

July 2014 - June 2015

**Relay** **MC**

**Annual Report**



**Sprint<sup>®</sup>**  
**Relay**  
Celebrating **25** Years of Service  
1990 - 2015

**Thank you** to our loyal customers  
for giving us the opportunity to  
serve you for the past **25 years!**





# Make calls anytime.

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A photograph of a red pop-up tent for Relay Missouri. The tent has the organization's logo and website on the valance. Inside the tent, several informational posters are displayed on a rack. Four people are standing in front of the tent: a woman on the far left in a blue polo shirt, a woman in the center wearing sunglasses and a white t-shirt, and a man on the far right in a blue polo shirt. The background shows a grassy area and trees.

**RelayMO**  
RELAY MISSOURI

**WWW.RELAYMISSOURI.COM**

## **RELAY MISSOURI 2015**

**2010: CapTel 200 is replaced by CapTel 800.**

**2011: Sprint is the first provider to include enhancements to its Speech-to-Speech service.**

**2012: CapTel 840 launches.**

**2013: Relay Missouri is re-certified by the Federal Communications Commission until 2018.**

**2014: Relay Missouri is awarded a new contract until July 31, 2017.**

**Relay Missouri establishes a Facebook page.**

**THANK YOU,  
MISSOURI!**

# [ FROM THE ACCOUNT MANAGER ]

Dear Missouri Public Service Commissioners,

Sprint Relay appreciated the opportunity to provide relay services, education, and customer support to Missouri consumers from July 2014 to June 2015.

Relay Missouri outreach activities included exhibitions or presentations at:

- Two-day Missouri Summit on Aging in Lake of the Ozarks; 500 attended.
- Hearing Loss Association of America (HLAA) Walk 4 Hearing in Creve Couer; 300 attended.
- Blue Springs School District in Blue Springs; 125 attended.
- Deaf Inc. Springfest in St. Louis; 800 attended.
- Teen Institute in Fulton; 100 attended.

Relay Missouri accomplishments included:

- Coordinating efforts between the St. Louis Cardinals, Hearing Loss Association of America (HLAA) and its local chapters to fundraise by selling 500 tickets during HLAA's three-day 35th Anniversary convention in St. Louis.
- Establishing a Facebook page.
- Completing the interstate TRS fund data collection report.
- Developing the FCC annual report on consumer complaints.

Session minutes this fiscal year showed:

- TTY-based calls decreased by 14.86%, or 68,359 minutes
- Speech-to-Speech increased by 41.5%, or 860 minutes
- CapTel decreased by 13.2%, or 67,375 minutes

To ensure continued compliance with state and federal regulations, I completed mandatory trainings and testings through Sprint, including compliance with ethics, work-related conduct and activities, avoiding conflict of interest, information security, and other policies. I also completed the Federal Communications Commission's Do Not Call Decree course and was certified.

Sprint thanks the Missouri Public Service Commission, the Relay Missouri subcontractor, and the state relay users for the opportunity to provide the best possible in relay services, education, and customer support.

Respectfully,



Michelle S. Vicino  
Account Manager

# OUTREACH EDUCATION

## Outreach Activities

Relay Missouri promoted relay service awareness through product and service demonstrations, exhibitions, presentations and information dissemination throughout the state and through [www.missourirelay.com](http://www.missourirelay.com) website, event contributions, and printed literature.

The Relay Missouri subcontractor further assisted the Account Manager at outreach events, including:

- Relay Missouri Soccer Night in Kansas City; 18,500 attended.
- Two-day Missouri Summit on Aging in Lake of the Ozarks; 500 attended.
- Hearing Loss Association of America (HLAA) Walk 4 Hearing in Creve Couer; 300 attended.
- Two-day Missouri Interpreters Conference in Lake of the Ozarks; 700 attended.
- St. Louis County Senior Expo in St. Louis; 250 attended.
- Blue Springs School District in Blue Springs; 125 attended.
- Two-day Speech-Language-Hearing Convention in Lake of the Ozarks; 400 attended.
- Deaf Inc. Springfest in St. Louis; 800 attended.
- Teen Institute in Fulton; 100 attended.



## HLAA at Cardinals Baseball

The Relay Missouri Account Manager worked diligently with the St. Louis Cardinals, Hearing Loss Association of America (HLAA) headquarters and local HLAA chapters to coordinate ticket consignment for HLAA's fundraising efforts during its 35th Anniversary Convention in St. Louis on June 25-27. In return for selling all 500 tickets for a game on June 27, HLAA received:

- Pregame on field ceremony for six people
- Ceremonial first pitch
- Pregame field visit for four people to watch pre-game batting practice
- Complimentary photo on the field
- Group recognition on the scoreboard during the game



Local HLAA chapter members and the Relay Missouri Account Manager were on the field for the first pitch.

## Other Outreach

Relay Missouri also demonstrated, exhibited, presented, and distributed literature at the following:

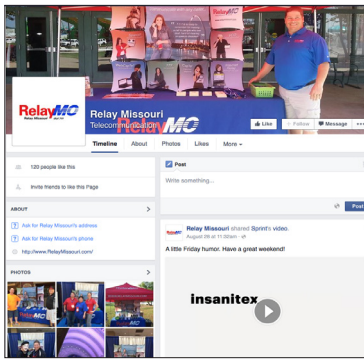
- Senior centers
- Sporting events
- Universities
- Expos
- Hearing aid dealerships

See appendix for a comprehensive list of outreach activities.

### IN 2015:

- 53 TOWNS
  - 137 DAYS
  - 11 EVENTS PER MONTH
- REACHING NEARLY  
**39,000 PEOPLE**





## Facebook

To maintain status quo and expedite information dissemination, Relay Missouri established a Facebook page (at left) in January 2015. This information was added to the two-page Relay Missouri brochure (at right) the following month.



