RELAY MISSOURI

Annual Report

November 2023 – October 2024

T-MOBILE ACCESSIBILITY

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A Message from the Accessibility Relationship Manager

T-Mobile Accessibility is pleased to present to the Missouri Public Service Commission administration this November 2023 to October 2024 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/T-Mobile Accessibility team, continued educational efforts across the state via presentations, exhibits, and trainings. Selected outreach activities out of the 11 included:

- Rehabilitation Association Conference in Osage Beach, 350 attended.
- Deaf and Hard of Hearing Day at Branson, 100 attended.
- Demonstration TAP trainings at four different towns, 42 attended.

Additional Relay Missouri education efforts included:

- Acquiring a different website vendor
- Designing new pull-up banners outlining the Speech-to-Speech relay service
- Collaborating with the Missouri Telecommunications Access Programs (TAP) to provide refresher trainings at five towns statewide
- Developing a new Speech-to-Speech postcard with a QR code
- Maintaining the Facebook page and Instagram accounts

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 2.24 seconds and a 96.75% service level.

During the previous reporting year, the Associate Accessibility Relationship Manager presented the 96-page Federal Communications Commission (FCC) recertification renewal boilerplate to the Missouri Public Service Commission in applying to continue providing relay services for the next five years. T-Mobile Accessibility is pleased to announce that the FCC certified Relay Missouri's relay education and operations until mid-year 2028.

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

- *TTY-based*: a decrease of 7.6% or 4,202 minutes
- *STS*: a decrease 8.77% or 30 minutes
- *RCC (billable)*: a decrease of 83.3% or 900 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 during this reporting timeframe.

Honored to have been your Relay Missouri Accessibility Relationship Manager from May 2019 to June 2024, I now pass the relay baton to Missy McManus, effective July 2024.

Cady Macfee
Accessibility Relationship Manager
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Relay Missouri Highlight

2024: Collaborated with the Missouri Telecommunications Access Programs (TAP) to provide refresher demonstration trainings at five various towns statewide.

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

- *8 Towns*
- *11 Exhibits*
- *18 Days*
- *1,820 Customers educated*

The Relay Missouri Accessibility Relationship Manager, with support from the Relay Missouri/T-Mobile Accessibility team, provided educational efforts across the state. Completed relay education events are shown below in Table 1.

Date	Event	City	Target Audience	# of Attendees	Type
February	Senior Health Fair	Blue Springs	Seniors	75	Exhibitor
April 16	Power UP Conference	Columbia	Professionals	500	Exhibitor/Sponsor
June 12-14	Missouri Rehabilitation Association Conference	Osage Beach	Professional	350	Exhibitor
August 6-9	Society of Human Resource Management Conference	Osage Beach	Professional	250	Exhibitor
August 11	Deaf and Hard of Hearing Day at Silver Dollar City	Branson	Deaf/Hard of Hearing	100	Exhibitor/Sponsor
September 9-11	Show Me Summit	Springfield	Seniors	500	Exhibitor
September 10	Missouri TAP Demo Site Training 1-4	Gallatin	Professional	5	Presentation
September 18	Missouri TAP Demo Site Training 2 of 4	St. Louis	Professional	12	Presentation
October 3	Missouri TAP Demo Site Training 3 of 4	Springfield	Professional	7	Presentation
October 17	Missouri TAP Demo Site Training 4 of 4	Columbia	Professional	18	Presentation
October 22	STS Meeting	St. Peters	STS	3	Meeting

Table 1: Outreach Performed

See Figures 1 to 6 for selected outreach pictures.

Figure 1: Society for Human Resource Management (SHRM) Conference at Osage Beach – August 2024

Figure 2: Deaf and Hard of Hearing Day at Branson – August 2024

Figure 3: TAP Training at Demo Site in Gallatin – September 2024

Figure 4: TAP Training at Demo Site in St. Louis – September 2024

Figure 5: TAP Training at Demo Site in Columbia – September 2024

Figure 6: Team Member at a Senior Health Fair in Blue Springs – February 2024

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

- Blue Springs
- **Branson**
- Columbia (1)
- **Gallatin**
- Osage Beach (1)

