



*The Status of the
Telecommunications Access System Act of 1991*



December 2023

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I. Florida Relay Background and Executive Summary

Chapter 427, Florida Statutes (F.S.), established the Telecommunications Access System Act of 1991 (TASA). Section 427.702, F.S., requires the Florida telecommunications access system to be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act (ADA). The ADA required the establishment of services to enable an individual with a hearing or speech disability to communicate by telephone or other device through the telecommunications system.

Section 427.704, F.S., charges the Florida Public Service Commission (FPSC or Commission) with overseeing the administration of the statewide telecommunications access system. The Commission fulfills its duty by selecting a provider of basic telecommunications relay service (TRS or relay service) and captioned telephone service (CTS) through a competitive bidding process. The Commission was also charged with designating an administrator of the relay system that is responsible for the distribution of specialized equipment and outreach. In May 1991, the FPSC directed the local exchange companies to form a not-for-profit corporation, as required by TASA, to serve as administrator. Florida Telecommunications Relay, Inc. (FTRI) was thus created to administer the distribution of specialized equipment in Florida.¹ On an annual basis, the Commission approves a budget for FTRI and sets the amount of the TASA surcharge, which is collected by landline telecommunications service providers and remitted to FTRI.

Section 427.704(9), F.S., requires the Commission to prepare an annual report on the operation of the telecommunications access system and make it available on the Commission's website. The report must, at a minimum, briefly outline the status of developments in the telecommunications access system, the number of persons served, the call volume, revenues and expenditures, the allocation of the revenues and expenditures between provision of specialized telecommunications devices to individuals and operation of statewide relay service, other major policy or operational issues, and proposals for improvements or changes to the telecommunications access system.

When enacted in 1991, TASA was intended to provide individuals, with a hearing or speech disability, with a means of accessing communications services using the predominant medium at the time, the landline network. Technological advances and customer choice have significantly changed the communications options available to individuals with a hearing or speech disability. As described in this report, TRS minutes of use declined 26 percent from last year and CTS minutes of use declined by 29 percent. Distribution of relay equipment declined by 9 percent from last year. In addition, the number of landlines in Florida, which the telecommunications access system was designed to provide access to, and upon which the TASA surcharge is assessed, has decreased by 11 million from its peak in 2001.² At this time, the FPSC believes a modernization of TASA is necessary to reflect changes in technology, consumer preferences, and the present day communications market. To that end, Chapter VII of this report contains the FPSC's recommendations for improvements and changes to the telecommunications access system pursuant to Section 427.704(9), F.S.

¹ Docket No 19910496-TP, Telecommunications Access System Act of 1991, Order No. 24462, issued on May 1, 1991, <http://www.floridapsc.com/library/filings/1991/04253-1991/04253-1991.pdf>, accessed on October 9, 2023.

² The total number of access lines in 12/2001 was 12,030,592, whereas the total number of access lines in 12/2022 was 927,661.

II. Equipment Distribution and Outreach

Under the FPSC’s oversight, FTRI distributes specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach to increase consumer awareness of both FTRI’s programs and the telecommunications access system. FTRI and its 18 regional distribution centers conducted 347 outreach events during the last fiscal year. FTRI’s operations are funded through the collection of the TASA surcharge.

A. FTRI

The tables below provide a summary of FTRI’s administration of the Florida telecommunications access system. Table 1 shows FTRI’s revenues and expenses for Fiscal Year 2022-2023. FTRI’s largest expense component, which accounted for approximately 39 percent of all expenses, were payments made to T-Mobile USA, Inc. (T-Mobile) as the relay services provider. These relay services are discussed further in Chapter III. Any funding surpluses are deposited in a reserve account.

Table 1
FTRI Financial Report

Account	Amount
Surcharge Revenue	3,642,904
Interest Income	240,816
Total Revenue	\$3,883,720
Relay Services Expense	1,324,033
Equipment and Repair Expense	414,359
Equipment Distribution Expense	249,146
Outreach Expense	540,356
Administrative Expense	857,219
Total Expense	\$3,385,113
Revenue Less Expenses	\$498,607

Source: Florida Telecommunications Relay Inc.’s 2022-2023 Financial Statements.

B. Equipment Distribution

Section 427.704(7), F.S., requires the relay administrator to file quarterly financial statements for the distribution of specialized telecommunications devices and the telecommunications relay service. FTRI also files an annual report with the Commission, detailing equipment distribution, clients served, and outreach efforts. In its 2023 annual report, FTRI stated that it distributed

approximately 4,990 pieces of relay equipment for Fiscal Year 2022-2023. The equipment predominantly distributed by FTRI is the volume control telephone for the hard of hearing.

FTRI, along with its regional distribution centers, provides equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. To receive equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a regional distribution center in their area. As part of the application process, consumers are informed of their responsibility to return equipment when it is no longer being used.

Table 2 compares equipment distributed for the last two fiscal years. As indicated in the Table, the total number of units distributed by FTRI declined by 9 percent during the last fiscal year.

