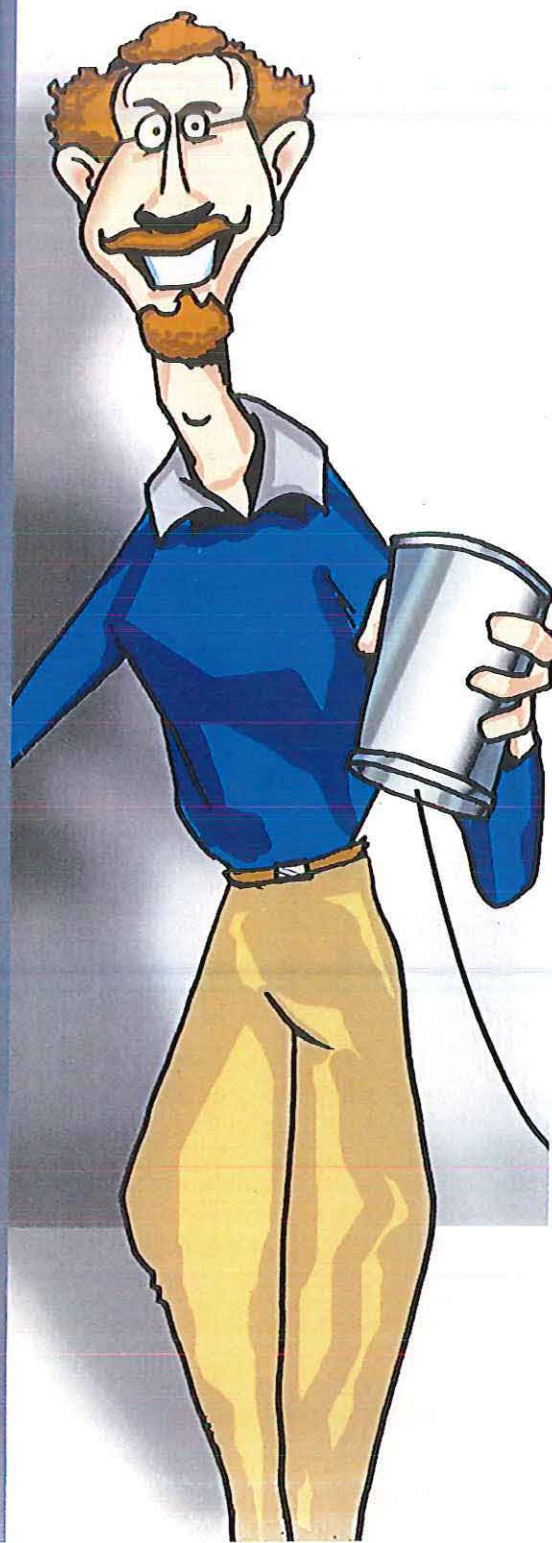# RelayMO
Relay Missouri   dial 711

**Relay Missouri Annual Report
2004-2005 Fiscal Year**

Introduction

"Your communication is our top priority" is Relay Missouri's motto. Every year, we connect deaf, hard of hearing, speech disabled, and all telephone users together quickly and transparently at no cost to the users. Using Communications Assistants (CAs) who are trained to type everything they hear and speak everything typed to them, Relay Missouri serves as the conduit between those who can use the telephone, and those who want to.

But what does making it our "top priority" mean?

Communication is an important part of everyone's life. Without communication, business can't be transacted, loved ones can't keep in touch, and people can't work towards a common goal. Being deaf, hard of hearing, or speech disabled makes communication over the telephone with people who aren't disabled so much more difficult. So much more difficult, it seems, that many people decide it's not worth the effort to communicate with them
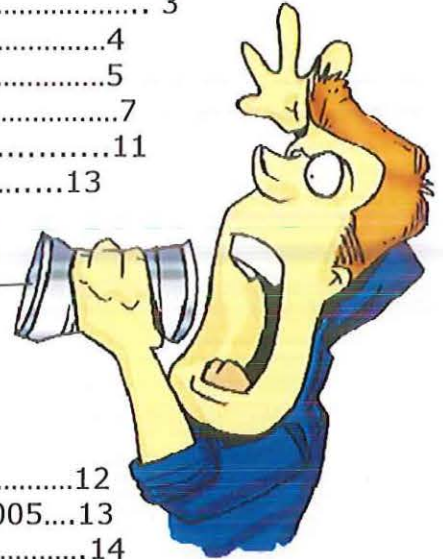

Matt Gwynn and Dennis Selznick

Relay Missouri took up the challenge to make communication easy, friendly, intuitive, and simple. When a business ignores relay calls, Relay Missouri will educate them. When an American Sign Language person prefers signing instead of typing, Relay Missouri uses technology to bring their words to their loved ones. When relay users want to learn more, Relay Missouri gives them tips on how to speed up their conversations and communicate more effectively. With your communication as our top priority, it's always about what you can do, not what you can't do.

Matt Gwynn & Dennis Selznick
Sprint Account Managers, Relay Missouri

Table of Contents

Topics

Tables

Charts

Executive Summary

Relay Missouri is proud to present this annual report of the 2004-2005 operating year. The report includes an overview of operations, traffic statistics, key activities, and outreach from July 1, 2004 to June 30, 2005.

A total of **1,056,431** calls were made through Relay Missouri during the 2004- 2005 reporting period. An average monthly breakdown by call types is below:

- **49,266** (71.9%) completed calls a month originated from both the Baudot and Turbo code TTY, together.
- **11,455** (16.7%) calls a month came from Voice users.
- **7,405** (10.8%) calls a month are VCO calls.
- The remaining **369** (0.54%) calls were a mix of ASCII, HCO, Speech to Speech, and Deaf/Blind.

- **64.4%** of all Relay Missouri calls were local calls.
- **22.2%** were general assistance calls.
- **6.5%** were toll free calls.
- **4.9%** were interstate calls.
- **1.6%** were intra-state, interlata calls.
- **1.0%** were intra-state, intralata calls.
- The remaining **0.3%** were Directory Assistance and International calls.

