

**FILE**

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**C. Emma Danielson**  
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**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 \_\_\_\_\_ Date Processed **SEP 8 2009**



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

FY-2009

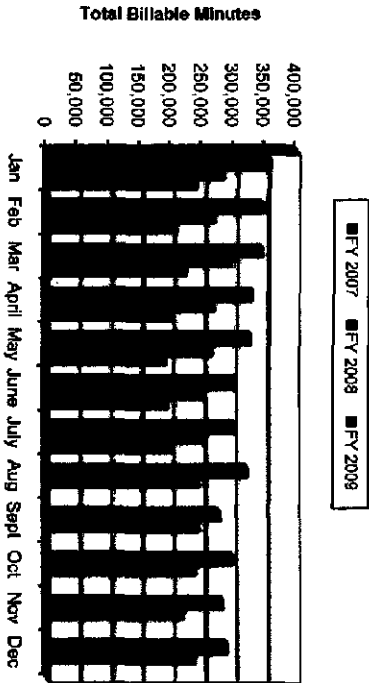
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
TTY-Baudot	20,937	17,219	18,216	17,839	16,832	15,888	16,173						122,133
Turbo Code	8,224	6,849	7,067	6,710	7,303	7,414	7,825						57,272
ASCII	2	19	12	75	134	38	91						371
Voice	10,291	8,090	9,363	8,650	8,538	8,794	8,396						62,142
VCO	12,620	11,175	11,967	11,113	11,156	10,695	10,745						79,501
HCO	631	552	656	955	847	941	842						5,604
Deafblind ASCII	-	-	-	-	-	-	-						-
Deafblind Baudot	82	33	3	50	-	11	10						198
Speech to Speech	293	544	741	555	805	518	669						4,115
Spanish Calls	3	4	8	1	8	8	1						51
TTY	38.97%	39.38%	38.36%	39.28%	37.22%	36.00%	36.69%						37.99%
Turbo Code	15.76%	15.21%	14.89%	14.79%	16.50%	17.01%	17.75%						15.89%
ASCII	0.00%	0.04%	0.03%	0.17%	0.30%	0.09%	0.21%						0.12%
Voice	19.72%	18.48%	19.72%	19.07%	19.13%	20.18%	19.05%						19.34%
VCO	24.15%	23.59%	23.24%	24.47%	24.98%	24.54%	24.38%						24.79%
HCO	1.21%	1.29%	1.76%	2.10%	1.89%	2.16%	1.91%						1.79%
Deafblind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Deafblind Baudot	0.18%	0.09%	0.01%	0.13%	0.00%	0.03%	0.02%						0.08%
Local	34,285	26,800	31,403	30,125	29,743	28,159	29,308						212,794
Intrastate (Intrastate)	187	138	158	271	254	137	164						1,319
Intrastate (Interstate)	531	506	600	607	408	316	401						3,269
Interstate Calls	1,023	891	1,247	1,145	1,133	1,081	1,113						7,513
Toll Free	3,582	3,471	3,361	3,399	2,974	3,109	2,990						22,156
Directory Assistance	161	139	121	132	133	123	133						982
900 (Attempted)	-	-	3	-	-	-	-						3
International	9	8	19	12	15	23	13						98
Remote (Attempted)	-	-	-	-	-	-	-						-
Other Calls	-	-	-	-	-	-	-						-
TOTAL COMPLETED	39,789	33,933	36,909	35,581	34,680	33,319	34,132						246,942
Busy Ring No answer	12,418	8,724	10,574	8,831	10,060	9,862	8,980						72,278
TOTAL UNBOUND	52,187	43,727	47,483	45,412	44,740	43,881	44,082						321,212
General Assistance	27,682	24,827	24,101	23,609	22,502	26,551	25,446						172,688