- **Springfield (1)**
- St. Louis
- **St. Peters**

Online Presence

Website

The Relay Missouri website complies with 2.2AA 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 7 and 8 for selected webpages.
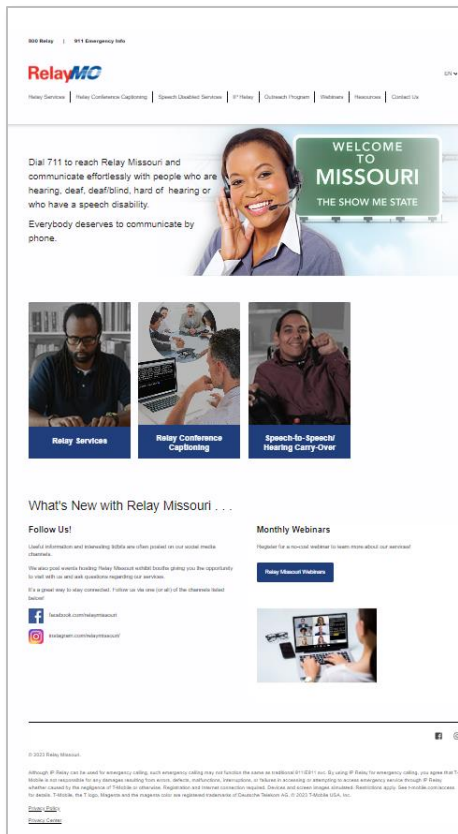

Figure 7: Homepage

Figure 8: Relay Conference Captioning

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 Figure 9 for selected examples of posts during this reporting year.

Figure 9: Selected Facebook Posts

Facebook Followers: 233
Facebook Likes: 207

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 10 to 12 for selected screenshots during this reporting year.
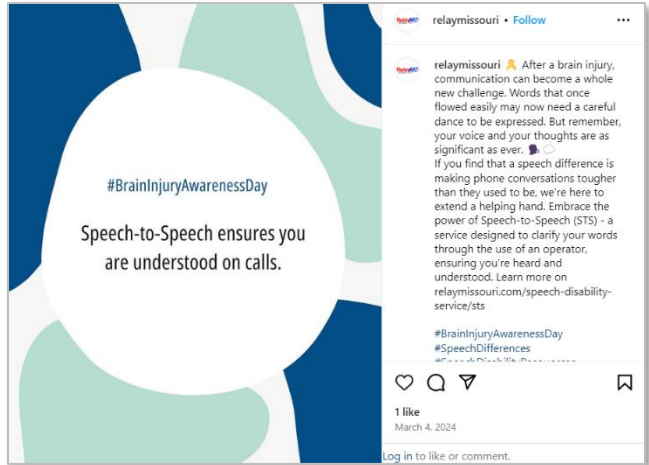
Figure 10: Instagram Post – March 2024

Figure 11: Instagram Post – May 2024

Figure 12: Instagram Post – July 2024

Instagram Followers: 111

Metrics

Each month, the Associate Accessibility Relationship Manager and Social Media Coordinator receive an "Engagement Report" which provides statistics for 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 Tables 2 and 3 for these November 2023 to October 2024 statistics for Facebook.
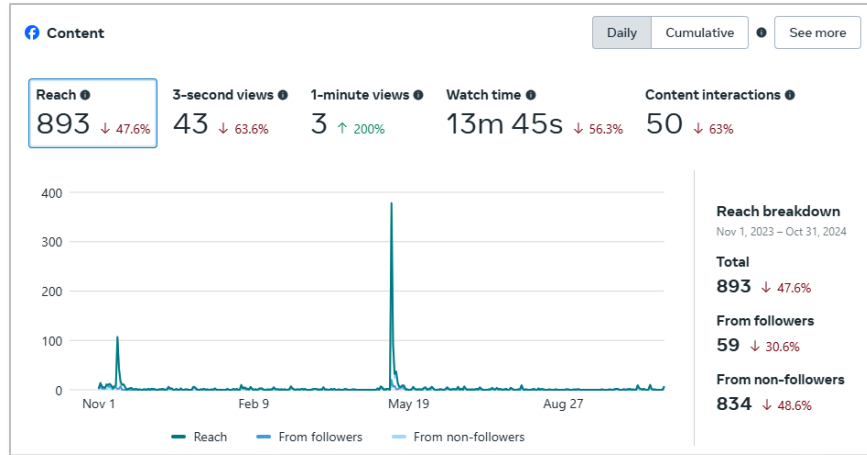
Table 2: Facebook Metrics - Reach
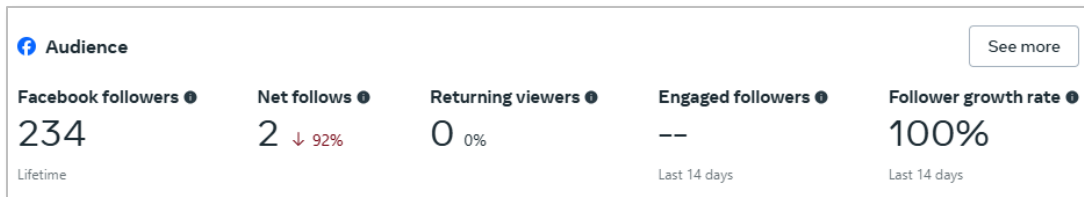
Table 3: Facebook Metrics – Followers

