



Annual Report

JULY 2015 – JUNE 2016



Make calls anytime.

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RELAY MISSOURI

2013: Re-certified by the Federal Communications Commission until 2018.

2014: Awarded a new contract until July 31, 2017.

2015: Coordinated efforts between the St. Louis Cardinals and Hearing Loss Association of America and its local chapters to raise funds by selling 500 tickets.

2016: Relay Missouri airs a radio commercial about CapTel across the state for 52 weeks.

**THANK YOU,
MISSOURI!**

[FROM THE ACCOUNT MANAGER]

Missouri Public Service Commission:

Sprint Relay is appreciative of the opportunity to provide relay services, education, and customer support to Missouri consumers from July 2015 to June 2016.

With support from the Relay Missouri outreach specialist and the Telecommunications Access Program staff, Relay Missouri activities included exhibiting at the:

- Missouri State Fair in Sedalia; 5,000 visited the exhibition area.
- Two-day Missouri Academy of Audiology in St. Louis; 150 attended.
- Two-day Missouri Council of In-Home Services in St. Louis; 350 attended.
- Hearing Loss Association of America Walk 4 Hearing in St. Louis; 600 participated.
- Two-day Missouri Interpreters Conference in Lake of the Ozarks; 500 attended.
- Three-day USA Deaf Basketball tournament in St. Louis; 400 attended.

Other Relay Missouri accomplishments included:

- Airing a radio public service announcement for 624 broadcasts in a six-month span about the CapTel phone and service.
- Transferring the Relay Missouri website to the Sprint server for cost savings and ease of updating.

Session minutes this fiscal year showed:

- *TTY*: A decrease of 4.18%, or 16,357 minutes
- *Speech-to-Speech*: A significant decrease of 66.7%, or 1,957 minutes
- *CapTel*: A significant decrease of 20%, or 88,640 minutes

Relay Missouri continued to provide excellent customer support and satisfaction in both TRS and CapTel, as evidenced by the fact that there were no TRS complaints and no CapTel complaints from consumers.

Sprint Relay thanks the Missouri Public Service Commission, the Telecommunications Access Program, the Relay Missouri outreach specialist, and the Relay Missouri users for the opportunity to provide relay services, education, and customer support from July 2015 to June 2016.

With appreciation,



Michelle Vicino
Account Manager



OUTREACH & DELIVERABLES

The Relay Missouri Account Manager, Outreach Specialist, and the Telecommunications Access Program staff promoted relay service awareness through product and service demonstrations, exhibitions, presentations, and information dissemination throughout the state, and via the www.relaymissouri.com website. Activities focused on traditional TRS and CapTel. Listed below are some highlights performed between July 2015 and June 2016:

- Missouri State Fair in Sedalia; 5,000 visited the exhibition area.
- Two-day Missouri Academy of Audiology in St. Louis; 150 attended.
- Two-day Missouri Council of In-Home Services in St. Louis; 350 attended.
- Hearing Loss Association of America Walk 4 Hearing in St. Louis; 600 participated.
- Two-day Missouri Interpreters Conference in Lake of the Ozarks; 500 attended.
- Dispatcher Training in Springfield; 12 attended.
- St. Francois County Ambulance District in Farmington; 500 attended.
- Three-day USA Deaf Basketball tournament in St. Louis; 400 attended.
- Missouri Assistive Technology Expo in Jefferson City; 150 attended.
- Housing Authority in Memphis; 5 attended.



The Relay Missouri outreach team also went to:

- Audiology offices
- Senior centers
- Hearing aid centers
- Hospitals
- Colleges
- Independent Living Centers
- Sports camps

Outreach Experts, Inc.

Outreach Specialists from the Outreach Experts, Inc. (OEI), team were brought on board to provide education throughout the state about Internet-based CapTel phones and services. The specialists reside in different states and are able to attend select events in Missouri. OEI and Relay Missouri operate on a separate plan and budget.

Public Service Announcement

During this reporting year, a 30-second public service announcement (PSA) about the CapTel phone and service was developed and produced to air on the radio for 52 weeks, from January 5, 2016, to the end of December 2016.

This media package also includes:

- Live sponsor recognition during the program each week
- One 30-second recorded commercial inside of the program each week
- Twelve 30-second commercials each week (624 total) on 1340 The Ozarks Big Talker, from 5 a.m. to 11 p.m.
- A listing on the "Prime Time" page of the 1340 Big Talker Website with link and logo all year long
- Three 10-minute interviews on a rotating basis in a one-year period; the Relay Missouri Account Manager was interviewed in June on air.
- Relay Missouri logo in the quarterly "Prime Time" email blast

IN 2015:

- 48 TOWNS
- 149 EVENTS
- 157 DAYS

**EDUCATING
19,800 PEOPLE**



Facebook Page

To expedite information dissemination, Relay Missouri posts upcoming events, videos, photographs, and pertinent information. Since its inception, there have been 128 "likes" by followers.

Promotional Items

Promotional items were distributed at outreach events as an educational and exciting way to share information about Relay Missouri services. After the existing promotional items were depleted, new ones were distributed in June 2016, including lip balm, notepads, pens, and notepads with pens.



Relay Missouri Website and Statistics



The Relay Missouri website was transferred from the external vendor's server to the internal Sprint Relay server for cost savings and ease of updating.

