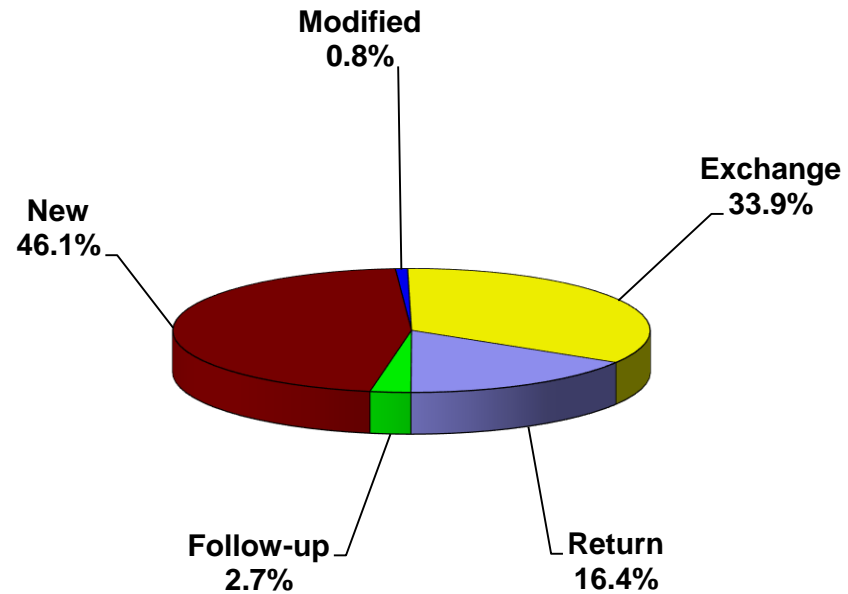




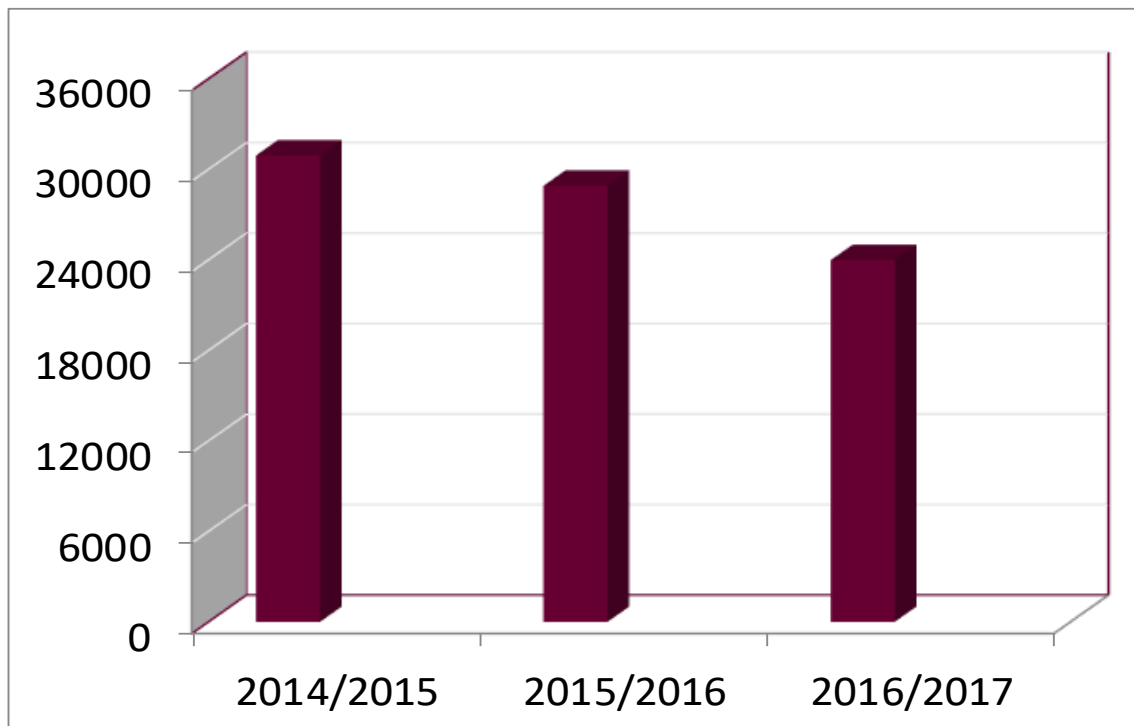
**TASA Meeting
October 31, 2017**

Client Services

The total number of EDP services provided by FTRI for fiscal year 2016/2017 was 23,995.



Total Client Services



FY 14/15 – 30,925