### Building a connection between phone callers with ease!

**Relay Missouri**

**Dial 7-1-1 and communicate with any caller – 24 hours a day!**

Relay Missouri is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows TTY (text-telephone) users to communicate with standard telephone users through specially trained relay operators.

For more information, contact: Relay Missouri Customer Service

- 800-676-3777 (Voice/TTY)
- sprinttscustomer@sprint.com (Email)
- relaymissouri.com (Website)

**Captioned Telephone (CapTel) Service – Talk, listen and read!**

If a person with a hearing loss has difficulty hearing on the phone, not anymore! They can hear everything other callers say, just like a traditional call. At the same time, the captioning service transcribes everything they say into captions, which appear on the CapTel display window.

For more information, contact: Missouri Telecommunications Access Program (TAP)

- 800-648-8557 (Voice)
- 800-647-8558 (TTY)
- moat1501@att.net (Email)

**Please, Don't Hang Up! Campaign**

- relaymissouri.com/contact-relay/hang-up-complaint/
- Relay Service for Spanish-Speaking Callers
- relaymissouri.com/relaymo-services/spanish-relay/
- Relay Customer Service
- relaymissouri.com/contact-relay/
- Telecommunications Access Program
- relaymissouri.com/relaymo-services/tap-for-telephone/

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CapTel is a registered trademark of Sprint.

## Advertisements

To educate consumers about the traditional relay services and provide links to customer service, the Telecommunications Access Program and other resources, an advertisement was developed for placement in the March 2015 issue of the Cardinals' *GameDay Magazine*.

### TROUBLE HEARING ON THE PHONE?

Relay Missouri

Relay Missouri is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows TTY (text-telephone) users to communicate with standard telephone users through specially trained relay operators.

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- sprinttscustomer@sprint.com (Email)
- relaymissouri.com (Website)

**APPLY FOR A FREE CAPTEL PHONE**

Missouri residents may be eligible to receive a CapTel phone FREE of charge through the Missouri Telecommunications Access Program (TAP) for Telephone Equipment, which provides equipment to qualified individuals who have difficulty hearing over the phone. The program offers both the CapTel 885 and the CapTel 885S.

To learn more about the program or to apply for a free CapTel phone, visit [relaymissouri.com/relaymo-services/tap-for-telephone](http://relaymissouri.com/relaymo-services/tap-for-telephone)

**Reconnect. Captions for your phone calls.**

Sprint CapTel 2400i

- Quality you can **rely** on.
- Accuracy you can **depend** on.
- Customer service you can **rely** on.

To get a CapTel phone, go to [relaymissouri.com](http://relaymissouri.com) or call 877-855-8465

**CapTel the way you want it.**

SPRHLAA

Also, to educate consumers about the traditional and Internet-based CapTel phone and service, a flyer was created and developed for placement in the Hearing Loss Association of America (HLAA) program book for their three-day 35th Anniversary Convention in St. Louis.

## Tradeshow Collateral

Items were created with the Relay Missouri brand for use at tradeshows and other events throughout the state.

- March 2015: Six-foot Relay Missouri tablecloth
- May 2015: Two Relay Missouri banners
- June 2015: Ten-foot Relay Missouri tent

## Promotional Items

In January 2015, promotional items were given away as an educational and exciting way to share information about Relay Missouri services. These products included Stylus chrome pens, notepads, and stainless steel tumblers.

### Relay Missouri

**Always Available**

Relay Missouri is available 24 hours a day, seven days a week, 365 days a year.

Relay Missouri is a service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and speech disabled.

**TTY**

Dial 711 or 800-676-3777 to get a relay operator who will relay your voice to the person you are calling. Specialized relay operators are available for TTY users.

**Relay Missouri**

**SPEECH TO SPEECH**

Dial 877-735-7877

Speech to Speech (STS) is for hearing people with speech disabilities. Specially trained relay operators take the speech-disabled user's voice and repeat it to the person they are calling.

1. Speech-disabled user speaks her message to operator.
2. Operator repeats message to other party.
3. Other party listens and responds directly to speech-disabled user.

Our unparalleled equipment and exceptional Speech to Speech operator training ensures that speech-disabled users will be heard and understood.

## Relay Missouri Website

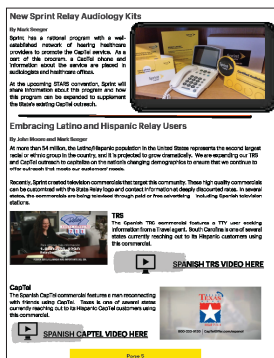
The Relay Missouri website, at [www.relaymissouri.com](http://www.relaymissouri.com), was revised in January 2015. It provides information and videos explaining how calls are handled, presents information about the Telecommunications Access Program (TAP), explains Spanish Relay with Spanish audio and captions, and has additional resources. To keep up with video-playing abilities and other technological advances, the website was made HTML5- and mobile-compatible.

# RELAY ENHANCEMENTS



## STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The STARS conference is an ideal forum to discuss current FCC rules and upcoming industry trends, product and service reviews, TRS and CapTel platforms, and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2015.



## Newsletter

In May 2015, the STARS newsletter (left) was distributed to all Sprint Relay state contract administrators. The six-page newsletter contained a letter from the Sprint Relay National Director Mike Ellis, a summary of 25 years of providing state relay services, links to videos, an overview of the Deaf-Blind Taste of Technology technology, commercials in Spanish, and other topics.

## Sprint Relay Enhancements

Sprint continuously strives to enhance relay products and services to bring an even better experience to all relay customers. This is possible through feedback, implementation, testing, and usage by consumers and team members. During this fiscal year, Sprint Relay completed the following Traditional Relay Service enhancements:

### Carrier of Choice Prompt

In July 2014, changes were made to the desktop call-processing software to support state contracts that require the relay operator to prompt for a Carrier of Choice (COC). This prompt appears for customers who have not already identified a COC preference in their profile when they place a long-distance call.