To monitor trends on the website, the Relay Missouri Account Manager retrieves a monthly statistics report. Due to the server transfer, statistics are available only from January to June 2016. In this time period, there were 11,103 visitors and 13,222 hits, representing the number of requests made to the server.

Fig. 1: Website Statistics	
Month	Hits
January	13
February	984
March	5,500
April	2,727
May	1,356
June	2,642

RELAY STATISTICS

Telecommunication Relay Services

The following information indicates the trends in the annual total number of session minutes, Speech-to-Speech minutes, relayed call volume, calling trends, 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.

TRS Session Minutes

Figure 2 indicates the total monthly session minutes processed through Relay Missouri. The total of 375,422 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech and CapTel minutes are reported separately. This represents a decrease of 4.18%, or 16,357 minutes, compared to the previous year.

Fig. 2: Session Minutes

July	35,019	January	30,217
August	30,728	February	32,081
September	30,749	March	34,343
October	31,421	April	28,763
November	32,728	May	28,003
December	32,427	June	28,942

Speech-to-Speech Session Minutes

This fiscal year contained 976 Speech-to-Speech (STS) session minutes, which represents a significant decrease of 66.7%, or 1,957 minutes, compared to the previous year. See Figure 3 for a monthly breakdown of STS minutes processed through Relay Missouri.

Fig. 3: STS Session Minutes

July	252	January	18
August	28	February	21
September	110	March	29
October	96	April	58
November	77	May	42
December	124	June	121

Relayed Call Volume

Figure 4 depicts the total number of completed calls processed through Relay Missouri. This reflects all the calls handled by the relay agent and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. For this reporting period, there was a total of 185,272 relayed calls, representing a decrease of 3.6%, or 6,920 fewer calls, compared to the previous year.

Fig. 4: Relayed Call volume

July	17,213	January	15,878
August	15,849	February	15,218
September	15,885	March	14,993
October	14,818	April	14,357
November	15,778	May	14,718
December	16,061	June	14,504

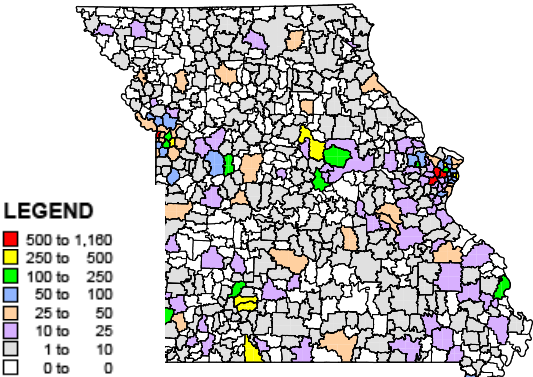
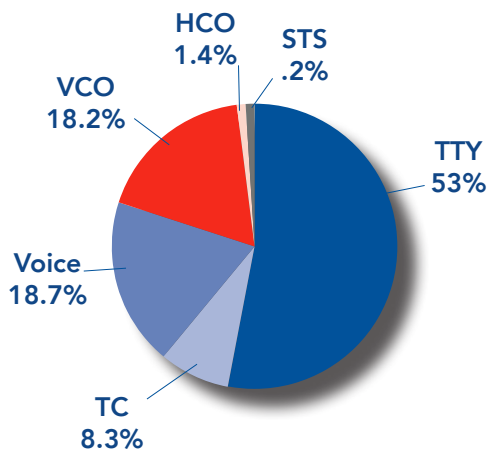


Fig. 5: Calling Trends

Calling Trends

Figure 5 indicates where Missouri TRS calls originated during May 2015. The highest concentrations are shown in red, then yellow, then green.

Fig. 6: Call Origination



Call Origination

On average, TTY and TurboCode consumers originated approximately 61% of Relay Missouri calls. Figure 6 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 7 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) was **1.4 seconds** and the Service Level (SVL) was that **95.2 % of calls were answered within 10 seconds**.

Fig. 7: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
July	1.2	95%	January	1.5	94%
August	1.3	95%	February	1.2	96%
September	1.8	93%	March	.5	98%
October	2.1	93%	April	.6	98%
November	2.5	92%	May	.6	98%
December	3.5	92%	June	.5	98%

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel from June 2015 to May 2016 to the Missouri Public Service Commission administration, which then submits the report to the Federal Communications Commission (FCC). During this reporting year, there were no TRS commendations or complaints, and 1,981 TRS inquiries.

CapTel

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

Session Minutes

A breakdown of monthly session minutes is shown in Figure 8. This fiscal year's CapTel session minutes totaled 353,735. This represents a significant decrease of 20%, or 88,640 minutes, compared to the previous year.

Fig. 8: CapTel Session Minutes

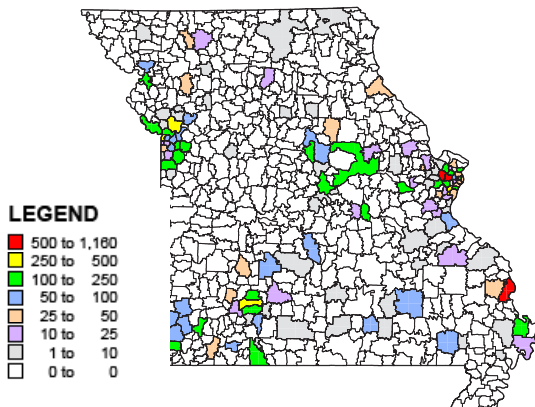
July	33,815	January	29,781
August	31,970	February	28,130
September	30,685	March	28,789
October	29,462	April	25,291
November	29,145	May	28,281
December	31,142	June	27,245

Call Volume

A total of 110,289 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 9, which represents a significant decrease of 16.6%, or 22,013 calls, from last year.

