



RELAY MISSOURI

Annual Report

July 2020 – June 2021

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Relay Missouri Highlights

2018: Developed an FCC recertification renewal boilerplate for the Missouri Public Service Commission in applying to continue providing 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 despite the COVID-19 pandemic providing relay challenges. Launched an Instagram account to explain all relay services available in the State via eye-catching and informative posts.

2021: Distributed 1,085 Relay Missouri bags of relay information and fun outreach items to 17 towns, some with repeated visits.

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 is delivered through exhibition booths at events, presentations, one-on-one meetings, workshops, Facebook page and Instagram account.

www.relaymissouri.com

A Message from the Associate Accessibility Relationship Manager

T-Mobile Accessibility is pleased to present to the Missouri Public Service Commission administration this July 2020 to June 2021 annual report summarizing trends in telecommunications relay services (TRS) and Captioned Telephone Service (CTS); and chronicles outreach education to Missouri consumers.

During this reporting year, the Relay Missouri Associate Accessibility Relationship Manager, with the Relay Missouri Outreach Specialist, continued educational efforts across the state where feasible due to the COVID-19 pandemic as numerous events were canceled to maintain safety protocols. In place of in-person events, a bag of Relay Missouri information and fun giveaways was assembled then delivered in person to the organizations, community centers, and other places that requested this outreach education. **In total, 1,085 bags were delivered to 17 towns, with repeated visits.**

In addition to the Relay Missouri outreach team, two in-state Outreach Experts, Inc. (OEI) Outreach Specialists were limited in their Internet Protocol CapTel (IPCTS) outreach efforts due to the pandemic. They were able to participate in the two-day Missouri Hearing Society Annual Conference virtual event.

Additional Relay Missouri education efforts included maintaining the Facebook page, Instagram account and website.

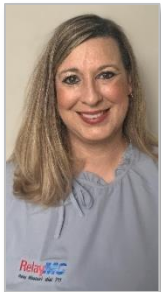
Despite the COVID-19 pandemic providing challenges in meeting TRS average speed of answer of 10 seconds with a service level requirement of 85%, T-Mobile Accessibility exceeded this requirement with a remarkable year-end **unadjusted average for TRS of 2.59 seconds at 95.5% service level.**

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

- *TTY-based*: Increase of 6.7%, or 4,970 minutes
- *STS*: Decrease of 7.73%, or 35 minutes
- *CTS*: Decrease of 18.82%, or 31,904 minutes
- *RCC (billable)*: Increase of 450%, or 13,155 minutes

T-Mobile Accessibility values the relationship with the Missouri Public Service Commission administration, the Relay Missouri Outreach Specialist, and state relay users. Thank you for the opportunity to provide Relay Missouri services, outreach education, and customer support.

Honored to be your Relay Missouri Associate Accessibility Relationship Manager,



Cady Macfee

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Relay Missouri Outreach and Deliverables

Outreach

During this reporting year, in-person Relay Missouri outreach efforts were reduced due to the COVID-19 pandemic that resulted in numerous event cancellations to maintain the safety of its employees and the general public. As a result, most of the relay service awareness was promoted through bags of Relay Missouri information and fun promotional items where these were delivered in person to agencies, organizations, senior centers, and other places who requested this relay education (see Figures 1 – 6). In addition, outreach education was made available via its Facebook page and Instagram account, and online for 24 hours, 7 days a week at the www.relaymissouri.com website.



Figure 1: Relay education bag



Figure 2: Assisted Living



Figure 3: Care Connection



Figure 4: The Fountains



Figure 5: Community Center



Figure 6: Relay Missouri Outreach Specialist

Statistics

- 17 Towns
- 1 Exhibit (Virtual)
- 1,085 Bags Delivered
- 2,000+ Customers Educated

In addition to the Relay Missouri outreach team, two in-state Outreach Experts, Inc. (OEI) Outreach Specialists were limited in their Internet Protocol CapTel (IPCTS) outreach efforts due to the pandemic. They were able to participate in the two-day Missouri Hearing Society Annual Conference virtual event.

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

- **Belton**
- Blue Springs
- **Boonville**
- **Clinton**
- Columbia
- **Grain Valley**
- **Higginsville**
- **Independence**
- Jefferson City
- Kansas City
- **Lee's Summit**
- **Liberty**
- **Oak Grove**
- St. Louis
- Sedalia
- **Warrensburg**
- **Waverly**

Due to the COVID-19 pandemic, it was ordered that the majority of in-person outreach be halted from April 2020 to June 2021 for the safety of the employees and customers until further notice.

See the full listing of outreach performed in Appendix A.

Online Presence

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; explains the Telecommunications Access Program; provides an online form to denote personal relay call preferences; and has additional resources. See Figure 7 for the homepage notifying consumers about the hold times due to the COVID-19 pandemic and Figure 8 for links to resources.

