



## RELAY MISSOURI

Annual Report

July 2021 – October 2022



## *A Message from the Associate Accessibility Relationship Manager*

T-Mobile Accessibility is pleased to present to the Missouri Public Service Commission administration this July 2021 to October 2022 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 some events were canceled to maintain safety protocols. Selected outreach activities out of the 16 included:

- Health and Wellness Expo in Cape Girardeau; 300 attended.
- DeafNation Expo in Kansas City; 1,500 attended.
- Funeral Home for Seniors event in St. Peters; 300 attended.
- Training for people who are deafblind in Jefferson City; 30 attended.

In addition to the Relay Missouri outreach team, two in-state Outreach Experts, Inc. (OEI) Outreach Specialists exhibited in two events.

Additional Relay Missouri education efforts included developing a new website and maintaining the Facebook page and Instagram accounts.

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 2.2 seconds at 96.2% service level.**

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

- *TTY-based*: 77,160 minutes
- *STS*: 832 minutes
- *CTS*: 83,041 minutes
- *RCC (billable)*: 9,635 minutes

T-Mobile Accessibility values the relationship with the Missouri Public Service Commission administration and appreciates the contract renewal to October 2025. 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*

Cady Macfee  
Associate Accessibility Relationship Manager  
6200 Sprint Parkway  
Overland Park, KS 66521  
cady.macfee@t-mobile.com  
(913) 309-6618

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## *Relay Missouri Highlights*

- Revamped the Relay Missouri website to comply with 2.1AA accessibility guidelines.
- 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 2.2 seconds at 96.2% service level.**

### **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, a Facebook page and an Instagram account.

Relay Missouri can be distinguished from other relay services in that Relay Missouri uses analog technology for intrastate calls within Missouri using traditional relay, Speech-to-Speech, CapTel and Relay Conference Captioning. Relay Missouri is also financially supported differently than other relay services using digital technology and/or the internet. Relay Missouri is funded by a surcharge applied to Missouri landline consumers through a fund administered by the Missouri Public Service Commission. In contrast, other relay services are funded through the interstate relay fund administered by the Federal Communications Commission.

[www.relaymissouri.com](http://www.relaymissouri.com)

# Relay Missouri Outreach and Deliverables

## Outreach

During this reporting year, Relay Missouri outreach efforts were promoted through in-person and virtual exhibitions, presentations, and demonstrations; as well as online for 24 hours, 7 days a week via its Facebook page and Instagram account; and at the newly revamped [www.relaymissouri.com](http://www.relaymissouri.com) website.

### Statistics

- 9 Towns
- 16 Exhibits
- 5,415 Customers Educated

The Relay Missouri Associate Accessibility Relationship Manager, with the Relay Missouri Outreach Specialist who focuses on TRS, STS, CTS, and RCC services, resumed educational efforts across the state. Selected relay education consisted of:

- Health and Wellness Expo in Cape Girardeau; 300 attended.
- DeafNation Expo in Kansas City; 1,500 attended.
- Funeral Home for Seniors event in St. Peters; 300 attended.
- Training for people who are DeafBlind in Jefferson City; 30 attended.



Figure 1: Health and Wellness Conference in March 2022



Figure 2: Power UP Conference in April 2022

Figure 3: Rehabilitation Conference in June 2022

In addition to the Relay Missouri outreach team, two in-state Outreach Experts, Inc. (OEI) Outreach Specialists exhibited at two events.

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

- Blue Springs
- **Cape Girardeau**
- Jefferson City
- Kansas City
- Osage Beach
- St. Louis
- **St. Peters**
- Sedalia
- **Trenton**

See the full listing of outreach performed in Appendix A.

## Online Presence

### Website

Relay Missouri is pleased that in March 2022, the Relay Missouri website was revamped to comply with 2.1AA accessibility guidelines, which means the information is accessible to persons who have low vision or are blind, have seizure disorders, or other accessibility needs.

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, an online form to request outreach services, information about webinars, and additional resources. See Figures 4 to 7 for selected webpages.

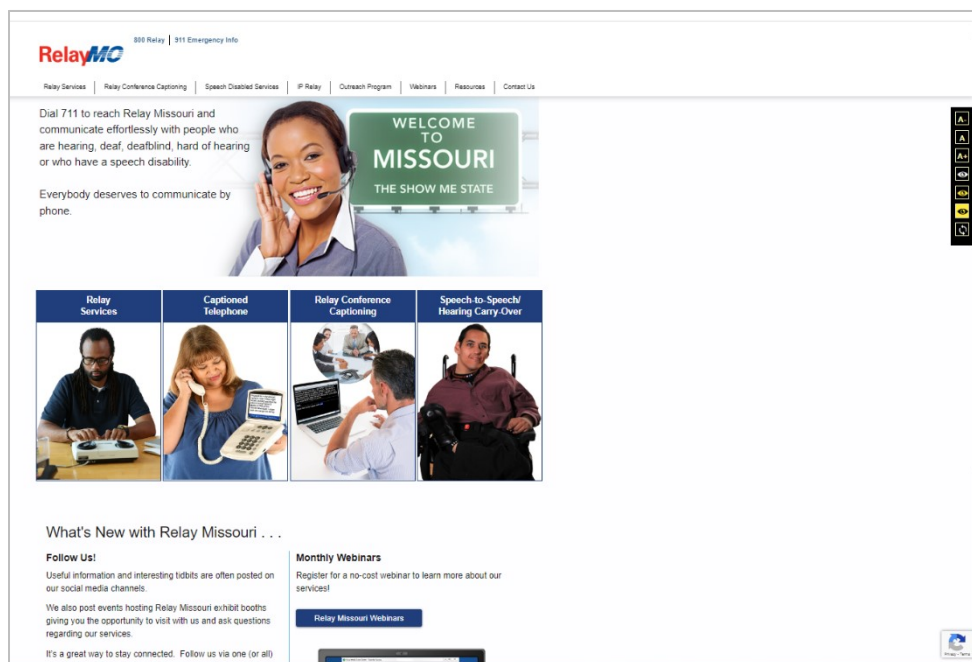



Figure 4: Website - Homepage

RelayMO 800 Relay | 911 Emergency Info

Relay Services | Relay Conference Captioning | Speech Disabled Services | IP Relay | Outreach Program | Webinars | Resources | Contact Us

## Outreach Program from Relay Missouri

Our Outreach Specialists are experienced in sharing information about all of our accessible telecommunications services.



