



Annual Report

July 2018 - June 2019

This annual report is provided by Sprint Accessibility.



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Relay Missouri Highlights

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. **On July 16, 2018, the FCC granted relay certification to Relay Missouri until July 2023.**

2019: Hired an in-state relay manager.

About Relay Missouri

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 Customer Relations Manager

Sprint Accessibility is pleased to present to the Missouri Public Service Commission administration this July 2018 to June 2019 annual report summarizing trends in telecommunications relay services and CapTel service, along with spotlighting outreach education to Missouri consumers.

During the previous reporting year, Sprint Accessibility developed and completed a 110-page Federal Communications Commission (FCC) recertification renewal boilerplate for the Missouri Public Service Commission administration to review. Sprint Accessibility is pleased that on July 16, 2018, the FCC granted certification to Relay Missouri to continue providing telecommunications relay services for the next five years, until 2023.

In May 2019, Sprint Accessibility hired an experienced, in-state Relay Missouri manager, Cady Macfee, for consumer visits, outreach education, and management of the account. During this reporting year, the previous Relay Missouri Customer Relations Manager, with the in-state Relay Missouri Outreach Specialist, continued educational efforts across the state. The team participated in **33 outreach activities** in **11 towns**, **reaching 20,330 Missourians**; read more on page 20. Selected Relay education and sponsorship efforts included:

- Two-day Human Resources Management Association of Northwest Missouri Conference in Osage Beach; 850 attended.
- Two-day Missouri Association of Area Agencies on Aging Summit in St. Charles; 650 attended.
- Third Annual Missouri Million Hearts Conference in St. Louis; 550 attended.
- Deaf Lead Camp in Steelville; 60 attended.

In providing timely relay services, Sprint Accessibility exceeded the TRS service level requirement of 85% with a year-end average of 95.5% and average speed of answer of 1.91 seconds.

Relay Missouri's conversation minutes this fiscal year showed the following:

- *TTY-based*: **83,454** conversation minutes
- *Speech-to-Speech*: **175** billable conversation minutes
- *CapTel*: **176,978** conversation minutes

Sprint Accessibility appreciates the Relay Missouri Outreach Specialist and state relay users for the opportunity to provide Relay Missouri and IP-based services, outreach education, and customer support.



Yours in Relay,

A handwritten signature in black ink that reads "Cady Macfee".

Cady Macfee
Customer Relations Manager

Testimonial

"...Agent was very kind in explaining the relay service to him and wanted to thank her for the good work and patience she had with him."

6550 Sprint Parkway
Overland Park, KS 66521
(913) 309-6618
cady.macfee@sprint.com

Relay Missouri Outreach and Deliverables

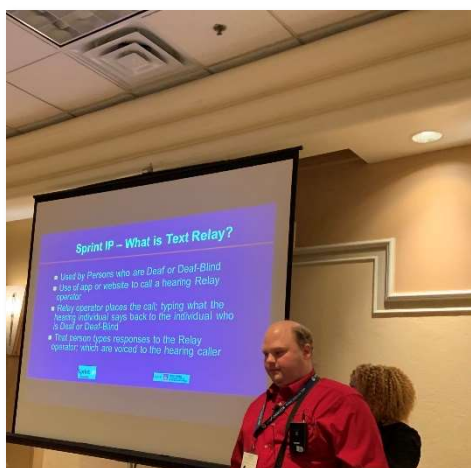
Outreach

During this reporting year, Relay Missouri outreach efforts included promoting relay service awareness through product and service demonstrations, presentations, exhibitions, trainings, event contributions, and information dissemination throughout the state, and via the www.relaymissouri.com website.

The Relay Missouri Outreach team consisting of the Relay MO Customer Relations Manager and the Relay MO Outreach Specialist (with focus on CapTel, TRS and STS), supported senior events, workshops, and statewide events. Selected outreach events include:

- Two-day Human Resources Management Association of Northwest Missouri Conference in Osage Beach; 850 attended.
- Two-day Missouri Association of Area Agencies on Aging Summit in St. Charles; 650 attended.
- Missouri Assisted Living Association Conference in Osage Beach; 600 attended.
- Missouri Hospital Association Convention in Osage Beach; 700 attended.
- Third Annual Missouri Million Hearts Conference in St. Louis; 550 attended.
- Deaf Lead Camp in Steelville; 60 attended.

See the full listing of outreach performed in Appendix A.



Towns visited (boldface indicates a new town visited this reporting year):

- | | |
|-----------------------|---------------------|
| • Branson | • St. Charles |
| • Creve Coeur | • St. Joseph |
| • Independence | • St. Louis |
| • Osage Beach | • St. Peters |
| • Sedalia | • Steelville |
| • Springfield | |

Statistics

- 11 Towns
- 33 Exhibits/Activities
- 20,330 Total Customers Educated

Website

The Relay Missouri website, at www.relaymissouri.com, is an online tool which provides information explaining how different types of traditional relay calls are handled. It also displays specialized flyers and for download, showcases videos of testimonials by actual CapTel service users, explains internet-based products and services, plus has additional resources.



During the first half of 2019, there were 21,062 views of the web pages. Information was not available on or prior to December 2018 because the website was transferred from the previous server to the current server on January 2019.