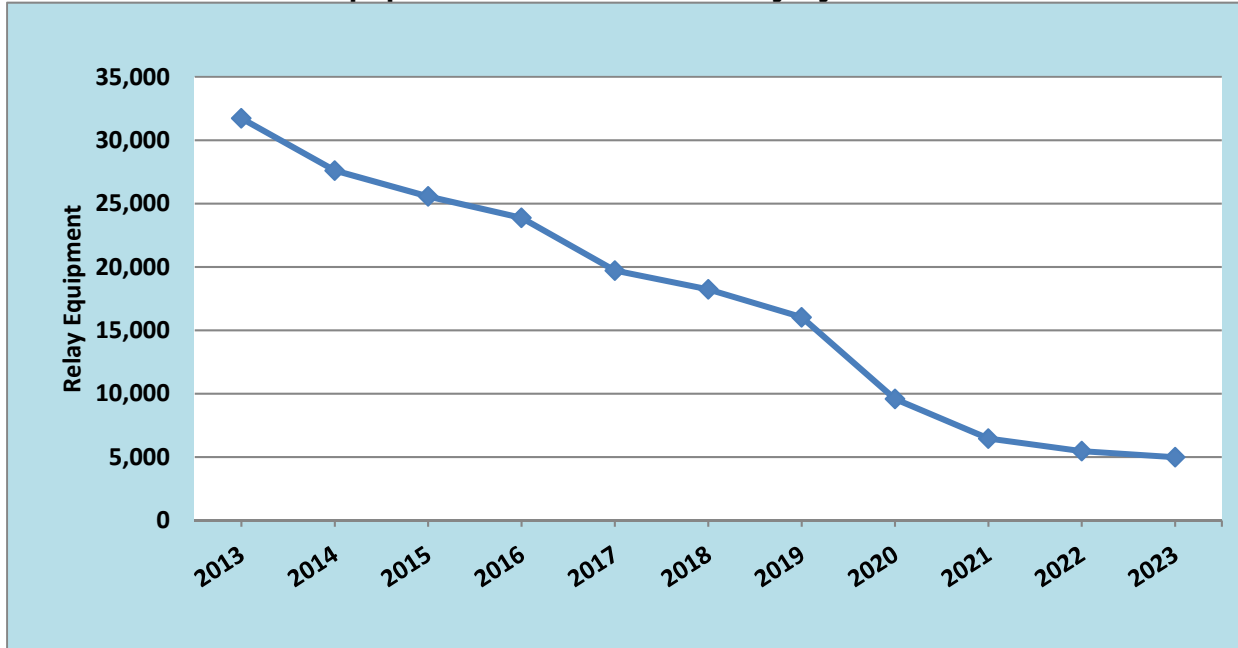
Table 2
Equipment Distributed by FTRI

Equipment Type	Units 7/1/21 – 6/30/22	Units 7/1/22 – 6/30/23	Percentage Change
Volume Control Telephone for Hearing Impaired (VCP)	4,061	3,812	-6%
Audible Ring Signaler (ARS) and Visual Ring Signaler (VRS)	63	31	-51%
Telecommunications Device for the Deaf (TDD)	11	8	-27%
Captioned Telephone	52	34	-35%
In-Line Amplifier	1,233	1,075	-13%
Other – Includes hearing carry-over telephone, voice-carry-over telephone, TeliTalk telephone, and speech challenged telephone	51	30	-41%
Total	5,471	4,990	-9%

Source: Florida Telecommunications Relay, Inc.'s 2021-2022 Annual Report through 2022-2023 Annual Report and Data Request Response.

Figure 1 shows the total units of relay equipment distributed from 2013 through 2023. As indicated in this Figure, the decline in equipment distribution during Fiscal Year 2022-2023 is consistent with the steady decline in distribution experienced over the past decade.

**Figure 1
FTRI Equipment Distribution History by Fiscal Year**



Source: Florida Telecommunications Relay, Inc.'s 2012-2013 Annual Report through 2022-2023 Annual Report.

Table 3 reflects the number of new recipients receiving equipment and training for Fiscal Year 2022-2023. Approximately 99 percent of new recipients are hard of hearing. The number of new recipients is lower than the distributed equipment referenced in Table 2 because a significant number of recipients received more than one piece of equipment.

**Table 3
New Recipients of Equipment and Training
(For Fiscal Year 2022-2023)**

Type of Recipient	New Recipients
Deaf	0
Hard of Hearing	2,556
Speech Challenged	28
Total	2,584

Source: Florida Telecommunications Relay, Inc.'s 2022-2023 Annual Report.

Table 4 provides a listing of professionals involved with the certification of client applications for Fiscal Year 2022-2023. Most applications received by FTRI were approved at Deaf Service Centers.

Table 4
Applications Approved by Certifier Type
(For Fiscal Year 2022-2023)

Category of Certifier	Approved Applications
Deaf Service Center Director	1,621
Hearing Aid Specialist	761
Physician, Audiologist, Speech Pathologist	201
Federal or State Agency	1
Total	2,584

Source: Florida Telecommunications Relay, Inc.'s 2022-2023 Annual Report.

Table 5 reflects the number of persons served by FTRI between Fiscal Years 2013-2014 and 2022-2023. New clients served and customer calls are two of the key categories monitored to evaluate participation in the relay program. As presented, there has been an eighty-one percent decline in new clients served and a seventy-six percent decline in customer calls over the past ten years.

Table 5
FTRI Clients Served

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Calls
2013-2014	13,671	486	12,787	5,315	963	29,467
2014-2015	13,408	309	11,133	5,102	958	28,347
2015-2016	12,620	231	10,700	4,685	665	27,751
2016-2017	11,024	192	8,110	3,911	768	24,933
2017-2018	10,378	442	6,765	3,670	862	29,224
2018-2019	9,874	139	5,798	3,245	732	18,452
2019-2020	5,658	94	3,694	1,986	380	3,634
2020-2021	2,432	667	2,663	1,424	226	3,634
2021-2022	2,290	349	2,075	1,254	150	11,892
2022-2023	2,584	260	1,669	1,111	166	6,910

Source: Florida Telecommunications Relay, Inc.'s 2013-2014- Annual Report through 2022-2023 Annual Report.

C. Outreach

FTRI uses email, print, and digital marketing to inform Floridians about relay service and equipment. FTRI also coordinates with the RDCs to conduct outreach. Based on coordinated efforts with the RDCs, FTRI estimates that its outreach efforts reach 3,748,403 residents per month.

D. FTRI's Proposed Expansion

As part of FTRI's proposed budget for Fiscal Year 2023/2024, FTRI requested Commission approval to implement a Tablet Pilot program. In its proposal, FTRI explained that equipment distribution and client servicing has been declining because clients and potential clients are transitioning to newer advanced technologies. FTRI further explained that the purpose of the Tablet Pilot was to address this issue by offering more advanced technologies as part of its equipment distribution program.

