

Appendix H:
Copies of Annual Report



**ANNUAL
REPORT**
July 2008-June 2009

Table of Contents

3	Letter from the Relay Program Manager
4	Outreach and Marketing Outreach Marketing
4	Dayton Call Center Relay Center Community Service
5	Relay Enhancements TRS Enhancements <i>Focus on Training</i> <i>FCC TRS Re-Certification Project</i> CapTel Enhancements <i>Redundant Center</i> <i>Platform Upgrade</i>
7	Ohio Relay Statistics TRS <i>Session Minutes</i> <i>Relayed Call Volume</i> <i>Call Origination</i> <i>Average Speed of Answer and Service Level</i> <i>Customer Contact Log</i> CapTel <i>Session Minutes</i> <i>Call Volume</i> <i>Call Origination</i>
11	Sprint Relay Accounts TRS CapTel
11	Sprint Relay Team
12	Ohio Relay Consumer Committee
13	Appendices TRS Statistics CapTel Statistics

Report provided by
Sprint
Relay

The logo for Sprint Relay features a stylized graphic of a fan or a series of curved lines to the right of the text. The text "Sprint" is in a bold, sans-serif font, and "Relay" is in a similar font below it. A small registered trademark symbol (®) is located to the right of the "t" in "Sprint".

T.S.

Publication services provided by T.S. Writing Services | www.tswriting.com



Emma Danielson
2055 W. Iles
Unit D
Springfield, IL 62704
emma.danielson@sprint.com

Dear Public Utilities Commission of Ohio,

The fiscal year of July 2008 to June 2009 has given Sprint another opportunity to serve our Ohio customers with quality relay services, dedication and commitment that the state has come to expect.

Trending reports indicate that TRS statistics continue to decrease while CapTel statistics increased, which is standard for other states as well. Compared to last fiscal year's figures, the following offer insight:

TRS

- 906,734 call volume, which represented a decrease of 19%
- 3,034,920 session minutes, which represented a decrease of 22%

CapTel

- 293,692 call volume, which represented an increase of 18%
- 1,043,708 session minutes, which represented an increase of 17.7%

Sprint thanks the Public Utilities Commission of Ohio for the opportunity to provide quality relay services during the 2008-2009 fiscal year. Sprint is appreciative of its ongoing relationship with Ohio Relay, and looks forward to continued provision of relay education and services to Ohioans.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Program Manager



Outreach and Marketing

Outreach

Ohio Relay promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state.

Marketing

To promote Ohio Relay products and services, advertisements were placed in different high-visibility newsletters, magazines, and websites.

Additionally, Ohio Relay products and services have continued to be promoted via brochures, instructional and marketing flyers, mass e-mails, and informal group settings.



Dayton Call Center

Sprint subcontracted with Communication Services for the Deaf (CSD) to provide TRS services to connect calls through various groups and means such as TTY, Speech-to-Speech, Voice Carry-Over, Hearing Carry-Over, Deaf-Blind Pacing, ASCII, International, Directory Assistance, TTY public pay phones, Spanish, Speech-to-Speech and Voice calls.

Relay Center

The Sprint Relay call center has provided relay services to Ohioans for 11 years, operating from the facility in Dayton. With eight staff members, and 117 communication agents, the center is also staffed to handle overflow traffic from other states on an as-needed basis.

The center is also the primary center for French calls as well as for most Speech-to-Speech calls. This quality measure ensures that Federal Communications Commission and state guidelines and contractual obligations are met in the event of any type of disaster.

Community Service

Community involvement is strongly encouraged. Some of the ways the CSD employees gave back to the community included donating:

- 1,470 food items to the Dayton Food Bank in November
- Christmas gifts to Deaf families in December
- \$2,915 to summer leadership camp at Camp Lakodia for Deaf children in need of a scholarship to attend the camp
- \$581.34 to the Diabetes Association

Relay Enhancements

TRS Enhancements

Focus on Training

Sprint continues to create a more effective organization by implementing innovative TRS training programs, which focus on three primary goals:

- To better serve customers,
- To bring value to the services offered, and
- To make Sprint Relay a rewarding place to work.

This year, a special effort was made to:

- Develop creative presentations in ongoing training, customer service training and training refreshers.
- Launch a “Coaching Focus of the Month” program to provide Communication Assistants (CA) and supervisors with a trainer’s review of call-processing procedures and customer service skills.

Training revisits the primary service attributes that are important to customers: accuracy, transparency, professional phone image, keeping customers informed and operator knowledge. Sprint collaborates with the vendor centers to deliver the training and then follows up monthly using internal testing.

Exceptional customer satisfaction means understanding what customers expect, then delivering practical solutions. In order for this to happen, the Operations team continues to solicit and implement CA suggestions related to improving our customers’ experience through a Customer Service Initiative program.

FCC TRS Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a re-certification renewal application by October 1, 2007.

As listed in the 2007-2008 annual report, this re-certification application required evidence of certain required deliverables. With certifications expiring July 26, 2008, relay states were to complete the re-certification process before then. A state could apply for renewal one year prior to expiration.

Sprint took the initiative in developing and distributing a FCC re-certification renewal boilerplate of over 100 pages for its state customers. Sprint responded to most of the directives, leaving the states—including Ohio—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

On July 16, 2008, the Ohio TRS program was granted re-certification for five more years until July 25, 2013. Sprint is pleased to work with Ohio Relay in maintaining high-quality relay and CapTel services.

CapTel Enhancements

Redundant Center

Sprint's CapTel vendor completed its redundant (backup) data center in the third quarter of 2008.

Platform Upgrade

In January, the voice recognition platform was improved. Sprint's CapTel vendor released a platform upgrade that enhanced the features of the CapTel captioner workstation, which in turn, improved the voice recognition engine.

With Spanish CapTel, Sprint's CapTel vendor completed upgrades to the captioner interface starting in the second quarter of 2008, and continued to upgrade the platform throughout 2008. The upgrades included the ability to caption Spanish calls more smoothly and more efficiently.

Ohio Relay Statistics

TRS

The following charts indicate the trends of our annual total number of session minutes, relayed call volume, call origination, average speed of answer and service level, and contacts with customers.

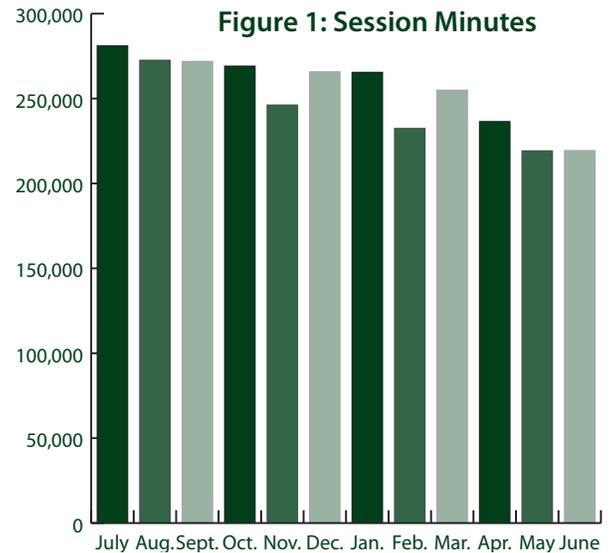
The numbers reflect the traditional relay services (e.g. TTY, Voice, TTY and Voice Spanish, VCO, Telebraille, STS, and a few others) currently provided by Ohio Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Ohio Relay. The minutes include voice carry-over, hearing carry-over, Spanish, and Speech-to-Speech.

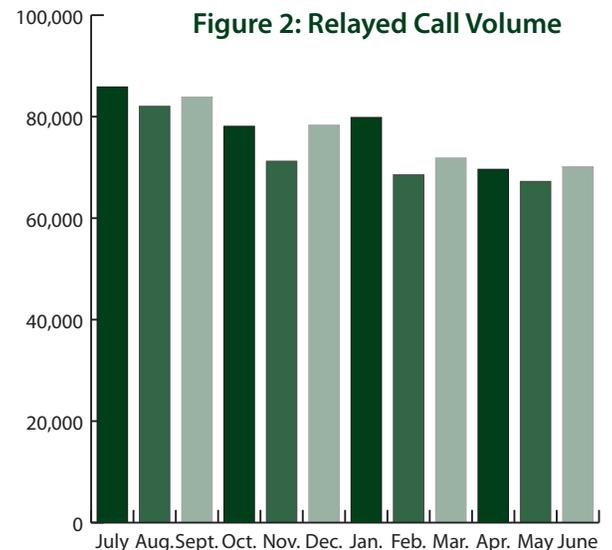
The total amounted to 3,034,920, which represents a decrease of 22 percent as compared to last year's total.



Relayed Call Volume

Figure 2 depicts the total number of relayed calls processed through Ohio Relay. The relayed calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, and busy ring/no answer.

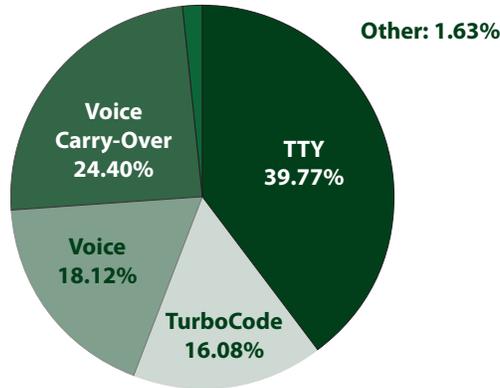
Relayed call volume totaled 906,734 calls, a 19% drop from the previous year's total.



Call Origination

On average, TTY and TurboCode consumers originated approximately 56 percent of the Ohio Relay calls. Figure 3 shows call type by percentage.

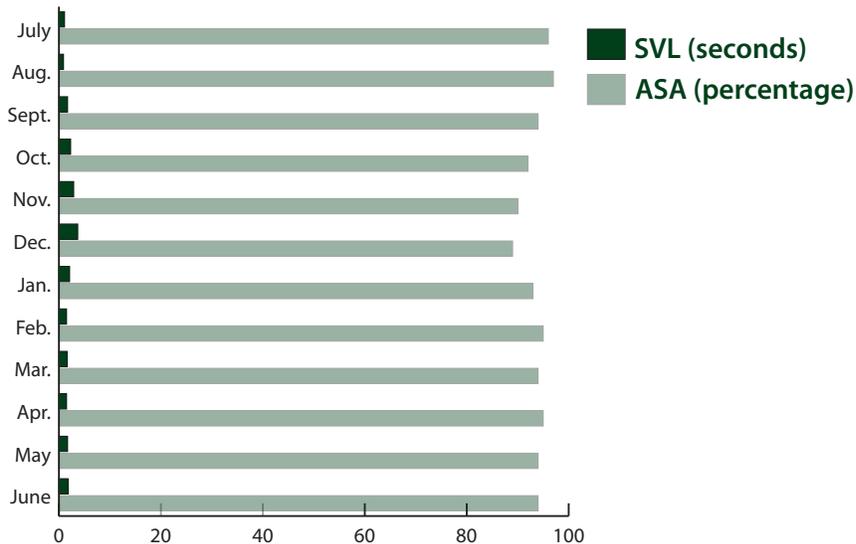
Figure 3: Call Origination Types



Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was **1.9 seconds** and the Service Level (SVL) was **93.58% of calls were answered within 10 seconds**.

Figure 4: Speed of Answer



Customer Contact Log

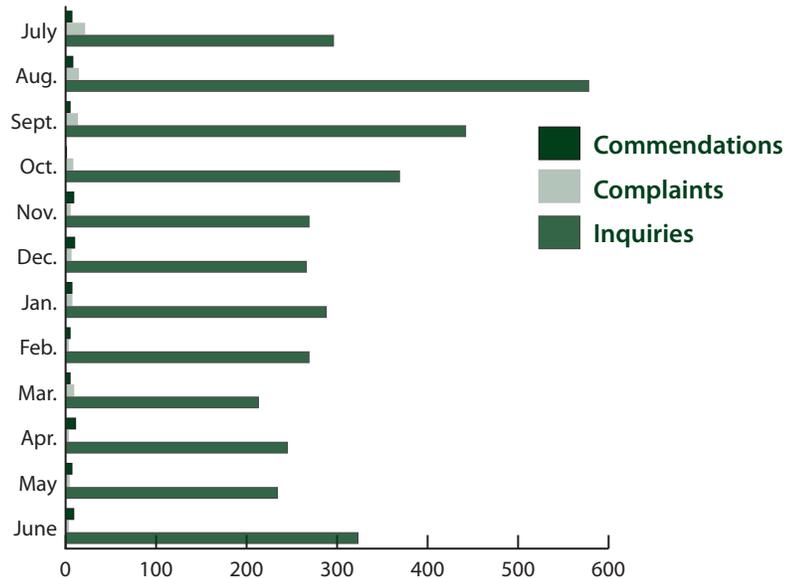
Ohio Relay Customer Service handled customer contacts such as:

- Customer Database profiles
- Technical Issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

Figure 5 illustrates the number and call types received from customer requests, including commendations, complaints, and inquiries. There were a total of 84 commendations, 96 complaints and 3,972 inquiries. As with every year, the Relay Program Manager prepares and submits the FCC Annual Consumer Contact Log Report to the Public Utilities Commission of Ohio.

