# Annual Report

# Relay

## July 2016 - June 2017



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## // Introduction

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

## // What We Do

Relay Missouri works in conjunction with the Relay Missouri Public Service Commission and the Relay Missouri Advisory Committee to educate Relay Missourians about the various relay services that Relay Missouri provides. Education about the services are in the form of exhibit booths at events, presentations, one-on-one meetings or workshops.

## WWW.RELAYMISSOURI.COM



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

dial 711

Aired a radio commercial about CapTel across the state for 52 weeks.



2017

Reached nearly 17,000 Missourians in 75 towns through outreach education at tradeshows, group and one-onone settings.

# A year of significant progress

Sprint Accessibility is pleased to present this 2017 annual report outlining telecommunications relay services, CapTel service quality, and outreach education to Missouri consumers.

During this reporting year, Relay Missouri outreach efforts, in partnership with the Missouri Telecommunications Access Program staff, and Missouri Relay Outreach Specialist, included 385 exhibitions in 75 towns, reaching 16,707 Missourians. Highlights included:

- Boy Scouts Camp; 67 attended.
- Disabled Citizens Alliance at Steelville Telephone; 18 attended.
- Deaf, Inc., Golf Tournament; 125 attended.
- Two-day National Volunteer Caregiving Network; 350 attended.
- Missouri Hearing Society Conference; 400 attended.
- Missouri Assisted Living Association Conference; 575 attended.
- LEAD Teen Camp; 225 attended.

Relay Missouri was marketed via a half-page color advertisement placed in University of Missouri Game Day program books sold during the men's football and basketball home games.

We exceeded the TRS service level requirement of 85% within 10 seconds with a year-end average of 96% of calls answered within 10 seconds and average speed of answer of 1.4 seconds. We also received no complaints from any of our customers.

Relay Missouri session minutes this fiscal year showed:

- **TTY-based calls**: A decrease of 13.7%, or 53,691 minutes
- **Speech-to-Speech**: An increase of 72.3%, or 2,120 minutes
- CapTel: A significant decrease of 30.5%, or 134,695 minutes

Sprint thanks the Missouri Public Service Commission, Missouri Telecommunications Access Program, Relay Missouri Outreach Specialist, Outreach Experts, Inc. Outreach Specialists, and Missouri relay users for the opportunity to provide the best possible in relay services, education, and customer support.

Respectfully,

V XTrino

Michelle Sangster Vicino Account Manager, Relay Missouri



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# Outreach Education & Deliverables

"I really appreciate all of you on your end. You are my lifeline to the world."



The Relay Missouri Account Manager, Missouri

Telecommunications Access Program, Relay Missouri Outreach Specialist, and Outreach Experts, Inc. Specialist promoted relay service awareness through product and service demonstrations, exhibitions, event contributions, and information dissemination throughout the state, and via the www.relaymissouri.com website. Outreach activities included:

- Boy Scouts Camp; 67 attended.
- Disabled Citizens Alliance at Steelville Telephone; 18 attended.
- Deaf, Inc., Golf Tournament; 125 attended.
- Two-day National Volunteer Caregiving Network; 350 attended.
- Nutrition Center; 125 attended.
- Empowerment Through Technology; 25 attended.
- Missouri Hearing Society Conference; 400 attended.
- Missouri Assisted Living Association Conference; 575 attended.
- LEAD Teen Camp; 225 attended.

The Relay Missouri outreach team also went to:

- Senior centers
- Hearing aid centers
- Deaf schools
- Independent living centers.

See appendix for full outreach list.

# A Quick Look at the Numbers

**385** events *Reaching* **16,707 Missourians** *in* **75** *towns.* 

## **Towns Visited**

Affton Ashland Ballwin **Blue Springs** Booneville Bourbon Branson Brentwood Bridgeton Brookfield California Cape Girardeau Centralia Chesterfield Clarence Columbia Crestwood Creve Coeur Crystal City

Cuba Downing Ellisville Eureka **Excelsior Spring** Farmington Fenton Festus Florissant Fulton Grandview Hazelwood Herculaneum Higbee Holts Summit Jackson Jefferson City Kansas City Kirksville

La Plata Macon Marceline Maryland Heights Moberly O'Fallon Oakville Olivette Osage Beach Overland Perryville Poplar Bluff Republic **Richmond Heights** Rock Hill Rolla Sappington Sedalia South St. Louis

Springfield St. Ann St. Charles St. James St. Louis St. Peters Ste. Genevieve Steelville Sullivan Sunset Hills Queen City Union University City Valley Park Washington Webster Groves Wentzville

## **University of Missouri Advertisement**

A half-page color advertisement about Relay Missouri was created in July 2016 for the University of Missouri, or Mizzou. This advertisement was placed in program books sold during the men's football and basketball home games.

## **Outreach Experts, Inc.**

Outreach Specialists from the Outreach Experts, Inc. (OEI), team continued to partner with Sprint to promote education throughout the state about Internet Protocol (IP) CapTel phones and service. The OEI Outreach Specialists also performed installations and provided one-on-one training about the CapTel phones. OEI and Relay Missouri operate on a separate plan and budget.

## **Online Presence**

The Relay Missouri website, at www.relaymissouri.com, provides information and videos in both English and Spanish languages explaining how calls are handled, presents information about the equipment distribution service, provides a printable reference card, and has additional resources. Throughout the year, the website is updated to reflect changing technologies, regulations, and trends.

Relay Missouri also has a Facebook page, where information about the program is shared.

## Literature

The TRS and Speech-to-Speech Relay Missouri Customer Profile forms, updated in June 2017, allow relay callers to submit:

- Personal information for emergency services
- Contact numbers, including IP Relay numbers
- Frequently dialed numbers
- Caller preferences for how the relay operator voices greetings, and outdial restrictions
- Other preferences

## 25th Anniversary Gala

Relay Missouri intended to host an anniversary gala celebrating 25 years of relay services and education in October 2016. However, inclement weather forced a postpontment until December 2016. The night prior to the gala, an extensive ice storm caused severe travel and business disruption. Even so, the Account Manager, who was trapped in the hotel, proceeded with the event for those who had successfully arrived at the hotel. Out of 250 confirmed attendees, 16 attended.









# Sprint Accessibility News & Enhancements

In the past year, incredible transformation has continued within Sprint. Positions have been filled, milestones have been achieved, and accomplishments are ongoing. In August 2016, Sprint Relay rebranded itself as Sprint Accessibility, offering communication products and services to reduce or eliminate communication barriers for customers who are deaf, hard of hearing, deaf-blind, have a hearing or vision loss, or cognitive, speech or mobility disability.