Traditional Relay Service usage in Missouri is at the lowest point since 1999. Traditional Relay Service usage peaked in July 2002, with 133,228 calls. Three years later, monthly usage has dropped a total of **35.7%**, to 85,607 in June 2005. Since 2002, every year, on average, **13.2%** fewer calls are made through Relay Missouri.

CapTel was introduced as a full Relay Missouri service on July 2004. CapTel generated **185,744** calls, an average of **15,479** calls a month. For the purpose of this report, CapTel calls and TRS calls are recorded and reported separately. When calculated together with the number of Relay Missouri's TRS calls, CapTel accounts for **15%** of all relay calls in Missouri for 2004-2005.

Relay Missouri performed over **50** presentations and promoted relay to more than **16,000** people. More than **7** long term projects were created, maintained, and executed to reach thousands more.

Background

Relay Missouri is provided by Sprint (**sprint.com**, **sprintrelay.com**), a telecommunications company with over 15 years of relay service experience. Sprint employs approximately 40 deaf and hard of hearing people who provide outreach, sales, and product development for relay services.

The Sprint Team, February 2005

Sprint provides relay services to 32 states, Puerto Rico, New Zealand, and the U.S. Federal Government. Sprint also provides CapTel services to 22 states and the Federal Government. A list of those states and maps are provided below.
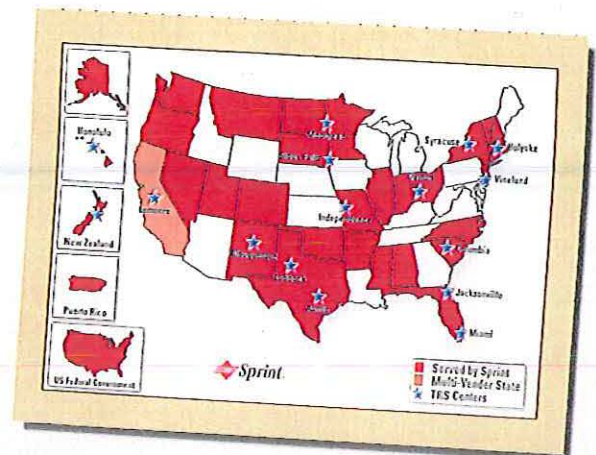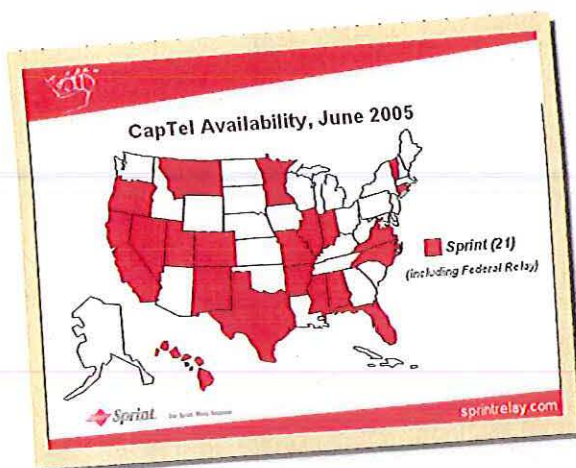
Left, Map of Sprint CapTel
Right, Map of Sprint TRS, 2005

Relay services in Missouri are provided at no charge to all residents and organizations of Missouri from a fund administered by the Missouri Public Service Commission (PSC, **psc.state.mo.us**). The Missouri PSC regulates the public utilities of the state of Missouri which include natural gas, electric, water and sewer, telephone service and more. The Missouri Public Service Commission is overseen by five Public Service Commissioners and their staff.

Sprint has been Missouri's relay service provider since 1991. Starting on July 2003, Sprint provided two account managers, Matthew Gwynn and Dennis Selznick, to oversee Relay Missouri's account, outreach program, and customer contacts. **Matt Gwynn** has 10 years of managing relay services in Indiana, New Mexico, Alaska, South Dakota, and Missouri. **Dennis Selznick** is one of Sprint's most experienced CapTel Account Managers on staff, and has more than 5 years of telecommunications networking experience.

Sprint received three notable relay awards in 2004-2005:

- National Association for the Deaf (NAD) presented Sprint with the **President's Award** during the 2004 NAD Conference in Kansas City, Missouri, for "Exceptional Service to the Association."

- The National Business and Disability Council awarded George Littlejohn, a Sprint communications assistant in Independence, Missouri, the **2004 Employee of the Year**. George Littlejohn, who is totally blind, has been a communications assistant for 10 years.

- The Missouri Association for the Deaf (MOAD) honored Relay Missouri at their 100th Anniversary Gala Celebration with an award for "**Generous Support of MOAD**."

Call Types

Relay services consist of a deaf, hard of hearing or speech disabled user being connected to a hearing or another deaf, hard of hearing, or speech disabled user with the assistance of a Communication Assistant (CA).

Relay Missouri tracks 10 different "call types," or the types of calls that relay users can make. This list serves every kind of disability that has difficulty making a telephone call without using some kind of special equipment. These are the categories that a call that can be made to or from:

- **TTY Baudot**
- **TTY Turbo code**
- **ASCII**
- **Voice**
- **Voice Carry Over**
- **Hearing Carry Over**
- **D/B ASCII**
- **D/B Baudot**
- **Speech to Speech**
- **CapTel**

An explanation of each call type is included below:

TTY Baudot (Teletype Writer), is where a deaf or hard of hearing individual uses a standard TTY to connect to relay services. Baudot is a standard TTY protocol that virtually all TTYs can use to communicate