184,546.55	184,539.43	178,505.43	163,682.03	150,784.70	148,673.76	146,132.13	1,140,701.02
285,494.27	232,467.62	254,018.73	234,518.15	219,284.89	219,402.22	218,892.65	1,646,088.42
Less Interstate	9,675.22	9,632.48	16,252.73	13,084.46	11,939.98	9,250.70	77,856.41
Less International	75.88	72.22	91.00	94.47	120.83	182.42	694.50
Less 800 Toll-Free	18,585.41	18,048.50	18,278.89	18,274.24	16,828.52	16,862.25	124,192.83
Less Directory Session Min	49.82	50.23	40.25	12.47	69.65	60.02	347.82
Less 900 Assistant Min	0.00	0.00	4.11	0.00	0.00	0.00	4.11
Charged	86,398	58,909	59,809	58,008	55,412	59,225	413,886
Answered	64,247	55,545	58,231	58,289	53,636	57,363	33,249
In Queue	66,398	58,908	59,809	58,008	66,412	59,225	413,886
Abandoned In Queue	2,051	1,363	1,578	1,719	1,774	1,862	12,288
Weekend	1,889	1,730	1,943	1,889	1,577	1,520	165.43
Weekday	2,057	2,736	2,582	2,500	2,451	2,635	2817.29
Session Minutes	4.14	4.20	4.43	4.18	4.07	3.82	4.11
Conversation Minutes	2.88	2.97	3.11	2.92	2.8	2.6	2.85
Avg. Length of Completed Calls	6.79	6.99	7.13	6.89	6.47	6.59	6.78
Service Level	93.0%	95.0%	94.0%	95.0%	94.0%	94.0%	94.14%
ASA	2.1	1.5	1.6	1.5	1.7	1.8	171.43%
Complaints	7	3	9	3	4	3	33
Comments	7	5	5	11	7	9	47
Inquiries/Other	289	289	213	245	224	323	1,791

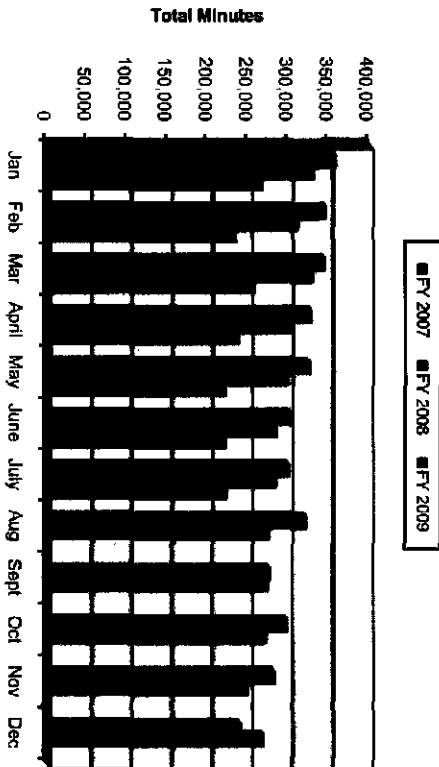
### Average Percentage of Relay Usage



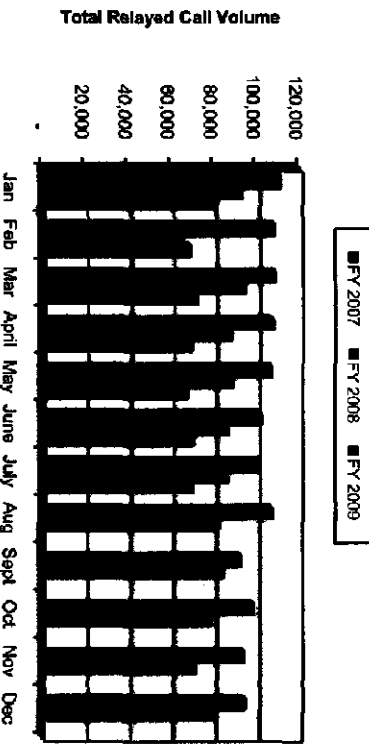
### Total Billable to Ohio Minutes



### Relay Ohio Total Minutes



### Total Call Volume



Average	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
37.99%	38.97%	39.36%	38.36%	38.28%	37.22%	36.00%	36.69%					
15.96%	15.75%	15.21%	14.89%	14.78%	16.50%	17.01%	17.75%					
0.12%	0.00%	0.04%	0.03%	0.17%	0.30%	0.09%	0.21%					
19.34%	19.72%	19.48%	19.72%	19.07%	19.13%	20.18%	19.05%					
24.78%	24.18%	25.56%	25.24%	24.47%	24.96%	24.54%	24.39%					
1.76%	1.21%	1.26%	1.79%	2.10%	1.89%	2.16%	1.91%					
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
0.06%	0.16%	0.06%	0.07%	0.13%	0.00%	0.03%	0.02%					

Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
366,356	343,570	341,527	325,417	323,206	300,820	297,613	319,169	274,650	285,689	279,829	237,316
328,519	309,401	327,137	300,773	296,301	283,383	281,080	272,619	271,922	288,156	246,240	265,802
265,494	232,467	254,018	234,518	219,284	219,402	219,882					
Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
336,926	344,295	342,207	327,175	324,994	301,735	298,577	319,907	275,590	296,327	290,555	287,972
281,075	286,297	283,952	265,651	264,882	253,779	251,368	242,796	242,773	236,426	217,539	235,973
237,108	204,866	219,351	202,652	191,286	182,976	194,508					
Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
110,733	107,517	108,087	107,042	106,447	101,781	100,600	106,807	82,178	98,165	93,408	94,156
92,631	64,679	94,004	87,867	86,361	86,062	86,860	82,095	83,873	78,112	71,232	78,337
79,849	68,564	71,694	69,021	67,242	70,132	69,528					



Sprint

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

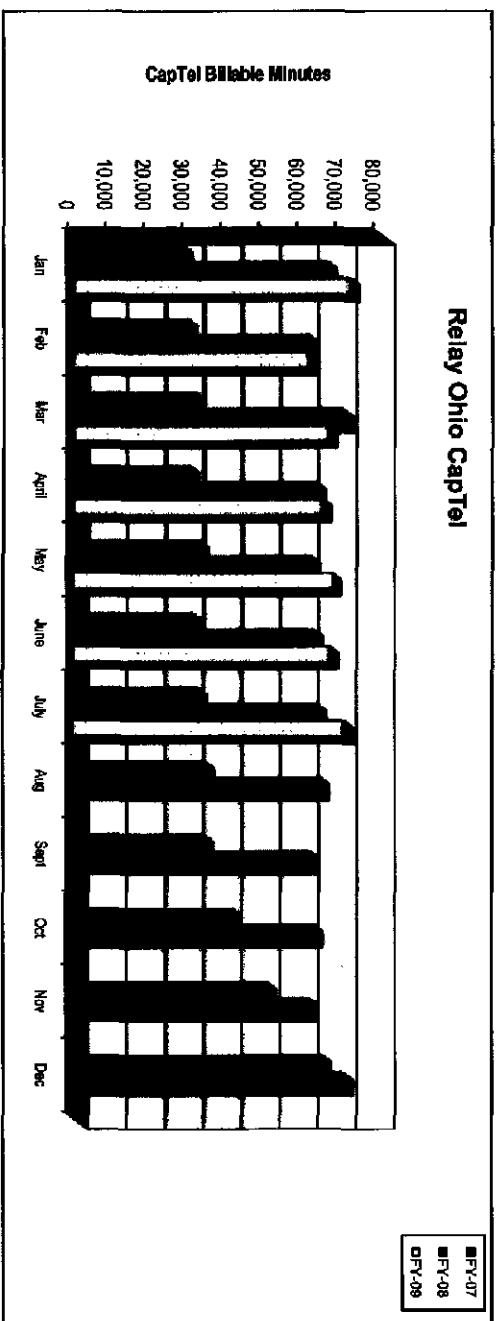
Ohio Contract calls for Session Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Spanish Bilingual Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	259	211	225	208	217	205	207						219	223
Average Per Min Per User Billed to State	197	165	169	164	169	169	169							711
Number of Capital Addressed	6	13	12	10	13	12	21						12	103
Number of Capital Shipped	742	733	733	773	784	893	823						777	3176
Number of User Participants	367	371	395	397	404	396	413						392	1882
Occupancy % User	49%	49%	52%	51%	52%	50%	50%						50%	
Average Per call Length Per User	3.97	3.49	2.99	2.87	2.82	3.11	2.82						3.57	
Call In	20598	19130	21271	21868	22054	22942	23036						21,544	159,890
Voice In	3438	2997	3136	3134	3449	3302	3677						3,299	23,993
	34,378	32,127	34,407	35,002	35,503	36,244	36,713						34,497	267,883
900 Calls	0.00	0.00	0	0	0	0	0						0	
Answer Machine	411.89	408.21	486.43	602.32	610.53	673.27	671.75						412	3,564
General Assistance	888.64	795.35	952.84	1,024.74	1,122.66	1,329.58	1,359.93						889	7,483
In Line	9,198.58	6,814.54	7,729.76	8,706.95	8,222.73	8,289.71	9,716.34						8,199	68,689
International	74.85	80.65	202.51	271.91	113.32	110.73	119.49						75	693
Interstate	20,442.35	17,290.37	20,351.28	16,210.46	16,783.39	15,005.44	14,392.25						20,443	120,498
Intrastate	59,927.19	49,256.34	52,472.30	50,585.97	53,455.16	53,040.90	54,943.01						59,927	372,694
Others	1,116.58	1,140.12	1,250.42	1,199.57	1,319.70	1,077.45	1,379.52						1,116	8,593
Toll Free	5,920.52	6,599.77	7,330.70	6,134.86	6,394.11	5,401.90	6,039.49						5,921	43,596
800 Call	0	0	0	0	0	0	0						0	0
Answer Machine	333	309	378	460	419	398	421						333	2,882
General Assistance	2,650	2,481	2,944	3,165	3,025	3,514	3,597						2,659	21,375
In Line	2,030	1,694	1,832	2,257	2,158	2,284	2,344						2,030	14,896
International	10	22	29	22	14	27	7						10	149
Intrastate	2,289	2,389	2,221	2,379	2,516	2,603	2,354						2,288	18,530
Inter-state	15,170	13,671	15,199	15,083	15,785	15,820	16,348						15,170	108,815
Others	578	572	695	628	594	328	610						576	4,181
Toll Free	970	1,049	1,161	1,010	1,069	5,402	1,042						970	11,692

