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 24, 2026

TO: Office of Commission Clerk (Teitzman)

FROM: Office of Industry Development and Market Analysis (Williams, Fogleman) CH
Office of the General Counsel (Imig, Stiller) SPS

RE: Docket No. 20260042-TP – Commission approval of Florida Telecommunications Relay, Inc.'s fiscal year 2026/2027 proposed budget.

AGENDA: 07/07/26 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Ortega

CRITICAL DATES: None

SPECIAL INSTRUCTIONS: None

Case Background

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system. Under TASA, the Florida Public Service Commission (Commission) must establish, implement, promote, and oversee the statewide telecommunications access system, which is intended to provide telecommunications service for deaf, hard of hearing, or speech impaired persons that is functionally equivalent to the service provided to hearing persons. TASA provides for the purchase and distribution of specialized telecommunications devices and specialized communications technology as defined in Chapter 427, Florida Statutes (F.S.).

The telecommunications access system provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant that relays information between the deaf or hard of hearing person and the other party to the call. The primary function of the telecommunications access system is accomplished using a Telecommunications Device for the Deaf (TDD). The person using the TDD types a message to the Communications Assistant who in turn voices the message to the other party or types the message to a Captioned Telephone that displays real-time captions of the conversation.

In 2025, the Legislature amended Sections 427.702 through 427.706, F.S. relating to TASA.[1] These statutory changes added newly defined specialized communications technology and requires the Commission to set eligibility requirements for this distribution. Section 427.704(e), F.S. mandates that the eligibility requirements be based on income qualifications of no less than double, but no more than triple, the federal poverty level, or participation in other state or federal programs based on income. The Commission adopted rules setting these eligibility criteria, which became effective on December 2, 2025. The eligibility requirements in the rule include income of less than 250 percent of the federal poverty level, or participation in the Supplemental Nutrition Assistance Program, Medicaid, Supplemental Security Income, the Section 8 Housing Choice Voucher Program, or receipt of either a Veterans Pension or Survivors Pension from the Department of Veterans Affairs.

Florida Telecommunications Relay, Inc. (FTRI), a nonprofit corporation formed by the local exchange telephone companies, was selected by the Commission to serve as the telecommunications access system administrator. FTRI is primarily responsible for the purchase and distribution of specialized telecommunications equipment and specialized communications technology. As part of this process, FTRI contracts with other organizations to assist in the distribution of equipment and provide customer training on the proper use of the equipment and the relay service. FTRI also conducts marketing to raise awareness of available equipment and relay service. Finally, FTRI pays the Telecommunications Relay Service (TRS) provider, which is selected by the Commission through a request for proposals process. The current TRS provider is T-Mobile USA, Inc. (T-Mobile).

FTRI is funded through the TRS surcharge, which local exchange telecommunications companies are required to collect and remit to FTRI. The Commission has historically changed the surcharge to meet FTRI's budgetary needs. The monthly surcharge is currently $0.08 per access line, for up to 25 lines per customer.

As part of its oversight responsibilities of the telecommunications access system, the Commission reviews and approves a budget submitted by FTRI on an annual basis. On March 16, 2026, FTRI submitted its Fiscal Year 2026/2027 budget. On May 29, 2026, FTRI submitted responses to staff's first data request along with a revised budget for the Commission's consideration, which is included as Attachment A. FTRI provided a comparison of its proposed budget to the Commission-approved 2025/2026 budget, as well as its estimated revenue and expenses for the current fiscal year. FTRI estimated its revenue and expenses based on actual data from the first two quarters and estimated data for the remainder of the year.

On May 29, 2026, FTRI also filed third quarter financial information. With this updated information, staff formulated an estimate of FTRI's expenses for Fiscal Year 2025/2026, which is reflected in Attachment B.

[1] *See* Chapter 2025-148, Laws of Florida.

This recommendation addresses FTRI's proposed budget and recommended TRS surcharge for Fiscal Year 2026/2027. The TRS surcharge is the only rate the Commission establishes for telecommunications companies. The Commission is vested with jurisdiction over this matter pursuant to Chapter 427, F.S.