FTRI also noted that some other state relay programs have legal authority to distribute more advanced types of equipment. Specifically, FTRI shared results from a state relay program survey it conducted in November 2022, which showed at least 14 states have distribution programs providing various types of iPad and/or Android devices. FTRI stated that two states reported that they use a state relay surcharge on landlines to cover the cost of iPad and Android devices. Further, of the 21 states that responded to FTRI's survey, 14 have both landline and wireless surcharges, while 3 states responded that they rely on public funding instead of a surcharge to pay for the wireless services.

The Commission denied FTRI's proposal based on the lack of statutory authority in Florida. The TASA statute provides that the specialized telecommunications devices and the relay service should utilize "state-of-the-art" technologies and encourages the incorporation of new beneficial technologies as they are developed.³ However, the question is whether tablets, and other non-basic equipment fall within that category in the context of TASA, which also provides in relevant part:

'Specialized telecommunications device' means a TDD, a volume control handset, a ring signaling device, or any other customer premises **telecommunications equipment specifically designed or used to provide basic access to telecommunications services** for a hearing impaired, speech impaired, or dual sensory impaired person.⁴

Furthermore, TDD is defined as:

'Telecommunications device for the deaf' or 'TDD' means a mechanism **which is connected to a standard telephone line**, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.⁵

³ Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

⁴ Section 427.703(14), F.S.

⁵ Section 427.703(11), F.S.

TASA does provide guidance that the specialized telecommunications devices and relay service should utilize state-of-the-art technologies and encourages the incorporation of new beneficial technologies as they are developed; however, the Commission decided that taking TASA as a whole, this guidance should be interpreted within the context of landlines and basic telecommunications service.⁶ While the Commission denied FTRI's proposal, the Commission acknowledged that Section 427.704(9), F.S., requires in part that the Commission in its annual report include proposals for improvements or changes to the telecommunications access system, and directed staff to include recommendations in this year's Relay Report. The FPSC is offering recommendations for the modernization of TASA in Chapter VII.

⁶ Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

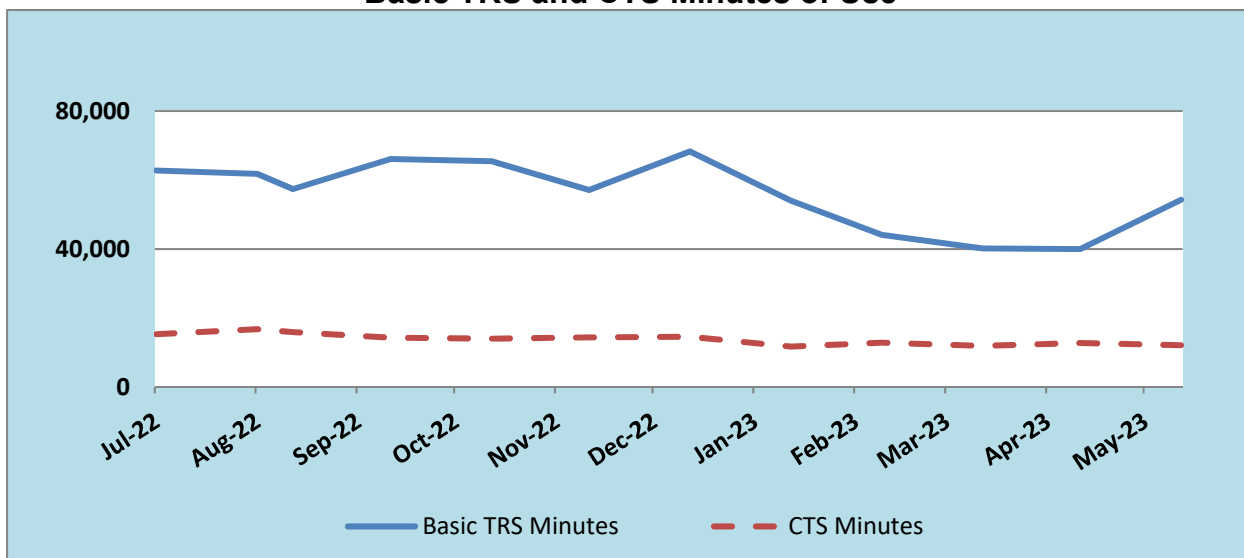
III. Relay Services and Minutes of Use

Relay service provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant (CA) who relays information between the deaf or hard of hearing person and the other party to the call. The deaf or hard of hearing person uses a Telecommunications Device for the Deaf (TDD) to communicate with the CA. The person using the TDD types a message to the CA who in turn voices the message to the other party.

Captioned telephone service (CTS) allows users to dial the number they wish to call and be connected automatically to a captioned telephone relay operator at the CTS service facility. Specialized captioned telephone equipment, in turn, automatically connects the user’s line to a second outgoing line from the CTS facility to the called party. The relay operator repeats what the called party says into a computer and voice recognition technology automatically transcribes it into text, which is then transmitted directly to the user. The use of voice recognition technology allows the captions to appear on the captioned telephone nearly simultaneously with the called party’s spoken words. The Commission selects a single company to provide both TRS and CTS services statewide through a competitive bidding process. The current contract with T-Mobile is set to expire February 29, 2024, absent the execution of an annual extension.

Figure 2 reflects the minutes of use for basic TRS and CTS from July 2022 to June 2023. During this period, the total number of billable minutes of use for basic TRS calls was 662,684, which is a decrease of 26 percent from the previous year. The total number of CTS minutes of use from July 2022 to June 2023 was 166,908, which represents a 29 percent decrease from the prior year. Basic TRS and CTS minutes of use are tracked separately due to the cost differential between the two services. Basic TRS currently has a cost of \$1.60 per minute, while CTS has a cost of \$1.67 per minute due to its specialized service.