### **National Tradeshows**

Sprint Accessibility continues to have a highly visible presence at local, state, and national tradeshows and conferences. Attending events such as the NASRA, HLAA, Deaf Seniors of America, AudiologyNOW! is a great opportunity for attendees to learn which mode(s) of communication best fit their needs. Exhibits and presentations provide attendees the chance to learn about advancements in the accessibility 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.



## **CapTel Newsletter**

Each month, CapTel distributes its newsletter to CapTel phone and service users. Each issue contains informative tips for various CapTel phone models, stories about event participation, details of upcoming events, and customer testimonials.

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## **Enhancements to TRS Features**

Sprint strives to enhance relay products and services to provide an exceptional experience to all relay customers. Feedback, implementation, testing, and usage by consumers and team members make this possible. During the reporting timeframe, Sprint Accessibility completed the following enhancements.

#### July 2016

- Added feature to Mobile IP 911 update calls, which now display a call-back number (for customer service only).
- Had communication assistants (CA) participate in Quality Focus training recapping FCC rules, contractual requirements, established call handling procedures and topics such as relay agent performance expectations, greetings typed verbatim, speaking in third person, conference calls, correcting typos while voicing, and more.

#### August 2016

- Added CapTel call center in Appleton, Wisconsin.
- Had CAs participate in Quality Focus training recapping FCC rules, contractual requirements, and topics such as processing relay user call preferences, caller control, transparency, repeating information, do-not-announce, redial billing, customer database changes, and customer preferences.
- Initiated Sprint IP Relay Mobile project to enhance iOS and Android apps to provide userfriendly registration, identity verification and braille user access.

#### September 2016

Added outdial time, directory assistance, timely call release.

#### October 2016

- Had CAs participate in Quality Focus training reviewing voice greeting typed verbatim, call closing, timely call release.
- Released firmware updates to several CapTel phone models.
- Began directing IP Captioned Telephone Service traffic to Lubbock and Syracuse centers.

#### November 2016

- Expanded IP Text Mail automatic send from 30 to 45 seconds before sending to the offline user.
- Had CAs participate in Quality Focus training on topics such as customer profile feature,

processing standard and unique customer instructions, call set-up, and following customer notes/instructions.

#### December 2016

- Changed call procedures as directed by the customer, CapTel, holiday greetings.
- Offered Relay Conference Captioning (RCC) to three additional states, making RCC available in a total of eight states, plus Federal Relay.

#### January 2017

Completed misdial transfer trial in Florida.

#### February 2017

Released firmware updates to several CapTel phone models.

#### March 2017

- Added CapTel call center in Arlington, Texas.
- Released firmware updates to several CapTel phone models.
- Released the CapTel 880i Braille phone.
- Created a dedicated Sprint CapTel Facebook page.
- Engaged DeafBlind community to participate in alpha testing of Sprint IP Relay Mobile apps for iOS and Android.

#### April 2017

- Launched Sprint IP Relay Mobile apps for iOS and Android within Apple App Store and Google Play Store.
- Developed and aired a Sprint IP Relay Mobile app Public Service Announcement in four targeted markets.

#### May 2017

Released Sprint Mobile IP app.

#### June 2017

- Trained CAs on long distance and carrier of choice changes for TRS and CapTel.
- Developed six Sprint IP Relay Mobile app training videos for trainers and individuals on how to use Sprint IP Relay Mobile apps.
- Completed the removal of Carrier of Choice options and Operator Services in our TRS platform. State relay users are no longer prompted for a long-distance carrier.

## **TRS and CapTel Centers**

To ensure reliable and cost-effective service, Sprint Accessibility currently provides TRS from five relay centers and CapTel from eight centers:

- Florida (2)
- Hawaii
- Kansas
- Minnesota
- Ohio
- New York
- Texas (3)
- Wisconsin (3)



Sprint continues to expand CapTel call center operations with additional centers in the near future, including in Austin and Dayton. This will expand our service offerings and ensure the redundancy of services in locations less likely to be impacted by natural disasters.

Sprint maintains the TRS platform technology, training, and workforce management for all TRS call centers. Sprint's CapTel subcontractor and technology provider maintain these items for all wireline CapTel providers.

## International DeafBlind Expo

Sprint Accessibility attended the International DeafBlind Expo in Orlando, Florida, on August 18-20, 2016. The DeafBlind community has shared a desire for improvements within mobile and accessible communication industries. Sprint's role at this expo was to educate and increase awareness about the Sprint IP Relay product and wireless discount plans for this community. DeafBlind attendees at this expo expressed their appreciation of Sprint's dedication and commitment to provide and/or enhance mobile and accessible communication for all.



In November, a full-time Customer Relations Manager (CRM) began work on Sprint IP Relay outreach activities with the DeafBlind community. From April to June 2017, this CRM hosted six town hall meetings, each approximately three hours long, in six cities with a total of 85 participants. The CRM presented on the Sprint IP Mobile app and provided one-on-one trainings.

## **Sprint Accessibility Earns Top Honors from Cositics**

In the 2016 Cositics Relay Performance Index<sup>SM</sup>, Sprint was the only provider to earn a perfect score in the Customer Care<sup>SM</sup> category with 100% of evaluators rating the Sprint CAs as engaged on their behalf and following correct call processing procedures. The customer care category also measures an array of specific CA behaviors that detract from the customer's experience, such as having to repeat information multiple times, rudeness, monotonous voicing, or incorrect procedures. Sprint was the only provider with no observed customer care detractors.

Sprint further received the highest scores for speed of processing calls including quicker connections to the service, faster relaying of conversations, and the most efficient total call length (i.e., session time). Sprint was also the only provider in the Index to achieve 100% of CAs meeting or exceeding the FCC-mandated typing speed of 60 words per minute.

Sprint also reported the fewest critical errors and was statistically tied for "Best in Category" in several other categories such as passed calls, average typing speed, typing accuracy, and spoken accuracy. Sprint's efficiency combined with 100% Customer Care score stands in testament to an organization dedicated to both optimal efficiency and great customer service.

## **Inclusive Technology Summit**

In November, the White House hosted and live-streamed a technology summit with the American Association of People with Disabilities. This summit brought together disability advocates, technology industry representatives, and federal officials to examine approaches to ensure that the Internet of Things is accessible and that inclusive design is central to technology development. One of the panelists was Sprint Accessibility's own Global Vice President of Accessibility, Mike Ellis.

## **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 such as Carrier of Choice waivers, FCC re-certification; product and service reviews such as Real Time Text, 900 pay-per-calls; TRS and CapTel platforms such as IP-based products and services; 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. The next conference is planned for Austin, Texas, in 2018.