### Spanish and STS 711 Routing

Sprint has implemented a state-specific feature that makes it easier for relay callers to use Spanish or Speech-to-Speech to reach 7-1-1. When implemented, relay users who register a preferred Speech-to-Speech or Spanish-language call preference in the Customer Profile are automatically routed to a relay operator with the requested skill.

### Dedicated Customer Service

In August 2014, Sprint began offering state-branded dedicated customer service. Unique toll-free numbers route calls to TRS Customer Service and receive a state-specific branded answer.

## Help Panel

Sprint's Phoenix software includes an online "help panel" that enables relay operators to access procedural help screens, referral and reference resources during or between processing calls. This panel was also expanded to include a prescription, drug, condition, and usage list of words, which serves as an online resource to support medical-related spelling and pronunciation of uncommon words.

## Confirm Calling Preferences

Some Deaf-blind relay users prefer to have the agent confirm call-handling preferences prior to the start of a conversation. As of January 2015, deaf-blind users can elect to have "confirm calling preferences" as a part of their personalized preferences in their customer profile.

## Use of Specific Equipment

Deaf-blind relay users can also indicate, as a part of their personalized customer profile preferences, the type of assistive equipment they use. Providing this information can improve the relay call experience and support troubleshooting, if necessary.

## Auto-Correct/Expand List

In February 2015, the call-handling desktop software auto-correct and auto-expand word library was expanded from 594 words to over 2,600 words.

## Nationwide Voice Carry-Over Customer Service

In March 2015, Sprint initiated a nationwide Voice Carry-Over (VCO) Customer Service number (866-931-9027). Calls placed to this number will be answered first in VCO mode.

## Video-Assisted Speech-to-Speech

Also in March 2015, Sprint added a customer-friendly web portal to use the video-assisted Speech-to-Speech relay service via a videoconferencing program.

## Frequently Dialed Numbers

In June 2015, the database for Frequently Dialed numbers increased to 100 entries.



## Sprint Relay Internet-Based Enhancements

During this fiscal year, Sprint Relay completed the following internet-based relay enhancements:



### CapTel® for Braille and Low Vision Users

In the last half of 2014, Sprint's CapTel partner Ultratec unveiled a CapTel phone for people who are deaf-blind, blind, or low vision and voice for themselves. The CapTel 880iB lets users view captions on their own HDMI-enabled TV screens. Captions can be as large as the TV screen allows. In addition, the CapTel 880iB works with select Braille readers to allow people to read Braille captions during telephone conversations. The Braille reader is

easy to connect to the CapTel using Bluetooth™ or a USB connection.

## Disability Equality Index<sup>SM</sup> Survey

In June 2015, the American Association of People with Disabilities (AAPD) and the U.S. Business Leadership Network® (USBLN®) announced that Sprint received a top score of 100 points in the Disability Equality Index<sup>SM</sup> survey. These results reflect Sprint's long-standing commitment to ensuring that people with disabilities are included within the workplace, customer base, supply chain practices, and the telecommunications industry as a whole.

### Internet Protocol (IP) CapTel

In July 2014, Sprint released updated versions of their WebCapTel service and Wireless CapTel apps to comply with FCC regulations requiring new users to supply their birthdate and last four digits of their social security number at registration. These updates were released simultaneously across the U.S. for all new and existing users ahead of the August 28, 2014 FCC deadline.

### Captions to Remain "On"

In September 2014, Sprint released updated software for IP CapTel phones (models 800i, 840i, 880i and 2400i) in response to FCC clarifications in June 2014. This allows users with IP CapTel phones to choose to keep captions enabled without having to press a button or take any other action when making or receiving a captioned call.

## Sprint IP Enhancement for Deaf-Blind Consumers

In December 2014, Sprint Relay enhanced the Sprint IP website to include a conversation format. The format was implemented to support navigation using a Braille reader device. The website (SprintIP.com) offers two options: split screen and conversation formats. In addition, the Sprint IP user may adjust font size, background and font colors through Preferences.

On May 21, 2015, Sprint Relay announced the launch of a text-only site, where deaf-blind or low-vision consumers could select a text-only format for easier access placing a SprintIP.com call. This also allows users to easily navigate the site using a Braille reader.

# RELAY STATISTICS

## Telecommunications Relay Service

The following information indicates the trends in the annual total number of session minutes, Speech-to-Speech minutes, 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 [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Relay Missouri.

See appendix for a complete statistics report.

### Session Minutes

Figure 1 indicates the total monthly session minutes processed through Relay Missouri. The total of 391,779 minutes includes all aspects of TRS services except interstate, interstate directory assistance, international, toll-free conversation, 900 numbers, Speech-to-Speech and CapTel. This represents a decrease of 14.86%, or 68,359 minutes, compared to the previous year.

Fig. 1: Session Minutes

July	36,693	January	34,432
August	35,057	February	27,392
September	34,163	March	29,792
October	34,469	April	30,193
November	30,662	May	32,234
December	32,413	June	34,280

### Speech-to-Speech Session Minutes

This fiscal year contained 2,933 Speech-to-Speech (STS) session minutes. During this fiscal year, there was an increase of 41.5%, or 860 minutes, compared to the previous year. In 2013, Sprint Relay, in partnership with the United Cerebral Palsy organization, promoted STS as part of its national campaign to educate STS users on its enhanced STS features. This promotion continued through 2014 and 2015.