FY 15/16 – 28,919

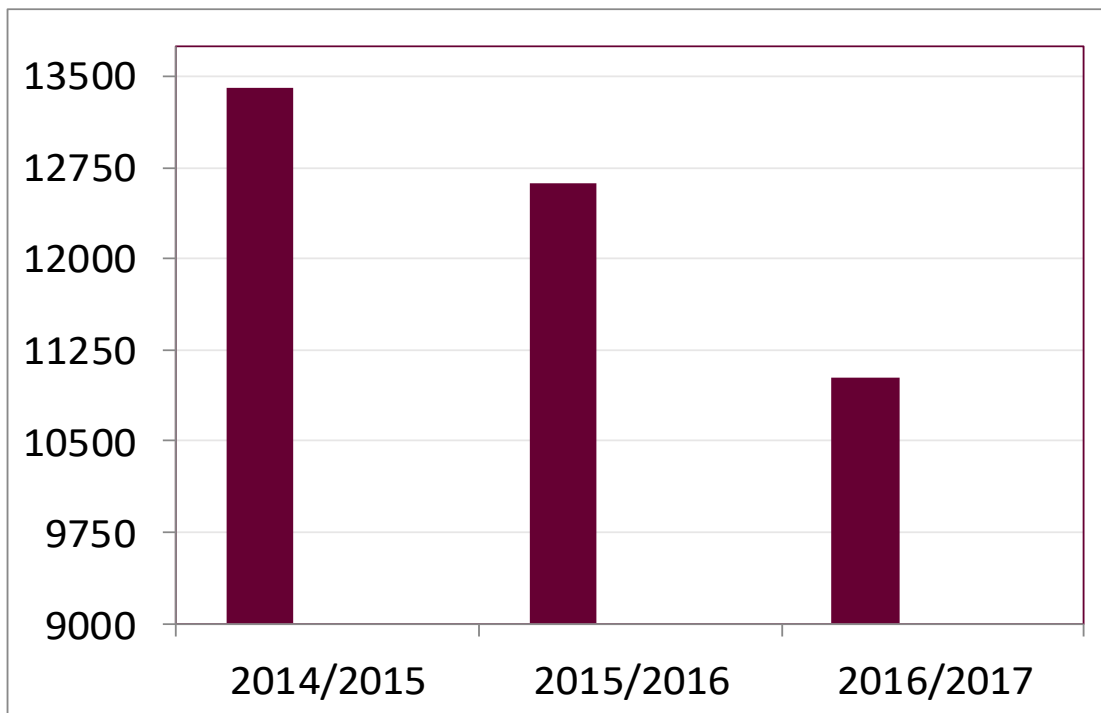
FY 16/17 – 23,995

New Client Services

FTRI served **11,024** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	25
Hard of Hearing	10,932
Speech Impaired	67
Dual Sensory Impaired	0
Total	11,024