## Social Media

Social media is a common avenue for consumers to learn about a specific interest. In past years, Sprint had social media platforms for each relay service. Recently information about most relay services was combined into a single Sprint Accessibility page on Facebook:

- Sprint Accessibility: www.facebook.com/sprintaccessibility
- Sprint CapTel: www.facebook.com/sprintcaptel
- Sprint Vision: www.facebook.com/SprintVision (until July 5, 2017)

Sprint Cocessibility Cossibility Cosprint Accessibility Cosprint Accessibility Cosprint Accessibility	Sprint Accessibility With the second	Ver sprintrelay.com
About Photos Events Posts	sfe Liked ▼	Shop Now Message Telecommunication Company
Videos Community	Write something on this Page	Community See All
Create a Page	Posts Sprint Accessibility Accessibility	7,536 people like this     7,339 people follow this     Kathleen Smith and 106 other friends like this     A    a    a    a    a    a
	Watch Irenesa's testimony about Sprint Vision! #sprintvision #sprintaccessibility	About See All PO Box 29230 Shawnee Mission 66201-9930
	Sprint(® Vision Store Sprint Vision store for the blind and low vision customers PCSORDERS.SPRINT.COM	Shawnee Mission 65/2/1-9/30  Typically replies within a day Send Message  www.sprintrelay.com/contact

# **Relay Missouri Statistics**

## **Telecommunications Relay Service**

"I just wanted to let you know how much I appreciate all of your patience the other night when I was having trouble with my phone. You were very kind."

The following information indicates the trends in the annual total number of session minutes, Speech-to-Speech minutes, calls placed by end users, 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. See appendix for a complete statistics report.

#### **Session Minutes**

Figure 1 indicates the total monthly session minutes processed through Relay Missouri. The total of 338,088 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. STS and CapTel minutes are reported separately. This represents a decrease of 13.7%,

Fig. 1: Session Minutes						
July	25,758	January	28,609			
August	27,168	February	26,175			
September	26,579	March	29,898			
October	27,663	April	30,972			
November	29,781	May	28,646			
December	28,706	June	28,133			

or 53,691 minutes, compared to the previous year.

#### Speech-to-Speech Session Minutes

This reporting year contained 813 Speech-to-Speech (STS) session minutes, which represents a decrease of 72.3%, or 2,120 minutes, compared to the previous year. See Figure 2.

Fig. 2: STS Session Minutes						
July	60	January	107			
August	114	February	134			
September	33	March	84			
October	26	April	76			
November	23	May	35			
December	12	June	112			

#### **Outbound Relayed Call Volume**

Figure 3 depicts the total number of outbound relayed calls processed through Relay Missouri. This reflects all calls handled by relay agents 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. STS is included as well. For this reporting period, there were 172,118 outbound relayed calls, representing a decrease of 7.1%, or 13,154 fewer calls, compared to the previous year.

Fig. 3: Outbound Relayed Call Volume							
July	14,082	January	14,988				
August	15,417	February	12,852				
September	14,262	March	14,503				
October	14,340	April	14,792				
November	14,296	May	14,299				
December	13,913	June	14,374				

#### **Calling Trends**

Each year in May, specific information detailing where Relay Missouri TRS calls originated is presented in graphic form. The map in Figure 4 shows where the highest concentrations are in red, yellow, and then green.



#### Fig. 5: Call Origination



#### **Call Origination**

On average, TTY and TurboCode users, combined, originated 66% of Relay Missouri calls, with VCO and Voice following at 17% and 16%, respectively. Figure 5 shows call type by percentage; there were no ASCII calls, Telebraille calls made up .01% of calls, and STS calls were not included.

### Average Speed of Answer and Service Level

Figure 6 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. Average Speed of Answer (ASA) identifies the number of seconds required to answer a call. Relay Missouri's TRS daily requirement is that 85% of all calls are answered within 10 seconds. The ASA was 1.4 seconds, and the Service Level (SVL) was that 96.0% of calls were answered within 10 seconds.

Fig. 6: ASA and SVL							
Month ASA SVL Month ASA							
July	.7	97%	January	1.7	95%		
August	3.0	94%	February	.8	97%		
September	1.6	95%	March	.7	98%		
October	2.1	94%	April	.5	98%		
November	1.8	95%	May	.5	98%		
December	2.9	94%	June	.9	97%		

#### FCC Annual Consumer Contact Log: TRS

The Account Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CapTel to the Missouri Public Service Commission administration, who then submits the report to the FCC. During the FCC's reporting year from June 2016 to May 2017 for TRS, there were no commendations or complaints, and 2,289 inquiries.

## CapTel

The following information indicates the trends of the annual total number of session minutes, call volume, calling trends, and contacts with customers. The numbers reflect the CapTel services (such as voice, data, intrastate, international, and other call services) that are currently provided by Relay Missouri.

See appendix for a complete statistics report.

#### **Session Minutes**

A breakdown of monthly session minutes is shown in Figure 7, where this reporting year's session minutes totaled 307,680. This represents a significant decrease of 30.5%, or 134,695 minutes, compared to the previous year.

A total of 84,784 Relay Missouri CapTel calls were generated this reporting year. A breakdown of monthly call volume is displayed in Figure 8, which represents a significant decrease of 23.1%, or 25,505 calls, from last

Fig. 7: Session Minutes						
July	29,714	January	28,668			
August	30,044	February	20,924			
September	26,292	March	24,195			
October	26,895	April	21,465			
November	25,939	May	23,497			
December	28,341	June	21,706			

Fig. 8: Call Volume						
July	9,245	January	7,057			
August	8,560	February	5,709			
September	7,806	March	6,552			
October	7,463	April	5,772			
November	6,905	May	6,438			
December	7,389	June	5,888			



### Each year in May, information detailing where Relay Missouri

Calling Trends

**Call Volume** 

year.

CapTel calls originated is presented in graphic form. The map in Figure 9 shows where the highest concentrations are in red, yellow, and then green.

### FCC Annual Consumer Contact Log: CapTel

The Account Manager prepares and submits the mandatory FCC Annual Consumer Contact Log Report on both TRS

and CapTel to the Missouri Public Service Commission administration, who then submits the report to the FCC. During the FCC's reporting year from June 2016 to May 2017 for CapTel, there were no complaints, 5 commendations, and 39 inquiries.

