



Annual Report

July 2017-June 2018

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highlights

 **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:** 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 tradeshow, groups, and one-on-one settings.

 **2018:** Developed an FCC recertification renewal boilerplate for the Missouri Public Service Commission in order to qualify to continue to provide relay services for the next five years.

about



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

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

www.relaymissouri.com

a message from the manager

Sprint Accessibility is pleased to present this 2018 annual report to the Missouri Public Service Commission outlining its trends in telecommunications relay services and CapTel service, and portraying its outreach education to Missouri consumers.

During this reporting year, outreach via marketing efforts, in partnership with the Relay Missouri Outreach Specialist, included 179 exhibitions in 39 towns (with several having repeat visits), reaching 29,120 Missourians. Highlights included:

- Silver Dollar City Deaf Awareness in Branson; 8,000 attended.
- Missouri Sheriffs' Association in Osage Beach; 1,000 attended.
- Two-day 13th Annual EMT Spring Break in Columbia; 800 attended.
- St. Louis Business Expo in St. Charles; 3,500 attended.
- American Legion Post 312 in St. Charles; 35 attended.

Sprint Accessibility exceeded the TRS service level requirement of 85% of calls answered within 10 seconds with a year-end

average speed of answer of .79 seconds and service level of 97.6% (see page 13). In addition, to assist the Missouri Public Service Commission, Sprint Accessibility developed and completed a 110-page Federal Communications Commission recertification renewal boilerplate for the Missouri Public Service Commission administration's review in order to continue providing relay services for the next five years.

Relay Missouri session minutes this fiscal year showed the following:

- *TTY-based calls*: A significant decrease of 28.7%, or 97,001 minutes
- *Speech-to-Speech*: An increase of 80.4%, or 654 minutes
- *CapTel*: A moderate decrease of 18.93%, or 58,242 minutes

Sprint Accessibility appreciates being awarded a new contract from September 25, 2017 to September 24, 2020. As a result of new contractual requirements, which also included the new relay services of Voice Carry-Over – Speech-to-Speech, Video-Assisted Speech-to-Speech, and Relay

Conference Captioning (RCC), Relay Missouri TRS-based services have transitioned from “session” to “conversation” minutes. The following indicate conversation minute results during this fiscal year:

- *TTY-based calls*: 125,659 minutes
- *Speech-to-Speech*: 960 minutes
- *CapTel*: 170,100 minutes
- *RCC* (effective May 9, 2018): 0 minutes

Sprint Accessibility thanks the Missouri Public Service Commission, Missouri Telecommunications Access Program, Relay Missouri Outreach Specialist; and state relay users for the opportunity to provide Relay Missouri services, education, and customer support.

Cordially,



Michelle Vicino
Account Manager
Relay Missouri

“...the best possible in relay services, education, and customer support.”

outreach and deliverables

Outreach

During this reporting year, Relay Missouri outreach efforts included promoting relay service awareness by partnering with the Missouri Telecommunications Access Program, providing outreach education via the in-state Relay Missouri Outreach Specialist, contributing to events, disseminating information throughout the state, and providing information via the www.relaymissouri.com website.

The Relay Missouri Outreach team provided outreach education at 179 events, educating 29,120 consumers in 39 towns. Selected highlights included:

- Silver Dollar City Deaf Awareness in Branson; 8,000 attended.
- Missouri State Fair in Sedalia; 6,000 attended.
- Missouri Sheriffs' Association in Osage Beach; 1,000 attended.
- Two-day 13th Annual EMT Spring Break in Columbia; 800 attended.
- St. Louis Business Expo in St. Charles; 3,500 attended.
- Missouri Alliance Home Care in Osage Beach; 350 attended.
- American Legion Post 312 in St. Charles; 35 attended.
- Greater St. Louis Association of the Deaf in St. Louis; 75 attended.

In addition, the Relay Missouri Outreach Specialist presented at numerous senior centers, senior residences, clinics, assisted living facilities, and other agencies; and worked with consumers one-on-one.

See appendix for a complete listing.

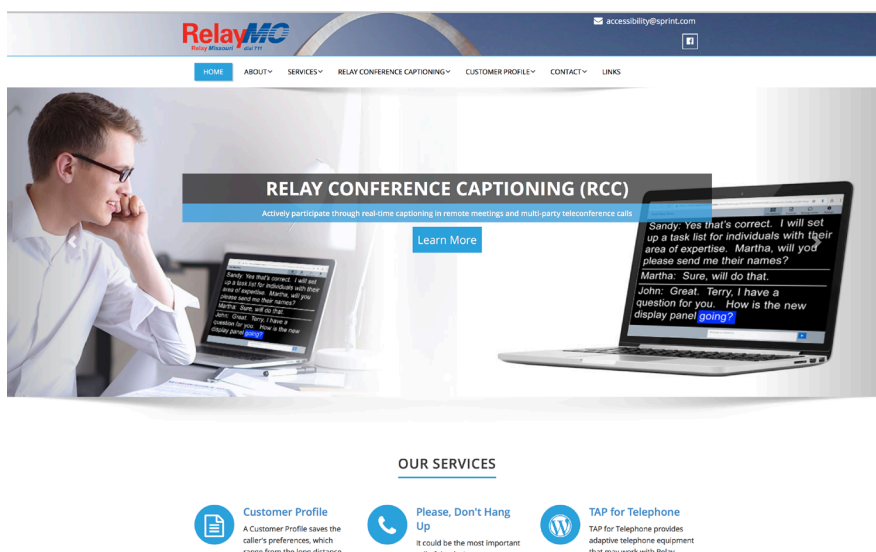
The Relay Missouri team visited 39 towns, including:

- | | |
|------------------|--------------------|
| • Arnold | • Kirkwood |
| • Ballwin | • Marceline |
| • Bonne Terre | • Maryland Heights |
| • Branson | • Osage Beach |
| • Cape Girardeau | • Overland |
| • Carl Junction | • Ozark |
| • Carrollton | • Sedalia |
| • Carthage | • St. Charles |
| • Chesterfield | • St. Louis |
| • Chillicothe | • St. Peters |
| • Columbia | • Steelville |
| • Cuba | • Sweet Springs |
| • De Soto | • University City |
| • Des Peres | • Valley Park |
| • Ellisville | • Webb |
| • Farmington | • Webster Groves |
| • Fayette | • Wentzville |
| • Fenton | • Woodson Terrace |
| • Fredricktown | |
| • Jackson | |
| • Joplin | |

“...[I] appreciated that the agent wrote the message by hand due to technical issues; it was a very critical message that I needed to leave. Thanks a million for her assistance.”