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Actuals	Est
Interstate Billable Min	20,442.96	17,290.37	20,351.28	16,210.46	16,733.38	15,005.94	14,382.29	0.00	0.00	0.00	0.00	0.00	13,336.13	130,466.17
Local International Session Min	74.98	90.68	202.51	271.91	113.32	110.23	119.48	0.00	0.00	0.00	0.00	0.00	109.27	983.47
Local Toll Fees	3,019.47	3,248.58	3,720.66	3,128.68	3,245.70	2,754.97	3,073.58	0.00	0.00	0.00	0.00	0.00	2,489.29	22,214.63
2 Line Session After (11%)	1,011.94	0.00	0.00	0.00	0.00	0.00	1,083.79	0.00	0.00	0.00	0.00	0.00	231.18	2,089.63
Billable to O/I	72,451.89	61,535.75	66,513.67	65,106.53	67,747.19	63,945.84	69,858.57	0.00	0.00	0.00	0.00	0.00	52,237.72	470,159.45
MECA Billable Minutes	30,534.95	25,883.31	30,525.92	24,425.50	25,120.56	22,465.84	21,549.09	0.00	0.00	0.00	0.00	0.00	29,053.12	480,478.05

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Actuals	Est
FY-07	28,746	29,932	32,215	30,594	32,942	31,302	32,690	34,500	34,649	41,516	50,847	66,199	66,199	66,199
FY-08	68,470	61,700	70,630	62,494	62,049	63,028	63,847	64,538	61,803	62,901	61,477	70,571	68,567,000	79,575
FY-09	72,432	61,536	66,513	65,106	67,747	66,945	70,927							

Relay Ohio CapTel



**Total Number of Calls**

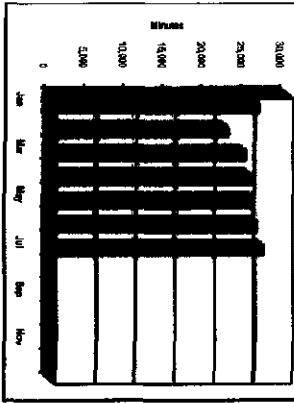
Jan	26,036
Feb	22,087
Mar	24,407
Apr	25,002
May	25,503
Jun	25,944
Jul	26,713
Aug	
Sep	
Oct	
Nov	
Dec	

**Called by CapTel or Voice Call**

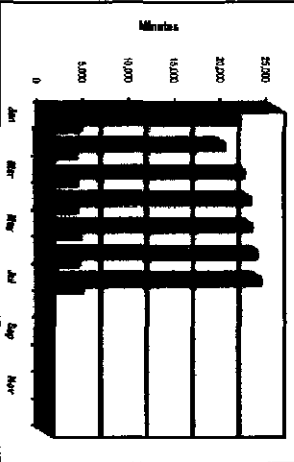
Jan	20,598	3,438
Feb	19,130	2,957
Mar	21,271	3,136
Apr	21,868	3,134
May	22,054	3,449
Jun	22,642	3,302
Jul	23,036	3,677
Aug		
Sep		
Oct		
Nov		
Dec		