# **Sprint Accessibility**

### Mike Ellis

Global Vice President of Accessibility

Karl Ewan National Account Manager

Michelle Vicino Account Manager, Relay Missouri

Mark Tauscher Business Development/Project Management

Maggie Schoolar Sales Director

### Chris Smith Client Director

Ken Goulston Wireless Account Executive

Kris Owara Billing Analyst

Brian Adamson National Customer Service Supervisor

# Appendices

## **Outreach Activities**

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
	JULY				
Downing Housing Authority Outreach	Downing	6	1	General	НН
Queen City Housing Authority Outreach	Queen City	6	1	General	НН
Autumn View Garden	Creve Coeur	6	1	General	Hearing
Creve Coeur Assisted Living	Creve Coeur	6	1	General	Hearing
St John's Mercy Medical Center	Creve Coeur	6	1	General	Hearing
Delmar Gardens Of Creve Coeur	Creve Coeur	6	1	General	Hearing
Marceline Nutrition Site Outreach	Marceline	7	2	General	Hearing
Premier Eyecare	Brookfield	7	3	General	Hearing
Beltone Hearing Aid Service	Ballwin	8	1	General	Hearing
West County Care Center	Ballwin	8	1	General	Hearing
Community Outreach	Poplar Bluff	12	7	General	Hearing
Beltone Hearing Aid Service	Columbia	13	1	General	Hearing
Miracle Ears	Columbia	13	1	General	Hearing
Columbia Senior Activity Center	Columbia	13	2	General	Hearing
Colony Pointe	Columbia	13	1	General	Hearing
Parkside Manor	Columbia	14	1	General	Hearing
Terrace Retirement	Columbia	14	1	General	Hearing
Homestead Home Care	Columbia	14	1	General	Hearing
Connected Hearing	Columbia	14	1	General	Hearing
South Hampton Place	Columbia	14	1	General	Hearing
Columbia Manor Care Center	Columbia	14	1	General	Hearing
Bluff Creek Terrace Assisted Living	Columbia	14	1	General	Hearing
Tiger Place Independent Living	Columbia	14	1	General	Hearing
Lenoir Manor	Columbia	14	1	General	Hearing
Hear USA	Columbia	14	2	General	Hearing
Boone Landing Retirement	Columbia	14	1	General	Hearing
Services for Independent Living	Columbia	15	1	General	Hearing
Boy Scout Camp	Cape Girardeau	19	67	Presentation	Hearing
Cedar Knoll Home	St James	26	1	General	Hearing
Rolla Manor Care Center	Rolla	26	1	General	Hearing
Bond Clinic	Rolla	26	1	General	Hearing
Phelps Regional Home Care	Rolla	26	1	General	Hearing
Jones Beltone Hearing Aid Center	Rolla	26	1	General	Hearing
Presbyterian Manor of Rolla	Rolla	26	1	General	Hearing
A-1 Hearing Aid Services	Rolla	27	1	General	Hearing

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
Rolla Complex Fitness Center	Rolla	27	1	General	Hearing
Tri County Center Independent	Rolla	27	1	General	Hearing
Gibbs Manor	Steelville	27	1	General	Hearing
Redwood Manor Care Center	Bourbon	27	1	General	Hearing
Disabled Citizens Alliance for Independence Support Group at Steelville Telephone	Steelville	28	18	Presentation	Hearing
Sullivan Senior Center	Sullivan	28	1	General	Hearing
Southwestern Hearing Aid Center	Sullivan	28	1	General	Hearing
	AUGUST				
Samaritan Hospital Social Service Department Outreach	Macon	3	3	General	All
Helen Keller Confident Living	Kansas City	5	35	General	DeafBlind
Kansas City DeafBlind Task Force meeting	Kansas City	16	5	General	DeafBlind
Westbrook Terrace of Jefferson City	Booneville	16	1	General	Hearing
Riverdell Care Center	Booneville	16	1	General	Hearing
Kansas City DeafBlind Task Force meeting	Kansas City	16	5	General	DeafBlind
Missouri State Fair - Senior Day	Sedalia	17	4,800	Booth	НН
Clarence Care Center	Clarence	18	2	General	НН
Southwestern Hearing Aid	Springfield	18	1	General	Hearing
Half Price Hearing Aid	Springfield	18	2	General	Hearing
City of Republic	Republic	19	10	Presentation	Н/НН
Silver Dollar City -Deaf Awareness	Branson	20	4,500	Booth	All
	SEPTEMBER		1		
Garden View Care Center	Chesterfield	1	2	General	Hearing
Mari DeVille Retirement Center	Chesterfield	1	2	General	Hearing
Sunrise of Chesterfield	Chesterfield	1	1	General	Hearing
Fountain of West County	Ellisville	2	3	General	Hearing/HH
Zounds Hearing Aid Service	Chesterfield	2	1	General	Hearing
Speech Language Service	Chesterfield	2	1	General	Hearing
Sunrise Assisted Living	Richmond Heights	2	2	General	Hearing
Delmar Garden of Green	Ellisville	2	6	General	Hearing/HH
Show Me Summit of Aging Convention	Branson	12	450	Booth	All
Show Me Summit of Aging Convention	Branson	12	450	Booth	All
Jones Beltone Hearing Aid Center	Rolla	14	1	General	Hearing
Deaf Inc. Golf Tournament	St. Louis	16	125	Booth	All
Round Table Representatives/ Deaf Community Center	St. Louis	20	2	General	Deaf
Deaf Inc.	St. Louis	20	6	General	Deaf
Greater St. Louis Deaf Association (GSLAD)	Maryland Heights	21	65	General	Deaf/HH

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
Sight and Sound Impairment	Brentwood	22	75	General	All
Speech and Hearing Center	Rock Hill	22	2	General	Hearing
Miracle Ear	Farmington	27	1	General	Hearing
Heartland Hearing Aid Center	Farmington	27	1	General	Hearing
Victorian Manor of Cuba	Cuba	27	2	General	Hearing
Arbors Manor	Cuba	27	2	General	Hearing
Southwestern Hearing Aid Center	Union	28	1	General	Hearing
Development for Life	Union	28	2	General	Hearing
Heartland Independent Living Center (HILC) Branch Office	Union	28	2	General	Hearing
Willow Brooke Assisted Living	Union	28	5	General	Hearing
	OCTOBER				
Deaf Inc.	Webster Groves	3	4	General	Deaf
Round Table Representatives/Deaf Community Center	Brentwood	3	2	General	All
Greater St. Louis Deaf Association (GSLAD)	Maryland Heights	5	40	General	Deaf/HH
Delmar Garden Senior	O'Fallon	6	2	General	Hearing
Garden Villas	O'Fallon	6	2	General	Hearing
Community Living Services	O'Fallon	6	2	General	Hearing/ STS
Garden View Care Center	O'Fallon	6	1	General	Hearing
Assisted Living Meadowland	O'Fallon	6	1	General	Hearing
Centralia Senior Citizen Center	Centralia	12	4	General	Hearing
Bristol Manor of Centralia	Centralia	12	1	General	Hearing
Heritage Hall Skilled Nursing	Centralia	12	1	General	Hearing
Ashland Villa Lifecare	Ashland	12	2	General	Hearing
Bluegrass Terrace	Ashland	12	1	General	Hearing
Tiger Place Independent Living	Columbia	12	25	Presentation	All
Heisinger Bluffs	Jefferson City	12	3	General	Hearing
St Joseph Bluffs	Jefferson City	12	3	General	Hearing
Beverly Health	Jefferson City	12	2	General	Hearing
Oak Tree Villa	Jefferson City	12	2	General	Hearing
Westbrook Terrace Assisted Living	Jefferson City	12	1	General	Hearing
The Arbors	Jefferson City	12	1	General	Hearing
Castlepark Retirement Campus	Jefferson City	13	3	General	Hearing
Bristol Manor of Jefferson City	Jefferson City	13	1	General	Hearing
Jefferson City Manor Care	Jefferson City	13	4	General	Hearing
Hearing Aid Consultant	Jefferson City	13	2	General	Hearing
Greater St. Louis Deaf Association	Maryland Heights	22	175	General	All
National Volunteer Caregiving Network	Kansas City	25	150	Booth	All

