RELAY MISSOURI
ANNUAL REPORT

NOVEMBER 2024 – OCTOBER 2025

T-MOBILE
ACCESSIBILITY

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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 numerous 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, 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

FROM THE RELATIONSHIP MANAGER

T-Mobile Accessibility is pleased to present to the Missouri Public Service Commission administration this November 2024 to October 2025 annual report summarizing trends in Telecommunications Relay Services (TRS) and chronicles outreach education to Missouri consumers.

During this reporting year, the Relay Missouri Accessibility Relationship Manager, with the Relay Missouri/T-Mobile Accessibility team, continued educational efforts across the state via presentations, exhibits, and trainings. Selected events included:

- Mid-Missouri Deaf Club
- Missouri Speech-Language-Hearing Association Conference
- Salute to Women Veterans Resource Fair
- Area Agency on Aging, Region X: Senior Resource Fair
- Show Me Summit on Aging MA4
- Presentation at the Missouri Commission for the Deaf and Hard of Hearing

T-Mobile Accessibility exceeded the TRS average speed of answer requirement of 85% of calls answered under 10 seconds with an average speed of answer of 2.5 seconds and a 96.7% service level.

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 during this reporting timeframe.

I am happy to have assumed this Relay Missouri account effective July 2024. I am appreciative of the new contract effective November 1, 2025, to October 31, 2027.

Sincerely,

Missy McManus
Associate Accessibility Relationship Manager
melissa.mcmanus@t-mobile.com

OUTREACH

Events

For this reporting year the Relay Missouri outreach included **thirty-nine** different events in **twelve** cities and towns, plus two virtual events. These included providing information and brochures, educational presentations, answering inquiries, workshops plus hosting a booth at various exhibitions. The www.relaymissouri.com website is continually available for those that are inquiring about the services provided. See Figures 1 to 6 for photos of selected events.

Figure 2: Area Agency on Aging Senior Resource Fair, April 2025, Joplin
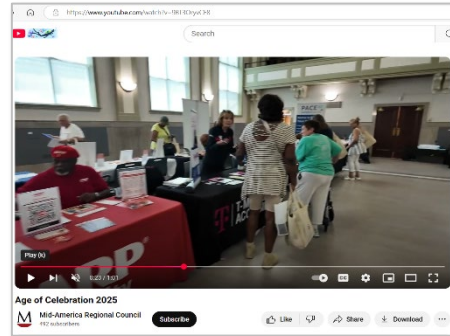
Figure 1: Mid-America Regional Council, Age of Celebration, May 2025, Kansas City

Figure 4: Paraclete Manor, June 2025 Kansas City

Figure 3: Wellness Resource Fair August 2025, Independence

Figure 5: Palmer Center Wellness Expo October 2025, Independence

Figure 6: Show Me Summit
September 2025, Columbia

Towns visited during this year are shown below.

- Blue Springs
- Cameron
- Columbia
- East Kansas City

- Fulton
- Grandview
- Independence
- Jefferson City

- Joplin
- Kansas City
- St. Louis
- Webster Groves

See Appendix A for the complete outreach details.

Promotional Items

Two giveaways were used to help promote the services of Relay Missouri. Figure 7 shows the mophead phone holder and Figure 8 shows the mophead pen.

Figure 7: Mophead phone holder

Figure 8: Mophead pen

MARKETING

Websites and Social Media

Relay Website

The Relay Missouri website complies with 2.2AA website accessibility guidelines, which means the information is accessible to people who have low vision or are blind, have seizure disorders, or other accessibility needs.

The Relay Missouri website (see Figure 9) 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.
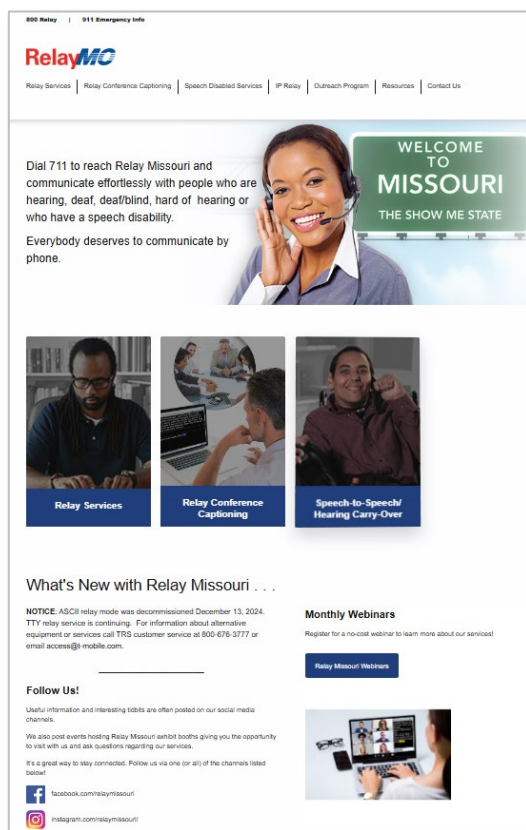
Figure 9: Relay Missouri homepage

