2026 ANNUAL REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC.

TASA ADMINISTRATOR

INFORM EQUIP CONNECT

THANK YOU

Reflecting on the last year, Florida Telecommunications Relay, Inc. (FTRI) is grateful for 35 years of providing specialized services and technology to enable fundamental access to the telecommunications system. Established by telephone companies in response to the Telecommunications Access System Act (TASA) of 1991, FTRI works with the Florida Public Service Commission via a successful public-private partnership. As TASA Administrator, FTRI has helped more than 583,000 Floridians who are Deaf, Hard of Hearing, DeafBlind, or Speech Impaired.

Funding for FTRI services and products is collected by telephone companies through a monthly surcharge of $0.08 per access line. Approximately one-third of this funding is allocated to the Florid Relay Service, available 24/7/365 to all residents by dialing 7-1-1. As a program with an exemplary record, FTRI maintains a balanced focus on service quality and efficient operations by achieving high client satisfaction ratings with low administrative overhead costs.

During our 35 years of service, FTRI has helped lead the evolution of communications technology that enables Florida residents to connect with the people and services that make their lives healthy and fulfilling. Our mission is to inform the community through comprehensive outreach, equip qualified individuals with specialized technology, and connect Florida residents with the tools that make telecommunication more accessible in everyday situations. From amplified phones to ringers and wireless devices, FTRI is here to ensure that access moves you forward.

Regards,

Sean Bankston
FTRI Executive Director

CLIENTS SERVED

ACTIVE CLIENT BASE

290,410

SERVICES

FTRI collaborates with more than a dozen 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 are amplified through the RDC commitment to provide high-quality services in their respective communities. Thanks to FTRI and the Regional Distribution Centers, thousands of Floridians benefit from our services each year.

5,452
Services

CLIENT CARE, EQUIPMENT SERVICES AND NEW CONNECTIONS

SERVICE ACTIVITY

Customer care and support	3,314
New clients	891
Exchanged for the same device type	637
Returned a device	400
Modified to a different device	150
Follow-up assistance	60

NEW CLIENTS

891
Total reported

721
Clients who are hard of hearing

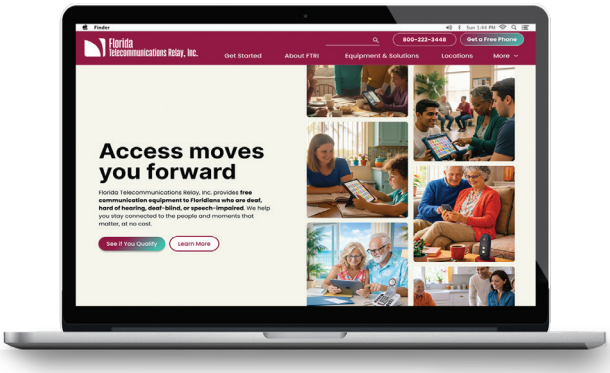
170
Clients with speech impairments or who are deaf

FTRI INFORMS

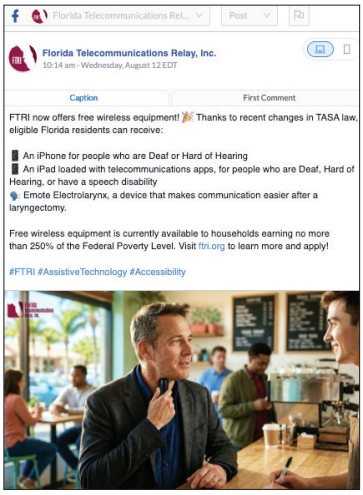
FTRI utilizes a mix of print and digital marketing to inform Floridians of our beneficial products and services. Combined with 249 outreach events facilitated in partnership with the FTRI Regional Distribution Center (RDC) network, these marketing tactics reached across the state of Florida, delivering over 2 million general and targeted unique advertising contacts per month.

2026 saw significant enhancements to these marketing efforts. FTRI redesigned its logo and all branding materials, moving toward people-first, behavior-change messaging that emphasizes accessibility. The organization also launched a new, ADA-compliant website offering translation into Spanish and Creole. Social channels — Facebook, Instagram, and LinkedIn — were reinvigorated with updated graphics and messaging, and new digital media and print campaigns were launched.

WEBSITE DESIGN, SOCIAL POSTS, DIGITAL ADS



ftri.org



NEW CLIENTS

New Clients by Referral Source

Health Fair / Exhibit	297	33.2%
Friend / Family	204	22.8%
Other	190	21.2%
Audiologist	100	11.2%
Offsite Distribution	82	9.2%
Current Reach Florida Codes	22	2.5%

Cohort

Hard of Hearing	721	80.9%
Deaf	157	17.6%
Speech Impaired	13	1.5%

FTRI EQUIPS

Communication equipment. Provided at no charge.

WHO QUALIFIES

- Age 3 or older
- Proof of Florida residency
- Deaf, Hard of Hearing, Deafblind, or Speech Impaired
- Active telephone service, either landline or wireless/cellular

SPECIALIZED EQUIPMENT

Amplified cordless phones, cell phone amplifiers, TTYs, captioning phones, speech aid phones for laryngectomees, visual signalers, and audible ringers.

All FTRI products are provided at no charge.

1,851 TOTAL DEVICES

DEVICE TYPE	DEVICES / SHARE
VCPH	1,144 / 61.8%
VRS	304 / 16.4%
Other	294 / 15.9%
Caption	78 / 4.2%
Wireless	20 / 1.1%
ARS	7 / 0.4%
TTY	4 / 0.2%

TESTIMONIALS

Awesome. Love my phone. Had difficulty adjusting to it. FTRI customer care is wonderful. All problems solved.

– SAMMIE

Was so good to finally hear without having them repeat a number of times.

– STEPHEN

Thank you very much for the phone equipment. I can now hear when someone calls.

– GARY

The phone has been a big help. Thank you very much.

– BERNARD

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	17,843
Calls Placed	28,281
Session Minutes	32,243

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.

We will continue to provide high-quality services, add value for clients and the broader community, and deliver innovative telecommunications access solutions.

Florida Telecommunications Relay, Inc.

BY THE NUMBERS

290,410
Active clients

5,452
Services

1,851
Devices

99%
Client Satisfaction

9.2%
Admin Overhead

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

CONTACT

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

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