Figure 2
Basic TRS and CTS Minutes of Use



Source: T-Mobile Monthly Traffic Report - July 2022-June 2023.

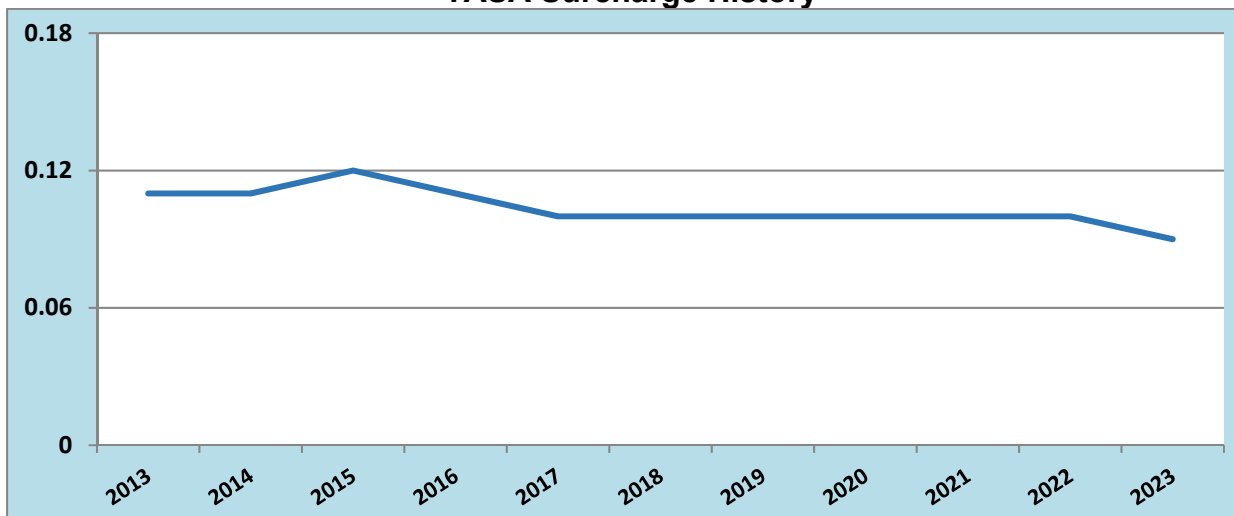
Overall, the TRS market is being impacted by the development of technology. The definitions of equipment and service supported by TASA have not changed since it was enacted over 30 years ago, which limits the types of new technology the Florida program can support. Consumers that once may have used Florida's TRS are transitioning to more advanced technologies such as smart phones, wireless computing, Internet Protocol (IP) Relay, IP CTS, and Video Relay, which are not part of Florida's telecommunications access system.⁷ The shift away from basic TRS and CTS equipment to other technologies contributes to the decline in the minutes of use as presented in Figure 2. Based on continued advancements in technology, along with the expansion of consumer choice, it appears that these trends will continue. Appendix A through Appendix C contain usage information on the various relay services compiled from T-Mobile's monthly reports.

⁷ IP Relay, VRS, and IP CTS are funded by the federal relay program.

IV. Funding

The Florida telecommunications access system is funded through a monthly surcharge on basic telecommunications access lines (landlines), up to 25 lines per customer. FTRI's revenues continue to decline due to the steady fall in the number of landlines. From its peak in 2001, the number of landlines has declined by 92 percent, as consumers switch to other technologies such as wireless and Voice over Internet Protocol (VoIP). In 2022, there were only 927,661 landlines, but 24 million wireless and 3 million interconnected VoIP customers in Florida. These services are not required by TASA to contribute to the Florida telecommunications access system. The TASA surcharge for Fiscal Year 2023-2024 is \$0.09 per access line each month. Figure 3 provides a historical view of the monthly TASA surcharge since 2012.

Figure 3
TASA Surcharge History



Source: FPSC Orders establishing budget and setting monthly surcharge, 2012 through 2023.

On March 30, 2023, FTRI filed its proposed Fiscal Year 2023-2024 budget for FPSC consideration. At the July 11, 2023 Agenda Conference, the Commission approved a total FTRI budget expense of \$3,672,962 and reduced the monthly TASA surcharge from \$0.10 to \$0.09 per month.⁸ Appendix D provides FTRI's approved budget and actual expenses for Fiscal Year 2022-2023, and the approved budget for Fiscal Year 2023-2024.

⁸ Docket No. 20230047-TP, Notice of Proposed Agency Action Order Approving Florida Telecommunications Relay, Inc.'s Budget, PAA Order PSC-2023-0200-PAA-TP, issued on July 18, 2023, <https://www.floridapsc.com/pscfiles/library/filings/2023/04123-2023/04123-2023.pdf>, accessed on September 21, 2023.

V. Activity by Jurisdiction

A. State Activity

On March 4, 2021, FPSC staff opened a docket to initiate a Request for Proposals (RFP) to provide relay service in Florida after the conclusion of the contract scheduled to expire in early 2022.⁹ At the May 4, 2021 Agenda Conference, the Commission issued an RFP for a new contract beginning March 1, 2022. In response, Hamilton Relay and T-Mobile (formally Sprint Communications Company, L.P.) filed proposals. On October 12, 2021, the Commission approved staff's recommendation to select T-Mobile's proposal, based on staff's evaluation of technical, financial, and price elements.

T-Mobile began providing service in Florida under the new contract on March 1, 2022. The current contract is for a period of three years, with options to extend for four additional one-year periods.

B. Federal Activity

The FCC certifies each state program and mandates the minimum requirements for services a state must provide. The FCC also periodically proposes changes in those services. To remain compliant, the FPSC monitors the FCC's minimum service standards, state relay program requirements, and policy changes.

