



JULY 2010 – JUNE 2011

ANNUAL REPORT

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Dear Missouri Public Service Commissioners,

Sprint is pleased to have once again provided top-quality services to Missouri customers in the fiscal year of July 2010-June 2011. Highlights included serving relay consumers and promoting awareness about Relay Missouri's products and services by exhibiting and presenting TRS and CapTel services to approximately 7,100 individuals at events across the state, such as:

- Show Me Summit on Aging and Health in Branson; 500 attended
- Shamrockfest in Kansas City; 650 attended
- Advantage Senior Health Fair in Joplin; 200 attended
- Winterfest in Webster; 250 attended

We provided the majority of outreach via two Relay Missouri subcontractors, one from the Kansas City area and one from the St. Louis area.

Sprint remains committed to TRS and CapTel customer service. Sprint is grateful for recognition by the Paisley Group for providing the best in TRS customer service and TRS typing speed. The Federal Communications Commission mandates that Relay Operators (RO) type at least 60 words per minute (wpm); Sprint ROs averaged 82 wpm. In addition, the CapTel customer service department expanded its hours to better accommodate customers' schedules.

Statistics once again demonstrate a 24% decrease in TRS minutes, which is nearly identical to last year's 23.5% decrease. Going wireless has become more mainstream, and consumers continue to migrate to using relay services, including video communications, on their wireless devices.

Sprint thanks the Missouri Public Service Commission, Relay Missouri subcontractors, relay users, the community, and Sprint Relay team members for the opportunity to provide quality relay services and outreach education.

Sincerely,

A handwritten signature in black ink that reads "Dennis Selznick". The signature is written in a cursive, flowing style.

Dennis Selznick

Relay Missouri Program Manager and CapTel Specialist

Relay Enhancements

CapTel Software Update

In August 2010, CapTel provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

Sprint Relay earns top honors for Best Overall Customer Care and Speed of Service from Paisley Group

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators. Paisley's National Relay TTY Performance Index included several domestic TRS providers.

In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed Calls. Sprint's blazing-fast third-generation TRS platform also contributed to the win.

"Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of The Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

About Paisley Group, Ltd.

The Paisley Group is the leading third-party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at www.thepaisleygroup.com.

Independence Relay Call Center

The Missouri Relay call center has provided services to customers for over 20 years in Independence, Missouri. The center provides support people who are deaf, hard of hearing and speech-disabled.

In Spring 2011, the team added a Video Customer Service group. The primary role of this team is to provide customer support to deaf and hard of hearing wireless device subscribers whose primary language is American Sign Language (ASL) via video. Answers and support are provided to their questions regarding to billing, technical and product information.

Have a Heart Ball

The Sprint Relay Customer Service team participated in the Have a Heart Ball, an event for the Heart of America Foundation. The foundation is a nonprofit humanitarian organization; its mission is to “teach the values at the heart of America and to help people, particularly children, learn that they help themselves when they help others.”

USO Care Packages

The Sprint Relay team assisted the USO in supporting our troops and honoring their service by creating care packages for those servicing in the military. The packages included sending food and supplies. The Sprint Relay team also volunteered its lunch hour filling paper sacks with 100% employee-donated food items. Each sack contained a canned meat, a fruit cup, crackers, cookies, a pudding cup and a juice cup.



Home Improvements

The team participated in the Sprint-sponsored Christmas in October event, rebuilding and repairing houses at no cost to the homeowners.

Care Center

The Independence Relay Call Center held a clothing drive and made blankets for a care center in the Independence area.

Relay Missouri Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over, and Speech-to-Speech) currently provided by Relay Missouri.

See appendix for a complete statistics report.

Session Minutes

Figure 1 displays the total monthly session minutes processed through Relay Missouri. The total of 902,886 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel, and represents a significant decrease of 24% compared to last year.