Discussion of Issues

Issue 1: Should the Commission approve FTRI's proposed Fiscal Year 2026/2027 budget as presented in Attachment A?

Recommendation: Yes. Staff recommends the Commission approve FTRI's proposed budget expense of $4,694,189 for Fiscal Year 2026/2027, effective upon issuance of the consummating order. Staff recommends the Commission allow FTRI to transfer $2,454,849 from the Reserve Account to offset the projected revenue shortfall. (Williams, Fogleman, Imig, Stiller)

Staff Analysis:

Traditional Telecommunications Relay Service

Traditional TRS cost as approved in the T-Mobile contract is currently $2.58 per session minute. T-Mobile's projections indicate traditional TRS minutes of use during Fiscal Year 2026/2027 will be 297,506. By comparison, T-Mobile's projections for traditional TRS minutes of use for Fiscal Year 2025/2026 was 467,554. Further, TRS usage totaled 510,081 actual minutes in Fiscal Year 2024/2025, representing a 14 percent decline from Fiscal Year 2023/2024 actual minutes.

Based on continued advancements in technology and the expansion of consumer choice, it is anticipated that TRS minutes of use will continue to decline. It has been observed that traditional TRS users are transitioning to the following services:

- IP Relay
- IP CTS
- Wireless Service

Florida Telecommunications Relay, Inc. Budget

Attachment A reflects FTRI's Fiscal Year 2026/2027 proposed budget filed with the Commission, which was reviewed and adopted by FTRI's Board of Directors. FTRI proposed maintaining the current $.08 surcharge per access line, which would result in total surcharge revenue of $1,565,015. FTRI projected $674,325 in interest income during Fiscal Year 2026/2027 through investments in its Investment Trust Money Market account and 3-month T-bills. As a result, FTRI's total operating revenue was estimated to be $2,239,340. FTRI's proposed budget projected total expenses of $4,694,189. Based on FTRI's projected revenue and expenses, it would need to transfer $2,454,849 from the Reserve Account to offset the shortfall. FTRI has a Reserve Account of approximately $19,723,369 million.

Analysis

The two primary factors contributing to FTRI's proposed budget shortfall are continued declines in access lines, upon which the surcharge is assessed, and the increase in Category II - Equipment & Repairs expense related to distribution of specialized communications technology. Proposed surcharge revenue is projected to decline by $373,569 compared to last year's approved budget because of continued declines in access lines. Expenses related to the distribution of specialized communications technology are projected to be $1,786,100.

Staff developed an estimate of FTRI's expenses for Fiscal Year 2025/2026, which is presented in Attachment B. Staff used actual data from the first three quarters and took an average of those three quarters to estimate the fourth. Staff's estimates were then used as one element in evaluating FTRI's proposed budget, along with analyzing past Commission-approved FTRI budgets to identify and evaluate ongoing cost reduction measures.

Below is staff's review of selected items from FTRI's proposed budget expenses by category.

Category I – Relay Services

Category I captures TRS provider expenses for traditional TRS currently provided by T-Mobile. The Commission and FTRI have historically used the TRS provider's minutes of use forecast to develop the budget for this category.

Staff recommends using T-Mobile's forecasted 297,506 minutes of use to calculate the TRS provider expense. At the contracted rate of $2.58 per minute, the proposed TRS provider expense is $767,564.

Staff recommends approval of $767,564 for relay services expense.

Category II – Equipment & Repairs

Category II expenses reflect the purchase of equipment to be distributed to clients and the repairs that FTRI must make to keep the equipment in working order. FTRI requested $1,978,503 for Fiscal Year 2026/2027, representing a $1,503,194 increase in expense from the current Commission-approved budget. The proposed increase is largely attributed to planned distribution of newly defined specialized communications technology authorized by amendments to Chapter 427, F.S., that were enacted by the Legislature in 2025.

The specialized communications technology line item proposes a $1,786,100 Fiscal Year 2026/2027 expenditure for iPhones, iPads, and ATOS electrolarynx devices. The ATOS electrolarynx device is designed to assist persons with total laryngectomy, which is the removal of the voice box to treat throat cancer. In addition to standard eligibility criteria related to hearing loss and speech disability, this equipment is only available to Florida residents whose income does not exceed 250 percent of the federal poverty level, or who participate in other income-based programs as described above.

