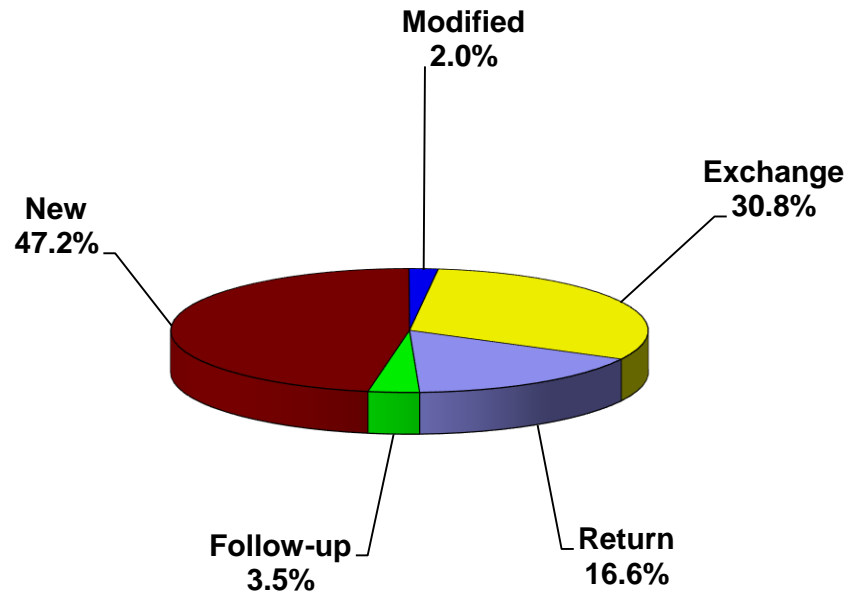




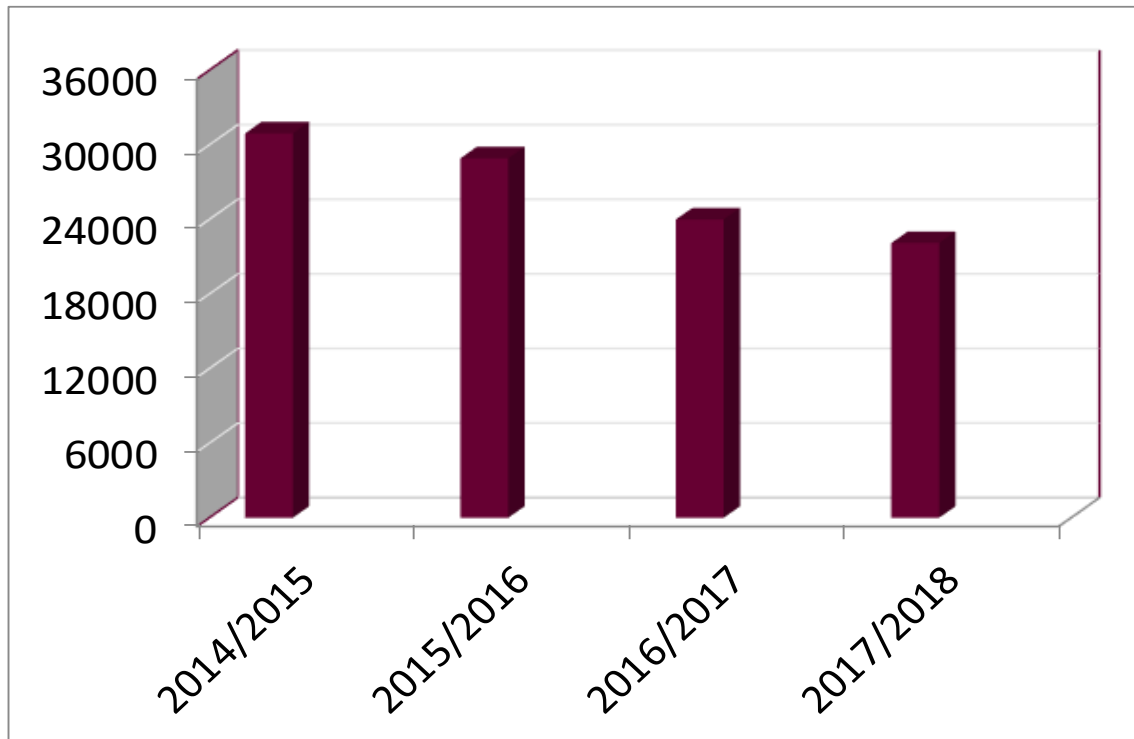
**TASA Meeting  
October 25, 2018**

# *Client Services*

The total number of EDP services provided by FTRI for fiscal year 2017/2018 was 22,107.



