

INFORM EQUIP CONNECT

2020

ANNUAL REPORT



**Florida
Telecommunications
Relay, Inc.**

TASA Administrator

THANK YOU!



On behalf of Florida Telecommunications Relay, Inc. (FTRI), thank you for the opportunity to provide specialized services and products that enable fundamental access to the telecommunications system. Established by the Telecommunications Access Systems Act (TASA) of 1991, FTRI represents a Public Private Partnership between the State of Florida and telecommunications service providers. As the TASA Administrator, FTRI has helped more than 568,000 Floridians who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Thanks for an effective partnership!

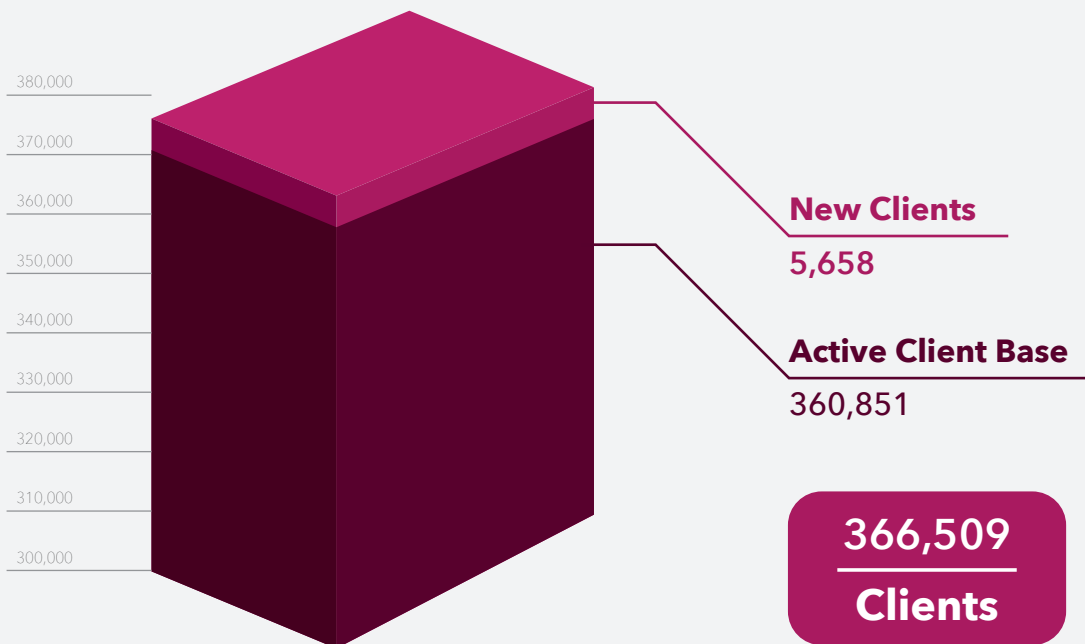
Approved annually by the Florida Public Service Commission, funding for FTRI services and products is collected by telephone companies through a monthly

surcharge of \$0.10 per line. Approximately half of this funding is used to provide the Florida Relay Service, available to all residents by dialing 7-1-1. Ever mindful of value, FTRI operates with administrative overhead of less than 7%. Thanks for your continued support of this efficient ADA-based social welfare program!

As a final note of thanks, FTRI celebrates the retirement of a respected community leader. James Forstall retired after diligently serving 24 years as the FTRI Executive Director. Thanks to James' significant contributions, FTRI has an exemplary program to inform, equip, and connect Floridians!

