



RELAY MISSOURI

Annual Report

November 2022 – October 2023

A Message from the Accessibility Relationship Manager

T-Mobile Accessibility is pleased to present to the Missouri Public Service Commission administration this November 2022 to October 2023 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 Accessibility Relationship Manager, with the Relay Missouri Outreach Specialist, continued educational efforts across the state. Selected outreach activities out of the 15 included:

- DEAFOPA Expo in St. Louis, 600 attended.
- DeafBlind Town Hall in St. Louis, 20 attended.
- Real Voices, Real Choices Conference in Osage Beach, 750 attended.
- Relay Missouri Taste of Technology for people who are DeafBlind in St. Louis, 100 attended.
- Vesper Hall Wireless Education for seniors in Blue Springs, 55 attended.

Additional Relay Missouri education efforts included developing a postcard with a QR code and maintaining the Facebook page and Instagram accounts.

T-Mobile Accessibility exceeded in meeting the TRS average speed of answer of 10 seconds with a service level requirement of 85% with a remarkable year-end **average of 1.55 seconds at 97.9% service level.**

The Accessibility Relationship Manager was pleased to present the 96-page FCC recertification renewal boilerplate to the Missouri Public Service Commission in applying to continue providing relay services for the next five years.

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

- *TTY-based*: 54,975 minutes
- *STS*: 342 minutes
- *CTS*: 21,029 minutes
- *RCC (billable)*: 1,080 minutes

T-Mobile Accessibility values the relationship with the Missouri Public Service Commission administration and appreciates the opportunity to provide Relay Missouri services, outreach education, and customer support.

Honored to be your Relay Missouri Accessibility Relationship Manager,



Cady Macfee

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Relay Missouri Highlight

2023: Developed a 96-page FCC recertification renewal boilerplate for the Missouri Public Service Commission in applying to continue providing relay services for the next five years.

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

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. There is an online presence 24 hours, 7 days a week via its Facebook page and Instagram account and at the www.relaymissouri.com website.

Statistics

- **7 Towns**
- **15 Exhibits**
- **4,050 Customers Educated**

The Relay Missouri Accessibility Relationship Manager, with support from the Relay Missouri Outreach Specialist (who focuses on TRS, STS, CTS, and RCC services) and the T-Mobile Accessibility team, provided educational efforts across the state. Selected relay education consisted of:

- DEAFOPIA Expo in St. Louis, 600 attended.
- DeafBlind Town Hall in St. Louis, 20 attended.
- MO State Fair – Seniors Day in Sedalia, 300 attended.
- Real Voices, Real Choices Conference in Osage Beach, 750 attended.
- Relay Missouri Taste of Technology for people who are DeafBlind in St. Louis, 100 attended.
- Vesper Hall Wireless Education for seniors in Blue Springs, 55 attended.
- MO Brain Injury Conference in St. Louis, 350 attended.



Figure 1: Rehabilitation Conference - June



Figure 2: State Fair – Seniors' Day – August



Figure 3: MO Relay Taste of Technology - September



Figure 4: Blue Springs Health Fair - October

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

- Blue Springs (2)
- Cape Girardeau
- **Columbia** (1)
- Osage Beach (2)
- Sedalia
- **St. Charles**
- St. Louis (3)

See the full listing of outreach performed in Appendix A.

Online Presence

Website

The Relay Missouri website complies 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, 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 5 and 6 for selected webpages.