See Table 1 at right.

Table 1

July 2018	N/A
August	N/A
September	N/A
October	N/A
November	N/A
December	N/A
January 2019	1,447
February	3,335
March	3,738
April	4,191
May	4,553
June	3,798

Social Media Platforms

In April 2019, a Social Media Coordinator was made part of the Relay Missouri team. Every couple of days or so, a post is made on the Relay Missouri Facebook page. Each month, the Customer Relations Manager and Coordinator receive an “Engagement Report” which provides statistics of each post and a summary of specific sections. One example page (of five) for June 2019, is provided below:

Missouri Relay

June 2019 Engagement Report

Basic Stats

Current Number of Followers: 170

Followers Gained Since May: 3

Current Number of Likes: 162

Likes Gained: 3

Posts Published: 12

Published Posts

The focus in June was to work on finding the right content to engage with our audience. Our engagement rates have improved, so we are on the right track. In **May** posts reached an average of 15 people with an average engagement rate of 4.06%. In **June** posts reached an average of 27 people with an average engagement rate of 6.75%. Both of these numbers have improved in just one month. 6% is our goal for engagement rates and we have already met it. The next step will be maintaining the 6% engagement rate and improving the overall reach of the page.

06/30/2019 3:47 PM		How cool is this on a scale of 1 to 10? (1 being pretty cool and 10 being OMG take my money now!) LEGO			14		0%	
06/28/2019 2:29 PM		Cotton swabs are actually a dangerous choice! These are some great tips from #CapTel about how			16		13%	
06/26/2019 5:41 PM		This is such an incredible program!			9		11%	
06/16/2019 1:27 PM		Happy Father's Day to all of the amazing dads out there! - D [Daddy who is Deaf signing to Baby Arrow			16		0%	
06/14/2019 12:28 PM		How do you pronounce Missouri? - Image Description: [White text on a dark blue background			15		27%	
06/13/2019 11:51 AM		We're looking for an Outreach Specialist to increase awareness of Missouri Relay! For all of the details,			9		11%	
06/12/2019 12:25 PM		When were Relay services 1st invented? To answer that, we need to look a few generations back. The			78		3%	
06/10/2019 7:20 PM		With our Voice Carry-Over (VCO) service you can select to have your conversation private. This is			10		0%	
06/08/2019 2:02 PM		Did you know that any noises 85 decibels or louder can harm your hearing and that certain household appliances			10		10%	
06/06/2019 6:17 PM		Relay Missouri offers Spanish to Spanish Relay as well as Spanish to English Relay! TTY users can			8		0%	
06/04/2019 5:15 PM		In case of emergency, TTY users should call the TTY-equipped center or emergency services center			10		0%	
06/02/2019 5:27 PM		A pillow that helps relieve Tinnitus symptoms? My Butterfly Pillow has designed a pillow with Bluetooth			126		6%	

Literature

Literature about Relay Missouri services is available to interested persons at events, by request, and online. Current literature consists of the Relay Missouri TRS brochure and the Relay Conference Captioning brochure.

Promotional Items

To draw people's attention at outreach events, promotional items were distributed to share information about Relay Missouri services. The items, imprinted with "Relay Missouri," included: chap sticks, notepads, and styluses.



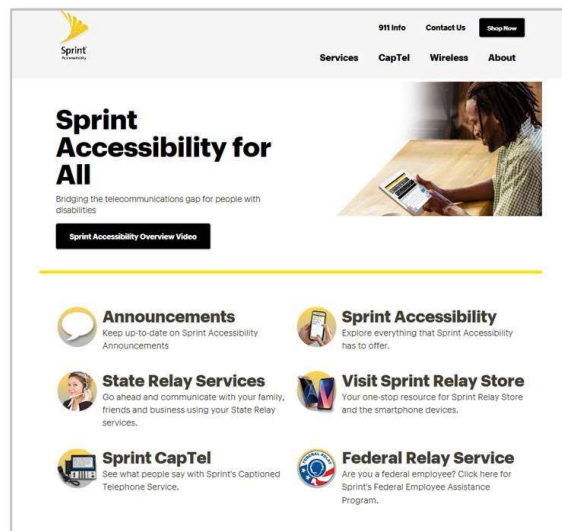
In addition, retractable tabletop display banners for the relay services of TRS, CapTel, and Relay Conference Captioning continue to be used at tradeshow.

Sprint Accessibility: News and Enhancements

Sprint Accessibility offers 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 a cognitive, speech or mobility disability. This past year, Sprint has continued to make improvements to better serve customers and end users.

