



# *Annual Report*

*July 2019 - June 2020*



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 tradeshows, 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.

**2020:** Received zero complaints for TRS services during the Federal Communications Commission's reporting year even during the COVID-19 pandemic. Established a Relay Missouri Instagram account.

### **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, workshops, Facebook page and Instagram account.

[www.relaymissouri.com](http://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 2019 to June 2020 annual report summarizing trends in telecommunications relay services (TRS) and Captioned Telephone Service (CTS), along with spotlighting outreach education to Missouri consumers.

During this reporting year, the Relay Missouri Customer Relations Manager, with one Relay Missouri Outreach Specialist, continued educational efforts across the state. Despite the COVID-19 pandemic requiring nearly all events to be canceled from end of March to June, the team participated an impressive **22 outreach activities in 10 towns, reaching 12,152 Missourians**; read more on Page 4. Relay education and sponsorship efforts included:

- Senior Day at the Missouri State Fair in Sedalia; 50 attended.
- Deaf Awareness Day at Silver Dollar City in Branson; 277 attended.
- Pizza Square-Off Festival in St. Louis; 10,000 attended.
- Vesper Hall Health Fair in Blue Springs; 250 attended.
- Missouri Legislative Day in Jefferson City; 15 attended.

In addition, Relay Missouri established a new Instagram account to keep its relay consumers informed on the various relay services, pertinent current news, and more.

Despite the COVID-19 pandemic providing challenges in meeting TRS service level requirements of 85%, Sprint Accessibility exceeded this requirement with a year-end

average of **93.3% and average speed of answer of 4.68 seconds**.

Relay Missouri conversation minutes this fiscal year showed the following trends:

**TTY-based:** A decrease of 10.63%, or 8,867 minutes

**Speech-to-Speech:** An increase of 28.33%, or 100 minutes

**CTS:** Slight decrease of 4.23%, or 7,492 minutes

Sprint Accessibility appreciates the Missouri Public Service Commission, 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,



*Cady Macfee*

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# 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](http://www.relaymissouri.com) website.

The Relay Missouri Outreach team, consisting of the Relay Missouri Customer Relations Manager, and the Relay Missouri Outreach Specialist (one from August 2019 to November 2019, and one from end of March 2020 to present), supported awareness days, food festivals, colleges, and professional events. Selected outreach events include:

- Senior Day at the Missouri State Fair in Sedalia; 50 attended.
- Deaf Awareness Day at Silver Dollar City in Branson; 277 attended.
- Pizza Square-Off Festival in St. Louis; 10,000 attended.
- Deaf Cultural Festival in Kansas City; 500 attended.
- Grilled Cheese Square-Off Festival in St. Louis; 1,000 attended.
- Vesper Hall Health Fair in Blue Springs; 250 attended.
- Missouri Legislative Day in Jefferson City; 15 attended.

See the full listing of outreach performed in Appendix A.



Figure 1: Pizza Square-Off Festival in St. Louis



Figure 2: Relay Missouri Sponsorship Recognition



Figure 3: Grilled Cheese Square-Off Festival in St. Louis

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

- **Blue Springs**
- Branson
- **Columbia**
- **Fulton**
- **Jefferson City**
- **Kansas City**
- Osage Beach
- Springfield
- St. Louis
- Sedalia

**Statistics:**

- **10 Towns**
- **22 Exhibits/Activities**
- **12,152 Total Customers Educated**

*Due to the COVID-19 pandemic, it was ordered that all outreach be halted for the safety of the employees and customers until further notice.*