TTY Turbo code, where a deaf or hard of hearing person uses a TTY equipped with a faster TTY communication protocol like Turbo code or eTurbo.
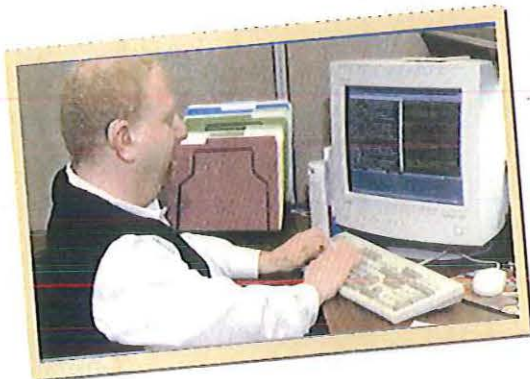
ASCII (American Standard Code for Information Interchange), where a deaf or hard of hearing person uses a computer with a telephone modem to connect to relay

Voice, where a call originates from a hearing caller to connect to deaf or speech disabled telephone users

Voice Carry Over (VCO), where a deaf or hard of hearing person uses a TTY or VCO phone to connect to relay and use their voice when making relay calls

Hearing Carry Over (HCO), a method for speech disabled people to use their ears to hear relay calls and type their responses to be voiced for them
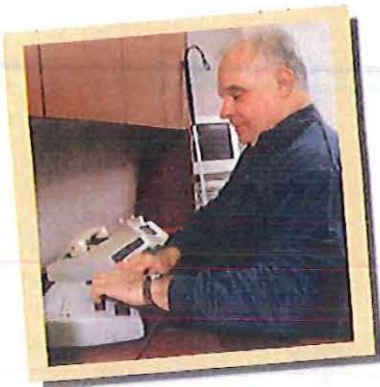
D/B ASCII (Deaf Blind ASCII), a protocol for ASCII users to access Deaf-Blind relay from their computer using vision impaired software such as a Braille reader

D/B Baudot, an access method for Deaf Blind relay users to connect to relay using their TTY and vision impaired devices such as a Braille reader

Speech to Speech, a process where a speech impaired individual can have a specially trained Communications Assistant listen to the Speech to Speech user's voice and re-voice clearly to the person they called. The Speech to Speech user will then listen to the called person's response.
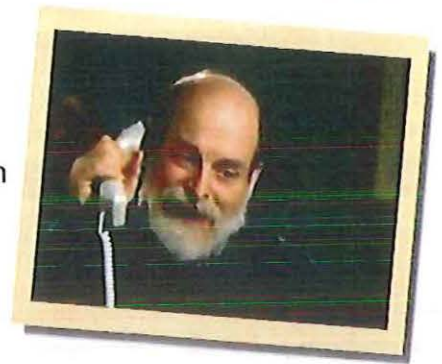
On July 2004, Relay Missouri completed the CapTel Captioned Telephone service trial and now offers CapTel as a full service, available to all residents of Missouri.

CapTel (Captioned Telephone) is a service where a hearing impaired person uses a CapTel phone to read everything that is said to them. A CapTel captionist hears what is said to the CapTel user and revoices what is said to a voice-recognition computer, which translates words into text to show on the CapTel phone.

Sprint offers additional relay services that are available nationwide to all relay users to access. While these services are provided at no charge, they are not provided by the Missouri Public Service Commission. Another fund, overseen by the National Exchange Carrier Association (NECA), supports these nationwide services. Those relay services allow the customers to choose what service best fits their needs while not being required to be funded by the Missouri Public Service Commission. Sprint offers:

- **Sprint Video Relay Service**
- **Sprint Relay Online**
- **Sprint Relay Wireless**

Sprint Video Relay Service

Sprint has partnered with Communication Service for the Deaf (CSD) to provide Missouri interpreters to facilitate relay calls. Using high-speed internet and a webcam or a videophone, the relay user proficient in American Sign Language (ASL) can make a relay call with greater speed and fluency. For more information, visit www.sprintvrs.com

Sprint Relay Online

Sprint Relay Online allows for the convenience of using relay through a computer over the internet. Deaf and hard of hearing relay users no longer need to make telephone calls from a phone line, instead taking advantage of any computer with internet access to make a relay call. For more information, visit www.sprintrelayonline.com.

Sprint Relay Wireless

Sprint Relay Wireless allows deaf relay users to take advantage of relay calls on portable wireless devices. This enables relay users to be mobile and more equivalent to hearing cell phone users with the ability to make phone calls "on the go." For more information, visit www.sprintrelay.com.
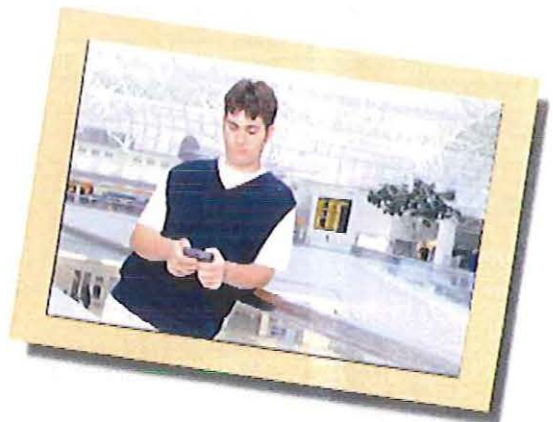
Federal Relay Service

The Federal Relay Service is provided for people who are associated with the federal government or by people who are calling the federal government, i.e., the IRS, to check on their tax status.

Federal relay calls by Missouri residents and businesses are not billed or counted as Relay Missouri calls. More information about Federal Relay can be found on the website at http://www.fts.gsa.gov/frs/.

- Traditional relay through Federal Relay operators
- Federal CapTel
- Federal Video Relay Service
- Federal Sprint Relay Online
- Federal Relay Conference Captioning

The latest authorized list of approved federal organizations is maintained on the http://www.gsa.gov website. Search for "GSA Order 4800."

Operations Report

Sprint operates 15 relay centers all over the U.S. One of the most important centers for Sprint's operations is the Independence, Missouri center. That center is the home to Sprint's relay customer service center, and it is staffed 24 hours a day.