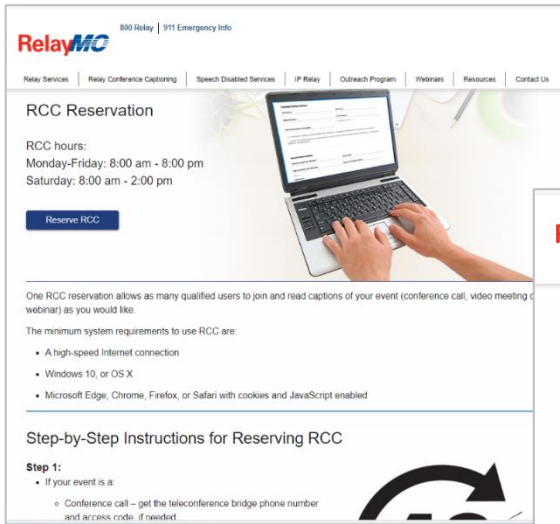


Figure 5: Webpage: Relay Conference Captioning Reservation

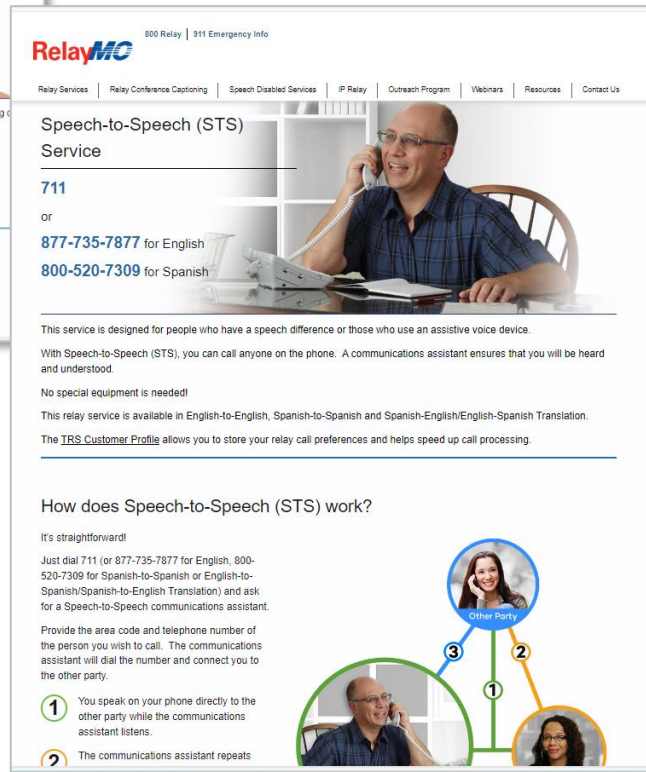


Figure 6: Webpage: Speech-to-Speech

Facebook

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

Posts are made on the Relay Missouri Facebook page at 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 7 to 11 for selected examples of posts during this reporting year.

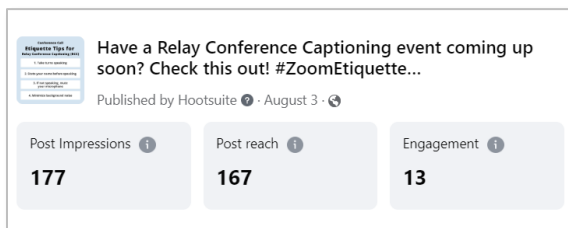


Figure 7: RCC Etiquette

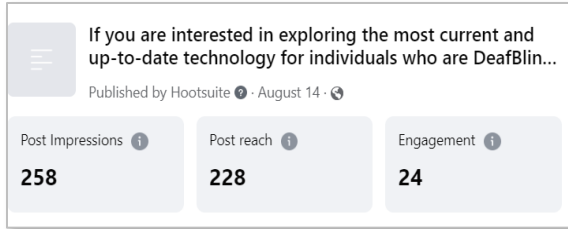


Figure 8: Technology for People Who Are DeafBlind

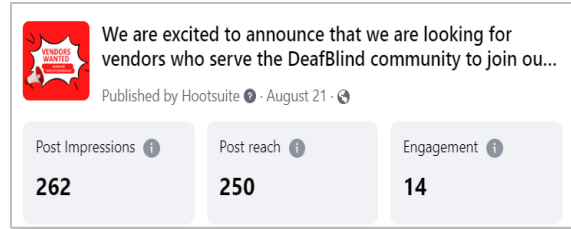


Figure 9: Call for Vendors for DeafBlind Technology

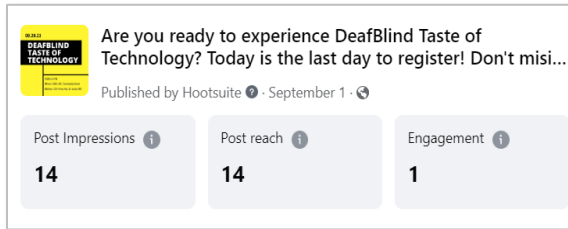


Figure 10: DeafBlind Taste of Technology



Figure 11: Public Service Commission Search

Instagram

In addition to a Facebook page, Relay Missouri maintains an Instagram account at <https://www.instagram.com/relaymissouri/> to provide immediate information access for the TRS, Speech-to-Speech, CapTel and RCC services. See Figures 12 to 16 for selected screenshots during this reporting year.