Figure 5: Customer Contacts



CapTel

The following charts indicate the trends of our annual total number of session minutes, call volume, and call origination.

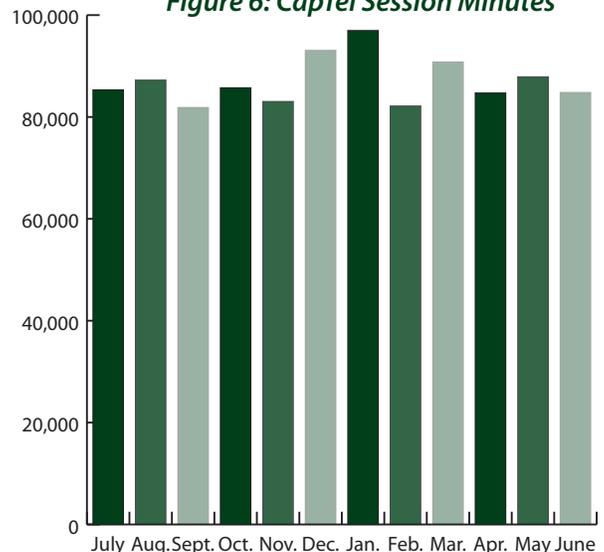
See appendix for a complete CapTel statistics report.

Session Minutes

A breakdown of monthly minutes is indicated in Figure 6.

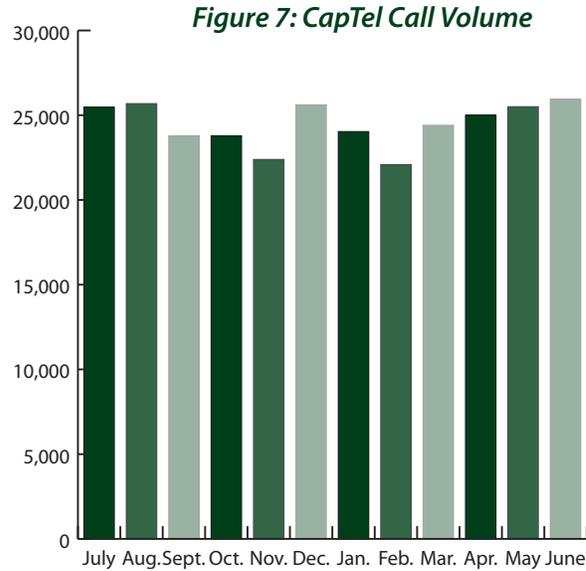
The total for this fiscal year amounted to 1,043,708 CapTel session minutes, an increase of 17.77% compared to last year's total.

Figure 6: CapTel Session Minutes



Call Volume

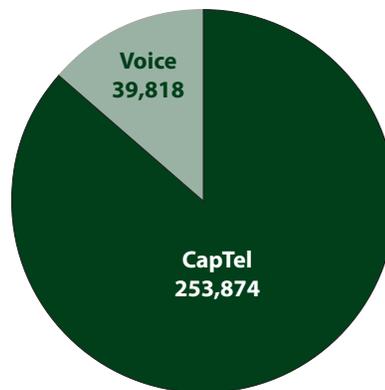
A total of 293,692 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 7.



Call Origination

Figure 8 indicates that most Ohio Relay CapTel calls were initiated by CapTel users.

Figure 8: CapTel Call Origination



Sprint Relay Accounts

TRS

Sprint provided relay services to 33 states, the federal government, Puerto Rico and New Zealand.

CapTel

Sprint provided the CapTel service to 32 states and the federal government.

Sprint Relay Team

Sprint Public Sector - Federal and State Government

William P. White
Vice President -
Federal Programs

Mike Ellis
National TRS Director

***Relay Program
Management***
John Moore
Branch Manager

Angie Officer
Senior RPM

Emma Danielson
Relay Program Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Jim Skjeveland
Corporate Sales Manager

CapTel
Damara Paris
Branch Manager

Todd Bader
CapTel Manager

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Product Management Group
Paul Ludwick
Branch Manager
(Until April 2009)

Mark Tauscher
Team Leader
(May 2009-Present)

Ohio Relay Consumer Committee

Ohio Relay Consumer Committee Roles and Responsibilities

The Ohio Relay Consumer Committee is responsible for providing feedback on relay service, outreach, education and making recommendations on service enhancements.

Each committee member is encouraged to participate in community events at least three times per year to gather input from the relay users in their respective area and share it with Sprint Relay and the committee. Members on the committee are expected to attend a minimum of three meetings a year. If unable to attend a meeting, he/she is responsible for finding a substitute.

2008–2009 Ohio Relay Consumer Committee

Jean Cox, Chairperson
Deaf

Jeff Bohrman
Deaf Blind

William Kerek
Deaf

Linda Mahmood
Deaf

Chuck Williams
Deaf

Dick Rosenberger
Hearing

Frank Stephan
Deaf

Mark Taylor
Deaf

Pat Vincent
Hard of Hearing
CapTel

Hermine Willey
Hard of Hearing
CapTel

Stephanie Homer
Vocational Rehabilitation Service

Jamila Jones
Ohio Relay Call Center Manager

Danny Barrett
Ohio Relay Account Manager

Appendices

TRS Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	TOTAL
TOTAL CALL VOLUME (Outbound)													
TTY- Baudot	23,531	22,123	22,329	22,328	20,228	21,098	20,337	17,219	18,285	17,983	16,652	15,688	237,801
Turbo Code	9,582	9,189	9,868	8,154	7,539	8,278	8,224	6,649	7,093	6,757	7,383	7,414	96,130
ASCII	1	3	4	5	3	9	2	19	12	77	134	38	307
Voice	10,441	9,528	8,147	7,737	7,924	10,059	10,291	8,080	9,399	8,724	8,558	8,794	107,682
VCO	13,184	12,855	13,368	12,333	11,915	12,545	12,620	11,175	12,059	11,271	11,166	10,695	145,186
HCO	546	667	762	585	518	748	631	552	839	972	847	941	8,608
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	41	46	54	157	66	69	82	33	3	60	-	11	622
Speech to Speech	134	188	231	306	249	347	283	544	741	555	805	518	4,901
Spanish Calls	-	2	-	3	7	2	3	4	8	1	8	6	44
TOTAL	57,460	54,601	54,763	51,608	48,449	53,155	52,473	44,275	48,439	46,400	45,553	44,105	601,281
% PERCENTAGE OF CALLS													AVERAGE
TTY	41.05%	40.66%	40.95%	43.53%	41.97%	39.95%	38.97%	39.38%	38.34%	39.23%	37.22%	36.00%	39.77%
Turbo Code	16.71%	16.89%	18.10%	15.90%	15.64%	15.68%	15.76%	15.21%	14.87%	14.74%	16.50%	17.01%	16.08%
ASCII	0.00%	0.01%	0.01%	0.01%	0.01%	0.02%	0.00%	0.04%	0.03%	0.17%	0.30%	0.09%	0.06%
Voice	18.21%	17.51%	14.94%	15.08%	16.44%	19.05%	19.72%	18.48%	19.72%	19.03%	19.13%	20.18%	18.12%
VCO	23.00%	23.63%	24.51%	24.04%	24.72%	23.76%	24.18%	25.56%	25.29%	24.59%	24.96%	24.54%	24.40%
HCO	0.95%	1.23%	1.40%	1.14%	1.07%	1.42%	1.21%	1.26%	1.76%	2.12%	1.89%	2.16%	1.47%
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	0.07%	0.08%	0.10%	0.31%	0.14%	0.13%	0.16%	0.08%	0.01%	0.13%	0.00%	0.03%	0.10%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	36,387	35,889	35,266	33,640	31,501	34,449	34,265	28,800	31,534	30,401	29,743	29,150	391,025
Intrastate (Intralata)	159	189	213	156	134	191	197	138	159	273	254	137	2,200
Intrastate (Interlata)	742	501	607	550	472	577	531	506	600	507	408	316	6,317
Interstate Calls	948	853	916	973	977	1,054	1,023	891	1,252	1,158	1,133	1,061	12,239
Toll Free	4,019	3,899	3,754	4,324	3,546	3,578	3,582	3,471	3,379	3,433	2,974	3,109	43,068
Directory Assistance	222	267	248	223	241	158	161	139	124	134	153	123	2,193
900 (Attempted)	-	-	-	-	-	-	-	-	3	-	-	-	3
International	10	13	10	13	14	17	9	8	16	12	15	23	160
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL COMPLETED	42,487	41,611	41,014	39,879	36,885	40,024	39,768	33,953	37,067	35,918	34,680	33,919	457,205
Busy Ring No answer	14,839	12,800	13,518	11,420	11,308	12,732	12,419	9,774	10,623	9,926	10,060	9,662	139,081
TOTAL OUTBOUND	57,326	54,411	54,532	51,299	48,193	52,756	52,187	43,727	47,690	45,844	44,740	43,581	596,286
General Assistance	28,534	27,644	29,341	26,813	23,039	25,581	27,662	24,827	24,172	23,782	22,502	26,551	310,448
TOTAL Relayed Calls	85,860	82,055	83,873	78,112	71,232	78,337	79,849	68,554	71,862	69,626	67,242	70,132	906,734
MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	190,271	187,735	188,207	187,921	173,045	184,468	184,546.55	164,539.43	179,122.25	164,935.54	150,754.70	149,573.75	2,105,119
Total Session Minutes	281,090	272,620	271,922	269,156	246,240	265,802	265,494.27	232,467.62	254,964.10	236,507.01	219,254.88	219,402.22	3,034,920
Less Interstate	7,984	8,701	8,418	8,882	8,781	9,405	9,675.22	8,632.48	15,742.49	12,380.56	11,938.98	9,250.70	119,791
Less International	80	117	114	91	102	110	75.58	72.22	86.03	72.38	120.83	152.42	1,194
Less 800 Toll-Free	21,590	20,910	20,577	23,722	19,659	20,273	18,585.41	19,046.50	18,332.99	19,407.60	15,839.57	16,962.25	234,906
Less Directory Session Min	48	95	40	35	159	40	49.82	50.23	578.38	557.14	66.65	60.02	1,778
Less 900 Assistant Min	0	0	0	0	0	0	0.00	0.00	8.03	0.00	0.00	0.00	8
Billable Minutes	251,389	242,797	242,774	236,426	217,539	235,973	237,108.24	204,666.19	220,216.18	204,089.33	191,288.85	192,976.83	2,677,243
Billable Minutes (STS)	1,307	1,622	1,536	7,726	4,630	2,124	2,784.58	4,461.73	5,929.63	6,447.18	5,527.57	3,707.51	47,804

