

**FILE**



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

RECEIVED-DOCKETING DIV  
2010 JAN -4 AM 10:10  
PUCO

**Date:** December 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 July 2009 – November 2009 to follow the new contract date.

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

Sincerely,

C. Emma Danielson

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Technician ADD Date Processed 1/4/09



# Relay Ohio Traffic Report

FY-2009

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

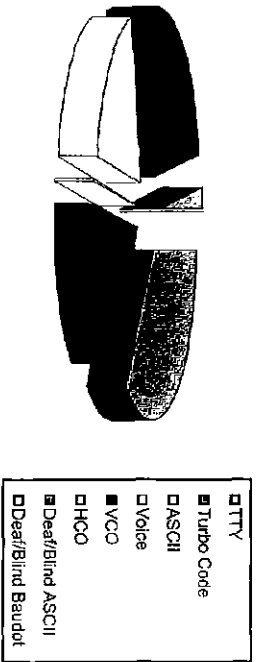
From: **Sprint**  
 Address **Emma Danielson**  
 2055 W. Iles Avenue, Suite D  
 Springfield, IL 62704

TOTAL CALL VOLUME (Outbound)	2009						2010						TOTAL
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY-Baudot	16,173	15,723	14,737	14,868	13,490								74,992
Turbo Code	7,825	7,712	7,413	6,706	5,972								35,628
ASCII	91	148	40	101	99								479
Voice	8,396	8,519	7,951	7,506	7,088								39,880
VOC	10,745	11,082	11,207	11,732	11,248								55,984
HCO	842	750	979	782	883								4,216
Deaf/Blind ASCII	-	-	-	-	-								-
Deaf/Blind Baudot	10	3	74	11	56								154
Speech to Speech	669	539	443	273	378								2,321
Spamster Calls	1	5	3	5	4								18
<b>TOTAL</b>	<b>44,752</b>	<b>44,470</b>	<b>42,847</b>	<b>42,565</b>	<b>39,218</b>								<b>213,652</b>
<b>% PERCENTAGE OF CALLS</b>													<b>AVERAGE</b>
TTY	38.69%	35.81%	34.76%	35.39%	34.74%								35.47%
Turbo Code	17.79%	17.56%	17.48%	15.83%	15.38%								16.82%
ASCII	0.21%	0.34%	0.09%	0.24%	0.25%								0.23%
Voice	19.05%	19.40%	18.75%	18.78%	18.25%								18.89%
VOC	24.39%	25.17%	26.43%	27.86%	28.39%								26.59%
HCO	1.91%	1.71%	2.31%	1.81%	2.27%								2.00%
Deaf/Blind ASCII	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%								0.07%
<b>TOTAL NUMBERS OF COMPLETED RELAYED CALLS</b>													<b>TOTAL</b>
Local	29,308	29,155	28,476	28,004	26,153								141,097
Intrastate (Intrastate)	184	151	179	125	109								728
Intrastate (Intrastate)	401	386	365	375	365								1,893
Intrastate Calls	1,113	1,178	1,115	905	714								5,025
Toll Free	2,980	3,080	2,842	3,071	2,782								14,755
Directory Assistance	153	124	110	120	95								602
900 (Unattended)	-	-	-	-	-								-
International	13	56	200	38	10								317
Mainline (Attempted)	-	-	-	-	-								-
Other Calls	-	-	-	-	-								-
<b>TOTAL COMPLETED</b>	<b>34,132</b>	<b>34,131</b>	<b>33,288</b>	<b>32,638</b>	<b>30,228</b>								<b>164,417</b>
Busy Ring No answer	9,860	9,776	9,113	9,449	8,608								48,886
<b>TOTAL UNBOUND</b>	<b>44,082</b>	<b>43,907</b>	<b>42,401</b>	<b>42,087</b>	<b>38,936</b>								<b>211,313</b>
General Assistance	25,446	25,188	23,157	24,742	22,500								121,431
<b>TOTAL Relayed Calls</b>	<b>69,528</b>	<b>69,093</b>	<b>65,588</b>	<b>66,829</b>	<b>61,736</b>								<b>332,744</b>