Social Media

Facebook

Relay Missouri's Facebook page continues to provide information regarding the TRS, Speech-to-Speech, and RCC services. Posts include relay tips, interactive questions, facts about people who are deaf or hard of hearing or have a speech disability, holidays and special designated to bring awareness. The website address is www.facebook.com/relaymissouri, which had 248 followers. See Figures 10 to 12.
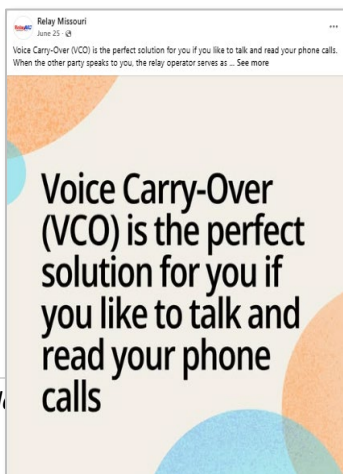
Figure 10: Facebook VCO post
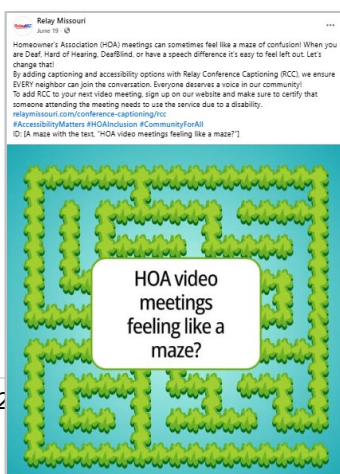
Figure 11: Facebook RCC post
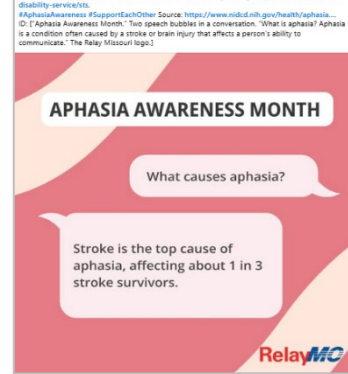
Figure 12: Facebook Aphasia post

Instagram

Relay Missouri's Instagram account provides the same service as the Facebook page, making sure as many Missouri residents as possible keep abreast of relay services. The site at www.instagram.com/relaymissouri has 114 followers. See Figures 13 and 14.

Figure 13: Instagram Relay Missouri post
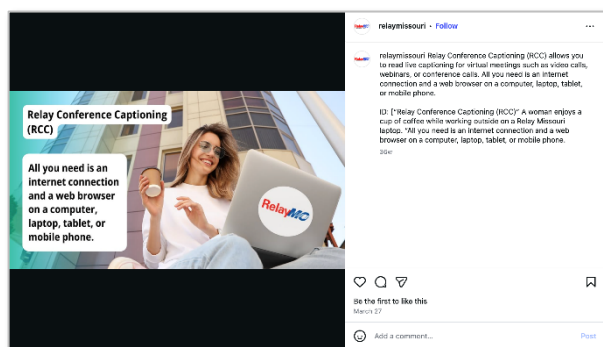
Figure 14: Instagram RCC post