Fig. 2: STS Session Minutes

July	209	January	301
August	218	February	213
September	138	March	189
October	180	April	306
November	172	May	201
December	396	June	409

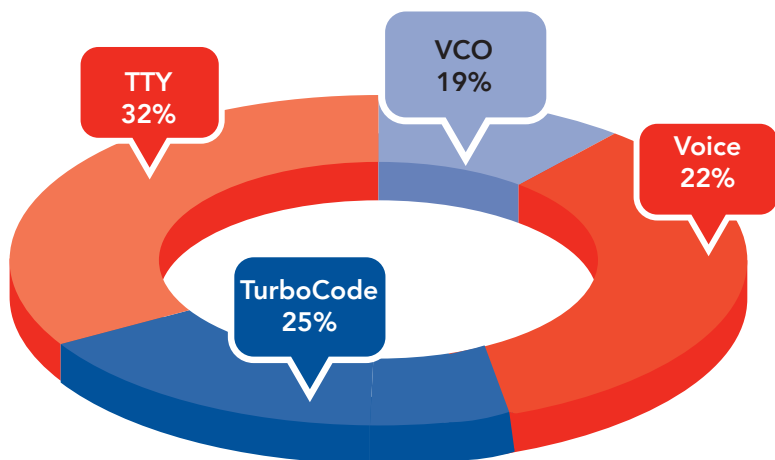


Fig. 3: Call Origination  
Others: 1%

### Call Origination

On average, TTY and TurboCode consumers originated approximately 57% of Relay Missouri calls. Figure 3 shows call type by percentage.

## Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. Relay Missouri's daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.3 seconds and the Service Level (SVL) was that 94.2% of calls were answered within 10 seconds.

**Fig. 4: ASA and SVL**

Month	ASA	SVL	Month	ASA	SVL
July	1.5	94%	January	1.3	94%
August	2.0	93%	February	1.3	94%
September	1.1	95%	March	1.5	93%
October	.7	95%	April	1.3	94%
November	.7	94%	May	1.1	95%
December	2.2	93%	June	.9	96%

## FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel from June 2014 to May 2015 to the Missouri Public Service Commission administration, which then submits the report to the Federal Communications Commission. During this fiscal year, there were 13 TRS complaints, 5 TRS commendations and 2,228 TRS inquiries.

## CapTel

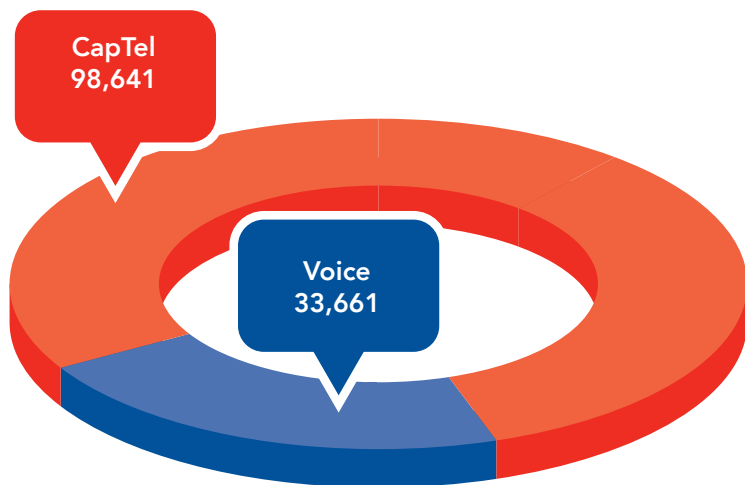
The following information indicates the trends of the annual total number of session minutes, call origination, and contacts with customers provided by Relay Missouri.

### Session Minutes

A breakdown of monthly session minutes is shown in Figure 5. This fiscal year's CapTel session minutes totaled 442,375. This represents a decrease of 13.2%, or 67,375 minutes, compared to the previous year.

**Fig. 5: CapTel Session Minutes**

July	41,359	January	39,412
August	39,110	February	35,614
September	38,981	March	36,541
October	38,953	April	34,674
November	37,372	May	30,994
December	36,944	June	32,420



**Fig. 6: CapTel Call Origination**

### Call Origination

Figure 6 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

## FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel from June 2014 to May 2015 to the Missouri Public Service Commission administration, which then submits the report to the Federal Communications Commission.

During this fiscal year, there were 1 CapTel complaint, no CapTel commendations, and 78 CapTel inquiries.

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# SPRINT RELAY TEAM

---



**Karen Freitag**

Regional Vice President  
General Business - West

**Mike Ellis**

National TRS Director

**Relay Marketing**

**Mark Seeger**

Branch Manager

**Michelle S. Vicino**

Account Manager

**Relay Program Management**

**John Moore**

Branch Manager

**Corporate Sales**

**Maggie Schoolar**

Branch Manager

**Chris Smith**

Account Executive

**Relay Business Innovations**

**Mark Tauscher**

Branch Manager

**Liz D'Anna**

Implementation Program Manager

**Wireless Sales**

**Ken Goulston**

Account Executive

**Billing**

**Kris Owara**

Analyst

**Customer Service**

**Brian Adamson**

Supervisor

A large, solid red teardrop-shaped graphic that serves as a background for the word 'APPENDICES'.