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	TOTAL
NUMBER OF CALLS TO RELAY													TOTAL
Offered	69,740	67,527	69,361	65,234	58,860	65,635	66,398	56,908	59,809	58,008	55,412	59,225	752,117
Answered	68,456	66,563	67,756	63,311	56,789	62,903	64,347	55,545	58,231	56,289	53,638	57,383	731,211
In Queue	69,740	67,527	69,361	65,234	58,860	65,635	66,398	56,908	59,809	58,008	55,412	59,225	752,117
Abandoned in Queue	1,284	964	1,605	1,923	2,071	2,732	2,051	1,363	1,578	1,719	1,774	1,842	20,906
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	1,993	1,882	2,097	1,740	1,771	1,795	1,888	1,730	1,649	1,605	1,577	1,520	1,771
Weekday	3,040	3,011	3,050	2,791	2,676	2,784	2,857	2,736	2,592	2,581	2,451	2,635	2,767
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													AVERAGE
Session Minutes	4.12	4.11	4.02	4.27	4.36	4.26	4.14	4.20	4.43	4.19	4.07	3.82	4.17
Conversation Minutes	2.79	2.83	2.78	2.98	3.07	2.95	2.88	2.97	3.11	2.92	2.8	2.6	2.89
Avg. Length of Completed Calls	6.66	6.63	6.69	6.91	6.77	6.69	6.79	6.99	7.13	6.86	6.47	6.58	6.76
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	96.0%	97.0%	94.0%	92.0%	90.0%	89.0%	93.0%	95.0%	94.0%	95.0%	94.0%	94.0%	93.58%
ASA	1.1	0.9	1.7	2.3	2.9	3.7	2.1	1.5	1.6	1.5	1.7	1.8	1.9
CUSTOMER CONTACTS (TRS)													TOTAL
Complaints	21	14	13	8	5	6	7	3	9	3	4	3	96
Commendations	7	8	5	1	9	10	7	5	5	11	7	9	84
Inquiries/Other	296	578	442	369	269	266	288	269	213	245	234	323	3,792
Total	324	600	460	378	283	282	302	277	227	259	245	335	3,972

CapTel Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	63,848	64,538	61,604	62,902	61,478	70,512	63,848	64,538	61,604	62,902	61,478	70,512	64,147	769,761
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Call Length Per User	2.51	3.41	2.59	2.65	2.75	2.75	2.66	3.41	2.52	2.52	2.41	2.72	2.74	
CapTel Traffic Patterns													Average	Total
Call In	22,142	22,126	20,416	20,461	19,119	22,047	20,598	19,130	21,271	21,868	22,054	22,642	23,036	253,874
Voice In	3,330	3,560	3,353	3,319	3,272	3,568	3,438	2,957	3,136	3,134	3,449	3,302	3,677	39,818
Total of Calls	25,472	25,686	23,769	23,780	22,391	25,615	24,036	22,087	24,407	25,002	25,503	25,944	26,713	293,692
Total Session Min													Average	Total
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	442	494	454	587	484	502	412	408	486	602	511	573	571.75	5,956
General Assistance	968	958	842	780	778	1,087	889	795	953	1,035	1,123	1,330	1358.99	11,537
In 2 Line	7,679	7,835	7,722	7,678	7,855	9,444	9,199	6,815	7,730	8,707	8,223	8,270	9,716.24	97,154
International	88	30	188	156	97	33	75	91	203	272	113	111	119.48	1,456
Interstate	16,920	18,899	16,618	18,808	17,741	18,886	20,443	17,290	20,351	16,210	16,783	15,005	14,382.29	213,955
Intrastate	50,932	52,174	49,895	50,693	49,500	56,947	58,927	49,256	52,472	50,567	53,453	53,049	54,943.01	627,866
Others	1,180	1,130	1,032	1,106	967	1,049	1,116	1,140	1,280	1,190	1,320	1,077	1,379.52	13,588
Toll Free	7,126	5,732	5,118	5,926	5,628	5,144	5,921	6,370	7,331	6,135	6,364	5,402	6,036.43	72,196
Total Session Min	85,334	87,252	81,870	85,732	83,050	93,093	96,981	82,165	90,806	84,718	87,890	84,817	88,507.71	1,043,708
Number of Calls by Each Traffic Pattern													Average	Total
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	348	353	336	460	360	367	333	309	378	450	403	398	421	4,495
General Assistance	2,976	2,900	2,708	2,514	2,490	3,089	2,659	2,481	2,944	3,165	3,025	3,514	3,587	34,465
2 Line	1,950	2,069	2,028	1,963	1,992	2,195	2,030	1,684	1,832	2,267	2,158	2,294	2,344	24,462
International	8	16	23	17	10	13	10	22	28	22	14	27	7	210
Inter-state	2,395	2,297	2,004	2,165	2,001	2,359	2,288	2,359	2,221	2,379	2,516	2,503	2,354	27,487
Intra-state	16,063	16,363	15,148	14,969	14,109	16,147	15,170	13,671	15,158	15,083	15,765	15,620	16,348	183,266
Others	597	676	614	620	478	558	576	512	685	626	564	528	610	7,034
Toll Free	1,135	1,012	908	1,072	951	887	970	1,049	1,161	1,010	1,058	5,402	1,042	16,615
Total	25,472	25,686	23,769	23,780	22,391	25,615	24,036	22,087	24,407	25,002	25,503	30,286	26,713	298,034

ANNUAL REPORT
July 2009- June 2010



Table of Contents

Letter from the Relay Program Manager	3
Relay Enhancements	4
20th Anniversary TRS Enhancements	
Additional TRS Enhancements	
Dayton Call Center	6
Relay Center	
Community Service	
Relay Ohio Statistics	7
Telecommunications Relay Service	
<i>Session Minutes</i>	
<i>Relayed Call Volume</i>	
<i>Call Origination</i>	
<i>Average Speed of Answer and Service Level</i>	
<i>FCC Annual Customer Contact Log</i>	
CapTel	
<i>Session Minutes</i>	
<i>Call Volume</i>	
<i>Call Origination</i>	
Outreach Education	10
Outreach Activities	
CapTel Public Service Announcements	
Website	
CapTel Newsletter	
Ohio Relay Consumer Committee	12
Sprint Relay Team	12
Appendices	13
Relay Ohio TRS Statistics	
Relay Ohio CapTel Statistics	
Relay Ohio Outreach Activities	

Report provided by
Sprint 
Relay



Publication services provided by T.S. Writing Services
www.tswriting.com

Emma Danielson

Relay Ohio Program Manager
2055 W. Iles Avenue, Suite D
Springfield, IL 62704
(877) 698-5520 TTY
(217) 697-4070 Voice
(866) 410-4260 Fax
(217) 953-0858 Videophone
emma.danielson@sprint.com



Dear Public Utilities Commission of Ohio,

Sprint had another opportunity to serve its Ohio consumers during the fiscal year of July 2009 to June 2010 by providing top-notch, high-quality relay services that met the state's requirements and beyond.

Activities promoting awareness about Relay Ohio products and services, such as telecommunications relay service (TRS) and CapTel, included exhibits and/or presentations at the:

- Franklin and Columbus Fall Kick-Offs; 200 and 150 attended respectively
- Assistive Technology workshop in Lancaster; 88 attended
- Ohio DEAFair in Columbus; 1,000 attended
- Columbus Blue Jackets event; 5,000 attended
- Association for Career and Technical Education Spring Conference in Columbus; 250 attended
- Serving Our Seniors event in Westerville; 150 attended

Another outreach activity was the airing of a CapTel public service announcement 4,693 times during two time periods: the first from October 5 to December 7, 2009, and the second from March 15 to May 17, 2010.

As in past years, statistics indicate that during this fiscal year, there was a 22.55% decrease in TRS minutes and a 50.93% increase in CapTel minutes. The statistics also indicate that going wireless has become more mainstream. Consumers continue to migrate to wireless mobility by using relay services on their wireless devices. In the near future, video communication will be available on mobile wireless devices, decreasing the need for traditional relay products and services.

Sprint looks forward to continuing to meet and exceed the minimum requirements as set forth by the Public Utilities Commission of Ohio, and to educate Ohio consumers about the diverse relay services and products available.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Ohio Program Manager



Relay Enhancements



20th Anniversary TRS Enhancements

For the past 20 years, Sprint has provided simple, instant, enriching and productive relay experiences. To continue this legacy, Sprint is excited about enhancements offered to the State Telecommunications Administrators of Relay by Sprint (STARS) members at no additional charge. The enhancements, announced at the June 1-4 conference in Kansas, include speech-to-speech (STS) outreach and customer service, STS e-mail call set-up, and an enhanced customer database profile.

Speech-to-Speech Outreach and Customer Service

In 2010, Sprint launched www.SprintSTS.com to educate users about the availability and benefits of STS Relay. Sprint will soon announce the availability of a dedicated, 24-hour toll-free STS customer service number as well as an STS customer service e-mail address.



Sprint Relay's STS website

STS E-mail Call Set-Up

Originally launched for Sprint's New Zealand Relay customers, Sprint will soon make STS E-mail Call Set-Up available for STS users in the United States. This enhancement makes completing a call easier by allowing an STS user to e-mail information before initiating the call, such as the number to be dialed, who the STS user wants to speak to, special instructions and subject matter. This feature cannot be used to request a specific communication assistant (CA), schedule an STS call or be used in lieu of placing a live call.

Enhanced Customer Database Profile

Originally developed for one of Sprint's states, Sprint now offers a new Enhanced Customer Database Profile with several improvements, including:

- Additional standard call-processing preferences
- Added security to protect user information
- Online access to view and update profiles
- Ability to be used with any Sprint Relay state or Sprint IP relay service

Additional TRS Enhancements

Sprint continues to:

- Provide monthly training updates to its relay operators,
- Perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- Provide refresher training where needed, and
- Develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement program initiatives identification (macros and database profile verification)
- Detachment and desensitization refreshers

- E911 implementation for Sprint IP/Sprint IM
- FCC 10-digit numbering implementation
- Monthly training refresher
- New product training (Nebraska, West Virginia, and Wisconsin)
- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated call center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call center

Dayton Call Center

Relay Center

The relay call center has provided relay services to Ohioans for 12 years, operating from a Dayton facility. With seven staff members and 112 communication agents, the center is also staffed to handle overflow traffic from other states on an as-needed basis.

The center is the primary center for French calls as well as for most STS calls. This quality measure ensures that Federal Communications Commission (FCC) and state guidelines and contractual obligations are met in the event of any disaster.

Community Service

Community involvement at the Dayton call center is strongly encouraged. Some of the ways the call center employees gave back to the community during this fiscal year included donating:

- 1,423 school supply items to St. Rita School for the Deaf (September 2009)
- 2,493 canned food items to the Dayton Food Bank (November 2009)
- \$260 and 7 gifts to Dayton-area Signing Santa for Deaf children (December 2009)
- \$2,000 to Haiti Relief Fund (January 2010)



School supplies donated to St. Rita School for the Deaf

Relay Ohio Statistics

Telecommunications Relay Service

The following charts indicate the trends in the annual total number of session minutes and calls, 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, VCO, Tele-braille, and Speech-to-Speech) currently provided by Relay Ohio.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Relay Ohio. The total of 2,350,658 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel. This represents a decrease of 22.55% compared to last year.

Month	Minutes	Month	Minutes
July	219,883	Jan.	202,845
Aug.	219,527	Feb.	177,451
Sept.	208,348	March	187,967
Oct.	214,789	April	175,866
Nov.	194,368	May	178,617
Dec.	206,254	June	164,745

Relayed Call Volume

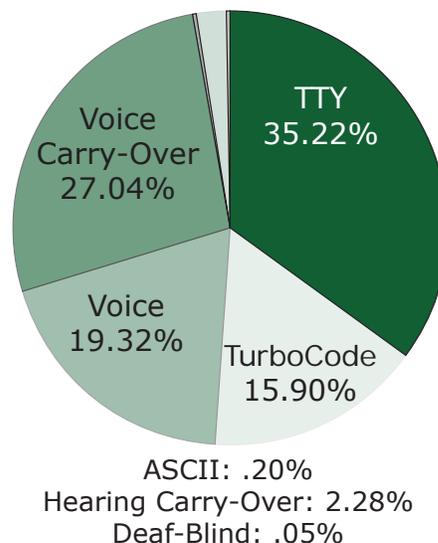
Figure 2 depicts the total number of completed calls processed through Relay Ohio. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, and busy ring/no answer. Relayed call volume totaled 736,227 calls during this fiscal year.

Month	Volume	Month	Volume
July	69,528	Jan.	61,496
Aug.	69,093	Feb.	53,381
Sept.	65,558	March	58,144
Oct.	66,829	April	54,606
Nov.	61,736	May	56,096
Dec.	63,390	June	56,370

Call Origination

On average, TTY and TurboCode consumers originated approximately 51 percent of the Relay Ohio calls. Figure 3 shows call type by percentage.

Fig. 3: Call Origination



Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. “Speed of answer” identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was **1.63 seconds** and the Service Level (SVL) was that **94.4%** of calls were answered within 10 seconds.