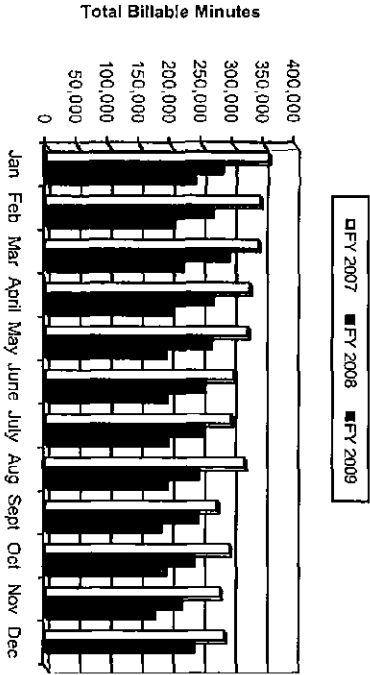
<b>MINUTES OF SERVICE</b>											
Total Conversation Minutes	149,152.13	147,911.07	144,536.88	148,827.00	131,697.60	720,094.48					<b>TOTAL</b>
<b>Total Session Minutes</b>	<b>219,892.55</b>	<b>219,526.83</b>	<b>208,348.13</b>	<b>214,788.50</b>	<b>194,367.78</b>	<b>1,056,913.79</b>					
Less Intradial	9,021.82	8,998.88	8,338.80	7,711.07	6,398.47	40,458.84					
Less International	87.98	392.60	822.87	257.43	66.38	1,627.06					
Less 800 Toll-Free	16,195.77	16,977.99	15,389.96	16,738.21	15,082.94	80,384.97					
Less Directory Session Min	68.38	61.17	75.83	107.86	55.33	389.65					
Less 500 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00					
Billable Minutes	194,598.60	193,056.19	183,737.07	189,975.84	172,765.66	934,075.36					
Billable Minutes (STS)	4,683.40	3,836.39	3,020.89	2,180.54	2,150.87	15,872.09					
<b>NUMBER OF CALLS TO RELAY</b>											
Offered	57,926	58,058	55,182	55,778	50,734	277,678					<b>TOTAL</b>
Answered	55,985	55,892	52,824	53,952	49,859	33,249					
In Queue	57,926	58,058	55,182	55,778	50,734	277,678					
Abandoned in Queue	1,941	2,166	2,358	1,826	875	9,165					
<b>AVERAGE NUMBER OF CALLS - STS not included</b>											
Weekend	1,592	789	1,439	1,473	1,392	137,900					<b>AVERAGE</b>
Weekday	2,500	1,289	2,457	2,435	2,343	220,030					<b>AVERAGE</b>
<b>AVERAGE NUMBER OF CALLS IN SESSION MINUTES</b>											
Session Minutes	3.92	3.92	3.94	3.97	3.89	3.93					
Conversation Minutes	2.88	2.84	2.73	2.72	2.83	2.88					
Avg. Length of Completed Calls	6.63	6.55	6.32	6.66	6.48	6.53					
<b>AVERAGE SPEED OF ANSWER</b>											
Service Level	94.0%	92.0%	92.0%	93.0%	95.0%	93.40%					<b>AVERAGE</b>
ASA	1.8	2.1	2.3	1.9	1.2	1.86.00%					<b>TOTAL</b>
<b>CUSTOMER CONTACTS</b>											
<b>TRS</b>											
Comments	4	9	-	11	2	26					
Complaints	3	9	2	10	12	36					
Inquiries/Other	159	222	241	389	111	1,122					
Total	166	240	243	410	125	1,184					
<b>Relay Conference Captioning</b>											
RCC Minutes (Effective 7/1/2009)	0	0	0	0	0	0					