— STS user

”



Website

The Relay Missouri website, www.relaymissouri.com, provides information and some videos explaining the various types of relay services and how calls are handled, presents information about Spanish Relay, has a section on IP-based products and services only, and has additional resources.

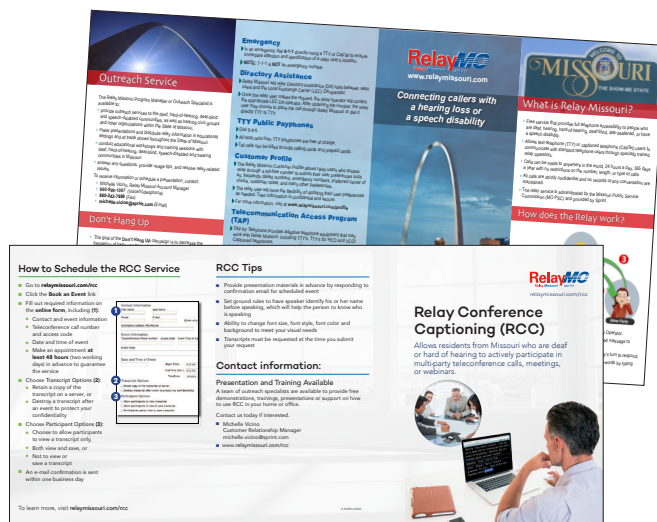
Around November 2017, the tracking program updated its algorithm to prevent false page impressions by automatic bots. For this reason, there is a drastic decrease in the monthly statistics but with a more honest representation, as shown in Figure 1.

Figure 1: Website Monthly Statistics

July	16,514	January	6,575
August	16,309	February	5,015
September	10,929	March	6,321
October	13,137	April	5,435
November	8,802	May	1,879
December	7,239	June	3,477

Literature

Various literature such as the Relay Missouri TRS brochure and the newly designed (June 2018) Relay Conference Captioning (RCC) brochure are available to interested persons at events and by request. In June 2018, 2,500 copies of the TRS brochure was mailed to the Missouri Telecommunications Access Program for their dissemination.



Promotional Items & Collateral

Promotional items were distributed at outreach events to share information about Relay Missouri services. The lip balm sticks were re-ordered in January 2018. In June 2018, three new retractable tabletop display banners for the relay services of TRS, CapTel, and Relay Conference Captioning were produced.



FCC TRS Recertification Project

On July 19, 2017, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a recertification renewal application. This recertification application required evidence of specific relay mandates. States were required to complete the recertification process before the certifications expired July 25, 2018. A state could apply for renewal one year prior to expiration. Sprint Accessibility took the initiative in developing and distributing an FCC recertification renewal template of more than 100 pages for its state customers. Sprint Accessibility responded to most of the directives, leaving the states—including Missouri—with fewer questions to answer. In addition, Sprint provided support when states requested it.

Sprint Accessibility: news and enhancements

Sprint Accessibility offers communication products and services to reduce or eliminate communication barriers for customers who are deaf, hard of hearing, or deafblind, or have a hearing or vision loss, or cognitive, speech or mobility disability. In the past year, Sprint has continued to deliver relay updates and other exciting accomplishments to better serve customers and end users.

Carrier of Choice

On August 24, 2016, the Federal Communications Commission (FCC) granted waivers of long-distance carrier of choice (COC) and billing options for wireline relay providers who choose not to pass any charges to the end user.

In order to modernize relay services and to ensure end users pay rates no higher than other non-relay telephone users for calls, Sprint completed an upgrade of its TRS and CapTel systems to remove long-distance billing and COC functions in June 2017. This decision has not adversely impacted Relay Missouri or any of our other state customers, federal customers, or any of the end users. The upgrade has already resulted in multiple benefits:

- Less cost to the end user, as they will receive domestic calling at no charge — without toll charges or operator billing services.
- A faster, more efficient calling process with no billing or COC information required.
- A more efficient relay program with less time spent on call set-up.
- An easier transition process to advanced IP-based networks and platforms.

Sprint will continue educating users on placing several types of calls:

- *Long Distance/Toll Calls:* Domestic calling is available at no charge for TRS and CapTel.
- *Correctional Facilities:* Sprint will process calls from inmates at correctional facilities without



charge. Please note, inmate calling services (ICS) providers may assess fees directly to relay users — as is done for non-relay callers.

- *Payphones*: Sprint will provide domestic and international calling at no charge for relay callers using payphones.
- *International Locations*: Sprint will provide outbound international calling at no charge for TRS and CapTel users.
- *Directory Assistance (DA)*: Sprint is offering access to DA at no charge through our relay service.
- *Operator Services*: The waiver of long-distance COC and billing options means end users no longer have a need for billing support through relay service. As a result, Operator Services and Operator Services for the Deaf (TTY access) will be decommissioned.

Pay-Per-Call and 900 Numbers

FCC regulation 47 CFR 64.604(a)(3)(iv), states: “Relay services shall be capable of handling pay-per-call services.” In 2017, many pay-per-call 900 vendors migrated to 8XX numbers.

In the past, these calls were charged via local telephone bills; now, pay-per-call vendors require a debit or credit card, as discussed at www.fcc.gov/consumers/guides/faqs-900-number-pay-call-services-and-fees. Sprint is in compliance with this rule, and provides pay-per-call services. If a caller wants to call a pay-per-call service, they can dial 711 and provide the 8XX number for the pay-per-call service. There is no longer a need to process the call via a 9XX call path.

STARS Conference

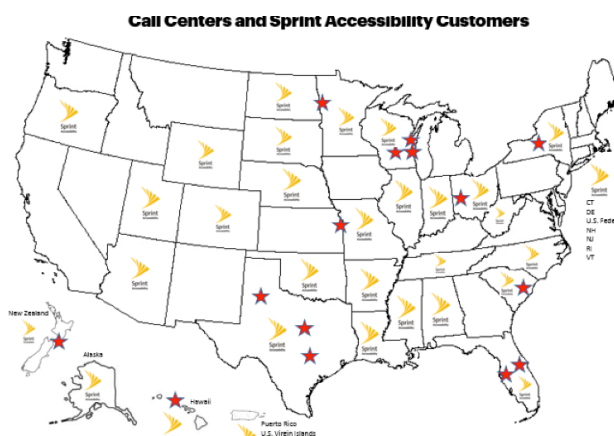
Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference offers a valuable forum to discuss current FCC rules and upcoming industry trends; updates on Sprint Accessibility and its products and services, and marketing plans; and promotes idea exchanges among state relay administrators. This year’s STARS conference was held in June, and included a visit to the Austin CapTel Call Center in Texas.