Outreach Specialists are available to host Relay Missouri exhibits and booths at local and statewide events, including conferences, expos, fairs, workshops and town hall meetings. We also give complimentary presentations, demonstrations and one-on-one trainings.

Interested? Fill out an online form below. We'll be in touch with you soon.

**What event would you like to request?**  
 Exhibit  Presentation  Training  Demonstration  Other

**Your Name: \***

**Email Address: \***

**Phone Number: \***

**Type of Contact:**  
 Standard Phone  Videophone  TTY  Mobile

**Address: \***

**City:**  **State:**

Figure 5: Website – Outreach

RelayMO 800 Relay | 911 Emergency Info

Relay Services | Relay Conference Captioning | Speech Disabled Services | IP Relay | Outreach Program | Webinars | Resources | Contact Us

## Literature about Relay Missouri services

Click to download or print out. (coming soon)

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### Telecommunications Access Program (TAP)

TAP for Telephone provides adaptive telephone equipment that may work with Relay Missouri, including TTY's, TTY's for HCO and VCO/Captioned telephones.

TAP provides demonstrations of equipment at no cost regardless of eligibility.

**Contact Missouri TAP for more information:**

- TAP for Telephone Program  
1501 NW Jefferson  
Blue Springs, MO 64015
- 800.647.8557 (voice)
- 800.647.8556 (tty)
- 816.655.6710 (fax)
- [info@mo-at.org](mailto:info@mo-at.org) (email)
- [www.at.mo.gov](http://www.at.mo.gov) (website)




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### Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 has a significant impact on people who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability in ensuring them equal telephone access. Below are relevant links pertaining to the provision of Telecommunications Relay Service and the strict requirements of confidentiality when making or receiving Relay or CapTel calls:

- [Americans with Disabilities Act of 1990](#)


Figure 6: Website - Resources

RelayMO 800 Relay | 911 Emergency Info

Relay Services | Relay Conference Captioning | Speech Disabled Services | IP Relay | Outreach Program | Webinars | Resources | Contact Us

## Webinar

**Webinar** (noun) /we-bi-när/: a live online educational presentation during which participating viewers can submit questions and comments.



Webinars are available for anyone who might be interested in learning about Relay Missouri service and state programs.

Please contact Cady Macfee, Associate Accessibility Relationship Manager, to schedule your webinar.

You may email her at [cady.macfee@t-mobile.com](mailto:cady.macfee@t-mobile.com) or call her at 913-309-6618.

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Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See [t-mobile.com/access](http://t-mobile.com/access) for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2022 T-Mobile USA, Inc.

CapTel is a registered trademark of Ultratec, Inc. All other marks are property of their respective owner.



 

Figure 7: Website - Webinar



## Facebook

Relay Missouri maintains a Facebook page to provide immediate information access for the TRS, Speech-to-Speech, CapTel, and RCC services.

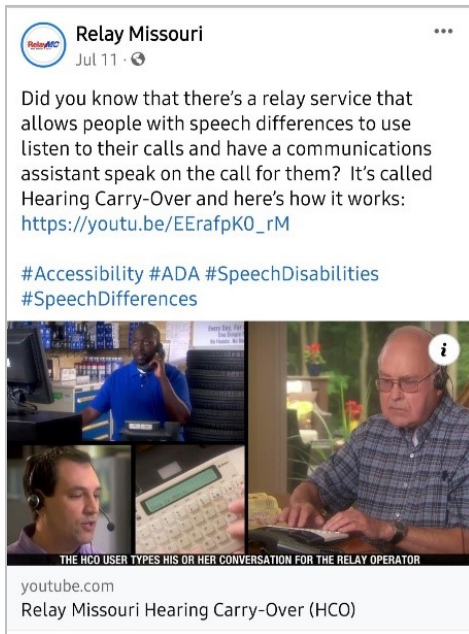


Figure 8: Facebook Post – July 2021



Figure 10: Facebook Post – April 2022

Posts are made on the Relay Missouri Facebook page at [www.facebook.com/relaymissouri](http://www.facebook.com/relaymissouri). Posts include relay tips; interactive questions for viewers to respond; facts about persons who are deaf or hard of hearing or have a speech disability; recognizing holidays; fun ways to describe relay calls; and more. See Figures 8 to 10 for selected examples of posts during this reporting year.

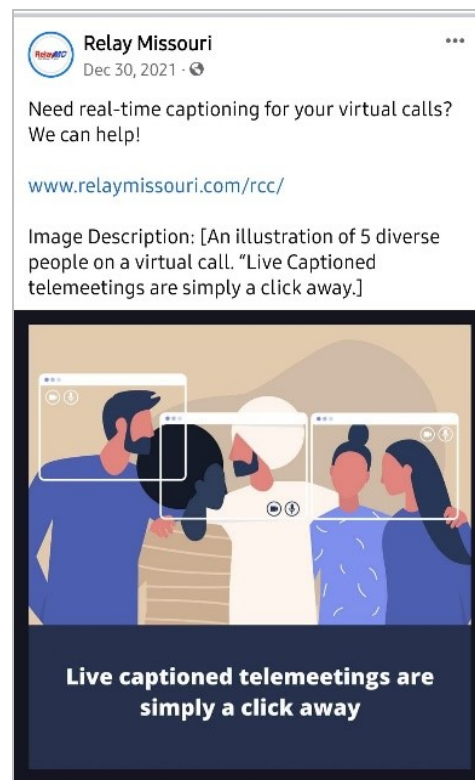


Figure 9: Facebook Post – December 2021

## 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. See Figures 11 to 13 for selected screenshots during this reporting year. Figure 13 is screenshot of a video located [here](#).