# FY 2009 Relay Ohio Charts

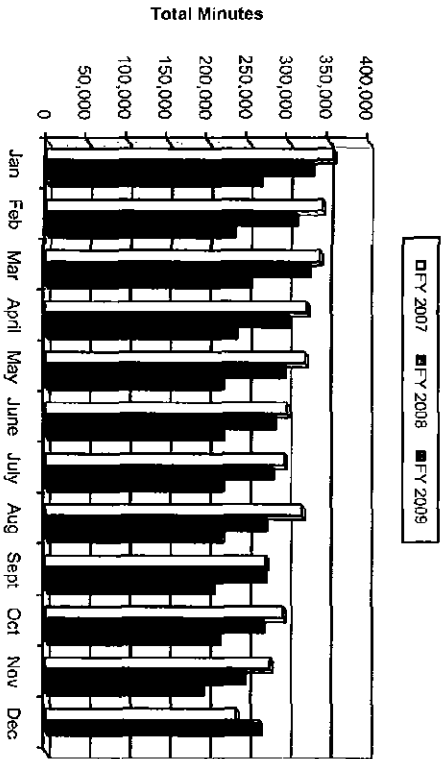
## Average Percentage of Relay Usage



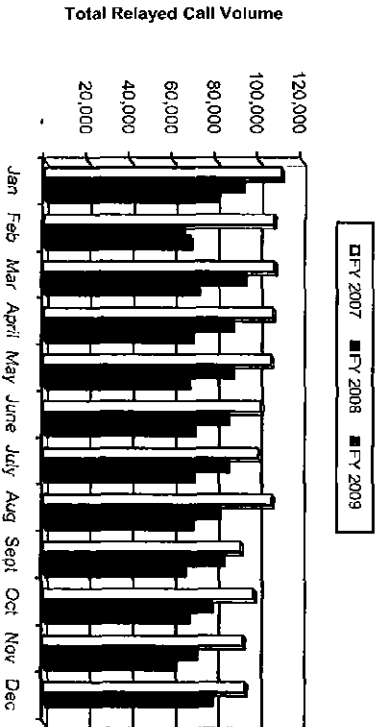
## Total Billable to Ohio Minutes



## Relay Ohio Total Minutes



## Total Call Volume



**Relay Usage**

	2009					2010					
	Average	July	Aug	Sept	Oct	Jan	Feb	March	April	May	June
TTY	35.47%	36.69%	35.81%	34.76%	35.33%	34.74%					
Turbo Code	16.82%	17.75%	17.56%	17.48%	15.93%	15.38%					
ASCII	0.23%	0.21%	0.34%	0.09%	0.24%	0.25%					
Voice	18.85%	19.05%	19.40%	18.75%	18.79%	18.25%					
VCO	26.59%	24.35%	25.17%	26.45%	27.86%	28.96%					
HCO	2.00%	1.91%	1.71%	2.31%	1.81%	2.27%					
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
Deaf/Blind Baudot	0.07%	0.02%	0.01%	0.17%	0.03%	0.14%					

**Total Minutes**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	355,355	343,570	341,527	325,417	323,206	300,820	297,615	319,189	274,650	295,689	279,829	237,316
FY 2008	328,519	309,401	327,137	300,773	298,301	283,383	281,090	272,619	271,922	288,156	246,240	265,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,788	194,367	

**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	324,984	301,735	298,577	319,907	275,580	296,327	280,555	287,672
FY 2008	281,075	266,297	293,952	265,651	264,882	253,779	251,388	242,786	242,773	236,426	217,538	235,973
FY 2009	237,108	204,656	219,351	202,052	191,288	192,976	194,502	193,096	183,731	189,973	172,765	

**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	96,165	93,408	94,155
FY 2008	92,631	64,679	94,004	87,867	86,361	86,082	85,860	82,055	83,873	76,112	71,232	78,337
FY 2009	79,849	68,554	71,594	69,021	67,242	70,132	69,528	69,093	65,558	67,187	61,736	



**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

	2009	2010					
	July	Aug	Sept				
	Oct	Nov	Dec				
	Jan	Feb	March				
	April	May	June				
	Average						Total
Billed Minutes	\$9,859,57	\$8,925,65	67,685,67	78,051,28	92,289,47		0
Spanish Billed Minutes	0	0	0	0	0		0
Average Per Min Per User	207	209	205	188	172		196
Average Per Min Per User Billed to State	169	167	165	153	141	#DIV/0!	0
Number of CapTel Activated	21	19	13	99	181		63
Number of CapTel Shipped	823	839	855	1028	1206		108
Number of Users/Participants	413	418	416	517	661		950
Occupancy % User	50%	50%	45%	50%	55%	#DIV/0!	485
Average Per call Length Per User	2.67	2.57	2.74	2.72	2.79	#DIV/0!	51%
							3.57