Fig. 9: CapTel Call Volume

July	10,574	January	8,572
August	10,087	February	8,217
September	9,726	March	8,904
October	9,659	April	7,908
November	9,550	May	8,739
December	9,844	June	8,509



Calling Trends

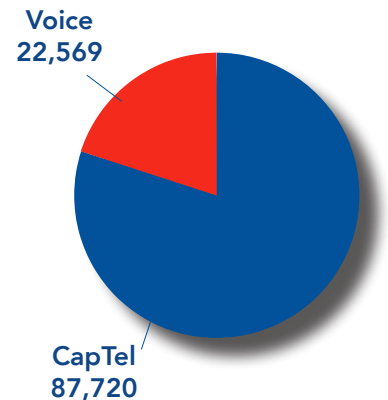
Figure 10 indicates where Missouri CapTel calls originated during May 2015. The highest concentrations are shown in red, then yellow, then green.

Fig. 10: Calling Trends

Call Origination

Figure 11 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

Fig. 11: Call Origination



FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel from June 2015 to May 2016 to the Missouri Public Service Commission administration, which then submits the report to the FCC. During this FCC Consumer Contact Log reporting year, there were 1 CapTel commendation, 0 CapTel complaints, and 49 CapTel inquiries.

SPRINT RELAY NEWS

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.

White House Champion of Change Award

Sprint is proud to share that Mike Ellis, National Director for Sprint Relay, received the White House Champions of Change for Disability Advocacy across Generations award on July 27 at a ceremony at the White House. Ellis has worked for 23 years to advance accessible technology and ensure individuals with disabilities have the resources necessary to succeed in their business and personal lives.

Under his leadership, Sprint has developed a long-term commitment to empowering people with disabilities and ensuring they are included within the workplace, customer base, and the telecom industry. As a result of this commitment, Sprint was recently honored by the Disability Equality IndexSM survey as "One of the Best Places to Work for Disability Inclusion Policies and Practices."



**SPRINT RELAY
EXHIBITED AT 71
NATIONAL TRADESHOWS,
REACHING 204,500
PEOPLE**

National Tradeshows

Sprint Relay continues to have a highly visible presence at local, state, and national tradeshows. Attending tradeshows such as NASRA, TEDPA, M-Enabling, and others is a great opportunity for attendees to learn how they can improve communication access. Exhibits and presentations provide attendees the chance to learn about advancements in the relay industry. Customer testimonials and product demonstrations at these events provide a unique opportunity for users to see first-hand how various communication options can improve their lives.

Audiologist Kits

In 2015, Sprint created the Hearing Health Professionals' CapTel Kit for medical professionals to introduce Sprint CapTel services to their patients. Each kit includes third-party certification forms, a demonstration CapTel phone, brochures and a stand for waiting rooms, and more. Professionals interested in a kit can request one at <http://professionals.sprintcaptel.com>.



Newsletter

In September 2015, the STARS newsletter was distributed to all Sprint Relay state contract administrators. The six-page newsletter contained a letter from the Sprint Relay National Director Mike Ellis, an article on disability inclusion, a summary of a new relay employee who works in the blind/low vision community, testimonial videos from CapTel users, an overview of long-distance billing, customer service training with Gallaudet University staff, upcoming relay-related meetings, and other topics.



Un Nuevo Dia

In February 2016, Sprint Relay was represented in a technology segment interview on a leading Spanish-language morning show, "Un Nuevo Día" ("A New Day"). This segment was broadcast on Telemundo, NBC's national Hispanic network. During this live interview, Sprint Relay demonstrated products, services and plans to a very engaged studio audience.

STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an ideal forum to discuss current FCC rules and upcoming industry trends; product and service reviews; TRS and CapTel platforms; presentations by company representatives from the media, captioning, and CapTel industries; and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2016.

Facebook Page in Spanish

Sprint Relay is pleased to have increasing resources available in Spanish. In June 2016, Sprint Relay posted its first post on the Sprint Latino Facebook page.



CapTel Call Center

In March 2016, a sixth CapTel Call Center was opened in Tampa, Florida.