On September 26, 2022, the FCC released a Public Notice stating that states wishing to operate their own TRS programs under Section 225 of the Communications Act of 1934, as amended, must be certified by the FCC.¹⁰ TRS certifications will expire on July 25, 2023. The FCC also requested that renewal applications be filed no later than December 1, 2022, to give it sufficient time to review and rule on the applications prior to expiration of the existing certifications. Florida filed its renewal application with the FCC on December 1, 2022. Florida's TRS certification was approved by the FCC in 2023.

⁹ Docket No. 20210049-TP, Request for submission of proposals for relay service for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991, <https://www.floridapsc.com/clerks-office-dockets-level2?DocketNo=20210049>, accessed on October 9, 2023.

¹⁰ FCC, Public Notice, CG Docket No. 03-123, DA 22-1007, released on September 26, 2022, <https://docs.fcc.gov/public/attachments/DA-22-1007A1.pdf>, accessed on October 9, 2023.

VI. TASA Advisory Committee

Pursuant to Section 427.706, F.S., the FPSC established a committee to provide advice regarding the operation of TRS in Florida. The advisory committee provides the expertise, experience, and perspective of people who are deaf, hard of hearing, deaf-blind, or speech impaired. The committee advises on any matter relating to the quality and cost-effectiveness of TRS and the specialized telecommunications device distribution system. Members of the committee are not compensated for their service, but are entitled to per diem and travel expenses for committee meetings. The advisory committee can consist of up to ten individuals. While Section 427.706(1), F.S. specifies the organizations from which the committee should be comprised, not every organization continues to be active in Florida. In Chapter VII, the Commission is offering recommendations to address this issue. Table 6 lists the current members of the TASA Advisory Committee.

Table 6
TASA Advisory Committee Members

Recommending Organization	Name of Member
Florida Association of Centers for Independent Living	Jane E. Johnson
Center for Hearing and Communication	Margaret (Peggy) Brown
Florida Association of the Deaf, Inc.	Tom D'Angelo
Florida Council on Aging	Margaret Lynn Duggar
Florida Coordinating Council for the Deaf and Hard of Hearing	Debbe Hagner

Source: [TASA ADVISORY COMMITTEE - Florida Public Service Commission \(floridapsc.com\)](https://www.floridapsc.com/tasa-advisory-committee)

The committee meets twice a year in formal meetings organized and conducted by FPSC staff. In May 2023, FTRI presented details of its Fiscal Year 2023-2024 budget request, consumer outreach, and educational marketing efforts. T-Mobile presented details on its Florida relay traffic trends, service quality testing, and its COVID-19 pandemic response.

VII. Recommendations

Section 427.704(9), F.S., requires the Commission to include proposals for improvements or changes to the telecommunications access system as part of the Commission's Annual Relay Report. As noted in previous chapters, the relay program is facing a number of challenges in terms of changing technology that affects both the demand for equipment and the viability of the program's long-term funding. The Commission believes that statutory modernization is needed for the program to meet the evolving needs and preferences of consumers served by the program.

Technology and the market have changed significantly since the passage of TASA in 1991. There are currently only 927,661 landlines in Florida, which is a decrease of 11 million lines since the peak. Over that period, wireless subscriptions in Florida have grown to 24 million today. Furthermore, VoIP, which was not invented until 1995, currently has 3 million subscribers in Florida. Wireless and VoIP technologies comprise the majority of the communications marketplace connecting consumers to the public switched network, yet they are not contemplated in TASA.

TASA provides guidance that the specialized telecommunications devices and the relay service should utilize state-of-the-art technologies and encourages the incorporation of new beneficial technologies as they are developed.¹¹ However as mentioned in Chapter II, these directives include constraints based on how equipment is defined in the statute. Specifically, Section 427.703(11), F.S., defines specialized telecommunications devices as equipment that is "specifically designed or used to provide *basic* access to telecommunications services." In addition, "Telecommunications device for the deaf" or "TDD," is defined as "a mechanism which is connected to a standard telephone line" and "used to transmit or receive signals through telephone lines."¹² Thus, equipment that uses wireless or broadband technologies is not currently supported by TASA. The FPSC believes TASA should evolve to authorize FTRI to acquire equipment that uses technologies beyond basic landline telecommunications services.

Currently, the FPSC selects a single company to provide both TRS and CTS statewide as required by Section 427.704(3)(a), F.S. The Commission selects a vendor through an RFP process. For the past eight years, only two companies have submitted bids in response. One of those companies may be exiting the CTS market in the near future, which would result in a single bidder if the two services must be provided by the same company. To better capture the current relay provider marketplace and ensure a competitive bidding process, the FPSC believes it is necessary to have the ability to select different statewide vendors for TRS and CTS. This may provide a cost savings and open the market to companies that may wish to participate by offering either TRS or CTS, but not both.

Finally, the Commission proposes broadening the eligibility of membership on the TASA Advisory Committee beyond the specific organizations listed within TASA. Not all of the identified organizations are currently active in Florida, while others have not provided a volunteer for the Committee. The goal of the TASA statute would benefit from the flexibility to

¹¹ Section 427.702(g), F.S. and Section 427.702(3)(c), F.S.

¹² Section 427.703(14), F.S.

approve representatives from other organizations, while maintaining a board that represents the deaf and hard of hearing community.

