken as a whole. The schedule of expenses by category on page 9 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 auditing procedures applied in the audit of the financial statements and certain additional procedures including comparing and reconciling such information directly to underlying accounting records used to prepare the financial statements or to the financial statements themselves, and other 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 taken as a whole.

*Carr, Riggs & Ingram L.L.C.*

CARR, RIGGS & INGRAM, LLC

Tallahassee, Florida

July 31, 2014

**Florida Telecommunications Relay, Inc.**  
**Statement of Financial Position**

<i>June 30,</i>	<b>2014</b>
<b>Assets</b>	
Current assets	
Cash and cash equivalents	\$ 15,470,951
Accounts receivable	957,057
Prepaid expenses	5,069
Total current assets	16,433,077
Property and equipment - at cost	
Office furniture	46,919
Office equipment	99,110
Dual sensory equipment	80,273
	226,302
Less: accumulated depreciation	(207,247)
Net property and equipment	19,055
Other assets	
	8,940
Total assets	\$ 16,461,072
<b>Liabilities and Net Assets</b>	
Current liabilities	
Accounts payable	\$ 875,344
Accrued leave payable	43,855
Total current liabilities	919,199
Net assets	
Unrestricted net assets	15,541,873
Total liabilities and net assets	\$ 16,461,072

*The accompanying footnotes are an integral part of these financial statements.*

**Florida Telecommunications Relay, Inc.**  
**Statement of Activities**

<i>Year ended June 30,</i>	<b>2014</b>
<b>Revenues</b>	
Surcharge revenue	\$ 8,034,582
National Deaf-Blind Equipment Distribution Program	314,565
Investment earnings	54,572
<b>Total revenues</b>	<b>8,403,719</b>
<b>Expenses</b>	
Category I - Relay service	3,753,422
Category II - Equipment & repair	1,438,521
Category III - Equipment distribution	1,040,272
Category IV - Outreach expenses	635,786
Category V - General & administrative expenses	1,051,843
Category VI - National deaf-blind equipment distribution program	314,565
<b>Total expenses</b>	<b>8,234,409</b>
Change in unrestricted net assets	169,310
<b>Net assets, beginning of year</b>	<b>15,372,563</b>
<b>Net assets, end of year</b>	<b>\$ 15,541,873</b>

*The accompanying footnotes are an integral part of these financial statements.*

Florida Telecommunications Relay, Inc.  
Statement of Cash Flows

<i>Year ended June 30,</i>	<b>2014</b>
<b>Cash flows from operating activities:</b>	
Cash from surcharge revenues	\$ 8,034,582
Cash from NDBEDP	314,565
Investment earnings	54,572
Cash paid for goods and services	<u>(8,401,617)</u>
Net cash provided by operating activities	2,102
<b>Cash flows from investing activities:</b>	
Acquisition of fixed assets	<u>(9,766)</u>
Net cash used in investing activities	<u>(9,766)</u>
Net decrease in cash	(7,664)
Cash at beginning of year	<u>15,478,615</u>
Cash at end of year	<u>\$ 15,470,951</u>
 <b>Cash provided by operating activities:</b>	
Change in net assets	\$ 169,310
Adjustments to reconcile change in net assets to net cash provided by operating activities:	
Depreciation	9,086
Changes in operating assets and liabilities:	
Accounts receivable	(3,126)
Prepaid expenses	(1,849)
Accrued leave	5,937
Accounts payable	<u>(177,256)</u>
Net cash provided by operating activities	<u>\$ 2,102</u>

No cash was paid for taxes or interest during the year.

*The accompanying footnotes are an integral part of these financial statements.*



## Florida Telecommunications Relay, Inc. Notes to Financial Statements

### **NOTE 1: NATURE OF BUSINESS**

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit corporation designated as the Administrator of the Telecommunications Access System Act, pursuant to s.427.704 (2), F.S., and 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 telephone bills of residents of the State of Florida.

### **NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

#### ***Method of Accounting***

The Organization maintains its accounts and prepares financial statements on the accrual basis of accounting. Revenues are recognized in the period earned, whether or not received; expenses are recognized in the period in which the obligation is incurred, whether or not paid.

#### ***Accounts Receivable***

Accounts receivable consist 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 15th of the month following the month of collection. Management determines the allowance for doubtful accounts based on factors including experience and the current economic environment. Management has determined that any credit losses would be immaterial; therefore, they have recorded no allowance for doubtful accounts.

#### ***Property and Equipment***


Property and equipment are recorded at cost. Depreciation is provided on the straight-line method over the estimated useful lives of the respective assets, which is five years. When items of property and equipment are sold or retired, the related cost and accumulated depreciation are removed from the accounts and any gain or loss is included in the results of operations. The Organization capitalizes property and equipment purchased with a cost greater than \$500.

The Organization has adopted the policy of recording the purchase of the specialized telecommunications equipment, distributed to its clients, as an expense of the period, while the Organization retains certain rights and obligations to such equipment and keeps track of certain equipment internally.

#### ***Income Taxes***

The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.





**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

***Use of Estimates***

The preparation of financial statements in conformity with generally accepted accounting principles 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.

***Subsequent Events***

Subsequent events have been evaluated through the date of the Independent Auditors' report, which is the date the financial statements were available to be issued.

***Cash and Cash Equivalents***

For financial statement purposes, the Organization considers all highly liquid investments (with a maturity of three months or less when purchased) to be cash equivalents.

**NOTE 3 – RETIREMENT PLAN**

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly coincident 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. 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 year ended June 30, 2014 was \$72,369.

