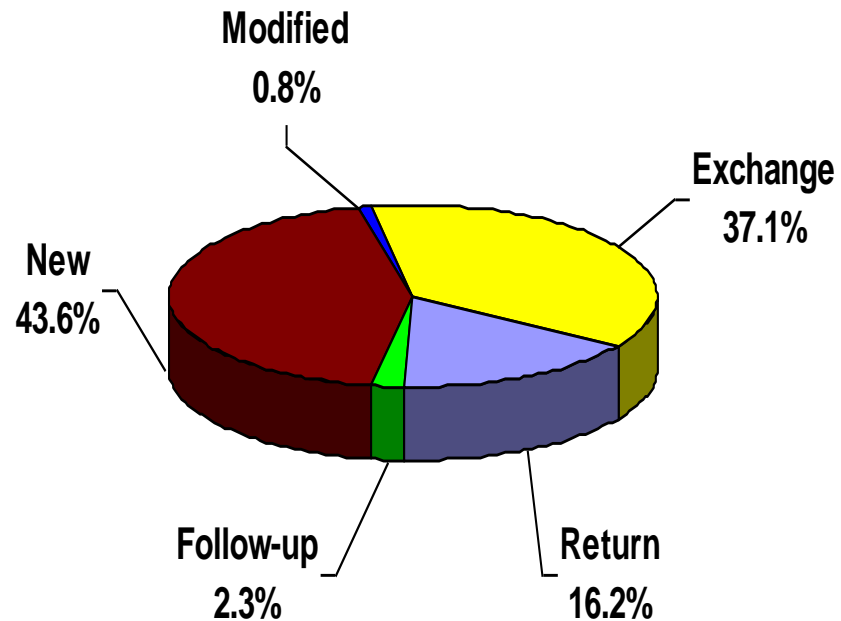




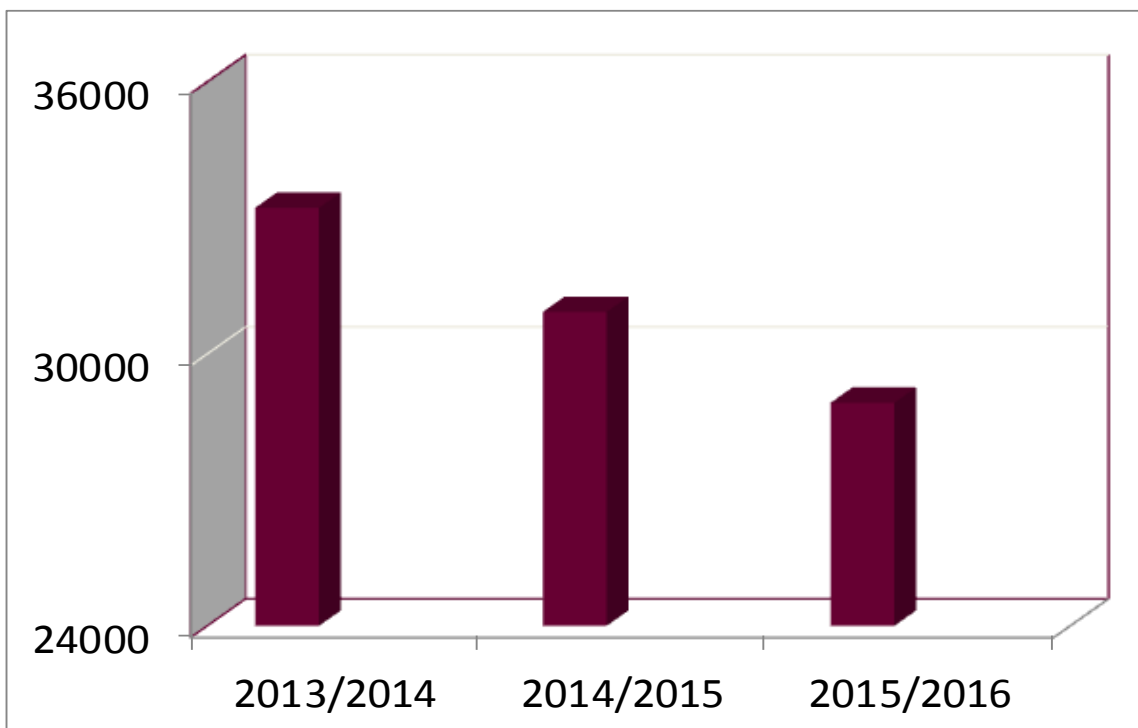
**TASA Meeting  
October 20, 2016**

# *Client Services*

**The total number of EDP services provided by FTRI for fiscal year 2015/2016 was 28,919.**



# ***Total Client Services***



**FY 13/14 – 33,222**

**FY 14/15 – 30,925**

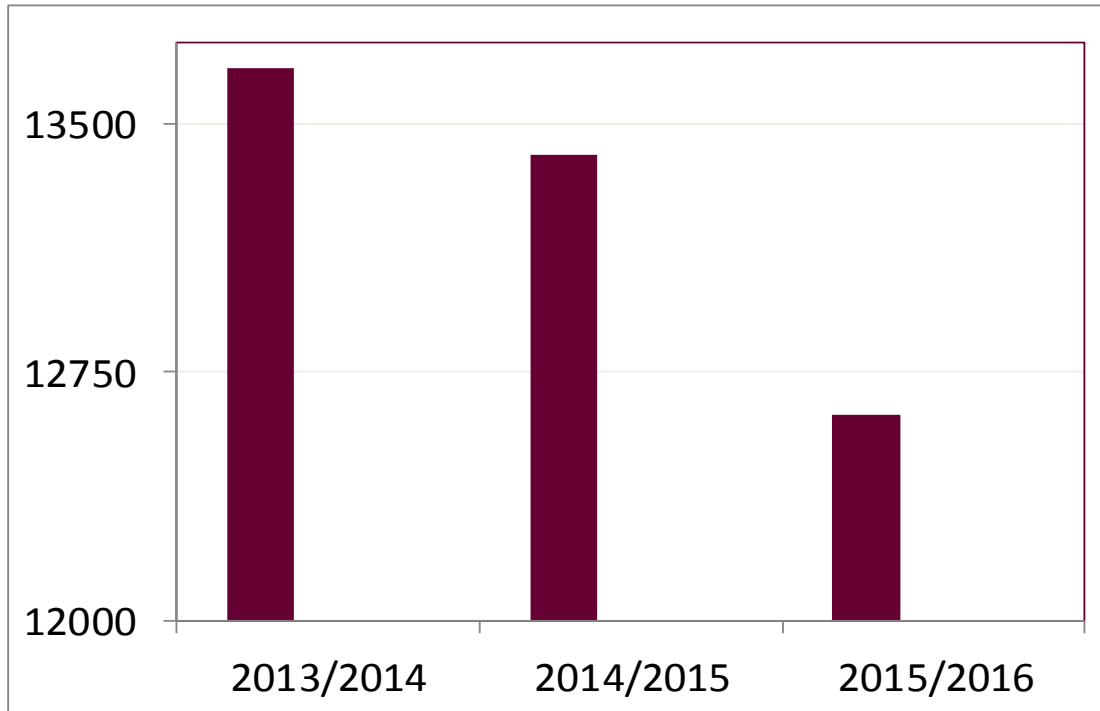
**FY 15/16 – 28,919**

## ***New Client Services***

FTRI served **12,620** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

<b>Group</b>	<b>New Clients</b>
Deaf	49
Hard of Hearing	12,513
Speech Impaired	58
Dual Sensory Impaired	0
<b>Total</b>	<b>12,620</b>