FTRI's Fiscal Year 2026/2027 proposed budget estimate is based on current unit cost and projected device distribution volumes, including assumptions on the size of the addressable client base. The current projection includes 705 iPhone devices at $1,620 per unit ($1,142,100), 470 large screen iPad devices at $1,300 per unit ($611,000), and 30 ATOS electrolarynx at $1,100 per unit, ($33,000).

In response to staff's data request, FTRI indicated that it relied on data from the Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH) and other reputable organizations to develop its demand projections. FCCDHH is overseen by the Florida

Department of Health. FTRI's projected number of units starts with the identification of 900,000 residents who identify as Deaf, Hard of Hearing, or Speech Impaired, assumes that approximately 29 percent meet the income requirements, and estimates that 3 percent of those do not already have access to a wireless device that meets their needs. Applying FTRI's logic yields 7,830 eligible Florida residents who may apply for equipment in any given year. FTRI anticipates 15 percent of this target population will submit a completed application in FY 2026/2027, resulting in 1,175 Apple units being distributed. The projected quantity of ATOS Emote devices to be distributed in Fiscal Year 2026/2027 is 30. This calculation is based on 10,000 people in the US living with total laryngectomy and 6.9 percent of the US population living in Florida. This equates to 690 Florida residents with total laryngectomy. Applying the same income assumptions as other wireless device projections, 200 Florida residents would qualify in any given year. Continuing with the conservative planning estimate of serving 15 percent of the target population, 30 units would be distributed in the upcoming fiscal year.

According to the 2025 FCCDHH Biennial Report, it is estimated that 3 to 4 million Floridians have significant hearing loss. FTRI also reported that of those, approximately 800,000 identify as Deaf or Hard of Hearing according to sources such as the Florida Department of State DLIS Deaf Literacy Center. According to the NIH National Institute on Deafness and Other Communication Disorders, approximately 7.2 percent of US children ages 3-17 have a disorder related to voice, speech, or language. Similarly, 7.6 percent of US adults report having a voice problem that lasted longer than 12 months. Given Florida's population, this equates to over 1.7 million residents who have some form of speech-related disability. For the purposes of this initial projection, FTRI used a conservative estimate of approximately 100,000 residents who may identify as having a qualifying speech impairment, including 690 with total laryngectomy.

FTRI projected that approximately 12 percent of Florida residents live below the federal poverty level and 34 percent of households are classified as asset limited, income constrained and employed. Eligibility requirements are currently set at less than 250 percent of the federal poverty level and, as a result, FTRI estimates that 29 percent would satisfy program eligibility income requirements. Smartphones are common across income levels, with access to at least one device ranging from 79–98 percent based on income. Cellphone and Smartphone ownership for US adults with household income of $30,000-$69,900 is also 98 percent and 89 percent respectively. Considering these factors, FTRI used a conservative estimate of 3 percent of Florida residents who may not already have access to a wireless device that meets their needs.

In total, FTRI projects 1,205 units to be distributed at a total cost of $1,786,100 for Fiscal Year 2026/2027. Staff does not recommend an adjustment to FTRI's projections and budget request. However, given FTRI's reliance on demand assumptions, along with the potential for fraud, it is important that FTRI remain diligent. FTRI states that clients are required to adhere to the Conditions of Acceptance regarding the use of the devices. Condition of Acceptance five requires clients to return devices when no longer needed. In addition, FTRI should require devices be returned when clients no longer meet income or program participation requirements. FTRI should also implement a practice to verify client income and program eligibility when issuing replacement devices. Staff recommends the Commission order FTRI to file monitoring reports on the distribution of iPhones and iPads as discussed in Issue 2 of this recommendation.

Staff recommends approval of $1,978,503 for equipment and repairs expense.

Category III – Equipment Distribution & Training

Category III reflects the cost of distributing equipment and training consumers in the use of that equipment. FTRI's proposed budget requests $149,554 for distribution and training, which reflects a $39,011 decrease from the current Commission-approved budget.