TRS and CapTel centers

Sprint currently utilizes 13 relay centers geographically dispersed throughout the U.S. to handle TRS and CapTel calls. Sprint maintains the TRS platform technology, training, and workforce management for all TRS call centers. Our CapTel Service (CTS) subcontractor and technology provider, CapTel, Inc., maintains these items for all wireline CTS providers. In 2017, Sprint expanded CapTel call center operations by adding a Sprint-operated CapTel call center located in Austin, Texas, and a Communication Service for the Deaf (CSD)-operated center in Dayton, Ohio. Sprint anticipates opening a CapTel call center in Columbia, S.C. to continue to provide staffing and network diversity for customers. Sprint is able to provide diverse call routing options and can guarantee greater redundancy since the call centers are geographically separated. All CapTel call centers use the same CapTel technology and follow the same training and procedures, so regardless of where the call is handled, CapTel users receive the same high-quality service.

Center	Services
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, and CapTel
Dayton, OH	TRS, STS, VCO, and CapTel
Honolulu, HI	TRS and VCO
Lubbock, TX	TRS, Spanish TRS, and CapTel
Madison, WI	CapTel
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Services, and Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Service
Sycrause, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

In this map, the red stars represent call center locations.



enhancements

July 2017

- Continued working on the redesign of SprintIP.com and MySprintRelay.com to improve the user experience and streamline the Sprint IP registration process.
- Updated the CapTel Live Help feature for better reliability in certain web browsers.

August 2017

- Updated Sprint IP Frequently Asked Questions on SprintIP.com.
- Released, on August 3, a new version (2.0.4) of the iOS Sprint IP Relay Mobile app that will allow the app to be translated into Spanish via the native iOS language setting.

September 2017

- Worked with Hurricane Harvey emergency responders to provide telephone access, along with promoting awareness that the Sprint IP Relay Mobile app was available to make calls even without high-speed Internet access.
- Continued the redesign of Sprint IP and MySprintRelay websites, including product content, HTML development, iconography and wireframes, to improve the user experience.

October 2017

Added CapTel call centers in Dayton, Ohio and Austin, Texas.

December 2017

- Decommissioned 900 access numbers assigned to each state and federal relay service.

January 2018

- Rolled out the Nationwide Misdial Transfer program.
- Added French Relay and Federal Relay misdial numbers.
- Implemented SIP Interim Solution.

February 2018

Provided agent refresher training on call-processing procedures, and progress of call/keeping the customer informed.

March 2018

- Updated the IP dial window to include an answer greeting, ensuring Voice to IP callers are greeted consistently when connecting to IP products.
- Updated Sprint IP Relay Mobile app for iOS and Android for ongoing user-experience improvements.
- Provided agent refresher training on greeting and announcement.

April 2018

- Continued enhancing the Sprint IP Relay Mobile app with new releases of iOS and Android versions.
- Provided agent refresher training on call-processing procedures.
- Migrated all inbound toll-free numbers to an IP-based solution.
- Moved all outbound calls to an IP-based solution.

May 2018

Provided agent refresher training on call-processing procedures, and progress of call/keeping the customer informed.

June 2018

Provided agent refresher training on Nationwide Misdial Transfer program, learning how to direct or transfer callers to appropriate sources or operator mode.



Sprint Teleconference Captioning

In August, the new Sprint Teleconference Captioning (STC, formerly Relay Conference Captioning) interface player was launched. Benefits include:

- Encryption on all scheduled events
- No capacity limits
- New look and feel
- Setting functionality
- Screen reader capability, including JAWS and NVDA, along with preferred browser.

Sprint Accessibility operates STC services, with its partner, for 12 states and Federal Relay.

International Association of Accessibility Professionals

Sprint is a member of the International Association of Accessibility Professionals (IAAP), and several of the Sprint Accessibility team members are IAAP-certified. As explained on its website, IAAP is a nonprofit, membership-based organization for individuals and organizations focused on accessibility and accessibility skills and strategies. Through IAAP, Sprint Accessibility provided a webinar on Sprint Teleconference Captioning.

Accessible Solutions for the Deaf, Hard of Hearing, and Individuals with Hearing Loss in the Workplace

Join us for our live webinar, “Accessible Solutions for the Deaf, Hard of Hearing, and Individuals with Hearing Loss in the Workplace” on Thursday, April 26, 2018.

This webinar will provide in-depth background on the Americans with Disabilities Act that impacts the deaf and hard of hearing individuals. We will also talk about how your business/organization can best provide accessible solutions for your workforce with various types of hearing loss and disabilities. A high level overview of different resources that employers/organizations can tap into will also be covered.

Date: Thursday, April 26, 2018

Time: 11:00 a.m. – 12:30 p.m. Eastern

Speaker: Alana Beal, National Manager, Sprint Teleconference Captioning, Sprint Accessibility

Registration: Register for the Accessible Solutions for the Deaf, Hard of Hearing, and Individuals with Hearing Loss in the Workplace webinar.

Fees: Member*: \$39; Non-Member: \$79

Additional Info: More information about Accessible Solutions for the Deaf, Hard of Hearing, and Individuals with Hearing Loss in the Workplace

relay statistics: TRS

telecommunications relay service

The following information indicates the trends in the annual total number of session (July 2017 to September 2017) and conversation (October 2017 – June 2018) 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 2 indicates the total monthly session minutes processed through Relay Missouri. The total of 241,087 TRS session 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 total represents a significant decrease of 28.7%, or 97,001 minutes, compared to the previous year.

Figure 2: TRS Session Minutes

July (Session)	24,313	January	10,593
August	26,052	February	7,385
September (Partial Conv.)	11,357	March	9,353
October (Conv.)	13,906	April	8,123
November	10,732	May	6,841
December	10,907	June	8,098

Speech-to-Speech Minutes

This reporting year contained 1,467 Speech-to-Speech (STS) session minutes, which is 80.4% higher (or an increase of 654 minutes) than the previous year's statistics. See Figure 3.

Figure 3: STS Minutes

July (Session)	125	January	166
August	156	February	52
September (Partial Conv.)	91	March	79
October (Conv.)	136	April	66
November	84	May	65
December	12	June	22

Relayed Call Volume

Figure 4 depicts the total number of 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 146,505 relayed calls, representing a decrease of 14.88%, or 25,613 fewer calls, compared to the previous year.