# ***New Client Services***



**FY 13/14 – 13,671**

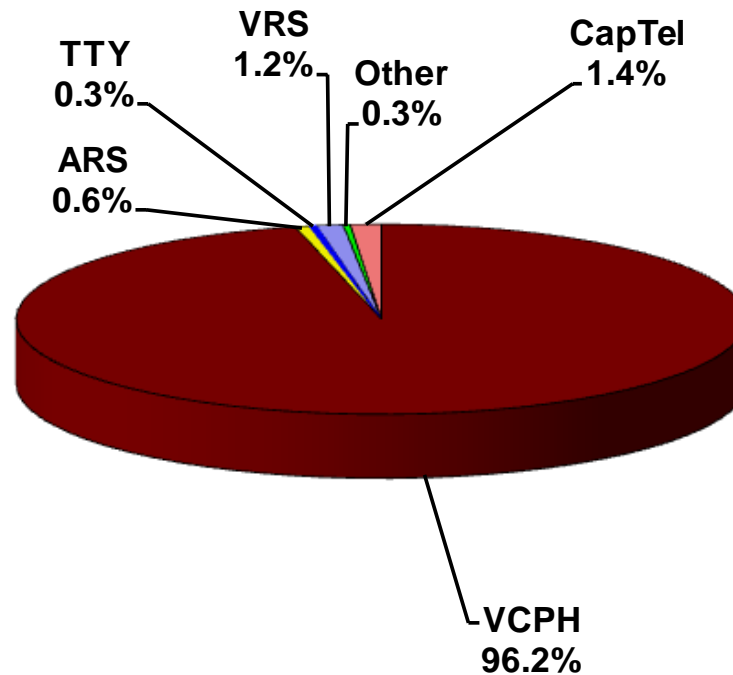
**FY 14/15 – 13,408**

**FY 15/16 – 12,620**

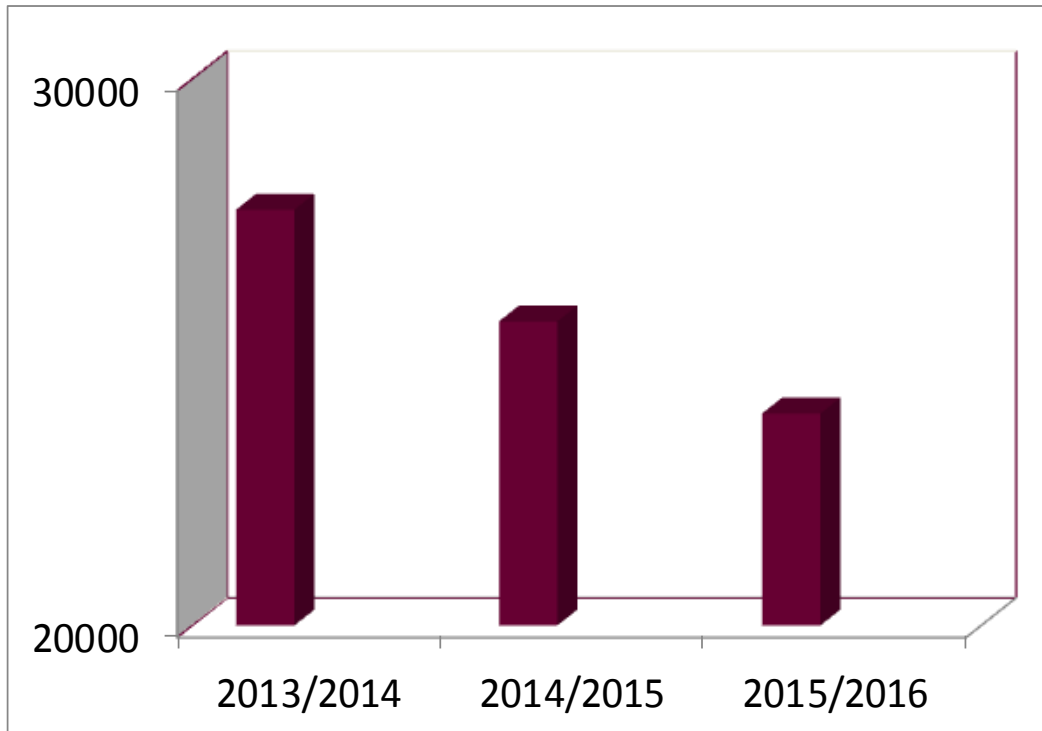
*5.8% decrease over prior year. During FY 15/16 three RDCs discontinued operating the FTRI program.*

# ***Distributed Equipment***

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2015/2016 numbered **23,876** units.



