

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 21, 2022

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

FROM: Curtis J. Williams, Public Utility Analyst IV, Office of Industry Development and Market Analysis CH

RE: Docket No. 20220046-TP - Document Filing

Please file the attached documents and data request responses from Florida Telecommunications Relay, Inc. in Docket No. 20220046-TP.

Please let me know if you have any questions.

Thank you

Attachments



May 24, 2022

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

RE: Request to Amend our Proposed FTRI FY 2022-2023 Budget

Mr. Williams:

This letter is to request approval to amend our proposed FTRI FY 2022-2023 budget as submitted earlier on February 25, 2022.

Our request to amend the budget is based on our urgent need to add a third Distribution Program Coordinator (DPC) to our staff. This need was discussed with and approved by FTRI Board of Directors.

Please see attached "Statement of Need" which provides explanation and justification to amend the budget to allow FTRI to hire a third DPC. Also attached are our revised proposed FY 2022-2023 Budget to reflect this addition in both PDF and Excel.

Should you have any questions or need additional information, please do not hesitate to contact me at cbradley@ftri.org. Thank you.

Regards,



Cecil Bradley
Executive Director
Florida Telecommunications Relay, Inc.

Cc: Tom McCabe, President
Board of Directors, FTRI

Attachments:

- Statement of Need
- Amended FTRI proposed FY 2022-2023 Budget (PDF & Excel)

Statement of Need

Addition of a 3rd Distribution Program Coordinator To Proposed FTRI FY 2022-2023 Budget

Florida Telecommunications Relay, Inc. (FTRI) seeks approval from PSC to add a third **Distribution Program Coordinator** (DPC) position during FTRI FY 2022-2023.

There is an urgent need to expand and provide relief to two existing DPCs and EDP Manager who have been inundated with an increased number of service calls from customers with hearing loss in recent months statewide as they seek adaptive telecommunications equipment. More customers have chosen to call our Tallahassee Office rather than go to nearby Distribution Program Centers (DPCs). Also, the number of available and active DPCs have declined in the past year. When compared to July 2021, the Tallahassee Office has seen an 14% increase in the number of new service calls during the month of April 2022. In addition to handling calls, DPCs process applications, equipment orders, and shipment of telecommunications equipment to customers' homes statewide.

Not only responding to increased number of calls from our customers with hearing loss, our existing DPCs at Tallahassee Office have frequently taken work leave due to own or family medical issues. Their absences place a greater burden on our Equipment Distribution Program (EDP) Manager in handling a higher number of calls from customers.

The position addition to FTRI FY 2022-2023 Budget requires **\$54,000**, based on \$40K starting pay with a \$14,000 max. benefit package.

Florida Telecommunications Relay, Inc.
Cecil Bradley, Executive Director
May 23, 2022

Florida Telecommunications Relay, Inc.
Fiscal Year 2022/2023 Budget @ .07 cents surcharge

	2021/2022 APPROVED BUDGET	2021/2022 ESTIMATED REV & EXPEND	2022/2023 BUDGET	Estimated to Budget VARIANCE 2021/2022 2022/2023	Budget to Budget VARIANCE 2021/2022 2022/2023
OPERATING REVENUE					
1	4,374,084	4,254,606	2,769,749	(1,484,857)	(1,604,335)
2	22,843	1,398	1,521	123	(21,322)
	4,396,927	4,256,004	2,771,270	(1,484,734)	(1,625,657)
OTHER REVENUE/FUNDS					
3	17,800,593	18,474,969	19,075,296	600,327	1,274,703
	22,197,520	22,730,973	21,846,566	(884,407)	(350,954)
OPERATING EXPENSES					
CATEGORY I - RELAY SERVICES					
4	1,647,753	1,647,753	1,551,319	(96,434)	(96,434)
	1,647,753	1,647,753	1,551,319	(96,434)	(96,434)
CATEGORY II - EQUIPMENT & REPAIRS					
5	0	0	0	0	0
6	0	0	0	0	0
7	577,203	278,296	225,523	(52,773)	(351,680)
8	0	0	0	0	0
9	32,760	32,250	39,800	7,550	7,040
10	34,950	103,170	67,137	(36,033)	32,187
11	2,592	682	540	(142)	(2,052)
12	16,400	1,775	5,269	3,494	(11,131)
13	518	50	100	50	(418)
14	108,812	37,762	38,336	574	(70,476)
	773,235	453,985	376,705	(77,280)	(396,530)
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
15	30,862	16,970	17,806	836	(13,056)
16	531,618	123,136	202,446	79,310	(329,172)
17	468	468	468	0	0
	562,948	140,574	220,720	80,146	(342,228)

Florida Telecommunications Relay, Inc.
Fiscal Year 2022/2023 Budget @ .07 cents surcharge