New Client Services



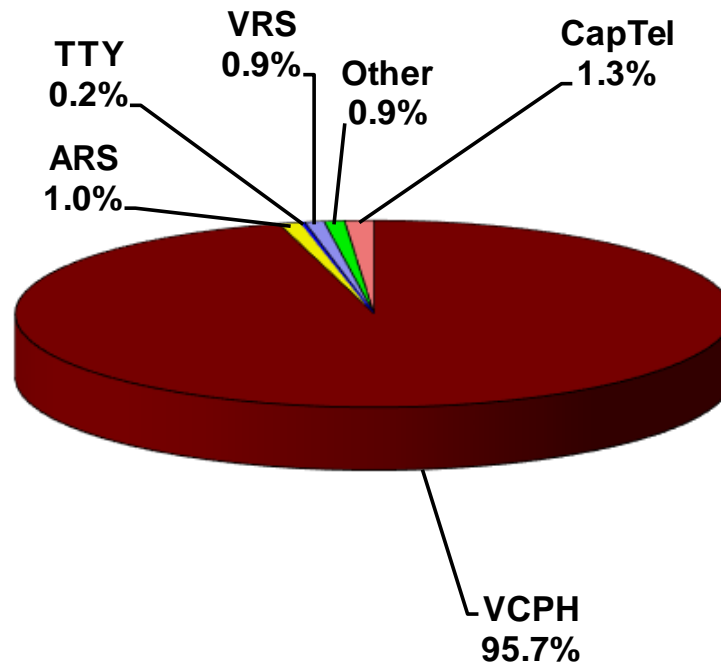
FY 14/15 – 13,408

FY 15/16 – 12,620

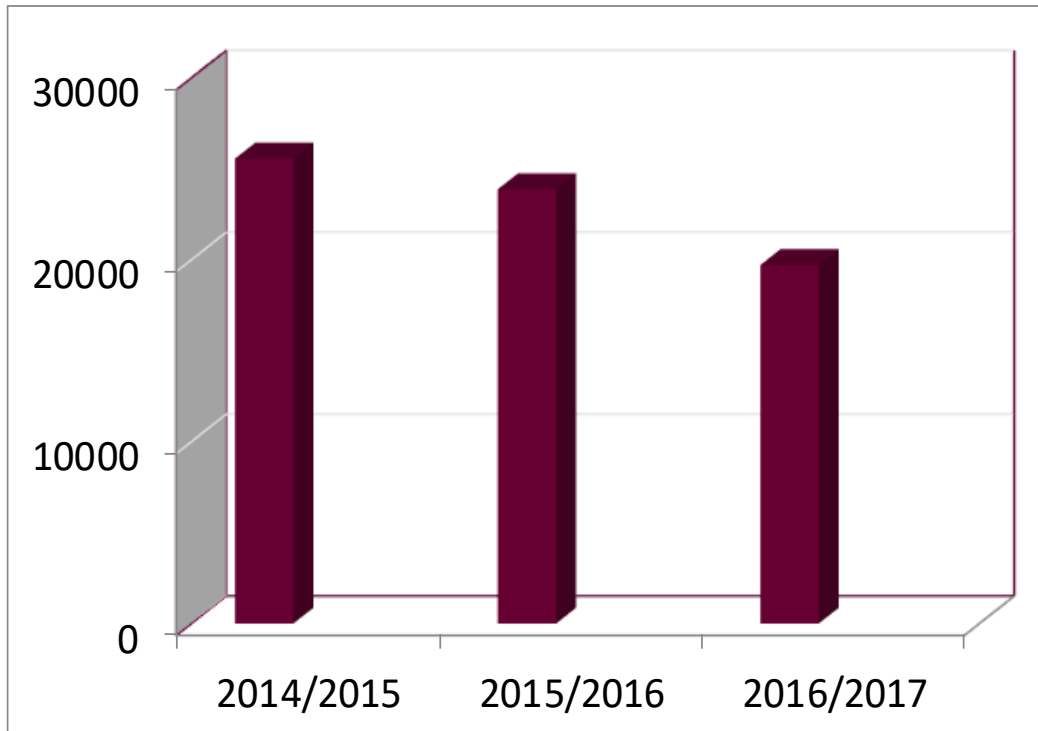
FY 16/17 – 11,024

Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2016/2017 numbered **19,715** units.