# ***Total Equipment Distributed***



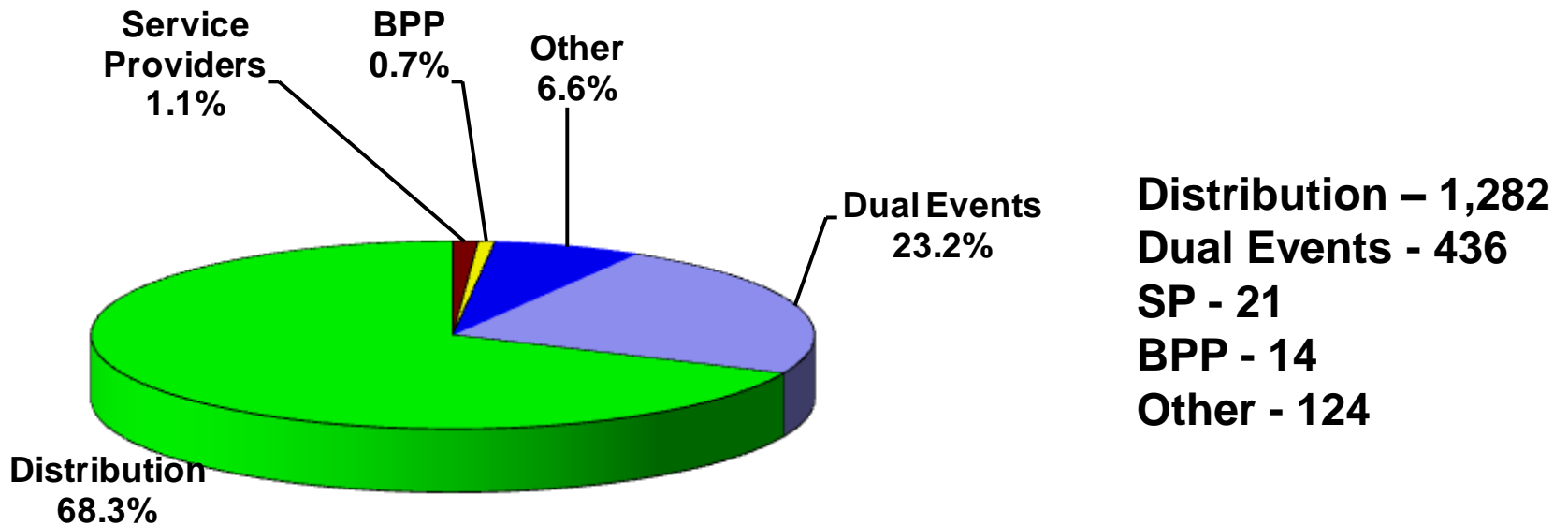
**FY 13/14 – 27,606**

**FY 14/15 – 25,564**

**FY 15/16 – 23,876**

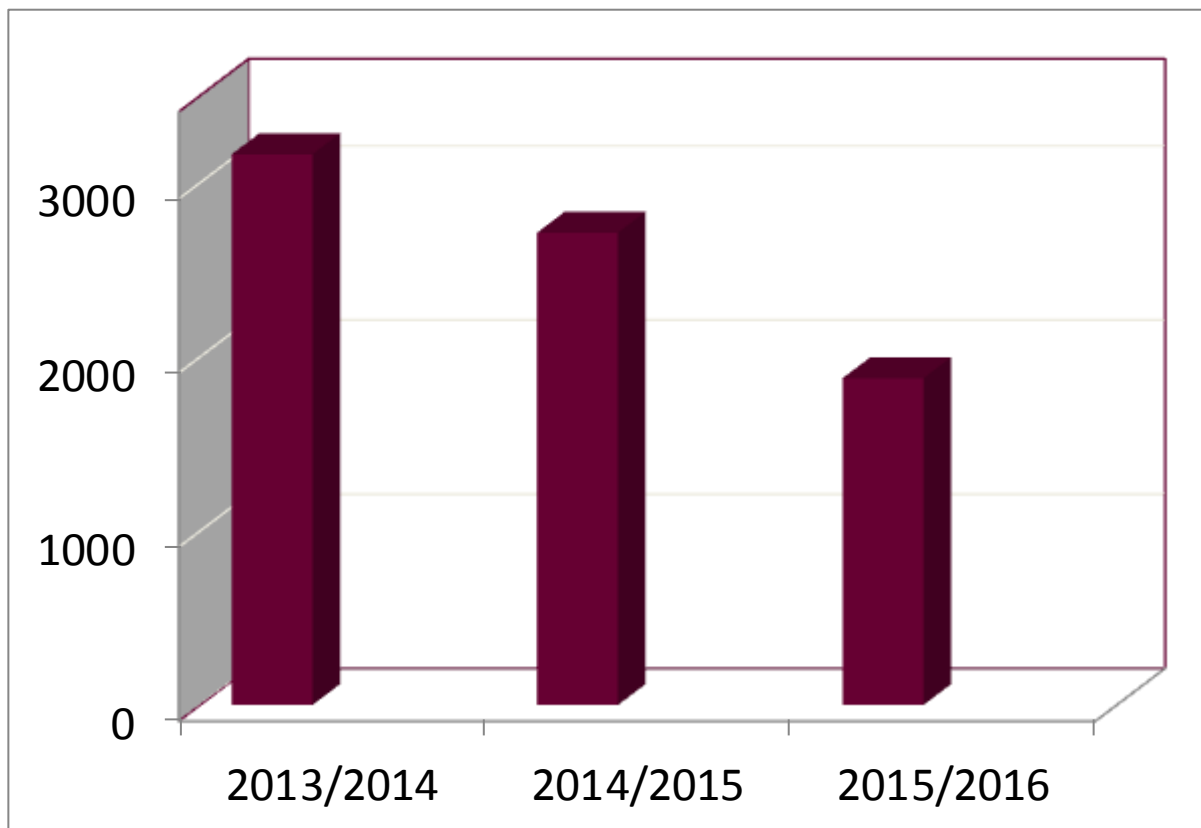
# Outreach

FTRI conducted 1,877 outreach activities, 1,282 were off-site distribution during fiscal year 2015/2016.





# ***Total Outreach / Distribution***



**FY 13/14 – 3,163**

**FY 14/15 – 2,713**

**FY 15/16 – 1,877**

## ***Some of the other services provided...***

- Processed 27,751 customer service calls
- Received 3,452 online inquiries through the FTRI website
- Processed more than 87,906 EDP forms
- Provided 693 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



**Core Expenditure Per Service Provided FY 2010 – 2016**  
 Excluding CAT I (Traditional Relay & CapTel Services) & NDBEDP

Fiscal Year	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Total Core Expenditures	\$5,891,703	\$5,066,067	\$4,634,021	\$4,166,422	\$4,071,914	\$3,940,661
Client Services (N, M, E, R, FU)	52,217	43,179	36,480	33,222	30,925	28,919
Outreach Activities	3,147	2,941	2,807	3,163	2,713	1,877
Customer Calls (FTRI)	16,252	19,464	23,495	29,467	28,347	27,751
Applications Provided	1,536	1,001	1,534	1,031	831	3,452
Total All Services	73,152	66,585	64,316	66,883	62,816	61,999
Ratio \$ Core/All Services	\$80.54	\$76.08	\$72.05	\$62.29	\$64.82	\$63.56