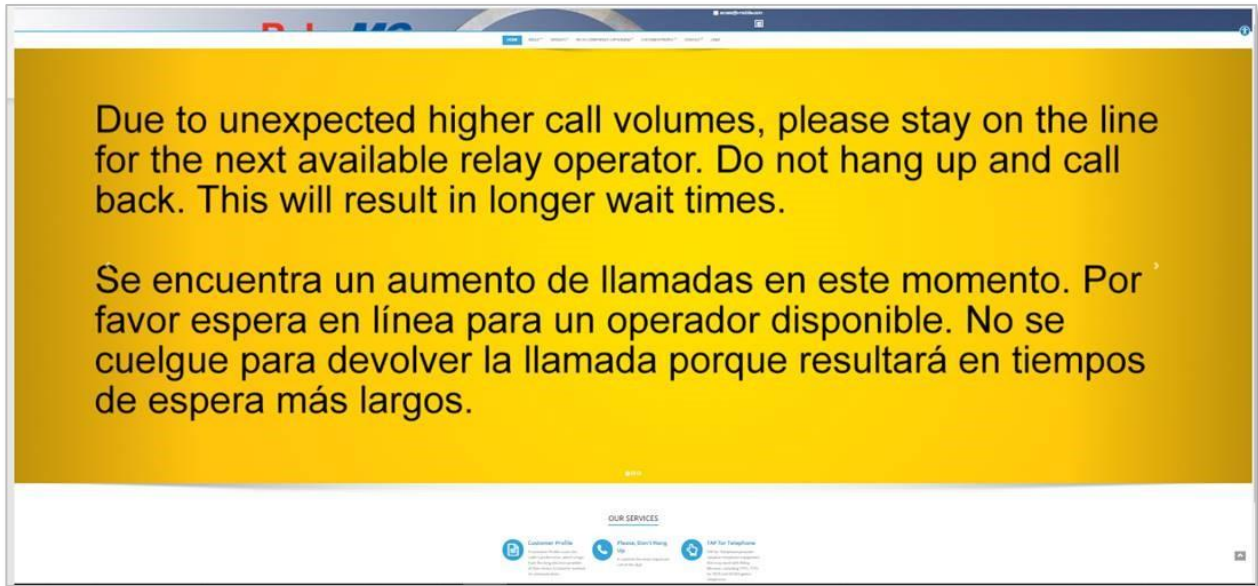


Figure 7: Website homepage

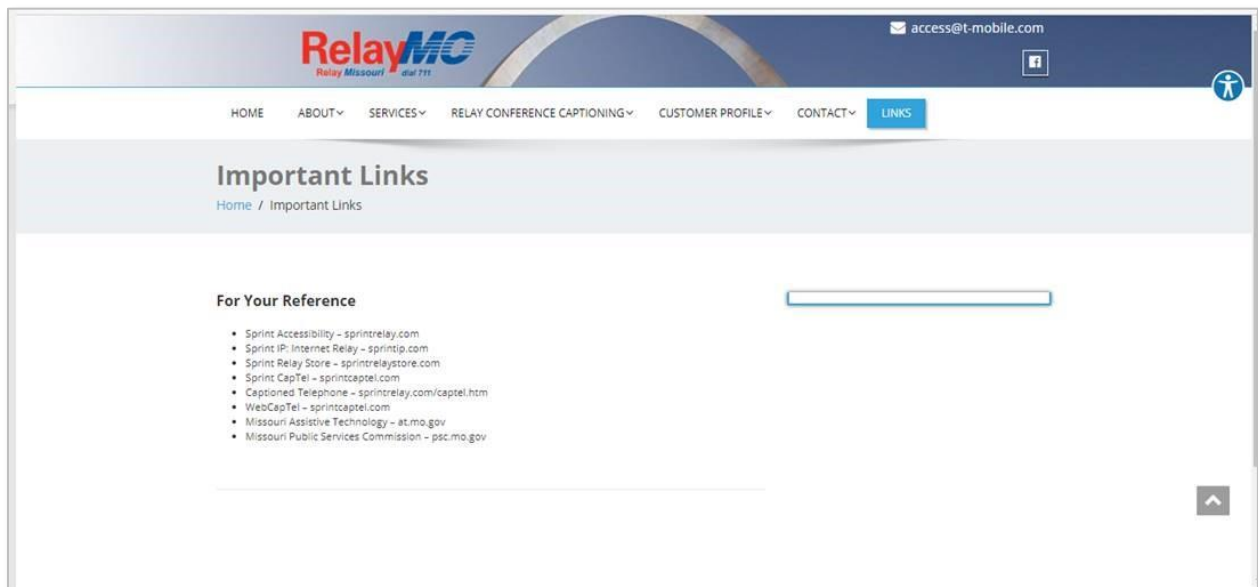


Figure 8: Website links to resources

Facebook

Relay Missouri maintains a Facebook page to provide immediate information access for the TRS, Speech-to-Speech, CapTel, and RCC services. 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 at www.facebook.com/relaymissouri. Posts include relay tips; trending news relating to persons who are deaf, hard of hearing, have low vision or who stutter; quotes by well-known persons;

recognizing holidays; fun ways to describe relay calls; and more. See Figures 9 to 12 for selected examples of posts during this fiscal reporting year.