	2021/2022 APPROVED BUDGET	2021/2022 ESTIMATED REV & EXPEND	2022/2023 BUDGET	Estimated to Budget VARIANCE 2021/2022 2022/2023	Budget to Budget VARIANCE 2021/2022 2022/2023
CATEGORY IV - OUTREACH					
18 Outreach Expense	535,650	535,650	535,650	0	0
SUBTOTAL-CATEGORY IV	535,650	535,650	535,650	0	0
CATEGORY V - GENERAL & ADMINISTRATIVE					
19 Advertising	0	0	0	0	0
20 Accounting/Auditing	21,624	19,856	20,588	732	(1,036)
21 Legal	12,281	37,901	30,288	(7,613)	18,007
22 Computer Consultation	5,460	7,017	6,960	(57)	1,500
23 Dues & Subscriptions	1,380	1,333	1,380	47	0
24 Office Equipment Purchase	7,711	12,822	21,048	8,226	13,337
25 Office Equipment Lease	1,778	1,922	1,713	(209)	(65)
26 Insurance-Health/Life/Dsblty	172,997	138,562	180,943	42,381	7,946
27 Insurance-Other	9,741	10,126	11,034	908	1,293
28 Office Expense	10,477	10,243	10,097	(146)	(380)
29 Postage	3,025	2,951	2,951	0	(74)
30 Printing	1,177	309	750	441	(427)
31 Rent	91,304	92,220	94,877	2,657	3,573
32 Utilities	4,945	4,113	4,356	243	(589)
33 Retirement	78,849	76,191	89,941	13,750	11,092
34 Employee Compensation	443,590	410,366	526,525	116,159	82,935
35 Taxes - Payroll	30,977	30,999	39,316	8,317	8,339
36 Taxes - Unemplmt Comp	2,957	60	70	10	(2,887)
37 Taxes - Licenses	61	61	61	0	0
38 Telephone	19,940	18,907	19,500	593	(440)
39 Travel & Business	8,111	0	4,055	4,055	(4,056)
40 Equipment Maint.	611	656	631	(25)	20
41 Employee Training/Dev	2,145	0	225	225	(1,920)
42 Meeting & Interpreter Exp	0	1,100	2,000	900	2,000
SUBTOTAL-CATEGORY V	931,141	877,715	1,069,309	191,594	138,168
TOTAL EXPENSES	4,450,727	3,655,677	3,753,703	98,026	(697,024)
REVENUE LESS EXPENSES	17,746,793	19,075,296	18,092,863	(982,433)	346,070

RESPONSES TO PSC QUESTIONS (Email dated May 24, 2022)

- 1. FTRI proposes to reduce the surcharge from \$.10 to \$.07, which will reduce the reserve account by \$920,881. Please explain FTRI's rationale for reducing the surcharge and reserve account. Provide FTRI's understanding and opinion on the possibility of future FCC policy delegating relay service authority to states, and potential state relay service funding requirements.**

The FTRI Board of Directors voted to reduce the surcharge from .10 to .07. The board is confident that we should start drawing funds from the long-dormant reserve account. Based on our review of available documents or communications from Federal Communications Commission (FCC) online, there is no indication of plans by FCC (CFR Rule: 47 CFR § 9 Subpart E) to delegate relay service authority to states in the foreseeable future. Public comments have been sought by FCC in 2018 and 2021 but no discussion or action by FCC. FCC continues to oversee national Video Relay Service (VRS) & Internet-Protocol Caption Text Services (IP-CTS) programs. Per Clear Caption: <https://clearcaptions.com/what-is-the-trs-fund/>, the funding for interstate TRS services comes from each phone service provider; that is, the carrier that each of us pays each month for phone connection. Every carrier pays into the fund and, often, they will offset their contribution by charging a very tiny fee on the phone bill (it could be a "Universal Service Fee," "Regulatory Charge," or something similar).

- 2. Provide additional explanation regarding how COVID challenges impacted FTRI and its partners resulting in the 17.1% reduction in budgeted year-over-year operating expenses.**

As discussed last year, during the budget process, the 2021-2022 budget remained relatively the same as the 2020-2021 budget (two years in a row). As no determination can be made on when or if the impact of COVID will allow FTRI services to return to a pre-COVID level, FTRI budgeted, for FY 2022-2023, using projections based on actual TTM averages and actual expenses as such that can be determined.

In addition, during COVID (at least two years), FTRI experienced a significant decline in the number of services/equipment provided to customers who are Deaf, hard of hearing, and Deafblind. FTRI, through its collaboration with Regional Distribution Centers (RDCs) statewide, saw that customers would rarely go to RDCs to request and obtain adaptive telecommunications equipment. Also, many RDCs were closed to the public and many RDCs had fewer staff available for FTRI activities. Thanks to Outreach Media promotions, few customers would call Tallahassee FTRI Office to request equipment and have it shipped home, so local RDCs were notified but, again, few RDCs would respond to these customers. Also, RDCs conducted fewer Outreach activities like attending local events to promote adaptive telecommunications equipment, and rarely go out to the communities for the same. Therefore, fewer services and activities by RDCs resulted in lower funds expended to RDCs.

- 3. FTRI compensated the RDCs \$26,870 for 163 events in the first nine months in FY 2020-2021 for Outreach and \$43,822 for 200 events in the first nine months of 2021-2022. Does FTRI plan to continue increasing the amount paid to RDCs for Outreach. Explain how RDC Outreach performance is evaluated.**

Yes, FTRI plans to continue its collaboration with RDCs to promote adaptive telecommunications devices in their communities. Community event is one of the significant activities that we utilize to reach out to customers who are Deaf, hard of hearing, and Deafblind. With recent improvements in the health field towards COVID, FTRI has seen recent increase by RDCs in the last couple of months in attending local events, resulting in more referrals and requests for our equipment. Our evaluation in approving event activities by RDCs is based on past records that we keep in determining which event is worthy of attending, like how many referrals each event has generated. FTRI is confident that more RDCs are starting to open their doors and go out to the communities despite their limited number of available staff.