# ***Total Client Services***



**FY 14/15 – 30,925**

**FY 15/16 – 28,919**

**FY 16/17 – 23,995**

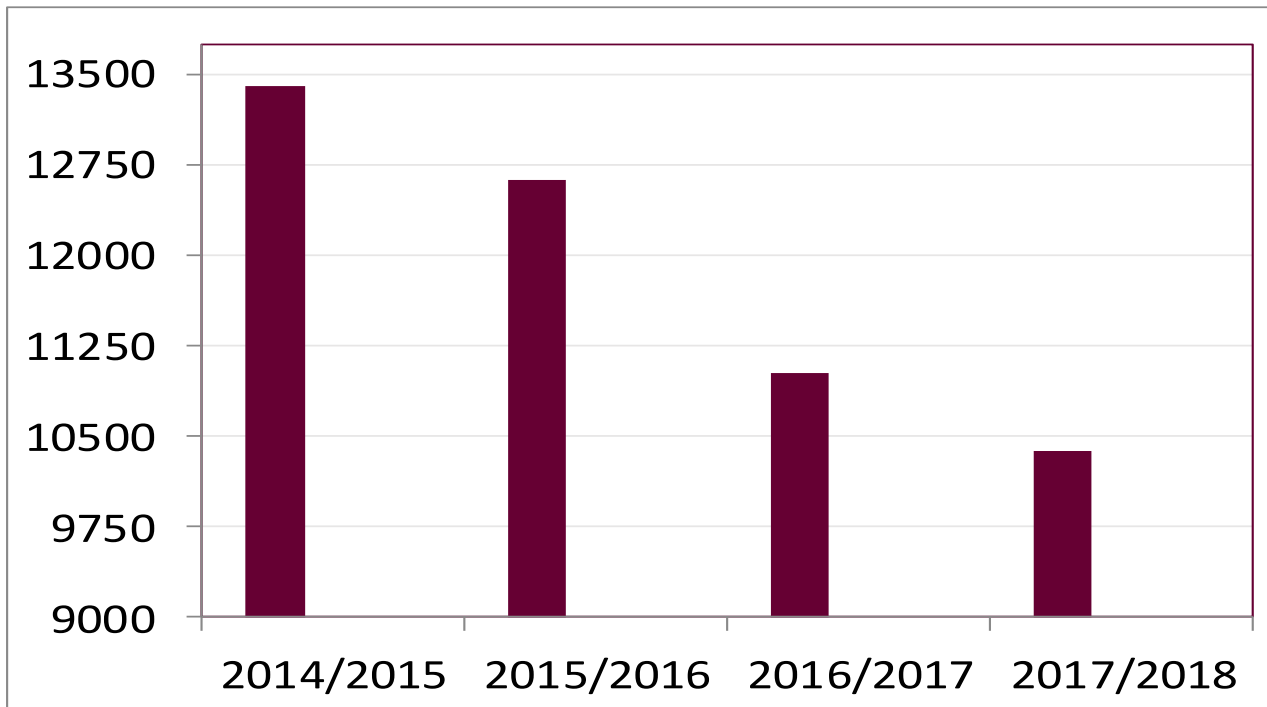
**FY 17/18 – 22,107**

## ***New Client Services***

FTRI served **10,378** 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	27
Hard of Hearing	10,304
Speech Impaired	47
Dual Sensory Impaired	0
<b>Total</b>	<b>10,378</b>