Figure 9: Facebook post – September 2020

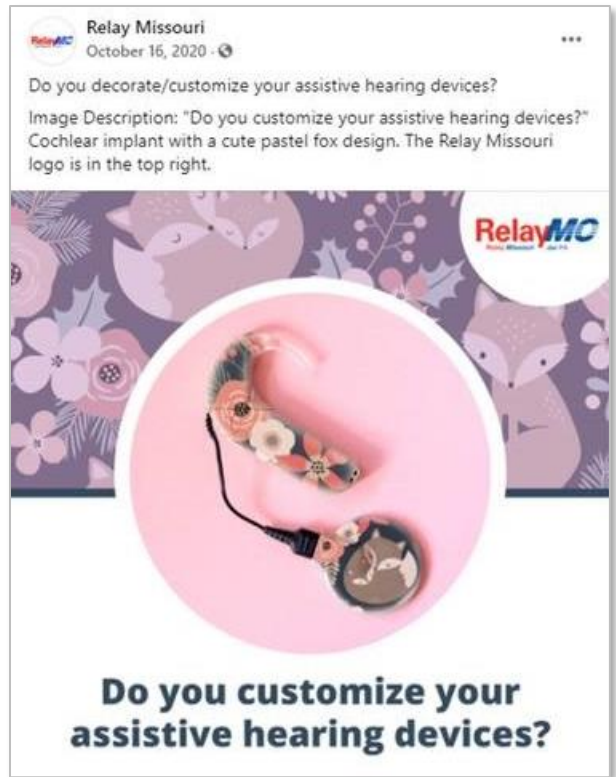


Figure 10: Facebook post – October 2020

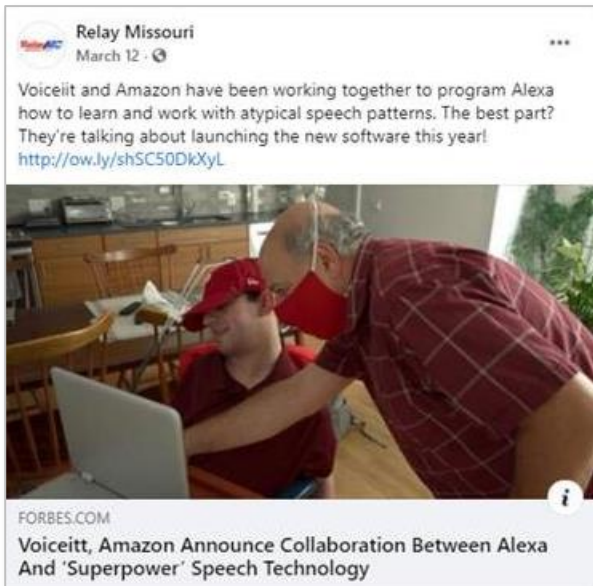


Figure 11: Facebook post – March 2021



Figure 12: Facebook post – March 2021

Instagram

In addition to a Facebook page, Relay Missouri maintains an Instagram account to provide immediate information access for the TRS, Speech-to-Speech, CapTel and RCC services. A Social Media Coordinator was made part of the Relay Missouri team. See Figures 13 to 17 for selected screenshots during this fiscal reporting year.



Figure 13



Figure 14

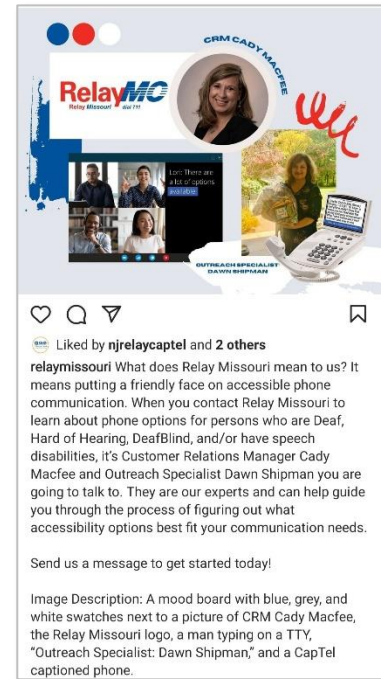


Figure 15



Figure 16



Figure 17

Metrics

Each month, the Associate Accessibility Relationship Manager and Social Media Coordinator receive an “Engagement Report” which provides statistics of each post and a summary of specific sections. This assists the team in assessing in which posts people were most interested and other metrics. See Table 1 for year-end statistics for both Facebook and Instagram.





 Facebook		 Instagram	
Followers	197	Followers	77
Likes	174	Engagements	57
Total Reach	3,215	Total Reach	719
Average Engagement Rate	5%	 	Boosts: 0

Table 1: July 2020 to June 2021 metrics

In Figure 18, the number of Facebook “Followers” and “Likes” is indicated. A “Follower” is a person who has chosen to receive the updates that posts in their news feed. A “Like” is also a person who has chosen to receive the updates that posts in their news feed but does not want their name to be listed as a follower publicly on their page. Figure 19 shows the number of Followers for the Instagram account.

