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**C. Emma Danielson**  
Relay Program Manager  
[Emma.danielson@sprint.com](mailto:Emma.danielson@sprint.com)

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2009 JUL 31 AM 10:07

PUCO

**Date:** July 29, 2009

**To:** **Public Utilities Commission of Ohio Staff**  
Alan Schriber Dan Fullin Lisa Colosimo  
PUCO Docketing Division Beth Blackmer

**Public Utilities Commission of Ohio Advisory Board Group**  
Laura Gold Richard Huebner John Bradley, Jr.

**From:** C. Emma Danielson, Sprint Relay Program Manager

**Subject:** Relay Ohio Traffic Report  
Case No. 08-439-TP-COI

The information provided reflects Ohio Relay Service Traffic reports from January – June 2009.

Please contact me with any questions or comments you may have regarding this report.

Sincerely,

C. Emma Danielson

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Technician Amv Date Processed 7/31/09



Sprint

# Relay Ohio Traffic Report

FY-2009

Case No. 08-439-TP-COI

To: **Public Utilities Commission**  
 Address **Beth Blackmer**  
 180 East Broad Street  
 Columbus, OH 43215

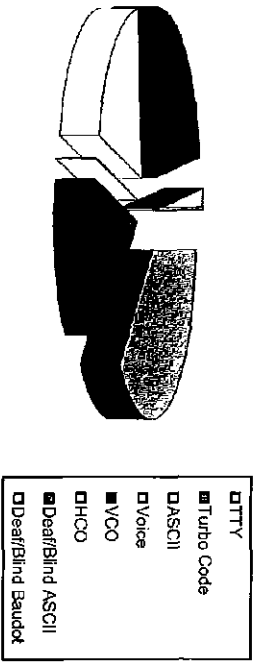
From: **Sprint** **Erma Danielson**  
 Address **2055 W. Iles Avenue, Suite D**  
 Springfield, IL 62704

TOTAL CALL VOLUME (Outbound)	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
TTY Baudot	20,337	17,219	18,215	17,839	16,552	16,688							105,950
Tufo Code	8,224	6,649	7,067	6,710	7,393	7,414							43,447
ASCII	2	19	12	75	134	38							280
Voice	10,291	8,030	9,363	8,650	8,558	8,794							53,746
VCO	12,620	11,175	11,987	11,113	11,665	10,695							68,756
HOD	631	552	836	955	947	941							4,762
Dead/Blind ASCII	-	-	-	-	-	-							-
Dead/Blind Baudot	82	33	33	60	-	11							189
Speech to Speech	293	544	741	555	805	518							3,446
Spanish Calls	3	4	8	1	8	6							30
<b>TOTAL</b>	<b>52,473</b>	<b>44,275</b>	<b>48,232</b>	<b>45,968</b>	<b>45,553</b>	<b>44,103</b>							<b>290,906</b>
<b>% PERCENTAGE OF CALLS</b>													<b>AVERAGE</b>
TTY	38.97%	39.38%	38.36%	39.28%	37.22%	36.00%							38.20%
Tufo Code	15.76%	15.21%	14.89%	14.78%	16.50%	17.01%							15.09%
ASCII	0.09%	0.04%	0.03%	0.17%	0.30%	0.09%							0.11%
Voice	19.72%	18.48%	19.72%	19.07%	19.13%	20.18%							19.38%
VCO	24.18%	25.56%	25.24%	24.47%	24.95%	24.54%							24.83%
HOD	1.21%	1.26%	1.75%	2.10%	1.99%	2.16%							1.73%
Dead/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Dead/Blind Baudot	0.16%	0.08%	0.07%	0.13%	0.00%	0.03%							0.07%
<b>TOTAL NUMBERS OF COMPLETED RELAYED CALLS</b>													<b>TOTAL</b>
Local	34,265	28,800	31,403	30,125	29,743	29,190							183,486
Intrastate (Intraal)	197	138	156	271	254	137							1,155
Intrastate (Interal)	531	506	600	507	409	316							2,868
Intrastate Calls	1,023	891	1,247	1,145	1,133	1,061							6,500
Toll Free	3,471	3,471	3,361	3,399	2,974	3,109							19,385
Directory Assistance	161	139	121	132	153	123							829
900 (Attempter)	-	-	3	-	-	-							3
International	9	8	16	12	15	23							83
Marine (Attempted)	-	-	-	-	-	-							-
Other Calls	-	-	-	-	-	-							-
<b>TOTAL COMPLETED</b>	<b>39,768</b>	<b>33,553</b>	<b>36,905</b>	<b>35,581</b>	<b>34,680</b>	<b>33,919</b>							<b>214,810</b>
Busy Ring No answer	12,419	9,774	10,574	9,531	10,060	9,662							62,220
<b>TOTAL OUTBOUND</b>	<b>52,187</b>	<b>43,727</b>	<b>47,483</b>	<b>45,412</b>	<b>44,740</b>	<b>43,581</b>							<b>277,130</b>
General Assistance	27,692	24,827	24,101	23,509	22,592	26,551							149,252
<b>TOTAL Relayed Calls</b>	<b>79,349</b>	<b>69,554</b>	<b>71,594</b>	<b>69,021</b>	<b>67,242</b>	<b>70,132</b>							<b>426,382</b>