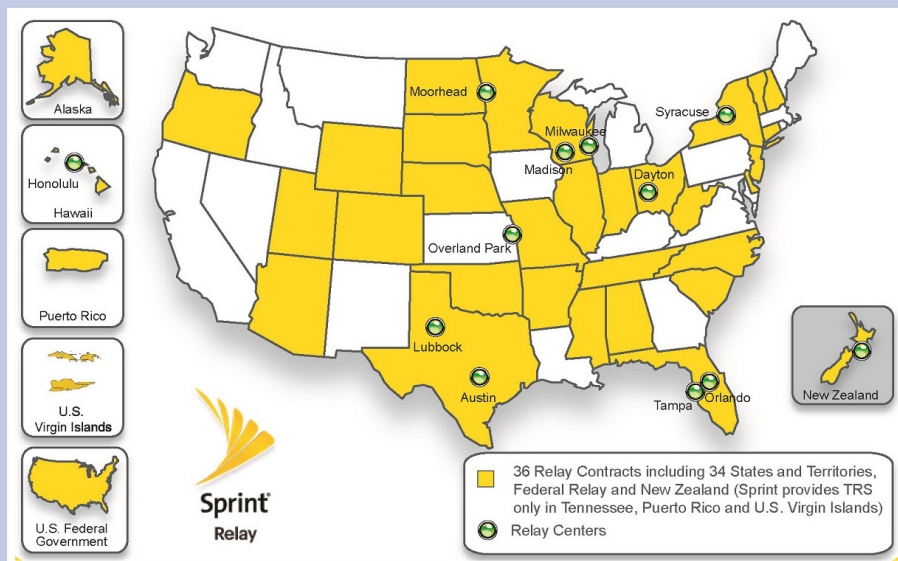
CapTel Newsletter

Each month, CapTel distributes its newsletter to users of the CapTel phone and service. These newsletters contain helpful tips for the various CapTel phone models, stories about event participation, details of upcoming events, and testimonials.



SPRINT RELAY ACCOUNTS

Sprint provides relay services for 36 states, territories, and commonwealths, along with Federal Relay and New Zealand.



SPRINT RELAY TEAM

Mike Ellis Global Director — Accessibility	John Moore National Customer Relations Manager
Mark Tauscher Business Development/Project Management Michelle Vicino Relay Missouri Account Manager Liz D'Anna Senior Program Manager	Kris Owara Billing Analyst
Maggie Schoolar Corporate Sales Chris Smith Account Executive	Brian Adamson National Customer Service Supervisor

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

APPENDICES

OUTREACH

Name of Event	Location	Date	# of Attendees	G, B, P	Target
JULY 2015					
Greater St. Louis Association of the Deaf/ Gateway Silent Seniors	Maryland Heights	1	60	General	Deaf
Mercy Audiology	St. Louis	2	1	General	All
Missouri Baptist Hospital	St. Louis	2	1	General	All
Laclede Groves Senior Center	St. Louis	2	15	General	HoH
Hearing Associates	Warrensburg	7	1	General	All
Accuquest Hearing	Sedalia	7	1	General	All
Beltone Hearing Aid	Jefferson City	7	1	General	All
City of St. Louis Health Fair	St. Louis	10	50	General	All
Oakland Plaza Senior Center	Columbia	14	15	General	All
Columbia Missouri Chamber of Commerce	Columbia	14	1	General	All
Missouri School for the Deaf	Fulton	14	1	General	All
Gateway Silent Seniors	St. Louis	15	75	General	All
Washington Missouri Senior Center	Washington	16	40	General	All
Starkloff Institute	St. Louis	20	1	General	All
Gateway Silent Seniors	St. Louis	22	60	General	All
Laclede Groves Senior Center	St. Louis	22	25	General	All
Friendship Village	St. Louis	23	20	General	All
Delmar Gardens	St. Louis	23	30	General	All
AUGUST 2015					
Department of Senior Services	Park Hills	12	1	General	All
Park Hills Senior Center	Park Hills	12	1	General	All
Connect Hearing	Farmington	12	1	General	All
Yon Hearing	Farmington	12	1	General	All
Audiology and Hearing of Farmington	Farmington	12	1	General	All
Greater St. Louis Association of the Deaf	St. Louis	15	160	General	All
Missouri State Fair	Sedalia	19	5000	Booth	All
Deaf Awareness Day at Silver Dollar City	Branson	22	5000	Booth	All
SEPTEMBER 2015					
St. Johns Mercy Hospital	St. Louis	4	1	General	HoH
St. Louis Hearing and Speech Center	St. Louis	4	1	General	Hoh
Robinson Hearing Aid	St. Louis	4	1	General	HoH
Round Table Representatives on Deafness	St. Louis	4	2	General	Deaf
Missouri Academy of Audiology	St. Louis	10	150	Booth	HoH
Missouri Academy of Audiology	St. Louis	11	150	Booth	HoH

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Missouri Council of In-Home Services	St. Louis	21	350	Booth	HoH
Missouri Council of In-Home Services	St. Louis	22	350	Booth	HoH
HLAA Walk 4 Hearing	St. Louis	26	600	Booth	HoH
OCTOBER 2015					
Missouri Interpreters Conference	Lake of the Ozarks	23	500	Booth	All
Missouri Interpreters Conference	Lake of the Ozarks	23	500	Booth	All
Rehabilitation Services for the Blind Training	Jefferson City	23	25	General	Deaf
Independent Living Resource Center	Jefferson City	23	1	General	HoH
Pike Pioneer Senior Center	Bowling Green	27	1	General	HoH
Hannibal LaGrange College	Hannibal	27	1	General	HoH
Forget Me Not Seniors	Hannibal	27	1	General	HoH
HLAA Appreciation Lunch	St. Louis	31	100	Booth	HoH
NOVEMBER 2015					
The Whole Person	Kansas City	3	10	General	All
Greater St. Louis Association of the Deaf	St. Louis	4	3	General	Deaf
Gateway Silent Seniors	St. Louis	4	60	General	All
The Whole Person	Kansas City	5	12	General	All
Midland Empire Resources for Independent Living (MERIL)	St. Joseph	10	10	General	All
Missouri Western State University	St. Joseph	10	2	General	All
UCP Kansas City	Kansas City	10	2	General	All
Raytown Audiology	Raytown	11	1	General	All
Truman Hospital	Kansas City	11	1	General	All
Lee's Summit Parks & Rec, Thanksgiving Health, Wealth, Leisure event	Lee's Summit	19		General	All
DECEMBER 2015					
No activities					
JANUARY 2016					
Dispatcher Training	Springfield	26	12	Presentation	All
FEBRUARY 2016					
No activities					
MARCH 2016					
Joplin Association of the Blind	Joplin	24	14	Presentation	Deaf
APRIL 2016					
Warrensburg Police Department, City Hall and City Offices	Warrensburg	1	17	General	All
St. Francois County Ambulance District	Farmington	1	40	Presentation	All
Student Tour of Tech Center	St. Joseph	6	28	General	Deaf
Paraquad Inc	St. Louis	7	2	General	Deaf
Deaf Inc.	St. Louis	7	2	General	Deaf
Round Table Representatives/Deaf Community Center	St. Louis	7	1	General	Deaf

