

**INFORM EQUIP CONNECT**

**2024** (rev)

**ANNUAL  
REPORT**



**Florida  
Telecommunications  
Relay, Inc.**

**TASA Administrator**

# THANK YOU!



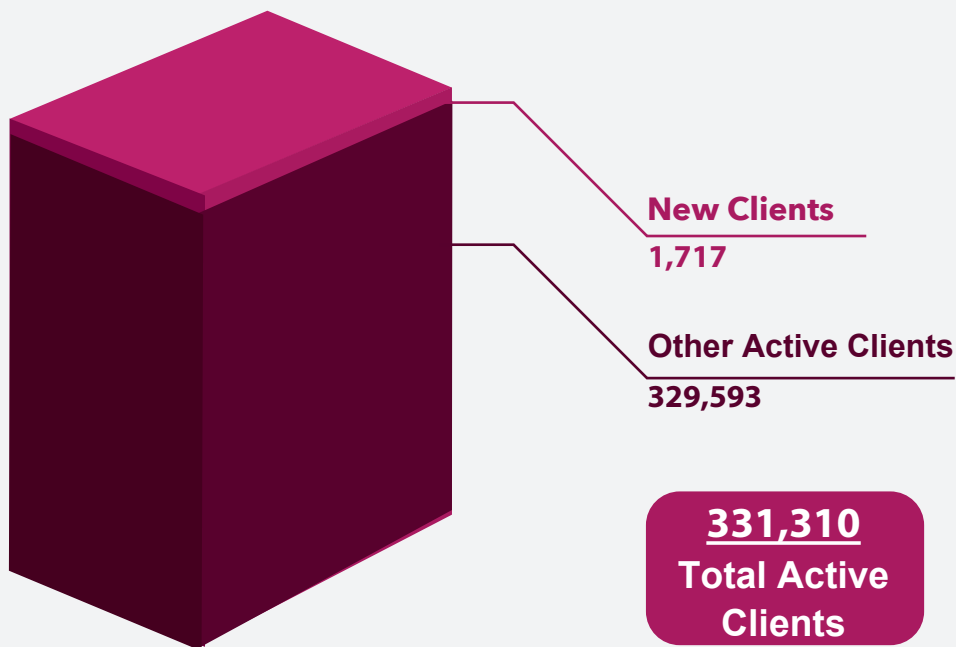
Florida Telecommunications Relay, Inc. (FTRI) wants to say thank you for making it possible for us to continue providing specialized services and products for qualified Floridians with hearing or speech disabilities. FTRI makes it possible for these specialized populations to gain basic access to the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

In 1991, FTRI was established as a not-for-profit organization in response to the Telecommunications Access Systems Act (TASA), a state law. 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 (PSC) approves annual FTRI funding for FTRI services and products. The funding is collected by telephone companies through a monthly surcharge of \$.09 per line. Approximately 30% of this funding is goes to support the Florida Relay Service which is available to all residents by dialing 7-1-1.

Again, thanks for your continued support of this ADA-based statewide telecommunications accessibility program!