Fig. 1: Session Minutes

July	81,251	Jan.	76,887
Aug.	87,283	Feb.	75,202
Sept.	76,999	March	71,989
Oct.	77,699	April	69,459
Nov.	75,493	May	68,192
Dec.	79,670	June	62,764

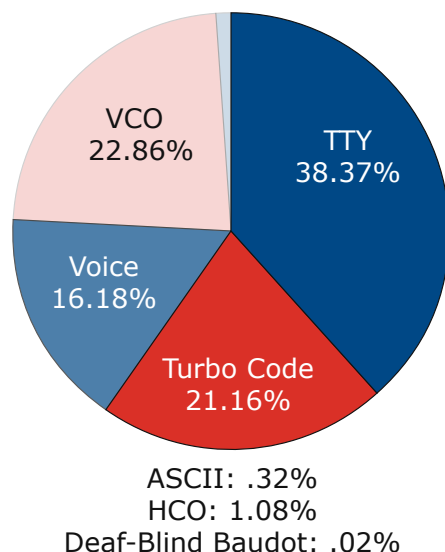
Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Missouri. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 324,341 calls during this fiscal year and represents a decrease of 16.6% as compared to last year.

Fig. 2: Relayed Call Volume

July	30,396	Jan.	27,980
Aug.	30,950	Feb.	26,619
Sept.	27,262	March	26,580
Oct.	26,405	April	26,211
Nov.	25,924	May	25,414
Dec.	26,518	June	24,082

Fig. 3: Call Origination



Call Origination

On average, TTY and Turbo Code consumers originated approximately 59.5% of Relay Missouri calls. Figure 3 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was **1.23 seconds** and the Service Level (SVL) was **95.8% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.0	97%	Jan.	1.2	96%
Aug.	1.1	96%	Feb.	2.1	93%
Sept.	1.0	96%	March	1.0	96%
Oct.	1.2	96%	April	1.0	97%
Nov.	1.6	95%	May	0.9	97%
Dec.	1.5	95%	June	1.1	96%

FCC Annual Customer Contact Log

Relay Missouri Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Annually, Sprint prepares and submits the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Missouri Public Service Commission, which, in turn, submits the report to the FCC.

CapTel

The following charts indicate trends in the annual total of session minutes and calls, call origination and contacts with customers. The numbers reflect the CapTel relay service currently provided by Relay Missouri.

Session Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year was 664,354 CapTel session minutes, a decrease of 14.9% from last year.

Fig. 5: CapTel Session Minutes			
July	55,189	Jan.	60,050
Aug.	54,788	Feb.	51,915
Sept.	56,746	March	57,511
Oct.	32,362	April	52,745
Nov.	56,786	May	55,659
Dec.	59,514	June	51,090

Missouri Annual Report

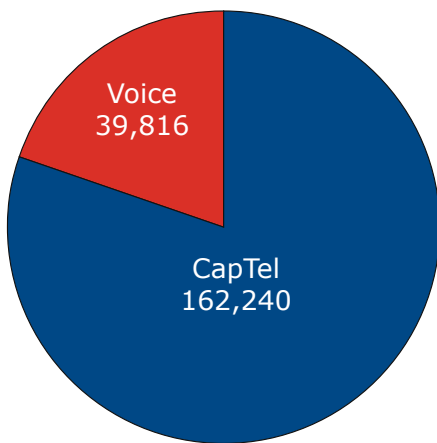
Call Volume

A total of 202,056 CapTel calls was generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 6, which represents a decrease of 17% from last year.

Fig. 6: CapTel Call Volume

July	17,154	Jan.	16,767
Aug.	17,240	Feb.	15,836
Sept.	18,027	March	16,452
Oct.	16,269	April	16,055
Nov.	17,083	May	17,433
Dec.	18,417	June	15,323

**Fig. 7: CapTel
Call Origination**



Call Origination

Figure 7 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

Outreach Education

Relay Missouri products and services were promoted via Relay Missouri's website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CapTel tips, announcements, and other useful information was also distributed.

Outreach Activities

Relay Missouri promoted relay service awareness through product and service demonstrations, presentations and materials throughout the state as well as through sponsorship of events during this fiscal year. Outreach education was provided by the Relay Missouri subcontractors and the Sprint Relay team.