Jan	72,431.89
Feb	69,786.16
Mar	66,513.67
Apr	65,106.53
May	67,747.19
Jun	68,945.84
Jul	69,858.57
Aug	
Sep	
Oct	
Nov	
Dec	

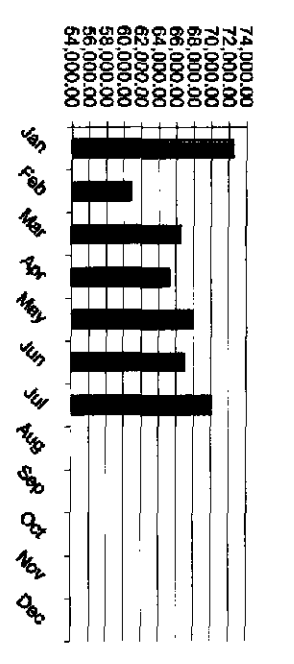
**Total Number of CapTel Calls**



**State CapTel Comparisons**



**CapTel Billable Minutes to Ohio**







Special

Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-2009

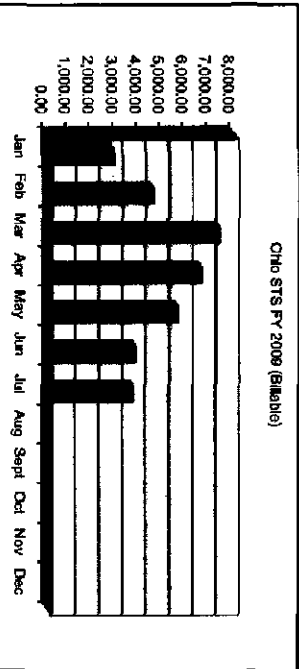
Sheet 1 of 3 pages

Contract for Season Minutes

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Average
Speeds to Speed Minutes	3,301.01	5,144.08	3,899.27	7,590.28	3,517.16	4,660.35	6,492.88						32,954.38	4,404.36
Total Season Min	3,301.01	5,144.08	3,899.27	7,590.28	3,517.16	4,660.35	6,492.88						32,954.38	4,404.36
Total Conversation 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	0.00
American Station Minutes of Use	0.00	14.09	71.37	61.12	35.15	20.11	1,467.02						2,005.87	167.16
International Station Minutes of Use	0.00	0.00	2.98	17.06	0.00	0.00	50.16						68.20	5.68
American Toll Free Station Minutes of Use 61%	1,018.01	780.27	1,267.98	1,263.86	628.07	908.10	1,467.02						7,994.23	999.28
American Toll Free Station Minutes of Use 61%	1,265	379.05	1,262.69	146.43	31.30	17.03	51.23						98.38	8.19
900 Number Minutes of Use 61%	0.00	0.00	0.00	0.00	0.00	0.00	0.00						0.00	0.00
Total Available Speech to Speech	3,784.26	4,481.73	7,314.43	6,653.66	5,582.74	5,707.71	3,618.66						28,982.31	3,646.73

Number of Calls Made  
Average Length of Call

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Total Minutes of Completed Calls Speech to Speech (97%) Calls	127	896	489	901	493	897	810						5,913
Local	0	1	0	1	0	1	0						3
Interstate	0	1	0	8	2	4	89						104
International	0	0	0	0	0	0	0						0
Domestic Landline	4	24	42	41	30	18	32						151
General Landline	0	0	0	0	0	0	0						0
International	0	0	0	0	0	0	1						1
900	0	0	0	0	0	0	0						0
Long Toll-Free	0	78	121	114	96	90	132						762
Mobile Calls	0	0	0	0	0	0	0						0
Other Mobile Number	0	0	0	0	0	0	0						0
Other Calls	0	0	0	0	0	0	0						0
Total 97% Station Minutes	3,203	4,623	6,009	4,681	6,123	4,100	6,233						32,954.36
Total 97% Available Minutes	3,784	4,481	7,314	6,653	5,582	5,707	3,618						33,982.31
Jan	2,784.76	4,461.73	7,314.43	6,532.66	5,597.74	3,707.71	3,618.66						





Outreach Training to Deal Service Center Team	Training	Spirit Office	7/22/21-2021	8	BWH