**Website**

**Relay Missouri - TRS**

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

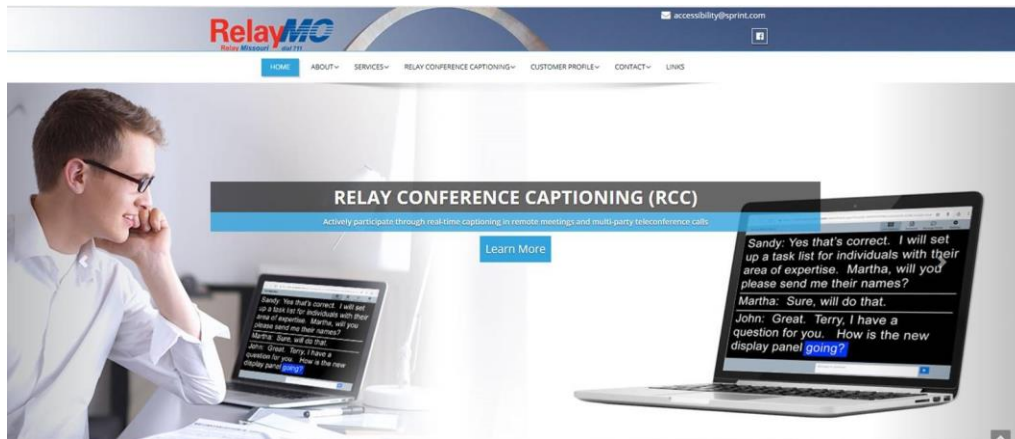


Figure 4: Relay Missouri Website – Relay Conference Captioning

## Online Presence

Relay Missouri is pleased to have established a new Instagram account in December 2019 (<https://www.instagram.com/relaymissouri/>) to provide immediate information access for the TRS, Speech-to-Speech, and CapTel services. The Social Media Coordinator that was made part of the Relay Missouri team in April 2019 assists the Relay Missouri Customer Relations Manager in managing this Instagram account in addition to the Facebook page (see below paragraph). See Figures 5 and 6 for selected screenshots.

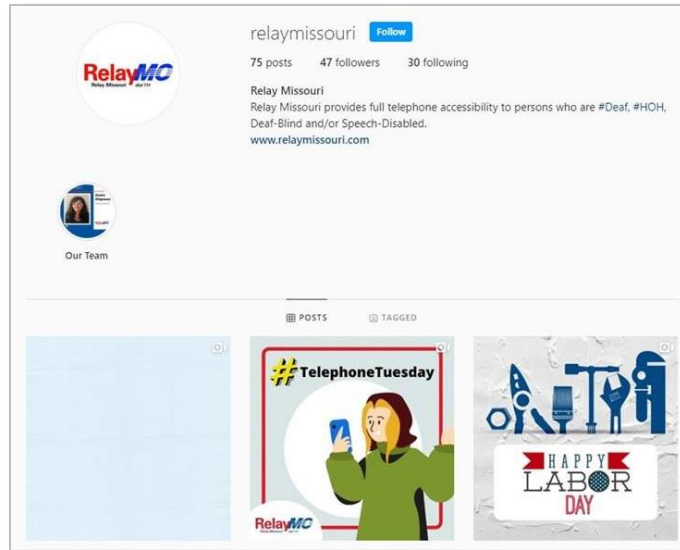


Figure 5: Relay Missouri Instagram Account Screenshot #1

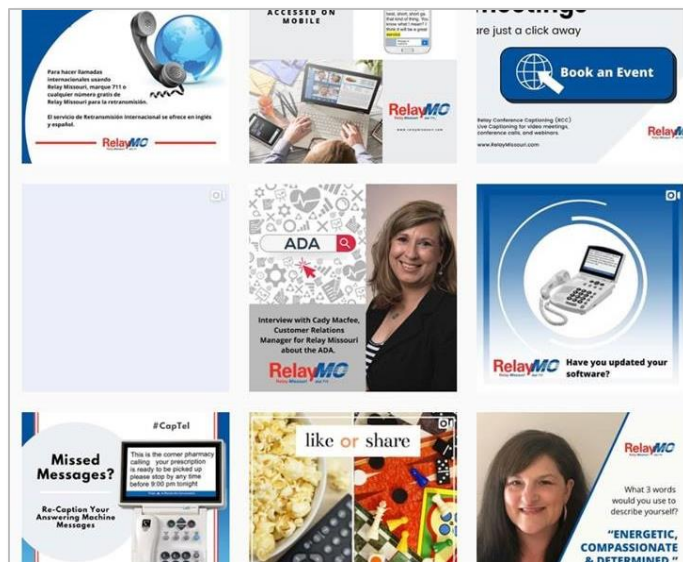


Figure 6: Relay Missouri Instagram Account Screenshot #2



## Metrics

To gauge the changing responses to the first Instagram post from December 2019 to June 2020, a metric calculation was tabulated. The first row reflects Year 2019 and the second row, Year 2020 (see Figure 7 below):



Figure 7: Relay Missouri Instagram Metrics

## Facebook

As mentioned in the previous year's annual report, a Relay Missouri Facebook page ([www.facebook.com/relaymissouri](http://www.facebook.com/relaymissouri)) was created to provide immediate information access on the TRS, Speech-to-Speech and CapTel services.

Every couple of days or so, a post is made on the Relay Missouri Facebook page. Posts include relay tips, trending news relating to persons who are deaf or hard of hearing, quotes by well-known persons, recognizing holidays, fun ways to describe relay calls, and more. See Figures 8 and 9 for selected examples of top-performing posts during Year 2019 and Year 2020.