**NOTE 4 – CONCENTRATION OF RISK**

Florida Telecommunications Relay, Inc. 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, 2014 the Organization had deposits at financial institutions in excess of FDIC insured limits.



## Florida Telecommunications Relay, Inc. Notes to Financial Statements

### NOTE 4 – CONCENTRATION OF RISK (Continued)

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. Florida Telecommunications Relay, Inc. considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having a 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 in the Organization's name, nor specify which collateral is held for the Organization's benefit. The Public Deposit 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 qualified public 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 year ended June 30, 2014, the Organization recognized \$8,034,582 of surcharge revenue. The amount represents 96% of total revenue and support.

### NOTE 5 – INCOME TAXES

The Organization has implemented the accounting requirements associated with uncertainty in income taxes using the provisions of Financial Accounting Standards Board (FASB) ASC 740, Income Taxes. Using that guidance, tax positions initially need to be recognized in the financial statements when it is more-likely-than-not the positions will be sustained upon examination by the tax authorities. It also provides guidance for derecognition, classification, interest and penalties, accounting in interim periods, disclosure and transition. As of June 30, 2014, the Organization has no uncertain tax positions that qualify for either recognition or disclosure in the financial statements.

The federal and State of Florida income tax returns of the Organization for the years ended June 30, 2011, 2012 and 2013 are subject to examination by the Internal Revenue Service, generally for three years after they are filed.

### NOTE 6 – CONTINGENCIES

The Organization assesses potential liabilities in connection with lawsuits and threatened lawsuits under FASB ASC 450. The filing of a suit or formal assertion of a claim or assessment does not automatically indicate that accrual of a loss is appropriate. An accrual would be inappropriate, but disclosure would be required, if an unfavorable outcome is determined to be reasonably possible but not probable, or if the amount of loss cannot be reasonably estimated. If an unfavorable outcome is assessed as probable, an accrual would be appropriate if the amount of loss can be reasonably estimated, and disclosure would be required. Currently, the Organization has not accrued any liabilities associated with any lawsuits or any threatened lawsuits.

Florida Telecommunications Relay, Inc.  
Schedule of Expenses by Category

<i>Year ended June 30,</i>	2014
<b>Category I - Relay Service</b>	
Dual party relay provider	\$ 3,753,422
<b>Category II - Equipment and Repair</b>	
ARS/VRS signaling equipment	21,525
CapTel equipment	40,748
In-line amplifiers	20
Telecommunications equipment repair	17,921
TellTalk Speech aid phone	10,800
VCO telephone	124
VCP hearing impaired	338,748
VCP speech impaired	8,350
VCPH cordless	997,960
VCPs-RC200	2,325
<b>Subtotal - Category II</b>	<b>1,438,521</b>
<b>Category III - Equipment Distribution</b>	
Freight/Telecommunications equipment	81,439
Regional distribution centers	958,365
Training	468
<b>Subtotal - Category III</b>	<b>1,040,272</b>
<b>Category IV - Outreach</b>	
Outreach expenses	635,786
<b>Category V - General and Administrative</b>	
Accounting/Auditing	23,913
Advertising	2,414
Computer consultation	15,435
Computer software	350
Depreciation	9,086
Dues and subscriptions	1,654
Employee compensation	424,259
Employee training	5,100
Equipment maintenance	1,267
Furniture and equipment purchased	744
Insurance - health, life, disability & other	239,674
Legal	72,000
Meeting and interpreter expense	4,619
Office equipment lease	1,979
Office expenses	13,568
Payroll taxes	36,724
Postage	5,783
Printing	1,126
Rent	91,012
Retirement	72,369
Telephone and fax	16,761
Travel and business expense	5,648
Utilities	6,358
<b>Subtotal - Category V</b>	<b>1,051,843</b>
<b>Category VI - National Deaf-Blind Equipment Distribution Program</b>	
Program expenses	314,565
<b>Total expenses</b>	<b>\$ 8,234,409</b>

*See Independent Auditors' Report.*



## Appendix C

Florida Relay Service Information: AT&T Services, Inc.