TRS and CapTel Call Centers

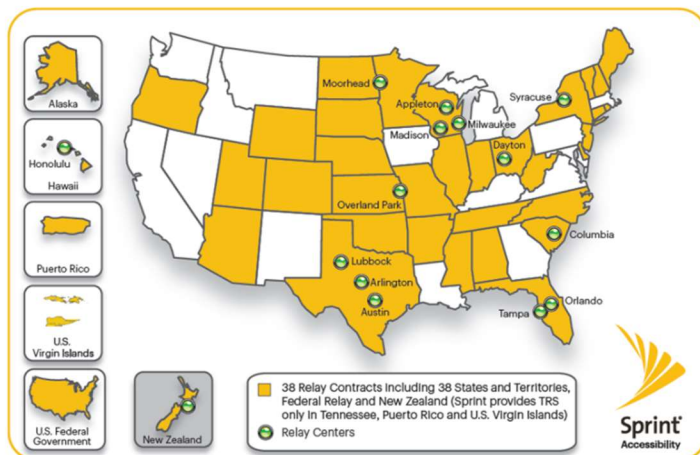
Sprint and its vendors utilize 14 relay centers geographically dispersed throughout the U.S. to handle TRS and CapTel traffic. Sprint maintains the platform technology, training, and workforce management for all TRS call centers. Sprint's CapTel subcontractor and technology provider, Captioned Telephone Inc. (CTI), maintains service for all wireline CapTel call centers. In 2018, Sprint opened another



CapTel call center in Columbia, South Carolina to build on our staffing and network diversity for customers. Sprint's diverse call-routing options guarantee greater redundancy.

All CapTel call centers use identical technology and follow the same training and procedures, so regardless where the call is handled, CapTel users will receive the same high-quality service.

The map at the left indicates the locations of Sprint's call centers.



Disability Equality Index Award

In July 2018, the Disability Equality Index (DEI) awarded Sprint the top score for the fourth consecutive year. This annual rating recognizes Sprint as one of the "Best Places to Work for Disability Inclusion." Sprint received the top score of 100 because of the company's commitment to include people with disabilities in the workplace, the customer base and the supply chain.

DIVERSEability Magazine

Each year, *DIVERSEability Magazine* (DAM) publishes the highly anticipated and prestigious “Best of the Best” lists. In August, DAM announced that Sprint Accessibility was one of the 2018 Top Disability-Friendly Companies. This was determined by the Disability Equality Index (DEI) rating, annual reports, and their own survey and research.



National Tradeshows

Sprint Accessibility continues to have a highly visible presence at local, state, and national tradeshows and conferences. Attending events is a great opportunity for participants to learn which mode(s) of communication best fit their needs as well as 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.



Sprint CapTel Website

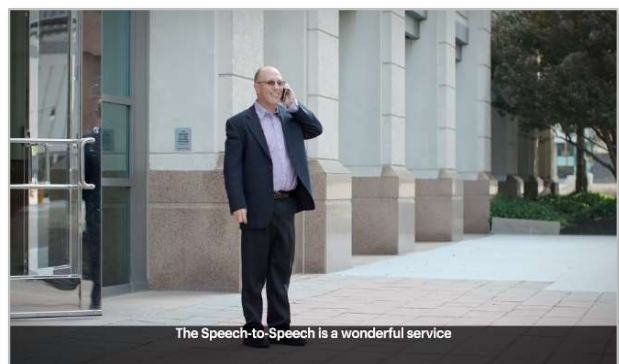
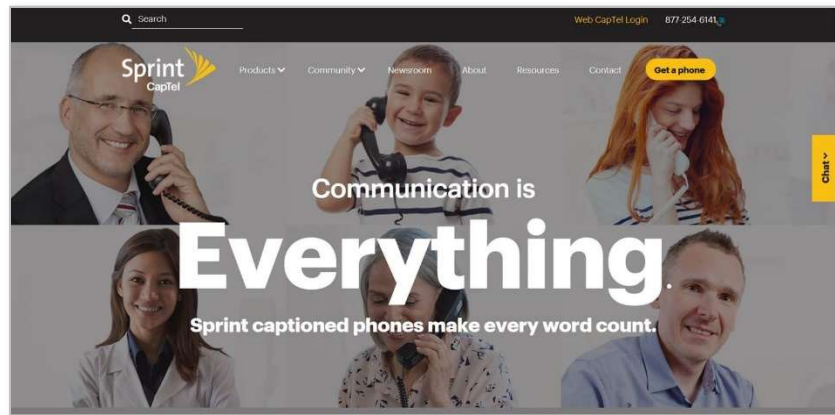
In December, the Sprint CapTel website was redesigned for a more streamlined consumer experience.

Silver Telly Award for Speech-to-Speech

In May, the 40th Annual Telly Award winners were announced, and Sprint was honored for video and television production.

The Telly Awards received over 12,000 entries from all 50 states and 5 continents. Entrants were evaluated by the Judging Council—an industry body of over 200 leading experts including advertising agencies, production companies, and major television networks that are reflective of the multi-screen industry.

There were two levels of these prestigious awards: Silver and Bronze. In the category of “Non-Broadcast: Information,” a video produced for Sprint Accessibility was awarded a Silver Telly. The video entitled “Andy’s Story” tells the first-person story of a man who stutters. In the video, Andy explains how Sprint’s Speech-to-Speech service provides an important communication solution for him. The video was produced by Crystal Pix and Buell Advertising.



STARS Conference

Sprint Accessibility sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an opportunity for Sprint Accessibility and its state relay customers to discuss current FCC rules, upcoming industry trends, relay products and services, and marketing plans. Each STARS conference includes time for state relay administrators to discuss ideas and provide feedback to Sprint Accessibility regarding service quality and suggestions for enhancements. This year’s STARS conference was held in Fort Lauderdale, FL.