# **APPENDICES**



# OUTREACH ACTIVITIES



Name of Event	Location	Date	# of Attendees	G, B, P	Target
JULY 2014					
Sprint Relay Expo	Kansas City	18	100	Booth	All
Relay MO Soccer Night	Kansas City	19	18,500	General	All
AUGUST 2014					
Deaf Awareness Day at Silver Dollar City	Branson	2	5,000	Booth	Deaf
Senior Day at Missouri State Fair	Sedalia	13	3,500	Booth	HoH
Relay MO Baseball Night	St. Louis	19	36	General	Both
RTR (Round Table Representatives) Deaf Festival	Kirkwood	23	1,500	Booth	Deaf
Hearing Aid Dispensers	St. Louis	21	5	General	HoH
Gateway Silent Seniors	St. Louis	20	80	General	D/HoH
Chamber of Commerce	St. Louis	21	1	General	All
Missouri Summit on Aging	Lake of the Ozarks	26	500	Booth	HoH
Missouri Summit on Aging	Lake of the Ozarks	27	500	Booth	HoH
SEPTEMBER 2014					
Gateway Silent Seniors	St. Louis	3	70	General	Deaf
Deaf Inc. Coffee Chat	Webster Groves	5	10	General	Deaf
University of Missouri	Columbia	2	1	General	All
In-Home Services Conference	Lake of the Ozarks	15	500	Booth	HoH
In-Home Services Conference	Lake of the Ozarks	16	500	Booth	HoH
OCTOBER 2014					
Hearing Loss Association of America Walk 4 Hearing	Creve Coeur	5	300	Booth	HoH
Missouri Interpreters Conference	Lake of the Ozarks	10	700	Booth	Deaf
Missouri Interpreters Conference	Lake of the Ozarks	11	700	Booth	Deaf
Hearing Aid Dispensers	Lake of the Ozarks	10	3	General	HoH
Gateway Silent Seniors	St. Louis	15	85	General	D/HoH
NOVEMBER 2014					
Hearing Aid Specialist	St. Peters	3	1	General	HoH
Beltone Hearing Aid	Booneville	3	1	General	HoH
Hearing Aid Consultants	Booneville	3	1	General	HoH
A-1 Hearing Aid Services	Jefferson City	3	1	General	HoH
University of Missouri	Columbia	10	3	General	All
Beltone Hearing Aid	Columbia	10	1	General	HoH
William Jewel College	Sedalia	10	1	General	All
Amplifon Hearing Aid Center	Liberty	10	1	General	HoH
Raytown Hearing Aid Center	Lees Summit	10	1	General	HoH

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Central Missouri State	Raytown	10	3	General	All
<b>DECEMBER 2014</b>					
Lutheran Senior Services	St. Louis	1	4	General	HoH
Shrewsbury Senior Center	St. Louis	1	30	General	HoH
St. Peters Senior Center	St. Peters	3	60	General	HoH
Wentzville Senior Center	Wentzville	4	25	General	HoH
Green Lantern Senior Center	Wentzville	4	15	General	HoH
St. Anthony's Medical Center Senior Services	St. Louis	1	40	General	HoH
Hearing Health Innovations	St. Louis	8	1	General	HoH
Gallahers House of Hearing Aids	St. Louis	8	1	General	HoH
Beltone Hearing Aid	St. Louis	8	1	General	HoH
Zounds Hearing Aid South County	St. Louis	8	1	General	HoH
Zounds Hearing Aid Manchester	Manchester	8	1	General	HoH
Robinson Hearing Aid - Hazelwood	Hazelwood	9	1	General	HoH
Robinson Hearing Aid - Rock Hill	Rock Hill	9	1	General	HoH
Round Table Representatives on Deafness	Rock Hill	9	12	General	Deaf
Hometown Hearing - Glendale	Glendale	9	1	General	HoH
Hometown Hearing - South County	St. Louis	9	1	General	HoH
Gateway Silent Seniors	Maryland Heights	10	85	General	D/HoH
City of O'Fallon	O'Fallon	29	1	General	All
City of Wentzville	Wentzville	29	1	General	All
City of Florissant	Florissant	29	1	General	All
Florissant Civic Center	Florissant	29	1	General	All
City of St. Louis Office on Disabled	St. Louis	30	1	General	All
Laclede Groves Senior Center	Webster Groves	30	15	General	HoH
Mid East Area On Aging (Brentwood)	Brentwood	15	1	General	HoH
Mid East Area On Aging (Manchester)	Manchester	15	1	General	HoH
Mid East Area On Aging (Union)	Union	15	1	General	HoH
Mid East Area On Aging (Crystal City)	Crystal City	15	1	General	HoH
St. Louis Hearing and Speech Center	Brentwood	18	1	General	All
Cardinal Ritter Senior Center	Webster Groves	18	35	General	HoH
<b>JANUARY 2015</b>					
Pike Pioneers Senior Center	Bowling Green	6	15	General	HoH
Bowling Green Chamber of Commerce	Bowling Green	6	25	General	HoH
Pike Pioneers Senior Center	Louisiana	6	10	General	HoH
Starkloff Institute	St. Louis	8	3	General	HoH
Springfield Area Chamber of Commerce	Springfield	15	1	General	All
Southwest Missouri Office on Aging	Springfield	15	1	General	HoH
Nixa Senior Center	Nixa	15	30	General	HoH
Family Pharmacy RX	Nixa	15	1	General	HoH
Farmington Chamber of Commerce	Farmington	20	1	General	All