- 4. FTRI's RDC Break-Even Analysis dated December 21, 2021, states "to date, FTRI posted expenses of \$165,908 to RDCs in fiscal year 2021-2022." However, FTRI's proposed budget submitted on February 25, 2022, presents estimated RDC expense of \$123,136. Further, FTRI's Q3 FY 2021-2022 YTD report presents actual RDC expense of \$96,005. Please explain the discrepancy.**

The revised report for the RDC Break-Even Analysis sent to you on February 9, 2022, specifically states that the \$165,908 figure paid to RDCs for both distribution services and outreach was for fiscal year 2020-2021.

FTRI starts the budget process in December each year. The budget must be finalized and submitted to the board of directors by the second week of February for the board to have time to review and approve the budget for submission to the PSC by March 1. If staff is not going to review the budget until after the third quarter financial is received, possibly a new submission date should be established.

The year end estimate is for the entire year (12 months) compared to FTRI's Q3 financial that is only for 9 months.

As it seems you have compared different time periods, there would not be a discrepancy.

- 5. FTRI's proposed budget seeks approval to increase fees paid to RDCs for equipment distribution, which will result in higher RDC expense. FTRI also projects lower units of service delivered by RDCs. Please provide additional detail on FTRI's projection methodology for the number of units of service delivered. Please identify and provide further discussion on factors impacting projected lower unit delivery in addition to the impact from COVID.**

Our conservative projections are based on the last few years with COVID impacting on the number of units to be delivered. Thus, the numbers are low. However, with improved outlook of health intervention with COVID cases, we anticipate an increase in the number of units as seen in our recent monthly service increases (March – May 2022).

- 6. FTRI's proposed budget includes an additional position to implement an online chat function to assist consumers obtain services from FTRI, and other agencies and organizations. Please provide additional detail on the position description and job function. In your response, include details on how the online chat will be performed, and the chat function start date on FTRI's website.**

The online chat function, that we call as "FTRI Chat", is a completely new venture that FTRI is tasked to set-up. In Order dated June 3, 2021, PSC has encouraged FTRI to add an online chat function "to help with customer inquiries, as well, as the creation of an online consumer portal similar to what is utilized by the Florida Department of Children and Families." Once PSC approves this project's funding in FY 2022-2023, the "FTRI Chat" will need to spend the first few months developing this project between our IT and an outside platform provider. The date for start-up depends on the current cost of creating this chat since the quote we received from the platform provider had a 30-day time limit in late 2021 and a new one will have to be pursued. Once it is set-up, this new chat on the FTRI website will require weeks of testing and any issues addressed before it becomes operational. At the same time, FTRI will create a new position description for the individual to be responsible for handling and responding to chat inquiries, and to assist other FTRI staff as needed. This position will work with FTRI Distribution Program Coordinators (DPCs) and Equipment Distribution Program (EDP) Manager, in providing customer assistance. In anticipation of difficulty hiring a qualified candidate, even with job announcement posting with multiple contacts and media sources, we do not expect the person to be hired quickly.

However, upon researching Florida Department or Program websites, it is discovered that Department of Children and Families (DCF) does not have an online chat. Also discovered is that at least 10 other state department or program websites do not have one. Only Department of Agriculture and Consumer Affairs has an online chat. Department of Employment Opportunity (DEO) set-up one in February 2021 only to remove it in June 2021.

In addition, since FTRI only provides equipment for landlines and some for Bluetooth, none of our customers would be able to access online chat if they have no access to internet at home. It brings to a question: Is FTRI Chat needed or beneficial to our customers with limited internet access?

If PSC determines that FTRI must make a choice between creating FTRI Chat which includes hiring of a staff to oversee it or adding a third Distribution Program Coordinator (DPC) per our recent amendment request to FY 2022-2023 budget, FTRI would choose to go with the addition of a third DPC.

Cecil Bradley
Executive Director, FTRI
May 31, 2022

RDC Break Even Analysis Summary and Methodology

Summary

The Break Even analysis is based on costs reported to us via a survey. To date, 16 Regional Distribution Centers (RDCs) have responded.

The survey was originally sent out to 22 RDCs at the end of September 2021. FTRI sent the survey four separate times using three separate emails. Additionally, the last attempt was sent on November 30 with an email the previous day notifying the recipients to watch for the survey on the next day.

Tuesday, September 28 -	MailChimp - return email: outreach@ftri.org
Monday, October 25 -	MailChimp - return email: outreach@ftri.org
Thursday, October 28 -	From emoran@ftri.org with link to survey
Monday, November 29 -	From cbradley@ftri.org , with heads up re survey next day via MailChimp
Tuesday, November 30 -	From cbradley@ftri.org , with link to survey

The total number of respondents is, 16.

- RDC 5's calculations are based on average services for FYE 2021 for all centers (RDC 5 provided only 4 Exchange services in FYE 2021)
- Five locations did not identify themselves. (see footnote 1)
- One location (Unidentified M-4) did not provide any dollar figures to be used.
- One location (Unidentified M-5) only provided a response to RENT.
- A total of 6 locations did not respond.

