

INFORM EQUIP CONNECT

**2022
ANNUAL
REPORT**



**Florida
Telecommunications
Relay, Inc.**

TASA Administrator

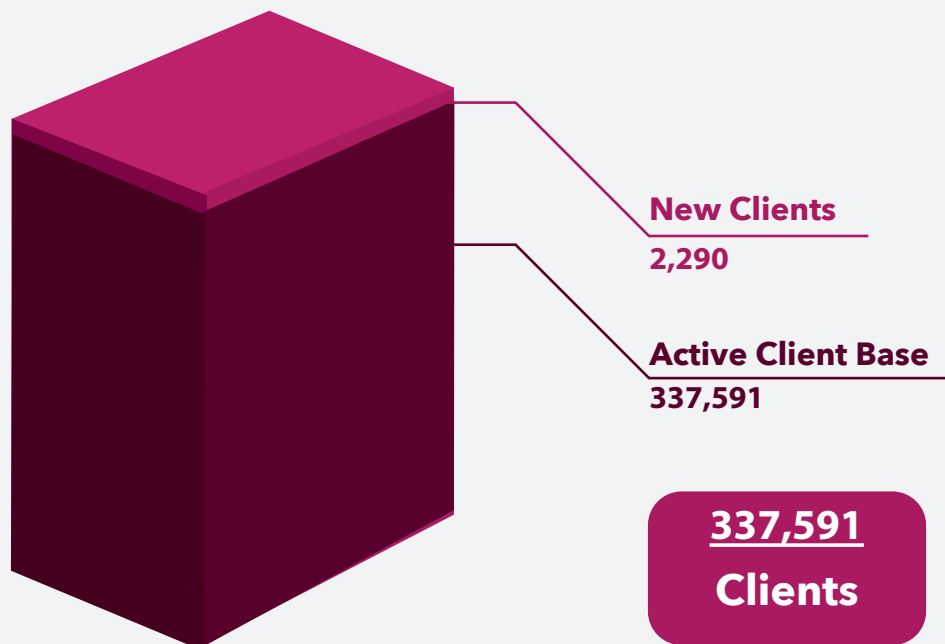
THANK YOU!



On behalf of Florida Telecommunications Relay, Inc. (FTRI), we thank you for the continued 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 573,000 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. Thanks for your continued support of this efficient ADA-based telecommunications accessibility program!

