



April 28, 2020

Mr. Curtis Williams, Regulatory Analyst IV
Office of Industry Development & Market Analysis
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: TASA Administrator Summary Status Report

Mr. Williams:

With the cancellation of the April 2020 TASA Advisory Committee meeting due to the COVID-19 pandemic, the following summary status report is provided by Florida Telecommunications Relay, Inc. (FTRI) as the TASA Administrator.

FTRI TASA SUMMARY STATUS REPORT

Client Services | 11,794 services

Through March 2020, the third quarter of the current fiscal year, FTRI provided 11,794 client services and distributed 8,590 specialized telecommunications devices to qualifying Florida residents. With more than 20 contracted Regional Distribution Centers (RDCs) located throughout the state, approximately 79% of services are provided in clients' local communities.

Outreach & Educational Marketing | 409,000 residents per month

Florida has a population of more than 21 million residents, all of whom need to know about FTRI services and the Florida Relay Service. An estimated 3 million residents are eligible for FTRI services. During the current fiscal year, FTRI conducted educational marketing with an average circulation reaching 409,000 Florida residents each month. Through March 2020, FTRI and the RDC network also participated in 940 outreach events across the state. With a consistent client satisfaction rating of 97%, clients continue to share their appreciation for FTRI services. A recent client testimonial video can be viewed at https://youtu.be/1s-eul_s86E.

COVID-19 Pandemic Impact | Remote work

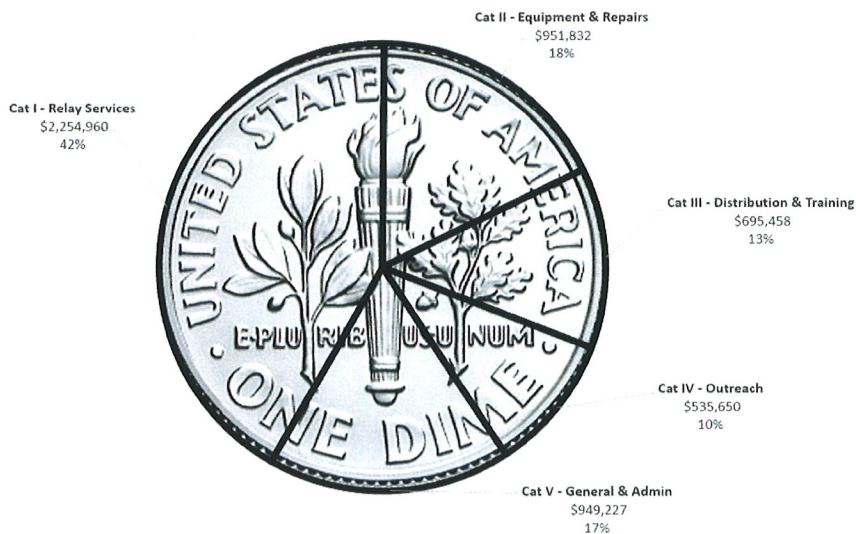
As a result of the COVID-19 pandemic, national emergency, and associated shelter-in-place orders, FTRI implemented a remote work plan in March 2020. Contracted organizations serving as RDCs also migrated staff to remote work or temporarily suspended operations. Since implementing the remote work plan, 279 client services have been provided directly by the FTRI administrative office. The overall impact will continue to be monitored for the duration of the pandemic and its correlating risk mitigation measures.

FTRI TASA SUMMARY STATUS REPORT (cont.)

Fiscal Year 2021 Outlook | Budget approved

The FTRI Fiscal Year 2021 operating budget covering July 2020 – June 2021 was approved by the Board of Directors on February 24, 2020. Highlights of the approved budget include:

- Recommending the TASA monthly surcharge remain set at \$0.10/line
- Reducing year-over-year budgeted operating expenses by 5.4%
- Conducting pilot programs for state-of-the-art technology
- Sustaining distribution and outreach funding levels
- Exploring new distribution/RDC business models



FTRI continues to effectively fulfill TASA Administrator duties with a high customer satisfaction rating and reasonable administrative costs. As we celebrate the 30th anniversary of the ADA which serves as the foundation for TASA, FTRI looks forward to working with the Commission, the TASA Advisory Committee and community groups to modernize FS 427 for the purposes of:

- Aligning with the ADA, CVAA of 2010, and Federal Title 47, CFR 64.604
- Providing services and equipment to >2.5M unserved qualifying Florida residents
- Developing a sustainable funding model that evolves with technology advancements

Thanks for your continued support of this critical Title XXX Social Welfare service.

Regards,

Sean Bankston
 FTRI Executive Director