In 2020 COVID has produced a significant decline in distribution numbers at the RDCs. Currently it is unclear when the distribution numbers may return to a pre-COVID level. An additional factor involved in the calculation is that the distribution numbers Pre-COVID year over year were already declining.

Therefore, FTRI has based the analysis on the most recent fiscal year (2020-2021) distribution numbers for each RDC responding to the survey.

Based on this data, New Client services range from \$58.23 to a high of \$1,397.66 per service. The average for all RDCs reporting is \$236.81

Exchange services range from \$28.44 to \$682.58, and the average for RDCs reporting is \$115.65 per service.

Modification services, Return services and FollowUp services all follow a similar pattern as detailed in the spreadsheet presented along with this summary.

Note: Currently FTRI pays \$43 for New services, \$21 for Exchanges, \$35 for Modification services, \$12 for Return and \$12 for FollowUp. If an RDC reaches the benchmark established, an additional \$12 is paid for each New Service conducted by the RDC for the month.

Methodology

FTRI sent out a survey to collect data from the RDCs to determine costs most likely incurred to operate and provide the FTRI equipment distribution program and outreach services.

Several challenges arose in creating a break-even calculation to meet exact projected service fees to cover the costs reported to us in the survey. There are several factors to consider. FTRI has five distinct services with different fee levels as well as In home service mileage and In home travel time both of which are non-standard units.

Outreach services conducted by the RDCs were minimal. \$20,865.72 and only 6 of the 22 RDCs submitted invoices for Outreach services payment during 2020-2021 fiscal year.

FTRI used the most recent fiscal year distribution numbers for FY 2020-2021, from the “Transaction Summary” report. FTRI extrapolated the relative cost per service to approximate the cost reported by the RDC on the survey, to provide those services on a per service basis.:

- Using the total payments made to the RDC for FY 2020-2021 ÷ Costs reported by the RDC = % that 2020-2021 payments were of survey costs reported.
- Using this percentage, we extrapolate the cost per service to approximate the costs reported by the RDC.
- Old rate ÷ percentage = new rate
- FY 2020-2021 services x new rate = projected fees that would be paid on 2020-2021 services, approximating RDC costs reported on the survey.
- These projected fees are then compared to costs reported to us in the survey.

FTRI chose to apply the ratio calculated evenly instead of creating a ratio for each level of service provided. The time needed to research and break out the percentage of payment to each level of service would be unproductive as in most cases the fees calculated, although high, are not high enough to reach the level reported to us in the survey by the RDCs.

Differences in extrapolated costs, using the ratio of payments to survey costs reported, in comparison to the survey cost reported by the center are partially due to the different units of services provided at each service level, New, Exchange, Modification, Return, FollowUp.

In home services mileage is paid at the IRS mileage rate to the home and therefore difficult to determine an average rate per location as mentioned above adding to the difference in extrapolated versus reported costs in the analysis. In home travel time is also dependent on time traveled to the home and difficult to determine without further research.

Total payments to RDCs include Outreach payments as well as Distribution services payments, however no provision is included in the extrapolated fees for outreach services. As noted previously, Outreach services conducted by the RDCs were minimal. Outreach services if provided and invoiced to FTRI by the centers are part of the difference and if utilized more after COVID restrictions allow, can make a contribution to the RDC costs reported in the survey.

Conclusion

After reviewing the data, it is apparent that using services rendered in 2020-2021 the fees per service would have to be increased to an amount that may not be feasible to pay.

Using the Average of the costs reported in the survey, \$41,531.01 per center x 22 RDCs operating would equal a FTRI cost of \$913,682.22 if we were to raise the per service fees to a level where all RDCs were covering their costs reported to us in the survey. This is almost double the amount we have in our 2021-2022 budget. However, to date, FTRI posted expenses of \$165,908.88 to RDCs in fiscal year 2020-2021.

Recommendation

FTRI is evaluating the information on compensation to the RDCs. FTRI plans to make the compensation recommendation and meet with the RDCs for discussion of the recommendation.

Footnote 1: At the TASA meeting of October 27, 2021, it was suggested that some of the RDCs were not receiving the survey in their email and that possibly it was going to junk email. FTRI was asked to send it from a different email address and only provide a link to the survey. This method prohibited FTRI from identifying the respondent to the survey, however 5 surveys were received by this method. These locations were identified M-1 to M-5, Miscellaneous "M". Due to not knowing the location of M-1, M-2 and M3, or the number of services provided, in 2020-2021 we were unable to extrapolate fees for them and the annual average was used in the analysis. M-4 and M-5 did not provide a location and there was no usable data completed for them, therefore excluding them from the analysis.