CLIENTS

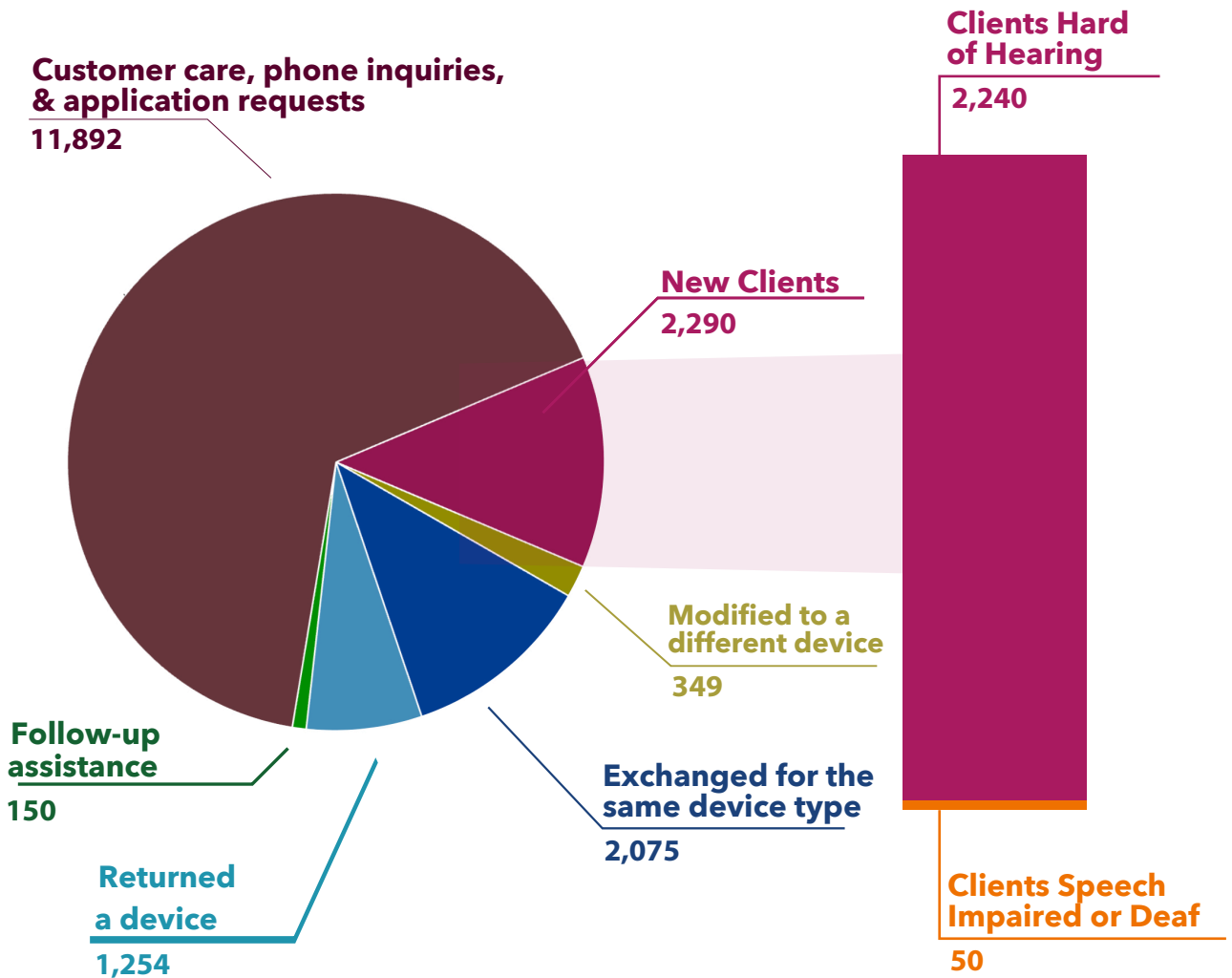


SERVICES

FTRI collaborates with 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!**

6,118
Services



FTRI INFORMS

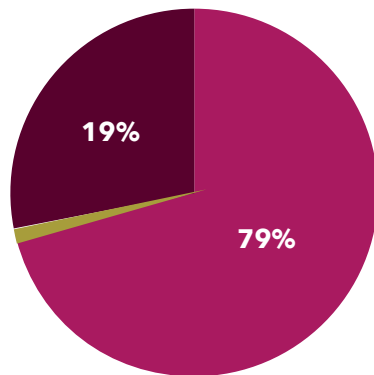
FTRI utilizes a mix of email, print and digital marketing to inform Floridians of our beneficial products and services. Combined with 314 outreach events facilitated in concert with the Regional Distribution Center (RDC) network, marketing tactics positioned FTRI to reach an average of 1,571,736 residents per month. As a hallmark of efficiency, FTRI educational outreach and marketing expenses average less than \$0.05 per contact.



NEW CLIENTS

Age

| | |
|---------|-------|
| 04 - 39 | 33 |
| 40 - 69 | 449 |
| 70 & up | 1,808 |

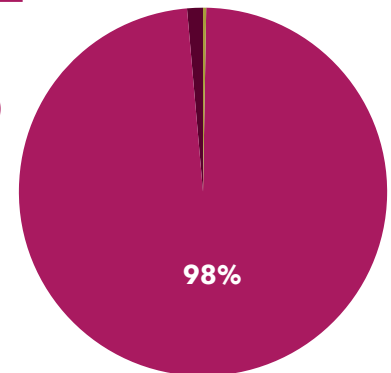


Age Groups

Cohort

| | |
|-----------------|-------|
| Deaf | 11 |
| Speech Impaired | 39 |
| Hard of Hearing | 2,240 |

Total: 2,290



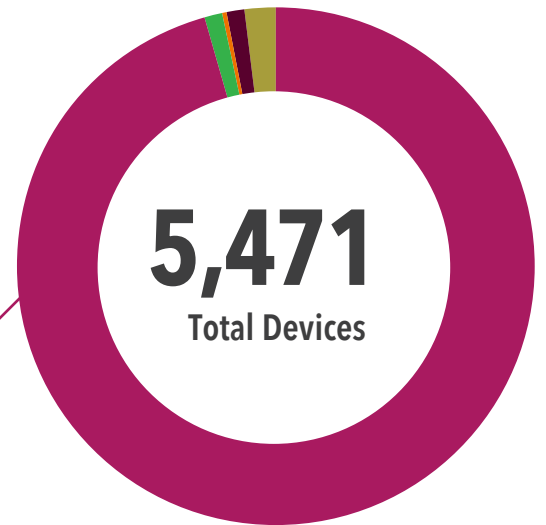
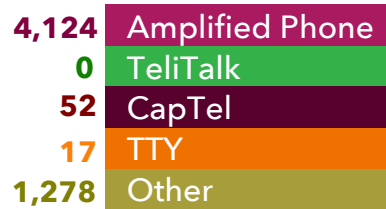
Cohort

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!**



Awesome Program!!! Thank you so very much! I love my new Phone!!! Thank you! Thank you! Thank you! This is by far, the best phone we have ever owned!

- K.N.

The instructions I received at th office were terrific. Kim the teacher was very informative and took a lot of time explaining everything!

- L.W.

Michelle Zank did an excellent job!

- H.M.

Staff was very kind, patient, and couldn't have been nicer. We kept them past closing time but they did not hurry us. We appreciate their excellent service.

- L.N.



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 | 55,528 |
| Calls | 83,405 |
| Billable Minutes | 93,973 |

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 of 1990 (ADA), FTRI supports and connects community advocacy resources that effectively enable telecommunications access.**



OUTLOOK

FTRI consistently achieves a 87% 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



337,591
Clients



6,118
Services



5,471
Devices



87%
Client Satisfaction



8.5%
Admin Overhead





INFORM EQUIP CONNECT

CONTACT

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1-888-554-1151 | **Customer Care**
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