## ACTIVE CLIENTS



# SERVICES

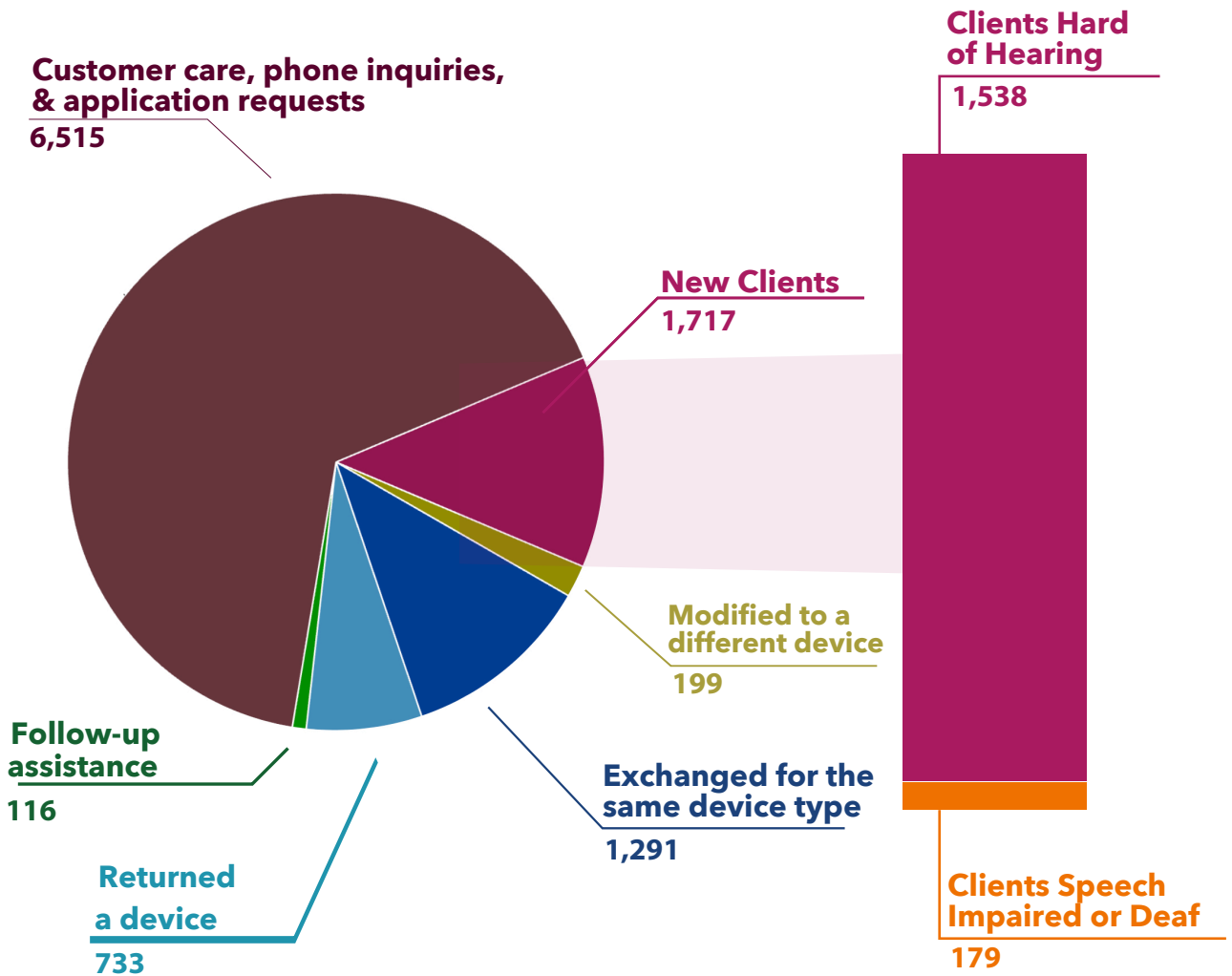
FTRI works with 14 not-for-profit service providers across the state. Together, these organizations form the Regional Distribution Center (RDC) network.

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!

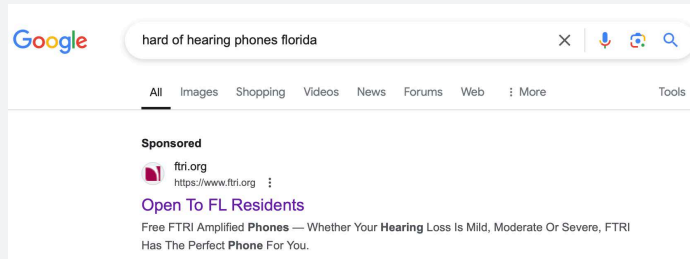
**4,056**  
Equipment Services



# FTRI INFORMS

FTRI utilizes a mix of print and digital marketing to inform Floridians of our beneficial products and services. Combined with 372 outreach events facilitated in partnership with the FTRI Regional Distribution Center (RDC) network, marketing tactics reached across the state of Florida to deliver over 20 million general and targeted advertising contacts, per month.

As a hallmark of efficiency, these FTRI educational outreach and marketing expenses averaged less than \$0.02 per contact.