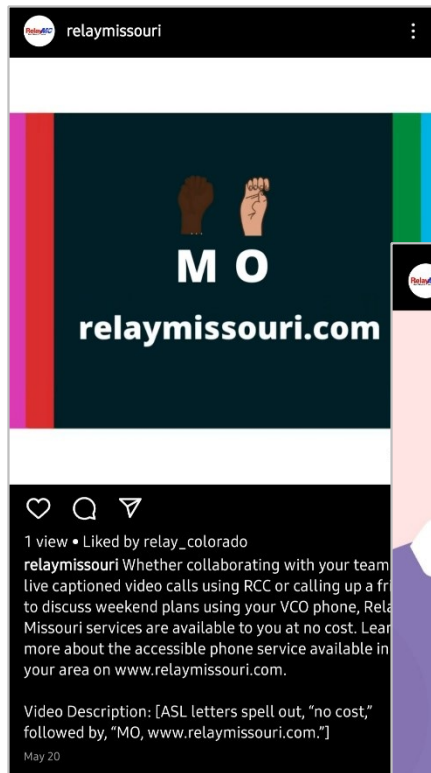


Figure 11: Instagram Post– May 2022

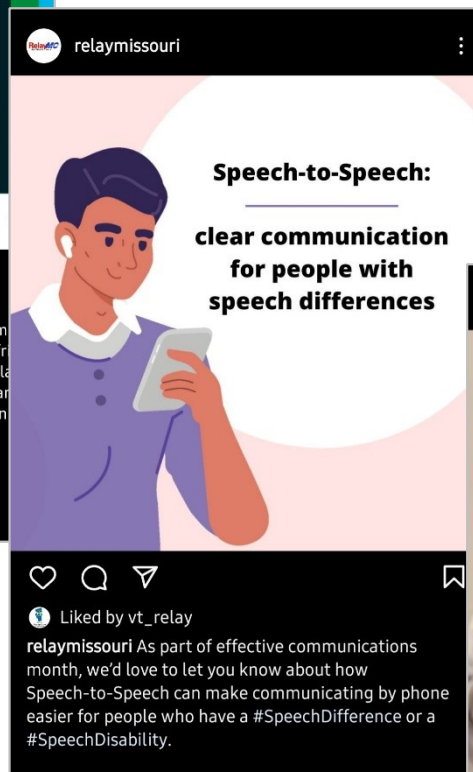


Figure 12: Instagram Post– June 2022



Figure 13: Instagram Post– July 2022

## 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 these 16-month statistics for Facebook and Instagram.





 Facebook		 Instagram	
Followers	212	Followers	100
Likes	186	Engagements	6
Total Annual Reach	6,013	Total Reach	72
Annual Organic Reach	1,456	Organic Reach	72
Paid Reach	4,557	Paid Reach	0
Posts Published	228	Posts Published	14
Impressions	7,900	Profile Impressions	75
Average Engagement Rate: 2.4%		 	Boosts: 0

Table 1: Facebook and Instagram Metrics

- “Follower” is a person who has chosen to receive the updates that posts in their news feed.
- “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.
- “Engagement Rate” is the percentage of times a post was interacted with versus how many times it was viewed by people. So, a higher engagement rate means a post has more likes, shares, or comments than those with a lower engagement rate. For each month, the engagement rates for all the published posts are used to calculate the average rate to give a reference for how that posts are performing overall.
- “Boosts” is the Facebook term for paid advertisements using existing posts. If a boost received “0” on the month chart, that means funds were not spent on advertisements and therefore, no data to report in that category.

In Figure 14, the number of Facebook “Followers” and “Likes” is indicated.