Relay Enhancements

Sprint continually enhances relay products and services in order to provide an exceptional experience for 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 and training (see Table 2 below):

	Enhancements	Ongoing Training	Diversity Matters	Reporting
July 2018	<ul style="list-style-type: none"> Enabled IP text pacing for Sprint IP users. When requested, the agent can adjust the transmission speed in 5 WPM increments to anywhere between 10 and 1800 WPM. Expanded list of standard abbreviations for agents and updated online help panel. 	<ul style="list-style-type: none"> Provided agent refresher training on call setup procedures including following specific instructions for individual callers. Provided agent refresher on call-transfer procedures. 	<ul style="list-style-type: none"> Provided disability awareness training. 	
August 2018	<ul style="list-style-type: none"> Updated Sprint IP Relay website with: <ul style="list-style-type: none"> One-number access for the web and mobile application Automatic registration, verification, and 10-digit number assignment Improved accessibility for DeafBlind and low-vision consumers Updated Customer Profile 	<ul style="list-style-type: none"> Provided agent refresher training on progress of call/keeping the customer informed, verbatim typing/ message relay, voice caller-pacing technique, and Voice-to-TTY answering machine procedures. Reviewed email call setup for Speech-to-Speech with agents. 	<ul style="list-style-type: none"> Educated agents about Children's Eye Health and Safety Month. 	
September 2018	<ul style="list-style-type: none"> Incorporated Misdialed Transfer performance expectations into twice-monthly quality audit. Updated CapTel equipment software to ensure availability of maximum volume on all CapTel devices regardless of caption status. Updated Relay Conference Captioning ordering pages and websites for state relay services that provide RCC. 	<ul style="list-style-type: none"> Provided agent refresher training on greeting/ announcement, gender identification and relay mode, and operator mode call-closing procedures. 	<ul style="list-style-type: none"> Educated agents about Usher Syndrome Awareness Month. 	
October 2018	<ul style="list-style-type: none"> Incorporated Misdialed Transfer performance 	<ul style="list-style-type: none"> Provided agent refresher training on 	<ul style="list-style-type: none"> Educated agents on 	

	<p>expectations into twice-monthly quality audit.</p> <ul style="list-style-type: none"> • Updated CapTel equipment software to ensure availability of maximum volume on all CapTel devices regardless of caption status. • Updated Relay Conference Captioning ordering pages and websites for state relay services that provide RCC. 	<p>typing and reading the complete message and caller-pacing techniques verbatim, along with Speech-to-Speech topics such as number-dialing verification, note-taking, physically challenged customers, stuttering, and appropriately utilizing the STS caller's name.</p>	<p>disability diversity.</p>	
November 2018	<ul style="list-style-type: none"> • Updated Sprint IP Relay Mobile. • Resolved technical issues with maximum font size on screen. • Fixed error messages received when sending to invalid email addresses. • Repaired scrolling option on conversation screen. • Updated accessibility features to ensure compatibility with smartphones using Sprint IP app. • Created alerts to notify users of latest app version. • Added ability to add landscape view. • Released Sprint IP Relay feature allowing users to select "Use Braille Display" within Customer Profile and call-handling options. 	<ul style="list-style-type: none"> • Provided agent refresher training on prompt out dialing technique, maintaining responsiveness and focus, and responding to requests for disabling caller's Turbo Code mode. 	<ul style="list-style-type: none"> • Educated agents on Alzheimer's Disease. 	
December 2018	<ul style="list-style-type: none"> • Updated contact information for Customer Relationship Managers in help panel. • Removed less active color schemes for agents and those that interfered with low vision/ colorblind agents. • Received FCC waiver allowing CapTel users to retain "Save Volume" setting. 		<ul style="list-style-type: none"> • Educated agents on 2018 International Day of Persons with Disabilities. 	

	<ul style="list-style-type: none"> • Modified Federal Relay Service processing steps to improve agency selection efficiency. • Vetted CSG2 for agents processing Federal Relay product calls. • Updated Misdialed Transfer procedures. 			
January 2019		<ul style="list-style-type: none"> • Provided agent refresher training on conversational flow and voice tone inflection. 	<ul style="list-style-type: none"> • Educated agents about hearing loss. 	<ul style="list-style-type: none"> • Developed a Braille display resource document to support Sprint IP Relay Braille users and posted it online, at www.sprintrelay.com.
February 2019		<ul style="list-style-type: none"> • Provided refresher training on greeting and announcement topics, including determining familiarity of service and service explanations appropriate to the call type. 	<ul style="list-style-type: none"> • Educated agents about Edward Verne Roberts (January 23, 1939 – March 14, 1995), an American activist. 	<ul style="list-style-type: none"> • Implemented corporate-wide changes to Hearing Aid Compatibility reporting.
March 2019		<ul style="list-style-type: none"> • Provided refresher training on greeting/announcement, focusing on compliance with appropriate State-specific announcements and greetings, use of the correct identifier, professionalism and courtesy. 	<ul style="list-style-type: none"> • Educated agents on Cerebral Palsy Awareness. 	<ul style="list-style-type: none"> • Worked on network Real-Time Text.
April 2019		<ul style="list-style-type: none"> • Provided refresher training on processes to keep the customer informed using system macros, answering machine procedures including the record feature to ensure verbatim. 	<ul style="list-style-type: none"> • Educated agents about the International Noise Awareness Day, and the Center for Hearing and Communication (CHC). 	

