

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** June 3, 2021

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** Curtis J. Williams, Public Utility Analyst IV, Office of Industry Development & Market Analysis <sup>CH</sup>

**RE:** Docket No. 20210050-TP - Document Filing

---

Please file the attached data request response from Florida Telecommunications Relay, Inc. in Docket No. 20210050-TP.

Please let me know if you have any questions.

Thank You.

Attachment



May 19, 2021

Mr. Curtis Williams, Regulatory Analyst IV  
Office of Industry Development & Market Analysis  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Staff Data Request Email dated May 12, 2021**

Mr. Williams:

FTRI has responded to the data request received May 12, 2021 and ***FTRI responses are in bold italics.***

The following is the data request questions with FTRI responses:

FPSC staff has completed additional analysis of FTRI's FY 2021-2022 proposed budget. Please provide responses to the items below by **Wednesday, May 19, 2021.**

1. In reviewing FTRI's Fiscal Year 2020/2021 budget, it appears that the amount reported as "2020/2021 Approved Budget" for the "Surplus Account" was \$16,957,128. Having reviewed the Commission's order it appears that this was actually the amount for the "2019/2020 Approved Budget" for the "Surplus Account." It appears that the correct "2020/2021 Approved Budget" for the "Surplus Account" is \$17,222,460. If you agree, please refile your budget reflecting the corrections. If not, please explain.  
***Yes, I picked up the 2019/2020 amount in error, attached is the corrected budget filing.***
2. Staff understands that FTRI relies on Sprint's Florida Relay Traffic Forecast to develop its budget for DPR expense. Does FTRI have any thoughts or insight on why minutes of use associated with DPR provider are expected to decrease to the extent that it will have a projected \$607,207 impact for FY 2021-2022?  
***No, SPRINT has not communicated any information to us regarding how or why they expect this decrease. FTRI, not having any detailed information on the calculation of SPRINT's budget calculation for Relay Traffic, can only rely on industry trends. Decrease in minutes seems to be the trend nationally. Most likely due to reliance on IP and Video Relay services.***

3. In response to staff's initial data request, FTRI stated that two RDCs discontinued providing service. Does FTRI anticipate the return of these RDCs? What efforts are being made to add additional RDCs?

***FTRI will be reviewing these possibilities with our new Executive Director. It is too early in the recovery from the pandemic to determine if RDCs who have closed or ceased FTRI operations may consider re-evaluating their contract with FTRI.***

4. Provide additional explanation on efforts taken to adapt during the COVID-19 pandemic to ensure improved operating results associated with the RDCs?

***When available and appropriate, RDCs are participating in virtual or socially distanced events adhering to CDC guidelines for COVID.***

5. Provide additional explanation on the increase in Employee Compensation expense. Does the budgeted amount include compensation associated with the new Executive Director? If not, please provide the adjusted Employee Compensation expense.

***Yes, the Executive Director position is included in the budgeted amount.***

6. Provide additional explanation on the increase in Telephone Expense.

***CenturyLink(Lumen) initiated a maintenance service to move us to new products and services, in my understanding from them this was a mandatory move, but would consolidate billing and be at a relative equal cost to our service at the time, August 2019. As a result, the completion of this maintenance service is still unfinished, and we have been overbilled. We are working with CenturyLink (Lumen) to resolve this issue, however, having taken this long, it is uncertain when this issue will be totally resolved. This has resulted in budgeting almost \$3,000 higher than last year's budget as we apply the methodology of budgeting to actual.***

Respectfully,



Brett A. Bascom  
Business Manager  
Florida Telecommunications Relay, Inc.

Florida Telecommunications Relay, Inc.  
Fiscal Year 2021/2022 Budget @ .10 cents surcharge