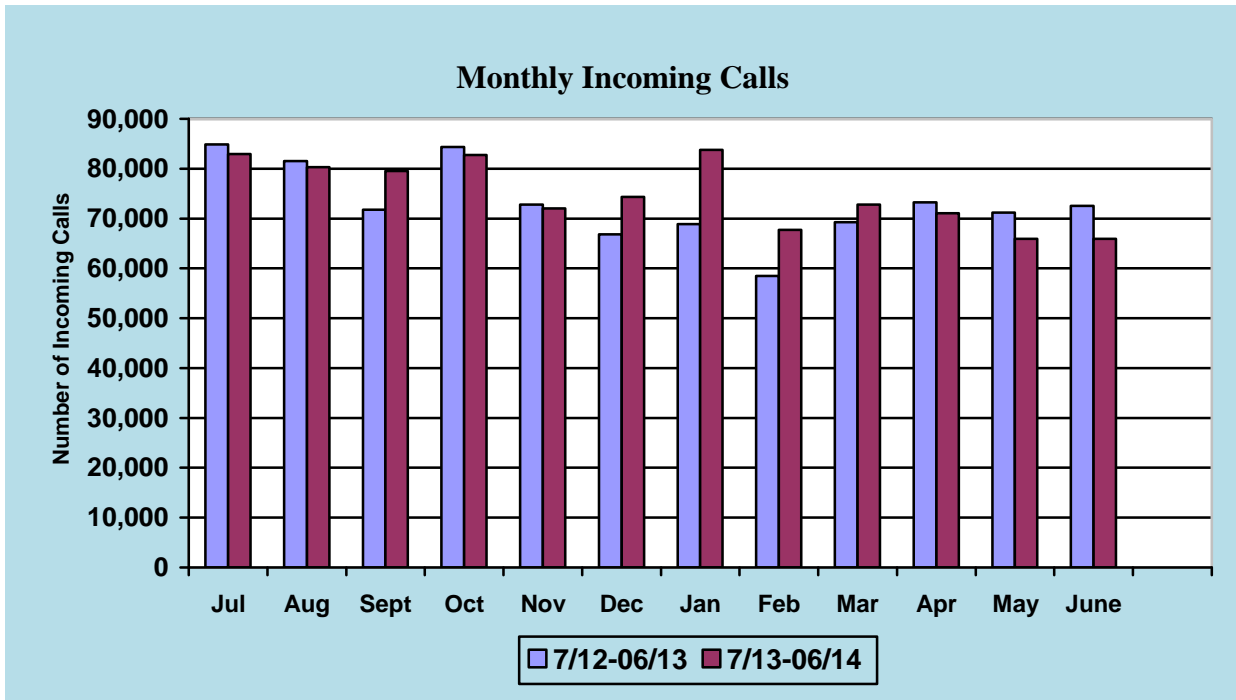


## Florida Relay Service Information: AT&T Services, Inc.

### TABLE OF CONTENTS

Monthly Incoming Calls.....	52
Monthly Incoming Calls by Type.....	53
Monthly Incoming and Monthly Outgoing Calls.....	54
Monthly Outgoing Call Volume.....	55
Monthly Outgoing Call Types.....	56
Monthly Outgoing Local vs. Long Distance Calls.....	57
Completed Outgoing Call Distribution in Daily Average Minute.....	58
CapTel Minutes and Charges.....	59

Monthly Incoming Calls					
Total Incoming Calls July 2012 – June 2013			Total Incoming Calls July 2013 – June 2014		
Jul		84,862	Jul		82,922
Aug		81,528	Aug		80,291
Sep		71,768	Sep		79,542
Oct		84,335	Oct		82,732
Nov		72,813	Nov		72,024
Dec		66,833	Dec		74,361
Jan		68,850	Jan		83,791
Feb		58,495	Feb		67,697
Mar		69,247	Mar		72,794
Apr		73,235	Apr		71,065
May		71,206	May		65,927
Jun		72,525	Jun		65,912
<b>Total</b>		<b>875,697</b>	<b>Total</b>		<b>899,058</b>