Metrics

The top posts, by number of views, on Facebook and Instragram are shown below in Figures 15 and 16 on the following page.
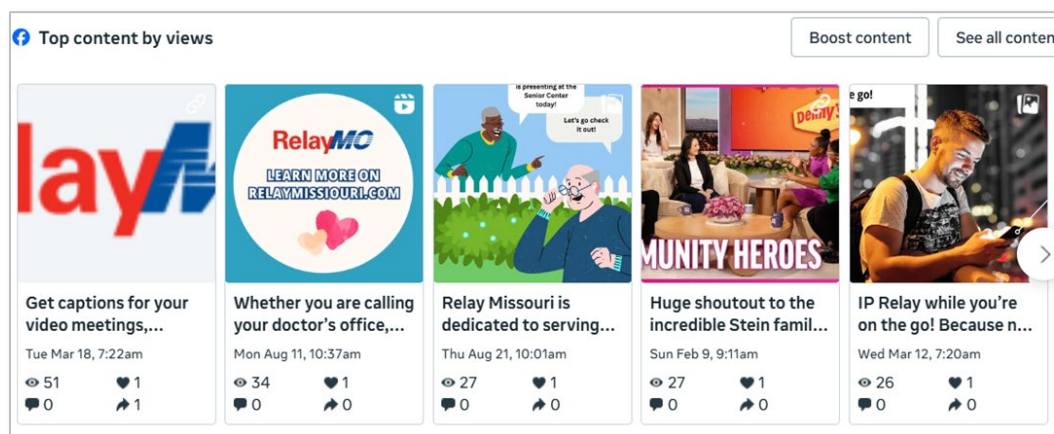
Figure 15: Facebook's Top 5 posts by View
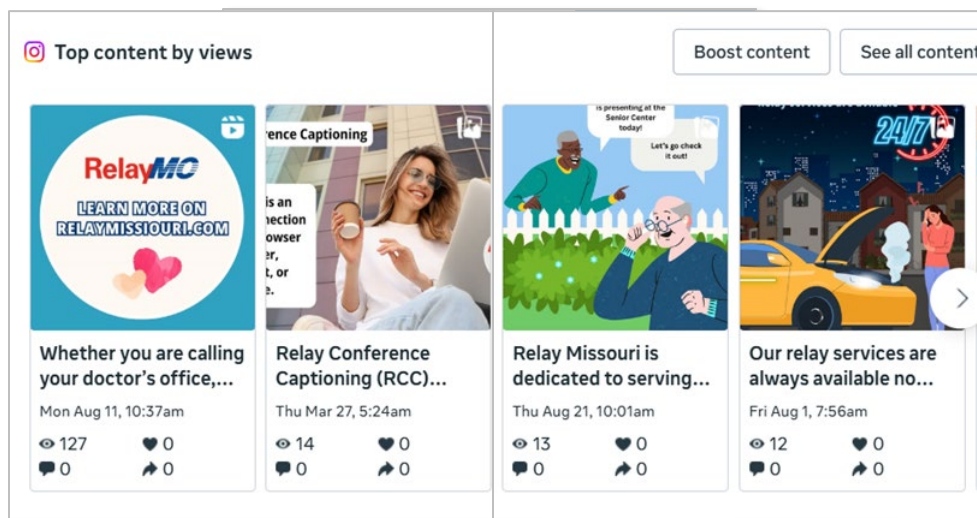
Figure 16: Instagram's Top 4 posts by View

Other Media

Literature

Three postcards were developed as tools to inform and educate Missouri citizens about the services provided by Relay Missouri. See Figures 17 to 19.
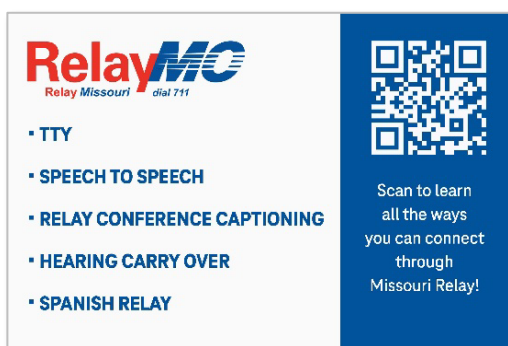
Figure 17: Relay Missouri services postcard
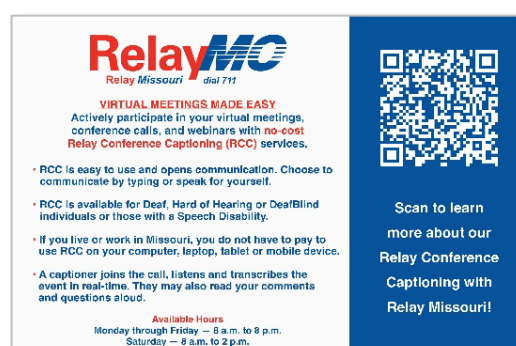
Figure 18: RCC postcard

