

INFORM EQUIP CONNECT

**2023
ANNUAL
REPORT**



**Florida
Telecommunications
Relay, Inc.**

TASA Administrator

THANK YOU!



Florida Telecommunications Relay, Inc.(FTRI) thanks you for making it possible for us to continue providing specialized services and products for qualified Floridians with hearing or speech disabilities. This service enables these specialized populations to gain basic access to the telecommunications system.

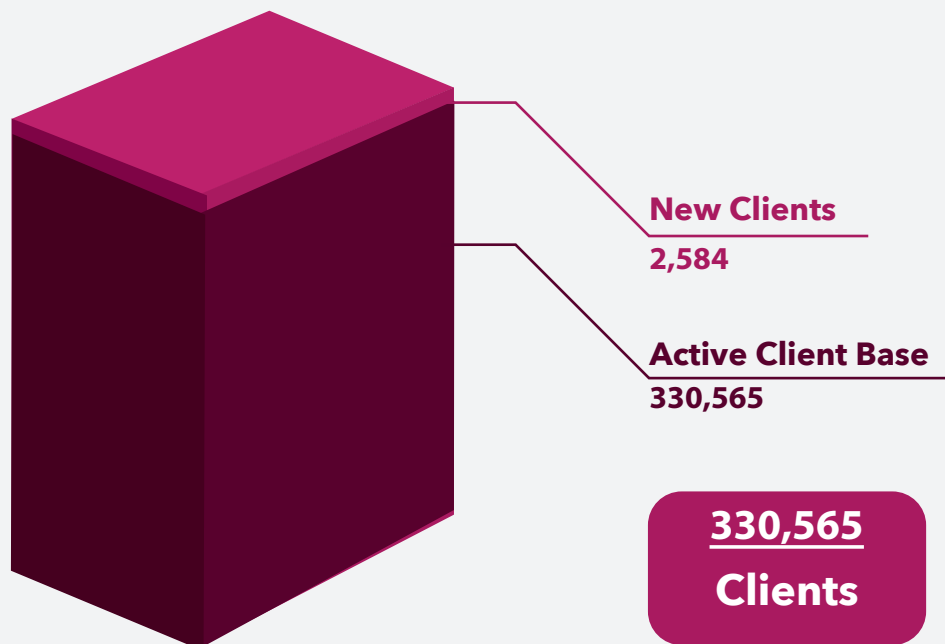
In 1991, FTRI was established as a not-for-profit organization in response to Telecommunications Access Systems Act (TASA). FTRI represents a Public Private Partnership between the State of Florida and telecommunications service providers.

As the TASA Administrator, FTRI has helped more than 575,000 Floridians who are Deaf, Hard of Hearing, Deafblind, or Speech Impaired.

While overseen by a Board of Directors, the Florida Public Service Commission approves annual FTRI funding for FTRI services and products. The funding 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 which is available to all residents by dialing 7-1-1.

Thanks for your continued support of this ADA-based statewide telecommunications accessibility program!