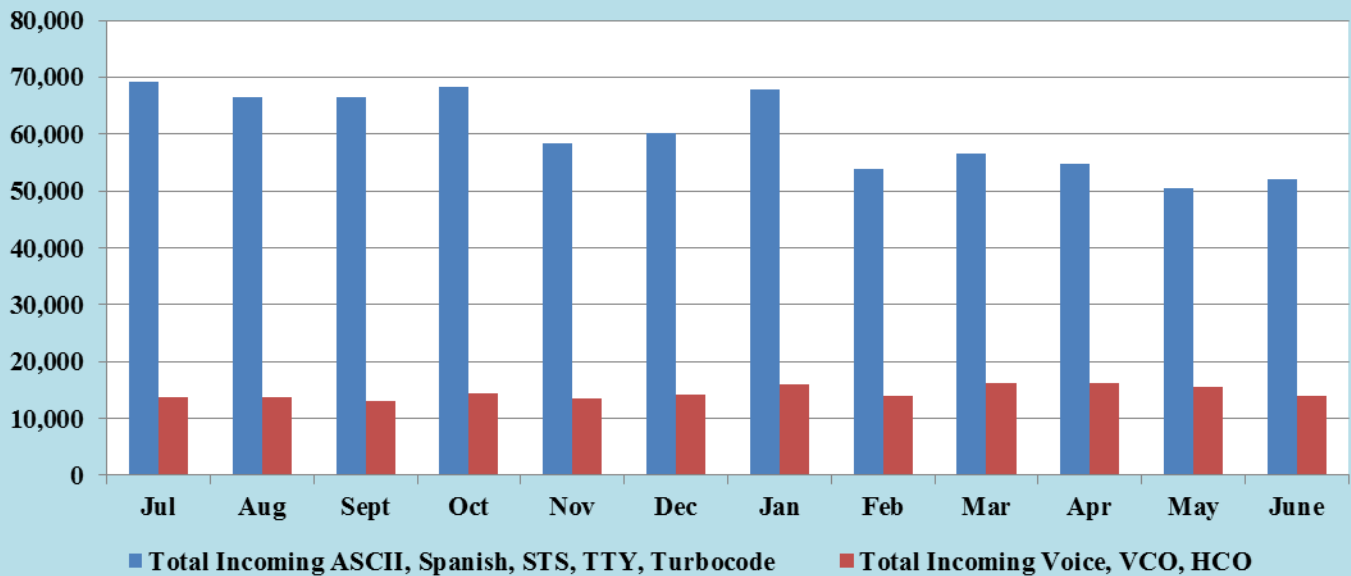




### Monthly Incoming Calls by Type July 2013 – June 2014

	Incoming <u>ASCII</u>	Incoming Spanish	Incoming STS	Incoming <u>TTY</u>	Incoming <u>Turbocode</u>	Total Incoming ASCII, Spanish, STS, TTY, Turbocode	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
<b>Jul</b>	421	3,595	161	61,918	3,096	69,191	6,986	6,635	110	13,731
<b>Aug</b>	423	3,296	281	59,215	3,315	66,530	7,036	6,472	253	13,761
<b>Sep</b>	325	3,435	227	59,540	2,955	66,482	6,810	6,111	139	13,060
<b>Oct</b>	288	3,447	234	61,044	3,237	68,250	8,831	5,499	152	14,482
<b>Nov</b>	377	3,005	229	51,936	2,855	58,402	8,274	5,118	230	13,622
<b>Dec</b>	472	3,125	249	53,388	3,013	60,247	8,508	5,341	265	14,114
<b>Jan</b>	410	3,533	375	60,344	3,129	67,791	9,997	5,705	298	16,000
<b>Feb</b>	394	3,005	276	47,562	2,601	53,838	8,896	4,717	246	13,859
<b>Mar</b>	414	3,145	340	49,845	2,920	56,664	10,694	5,260	176	16,130
<b>Apr</b>	380	3,134	337	48,179	2,812	54,842	10,280	5,747	196	16,223
<b>May</b>	278	2,869	312	44,022	2,976	50,457	10,094	5,275	101	15,470
<b>Jun</b>	281	3,371	278	45,387	2,727	52,044	9,094	4,610	164	13,868
<b>Total</b>	4,463	38,960	3,299	642,380	35,636	724,738	105,500	66,490	2,330	174,320

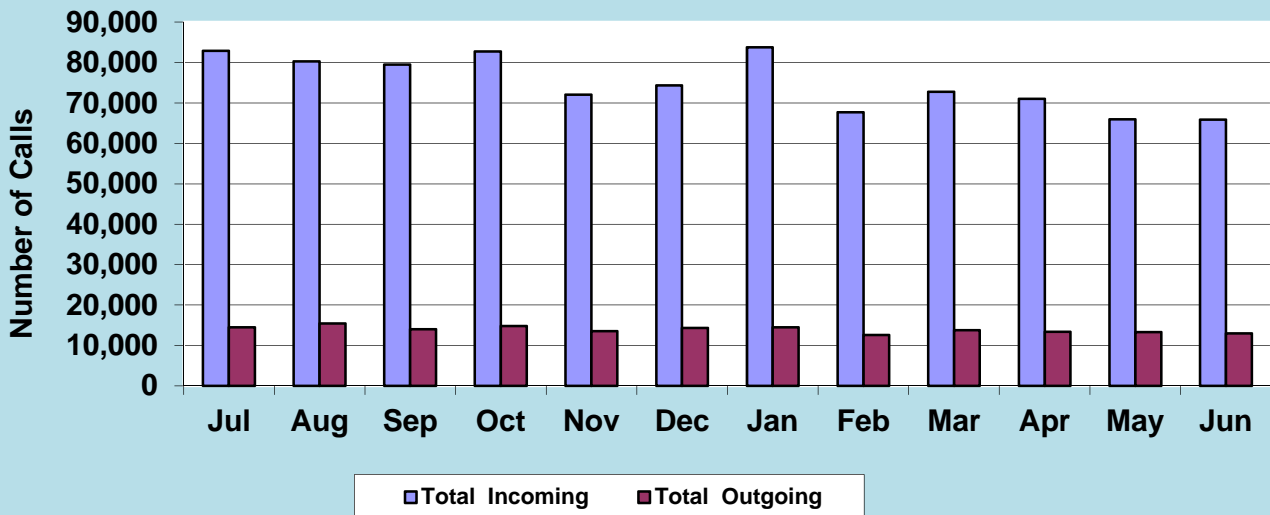
### Monthly Incoming Calls by Type July 2013 - June 2014



**Monthly Incoming and Monthly Outgoing Relay Calls  
July 2013 – June 2014**

	<b>Total Incoming</b>	<b>Incomplete Outgoing</b>	<b>Complete Outgoing</b>	<b>Total Outgoing</b>
Jul	82,922	1,410	13,103	14,513
Aug	80,291	1,488	13,922	15,410
Sep	79,542	1,364	12,683	14,047
Oct	82,732	1,544	13,273	14,817
Nov	72,024	1,575	12,002	13,577
Dec	74,361	1,565	12,788	14,353
Jan	83,791	1,745	12,751	14,496
Feb	67,697	1,335	11,224	12,559
Mar	72,794	1,519	12,269	13,788
Apr	71,065	1,480	11,868	13,348
May	65,927	1,588	11,688	13,276
Jun	65,912	1,402	11,606	13,008
<b>Total</b>	<b>899,058</b>	<b>18,015</b>	<b>149,177</b>	<b>167,192</b>