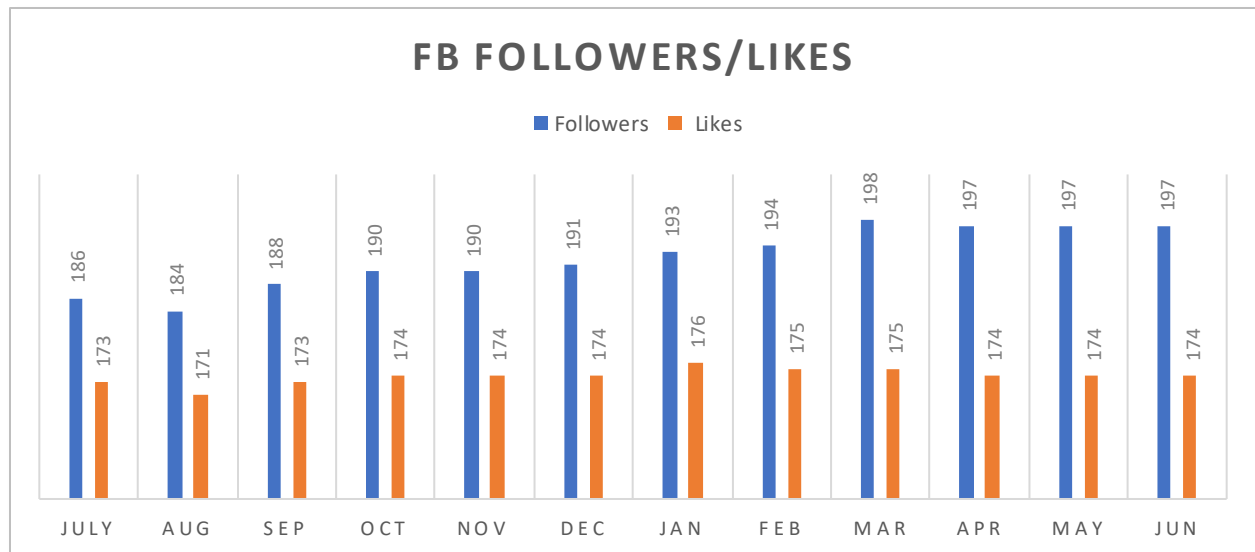


Figure 18: July 2020 to June 2021 Results for Facebook Followers/Likes

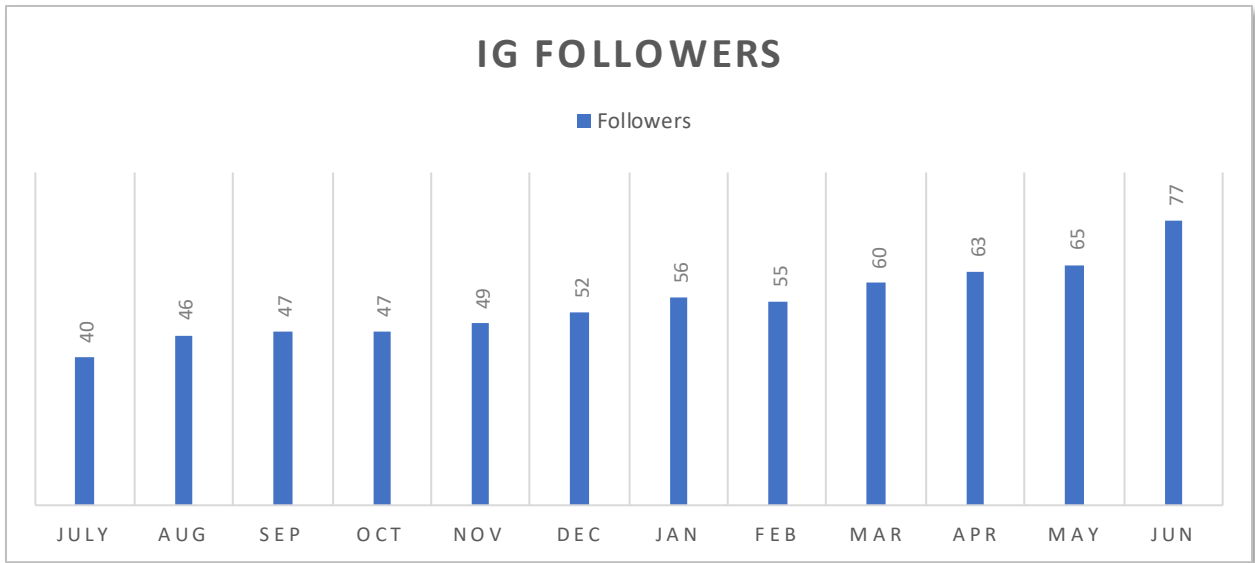


Figure 19: July 2020 to June 2021 Results for Instagram followers

Relay Missouri Statistics – TRS

The following information indicates the trends in the annual total number of TRS conversation minutes, Speech-to-Speech conversation minutes, calls placed by end users, call origination, calling trends, 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

Table 2 indicates the total monthly conversation minutes processed through Relay Missouri TRS. The total of 79,557 includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech and CapTel minutes are reported separately. This total represents an increase of 6.7%, or 4,970 minutes, compared to the previous year.

TRS Conversation Minutes	
July 2020	7,725
August	8,548
September	6,382
October	6,644
November	6,896
December	7,654
January 2021	5,823
February	5,783
March	5,932
April	7,424
May	5,890
June	4,856

Table 2

STS Conversation Minutes	
July 2020	0
August	40
September	128
October	99
November	0
December	39
January 2021	38
February	8
March	1
April	43
May	22
June	0

Table 3

Speech-to-Speech Conversation Minutes

This reporting year contained 418 Speech-to-Speech (STS) conversation minutes, which is 7.73% lower (or a decrease of 35 minutes) than the previous year's statistics. See Table 3.

See Appendix C for a complete statistics report.

Relayed Call Volume	
July 2020	22,950
August	17,437
September	16,899
October	16,066
November	17,733
December	19,239
January 2021	18,015
February	16,084
March	15,516
April	15,435
May	13,720
June	15,185

Table 4

Relayed Call Volume - TRS

Table 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 204,279 relayed calls, representing an increase of .52% or 1,065 more calls.

Call Origination - TRS

On average, TTY users originated the highest-used call type at 74% of Relay Missouri's calls; see Table 5. (Speech-to-Speech is not included.)

Call Origination	
TTY:	73.54%
ASCII:	0.00%
Voice:	14.30%
VCO:	11.77%
HCO:	0.48%
TeleBraille:	0.02%

Table 5

TRS Calling Trends

Each year in May, specific information detailing where Relay Missouri TRS calls originated is presented in graphic form (and submitted to the State each September). The May 2020 map in Figure 20 shows where the highest concentrations are (in red and yellow) to lowest (in light grey).