CLIENTS



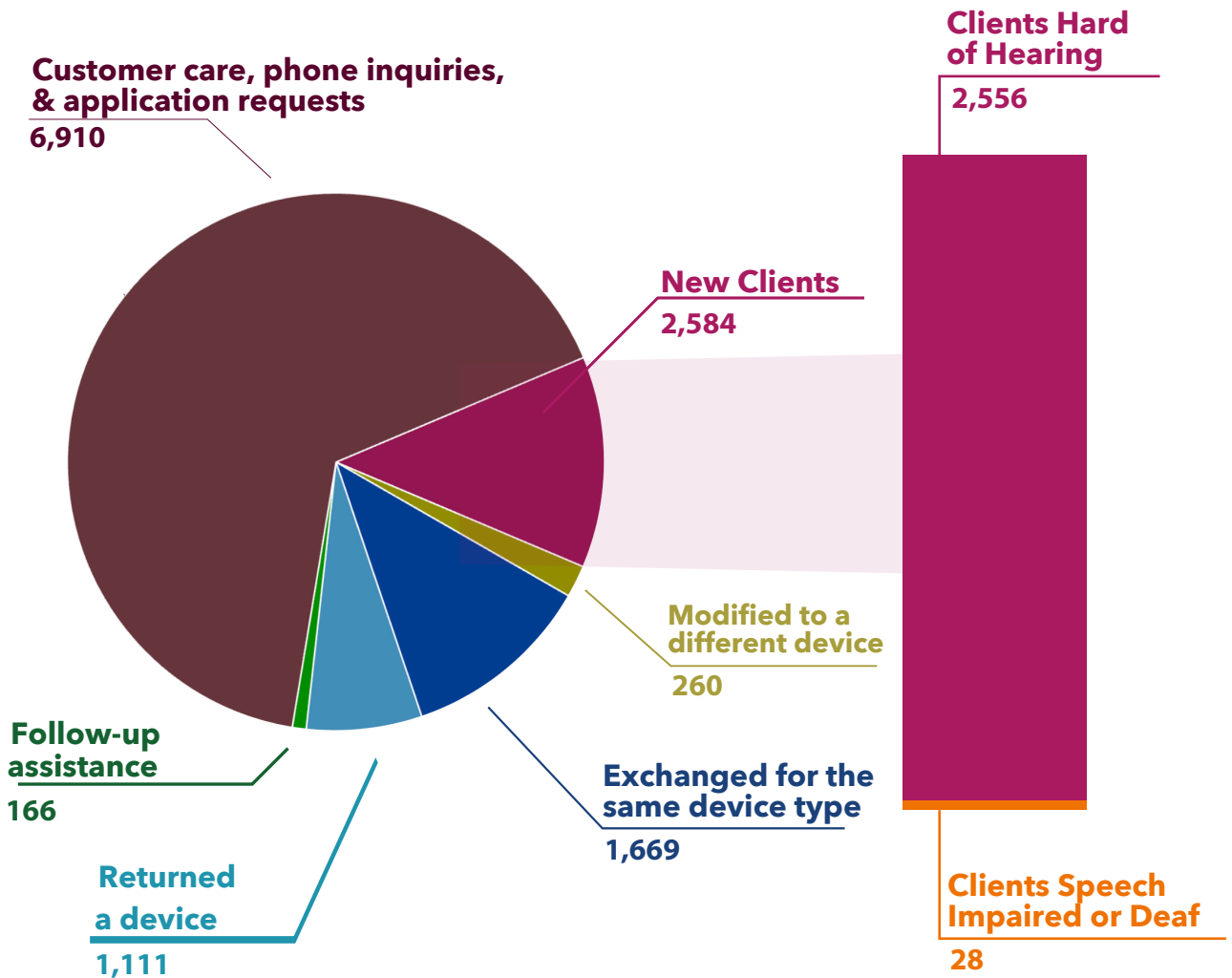
SERVICES

FTRI works with 18 not-for-profit service providers across the state. Together, these organizations form the Regional Distribution Center (RDC) network. When visiting or receiving services by a local RDC, eligible Floridians with hearing loss or speech disabilities gain convenient access to a host of services tailored to meet their needs.

FTRI appreciates the ongoing commitment by RDCs in providing high quality services in their respective communities.

Thanks to the RDCs, thousands of new eligible Floridians benefit from FTRI services each year!

5,790
Services



FTRI INFORMS

FTRI utilizes a mix of email, print and digital marketing to inform Floridians of our beneficial products and services. Combined with 347 outreach events facilitated in concert with the Regional Distribution Center (RDC) network, marketing tactics positioned FTRI to reach an average of 3,748,403 residents per month. As a hallmark of efficiency, FTRI educational outreach and marketing expenses average less than \$0.04 per contact.



LOUD, CLEAR, FREE!

XLGo Amplifies up to 50 dBs

Bluetooth Amplify cell phone calls, at home & on the go!

Easy to Qualify:
 • Florida Resident
 • Over the age of 3
 • Have a Hearing Loss or Speech Disorder

Apply Online:
www.ftri.org/free
 Or Call:
 888-497-1410

Still Available! Traditional Landline Phones

Clarify XLC8 Cordless 50 dB Amplified Phone with Slow Talk, Caller ID, & Answering Machine

Florida Telecommunications Relay, Inc. 888-497-1410 www.ftri.org

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THE MOST WONDERFUL TIME OF THE YEAR IS HEARING FROM YOU!

Florida Telecommunications Relay, Inc. **APPLY TODAY**

THE BEST GIFT OF THE HOLIDAY SEASON IS HEARING FROM YOU!

Florida Telecommunications Relay, Inc. **APPLY TODAY**

LISTENING TO EVERY WORD FROM BEGINNING TO END THIS HOLIDAY SEASON

Florida Telecommunications Relay, Inc. **APPLY TODAY**

Loud Clear and FREE!

Clarify XLC8 Cordless Phone with Caller ID and Answering Machine

- Make calls with and without a landline!
- Pair up to 2 wireless devices with Bluetooth
- 50 dB of amplification and 8 tone settings
- Answering machine with SlowTalk feature
- Amplifies outgoing speech up to 15 dB

Available alone, or with the XLGo cordless phone amplifier!

Don't let hearing loss keep you from making important phone calls - stay connected with a FREE amplifier and enjoy talking on the phone again!

Easy to Qualify:
 • Florida Resident
 • Over the age of 3
 • Have a Hearing Loss or Speech Disorder

APPLY ONLINE TODAY!
www.ftri.org/free

Once we receive your information, an FTRI Specialist will follow up with you.

Florida Telecommunications Relay, Inc. 386-944-7850 www.ftri.org

No Landline? No Problem!

Amplify calls on the go with **PORTABLE PHONE AMPLIFIERS!**

XLGo Amplifies up to 50 dBs

Easy to Qualify:
 • Florida Resident
 • Over the age of 3
 • Have a Hearing Loss or Speech Disorder

APPLY ONLINE TODAY!
www.ftri.org/free

Once we receive your information, an FTRI Specialist will follow up with you.