# ***New Client Services***



**FY 14/15 – 13,408**

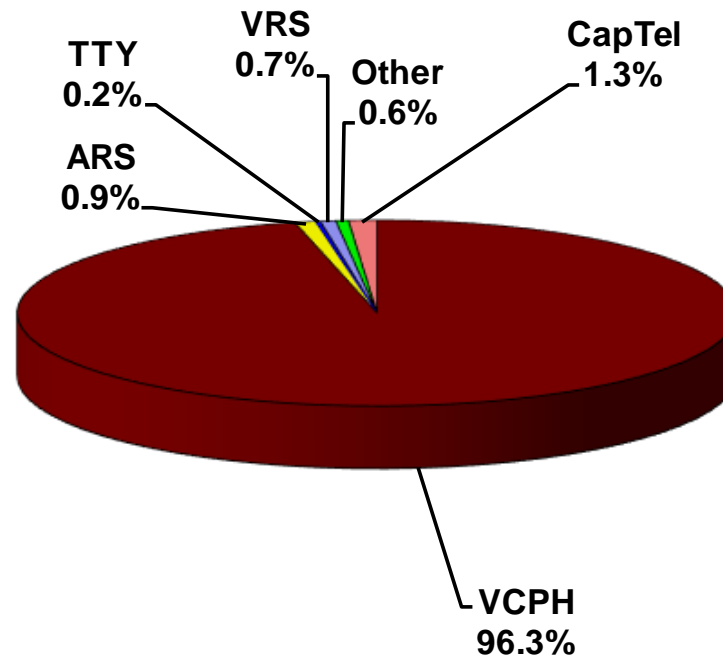
**FY 15/16 – 12,620**

**FY 16/17 – 11,024**

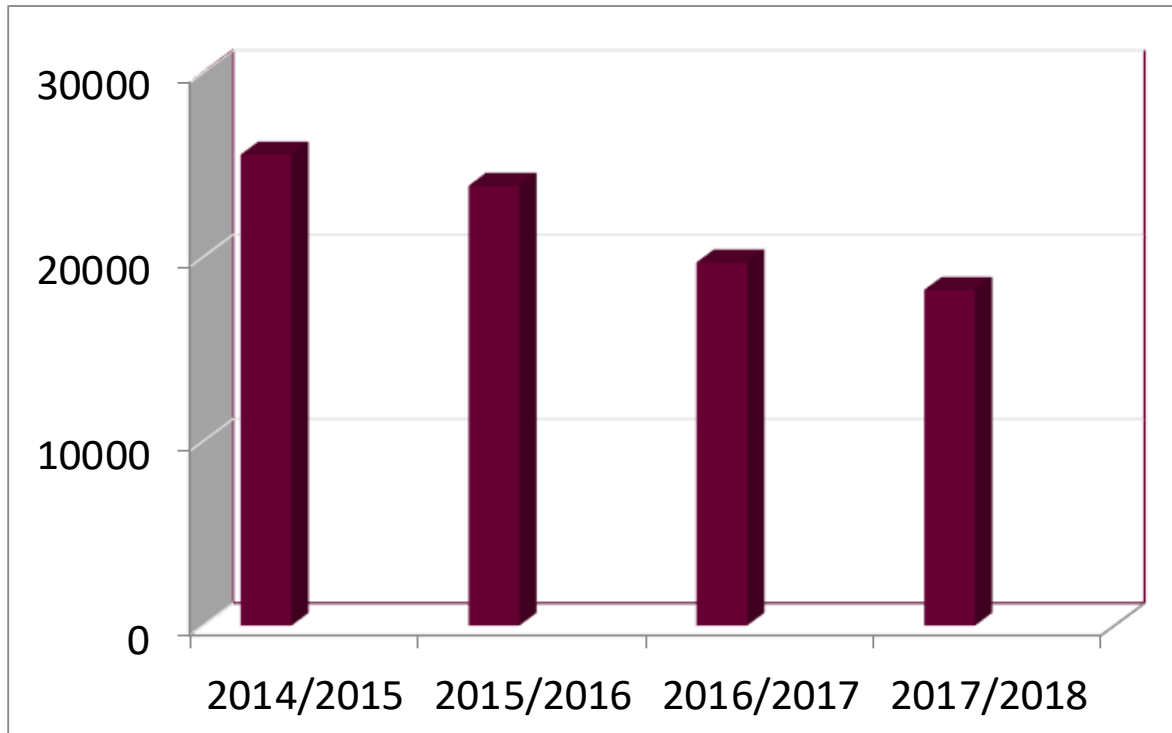
**FY 17/18 – 10,378**

# ***Distributed Equipment***

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2017/2018 numbered **18,233** units.