Month	ASA	SVL	Month	ASA	SVL
July	1.8	94%	Jan.	1.2	97%
Aug.	2.1	92%	Feb.	1.4	95%
Sept.	2.3	92%	March	1.5	94%
Oct.	1.9	93%	April	1.9	94%
Nov.	1.2	96%	May	1.6	94%
Dec.	1.0	97%	June	1.6	95%

FCC Annual Customer Contact Log

Relay Ohio Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Figure 5 illustrates the number and call types, including commendations, complaints and inquiries. Sprint prepares and submits the FCC Annual Consumer Contact Log Report to the Public Utilities Commission of Ohio administration, which, in turn, submits the report to the FCC.

Month	Commendations	Complaints	Inquiries
July	3	4	159
Aug.	9	9	222
Sept.	2	0	241
Oct.	10	11	389
Nov.	12	2	111
Dec.	10	5	591
Jan.	20	5	331
Feb.	4	5	262
March	13	7	376
April	8	4	334
May	7	9	424
June	16	8	580
TOTAL	114	69	4,020

CapTel

The following charts indicate the trends of the annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 6. The total for this fiscal year amounted to 1,575,266 CapTel session minutes, an increase of 50.93% compared to last year.

See appendix for CapTel statistics.

Fig. 6: CapTel Session Minutes

July	88,508	Jan.	167,284
Aug.	90,337	Feb.	154,317
Sept.	87,812	March	157,129
Oct.	100,163	April	153,441
Nov.	117,360	May	156,010
Dec.	145,912	June	156,994

Call Volume

A total of 467,838 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 7.

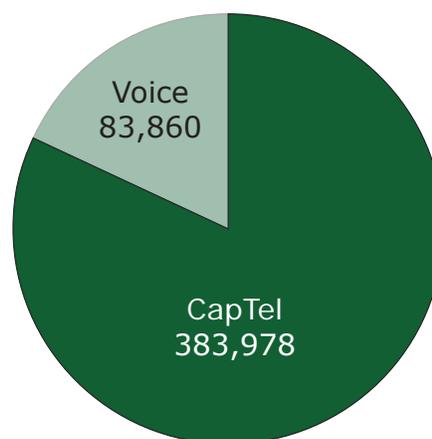
Fig. 7: CapTel Call Volume

July	26,713	Jan.	47,335
Aug.	26,769	Feb.	43,665
Sept.	24,739	March	47,385
Oct.	28,695	April	47,122
Nov.	33,137	May	49,304
Dec.	43,246	June	49,728

Fig. 8: CapTel Call Origination

Call Origination

Figure 8 indicates that most Relay Ohio CapTel calls were initiated by CapTel users.



Outreach Education

Relay Ohio products and services were promoted via the Relay Ohio website, brochures, instructional and marketing flyers, e-mails, and at community events. A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to current CapTel consumers.

Outreach Activities

Relay Ohio promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. All TRS and CapTel products and services were promoted. Outreach education was provided this fiscal year by the Relay Ohio staff, eight Relay Ohio subcontractors, Deaf Services Center, and the Sprint Relay team.

Outreach activities included exhibitions at the:

- Franklin and Columbus Fall Kick-offs; 200 and 150 attended respectively
- Assistive Technology workshop in Lancaster; 88 attended
- Ohio DEAFair in Columbus; 1,000 attended
- Columbus Blue Jackets event; 5,000 attended
- Association for Career and Technical Education Spring Conference in Columbus; 250 attended
- Serving Our Seniors event in Westerville; 150 attended
- Pickerington Central High School Diversity/Health Day; 200 attended
- Our Choice: Living in the Community Conference in Columbus; 300 attended
- Disability Expo in Logan; 50 attended

See the appendix for a complete listing of outreach activities.

CapTel Public Service Announcements

During this fiscal year, a CapTel public service announcement (PSA) was shown during two time periods: October 5 to December 7, 2009 and March 15 to May 17, 2010. The PSA was broadcast 4,693 times in the Cincinnati, Cleveland-Akron, Columbus, Dayton, Lima, Toledo, Youngstown, and Zanesville markets. Sprint and the CapTel company funded the entire cost of these media buys. Airings were during high-visibility programs on major networks, including:

- Good Morning, Cincinnati
- Local 12 News
- 9 News
- Good Morning, America
- Ellen
- The View
- Oprah
- Good Morning, Cleveland
- Today Show
- Judge Judy
- News Center 7
- 13 News
- News 11
- The Price is Right
- 33 News

Website

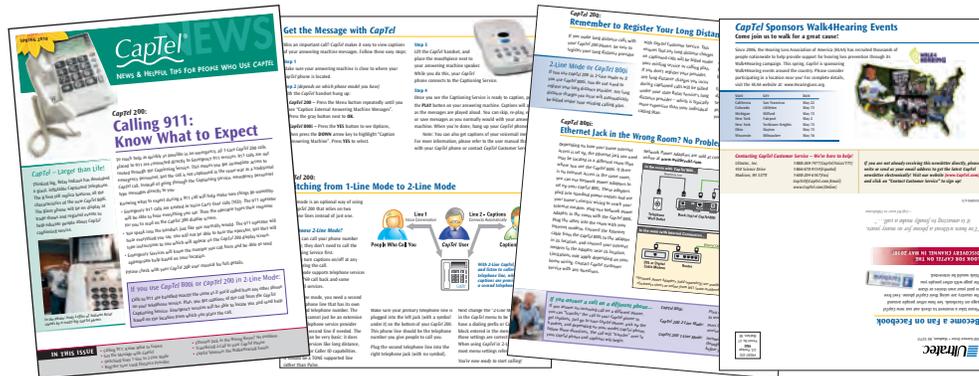
The Relay Ohio website at www.ohiorelay.com provides information on relay products and services.



Relay Ohio's website

CapTel Newsletter

A newsletter offering CapTel tips, announcements, and other helpful CapTel information is also distributed to subscribers.



Ohio Relay Consumer Committee

Jean Cox
CTD User
Southwest Cleveland

Chuck Williams
CTD User
Northeast Cleveland

Frank Stephan
CTD User
Columbus

Stephanie Homer
State Agency Rep. (BVR)

Jamila Jones
Call Center Manager

Pat Vincent
VCO and HCO User

Hermine Willey
VCO and HCO User

Linda Adams
CTD User
OAD Representative

Gary Cohen
Youngstown

Jeff Bohrman
Blind/Deaf Representative

William Kerek
CTD User
Rural Area Representative
(Southwest of Ohio)

*CTD: Communication
Technology Deaf*

Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White
*Vice President –
Federal Programs*

Mike Ellis
National TRS Director

Relay Program Management

John Moore
Branch Manager

Angie Officer
Senior RPM

Emma Danielson
Relay Ohio Program Manager

Marketing and Product Development

Damara Paris
Branch Manager

Todd Bader
CapTel Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Jim Skjeveland
Corporate Sales Manager

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendices

Relay Ohio TRS Statistics

TOTAL CALL VOLUME (Outbound)													
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY- Baudot		15,723	14,737	14,869	13,490	13,467	13,395	12,199	13,060	11,710	12,989	11,672	163,484
Turbo Code	7,825	7,712	7,413	6,706	5,972	5,778	5,634	4,968	5,392	5,346	5,556	5,792	74,094
ASCII	91	148	40	101	99	53	132	63	17	103	58	19	924
Voice	8,396	8,519	7,951	7,906	7,088	7,379	7,775	6,334	6,594	6,634	7,193	7,750	89,519
VCO	10,745	11,052	11,207	11,732	11,248	11,571	9,169	8,538	10,132	10,318	10,340	9,184	125,236
HCO	842	750	979	762	883	1,027	1,222	855	1,127	894	633	519	10,493
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	10	3	74	11	56	12	-	3	-	46	5	5	225
Speech to Speech	669	558	443	273	378	420	429	243	321	201	208	299	4,442
Spanish Calls	1	5	3	5	4	2	1	1	-	2	10	7	41
TOTAL	44,752	44,470	42,847	42,365	39,218	39,709	37,757	33,204	36,643	35,254	36,992	35,247	468,458
% PERCENTAGE OF CALLS													AVERAGE
TTY	36.69%	35.81%	34.76%	35.33%	34.74%	34.28%	35.89%	37.01%	35.96%	33.41%	35.32%	33.40%	35.22%
Turbo Code	17.75%	17.56%	17.48%	15.93%	15.38%	14.71%	15.09%	15.07%	14.84%	15.25%	15.11%	16.58%	15.90%
ASCII	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%	0.35%	0.19%	0.05%	0.29%	0.16%	0.05%	0.20%
Voice	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%	20.83%	19.22%	18.15%	18.93%	19.56%	22.18%	19.32%
VCO	24.38%	25.17%	26.43%	27.88%	28.96%	29.45%	24.56%	25.90%	27.89%	29.44%	28.12%	26.28%	27.04%
HCO	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%	3.27%	2.59%	3.10%	2.55%	1.72%	1.49%	2.28%
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	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%	0.00%	0.01%	0.00%	0.13%	0.01%	0.01%	0.05%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	29,308	29,156	28,476	28,004	26,153	26,536	24,925	22,306	24,146	23,294	23,737	22,165	308,206
Intrastate (Intralata)	164	151	179	125	109	231	400	443	353	391	245	155	2,946
Intrastate (Interlata)	401	386	366	375	365	360	276	288	408	384	536	358	4,503
Interstate Calls	1,113	1,178	1,115	905	714	784	681	681	909	630	734	623	10,067
Toll Free	2,980	3,080	2,842	3,071	2,782	2,943	2,860	2,545	2,900	2,758	2,634	2,430	33,825
Directory Assistance	153	124	110	120	95	101	94	69	104	150	79	134	1,333
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
International	13	56	200	38	10	2	13	2	2	4	3	-	343
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL COMPLETED	34,132	34,131	33,288	32,638	30,228	30,957	29,249	26,334	28,822	27,611	27,968	25,865	361,223
Busy Ring No answer	9,950	9,776	9,113	9,449	8,608	8,330	8,078	6,626	7,500	7,440	8,806	9,076	102,752
TOTAL OUTBOUND	44,082	43,907	42,401	42,087	38,836	39,287	37,327	32,960	36,322	35,051	36,774	34,941	463,975
General Assistance	25,446	25,186	23,157	24,742	22,900	24,103	24,169	20,421	21,822	19,555	19,322	21,429	272,252
TOTAL Relayed Calls	69,528	69,093	65,558	66,829	61,736	63,390	61,496	53,381	58,144	54,606	56,096	56,370	736,227
MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	149,152.13	147,911.07	144,536.68	146,827.00	131,667.60	142,238.32	141,101.83	123,717.17	129,868.07	120,215.70	119,540.20	109,895.93	1,606,671.70
Total Session Minutes	219,882.55	219,526.83	208,348.13	214,788.50	194,367.78	206,253.77	202,844.77	177,450.60	187,966.70	175,865.85	178,616.70	164,745.32	2,350,657.50
Less Interstate	9,021.82	8,998.88	8,328.60	7,711.07	6,396.47	9,107.40	6,819.33	6,040.27	7,965.00	5,862.48	6,121.08	5,575.03	87,947.43
Less International	87.98	392.60	822.67	257.43	66.38	28.78	74.85	25.15	13.17	84.00	57.48	12.98	1,923.47