CapTel Traffic Patterns							
Call/h	22036	22830	21112	24258	27354		Average
Usage/h	9877	9827	3827	4437	5783		Total
Total of Calls	26,713	26,769	24,739	28,856	33,137	0	23,342
							140,053
							23,342
							440,053

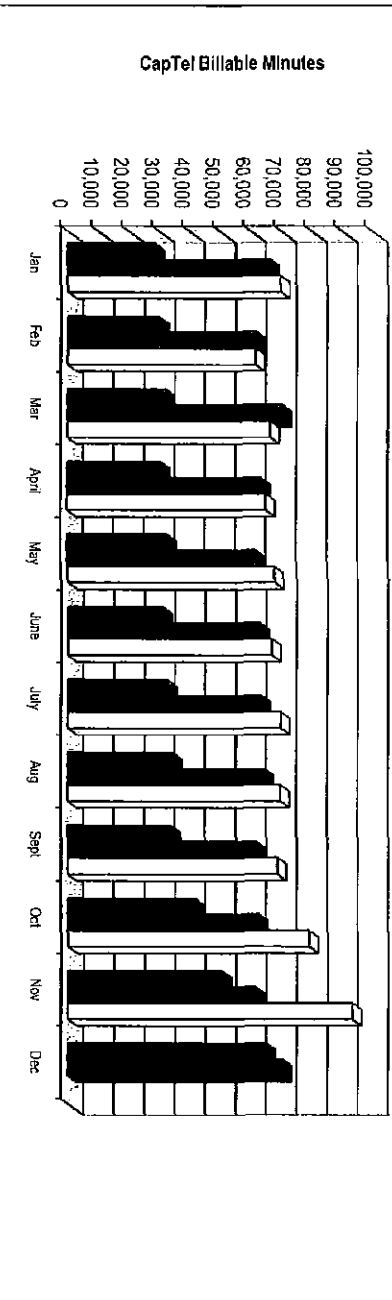
Total Session Min							
900 Calls	0	0.00	0	0	0		Average
Answer Machine	571.75	481.20	527.62	739.36	690.40		572
General Assistance	1358.99	1,212.51	981.36	1,198.19	1,618.68		3,011
In 2 Line	9,716.24	8,176.43	10,057.44	9,310.28	9,889.95		1,356
International	119.48	20.07	94.49	155.80	154.13		9,716
Interstate	14,382.29	17,828.41	16,274.02	17,517.18	19,425.34		46,839
Intrastate	54,943.07	55,722.13	52,829.31	62,829.93	75,198.51		119
Others	1,379.52	1,591.14	1,848.87	1,687.11	1,346.15		14,382
Toll Free	6,036.43	5,205.22	5,192.78	6,694.53	8,927.26		85,427
Total of Session Min	88,507.71	90,357.11	87,811.98	100,482.60	117,260.42	0.00	54,943
							301,533
							1,380
							8,583
							6,036
							31,832
							484,180

Number of Calls by each Traffic Pattern							
900 Call	0	0	0	0	0		Average
Answer Machine	421	374	336	492	452		0
General Assistance	3,587	3,153	2,718	3,282	4,177		421
2 Line	2,344	2,242	2,150	2,151	2,258		2,075
International	7	7	11	10	38		3,587
Interstate	2,334	2,735	2,552	3,183	3,010		16,897
Intrastate	16,348	16,572	15,967	17,246	21,089		2,344
Others	610	631	684	734	772		7
Toll Free	1,042	935	931	1,107	3,161		2,354
Total	26,713	26,769	24,739	28,856	34,837	0	16,348
							87,102
							610
							3,411
							7,236
							96,598