# ***Total Equipment Distributed***



**FY 14/15 – 25,564**

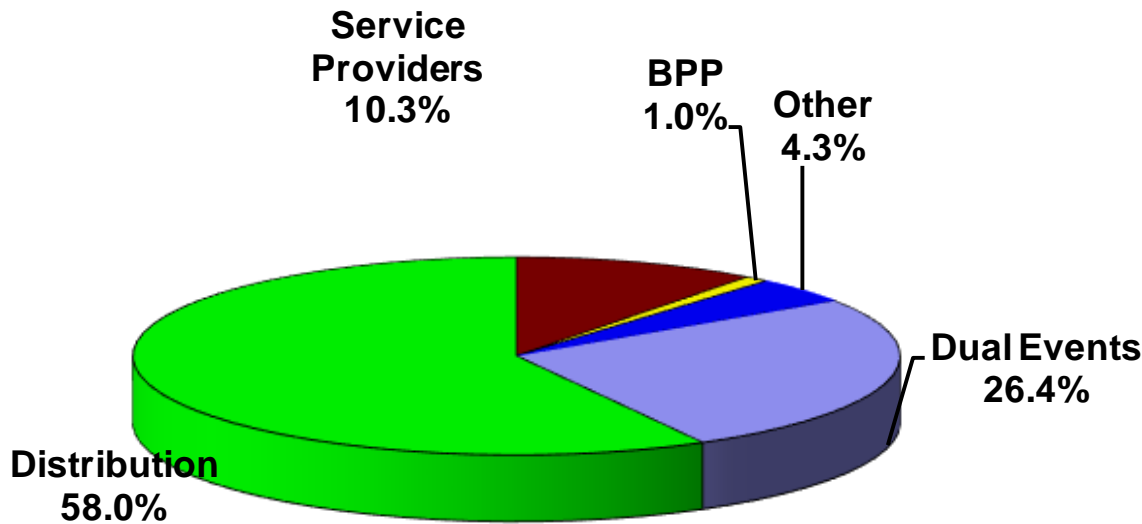
**FY 15/16 – 23,876**

**FY 16/17 – 19,715**

**FY 17/18 – 18,233**

# Outreach

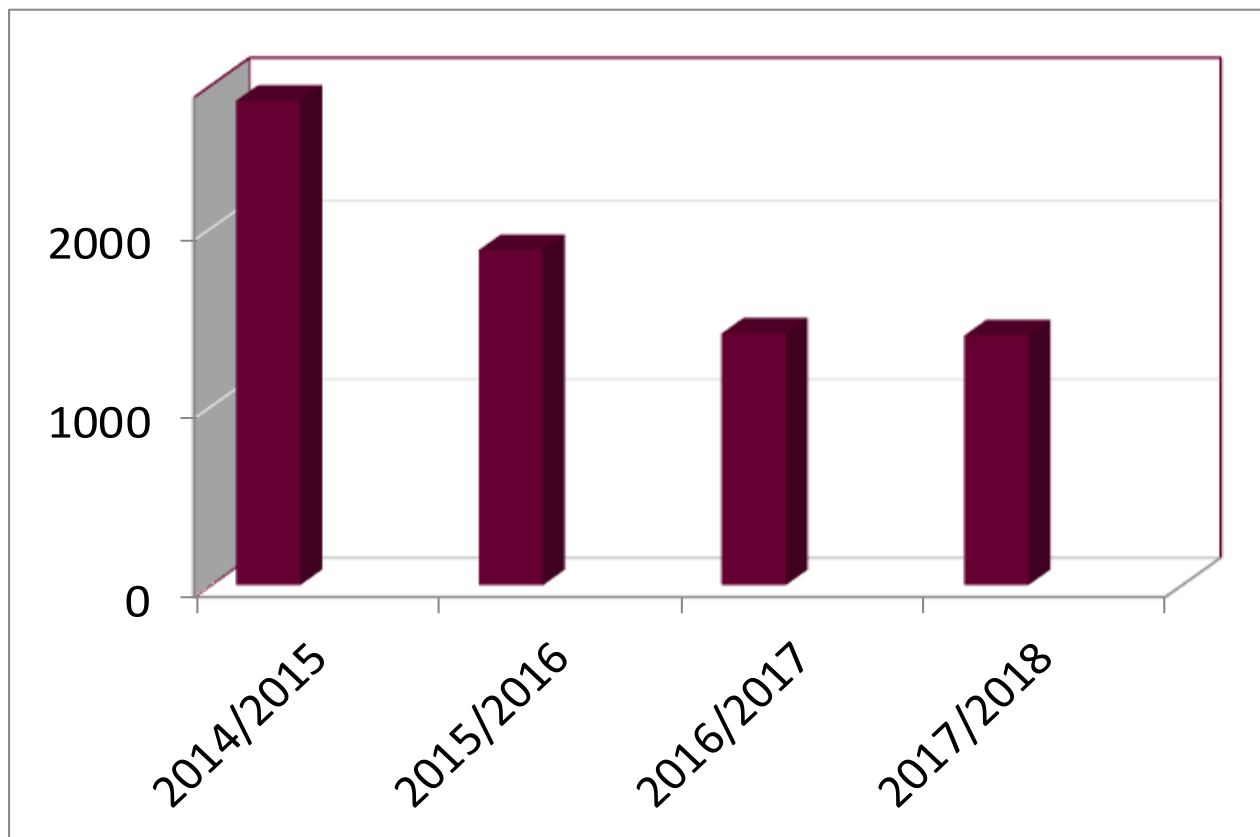
FTRI conducted 1,399 outreach activities, 812 were off-site distribution during fiscal year 2017/2018.