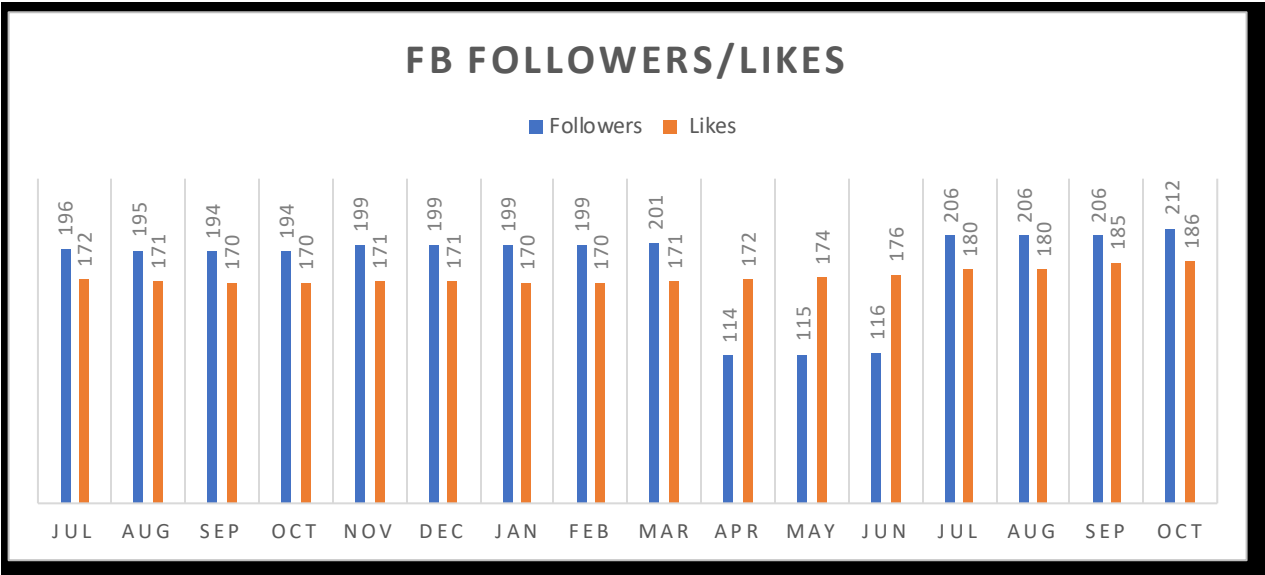


Figure 14: Facebook Followers/Likes

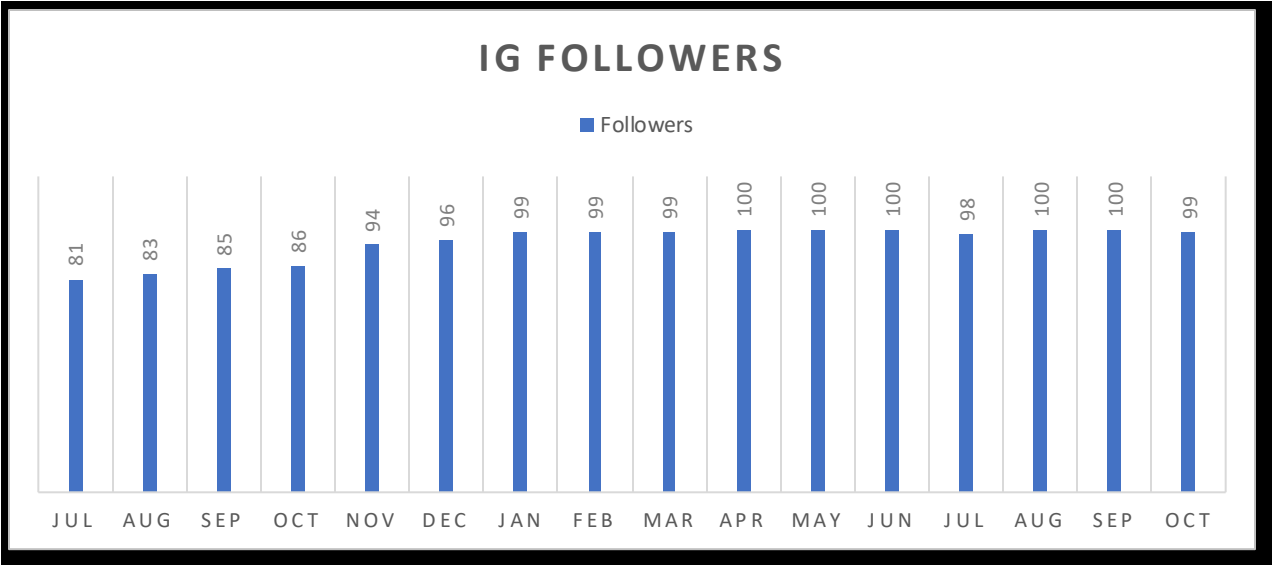


Figure 15: Instagram Followers

## Promotional Items

Visibility and brand awareness are important components of Relay Missouri outreach efforts. Relay Missouri ordered and disseminated three different kinds of promotional items: disposable mask holder, medical card wallet, and mop head pens. See Figure 16.



Figure 16: Promotional Items

## *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.*

Month	Traditional Relay Services		Speech-to-Speech	
	Conversation Minutes	Calls	Conversation Minutes	Calls
July 2021	4,527	16,071	41	9
August	5,721	15,003	18	2
September	4,495	12,436	0	0
October	6,250	14,870	38	3
November	6,545	13,048	186	34
December	7,002	14,334	105	1
January 2022	5,498	12,787	13	2
February	4,835	11,597	6	1
March	4,664	12,376	142	13
April	4,751	10,556	71	6
May	3,840	10,588	21	1
June	3,957	7,572	10	1
July 2022	3,714	8,098	31	12
August	3,595	8,416	29	8
September	3,374	7,872	16	3
October	4,392	8,167	105	7

Table 2

### **TRS Conversation Minutes**

Table 2 indicates the total monthly conversation minutes processed through Relay Missouri TRS. The total of 77,992 includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech conversation minutes are included as well.

*See Appendix C for a complete statistics report.*

## Relayed Call Volume - TRS

Table 2, above, 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 183,791 relayed calls.

## Call Origination - TRS

On average, TTY users originated the highest-used call type at 53% of Relay Missouri's calls; see Table 3. (Speech-to-Speech is not included.)

## 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 2022 map in Figure 17 shows where the highest concentrations are (in yellow and lime green) to lowest (in light grey).

Call Origination	
TTY	53.20%
ASCII	0.00%
Voice	14.00%
VCO	31.10%
HCO	1.80%
TeleBraille	0.00%