Total Equipment Distributed



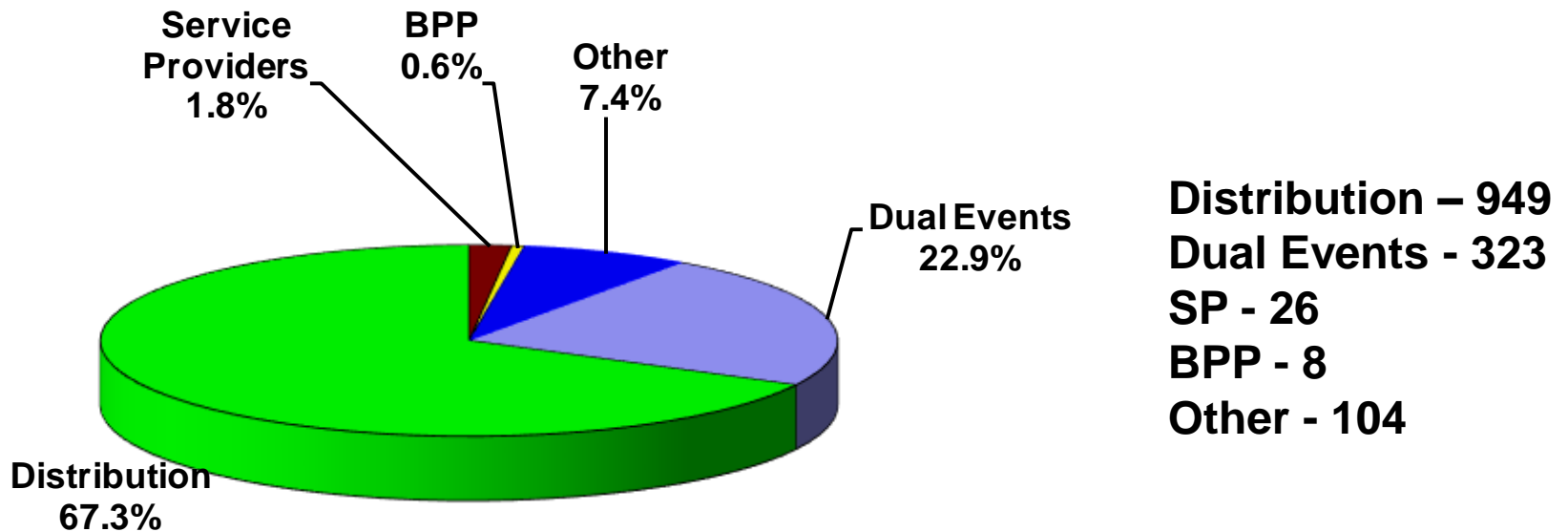
FY 14/15 – 25,564

FY 15/16 – 23,876

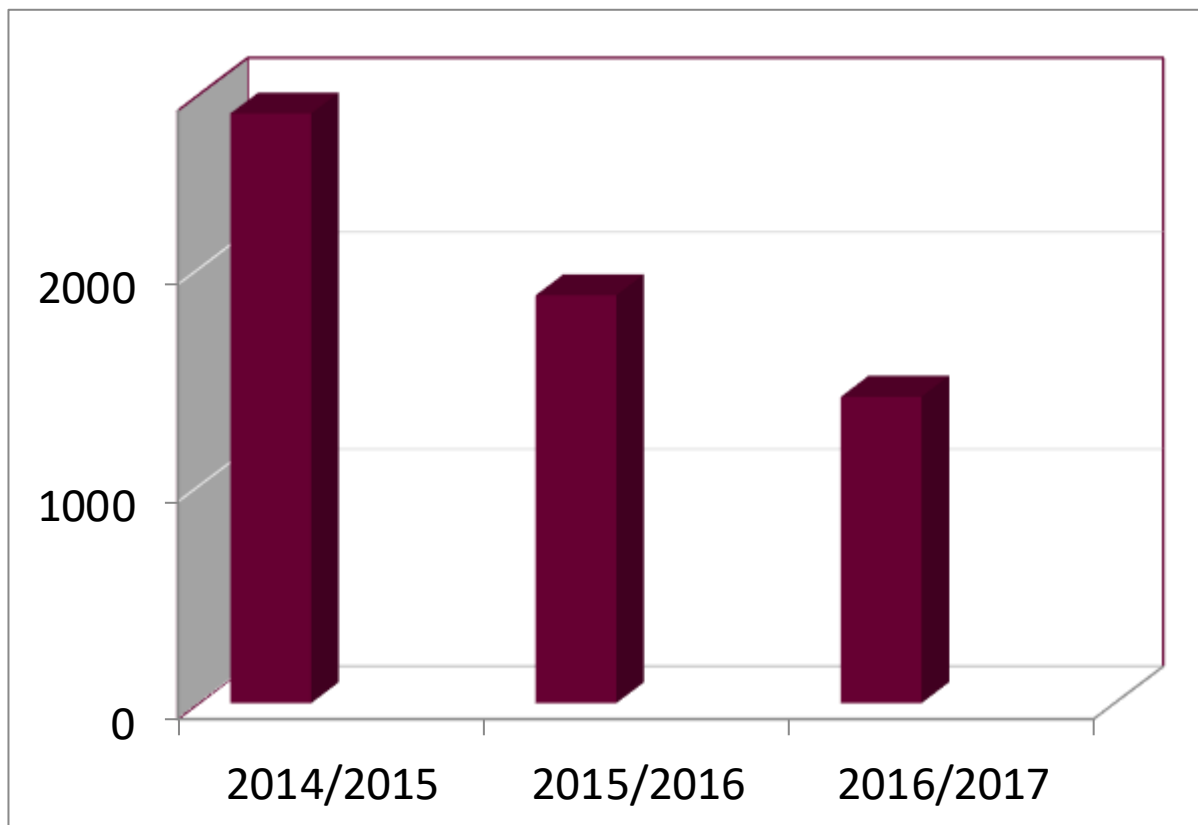
FY 16/17 – 19,715

Outreach

FTRI conducted 1,410 outreach activities, 949 were off-site distribution during fiscal year 2016/2017.



Total Outreach / Distribution



FY 14/15 – 2,713

FY 15/16 – 1,877

FY 16/17 – 1,410

Some of the other services provided...

- Processed 24,933 customer service calls
- Received 2,674 online inquiries through the FTRI website
- Processed more than 73,056 EDP forms
- Provided 811 hours of training and support services to RDCs

Other important facts...

- Continued to place a high priority on protecting the integrity of client information by making security enhancements to the system
- Operated within budget requirements
- Received high marks from the external auditors for financial records and internal controls

Newspaper Ads

**Get This Amplified
Phone *FREE!***



The Clarity XLC3.4 Amplified Cordless Phone is a loud, easy-to-use home phone featuring 50+dB of digital amplified sound and four levels of tone control.

See reverse side to find out how you can get this phone absolutely FREE as a Florida resident!



**Florida
Telecommunications
FTRI Relay, Inc.**



A free solution for those with hearing loss.



Are you or a loved one missing out on important conversations? Hearing loss can be frustrating and lead to isolation. Now, there's no reason to be left out any longer.

If you are a resident of Florida and have a certified hearing loss, you can get the Clarity® XLC3.4™ Amplified Cordless Phone for FREE from FloridaTelecommunications Relay, Inc. (FTRI), a statewide nonprofit 501(c)(3). Clarity phones are an easy-to-use solution that offer amplification and tone control so every call sounds crystal clear.