Regards,
Sean Bankston
FTRI Executive Director

CLIENTS

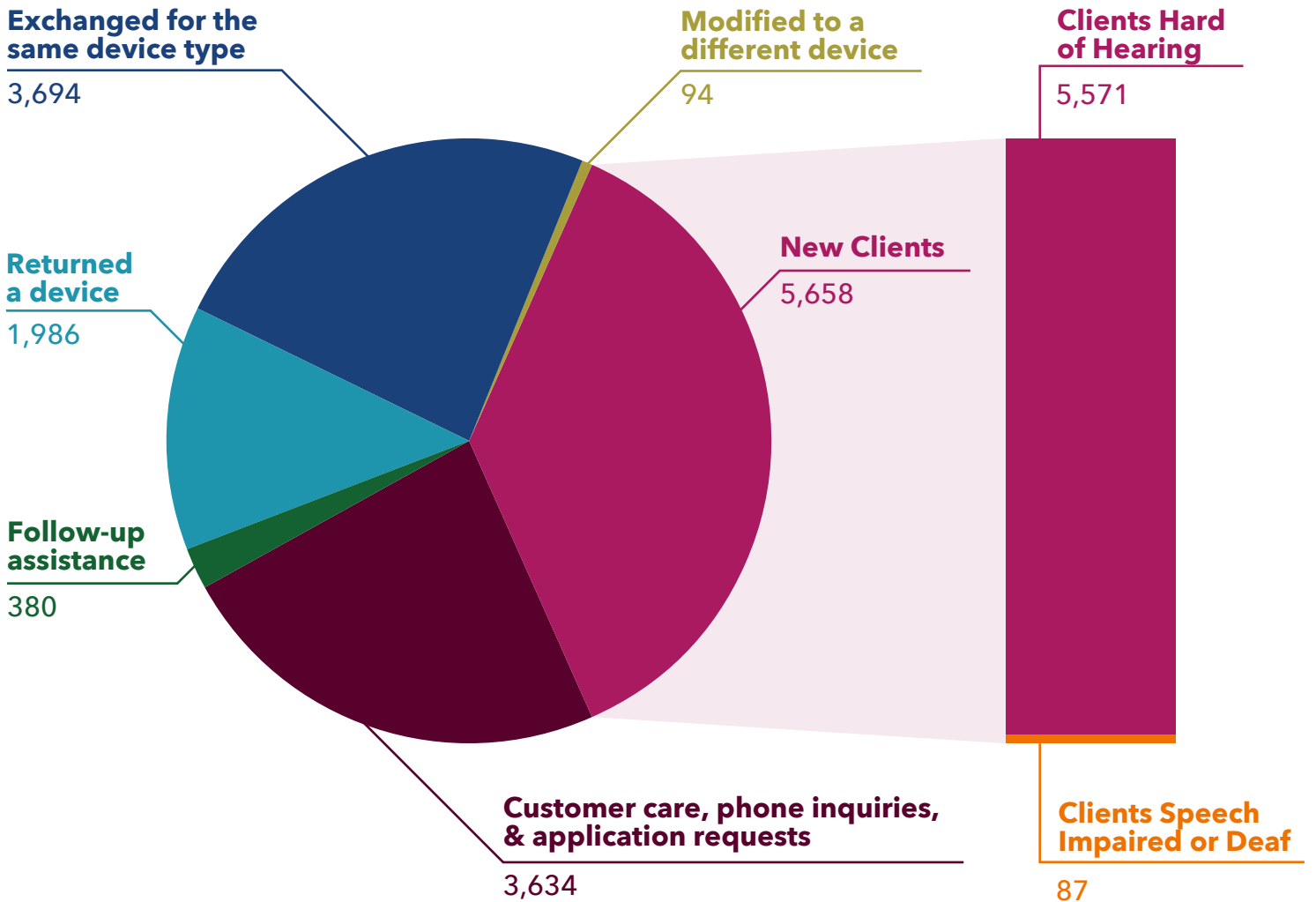


SERVICES

FTRI collaborates with more than 20 non-profit service providers across the state. Together, these organizations form the Regional Distribution Center (RDC) network. When visiting an RDC location, Floridians gain convenient access to a host of services tailored to meet their needs. The value and reach of the FTRI program is amplified through

the RDC commitment to provide high quality services in their respective communities. **Thanks to the RDCs, thousands of additional Floridians benefit from FTRI services each year!**

15,446
Services



FTRI INFORMS

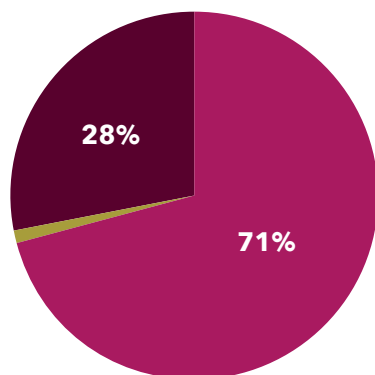
FTRI utilizes email blasts and a mix of traditional print and digital marketing to inform Floridians of our beneficial products and services. Combined with 940 outreach events facilitated in concert with the Regional Distribution Center (RDC) network, marketing tactics positioned FTRI to reach an average of 409,000 residents per month. **As a hallmark of efficiency, FTRI educational outreach and marketing expenses average less than \$0.10 per contact.**