ANNUAL REPORT *July 2009- June 2010*

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Less 800 Toll-Free	16,195.77	16,977.99	15,389.96	16,738.21	15,082.94	16,489.00	16,305.35	14,255.67	16,382.05	15,677.04	14,414.16	13,628.63	187,536.77
Less Directory Session Min	68.38	61.17	75.83	107.95	56.33	23.13	26.70	6.02	22.32	1,475.33	11.73	87.62	2,022.51
Less 900 Assistant Min	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
Billable Minutes	194,508.60	193,096.19	183,731.07	189,973.84	172,765.66	180,605.46	179,618.54	157,123.49	163,584.16	152,767.00	158,012.25	145,441.06	2,071,227.32
Billable Minutes (STS)	4,683.40	3,836.39	3,020.89	2,180.54	2,150.87	3,520.59	2,654.56	2,080.53	2,092.61	1,288.69	1,292.13	2,266.49	31,067.69
NUMBER OF CALLS TO RELAY													TOTAL
Offered	57,926	58,058	55,182	55,778	50,734	52,989	51,462	45,220	48,524	45,392	46,399	47,766	615,430
Answered	55,985	55,892	52,824	53,952	49,859	52,067	50,498	44,007	47,089	43,954	45,217	46,537	597,881
In Queue	57,926	58,058	55,182	55,778	50,734	52,989	51,462	45,220	48,524	45,392	46,399	47,766	615,430
Abandoned in Queue	1,941	2,166	2,358	1,826	875	922	964	1,213	1,435	1,438	1,182	1,229	17,549
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	1,502	789	1,439	1,473	1,392	1,378	1,315	1,262	1,307	1,234	1,380	1,343	1317.83
Weekday	2,500	1,269	2,457	2,435	2,343	2,277	2,302	2,164	2,073	2,033	2,014	2,074	2161.75
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													AVERAGE
Session Minutes	3.92	3.92	3.94	3.97	3.89	3.96	4	4.02	3.98	3.99	3.97	3.53	3.92
Conversation Minutes	2.66	2.64	2.73	2.72	2.63	2.72	2.78	2.8	2.75	2.72	2.66	2.36	2.68
Avg. Length of Completed Calls	6.63	6.55	6.32	6.66	6.48	6.82	7.02	6.84	6.61	6.42	6.43	6.48	6.61
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	94.0%	92.0%	92.0%	93.0%	96.0%	97.0%	97.0%	95.0%	94.0%	94.0%	94.0%	95.0%	94.42%
ASA	1.8	2.1	2.3	1.9	1.2	1.0	1.2	1.4	1.5	1.9	1.6	1.6	1.63
CUSTOMER CONTACTS													TOTAL
Complaints	4	9	-	11	2	5	5	5	7	4	9	8	69
Commendations	3	9	2	10	12	10	20	4	13	8	7	16	114
Inquiries/Other	159	222	241	389	111	591	331	262	376	334	424	580	4,020
Total	166	240	243	410	125	606	356	271	396	346	440	604	4,203
Relay Conference Captioning													
RCC Minutes (effective 7/1/2009)	0	0	0	0	0	0	0	0	0	0	0	0	0

Relay Ohio CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Average	Total
Billable Minutes	69,858.57	68,925.65	67,685.67	78,051.28	92,289.47	114,365.18	133,144.73	125,672.68	127,483.30	124,370.53	125,530.08	124,652.35		
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	207	209	205	188	172	165	152	152	153	143	137	134	168	923
Average Per Min Per User billed to State	169	167	165	153	141	135	152	152	155	144	139	135	151	711
Number of CapTel Activated	21	19	13	99	161	244	103	44	50	69	76	92	83	103
Number of NEW CapTel Shipped	21	19	14	152	199	312	66	28	63	94	88	83	95	3176
Number of Users/Participants	413	418	416	517	661	855	878	829	832	869	914	931	711	1852
Number of NEW Users/Participants	14	5	-2	99	144	194	23	-49	3	37	45	17	44	
Occupancy % User	5%	5%	3%	29%	30%	36%	8%	3%	8%	11%	10%	9%	13%	
Average Per call Length Per User	2.62	2.57	2.74	2.72	2.79	2.64	2.81	2.88	2.69	2.64	2.55	2.51	3.51	
CapTel Traffic Patterns													Average	Total
Call In	23036	22830	21112	24258	27354	35887	39083	36458	39460	37249	38211	39040	31,998	383,978
Voice In	3677	3939	3627	4437	5783	7359	8252	7207	7925	9873	11093	10688	6,988	83,860
Total of Calls	26,713	26,769	24,739	28,695	33,137	43,246	47,335	43,665	47,385	47,122	49,304	49,728	30,550	467,838
Total Session Minutes													Average	Total
900 Calls	0	0	0	0	0	0	0	0	-	0	0.74	0.00	0	1
Answer Machine	571.75	481.20	527.62	739.58	690.40	701.38	560.11	710.67	800.57	804.94	846.94	819.56	572	8,255
General Assistance	1358.99	1,212.51	981.35	1,198.19	1,649.68	2,361.42	2596.92	2,365.71	2,610.77	2,719.71	2,701.09	2,745.77	1,359	24,502
In 2 Line	9,716.24	8,176.43	10,057.44	9,310.28	9,598.95	10,224.11	10,989.88	11,220.75	10,264.56	10,132.86	10,445.62	10,510.24	9,716	120,647
International	119.48	20.07	94.49	155.80	154.13	193.17	146.69	274.13	154.00	41.87	96.51	56.62	119	1,507
Interstate	14,382.29	17,828.41	16,274.02	17,517.18	19,425.34	25,419.70	26,822.99	22,394.33	22,821.90	22,643.82	24,621.02	25,431.51	14,382	255,583
Intrastate	54,943.01	55,722.13	52,829.31	62,859.93	75,198.51	96,115.13	112,798.46	106,204.53	106,798.94	104,485.13	106,160.02	104,092.43	54,943	1,038,208
Others	1,379.52	1,691.14	1,848.87	1,687.11	1,946.15	1,467.34	1,681.36	1,849.78	2,813.96	2,279.19	2,092.91	2,166.89	1,380	22,904
Toll Free	6,036.43	5,205.22	5,198.78	6,694.53	8,697.26	9,429.49	11,687.54	9,296.98	10,864.49	10,333.29	9,045.23	11,170.60	6,036	103,660
Total of Session Min	88,507.71	90,337.11	87,811.88	100,162.60	117,360.42	145,911.74	167,283.95	154,316.88	157,129.19	153,440.81	156,010.08	156,993.62	105,015	1,575,266
Number of Calls by Each Traffic Pattern													Average	Total
900 Call	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Answer Machine	421	374	336	492	452	494	428	524	674	640	674	609	421	6,118
General Assistance	3,587	3,153	2,718	3,262	4,177	6,060	6,667	6,162	6,707	7,011	6,870	6,968	3,587	63,342
2 Line	2,344	2,242	2,160	2,161	2,258	2,593	2,540	2,477	2,596	2,605	2,810	2,987	2,344	29,773
International	7	7	11	10	38	38	37	43	36	30	33	28	7	318
Inter-state	2,354	2,795	2,552	3,183	3,010	3,762	3,892	3,225	3,419	3,354	3,770	3,848	2,354	39,164
Intra-state	16,348	16,572	15,367	17,746	21,069	28,025	31,039	28,726	30,974	30,492	32,495	32,469	16,348	301,322
Others	610	631	664	734	772	658	701	618	918	862	802	910	610	8,880
Toll Free	1,042	995	931	1,107	3,161	1,616	2,031	1,890	2,087	2,128	1,848	1,909	1,042	20,745
Total	26,713	26,769	24,739	28,695	34,937	43,246	47,335	43,665	47,411	47,122	49,302	49,728	26,713	96,998

Relay Ohio Outreach Activities

Date	Event	City	Target Audience	Partici-pants	Present Demo Exhibit	Materials
July						
1	Contractor training	Columbus	Trainers	5	Pr/Demo	PP Present
23	Contractor training	Columbus	Trainers	7	Pres	PP Present
August						
31	Franklin County Fall Kickoff	Columbus	Franklin County employees and downtown employees employers	200	Exhibit /Demo	Relay Ohio Materials
31	Contractor training	Columbus	Trainer	1	Pr/Demo	Relay Ohio Materials
September						
1	CapTel Training	Columbus	1 New CapTel User	1	Demo	CapTel
12	HLAA Northern Ohio Chapter	Painesville	HLAA Members		Pr/Demo	CapTel
13	Columbus Colony's Annual Fall Festival	Westerville	Deaf and Hard of Hearing Senior Citizens	150	Exhibit	Relay Ohio & CapTel Materials
14	Wayne Manor Assisted Living	Wooster	Senior Citizens			
15	Ohio Rehabilitation Services Commission	Worthington	Providers	35	Exhibit	Relay Ohio & CapTel Materials
16	AT Workshop	Lancaster	Independent Living Centers and Providers	88	Exhibit/ Demo	Relay Ohio & CapTel Materials
19	HLAA Wayne & Holmes County Chapter	Wooster	HLAA Members	5	Present/Demo	Relay Ohio/ CapTel
21	HLAA Wayne & Holmes County Chapter	Orrville	HLAA Members	11	Present/Demo	Relay Ohio/ CapTel
28	Wesley Glen Retirement Center	Columbus	Senior Citizens	24	Present	CapTel & Relay Ohio
October						
1	CapTel Training	Columbus	1 New CapTel Trainer	1	Present/Demo	PP Present, CapTel & Relay Ohio

RELAY OHIO

October						
15	Wesley Glen Retirement Center	Columbus	Senior Citizens	14	Exhibit	CapTel & Relay Ohio
27	Walmart Distribution Center	Grove City	Managers	9	Present	CapTel & Relay Ohio
29	Huntington Bank Disability Fair	Easton	Huntington Bank Employees	22	Exhibit /Demo	CapTel & Relay Ohio
29	South Range School District	North Lima	School Nurse & Superintendent	4	Present/Demo	CapTel
31	Akron General Health & Wellness Center - West	Akron	Hard of Hearing and Senior Citizens	30	Present/Demo/Exhibit	CapTel
November						
7	Ohio DEAFair 2009	Columbus	Deaf, Hard of Hearing, Senior Citizens from Ohio and neighboring states	1,000	Exhibit/Demo	CapTel & Relay Ohio
7	HCAA Meeting	Englewood	HCAA Members	6	Present/Demo	CapTel & Relay Ohio
11	One Stop - SuperJobs Center	Cincinnati	Staff working with deaf and hard of hearing customers	6	Presentation/Demo	CapTel
16	Clermont County Developmental Disabilities Vendor Fair	Clermont County	Staff working with deaf and hard of hearing customers	150	Exhibit/Demo	CapTel & Relay Ohio
23	Olentangy School District-Scioto Ridge Elementary Cultural Fair	Powell	Hard of Hearing Student, Counselor, Mother & Teacher	4	Exhibit/Demo	CapTel
December						
29	Columbus Blue Jackets	Columbus	General Public	5,000	Exhibit	CapTel & Relay Ohio
January						
9	HCAA - Cincinnati	Cincinnati	HCAA Members	55	Exhibit & Presentation	CapTel & Relay Ohio
February						
14	Clark County Deaf Community	Springfield	Clark County Deaf Community Club	8	Presentation	PP Handouts
17	Columbus State Community College	Columbus	ASL Class	12	Presentation/Demo	CapTel & Relay Ohio

February						
28	Ohio Domestic Violence Network	Columbus	DV Network Members	25	Presentation/ Demo	CapTel & Relay Ohio
20	COSI-Deaf Awareness Day	Columbus	Ohio University ASL Club -- Members + General Public	230	Exhibit	CapTel & Relay Ohio
20	Silent Weekend	South Bloomingville	HOH with Cochlear Implants	20	Roundtable/ Exhibit	CapTel
20	CapTel Training	South Bloomingville	HOH with Cochlear Implant	1	Demonstration	CapTel
20	CapTel Training	South Bloomingville	HOH with Cochlear Implants	1	Demonstration	CapTel
26	Kent State University	Warren	Kent Students, ASL Club Members and General Community	50	Presentation/ Exhibit	CapTel & Relay Ohio
March						
5	Ohio ACTE 2010 Spring Conference	Columbus	Special Education Teachers, Parents and other professionals	250	Exhibit	CapTel & Relay Ohio
5	Ohio Consumer Advisory Council	Columbus	ORCC Members	10	Presentation	Updates on CapTel and Relay Ohio presentations/exhibits around the state
6	HLAA	Beachwood	HLAA Members	55	Presentation	CapTel
6	HLAA	Columbus	HLAA Members	22	Presentation	CapTel
6	BRAD Celebration	Columbus	BRAD members	15	Presentation	Relay Ohio & CapTel
9	St. Luke's Hospital	Maumee	Staff	10	Presentation/ Demo	CapTel & Relay Ohio
9	Toledo Hearing and Speech Center	Toledo	Staff	5	Presentation/ Demo	CapTel & Relay Ohio
13	HLAA Northern Ohio Chapter Open House	Painesville	HLAA Members	25	Presentation	CapTel & Relay Ohio
16	BVR-Columbus	Columbus	BVR Staff	2	Presentation	CapTel & Relay Ohio
20	University of Cincinnati	Cincinnati	General Public	300	Exhibit	CapTel & Relay Ohio
20	HLAA Wayne & Holmes County Chapter Open House	Wooster	HLAA Members	27	Presentation	CapTel & Relay Ohio