Florida Telecommunications Relay, Inc. 386-944-7850 www.ftri.org

Do You Have Trouble Hearing on the Phone?

The solution is loud, clear, & FREE!

Florida residents with hearing loss are eligible to receive **FREE TELEPHONE AMPLIFIERS** from Florida Telecommunications Relay, Inc., a nonprofit agency established in 1997.

Clarify XLC8 Cordless 50 dB Amplified Phone with Caller ID and Answering Machine

APPLY ONLINE:
www.ftri.org/free

Wait! FTRI products to view the full assessment of FTRI Educational Telecommunications Telephone and amplifiers we have to offer

Easy to Qualify:
 • Florida Resident
 • Over the age of 3
 • Have a Hearing Loss or Speech Disorder

Landline Phones SIP Available

Amplify your cell phone calls at home and on the go!

XLGo Amplifies up to 50 dBs

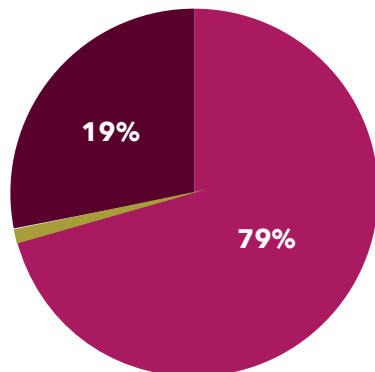
Florida Telecommunications Relay, Inc. 800-222-3444 www.ftri.org

Current FTRI clients: 1) your phone, 2) will receive priority 3) not available for overseas 4) you do longer need the phone, 5) 10 day money back guarantee, 6) FTRI does not collect any fees, 7) 100% satisfaction guarantee. Contact: 800-222-3444

NEW CLIENTS

Age

04 - 39	39
40 - 69	626
70 & up	1,919

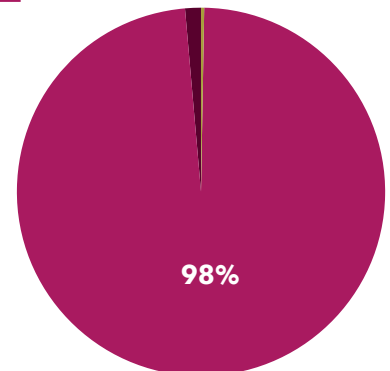


Age Groups

Cohort

Deaf	0
Speech Impaired	28
Hard of Hearing	2,556

Total: 2,584



Cohort

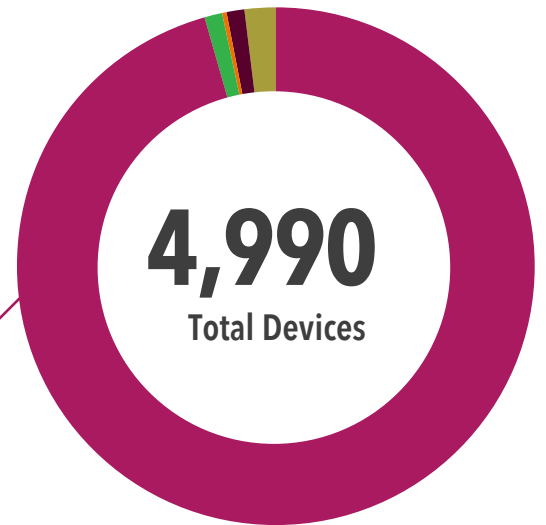
FTRI EQUIPS

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

- Age 3 or older
- Proof of Florida residency
- Deaf, Hard of Hearing, Deafblind, 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!**

3,843	Amplified Phone
23	TeliTalk
34	CapTel
8	TTY
1,105	Other



I appreciate the service that you provide and your genuine knowledge and understanding of hearing impaired individuals. Please continue providing this much needed service. - C.J.

Yasmin was excellent. No problem with set up. Courteous explained everything and wrote it down. Great job!! - L.W.

This solves a lot of problems for me. The "slow" feature is particularly useful in several cases. Thank you. - D.R.

The audiology tech was wonderful and explained everything in detail. Could not be happier with the service and the phone. Thank you. - M.D.



FTRI CONNECTS

Through funding administered by FTRI, the Florida Relay Service connects eligible Florida residents who are Deaf, Hard of Hearing, Deafblind, 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	32,890
Calls	51,774
Billable Minutes	69,133

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 84% 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



330,565
Clients



5,790
Services



4,990
Devices



84%
Client Satisfaction



8.4%
Admin Overhead





INFORM EQUIP CONNECT

CONTACT

1-800-222-3448 | **Voice**
1-888-554-1151 | **Customer Care**
1-888-447-5620 | **TTY**

1820 East Park Avenue, Suite 101
Tallahassee, FL 32301
outreach@ftri.org

FTRI.org



@FloridaTelecommunicationsRelayINC