Figure 13 shows the Top 5 most-accessed Facebook posts.
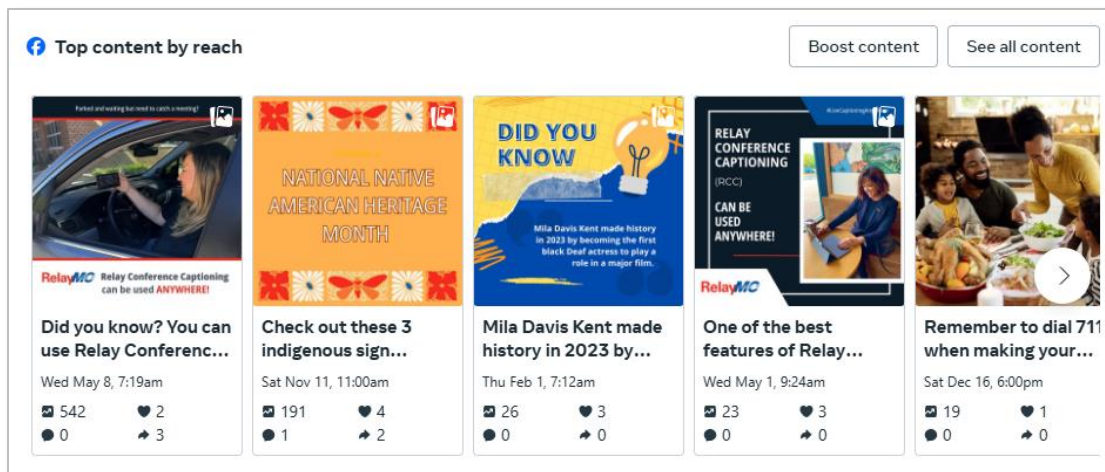
Figure 13: Facebook Metrics – Top Contents

Table 4, below, shows Instagram statistics for November 2023 to October 2024.
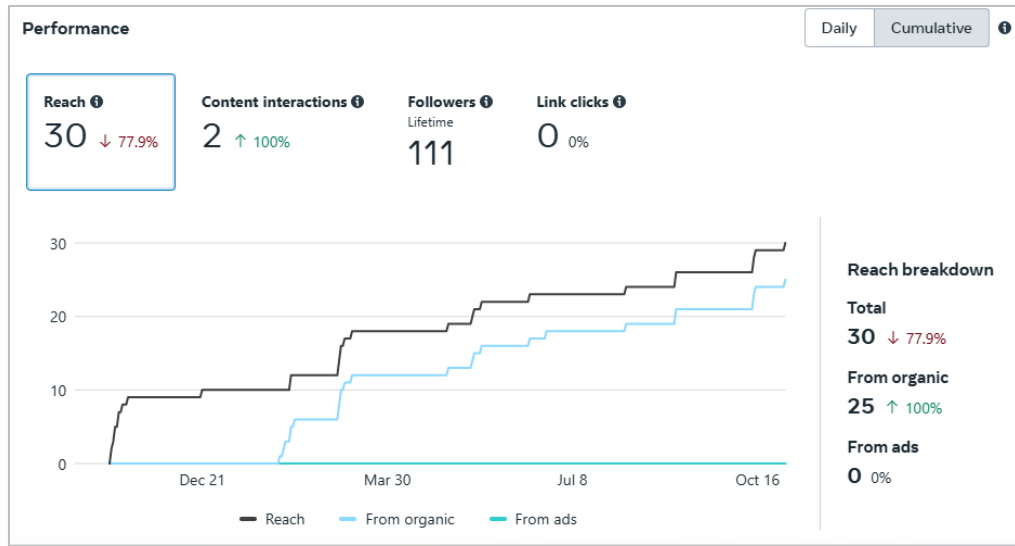
Table 4: Instagram Metrics – Reach