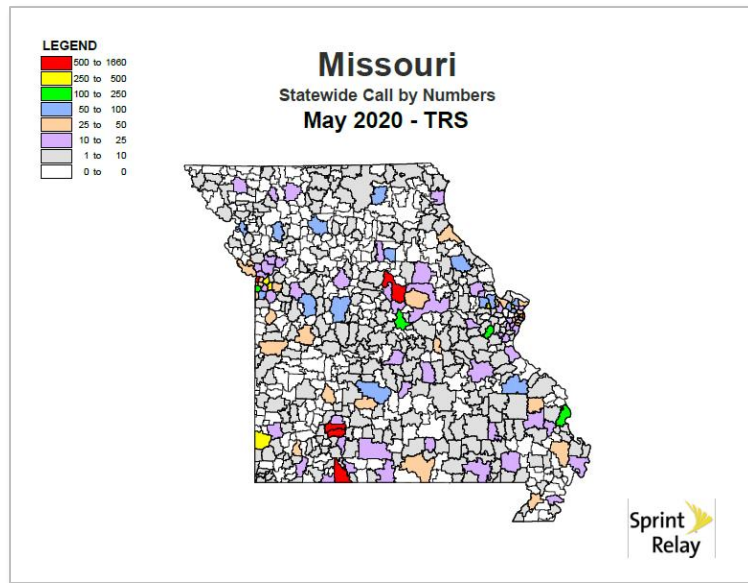


Figure 20: TRS Calls Map

TRS Service Levels

Table 6 illustrates that T-Mobile Accessibility has exceeded the service level requirement throughout the year.

	ASA	SVL
July 2020	1.8	97%
August	1.6	98%
September	1.7	97%
October	1.8	97%
November	2.3	96%
December	2.6	94%
January 2021	4.8	89%
February	3.4	93%
March	4.2	91%
April	4.2	98%
May	1.3	98%
June	1.4	98%

Table 6

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. The **unadjusted** ASA was 2.59 seconds of calls answered with a Service Level (SVL) of 95.5%. This is an accomplished measure since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes from March 2020 to present.

FCC Annual Consumer Contact Log - TRS

The Associate Accessibility Relationship 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 Commission administration, who then submits the report to the FCC. During the FCC's reporting year from June 2020 to May 2021 for TRS, there was 1 commendation, 0 complaints, and 1,791 inquiries.

Relay Missouri Statistics – CTS

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

See Appendix D for a complete statistics report.

CTS Conversation Minutes	
July 2020	15,264
August	15,305
September	11,804
October	13,414
November	13,958
December	13,690
January 2021	11,744
February	10,767
March	8,107
April	8,224
May	7,595
June	7,711

Table 7

CTS Call Volume	
July 2020	4,093
August	3,689
September	3,177
October	3,511
November	3,757
December	3,832
January 2021	3,235
February	3,327
March	2,840
April	2,943
May	2,616
June	2,873

Table 8

Conversation Minutes - CTS

A breakdown of monthly conversation minutes is shown in Table 7. This reporting year's Missouri CTS conversation minutes totaled 137,583, representing a decrease of 18.82%, or 31,904 minutes, compared to the previous year's statistics.

Call Volume - CTS

A total of 39,893 Missouri CTS calls were generated this reporting year, representing a decrease of 3.19%, or 1,314 fewer calls. A breakdown of monthly call volume is displayed in Table 8.

CTS Calling Trends

Each year in May, specific information detailing where Relay Missouri CTS calls originated is presented in graphic form (and submitted to the State each September). The May 2020 map in Figure 21 shows where the highest concentrations are (in yellow and lime green) to lowest (in light grey).

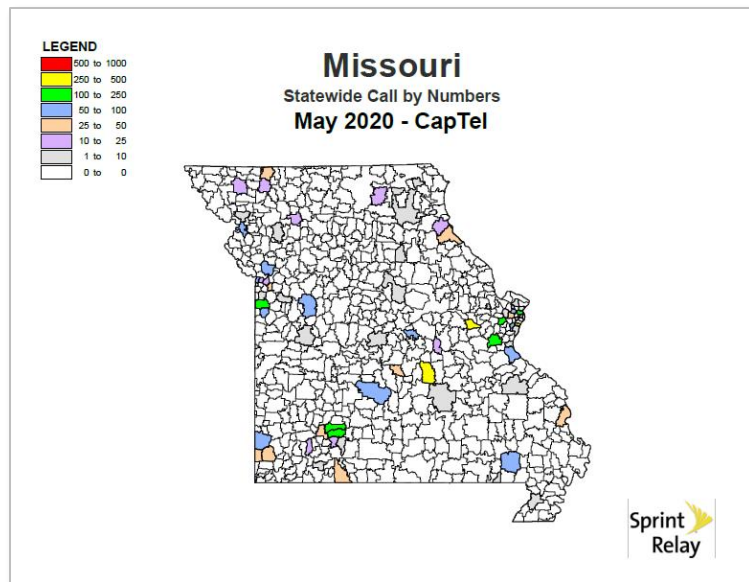


Figure 21: CTS Calls Map

FCC Annual Consumer Contact Log - CTS

The Associate Accessibility Relationship 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 Commission administration, who then submits the report to the FCC. During the FCC's reporting year from June 2020 to May 2021 for CTS, there were 0 commendations, 0 complaints, and 6 inquiries.