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Farmington Senior Center	Farmington	20	25	General	HoH
Miracle Ear Hearing Aid	Farmington	20	1	General	HoH
St. Genevieve Audiology & Hearing Center	St. Genevieve	20	1	General	HoH
Gateway Silent Seniors	Maryland Heights	21	60	General	D/HoH
William Woods University	Fulton	27	3	General	All
University of Missouri	Columbia	27	3	General	All
<b>FEBRUARY 2015</b>					
Gateway Silent Seniors	Maryland Heights	25	65	General	D/HoH
St. Louis County Senior Expo	St. Louis	26	250	General	HoH
Hannibal Senior Center	Hannibal	12	30	General	HoH
<b>MARCH 2015</b>					
NEMO (Northeast Missouri) Senior Center	Kirksville	2	40	General	HoH
Nodaway County Senior Center	Maryville	2	15	General	HoH
Andrew County Senior Center	Savannah	2	20	General	HoH
MERIL (Midland Empire Resources for Independent Living)	St. Joseph	2	1	General	HoH
Tri County Senior Center	Pacific	4	30	General	HoH
Blue Springs School District	Blue Springs	3	125	Booth	All
Moberly Area Chamber of Commerce	Moberly	10	1	General	All
Hannibal Senior Citizens Center	Hannibal	10	30	General	HoH
Gateway Silent Seniors	Maryland Heights	11	80	General	D/HoH
Poplar Bluff Health and Senior Services	Poplar Bluff	18	1	General	HoH
Twin Towers Senior Citizens Center	Poplar Bluff	18	1	General	HoH
Wayne County Senior Citizens	Waynesville	18	1	General	HoH
Arnold Senior Center	Arnold	20	25	General	HoH
Gateway Silent Seniors Banquet	Maryland Heights	25	125	General	D/HoH
<b>APRIL 2015</b>					
City Office on Disabled	St. Louis	1	1	General	D/HoH
South City Senior Center	St. Louis	1	15	General	HoH
St. Louis County Office on Aging	St. Louis	3	1	General	HoH
St. Louis County Veterans Administration	St. Louis	3	1	General	HoH
City of St. Louis Division of Aging	St. Louis	3	1	General	HoH
Ballwin City Center	Ballwin	7	1	General	HoH
Chesterfield City Center	Chesterfield	7	1	General	HoH
Wildwood City Center	Wildwood	7	1	General	HoH
Power Up Conference	Columbia	13	250	Booth	All
Power Up Conference	Columbia	14	250	Booth	All
Speech Language Hearing Convention	Lake of the Ozarks	16	400	Booth	D/HoH
Speech Language Hearing Convention	Lake of the Ozarks	17	400	Booth	D/HoH
Southwest Missouri Aging Expo	Springfield	18	700	Booth	HoH
Nevada Senior Center	Nevada	23	15	General	HoH

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Better Living 4U Event	St. Joseph	24	200	Booth	All
City of Creve Coeur	Creve Coeur	28	1	General	All
South County Senior Center	St. Louis	28	25	General	HoH
Deaf Inc	St. Louis	28	1	General	Deaf
Gateway Silent Seniors	St. Louis	29	60	General	Deaf
<b>MAY 2015</b>					
City of Overland	Overland	1	1	General	All
City of St. Ann	St. Ann	1	1	General	All
Starkloff Institute	St. Louis	7	1	General	All
City Office on Disabled	St. Louis	7	1	General	All
Bauer Funeral Home Senior Moment Event	St. Charles	7	100	General	HoH
Deaf Inc Springfest	St. Louis	9	800	Booth	Deaf
Gateway Silent Seniors	St. Louis	13	60	General	D/HoH
Kirksville Senior Center	Kirksville	14	20	General	HoH
Truman State University	Kirksville	14	5	General	HoH
Cape Girardeau Senior Center	Cape Girardeau	19	30	General	HoH
Farmington Senior Center	Farmington	19	30	General	HoH
Gateway Silent Seniors	St. Louis	20	50	General	D/HoH
Hughes Senior Center	Lebanon	26	20	General	HoH
Lebanon Audiology & Hearing	Lebanon	26	1	General	HoH
<b>JUNE 2015</b>					
St. Johns Mercy Hospital	St. Louis	4	1	General	HoH
Missouri Baptist Hospital	St. Louis	4	1	General	HoH
Deaf Awareness Day at Six Flags	St. Louis	6	75	General	HoH
Greater St. Louis Association of the Deaf/Gate-way Silent Seniors	St. Louis	10	50	General	D/HoH
City of St. Charles	St. Charles	11	1	General	All
Teen Institute	Fulton	12	100	General	D/HoH
Maryville Hearing Aid Center	Maryville	12	1	General	All
Maryville Chamber of Commerce	Maryville	12	1	General	All
Mike Bush Fantasy Baseball Camp	St. Peters	15	100	General	D/HoH
State Fair Kick Off Party	Sedalia	16	200	General	All
HLAA Convention	St. Louis	24	600	Booth	D/HoH
United Cerebral Palsy Heartland Rock, Roll and Stroll 5K	St. Louis	28	75	Booth	STS
		<b>Total</b>	<b>38,614</b>		