Contact FTRI today to find out how you can hear loud and clear for free!

Deaf and Hard of Hearing Services of Florida
8610 Galen Wilson Blvd, Bldg B Suite 100
Port Richey, FL 34668
(727) 853-1010

**Florida
Telecommunications
FTRI Relay, Inc.**

#KeepFloridaConnected www.ftri.org/free

Full color 2-sided Insert Ad

Spanish Newspaper Ads

Una solución gratuita para aquellas personas con pérdida de audición.

¿Usted o alguno de sus seres queridos no puede disfrutar de conversaciones importantes? La pérdida de audición puede ser frustrante y lo puede llevar al aislamiento. Ahora, no hay razón para embriarse por más tiempo.

Si es residente en Florida y tiene una pérdida de audición certificada, podrá obtener GRATUITAMENTE el teléfono inalámbrico amplificado Clarity® XLC3.4 por parte de Florida Telecommunications Relay, Inc. (FTRI), una organización sin fines de lucro en todos los estados 50(c)(3). Los teléfonos Clarity son una solución fácil de usar que ofrecen amplificación y control de tono para que cada llamada se oiga clara como el agua.

¡Comuníquese ya con FTRI para averiguar cómo puede oír fuerte y claro de forma gratuita!



**Florida
Telecommunications
FTRI Relay, Inc.**
#KeepFloridaConnected www.ftri.org/clarity

1820 East Park Avenue, Suite 101
Tallahassee, FL 32301
(877) 525-2748

¡Adquiera este teléfono amplificado **GRATUITAMENTE!**

El teléfono inalámbrico amplificado Clarity XLC3.4 es un teléfono para el hogar que se escucha fuerte y cuenta con un sonido amplificado digital de 50+dB y cuatro niveles de control de tono.

Consulte el reverso para averiguar cómo puede obtener este teléfono absolutamente GRATIS si es residente de Florida.



**Florida
Telecommunications
FTRI Relay, Inc.**

Full color 2-sided Insert Ad

Social Media Ads

Florida Relay social media ads pointing readers to CapTel landing page.

Florida Relay 711

Reconnect.
Talk, listen and READ.
Captions for your phone calls.

[Learn more >](#)

***** 8/20 1:45 PM
Has Connie left home
Great we are leaving
will be there to see y
minutes ~~~ can't
e her

... to Review the C

Restrictions apply

THIS IS HISTORY

BLACK HISTORY MONTH
READ NOW

CAMP DAVID
HOW DID CAMP DAVID GET ITS NAME?
READ NOW

Searching for a Solution for Making Phone Calls?

FTRI offers a variety of amplified phones—FREE to qualified applicants.

Hear Clearly. Be Safe. Stay Connected.

Download our application to get started today!

Eligibility is open to Florida residents with hearing or speech loss. To receive specialized telephone equipment, you must provide proof of eligibility.

FTRI specialized telephone equipment is available at no cost. You must also provide proof of residency with one of the following:

- Florida Driver's License
- Florida Voter Registration Card
- Florida Identification Card
- Florida Vehicle Registration
- Florida Medicaid Card
- Letter from Social Security with your name and Florida address

Apply for a Free Amplified Phone Now

*denotes required field

How can we help you?*

- Select one -

First Name *



Twitter/FB Memes



New FTRI Website

Connect with the people that matter to you.

We are a statewide non profit 501(c)3 organization that administers the **Specialized Telecommunications Equipment Distribution Program** for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Disabled. We are also responsible for the education and promotion of the **Florida Relay Service**.



Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Four thousand six hundred and eighty three (4,683) questionnaires were mailed during this fiscal year and FTRI received 1,447 responses for a nearly 31 percent return rate. Ninety-five percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Spread the word!

FTRI's simplified telephones are for *EVERYONE* who qualifies. If you know someone you think can benefit, please pass along this customer service number and tell them to call us today.