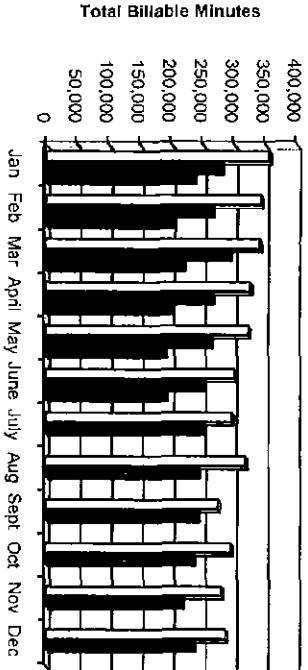
<b>MINUTES OF SERVICE</b>												
Total Conversation Minutes	184,546.55	164,339.43	178,505.43	163,629.03	150,754.70	148,573.75						<b>TOTAL</b>
Total Session Minutes	265,494.27	232,467.62	234,018.73	234,518.15	219,254.88	219,402.22						991,546.89
Less Interview	9,675.22	8,632.48	16,262.73	13,094.48	11,938.98	9,250.70						1,425,165.87
Less Internal	75.58	72.22	91.00	94.47	120.83	152.42						68,634.59
Less 800 Toll-Free	18,286.41	19,046.60	18,278.89	19,274.24	15,889.57	16,982.26						606.52
Less Directory Session Min	49.82	50.23	40.25	12.47	66.65	60.02						107,986.86
Less 900 Assistant Min	0.00	0.00	4.11	0.00	0.00	0.00						279.44
Billable Minutes	237,108.24	204,686.19	219,351.75	202,652.48	191,288.85	192,976.83	0.00	0.00	0.00	0.00	0.00	1,247,444.35
Billable Minutes (\$15)	2,784.58	4,461.73	7,314.66	6,632.44	5,527.57	3,707.51						30,328.49
<b>NUMBER OF CALLS TO RELAY</b>												
Offered	68,398	60,908	60,809	58,008	56,412	59,225						<b>TOTAL</b>
Answered	64,347	56,545	58,231	56,288	53,638	57,383						356,760
In Queue	66,398	59,908	59,809	58,008	55,412	59,225						33,249
Abandoned in Queue	2,951	1,363	1,578	1,719	1,774	1,842						356,760
<b>AVERAGE NUMBER OF CALLS - STS not included</b>												
Weekend	1,888	1,730	1,643	1,588	1,577	1,520						<b>AVERAGE</b>
Weekday	2,657	2,736	2,592	2,560	2,461	2,635						1,657.67
<b>AVERAGE NUMBER OF CALLS IN SESSION MINUTES</b>												
Session Minutes	4.14	4.20	4.43	4.19	4.07	3.82						<b>AVERAGE</b>
Conversation Minutes	2.88	2.97	3.11	2.92	2.8	2.6						4.14
Avg. Length of Completed Calls	6.79	6.99	7.13	6.86	6.47	6.58						2.88
<b>AVERAGE SPEED OF ANSWER</b>												
Service Level	93.0%	95.0%	94.0%	95.0%	94.0%	94.0%						<b>AVERAGE</b>
ASA	2.1	1.5	1.8	1.5	1.7	1.8						94.17%
<b>CUSTOMER CONTACTS</b>												
TRS												<b>TOTAL</b>
Complaints	7	3	9	3	4	3						29
Comments	7	5	5	11	7	9						44
Inquiries/Other	289	289	213	245	234	323						1,572
<b>Total</b>	<b>302</b>	<b>277</b>	<b>227</b>	<b>299</b>	<b>245</b>	<b>335</b>						<b>1,545</b>