Reporting Center	Cost reported from Survey	Projected fees with extrapolated cost per service	Extrapolated FEES based on 2020-2021 Services					Notes
			NEW	EXCHG	MOD	RTRN	FLWup	
RDC 02								
RDC 04								
RDC 05	\$36,840.00	\$27,947.41	\$217.51	\$106.23	\$177.04	\$60.70	\$60.70	No NEW services provided, only services provided were 4 Exchange services for 202-2021.
RDC 07								
RDC 09	\$26,064.00	\$23,530.08	\$190.90	\$93.23	\$155.39	\$53.28	\$53.28	
RDC 10	\$55,830.00	\$53,446.33	\$242.94	\$118.64	\$197.74	\$67.80	\$67.80	
RDC 16								
RDC 17	\$13,846.00	\$12,982.37	\$81.49	\$39.80	\$66.33	\$22.74	\$22.74	
RDC 18								
RDC 19	\$15,680.00	\$15,349.99	\$58.23	\$28.44	\$47.39	\$16.25	\$16.25	Reported only % for several line items with no info on what the % is based on.
RDC 20								
RDC 21	\$23,929.00	\$23,364.59	\$152.36	\$74.41	\$124.02	\$45.52	\$45.52	
RDC 22	\$37,019.00	\$37,762.23	\$201.89	\$98.60	\$164.33	\$56.34	\$56.34	
RDC 24	\$32,460.00	\$32,557.22	\$406.94	\$198.74	\$331.23	\$113.56	\$113.56	
RDC 25	\$63,967.14	\$60,196.72	\$1,397.66	\$682.58	\$1,137.63	\$390.04	\$390.04	High cost reported, with few services for the year resulting in higher projected per service
RDC 26								
RDC 28	\$14,722.00	\$15,048.46	\$222.83	\$108.82	\$181.37	\$62.18	\$62.18	
RDC 29								
RDC 30	\$20,329.84	\$20,329.84	\$75.41	\$36.83	\$61.38	\$21.04	\$21.04	
RDC 34								
RDC 35								
RDC 37								
M-1	\$43,260.00	\$32,815.16	\$255.39	\$124.73	\$207.88	\$71.27	\$71.27	
M-2	\$11,163.00	\$8,467.77	\$65.90	\$32.19	\$53.64	\$18.39	\$18.39	
M-3	\$100,014.00	\$75,866.28	\$590.45	\$288.36	\$480.60	\$164.78	\$164.78	
M-4	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	No usable data was supplied
M-5	\$2,400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Only answered one line item, RENT

FTRI Relay, Inc.

		total # # reporting	1	1	1	1	1	1
			RDC 02	RDC 04	RDC 05	RDC 07	RDC 09	RDC 10
		Annually	(Ft Lauderdale)	(Daytona Beach)	(Jacksonville)	(Ft Lauderdale-CIL)	(Crystal River)	(Port Richey)
G& A expenses								
Q-9	Rent	\$3,386.62			\$2,940.00		\$1,800.00	\$7,200.00
Q-10	Utilities	\$932.00			\$0.00		\$1,248.00	\$1,400.00
Q-12	Insurance-General llab.	\$827.70			\$0.00		\$240.00	\$1,250.00
Q-13	Office Expenses and supplies	\$397.42			\$1,000.00		\$300.00	\$500.00
Q-16	Equipment-computers cell phones copier etc.	\$1,590.10			\$1,500.00		\$200.00	\$0.00
Q-14	Postage	\$133.29			\$0.00		\$86.00	\$80.00
Q-15	Printing	\$275.28			\$0.00		\$150.00	\$100.00
Q-17	Employee Compensation	\$25,077.11			\$25,000.00		\$20,800.00	\$40,700.00
Q-18	Health Ins. (major medical, dental , vision etc.	\$4,770.50			\$0.00		\$0.00	\$0.00
Q-19	Other employee benefits-retirment etc.	\$1,147.71			\$2,000.00		\$0.00	\$0.00
Q-20	Payroll Taxes	\$1,970.27			\$1,950.00		\$0.00	\$3,050.00
Q-21	Unemployment Comp(Reemplmt tax)	\$224.12			\$450.00		\$520.00	\$50.00
Q-11	Telephone Expense	\$798.89			\$2,000.00		\$720.00	\$1,500.00
Total expenses needed to provide program		<u>\$41,531.01</u>			\$36,840.00		\$26,064.00	\$55,830.00
Services provided 2020-2021 FYE		avg-FY2021-ALL			Avg Svcs-FYE 2021-All		Svcs-FYE 2021	Svcs-FYE 2021
	NEW	66			66		42	93
	EXCHG	77			77		113	157
	MOD	10			10		7	20
	RTRN	50			50		70	105
	FollowUP	10			10		3	17
	OUTREACH						0	
Cost per FYE 2021 Service to reach break-even								
	NEW	\$15,629.24			\$14,355.61		\$8,017.98	\$22,593.22
	EXCHG	\$8,905.03			\$8,179.36		\$10,535.26	\$18,627.12
	MOD	\$1,927.50			\$1,770.42		\$1,087.71	\$3,954.80
	RTRN	\$3,304.28			\$3,035.01		\$3,729.30	\$7,118.64
	FollowUP	\$660.86			\$607.00		\$159.83	\$1,152.54
	OUTREACH		\$867.50	\$25,577.88			\$80.00	\$0.00
total break even using extrapolated fees		\$30,426.91			\$27,947.41		\$23,610.08	\$53,446.33
old rate	Extrapolated service fee to reach break even							
\$43.00	NEW	\$236.81			\$217.51		\$190.90	\$242.94
\$21.00	EXCHG	\$115.65			\$106.23		\$93.23	\$118.64
\$35.00	MOD	\$192.75			\$177.04		\$155.39	\$197.74
\$12.00	RTRN	\$66.09			\$60.70		\$53.28	\$67.80
\$12.00	FollowUP	\$66.09			\$60.70		\$53.28	\$67.80
	OUTREACH							
Since payments for FYE 2021 are a percentage of the total cost reported as needed, then it is reasonable to extrapolate services based on that. (ex. RDC 9 payments are approximately 1/5 or 22.5% of cost reported as needed in the survey.)		18.2%			19.8%		22.5%	17.7%
(payments from purchases Journal)								
Payments made to RDC in fiscal year end 2021		\$7,541.31	\$21,351.94	\$43,608.03	\$7,283.00	\$0.00	\$5,870.75	\$9,859.63

FTRI Relay, Inc.