Relay Missouri Statistics – Relay Conference Captioning (RCC)

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

RCC Billable Conversation Minutes

A total of 16,080 RCC billable conversation minutes were generated during this reporting year, which represents a significant increase of 450% or 13,155 more minutes. A breakdown of monthly minutes is in Table 9.

RCC Billable Conversation Minutes	
July 2020	1,125
August	315
September	615
October	810
November	195
December	1,890
January 2021	1,290
February	1,560
March	2,625
April	1,740
May	2,190
June	1,725

Table 9

RCC Calls/Events	
July 2020	11
August	3
September	8
October	10
November	3
December	24
January 2021	22
February	19
March	33
April	25
May	29
June	26

Table 10

RCC Calls/Events

A total of 213 RCC calls (or “events”) were generated during this reporting year, which also represents a significant increase of 267% or 155 additional events. A breakdown of monthly calls is in Table 10.


See Appendix E for a complete statistics report.

Thank you!


Thank you, Missouri, for granting T-Mobile 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 2020-June 2021	
		Date	Place	City	Outcome	Notes
08/13/2020	Ridge Crest Nursing Center	Warrensburg	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
08/13/2020	Bristol Manor	Warrensburg	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
08/13/2020	Harmony Gardens	Warrensburg	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
08/31/2020	Cedarhurst Senior Living	Blue Springs	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/02/2020	Jefferson Gardens	Clinton	21	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/03/2020	Addington Place	Lee's Summit	71	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/09/2020	Country Oak Village	Grain Valley	41	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/09/2020	Benton House	Blue Spings	22	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/10/2020	Carnegie Village	Belton	58	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/11/2020	Cedarhurst Senior Living	Sedalia	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/15/2020	Oak Grove Nursing & Rehab	Oak Grove	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/16/2020	Brookdale Senior Living	Kansas City	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/17/2020	Hartmann Village	Boonville	37	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/22/2020	Blue Hills Rest Home	Independence	35	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/23/2020	Warrensburg Senior Center	Warrensburg	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/25/2020	Bishop Center Place	Kansas City	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/28/2020	St. Mary's Village	Blue Springs	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/29/2020	Primrose Retirement	Kansas City	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
09/30/2020	Maywood Terrace Living Center	Independence	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/02/2020	Norterre Healthy Living Center	Liberty	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/06/2020	Benton House of Staley Hills	Kansas City	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/08/2020	John Knox Village Care Center	Lee's Summit	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/09/2020	Cedars of Liberty	Liberty	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/13/2020	Bluff Creek Terrace	Columbia	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/13/2020	Castle Parke Residential Care	Jefferson City	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/15/2020	Apple Ridge Care Center	Waverly	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/15/2020	John Knox East	Higginsville	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/21/2020	The Groves	Independence	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/22/2020	The Fountains at Greenbriar	Independence	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
10/29.2020	The Oxford Grand Assisted Living	Kansas City	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
11/04/2020	Higginsville Community Center	Higginsville	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
11/05/2020	Care Connection for Aging Services	Warrensburg	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
11/27/2020	DEAF INC.	St. Louis	150	Goody Bags Shipped	Deaf and Hard of Hearing Youth	
06/30/2021	Parkway Senior Living	Blue Springs	25	Goody Bag Drop Off	Deaf and Hard of Hearing Seniors	
TOTAL Goody Bags Distributed:			1,085			