Figure 14 shows the Top 5 most-accessed Instagram posts.
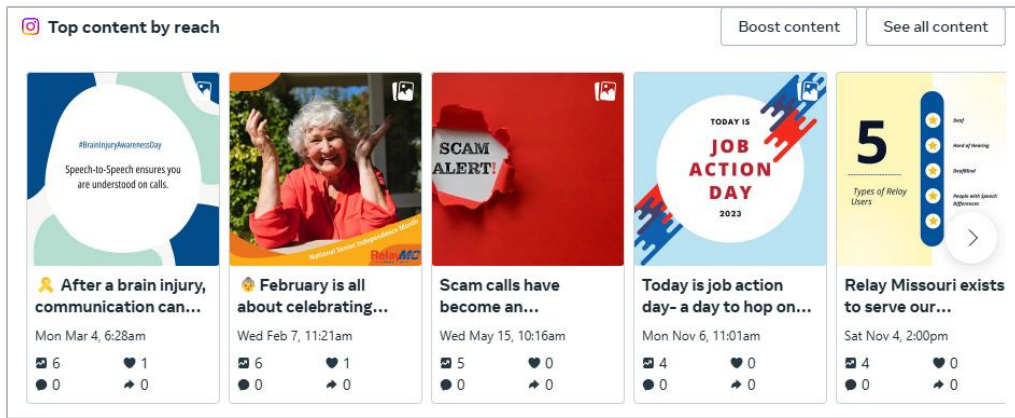
Figure 14: Instagram Metrics – Top Contents

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 15 to 17.

Figure 15: Cover of Postcard
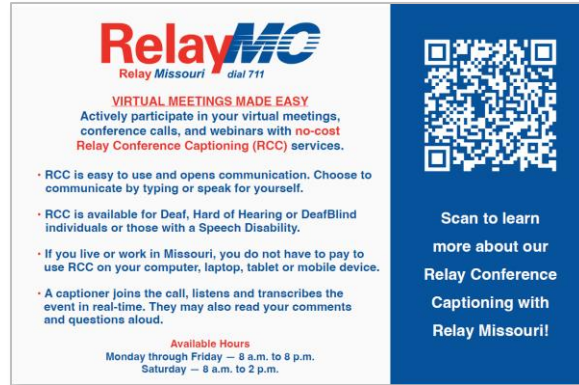
Figure 16: RCC Points and QR Code

Figure 17: STS Points and QR Code

Collateral

A new pullup tabletop banner briefly explaining the Speech-to-Speech relay service and displaying a QR code to scan for additional information was developed in June. See Figures 18 and 19.

Figures 18 (left) and 19 (right): STS Tabletop Pullup Banner
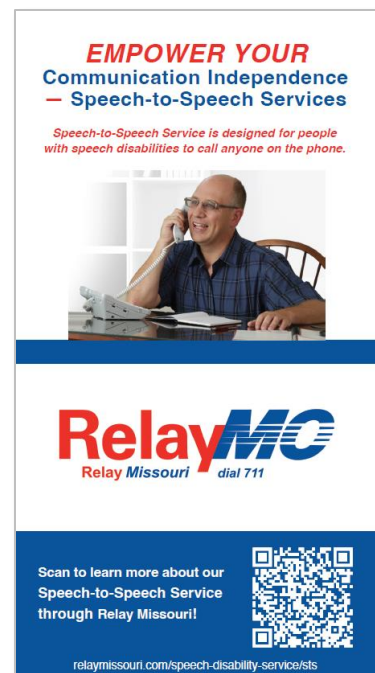
Promotional Items

Visibility and brand awareness are important components of Relay Missouri outreach efforts. Relay Missouri ordered and disseminated three different kinds of promotional items: stylus pen, mophead phone holder/stress reliever, and screen cleaner. See Figure 20.