May 2019	<ul style="list-style-type: none"> • Sprint IP: Updates were completed to the behavior criteria utilized in identifying suspected inappropriate use of Sprint IP prior to intervening to initiating the advisory statement. Method and procedures or the call centers were updated. 	<ul style="list-style-type: none"> • Provided refresher training which covered key combinations that are required to ensure the customer is connected in their requested call type mode. 	<ul style="list-style-type: none"> • Educated agents on Diversity, Equality, Inclusion. 	<ul style="list-style-type: none"> • Developed the web for the VA-STS Landing Page video-conferencing conversion.
June 2019	<ul style="list-style-type: none"> • Provided training to STS agents and Call Centers on video-conferencing migration for Video-Assisted Speech to Speech (VA-STS). 	<ul style="list-style-type: none"> • Provided refresher training on inbound call-detection procedures. • Provided refresher training on call flow, relay mode and operator mode call closure. • Provided refresher training on adding notes to a customer's profile. • Reviewed with the agents on several STS topics. 		

Table 2

Relay Missouri Statistics - TRS

The following information indicates the trends in the annual total number of conversation 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 B for a complete statistics report.

July 2018	7,091
August	8,098
September	8,240
October	8,011
November	7,015
December	5,570
January 2019	7,900
February	6,074
March	6,781
April	7,282
May	5,755
June	5,637

Table 3

Speech-to-Speech Billable Minutes

This reporting year contained 175 billable Speech-to-Speech (STS) conversation minutes. See Table 4 (below).

July 2018	5
August	5
September	13
October	26
November	6
December	13
January 2019	47
February	10
March	4
April	10
May	17
June	19

Conversation Minutes

Table 3 (left) indicates the total monthly conversation minutes processed through Relay Missouri. The total of 83,454 TRS conversation 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.

July 2018	12,102
August	12,809
September	11,251
October	12,758
November	10,714
December	10,687
January 2019	13,251
February	11,802
March	12,804
April	12,564
May	12,428
June	10,860

Table 5

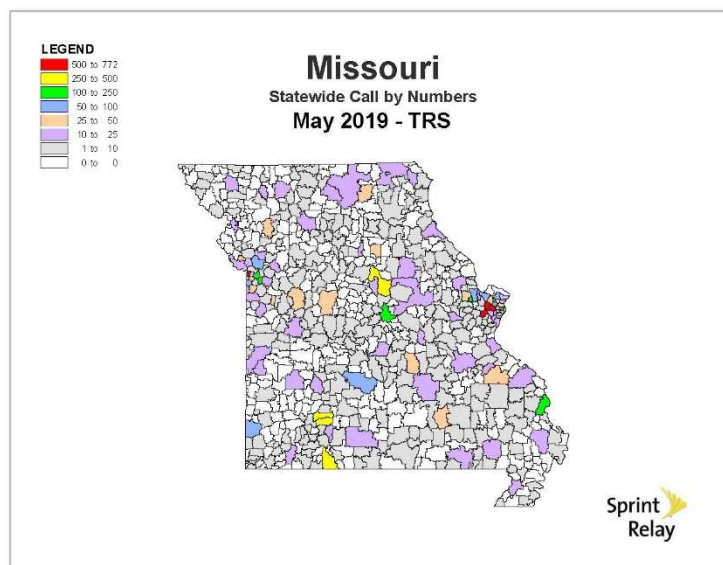
Relayed Call Volume

Table 5 (upper right) 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 144,030 relayed calls.

Table 4

Calling Trends

In May, specific information detailing where Relay Missouri TRS calls originated is presented in graphic form. The May 2019 map (below) shows where the highest concentrations are (in red) to lowest (in periwinkle).



Call Origination

On average, TTY users originated the highest-used call type at 68% of Relay Missouri's calls; see Table 6 below:

TTY	67.80%
Turbocode	.58%
ASCII	.01%
Voice	19.55%
Voice Carry-Over	11.00%
Hearing Carry-Over	.98%
Deafblind Baudot	.05%

Table 6

	ASA	SVL
July 2018	0.8	98%
August	1.2	98%
September	1.8	95%
October	1.5	97%
November	3.2	93%
December	1.6	96%
January 2019	2.5	94%
February	1.8	96%
March	1.9	95%
April	2.3	94%
May	2.1	95%
June	2.2	95%

Table 7

Average Speed of Answer and Service Level

Table 7 (left) 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 **1.91 seconds**, and the Service Level (SVL) was that **95.5% of calls** were answered within 10 seconds.

FCC Annual Consumer Contact Log

The Customer Relations 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 2018 to May 2019 for TRS, there were **1 commendation, 1 complaint, and 3,015 inquiries**.

Relay Missouri Statistics - CapTel

The following information indicates the trends of the 12-month total number of conversation 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 B for a complete statistics report.