**How do I get phone amplification equipment at no cost?**

- Visit [WWW.FTRI.ORG/FREE](http://WWW.FTRI.ORG/FREE) and complete an application form. Typically the entire process can be completed online, and equipment is sent directly to the home.
- Call 800-222-3448 to apply by phone. FTRI staff will gather the information needed to complete an application, and equipment will be sent directly to the home.
- Visit an FTRI Regional Distribution Center. View a mapped list of all locations, their contact information, and business hours at: [FTRI.ORG/LOCATIONS](http://FTRI.ORG/LOCATIONS).

**Easy to Qualify:**

- Florida Resident
- Over the age of 3
- Have a Hearing Loss or Speech Disorder
- Have existing home landline and/or cellphone service

**You can also reach us by:**

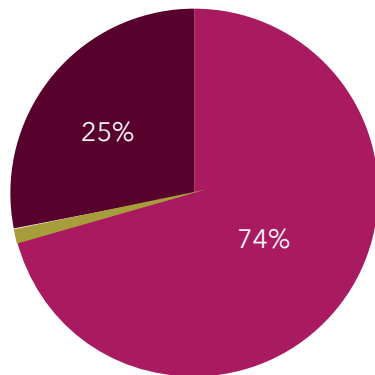
TTY: 888-447-5620  
 FAX: 850-656-6900  
 Email: [customer@ftri.org](mailto:customer@ftri.org)  
 Website: [WWW.FTRI.ORG](http://WWW.FTRI.ORG)

Current FTRI clients: 1) your phone is not working properly, 2) your hearing has changed, 3) you no longer need the phone, or 4) you plan to move out of Florida, please call FTRI at 888-554-1151 for help.

# NEW CLIENTS

## Age

04 - 39	30
40 - 69	422
70 & up	1,265

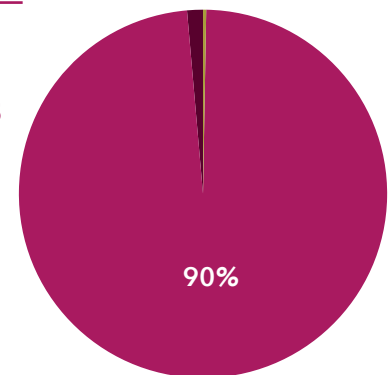


Age Groups

## Cohort

Speech Impaired	33
Deaf	146
Hard of Hearing	1,538

**Total: 1,717**



Cohort

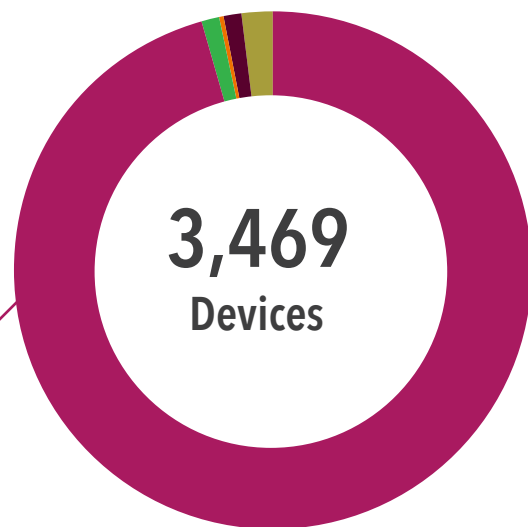
# FTRI EQUIPS

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!**

2,410	Amplified Phone
30	TeliTalk
72	Caption
7	TTY
950	Other



*Thank you for making this available for us and at no cost to us. I've passed on this info to other people that it may be a beneficial for that have hearing problems..*  
- C.L.

*Thank you for the phone, it is a great help!*  
-R.N.  
*Good service and makes life easy.*  
-Z.A.

*I am extremely happy with this phone and told others.*  
- G.R.

*Great staff, very helpful.*  
-F.S.  
*Easy to hear conversation and ringing.*  
-H.W.



# 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	25,273
Calls	40,015
Billable Minutes	59,337

# 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 satisfactory 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



**331,310**  
Total Active Clients



**4,056**  
Equipment Services



**3,469**  
Devices



**83%**  
Client Satisfaction



**9.8%**  
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