\*Three RDCs (Miami, West Palm Beach, Sarasota/Bradenton) ceased conducting FTRI services during this fiscal year (FY 2015-2016). During FY 2014-2015 these three RDCs accounted for 852 New client services and 2,031 total services and 196 outreach activities (\$65.78).

# Newspaper Ads

Florida Telecommunications  
**FTRI Relay, Inc.** #KeepFloridaConnected

## Loud, Clear, & Free

Florida residents with a certified hearing loss can receive the ClearSounds® A400 Amplified Cordless Phone at NO COST through Florida Telecommunications Relay, Inc.

Enjoy effortless conversations again—contact FTRI today!



Contact your area center for details:  
 Deaf and Hard of Hearing Services of the Treasure Coast, Inc.  
 1313 NE Jensen Beach Blvd • Jensen Beach, FL 34957 • 772-334-2223

www.ftrirelay.com

Florida Telecommunications  
**FTRI Relay, Inc.** #KeepFloridaConnected



## Loud, Clear, & Free

Florida residents with a certified hearing loss can receive the ClearSounds® A400 Amplified Cordless Phone at NO COST through Florida Telecommunications Relay, Inc.

Contact your area center for details:  
 Center for Independent Living in Central Florida  
 718 Hook Landing Dr • Winter Park, FL 32789 • 407-423-1070

Essex State Florida, Inc.  
 2810 Woodlawn Ave • Winter Park, FL 32789 • 407-426-4545

www.ftrirelay.com

## Loud, Clear & Free

The ClearSounds® A400 Amplified Cordless Phone and CSC500 Amplified Corded Phone are easy-to-use, powerful home phones that provide amplification and tone control so you can hear every conversation clearly.