July 2018	15,797
August	15,615
September	13,990
October	15,456
November	13,761
December	15,216
January 2019	15,918
February	15,423
March	15,144
April	13,796
May	13,307
June	13,555

Table 8

Conversation Minutes

A breakdown of monthly conversation minutes is shown in Table 8 (left). This reporting year's Relay Missouri conversation minutes totaled 176,978.

Call Volume

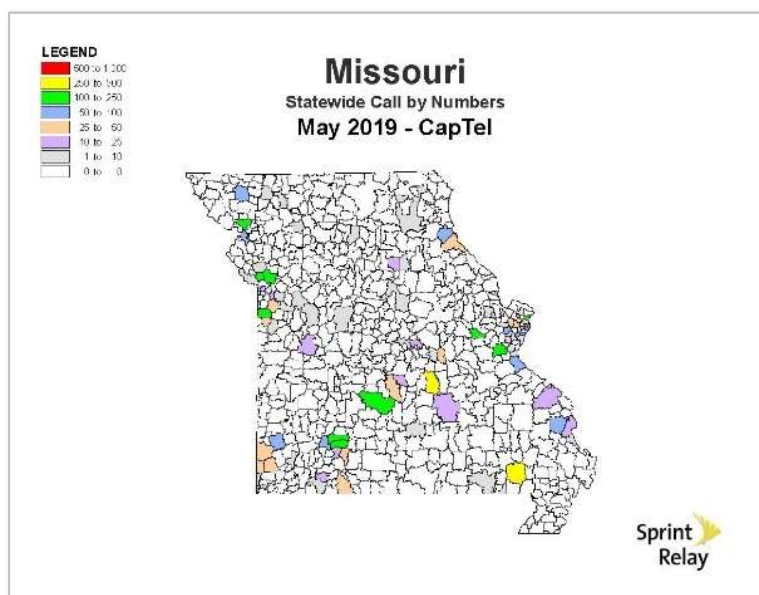
A total of 52,243 Relay Missouri CapTel calls were generated this reporting year. A breakdown of monthly call volume is displayed in Table 9 (right).

July 2018	4,947
August	4,715
September	4,100
October	4,536
November	4,136
December	4,344
January 2019	4,575
February	4,491
March	4,371
April	3,911
May	4,167
June	3,950

Table 9

Calling Trends

In May, specific information detailing where Relay Missouri CapTel calls originated is presented in graphic form. The May 2019 map on the right shows where the highest concentrations are (in red) to lowest (in periwinkle).

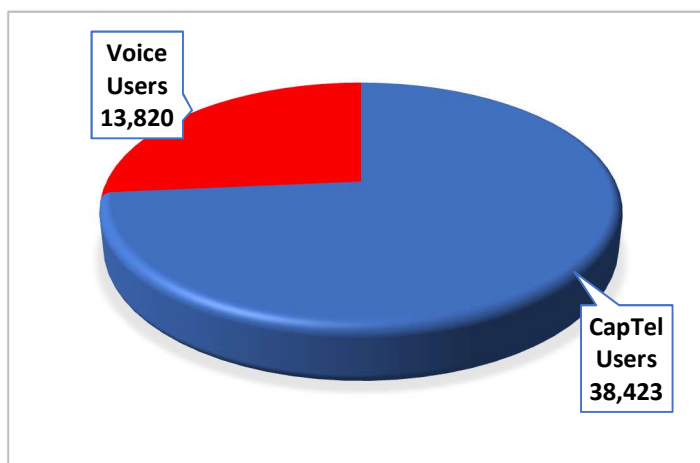


Call Origination

The pie chart on the right indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

CapTel users: 38,423

Voice users: 13,820



FCC Annual Consumer Contact Log

The Customer Relations 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 2018 to May 2019 for CapTel, there were **0 commendations, 0 complaints, and 16 inquiries**.

Relay Missouri Statistics - RCC

The following information indicates the trends of the 12-month total number of conversation minutes and call volume. The numbers reflect the Relay Conference Captioning (RCC) services that are currently provided by Relay Missouri.

RCC Billable Conversation Minutes

A total of 465 RCC billable conversation minutes were generated during this reporting year. A breakdown of monthly minutes is in Table 10 (below left).

July 2018	0
August	0
September	0
October	0
November	0
December	0
January 2019	0
February	120
March	0
April	0
May	225
June	120

Call Volume
A total of 6 RCC calls were generated this reporting year. A breakdown of monthly call volume is displayed in Table 11.

July 2018	0
August	0
September	0
October	0
November	0
December	0
January 2019	0
February	1
March	0
April	0
May	3
June	2

Table 10

Table 11

Thank you

Thank you, Missouri, for granting Sprint Accessibility the means to provide Relay Missouri telephone-access services to relay users who are deaf, hard-of-hearing, deafblind, or have a speech disability.