RELAY OHIO

March						
27	CP Expo	Mason	People with CP, Families and providers	300	Exhibit	CapTel & Relay Ohio
27	ASL Idol	Columbus	General Public	50	Exhibit	CapTel & Relay Ohio
30	One on One Training	Toledo	CapTel User	1	Demonstration	CapTel
April						
4	One on One Training	Gahanna	CapTel User	2	Demonstration	CapTel
10	HAAA Columbus	Columbus	HAAA Members	12	Presentation	CapTel
12	Capital University Students	Columbus	Capital University Students in ASL Class	18	Presentation	Relay Ohio & CapTel
13	HAAA of Toledo Chapter	Toledo	HAAA Members	17	Presentation	CapTel
15	Office of Aging	Columbus	Aging Staff and Management	10	Presentation	CapTel & Relay Ohio
15	Governor's Council on People with Disabilities	Columbus	Council Members & Staff	34	Presentation	Relay Ohio & CapTel
16	Office of Aging	Portsmouth	Aging Staff and Management	8	Presentation	CapTel & Relay Ohio
21	Audiophone of Akron	Akron	Audiophone customers and providers	32	Exhibit	CapTel & Relay Ohio
24	Serving our Seniors	Westerville	Senior Citizens	150	Exhibit	CapTel & Relay Ohio
29	MOBILE Independent Living Center	Columbus	Independent Living Centers Board, Providers and Customers	30	Presentation	CapTel & Relay Ohio
May						
6	Pickerington Central High School Diversity/Health Day	Pickerington	Pickerington Students, Staff and Parents	200	Exhibit	CapTel & Relay Ohio
12	One-On-One CapTel Training	Columbus	New CapTel User	3	Demonstration	CapTel
14	Communication Services for the Deaf of Ohio Mental Health Conference	Columbus	Mental Health professionals customers and families	80	Exhibit	Relay Ohio & CapTel

May						
14	Ohio Certified Registered Interpreters for the Deaf Conference	Warrensville Heights	Interpreters & Professionals	150	Exhibit	CapTel & Relay Ohio
26	Our Choice: Living in the Community Conference	Columbus	People with disabilities, professionals and families	300	Exhibit	CapTel & Relay Ohio
June						
10	Disability Expo	Logan	People with disabilities, professionals and families	50	Exhibit	CapTel & Relay Ohio
11	Scioto County Social Service Agencies Cross Training	Portsmouth	Professionals	34	Presentation	CapTel & Relay Ohio
17	One on One Training	Columbus	Demonstration	4	Demonstration	CapTel
23	Youngstown Hearing and Speech Center	Youngstown	Presentation	16	Presentation & Demonstration	Relay Ohio & CapTel

Annual Report
July 2010-June 2011



Table of Contents

Letter from the Relay Program Manager	3
Relay Enhancements	4
<i>CapTel Software Update</i>	
<i>CapTel Customer Service Hours</i>	
<i>Press Release: Sprint Receives Top Honors</i>	
Dayton Call Center	5
<i>Relay Center</i>	
<i>Community Service</i>	
Relay Ohio Statistics	6
<i>Telecommunications Relay Service</i>	
<i>CapTel</i>	
Outreach Education	9
<i>Outreach Activities</i>	
<i>CapTel Public Service Announcements</i>	
Ohio Relay Consumer Committee	11
Sprint Relay Team	11
Appendices	12
<i>TRS Statistics</i>	
<i>CapTel Statistics</i>	
<i>Outreach Activities</i>	

Report provided by
Sprint
Relay

The logo for Sprint Relay features a stylized graphic of a fan or a series of curved lines to the right of the word "Sprint".

Publication services provided by T.S. Writing Services
www.tswriting.com



Emma Danielson
Relay Ohio Program Manager
2055 W. Iles Avenue, Suite D
Springfield, IL 62704
(877) 698-5520 TTY
(217) 697-4070 Voice
(866) 410-4260 Fax
(217) 953-0858 Videophone
emma.danielson@sprint.com

Dear Public Utilities Commission of Ohio:

Sprint is pleased to have once again provided top-quality services to Ohio customers in the fiscal year of July 2010 to June 2011. Highlights included serving relay consumers and promoting Relay Ohio and Sprint Relay awareness at:

- Deaf Awareness Day in Dayton; 500 attended.
- U.S. Postal Service Health Fair in Columbus; 60 attended.
- Expo for Adults with Aging Parents in Cleveland; 300 attended.
- Home Depot Safety Fair in Avon; 1,500 attended.
- Speech-Language-Hearing Association conference in Columbus; 650 attended.
- DFAS Multicultural Day in Columbus; 300 attended.
- American Association of the Deaf-Blind conference in Kentucky; 650 attended.

Additional Relay Ohio CapTel promotions included a television public service announcement broadcast during four periods for a total of 13,902 media spots:

- June 14–August 30, 2010: 3,347 broadcasts
- September 6–November 22, 2010: 3,356 broadcasts
- January 24–April 11, 2011: 3,656 broadcasts
- May 16–August 1, 2011: 3,543 broadcasts

Statistics once again demonstrate a 26% decrease in TRS minutes and a significant 32% increase in CapTel minutes for this fiscal year. Going wireless has become more mainstream, and consumers continue to migrate to using relay services, including video communications, on their wireless devices.

Sprint is enthusiastic about continuing its commitment to excellence and top-quality relay services with 12 Relay Ohio subcontractors, and satisfying and exceeding the Public Utilities Commission of Ohio's requirements.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Ohio Program Manager



Relay Enhancements

CapTel Software Update

In August 2010, CapTel provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

Sprint Relay earns top honors for Best Overall Customer Care and Speed of Service from Paisley Group

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators. Paisley's National Relay TTY Performance Index included several domestic TRS providers.

In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed calls. Sprint's blazing-fast third-generation TRS platform also contributed to the win.

"Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of the Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

About Paisley Group, Ltd.

The Paisley Group is the leading third-party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at www.thepaisleygroup.com.

Dayton Call Center

Relay Center

The Relay call center in Dayton has provided relay services to Ohioans for 13 years. With five staff members and 95 communication agents, the center is also staffed to handle overflow traffic from other states on an as-needed basis.

The center serves as the primary center for French calls as well as for most Speech-to-Speech calls. This quality measure ensures that Federal Communications Commission (FCC) and state guidelines and contractual obligations are met in the event of any type of disaster.

Community Service

Community involvement is strongly encouraged. Ways the call center employees gave back to the community included donating:

- *November 2010:* 1,735 canned food items to the Dayton Food Bank, and being ranked third in area for donations
- *December 2010:* \$170 and seven gifts donated to Signing Santa for local Deaf children
- *April 2011:* \$1,340 to Japan Relief Fund



Relay Ohio Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, 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, VCO, Telebraille, and Speech-to-Speech) currently provided by Relay Ohio.

See appendix for a complete statistics report.

Session Minutes

Figure 1 displays the total monthly and session minutes processed through Relay Ohio. The total of 1,749,016 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel, and represents a huge decrease of 26% as compared to last year.

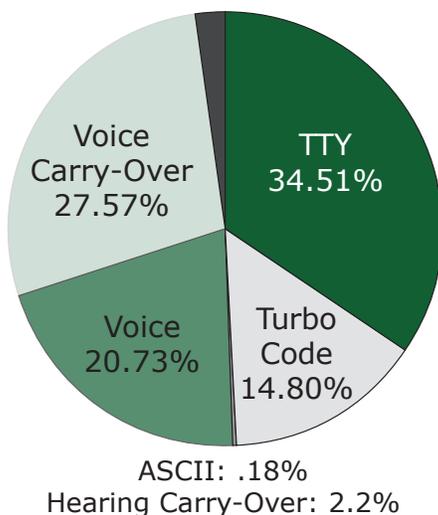
Month	Minutes	Month	Minutes
July	160,777	Jan.	146,155
Aug.	155,319	Feb.	135,061
Sept.	150,477	March	145,456
Oct.	146,604	April	134,562
Nov.	145,589	May	132,403
Dec.	161,343	June	135,470

Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Ohio. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international and busy ring/no answer. Relayed call volume totaled 565,144 calls during this fiscal year and represents a decrease of 23% as compared to last year.

Month	Volume	Month	Volume
July	45,184	Jan.	45,904
Aug.	51,427	Feb.	42,250
Sept.	49,382	March	48,222
Oct.	48,613	April	45,088
Nov.	48,562	May	45,902
Dec.	51,681	June	42,929

Fig. 3: Call Origination



Call Origination

On average, TTY and Turbo Code consumers originated approximately 49 percent of the Ohio Telecommunications Relay Service calls. Figure 3 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was **1.7 seconds** and the Service Level (SVL) was **94.3% of calls** were answered within 10 seconds.

Month	ASA	SVL	Month	ASA	SVL
July	1.5	95%	Jan.	1.7	94%
Aug.	1.5	95%	Feb.	2.7	92%
Sept.	1.5	95%	March	1.6	94%
Oct.	1.6	94%	April	1.5	95%
Nov.	2.1	93%	May	1.2	96%
Dec.	2.1	93%	June	1.4	95%

FCC Annual Customer Contact Log

Ohio Telecommunications Relay Service Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Figure 5 illustrates the number and call types, including commendations and complaints.

Month	Commendations	Complaints	Inquiries
July	5	9	592
Aug.	3	1	450
Sept.	7	0	416
Oct.	7	2	338
Nov.	2	1	288
Dec.	8	4	245
Jan.	6	2	384
Feb.	8	19	313
March	2	2	290
April	2	2	366
May	6	2	230
June	1	3	330
TOTAL	57	47	4,242

Annually, Sprint prepares and submits the FCC Annual Customer Contact Log Report to the Public Utilities Commission of Ohio administration, which, in turn, submits the report to the FCC.

CapTel

The following charts identify the trends of the annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 6. The total for this fiscal year was 2,080,174 CapTel session minutes, an increase of 32% from last year.

Fig. 6: CapTel Session Minutes

July	163,293	Jan.	193,854
Aug.	166,135	Feb.	173,449
Sept.	166,936	March	184,805
Oct.	167,578	April	171,330
Nov.	168,875	May	167,788
Dec.	193,620	June	162,511

Call Volume

A total of 656,087 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 7, which represents a notable increase of 40% from last year.

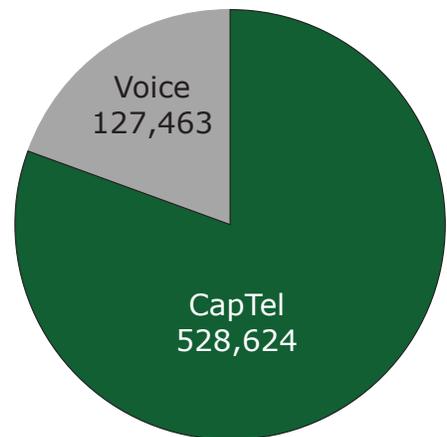
Fig. 7: CapTel Call Volume

July	53,160	Jan.	56,395
Aug.	55,395	Feb.	51,799
Sept.	52,299	March	56,355
Oct.	54,818	April	54,369
Nov.	52,351	May	55,537
Dec.	58,957	June	54,652

Call Origination

Figure 8 indicates that most Relay Ohio CapTel calls were initiated by CapTel users.

Fig. 8: CapTel Call Origination



Outreach Education

Relay Ohio products and services were promoted via the Relay Ohio's website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CapTel tips, announcements, and other useful information was also distributed.



Outreach Activities

Relay Ohio promoted relay service awareness through product and service demonstrations and material distribution throughout the state as well as through event sponsorships. Outreach education was provided by the Relay Ohio outreach staff, 12 Relay Ohio subcontractors, Deaf Services Center staff and the Sprint Relay team. An estimated 8,585 people participated in our outreach efforts. Activities included exhibitions and/or presentations at:

- Ohio School for the Deaf Registration Day in Columbus; 30 attended.
- Two "Make a Difference for Parents & Teens" workshops in Columbus; 120 and 90 attended respectively.
- Battelle Disability Awareness Day in Columbus; 40 attended.
- Cochlear Implant Support Group in Cincinnati; 35 attended.
- Linworth Alternative School in Linworth; 25 attended.
- AG Bell School's Career Day in Columbus; 40 attended.
- Walk4Hearing in Dayton; 500 attended.