FACEBOOK TOP PERFORMING POSTS OF 2019		
Reach	Engagement Rate	Post
292	n/a	

Figure 8: Relay Missouri's Top-Performing Facebook Post – Year 2019

FACEBOOK TOP PERFORMING POSTS OF 2020		
Reach	Engagement Rate	Post
3,225	n/a	
890	n/a	

Figure 9: Relay Missouri's Top-Performing Facebook Posts – Year 2020

### Promotional Items

To capture people's attention at outreach events, the Relay Missouri promotional items of chap sticks, notepads, and styluses were distributed at events, and to organizations and individuals for presentations.

# 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.

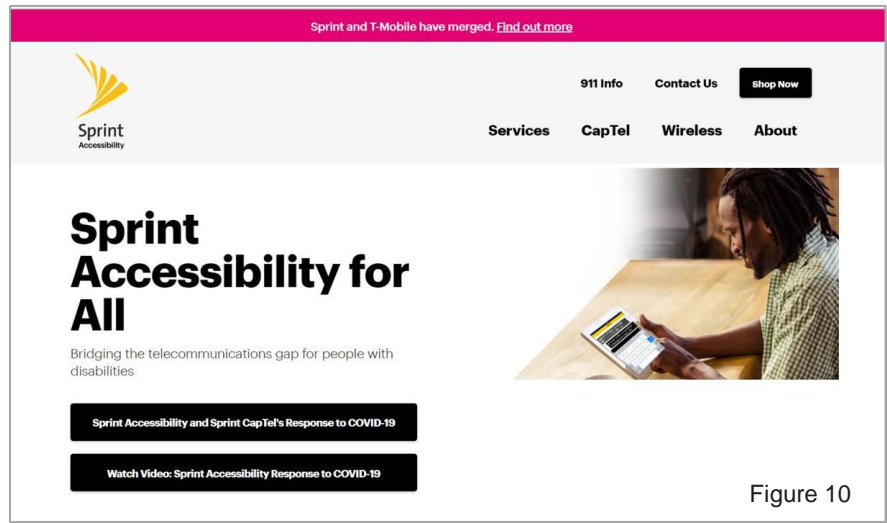


Figure 10

## TRS and CapTel Call Centers

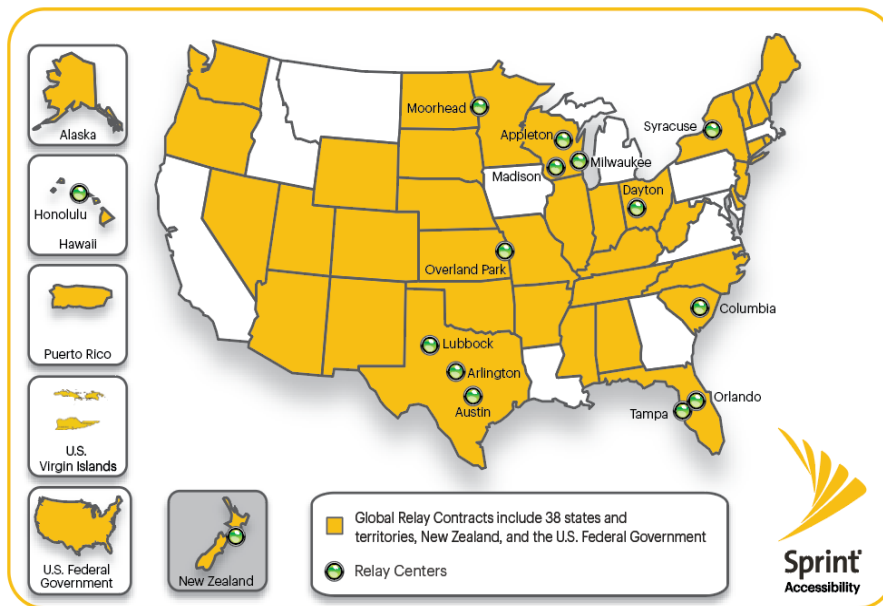


Figure 11: Map of call centers and relay contracts

Sprint and its vendors utilize 15 relay centers geographically dispersed throughout the United States 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.

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.