Expenses related to Regional Distribution Centers (RDCs) are the largest component of Category III expenses. FTRI's proposed budget for RDCs is $109,504, which is $36,436 lower than the current Commission-approved budget. FTRI explained that some RDCs have not fully recovered from the impact of the COVID-19 shutdown. FTRI plans to continue exploring alternative partnerships to expand distribution services for selected equipment. However, FTRI will distribute the newly defined specialized communications technology devices using in-house resources and does not currently plan to use third parties. Staff supports this approach considering the challenges related to initial implementation.

Staff recommends approval of FTRI's proposed budget for Category III expenses of $149,554.

Category IV – Outreach

Outreach efforts are designed to promote FTRI's equipment distribution services and to raise awareness about TRS. FTRI's proposed Fiscal Year 2026/2027 Outreach budget increased by $19,028 over the 2025/2026 Commission-approved budget.

Factors contributing to the increase in Outreach Expense include the hiring of a Community Coordinator, travel expenses, and advertising price increases. FTRI employs various forms of communication in its outreach strategy. FTRI plans to expand outreach efforts, including continued advertising in newspapers using free-standing insert ads (flyers) and television. Expanded promotion may have additional value to inform qualifying relay customers about new types of equipment that are available.

Staff recommends approval of FTRI's proposed budget of $653,309 for Outreach expenses.

Category V – General & Administrative

Category V reflects expenses associated with FTRI's operations, such as office and furnishings, employee compensation, contracted services (auditing, legal, IT consulting), computers, and other operating expenses. FTRI is proposing $1,145,259 for Fiscal Year 2026/2027, which represents a $15,030 decrease from the current Commission-approved budget.

The amount budgeted for Fiscal Year 2026/2027 Insurance-Health/Life/Disability account shows a $39,302 increase from Fiscal Year 2025/2026 estimated expenditures. FTRI estimated a 10 percent increase in insurance premiums. It based this increase in consultation with its insurance company, along with historical costs over the past two years.

The proposed Employee Salaries budget for Fiscal Year 2026/2027 is $551,721, which is relatively unchanged from the 2025/2026 budget. Eight full-time employees were budgeted for both Fiscal Years.

Staff recommends approval of FTRI's proposed budget of $1,145,259.

Revenue Shortfall

If staff's recommendation is approved, FTRI's Fiscal Year 2026/2027 budget will have a shortfall of $2,454,849. As the Commission has approved in recent years, staff believes it is appropriate to draw upon the Reserve Account to cover the shortfall. FTRI's Reserve Account is approximately $19,723,369 million.

Conclusion

Staff recommends the Commission approve FTRI's proposed budget expense of $4,694,189 for Fiscal Year 2026/2027, effective upon issuance of the consummating order. Staff recommends the Commission allow FTRI to transfer $2,454,849 from the Reserve Account to offset the projected revenue shortfall. (Williams, Fogleman, Imig, Stiller)

Issue 2: Should the Commission order FTRI to file quarterly reports for Fiscal Year 2026/2027 providing details on specialized communications technology device distribution?

Recommendation: Yes. Staff recommends the Commission order FTRI to file quarterly reports for Fiscal Year 2026/2027 providing details on specialized communications technology device distribution. (Williams, Fogleman, Imig, Stiller)

Staff Analysis: As discussed in Issue 1, based on FTRI's reliance on demand assumptions, along with the potential for fraud and abuse, it is important that FTRI implement effective procedures. Staff presented questions to FTRI during the initial analysis of operating procedures, cost, and assumptions used to measure demand. Staff believes FTRI's responses were reasonable. However, continued monitoring will be needed to validate assumptions and to collect data to address distribution issues should they arise.

Staff recommends the quarterly reports include the following information regarding specialized communications technology devices:

1. Number of devices ordered by type.
2. Number of devices distributed by type.
3. Number of devices in inventory by type.
4. Number of devices reported lost by type.
5. Number of devices reported stolen by type.
6. Number of devices returned damaged by type.
7. Number of devices refurbished and returned to clients by type.
8. Number returned by clients and taken out of service.
9. Quarterly and year-to-date expenses.
10. Any revisions to the methodology and/or assumptions used to identify the addressable client base.