See reverse side to learn how to get this phone absolutely FREE as a Florida resident!



Amplifies up to 40 dB

Florida Telecommunications  
**FTRI Relay, Inc.**

ClearSounds

Florida Telecommunications  
**FTRI Relay, Inc.** #KeepFloridaConnected

## We all know someone with hearing loss.

"Hi, Grandpa! Mommy said you got a new ClearSounds® amplified phone from FTRI. I'm so glad you can hear me tell you all about my soccer games now. I scored a goal today!"

When you or someone you love struggles to hear on the phone, calls become stressful. This leads to isolation and frustration.

### There are solutions!

If you live in Florida and have a certified hearing loss, you can receive—at no cost—the ClearSounds® A400 Amplified Cordless Phone or CSC500 Amplified Corded Phone, two powerful yet easy-to-use solutions that offer amplification and tone control so every call sounds crystal clear. Both high-quality phones are available at no cost through Florida Telecommunications Relay, Inc. (FTRI, a statewide nonprofit 501(c)(3)).

Enjoy effortless conversations again—contact FTRI today.



ClearSounds

Hearing Impaired Persons, Inc. of Charlotte County  
 21480 Ulbrake Drive, Unit 8  
 Fort Charlotte, FL 32952  
**FTRI** 841.748.8947 www.ftrirelay.com

Full color 2-sided Insert Ad



# Newspaper Ads



**FREE PHONE!**  
For those with hearing loss

Qualified Florida residents can receive one of these amplified telephones FREE from Florida Telecommunications Relay, Inc. (FTRI), a nonprofit distributor of amplified telephones for people with hearing loss and speech challenges.



Clarity® XLC3.4™

Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties  
628 Cypress Avenue • Venice, FL 34285 • (941) 486-5709  
www.ftri.org/free



#KeepFloridaConnected



**FREE PHONE!**  
For those with hearing loss

Qualified Florida residents can receive one of these amplified telephones FREE from Florida Telecommunications Relay, Inc. (FTRI), a nonprofit distributor of amplified telephones for people with hearing loss and speech challenges.



**Clarity® XLC3.4™**

- Amplifies calls over 50dB
- Amplifies outgoing speech
- Loud and clear speakerphone
- High contrast Talking Caller ID
- Removable talking dial pad
- Extra loud flashing ringer
- Hearing aid compatible
- Add up to four (4) handsets

Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties  
628 Cypress Avenue • Venice, FL 34285  
(941) 486-5709



#KeepFloridaConnected www.ftri.org/free



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 Florida Telecommunications 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**

**Florida Telecommunications FTRI Relay, Inc.**

8610 Galen Wilson Blvd, Bldg B Suite 100  
Port Richey, FL 34668  
(727) 853-1010

#KeepFloridaConnected www.ftri.org/free

**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.**



Full color 2-sided Insert Ad

# CapTel Insert Ad

**Can't hear on the phone?**  
Get a Captioned Telephone FREE

The CapTel® Captioned Telephone shows you word-for-word captions of everything your caller says. It's similar to captions seen on TV.

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



CapTel® 840

**Free solution for people  
with hearing loss**



Now you can be sure you'll catch every word of the conversation. If you can't quite hear what they say, just read the captions to be certain.

If you are a resident of Florida and have a certified hearing loss, you may qualify for a CapTel® 840 Captioned Telephone for FREE from Florida Telecommunications Relay, Inc (FTRI). FTRI is a statewide non-profit organization that provides amplified telephones for people with hearing loss at no cost.

Call today to see if you qualify for a free phone!

**Family Center on Deafness**  
12445 62nd Street N., #303  
Largo, FL 33773  
727-399-9983

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



**Full color 2-sided Insert Ad**



## Banner Ads

# FREE PHONE!

for those with hearing loss



Alto™



XLC2™



**NEW PRODUCT XLC3.4™**

- 50dB of amplification
- Caller ID screen
- Loud and clear speakerphone
- ClarityLogic™ customer support


**FGS is kicking off 2016 by announcing the renewal of their partnership with FTRI, the distributor of amplified telephones to Floridians with hearing loss!**



Learn more about FTRI at 800-222-3448 and #KeepFloridaConnected



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Call 561.414.0675
Sign In




### Florida Academy of Audiology


**How FLAA Serves Florida**

- Professional Lobbying Efforts
- Continuing Education Opportunities
- Professional Updates
- Leadership / Liaison with the American Academy of Audiology


The mission of the Florida Academy of Audiology is to represent Florida Audiologists and



Find an Audiologist




2016 FLAA Convention



The most powerful amplified telephone  
Up to 50dB of gain

2016 Sponsors



FLAA Job Board

**Florida Audiology News**

22 Aug Member review of the 2016 Florida Academy of Audiology Convention  
August 22, 2016 by FLAA

22 Aug One member impression of the 2016 Florida Academy of Audiology Conference

## Facebook Ads



Jacksonville residents with hearing loss... get the amplified phone you need to stay connected.



#KeepFloridaConnected

This is a Facebook advertisement for Jacksonville residents with hearing loss. The ad features a photograph of two elderly people sitting on a beach. To the right of the photo is a large image of a white amplified phone. The text reads: "Jacksonville residents with hearing loss... get the amplified phone you need to stay connected." At the bottom, there is a purple bar with the hashtag #KeepFloridaConnected.