Figure 12: Black Deaf History

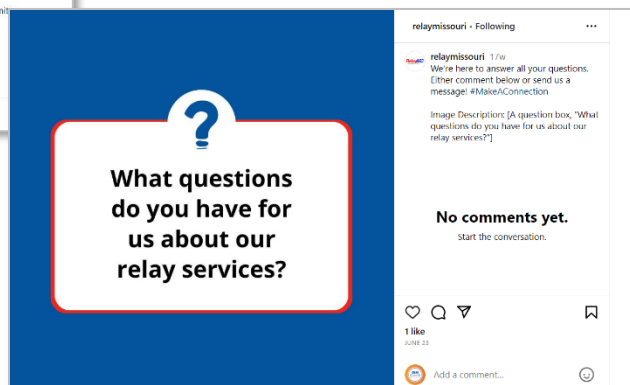


Figure 13: Relay Questions

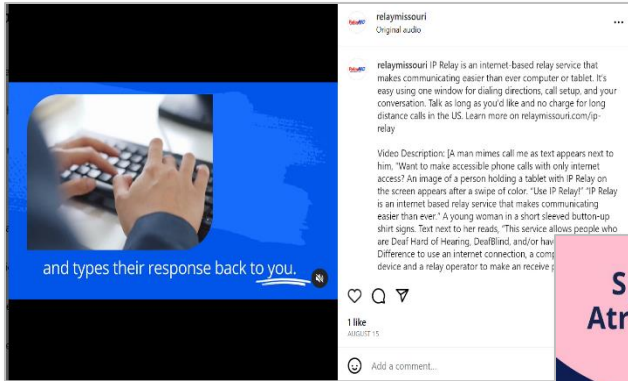


Figure 14: Explaining Relay



Figure 15: Spinal Muscular Atrophy Awareness

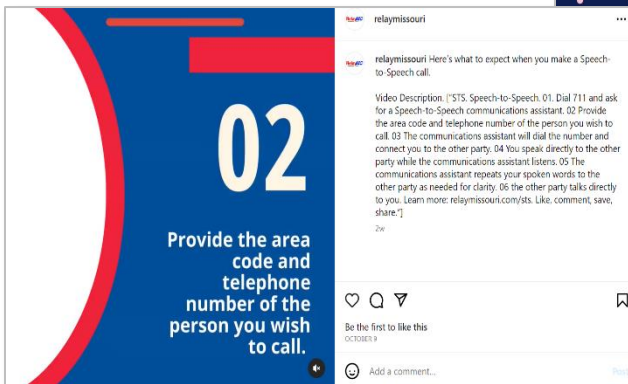


Figure 16: Explaining Relay

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 which posts were the most interesting to people and other metrics. See Table 1 for these 16-month statistics for Facebook and Instagram.

Facebook		Instagram	
Followers	230 (+18 increase)	Followers	113 (+15 increase)
Likes	207 (+20 increase)	Engagements/Views	N/A*
Total Reach	3,014	Total Reach	663
Organic Reach	3,014	Organic Reach	663
Paid Reach	0	Paid Reach	0
Posts Published	N/A*	Posts Published	N/A *
Impressions	3,560	Profile Impressions	N/A*
Average Engagement Rate	5.9%		

Table 1: Facebook and Instagram Metrics

In Figures 17 and 18, the number of Facebook and Instagram “Followers” and “Likes” are indicated.