Appendices

Appendix A – Relay Missouri Outreach Report July 2018 to June 2019

NAME OF EVENT	TOWN	DATE	ATTENDEES	TARGET	OUTREACH
JULY					
No Outreach Reported					
AUGUST					
Human Resources Management Association of Northwest Missouri	Osage Beach	08/08/2018	850	H/HH	Booth
Human Resources Management Association of Northwest Missouri	Osage Beach	08/09/2018	850	H/HH	Booth
Missouri State Fair	Sedalia	08/15/2018	8000	D/HH/H	Booth
Springfield Enhanced Hearing Aid Service	Springfield	08/16/2018	1	H	General
Connect Hearing	Springfield	08/16/2018	1	H	General
Maples Rehabilitation and Home	Springfield	08/16/2018	2	H	General
Affordable Hearing Aid Services	Osage Beach	08/17/2018	1	H	General
Deaf Awareness Day at Silver Dollar City	Branson	08/18/2018	9000	D/HH/H	Booth
		TOTAL	10,605		
SEPTEMBER					
Missouri Association of Area Agencies on Aging	St. Charles	09/10/2018	650	H/HH	Booth
Missouri Association of Area Agencies on Aging	St. Charles	09/11/2018	650	H/HH	Booth
Belsono Hearing Services	Creve Coeur	09/20/2018	2	H/HH	General
Shop and Save Store (in person)	St. Peters	09/21/2018	2	HH	General
Multi-Families Garage Sale	St. Peters	09/22/2018	3	H/HH	General
		TOTAL	1,307		
OCTOBER					
Missouri Assisted Living Association	Osage Beach	10/08/2018	600	H/HH	Booth
Sheriff's Chief Deputy Association	Osage Beach	10/09/2018	450	H/HH	Booth
Sheriff's Chief Deputy Association	Osage Beach	10/10/2018	450	H/HH	General
Missouri Interpreter/Deaf Empowerment Conference	Osage Beach	10/19/2018	500	D/HH/H	General
Missouri Interpreter/Deaf Empowerment Conference	Osage Beach	10/20/2018	500	D/HH/H	General
St. Louis Business Expo	St. Charles	10/24/2018	625	H/HH	General
		TOTAL	3,125		
NOVEMBER					
Missouri Hospital Association	Osage Beach	11/08/2018	700	H/HH	Booth
Missouri Hospital Association	Osage Beach	11/09/2018	700	H/HH	Booth
		TOTAL	1,400		

DECEMBER					
No Outreach Reported					
JANUARY					
3rd Annual Missouri Million Hearts	St. Louis	01/01/2019	550	H/HH	Booth
		TOTAL	550		
FEBRUARY					
Individual	St. Louis	02/07/2019	1	HH	General
Individual	St. Charles	02/12/2019	1	HH	General
Individual	St. Louis	02/18/2019	1	D	General
		TOTAL	3		
MARCH					
Missouri Hearing Society	Springfield	03/08/2019	500	H/HH	Booth
Missouri Sheriff Association	Osage Beach	03/11/2019	800	H/HH	Booth
		TOTAL	1,300		
APRIL					
Missouri Alliance of Home Care	Osage Beach	04/09/2019	800	H/HH	Booth
Missouri Alliance of Home Care	Osage Beach	04/10/19	800	H/HH	Booth
		TOTAL	1,600		
MAY					
Deaf Professional Advocacy	St. Louis	04/03/2018	10	D/HH/H	Presentation
Midland Empire Resources for Independent Living	St. Joseph	04/08/2018	20	H/HH	Presentation
		TOTAL	30		
JUNE					
Seeking Opportunities for an Advocacy Revolution	Independence	06/01/2019	300	D/HH/H	Booth
Deaf Lead Camp	Steelville	06/09/2019	60	D/HH/H	Presentation
Mike Bush's Camp	St. Peters	06/28/2019	50	D/HH	Booth
		TOTAL	410		
		GRAND TOTAL	20,330		

Appendix B – Relay Missouri Traffic Report July 2018 to June 2019

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
MINUTES OF SERVICE													TOTAL
Total Session Min.	16,314	17,058	16,685	16,818	13,205	11,758	15,959	14,162	15,780	16,192	14,699	14,151	182,779
Total Conv. Min.	7,091	8,098	8,240	8,011	7,015	5,570	7,900	6,074	6,781	7,282	5,755	5,637	83,454
Less Interstate	(1,605)	(822)	(766)	(663)	(515)	(787)	(574)	(358)	(939)	(1,415)	(509)	(1,105)	(10,058)
Less International	(2)	0	(18)	0	0	0	0	0	0	0	0	(2)	(21)
Less 800 Toll-Free	(660)	(1,357)	(1,414)	(1,414)	(1,136)	(634)	(1,640)	(1,184)	(903)	(1,002)	(953)	(675)	(12,972)
Less Directory Assistance Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	4,824	5,919	6,042	5,933	5,365	4,150	5,685	4,532	4,940	4,866	4,293	3,855	60,403
Billable Minutes (STS)	5	5	13	26	6	13	47	10	4	10	17	19	175
Total TRS/STS Billable Minutes	4,829	5,924	6,055	5,959	5,371	4,163	5,733	4,541	4,944	4,876	4,309	3,874	60,577
AVERAGE LENGTH OF CALLS													AVG.
Session Minutes	1.42	1.40	1.58	1.39	1.31	1.18	1.28	1.27	1.32	1.37	1.23	1.34	1.34
Conversation Minutes	0.62	0.66	0.78	0.66	0.70	0.56	0.63	0.55	0.57	0.62	0.48	0.53	0.61
Avg. Length of Completed Calls	11.11	11.67	10.81	11.45	9.47	7.79	10.15	10.86	9.94	10.34	13.03	15.14	10.98
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	802	851	928	827	810	771	735	584	787	710	680	606	9,091
Intrastate (Intralata)	61	24	28	9	4	2	72	108	18	7	8	6	347
Intrastate (Interlata)	53	102	46	127	150	161	197	70	140	211	107	69	1,433
Interstate Calls	425	242	333	283	237	444	348	371	464	471	178	118	3,914
Toll Free	126	242	205	219	194	134	220	173	177	169	155	133	2,147
Directory Assistance	2	0	1	0	1	0	0	0	0	0	0	0	4
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	1	0	1	0	0	0	0	0	0	0	0	2	4