	1	1	1	1	1	1	1	1
	RDC 16	RDC 17	RDC 18	RDC 19	RDC 20	RDC 21	RDC 22	RDC 24
	(Jensen Beach)	(Ft Myers)	(Winter Park-CL)	(Lakeland)	(Rockledge-CL)	(Pt Charlotte)	(Leesburg)	(Pensacola-CL)
G & A expenses								
Q-9 Rent		\$1,461.00		\$5,000.00		\$5,998.00	\$2,880.00	\$4,110.60
Q-10 Utilities		\$1,620.00		\$600.00		\$1,530.00	\$1,843.00	\$1,090.00
Q-12 Insurance-General Liab.		\$1,593.00		\$500.00		\$638.00	\$251.00	\$1,024.00
Q-13 Office Expenses and supplies		\$801.00		\$200.00		\$232.00	\$786.00	\$431.00
Q-16 Equipment-computers cell phones copier etc.		\$442.00		\$3,000.00		\$0.00	\$67.00	\$1,207.00
Q-14 Postage		\$234.00		\$200.00		\$126.00	\$55.00	\$198.00
Q-15 Printing		\$230.00		\$100.00		\$1,313.00	\$586.00	\$110.00
Q-17 Employee Compensation		\$6,375.00		\$0.00		\$11,375.00	\$26,956.00	\$17,303.00
Q-18 Health Ins. (major medical, dental , vision etc.		\$0.00		\$6,000.00		\$0.00	\$0.00	\$5,109.00
Q-19 Other employee benefits-retirement etc.		\$0.00		\$0.00		\$0.00	\$0.00	\$236.00
Q-20 Payroll Taxes		\$488.00		\$0.00		\$837.00	\$2,265.00	\$1,269.00
Q-21 Unemployment Comp(Reemplmt tax)		\$235.00		\$0.00		\$0.00	\$12.00	\$0.00
Q-11 Telephone Expense		\$367.00		\$80.00		\$1,880.00	\$1,318.00	\$373.00
Total expenses needed to provide program	\$0.00	\$13,846.00	\$0.00	\$15,680.00	\$0.00	\$23,929.00	\$37,019.00	\$32,460.60
Services provided 2020-2021 FYE		Svcs-FYE 2021		Svcs-FYE 2021		Svcs-FYE 2021	Svcs-FYE 2021	Svcs-FYE 2021
NEW		55		129		83	76	31
EXCHG		109		165		79	130	34
MOD		12		16		14	19	4
RTRN		115		95		48	111	56
FollowUP		17		10		25	4	45
OUTREACH								
Cost per FYE 2021 Service to reach break-even								
NEW		\$4,481.84		\$7,511.13		\$12,646.07	\$15,343.40	\$12,615.15
EXCHG		\$4,337.81		\$4,691.92		\$5,878.35	\$12,817.47	\$6,757.10
MOD		\$795.93		\$758.29		\$1,736.22	\$3,122.20	\$1,324.92
RTRN		\$2,615.20		\$1,543.66		\$2,040.95	\$6,253.80	\$6,359.63
FollowUP		\$386.59		\$162.49		\$1,062.99	\$225.36	\$5,110.42
OUTREACH		\$365.00		\$682.50		\$0.00	\$0.00	\$390.00
total break even using extrapolated fees		\$12,982.37		\$15,349.99		\$23,364.59	\$37,762.23	\$32,557.22
old rate								
Extrapolated service fee to reach break even								
\$43.00 NEW		\$81.49		\$58.23		\$152.36	\$201.89	\$406.94
\$21.00 EXCHG		\$39.80		\$28.44		\$74.41	\$98.60	\$198.74
\$35.00 MOD		\$66.33		\$47.39		\$124.02	\$164.33	\$331.23
\$12.00 RTRN		\$22.74		\$16.25		\$42.52	\$56.34	\$113.56
\$12.00 FollowUP		\$22.74		\$16.25		\$42.52	\$56.34	\$113.56
OUTREACH								
<i>Since payments for FYE 2021 are a percentage of the total cost reported as needed, then it is reasonable to extrapolate services based on that. (ex. RDC 9 payments are approximately 1/5 or 22.5% of cost reported as needed in the survey.)</i>		52.8%		73.9%		28.2%	21.3%	10.6%
(payments from purchases journal)								
Payments made to RDC in fiscal year end 2021	\$6,002.00	\$7,306.33	\$2,906.00	\$11,579.74	\$3,459.33	\$6,753.29	\$7,884.70	\$3,430.00

FTRI Relay, Inc.