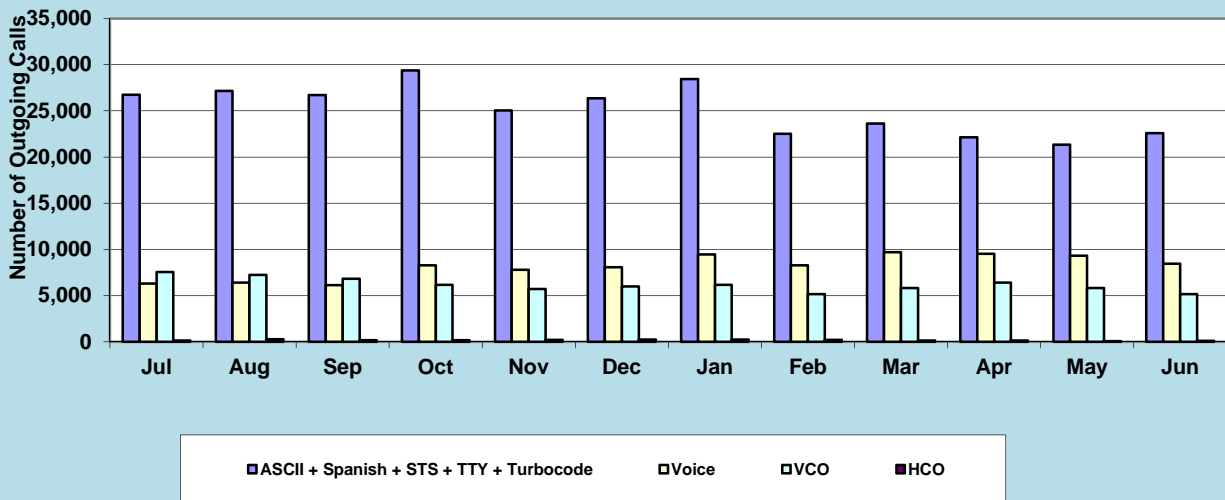
**Monthly Incoming Calls and Monthly Outgoing Relay Calls  
July 2013 - June 2014**



### Monthly Outgoing Relay and General Assistance Call Volume July 2013 – June 2014

	Outgoing ASCII	Outgoing Spanish	Outgoing STS	Outgoing TTY	Outgoing Turbocode	ASCII + Spanish + STS+ TTY+ Turbocode	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing Voice, VCO, HCO
Jul	321	2,176	178	20,397	3,683	26,755	6,303	7,552	129	13,984
Aug	310	2,043	332	20,445	4,020	27,150	6,391	7,240	288	13,919
Sep	239	2,115	245	20,487	3,610	26,696	6,123	6,812	167	13,102
Oct	222	2,118	261	22,805	3,970	29,376	8,276	6,166	181	14,623
Nov	283	1,826	281	19,230	3,431	25,051	7,794	5,713	207	13,714
Dec	375	1,881	282	20,125	3,709	26,372	8,068	5,977	232	14,277
Jan	312	2,409	405	21,494	3,807	28,427	9,469	6,179	258	15,906
Feb	289	1,948	294	16,882	3,100	22,513	8,265	5,154	208	13,627
Mar	286	1,868	381	17,431	3,646	23,612	9,702	5,803	131	15,636
Apr	306	1,850	388	16,213	3,362	22,119	9,522	6,416	153	16,091
May	216	1,876	365	15,110	3,754	21,321	9,314	5,804	55	15,173
Jun	217	2,093	303	16,564	3,412	22,589	8,453	5,171	106	13,730
<b>Total</b>	<b>3,376</b>	<b>24,203</b>	<b>3,715</b>	<b>227,183</b>	<b>43,504</b>	<b>301,981</b>	<b>97,680</b>	<b>73,987</b>	<b>2,115</b>	<b>173,782</b>

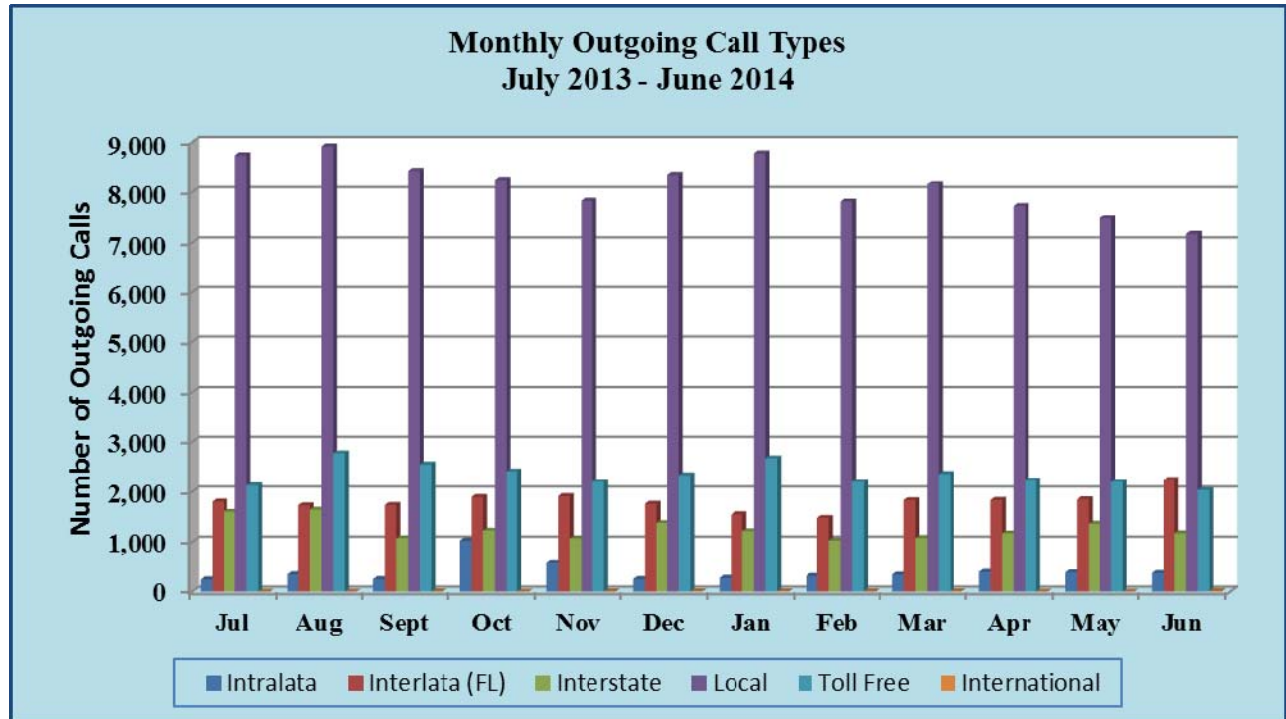
### Monthly Outgoing Relay and General Assistance Call Volume July 2013 - June 2014