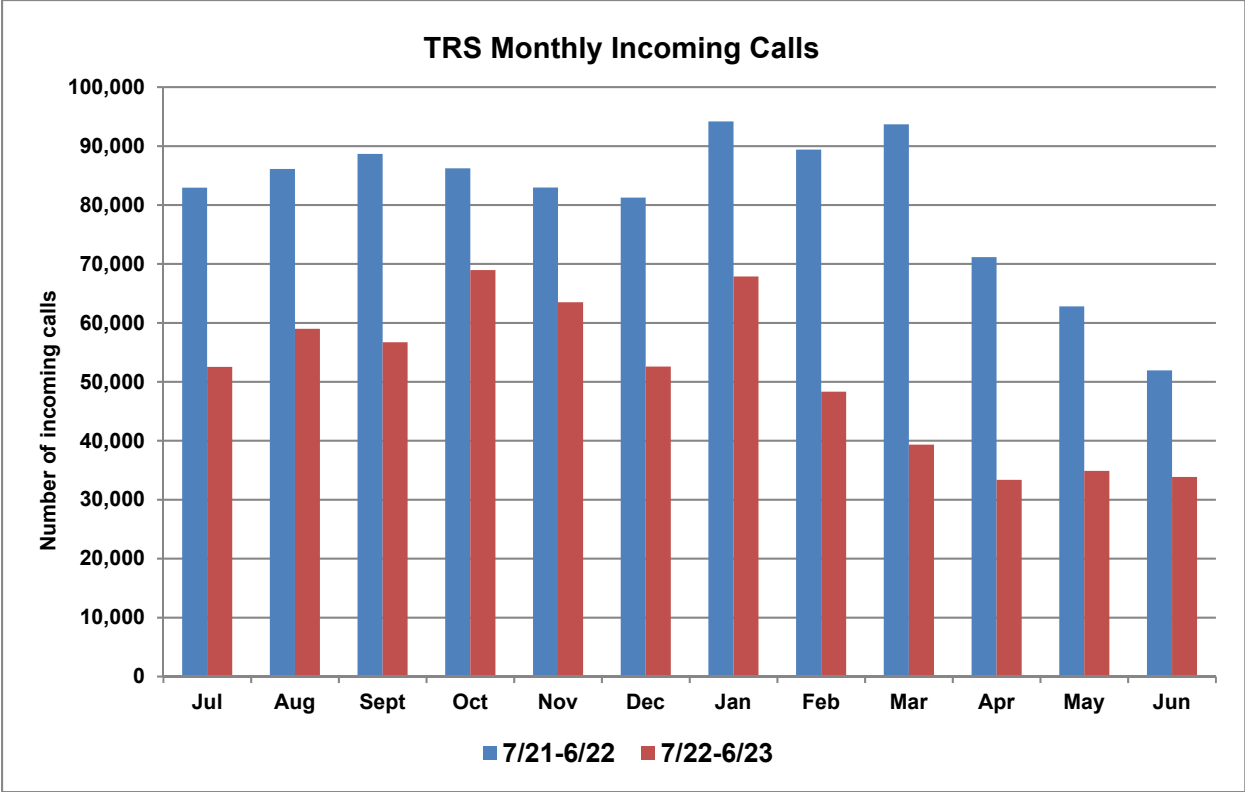
VIII. Conclusion

The FPSC will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech-impaired community in Florida. In addition, FTRI continues to distribute equipment and perform outreach activities that increase consumer awareness of both FTRI programs and the telecommunications access system.

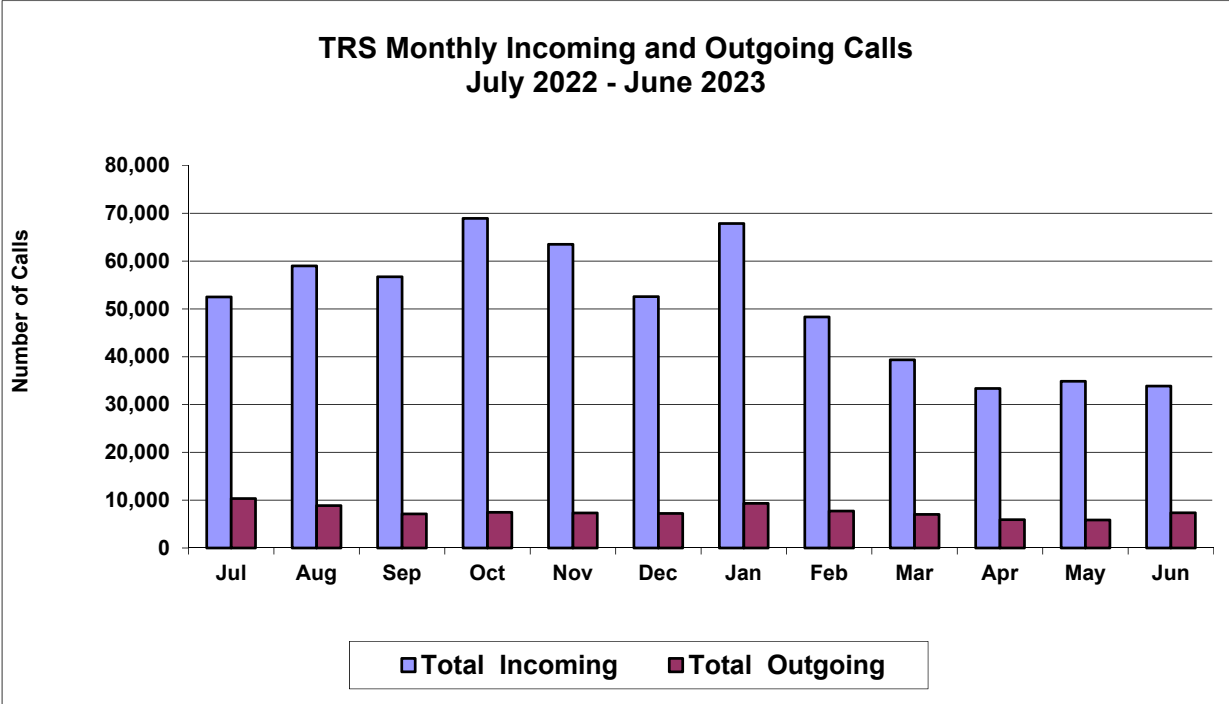
Basic TRS and CTS users are transitioning to IP Relay, VRS, IP CTS, and Wireless Service. In Fiscal Year 2022-2023, basic TRS and CTS minutes of use decreased from the prior fiscal year. Based on continued advancements in technology, along with the expansion of consumer choice, it appears that minutes of use for these services will continue to decline.