Activities included exhibitions and/or presentations at:

- Area Agencies Conference in St. Louis; 250 attended
- Senior Health and Wellness Expo in Springfield; 1,000 attended
- PowerUp Conference in Columbia; 200 attended
- Accessing the Community workshop in Blue Springs; 50 attended
- Rehabilitative Conference in Lake Ozarks; 300 attended

See appendix for a complete list of outreach activities.

Website

The Relay Missouri website at www.relaymissouri.com continues to provide information on the various TRS and CapTel products and services. The website describes the various relay services available, contains relay training videos, explains the Telecommunications Access Program (TAP), includes the Preferred Business Directory listing, provides a link to a quick reference card, and explains other relay-related information.



Sprint Relay Enhancements

In December 2010, Sprint Relay became the first provider in the nation to offer the Sprint Mobile VRS (SMVRS) application designed specifically for the Samsung 4G Epic™ mobile wireless device.

In March 2011, this application became available for other mobile wireless devices such as the HTC EVO™. It also then became available for the Nexus S™ 4G from Google and the Samsung Galaxy Tab™.

For customers learning how to use different wireless products, including SMVRS, Sprint Relay provided a training video clip on its website at www.learnwithsprint.com.



Good News for Mobile VRS Users

Sprint Relay
sprintrelay.com

NOW AVAILABLE - Sprint Mobile Video Relay Service App for HTC EVO™ 4G, Samsung Epic™ 4G and Samsung Galaxy Tab™ devices. What a triple treat!

- Fast and smooth video with 4G speed
- Point-to-Point video chat with any videophone or Android™-based device
- sprintrelay.com
- sprint.com for more information on the Sprint Mobile VRS app

Scan to download Sprint Mobile VRS App

facebook.com/sprintrelay

HTC EVO 4G
Samsung Epic 4G
Samsung Galaxy Tab

Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Missouri currently **does not** pay for VRS.

Sprint Relay Team

Sprint Public Sector – Federal and State Government

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Vice President,
Federal Programs