### Monthly Outgoing Call Types July 2013 – June 2014

Month	Local	Toll Free	Intrastate Intralata	Intrastate Interlata (FL)	Interstate	International	Total Outgoing
Jul	8,742	2,125	244	1,803	1,598	1	14,513
Aug	8,918	2,773	346	1,728	1,643	2	15,410
Sep	8,435	2,547	249	1,736	1,075	5	14,047
Oct	8,254	2,413	1,028	1,893	1,227	2	14,817
Nov	7,825	2,202	568	1,912	1,067	3	13,577
Dec	8,356	2,334	520	1,758	1,378	7	14,353
Jan	8,779	2,671	275	1,550	1,213	8	14,496
Feb	7,810	1,927	312	1,479	1,026	5	12,559
Mar	8,174	2,359	340	1,832	1,076	7	13,788
Apr	7,722	2,227	395	1,835	1,169	0	13,348
May	7,483	2,197	385	1,851	1,360	0	13,276
Jun	7,175	2,033	374	2,242	1,173	11	13,008
<b>Total</b>	<b>97,673</b>	<b>27,808</b>	<b>5,036</b>	<b>21,619</b>	<b>15,005</b>	<b>51</b>	<b>167,192</b>

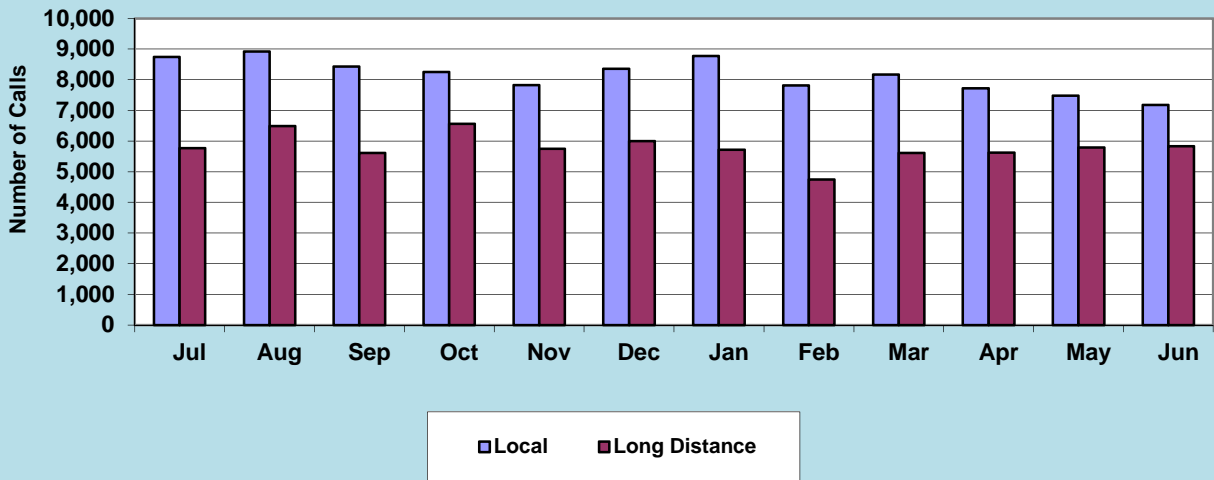
### Monthly Outgoing Call Types July 2013 - June 2014



**Monthly Outgoing Local vs. Long Distance Calls  
July 2013 – June 2014**

Month	Local	Total Long Distance	Toll Free	Intrastate Intralata	Intrastate Interlata	Interstate	International
Jul	8,742	5,771	2,125	244	1,803	1,598	1
Aug	8,918	6,492	2,773	346	1,728	1,643	2
Sep	8,435	5,612	2,547	249	1,736	1,075	5
Oct	8,254	6,563	2,413	1,028	1,893	1,227	2
Nov	7,825	5,752	2,202	568	1,912	1,067	3
Dec	8,356	5,997	2,334	520	1,758	1,378	7
Jan	8,779	5,717	2,671	275	1,550	1,213	8
Feb	7,810	4,749	1,927	312	1,479	1,026	5
Mar	8,174	5,614	2,359	340	1,832	1,076	7
Apr	7,722	5,626	2,227	395	1,835	1,169	0
May	7,483	5,793	2,197	385	1,851	1,360	0
Jun	7,175	5,833	2,033	374	2,242	1,173	11
<b>Total</b>	<b>97,673</b>	<b>69,519</b>	<b>27,808</b>	<b>5,036</b>	<b>21,619</b>	<b>15,005</b>	<b>51</b>