Table 3

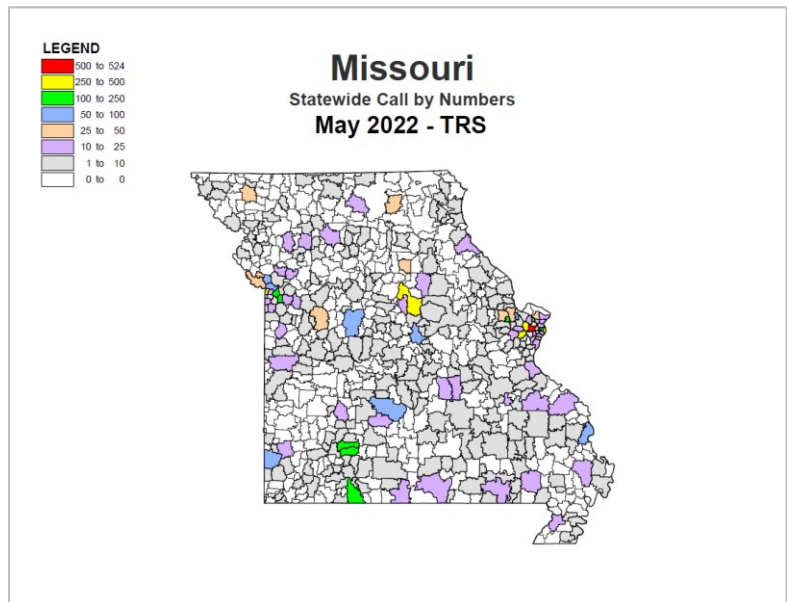


Figure 17: TRS Calls Map

	ASA	SVL
July 2021	1.8	97%
August	2.9	94%
September	3.3	92%
October	2.5	95%
November	2.3	96%
December	3.7	94%
January 2022	4.0	91%
February	2.0	96%
March	1.1	99%
April	1.2	99%
May	1.7	97%
June	1.8	97%
July 2022	2.5	96%
August	1.5	99%
September	1.5	98%
October	1.3	99%

### TRS Service Levels

Table 4 illustrates that T-Mobile Accessibility has exceeded the service level 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. The Federal Communications Commission (FCC) adjusted the requirement to 85%/120 seconds since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes from March 2020 to June 30, 2022. However, the **unadjusted** ASA was 2.2 seconds of calls answered with a Service Level (SVL) of 96.2%.

Table 4

### 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 2021 to May 2022 for TRS, there was 1 commendation, 0 complaints, and 1,099 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.

Month	CapTel	
	Conversation Minutes	Calls
July 2021	8,239	3,187
August	7,816	2,503
September	7,480	2,111
October	8,257	2,143
November	6,536	1,772
December	6,009	1,718
January 2022	5,944	1,698
February	5,237	1,458
March	5,593	1,619
April	4,045	1,355
May	3,172	1,327
June	2,827	1,057
July 2022	3,327	1,133
August	3,016	1,053
September	2,827	1,006
October	2,716	915

Table 5

### **Conversation Minutes - CTS**

A breakdown of monthly conversation minutes is shown in Table 5. This reporting year's Missouri CTS conversation minutes totaled 83,041.

### **Call Volume - CTS**

A total of 26,055 Missouri CTS calls were generated this reporting year. A breakdown of monthly call volume is also displayed in Table 5.

## 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 2022 map in Figure 18 shows where the highest concentrations are (in lime green and purple) to lowest (in light grey).

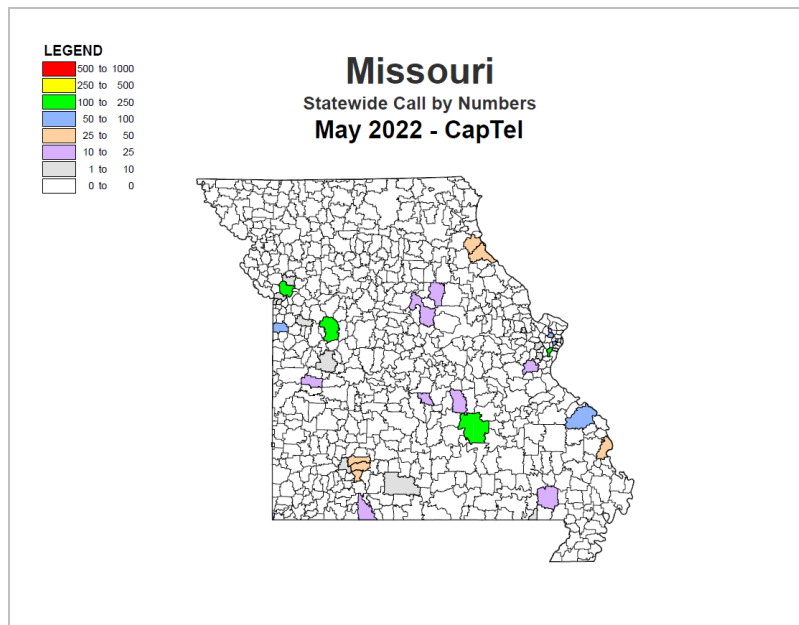


Figure 18: CapTel Calls Map

## 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 2021 to May 2022 for CTS, there was 1 commendation, 1 complaint, and 10 inquiries.

## *Relay Missouri Statistics – Relay Conference Captioning (RCC)*

The following information indicates the trends of the 16-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 9,635 RCC billable conversation minutes were generated during this reporting year. A breakdown of monthly minutes is in Table 6.

### **RCC Calls/Events**

A total of 123 RCC calls (or “events”) were generated during this reporting year. A breakdown of monthly calls is in Table 6.

*See Appendix E for a complete statistics report.*

Month	RCC	
	Billable Conv. Minutes	Calls/Events
July 2021	2,910	35
August	195	2
September	360	5
October	1,245	14
November	365	6
December	480	6
January 2022	480	7
February	1,275	18
March	1,110	18
April	60	1
May	210	2
June	270	4
July 2022	495	6
August	0	0
September	0	0
October	180	2