Staff will evaluate the data throughout Fiscal Year 2026/2027 and make a recommendation on the need to continue the quarterly reporting during the analysis of FTRI's Fiscal Year 2027/2028 budget filing.

Staff recommends the Commission order FTRI to file quarterly reports for Fiscal Year 2026/2027 providing details on specialized communications technology device distribution.

Issue 3: Should the Commission maintain the current Telecommunications Relay Service (TRS) surcharge of $0.08 per line, per month for Fiscal Year 2026/2027?

Recommendation: Yes. Staff recommends the Commission maintain the current TRS surcharge of $0.08 per line, per month for Fiscal Year 2026/2027. Staff recommends the Commission order all local exchange companies to continue billing the $0.08 TRS surcharge for Fiscal Year 2026/2027. (Williams, Fogleman, Imig, Stiller)

Staff Analysis: FTRI has not requested a change in the TRS surcharge. Staff would note that pursuant to the 2025 amendments to TASA, Section 427.704(4)(e), F.S., now prohibits the Commission from increasing the surcharge when excess funds are available. Staff believes the current TRS surcharge of $0.08 per line, per month is reasonable given the size of the Reserve Account identified in Issue 1.

Issue 4: Should this docket be closed?

Recommendation: No. If no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, this docket should be placed in monitoring status during Fiscal Year 2026/2027 upon the issuance of a consummating order. (Imig, Stiller)

Staff Analysis: At the conclusion of the protest period, if no protest is filed this docket should be placed in monitoring status upon the issuance of a consummating order, for the purpose of receiving the quarterly reports regarding specialized communications technology devices to be filed during Fiscal Year 2026/2027 as recommended in Issue 2.

Florida Telecommunications Relay, Inc.
Fiscal Year 2026/2027 Budget at 8 cents surcharge

		2025/2026 APPROVED BUDGET	2025/2026 ESTIMATED REV & EXPEND	2026/2027 PROPOSED BUDGET	Estimated to Budget VARIANCE 2025/2026 2026/2027	Budget to Proposed VARIANCE 2025/2026 2026/2027
	OPERATING REVENUE					
1	Surcharges	1,938,584	1,778,426	1,565,015	(213,411)	(373,569)
2	Interest Income	831,138	681,841	674,325	(7,516)	(156,813)
	TOTAL OPERATING REVENUE	2,769,722	2,460,267	2,239,340	(220,927)	(530,382)
	OTHER REVENUE/FUNDS					
3	Reserve Funds	19,938,352	20,091,952	19,723,369	(368,583)	(214,983)
	TOTAL REVENUE	22,708,074	22,552,219	21,962,709	(589,510)	(745,365)
	OPERATING EXPENSES					
	CATEGORY I - RELAY SERVICES					
4	DPR Provider	1,206,289	698,324	767,564	69,240	(438,725)
	SUBTOTAL-CATEGORY I	1,206,289	698,324	767,564	69,240	(438,725)
	CATEGORY II - EQUIPMENT & REPAIRS					
5	TTY/TDD	0	0	0	0	0
6	Caption Call Equipment	113,000	45,200	56,500	11,300	(56,500)
7	VCP Hearing Impaired	226,803	54,666	45,394	(9,272)	(181,409)
8	VCP Speech Impaired	25,600	0	0	0	(25,600)
9	TeliTalk Speech Aid	22,100	22,100	22,100	0	0
10	Specialized Comm. Technology	0	99,560	1,786,100	1,686,540	1,786,100
11	In-Line Amplifier	23,157	20,898	10,129	(10,769)	(13,028)
12	ARS Signaling Equip	0	0	0	0	0
13	VRS Signaling Equip	34,293	45,202	27,924	(17,278)	(6,369)
14	Accessories & Supplies	10,500	10,500	10,500	0	0
15	Telecomm Equip Repair	19,856	10,287	19,856	9,569	0
	SUBTOTAL-CATEGORY II	475,309	308,413	1,978,503	1,670,090	1,503,194
	CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
16	Freight-Telecomm Equip	42,157	37,007	39,582	2,575	(2,575)
17	Regional Distr Centers	145,940	114,285	109,504	(4,781)	(36,436)
18	Training Expense	468	468	468	0	0
	SUBTOTAL-CATEGORY III	188,565	151,760	149,554	(2,206)	(39,011)