Figure 20: 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 for a complete statistics report.

Month	Traditional Relay Services		Speech-to-Speech	
	Conversation Minutes	Calls	Conversation Minutes	Calls
November 2023	3,430	6,153	26	5
December	3,157	5,305	133	7
January 2024	3,177	5,479	59	9
February	4,080	4,275	21	1
March	3,410	4,484	27	11
April	5,887	4,847	0	0
May	6,588	5,257	0	0
June	3,382	4,226	25	3
July	3,158	4,144	46	7
August	5,002	3,871	6	4
September	3,082	3,613	11	1
October	6,390	3,698	18	5

Table 5: TRS and STS Conversation Minutes and Calls

TRS Conversation Minutes

Table 5, previous page, indicates the total monthly conversation minutes processed through Relay Missouri TRS. The total of 51,115 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. Compared to the previous reporting period, this represents a decrease of 7.6% or 4,202 fewer calls.

Relayed Call Volume - TRS

Table 5 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 55,405 relayed calls, which is a decrease of 35.54%, or 30,553 calls.

Call Origination	
TTY	40.09%
ASCII	0.00%
Voice	22.16%
VCO	34.60%
HCO	3.23%
TeleBraille	0.02%

Table 6: Call Types

Call Origination - TRS

On average, TTY users originated the highest-used call type at 40% of Relay Missouri's calls; see Table 6. (Speech-to-Speech is not included.)

	ASA	SVL
November 2023	2.0	97%
December	1.6	98%
January 2024	2.5	98%
February	2.7	96%
March	1.8	97%
April	2.3	96%
May	1.6	98%
June	2.1	97%
July	2.1	97%
August	3.5	94%
September	2.5	96%
October	2.2	97%

Table 7: Service Levels

TRS Service Levels

Table 7 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 2.24 seconds of calls answered with a Service Level (SVL) of 96.75%.

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 2023 to May 2024 for TRS, there were 0 commendations, 0 complaints, and 473 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. Analog CapTel service usage has declined to extremely low levels and is used by relatively few users. Consequently, the Missouri Public Service Commission solicited feedback about the future of analog CapTel service in Missouri and ultimately decided in Case No. TO-2024-0033 to discontinue the service effective June 1, 2024. Therefore, the numbers reflect the CapTel services (such as voice, data, intrastate, international, and other call services) that were provided by Relay Missouri only through May 31, 2024.

Month	CapTel	
	Conversation Minutes	Calls
November 2023	855	314
December	649	245
January 2024	1,113	349
February	865	344
March	721	253
April	400	226
May	464	317

Table 8: CapTel Conversation Minutes and Calls

Conversation Minutes - CTS

A breakdown of monthly conversation minutes is shown in Table 8. For the seven months, Missouri CTS conversation minutes totaled 5,067.

Call Volume - CTS

A total of 2,048 Missouri CTS calls were generated during the seven months. A breakdown of monthly call volume is also displayed in Table 8.

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 2023 to May 2024 for CTS, there were 0 commendations, 0 complaints, and 10 inquiries.

Relay Missouri Statistics – Relay Conference Captioning (RCC)

The following information indicates the trends of the 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 180 RCC billable conversation minutes were generated during this reporting year. A breakdown of monthly minutes is in Table 9.

RCC Calls/Events

A total of 2 RCC calls (or "events") were generated during this reporting year. A breakdown of monthly calls is in Table 9.

See Appendix for a complete statistics report.

| Month | RCC | |
	Billable Conversation Minutes	Calls/Events
November 2023	0	0
December	60	1
January 2024	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
July	0	0
August	0	0
September	0	0
October	120	1

Table 9: 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.