## COVID-19

### Sprint's Measures

During the COVID-19 pandemic, Sprint worked with our vendors to continue delivering relay services for all our customers. We implemented extensive cleaning and social-distancing practices in all call centers. Additionally, Sprint's IT and Operations teams developed a work-from-home solution that can be used to back-up centers. These efforts will also help provide continuity of service for other types of natural disasters. Sprint communicated our pandemic responses to State Telecommunication Administrators of Relay by Sprint (STARS) and the Federal Communications Commission (FCC).

### Service Level and Average Speed of Answer

An excerpt from the FCC's docket DA 20-281 released on March 16, 2020, outlined:

- “6. *Waivers applicable to non-VRS forms of TRS.* (17) Due to the recent sharp increase in TRS traffic and the continuing challenge of maintaining CA staffing during this national emergency, it may be temporarily infeasible for TRS providers to comply fully with the daily speed-of-answer standard applicable to all forms of TRS other than VRS. (18) Based on these circumstances, the Bureau finds good cause to waive, from March 1, 2020,<sup>19</sup> through May 15, 2020, (19) the requirement that non-VRS TRS providers answer 85% of calls within 10 seconds, measured on a daily basis, conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured on a *monthly* basis. We grant a conforming waiver of the rule requiring adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, (20) to the extent necessary to conform to the specific speed-of-answer waiver granted above.”

Sprint has kept its state relay administrators abreast of their state's 85%/120 service levels based on their preferred communication frequency. As of July, the “...through May 15, 2020...” date has been extended to August 31, 2020.

### T-Mobile Merger

On April 1, 2020, T-Mobile US, Inc. announced official completion of its merger with Sprint Corporation to create the New T-Mobile. The parent of the combined company is T-Mobile US, Inc., whose shares of common stock will continue to trade on the NASDAQ Global Select Market under the symbol “TMUS.”

### 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:

#### Operations

- Refresher training:
  - Greeting and announcements
  - Spelling and grammar
  - Conversation flow and voice tone inflection
  - Inbound call detection
  - Use of macros
  - Diversity awareness
  - Answering machine procedures
- Sprint IP Relay: Updates to identify behavior criteria used to distinguish inappropriate use prior to intervening to initiating the standard advisory statement
- Communication Assistant (CA) call processing system improvements
- Added an STS call center
- Implemented new state information

## 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, 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.

TRS Conversation Minutes	
July 2019	6,400
August	6,079
September	4,242
October	4,967
November	5,230
December	5,830
January 2020	7,968
February	6,528
March	6,925
April	6,737
May	6,427
June	7,254

Table 1

STS Minutes	
July 2019	121
August	23
September	9
October	97
November	0
December	0
January 2020	47
February	34
March	24
April	58
May	25
June	15

Table 2

### Conversation Minutes - TRS

Table 1 indicates the total monthly conversation minutes processed through Relay Missouri. The total of **74,587 TRS conversation minutes** includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. CapTel minutes are reported separately. This total represents a decrease of 10.63%, or 8,867 minutes, compared to the previous year.

### Speech-to-Speech Minutes

This reporting year contained **453 Speech-to-Speech (STS) conversation minutes**, which is 28.33% higher (or an increase of 100 minutes) than the previous year's statistics. See Table 2.

### Relayed Call Volume - TRS

Table 3 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 **203,214 relayed calls**, representing a significant increase of 41.09% or 59,184 more calls.

TRS Relayed Call Volume	
July 2019	11,999
August	13,291
September	13,064
October	13,776
November	11,762
December	13,015
January 2020	15,221
February	12,784
March	18,838
April	32,124
May	25,213
June	22,127

Table 3

TRS Call Origination	
TTY	70.15%
Turbocode	0.45%
ASCII	0.00%
Voice	16.69%
Voice Carry-Over	11.59%
Hearing Carry-Over	1.25%

Table 4

TRS Average Speed of Answer and Service Levels		
	ASA	SVL
July 2019	2.2	96%
August	1.8	96%
September	1.6	97%
October	1.6	97%
November	1.7	97%
December	2.0	97%
January 2020	2.1	96%
February	2.2	96%
March	16.5	83%
April	20.0	72%
May	3.0	95%
June	1.5	98%

Table 5

### Call Origination - TRS

On average, TTY users originated the highest-used call type at 70.15% of Relay Missouri's calls; see Table 4.

### Average Speed of Answer and Service Level - TRS

Table 5 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 **4.68 seconds**, and the Service Level (SVL) was that **93.3% of calls** were answered within 10 seconds. This is an accomplished measure since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes.