Florida Telecommunications Relay, Inc.
Fiscal Year 2026/2027 Budget at 8 cents surcharge

		2025/2026 APPROVED BUDGET	2025/2026 ESTIMATED REV & EXPEND	2026/2027 PROPOSED BUDGET	Estimated to Budget VARIANCE 2025/2026 2026/2027	Budget to Proposed VARIANCE 2025/2026 2026/2027
CATEGORY IV - OUTREACH						
19	Outreach Expense	634,281	634,281	653,309	19,028	19,028
	SUBTOTAL-CATEGORY IV	634,281	634,281	653,309	19,028	19,028
CATEGORY V - GENERAL & ADMINISTRATIVE						
20	Advertising	0	0	0	0	0
21	Accounting/Auditing	29,950	30,993	30,194	(799)	244
22	Legal	33,991	27,598	23,844	(3,754)	(10,147)
23	Computer Consultation	27,899	29,073	30,000	927	2,101
24	Bank Charges	38,690	39,225	40,000	775	1,310
25	Dues & Subscriptions	5,866	3,204	4,500	1,296	(1,366)
26	Office Equipment Purchase	6,505	7,145	7,005	(140)	500
27	Office Equipment Lease	1,871	1,586	1,813	227	(58)
28	Insurance-Hlth/Life/Dsblty	148,831	104,006	143,308	39,302	(5,523)
29	Insurance-Other	15,415	14,574	15,244	670	(171)
30	Office Expense	14,902	14,937	15,250	313	348
31	Postage	3,200	2,360	2,500	140	(700)
32	Printing	1,000	959	1,000	41	0
33	Rent	95,133	95,504	96,054	550	921
34	Utilities	5,825	6,058	6,240	182	415
35	Retirement	104,312	97,476	105,451	7,975	1,139
36	Employee Salaries	552,193	503,285	551,721	48,436	(472)
37	Taxes - Payroll	39,350	34,612	40,977	6,365	1,627
38	Taxes - Unemplmt Comp	70	63	70	7	0
39	Taxes - Licenses	61	61	61	0	0
40	Telephone	19,520	15,099	16,987	1,888	(2,533)
41	Travel & Business	8,500	1,896	2,500	604	(6,000)
42	Equipment Maint.	1,205	1,223	1,500	277	295
43	Employee Training/Dev	0	0	3,040	3,040	3,040
44	Meeting & Interpreter Exp	6,000	5,135	6,000	865	0
	SUBTOTAL-CATEGORY V	1,160,289	1,036,072	1,145,259	109,187	(15,030)
	TOTAL EXPENSES	3,664,733	2,828,850	4,694,189	1,865,339	1,029,456
REVENUE LESS EXPENSES		19,043,341	19,723,369	17,268,520	(2,454,849)	(1,774,821)

Florida Telecommunications Relay, Inc.
Fiscal Year 2026/2027 Budget at 8 cents surcharge

	2025/2026 APPROVED BUDGET	2025/2026 ESTIMATED REV & EXPEND	2026/2027 PROPOSED BUDGET	Estimated to Budget VARIANCE 2025/2026 2026/2027	Budget to Proposed VARIANCE 2025/2026 2026/2027
OPERATING REVENUE LESS EXP.	(895,011)	(368,583)	(2,454,849)		