Table 6

## *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

					
Date	Event	City	Target Audience	Number of attendees	Type
August-21	Missouri State Fair (Seniors Day)	Sedalia	Seniors	250	Exhibitor/Sponsor
August-21	Healthy Living Senior Fair	St. Peters	Seniors	500	Exhibitor
September-21	Missouri Academy of Audiology Conference	St. Louis	Audiologist	300	Exhibitor
October-21	Missouri Interpreter Conference	Osage Beach	Deaf/ Hearing	175	Exhibitor/Sponsor
October-21	Missouri Rehabilitation Conference	Osage Beach	Hearing	200	Exhibitor/Sponsor
December-21	DEAF, INC	St. Louis	Deaf/Hard of Hearing	50	Sponsor
February-22	Goody Bags Distribution	Trenton/Higginsville	Seniors	30	Cold Visit
March-22	Cape Girardeau Health and Wellness Expo	Cape Girardeau	Seniors	300	Exhibitor
April-22	DeafNation	Kansas City	Deaf/Hard of Hearing	1,500	Exhibitor/Sponsor
April-22	Power UP	Blue Springs	Hearing/Deaf	500	Exhibitor/Sponsor/Presenter
April-22	Bauer Funeral Home Senior Event	St. Peters	Seniors	300	Exhibitor
June-22	Missouri Rehabilitation Conference	Osage Beach	Hearing/Deaf	500	Exhibitor/Sponsor
June-22	DeafBlind Training	Jefferson City	DeafBlind	30	Presenter
August-22	Missouri State Fair (Seniors Day)	Sedalia	Hearing/ Seniors	250	Exhibitor
September-22	Deaf Day at the St. Louis Cardinals	St. Louis	Deaf/Hard of Hearing	230	Sponsor
October-22	Missouri Interpreter Conference	Osage Beach	Hearing/Deaf	300	Sponsor/Exhibitor
<b>TOTAL Attendees:</b>				<b>5,415</b>	

# Appendix B: Relay Missouri TRS Statistics



	2021						2022						TOTAL				
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN		JUL	AUG	SEP	OCT
<b>MINUTES OF SERVICE</b>																	
Total Session Minutes	17,817	17,015	14,553	16,724	16,964	17,894	15,723	14,193	14,735	13,855	13,427	12,503	12,698	13,897	12,891	14,191	239,079
Total Conversation Minutes	4,527	5,721	4,495	6,250	6,545	7,002	5,498	4,835	4,664	4,751	3,840	3,957	3,714	3,595	3,374	4,392	77,158
Less Interstate	(1,130)	(639)	(564)	(1,299)	(1,310)	(1,458)	(670)	(488)	(345)	(320)	(454)	(511)	(348)	(241)	(529)	(651)	(10,954)
Less International	(0)	0	0	0	0	0	0	0	0	(3)	0	0	(0)	0	(15)	0	(18)
Less 800 Toll-Free	(338)	(500)	(475)	(621)	(921)	(1,125)	(745)	(716)	(664)	(575)	(272)	(581)	(390)	(570)	(231)	(482)	(9,206)
Less Directory Assistance Session Min	0	(3)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(3)
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	3,059	4,579	3,456	4,330	4,314	4,419	4,082	3,631	3,655	3,854	3,115	2,865	2,976	2,784	2,600	3,259	56,977
Billable Minutes (STS)	30	12	0	18	105	52	13	6	70	39	10	5	31	29	9	66	494
Total TRS/STS Billable Minutes	3,089	4,591	3,456	4,348	4,418	4,471	4,095	3,637	3,725	3,893	3,125	2,870	3,007	2,813	2,609	3,325	57,471
CapTel Billable Minutes	7,090	6,379	5,976	6,299	5,220	4,965	4,789	4,202	4,195	2,880	2,308	2,163	2,254	0	0	0	58,721

	AVERAGE																
<b>AVERAGE LENGTH OF CALLS</b>																	
Session Minutes	1.14	1.19	1.21	1.30	1.35	1.31	1.27	1.28	1.23	1.35	1.31	1.74	1.63	1.69	1.69	1.80	1.41
Conversation Minutes	0.29	0.40	0.37	0.49	0.52	0.51	0.44	0.43	0.39	0.46	0.37	0.55	0.48	0.44	0.44	0.56	0.45
Avg. Length of Completed Calls	21.02	14.88	16.58	15.55	16.24	13.93	17.49	15.62	17.28	17.16	18.59	16.21	17.74	23.70	22.25	19.19	17.71

	TOTAL																
<b>TOTAL NUMBER OF COMPLETED RELAYED CALLS</b>																	
Local	391	540	427	549	419	450	384	325	325	393	358	361	371	312	285	371	6,261
Intrastate (Intralata)	55	3	4	102	63	25	3	1	8	3	6	2	0	4	1	0	280
Intrastate (Interlata)	163	313	127	116	175	228	192	332	281	221	171	148	115	107	147	142	2,978
Interstate Calls	144	153	207	354	195	348	178	95	94	84	109	165	124	48	85	110	2,493
Toll Free	88	125	113	170	184	237	139	156	144	106	77	96	95	110	54	107	2,001
Directory Assistance	0	10	0	0	1	4	3	0	0	0	2	0	1	0	3	10	34
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	0	0	1	0	0	1	0	3	0	5
Marine (Attempted)	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLETED	843	1,144	878	1,291	1,037	1,292	899	909	852	808	723	772	707	581	578	740	14,054
Busy Ring No answer	217	421	244	215	268	345	229	229	195	126	195	212	146	127	141	164	3,474
TOTAL OUTBOUND	1,060	1,565	1,122	1,506	1,305	1,637	1,128	1,138	1,047	934	918	984	853	708	719	904	17,528
General Assistance	15,011	13,438	11,314	13,364	11,743	12,697	11,659	10,459	11,329	9,622	9,670	6,588	7,245	7,708	7,153	7,263	166,263
<b>TOTAL Relayed Calls</b>	<b>16,071</b>	<b>15,003</b>	<b>12,436</b>	<b>14,870</b>	<b>13,048</b>	<b>14,334</b>	<b>12,787</b>	<b>11,597</b>	<b>12,376</b>	<b>10,556</b>	<b>10,588</b>	<b>7,572</b>	<b>8,098</b>	<b>8,416</b>	<b>7,872</b>	<b>8,167</b>	<b>183,791</b>