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Branch Manager

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Relay Program Management

John Moore

Branch Manager

Angie Officer

Senior RPM

Wireless Sales

Ken Goulston

Account Executive

Customer Service

Brian Adamson

Supervisor

Appendices

TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY Baudot	6,683	6,067	5,554	5,545	5,058	5,182	5,687	5,135	5,083	4,953	4,533	4,478	63,958
Turbo Code	3,767	3,610	3,375	3,393	3,171	2,951	2,636	2,609	2,734	2,762	2,302	2,125	35,435
ASCII	9	50	53	32	65	40	20	89	32	14	57	63	524
Voice	2,399	2,598	2,217	2,302	2,337	2,256	2,278	2,278	2,204	2,240	2,107	1,697	26,913
VCO	3,352	3,418	3,132	2,908	3,086	3,449	3,398	3,409	3,245	3,116	2,714	2,713	37,940
HCO	97	106	61	129	143	173	169	141	173	117	236	200	1,745
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	-	-	2	-	6	10	-	-	-	3	10	-	31
TOTAL	16,307	15,849	14,394	14,309	13,866	14,061	14,188	13,661	13,471	13,205	11,959	11,276	166,546
Speech to Speech	19	14	32	41	51	25	14	17	16	18	14	25	286
Total Spanish Calls	1	1	1	-	-	-	-	-	1	1	2	1	8
% PERCENTAGE OF CALLS													AVERAGE
TTY	40.98%	38.28%	38.59%	38.75%	36.48%	36.85%	40.08%	37.59%	37.73%	37.51%	37.90%	39.71%	38.37%
Turbo Code	23.10%	22.78%	23.45%	23.71%	22.87%	20.99%	18.58%	19.10%	20.30%	20.92%	19.25%	18.85%	21.16%
ASCII	0.06%	0.32%	0.37%	0.22%	0.47%	0.28%	0.14%	0.65%	0.24%	0.11%	0.48%	0.56%	0.32%
Voice	14.71%	16.39%	15.40%	16.09%	16.85%	16.04%	16.06%	16.68%	16.36%	16.96%	17.62%	15.05%	16.18%
VCO	20.56%	21.57%	21.76%	20.32%	22.26%	24.53%	23.95%	24.95%	24.09%	23.60%	22.69%	24.06%	22.86%
HCO	0.59%	0.67%	0.42%	0.90%	1.03%	1.23%	1.19%	1.03%	1.28%	89.00%	1.97%	1.77%	1.08%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deaf/Blind Baudot	0.00%	0.00%	0.01%	0.00%	0.04%	0.07%	0.00%	0.00%	0.00%	0.02%	0.08%	0.00%	0.02%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	10,318	9,993	9,338	9,340	9,159	8,869	8,485	8,483	8,514	8,203	7,321	6,888	104,911
Intrastate (Intralata)	31	34	31	77	46	41	38	38	56	62	54	48	556
Intrastate (Interlata)	136	194	180	244	135	175	154	106	102	160	167	119	1,872
Interstate Calls	1,382	1,095	813	602	701	1,086	1,732	1,423	1,164	1,137	1,112	965	13,212
Toll Free	1,157	1,398	1,122	1,213	1,249	1,327	1,097	1,171	996	902	1,011	991	13,634
Directory Assistance	46	49	45	41	48	43	34	37	47	36	64	69	559
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	0	-
International	33	46	58	1	13	1	5	-	1	7	2	0	167
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	0	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	0	-
TOTAL COMPLETED	13,103	12,809	11,587	11,518	11,351	11,542	11,545	11,258	10,880	10,507	9,731	9,080	134,911
Busy Ring No answer	3,204	3,040	2,807	2,791	2,515	2,519	2,643	2,403	2,591	2,698	2,228	2,196	31,635
TOTAL OUTBOUND	16,307	15,849	14,394	14,309	13,866	14,061	14,188	13,661	13,471	13,205	11,959	11,276	166,546
General Assistance	14,089	15,101	12,868	12,096	12,058	12,457	13,792	12,958	13,109	13,006	13,455	12,806	157,795
TOTAL Relayed Calls	30,396	30,950	27,262	26,405	25,924	26,518	27,980	26,619	26,580	26,211	25,414	24,082	625,798
MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	53,593	56,856	52,799	53,848	52,547	56,104	53,197	50,933	48,954	46,746	46,449	42,360	614,387
Total Session Minutes	81,251	87,283	76,999	77,699	75,493	79,670	76,887	75,202	71,989	69,459	68,192	62,764	902,886
Less Interstate	7,319	6,738	5,365	4,328	5,764	6,998	10,387	8,449	8,585	8,309	7,073	5,054	84,368
Less International	82	174	140	8	42	12	20	1	3	32	27	0	541
Less 800 Toll-Free	6,437	7,691	6,982	7,475	6,969	8,196	6,200	6,226	5,762	4,994	5,512	5,809	78,253
Less Directory Session Min	58	16	28	25	17	66	58	75	97	41	124	164	768
Less 900 Assistant Minutes	0	0	0	0	0	0	0	0	0	0	2	0	2
Billable Minutes	67,355	72,644	64,484	65,862	62,701	64,399	60,222	60,452	57,543	56,083	55,457	51,737	738,957
Billable Minutes (STS)	86	65	185	193	200	101	54	69	71	101	54	123	1,303