Figure 19: Speech-to-Speech postcard

Advertisements and Sponsorships

Three flyers were created during this reporting year. See Figures 20 to 22 for images of those flyers. Relay Missouri sponsored various events to promote the services provided and spread awareness in the state. See Figures 23 to 26.
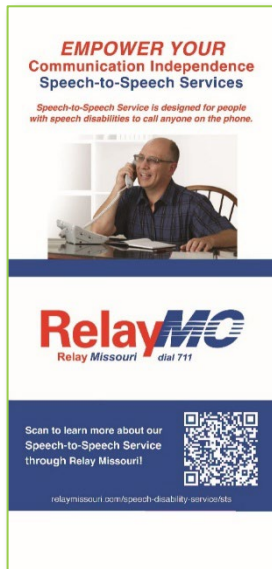
Figure 20: Speech-to-Speech pull-up banner
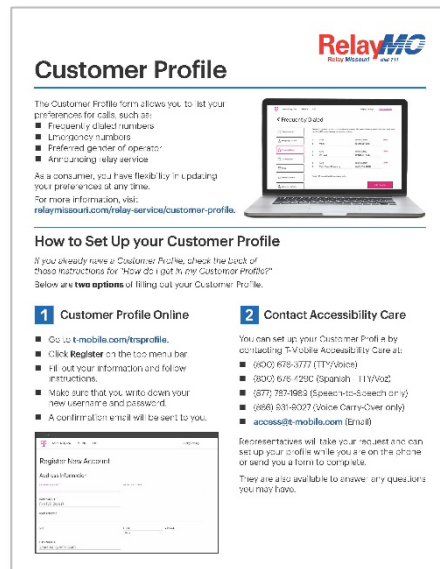
Figure 21: Page 1 of the Customer Profile flyer

Figure 22: Page 1 of the RCC flyer

Figure 23: Sponsored event, Breakfast with Signing Santa, December 2024

Figure 24: Sponsored baseball event, Deaf Parents with Hearing Kids, September 2025

Figure 26: Sponsored event, Missouri Speech-Language-Hearing Association, April 2025

Figure 25: Sponsored events, Deaf Awareness Days, Multiple dates

TRS PRODUCT AND SERVICE ENHANCEMENTS

Updates and enhancements to Telecommunications Relay Service (TRS) products and services implemented throughout the 2025 calendar year.

Platform, Product and System Enhancement/Updates

- Customer Contact Online Database (CCOD): Developed and deployed a secure, in-house Customer Contact Online Database (CCOD) platform designed for full accessibility compliance. Modernized the reporting system to ensure complete alignment with contract requirements.
- TRS Billing Modernization: Successfully advancing the modernization of the TRS Billing platform to automate our invoice packages and reports. Updated the format and look/feel of our reports. data.
- TRS Platform Modernization: Implemented the TRS Platform Modernization, transforming it into 100% digital, software based, and flexible architecture.
- Relay Conference Captioning (RCC) Ordering Portal: Selected a vendor to design and implement an updated ordering portal for support of sixteen (16) TRS accounts. This will include new functionality, such as recurring orders, online order cancellations, and the ability to attach prep materials to support captioner preparation for meetings/events.
- Suspicious calls and monitoring of relay service abuse: T-Mobile implemented several measures to address and combat a spike in suspicious calls using relay services to perpetuate bad actions towards businesses and organizations, especially financial institutions. T-Mobile put in place automated systems and regular reviews to quickly identify new suspicious calling patterns.

TRS Operations Updates

- Communication Assistant (CA) call processing system improvements and enhancements
    - New auto-expand words added to increase typing accuracy.
    - Regularly scheduled training/quality focused communications related to TRS, Speech to Speech and Customer Service procedures, customer satisfaction and Diversity Awareness.
    - Monthly Quality Focus – call handling procedures & expectations, Diversity Awareness including CA check for understanding exercise.
    - Monthly Customer Service Initiative – customer experience, best practices, CA suggestions and call processing Q&A, state specific terms/knowledge, articles to drive commitment to accessibility and equitable experiences.
    - Quarterly Speech to Speech newsletter – STS specific call processing, customer experience, Diversity Awareness, and best practices.
- Continuous focus on performance management, including:
    - Live call observation evaluations
    - Scripted live call simulation testing based on customer feedback and other inputs
    - Typing/Accuracy testing
    - Spelling/Grammar skills testing
    - Performance evaluation excellence consistency workshops with open dialogue/Q&A for coaches
    - CA performance expectation bootcamps
- Ongoing action-focused approach to customer feedback—ensuring insights lead directly to measurable improvements.

TRS STATISTICS

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 Appendices B and C for complete statistics reports.

TRS Conversation Minutes and Call Volume

There was a total of 80,958 conversation minutes processed during this reporting year. This amount is a total of Traditional Relay Services (TRS) and Speech-to-Speech (STS) minutes shown

in Table 1 on the following page. Conversation minute processing increased by 29,843 minutes or 63.1% from the previous reporting period..