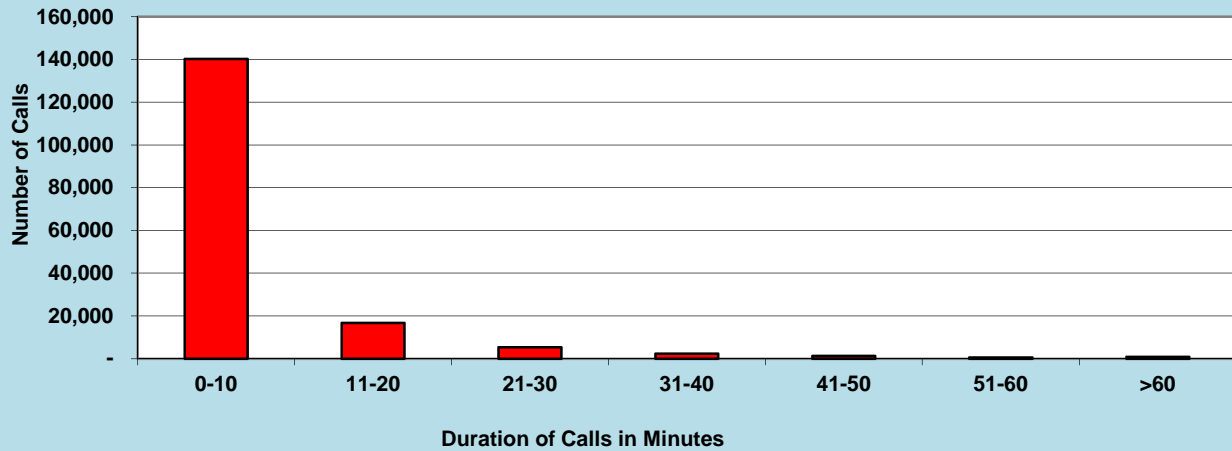
**Monthly Outgoing Local vs. Long Distance Calls  
July 2013 - June 2014**



**Completed Outgoing Call Distribution in Daily Average Minutes  
July 2013 – June 2014**

<b>In Minutes</b>							
<b>Month</b>	<b>0-10</b>	<b>11-20</b>	<b>21-30</b>	<b>31-40</b>	<b>41-50</b>	<b>51-60</b>	<b>&gt;60</b>
Jul	12,289	1,411	435	181	91	45	61
Aug	13,108	1,464	413	193	107	51	74
Sep	11,872	1,355	382	180	115	57	86
Oct	12,632	1,392	406	163	118	39	67
Nov	11,493	1,281	416	179	93	52	63
Dec	12,051	1,418	449	173	130	53	79
Jan	12,012	1,526	504	212	109	50	83
Feb	10,451	1,260	414	189	112	41	92
Mar	11,370	1,473	515	191	114	53	72
Apr	11,143	1,393	435	185	85	44	63
May	10,973	1,426	460	193	113	45	66
Jun	10,828	1,267	465	215	113	50	70
<b>Average</b>	<b>140,222</b>	<b>16,666</b>	<b>5,294</b>	<b>2,254</b>	<b>1,300</b>	<b>580</b>	<b>876</b>

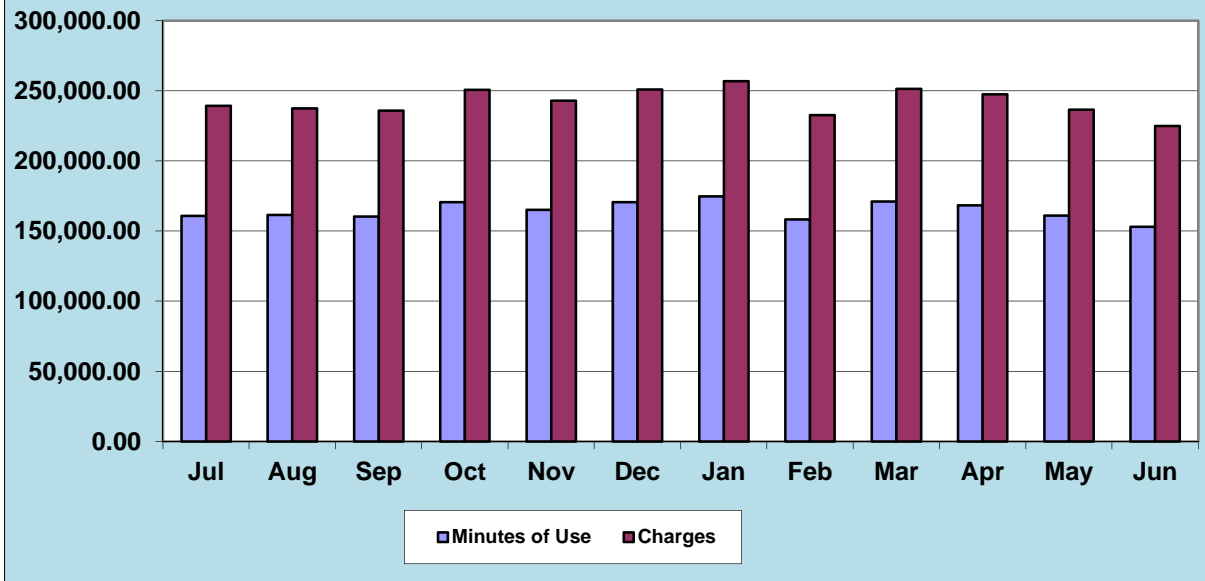
**Completed Outgoing Call Distribution  
in Daily Average Minutes  
July 2013 - June 2014**



**CapTel Minutes and Charges  
July 2013 – June 2014**

Month	Minutes of Use	Charges (\$)
Jul	162,773	\$239,276
Aug	161,556	\$237,488
Sep	160,416	\$235,811
Oct	170,580	\$250,753
Nov	165,204	\$242,849
Dec	170,707	\$250,939
Jan	174,797	\$256,951
Feb	158,199	\$232,553
Mar	171,017	\$251,395
Apr	168,319	\$247,428
May	160,956	\$236,605
Jun	152,940	\$224,821
<b>Total</b>	<b>1,977,464</b>	<b>\$2,906,869</b>

**CapTel Minutes and Charges  
July 2013 - June 2014**







## Glossary

**Administrator** A nonprofit corporation<sup>7</sup> created by the local exchange telephone companies pursuant to Commission Order No. 24462, dated May 1, 1991. This nonprofit corporation was created in June 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI). The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider,<sup>8</sup> (2) to distribute and maintain specialized telecommunications devices,<sup>9</sup> and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.<sup>10</sup> FTRI's office is located in Tallahassee.