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Distribution														
Inter-state Billable Min	14,382.29	17,828.41	16,274.02	17,517.19	19,425.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	9,491.92	85,427.24
Less International Session Min	119.48	20.07	94.49	156.80	154.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	60.44	543.97
Less Toll Free	3,078.58	2,854.65	2,651.38	3,414.21	4,435.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,303.83	16,234.43
2 Line Session Min (1%)	1,088.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	118.75	1,088.79
Billable to OH	89,858.57	69,833.97	68,791.99	79,075.41	83,345.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	42,322.81	380,906.29
MECA Billable Minutes	21,548.09	26,594.40	24,342.78	28,256.40	29,097.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14,203.40	127,630.56

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	23,956	32,215	30,596	32,842	31,302	32,890	34,580	34,049	41,910	50,667	65,190	30,943.02	444,534
FY-08	66,470	61,780	70,580	63,484	62,040	63,038	63,847	64,538	61,803	62,301	61,477	70,511	64,587.00	772,279
FY-09	69,839	61,535	66,513	65,106	67,747	66,945	69,858	69,834	65,792	79,075	93,345		66,284.10	778,609

Relay Ohio CapTel



FY-2009 Ohio CapTel Statistic Charts

Total Number of Calls

Month	Total Number of Calls
July	26,713
Aug	26,769
Sept	24,739
Oct	28,695
Nov	33,137
Dec	
Jan	
Feb	
March	
April	
May	
June	

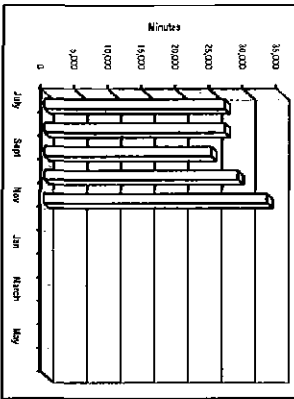
Billable by CapTel or Voice Calls

Month	CapTel	Voice
July	23,036	3,677
Aug	22,830	3,939
Sept	21,112	3,627
Oct	24,258	4,437
Nov	27,354	5,783
Dec		
Jan		
Feb		
March		
April		
May		
June		

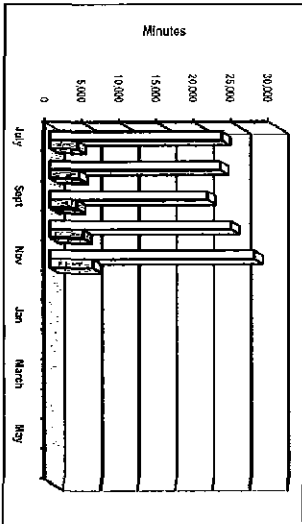
Billable Minutes to State

Month	Billable Minutes to State
July	69,858.57
Aug	69,833.97
Sept	68,791.99
Oct	79,075.41
Nov	93,345.35
Dec	
Jan	
Feb	
March	
April	
May	
June	

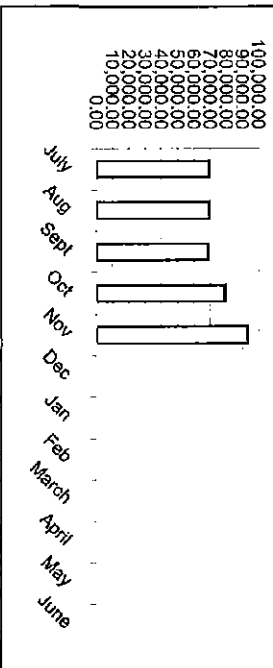
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio







**Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-2009 - 2010**

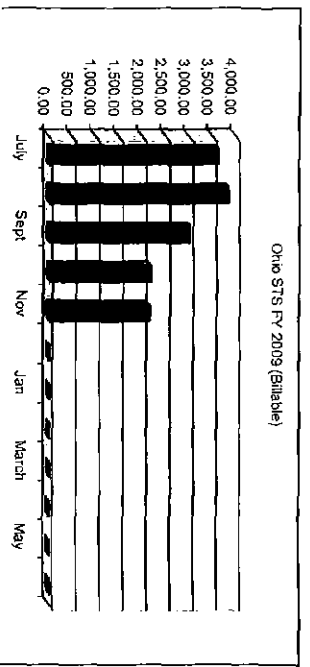
To: **Public Utilities Commission**  
 Address: **Benj. Blodgett**  
 180 East Broad Street  
 Columbus, OH 43215