Pursuant to Section 427.704(9), F.S., the Commission proposes the following statutory revisions to address changes in technology, consumer preferences, and the present day communications market:

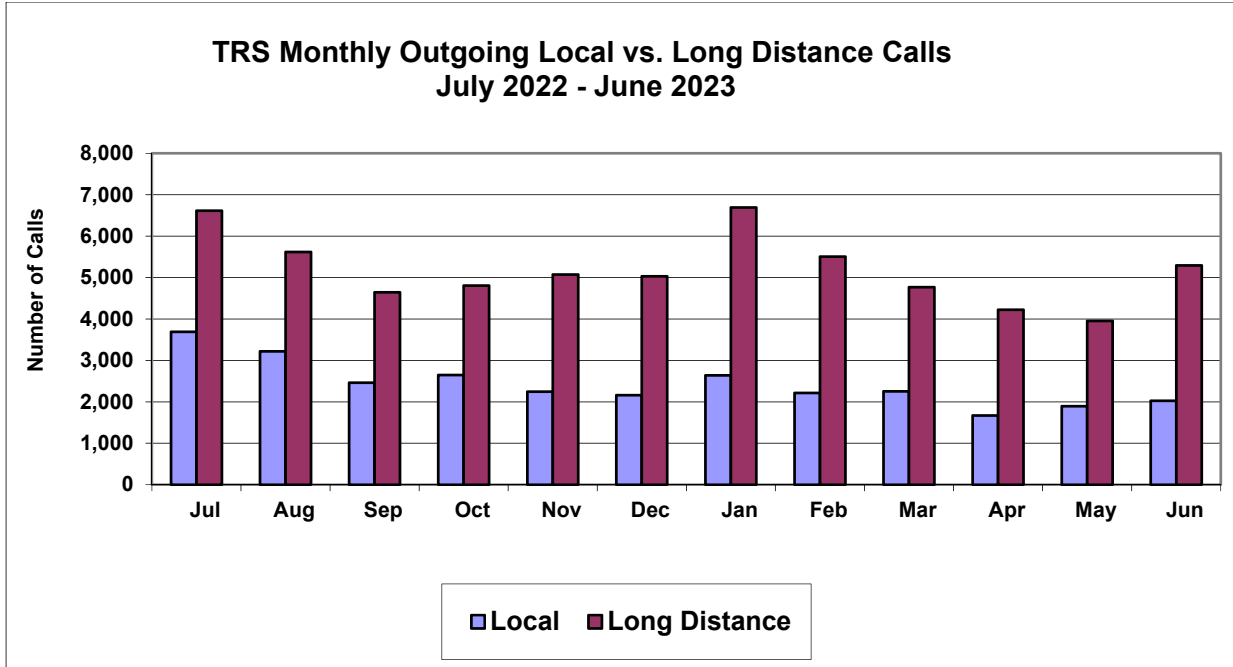
- Authority for FTRI to acquire equipment that uses other technologies (i.e. wireless and VoIP) beyond that used to provide basic telecommunications services.
- Authorize the Commission to select different statewide vendors for TRS and CTS.
- Broaden the eligibility of membership on the TASA Advisory Committee beyond the specific organizations listed within TASA.



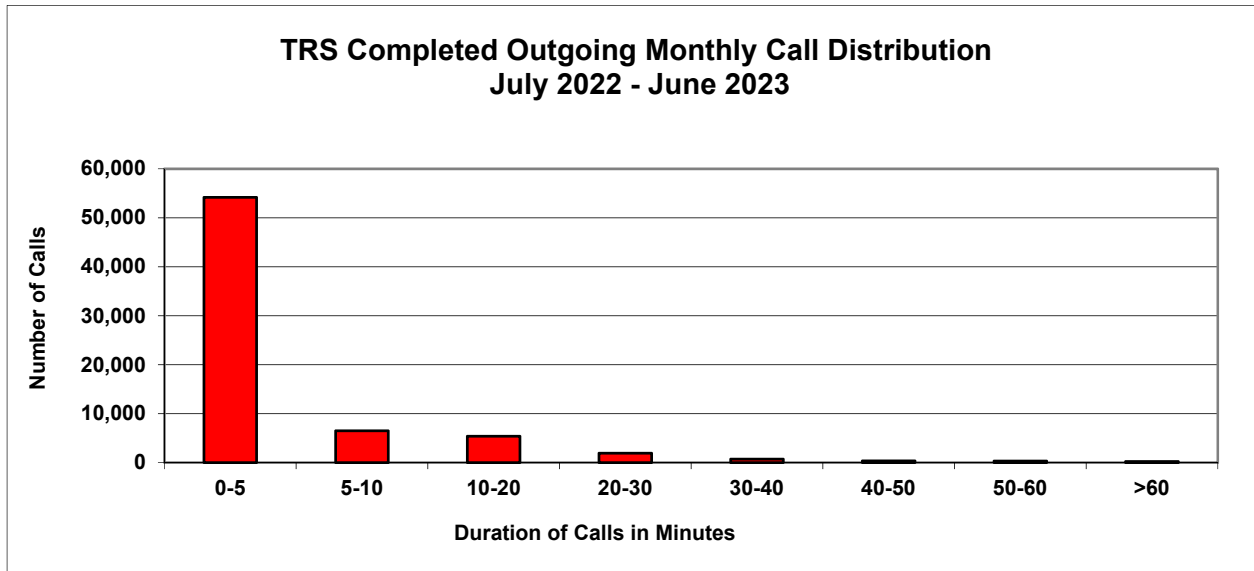
Source: T-Mobile Relay Services Report – Florida Traffic Pattern Statistics – July 2021-June 2023.



Source: T-Mobile Relay Services Report – Intrastate/Interstate for FL - July 2022-June 2023.