Appendix B: Relay Missouri TRS Statistics


Relay Missouri Traffic Report													July 2020 - June 2021	
		To: Missouri Public Service Comm						From: T-Mobile Accessibility						
		2020						2021						
MINUTES OF SERVICE	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	
Total Session Minutes	21,714	20,850	18,175	18,735	20,096	21,603	19,407	17,703	18,124	19,623	17,212	17,254	230,497	
Total Conversation Minutes	7,725	8,548	6,382	6,644	6,896	7,654	5,823	5,783	5,932	7,424	5,890	4,856	79,557	
Less Interstate	(951)	(1,833)	(1,209)	(1,032)	(1,723)	(1,527)	(550)	(736)	(591)	(964)	(874)	(654)	(12,644)	
Less International	0	0	0	(0)	0	(1)	(22)	(35)	0	0	0	0	(67)	
Less 800 Toll-Free	(852)	(1,351)	(964)	(1,135)	(997)	(1,158)	(893)	(807)	(728)	(981)	(738)	(487)	(11,090)	
Less Directory Assistance Session Min	(8)	0	0	0	(3)	(9)	0	0	0	0	0	0	(20)	
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0	
Billable Minutes	5,914	5,364	4,210	4,477	4,173	4,959	4,357	4,206	4,613	5,480	4,278	3,648	55,679	
Billable Minutes (STS)	0	19	75	39	0	19	35	8	1	43	22	0	262	
Total TRS/STS Billable Minutes	5,914	5,383	4,285	4,516	4,173	4,979	4,392	4,214	4,614	5,523	4,300	3,648	55,941	
AVERAGE LENGTH OF CALLS													AVERAGE	
Session Minutes	0.99	1.25	1.12	1.22	1.19	1.19	1.11	1.14	1.19	1.32	1.29	1.17	1.18	
Conversation Minutes	0.35	0.51	0.39	0.43	0.41	0.42	0.33	0.37	0.39	0.50	0.44	0.33	0.41	
Avg. Length of Completed Calls	13.77	13.35	15.66	14.00	12.22	12.16	17.56	15.56	18.95	15.84	18.61	20.03	15.64	
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL	
Local	763	655	489	625	528	575	510	612	610	706	515	443	7,031	
Intrastate (Intralata)	120	88	53	40	35	68	29	18	7	5	4	16	483	
Intrastate (Interlata)	132	187	121	100	258	172	90	97	69	133	128	136	1,623	
Interstate Calls	241	398	276	307	554	656	257	203	113	181	137	144	3,467	
Toll Free	292	230	203	256	257	296	211	196	150	205	141	120	2,557	
Directory Assistance	29	6	18	10	14	12	3	1	6	5	1	0	105	
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0	
International	0	1	0	1	0	1	2	8	0	0	0	3	16	
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	1,577	1,565	1,160	1,339	1,646	1,780	1,102	1,135	955	1,235	926	862	15,282	
Busy Ring No answer	362	284	356	292	385	386	235	239	202	343	189	256	3,529	
TOTAL OUTBOUND	1,939	1,849	1,516	1,631	2,031	2,166	1,337	1,374	1,157	1,578	1,115	1,118	18,811	
General Assistance	21,011	15,588	15,383	14,435	15,702	17,073	16,678	14,710	14,359	13,857	12,605	14,067	185,468	
TOTAL Relayed Calls	22,950	17,437	16,899	16,066	17,733	19,239	18,015	16,084	15,516	15,435	13,720	15,185	204,279	
NUMBER OF CALLS TO RELAY													TOTAL	
Offered	22,193	16,821	16,453	15,584	17,220	18,616	18,603	16,149	15,966	14,978	13,434	14,865	200,882	
Answered	21,889	16,583	16,151	15,293	16,835	18,166	17,495	15,498	15,157	14,794	13,280	14,654	195,795	
In Queue	22,193	16,821	16,453	15,584	17,220	18,616	18,603	16,149	15,966	14,978	13,434	14,865	200,882	
Abandoned in Queue	304	238	302	291	385	450	1,108	651	809	184	154	211	5,087	
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE	
Weekend	299	259	216	215	264	251	249	223	230	225	218	230	240	
Weekday	894	707	690	642	731	749	740	715	595	620	550	607	687	
TOTAL CALL VOLUME													TOTAL	
TTY- Baudot	1,404	1,426	1,193	1,288	1,601	1,775	1,052	1,074	815	1,027	663	670	13,988	
Turbo Code	1	2	5	9	1	4	3	4	9	1	1	2	42	
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	
Voice	261	231	191	201	292	261	162	169	211	290	204	167	2,640	
VCO	256	173	124	133	136	120	109	127	120	249	244	276	2,067	
HCO	17	17	0	0	1	6	11	0	2	11	3	3	71	
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	
Deaf/Blind Baudot	0	0	3	0	0	0	0	0	0	0	0	0	3	
TOTAL	1,939	1,849	1,516	1,631	2,031	2,166	1,337	1,374	1,157	1,578	1,115	1,118	18,811	
Speech to Speech Calls Completed	0	3	11	11	0	1	7	4	2	9	1	0	49	
Total Spanish Calls	2	1	0	0	0	0	0	1	1	0	1	0	6	

% PERCENTAGE OF CALLS													AVERAGE
TTY	72.41%	77.12%	78.69%	78.97%	78.83%	81.95%	78.68%	78.17%	70.44%	65.08%	59.46%	59.93%	73.31%
Turbo Code	0.05%	0.11%	0.33%	0.55%	0.05%	0.18%	0.22%	0.29%	0.78%	0.06%	0.09%	0.18%	0.24%
ASCI	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	13.46%	12.49%	12.60%	12.32%	14.38%	12.05%	12.12%	12.30%	18.24%	18.38%	18.30%	14.94%	14.30%
VCO	13.20%	9.36%	8.18%	8.15%	6.70%	5.54%	8.15%	9.24%	10.37%	15.78%	21.88%	24.69%	11.77%
HCO	0.88%	0.92%	0.00%	0.00%	0.05%	0.28%	0.82%	0.00%	0.17%	0.70%	0.27%	0.27%	0.48%
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%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	97%	98%	97%	97%	96%	94%	89%	93%	91%	98%	98%	98%	95.5%
Service Level (85/120)	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	99.8%
ASA	1.8	1.6	1.7	1.8	2.3	2.6	4.8	3.4	4.2	4.2	1.3	1.4	2.59
CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL	0	0	0	1	0	0	0	0	0	0	0	0	1


Appendix C: Relay Missouri Speech-to-Speech Statistics

	Speech to Speech Relay Missouri Traffic Report												FY 2020 -21	
	To: Missouri Public Service Commission						From: T-Mobile Accessibility							
Contract for Conversation Minutes	2020						2021							
Speech to Speech Minutes	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Average	Total
Total Session Min	7	78	160	165	10	50	70	23	11	77	37	9	58	699
Total Conversation Min	0	40	128	99	0	39	38	8	1	43	22	0	35	418
Less Interstate Conversation	0	0	(23.90)	(51.72)	0	0	0	0	0	0	0	0	(6)	(76)
Less International Conversation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Interstate Toll Free Conversation	0	(20.26)	(29.71)	(7.70)	0	(19.99)	(2.64)	(0.12)	0	0	0	0	(7)	(80)
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	0	19	75	39	0	19	35	8	1	43	22	0	22	262
													Average	Total
Number of Completed Calls Made	0	3	11	11	0	1	7	4	2	9	1	0	4	49
Average Length of Call	0.96	4.10	14.63	7.23	0.98	8.36	4.04	1.82	1.38	5.33	5.16	0.65	4.55	N/A
Total Numbers of Completed Calls														
Speech to Speech (STS) Calls														
Local	0	0	6	4	0	0	5	3	2	7	1	0	0	28
Intrastate	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Interstate	0	0	1	3	0	0	0	0	0	0	0	0	0	4
Directory Assistance	0	0	1	0	0	0	1	0	0	1	0	0	0	3
General Assistance	0	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	0
900 calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll-Free	0	3	3	4	0	1	1	1	0	0	0	0	0	13
Marine Calls	0	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	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total STS Calls	0	3	11	11	0	1	7	4	2	9	1	0	0	49