# TRS STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
MINUTES OF SERVICE													
Total Conversation Minutes	23,594	22,226	21,755	21,359	19,719	20,840	22,430	17,194	18,714	18,872	20,929	22,892	250,527
Total Session Minutes	36,693	35,057	34,163	34,469	30,662	32,413	34,432	27,392	29,792	30,193	32,234	34,280	391,779
Less Interstate	(3,376)	(3,219)	(3,682)	(4,069)	(3,254)	(2,730)	(3,100)	(2,412)	(2,875)	(3,014)	(1,837)	(1,185)	(34,752)
Less International	(209)	(647)	(1,025)	(467)	(369)	(320)	(450)	(388)	(17)	(1)	(2)	(6)	(3,902)
Less 800 Toll-Free	(3,574)	(2,952)	(2,641)	(2,820)	(2,650)	(3,341)	(3,120)	(2,197)	(2,765)	(2,401)	(2,681)	(2,369)	(33,513)
Less Directory Assistance Session Min	0	0	0	0	0	0	0	(5)	0	0	0	0	(5)
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	29,534	28,239	26,815	27,112	24,389	26,021	27,762	22,390	24,135	24,776	27,714	30,719	319,608
Billable Minutes (STS)	164	177	89	135	136	319	258	197	183	220	134	156	2,167
Total TRS/STS Billable Minutes	29,698	28,416	26,905	27,247	24,525	26,340	28,019	22,587	24,318	24,997	27,848	30,875	321,774
CapTel Billable Minutes	28,239	26,524	26,496	27,529	26,176	26,014	28,548	25,585	27,156	25,906	23,095	24,464	315,732
AVERAGE LENGTH OF CALLS													AVG.
Session Minutes	2.37	2.36	2.37	2.25	2.41	2.36	2.37	2.06	2.13	1.99	2.11	2.17	2.25
Conversation Minutes	1.53	1.50	1.51	1.40	1.55	1.52	1.54	1.30	1.34	1.24	1.37	1.45	1.44
Avg. Length of Completed Calls	7.46	7.09	7.65	7.58	7.47	8.02	8.58	8.29	7.91	8.36	8.68	8.95	8.00
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	3,495	3,681	3,195	3,313	3,017	3,018	3,037	2,478	2,952	2,667	2,786	3,034	36,673
Intrastate (Intralata)	18	21	29	36	38	17	34	15	14	6	18	15	261
Intrastate (Interlata)	167	78	92	89	66	69	73	50	58	158	200	213	1,313
Interstate Calls	666	571	557	578	390	312	314	311	336	410	305	169	4,919
Toll Free	556	496	421	407	469	489	424	312	426	369	411	405	5,185
Directory Assistance	4	6	3	9	2	2	2	10	1	0	0	0	39
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	19	112	180	124	118	159	157	147	1	1	0	2	1,020
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLETED	4,925	4,965	4,477	4,556	4,100	4,066	4,041	3,323	3,788	3,611	3,720	3,838	49,410
Busy Ring No answer	1,470	1,058	1,090	1,090	979	892	1,096	987	1,388	1,387	1,040	853	13,330
TOTAL OUTBOUND	6,395	6,023	5,567	5,646	5,079	4,958	5,137	4,310	5,176	4,998	4,760	4,691	62,740
General Assistance	10,905	10,522	10,406	11,273	9,060	10,001	10,859	10,186	10,512	11,402	11,858	12,468	129,452
TOTAL Relayed Calls	17,300	16,545	15,973	16,919	14,139	14,959	15,996	14,496	15,688	16,400	16,618	17,159	192,192
NUMBER OF CALLS TO RELAY													TOTAL
Offered	15,794	15,284	14,665	15,565	13,085	14,327	14,821	13,972	14,269	15,437	15,534	16,009	178,762
Answered	15,538	14,840	14,438	15,316	12,786	13,946	14,586	13,732	13,974	15,161	15,265	15,786	175,368
In Queue	15,794	15,284	14,665	15,565	13,085	14,327	14,821	13,972	14,269	15,437	15,534	16,009	178,762
Abandoned in Queue	256	444	227	249	299	381	235	240	295	276	269	223	3,394
AVERAGE NUMBER OF CALLS - STS not included													AVG.
Weekend	328	298	270	281	271	258	263	297	261	281	310	278	283
Weekday	638	646	628	638	571	561	619	606	606	643	644	679	623
TOTAL CALL VOLUME													
TTY- Baudot	2,521	2,224	2,070	2,202	1,457	1,398	1,491	1,256	1,328	1,309	1,432	1,662	20,350
Turbo Code	1,114	1,226	983	968	1,259	1,304	1,435	1,235	1,930	1,782	1,399	963	15,598
ASCII	0	0	12	1	0	9	2	4	0	1	5	15	49
Voice	1,552	1,242	1,288	1,359	1,330	1,105	1,143	911	1,042	1,068	1,066	942	14,048
VCO	1,158	1,281	1,139	1,025	954	1,007	905	889	860	833	835	964	11,850
HCO	48	50	75	91	79	135	160	15	16	5	23	145	842
Deaf/Blind ASCII	2	0	0	0	0	0	0	0	0	0	0	0	2



	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
Deaf/Blind Baudot	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTAL	6,395	6,023	5,567	5,646	5,079	4,958	5,137	4,310	5,176	4,998	4,760	4,691	62,740
Speech to Speech	24	9	9	9	25	24	6	7	4	16	15	36	184
Total Spanish Calls	0	0	1	1	0	0	0	2	0	0	0	2	6
% PERCENTAGE OF CALLS													AVG.
TTY	39.42%	36.93%	37.18%	39.00%	28.69%	28.20%	29.02%	29.14%	25.66%	26.19%	30.08%	35.43%	32.08%
Turbo Code	17.42%	20.36%	17.66%	17.14%	24.79%	26.30%	27.93%	28.65%	37.29%	35.65%	29.39%	20.53%	25.26%
ASCII	0.00%	0.00%	0.22%	0.02%	0.00%	0.18%	0.04%	0.09%	0.00%	0.02%	0.11%	0.32%	0.08%
Voice	24.27%	20.62%	23.14%	24.07%	26.19%	22.29%	22.25%	21.14%	20.13%	21.37%	22.39%	20.08%	22.33%
VCO	18.11%	21.27%	20.46%	18.15%	18.78%	20.31%	17.62%	20.63%	16.62%	16.67%	17.54%	20.55%	18.89%
HCO	0.75%	0.83%	1.35%	1.61%	1.56%	2.72%	3.11%	0.35%	0.31%	0.10%	0.48%	3.09%	1.36%
Deaf/Blind ASCII	0.03%	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%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
AVERAGE SPEED OF ANSWER													AVG.
Service Level	94%	93%	95%	95%	94%	93%	94%	94%	93%	94%	95%	96%	94.2%
ASA	1.5	2.0	1.1	0.7	0.7	2.2	1.3	1.3	1.5	1.3	1.1	0.9	1.3
CUSTOMER CONTACTS													TOTAL
Complaints	10	2	1	0	0	0	0	0	0	0	0	0	13
Commendations	0	3	2	0	0	0	0	0	0	0	0	0	5
TOTAL	10	5	3	0	0	0	0	0	0	0	0	0	18