**Distribution – 812**  
**Dual Events - 369**  
**SP - 144**  
**BPP - 14**  
**Other - 60**



# ***Total Outreach / Distribution***



**FY 14/15 – 2,713**

**FY 15/16 – 1,877**

**FY 16/17 – 1,410**

**FY 17/18 – 1,399**

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

- Processed 29,224 customer service calls
- Received 2,076 online inquiries through the FTRI website
- Processed more than 68,398 EDP forms
- Provided 720 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

**LOUD.  
CLEAR.  
FREE.**



If you are a Florida resident with hearing loss, call **561.366.7219** to get a **free** amplified phone. Visit [www.ftri.org](http://www.ftri.org) for more info or to find an FTRI location near you.

**Florida Telecommunications Relay, Inc.**  
 Audiology with a Heart  
 2324 S Congress Avenue Suite 20, Palm Springs, Florida 33406  
**FTRI** A statewide nonprofit providing free amplified phones to Florida residents.

If you are experiencing technical trouble with your current FTRI phone or have had a change in your hearing loss, or you no longer need the phone, please contact FTRI Customer Care at 888-554-0511.



**Get a free amplified phone and stay connected with loved ones.**

A statewide nonprofit, FTRI, is helping Florida hear by providing amplified phones to residents for **free** through its statewide network of distribution centers. There's no catch, if you have hearing loss or speech disability, you have access to amplified phones with state-of-the-art features, such as:

- Up to 50 decibels of amplification
- Tone and volume customization
- Hearing aid compatibility
- Crystal clear speakerphone
- Caller ID and loud, bright visual ringer
- Some models can be used with cellphone minutes



Also available:



Clarity® VL3.4+™



Clarity® BT14™



Clarity® Abu™

More than **3 million Floridians** have hearing loss. Let loved ones know about FTRI to **#KeepFloridaConnected**.

Call **561.366.7219** to get a **free** amplified phone. Visit [www.ftri.org](http://www.ftri.org) for more info or to find an FTRI location near you.

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**FTRI** A statewide nonprofit providing free amplified phones to Florida residents.

If you are experiencing technical trouble with your current FTRI phone or have had a change in your hearing loss, or you no longer need the phone, please contact FTRI Customer Care at 888-554-0511.

Full color 2-sided Insert Ad

# Spanish Newspaper Ads

**ALTO.  
CLARO.  
GRATIS.**



Si es residente de la Florida y tiene pérdida de audición, llame al **877.525.2748** para recibir un teléfono amplificado. Visite [www.ftri.org](http://www.ftri.org) para más información o para localizar un centro FTRI cerca de usted.

**Florida Telecommunications Relay, Inc.**  
1820 E. Park Ave., Suite 101, Tallahassee, FL 32301  
FTRI Iniciativa estatal para proveer de teléfonos amplificados gratis a residentes en Florida.

Si tiene problemas técnicos con su teléfono actual de FTRI o ha habido algún cambio en su condición auditiva, o si ya no necesita el teléfono llame al Departamento de Atención al Cliente de FTRI al 888-554-1151.