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Sight and Sound Impairment	St. Louis	7	1	General	HoH
North Central Missouri Mental Health	Brookfield	11	9	Presentation	All
Brookfield Nutrition Site	Brookfield	11	19	Presentation	All
Disability Sensitivity training and Communication with People with Disabilities	St. Charles	13	20	Presentation	All
Marceline Health Clinic	Marceline	13	2	Presentation	All
Southwestern Hearing Center	St. Charles	13	1	General	HoH
Beltone Hearing Aid Center	St. Charles	13	1	General	HoH
Community Living Services	St. Peters	13	1	General	HoH
Southwestern Hearing Center	O'Fallon	13	2	General	HoH
Miracle Ear	St. Peters	13	1	General	HoH
St. Francois County Ambulance District	Farmington	16	500	Booth	All
TAP Update Meeting	St. Charles	17	31	General	All
PowerUp Session Understanding TRS	St. Charles	18	30	Presentation	All
Missouri TAP Power UP Conference	St. Charles	18	700	Booth	All
Missouri TAP Power UP Conference	St. Charles	19	700	Booth	All
Whole Person and MSD Resource Fair	Kansas City	23	50	Booth	Deaf/HOH
St. Charles County Council for the Blind Resource Fair/Open Forum	St. Peters	26	40	Booth	Deaf/HOH
United States Deaf Basketball	St. Louis	28	400	Booth	Deaf/HOH
United States Deaf Basketball	St. Louis	29	400	Booth	Deaf/HOH
United States Deaf Basketball	St. Louis	30	400	Booth	Deaf/HOH
Better Living4U	St. Joseph	30	150	Booth	Deaf/HOH
MAY 2016					
Mark Twain Caring Inc	Poplar Bluff	3	1	General	Hearing
The Manor Home	Poplar Bluff	3	1	General	HoH
Beltone Hearing Aid Center	Poplar Bluff	3	1	General	HoH
Doctor's office	Malden	3	1	General	STS
Hearing Aid Center	Kennett	4	1	General	HoH
Bootheel Independent Living Center	Kennett	4	1	General	HoH
Bootheel Home Care Service	New Madrid	4	1	General	HoH
State Rehabilitation Council Public Meeting	Jefferson City	5	50	General	All
Delta Resource Fair	Cape Girardeau	11	35	Booth	All
Miracle Ear	O'Fallon	11	1	General	HoH
Hometown Connect Hearing	St. Charles	12	1	General	HoH
Med X Change	St. Charles	12	1	General	HoH
Customer	St. Peters	12	1	General	HoH
Kansas City DeafBlind Task Force Meeting	Kansas City	17	10	General	Deaf
Assistive Tech Demo Day, Wellington Point Community Center	St. Joseph	17	7	Booth	All
Assistive Tech Demo Day, Windwood Estates Community Center	St. Joseph	17	12	Booth	All

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Assistive Tech Demo Day, Whittington Place Community Center	St. Joseph	18	6	Booth	All
Assistive Tech Demo Day, Westchester Village Community Center	St. Joseph	18	10	Booth	All
Clarence Care Center	Clarence	18	2	General	HoH
PC Café	Milan	18	38	Presentation	All
Mount Camel Senior	St. Charles	18	1	General	HoH
Parkside Retirement	St. Charles	18	1	General	HoH
Fairwinds River Edge	St. Charles	19	1	General	HoH
Caregiver Inn	O'Fallon	19	1	General	HoH
Park Place Senior	O'Fallon	19	1	General	HoH
Twin Oak Estate	O'Fallon	19	1	General	HoH
Sound and Sight Impaired St. Louis	Brentwood	21	30	General	All
Greentree Hearing	Kirkwood	24	1	General	HoH
Hearing Pro	Ellisville	24	1	General	HoH
Ellisville Hearing Aid Center	Ellisville	24	1	General	HoH
Health Hearing Center	Ellisville	24	1	General	HoH
Student Education on TAP Program (job shadowing) Relay and Equipment	St. Charles	31	1	General	All
JUNE 2016					
TAP-T New Training	St. Louis	1	13	Presentation	All
TAP-T New Training	St. Louis	2	13	Presentation	All
Bristol Manor of Warrenton	Warrenton	2	1	General	HoH
Bristol Manor	Warrenton	2	1	General	HoH
St. Clair Senior Village	Warrenton	2	1	General	HoH
Warren Senior Center	Warrenton	2	1	General	HoH
DeaFestival	St. Louis	3	480	Booth	Deaf
Four Seasons Assisted Living Group	Moscow Mills	3	1	General	HoH
Connected Hearing	Troy	3	1	General	HoH
Sugar Creek Senior Assisted Living	Troy	3	1	General	HoH
RTR (Round Table Representatives) DeaFest-Union Station	St. Louis	4	900	Booth	All
Ste. Genevieve Community Service Forum	Ste Genevieve	8	25	General	All
Brookfield Life Care Center	Brookfield	9	3	Presentation	HoH
Missouri Assistive Technology Expo	Jefferson City	10	150	Booth	All
Deaf Awareness at Six Flags	Eureka	11	700	Booth	All
Beth Haven Retirement Home	Hannibal	15	1	General	HoH
Pleasant View Assisted Living	Hannibal	15	1	General	HoH
Maple Lawn Nursing Home	Palmyra	15	2	General	HoH
Aging Matters	Poplar Bluff	15	100	Booth	HoH
Lancaster Rural Clinic	Lancaster	15	1	General	All
Memphis Housing Authority	Memphis	15	5	Presentation	All