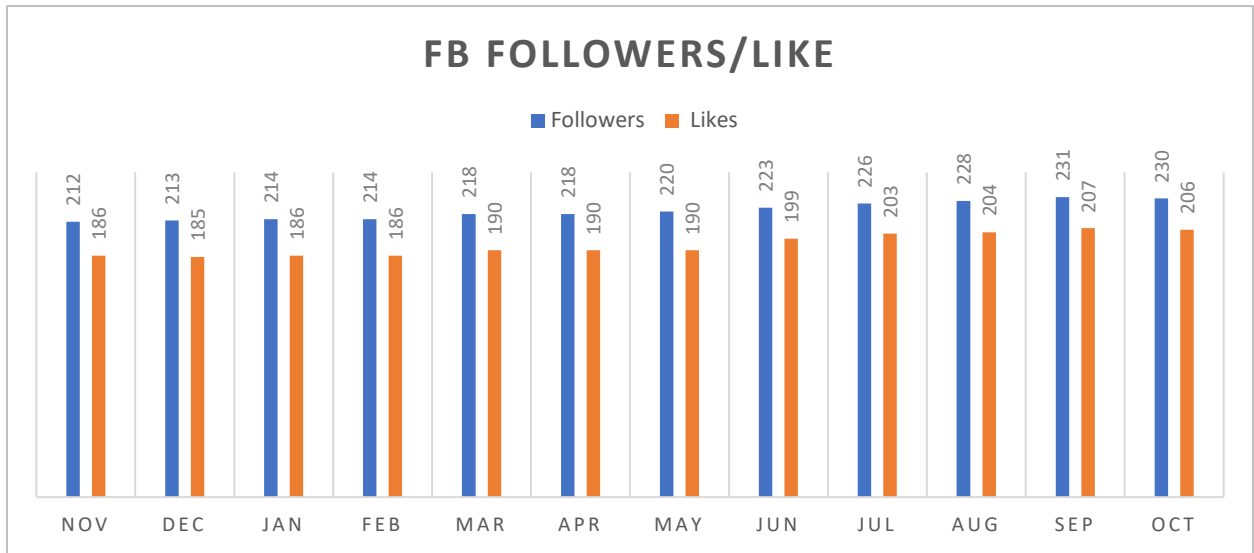


Figure 17: Facebook Followers/Likes

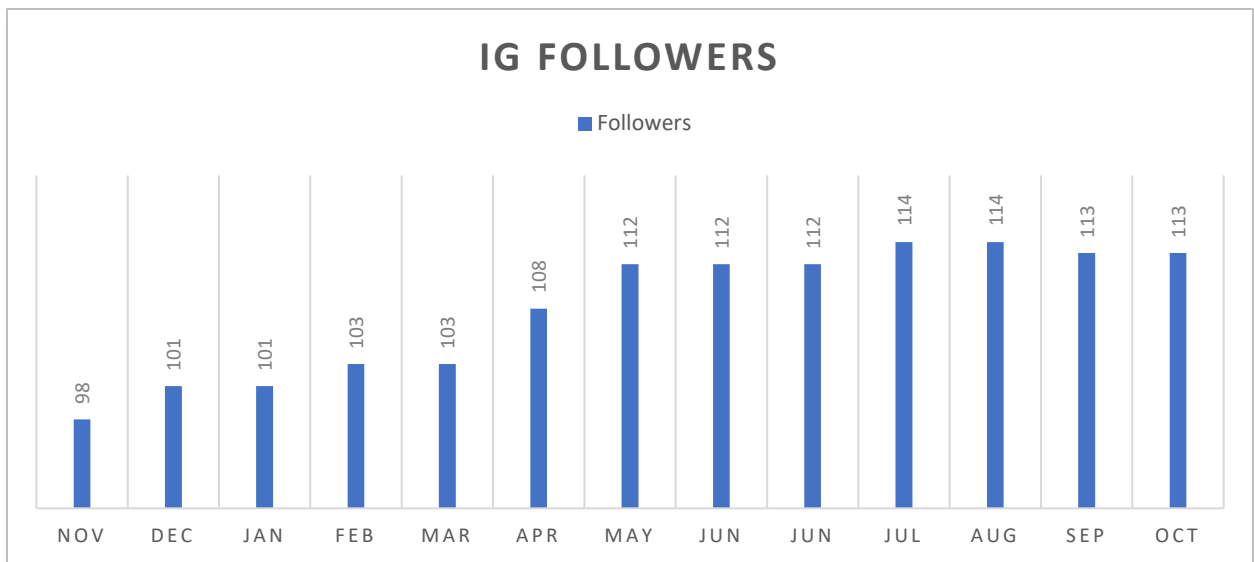


Figure 18: Instagram Followers

Literature

To align with current trends, Relay Missouri developed a postcard with a QR code for consumers to easily access relay information via their mobile device. This literature was developed in June; see Figures 19 and 20.



Figure 19: Cover of Postcard

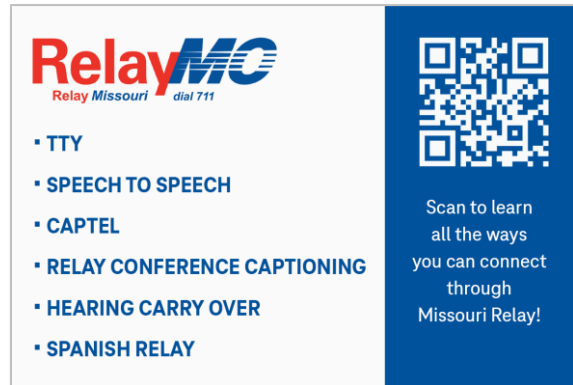


Figure 20: Headings and QR Code

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: pens, screen cleaner, and bags for electronics. See Figure 21.



Figure 21: Promotional Items

FCC TRS Recertification Project

On September 26, 2022, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a recertification renewal application. This recertification application required evidence of specific relay mandates. States were required to complete the recertification process before the certifications expired July 25, 2023. A state could apply for renewal one year prior to expiration.

T-Mobile Accessibility took the initiative in developing and distributing an FCC recertification renewal template for its state customers; Missouri's report was 96 pages. T-Mobile Accessibility responded to most of the directives, leaving the states — including Missouri — with fewer questions to answer. In addition, T-Mobile Accessibility provided support when states requested it.

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
November 2022	5,614	7,867	81	6
December	5,151	8,163	5	3
January 2023	6,258	8,925	0	0
February	4,590	6,799	22	2
March	5,672	6,740	11	2
April	3,980	5,925	5	1
May	4,529	6,279	32	5
June	4,671	6,513	66	7
July	3,955	7,279	44	1
August	3,741	7,200	25	2
September	3,227	6,438	41	6
October	3,586	7,789	12	6

Table 2: TRS and STS Conversation Minutes and Calls

TRS Conversation Minutes

Table 2, above, indicates the total monthly conversation minutes processed through Relay Missouri TRS. The total of 55,317 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 also 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 85,958 relayed calls.

Call Origination	
TTY	43.32%
ASCII	0%
Voice	19.14%
VCO	33.50%
HCO	3.98%
TeleBraille	.05%

Call Origination - TRS

On average, TTY users originated the highest-used call type at 43% of Relay Missouri’s calls; see Table 3. (Speech-to-Speech is not included.)

Table 3

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 2023 map in Figure 22 shows where the highest concentrations are (in yellow and lime green) to lowest (in light grey).