Table 1 also shows that the number of relayed calls processed by Relay Missouri, both TRS and STS, was 49,693. This reflects all calls handled by agents and includes completed calls and busy ring/no answer calls for all jurisdictions. The number of relayed calls increased by 19,140 during this period, an increase of 61.5%. While 2025 calls and minutes usage increased over the same period from the previous year, the number of TRS calls a month continue to trend downward. During the early part of 2025, there was an unexpected sharp increase in calls to Relay Missouri. T-Mobile investigated, identified suspicious call patterns, and implemented solutions to ensure that suspicious calls were no longer processed. The number of calls returned back to expected call volumes.

Month	Traditional Relay Services		Speech-to-Speech	
	Conversation Minutes	Calls	Conversation Minutes	Calls
November 2024	4,922	3,265	69	7
December	3,859	3,688	22	3
January 2025	14,152	4,647	100	5
February	11,059	4,262	0	0
March	8,514	4,564	0	0
April	15,228	4,649	25	3
May	4,090	4,178	20	4
June	4,709	4,549	7	1
July	3,841	4,251	27	2
August	3,506	3,552	31	1
September	2,802	3,670	6	7
October	3,908	4,384	62	1

Table 1

Call Origination	
TTY	43.42%
Turbocode	0.22%
Voice	32.05%
VCO	18.79%
HCO	5.43%
TeleBraille	0.09%

Table 2

Call Origination

Again this year, TTY users originated the highest percentage of calls, at 43.4%. See Table 2.

TRS Service Levels

Average Speed of Answer (ASA) and Service Level (SVL) monthly statistics for this reporting year are shown in Table 3.

Relay Missouri's requirement is that 85% of all calls are answered within ten seconds. T-Mobile Accessibility exceeded this requirement. The ASA was 2.5 seconds while the SVL averaged 96.7% for the year.

Month	ASA	SVL
November 2024	1.8	98%
December	3.1	97%
January 2025	3.0	98%
February	2.7	98%
March	1.8	98%
April	1.6	98%
May	1.7	99%
June	1.6	99%
July	1.3	99%
August	2.8	96%
September	4.2	94%
October	4.3	86%

Table 3

RCC STATISTICS

There was a total of 1,725 minutes of Relay Conference Captioning (RCC) generated during this reporting period, for a total of 10 hours. See Table 4 and Appendix D.

Month	RCC	
	Billable Conversation Minutes	Calls/Events
November 2024	0	0
December	0	0
January 2025	0	0
February	0	0
March	0	0

April	0	0
May	0	0
June	0	0
July	0	0
August	1725	10
September	0	0
October	0	0

Table 4

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

DATE	EVENT	CITY	TARGET AUDIENCE	ACTIVITY PERFORMED
Outreach Performed: November 2024 - October 2025				
DECEMBER				
6	DEAF, Inc.	Webster Groves	Staff	Meet and greet nearly all staff members. Missy.
7	9th Annual Breakfast with Signing Santa	Webster Groves	Deaf/HH/DB Kids	Relay MO was one of the sponsors. Breakfast and activities for families of deaf/hard of hearing/DB children.
7	Mid-MO Deaf Club	Fulton	Deaf/HH/DB	Participated in their holiday event. Briefly explained IP Relay and answered questions about wireless
8	Missouri School f/t Deaf	Fulton	N/A	Visited the exterior part of campus.
Jan - Feb and first half of March	Extreme weather conditions discouraged field outreach, and concern for employee safety.			
MARCH				
19	Apt. 1 Senior Resource Fair	Kansas City	Seniors	Explained STS and had MoAT brochures on hand. Kim and Emmanuel.
26	Prospect Resource Fair	Kansas City	Seniors	Explained STS and had MoAT brochures on hand. Kim and Emmanuel.
28	VA Medical Center Vietnam Veterans Commemoration Day	Kansas City	Veterans	Explained STS, IP Relay, VCO, HCO and had MoAT brochures on hand. Kim and Emmanuel.
APRIL				
3	Missouri Speech-Language-Hearing Association (MSHA) Conference	KC Marriott	Professional	Promoted all Relay MO services. Emmanuel.
8	RMAC Meeting	Virtual	Adults from different NPOs	Provided Relay MO updates. Missy.
10	Area Agency on Aging, Region X: Senior Resource Fair	Joplin	Professional	Promoted all Relay MO services. Kim.
11	Speech-to-Speech Consumer	St. Louis	Speech-to-Speech Adult	Consumer emailed me, explaining that they lost their ability to speak and wanted info on relay; never used relay before. Provided info on HCO, IP Relay and RCC. Missy.
15	Arzelia Gardens Resource Fair	Kansas City	Adults	Explained STS, IP Relay, VCO, HCO; had MoAT brochures on hand. Kim and Emmanuel.
MAY				
7	Gardens of Jackson Creek	Independence	Seniors	Senior Savvy phone workshop. Kim and Emmanuel.
8	Healthy KC Vendor Expo	Kansas City	Professional	Promoted all Relay MO services. Kim and Emmanuel.
20	Benton House	Blue Springs	Adults	Senior Savvy phone workshop. Kim and Emmanuel.
29	Relay Consumer	Kansas City	Foreign-Language Users	University Health Director of Languages inquired if language-translation services were available via Relay MO. Provided answer and info. Missy.
30	Mid-America Regional Council (MARC) Age of Celebration	Kansas City	Adults	Promoted Relay MO services; had MoAT brochures available. Kim and
JUNE				
14	Salute to Women's Veterans Resource Fair	Kansas City	Veterans	Promoted Relay MO services; had MoAT brochures available. Kim and
25	KC VA Medical Center	Kansas City	Veterans	Promoted STS and IP Relay. Emmanuel.
26	Paraclete Manor	Kansas City	Adults	Savvy Senior workshop; invited Scout Merry from MoAT to join us. Kim and Emmanuel.
JULY				
15	South KC Resource Fair	Grandview	Adults	Promoted Relay MO services; had MoAT brochures available. Kim.
16	Resource Fair	Midtown KC	Seniors	Promoted Relay MO services. Kim and Emmanuel.