1-800-222-3448

FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf-blind, or speech impaired at no charge. FTRI records show that you received equipment from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Florida Telecommunications FTRI Relay, Inc.

Want to learn more about your amplified telephone? Visit our website: www.ftri.org

Please see to our card along the perforation line and mail the completed questionnaire back to FTRI - no postage necessary.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES.

BUSINESS REPLY MAIL

POSTAGE WILL BE PAID BY ADDRESSEE
FLORIDA TELECOMMUNICATIONS RELAY INC.
1820 E PARK AVE STE 101
TALLAHASSEE FL 32301-9812

How do you like your new phone?

Florida Telecommunications FTRI Relay, Inc. 1820 E Park Ave Ste 101 Tallahassee, FL 32301-9812 www.ftri.org

Please take a few minutes to answer the questions below about your experience with the RDC in your area and mail the prepaid postcard to FTRI. If you have any questions or comments, please call or email: FTRI Customer Care 1-888-554-1151 or customer-care@ftri.org Monday-Friday, 8:30 a.m. - 5:00 p.m.

- When you use your new FTRI telephone, is the volume loud and clear enough for you to hear conversations?
 - Yes
 - No
- Did the staff person explain (train) how to use the telephone features (volume, boost, and tone)?
 - Yes
 - No
- Were you satisfied with the explanation (training)?
 - Yes
 - No
- Was the room where you received your telephone loud or distracting?
 - Yes
 - No
- Was the staff person professional and courteous to you?
 - Yes
 - No
- Overall, are you satisfied with your telephone?
 - Yes
 - No
- Would you like someone to contact you to answer any questions you may have about your telephone and how to operate it?
 - Yes
 - No
- If you answered "Yes", please tell us your preferred method. We will use the contact information we have on file to contact you for the method you select.
 - Telephone
 - Email
- Additional comments: _____

Quality Assurance

QA SURVEY (SERVICES)

Date	Emails Se
06/30/2016 (Thursday)	
06/29/2016 (Wednesday)	
06/28/2016 (Tuesday)	
06/25/2016 (Saturday)	
06/24/2016 (Friday)	
06/23/2016 (Thursday)	
06/22/2016 (Wednesday)	
06/21/2016 (Tuesday)	
06/19/2016 (Sunday)	
06/18/2016 (Saturday)	
06/17/2016 (Friday)	
06/16/2016 (Thursday)	
06/15/2016 (Wednesday)	
06/14/2016 (Tuesday)	
06/11/2016 (Saturday)	
06/10/2016 (Friday)	
06/09/2016 (Thursday)	
06/08/2016 (Wednesday)	
06/07/2016 (Tuesday)	
06/04/2016 (Saturday)	
06/03/2016 (Friday)	

QA Email Statistics Report

Summary

Date Range 7/1/2015 - 6/30/2016

RDCs All

[New Search](#)