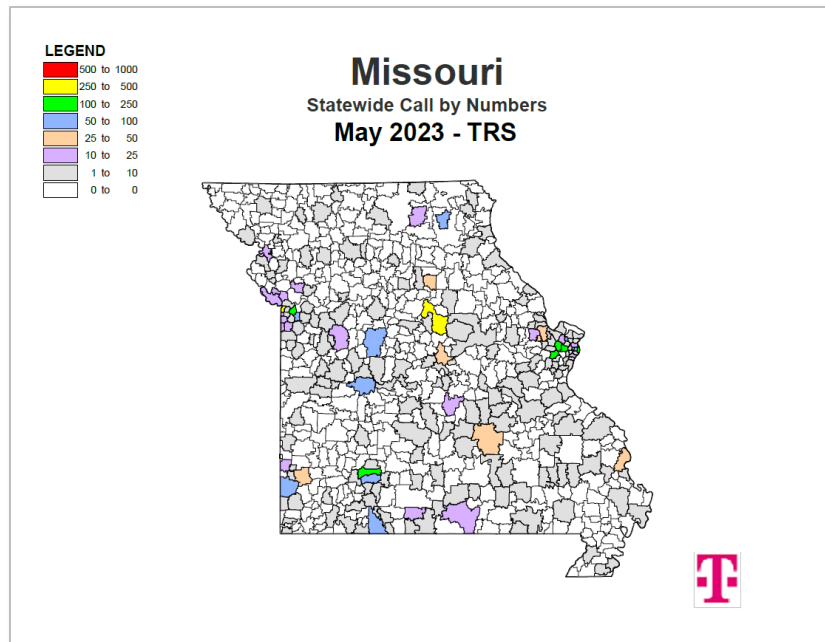


Figure 22: Calls Map - TRS

	ASA	SVL
November 2022	1.4	98%
December	1.5	98%
January 2023	1.8	98%
February	1.8	98%
March	1.1	99%
April	1.5	98%
May	1.6	98%
June	1.9	97%
July	1.8	98%
August	1.3	99%
September	1.3	96%
October	1.6	98%

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 ASA was 1.55 seconds of calls answered with a Service Level (SVL) of 97.9%.

Table 4: TRS Service Levels

FCC Annual Consumer Contact Log - TRS

The 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 2022 to May 2023 for TRS, there were 0 commendations, 0 complaints, and 1,248 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
November 2022	2,579	1,019
December	2,321	873
January 2023	2,068	737
February	1,971	652
March	2,302	670
April	1,896	608
May	1,857	714
June	1,507	630
July	1,312	509
August	1,163	509
September	1,371	466
October	682	283

Table 5: CapTel Conversation Minutes and Calls

Conversation Minutes - CTS

A breakdown of monthly conversation minutes is shown in Table 5. This reporting year’s Missouri CTS conversation minutes totaled 21,029.

Call Volume - CTS

A total of 7,670 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 2023 map in Figure 23 shows where the highest concentrations are (in lime green and purple) to lowest (in light grey).

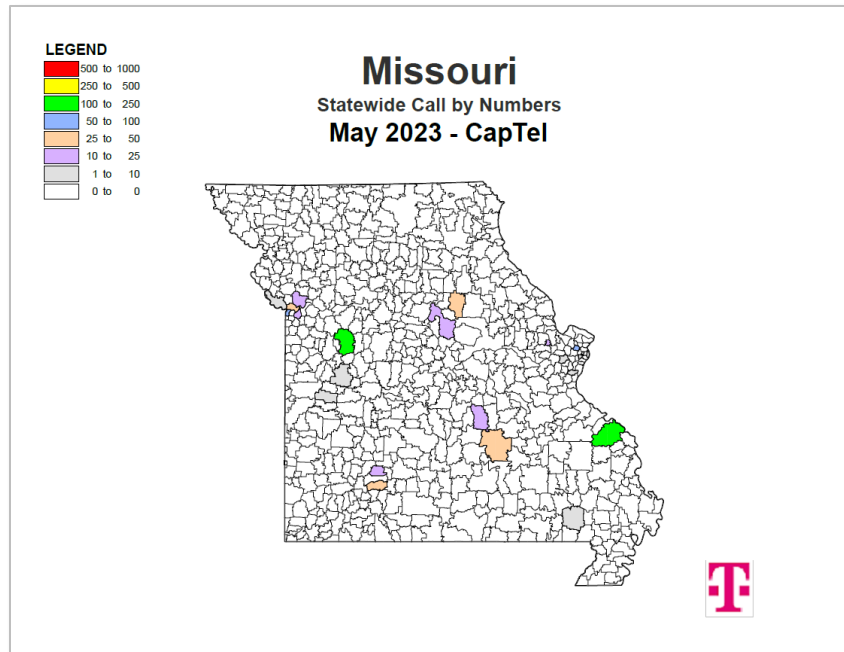


Figure 23: Calls Map - CapTel

FCC Annual Consumer Contact Log - CTS

The 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 2022 to May 2023 for CTS, there were 0 commendations, 0 complaints, and 2 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 1,080 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 14 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 Conversation Minutes	Calls/Events
November 2022	150	3
December	180	2
January 2023	390	5
February	180	2
March	0	0
April	180	2
May	0	0
June	0	0
July	0	0
August	0	0
September	0	0
October	0	0


