



MEMORANDUM

TO: All AAA Executive Directors **NOTICE #:** 072704-1-T-OC

FROM: Martha Pratt
Communications Director

DATE: July 26, 2004

SUBJECT: Notice of Transmittal: Florida Telecommunications Relay, Inc.

It is my pleasure to introduce to you James Forstall, the executive director of Florida Telecommunications Relay, Inc. (FTRI). This not-for-profit organization provides specialized telephone devices to Florida residents that are deaf, hard of hearing, or speech impaired. They also operate the relay service accessed through dialing 711 and the Elder Helpline.

A random quality assurance check of the Elder Helplines by FTRI showed that relay calls were handled well. To complement this outstanding service by the aging network, Mr. Forstall and his outreach staff would also like to discuss ideas on how to increase awareness of FTRI's equipment distribution program. You may also be interested in registering your Area Agency in FTRI's Business Partner Program, which is recognized as a *Communities for a Lifetime* best practice.

For more information about any of FTRI's programs, or to schedule training in your community, visit their Web site at www.ftri.org or call (850) 205-1470, extension 233.

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