See appendix for a complete list of outreach activities.

CapTel Public Service Announcements

In the summer of 2010, Sprint promoted CapTel with two public service announcements (PSA) 3,347 times in the Cincinnati, Cleveland-Akron, Columbus, Dayton, Lima, Toledo, Youngstown and Zanesville areas. There also were 3,356 airings in the fall, 3,656 airings in early 2011, and 3,543 airings in the summer of 2011.



The PSA campaigns were jointly funded by Sprint and CapTel, and were broadcast during high-visibility programs on major networks, as listed in Figure 8.

Fig. 8: CapTel PSA Airings in Ohio			
<i>June 14- Aug. 30, 2010</i>	<i>Sept. 6- Nov. 22, 2010</i>	<i>Jan. 24- April 11, 2011</i>	<i>May 16- Aug. 1, 2011</i>
<ul style="list-style-type: none"> • Today Show • Access Hollywood • Dr. Phil • Oprah • The Doctors • Let's Make a Deal • Judge Joe Brown • Local news 	<ul style="list-style-type: none"> • Good Morning America • Divorce Court • Who Wants to be a Millionaire? • The Talk Effect • Judge Mathis • The Maury Povich Show • Entertainment Tonight • Local news 	<ul style="list-style-type: none"> • Good Morning, Cincinnati • The Nate Berkus Show • 24-Hour Weather • Good Morning, Cleveland • Judge Judy • Jerry Springer • Early Fringe • Local news 	<ul style="list-style-type: none"> • The Ellen DeGeneres Show • CBS Soap Rotation • Live! with Regis & Kelly • General Hospital • Steve Wilkos • Daybreak Edition • Family Feud • Local news

Ohio Relay Consumer Committee

Jean Cox
TTY User
Southwest Cleveland

Chuck Williams
TTY User
Northeast Cleveland

Stephanie Homer
State Agency Rep. (Bureau Of
Vocational Rehabilitation)

Jamila Jones
Call Center Manager

Hermine Willey
VCO and HCO User

Gary Cohen
Youngstown

Jeff Bohrman
Blind/Deaf Representative

William Kerek
TTY User
Rural Area Representative
(Southwest of Ohio)

Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White
Vice President,
Federal Programs

Mike Ellis
National TRS Director

Relay Program Management
John Moore
Branch Manager

Angie Officer
Senior Relay Program Manager

Emma Danielson
Relay Program Manager

Marketing and Product Development

Damara Paris
Branch Manager

Todd Bader
CapTel Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Jim Skjeveland
Corporate Sales Manager

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendices

TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY- Baudot	11,188	9,894	10,460	9,513	9,528	10,432	9,311	8,894	10,380	9,934	8,973	8,352	116,859
Turbo Code	5,168	4,987	4,644	4,063	4,279	5,251	3,764	3,520	4,339	3,751	3,279	3,465	50,510
ASCII	85	61	21	118	31	14	100	24	-	75	67	21	617
Voice	7,304	6,952	5,967	6,088	5,907	6,867	5,465	4,971	5,285	5,342	5,612	4,838	70,598
VCO	8,844	8,812	8,584	8,333	8,243	8,590	6,702	6,998	6,787	6,861	7,426	7,409	93,589
HCO	674	735	644	673	596	617	548	678	464	450	504	837	7,420
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	15	8	8	8	3	2	6	-	8	1	-	-	59
Speech to Speech	251	298	402	214	154	240	197	195	395	175	257	155	2,933
Spanish Calls	1	1	4	2	5	2	-	4	6	2	3	8	38
TOTAL	33,530	31,748	30,734	29,012	28,746	32,015	26,093	25,284	27,664	26,591	26,121	25,085	342,623
% PERCENTAGE OF CALLS													AVERAGE
TTY	33.62%	31.46%	34.49%	33.04%	33.33%	32.83%	35.96%	35.46%	38.07%	37.61%	34.70%	33.51%	34.51%
Turbo Code	15.53%	15.86%	15.31%	14.11%	14.97%	16.53%	14.54%	14.03%	15.92%	14.20%	12.68%	13.90%	14.80%
ASCII	0.26%	0.19%	0.07%	0.41%	0.11%	0.04%	0.39%	0.10%	0.00%	0.28%	0.26%	0.08%	0.18%
Voice	21.95%	22.11%	19.67%	21.14%	20.66%	21.61%	21.10%	19.82%	19.39%	20.22%	21.70%	19.41%	20.73%
VCO	26.58%	28.02%	28.30%	28.94%	28.83%	27.04%	25.88%	27.90%	24.89%	25.97%	28.72%	29.73%	27.57%
HCO	2.03%	2.34%	2.12%	2.34%	2.08%	1.94%	2.12%	2.70%	1.70%	1.70%	1.95%	3.36%	2.20%
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	0.05%	0.03%	0.03%	0.03%	0.01%	0.01%	0.02%	0.00%	0.03%	0.00%	0.00%	0.00%	0.02%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	21,458	20,271	19,054	19,448	18,941	21,170	16,982	16,396	17,495	16,957	17,185	16,528	221,885
Intrastate (Intralata)	126	101	138	127	222	89	65	86	160	150	176	134	1,574
Intrastate (Interlata)	435	476	224	205	261	272	206	290	330	423	581	551	4,254
Interstate Calls	668	671	609	506	673	743	619	463	517	451	650	681	7,251
Toll Free	2,135	2,236	2,560	2,169	2,150	2,522	2,385	2,262	2,507	2,093	1,976	2,049	27,044
Directory Assistance	100	83	73	77	68	89	53	101	48	62	68	116	938
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
International	3	4	11	7	2	1	3	2	2	1	3	3	42
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL COMPLETED	24,925	23,842	22,868	22,539	22,317	24,886	20,313	19,600	20,959	20,137	20,639	20,062	263,087
Busy Ring No answer	8,353	7,607	7,460	6,257	6,270	6,887	5,583	5,485	6,204	6,277	5,222	4,860	76,465
TOTAL OUTBOUND	24,925	31,449	30,328	28,796	28,587	31,773	25,896	25,085	27,263	26,414	25,861	24,922	331,299
General Assistance	20,259	19,978	19,054	19,817	19,975	19,908	20,008	17,165	20,959	18,674	20,041	18,007	233,845
TOTAL Relayed Calls	45,184	51,427	49,382	48,613	48,562	51,681	45,904	42,250	48,222	45,088	45,902	42,929	565,144
MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	105,760.00	105,078.78	100,297.92	97,870.55	99,748.67	110,363.52	96,551.57	93,818.62	98,673.42	90,388.70	88,587.55	92,710.28	1,179,849.58
Total Session Minutes	160,777.22	155,319.37	150,476.50	146,603.75	145,588.92	161,342.52	146,154.98	135,060.68	145,456.30	134,562.43	132,402.50	135,270.47	1,749,015.64

Relay Ohio Annual Report

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Less Interstate	6,006.08	5,312.82	5,020.35	4,201.32	5,726.53	5,928.15	5,474.80	4,414.82	4,119.77	3,515.47	4,674.77	5,014.88	59,409.76
Less International	21.60	26.80	84.33	35.65	30.28	12.67	5.87	12.02	7.12	16.00	14.57	7.43	274.34
Less 800 Toll-Free	11,727.36	12,595.79	13,779.95	12,185.64	12,486.72	14,114.23	12,516.39	12,889.94	13,970.75	11,479.40	10,359.14	11,580.50	149,685.81
Less Directory Session Min	75.98	33.38	55.68	18.47	59.77	12.62	10.35	15.33	32.22	32.72	17.17	21.55	385.24
Less 900 Assistant Min	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
Billable Minutes	142,946.20	137,350.58	131,536.19	130,162.67	127,285.62	141,274.85	128,147.57	117,728.57	127,326.44	119,518.84	117,336.85	118,646.11	1,539,260.49
Billable Minutes (STS)	1,894.12	2,331.08	2,740.76	2,060.68	1,375.13	1,916.25	1,667.67	1,638.54	2,684.54	1,377.18	1,947.76	1,168.84	22,802.55
NUMBER OF CALLS TO RELAY													TOTAL
Offered	45,106	43,877	41,819	41,902	41,939	44,611	40,378	36,788	41,662	38,437	39,982	37,326	493,827
Answered	43,992	42,759	40,728	40,916	40,539	43,178	39,441	35,477	40,438	37,306	38,983	36,230	479,987
In Queue	45,106	43,877	41,819	41,902	41,939	44,611	40,378	36,788	41,662	38,437	39,982	37,326	493,827
Abandoned in Queue	1,114	1,118	1,091	986	1,400	1,433	937	1,311	1,224	1,131	999	1,096	13,840
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	1,193	1,152	1,138	1,042	1,093	1,147	955	987	1,088	1,088	1,033	947	1071.92
Weekday	1,945	1,866	1,831	1,819	1,810	1,848	1,731	1,718	1,718	1,681	1,664	1,607	1769.83
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													AVERAGE
Session Minutes	3.65	3.64	3.7	3.57	3.59	3.74	3.71	3.81	3.6	3.60	3.39	3.74	3.65
Conversation Minutes	2.4	2.46	2.47	2.39	2.46	2.56	2.45	2.65	2.44	2.42	2.27	2.56	2.46
Avg. Length of Completed Calls	6.54	6.61	6.7	6.62	6.57	6.53	7.25	6.94	6.96	6.72	6.47	6.77	6.72
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	95.0%	95.0%	95.0%	94.0%	93.0%	93.0%	94.0%	92.0%	94.0%	95.0%	96.0%	95.0%	94.25%
ASA	1.5	1.5	1.5	1.6	2.1	2.1	1.7	2.7	1.6	1.5	1.2	1.4	1.70
CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	9	1	-	2	1	8	2	19	2	2	2	3	51
Commendations	5	3	7	7	2	4	6	8	2	2	6	1	53
Inquiries/Other	592	450	416	338	288	245	384	313	290	366	230	330	4,242
Total	606	454	423	347	291	257	392	340	294	370	238	334	4,346
Relay Conference Captioning													
RCC Minutes (effective 7/1/09)	0	0	0	0	45	0	0	0	0	0	0	0	45

CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Total
Billable Minutes	134,611.86	138,739.54	138,957.25	142,235.95	142,765.37	164,612.55	163,945.74	147,374.06	184,805.09	145,877.76	142,894.73	138,329.93		
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CapTel Traffic Patterns													Average	Total
Call In	42,614	44,625	42,324	44,262	42,208	47,120	45,404	41,264	45,627	44,052	44,667	44,457	44,052	528,624
Voice In	10,547	10,770	9,975	10,556	10,143	11,837	10,991	10,535	10,728	10,317	10,870	10,195	10,622	127,464
Total of Calls	53,161	55,395	52,299	54,818	52,351	58,957	56,395	51,799	56,355	54,369	55,537	54,652	54,674	656,088
Total Session Minutes													Average	Total
900 Calls	0	0	0	0	0	0	0.82	0	0	1	0.00	0.95	0	3
Answer Machine	745.21	867.12	725.50	964.99	813.60	846.10	679.09	627.72	617.20	822.31	765.18	784.87	745	9,259
General Assistance	3112.89	2,819.20	2,537.36	2,745.74	2,667.20	3,436.34	3066.79	3,393.37	3,323.82	3,045.94	3,283.47	3,532.56	3,113	36,965
In 2 Line	10,867.84	11,081.31	11,770.95	11,224.68	10,958.16	10,556.77	9,687.92	9,880.01	10,860.35	9,891.28	9,533.34	7,789.78	10,868	124,102
International	82.73	183.97	184.95	161.00	169.85	61.47	56.23	73.78	129.61	142.43	255.75	161.18	83	1,663
Interstate	22,016.34	19,904.92	19,457.74	17,976.96	17,854.12	20,963.91	21,719.37	18,855.98	19,554.47	18,162.40	17,392.74	16,462.29	22,016	230,321
Intrastate	113,417.89	117,180.21	116,540.74	120,901.02	121,711.27	143,154.60	143,446.45	127,628.87	134,632.40	126,292.09	123,402.60	119,615.18	113,418	1,507,923
Others	2,488.14	2,161.73	1,912.32	1,899.27	1,208.48	1,226.49	1,341.01	1,110.37	1,373.72	1,092.74	1,005.48	1,026.43	2,488	17,846
Toll Free	10,561.94	11,936.23	13,806.49	11,703.99	13,492.00	13,374.47	13,856.64	11,878.62	14,313.52	11,879.58	12,149.65	13,137.80	10,562	152,091
Total of Session Minutes	163,292.98	166,135.01	166,936.05	167,577.65	168,875.05	193,620.15	193,854.32	173,448.72	184,805.09	171,329.68	167,788.21	162,511.04	171,073	2,080,174
Number of Calls by each Traffic Pattern													Average	Total
900 Call	0	1	0	0	5	0	2	0	0	2	0	2	0	12
Answer Machine	603	593	576	723	628	631	574	518	526	669	581	630	603	7,252
General Assistance	7,921	8,098	7,621	8,142	7,785	9,704	8,701	8,983	9,301	8,507	9,035	9,573	7,921	103,371
2 Line	2,917	3,116	2,966	2,913	2,637	2,639	2,419	2,296	2,577	2,626	2,488	2,315	2,917	31,909
International	25	51	26	37	36	22	40	24	27	70	41	30	25	429
Interstate	3,568	3,241	3,075	3,006	2,807	3,494	2,958	2,884	3,166	2,675	2,819	2,834	3,568	36,527
Intrastate	35,023	36,811	34,648	36,652	35,151	39,507	38,553	34,528	37,607	36,920	37,568	36,362	35,023	439,330
Others	974	1,314	1,048	988	705	570	599	509	600	588	607	613	974	9,115
Toll Free	2,130	2,170	2,339	2,357	2,597	2,390	2,549	2,057	2,551	2,312	2,398	2,293	2,130	28,143
Total	53,161	55,395	52,299	54,818	52,351	58,957	56,395	51,799	56,355	54,369	55,537	54,652	54,674	656,088

Outreach Activities

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
July 2010						
11	CSDDH Portsmouth Picnic	Portsmouth	Customers, Deaf and HH Communities	130	Exhibit	CapTel and Relay Ohio brochures
August 2010						
11	University Hospital/ Geneva Medical Center	Geneva	Office and Medical Staff	12	Presentation	CapTel and Relay Ohio
23	Columbus State Community College	Columbus	ASL Students and Instructor	10	Presentation	CapTel
23	Ohio School for the Deaf/ Registration Day	Columbus	Parents, students and professionals	30	Exhibit	CapTel and Relay Ohio
27	Ohio School for the Deaf/ Kick off Rally	Columbus	Students and Staff	50	Exhibit	CapTel and Relay Ohio
September 2010						
5	Potential New CapTel User	Columbus	Potential CapTel Customer	1	Demonstration	CapTel
11	Deaf Awareness Day	Dayton	Deaf, Hard of Hearing Customers, professionals, students and general public	500	Exhibit	CapTel and Relay Ohio
11	Hearing Loss Association of America-- Dayton Chapter Open House	Dayton	HLAA Members	25	Exhibit	CapTel

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
12	Ohio School for the Deaf Alumni Association's Columbus Colony 33rd Annual Fall Festival	Westerville	Senior Citizens, residents, community, professionals, students, general public	350	Exhibit	CapTel and Relay Ohio
12	University Hospital/Conneaut Medical Center	Conneaut	Staff	11	Presentation	CapTel and Relay Ohio
22	U.S. Postal Service Health Fair	Columbus	Staff, families, professionals	60	Exhibit	CapTel and Relay Ohio
23	CapTel Training	Columbus	CapTel Trainers	9	Presentation	CapTel
24	Make a Difference Workshop - Parents and Teens	Columbus	Parents, high school students, BVR Counselors, college recruiters, professionals	120	Exhibit	CapTel and Relay Ohio
25	Beethoven's Nightmare Concert in conjunction with Make a Difference Workshop	Columbus	Deaf, Hard of Hearing and their families and general public	520	Exhibit	CapTel and Relay Ohio
25	Make a Difference Workshop - Parents and Teens	Columbus	Deaf, Hard of Hearing and their families, parents, professionals and general public	90	Presentation/demonstration	CapTel and Relay Ohio
29 and 30	Expo for Adults with Aging Parents	Tower City Center, Cleveland	Families, Caregivers, professionals	300	Exhibit	CapTel

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
October 2010						
1	Battelle Disability Awareness Day	Columbus	Battelle employees and general public	40	Exhibit	CapTel and Relay Ohio
2	Eliza Bryant Village (Retirement Center)	Cleveland	Senior Citizens, Residents and Caregivers	30	Exhibit	CapTel and Relay Ohio
9	HLAA Northern Ohio	Painesville	HLAA Members, Audiologists, and Hearing Aid users	15	Exhibit	CapTel and Relay Ohio
9	Avon Home Depot Safety Fair	Avon	General Public with emphasis on Health and technology	1500	Exhibit	CapTel and Relay Ohio
16	Ohio Association of the Deaf	Columbus	OAD members	20	Presentation	CapTel and Relay Ohio
27	DFAS Disability Awareness Day	Columbus	DFAS (Federal Government) employees	30	Exhibit	CapTel and Relay Ohio
November 2010						
4	High School Student interested in CapTel	Lancaster	Potential CapTel customer	2	Presentation/ Technical Support	CapTel
5	Universal Newborn Hearing Screening Board Meeting	Pickerington	UNHS Board, Professionals in Audiology, medical fields and Speech/ Language Pathologists	32	Presentation	CapTel/Relay Ohio
8	Interested CapTel User @ Harbor Career Connections	Maumee	Potential CapTel customer	2	Demonstration/ Technical Support	CapTel
9	Interested CapTel User	Toledo	Potential CapTel customer	2	Demonstration/ Technical Support	CapTel
9	Harmony Village Senior Center	Columbiana	Potential CapTel customer	3	Presentation/ Demonstration	CapTel
10	Potential New CapTel User	Columbus	Potential CapTel customer	1	Demonstration	CapTel

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
13	HAAA @ Jewish Center	Cincinnati	HAAA Chapter	18	Presentation	CapTel
18	Youngstown Hearing and Speech Center	Youngstown	Staff	8	Presentation/demonstration	CapTel
30	Potential New CapTel User	Bexley	1 potential CapTel user	1	Demonstration	CapTel
30	Potential New CapTel User	Columbus	Potential CapTel User	1	Demonstration	CapTel
December 2010						
2	CI Support Group	Cincinnati	Potential CapTel customer	35	Presentation/Demonstration	Relay Ohio/CapTel
6	Spring 4G Event	Cleveland	Recruitment of possible CapTel users	200	Representation for Sprint Relay Ohio/CapTel	CapTel
8	New CapTel User	Birmingham	New CapTel User	2	Demonstration/Training	CapTel
9	Linworth Alternative School	Linworth	Students and Staff	25	Presentation	Relay Ohio/CapTel
13	New CapTel User	Cincinnati	New CapTel User and Staff	2	Presentation	CapTel
14	Potential New CapTel User	Columbus	Potential New CapTel User	2	Demonstration	CapTel
January 2011						
4	One-on-One Training	Columbus	New CapTel User	1	Demonstration	CapTel
7	One-on-One Training/Install	Columbus	New CapTel User	1	Demonstration/ Install	CapTel
5	Ohio Jobs and Family Services	Bucyrus	1 CapTel User	3	Demonstration	CapTel
8	Black Sands Deaf Movie	Westerville	General Public who are deaf and hard of hearing	50	Exhibit	Relay Ohio/CapTel
12	Franklin County Office on Aging	Columbus	Office staff	7	Presentation	Relay Ohio/CapTel

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
15	HAAA Wayne and Holmes County Chapter	Wayne/Holmes	HAAA Members	13	Presentation	CapTel
17	Cincinnati BVR	Cincinnati	Potential CapTel User	1	Presentation	CapTel
18	Cochlear Implant Support Group meeting	New Philadelphia	CI Support Group	4	Presentation	CapTel
22	New CapTel User	Columbus	CapTel user	1	Demonstration	CapTel
25	University of Akron	Akron	University of Akron Students and Faculty	15	Presentation/Demonstration	CapTel
February 2011						
17	Ohio Academy of Audiology Conference	Columbus	Audiologists, Students, Professionals	50	Exhibit	CapTel/Relay Ohio
March 2011						
12	Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton	HAAA members	140	Presentation	CapTel/Relay Ohio
12	Dayton Association of the Deaf/Ohio Association of the Deaf Parliamentary Workshop	Dayton	OAD, Dayton Deaf and Hard of hearing people	35	Exhibit	CapTel/Relay Ohio
15	New CapTel User	Columbus	Potential New CapTel User	1	Demonstration	CapTel
17-19	Ohio Speech-Language Hearing Association Conference	Columbus	Audiologists, School pathologists, other professionals	650	Exhibit	CapTel/Relay Ohio
19	ASL Terp Expo	Columbus	Interpreters, Deaf people, Professionals	200	Exhibit	CapTel/Relay Ohio
19	University of Cincinnati-Deaf Health Fair 2011	Cincinnati	Deaf Community, Health Professionals	400	Exhibit	CapTel/Relay Ohio

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
24	New CapTel Customer	Wooster	New CapTel users	2	Demonstration	CapTel
26	Dayton Deaf Awareness Dingo	Dayton	Deaf Community	40	Presentation	CapTel/Relay Ohio
April 2011						
1	One-on-one Training	Columbus	Interested consumer	1	Demonstration	CapTel
2	Serving our Seniors Safety Day	Westerville	Senior Citizens	100	Exhibit	Relay Ohio/CapTel
9	HLAA Mahoning Valley Chapter	Youngstown	HLAA Members	10	Presentation	CapTel
11	New Contractor One-on-One training	Columbus	New contractor to work in Portsmouth and southeast region	1	Training	Relay Ohio/CapTel
12	Kent State University	Kent	Audiology Class at KSU	10	Presentation	Relay Ohio/CapTel
16	Health Fair Event	Wooster	Wooster Community	200	Exhibit	Relay Ohio/CapTel
21	Cleveland Sight Center	Cleveland	Cleveland staff, professionals and consumers	22	Presentation	Relay Ohio/CapTel
27	Solidarity Conference	Columbus	People with disabilities including speech impairments	150	Exhibit	Relay Ohio/CapTel
30	Wayne County Home and Garden Show	Wayne	Wayne General Public	400	Exhibit	Relay Ohio/CapTel
May 2011						
6	Hopewell Ohio Region 14	Wilmington	Parents, deaf and hard of hearing students and professionals	86	Presentation	Relay Ohio/CapTel
17	COSMO's Commerce Bank Community Event	Columbus	General Public and their employees	28	Exhibit	Relay Ohio/CapTel

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	Distributed Materials
17	AG Bell School's Career Day	Columbus	AG Bell Students, Teachers and parents	40	Presentation	DSC/Relay Ohio/ CapTel
20-21	Dayton/ Cincinnati Walk4Hearing 2011	Dayton	HAAA members, families and professionals	500	Exhibit	Relay Ohio/ CapTel
24	Regional Infant Program Awareness Event	Wooster	Professionals, customers, and families	30	Exhibit	Relay Ohio/ CapTel
June 2011						
8	Richmond's Sprint Senior Wellness and Independence Expo	North Olmsted	Senior Citizens and their families	250	Exhibit/ Demonstration	Relay Ohio/ CapTel
9	River Bend Retirement Home	Wheelersburg	Residents and their families	2	Presentation	Relay Ohio/ CapTel
14	Community Services for the Deaf and Hard of Hearing of Portsmouth	Portsmouth	Potential CapTel customer	1	Presentation	WebCapTel flyer
16	DFAS Multicultural Day	Columbus	DFAS employees, their supervisors and families	300	Exhibit/ Demonstration	Relay Ohio/ CapTel
21-23	America Association of the Deaf-Blind Conference	Fort Mitchell, KY	AADB members, families and professionals	650	Exhibit/ Demonstration	Relay Ohio/ CapTel
30	Potential CapTel User	Columbus	Potential Captel customer	1	Presentation	Relay Ohio/ CapTel
			TOTAL	8,585		