Table 6: RCC Conversation Minutes and Events

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

		Nov 2022 - Oct 2023			
Date	EVENT	CITY	TARGET AUDIENCE	TYPE	NUMBER OF ATTENDEES
18-Feb	DEAFOPIA	St. Louis	Deaf	Exhibitor/Sponsor	600
24-Feb	Vesper Hall Breakfast	Blue Springs	Senior Citizens	Exhibitor	75
11-Mar	Senior Fair	Cape Girardeau	Senior Citizens	Exhibitor	150
23-Mar	DeafBlind Town Hall	St. Louis	DeafBlind	Participant	20
3-4 Apr	Power UP 2023	Columbia	Professionals, Deaf, Hard of Hearing, Speech Disabled	Exhibitor/Sponsor	400
13-16 Apr	Missouri Speech and Hearing	Osage Beach	Professionals	Exhibitor	300
5-7 June	Missouri Rehabilitation Association Conference	Osage Beach	Professionals	Exhibitor	250
4-Aug	Deaf Inc., Gala	St. Charles	Deaf/Hard of Hearing	Sponsor	150
16-Aug	Missouri State Fair - Seniors Day	Sedalia	Seniors	Exhibitor	300
27-29 Aug	Real Voices Real Choices	Osage Beach	Professionals, Deaf, Hard of Hearing, Speech Disabled	Exhibitor	750
11-13 Sept	Show Me Summit on Aging and Health	Columbia	Professionals	Exhibitor	400
20-Sep	Relay Missouri Taste of Technology	St. Louis	DeafBlind	Hosted/ Exhibitor	100
16-Oct	Vesper Hall Wireless Education	Blue Springs	Seniors	Hosted	55
18-19 Oct	Missouri Brain Injury Conference	St. Louis	Speech Disabled/ Professionals	Exhibitor	350
26-Oct	Vesper Hall Senior Fair	Blue Springs	Seniors	Exhibitor	150
TOTAL					4,050

Appendix B: Relay Missouri TRS Statistics



Relay Missouri Traffic Report

11/2022-10/2023



	2022		2023										
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
MINUTES OF SERVICE													
Total Session Minutes	14,666	14,906	16,762	13,761	15,530	12,554	12,936	12,848	13,383	12,329	11,024	12,595	163,293
Total Conversation Minutes	5,614	5,151	6,258	4,590	5,672	3,980	4,529	4,671	3,955	3,741	3,227	3,586	54,975
Less Interstate	(1,251)	(1,606)	(1,569)	(1,550)	(1,408)	(899)	(1,057)	(1,829)	(807)	(374)	(584)	(250)	(13,180)
Less International	0	0	0	0	0	0	(5)	0	0	0	(16)	0	(20)
Less 800 Toll-Free	(588)	(503)	(780)	(374)	(960)	(422)	(741)	(374)	(539)	(539)	(374)	(484)	(6,677)
Less Directory Assistance Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	3,776	3,043	3,910	2,666	3,305	2,660	2,727	2,469	2,609	2,828	2,254	2,852	35,098
Billable Minutes (STS)	67	2	0	11	5	5	27	33	22	12	21	10	215
Total TRS/STS Billable Minutes	3,843	3,046	3,910	2,676	3,310	2,664	2,754	2,502	2,630	2,840	2,275	2,863	35,313
CapTel Billable Minutes	1,019	873	737	652	670	608	714	630	955	990	950	451	9,249
AVERAGE LENGTH OF CALLS													
Session Minutes	1.96	1.93	1.98	2.14	2.53	2.26	2.18	2.10	1.93	1.78	1.18	1.69	1.97
Conversation Minutes	0.75	0.67	0.74	0.71	0.92	0.72	0.76	0.76	0.57	0.54	0.53	0.48	0.68
Avg. Length of Completed Calls	18.25	17.56	18.06	19.05	19.71	22.63	19.89	15.36	20.81	19.17	19.51	19.47	19.12
TOTAL NUMBER OF COMPLETED RELAYED CALLS													
Local	370	333	369	229	302	225	210	257	191	217	186	266	3,155
Intrastate (Intralata)	6	5	3	13	2	3	3	0	3	0	2	1	41
Intrastate (Interlata)	140	119	192	185	140	123	190	197	183	201	169	160	1,999
Interstate Calls	168	263	198	218	200	125	147	278	171	99	118	74	2,059
Toll Free	117	127	162	74	143	78	98	105	95	119	88	141	1,347
Directory Assistance	4	0	4	3	0	0	0	0	0	0	0	5	16
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	1	0	0	0	2	0	3
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	805	847	928	722	787	554	649	837	643	636	565	647	8,620
Busy Ring No answer	143	182	207	150	458	306	213	204	157	147	253	261	2,681
TOTAL OUTBOUND	948	1,029	1,135	872	1,245	860	862	1,041	800	783	818	908	11,301
General Assistance	6,919	7,134	7,790	5,927	5,495	5,065	5,417	5,472	6,479	6,417	5,620	6,881	74,616
TOTAL Relayed Calls	7,867	8,163	8,925	6,799	6,740	5,925	6,279	6,513	7,279	7,200	6,438	7,789	85,917