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
National Volunteer Caregiving Network	Kansas City	26	200	Booth	All
California Nutrition Center	California	28	125	Booth	All
	NOVEMBER				
Fulton Presbyterian Manor	Fulton	9	2	General	Hearing
Bristol Manor of Fulton	Fulton	9	2	General	Hearing
Ashbury Heights of Fulton	Fulton	9	1	General	Hearing
Bridgeway Residential Care	Fulton	9	3	General	Hearing
Mid Mo Hearing and Balance	Fulton	9	1	General	Hearing
Valley Park	Holts Summit	9	1	General	Hearing
Maplewood Inc.	Jefferson City	10	2	General	Hearing
Beltone Hearing Aids Headquarters	Jefferson City	10	2	General	Hearing
Clear Sound Hearing Aid Service	Jefferson City	10	1	General	Hearing
Melody House	Jefferson City	10	4	General	Hearing
Ville Maria	Jefferson City	10	2	General	Hearing
Round Table Representatives/Deaf Community Center	Brentwood	15	2	General	Deaf
Deaf Inc.	Webster Groves	15	2	General	Deaf
Applegate Retirement Home	South St. Louis	15	4	General	Hearing
Heartland Hearing Aid Center	South St. Louis	15	2	General	Hearing
Miracle Ear	South St. Louis	15	1	General	Hearing
Greater St. Louis Deaf Association	Maryland Heights	16	75	General	Deaf/HH
Hear USA	South St. Louis	16	1	General	Hearing
Beltone Hearing Aids Headquarters	South St. Louis	16	1	General	Hearing
Zounds Hearing Aid Service	South St. Louis	16	2	General	Hearing
Garden Villas South	South St. Louis	16	1	General	Hearing
Delta Independent Living Center	St. Peters	17	3	General	Hearing
McClay Adult Day Care	St. Peters	17	1	General	Hearing
St. Peters Villa	St. Peters	17	2	General	Hearing
St. Peters Senior Center	St. Peters	17	2	General	Hearing
Central Institute for the Deaf	St. Louis	30	1	General	All
St Joseph Institute for the Deaf	Brentwood	30	2	General	All
MOOG Center of Deaf Education	Creve Coeur	30	2	General	All
Hearing Loss Greater St. Louis	St. Charles	1	1	General	HH
Round Table Representatives/Deaf Community Center	Brentwood	2	20	General	All
Deaf Inc. Coffee Chat	Webster Groves	2	15	General	All
	DECEMBER				
Wentzville Senior Center	Wentzville	7	3	General	Hearing
Wentzville Green Lantern Senior Center	Wentzville	7	2	General	Hearing
Twin Oaks Heritage Pointe Assisted Living	Wentzville	7	2	General	Hearing

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
Gentleman Manor	O'Fallon	8	4	General	Hearing
Caregivers Inn	O'Fallon	8	2	General	Hearing
St. Louis Life	O'Fallon	8	4	General	Hearing/ STS
Hearing Loss Association St. Louis	St. Charles	8	1	General	НН
Deaf Inc.	Webster Groves	9	3	General	All
Greater St. Louis Deaf Association (GSLAD)	Maryland Heights	10	125	Sponsor	All
Empowerment Through Technology	Columbia	17	25	Presentation	All
Hughes Adult Day Program	Overland	21	1	General	Hearing
Adult Day Care and Respite Care Center	Overland	21	1	General	Hearing
Cambridge Adult Day Care	Overland	21	6	General	Hearing/ STS
St. Elizabeth Adult Day Care	Overland	21	10	General	Hearing
U City Community - OCHS Senior Center	University City	22	4	General	Hearing
Aging Well Health Care	University City	22	24	General	Hearing
St Andrew's Assisted Living	University City	22	2	General	Hearing
Ackert Park Care Home	University City	22	2	General	Hearing
KFJ Manor Inc West	University City	22	7	General	Hearing
MEAAA University City Community	University City	22	5	General	Hearing
University Forest Nursing Care Center	University City	22	6	General	Hearing
St. Elizabeth Adult Day Care	Olivette	29	1	General	Hearing
St Ann Assisted Living Center	St Ann	29	4	General	Hearing
Senior Center - St Ann Community Center	St Ann	29	1	General	Hearing
Greater St. Louis Deaf Association	Maryland Heights	31	75	Sponsor	All
	JANUARY				
Helen Keller Center at Kansas School for the Deaf	Olathe, KS	18	4	General	All
Village of Carrol Park	Grandview	18	3	General	Hearing
Harmony Home	Blue Springs	18	2	General	STS
Connect Hearing Aid Services	Blue Springs	18	1	General	Hearing
	FEBRUARY				
Dr. Jennifer Nguyen, MD	St. Peters	2	1	General	Hearing
Southwestern Hearing Center	Eureka	2	3	General	Hearing/HH
Terrance of Marymount Manor	Eureka	2	2	General	Hearing
Serenity Adult Day Care	Fenton	2	15	General	Hearing/HH
Fenton Senior Living Lakeview Park	Fenton	2	1	General	Hearing
Delmar Gardens	Fenton	2	1	General	Hearing
Midwest ENT Centre	St. Peters	3	2	General	Hearing/HH
Village of St. Peters Memory Care	St. Peters	3	2	General	Hearing
Village of St. Peters Senior Care Apartments	St. Peters	3	1	General	Hearing