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

Speech to Speech Minutes	2009						2010						Average	Total	
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June			
<b>Total Speech Minutes</b>	6,632.05	4,889.65	3,478.32	2,877.21	2,974.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,172.55	2082.75
<b>Total Connection Min</b>	3,487.21	2,438.41	1,814.83	1,505.62	1,178.04									2,344.75	1,173.77
<b>Local</b>															
<b>Interstate Session Minutes of Use</b>	1,487.09	342.59	3.57	14.22	61.14									357.72	1728.81
<b>Local Session Minutes of Use</b>	20.15	0.00	0.00	0.00	0.00									8.33	36.15
<b>Interstate Toll Free Session Minutes of Use 67%</b>	1,467.02	327.22	464.65	492.19	702.53									4,153.82	
<b>Interstate Toll Free Session Minutes of Use 33%</b>	61.07	33.11	0.00	0.00	0.00									15.87	44.34
<b>970 Session Minutes of Use 67%</b>	0.00	0.00	0.00	0.00	0.00									0.00	0.00
<b>970 Session Minutes of Use 33%</b>	0.00	0.00	0.00	0.00	0.00									0.00	0.00
<b>Total Billable Speech to Speech</b>	3,615.66	3,836.88	3,000.89	2,190.73	2,150.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,233.82	1,485.83

Number of Calls Made  
 Average Length of Call

Speech (STS) Calls	2009						2010						Total
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
<b>Total</b>	310	276	222	162	137	8	0	0	0	0	0	0	2188
<b>Local</b>	0	1	5	0	4	0	0	0	0	0	0	0	15
<b>Interstate</b>	31	15	0	0	6	0	0	0	0	0	0	0	54
<b>Priority Assistance</b>	32	26	64	18	17	0	0	0	0	0	0	0	144
<b>Customer Assistance</b>	0	0	5	0	0	0	0	0	0	0	0	0	6
<b>Transactional</b>	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>970</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Local Toll-Free</b>	312	119	71	67	99	0	0	0	0	0	0	0	628
<b>Interstate Calls</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Buyer Ringing Answer</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Other Calls</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total STS Calls</b>	328	438	382	242	225	0	0	0	0	0	0	0	1910
<b>Total STS Session Minutes</b>	6,632	4,990	3,479	2,917	2,915								2082.35
<b>Total STS Billable Minutes</b>	3,617	2,438	3,020	2,190	2,150.52								1,233.82
<b>Other STS</b>	3,615.66	3,836.88	3,020.89	2,190.73	2,150.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0





**Ohio Relay Outreach Report - 7-2009 to 6-2010**

Case No.08-439-TP-COI

To: **Public Utilities Commission**

**Bath Blackmer**  
180 East Broad Street  
Columbus, OH 43215

**Emma Danielson**  
2055 W. Iles Avenue, Suite D  
Springfield, IL 62704

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
Jul-09	Contractor training	Columbus	Trainers	5	Pr/Demo	PP Present	Yes	Trainers ready to
7/23/2009	Contractor training	Columbus	Trainers	7	Pres	PP Present	Yes	go and educate Ohioans @ Relay Ohio and CapTel
Aug-09								
8/31/2009	Franklin County Fall Kickoff	Columbus	Franklin County employees and downtown employers	200	Exhibit /Demo	Relay Ohio Materials	Yes	CapTel and Relay Ohio materials were distributed. Showed demos on how CapTel worked.
8/31/2009	Contractor training	Columbus	Trainer	1	Pr/Demo	Relay Ohio Materials	Yes	6th trainer on board now with emphasis on hard of hearing community and CapTel
Sep-09								
9/1/2009	CapTel Training	Columbus	1 New CapTel User	1	Demo	CapTel	Yes	Client needed assistance on how to use CapTel. New CapTel User.
9/12/2009	HLAA Northern Ohio Chapter	Painesville	HLAA Members		Pr/Demo	CapTel	Yes	CapTel and Relay Ohio materials were distributed. CapTel 800i generated a lot of interest
9/13/2009	Columbus Colony's Annual Fall Festival	Westerville	Deaf and Hard of Hearing Senior Citizens	150	Exhibit	Relay Ohio & CapTel Materials	Yes	CapTel and Relay Ohio materials were distributed. CapTel 800i generated a lot of interest