# FY 2009 Relay Ohio Charts

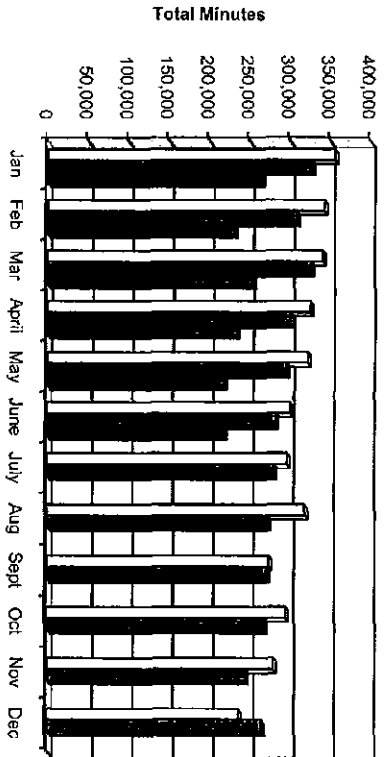
## Average Percentage of Relay Usage



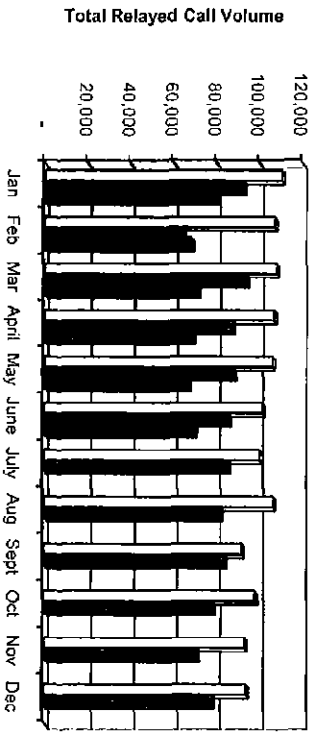
## Total Billable to Ohio Minutes



## Relay Ohio Total Minutes



## Total Call Volume



**Relay Usage**

	Average	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
TTY	38.20%	38.97%	39.38%	38.35%	39.28%	37.22%	36.00%						
Turbo Code	15.69%	15.76%	15.21%	14.89%	14.78%	16.50%	17.01%						
ASCII	0.11%	0.00%	0.04%	0.03%	0.17%	0.30%	0.09%						
Voice	19.39%	19.72%	18.48%	19.72%	19.07%	19.13%	20.18%						
VCO	24.83%	24.18%	25.56%	25.24%	24.47%	24.96%	24.54%						
HCO	1.73%	1.21%	1.28%	1.78%	2.10%	1.89%	2.16%						
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
Deaf/Blind Baudot	0.07%	0.16%	0.08%	0.01%	0.13%	0.00%	0.03%						

**Total Minutes**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,355	343,570	341,527	325,417	323,206	300,820	297,615	319,169	274,650	295,699	279,829	237,316
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	289,156	246,240	255,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402						

**Total Billable Minutes**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,295	342,207	327,175	324,994	301,735	298,577	319,907	275,590	296,327	280,555	237,672
FY 2008	281,075	266,297	293,952	266,661	264,892	253,779	251,388	242,796	242,773	236,426	217,538	235,973
FY 2009	237,108	204,666	219,351	202,052	191,258	192,976						

**Total Relayed Call Volume**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	110,733	107,517	108,087	107,042	106,447	101,761	100,500	106,607	92,178	99,165	93,408	94,155
FY 2008	92,531	64,679	94,004	87,867	88,361	86,062	85,890	82,055	83,873	78,112	71,232	78,337
FY 2009	79,949	68,554	71,584	69,021	67,242	70,132						



Sprint

**FY-09 Ohio CapTel Service Patterns**  
**Case No. 08-439-TP-COI**

Ohio Contract calls for Session Minutes

To: **Public Utilities Commission**  
 Address: **Beth Blackmer**  
 180 East Broad Street  
 Columbus, OH 43215

From: **Sprint**  
 Address: **Emma Danielson**  
 2055 W. Iles Avenue, Suite D  
 Springfield, IL 62704