NEW CLIENTS

Age

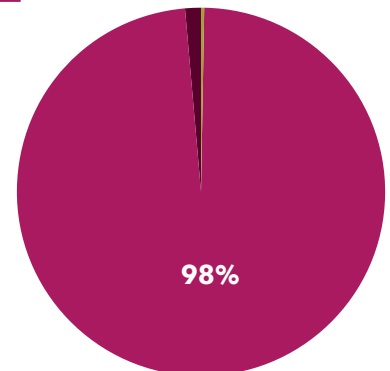
04 - 39	72
40 - 69	1,598
70 & up	3,988



Age Groups

Cohort

Deaf	24
Speech Impaired	63
Hard of Hearing	5,571



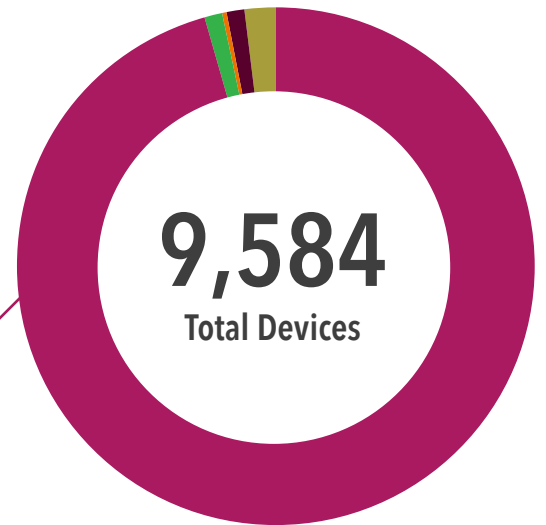
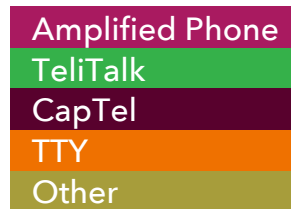
Cohort

FTRI EQUIPS

FTRI provides products to Florida residents who meet the following eligibility criteria:

- Age 3 or older
- Proof of Florida residency
- Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired
- Active telephone service (either land line or wireless/cellular)

Specialized telecommunications products include amplified cordless phones, cell phone amplifiers, TTYs, captioning phones, speech aid phones for laryngectomees, visual signalers, and audible ringers. **Best of all, FTRI products are provided at NO CHARGE!**



Thank you for the phone. It has been a blessing to hear conversations so much clearer when on my phone.

- H.B

Love it, can now hear it ring in the next room!

- B.C

I'm very pleased and use it all the time.

- H.D

Very helpful and I appreciate the program enabling me to get the phone. Thank you.

- A.M.



FTRI CONNECTS

Through funding administered by FTRI, the Florida Relay Service connects Florida residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired with standard (voice) telephone users. Highly trained communication assistants help place calls 24/7, 365 days a year and empower Floridians to communicate with anyone at any time. **Dial 7-1-1 to connect!**



Florida Relay Service | Monthly Averages

Subscribers	46,737
Calls	99,462
Billable Minutes	129,227

COMMUNITY

FTRI helps build community through a client-centric service model. FTRI and our Regional Distribution Center (RDC) network are focused on meeting a variety of access needs of all Floridians.

Building on the foundation of the Americans with Disabilities Act (ADA), FTRI supports and connects community advocacy resources that effectively enable telecommunications access.



OUTLOOK

FTRI consistently achieves a 97% client satisfaction rating; however, we remain focused on continual service improvement. Looking ahead, FTRI commits to a three-pronged approach to sustain, develop, and innovate. **FTRI will continue to provide high quality services, add value for clients and the broader community, and deliver innovative telecommunications access solutions.**

SUSTAIN

- Client satisfaction ratings
- Program quality and efficiency

DEVELOP

- Robust client and community engagement
- Service provider collaboration

INNOVATE

- Client service delivery model
- State-of-the-art telecommunication products



By The Numbers



366,509
Clients



15,446
Services



9,584
Devices



97%
Client Satisfaction



6.2%
Admin Overhead





INFORM EQUIP CONNECT

CONTACT

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