9/14/2009	Wayne Manor Assisted Living	Wooster	Senior Citizens					Yes	CapTel and RRC generated a lot of interest
9/15/2009	Ohio Rehabilitation Services Commission	Worthington	Providers	35	Exhibit	Relay Ohio & CapTel Materials	Yes	CapTel and RRC generated a lot of interest	
9/16/2009	AT Workshop	Lancaster	Independent Living Centers and Providers	88	Exhibit/ Demo	Relay Ohio & CapTel Materials	Yes	Has a large population of people with speech impairments. CapTel was main focus but Relay Ohio was covered too.	
9/19/2009	HLAA Wayne & Holmes County Chapter	Wooster	HLAA Members	5	Present/Demo	Relay Ohio/CapTel	Yes	Increased awareness about CapTel services.	
9/21/2009	HLAA Wayne & Holmes County Chapter	Orrville	HLAA Members	11	Present/Demo	Relay Ohio/CapTel	Yes	CapTel generated a lot of interest and gave CapTel News from website too	
9/28/2009	Wesley Glen Retirement Center	Columbus	Senior Citizens	24	Present	CapTel & Relay Ohio	Yes	Several Seniors plans to purchase CapTel phones to use the services.	
Oct-09									
10/1/2009	CapTel Training	Columbus	1 New CapTel Trainer	1	Present/Demo	PP Present, CapTel & Relay Ohio	Yes	8th trainer on board now with capacity to travel around the State of Ohio to do Relay Ohio and CapTel	
10/15/2009	Wesley Glen Retirement Center	Columbus	Senior Citizens	14	Exhibit	CapTel & Relay Ohio	Yes	More possible CapTel buyers and users	
10/27/2009	Walmart Distribution Center	Grove City	Managers	9	Present	CapTel & Relay Ohio	Yes	Increased knowledge about CapTel and Relay Ohio services for their employees	
10/29/2009	Huntington Bank Disability Fair	Easton	Huntington Bank Employees	22	Exhibit /Demo	CapTel & Relay Ohio	Yes	Increased knowledge about CapTel and Relay Ohio services for their employees	
10/29/2009	South Range School District	North Lima	School Nurse & Superintendent	4	Present/Demo	CapTel	Yes	School district is buying for their employee to help her retain her job	
10/31/2009	Akron General Health & Wellness Center - West	Akron	Hard of Hearing and Senior Citizens	30	Present/Demo/ Exhibit	CapTel	Yes	Educated more people about CapTel and its features	

Nov-09									
11/7/2009	Ohio DEAFair 2009	Columbus	Deaf, Hard of Hearing, Senior Citizens from Ohio and neighboring states	1,000	Exhibit/Demo	CapTel & Relay Ohio	Yes	Educated a lot of people on CapTel features and options; Relay Ohio services esp HCO and VCO	
11/7/2009	HLAA Meeting	Englewood	HLAA Members	6	Present/Demo	CapTel & Relay Ohio	Yes	Generated interest in buying CapTel phones	
11/11/2009	One Stop - SuperJobs Center	Cincinnati	Staff working with deaf and hard of hearing customers	6	Presentation/Demo	CapTel	Yes	Educated on what CapTel and other Relay Ohio services can be provided for their customers	
11/16/2009	Clermont County Developmental Disabilities Vendor Fair	Clermont County	Staff working with deaf and hard of hearing customers	150	Exhibit/Demo	CapTel & Relay Ohio	Yes	Educated Staff on CapTel and Relay Ohio services	
11/23/2009	Olentangy School District-Scioto Ridge Elementary Cultural Fair	Powell	Hard of Hearing Student, Counselor, Mother & Teacher	4	Exhibit/Demo	CapTel	Yes	Mother wants 11 year old son to have CapTel for their home as well as for school. CapTel for home will happen but not sure about school.	
Dec-09									
			<b>TOTAL</b>	<b>1,773</b>					