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Billed Minutes	72,431.89	80,786.15	65,683.40	64,148.77	66,842.69	66,836.17	0	0	0	0	0	0	0	0
Spanish Billed Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	239	211	225	208	217	206	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	221	933
Average Per Min Per User Billed to State	197	186	198	194	188	188	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	711
Number of CapTel Activated	6	13	12	10	13	12	12	12	12	12	12	12	11	103
Number of CapTel Shipped	742	733	763	773	784	803	803	803	803	803	803	803	770	3176
Number of Users/Participants	367	371	385	397	401	389	389	389	389	389	389	389	389	1692
Occupancy % User	49%	49%	52%	51%	52%	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	51%	1692
Average Per call Length Per User	3.07	3.49	2.69	2.57	2.62	3.17	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.31	1692

**CapTel Traffic Patterns**

Call In	20696	19130	21271	21668	22054	22542							Average	Total
Voice In	3438	2957	3136	3134	3449	3302							21,261	127,953
Total of calls	24,036	22,087	24,407	25,002	25,503	25,944	0	0	0	0	0	0	3,236	19,416
													24,497	146,379

**Total Session Min**

900 Calls	0.00	0.00	0	0	0	0							0	0
Answer Machine	411.89	408.21	486.43	602.32	510.53	573.27							412	2,993
General Assistance	888.64	795.35	992.64	1,034.74	1,122.65	1,329.59							889	6,124
In 2 Line	9,198.58	6,814.54	7,728.76	8,706.95	8,222.73	8,289.71							9,199	48,342
International	74.86	90.86	202.61	271.91	113.52	110.73							75	864
Intrastate	20,442.95	17,290.37	20,351.29	16,210.46	16,783.38	15,005.44							20,443	106,084
Intrastate	98,927.19	49,256.34	52,472.39	50,565.97	53,453.16	63,048.30							58,927	317,725
Others	1,116.38	1,140.12	1,280.42	1,189.57	1,319.70	1,077.45							1,116	7,124
Toll Free	5,920.52	6,999.77	7,330.70	6,134.66	6,354.11	5,401.30							5,921	37,522
Total of Session Min	96,561.041	82,185.36	90,806.12	84,717.58	87,886.59	84,616.89	0.00	0.00	0.00	0.00	0.00	0.00	87,896	527,377

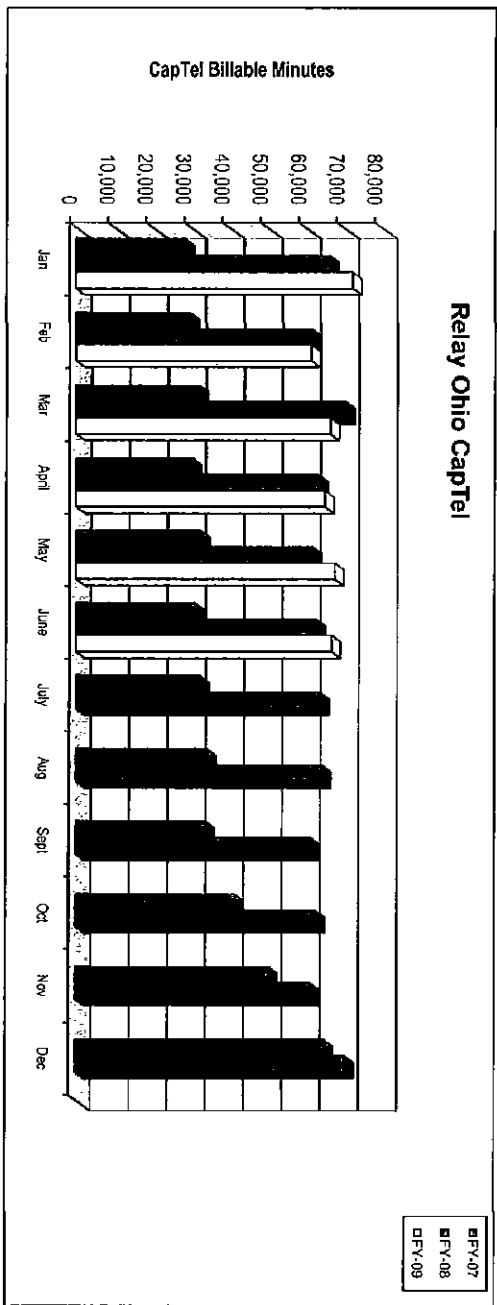
**Number of Calls by each Traffic Pattern**