Figure 4: Relayed Call Volume

July	13,415	January	13,420
August	15,168	February	11,078
September	9,983	March	12,229
October	13,004	April	11,717
November	12,042	May	11,550
December	11,078	June	11,821

Calling Trends

Each year in May, specific information detailing where Relay Missouri TRS calls originated is presented in graphic form. The May 2017 map in Figure 5 shows where the highest concentrations are in red, yellow, green, blue, and then peach.

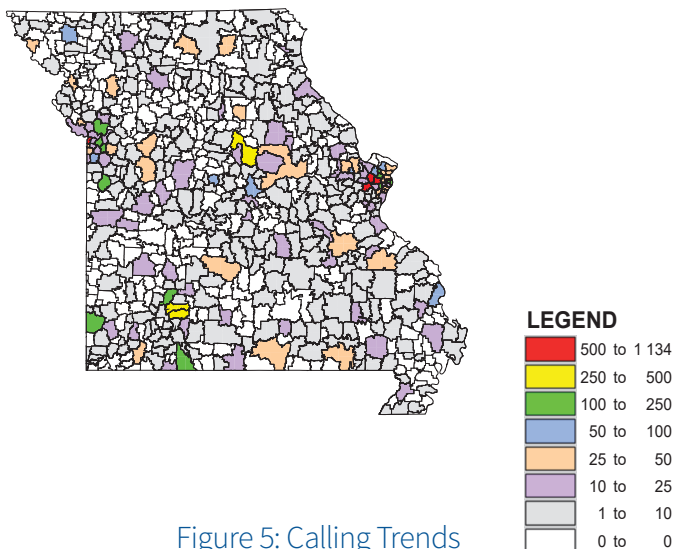


Figure 5: Calling Trends

Call Origination

On average, TTY users originated 62% of Relay Missouri's calls. Figure 6 shows call type by percentage, not including STS.

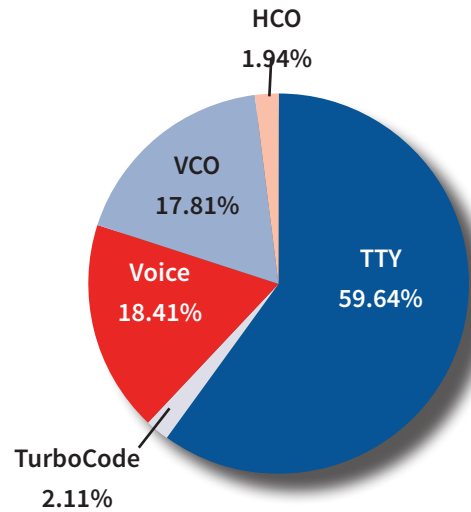


Figure 6: Call Origination
July 2017-June 2018

Answer of Speed and Service Level

Figure 8 illustrates that Sprint has exceeded the service level requirement throughout the year. "Service Level" identifies the percentage of calls answered within 10 seconds. Relay Missouri's TRS daily requirement is that 85% of all calls are answered within 10 seconds. The average answer of speed (ASA) was .79 seconds and the service level (SVL) was that 97.6% of calls were answered within 10 seconds.

Figure 8: Answer and Service Levels

<i>Month</i>	<i>ASA</i>	<i>SVL</i>
July	.8	97%
August	.7	98%
September	.8	98%
October	1.2	96%
November	.8	97%
December	1.2	96%
January	1.1	96%
February	.8	97%
March	.7	99%
April	.5	99%
May	.6	99%
June	.7	99%

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 2017 to May 2018 for TRS, there were no commendations, 2 complaints, and 2,282 inquiries.

relay statistics: CapTel

CapTel

The following information indicates the trends of the annual total number of session (July 2017–September 2017) and conversation (October 2017–June 2018) minutes, call volume, calling trends, call origination 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 9, where this reporting year's Relay Missouri session minutes totaled 249,438, a moderate decrease of 18.93% or 58,242 minutes, compared to the previous year's statistics.

Figure 9: Session Minutes

July (Session)	21,914	January	21,120
August	21,235	February	19,117
September (Partial Conv.)	3,861	March	19,111
October (Conv.)	18,442	April	16,050
November	19,824	May	16,004
December	20,521	June	16,050

Call Volume

A total of 72,559 Relay Missouri CapTel calls were generated this reporting year, a decrease of 14.4% or 12,225 fewer calls. A breakdown of monthly call volume is displayed in Figure 10.

Figure 10: Call Volume

July	5,416	January	6,766
August	5,738	February	6,203
September	5,981	March	6,679
October	5,903	April	5,404
November	6,469	May	5,223
December	7,718	June	5,059

Calling Trends

Each year in May, specific information detailing where Relay Missouri CapTel calls originated is presented in graphic form. The May 2017 map in Figure 11 shows where the highest concentrations are in red, yellow, green, blue, and then peach.

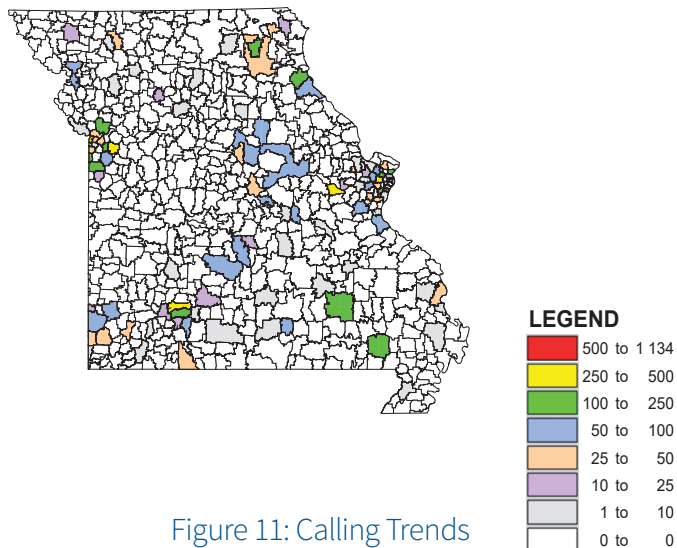


Figure 11: Calling Trends

FCC Annual Consumer Contact Log: CapTel

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 2017 to May 2018 for CapTel, there were 1 commendation, 2 complaints, and 19 inquiries.