**Consiga gratis un teléfono amplificado y siga cerca de sus seres queridos.**

FTRI, iniciativa estatal, ayuda a Florida proporcionando a sus ciudadanos teléfonos amplificados **gratis** a través de su red estatal de centros de distribución. No hay truco. Si sufre pérdida auditiva o trastornos del habla, puede obtener teléfonos amplificados con características de vanguardia, como:

- Hasta 50 decibelios de amplificación
- Tono y volumen personalizables
- Compatible con audífonos
- Manos libres con sonido claro
- Identificador y clara señal visual
- Algunos modelos se usan con móviles diminutos



También disponible:



Clarity® ST914™



Clarity® Alto™

Más de 3 millones de **floridenses** tienen pérdida de audición. Hable a otros de **FTRI** para **Mantener a la Florida conectada.**

Llame al **877.525.2748** y pida su teléfono amplificado **gratis**. Visite [www.ftri.org](http://www.ftri.org) para buscar un centro FTRI cercano y pedir información.

**Florida Telecommunications Relay, Inc.**  
1820 E. Park Ave., Suite 101, Tallahassee, FL 32301  
FTRI Iniciativa estatal para proveer de teléfonos amplificados gratis a residentes en Florida.

Si tiene problemas técnicos con su teléfono actual de FTRI o ha habido algún cambio en su condición auditiva, o si ya no necesita el teléfono llame al Departamento de Atención al Cliente de FTRI al 888-554-1151.

Full color 2-sided Insert Ad





## *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**.



# Florida Relay Web Page Update

**Need to make a phone call to someone who has a hearing loss or speech disability?**

**Get Connected**  
with Florida Relay!

ftri.org/relay

### For people with a hearing loss who prefer to speak.

## Voice Carry-Over

711 or 877-955-8260

Florida Relay offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

For a small individual who has difficulty hearing, one will find that VCO is the perfect communication solution.

When the relay operator speaks to her directly, the user speaks to his/her, and the relay operator types everything he/she says, word for word, for the hearing person.

Whether reading on a TV screen what her partner speaks.

**VCO FEATURES**

- Florida Relay offers three call options: VCO to TTY, VCO to VCO, and TTY to VCO.
- For more information on VCO, visit [ftri.org/relay/vco](http://ftri.org/relay/vco)

## Bring people together with FLORIDA RELAY

Making calls through Florida Relay is liberating, enjoyable and convenient. Florida Relay, a free, 24-hour service, allows callers who are deaf, deafblind, hard of hearing, or speech disabled to call anybody using relay services. Just dial 711 and call anyone, anywhere and anytime with Florida Relay.

### HOW DOES THE FLORIDA RELAY SERVICE WORK?

**BEFORE CONNECT**

**For Voice Callers:**

- You dial 711 to connect with a relay operator.
- Give the relay operator the phone number you want to call.
- The relay operator will then dial the TTY user's number.

**For TTY Users:**

- You dial 711 to connect with a relay operator.
- Type the other party's phone number you want to call.
- The relay operator will then dial the other party's number.

**AFTER CONNECT**

- The other party answers. Hello, how are you? SA.
- The relay operator types what the other party says.
- You read what the other party has said.
- You type your response to the relay operator.
- The relay operator then reads aloud your typed response to the other party.

### Para personas que prefieren comunicarse en español

## Transmisión de la Florida 711

711 o 877-955-8773 / 844-463-9710

Español a español    Español a inglés

El Transmisión de la Florida es un servicio de comunicación gratis para todas que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con discapacidades para escuchar, sordociegas y aquellas personas con dificultad del habla. Usando un teléfono regular o telefónico (TTY), un teléfono especial con teclado táctil o una máquina de escribir, el usuario facilita la comunicación, los 24 horas del día y los 365 días del año.

Los usuarios del servicio de relay no necesitan memorizar el número de servicio de relay. Simplemente marca 711 para comunicarse con el servicio de relay. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC) y el AC opera como intermediario en la conversación, leyendo las mensajes escritos en el TTY a la persona sorda mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

Usar el servicio de Transmisión de la Florida es fácil. Una persona sorda o una persona sorda ciega marca el 711 para comunicarse con un operador capacitado que se conecta como Asistente de Comunicación (AC) & AC opera como intermediario en la conversación, leyendo las mensajes escritos en el TTY a la persona sorda mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

- La persona que llama marca 711 y se comunica con un operador de relay. Luego, la persona que llama habla. ¿Qué, cómo está?
- El operador de relay escribe lo que dice la persona que llama.
- El usuario de TTY lee en el dispositivo los mensajes recibidos.