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
Chestnut Glen and Terrance II	St. Peters	3	1	General	Hearing
Higbee Senior Citizen	Higbee	8	2	General	Hearing
Mark Twain of Moberly	Moberly	8	1	General	Hearing
Ravenwood Terrance Living Assisted	Moberly	8	1	General	Hearing
Nursing Home La Plata	La Plata	8	2	General	Hearing
Highland Crest	Kirksville	9	1	General	Hearing
The Arbors at Highland Crest	Kirksville	9	1	General	Hearing
Preferred Family Healthcare	Kirksville	9	4	General	Hearing/HH
Kirksville Heights Apts	Kirksville	9	2	General	Hearing
Kirksville Manor Care	Kirksville	9	2	General	Hearing
Northwest Regional Speech Therapy	Kirksville	9	7	General	Speech
Horizon Hearing Aid Audiology	Kirksville	9	4	General	Hearing
Northeast Missouri Area Agency on Aging	Kirksville	9	1	General	Hearing
Nemo Senior Citizen Inc.	Kirksville	9	1	General	Hearing
Rural Advocates For Independent Living (RAIL)	Kirksville	9	1	General	Hearing
Southwestern Hearing Center	Hazelwood	16	1	General	Hearing
Stonebridge Senior Living	St. Charles	17	4	General	Hearing
All Generation Adult Day Center	St. Charles	17	1	General	Hearing
St. Elizabeth Adult Day Care	St. Charles	17	1	General	Hearing
Country Garden Senior Center	Cape Girardeau	22	1	General	Hearing
Missouri State of Veteran's Home	Cape Girardeau	22	1	General	Hearing
Auburn Creek and Arbors at Auburn	Cape Girardeau	22	2	General	Hearing
Auburn at Auburn Creek Assisted Living	Cape Girardeau	22	2	General	Hearing
Miracle Ear - Sears	Cape Girardeau	22	1	General	Hearing
Beltone Hearing Aid Services	Cape Girardeau	22	1	General	Hearing
Chateau Girardeau Assisted Living	Cape Girardeau	22	1	General	Hearing
Brown and Willen Audiology Center	Cape Girardeau	22	1	General	Hearing
Audiology Association	Cape Girardeau	22	2	General	Hearing
Lutheran Home Adult Day Care	Cape Girardeau	22	1	General	Hearing
Aging Matters	Cape Girardeau	23	3	General	Hearing
Cape Le Croix Apartments	Cape Girardeau	23	1	General	Hearing
Life Care Center	Cape Girardeau	23	2	General	Hearing
Jackson Senior Citizen	Jackson	23	2	General	Hearing
Perry County Senior Center	Perryville	23	2	General	Hearing
Montclair Residential Care	Perryville	23	1	General	Hearing
Miracle Ear	Perryville	23	1	General	Hearing
Independence Court	Perryville	23	2	General	Hearing
Independence Care Center	Perryville	23	3	General	Hearing
	MARCH				
Parkwood Meadows and Arbors	Ste. Genevieve	8	1	General	Hearing

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
Ste. Genevieve Apartment Manor	Ste. Genevieve	8	1	General	Hearing
Golden Age Club	Ste. Genevieve	8	3	General	Hearing
Community Counseling	Ste. Genevieve	8	2	General	Hearing
St. Elizabeth Adult Day Care	Ste. Genevieve	8	1	General	Hearing
Crystal Oaks	Crystal City	8	1	General	Hearing
Festus Manor	Festus	9	2	General	Hearing
Sunshine Care Center	Festus	9	3	General	Hearing
Colonial House of Crystal City	Crystal City	9	1	General	Hearing
Scenic Nursery and Rehabilitation	Herculaneum	9	1	General	Hearing
Sears Miracle Ear	Florissant	15	1	General	Hearing
St. Elizabeth Adult Day Care	Florissant	15	2	General	Hearing
DeSmet Retirement Community	Florissant	15	1	General	Hearing
Beltone Hearing Aid Services	Florissant	15	1	General	Hearing
WTMM Adult Day Care Center	Florissant	15	3	General	Hearing
Missouri Hearing Society Conference	St. Louis	17	400	Booth	Hearing/HH
Crestview Senior Living	Crestwood	22	1	General	Hearing/HH
Southwestern Hearing Center	Crestwood	22	1	General	Hearing
Friendship Village	Sunset Hills	22	1	General	Hearing
Fountain View Assisted Living	Sappington	22	1	General	Hearing
Adult Day Care at Charles Village	Oakville	22	2	General	Hearing
Pink Wings for the Deaf	Webster Groves	25	32	General	All
Missouri Commission Deaf and Hard of Hearing	Jefferson City	29	28	General	All
	APRIL				
Power Up 2017 Convention	Columbia	3	400	Booth	All
Power Up 2017 Convention	Columbia	4	400	Booth	All
Garden Villas South	Affton	11	2	General	Hearing
Cape Albeon Senior Living Assisted	Valley Park	11	1	General	Hearing
Cape Albeon Retirement Apartment	Valley Park	11	2	General	Hearing
Garden View Care Center	Valley Park	11	1	General	Hearing
Ear Nose and Throat	Bridgeton	13	1	General	Hearing
Northwest Hearing	Bridgeton	13	1	General	Hearing
Rehabilitation Center	Bridgeton	13	1	General	Hearing
Veronica House/Sarah House	Bridgeton	13	3	General	Hearing
Missouri Assisted Living Association (MALA) 2017 Conference	Excelsior Spring	13	575	Booth	Hearing/HH
Missouri Alliance Home Care	Osage Beach	13	600	Booth	Hearing/HH
Deaf Visual Art Festival	Creve Coeur	13	1,200	Booth	All
	MAY				
Zounds Hearing Aid	Kirkwood	23	1	General	Hearing
Miracle Ear	Kirkwood	23	1	General	Hearing

EVENT	TOWN	DATE	ATTENDEES	G, B, P	TARGET
Bethesda Long Term Care	Kirkwood	23	1	General	Hearing
Bethesda Adult Day Care	Kirkwood	23	3	General	Hearing
Hawthorne Place at Bethesda	Kirkwood	23	1	General	Hearing
The Oaks at Bethesda	Kirkwood	23	1	General	Hearing
Beltone Hearing Aid	South St. Louis	23	1	General	Hearing
South City Hearing Aid and Audiology	South St. Louis	24	1	General	Hearing
Cardinal Ritter Senior Adult Day Care	Shrewsbury	24	3	General	Hearing
Cardinal Ritter St Joseph Senior Apt	Shrewsbury	24	4	General	Hearing
Cardinal Ritter Mother of Perpetual	Shrewsbury	24	3	General	Hearing
Cedarcrest Manor	Washington	31	2	General	Hearing
Arbors at South Pointe	Washington	31	2	General	Hearing
The Arbors at Victorian Place	Washington	31	1	General	Hearing
Victorian Place of Washington	Washington	31	2	General	Hearing
Beltone Hearing Aid	Washington	31	1	General	Hearing
The Homestead at Hickory View	Washington	31	2	General	Hearing
Bristol Manor	Washington	31	3	General	Hearing
Advanced Hearing Aid (former Quality Choice)	Washington	31	1	General	Hearing
Washington Senior Center	Washington	31	1	General	Hearing
	JUNE				
Voyce Long Term Care	St. Louis	8	550	Booth	All
Leadership through Education and Advocacy for the Deaf (LEAD) Teen Institute Camp	Steelville	14	225	Presentation	All
Fantasy Baseball Camp	St. Peters	20	150	Booth	All
	TOTAL		16,707		