Appendix D: Relay Missouri CapTel Statistics

Missouri CapTel Service Patterns													FY 2020 – 2021	
		To: Missouri Public Service Commission						From: T-Mobile Accessibility						
		2020						2021						
Missouri Conversation Minutes	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Average	Total
Billable Minutes	10,641	10,900	8,862	9,860	10,687	10,122	8,851	8,431	6,705	7,189	6,483	6,551	8,774	105,283
Average minutes per call	2.60	2.95	2.79	2.81	2.84	2.64	2.74	2.53	2.36	2.44	2.48	2.28	2.62	N/A
CapTel Traffic Patterns													Average	Total
Data Calls	2,983	2,671	2,361	2,643	2,844	2,867	2,363	2,550	2,177	2,317	2,060	2,101	2,495	29,937
Voice Calls	1,110	1,018	816	868	913	965	872	777	663	626	556	772	830	9,956
Total of Calls	4,093	3,689	3,177	3,511	3,757	3,832	3,235	3,327	2,840	2,943	2,616	2,873	3,324	39,893
Total Conversation Minutes													Average	Total
Local	9,908	10,379	8,368	9,039	10,233	9,686	8,305	8,019	6,129	6,715	6,126	5,974	8,240	98,881
Intrastate Intralata	0	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	0
Interstate	4,225	4,088	2,591	3,019	2,978	3,304	2,479	2,042	1,053	802	865	856	2,358	28,300
International	0	0	0	0	1	0	0	19	0	0	0	1	2	22
Toll Free	690	573	654	981	538	478	784	507	621	396	456	536	601	7,214
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	2	0	0	0	0	0	0	0	0	0	1	0	0	4
Inbound 2-Line	419	230	153	326	154	184	127	143	294	287	125	274	226	2,716
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	20	35	38	49	54	39	49	36	10	24	22	71	37	447
Total Conversation Min	15,264	15,305	11,804	13,414	13,958	13,690	11,744	10,767	8,107	8,224	7,595	7,711	11,465	137,583
Number of Calls by Each Traffic Pattern													Average	Total
Local	2,796	2,532	2,259	2,417	2,676	2,673	2,274	2,448	1,991	2,155	1,935	1,941	2,341	28,097
Intrastate Intralata	0	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	0
Interstate	501	382	304	375	391	427	362	241	180	128	144	195	303	3,630
International	3	3	0	1	3	4	1	6	2	0	0	3	2	26
Toll Free	127	122	85	143	114	133	98	110	97	68	80	102	107	1,279
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	3	0	1	0	1	0	0	0	0	0	2	0	1	7
Inbound 2-Line	291	210	174	202	180	163	164	190	241	224	118	282	203	2,439
General Assistance	345	413	319	331	356	412	303	328	306	347	317	303	340	4,080
Other	27	27	35	42	36	20	33	4	23	21	20	47	28	335
Total	4,093	3,689	3,177	3,511	3,757	3,832	3,235	3,327	2,840	2,943	2,616	2,873	3,324	39,893
Distribution of Minutes													Average	Total
Total Conversation Minutes	15,264	15,305	11,804	13,414	13,958	13,690	11,744	10,767	8,107	8,224	7,595	7,711	11,465	137,583
Less Interstate Conversation Min	(4,225)	(4,088)	(2,591)	(3,019)	(2,978)	(3,304)	(2,479)	(2,042)	(1,053)	(802)	(865)	(856)	(2,358)	(28,300)
Less International Conversation Min	(0)	(0)	(0)	(0)	(1)	0	0	(19)	0	0	0	(1)	(2)	(22)
Less Toll Free Conversation Min (51%)	(352)	(292)	(333)	(501)	(274)	(244)	(400)	(259)	(317)	(202)	(233)	(274)	(307)	(3,679)
Less 2 Line Conversation Min (11%)	(46)	(25)	(17)	(36)	(17)	(20)	(14)	(16)	(32)	(32)	(14)	(30)	(25)	(299)
Billable to MO	10,641	10,900	8,862	9,859	10,687	10,122	8,851	8,431	6,705	7,189	6,483	6,551	8,774	105,283

Appendix E: Relay Missouri RCC Statistics

Relay Conference Captioning		Relay Missouri Traffic Report										FY 2020-21	
		To: Missouri Public Service Commission					From: T-Mobile Accessibility						
		2020					2021						
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Relay Conference Captioning (RCC) Calls (Events)	11	3	8	10	3	24	22	19	33	25	29	26	213
Total Billable RCC Minutes	1,125	315	615	810	195	1,890	1,290	1,560	2,625	1,740	2,190	1,725	16,080