Florida Telecommunications Relay, Inc.  
Sponsored · 19

Apply and receive your phone at Deaf & Hearing Resources of Palm Beach County

Palm Beach County residents with hearing loss... get the amplified phone you need to stay connected.



#KeepFloridaConnected

FTRI - West Palm Beach  
www.ftri.org

Like · Comment · Share · 2

This is a Facebook advertisement for Palm Beach County residents with hearing loss. The ad features a photograph of a person's hands. To the right of the photo is a large image of a white amplified phone. The text reads: "Palm Beach County residents with hearing loss... get the amplified phone you need to stay connected." At the bottom, there is a purple bar with the hashtag #KeepFloridaConnected. Below the ad, the Facebook interface shows the name "FTRI - West Palm Beach", the website "www.ftri.org", and interaction buttons for "Like", "Comment", and "Share" with a count of "2".



## Twitter/FB Memes



# 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 three hundred and thirty-six (4,336) questionnaires were mailed during this fiscal year and FTRI received 1,227 responses for a nearly 28 percent return rate. Ninety-four 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](http://www.ftri.org)

*Please see to 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. Tallahassee, FL 32301-9809 [www.ftri.org](http://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](mailto: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%

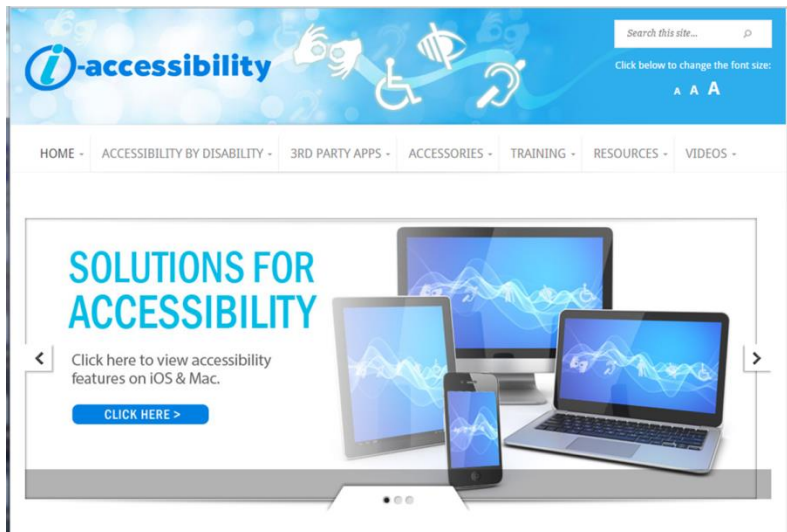
FTRI's automated email system sent quality assurance surveys to 4,360 new clients the subsequent day after receiving services and received 1,239 responses for a 28.42 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