NUMBER OF CALLS TO RELAY													TOTAL
Offered	7,533	7,810	8,575	6,549	6,194	5,633	5,955	6,123	6,307	6,520	5,814	6,882	79,895
Answered	7,289	7,539	8,275	6,245	5,959	5,408	5,726	5,830	6,049	6,277	5,491	6,595	76,683
Mn Queue	7,533	7,810	8,575	6,549	6,194	5,633	5,955	6,123	6,307	6,520	5,814	6,882	79,895
Abandoned Mn Queue	244	271	300	304	235	225	229	293	258	243	323	287	3,212

AVERAGE NUMBER OF CALLS - STS not Included													AVERAGE
Weekend	156	156	156	149	147	127	127	151	154	136	143	144	146
Weekday	301	307	342	281	242	233	229	241	273	266	245	295	271

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TOTAL CALL VOLUME													
TTY- Baudot	430	542	576	453	540	280	387	540	317	286	281	287	4,919
Turbo Code	6	16	8	6	0	2	0	0	0	4	0	0	42
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	117	138	174	84	396	284	150	115	120	111	212	278	2,179
VCO	315	251	321	304	273	283	301	348	320	362	313	305	3,696
HCO	80	82	56	25	36	11	24	38	38	20	12	38	460
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	5	0	0	0	5
TOTAL	948	1,029	1,135	872	1,245	860	862	1,041	800	783	818	908	11,301
Speech to Speech Calls Completed	6	3	0	2	2	1	5	6	1	2	6	6	40
Total Spanish Calls	0	2	1	0	0	4	3	5	5	1	5	0	26

% PERCENTAGE OF CALLS													AVERAGE
TTY	45.36%	52.67%	50.75%	51.95%	43.37%	32.56%	44.90%	51.87%	39.63%	36.53%	34.35%	31.61%	42.96%
Turbo Code	0.63%	1.55%	0.70%	0.69%	0.00%	0.23%	0.00%	0.00%	0.00%	0.51%	0.00%	0.00%	0.36%
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	12.34%	13.41%	15.33%	9.63%	31.81%	33.02%	17.40%	11.05%	15.00%	14.18%	25.92%	30.62%	19.14%
VCO	33.23%	24.39%	28.28%	34.86%	21.93%	32.91%	34.92%	33.43%	40.00%	46.23%	38.26%	33.59%	33.50%
HCO	8.44%	7.97%	4.93%	2.87%	2.89%	1.28%	2.78%	3.65%	4.75%	2.55%	1.47%	4.19%	3.98%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deaf/Blind Baudot	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.63%	0.00%	0.00%	0.00%	0.05%

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TRS UNIQUE USERS													
TTY- Baudot			42	51	55	42	44	44	40	42	36	45	441
Turbo Code			2	1	0	1	0	0	0	0	0	0	4
ASCII			0	0	0	0	0	0	0	0	0	0	0
Voice			137	69	55	52	59	70	56	67	71	144	780
VCO			8	6	8	9	6	8	7	8	6	6	72
HCO			1	1	1	1	4	1	1	1	3	2	16
Deaf/Blind ASCII			0	0	0	0	0	0	1	1	0	0	2
Deaf/Blind Baudot			0	0	0	0	0	0	0	0	0	0	0
Speech to Speech			0	1	3	1	1	1	2	3	1	5	18
TOTAL	0	0	190	129	122	106	114	124	105	119	117	202	1,328

TRS SERVICE LEVELS													AVERAGE
Weighted Service Level	98%	98%	98%	98%	99%	98%	98%	97%	98%	99%	96%	98%	97.9%
Weighted Average Speed of Answer (ASA)	1.4	1.5	1.8	1.8	1.1	1.5	1.6	1.9	1.8	1.3	1.3	1.6	1.55

CUSTOMER CONTACTS													TOTAL
TRS													
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
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

Appendix C: Relay Missouri Speech-to-Speech Statistics

T-MOBILE ACCESSIBILITY		Relay Missouri Traffic Report STS												11/2022 – 10/2023	
RelayMO															
Relay Missouri dial 711															
Contract for Conversation Minutes		2022					2023								
Speech to Speech Minutes	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Average	Total	
Total Session Min	138	20	2	30	21	8	72	97	47	36	66	45	48	581	
Total Conversation Min	81	5	0	22	11	5	32	66	44	25	41	12	29	342	
Less Interstate Conversation	0	0	0	0	0	0	0	(6)	0	0	(20)	(0)	(2)	(26)	
Less International Conversation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Less Interstate Toll Free Conversation 51%	(14)	(2)	0	(11)	(5)	0	(5)	(27)	(22)	(12)	0	(1)	(8)	(101)	
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	2	0	11	5	5	27	33	22	12	21	10	18	215	
													Average	Total	
Number of Completed Calls Made	6	3	0	2	2	1	5	6	1	2	6	6	3	40	
Average Length of Call	9.55	2.87	0.35	4.34	5.90	1.52	12.00	14.94	7.92	4.04	7.19	5.03	6.30	N/A	
Total Numbers of Completed Calls	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Total		
Speech to Speech (STS) Calls	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Total		
Local	2	0	0	0	0	1	0	1	0	1	2	3	10		
Intrastate	0	0	0	0	0	0	1	0	0	0	0	0	1		
Interstate	0	0	0	0	0	0	0	3	0	0	0	0	3		
Directory Assistance	0	0	0	0	0	0	0	0	0	0	1	1	2		
General Assistance	0	0	0	0	0	0	0	0	0	0	0	1	1		
International	0	0	0	0	0	0	0	0	0	0	0	0	0		
900 calls	0	0	0	2	0	0	0	0	0	0	0	0	2		
Toll-Free	4	3	0	0	2	0	4	3	1	1	3	1	22		
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	6	3	0	2	2	1	5	7	1	2	6	6	41		