900 Call	0	0	0	0	0	0							0	0
Answer Machine	333	309	378	450	403	398							333	2,271
General Assistance	2,559	2,481	2,944	3,165	3,025	3,514							2,659	17,786
2 Line	2,030	1,894	1,832	2,267	2,158	2,294							2,030	12,266
International	10	22	28	22	14	27							10	123
Intrastate	2,288	2,359	2,221	2,375	2,516	2,583							2,288	14,286
Intrastate	15,170	13,671	15,199	15,083	15,765	15,620							15,170	90,467
Others	576	512	685	626	564	533							576	3,451
Toll Free	970	1,049	1,161	1,010	1,098	5,402							970	10,650
Total	24,036	22,087	24,407	25,002	25,503	25,944	0	0	0	0	0	0	24,036	96,566

Classification	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Interstate Billable Min	20,442.95	17,290.37	20,351.28	16,210.46	16,783.88	15,005.44	0.00	0.00	0.00	0.00	0.00	0.00	11,787.10	106,083.88
Less International Session Min	74.86	90.66	202.51	271.91	113.32	110.73	0.00	0.00	0.00	0.00	0.00	0.00	96.00	863.99
Less Toll Free	3,079.47	3,246.38	3,736.86	3,123.66	3,245.70	2,754.97	0.00	0.00	0.00	0.00	0.00	0.00	2,126.23	15,136.05
2 Line Session Min (11%)	1,011.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	112.43	1,011.84
Billable to OH	72,431.89	61,538.75	66,514.67	65,106.53	67,747.19	66,945.84	0.00	0.00	0.00	0.00	0.00	0.00	44,475.65	400,280.88
MECA Billable Minutes	30,534.86	25,853.31	30,623.92	24,423.50	25,120.56	22,463.84	0.00	0.00	0.00	0.00	0.00	0.00	17,658.77	159,528.97

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	26,146	25,936	32,215	30,596	32,842	31,302	32,690	34,600	34,049	41,810	50,667	65,190	30,945.02	444,534
FY-08	66,476	61,780	70,580	63,494	62,040	63,038	63,847	64,528	61,803	62,901	61,427	70,511	64,587.00	772,279
FY-09	72,432	61,535	66,513	65,106	67,747	66,945								

**Relay Ohio CapTel**



**FY-2009 Ohio Capitol Statistic Charts**

**Total Number of Calls**

Month	Total Number of Calls
Jan	26,036
Feb	22,087
Mar	24,407
Apr	25,002
May	25,503
Jun	25,944
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	

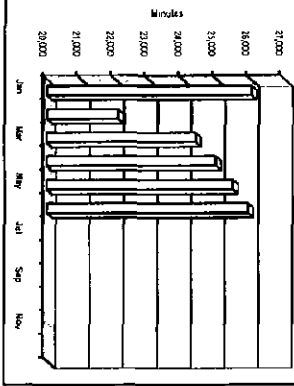
**Capitol by Capitol of Voice Calls**

Month	Capitol	Voice
Jan	20,598	3,438
Feb	19,130	2,957
Mar	21,271	3,136
Apr	21,868	3,134
May	22,054	3,449
Jun	22,642	3,302
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		

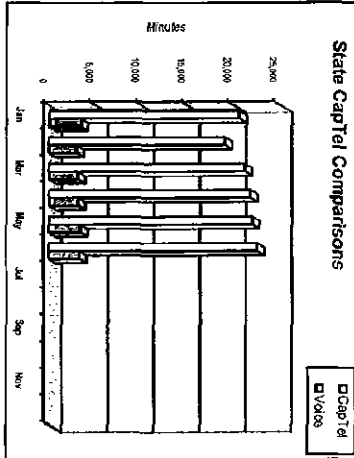
**Billable Minutes to State**

Month	Billable Minutes to State
Jan	72,431.89
Feb	60,786.15
Mar	66,513.67
Apr	65,106.53
May	67,747.19
Jun	66,945.84
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	

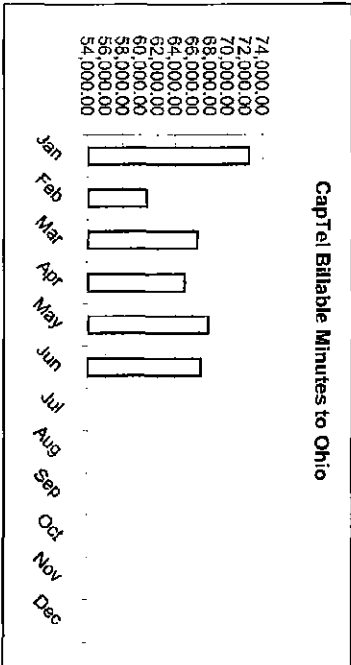
**Total Number of Capital Calls**



**State Capitol Comparisons**



**Capitol Billable Minutes to Ohio**







Sprint

Relay Ohio Traffic Report for Case No. 08-439-JP-CO1 FY 2009

Speech to Speech

To: Public Utilities Commission  
 Address: Beth Blackner  
 180 East Broad Street  
 Columbus, OH 43215