# **Relay Missouri TRS Statistics**

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
MINUTES OF SERVICE													
Total Conversation Minutes	14,810	16,018	16,450	17,079	18,609	18,123	17,178	15,708	17,792	19,106	16,034	16,083	202,992
Total Session Minutes	25,758	27,168	26,579	27,663	29,781	28,706	28,609	26,175	29,898	30,972	28,646	28,133	338,088
Less Interstate	(1,562)	(2,363)	(2,764)	(4,703)	(5,012)	(4,678)	(4,869)	(7,259)	(5,812)	(5,686)	(2,091)	(1,360)	(48,157)
Less International	(124)	(160)	(1)	(3)	(4)	(1)	0	(2)	(0)	0	(3)	(5)	(304)
Less 800 Toll-Free	(2,491)	(2,470)	(2,633)	(2,231)	(2,644)	(2,327)	(2,432)	(1,870)	(1,788)	(2,014)	(1,807)	(1,396)	(26,103)
Less Directory Assistance Session Min	0	(5)	(6)	(3)	0	0	(5)	(8)	(3)	0	0	0	(30)
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	21,581	22,171	21,174	20,723	22,120	21,700	21,304	17,037	22,295	23,272	24,746	25,371	263,494
Billable Minutes (STS)	47	72	16	19	17	1	65	91	53	54	21	71	526
Total TRS/STS Billable Minutes	21,628	22,242	21,190	20,742	22,137	21,700	21,369	17,128	22,348	23,327	24,766	25,443	264,020
CapTel Billable Minutes	22,373	22,472	19,376	20,597	18,862	21,295	21,204	16,274	18,398	16,601	18,378	17,048	232,878
AVERAGE LENGTH OF CALLS								i					AVERAGE
Session Minutes	1.96	1.92	2.05	2.15	2.37	2.37	2.13	2.30	2.37	2.42	2.25	2.23	2.21
Conversation Minutes	1.13	1.13	1.27	1.33	1.48	1.49	1.28	1.38	1.41	1.49	1.26	1.28	1.33
Avg. Length of Completed Calls	9.68	9.00	8.58	8.56	8.30	8.29	8.27	7.68	7.30	7.39	8.18	8.33	8.30
TOTAL NUMBER OF COMPLETED RELAYED							-						TOTAL
Local	1,786	1,753	1,794	1,972	2,243	2,329	2,155	1,701	2,418	2,514	2,466	2,534	25,665
Intrastate (Intralata)	4	. 8	3	19	11	11	19	10	44	14	9	. 12	164
Intrastate (Interlata)	240	477	425	202	170	103	150	126	160	324	278	238	2,893
Interstate Calls	218	342	507	629	788	649	723	1,260	1,157	1,021	484	309	8,087
Toll Free	352	360	367	400	359	370	393	290	309	317	262	279	4,058
Directory Assistance	0	2	1	9	14	1	19	19	8	1	0	3	77
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	58	79	1	2	3	0	0	0	0	0	2	3	148
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	2,658	3,021	3,098	3,233	3,588	3,463	3,459	3,406	4,096	4,191	3,501	3,378	41,092
Busy Ring No answer	497	551	569	583	708	926	712	504	682	598	538	754	7,622
TOTAL OUTBOUND	3,155	3,572	3,667	3,816	4,296	4,389	4,171	3,910	4,778	4,789	4,039	4,132	48,714
General Assistance	10,927	11,845	10,595	10,524	10,000	9,524	10,817	8,942	9,725	10,003	10,260	10,242	123,404
TOTAL Relayed Calls	14,082	15,417	14,262	14,340	14,296	13,913	14,988	12,852	14,503	14,792	14,299	14,374	172,118
NUMBER OF CALLS TO RELAY	14,002	13,417	14,202	14,540	14,270	13,713	14,700	12,032	14,505	14,772	14,277	14,074	TOTAL
Offered	13,308	14,693	13,235	13,217	12,851	12,494	13,677	11,531	12,795	12,947	12,864	12,717	156,329
Answered	13,143	14,093	12,956	12,868	12,595	12,494	13,411	11,421	12,795	12,947	12,004	12,565	153,475
In Queue	13,143	14,155	12,956	12,000	12,851	12,150	13,411	11,421	12,055	12,803	12,747	12,565	156,329
Abandoned in Queue	13,308	538	279	349	256	338	266	11,531	12,795	12,947	12,004	12,717	2,854
		230	219	349	200	330	200	110	140	144		152	
AVERAGE NUMBER OF CALLS - STS not inclu		0.47	050	0.40	050	200	0.47	007	0/5	200	057	070	AVERAGE
Weekend	248	247	253	240	252	280	246	237	265	308	257	272	259
Weekday	553	584	556	569	558	518	581	548	538	586	532	555	557

	JULY	AUG.	SEPT.	ОСТ.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
TOTAL CALL VOLUME													
TTY- Baudot	1,695	1,942	2,031	2,379	2,738	2,275	2,396	2,686	3,486	3,427	2,639	2,850	30,544
Turbo Code	105	211	216	220	150	205	250	327	96	39	48	81	1,948
ASCII	1	0	0	0	0	0	0	0	0	0	0	0	1
Voice	606	626	565	522	707	1,208	879	362	479	582	587	554	7,677
vco	723	774	827	673	672	660	617	481	698	707	717	621	8,170
нсо	24	19	28	22	29	38	29	54	19	34	45	26	367
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	1	0	0	0	0	3	0	0	0	0	0	0	4
TOTAL	3,155	3,572	3,667	3,816	4,296	4,389	4,171	3,910	4,778	4,789	4,036	4,132	48,711
Speech to Speech Calls Completed	8	11	3	1	2	1	13	20	9	9	7	14	98
Total Spanish Calls	0	3	1	2	1	0	1	0	1	1	0	1	11
% PERCENTAGE OF CALLS													AVERAGE
TTY	53.72%	54.37%	55.39%	62.34%	63.73%	51.83%	57.44%	68.70%	72.96%	71.56%	65.39%	68.97%	62.20%
Turbo Code	3.33%	5.91%	5.89%	5.77%	3.49%	4.67%	5.99%	8.36%	2.01%	0.81%	1.19%	1.96%	4.12%
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%
Voice	19.21%	17.53%	15.41%	13.68%	16.46%	27.52%	21.07%	9.26%	10.03%	12.15%	14.54%	13.41%	15.86%
VCO	22.92%	21.67%	22.55%	17.64%	15.64%	15.04%	14.79%	12.30%	14.61%	14.76%	17.77%	15.03%	17.06%
нсо	0.76%	0.53%	0.76%	0.58%	0.68%	0.87%	0.70%	1.38%	0.40%	0.71%	1.11%	0.63%	0.76%
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	0.03%	0.00%	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	97%	94%	95%	94%	95%	94%	95%	97%	98%	98%	98%	97%	<b>96.0</b> %
ASA	0.7	3.0	1.6	2.1	1.8	2.9	1.7	0.8	0.7	0.5	0.5	0.9	1.4
CUSTOMER CONTACTS: TRS	CUSTOMER CONTACTS: TRS								TOTAL				
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations	0	0	0	0	0	0	0	0	1	0	0	0	1
TOTAL	0	0	0	0	0	0	0	0	1	0	0	0	1