Name of Event	Location	Date	# of Attendees	G, B, P	Target
Memphis Nutrition Site	Memphis	15	29	Presentation	All
Assistive Technology Demo Day Picket Place Community Center	St. Joseph	15	8	Booth	All
Canton Senior Citizen Center Apartments	Canton	16	2	General	HoH
Clark County Senior Community	Kahoka	16	2	General	HoH
Knox County Health Dept	Edina	16	1	General	HoH
Knox County Council on Aging	Edina	16	2	General	HoH
Crosspointe	Edina	16	1	General	HoH
Knox County Nursing Home	Edina	16	1	General	HoH
La Belle	LaBelle	16	2	General	HoH
Pike Pioneer Senior Apartment	Bowling Green	17	2	General	HoH
St. Vincent De Paul Outreach Meeting	Farmington	20	20	General	All
Helen Keller DeafBlind Awareness Event	Kansas City	21	60	Booth	Deaf
Deaf Teen Baseball Camp	St. Peters	22	100	Booth	All
Consumer Directed Services Presentation on Using Relay and TAP	St. Charles	23	8	Presentation	All
New Employee Training	St. Charles	24	1	Presentation	All
Jackson Senior Center	Jackson	28	55	General	HoH
Provider's Meeting	Keytesville	30	9	General	All
		TOTAL	19,825		
<i>Outreach activities performed by the Telecommunications Access Program are shown in gray rows.</i>					

TRS STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
MINUTES OF SERVICE													
Total Conversation Minutes	23,868	20,351	19,879	21,310	21,665	20,846	19,122	18,999	22,056	17,616	16,971	17,849	240,534
Total Session Minutes	35,019	30,728	30,749	31,421	32,728	32,427	30,217	32,081	34,343	28,763	28,003	28,942	375,422
Less Interstate	(948)	(1,261)	(1,793)	(2,038)	(1,800)	(2,635)	(3,711)	(3,194)	(4,615)	(3,465)	(1,170)	(2,310)	(28,939)
Less International	(11)	0	0	0	0	0	(2)	0	0	(3)	(4)	(96)	(117)
Less 800 Toll-Free	(2,641)	(2,169)	(2,167)	(2,403)	(2,380)	(2,633)	(2,134)	(2,244)	(2,604)	(2,197)	(2,374)	(2,033)	(27,978)
Less Directory Assistance Session Min	0	0	(10)	(3)	(6)	(22)	(41)	(4)	0	0	0	0	(86)
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL MINUTES OF SERVICE	55,288	47,649	46,658	48,288	50,207	47,984	43,452	45,638	49,180	40,714	41,426	42,352	558,835
Billable Minutes	31,419	27,298	26,779	26,978	28,542	27,138	24,329	26,639	27,124	23,098	24,455	24,502	318,301
Billable Minutes (STS)	155	26	62	47	50	60	9	12	18	27	25	53	543
Total TRS/STS Billable Minutes	31,574	27,324	26,840	27,025	28,591	27,198	24,338	26,651	27,142	23,125	24,480	24,555	318,844
CapTel Billable Minutes	24,987	24,338	23,479	22,728	22,944	22,928	22,173	20,606	21,423	19,640	21,108	20,162	266,515
AVERAGE LENGTH OF CALLS													AVG.
Session Minutes	2.20	2.10	2.27	2.42	2.38	2.36	2.21	2.52	2.66	2.34	2.16	2.27	2.32
Conversation Minutes	1.50	1.39	1.47	1.64	1.58	1.51	1.40	1.49	1.71	1.43	1.31	1.40	1.49
Avg. Length of Completed Calls	9.49	8.56	7.71	8.13	8.22	7.45	7.98	8.19	8.48	8.63	9.13	8.90	8.41
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	2,864	2,862	2,999	2,892	2,657	2,551	2,611	2,673	2,848	2,447	2,345	2,250	31,999
Intrastate (Intralata)	26	6	204	131	83	218	201	33	24	20	15	44	1,005
Intrastate (Interlata)	237	200	100	92	517	638	101	489	257	173	175	399	3,378
Interstate Calls	165	174	317	395	269	465	530	355	498	362	173	221	3,924
Toll Free	395	346	361	352	437	458	324	356	422	334	357	308	4,450
Directory Assistance	2	2	14	7	13	34	22	11	4	0	3	7	119
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	2	0	0	0	0	0	1	0	0	0	1	26	30
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	3,691	3,590	3,995	3,869	3,976	4,364	3,790	3,917	4,053	3,336	3,069	3,255	44,905
Busy Ring No answer	836	678	1,347	1,010	1,087	1,059	1,238	1,262	925	1,231	1,053	893	12,619
TOTAL OUTBOUND	4,527	4,268	5,342	4,879	5,063	5,423	5,028	5,179	4,978	4,567	4,122	4,148	57,524
General Assistance	12,686	11,581	10,543	9,939	10,715	10,638	10,850	10,039	10,015	9,790	10,596	10,356	127,748
TOTAL Relayed Calls	17,213	15,849	15,885	14,818	15,778	16,061	15,878	15,218	14,993	14,357	14,718	14,504	185,272
NUMBER OF CALLS TO RELAY													
Offered	16,179	15,146	13,926	13,379	14,293	14,340	13,927	12,939	13,156	12,417	13,127	12,870	165,699
Answered	15,890	14,866	13,573	13,027	13,840	13,748	13,659	12,770	13,032	12,303	12,963	12,740	162,411
In Queue	16,179	15,146	13,926	13,379	14,293	14,340	13,927	12,939	13,156	12,417	13,127	12,870	165,699
Abandoned in Queue	289	280	353	352	453	592	268	169	124	114	164	130	3,288
Total Calls to Relay	48,537	45,438	41,778	40,137	42,879	43,020	41,781	38,817	39,468	37,251	39,381	38,610	497,097
AVERAGE NUMBER OF CALLS - STS not included													AVG.
Weekend	257	251	255	247	276	323	279	299	265	280	272	259	272
Weekday	659	635	629	572	633	586	623	611	560	564	558	565	600
Total Calls	916	886	884	819	909	909	902	910	825	844	830	824	872