Missouri Annual Report

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Total TRS/STS Billable Minutes	67,441	72,729	64,669	66,055	62,901	64,500	60,276	60,521	57,614	56,184	55,511	51,860	740,260
CapTel Billable Minutes	46,413	46,494	47,653	44,580	44,554	47,734	47,468	41,459	45,149	40,080	42,084	38,955	532,622
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	
NUMBER OF CALLS TO RELAY													TOTAL
Offered	25,893	26,820	23,520	22,865	22,886	23,176	24,098	23,314	23,333	22,784	22,317	21,079	282,085
Answered	25,488	26,410	23,156	22,509	22,311	22,665	23,711	22,637	22,996	22,456	21,988	20,732	277,059
In Queue	25,893	26,820	23,520	22,865	22,886	23,176	24,098	23,314	23,333	22,784	22,317	21,079	282,085
Abandoned in Queue	405	410	364	356	575	511	387	677	337	328	329	347	5,026
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	635	575	550	524	519	537	533	578	538	544	513	463	542
Weekday	1,122	1,172	1,039	1,008	990	966	1,079	1,100	968	1,015	945	926	1,028
AVERAGE LENGTH OF CALLS													AVERAGE
Session Minutes	3.19	3.31	3.33	3.45	3.39	3.51	3.24	3.32	3.14	3.10	3.09	3.02	3.26
Conversation Minutes	2.10	2.16	2.28	2.39	2.36	2.47	2.24	2.25	2.13	2.09	2.10	2.04	2.22
Avg. Length of Completed Calls	6.20	6.81	6.65	6.74	6.65	6.9	6.66	6.68	6.62	6.62	7.01	6.91	6.70
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	97.0%	96.0%	96.0%	96.0%	95.0%	95.0%	96.0%	93.0%	96.0%	97.0%	97.0%	96.0%	95.83%
ASA	1.0	1.1	1.0	1.2	1.6	1.5	1.2	2.1	1.0	1.0	0.9	1.1	1.23

CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Billable Minutes	46,413	46,494	47,653	44,580	44,554	47,734	47,468	41,459	45,149	40,080	42,084	38,955	44,385
<i>Call In</i>	14,145	14,395	15,125	13,385	13,283	14,556	13,199	12,690	12,842	12,757	13,722	12,141	13,520
<i>Voice In</i>	3,009	2,845	2,902	2,884	3,800	3,861	3,568	3,146	3,610	3,298	3,711	3,182	3,318
Total of Calls	17,154	17,240	18,027	16,269	17,083	18,417	16,767	15,836	16,452	16,055	17,433	15,323	16,838
Total Session Minutes													Average
<i>900 Calls</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Answer Machine</i>	364	365	419	433	354	399	412	371	337	308	373	343	373
<i>General Assistance</i>	743	687	786	588	590	762	626	880	662	703	844	659	711
<i>In 2-Line</i>	1,340	1,619	1,390	1,732	1,758	2,049	1,496	1,053	1,614	1,409	1,541	1,126	1,511
<i>International</i>	37	71	1	112	64	5	67	53	5	10	3	1	36
<i>Interstate</i>	7,126	6,350	7,101	5,966	9,955	9,931	10,528	8,769	10,779	11,208	11,616	10,299	9,136
<i>Intrastate</i>	42,003	41,710	43,126	40,204	39,746	42,933	42,959	37,599	41,117	36,190	37,392	35,113	40,008
<i>Others</i>	701	660	319	358	360	259	388	213	251	383	388	195	373
<i>Toll Free</i>	2,874	3,325	3,604	2,968	3,960	3,175	3,575	2,976	2,746	2,534	3,502	3,355	3,216
Total Session Minutes	55,189	54,788	56,746	52,362	56,786	59,514	60,050	51,915	57,511	52,745	55,659	51,090	55,363
Number of Calls by Each Traffic Pattern													Total
<i>900 Call</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Answer Machine</i>	272	302	301	315	264	315	316	288	258	228	253	259	3,371
<i>General Assistance</i>	2,001	2,172	2,516	1,933	1,970	2,464	1,963	2,471	2,031	2,118	2,525	2,050	26,214
<i>2-Line</i>	470	526	473	512	571	528	449	343	467	446	448	390	5,623
<i>International</i>	12	9	3	20	5	7	9	6	4	4	7	2	88
<i>Interstate</i>	1,377	1,194	1,432	1,041	1,673	1,768	1,562	1,344	1,565	1,586	1,814	1,671	18,027
<i>Intrastate</i>	12,230	12,238	12,527	11,690	11,619	12,632	11,748	10,769	11,511	11,002	11,644	10,360	139,970
<i>Others</i>	213	195	143	166	143	145	156	141	141	176	157	99	1,875
<i>Toll Free</i>	579	604	632	592	838	558	564	474	475	495	585	492	6,888
Total	17,154	17,240	18,027	16,269	17,083	18,417	16,767	15,836	16,452	16,055	17,433	15,323	202,056