	1	1	1	1	1	1	1
	1		1		1		1
	RDC 25	RDC 26	RDC 28	RDC 29	RDC 30	RDC 34	RDC 35
	(Panama City)	(Miami-Sp-H)	(Tampa-CIL)	(Tallahassee-CIL)	(Palm Springs)	(New Port Richey) (Sertoma)	(Jacksonville- Sp-H)
G & A expenses							
Q-9 Rent	\$3,792.69		\$747.00		\$3,960.00		
Q-10 Utilites	\$676.00		\$225.00		\$306.00		
Q-12 Insurance-General Liab.	\$1,314.08		\$125.00		\$360.00		
Q-13 Office Expenses and supplies	\$167.85		\$40.00		\$240.00		
Q-16 Equipment-computers cell phones copier etc.	\$1,532.25		\$75.00		\$442.00		
Q-14 Postage	\$46.80		\$40.00		\$300.00		
Q-15 Printing	\$119.70		\$40.00		\$100.00		
Q-17 Employee Compensation	\$54,494.40		\$10,000.00		\$12,000.00		
Q-18 Health Ins. (major medical, dental , vision etc.)	\$0.00		\$2,500.00		\$0.00		
Q-19 Other employee benefits-retirement etc.	\$1,634.83		\$0.00		\$0.00		
Q-20 Payroll Taxes	\$0.00		\$800.00		\$2,100.00		
Q-21 Unemployment Comp(Reemplmt tax)	\$49.04		\$0.00		\$0.00		
Q-11 Telephone Expense	\$139.50		\$130.00		\$720.00		
Total expenses needed to provide program	\$63,967.14	\$0.00	\$14,722.00	\$0.00	\$20,528.00	\$0.00	\$0.00
Services provided 2020-2021 FYE	Svcs-FYE 2021		Svcs-FYE 2021				
NEW	15		18		\$119.00		
EXCHG	45		69		\$169.00		
MOD	2		3		\$25.00		
RTRN	10		46		\$128.00		
FollowUP	6		2		\$43.00		
OUTREACH							
Cost per FYE 2021 Service to reach break-even							
NEW	\$20,964.84		\$4,010.85		\$8,973.33		
EXCHG	\$30,715.93		\$7,508.69		\$6,223.64		
MOD	\$2,275.25		\$544.11		\$1,534.43		
RTRN	\$3,900.44		\$2,860.45		\$2,693.58		
FollowUP	\$2,340.26		\$124.37		\$904.87		
OUTREACH	\$0.00	\$80.00	\$0.00		\$0.00	\$6,304.00	
total break even using extrapolated fees	\$60,196.72		\$15,048.46		\$20,329.84		
old rate	Extrapolated service fee to reach break even						
\$43.00	NEW	\$1,397.66	\$222.83		\$75.41		
\$21.00	EXCHG	\$682.58	\$108.82		\$36.83		
\$35.00	MOD	\$1,137.63	\$181.37		\$61.38		
\$12.00	RTRN	\$390.04	\$62.18		\$21.04		
\$12.00	FollowUP	\$390.04	\$62.18		\$21.04		
	OUTREACH						
<i>Since payments for FYE 2021 are a percentage of the total cost reported as needed, then it is reasonable to extrapolate services based on that. (ex. RDC 9 payments are approximately 1/5 or 22.5% of cost reported as needed in the survey.)</i>							
		3.1%	19.3%		57.0%		
	(payments from purchases journal)						
Payments made to RDC in fiscal year end 2021	\$1,968.00	\$2,943.05	\$2,841.00	\$1,419.00	\$11,706.00	\$8,647.29	\$973.00

FTRI Relay, Inc.

1

1

1

1

1

1

22
16

total #
reporting

	RDC 37	M-1	M-2	M-3	M-4	M-5
	(Miami - CL)	No location	No location	No location	No location No dollars given in response	No location
G& A expenses						
Q-9 Rent		\$2,600.00	\$2,624.00	\$3,286.00	\$0.00	\$2,400.00
Q-10 Utilities		\$840.00	\$102.00	\$636.00	\$0.00	\$0.00
Q-12 Insurance-General Liab.		\$2,350.00	\$370.00	\$745.00	\$0.00	\$0.00
Q-13 Office Expenses and supplies		\$360.00	\$50.00	\$456.00	\$0.00	\$0.00
Q-16 Equipment-computers cell phones copier etc.		\$8,150.00	\$714.00	\$1,752.00	\$0.00	\$0.00
Q-14 Postage		\$240.00	\$55.00	\$72.00	\$0.00	\$0.00
Q-15 Printing		\$300.00	\$250.00	\$180.00	\$0.00	\$0.00
Q-17 Employee Compensation		\$19,975.00	\$5,174.00	\$75,850.00	\$0.00	\$0.00
Q-18 Health Ins. (major medical, dental , vision etc.		\$4,750.00	\$1,382.00	\$8,882.00	\$0.00	\$0.00
Q-19 Other employee benefits-retirement etc.		\$720.00	\$0.00	\$0.00	\$0.00	\$0.00
Q-20 Payroll Taxes		\$1,450.00	\$205.00	\$7,259.00	\$0.00	\$0.00
Q-21 Unemployment Comp(Reemplmt tax)		\$275.00	\$10.00	\$416.00	\$0.00	\$0.00
Q-11 Telephone Expense		\$1,250.00	\$227.00	\$480.00	\$0.00	\$0.00
Total expenses needed to provide program	\$0.00	\$43,260.00	\$11,163.00	\$100,014.00	\$0.00	\$2,400.00