Appendix D: Relay Missouri CapTel and RCC Statistics



Missouri CapTel Service Patterns

11/2022 – 10/2023



Missouri Conversation Minutes	2022					2023					AVERAGE	TOTAL		
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG			SEP	OCT
Billable Minutes	1,781	1,432	1,408	1,396	1,702	1,274	1,379	1,183	955	990	950	451	1,242	14,899
Average Per Min Per User	83.21	72.52	68.92	73.01	79.37	67.73	84.41	57.95	62.49	50.57	72.15	35.90	67	808
Average Per Min Per User billed to State	57.45	44.75	46.92	51.69	58.67	45.50	62.67	45.48	45.52	43.07	49.98	23.76	48	575
Average minutes per call	1.75	1.64	1.91	2.14	2.54	2.10	1.93	1.88	1.88	1.94	2.04	1.60	1.94	23.34
CapTel Traffic Patterns													AVERAGE	TOTAL
Data Calls	906	743	632	535	511	433	578	514	429	430	393	212	526	6,316
Voice Calls	113	130	105	117	159	175	136	116	80	79	73	71	113	1,354
Total of Calls	1,019	873	737	652	670	608	714	630	509	509	466	283	639	7,670
Total Conversation Minutes													AVERAGE	TOTAL
Local	1,503	1,269	1,301	1,251	1,601	1,207	1,226	1,001	803	921	736	420	1,103	13,238
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	526	797	562	432	506	572	328	144	205	110	204	201	382	4,585
International	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll Free	531	178	191	281	182	95	293	352	297	122	425	57	250	3,004
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	0	0	2	0	0	0	0	0	0	0	0	0	0	2
Inbound 2-LMne	16	15	2	8	12	21	11	8	4	6	6	3	9	113
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	3	62	10	0	0	2	0	2	4	3	0	1	7	87
Total of Conversation Min	2,579	2,321	2,068	1,971	2,302	1,896	1,857	1,507	1,312	1,163	1,371	682	1,752	21,029
Number of Calls by Each Traffic Pattern													TOTAL	
Local	774	677	602	511	504	451	563	476	377	404	343	225	5,907	
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	63	91	55	49	50	48	44	30	30	26	37	31	554	
International	0	0	0	0	0	0	0	0	1	0	1	0	2	
Toll Free	79	41	32	45	70	26	59	65	48	33	61	6	565	
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Answer Machine	0	0	1	0	0	0	0	0	0	0	0	0	1	
Inbound 2-LMne	36	30	6	18	21	54	20	19	8	17	11	6	246	
General Assistance	66	28	39	28	24	26	25	39	43	25	13	14	370	
Other	1	6	2	1	1	3	3	1	2	4	0	1	25	
Total	1,019	873	737	652	670	608	714	630	509	509	466	283	7,670	
Distribution of Minutes													AVERAGE	TOTAL
Total Conversation Minutes	2,579	2,321	2,068	1,971	2,302	1,896	1,857	1,507	1,312	1,163	1,371	682	1,752	21,029
less Interstate Conversation Min	(526)	(797)	(562)	(432)	(506)	(572)	(328)	(144)	(205)	(110)	(204)	(201)	(382)	(4,585)
less International Conversation Min	0	0	0	(143)	0	0	0	0	0	0	0	0	(12)	(143)
less Toll Free Conversation Min (51%)	(271)	(91)	(98)	0	(93)	(49)	(150)	(180)	(151)	(62)	(217)	(29)	(116)	(1,389)
less 2 Line Conversation Min (11%)	(2)	(2)	(0)	(1)	(1)	(2)	(1)	(1)	0	0	(1)	(0)	(1)	(11)
Billable to MO	1,781	1,432	1,408	1,396	1,702	1,274	1,379	1,183	956	991	950	451	1,242	14,901
TRS Fund Billable Minutes	798	889	660	576	600	623	478	324	356	172	421	231	511	6,129



Relay Missouri Traffic Report - Relay Conference Captioning

11/2022- 10/2023



Relay Conference Captioning (RCC) Calls (Events)	2022					2023					TOTAL		
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG		SEP	OCT
Relay Conference Captioning (RCC) Calls (Events)	3	2	5	2	0	2	0	0	0	0	0	0	14
Total Billable RCC Minutes	150	180	390	180	0	180	0	0	0	0	0	0	1,080