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
TOTAL CALL VOLUME													
TTY- Baudot	1,531	2,039	2,578	2,509	2,715	2,727	2,617	3,194	2,867	2,600	2,497	2,625	30,499
Turbo Code	851	485	773	459	307	499	300	237	403	235	155	122	4,826
ASCII	0	0	0	7	0	0	0	0	0	1	0	1	9
Voice	1,120	774	1,115	831	1,056	1,080	1,130	875	831	869	645	554	10,880
VCO	989	862	804	969	924	1,034	881	828	806	822	777	768	10,464
HCO	36	108	69	102	61	83	99	43	71	39	48	78	837
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	0	2	0	0	1	2	0	1	0	0	6
Speech to Speech	34	6	7	8	21	8	3	1	2	5	5	13	113
TOTAL	4,561	4,274	5,346	4,887	5,084	5,431	5,031	5,180	4,980	4,572	4,127	4,161	57,634
Total Spanish Calls	0	0	0	0	0	0	2	1	0	0	0	0	3
TOTAL	4,561	4,274	5,346	4,887	5,084	5,431	5,033	5,181	4,980	4,572	4,127	4,161	57,637
PERCENTAGE OF CALLS													AVG.
TTY	33.57%	47.71%	48.22%	51.34%	53.40%	50.21%	52.02%	61.66%	57.57%	56.87%	60.50%	63.09%	53.01%
Turbo Code	18.66%	11.35%	14.46%	9.39%	6.04%	9.19%	5.96%	4.58%	8.09%	5.14%	3.76%	2.93%	8.30%
ASCII	0.00%	0.00%	0.00%	0.14%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.02%	0.02%
Voice	24.56%	18.11%	20.86%	17.00%	20.77%	19.89%	22.46%	16.89%	16.69%	19.01%	15.63%	13.31%	18.76%
VCO	21.68%	20.17%	15.04%	19.83%	18.17%	19.04%	17.51%	15.98%	16.18%	17.98%	18.83%	18.46%	18.24%
HCO	0.79%	2.53%	1.29%	2.09%	1.20%	1.53%	1.97%	0.83%	1.43%	0.85%	1.16%	1.87%	1.46%
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%	0.00%	0.04%	0.00%	0.00%	0.02%	0.04%	0.00%	0.02%	0.00%	0.00%	0.01%
Speech to Speech	0.75%	0.14%	0.13%	0.16%	0.41%	0.15%	0.06%	0.02%	0.04%	0.11%	0.12%	0.31%	0.20%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
AVERAGE SPEED OF ANSWER													AVG.
Service Level	95%	95%	93%	93%	92%	92%	94%	96%	98%	98%	98%	98%	95.2%
ASA	1.2	1.3	1.8	2.1	2.5	3.5	1.5	1.2	0.5	0.6	0.6	0.5	1.4
CUSTOMER CONTACTS													TOTAL
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