During 2004-2005, Sprint implemented the following relay services enhancements at no additional charge to Missouri:

- **Telecommunications Service Priority (TSP)**
  Sprint has received approval to get priority treatment and restoration of service in the event of a national emergency.

- **Caller ID (SS7) upgrades**
  Enhanced caller ID upgrades were implemented at all of Sprint's relay centers to give all relay user calls the caller ID of the person calling through relay.

- **Improved Speech to Speech gating to prevent abuse of TRS**
  Sprint implemented gating procedures to prevent abuse of Speech to Speech relay calls from prison pay phones.

- **TTY to TTY call setup**
  Sprint established TTY to TTY calling procedures in which TTY to TTY calls are connected but not billed to the state.

- **E-911**
  Sprint set up improved E-911 procedures to better serve emergency calls through relay, even though we educate users to dial 911 directly.

- **Customer Contacts Online Database**
  Sprint established an online customer contacts database to better address customer contacts and feedback.

Sprint also made enhancements to CapTel with the following features:

- **True caller ID functionality**
  True caller ID enables CapTel users and the people they call to see the caller ID of the person who is calling them instead of "Blocked Number" or "CapTel."

- **Echo Management**
  CapTel continues to improve the CapTel phone's features by adding echo management software.

- **Audio jack on handset**
  CapTel can be provided upon request with a handset that has a 3.5mm headphone jack that can be used with headphones, earpieces, FM loops, and t-coil compatible devices.

Table 1: ASA and SVL

Month	ASA	SVL
Jul	2.1	96.0%
Aug	1.8	96.0%
Sep	2.8	92.0%
Oct	2.4	93.0%
Nov	1.8	95.0%
Dec	1.7	96.0%
Jan	1.9	95.0%
Feb	1.7	96.0%
Mar	1.9	95.0%
Apr	2.3	94.0%
May	2.5	93.0%
Jun	2.4	93.0%
Average	**2.1**	**94.5%**

Table 1 shows the Average Speed of Answer (average of how quickly all calls answered in seconds, ASA) and Service Level (what percent of calls are answered within 10 seconds, SVL) for 2004-2005. The FCC requires a monthly average of 3.3 seconds of ASA and 85% in 10 seconds SVL. Sprint easily exceeds both requirements every month.

Traffic Patterns

During the period of July 1st, 2004 to June 30th, 2005, Relay Missouri processed an average of 87,808 TRS calls a month. Relay Missouri records a traditional relay call as one of the nine categories below:

- **TTY Baudot**
- **TTY Turbo code**
- **ASCII**
- **Voice**
- **Voice Carry Over**
- **Hearing Carry Over**
- **D/B ASCII**
- **D/B Baudot**
- **Speech to Speech**

Since **CapTel** is a relatively new relay service, it will be graphed, analyzed, and reported separately from the other nine TRS categories.

Table 2: Outbound TRS Calls per month, 2004-2005

Month	TTY	Turbo code	ASCII	Voice	VCO	HCO	D/B BAUDOT	Speech to Speech	General Assistance	TOTAL
Jul	15416	36540	143	11973	8318	60	0	73	13530	**86053**
Aug	15293	37717	185	12220	8930	92	0	110	21278	**95825**
Sep	14728	34587	162	11850	8076	44	0	119	18094	**87660**
Oct	15090	34262	154	12153	7956	21	0	118	20241	**89995**
Nov	14194	32995	97	11425	7870	36	0	585	20389	**87591**
Dec	15107	33962	66	11839	6376	0	0	1084	20827	**89261**
Jan	15941	33081	128	11511	7119	9	0	255	22704	**90748**
Feb	14336	31137	69	10487	6862	3	0	74	20273	**83241**
Mar	17969	32690	61	11238	6665	5	0	117	20305	**89050**
Apr	17256	31772	87	10795	6627	10	12	75	18879	**85513**
May	17536	32002	92	11041	6741	2	17	76	18332	**85839**
Jun	16439	31141	79	10928	7317	12	49	48	19642	**85655**
TOTAL	189,305	401,886	1323	137,460	88,857	294	78	2734	234,494	**1,056,431**

Table 2 shows the number of outbound calls, broken down per month, for 2004-2005. General Assistance calls are incoming calls that reach a Communications Assistant, but are not connected to an outgoing phone number or source. It could be someone who accidentally dialed the wrong number and reached relay or someone who changed their mind about making a relay call. Once the CA is hung up on, the CA will be ready to receive and process another relay call.
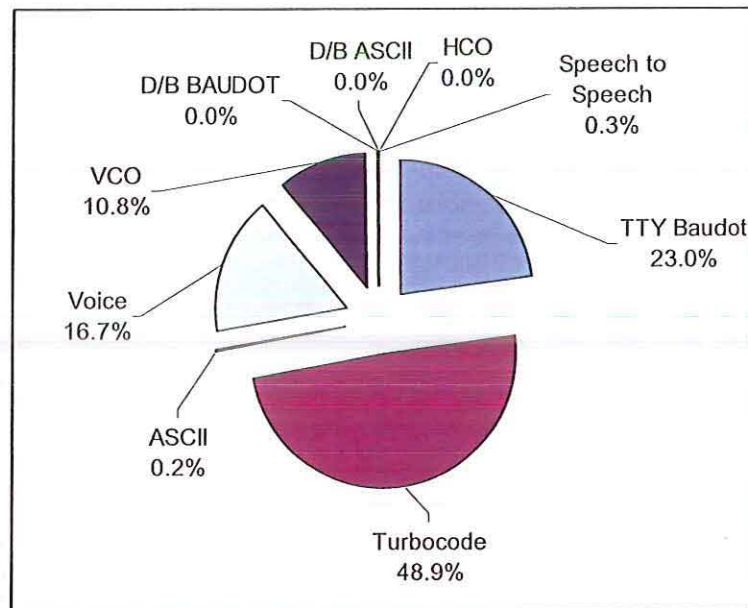
Figure 1: Inbound call types for 2004-2005

Figure 1 shows a pie chart displaying the percentages breakdown of the call types in 2004-2005. The majority of calls were TTY calls, most commonly through the Turbo code protocol. 71.9% of all calls into Relay Missouri were from some kind of TTY. 16.7% of all calls were originating from voice users.