Export: PDF

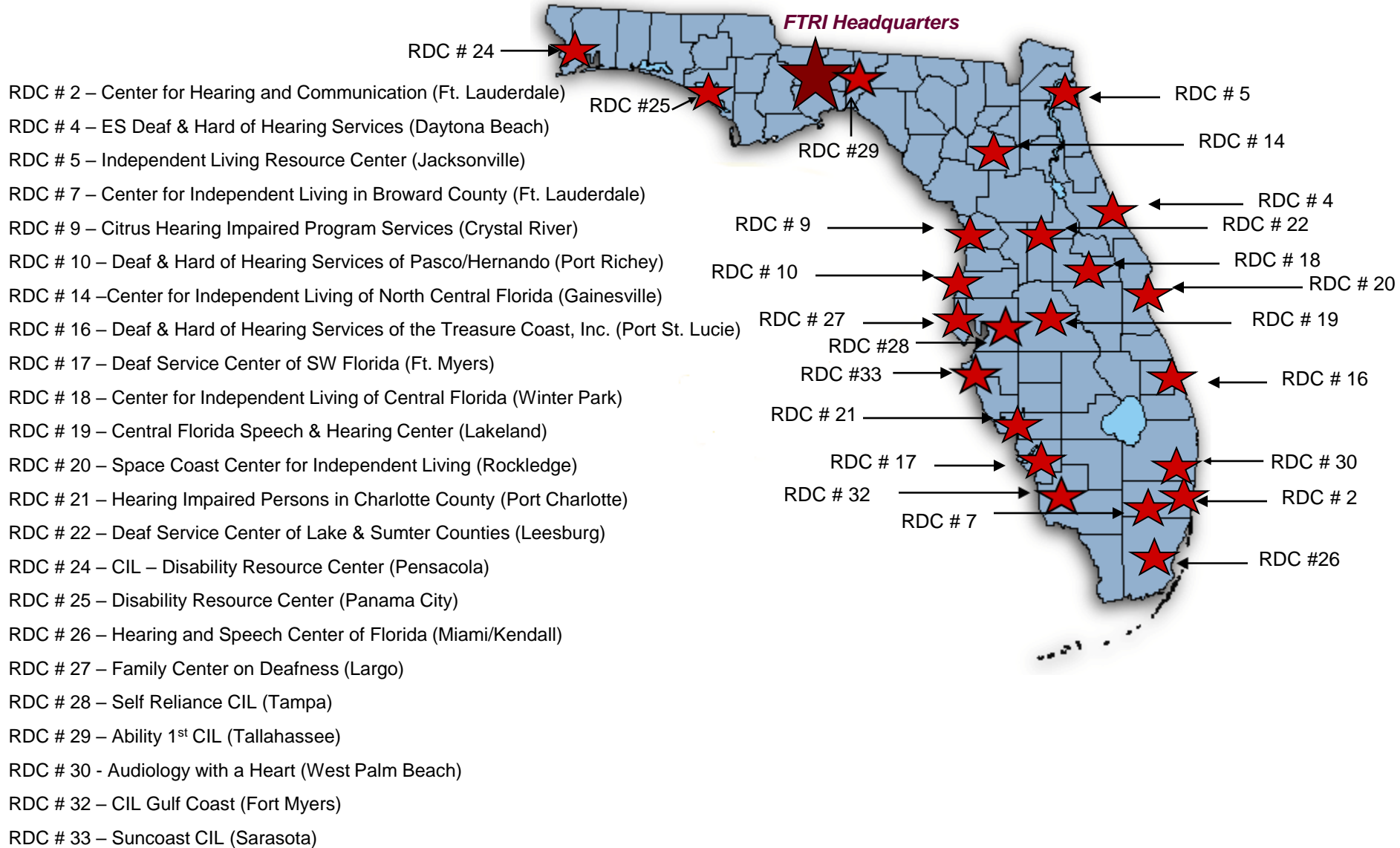
Totals				
Emails Sent	Responses	Response Rate	Unsubscribes	Unsubscribe Rate
8,609	2,200	25.55%	128	1.49%

QA SURVEY (EQUIPMENT)

Date	Emails Sent	Responses	Response Rate	Unsubscribes	Unsubscribe Rate
06/30/2016 (Thursday)	20	2	10.00%	0	0.00%
06/28/2016 (Tuesday)	7	0	0.00%	0	0.00%
06/27/2016 (Monday)	19	3	15.79%	0	0.00%
06/26/2016 (Sunday)	45	11	24.44%	1	0.02%
06/25/2016 (Saturday)	25	5	20.00%	1	0.04%
06/24/2016 (Friday)	15	6	40.00%	0	0.00%

FTRI's automated email system sent quality assurance surveys to 3,899 new clients the subsequent day after receiving services and received 1,075 responses for a 27.57 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

FTRI Regional Distribution Centers



Total of 23 RDCs

****Hours of operation varies from RDC to RDC.***

Questions