	2020/2021 APPROVED BUDGET	2020/2021 ESTIMATED REV & EXPEND	2021/2022 BUDGET	Estimated to Budget VARIANCE 2020/2021 2021/2022	Budget to Budget VARIANCE 2020/2021 2021/2022	
<b>OPERATING REVENUE</b>						
1	Surcharges	4,792,249	4,653,281	4,374,084	(279,197)	(418,165)
2	Interest Income	114,589	20,604	22,843	2,239	(91,746)
	<b>TOTAL OPERATING REV</b>	<b>4,906,838</b>	<b>4,673,885</b>	<b>4,396,927</b>	<b>(276,958)</b>	<b>(509,911)</b>
<b>OTHER REVENUE/FUNDS</b>						
3	Surplus Account	17,222,460	17,800,593	18,286,093	485,500	1,063,633
	<b>TOTAL REVENUE</b>	<b>22,129,298</b>	<b>22,474,478</b>	<b>22,683,020</b>	<b>208,542</b>	<b>553,722</b>
<b>OPERATING EXPENSES</b>						
<b>CATEGORY I - RELAY SERVICES</b>						
4	DPR Provider	2,254,960	2,254,960	1,647,753	(607,207)	(607,207)
	<b>SUBTOTAL-CATEGORY I</b>	<b>2,254,960</b>	<b>2,254,960</b>	<b>1,647,753</b>	<b>(607,207)</b>	<b>(607,207)</b>
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>						
5	TTY/TDD	0	0	0	0	0
6	CapTel Phone Equipment	0	0	0	0	0
7	VCP Hearing Impaired	577,203	278,296	577,203	298,907	0
8	VCP Speech Impaired	0	0	0	0	0
9	TeliTalk Speech Aid	32,760	32,250	32,760	510	0
10	In-Line Amplifier	34,950	103,170	34,950	(68,220)	0
11	ARS Signaling Equip	2,592	0	2,592	2,592	0
12	VRS Signaling Equip	16,400	8,200	16,400	8,200	0
13	Accessories & Supplies	518	50	518	468	0
14	Telecomm Equip Repair	108,812	30,192	108,812	78,620	0
	<b>SUBTOTAL-CATEGORY II</b>	<b>773,235</b>	<b>452,158</b>	<b>773,235</b>	<b>321,077</b>	<b>0</b>
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>						
15	Freight-Telecomm Equip	30,862	20,595	30,862	10,267	0
16	Regional Distr Centers	535,647	161,812	531,618	369,806	(4,029)
17	Training Expense	468	468	468	0	0
	<b>SUBTOTAL-CATEGORY III</b>	<b>566,977</b>	<b>182,875</b>	<b>562,948</b>	<b>380,073</b>	<b>(4,029)</b>

Florida Telecommunications Relay, Inc.  
Fiscal Year 2021/2022 Budget @ .10 cents surcharge

	2020/2021 APPROVED BUDGET	2020/2021 ESTIMATED REV & EXPEND	2021/2022 BUDGET	Estimated to Budget VARIANCE 2020/2021 2021/2022	Budget to Budget VARIANCE 2020/2021 2021/2022	
<b>CATEGORY IV - OUTREACH</b>						
18 Outreach Expense	535,650	433,143	535,650	102,507	0	
<b>SUBTOTAL-CATEGORY IV</b>	<b>535,650</b>	<b>433,143</b>	<b>535,650</b>	<b>102,507</b>	<b>0</b>	
<b>CATEGORY V - GENERAL &amp; ADMINISTRATIVE</b>						
19 Advertising	0	0	0	0	0	
20 Accounting/Auditing	20,823	21,146	21,624	478	801	
21 Legal	28,776	11,022	12,281	1,259	(16,495)	
22 Computer Consultation	5,020	6,431	5,460	(971)	440	
23 Dues & Subscriptions	2,482	1,230	1,380	150	(1,102)	
24 Office Equipment Purchase	7,131	7,730	7,711	(19)	580	
25 Office Equipment Lease	1,751	1,778	1,778	0	27	
26 Insurance-Hlth/Life/Dsblty	181,893	149,461	172,997	23,536	(8,896)	
27 Insurance-Other	9,741	10,253	9,741	(512)	0	
28 Office Expense	12,248	10,466	10,477	11	(1,771)	
29 Postage	4,139	3,025	3,025	0	(1,114)	
30 Printing	1,323	704	1,177	473	(146)	
31 Rent	91,715	91,304	91,304	0	(411)	
32 Utilities	5,408	4,971	4,945	(26)	(463)	
33 Retirement	77,030	67,828	78,849	11,021	1,819	
34 Employee Compensation	431,510	422,417	443,590	21,173	12,080	
35 Taxes - Payroll	31,979	30,840	30,977	137	(1,002)	
36 Taxes - Unemplmt Comp	56	2,957	2,957	0	2,901	
37 Taxes - Licenses	61	61	61	0	0	
38 Telephone	17,030	16,997	19,940	2,943	2,910	
39 Travel & Business	8,111	1,000	8,111	7,111	0	
40 Equipment Maint.	855	598	611	13	(244)	
41 Employee Training/Dev	2,145	3,030	2,145	(885)	0	
<b>SUBTOTAL-CATEGORY V</b>	<b>941,227</b>	<b>865,249</b>	<b>931,141</b>	<b>65,892</b>	<b>(10,086)</b>	
<b>TOTAL EXPENSES</b>	<b>5,072,049</b>	<b>4,188,385</b>	<b>4,450,727</b>	<b>262,342</b>	<b>(621,322)</b>	<b>-12.25%</b>
<b>REVENUE LESS EXPENSES</b>	<b>17,057,249</b>	<b>18,286,093</b>	<b>18,232,293</b>	<b>(53,800)</b>	<b>1,175,044</b>	
			<b>-53,800</b>			