Appendix A – Outreach Report

AUGUST				
7	Young at Heart Wellness Fair	Cameron	Adults	Promoted Relay MO services; had MoAT brochures available. Emmanuel.
13	National Black Deaf Advocates (NBDA) Conference	Kansas City	Deaf/HH/DB	Exhibited both Relay MO and Kansas Relay during the afternoon. Missy.
14	National Black Deaf Advocates (NBDA) Conference	Kansas City	Deaf/HH/DB	Exhibited both Relay MO and Kansas Relay all day. Missy.
14	Wellness Resource Fair	Independence	Adults	Promoted Relay MO services; had MoAT brochures available. Kim and
15	Midtown Wellness Expo	Kansas City	Adults of all abilities, HH/B/D/DB	Promoted Relay MO services; had MoAT brochures available. Kim and
15	National Black Deaf Advocates Conference	Kansas City	Deaf/HH/DB	Exhibited both Relay MO and Kansas Relay all day. Missy.
16	National Black Deaf Advocates Conference	Kansas City	Deaf/HH/DB	Exhibited both Relay MO and Kansas Relay during the morning and early afternoon. Missy.
26	KC VA Medical Center	Kansas City	Veterans	Promoted all Relay MO services. Emmanuel.
27	Veterans Community Project	East KC	Veterans	Promoted Relay MO services; had MoAT brochures available; and served meals. Kim and Emmanuel.
SEPTEMBER				
8	Show Me Summit on Aging MA4	Columbia	Professionals	Promoted all Relay MO services. MoAT was also there. Kim.
9	Show Me Summit on Aging MA4	Columbia	Professionals	Promoted all Relay MO services. MoAT was also there. Kim.
15	Customer	Kansas City	DB Leader	Met with a leader in the DB community to discuss future Touch of Technology event. Missy.
17	MO Commission for the Deaf and Hard of Hearing	Jefferson City	D/HH/DB/H	Presented on RCC and IP Relay services for two hours to staffers. Missy.
OCTOBER				
3	Platte County Senior Health & Caregiving Expo	Platte City	Adults of all abilities, HH/B/D/DB	Promoted Relay MO services and had MoAT brochures available. Emmanuel.
7	RMAC Meeting	Virtual	Adults from different NPOs	Provided Relay MO updates. Missy.
10	Palmer Center Wellness Expo	Independence	Adults of all abilities, HH/B/D/DB	Promoted Relay MO services. MoAT exhibited at table next to me. Kim.
21	Brain Injury Association of Missouri (BIA-MO)	St. Louis	Professionals, Clients & Care Givers	Promoted Relay MO services. Emmanuel.
22	Brain Injury Association of Missouri (BIA-MO)	St. Louis	Professionals, Clients & Care Givers	Promoted Relay MO services. Emmanuel.
22	Raymore Health and Wellness Expo	Raymore	Adults of all abilities	Educated on Relay MO services. Had MoAT brochures available. Kim.