Call Origination

Figure 12 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

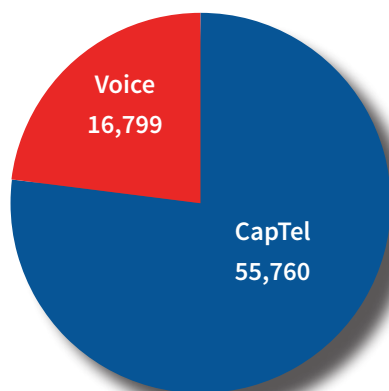


Figure 12: Call Origination
July 2017-June 2018

meet the Sprint Accessibility team

Mike Ellis

*Global Vice President
of Accessibility*

Karl Ewan

*National Customer
Relations Manager*

Maggie Schoolar

Sales Director

Kris Owara

Business Analyst

John Moore

*National Customer
Relations Manager*

Mark Tauscher

*Business Development/
Project Manager*

Chris Smith

Client Director

Brian Adamson

*Supervisor of
Customer Service*

Michelle Vicino

*Account Manager
Relay Missouri*

A Brighter Future for All.

Through innovation and a desire to make communication access available to all people, Sprint Accessibility has expanded its accessibility solutions. . . and we are not stopping there. We work to anticipate the future needs of our customers and are already working on next-generation solutions today.

Sprint Accessibility has communication solutions for
today, tomorrow, and the future.

appendices

Relay Missouri outreach

Date	Event	City	Attendees	General, Booth, Presentation	Target
JULY 2017					
13	Autumn View Gardens	Ellisville	85	P	All
15	Missouri Association for the Deaf	Columbia	25	P	D/HH
AUGUST 2017					
3	Greater St. Louis Association of the Deaf Golf Tournament	St. Charles	130	G	All
12	Silver Dollar City - Deaf Awareness	Branson	8,000	E	All
14	Branson Division of Senior Citizens	Branson	4	G	H
14	Culpepper Place Branson Meadows	Branson	2	G	H
14	Cambridge of Branson	Branson	2	G	H
14	Ozark Senior Center	Ozark	2	G	H
14	Century Pines Assisted Living	Ozark	1	G	H
16	Missouri State Fair	Sedalia	6,000	B	All
29	Southwestern Hearing Aid Services	St. Peters	1	G	H
29	Spencer Place Assisted Living	St. Peters	2	G	H/HH
30	Baue Silver and Gold 60+ Club	St. Charles	2	G	H
30	Campbell Montessori Adult at YMCA	St. Peters	4	G	H
30	St. Charles Senior Center	St. Charles	3	G	H
30	Baue Silver and Gold 60+ Club	St. Charles	1	G	H
30	Emmaus Home Senior Place	St. Charles	1	G	H
30	Windsor Estate	St. Charles	1	G	H
SEPTEMBER 2017					
8	Surrey Place at St Luke's	Chesterfield	1	G	H
8	Friendship Village	Chesterfield	3	G	H
11	Show Me Summit	Columbia	600	B	All
26	Royal Oaks Residence	Sweet Springs	4	G	H
26	Bristol Manor	Carrollton	3	G	H
26	Life Care of Carrollton	Carrollton	1	G	H
27	Bella Brooke Home Care	Chillicothe	1	G	H
27	Ashbury Heights	Chillicothe	2	G	H
27	Horizon Hearing Solution	Chillicothe	1	G	H
27	Barnabas Home	Chillicothe	1	G	H
27	Indian Hills Nursery	Chillicothe	2	G	H
27	Baptist Home	Chillicothe	2	G	H
27	Mareline Area Nutrition	Marceline	2	G	H
27	Pioneer Skilled Nursing Home	Marceline	1	G	H
27	Fayette Senior Activity	Fayette	1	G	H
30	Walk 4 Hearing	St. Louis	560	B	All
OCTOBER 2017					
13	Deaf Empowerment/Interpreter Conference	Columbia	500	B	All
14	Deaf Empowerment/Interpreter Conference	Columbia	500	B	All

Date	Event	City	Attendees	General, Booth, Presentation	Target
16	Don Hicks Hearing Aid Services	Joplin	1	G	H
16	Region AAA (Area Agency and Aging)	Joplin	1	G	H
16	Miracle Ear	Joplin	1	G	H
16	Foxberry Arbors Silver Creek Assisted Living	Joplin	1	G	H
16	Foxberry Arbors Independent Living	Joplin	1	G	H
16	Independent Living	Joplin	1	G	H
16	Belton Hearing Aid	Joplin	1	G	H
16	Freeman Ear Nose and Throat	Joplin	1	G	H
17	Mercy Village	Joplin	4	G	H
17	Area Hearing and Speech Clinic	Joplin	3	G	H
17	Joplin Senior Center	Joplin	7	G	H
17	Yogi Hicks Hearing Aid Lab	Joplin	2	G	H
17	Joplin Smith Hearing Aid	Joplin	1	G	H
18	Foxberry Terrence Assisted Living	Webb	2	G	H
18	Cottage Independent Living	Webb	2	G	H
18	Housing of Authority of Webb City	Webb	2	G	H
18	Webb Nutrition Center	Webb	4	G	H
18	Carl Junction Residential Care	Carl Junction	1	G	H
18	The Villas of Carl Junction	Carl Junction	1	G	H
18	Sunnyhills Residential	Carthage	2	G	H
18	St. Luke's Management	Carthage	3	G	H
19	Oak Pointe Assisted Living	Carthage	2	G	H
19	Maple Tree Terrence Assisted Living	Carthage	3	G	H
19	Visiting Angels Assisted Living Services	Carthage	2	G	H
20	Division of Senior Center in Branson	Branson	12	P	H
NOVEMBER 2017					
7	Monticello House	Jackson	1	G	H
7	Jackson Manor	Jackson	1	G	H
7	Miracle Ear	Jackson	1	G	H
7	SEMO (Southeast Missouri) Alliance for Independent Living	Cape Girardeau	5	G	H
7	The Cottages of Capetown	Cape Girardeau	1	G	H
7	Heartland Care and Rehab Center	Cape Girardeau	2	G	H
8	Jefferson Manor	Cape Girardeau	3	G	H
8	Ratliff Care Center	Cape Girardeau	3	G	H
8	Horizon Hearing Solution	Cape Girardeau	2	G	H
8	Ozark Assisted Living	Fredricktown	2	G	H
8	Ashley's Place Adult Day Care	Fredricktown	1	G	H
8	Madison County Adult Learning Center	Fredricktown	1	G	H
8	Madison County Senior Center	Fredricktown	3	G	H
8	Columbia Street Manor	Fredricktown	2	G	H
8	Connected Hearing Aid	Farmington	3	G	H
8	Carriage Manor Care Center	Farmington	3	G	H
8	Southwestern Hearing Aid Services	Farmington	1	G	H