Relay Missouri TRS Statistics

T-MOBILE ACCESSIBILITY — **Relay Missouri Traffic Report** — FY 2023– 2024

RelayMO Relay Missouri dial 711

	2023 NOV	DEC	2024 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
MINUTES OF SERVICE													
Total Session Minutes	10,502	8,380	7,785	7,357	7,033	11,142	11,688	8,298	6,230	8,045	5,976	9,323	101,759
Total Conversation Minutes	3,430	3,157	3,177	4,080	3,410	5,887	6,588	3,382	3,158	5,002	3,082	6,390	50,742
Less Interstate Conversation Min	(200)	(142)	(198)	(290)	(452)	(606)	(1,552)	(167)	(126)	(131)	(118)	(432)	(4,412)
Less 800 Toll-Free Conversation Min	(501)	(614)	(609)	(936)	(799)	(2,013)	(1,895)	(1,035)	(623)	(1,619)	(638)	(2,169)	(13,452)
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	0	0	0	0	0	0	0	0	0	(50)	(13)	0	(63)
Billable Conversation Minutes	2,729	2,401	2,370	2,855	2,160	3,268	3,140	2,180	2,409	3,203	2,313	3,789	32,816
Billable Conversation Minutes (STS)	17	68	37	10	16	0	0	14	24	6	5	18	215
Total TRS/STS Conversation Billable Minutes	2,747	2,469	2,407	2,865	2,176	3,268	3,140	2,194	2,432	3,209	2,318	3,806	33,031
CapTel Conversation Billable Minutes	715	428	727	627	566	334	378						3,775

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	AVERAGE
AVERAGE LENGTH OF CALLS													
Session Minutes	1.82	1.64	1.48	1.82	1.62	2.44	2.40	2.05	1.57	2.20	1.79	2.77	1.97
Conversation Minutes	0.59	0.62	0.60	1.01	0.78	1.29	1.35	0.83	0.80	1.37	0.92	1.90	1.01
Avg. Length of Completed Calls	17.83	17.72	15.09	11.88	15.77	14.88	11.49	19.34	14.22	16.59	11.95	12.91	14.97

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TOTAL NUMBER OF COMPLETED RELAYED CALLS													
Local	194	153	178	187	178	186	172	158	209	131	141	165	2,052
Intrastate (Intralata)	0	0	0	4	9	8	10	0	1	0	7	1	40
Intrastate (Interlata)	239	182	161	149	52	29	79	75	71	165	202	181	1,585
Interstate Calls	72	38	39	63	40	73	238	59	34	40	36	128	860
Toll Free	84	98	138	214	166	453	518	137	123	148	111	247	2,437
Directory Assistance	0	2	0	2	1	0	0	0	0	0	0	0	5
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	0	0	1	3	0	4
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	589	473	516	619	446	749	1,017	429	438	485	500	722	6,983
Busy Ring No answer	257	135	169	128	124	271	291	120	184	136	150	172	2,137
TOTAL OUTBOUND	846	608	685	747	570	1,020	1,308	549	622	621	650	894	9,120
General Assistance	5,307	4,697	4,794	3,528	3,914	3,827	3,949	3,677	3,522	3,250	2,963	2,804	46,232
TOTAL Relayed Calls	6,153	5,305	5,479	4,275	4,484	4,847	5,257	4,226	4,144	3,871	3,613	3,698	55,352

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
NUMBER OF CALLS TO RELAY													
Offered	5,611	5,019	4,873	4,144	4,353	4,570	4,744	3,773	4,082	3,808	3,343	3,415	51,735
Answered	5,320	4,764	4,528	3,790	4,067	4,239	4,492	3,543	3,826	3,523	3,159	3,282	48,533
In Queue	5,611	5,019	4,873	4,144	4,353	4,570	4,744	3,773	4,082	3,808	3,343	3,415	51,735
Abandoned in Queue	291	255	345	354	286	331	252	230	256	285	184	133	3,202

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	AVERAGE
AVERAGE NUMBER OF CALLS - STS not included													
Weekend	127	90	87	67	51	63	80	79	55	59	60	58	73
Weekday	234	210	208	178	189	197	201	172	161	152	146	141	182