# ***NDBEDP – iCanConnect***

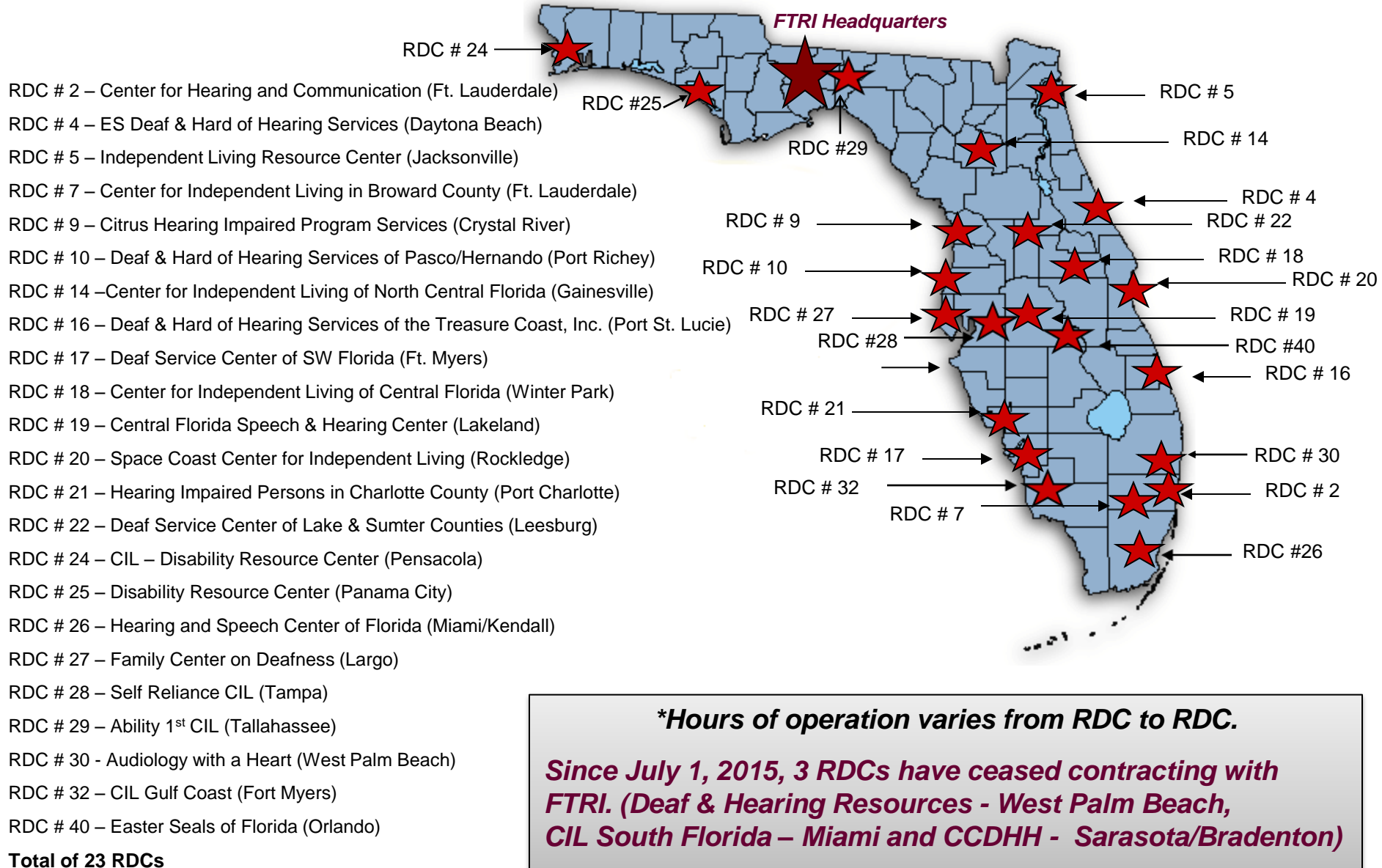
**FY 2015/2016**

- Number of new client served – 17
- Number of existing client served – 42
- Number of equipment distributed – 98

**As of June 30, 2016, FTRI relinquished it's certification to FCC. HKNC is currently certificated to serve Florida.**



# FTRI Regional Distribution Centers



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

***Since July 1, 2015, 3 RDCs have ceased contracting with FTRI. (Deaf & Hearing Resources - West Palm Beach, CIL South Florida – Miami and CCDHH - Sarasota/Bradenton)***



# Outreach Update



## FY 2016-2017 Newspaper Campaign

### Average Cost Per Service

*(Number of documented individuals who saw the advertisement (since July 19<sup>th</sup>) and received services – data retrieved from IMS Spreadsheet & Client Survey)*

Referral Sources	Publication Date – Report Run Date	Cost	All Services	Average Cost	New Clients	Average Cost
Insert Ad (July 19, 2016 – June 30, 2017)	Jul, Aug, Sep 2016 – Oct 11, 2016 <small>(12:09am)</small>	\$116,968.31	1,511	\$77.41	1,063	\$112.79
<b>Total</b>	Jul, Aug, Sep 2016 – Oct 11, 2016	\$116,968.31	1,511	<b>\$77.41</b>	1,063	<b>\$110.03</b>

### Average Cost Per Contact

*(Number of documented individuals who saw the advertisement (since July 19<sup>th</sup>) and contacted FTRI/RDC – includes data retrieved from IMS Spreadsheet, Client Survey, Application Request, and Customer Care)*

Referral Sources	Publication Date – Report Run Date	Cost	Contacts	Average Cost
Insert Ad (July 19, 2016 – June 30, 2017)	Jul, Aug, Sep 2016 – Oct 11, 2016 <small>(12:09am)</small>	\$116,968.31	2,185	\$53.53
<b>Total</b>	Jul, Aug, Sep 2016 – Oct 11, 2016	\$116,968.31	2,185	<b>\$53.53</b>

*The average cost figures in the green shaded boxes are what FTRI is focusing on when requesting additional newspaper advertising funds. Ideally, the lower these figure the better the justification.*