Para más información:  
[ftri.org/relay/espanol](http://ftri.org/relay/espanol)

# 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 (2,766) questionnaires were mailed during this fiscal year and FTRI received 884 responses for a nearly 32 percent return rate. Ninety-six 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 32301-9812 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](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

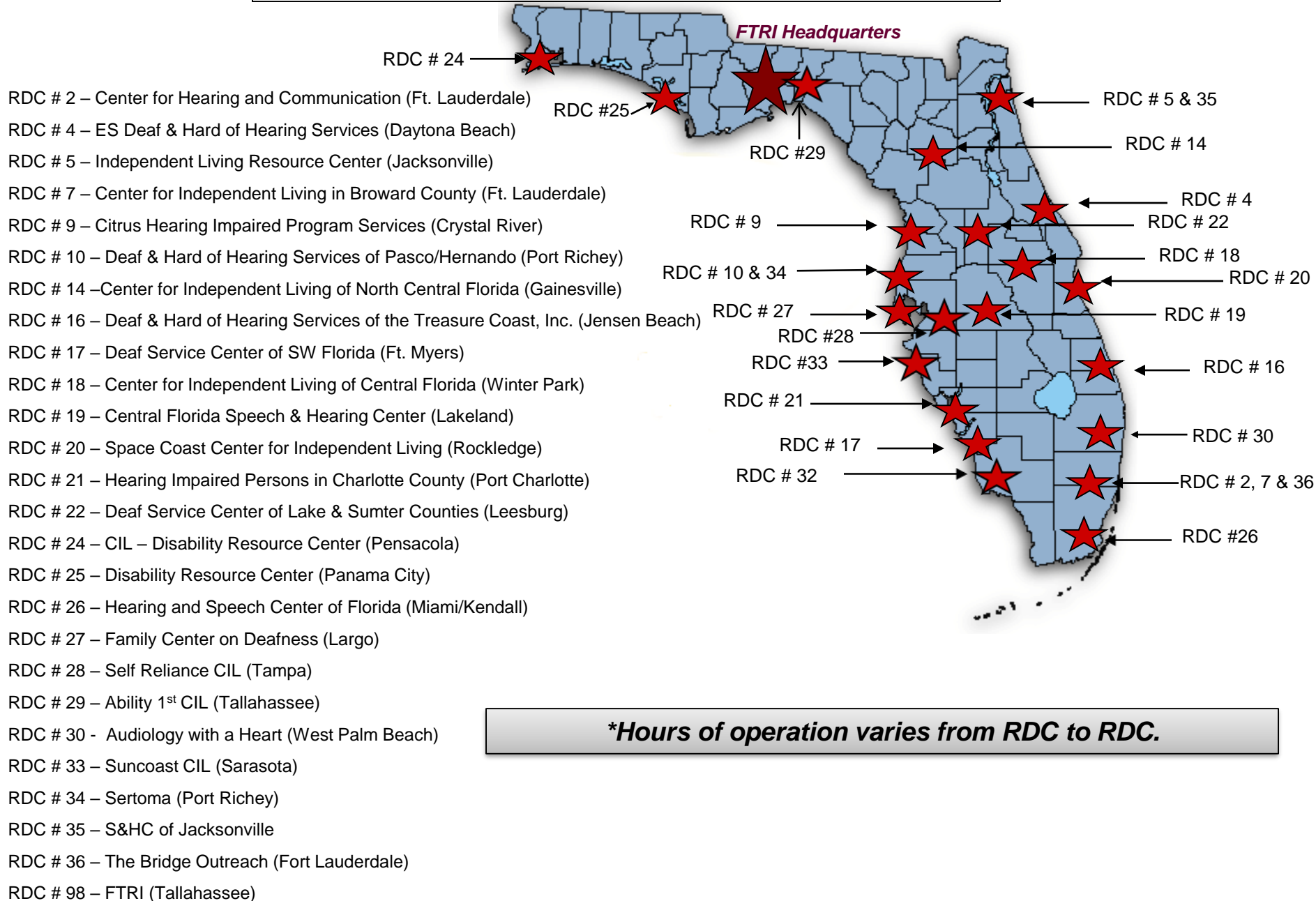
Totals				
Emails Sent	Responses	Response Rate	Unsubscribes	Unsubscribe Rate
8,609	2,200	25.55%	128	1.49%

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 3,669 new clients the subsequent day after receiving services and received 877 responses for a 23.9 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

# FTRI Regional Distribution Centers



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

# *Questions*