### FCC Annual Consumer Contact Log - TRS

The Relay Missouri Customer Relations Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CTS to the Missouri Public Service administration, who then submits the report to the FCC. During the FCC's reporting year from June 2019 to May 2020 for TRS, there were 0 commendations, 0 complaints, and 2,223 inquiries.

## *Relay Missouri Statistics – CapTel (CTS)*

The following information indicates the trends of the 12-month total number of conversation minutes, call volume, 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.*

### **Conversation Minutes - CTS**

A breakdown of monthly conversation minutes is shown in Table 6. This reporting year's Missouri **CTS conversation minutes totaled 169,487**, representing a slight decrease of 4.23%, or 7,491 minutes, compared to the previous year's statistics.

### **Call Volume - CTS**

A total of **41,207 Missouri CTS calls** were generated this reporting year, representing a significant decrease of 21.12%, or 11,036 fewer calls. A breakdown of monthly call volume is displayed in Table 7.

CTS Conversation Minutes	
July 2019	13,470
August	13,617
September	12,638
October	12,325
November	13,446
December	15,089
January 2020	14,383
February	11,895
March	16,000
April	15,505
May	16,204
June	14,915

Table 6

CTS Call Volume	
July 2019	3,894
August	3,735
September	3,262
October	3,385
November	3,229
December	3,871
January 2020	3,627
February	2,926
March	3,590
April	2,940
May	3,579
June	3,169

Table 7



### Call Origination

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

**CapTel: 29,473**

**Voice: 11,734**

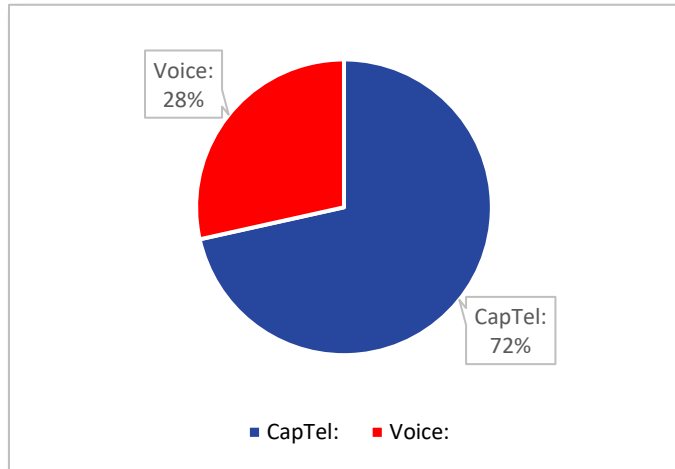


Figure 12

### FCC Annual Consumer Contact Log - CTS

The Relay Missouri Customer Relations Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CTS to the Missouri Public Service administration, who then submits the report to the FCC. During the FCC's reporting year from June 2019 to May 2020 for CapTel, there were 0 commendations, 8 complaints, and 15 inquiries.

## *Relay Missouri Statistics – Relay Conference Captioning (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 2,925 RCC billable conversation minutes were generated during this reporting year, which represents a significant increase of 529% or 2,460 more minutes. A breakdown of monthly minutes is in Table 8.

RCC Billable Conversation Minutes	
July 2019	60
August	0
September	180
October	195
November	0
December	0
January 2020	660
February	750
March	750
April	150
May	120
June	60

Table 8

RCC Calls	
July 2019	1
August	0
September	2
October	3
November	0
December	0
January 2020	14
February	17
March	14
April	4
May	2
June	1