NUMBER OF CALLS TO RELAY																	TOTAL
Offered	15,839	14,682	12,508	13,144	12,815	14,092	12,919	11,307	12,099	10,270	10,187	7,287	7,946	8,041	7,697	7,901	178,734
Answered	15,600	14,172	11,973	12,797	12,486	13,564	12,313	11,050	11,936	10,107	9,958	6,982	7,533	7,776	7,444	7,672	173,363
In Queue	15,839	14,682	12,508	13,144	12,815	14,092	12,919	11,307	12,099	10,270	10,187	7,287	7,946	8,041	7,697	7,901	178,734
Abandoned in Queue	239	510	535	347	329	528	606	257	163	163	229	305	413	265	253	229	5,371

AVERAGE NUMBER OF CALLS - STS not included																	AVERAGE
Weekend	218	195	183	200	187	197	176	189	178	167	159	153	166	160	163	158	178
Weekday	641	602	499	541	525	555	525	504	476	431	416	288	306	310	299	314	452

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
<b>TOTAL CALL VOLUME</b>																	
TTY- Baudot	664	1,003	652	895	786	795	580	450	427	408	493	529	491	361	281	445	9,260
Turbo Code	22	23	2	6	5	0	1	0	0	2	7	2	4	1	1	0	76
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	212	248	227	203	142	204	137	135	139	100	120	122	113	121	107	98	2,428
VCO	155	281	237	161	335	611	390	543	474	404	280	284	230	197	327	340	5,249
HCO	7	10	4	26	37	27	20	10	7	20	18	47	15	28	3	21	300
Deaf/Blind ASCII	0	0	0	0	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	0	0	0	0
<b>TOTAL</b>	<b>1,060</b>	<b>1,565</b>	<b>1,122</b>	<b>1,291</b>	<b>1,305</b>	<b>1,637</b>	<b>1,128</b>	<b>1,138</b>	<b>1,047</b>	<b>934</b>	<b>918</b>	<b>984</b>	<b>853</b>	<b>708</b>	<b>719</b>	<b>904</b>	<b>17,313</b>
Speech to Speech Calls Completed	9	2	0	3	24	1	2	1	13	6	1	1	12	8	3	7	93
Total Spanish Calls	0	2	0	1	0	3	0	0	0	0	0	0	0	0	0	0	6

% PERCENTAGE OF CALLS																	AVERAGE
TTY	62.64%	64.09%	58.11%	69.33%	60.23%	48.56%	51.42%	39.54%	40.78%	43.68%	53.70%	53.76%	57.56%	50.99%	39.08%	49.23%	52.67%
Turbo Code	2.08%	1.47%	0.18%	0.46%	0.38%	0.00%	0.09%	0.00%	0.00%	0.21%	0.76%	0.20%	0.47%	0.14%	0.14%	0.00%	0.55%
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%	0.00%	0.00%	0.00%	0.00%
Voice	20.00%	15.85%	20.23%	15.72%	10.88%	12.46%	12.15%	11.86%	13.28%	10.71%	13.07%	12.40%	13.25%	17.09%	14.88%	10.84%	14.04%
VCO	14.62%	17.96%	21.12%	12.47%	25.67%	37.32%	34.57%	47.72%	45.27%	43.25%	30.50%	28.86%	26.96%	27.82%	45.48%	37.61%	31.08%
HCO	0.66%	0.64%	0.36%	2.01%	2.84%	1.65%	1.77%	0.88%	0.67%	2.14%	1.96%	4.78%	1.76%	3.95%	0.42%	2.32%	1.80%
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%	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%	0.00%	0.00%	0.00%	0.00%

AVERAGE SPEED OF ANSWER																	AVERAGE
Service Level	97%	94%	92%	95%	96%	94%	91%	96%	99%	99%	97%	97%	96%	99%	98%	99%	96.2%
Service Level (85/120)	100%	100%	99%	100%	100%	99%	99%	100%	100%	100%	100%	100%					99.8%
ASA	1.8	2.9	3.3	2.5	2.3	3.7	4.0	2.0	1.1	1.2	1.7	1.8	2.5	1.5	1.5	1.3	2.2

CUSTOMER CONTACTS																	TOTAL
<b>TRS</b>																	
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</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>	<b>1</b>

## Appendix C: Relay Missouri Speech-to-Speech Statistics

	<b>Speech to Speech</b>	<b>Relay Missouri Traffic Report</b> To: Missouri Public Service Commission	From: Catherine Macfee, Relay Missouri Customer Relationship Manager Sprint Accessibility 6550 Sprint Parkway Overland Park, KS 66251	FY 7-2021 to 10-2022
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Contract for Conversation Minutes	2021						2022										
Speech to Speech Minutes	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Total
<i>Total Session Min</i>	91	40	7	52	272	114	33	20	210	117	33	29	55	61	37	147	1,317
<i>Total Conversation Min</i>	41	18	0	38	186	105	13	6	142	71	21	10	31	29	16	105	832
<i>Less Interstate Conversation</i>	0	0	0	0	0	0	0	0	(0.10)	0	0	0	0	0	0	0	0
<i>Less International Conversation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Less Interstate Toll Free Conversation 51%</i>	(11)	(6)	0	(19)	(82)	(54)	0	0	(73)	(32)	(11)	(5)	0	0	(7)	(39)	(337)
<i>Less Interstate DA Conversation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Less 900 Conversation 51%</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Billable Speech to Speech</b>	<b>30</b>	<b>12</b>	<b>0</b>	<b>18</b>	<b>105</b>	<b>52</b>	<b>13</b>	<b>6</b>	<b>70</b>	<b>39</b>	<b>10</b>	<b>5</b>	<b>31</b>	<b>29</b>	<b>9</b>	<b>66</b>	<b>494</b>
																	<b>Total</b>
<i>Number of Completed Calls Made</i>	9	2	0	3	24	1	2	1	13	6	1	1	30	0	0	0	93
<i>Average Length of Call</i>	4.67	2.20	0.53	10.50	11.41	9.73	1.49	0.77	14.60	4.95	1.12	1.95	2.17	2.49	3.07	11.02	5.17