Table 3: CapTel Call Volumes, 2004-2005

Month	Call from CapTel phone	Call to CapTel 800 number	Total CapTel calls
Jul	1,719	861	2,580
Aug	2,847	2,387	5,234
Sep	4,545	3,651	8,196
Oct	5,677	7,858	13,535
Nov	6,233	10,992	17,225
Dec	6,557	11,580	18,137
Jan	7,581	12,657	20,238
Feb	7,848	11,659	19,507
Mar	9,398	13,891	23,289
Apr	9,996	10,934	20,930
May	9,779	8,979	18,758
Jun	8,931	9,184	18,115
Total:	81,111	104,633	**185,744**

Table 3 shows the call volumes of CapTel for 2004-2005. Captel showed a vigorous growth in total calls. In the first full year of service in Missouri, CapTel processed 185,477 calls. An average of 15,479 calls a month were made by CapTel users since July 2004.

- 78% of all Missouri CapTel calls are intra-state calls
- 14.4% of all Missouri CapTel calls are inter-state calls
- 6.2% of all Missouri CapTel calls are toll-free calls.

56.3% of the calls were made to CapTel users. That shows that there is a large number of hearing callers willing to call the CapTel 800 number to connect to CapTel users, as well as a possible population of CapTel users calling other CapTel users.

Over the course of the fiscal year, CapTel and TRS together had a total of 1,242,175 calls. CapTel accounted for 14.95% of all relay calls in Missouri. This is a much larger percentage of all calls compared to the trial period in 2003-2004, when it was only 2.2% of all relay calls.

Table 4: TRS and CapTel Volumes, 2003-2005

Year	TRS Volume	CapTel Volume	Total Volume	TRS Pct	CapTel Pct
2003-2004	1,218,871	27,522	1,246,393	97.79%	**2.21%**
2004-2005	1,056,431	185,744	1,242,175	85.05%	**14.95%**

Traditional relay minutes have declined since July 2002. In July 2002, Relay Missouri processed 133,258 relay calls. In June 2005, Relay Missouri had only 85,855 calls, a decline of 35.55%.

Figure 2: Relay Missouri 1999-2005 Call Volume.

Volume, July 1999-June 2005
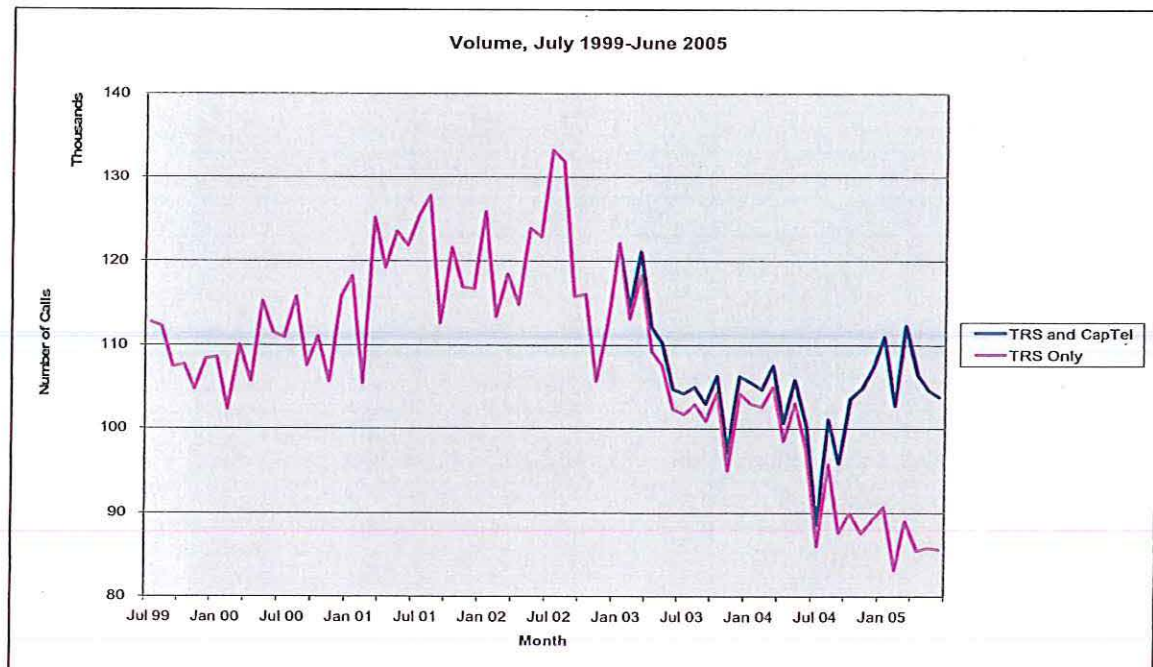
* CapTel was offered as a trial service from February 2003 to June 2004

Traditional relay calls have declined because of the immense popularity of internet, video, and wireless relay calls. The convenience of not having to be tied to a telephone land line and to be able to communicate via the internet has allowed relay users to have choices in the ways they were never able to use before. CapTel impacts a large, traditionally underserved segment of the disabled community, the hard of hearing, late deafened, and senior citizen audience. It's no surprise that at first, the growth is large, but it has now leveled out.

Accounting Data

The relay fund paid out **$3,513,737.48** for CapTel and TRS services in 2004-2005. An average of **$255,733.86** per month paid for the FCC required services funded by the Missouri Public Service Commission.

Traditional Relay costs for Missouri have been in decline since 2002. On June 2005, the costs to relay were almost $100,000 less a month than they were in August 2002. That drop in monthly costs even includes:

- A price-per-minute (PPM) increase in July 2001 due to a required increase in typing speeds by the FCC. The FCC increased the typing speed from 45 words per minute to 60 WPM.