# Outreach Update

Newspaper	July '16	July '16	July '16	July '16	July '16	Aug '16	Aug '16	Aug '16	Aug '16	Aug '16	Sept '16	Sept '16	Sept '16	Sept '16	Sept '16
	Cost	New	New CPA	Total	Total CPA	Cost	New	New CPA	Total	Total CPA	Cost	New	New CPA	Total	Total CPA
Brandon News Tribune Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Bradenton Herald Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Crystal River Citrus County Chronicle Total	\$1,800.00	7	\$257.14	10	\$180.00	\$1,800.00	18	\$100.00	19	\$94.74	\$1,432.56	9	\$159.17	15	\$95.50
Daytona Beach News Journal Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Ft Lauderdale El Sentinel Total	\$1,711.23	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Ft Lauderdale Sun-Sentinel Total	\$2,450.66	33	\$74.26	66	\$37.13	\$1,327.55	43	\$30.87	77	\$17.24	\$1,323.27	48	\$27.57	87	\$15.21
Ft Myers News-Press Media Group Total	\$1,599.54	14	\$114.25	14	\$114.25	\$0.00	4	\$0.00	4	\$0.00	\$0.00	4	\$0.00	4	\$0.00
Ft Walton Northwest Florida Daily News Total	\$1,085.45	6	\$180.91	6	\$180.91	\$1,170.45	0	\$0.00	0	\$0.00	\$1,190.00	1	\$1,190.00	1	\$1,190.00
Gainesville Sun Total	\$1,058.88	2	\$529.44	2	\$529.44	\$1,058.88	5	\$211.78	5	\$211.78	\$0.00	21	\$0.00	34	\$0.00
Hometown News - 5 editions Brevard County	\$3,194.87	19	\$168.15	22	\$145.22	\$3,194.87	20	\$159.74	32	\$99.84	\$3,194.87	15	\$212.99	25	\$127.79
Hometown News - St Lucie Zone	\$789.93	2	\$394.97	3	\$263.31	\$789.93	15	\$52.66	16	\$49.37	\$794.62	4	\$198.66	7	\$113.52
Jacksonville FL Times Union Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Lake City Reporter	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Lakeland Ledger Total	\$1,525.58	9	\$169.51	12	\$127.13	\$1,525.58	9	\$169.51	19	\$80.29	\$0.00	4	\$0.00	5	\$0.00
Leesburg Daily Commercial Total	\$1,132.70	25	\$45.31	31	\$36.54	\$1,087.99	23	\$47.30	27	\$40.30	\$1,080.64	16	\$67.54	23	\$46.98
Marco Island Eagle Total	\$890.00	2	\$445.00	2	\$445.00	\$422.30	2	\$211.15	3	\$140.77	\$432.30	2	\$216.15	2	\$216.15
Miami Herald Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Naples Daily News Total	\$1,832.09	12	\$152.67	13	\$140.93	\$1,163.97	12	\$97.00	13	\$89.54	\$1,090.04	9	\$121.12	13	\$83.85
Navarre Press Total	\$860.00	0	\$0.00	0	\$0.00	\$860.00	2	\$430.00	2	\$430.00	\$0.00	0	\$0.00	0	\$0.00
Ocala Star Banner Total	\$1,289.40	6	\$214.90	14	\$92.10	\$1,289.40	18	\$71.63	35	\$36.84	\$1,208.23	3	\$402.74	5	\$241.65
Orange Park Clay Today Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Orlando Sentinel - Orange Zone Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Ormond Beach Observer Total*	\$1,014.25	0	\$1,014.25	0	\$1,014.25	\$1,014.25	4	\$253.56	5	\$202.85	\$1,284.26	16	\$80.27	19	\$67.59
Palm Beach Post Total	\$2,431.43	23	\$105.71	41	\$59.30	\$2,431.43	46	\$52.86	88	\$27.63	\$2,277.79	47	\$48.46	88	\$25.88
Palm Coast Observer Total*	\$1,554.26	1	\$1,554.26	1	\$1,554.26	\$1,554.26	15	\$103.62	15	\$103.62	\$1,284.26	15	\$85.62	17	\$75.54
Panama City News Herald Total	\$1,190.00	17	\$70.00	17	\$70.00	\$1,190.00	8	\$148.75	10	\$119.00	\$1,190.00	12	\$99.17	15	\$79.33
Pensacola News-Journal Total	\$2,117.00	14	\$151.21	18	\$117.61	\$1,058.50	14	\$75.61	26	\$40.71	\$1,057.22	8	\$132.15	11	\$96.11
Port Charlotte Sun Herald Total	\$1,952.52	9	\$216.95	15	\$130.17	\$1,952.52	15	\$130.17	18	\$108.47	\$1,954.10	4	\$488.53	5	\$390.82
Sarasota Observer Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
St Augustine Record Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Stuart Treasure Coast News/Press-Tribune Total	\$1,237.62	6	\$206.27	14	\$88.40	\$1,237.62	20	\$61.88	27	\$45.84	\$1,266.15	26	\$48.70	40	\$31.65
Sun City Center Observer Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	1	\$0.00	1	\$0.00
Suncoast News Pasco Total	\$3,764.25	10	\$376.43	12	\$313.69	\$3,764.25	12	\$313.69	16	\$235.27	\$3,955.55	28	\$141.27	36	\$109.88
Tallahassee Democrat Total	\$1,754.35	17	\$103.20	29	\$60.49	\$1,754.35	12	\$146.20	17	\$103.20	\$1,554.12	7	\$0.00	15	\$0.00
Tampa Bay Times Total	\$1,991.10	22	\$90.50	29	\$68.66	\$2,028.00	11	\$184.36	12	\$169.00	\$2,807.64	13	\$215.97	16	\$175.48
Venice Gondolier Sun Total	\$803.88	2	\$401.94	5	\$160.78	\$803.88	5	\$160.78	6	\$133.98	\$0.00	2	\$0.00	2	\$0.00
Villages Daily Sun Total	\$3,386.75	56	\$60.48	60	\$56.45	\$3,386.75	52	\$65.13	53	\$63.90	\$3,288.26	51	\$64.48	55	\$59.79
West Volusia Beacon Total	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
Winter Park-Maitland Observer Total	\$726.46	0	\$0.00	0	\$0.00	\$291.50	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00
<b>Grand Total</b>	<b>\$45,144.20</b>	<b>314</b>	<b>\$7,097.71</b>	<b>436</b>	<b>\$5,986.02</b>	<b>\$38,158.23</b>	<b>385</b>	<b>\$3,278.24</b>	<b>545</b>	<b>\$2,644.16</b>	<b>\$33,665.88</b>	<b>366</b>	<b>\$4,000.54</b>	<b>541</b>	<b>\$3,242.74</b>
<b>Average</b>			<b>\$143.77</b>		<b>\$103.54</b>			<b>\$99.11</b>		<b>\$70.02</b>			<b>\$91.98</b>		<b>\$62.23</b>

# *Questions*