Table 9

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

Relay Missouri

Outreach Report



July 2019 - June 2020



Event Name	Date	City	Number Attendees	Type	Audience	Service
Senior Day at Missouri State Fair	Wednesday, August 14, 2019	Sedalia	50	Booth	H	TRS/CapTel/ RCC
Deaf Awareness Day at Silver Dollar City	Saturday, August 17, 2019	Branson	277	Booth	D/HoH	TRS/CapTel/ RCC
St. Louis Square Off Pizza	Saturday, September 21, 2019	St. Louis	10,000	Booth	H	TRS/CapTel/ RCC
Deaf Cultural Festival	Saturday, September 28, 2019	Kansas City	500	Booth	D/HoH/H	TRS/CapTel/ RCC
Missouri Commission for the Deaf and Hard of Hearing Interpreters Conference	Friday, October 11, 2019	Osage Beach	15	Booth	H	TRS/CapTel/ RCC
Missouri Commission for the Deaf and Hard of Hearing Interpreters Conference	Saturday, October 12, 2019	Osage Beach	15	Booth	H	TRS/CapTel/ RCC
Coffee Chat	Friday, October 18, 2019	St. Louis	1	Networking	All	TRS/CapTel/ RCC
The Great Grilled Cheese Off	Saturday, October 19, 2019	St. Louis	1,000	Booth	D/HoH/H	TRS/CapTel/ RCC
STS Customer Meeting	Tuesday, November 5, 2019	St. Louis	1	Meeting	H	IP Relay
STS Customer Meeting	Tuesday, November 5, 2019	St. Louis	1	Meeting	H	IP Relay
Missouri School for the Deaf	Tuesday, November 12, 2019	Fulton	2	Networking	D/HO/H	RCC
William Woods University	Tuesday, November 12, 2019	Fulton	2	Networking	D/HO/H	RCC
Columbia College	Tuesday, November 12, 2019	Columbia	1	Networking	D/HO/H	RCC
Ozark Technical College (OTC)	Wednesday November 13, 2019	Springfield	3	Networking	H	RCC
Missouri State University	Wednesday November 13, 2019	Springfield	1	Networking	H	RCC
Drury University	Wednesday November 13, 2019	Springfield	2	Networking	H	RCC
Springfield City Hall	Wednesday November 13, 2019	Springfield	3	Networking	H	RCC
Ozark Technical College (OTC)	Monday, January 6, 2020	Springfield	2	Meeting	H	RCC
Ozark Technical College (OTC)	Tuesday, January 14, 2020	Springfield	3	Meeting	H	RCC
Missouri State University	Tuesday January 14, 2020	Springfield	3	Meeting	H	RCC
Vesper Hall Health Fair	Thursday, February 27, 2020	Blue Springs	250	Exhibitor	H	CapTel
Missouri Legislative Day	Monday, March 2, 2020	Jefferson City	15	Exhibitor	H	TRS/CapTel/ RCC
<b>TOTAL</b>			<b>12,152</b>			

Due to the COVID-19 pandemic, it was ordered that all outreach be halted for the safety of the employees and customers until further notice.

## Appendix B - Relay Missouri Statistics

 <span style="float: right;">Relay Missouri Traffic Report</span> <span style="float: right;">FY 2019 - 2020</span>													
 <span style="float: right;">To: Missouri Public Service Commission</span> <span style="float: right;">From: Catherine Macfee, Relay Missouri</span>													
	2019						2020						
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
<b>MINUTES OF SERVICE</b>													<b>TOTAL</b>
Total Session Minutes	15,906	16,379	16,379	14,802	14,269	15,482	18,946	16,285	20,471	29,023	21,984	20,957	220,882
Total Conversation Minutes	6,400	6,079	4,242	4,967	5,230	5,830	7,968	6,528	6,925	6,737	6,427	7,254	74,587
Less Interstate	(789)	(717)	(481)	(338)	(274)	(366)	(479)	(442)	(391)	(560)	(498)	(505)	(5,841)
Less International	0	0	(0)	0	0	(0)	0	0	0	(0)	0	0	(1)
Less 800 Toll-Free	(1,190)	(1,055)	(798)	(935)	(833)	(1,138)	(1,371)	(833)	(964)	(826)	(613)	(687)	(11,245)
Less Directory Assistance Session Min	0	0	0	0	0	0	0	(5)	(35)	(2)	0	0	(41)
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	4,420	4,307	2,962	3,694	4,122	4,326	6,118	5,248	5,535	5,348	5,315	6,062	57,459
Billable Minutes (STS)	67	7	9	0	0	0	11	19	14	30	12	4	173
Total TRS/STS Billable Minutes	4,487	4,314	2,971	3,694	4,122	4,326	6,130	5,266	5,550	5,378	5,327	6,066	57,632
<b>AVERAGE LENGTH OF CALLS</b>													<b>AVERAGE</b>
Session Minutes	1.38	1.29	1.12	1.10	1.25	1.23	1.32	1.35	1.14	0.93	0.90	0.98	1.17
Conversation Minutes	0.56	0.48	0.34	0.37	0.46	0.46	0.55	0.54	0.38	0.22	0.26	0.34	0.41
Avg. Length of Completed Calls	13.72	13.97	14.21	16.58	15.72	13.99	12.23	12.21	14.13	19.45	14.92	15.97	14.76

TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	647	575	469	537	586	650	769	736	792	726	834	880	8,201
Intrastate (Intralata)	5	22	12	8	10	1	12	10	19	45	81	44	269
Intrastate (Interlata)	191	218	264	123	95	129	372	226	196	136	91	108	2,149
Interstate Calls	127	159	72	77	57	102	120	136	185	287	244	124	1,690
Toll Free	185	193	167	151	159	209	264	214	231	277	203	149	2,402
Directory Assistance	1	5	1	0	1	14	14	12	25	18	22	6	119
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	1	0	0	2	0	0	0	2	0	0	5
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
<b>TOTAL COMPLETED</b>	<b>1,156</b>	<b>1,172</b>	<b>986</b>	<b>896</b>	<b>908</b>	<b>1,107</b>	<b>1,551</b>	<b>1,334</b>	<b>1,448</b>	<b>1,491</b>	<b>1,475</b>	<b>1,311</b>	<b>14,835</b>
Busy Ring No answer	256	311	271	250	249	231	347	325	323	365	315	342	3,585
<b>TOTAL OUTBOUND</b>	<b>1,412</b>	<b>1,483</b>	<b>1,257</b>	<b>1,146</b>	<b>1,157</b>	<b>1,338</b>	<b>1,898</b>	<b>1,659</b>	<b>1,771</b>	<b>1,856</b>	<b>1,790</b>	<b>1,653</b>	<b>18,420</b>
General Assistance	10,587	11,808	11,807	12,630	10,605	11,677	13,323	11,125	17,067	30,268	23,423	20,474	184,794
<b>TOTAL Relayed Calls</b>	<b>11,999</b>	<b>13,291</b>	<b>13,064</b>	<b>13,776</b>	<b>11,762</b>	<b>13,015</b>	<b>15,221</b>	<b>12,784</b>	<b>18,838</b>	<b>32,124</b>	<b>25,213</b>	<b>22,127</b>	<b>203,214</b>

NUMBER OF CALLS TO RELAY													TOTAL
Offered	4,159	12,977	12,744	13,562	11,591	12,761	14,636	12,223	21,323	38,694	24,970	21,608	201,248
Answered	3,895	12,685	12,509	13,341	11,357	12,489	14,318	12,052	17,981	31,144	24,340	21,373	187,484
In Queue	4,159	12,977	12,744	13,562	11,591	12,761	14,636	12,223	21,323	38,694	24,970	21,608	201,248
Abandoned in Queue	264	292	235	221	234	272	318	171	3,342	7,550	630	235	13,764

AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	192	181	186	175	173	192	215	200	297	522	348	315	250
Weekday	455	530	543	538	486	513	587	549	735	1,270	1,035	891	678

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
<b>TOTAL CALL VOLUME</b>													
TTY- Baudot	974	1,109	883	735	719	936	1,454	1,250	1,317	1,338	1,250	1,047	13,012
Turbo Code	2	9	4	6	4	5	6	0	2	4	8	26	76
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	253	183	227	258	282	232	262	250	210	246	280	300	2,983
VCO	159	153	131	129	129	152	173	157	242	249	234	242	2,150
HCO	24	29	12	18	23	13	3	2	0	19	18	38	199
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>1,412</b>	<b>1,483</b>	<b>1,257</b>	<b>1,146</b>	<b>1,157</b>	<b>1,338</b>	<b>1,898</b>	<b>1,659</b>	<b>1,771</b>	<b>1,856</b>	<b>1,790</b>	<b>1,653</b>	<b>18,420</b>
Speech-to-Speech Calls Completed	20	4	1	3	0	0	5	5	4	5	1	3	51
Total Spanish Calls	0	1	0	0	0	0	0	9	7	0	14	1	32
<b>% PERCENTAGE OF CALLS</b>													
													<b>AVERAGE</b>
TTY	68.98%	74.78%	70.25%	64.14%	62.14%	69.96%	76.61%	75.35%	74.36%	72.09%	69.83%	63.34%	70.15%
Turbo Code	0.14%	0.61%	0.32%	0.52%	0.35%	0.37%	0.32%	0.00%	0.11%	0.22%	0.45%	1.57%	0.45%
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%
Voice	17.92%	12.34%	18.06%	22.51%	24.37%	17.34%	13.80%	15.07%	11.86%	13.25%	15.64%	18.15%	16.69%
VCO	11.26%	10.32%	10.42%	11.26%	11.15%	11.36%	9.11%	9.46%	13.66%	13.42%	13.07%	14.64%	11.59%
HCO	1.70%	1.96%	0.95%	1.57%	1.99%	0.97%	0.16%	0.12%	0.00%	1.02%	1.01%	2.30%	1.25%
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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>AVERAGE SPEED OF ANSWER</b>													
													<b>AVERAGE</b>
Service Level	96%	96%	97%	97%	97%	97%	96%	96%	83%	72%	95%	98%	93.3%
Service Level (85/120)									95%	94%	100%	100%	97.1%
ASA	2.2	1.8	1.6	1.6	1.7	2.0	2.1	2.2	16.5	20.0	3.0	1.5	4.68
<b>CUSTOMER CONTACTS</b>													
													<b>TOTAL</b>
<b>TRS</b>													
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Contract for Conversation Minutes		2019												2020	
Speech-to-Speech Minutes	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Average	Total	
Total Session Mins	230	47	26	104	5	1	87	60	40	81	31	32	62	744	
Total Conversation Mins	121	23	9	97	0	0	47	34	24	58	25	15	38	453	
Less Interstate Conversation	(5)	(11.37)	0	(96.67)	0	0	(25.85)	(2.63)	0	(2.95)	0	(11.38)	(13)	(156)	
Less International Conversation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Less Interstate Toll Free Conversation 51%	(49)	(3.93)	0	0	0	0	(10.17)	(12.64)	(9.96)	(24.96)	(12.56)	0	(10)	(124)	
Less Interstate DA Conversation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Less 900 Conversation 51%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Billable Speech to Speech	67	7	9	0	0	0	11	19	14	30	12	4	19	173	
													Average	Total	
Number of Completed Calls Made	20	4	1	3	0	0	5	5	4	5	1	3	4	51	
Average Length of Call	5.44	1.56	1.81	10.33	0.69	0.43	3.33	2.94	3.56	7.29	3.02	1.67	3.51	42.07	