- All CapTel costs, which was not available in 2002.

This shows that even with the inclusion of CapTel and an increase in TRS price, TRS costs continue drop.

Figure 3: Relay Missouri costs, 1999-2005
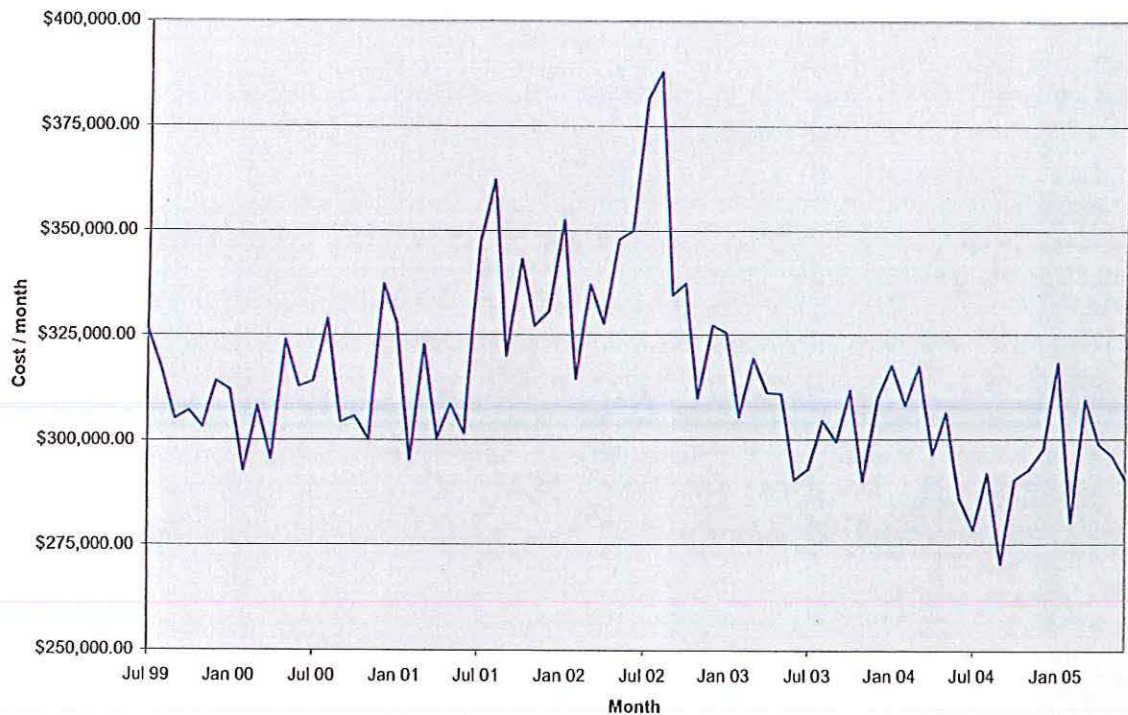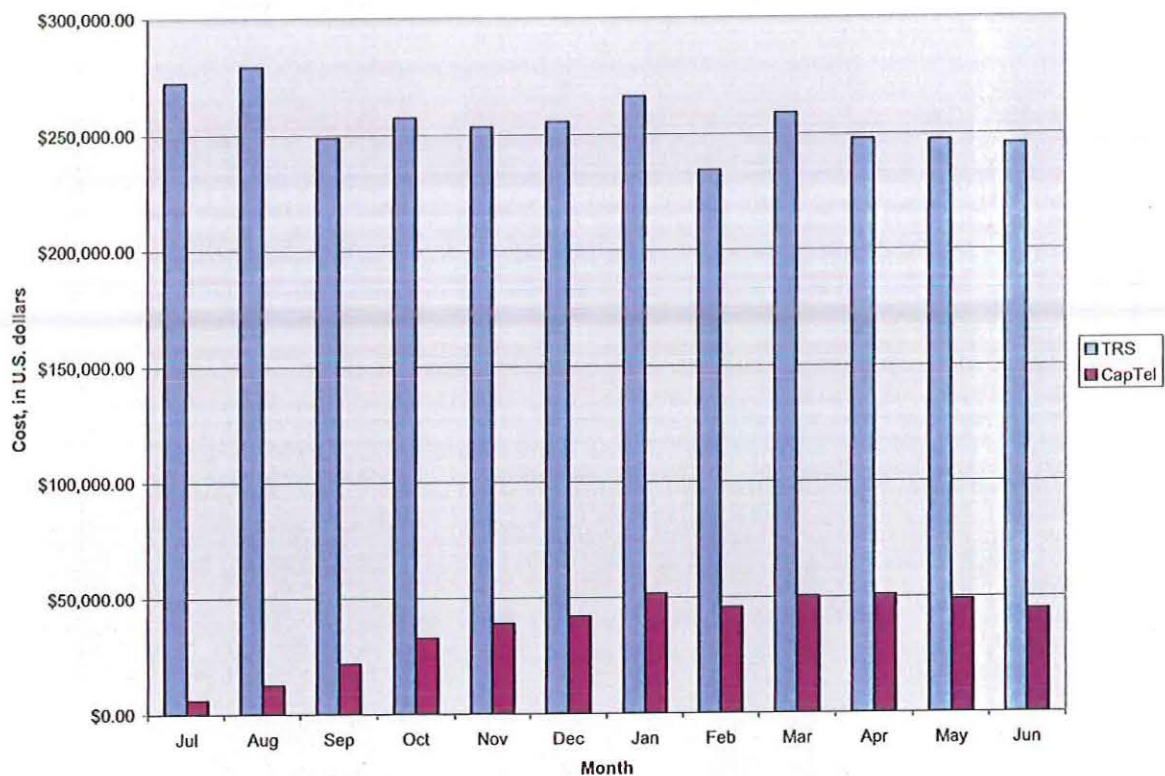
CapTel and TRS costs, historical

Figure 4: Relay costs for 2004-2005

The drop in the cost of traditional relay is due to the use of relay services that are currently being funded by NECA. Relay Missouri users are free to choose the relay service that best fits their needs. For example:

- Customers who are fluent in American Sign Language are not most comfortable using a TTY and typing their visual thoughts in English. They prefer to use Sprint Video Relay with a web cam or videophone.