Appendix B – TRS Statistics

T-MOBILE ACCESSIBILITY	Relay Missouri Traffic Report	FY 2024 - 2025

RelayMO — Relay Missouri dial 711

MINUTES OF SERVICE	2024 NOV	DEC	2025 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
Grand Total Session Minutes	7,491	6,664	17,750	14,271	11,907	18,688	7,156	8,490	6,850	5,994	5,585	7,165	118,009
Grand Total Conversation Minutes	4,922	3,859	14,152	11,059	8,514	15,228	4,090	4,709	3,841	3,506	2,802	3,908	80,589
Less Interstate Conversation Min	(283)	(128)	(1,006)	(935)	(1,323)	(1,144)	(506)	(1,141)	(661)	(965)	(832)	(912)	(9,835)
Less 800 Toll-Free Conversation Min	(1,813)	(1,270)	(5,770)	(4,211)	(2,875)	(6,519)	(1,157)	(1,117)	(942)	(770)	(517)	(753)	(27,715)
Less Directory Assistance Conversation Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Less 900 Conversation Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Less International Conversation Min	(46)	(133)	(33)	(102)	0	(81)	(68)	0	(0)	0	(0)	(7)	(463)
Billable Conversation Minutes	2,779	2,328	7,344	5,811	4,316	7,483	2,359	2,450	2,238	1,771	1,453	2,237	42,569
Billable Conversation Minutes (STS)	31	11	50	0	0	16	17	0	13	15	6	30	189
Total TRS/STS Conversation Billable Minutes	2,811	2,339	7,394	5,811	4,316	7,499	2,376	2,450	2,251	1,786	1,458	2,267	42,757

AVERAGE LENGTH OF CALLS													AVERAGE
Session Minutes	2.42	1.93	5.14	3.67	2.82	4.22	1.83	2.01	1.72	1.79	1.61	1.79	2.58
Conversation Minutes	1.59	1.12	4.09	2.85	2.02	3.44	1.05	1.12	0.97	1.05	0.84	0.98	1.76
Avg. Length of Completed Calls	18.01	13.27	23.08	17.34	16.13	23.78	11.23	13.02	11.51	12.36	11.12	10.15	15.08

TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	124	254	162	175	183	193	203	220	233	188	184	283	2,402
Intrastate (Intralata)	0	0	2	2	0	1	3	3	0	0	5	3	19
Intrastate (Interlata)	64	10	187	207	146	50	65	67	55	18	6	12	887
Interstate Calls	26	28	115	122	123	103	135	173	153	166	202	280	1,626
Toll Free	199	201	298	312	286	436	224	189	152	113	103	118	2,631
Directory Assistance	0	0	1	1	0	0	0	0	1	0	1	1	5
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	3	9	4	4	0	3	7	0	1	0	1	9	41
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	416	502	769	823	738	786	637	652	595	485	502	706	7,611
Busy Ring No answer	90	132	272	304	282	258	230	298	194	188	194	233	2,675
TOTAL OUTBOUND	506	634	1,041	1,127	1,020	1,044	867	950	789	673	696	939	10,286
General Assistance	2,759	3,054	3,606	3,135	3,514	3,605	3,311	3,599	3,462	2,879	2,974	3,445	39,343
TOTAL Relayed Calls	3,265	3,688	4,647	4,262	4,534	4,649	4,178	4,549	4,251	3,552	3,670	4,384	49,629

NUMBER OF CALLS TO RELAY													TOTAL
Offered	3,152	3,688	4,549	4,105	4,354	4,618	4,061	4,341	4,122	3,472	3,829	4,221	48,512
Answered	2,998	3,447	4,370	3,986	4,283	4,541	3,983	4,287	4,055	3,407	3,405	3,792	46,554
In Queue	3,152	3,688	4,549	4,105	4,354	4,618	4,061	4,341	4,122	3,472	3,829	4,221	48,512
Abandoned in Queue	154	241	179	119	71	77	78	54	67	65	424	429	1,958

AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	57	60	65	66	71	81	76	88	77	53	60	63	68
Weekday	131	143	179	187	182	182	159	179	158	144	145	169	163

TOTAL CALL VOLUME	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TTY- Baudot	266	396	411	478	465	578	329	290	282	272	229	429	4,425
Turbo Code	0	0	4	10	8	1	2	0	0	0	2	0	27
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	69	126	239	292	262	326	340	408	257	293	366	323	3,301
VCO	144	92	364	333	244	87	116	163	184	82	56	109	1,974
HCO	23	18	23	14	41	52	80	89	66	26	43	78	553
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	4	2	0	0	0	0	0	0	0	0	0	0	6
TOTAL	506	634	1,041	1,127	1,020	1,044	867	950	789	673	696	939	10,286
Completed Speech to Speech Calls	7	3	5	0	0	3	5	1	6	1	7	1	39
Total Spanish Calls	2	1	3	0	6	0	3	2	2	0	1	1	21