STS STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.	TOTAL.
Total Conversation Min	160	8	82	71	24	91	2	14	21	42	13	67	50	595
Total Session Min	252	28	110	96	77	124	18	21	29	58	42	121	81	976
Less Interstate Session	(31.40)	(2.70)	0.00	(6.63)	(22.27)	(14.75)	(9.33)	0.00	0.00	(21.07)	(14.87)	(31.87)	(13)	(155)
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%	(65.76)	0.00	(47.94)	(36.63)	0.00	(48.96)	0.00	(9.14)	(11.13)	(9.59)	(2.53)	(36.04)	(22)	(268)
Less Interstate DA Session	0.00	0.00	0.00	(4.82)	(5.07)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(1)	(10)
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	155	26	62	47	50	60	9	12	18	27	25	53	45	543
Number of Completed Calls Made	24	4	6	6	14	6	1	1	2	5	4	11	7	84
Average Length of Call	7.08	1.53	10.43	12.69	6.91	10.81	1.72	3.43	3.19	6.26	2.50	7.48	6.17	74.03
Total of STS Completed Calls Calls													Total	
Local	10	3	3	2	6	2	0	0	1	2	2	1	32	
Intrastate	0	0	0	1	0	0	0	0	0	0	0	0	1	
Interstate	3	1	0	0	4	1	1	0	0	2	1	4	17	
Directory Assistance	3	0	0	1	4	0	0	0	0	0	0	0	8	
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	8	0	3	2	0	3	0	1	1	1	1	6	26	
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	4	6	6	14	6	1	1	2	5	4	11	84	

CAPTEL STATISTICS



	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
Billable Minutes	24,987	24,338	23,479	22,728	22,944	22,928	22,173	20,606	21,423	19,640	21,108	20,162	266,515
Average minutes per call	2.36	2.41	2.41	2.35	2.40	2.33	2.59	2.51	2.41	2.48	2.42	2.37	29
CapTel Traffic Patterns													
Data Calls	8,152	8,018	7,608	7,744	7,707	7,988	6,793	6,701	7,164	6,330	6,901	6,614	87,720
Voice Calls	2,422	2,069	2,118	1,915	1,843	1,856	1,779	1,516	1,740	1,578	1,838	1,895	22,569
Total of Calls	10,574	10,087	9,726	9,659	9,550	9,844	8,572	8,217	8,904	7,908	8,739	8,509	110,289
Total Session Min													
Local	19,270	19,464	19,124	17,633	18,595	18,720	18,252	16,874	17,723	16,578	17,754	16,894	216,881
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	2,068	1,420	1,485	1,663	1,580	1,406	1,405	1,262	1,302	1,007	945	1,152	16,694
Interstate	7,285	6,184	5,929	5,158	5,020	6,824	6,316	6,203	6,240	4,706	5,980	6,048	71,891
International	11	8	11	3	3	2	22	29	3	2	13	36	143
Toll Free	2,693	2,493	2,255	2,807	2,106	2,540	2,347	2,390	2,053	1,734	2,178	1,805	27,399
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	1
Answer Machine	205	201	303	265	226	205	196	188	233	213	302	255	2,792
In 2 Line	1,455	1,531	1,058	1,284	950	835	664	667	693	539	635	704	11,016
General Assistance	483	499	419	421	420	418	368	336	412	393	342	350	4,861
Other	346	170	101	227	246	190	211	182	130	121	132	204.9	2,261
Total of Session Min	33,815	31,970	30,685	29,462	29,145	31,142	29,781	28,130	28,789	25,291	28,281	27,245	353,735
Number of Calls by Each Traffic Pattern													
Local	6,418	6,327	6,152	5,918	6,071	6,413	5,503	5,287	5,576	5,082	5,649	5,531	69,927
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	357	197	248	303	265	221	241	219	213	198	184	177	2,823
Interstate	1,254	1,061	1,066	1,025	912	1,011	914	944	1,111	834	962	938	12,032
International	10	14	10	5	3	4	5	10	2	3	13	17	96
Toll Free	446	474	384	475	473	449	332	281	253	245	309	288	4,409
900 Calls	1	0	0	0	0	0	0	0	0	0	0	0	1
Answer Machine	186	169	239	204	177	159	152	137	187	174	229	216	2,229
In 2 Line	409	331	361	378	300	269	247	197	287	252	315	313	3,659
General Assistance	1,369	1,431	1,198	1,230	1,256	1,239	1,099	1,073	1,193	1,028	1,001	941	14,058
Other	124	83	68	121	93	79	79	69	82	92	77	88	1,055
Total	10,574	10,087	9,726	9,659	9,550	9,844	8,572	8,217	8,904	7,908	8,739	8,509	110,289
Distribution of Minutes													
Less Inter-state Billable Min	7,285	6,184	5,929	5,158	5,020	6,824	6,316	6,203	6,240	4,706	5,980	6,048	71,891
Less International Session Min	11	8	11	3	3	2	22	29	3	2	13	36	143
Less Toll Free	1,373	1,272	1,150	1,431	1,074	1,296	1,197	1,219	1,047	884	1,111	920	13,974
Less 2 Line Session Min (11%)	160	168	116	141	104	92	73	73	76	59	70	77	1,212
Billable to MO	24,987	24,338	23,479	22,728	22,944	22,928	22,173	20,606	21,423	19,640	21,108	20,162	266,515
TRS Fund Billable Minutes	8,829	7,632	7,206	6,733	6,201	8,214	7,608	7,524	7,366	5,652	7,173	7,082	87,220
Total	53,342	49,772	47,685	45,975	44,989	49,279	46,039	43,941	45,141	38,943	44,270	42,924	552,299

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