- Customers who are often on the go do not have the time to stop and use a payphone TTY, so they prefer to take advantage of Sprint Relay Wireless through their personal wireless devices.

- Customers who are more comfortable multi-tasking, typing with a full size keyboard and internet access than a TTY. They prefer to make their calls through Sprint Relay Online directly from their computer.

Since these costs are addressed by NECA and are not a TRS required service, they do not impact the state relay fund.

CapTel accounted for 15% of the volume but only 12.66% of all relay costs for 2004-2005. CapTel serves a growing need for relay services to accommodate

aging baby boomers and late deafened individuals who have never experienced relay. With that in mind, CapTel is serving a whole new audience that was never adequately served by traditional relay.

Figure 5: CapTel and TRS costs for 2004-2005

Pie chart of TRS and CapTel costs 2004-2005

CapTel
12.66%

TRS
CapTel

TRS
87.34%
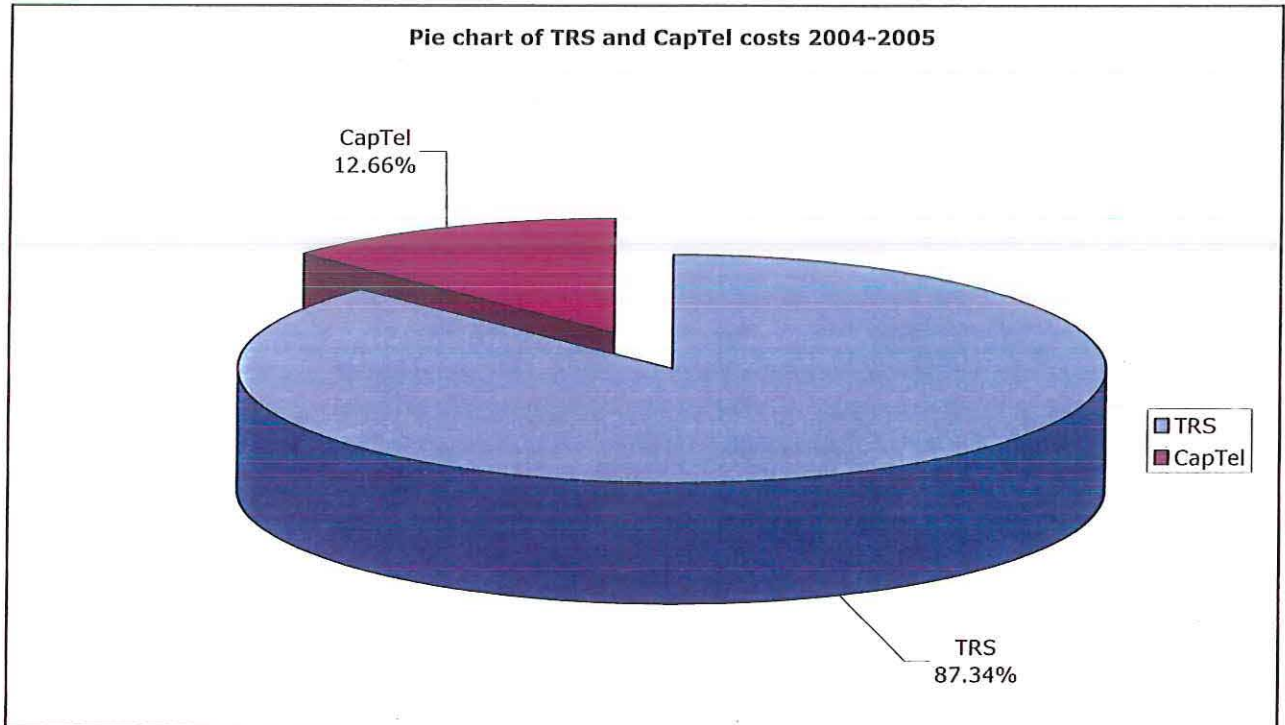
2004-2005 Marketing and Outreach

Relay Missouri Account Managers Matt Gwynn and Dennis Selznick conducted the Relay Missouri outreach and marketing for 2004-2005. Together they developed marketing tools that would help Missouri residents and businesses to be familiar with relay. Outreach and educational activities were performed, seeking to inform the general public about relay and to receive feedback about the quality and types of services desired from relay users.

Relay Missouri established several long term programs to enhance the relationship with Missouri community:

1) Relay Missouri Relay Ambassador Program
2) Relay Missouri quarterly newsletter
3) Relay Missouri Video Relay technicians
4) Relay Missouri website
5) Relay Missouri "Don't Hang Up on Relay" Public Service Announcement
6) Relay Missouri business consulting
7) Relay Missouri and Missouri School for the Deaf partnership

Relay Missouri Relay Ambassador Program

Relay Missouri contracted with an in-state business developer to establish inroads with organizations interested in learning about relay services. Emergency service personnel, travel organizations, chambers of commerce, and various businesses and organizations were educated about relay by an expert presenter with connections to reach those organizations.

Relay Missouri quarterly newsletter

Relay Missouri established a quarterly newsletter to mail out to 1,500 interested individuals and businesses in the state of Missouri. Exciting and relevant relay news, tips, and interest stories, the quarterly newsletter raised awareness about newer relay services such as CapTel, internet relay, and video relay.

Relay Missouri Video Relay technicians

Relay Missouri established regional deaf technology experts who were tasked with installing Video Relay Service equipment in the homes of relay users who prefer to use American Sign Language. These professional, well-trained technicians were on hand to assist relay users in making sure their broadband connections and video equipment were best able to use Video Relay services, and to troubleshoot any internet issues that may arise with the video technology.