# **Relay Missouri CapTel Statistics**

	JULY	AUG.	SEPT.	ОСТ.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVERAGE
Billable Minutes	22,373	22,472	19,376	20,597	18,862	21,295	21,204	16,274	18,398	16,601	18,378	17,048	19,406
Average Per Min Per User	162.37	176.73	160.32	155.46	155.33	155.72	179.18	137.66	144.88	145.04	151.59	145.68	156
Average Per Min Per User billed to State	122.25	132.19	118.15	119.06	112.95	117.01	132.53	107.07	110.17	112.17	118.57	114.42	118
Total Number of CapTel Active	735	737	740	745	746	748	747	747	754	754	754	759	747
Total Number of CapTel Shipped	781	782	785	791	792	794	793	794	801	800	802	806	793
Total Number of Users/ Participants	183	170	164	173	167	182	160	152	167	148	155	149	164
Occupancy % User	0.25	0.23	0.22	0.23	0.22	0.24	0.21	0.20	0.22	0.20	0.21	0.20	0
Average minutes per call	2.42	2.63	2.48	2.76	2.73	2.88	3.00	2.85	2.81	2.88	2.85	2.90	3
CAPTEL TRAFFIC PATTERNS													
Data Calls	7,055	6,544	6,083	5,622	5,198	5,568	5,342	4,420	5,052	4,294	4,792	4,395	5,364
Voice Calls	2,190	2,016	1,723	1,841	1,707	1,821	1,715	1,289	1,500	1,478	1,646	1,493	1,702
Total of Calls	9,245	8,560	7,806	7,463	6,905	7,389	7,057	5,709	6,552	5,772	6,438	5,888	7,065
TOTAL SESSION MINUTES													
Local	19,275	18,670	16,012	17,176	15,820	18,218	17,907	14,016	15,840	14,270	15,636	14,559	16,450
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	864	1,223	1,256	1,020	828	1,067	882	699	729	575	680	755	882
Interstate	6,333	6,454	5,963	5,101	5,954	5,963	5,967	3,731	4,809	3,890	4,165	3,779	5,176
International	26	51	15	5	27	3	22	0	17	0	22	35	19
Toll Free	1,792	1,905	1,686	2,185	1,999	2,005	2,785	1,737	1,799	1,775	1,622	1,496	1,899
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	296	241	218	217	206	158	170	114	85	36	68	100	159
In 2 Line	623	869	710	705	692	517	497	303	486	628	957	743	644
General Assistance	378	396	363	284	268	275	304	218	289	178	277	239	289
Other	128	235	69	201	145	134	134	108	141	113	70	161.17	137
Total of Session Min	29,714	30,044	26,292	26,895	25,939	28,341	28,668	20,924	24,195	21,465	23,497	21,706	25,640
NUMBER OF CALLS BY EACH TRAFFIC PATT	FERN												TOTAL
Local	6,010	5,212	4,665	4,734	4,185	4,538	4,463	3,653	4,013	3,725	3,938	3,756	52,892
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	195	235	318	212	210	228	212	177	203	181	182	173	2,526
Interstate	984	1,072	956	780	844	1,052	875	652	848	657	818	656	10,194
International	14	16	9	7	4	6	7	1	1	0	9	4	78
Toll Free	259	273	309	317	248	261	296	220	273	249	216	192	3,113
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	242	179	184	174	151	129	118	91	58	25	48	66	1,465
In 2 Line	374	336	300	431	405	329	259	213	305	369	464	379	4,164
General Assistance	1,076	1,105	994	719	771	787	753	619	782	525	717	613	9,461
Other	91	132	71	89	87	59	74	83	69	41	46	49	891
Total	9,245	8,560	7,806	7,463	6,905	7,389	7,057	5,709	6,552	5,772	6,438	5,888	84,784
DISTRIBUTION OF MINUTES													AVERAGE
Less Inter-state Billable Min	6,333	6,454	5,963	5,101	5,954	5,963	5,967	3,731	4,809	3,890	4,165	3,779	5,176
Less International Session Min	26	51	15	5	27	3	22	0	17	0	22	35	19

	JULY	AUG.	SEPT.	ост.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVERAGE
Less Toll Free	914	971	860	1,114	1,019	1,023	1,420	886	918	905	827	763	968
Less 2 Line Session Min (11%)	69	96	78	78	76	57	55	33	53	69	105	82	71
Billable to MO	22,373	22,472	19,376	20,597	18,862	21,295	21,204	16,274	18,398	16,601	18,378	17,048	19,406
TRS Fund Billable Minutes	7,342	7,572	6,916	6,298	7,077	7,046	7,464	4,650	5,797	4,864	5,119	4,658	6,234

## **Relay Missouri STS Statistics**

	JULY	AUG.	SEPT.	ост.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.	TOTAL
Total Conversation Min	27	68	22	10	11	8	49	79	61	53	12	64	39	463
Total Session Min	60	114	33	26	23	12	107	134	84	76	35	112	68	813
Less Interstate Session	0.00	(15.30)	(11.80)	0.00	0.00	(11.00)	(21.30)	(3.92)	(3.97)	0.00	(14.25)	(24.63)	(9)	(106)
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%	(12.62)	(26.53)	(4.72)	(6.61)	(5.88)	0.00	(21.02)	(39.17)	(26.77)	(21.43)	0.00	(15.58)	(15)	(180)
Less Interstate DA 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 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	47	72	16	19	17	1	65	91	53	54	21	71	44	526
Number of Completed Calls Made	8	11	3	1	2	1	13	20	9	9	7	14	8	98
Average Length of Call	3.16	4.54	2.15	1.73	2.51	5.77	6.22	6.72	5.19	5.98	1.90	4.92	4.23	50.79
TOTAL NUMBERS OF COMPLE	TED CALLS												TOTAL	
Local	4	5	1	0	1	0	6	9	5	4	3	3	41	
Intrastate	0	0	0	0	0	0	0	0	0	0	0	0	0	
Interstate	0	1	1	0	0	1	3	2	1	0	4	7	20	
Directory Assistance	0	0	0	0	0	0	0	0	0	1	0	0	1	
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	1	0	0	0	0	0	0	0	0	1	
Toll-Free	4	5	1	0	1	0	4	9	3	4	0	4	35	
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	8	11	3	1	2	1	13	20	9	9	7	14	98	



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