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TOTAL CALL VOLUME													
TTY- Baudot	263	167	267	353	233	574	780	201	199	208	221	376	**3,842**
Turbo Code	0	0	0	0	0	0	0	0	0	0	0	1	**1**
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Voice	164	93	116	94	176	323	346	153	230	128	86	126	**2,035**
VCO	400	335	277	269	145	100	152	165	159	261	337	358	**2,958**
HCO	19	13	25	31	16	21	30	30	34	24	6	33	**282**
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Deaf/Blind Baudot	0	0	0	0	0	2	0	0	0	0	0	0	**2**
TOTAL	846	608	685	747	570	1,020	1,308	549	622	621	650	894	**9,120**
Completed Speech to Speech Calls	24	7	9	1	11	0	0	3	7	4	1	5	**72**
Total Spanish Calls	2	0	1	0	5	0	0	1	4	3	4	4	**24**

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	AVERAGE
% PERCENTAGE OF CALLS													
TTY	31.09%	27.47%	38.98%	47.26%	40.88%	56.27%	59.63%	36.61%	31.99%	33.49%	34.00%	42.06%	**39.98%**
Turbo Code	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.11%	**0.11%**
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	19.39%	15.30%	16.93%	12.58%	30.88%	31.67%	26.45%	27.87%	36.98%	20.61%	13.23%	14.09%	**22.16%**
VCO	47.28%	55.10%	40.44%	36.01%	25.44%	9.80%	11.62%	30.05%	25.56%	42.03%	51.85%	40.04%	**34.60%**
HCO	2.25%	2.14%	3.65%	4.15%	2.81%	2.06%	2.29%	5.46%	5.47%	3.86%	0.92%	3.69%	**3.23%**
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%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.02%**

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
TRS UNIQUE USERS													
TTY- Baudot	44	33	35	36	42	51	37	30	35	28	34	35	**440**
Turbo Code	0	0	0	0	0	0	0	0	0	0	0	1	**1**
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Voice	54	72	80	74	123	130	71	56	67	62	59	59	**907**
VCO	8	7	7	7	8	8	6	7	8	7	7	6	**86**
HCO	1	1	1	1	1	0	1	2	2	1	1	1	**13**
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Deaf/Blind Baudot	0	0	0	0	0	1	0	0	0	0	0	0	**1**
Speech to Speech	4	3	3	2	5	1	1	2	4	1	1	2	**29**
TOTAL	111	116	126	120	179	191	116	97	116	99	102	104	**1,477**

TRS SERVICE LEVELS													
Weighted Service Level	97%	98%	98%	96%	97%	96%	98%	97%	97%	94%	96%	97%	**96.75%**
Weighted Average Speed of Answer (ASA)	2.0	1.6	2.5	2.7	1.8	2.3	1.6	2.1	2.1	3.5	2.5	2.2	**2.24**

CUSTOMER CONTACTS											Full month		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**

Relay Missouri Speech-to-Speech Statistics

Contract for Conversation Minutes	2023		2024											
Speech to Speech Minutes	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Average	Total
Total Session Min	68	170	108	57	79	14	5	47	91	26	16	39	60	719
Total Conversation Min	26	133	59	21	27	0	0	25	46	6	11	18	31	371
Less Interstate Conversation Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Interstate Toll Free Conversation 51%	(9)	(65)	(21)	(11)	(11)	0	0	(11)	22	0	6	0	(8)	(101)
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	17	68	37	10	16	0	0	14	68	6	16	18	20	162

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Average	Total
Number of Completed Calls Made	24	7	9	1	11	0	0	3	0	0	0	0	4.58	55
Average Length of Call	4.35	28.51	14.14	8.35	6.19	2.25	0.85	9.46	5.16	3.89	5.37	2.32	7.57	N/A

Total Numbers of Completed Calls Speech to Speech (STS) Calls	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Total
Local	1	2	7	0	3	0	0	2	2	1	0	5	23
Intrastate	0	0	0	0	4	0	0	0	2	0	0	0	6
Interstate	1	0	0	0	0	0	0	0	0	0	0	0	1
Directory Assistance	0	2	0	0	0	0	0	0	0	3	0	0	5
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	3	3	2	1	4	0	0	1	3	0	1	0	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	5	7	9	1	11	0	0	3	7	4	1	5	53

Relay Missouri RCC Statistics

FY 2023-2024

RelayMO Relay *Missouri* *dial 711*

	2023		2024										
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
Relay Conference Captioning (RCC) Calls (Events)	0	1	0	0	0	0	0	0	0	0	0	1	2
Total Billable RCC Minutes	0	60	0	0	0	0	0	0	0	0	0	120	180