Outreach Activities

Event	City	Date	Attendees	Relay (R), CapTel (C), Both (B) or TEDP (T)
July				
Deaf Awareness Worlds of Fun	Kansas City	17	100	R
Missouri Area Agencies Conference	St. Louis	18-19	250	C
August				
Deaf Awareness Silver Dollar City	Branson	14	85	R
Deaf Awareness Baseball	St. Louis	20	50	R
September				
Deaf Awareness Week Springfield	Springfield	18	100	R
SABE KC Event	Kansas City	23-24	600	R
October				
ASL Films GSLAD	St. Louis	1-2	100	R
GPSD Volleyball Tournament	Fulton	8-9	75	R
Missouri Interpreter Conference	Osage Beach	15-17	100	B
Show Me Summit on Aging and Health	Branson	18-20	500	C
Oxford Healthcare	Springfield	20	10	C
Access II Open House	St. Joseph	28	10	R
November				
Shamrockfest	Kansas City	6	650	C
University of Missouri, Office of Disability Services	Columbia	16	3	C
University of Missouri, Career Services Center	Columbia	16	1	C
University of Missouri, Boone Hospital Audiology Dept	Columbia	16	2	C
LEAD Institute	Columbia	16	4	C
Central Missouri Area Agency on Aging	Columbia	16	2	C
Ellis Fisher Cancer Center	Columbia	16	1	C
City of Columbia	Columbia	17	1	C
Stephens College, Office of Student Services	Columbia	17	6	C
Boone County Home Care Senior Services	Columbia	17	1	C
Boone Senior Day Center	Columbia	17	1	C
Boone Women's and Children's Hospital	Columbia	17	1	C
Columbia Vocational Rehabilitation	Columbia	17	1	C
Lutheran Senior Services	St. Louis	18	12	C
Central Institute for the Deaf	St. Louis	18	1	C
St. Louis Community College	St. Louis	18	1	C
Washington University, School of Medicine, AuD	St. Louis	18	1	C
Five Star Senior Center	St. Louis	19	1	C

July 2010 – June 2011

Event	City	Date	Attendees	Relay (R), CapTel (C), Both (B) or TEDP (T)
HAAA St. Louis chapter	St. Louis	19	2	C
ASL Films at MSD	Fulton	20	50	R
December				
New Year's Eve at GSLAD	St. Louis	31	100	R
January				
Jewish Vocational Services	Kansas City	11	5	C
Sertoma	Kansas City	13	1	C
Rehabilitation Institute	Kansas City	13	12	C
Armour Oaks Senior Living	Kansas City	13	1	C
February				
UMKC Institute for Human Development	Kansas City	16	2	C
Southwestern Hearing Center	St. Louis	16	2	R
Gateway Silent Seniors	St. Louis	16	2	R
Deaf Inc	St. Louis	18	3	R
RTR	St. Louis	18	2	R
Freeman Advantage Senior Health Fair	Joplin	22	400	C
March				
Children's Mercy Downtown	Kansas City	2	1	C
Children's Mercy Northland	North Kansas City	2	3	C
MARC Council Presentation	Kansas City	7	7	C
Armour Oaks Senior Living Presentation	Kansas City	10	12	C
Laclede Groves	St. Louis	18	1	C
Crestview Senior Center	St. Louis	18	1	C
Winterfest	Webster	19	250	R
Southwestern Hearing Aid offices	Troy	23	1	C
Southwestern Hearing Aid offices	Wentzville	23	1	C
Southwestern Hearing Aid offices	Warrenton	23	1	C
Southwestern Hearing Aid offices	St. Louis	28	10	C
Accessing the Community workshop	Blue Springs	28	50	B
April				
Senior Health and Wellness Expo	Springfield	1-3	1,000	C
Children's Mercy Audiology	Kansas City	4	10	C
Better Hearing Center at Kingswood	Kansas City	4	1	C
PowerUp Conference	Columbia	11-12	200	B
Sertoma International spring publication	Statewide	1	1,000	C
May				
Better Speech and Hearing Month newsletter PSA with Health Literacy Missouri	Statewide	1	1,000	C
June				
Missouri Rehab Conference	Lake Ozarks	5-7	300	C