Relay Missouri website

Relay Missouri established a brand new website at www.relaymissouri.com. With this new website, relay users and people unfamiliar with relay can read, understand and be better prepared to make and receive relay calls through Relay Missouri. The website contained information about community events and future presentations that Relay Missouri is involved in.

"Don't Hang Up on Relay" Public Service Announcement

In conjunction with the Relay Missouri "Don't Hang Up on Relay" campaign to be launched in 2nd quarter 2005, Relay Missouri developed a 30 second Public Service Announcement to be played on television in major Missouri TV markets.

Relay Missouri Business Consulting

Businesses, looking for ways to reduce costs, are reducing the number of "TTY hotlines" they operate. Relay Missouri provided "Relay Business Consulting" to organizations to educate their representatives and simultaneously remove the "Hearing impaired TTY hotline" with "Hearing impaired users: We're relay friendly! Dial 7-1-1 then use our 800 number for customer service." The result is a seamless experience for the relay users and more cost efficiency for businesses.

Relay Missouri and Missouri School for the Deaf partnership

Relay Missouri provided 16 videophones to Missouri School for the Deaf (MSD) to improve the communication skills of all students at MSD. MSD students are able to use the videophones to make video relay calls home, do video calls directly to parents at home using sign language, and to intercom with teachers on campus just like an intercom or radio system would be like for hearing people.

Relay Missouri hosted and attended many events in 2004-2005, providing outreach and sponsorships to spread the knowledge of relay. 50 presentations were performed and more than 16,000 people exposed to Relay. Chart 6 shows a large number of events where Relay Missouri was marketed.

Table 5: Marketing events of 2004-2005

Date	City	Event	Attendance
7/5	Kansas City	National Association for the Deaf conference	3000
7/23	Saint Louis	Art of Technology presentation	20
7/27	Columbia	CapTel training with MATP regional independent living centers	15
7/29	Saint Louis	Presentation at Paraquad	10
7/31	Springfield	Presentation at Ozark Community College	80
8/19	Columbia	VRS demonstration at LEAD Institute	50
8/28	Saint Louis	Assistive Technology Fair	1000
8/29	Saint Louis	Missouri Association for the Deaf 100th Anniversary	500
9/11	Branson	Silver Dollar Deaf Awareness Day	500
9/28	Saint Louis	Cub Scouts	12
10/1	Jefferson City	VRS presentation to Vocational Rehabilitation administrators	6
10/2	Saint Louis	KDSK TV interview about VRS and CapTel	5,000
10/12	Saint Louis	MODARA Meeting	30
10/26	Springfield	Presentation at SMSU	30
10/27	Columbia	Presentation to deaf culture students at Mizzou	50
10/30	Osage Beach	Missouri Interpreter Conference	800
11/9	Kansas City	Regional GSA (Federal Agency) administration training	60
11/13	Saint Louis	SHHH Meeting	35
11/16	Saint Louis	Paraquad demonstration of VRS	107
11/17	Saint Louis	CapTel presentation at St. Louis SHHH Chapter	35
12/4	Kansas City	Missouri-Kansas Telecommunication for the Deaf- keynote speaker	120
1/21	Kansas City	Gallaudet Open House	15
1/25	Saint Louis	Meeting at Maryland Heights AARP Chapter	15
1/28	Saint Louis	Deaf Coffee social	11
1/28	Springfield	ICC Open House	12
1/31	Kansas City	Meeting with Gallaudet Regional Staff	10
2/2	Fulton	VR Counselors at Missouri School for the Deaf	10
2/17	Saint Louis	Deaf Coffee social	15
2/19	Kansas City	Special Needs Alcoholics Anonymous (AA)	30
2/23	Sedalia	Sedalia public school	7
2/24	Kansas City	Presentation to KC Special Needs group	60
2/25	Kansas City	Hearing chat meeting	45
3/4	Springfield	Presentation to Springfield Deaf Community	45
3/8	Saint Louis	Missouri Hearing Society	200
3/8	Saint Joseph	Presentation at St. Joseph's independent living center	10
3/14	Branson	Missouri Summit on Aging and Health	900
4/2	Springfield	Deaf Empowerment presentation	97
4/8	Osage Beach	Missouri Speech Hearing Language Association (MSHA)	900
4/26	Joplin	Spring Health Screening event at Freeman	400

		Health Associates	
4/26	Joplin	Live TV interview on KSN-TV's with Toni Valliere	500
4/28	Fulton	Missouri School for the Deaf open house and performance	50
4/30	Saint Louis	Presentation at Deaf Professionals workshop	60
5/6	Independence	Presentation to deaf students from Blue Springs school district	50
5/18	Kansas City	Multicultural Festival for Seniors	800
5/18	Saint Joseph	Deaf Awareness Day in St. Joseph	30
5/26	Columbia	MO Court Clerk conference	30
6/3	Fulton	Missouri School for the Deaf Alumni Reunion	100
6/8	Independence	Relay Missouri 14th anniversary celebration	90
6/11	Eureka	Six Flags Deaf Awareness Day	200
6/21	Saint Louis	Presentation to AmerenUE Customer Service	10
Total:		**50 presentations**	**16,162**

In addition to outreach, Sprint sponsored several different organizations that promoted Relay Missouri:

- Missouri Commission for the Deaf and Hard of Hearing (MCDHH)
- Area Agency on Aging
- Self Help for the Hard of Hearing
- Roundtable Representatives on Deafness
- Greater St. Louis Association for the Deaf
- Moog Center for Deaf Education
- St. Joseph Institute for the Deaf
- Central Institute for the Deaf
- Missouri School for the Deaf
- Blue Springs School District
- Special School District of St. Louis
- Leadership through Education and Advocacy for the Deaf (LEAD)
- Missouri Speech Hearing Association
- Missouri Hearing Society

Sprint will continue to do outreach and partner with organizations that serve and support deaf, hard of hearing, and speech disabled clientele. Sprint has a clear understanding on where to focus marketing efforts to better educate relay users and their called parties.