Services provided 2020-2021 FYE	avg-FY2021-ALL	avg-FY2021-ALL	avg-FY2021-ALL
NEW	66	66	66
EXCHG	77	77	77
MOD	10	10	10
RTRN	50	50	50
FollowUP	10	10	10
OUTREACH			

Cost per FYE 2021 Service to reach break-even			
NEW	16,856.00	4,349.60	38,969.86
EXCHG	9,604.00	2,478.26	22,203.76
MOD	2,078.79	536.42	4,806.01
RTRN	3,563.64	919.58	8,238.87
FollowUP	712.73	183.92	1,647.77
OUTREACH			

total break even using extrapolated fees 32,815.16 8,467.77 75,866.28

old rate	Extrapolated service fee to reach break even			
\$43.00	NEW	\$255.39	\$65.90	\$590.45
\$21.00	EXCHG	\$124.73	\$32.19	\$288.36
\$35.00	MOD	\$207.88	\$53.64	\$480.60
\$12.00	RTRN	\$71.27	\$18.39	\$164.78
\$12.00	FollowUP	\$71.27	\$18.39	\$164.78
	OUTREACH			

Since payments for FYE 2021 are a percentage of the total cost reported as needed, then it is reasonable to extrapolate services based on that. (ex. RDC 9 payments are approximately 1/5 or 22.5% of cost reported as needed in the survey.)

(payments from purchases Journal)

16.8% 65.2% 7.3%

Payments made to RDC in fiscal year end 2021 \$0.00 7283.57 7283.57 7283.57

See Note See Note See Note

only rent cost provided

Notes:

The "M" no location reports based on survey result submitted, then since there is no location identified, we use the "all" average to extrapolate per service cost.

Preview Survey

[Back To Questions](#)

The Public Services Commission has formally ordered FTRI to conduct a break-even analysis on RDC operational expenses, as they relate to the provision of FTRI services. To gather the information required to conduct this analysis, we need each RDC to complete this survey.

- We value your input, and the information supplied will be included in the submission along with the break-even analysis.

TERMS:

FTE = Full Time Employee. Expressed as a percentage of 1 employee working 40 hours per week. Someone working 20 hours per week = .5FTE

LTD = Long Term Disability Insurance

STD = Short Term Disability Insurance

The first 7 questions relate to Total FTE (Full Time Employee) **hours spent per month**, conducting the following FTRI activities: Distribution of phones to clients: New; Mod; Exchange; Follow-Up; and Outreach, including paperwork, training, phone work, etc. **Please note the EXECUTIVE DIRECTOR percentage of FTE hours:**

*



Please note the FTRI PROGRAM MANAGER percentage of FTE hours: *

Please note the INDEPENDENT CONTRACTOR percentage of FTE hours:

*

Please note the FTRI PROGRAM ASSISTANT FTE percentage of hours: *

Please note the RECEPTIONIST FTE percentage of hours: *

Please note the OUTREACH MANAGER FTE percentage of hours: *

Please note the **OUTREACH ASSISTANT FTE percentage of hours**: *

Please note additional FTE percentage of hours for **OTHER STAFF**, not listed above:

*

RENT- What is the total office space used for the FTRI program (square footage allocated x cost per square foot)? Please note in dollars the rental expense allocated to FTRI program, annually:

*

UTILITIES - Electric, water (not telephone); portion allocated to FTRI program, annually:

*

TELEPHONE EXPENSE - allocated to FTRI program, annually: *

BUSINESS INSURANCE - General liability, Worker's Comp, and other insurance your agency may have; portion allocated to FTRI program, annually:

*

OFFICE SUPPLIES - and incidentals; portion allocated to FTRI program, annually:

*

POSTAGE ALLOCATED - to FTRI program, annually: *

PRINTING COST - allocated to FTRI program, annually: *

EQUIPMENT - including computers, cell phones (equipment, NOT service), copiers, printers; NOT equipment supplied by FTRI. Note amount in dollars:

*

EMPLOYEE COST - portion of salary assigned to FTRI program staff/personnel, in dollars, annually:

*

EMPLOYEE HEALTH INSURANCE - Major medical, dental, vision, or similar benefits. Portion of health insurance cost assigned to FTRI program staff/personnel, in dollars, annually:

*

RETIREMENT OR OTHER BENEFITS FOR EMPLOYEES - portion of cost assigned to FTRI program staff/personnel, in dollars, annually:

*

PAYROLL TAXES - portion of cost assigned to FTRI program staff/personnel, in dollars, annually:

*

UNEMPLOYMENT COMPENSATION FOR EMPLOYEES - Now called Re-employment tax. Portion of cost assigned to FTRI staff/personnel, in dollars, annually:

*

Are your costs variable, based on number of services? *

Please explain in a few short sentences how you budget for the FTRI program:

*

The next group of questions pertains to the **type and number of FTRI services** you predict or budget for, over the next year. **How many NEW services do you expect to conduct?**

*

How many MOD (modification) services do you expect to conduct? *

How many EXCH (exchange) services do you expect to conduct? *

How many FLUP (follow up) services do you expect to conduct? *

How many RETURNS services do you expect to conduct? *

How many OUTREACH services do you expect to conduct? *

Please provide any additional information you feel would be beneficial for FTRI and the Florida Public Services Commission to be made aware of.

*

Submit

report abuse