Source: T-Mobile Relay Services Report – Intrastate/Interstate for FL - July 2022-June 2023.



Source: T-Mobile Relay Services Report – Intrastate/Interstate for FL - July 2022-June 2023.

TRS Billable Minutes and Charges July 2022 – June 2023		
Month	TRS Minutes of Use	TRS Charges (\$)
Jul	62,769	\$ 100,430
Aug	61,783	\$ 98,853
Sept	57,404	\$ 91,846
Oct	66,110	\$ 105,776
Nov	65,458	\$ 104,733
Dec	57,143	\$ 91,429
Jan	68,309	\$ 109,294
Feb	54,068	\$ 86,509
Mar	44,158	\$ 70,653
Apr	40,184	\$ 64,294
May	40,001	\$ 64,002
Jun	45,297	\$ 72,475
Total	662,684	\$ 1,060,294

Source: T-Mobile Monthly Traffic Report

CTS Billable Minutes and Charges July 2022 – June 2023		
Month	CTS Minutes of Use	CTS Charges (\$)
Jul	15,326	\$ 25,594
Aug	16,786	\$ 28,033
Sept	15,952	\$ 26,640
Oct	14,327	\$ 23,926
Nov	14,029	\$ 23,428
Dec	14,392	\$ 24,035
Jan	14,613	\$ 24,404
Feb	11,743	\$ 19,611
Mar	12,891	\$ 21,528
Apr	11,948	\$ 19,953
May	12,784	\$ 21,349
Jun	12,117	\$ 20,235
Total	166,908	\$ 278,736

Source: T-Mobile Monthly Traffic Report

FTRI Budget for 2022-2023 and 2023-2024 Fiscal Years

	Commission Approved Budget 2022-2023	Actual Revenue And Expenses 2022-2023	Commission Approved Budget 2023-2024
Operating Revenue			
<i>Surcharges</i>	3,956,784	3,642,904	3,102,955
<i>Interest Income</i>	1,521	240,816	682,040
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	3,958,305	3,883,720	3,784,995
<i>Surplus Account</i>	19,075,296	19,656,394	19,024,958
CATEGORY I. Operating Expenses/ Relay Services			
<i>T-Mobile</i>	1,759,361	1,324,033	1,299,227
CATEGORY II. Equipment & Repair			
<i>VCPH Cordless</i>	0	239,539	0
<i>VCPS-RC200</i>	0	0	0
<i>Large Print TDDs</i>	0	0	0
<i>VCO/HCO – TDD</i>	0	0	0
<i>VCO Telephone</i>	0	0	0
<i>Dual Sensory Equipment</i>	0	0	0
<i>CTS Phone Equipment</i>	0	0	0
<i>VCP Hearing Impaired</i>	225,523	25,785	273,454
<i>VCP Speech Impaired</i>	0	0	0
<i>TeliTalk Speech Aid</i>	39,800	29,850	24,875
<i>Jupiter Speaker Phone</i>	0	0	0
<i>In-Line Amplifier</i>	67,137	86,088	70,370
<i>ARS/VRS Signaling Equipment</i>	5,809	0	4,234
<i>VCPH Accessories</i>	0	0	0
<i>Accessories & Supplies</i>	100	0	100
<i>Telecom Equipment Repair</i>	38,336	33,097	28,425
TOTAL CATEGORY II	376,705	414,359	401,458
CATEGORY III. Equipment Distribution & Training			
<i>Freight-Telecom Equipment</i>	17,806	39,992	41,475
<i>Regional Distribution Centers</i>	202,446	208,686	249,291
<i>Workshop Expense</i>	0	0	0
<i>Training Expense</i>	468	468	25,000
TOTAL CATEGORY III	220,720	249,146	315,766

	Commission Approved Budget 2022-2023	Actual Revenue And Expenses 2022-2023	Commission Approved Budget 2023-2024
CATEGORY IV. Outreach			
<i>Outreach Expense</i>	535,650	540,356	562,433
TOTAL CATEGORY IV	535,650	540,356	562,433
CATEGORY V. General & Administrative			
<i>Advertising</i>	0	0	0
<i>Accounting/Auditing</i>	20,588	25,502	26,697
<i>Legal</i>	30,288	16,343	37,790
<i>Computer Consultation</i>	6,960	5,309	6,210
<i>Computer Software</i>	0	6,158	0
<i>Dues & Subscriptions</i>	1,380	978	1,700
<i>Furniture and Equipment Purchases</i>	21,048	0	15,650
<i>Depreciation</i>	0	3,402	0
<i>Office Equipment Lease</i>	1,713	1,518	1,747
<i>Insurance- Health/ Life/Disability/Other</i>	191,977	118,413	200,584
<i>Office Expense</i>	10,097	20,903	12,762
<i>Postage</i>	2,951	2,341	3,100
<i>Printing</i>	750	412	750
<i>Rent</i>	94,877	94,894	94,950
<i>Utilities</i>	4,356	5,186	5,086
<i>Retirement</i>	89,941	75,412	88,469
<i>Employee Compensation</i>	526,525	421,961	521,992
<i>Salary Survey Fees</i>	0	0	0
<i>Temporary Staff</i>	0	0	0
<i>Taxes-Payroll</i>	39,316	32,612	39,932
<i>Taxes-Unemployment Comp</i>	70	0	70
<i>Taxes-Licenses</i>	61	0	61
<i>Telephone</i>	19,500	16,796	17,178
<i>Travel & Business</i>	4,055	3,303	12,000
<i>Equipment Maintenance</i>	631	1,305	1,350
<i>Employee Training</i>	225	0	500
<i>Meeting & Interpreter</i>	2,000	4,267	5,500
<i>Miscellaneous</i>	0	204	0
TOTAL CATEGORY V	1,069,309	857,219	1,094,078
GRAND TOTAL EXPENSES	3,961,745	3,385,113	3,672,962