Total Numbers of Completed Calls: Speech-to-Speech (STS) Calls	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Local	3	1	1	0	0	0	0	3	1	2	0	1	12
Intrastate	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate	1	2	0	3	0	0	1	1	0	1	0	2	11
Directory Assistance	0	0	0	0	0	0	1	0	0	0	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	0	0	0	0	0	0	0	0	0	0
Toll-Free	16	1	0	0	0	0	3	1	3	2	1	0	27
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	20	4	1	3	0	0	5	5	4	5	1	3	51

Missouri STS Minutes	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY 2019	67	7	9	0	0	0	47	34	24	58	25	15





To: Missouri Public Service Commission

From: Catherine Macfee, Relay Missouri

	2019						2020						
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Relay Conference Captioning (RCC) Calls	1	0	2	3	0	0	14	17	14	4	2	1	58
Total Billable RCC Minutes	60	0	180	195	0	0	660	750	750	150	120	60	2,925



## Missouri CapTel Service Patterns



To: Missouri Public Service Commission

From: Catherine Macfee, Relay Missouri

Missouri Conversation Minutes	2019						2020						
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Average
Billable Minutes	9,588	8,998	8,291	8,149	9,081	10,210	9,660	7,401	11,088	11,460	11,556	10,401	9,657
Average Minutes Per Call	2.46	2.41	2.54	2.41	2.81	2.64	2.66	2.53	3.09	3.90	3.23	3.28	2.83
<b>CapTel Traffic Patterns</b>													<b>Total</b>
Data Calls	2,855	2,713	2,176	2,340	2,329	2,798	2,626	1,985	2,593	2,129	2,659	2,270	29,473
Voice Calls	1,039	1,022	1,086	1,045	900	1,073	1,001	941	997	811	920	899	11,734
Total of Calls	3,894	3,735	3,262	3,385	3,229	3,871	3,627	2,926	3,590	2,940	3,579	3,169	41,207
<b>Total Conversation Minutes</b>													<b>Total</b>
Local	8,833	8,062	7,449	7,320	8,289	9,189	8,852	6,576	10,515	11,061	11,086	9,902	107,133
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	3,654	4,274	3,968	3,824	4,065	4,290	4,431	4,101	4,628	3,725	4,366	4,172	49,499
International	0	2	1	0	18	14	0	15	6	1	0	0	57
Toll Free	321	538	638	579	446	1,025	442	634	499	610	503	630	6,864
900 Calls	1	0	0	0	0	3	0	0	0	0	0	0	4
Answering Machine	0	1	2	0	0	0	0	2	0	0	0	4	9
Inbound 2-Line	585	628	474	514	497	474	605	502	208	80	225	184	4,976
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	77	113	106	88	130	94	53	65	144	29	23	23	944
Total of Conversation Min	13,470	13,617	12,638	12,325	13,446	15,089	14,383	11,895	16,000	15,505	16,204	14,915	169,486