% PERCENTAGE OF CALLS													AVERAGE
TTY	52.57%	62.46%	39.48%	42.41%	45.59%	55.36%	37.95%	30.53%	35.74%	40.42%	32.90%	45.69%	43.42%
Turbo Code	0.00%	0.00%	0.38%	0.89%	0.78%	0.10%	0.23%	0.00%	0.00%	0.00%	0.29%	0.00%	0.22%
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	13.64%	19.87%	22.96%	25.91%	25.69%	31.23%	39.22%	42.95%	32.57%	43.54%	52.59%	34.40%	32.05%
VCO	28.46%	14.51%	34.97%	29.55%	23.92%	8.33%	13.38%	17.16%	23.32%	12.18%	8.05%	11.61%	18.79%
HCO	4.55%	2.84%	2.21%	1.24%	4.02%	4.98%	9.23%	9.37%	8.37%	3.86%	6.18%	8.31%	5.43%
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	0.79%	0.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%

TRS UNIQUE USERS	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TTY- Baudot	19	34	32	43	56	64	49	27	35	30	23	26	438
Turbo Code	0	0	2	2	3	1	1	0	0	0	1	0	10
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	48	57	87	64	79	72	69	62	63	52	56	76	785
VCO	7	8	7	8	7	6	6	7	6	6	6	6	80
HCO	1	1	4	6	2	2	2	5	2	2	1	2	30
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	1	1	0	0	0	0	0	0	0	0	0	0	2
Speech to Speech	6	2	3	1	1	2	3	1	2	1	5	2	29
TOTAL	82	103	135	124	148	147	130	102	108	91	92	112	1,374

TRS SERVICE LEVELS													AVERAGE
Weighted Service Level	98%	97%	98%	98%	98%	98%	99%	99%	99%	96%	94%	86%	96.7%
Weighted Average Speed of Answer (ASA)	1.8	3.1	3.0	2.7	1.8	1.6	1.7	1.6	1.3	2.8	4.2	4.3	2.5

CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	0	0	1	0	0	0	0	0	0	0	0	1	1	3
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	1	0	0	0	0	0	0	0	1	1	3

Minutes (Conversation)	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL	AVERAGE
FY-25	2,779	2,328	7,344	5,811	4,316	7,483	2,359	2,450	2,238	1,771	1,453	2,237	42,568.60	3,547.38

Appendix C – STS Statistics

RelayMO — Relay *Missouri* dial 711

Contract for Conversation Minutes — 2025

SPEECH TO SPEECH MINUTES	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	Average	Total
Grand Total Session Min	106	30	124	9	4	25	51	14	42	33	22	141	50	599
Grand Total Conversation Min	69	22	100	0	0	25	20	7	27	31	6	62	31	368
Less Interstate Conversation Min	(5)	0	0	0	0	0	(4)	(7)	0	0	0	0	(1)	(16)
Less Interstate Toll Free Conversation 51% Min	(33)	(11)	(50)	0	0	0	0	0	(14)	(16)	0	(32)	(13)	(154)
Less Interstate DA Conversation Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less 900 Conversation 51% Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less International Conversation Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billable Conversation Speech to Speech	31	11	50	0	0	25	17	0	13	15	6	30	16	198

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	Average	Total
Number of Completed Calls Made	7	3	5	0	0	3	5	1	6	1	7	1	3	39
Average Length of Call	7.89	3.10	12.04	0.88	0.60	2.21	3.91	2.56	6.70	10.95	3.10	62.00	9.66	115.94

Total Numbers of Completed Calls Speech to Speech (STS) Calls	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	Total
Local	0	0	1	0	0	3	1	0	0	0	7	0	12
Intrastate	0	0	0	0	0	0	1	0	0	0	0	0	1
Interstate	2	0	0	0	0	0	0	1	0	0	0	0	3
Directory Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	0	0	0	0	0	0
900 calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll-Free	5	3	4	0	0	0	2	0	2	1	0	1	18
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	7	3	5	0	0	3	4	1	2	1	7	1	34

Missouri STS Minutes	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY 2024	68	6	16	18	31	11	50	0	0	25	17	0
FY 2025	13	15	6	30								

Appendix D – RCC Statistics

T-MOBILE ACCESSIBILITY	Relay Missouri Traffic Report - Relay Conference Captioning										FY 2024 - 2025	

	2024		2025										
RELAY CONFERENCE CAPTIONING	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
Relay Conference Captioning (RCC) Calls (Events)	0	0	0	0	0	0	0	0	0	10	0	0	10
Total Billable RCC Minutes	0	0	0	0	0	0	0	0	0	1,725	0	0	1,725