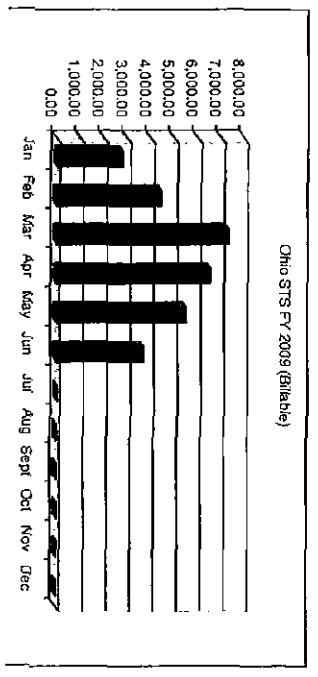
From: Sprint  
 Address: Emma Danielson  
 2055 W. 118th Avenue, Suite D  
 Springfield, IL 62704

Contract to Season Minutes

Speech to Speech Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Average	Total
Total Season Min	3,991.01	5,544.05	6,999.27	7,596.63	6,617.16	4,666.34							6,235.41	37,472.46
Total Conversation Min	2,291.05	2,698.96	4,532.99	3,915.03	3,466.02	2,562.11							3,277.30	19,653.3
Local														
Interstate Season Minutes of Use	0.00	14.03	1,277	6,112	30.15	30.11							34.45	208.86
Interstate Season Minutes of Use	0.00	0.00	2.88	1,102	0.00	0.00							5.32	19.9
Interstate Toll Free Season Minutes of Use	1,018.01	769.27	1,347.96	1,238.38	898.07	906.60							1,038.20	6,229.19
Interstate DA Season Minutes of Use	1.25	279.03	162.68	146.41	21.30	17.03							104.80	637.82
900 Season Minutes of Use	0.00	0.00	0.00	0.00	0.00	0.00							0.00	0
Total Billed Speech to Speech	2,784.75	4,461.79	7,514.48	6,152.65	6,157.74	3,707.71	0.00	0.00	0.00	0.00	0.00	0.00	2,527.42	30,229.07

Number of Calls Made  
 Average Length of Call

Total Number of Completed Calls Speech to Speech (STS) Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Local	137	330	438	301	451	297							1,867
Interstate	0	1	0	0	1	1							3
Toll Free	0	1	6	3	2	4							16
Priority Assistance	4	24	42	41	20	18							149
General Assistance	0	0	0	0	0	0							0
Interstate	0	0	1	1	0	0							2
900	0	0	0	0	0	0							0
Local Toll Free	90	76	121	114	66	90							577
Interstate Calls	0	0	0	0	0	0							0
Busy Busy/No Answer	0	0	0	0	0	0							0
Other Calls	0	0	0	0	0	0							0
Total STS Calls	221	432	609	460	602	410							2,724
Total STS Season Minutes	3,801	5,544	6,999	7,596	6,517	4,690							37,412.46
Total STS Billed Minutes	2,784	4,461	7,514	6,153	6,157	3,707							30,229.07
Ohio STS	2,784.75	4,461.73	7,514.48	6,532.66	5,527.74	3,707.71	0.00	0.00	0.00	0.00	0.00	0.00	





Sprint

Case No.08:439-TP-CJ

Public Utilities Commission

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List of Outreach Activities in 2009

MONTH	NAME OF THE ACTUAL EVENT	LOCATION	DATE	NUMBER OF ATTENDEES	Relay '11, CapTel, or Both	AUDIENCE: Deaf (D), Hard of Hearing (H) or Both (B)
JANUARY						
FEBRUARY						
MARCH						
APRIL						
MAY						
JUNE						
JULY						
August	Outreach Training to Deaf Service Center Team	Sprint Office	7/22-23, 2009	8	Both	
SEPTEMBER						
OCTOBER						
NOVEMBER						
DECEMBER						