Last Update: 5/29/26

STAFF'S BUDGET COMPARISON

	2025/2026 APPROVED BUDGET	2025/2026 FTRI ESTIMATED	2025/2026 FPSC STAFF ESTIMATED	2026/2027 FTRI PROPOSED BUDGET	2026/2027 FPSC STAFF PROPOSED BUDGET
REVENUE					
Surcharge	1,938,584	1,778,426	1,778,426	1,565,015	1,565,015
Interest	831,138	681,841	681,841	674,325	674,325
TOTAL OPERATING REVENUE	2,769,722	2,460,267	2,460,267	2,239,340	2,239,340
Surplus Account	19,938,352	20,091,952	20,091,952	19,723,369	19,723,369
TOTAL REVENUE	22,708,074	22,552,219	22,552,219	21,962,709	21,962,709
OPERATING EXPENSES					
CATEGORY I - RELAY SERVICES					
DPR Provider	1,206,289	698,324	746,640	767,564	767,564
SUBTOTAL CATEGORY I	1,206,289	698,324	746,640	767,564	767,564
CATEGORY II - EQUIPMENT & REPAIRS					
TDD Equipment	0	0		0	0
Caption Call Equipment	113,000	45,200	17,507	56,500	56,500
VCP Hearing Impaired	226,803	54,666	44,272	45,394	45,394
VCP Speech Impaired	25,600	0	0	0	0
TeliTalk Speech Aid	22,100	22,100	14,733	22,100	22,100
Specialized Comm. Technology	0	99,560	11,680	1,786,100	1,786,100
In Line Amplifier	23,157	20,898	9,363	10,129	10,129
ARS-Signaling Equipment	0	0	0	0	0
VRS-Signaling Equipment	34,293	45,202	29,468	27,924	27,924
Accessories & Supplies	10,500	10,500	14,180	10,500	10,500
Telecom Equipment Repair	19,856	10,287	9,405	19,856	19,856
SUBTOTAL CAT II	475,309	308,413	150,608	1,978,503	1,978,503
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING					
Freight - Telecomm Equipment	42,157	37,007	38,920	39,582	39,582
Regional Distribution Centers	145,940	114,285	110,205	109,504	109,504
Training Expense for RDCs	468	468	624	468	468
SUBTOTAL CAT III	188,565	151,760	149,749	149,554	149,554
CATEGORY IV - OUTREACH					
Outreach Expense	634,281	634,281	357,011	653,309	653,309
SUBTOTAL CAT IV	634,281	634,281	357,011	653,309	653,309

STAFF'S BUDGET COMPARISON

	2025/2026 APPROVED BUDGET	2025/2026 FTRI ESTIMATED	2025/2026 FPSC STAFF ESTIMATED	2026/2027 FTRI PROPOSED BUDGET	2026/2027 FPSC STAFF PROPOSED BUDGET
CATEGORY V - GENERAL AND ADMINISTRATIVE					
Advertising	0	0	0	0	0
Accounting/Audit	29,950	30,993	35,541	30,194	30,194
Legal	33,991	27,598	21,769	23,844	23,844
Consultation-Computer	27,899	29,073	5,200	30,000	30,000
Bank Charges	38,690	39,225	39,735	40,000	40,000
Dues/Subscriptions	5,866	3,204	3,771	4,500	4,500
Office Equipment Purchase	6,505	7,145	6,693	7,005	7,005
Office Equipment Lease	1,871	1,586	1,995	1,813	1,813
Insurance -Health/Life/Disability	148,831	104,006	104,009	143,308	143,308
Insurance-Other	15,415	14,574	14,489	15,244	15,244
Office Expense	14,902	14,937	14,563	15,250	15,250
Postage	3,200	2,360	3,880	2,500	2,500
Printing	1,000	959	432	1,000	1,000
Rent	95,133	95,504	95,307	96,054	96,054
Utilities	5,825	6,058	6,324	6,240	6,240
Retirement	104,312	97,476	82,824	105,451	105,451
Employee Salaries	552,193	503,285	477,252	551,721	551,721
Taxes - Payroll	39,350	34,612	35,235	40,977	40,977
Taxes - Unemployment Comp	70	63	67	70	70
Taxes - Licenses	61	61	0	61	61
Telephone	19,520	15,099	14,789	16,987	16,987
Travel & Business Expense	8,500	1,896	461	2,500	2,500
Equipment Maintenance	1,205	1,223	1,147	1,500	1,500
Employee Training	0	0	0	3,040	3,040
Meeting & Interpreter Expense	6,000	5,135	3,613	6,000	6,000
SUBTOTAL CAT V	1,160,289	1,036,072	969,096	1,145,259	1,145,259
TOTAL EXPENSES	3,664,733	2,828,850	2,373,104	4,694,189	4,694,189
REVENUES LESS EXPENSES	-895,011	-368,583	87,163	-2,454,849	-2,454,849