Total Numbers of Completed Calls Speech to Speech (STS) Calls	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Total
<i>Local</i>	8	1	0	0	8	0	2	1	0	1	0	0	12	8	0	2	43
<i>Intrastate</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
<i>Interstate</i>	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
<i>Directory Assistance</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>General Assistance</i>	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	10
<i>International</i>	0	0	0	0	14	0	0	0	0	0	0	0	0	0	0	0	14
<i>900 calls</i>	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	5
<i>Toll-Free</i>	1	1	0	0	0	1	0	0	12	5	1	1	0	0	1	5	28
<i>Marine Calls</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Busy Ring/No Answer</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Other Calls</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total STS Calls</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>34</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>103</b>



## Appendix D: Relay Missouri CapTel and RCC Statistics



**Missouri CapTel Service Patterns**

FY 7-2021 to 10-2022

Missouri Conversation Minutes	2021						2022										Total
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	
Billable Minutes	7,090	6,379	5,976	6,299	5,220	4,965	4,789	4,202	4,195	2,880	2,308	2,163	2,254	2,282	1,925	1,998	64,926
Average minutes per call																	Average
Average Per Min Per User	114.43	105.62	126.79	131.06	103.74	96.92	100.75	93.52	99.87	80.91	75.51	72.47	81.15	73.55	65.74	87.63	94.35
Total Number of Users/ Participants	72	74	59	63	63	62	59	56	56	50	42	39	41	41	43	31	53
Average minutes per call	2.22	2.55	2.83	2.94	2.95	2.89	2.82	2.88	2.59	2.13	1.74	2.05	1.99	2.17	1.91	2.18	2.43
<b>CapTel Traffic Patterns</b>																	
Data Calls	2,542	2,048	1,757	1,810	1,391	1,457	1,445	1,167	1,321	1,086	1,159	925	950	907	843	787	21,595
Voice Calls	645	455	354	333	381	261	253	291	298	269	168	132	183	146	163	128	4,460
Total of Calls	3,187	2,503	2,111	2,143	1,772	1,718	1,698	1,458	1,619	1,355	1,327	1,057	1,133	1,053	1,006	915	26,055
<b>Total Conversation Minutes</b>																	
Local	6,560	6,011	5,622	5,753	4,840	4,712	4,409	3,926	3,879	2,627	2,081	2,044	2,065	2,166	1,510	1,736	59,940
Intrastate Intralata	0	0	0	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	0	0	0
Interstate	874	1,151	1,182	1,425	985	822	815	790	1,138	954	679	586	924	628	651	601	14,205
International	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Toll Free	488	542	622	1,038	636	430	661	472	495	403	356	149	287	202	489	227	7,495
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	2
Inbound 2-Line	237	92	41	29	53	29	27	40	64	54	29	18	25	17	14	14	783
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	80	20	13	12	21	16	33	8	17	8	26	29	27	3	163	139	615
Total of Conversation Min	8,239	7,816	7,480	8,257	6,536	6,009	5,944	5,237	5,593	4,045	3,172	2,827	3,327	3,016	2,827	2,716	83,040
<b>Number of Calls by Each Traffic Pattern</b>																	
Local	2,233	1,807	1,678	1,687	1,326	1,269	1,289	1,163	1,167	961	1,021	811	805	780	714	712	19,423
Intrastate Intralata	0	0	0	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	0	0	0
Interstate	195	170	147	168	137	141	102	90	145	121	90	85	123	104	77	64	1,959
International	1	2	1	1	0	2	0	0	0	4	0	2	0	1	1	1	16
Toll Free	95	95	93	115	94	102	133	61	86	82	68	25	58	40	73	54	1,274
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2
Inbound 2-Line	199	140	72	54	96	62	42	70	121	126	61	37	53	37	31	26	1,227
General Assistance	420	286	112	114	109	132	123	70	92	57	76	89	83	88	80	39	1,970
Other	44	3	8	4	10	9	7	3	8	4	11	8	11	0	30	19	179
Total	3,187	2,503	2,111	2,143	1,772	1,718	1,696	1,458	1,619	1,355	1,327	1,057	1,133	1,050	1,006	915	26,050
<b>Distribution of Minutes</b>																	
Total Conversation Minutes	8,239	7,816	7,480	8,257	6,536	6,009	5,944	5,237	5,593	4,045	3,172	2,827	3,327	3,016	2,827	2,716	83,040
Less Interstate Conversation Min	(874)	(1,151)	(1,182)	(1,425)	(985)	(822)	(815)	(790)	(1,138)	(954)	(679)	(586)	(924)	(628)	(651)	(601)	(14,205)
Less International Conversation Min	0	(0)	0	0	0	0	0	0	0	(1)	0	0	0	0	0	0	(1)
Less Toll Free Conversation Min (51%)	(249)	(276)	(317)	(529)	(324)	(219)	(337)	(241)	(252)	(206)	(182)	(76)	(146)	(103)	(249)	(116)	(3,822)
Less 2 Line Conversation Min (11%)	(26)	(10)	(4)	(3)	(6)	(3)	(3)	(4)	(7)	(6)	(3)	(2)	(3)	(2)	(2)	(1)	(86)



**Relay Conference Captioning**      **Relay Missouri Traffic Report**

FY 7-2021 to 10-2022

Relay Conference Captioning (RCC) Calls (Events)	2021						2022										TOTAL
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	
Relay Conference Captioning (RCC) Calls (Events)	35	2	5	14	6	6	7	18	15	1	2	4	6	0	0	2	123
Total Billable RCC Minutes	2,910	195	360	1,245	365	480	480	1,275	1,110	60	210	270	495	0	0	180	9,635