Date	Event	City	Attendees	General, Booth, Presentation	Target
14	Bethesda Gardens	Kirkwood	2	G	H
14	Rose Hill House	Kirkwood	1	G	H
14	Aberdeen Heights	Kirkwood	1	G	H
14	Dougherty Ferry Assisted Living	Kirkwood	1	G	H
16	Cindy's Adult Day Care	Woodson Terrace	1	G	H
16	City of Woodson Terrence	Woodson Terrace	2	G	H
16	Bentley's Extended Care	Overland	4	G	H
16	St. John's Place	Overland	3	G	H
16	Reaching Out Private Care	Overland	1	G	H
28	A-1 Adult Day Care Center	Bonne Terre	1	G	H
28	A-1 Home Care	Bonne Terre	1	G	H
28	Anna Dodson Home	Farmington	5	G	H
28	Ashbrook	Farmington	4	G	H
28	Camelot Nursing and Rehab	Farmington	3	G	H
28	Farmington Care Center	Farmington	3	G	H
28	Community Manor	Farmington	3	G	H
28	Maple Tree Terrence Assisted Living	Farmington	2	G	H
28	Greater Heights ADHC LLC (Adult Day Health Care)	Farmington	1	G	H
29	Maple Brook Assisted Living	Farmington	1	G	H
29	Farmington Presbyterian Manor	Farmington	4	G	H
29	Southbrook Skilled Nursing	Farmington	3	G	H
29	Brook Side Manor	Farmington	1	G	H
29	Bayless Boarding Home	Farmington	2	G	H
29	April Valley Residential	Farmington	3	G	H
29	St. François Manor	Farmington	1	G	H
29	Beltone Hearing Aid	Farmington	1	G	H
29	Audiology and Hearing Center	Farmington	1	G	H
DECEMBER 2017					
12	Department of Health and Senior Service	Arnold	2	G	H
12	Department of Senior and Disabilities	Arnold	2	G	H
13	Desoto Residential Care Apartment	DeSoto	3	G	H
13	The Villas	DeSoto	2	G	H
13	Hillcrest Care Center Inc	DeSoto	2	G	H
13	Loving Care Rest Home Inc	DeSoto	2	G	H
JANUARY 2018					
23	Stoney Ridge Village	Sedalia	1	G	H
23	Beltone Hearing Aid Service	Sedalia	1	G	H
23	Fair View Nursing Home	Sedalia	1	G	H
24	The Essex by Bristol	Sedalia	1	G	H
24	Landmark Terrace	Sedalia	1	G	H
24	Homemaker Health Care	Sedalia	1	G	H
24	Accuquest Hearing Aid Center	Sedalia	1	G	H
24	Rest Haven Convalescent Retirement	Sedalia	3	G	H

Date	Event	City	Attendees	General, Booth, Presentation	Target
24	Willow's Breeze Court	Chesterfield	1	G	H
31	Fenton Family Dentistry	Fenton	1	G	D/HH
FEBRUARY 2018					
8	Individual (Met in Person)	St. Charles	1	G	HH
27	Big Bend Woods Health Care	Valley Park	3	G	H
27	Advanced Audiology	Valley Park	2	G	H
27	Fenton Family Dentistry	Fenton	5	G	D/H
28	Gateway Silent Seniors	Maryland Heights	85	G	D/HH
MARCH 2018					
8	Crown Center	University City	2	G	H
8	Brentmoor Retirement Community	University City	2	G	H
8	McKnight Place Assisted Living	University City	1	G	H
8	Brentmoor Retirement Community	University City	2	G	H
8	The Gatesworth	University City	1	G	H
13	Bethesda West Senior Living	Ballwin	3	G	H
13	Westview at Ellisville Assisted Living	Ellisville	2	G	H
13	Provision Living	Des Peres	1	G	H
13	The Quarters of Des Peres	Des Peres	2	G	H
13	Sunrise Assisted Living of Des Peres	Des Peres	3	G	H
14	Gateway Silent Seniors for the Deaf	Maryland Heights	65	G	All
14	Rockwood Retirement Community	Webster Groves	1	G	H
14	Seniors Home Care West County	Webster Groves	1	G	H
19	Missouri Sheriffs' Association	Osage Beach	1,000	B	H/HH
28	13th Annual ICE Spring Break (EMT)	Columbia	800	B	H/HH
29	13th Annual ICE Spring Break (EMT)	Columbia	800	B	H/HH
APRIL 2018					
6	Missouri Speech and Hearing Association	Osage Beach	1,200	B	H/D/HH
7	Missouri Speech and Hearing Association	Osage Beach	1,200	B	H/D/HH
10	St. Louis Business Expo	St. Charles	3,500	B	H/D/HH
11	Gateway Silent Seniors	Maryland Heights	35	G	D/HH
12	Nazareth Living Center	St. Louis	1	G	D
12	St. Joseph Manor	St. Louis	1	G	H
12	McGovern Common	St. Louis	1	G	H
12	Charles Village Adult Day Care	St. Louis	2	G	H
12	St. Agnes Home for Seniors	Kirkwood	2	G	H
16	Power Up Summit	Columbia	800	B	All
17	Power Up Summit	Columbia	800	B	All
22	Missouri Assisted Living Association	Osage Beach	450	B	H/D/HH
23	Garden Gate Estates	Osage Beach	3	G	H
23	Lake Regional Ear Nose and Throat (ENT)	Osage Beach	5	G	H/D/HH
23	Ozark Rehabilitation and Health Care	Osage Beach	3	G	H
23	Osage Beach Senior Center	Osage Beach	4	G	H
23	Lakeside Meadows	Osage Beach	3	G	H
23	Lake Hearing Solutions	Osage Beach	1	G	H

Date	Event	City	Attendees	General, Booth, Presentation	Target
26	Missouri Alliance Home Care	Osage Beach	350	B	H/HH
MAY 2018					
16	Boulevard Senior Living	St. Charles	2	G	H
16	American Legion Post 312	St. Charles	35	G	H
16	Southwestern Hearing Center	St. Peters	1	G	H
16	Homestead Care	St. Peters	1	G	H
17	Village Care Center	Wentzville	4	G	H
17	Bristol Manor	Wentzville	5	G	H
17	Southwestern Hearing Center	Wentzville	1	G	H
21	Association on Aging with Developmental Disabilities	St. Charles	425	G	H/HH
22	Association on Aging with Developmental Disabilities	St. Charles	425	G	H/HH
JUNE 2018					
4	Lutheran Senior Services at Meramec	Ballwin	4	G	H
4	Meramec Bluffs	Ballwin	4	G	H
4	Gambrill Gardens	Ellisville	4	G	H
7	Surrey Place St Luke's Hospital Skilled Nurses	Chesterfield	1	G	H
7	Friendship Village Chesterfield	Chesterfield	2	G	H
10	LEAD Camp (Leadership through Education & Advocacy for the Deaf)	Steelville	90	P	D/HH/H
11	LEAD Camp (Leadership through Education & Advocacy for the Deaf)	Steelville	90	G	D/HH/H
12	Healthy Senior Fair	Cuba	180	B	H/HH
27	Greater St. Louis Association of the Deaf	St. Louis	75	P	D/HH
		TOTAL	29,120		

Relay Missouri TRS statistics

	JULY	AUG.	SEPT	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
MINUTES OF SERVICE													
Total Conversation Minutes	13,765	14,600	11,357	13,906	10,732	10,907	10,593	7,385	9,353	8,123	6,841	8,098	125,659
Total Session Minutes	24,313	26,052	19,473	24,423	20,187	20,355	20,877	16,257	19,193	17,086	15,649	17,222	241,087
Less Interstate	(1,645)	(3,518)	(2,938)	(2,621)	(1,456)	(1,022)	(1,354)	(958)	(983)	(1,147)	(690)	(1,423)	(19,754)
Less International	0	(25)	(1)	0	(1)	0	0	0	(28)	0	0	(4)	(58)
Less 800 Toll-Free	0	0	(945)	(2,195)	(1,766)	(1,848)	(1,437)	(929)	(1,120)	(921)	(995)	(1,163)	(13,316)
Less Directory Assistance Session Min	(1,298)	(1,514)	0	0	0	0	0	0	0	0	0	0	(2,812)
Less 900 Session Min	0	(13)	0	0	0	0	0	0	0	0	0	0	(13)
Billable Minutes	21,370	20,982	15,590	19,606	16,965	17,485	18,087	14,369	17,062	15,019	13,964	14,633	205,146
Billable Minutes (STS)	70	96	73	164	63	8	147	30	0	40	28	6	726
Total TRS/STS Billable Minutes	21,441	21,078	15,663	19,770	17,028	17,493	18,234	14,399	17,062	15,059	13,992	14,638	205,858
CapTel Billable Minutes	16,910	15,810	12,974	13,962	15,005	16,087	18,821	15,019	17,151	14,142	11,996	12,074	179,950
AVERAGE LENGTH OF CALLS													AVG.
Session Minutes	1.99	1.91	2.20	N/A	1.79	1.95	1.65	1.53	1.64	1.54	1.42	1.55	1.74
Conversation Minutes	1.13	1.07	1.30	N/A	0.95	1.05	0.84	0.69	0.80	0.73	0.62	0.73	0.90
Avg. Length of Completed Calls	8.92	8.31	8.95	4.50	9.69	10.21	10.30	10.98	11.80	9.81	11.48	10.35	9.61
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	2,035	2,102	1,534	1,619	1,259	1,265	1,433	1,112	1,213	1,147	938	985	16,642
Intrastate (Intralata)	22	84	45	71	18	18	15	6	6	17	24	27	353
Intrastate (Interlata)	97	134	154	122	31	32	49	28	52	84	44	75	902
Interstate Calls	342	472	329	425	444	417	291	138	150	327	192	347	3,874
Toll Free	230	332	135	341	328	251	244	200	201	171	170	228	2,831
Directory Assistance	0	10	2	1	3	1	0	0	5	0	0	1	23
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	9	1	0	4	0	0	0	1	0	0	2	17
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	2,726	3,143	2,200	2,579	2,087	1,984	2,032	1,484	1,628	1,746	1,368	1,665	24,642
Busy Ring No answer	472	663	533	501	315	292	427	331	301	268	257	278	4,638
TOTAL OUTBOUND	3,198	3,806	2,733	3,080	2,402	2,276	2,459	1,815	1,929	2,014	1,625	1,943	29,280
General Assistance	10,217	11,362	7,250	9,924	9,640	8,802	10,961	9,263	10,300	9,703	9,925	9,878	117,225
TOTAL Relayed Calls	13,415	15,168	9,983	13,004	12,042	11,078	13,420	11,078	12,229	11,717	11,550	11,821	146,505
NUMBER OF CALLS TO RELAY													
Offered	12,346	13,761	8,927	12,067	11,459	10,757	13,131	10,922	11,693	11,384	11,465	11,196	139,108
Answered	12,218	13,623	8,839	11,878	11,347	10,652	12,984	10,794	11,601	11,318	11,393	11,085	137,732
In Queue	12,346	13,761	8,927	12,067	11,459	10,757	13,131	10,922	11,693	11,384	11,465	11,196	139,108
Abandoned in Queue	128	138	88	189	112	105	147	128	92	66	72	99	1,364
AVERAGE NUMBER OF CALLS - STS not included													
Weekend	223	278	226	230	180	197	200	202	181	188	179	195	207
Weekday	532	563	518	497	482	434	514	473	482	477	440	479	491

	JULY	AUG.	SEPT	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
TOTAL CALL VOLUME													
TTY- Baudot	2,009	2,233	2,031	1,812	1,464	1,301	1,378	887	1,093	1,288	1,053	1,326	17,875
Turbo Code	76	200	135	117	67	74	32	0	2	10	17	19	749
ASCII	0	0	0	0	0	0	1	0	0	0	1	0	2
Voice	515	723	681	542	420	399	534	522	366	335	242	244	5,523
VCO	539	598	570	555	414	467	471	353	398	335	273	315	5,288
HCO	59	49	47	41	37	25	40	53	70	46	39	39	545
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	3	0	13	0	10	3	0	0	0	0	0	29
TOTAL	3,198	3,806	3,464	3,080	2,402	2,276	2,459	1,815	1,929	2,014	1,625	1,943	30,011
Speech to Speech Calls Completed	13	10	18	20	6	15	16	4	7	6	4	3	122
Total Spanish Calls	0	0	1	0	2	0	0	1	1	1	1	0	7
% PERCENTAGE OF CALLS													
TTY	62.82%	58.67%	58.63%	58.83%	60.95%	57.16%	56.04%	48.87%	56.66%	63.95%	64.80%	68.24%	59.64%
Turbo Code	2.38%	5.25%	3.90%	3.80%	2.79%	3.25%	1.30%	0.00%	0.10%	0.50%	1.05%	0.98%	2.11%
ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	0.06%	0.00%	0.01%
Voice	16.10%	19.00%	19.66%	17.60%	17.49%	17.53%	21.72%	28.76%	18.97%	16.63%	14.89%	12.56%	18.41%
VCO	16.85%	15.71%	16.45%	18.02%	17.24%	20.52%	19.15%	19.45%	20.63%	16.63%	16.80%	16.21%	17.81%
HCO	1.84%	1.29%	1.36%	1.33%	1.54%	1.10%	1.63%	2.92%	3.63%	2.28%	2.40%	2.01%	1.94%
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%	0.08%	0.00%	0.42%	0.00%	0.44%	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%
AVERAGE SPEED OF ANSWER													AVG.
Service Level	97%	98%	98%	96%	97%	96%	96%	97%	99%	99%	99%	99%	97.6%
ASA	0.8	0.7	0.8	1.2	0.8	1.2	1.1	0.8	0.7	0.5	0.6	0.7	0.79
CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	0	0	0	0	0	0	0	1	1	0	0	0	2
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	1	1	0	0	0	2

Relay Missouri STS statistics

	JULY	AUG.	SEPT	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.	TOTAL
Total Conversation Min	86	101	91	136	84	12	166	52	79	66	65	22	80	960
Total Session Min	125	156	150	227	103	57	226	75	107	105	95	39	122	1467
Less Interstate Session	(13)	0	(34)	0	0	(4)	(5)	0	0	0	(7)	(11)	(6)	(74)
Less International Session	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Interstate Toll Free Session 51%	(42)	(60)	(43)	(63)	(40)	0	(75)	(22)	(14)	(26)	(29)	(6)	(35)	(420)
Less Interstate DA Session	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less 900 Session 51%	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billable Speech to Speech	70	96	73	164	63	54	147	52	93	79	59	23	81	973
Number of Completed Calls Made	13	10	14	20	6	15	16	4	7	6	4	3	10	118
Average Length of Call	5.40	6.21	6.51	6.95	10.29	3.76	10.57	5.90	3.53	6.24	4.36	3.11	6.07	N/A
Total Numbers of Completed Calls Speech to Speech (STS) Calls													TOTAL	
Local	3	4	4	6	2	14	7	2	5	3	0	0	50	
Intrastate	1	0	0	0	0	0	0	0	0	0	0	0	1	
Interstate	2	0	4	0	0	1	3	0	0	0	2	2	14	
Directory Assistance	2	0	1	3	0	0	1	0	0	1	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	5	6	5	11	4	0	5	2	2	2	2	1	45	
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	13	10	14	20	6	15	16	4	7	6	4	3	118	

Relay Missouri CapTel statistics

	JULY	AUG.	SEPT	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.
Billable Minutes	16,910	15,810	12,974	13,962	19,588	20,521	21,120	19,117	19,111	16,050	16,004	16,050	17,268
Average minutes per call	3.12	2.76	2.17	2.37	3.03	2.66	3.12	3.08	2.86	2.97	3.06	3.17	2.86
CapTel Traffic Patterns													TOTAL
Data Calls	3,923	4,276		4,431	5,058	6,308	5,316	4,818	5,228	4,114	3,882	3,833	55,760
Voice Calls	1,493	1,462	1,408	1,472	1,411	1,410	1,450	1,385	1,451	1,290	1,341	1,226	16,799
Total of Calls	5,416	5,738	5,981	5,903	6,469	7,718	6,766	6,203	6,679	5,404	5,223	5,059	72,559
Total Session Min													TOTAL
Local	15,315	14,082	11,729	12,714	15,858	17,762	17,029	15,931	15,272	12,581	12,933	13,016	174,221
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate	4,264	4,546	3,581	3,903	4,081	3,999	4,518	3,620	4,265	3,796	3,744	3,685	48,001
International	2	6	2	17	28	2	26	2	2	0	37	0	125
Toll Free	1,303	1,586	981	939	1,450	1,422	1,493	1,337	1,367	1,142	958	1,023	15,002
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	48	42	31	72	64	50	54	49	48	32	51	56	596
In 2 Line	668	583	509	737	637	501	622	647	935	628	480	390	7,338
General Assistance	188	238	154	174	237	335	285	213	236	211	177	200	2,648
Other	127	152	126	60	174	162	167	90	94	199	84	72.48	1,507
Total of Session Mins	21,914	21,235	17,114	18,616	22,529	24,233	24,194	21,889	22,217	18,589	18,464	18,443	249,438
Total of Conversation Mins	N/A	N/A	3,861	18,442	19,824	20,521	21,120	19,117	19,111	16,050	16,004	16,050	170,100
Number of Calls by Each Traffic Pattern													TOTAL
Local	3,545	3,758	3,069	4,108	4,518	5,535	4,718	4,417	4,602	3,584	3,607	3,499	48,960
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate	698	618	539	618	613	649	555	547	693	511	521	496	7,058
International	4	12	5	2	10	2	2	4	3	0	9	0	53
Toll Free	194	182	144	167	187	228	257	180	196	157	150	168	2,210
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	29	34	17	50	35	32	35	29	27	27	37	33	385
In 2 Line	390	390	276	400	387	333	352	335	414	371	335	283	4,266
General Assistance	529	679	436	513	652	844	757	624	671	580	512	541	7,338
Other	70	65	36	45	67	95	90	67	73	174	52	39	873
Total	5,459	5,738	4,522	5,903	6,469	7,718	6,766	6,203	6,679	5,404	5,223	5,059	71,143
Distribution of Minutes													TOTAL
Less Inter-state Session Min	4,264	4,546	3,581	3,903	4,081	3,999	4,518	3,620	4,265	3,796	3,744	3,685	48,001
Less International Session Min	2	6	2	17	28	2	26	2	2	0	37	0	125
Less Toll Free	665	809	501	479	740	725	761	682	697	583	489	522	7,651
Less 2 Line Session Min (11%)	74	64	56	81	70	55	68	71	103	69	53	43	807
Billable to MO	16,910	15,810	12,974	14,135	17,610	19,452	18,821	17,515	17,151	14,142	14,142	14,193	192,855
TRS Fund Billable Minutes	5,004	5,425	4,139	4,481	4,919	4,781	5,374	4,375	5,066	4,447	4,322	4,250	56,584

**Thank you,
Missouri!**