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
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	1,470	1,461	1,542	1,465	1,396	1,512	1,572	1,306	1,586	1,568	1,128	934	16,940
Busy Ring No answer	326	393	386	404	397	386	387	356	599	453	359	250	4,696
TOTAL OUTBOUND	1,796	1,854	1,928	1,869	1,793	1,898	1,959	1,662	2,185	2,021	1,487	1,184	21,636
General Assistance	10,306	10,955	9,323	10,889	8,921	8,789	11,292	10,140	10,619	10,543	10,941	9,676	122,394
TOTAL Relayed Calls	12,102	12,809	11,251	12,758	10,714	10,687	13,251	11,802	12,804	12,564	12,428	10,860	144,030
NUMBER OF CALLS TO RELAY													TOTAL
Offered	11,670	12,323	10,765	12,324	10,298	10,114	12,748	11,349	12,192	12,115	12,172	10,827	138,897
Answered	11,579	12,183	10,564	12,125	10,062	9,969	12,441	11,106	11,951	11,688	11,819	10,487	135,974
In Queue	11,670	12,323	10,765	12,324	10,298	10,114	12,748	11,349	12,192	12,115	12,172	10,827	138,897
Abandoned in Queue	91	140	201	199	236	145	307	243	241	427	353	340	2,923
AVERAGE NUMBER OF CALLS - STS not included													AVG.
Weekend	203	207	198	202	152	162	212	203	223	198	177	182	193
Weekday	467	485	464	485	432	432	503	509	504	499	479	452	476
TOTAL CALL VOLUME													TOTAL
TTY- Baudot	1,269	1,243	1,243	1,270	1,292	1,371	1,484	1,196	1,336	1,446	912	684	14,746
Turbo Code	5	11	12	8	22	17	15	22	8	1	2	3	126
ASCII	0	0	0	1	1	0	0	0	0	0	0	0	2
Voice	280	340	308	312	270	290	281	327	650	414	397	317	4,186
VCO	227	246	332	257	183	196	167	111	191	144	155	155	2,364
HCO	15	14	33	21	14	24	12	6	0	16	21	25	201
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	0	0	11	0	0	0	0	0	0	0	11
TOTAL	1,796	1,854	1,928	1,869	1,793	1,898	1,959	1,662	2,185	2,021	1,487	1,184	21,636
Speech to Speech Calls Completed	2	5	4	14	1	3	12	1	7	2	5	3	59
Total Spanish Calls	0	0	0	0	0	0	1	0	0	1	0	0	2
% OF CALLS													AVG.
TTY	70.66%	67.04%	64.47%	67.95%	72.06%	72.23%	75.75%	71.96%	61.14%	71.55%	61.33%	57.77%	67.83%
Turbo Code	0.28%	0.59%	0.62%	0.43%	1.23%	0.90%	0.77%	1.32%	0.37%	0.05%	0.13%	0.25%	0.58%
ASCII	0.00%	0.00%	0.00%	0.05%	0.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
Voice	15.59%	18.34%	15.98%	16.69%	15.06%	15.28%	14.34%	19.68%	29.75%	20.48%	26.70%	26.77%	19.55%
VCO	12.64%	13.27%	17.22%	13.75%	10.21%	10.33%	8.52%	6.68%	8.74%	7.13%	10.42%	13.09%	11.00%



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
HCO	0.84%	0.76%	1.71%	1.12%	0.78%	1.26%	0.61%	0.36%	0.00%	0.79%	1.41%	2.11%	0.98%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deaf/Blind Baudot	0.00%	0.00%	0.00%	0.00%	0.61%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.05%
AVERAGE SPEED OF ANSWER													AVG.
Service Level	98%	98%	95%	97%	93%	96%	94%	96%	95%	94%	95%	95%	95.5%
ASA	0.8	1.2	1.8	1.5	3.2	1.6	2.5	1.8	1.9	2.3	2.1	2.2	1.91
CUSTOMER CONTACTS (TRS)													TOTAL
Complaints	0	0	0	0	0	0	0	0	0	1	0	0	1
Commenda- tions	0	0	0	0	0	0	0	0	1	0	0	0	1
TOTAL	0	0	0	0	0	0	0	0	1	1	0	0	2