# STS STATISTICS



	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.	TOTAL.
Total Session Min	209	218	138	180	172	396	301	213	189	306	201	409	244	2,933
Total Conversation Min	84	117	60	80	85	84	44	16	17	128	35	223	81	973
Less Interstate Session	(15.32)	(12.14)	(10.05)	(7.04)	(7.28)	(44.95)	(16.40)	(14.25)	0.00	(27.40)	(52.28)	(204.52)	(34)	(412)
Less International Session	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	0
Less Interstate Toll Free Session 51%	(29.79)	(29.49)	(38.99)	(33.09)	(28.55)	(23.21)	(26.75)	(2.29)	(6.46)	(58.38)	(9.49)	(33.08)	(27)	(320)
Less Interstate DA Session	0.00	0.00	0.00	(5.27)	0.00	(8.88)	0.00	0.00	0.00	0.00	(5.57)	(15.15)	(3)	(35)
Less 900 Session 51%	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	0
Total Billable Speech to Speech	164	177	89	135	136	319	258	197	183	220	134	156	181	2,167
Number of Completed Calls Made	24	9	9	9	25	24	6	7	4	16	15	36	15	184
Average Length of Call	2.85	3.34	4.48	5.53	5.96	4.18	4.04	3.21	3.13	3.73	2.52	7.61	4.22	
Total Numbers of <u>Completed Calls</u> Speech to Speech (STS) Calls													Total	
Local	16	6	3	7	21	6	0	2	2	3	1	13	80	
Intrastate	0	0	0	0	0	0	0	0	0	0	0	0	0	
Interstate	1	1	3	0	1	10	1	2	0	5	8	16	48	
Directory Assistance	0	0	0	1	0	3	0	0	1	1	2	2	10	
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	
International	0	0	0	0	0	0	0	0	0	0	0	0	0	
900 calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toll-Free	7	2	3	1	3	5	5	3	1	7	4	5	46	
Marine Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Busy Ring/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total STS Calls	24	9	9	9	25	24	6	7	4	16	15	36	184	

# CAPTEL STATISTICS



	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
Billable Minutes	28,239	26,524	26,496	27,529	26,176	26,014	28,548	25,585	27,156	25,906	23,095	24,464	315,732
Average minutes per call	2.23	2.26	2.24	2.35	2.45	2.35	2.57	2.68	2.45	2.44	2.34	2.36	2.39
CapTel Traffic Patterns													Total
Data Calls	9,106	8,325	8,553	8,826	7,958	8,210	8,396	7,079	8,449	8,141	7,481	8,117	98,641
Voice Calls	3,541	3,433	3,255	2,912	2,723	2,846	2,702	2,482	2,653	2,475	2,400	2,239	33,661
Total of Calls	12,647	11,758	11,808	11,738	10,681	11,056	11,098	9,561	11,102	10,616	9,881	10,356	132,302
Total Session Minutes													Total
Local	22,005	21,115	21,866	22,520	22,167	21,327	21,860	19,687	21,594	20,077	18,396	19,677	252,290
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	1,644	1,429	1,005	1,145	1,055	1,187	2,705	2,669	2,222	2,532	2,185	1,823	21,600
Interstate	11,170	10,800	10,944	9,564	9,843	9,556	9,155	8,639	7,944	7,204	6,694	6,773	108,285
International	2	30	5	25	11	5	16	1	4	7	9	49	164
Toll Free	3,328	3,100	2,691	3,304	2,404	2,404	3,062	2,464	2,519	2,804	2,172	1,956	32,208
900 Calls	0	0	0	0	0	0	0	0	0	0	0	1	3
Answer Machine	286	343	243	227	268	226	227	184	202	280	146	164	2,794
In 2 Line	2,280	1,594	1,486	1,367	1,057	1,301	1,199	1,204	1,388	1,149	809	1,237	16,069
General Assistance	487	529	536	569	421	504	587	426	502	481	480	461	5,981
Other	157	172	206	233	147	434	601	340	167	141	104	278	2,980
Total of Session Min	41,359	39,110	38,981	38,953	37,372	36,944	39,412	35,614	36,541	34,674	30,994	32,420	442,375
Number of Calls by each Traffic Pattern													Total
Local	7,356	6,639	6,995	6,880	6,626	6,423	6,367	5,577	6,790	6,399	6,123	6,523	78,698
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	331	285	283	296	225	251	280	274	269	299	272	291	3,356
Interstate	1,872	1,909	1,713	1,579	1,472	1,661	1,464	1,343	1,469	1,357	1,184	1,131	18,154
International	5	7	7	1	6	9	7	4	3	7	14	13	83
Toll Free	381	460	378	479	381	417	466	398	470	410	329	375	4,944
900 Calls	0	0	0	0	0	1	0	0	0	0	0	2	0
Answer Machine	216	247	198	187	203	192	186	149	168	228	127	145	2,246
In 2 Line	886	640	625	531	410	474	440	432	392	438	296	428	5,992
General Assistance	1,489	1,476	1,488	1,633	1,264	1,429	1,661	1,223	1,439	1,372	1,463	1,318	17,255
Other	111	95	121	152	94	199	227	161	102	106	73	130	1,571
Total	12,647	11,758	11,808	11,738	10,681	11,056	11,098	9,561	11,102	10,616	9,881	10,356	132,302
Distribution of Minutes													Average
Less Inter-state Billable Min	11,170	10,800	10,944	9,564	9,843	9,556	9,155	8,639	7,944	7,204	6,694	6,773	9,024
Less International Session Min	2	30	5	25	11	5	16	1	4	7	9	49	14
Less Toll Free	1,697	1,581	1,372	1,685	1,226	1,226	1,562	1,257	1,285	1,430	1,108	998	1,369
Less 2 Line Session Min (11%)	251	175	163	150	116	143	132	132	153	126	89	136	147
Billable to MO	28,239	26,524	26,496	27,529	26,176	26,014	28,548	25,585	27,156	25,906	23,095	24,464	26,311
RLSA Billable Minutes	13,120	12,586	12,485	11,424	11,196	10,931	10,865	10,029	9,385	8,768	7,900	7,956	10,554

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