**Advisory Committee** A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals who are deaf, hard of hearing, speech impaired, or dual sensory impaired.<sup>11</sup> The advisory committee's role is to provide input to both the Florida Public Service Commission (FPSC) and the Administrator on the development and operation of the Telecommunications Access System. The advisory committee has been actively involved in the implementation of Telecommunications Access System Act since May 1991 and meets with the Commission staff regularly.

**ARS (Audible Ring Signaler)** A signaler with a ring volume up to 95 decibels which rings when the telephone rings. When the ringer is turned off, a light will still flash when the phone rings.

**ASCII** The American Standard Code for Information Interexchange employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher. Baud rate is a measure of how fast data is moving between instruments that use serial communication. The standard ASCII character set consists of 128 decimal numbers ranging from 0 through 127 assigned to letters, numbers, punctuation marks, and the most common special characters. Computers use ASCII code, while most telecommunication devices for the deaf use [Baudot](#) which has a fixed baud rate of 45.5.

**Baudot** A seven bit code, only five of which are information bits. Baudot is used by some text telephones to communicate with each other at a 45.5 baud rate.

**CA** A Communications Assistant translates or interprets conversation between two or more end users of telecommunications relay service. CA supersedes the term "TDD operator."

**CapTel** A captioned telephone service which uses a telephone that looks similar to a traditional telephone but also has a text display that allows the user, on one standard telephone line, to listen to the other party speak and simultaneously read captions of what the other party is saying.

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

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<sup>7</sup> 427.704(2), Florida Statutes

<sup>8</sup> 427.705(1)(d)&(g), Florida Statutes

<sup>9</sup> 417.705(1)(a), Florida Statutes

<sup>10</sup> 427.705(1)(a)-(b), Florida Statutes

<sup>11</sup> 427.706, Florida Statutes

**FCC** Federal Communications Commission.

**FPSC or Commission** The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.<sup>12</sup>

**FTRI** The Florida Telecommunications Relay, Inc., which is the nonprofit corporation formed to serve as the Telecommunications Access System Act Administrator.

**HCO** Hearing Carry Over is a form of relay service in which the person with the speech impairment is able to listen to the other end user and, in reply, the [CA](#) speaks the text as typed by the person with the speech disability.

**IP CTS** Internet Protocol Captioned Telephone Service. IP CTS allows a person who can speak and who has some residual hearing to simultaneously listen to what is said over the telephone and read captions of what the other person is saying. An Internet connection carries the captions between the relay provider and the user.

**Internet Protocol (IP) Relay** Allows people who have difficulty hearing or speaking to communicate with anyone in the world through an Internet connection using a computer and the Internet, rather than with a TTY and a standard telephone line.

**Jupiter Speaker Phone** A speaker phone which provides hands-free telephone access and accommodates speech-impaired, hearing-impaired, and mobility-impaired individuals.

**Provider** The entity that provides relay service.<sup>13</sup>

**Regional Distribution Centers** Twenty-two non-profit agencies across Florida contracted by FTRI to provide equipment distribution services.

**TASA** Telecommunications Access System Act of 1991.

**TDD** The Telecommunications Device for the Deaf is a type of machine that allows people who are deaf, hard of hearing, or speech impaired to communicate over the phone using a keyboard and a viewing screen.

**TeliTalk** The TeliTalk speech aid is specifically designed to meet the needs of approximately 3,000 speech impaired people in Florida who have had laryngectomies. The TeliTalk Speech Aid is a telephone unit with an electro-larynx device attached and is operated just like any other speech aid, allowing for a variety of neck placements and oral straw use.

**TRS** (1) The Tactile Ring Signaler for deaf/blind people is a signaler which vibrates to let the individual know when the telephone is ringing. (2) Telecommunications Relay Service.

**TTY** A Text Telephone is a machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. TTY supersedes the term "TDD" or "telecommunications device for the deaf."

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<sup>12</sup> 427.704(1), Florida Statutes

<sup>13</sup> 427.704(3)(a), Florida Statutes

**Turbo Code** A feature that allows for enhanced transmission and the capability to interrupt during transmission during relay calls on text telephones. Turbo Code is an enhanced TTY protocol which has a higher data rate than regular Baudot protocol and is in full ASCII compliance.

**Tykriphone** A hands-free speakerphone which accommodates speech-impaired and mobility-impaired individuals.

**VCO** Voice Carry Over is a form of TRS in which the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation.

**VCP** The Volume Control Phone is a phone for the hearing or speech impaired which amplifies the incoming voice from 0 to 40 decibels.

**VRS** (1) A Visual Ring Signaler is a signaler which connects to a lamp and makes the light flash on and off when the telephone rings. (2) Video Relay Service is a telecommunications relay service that allows people with hearing or speech disabilities and who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller.