

# Relay Ohio

## Relay Ohio Traffic Report

FY-2009-2010

2009

2010

	JUN	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
TTY-Baudot	16,173	16,723	14,737	14,669	13,490	13,667	13,396	12,199					144,083
Turbo Code	7,825	7,712	7,413	6,706	5,972	5,778	5,634	4,969					52,086
ASCII	91	148	40	101	99	53	132	63					777
Voice	8,396	8,519	7,951	7,906	7,098	7,379	7,775	6,334					61,346
VCO	10,745	11,032	11,207	11,232	11,248	11,571	9,169	8,538					85,262
HCO	842	750	979	762	883	1,027	1,222	865					7,330
Deaf/Blind ASCII													
Deaf/Blind Baudot	10	3	74	11	56	12		3					189
Speech to Speech	699	558	443	273	378	420	429	243					3,413
Spanish Calls	1	5	3	5	4	2	1	1					22
<b>TOTAL</b>	<b>47,783</b>	<b>47,778</b>	<b>39,447</b>	<b>42,662</b>	<b>37,211</b>	<b>37,774</b>	<b>37,170</b>	<b>31,100</b>					<b>312,022</b>
TTY	38.69%	35.81%	34.76%	35.53%	34.74%	34.28%	35.89%	37.01%					35.69%
Turbo Code	17.75%	17.56%	17.46%	15.93%	15.98%	14.71%	15.99%	15.07%					16.12%
ASCII	0.21%	0.34%	0.08%	0.24%	0.25%	0.13%	0.35%	0.19%					0.23%
Voice	19.06%	19.40%	18.75%	18.78%	18.26%	18.78%	20.83%	19.22%					19.13%
VCO	24.38%	25.17%	26.43%	27.89%	28.90%	29.45%	24.59%	25.90%					28.39%
HCO	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%	3.27%	2.89%					2.31%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.09%
Deaf/Blind Baudot	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%	0.06%	0.01%					0.05%
<b>TOTAL NET</b>	<b>29,308</b>	<b>29,156</b>	<b>28,476</b>	<b>28,004</b>	<b>26,153</b>	<b>26,536</b>	<b>24,925</b>	<b>22,306</b>					<b>214,864</b>
Local	164	151	179	125	109	231	400	443					1,802
Intrastate (Intrale)	401	386	366	376	365	360	276	286					2,817
Intrastate (Interle)	1,113	1,178	1,115	905	714	784	691	681					7,171
Interstate Calls	2,980	3,080	2,842	3,071	2,782	2,943	2,880	2,345					23,103
Toll Free	153	124	110	120	95	101	94	69					866
Directory Assistance													
900 (Attempted)													
International	13	55	200	30	10	2	13	2					334
Marine (Attempted)													
Other Calls													
<b>TOTAL COMPLETED</b>	<b>34,132</b>	<b>34,131</b>	<b>33,288</b>	<b>32,538</b>	<b>30,228</b>	<b>30,937</b>	<b>29,249</b>	<b>26,334</b>					<b>280,957</b>
Busy Ring No answer	9,950	9,776	9,113	9,449	8,508	8,330	8,078	6,526					69,330
<b>TOTAL OUTBOUND</b>	<b>44,082</b>	<b>43,907</b>	<b>42,401</b>	<b>42,087</b>	<b>38,836</b>	<b>37,327</b>	<b>37,327</b>	<b>32,967</b>					<b>320,887</b>
General Assistance	25,446	25,166	23,157	24,742	22,900	24,103	24,169	20,421					190,124
<b>TOTAL RELAYED CALLS</b>	<b>69,528</b>	<b>69,093</b>	<b>65,538</b>	<b>66,829</b>	<b>61,736</b>	<b>63,396</b>	<b>61,486</b>	<b>53,881</b>					<b>611,011</b>

FILE

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Average	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
35.56%	36.69%	35.81%	34.76%	35.33%	34.74%	34.28%	35.89%	37.01%	37.01%			
16.12%	17.75%	17.56%	17.48%	15.53%	16.39%	14.71%	15.09%	15.07%	15.07%			
0.23%	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%	0.35%	0.19%	0.19%			
19.13%	19.05%	19.40%	18.79%	18.78%	18.25%	18.78%	20.83%	19.22%	19.22%			
28.59%	24.38%	25.17%	26.43%	27.88%	28.96%	29.45%	24.56%	25.90%	25.90%			
2.31%	1.91%	1.71%	2.31%	1.81%	2.27%	2.81%	3.27%	2.59%	2.59%			
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
0.05%	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%	0.00%	0.01%	0.01%			

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
396,355	343,570	341,527	325,417	323,206	300,820	297,615	319,169	274,650	295,689	279,829	237,316
328,519	309,401	327,137	300,773	295,301	283,393	281,090	272,619	271,922	289,156	246,240	255,802
255,494	232,457	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,788	194,387	206,253
202,844	177,451										

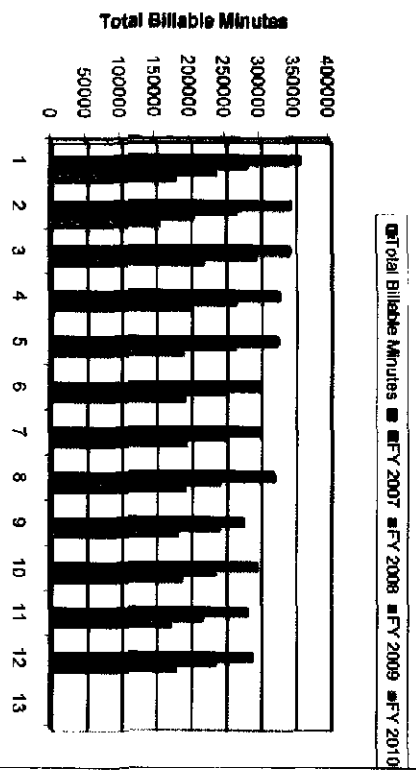
Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
356,926	344,295	342,207	327,175	324,984	301,735	298,577	319,907	275,590	296,327	280,555	287,672
281,075	266,297	283,552	265,651	264,882	253,779	251,388	242,795	242,773	236,426	217,538	225,973
227,108	204,556	219,251	202,052	191,288	192,975	194,508	193,095	183,731	189,973	172,755	180,605
179,519	157,123										

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
110,733	107,517	109,087	107,042	106,447	101,761	100,500	106,507	92,178	98,165	93,408	94,155
92,531	64,879	94,004	87,967	88,351	86,082	85,860	82,055	83,873	78,112	71,232	78,337
79,849	68,564	71,584	69,021	67,242	70,132	69,528	69,093	65,558	67,187	61,738	63,390
61,496	53,381										

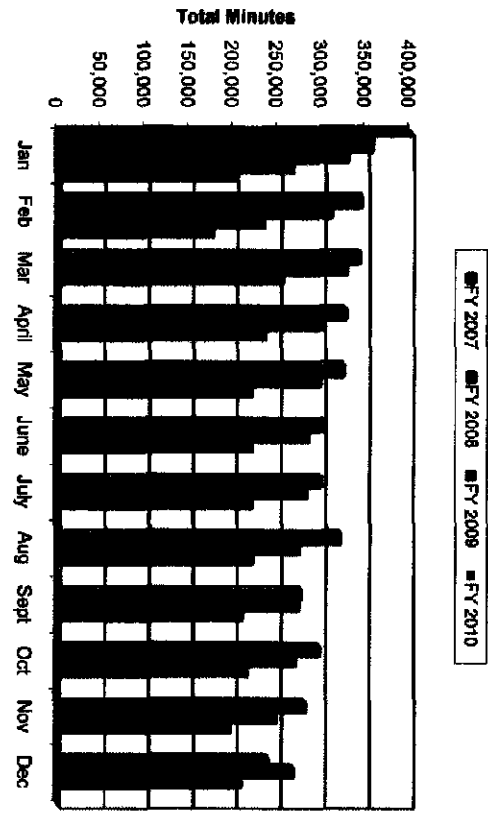
### Average Percentage of Relay Usage



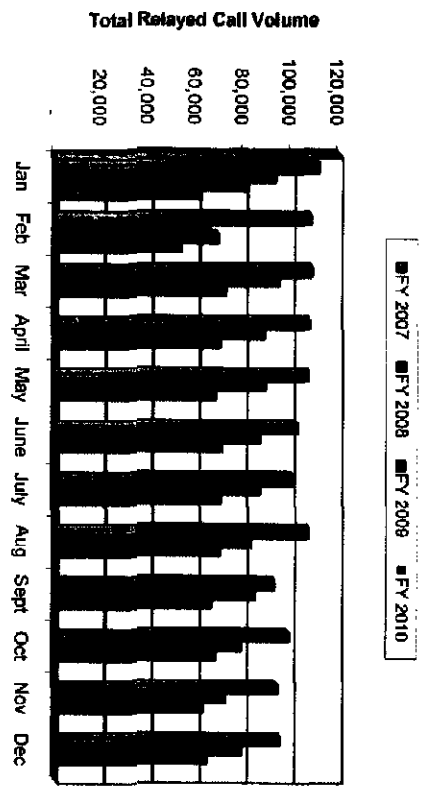
### Total Billable to Ohio Minutes



### Relay Ohio Total Minutes



### Total Call Volume





FY 09-10 Ohio Capital Service Patterns  
Case No. 08-439-TP-CO1

Ohio Contract calls for Session Minutes

2009

2010

	Jan	Feb	Mar	Apr	May	June	Average	Total
Spanish Bilingual Minutes	0	0	0	0	0	0	0	0
Average Per Min Per User	207	209	205	198	172	165	152	922
Average Per Min Per User Billed to State	189	197	165	141	135	152	152	711
Number of Capital Activated	21	19	13	39	161	103	44	102
Number of Capital Shipped	823	830	855	4028	1206	1206	1489	3176
Number of User/Participants	413	418	416	617	891	878	829	1832
Occupancy % User	50%	50%	49%	59%	71%	60%	66%	58%
Average Per call Length Per User	2.82	2.57	2.74	2.72	2.79	2.84	2.87	3.61

Call In	23006	22830	21112	24258	27354	35887	36083	36468	28,782	230,014
Voices In	3617	3639	3627	4437	5783	7359	8292	7207	6,535	44,581

900 Calls	0	0.006	0	0	0	0	0	0	0	0
Answer Machine	571.75	481.20	927.82	739.59	890.40	701.38	590.11	710.67	672	4,933
General Assistance	1388.99	1,212.81	991.35	1,198.19	1,849.88	2,381.42	2,886.82	2,366.71	1,359	13,725
In 2 Line	9,718.24	8,178.43	10,057.44	9,310.28	9,288.95	10,224.11	10,989.88	11,220.75	9,716	79,294
International	119.48	20.07	94.49	165.89	154.13	193.17	146.88	274.13	119	1,159
Interstate	14,382.29	17,828.41	16,274.82	19,425.34	25,419.70	26,872.99	22,394.33	22,394.33	14,382	160,844
Interest	54,943.01	55,722.13	52,829.31	82,859.93	75,188.51	96,115.13	112,788.16	106,204.53	64,943	616,611
Others	1,379.52	1,091.14	1,848.87	1,887.11	1,946.15	1,467.34	1,681.36	1,849.78	1,380	13,891
Toll Free	6,036.43	5,205.22	5,198.78	6,884.53	8,697.26	9,429.40	11,687.54	9,299.95	6,036	62,246
Total of Session Min.	88,607.17	90,237.17	87,817.48	100,182.80	117,280.42	145,611.74	167,283.85	154,218.83	108,018	881,482

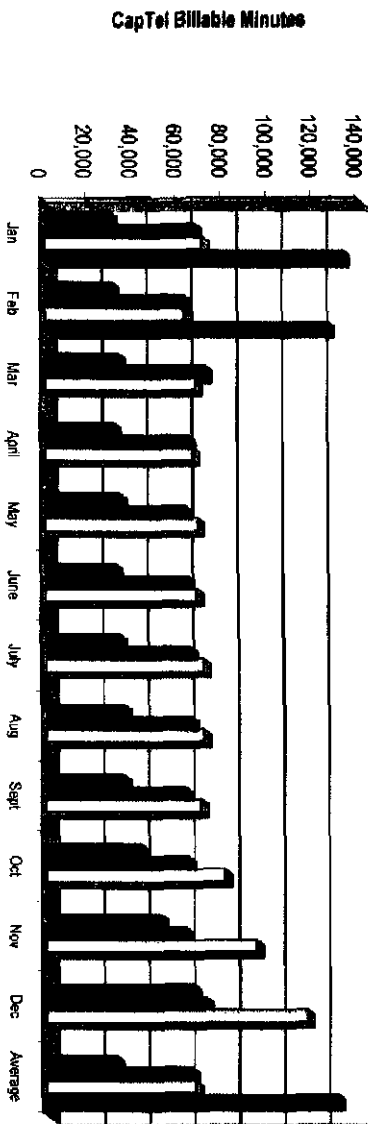
900 Call	0	0	0	0	0	0	0	0	0	0
Answer Machine	421	374	336	492	452	494	428	624	421	3,531
General Assistance	3,587	3,153	2,718	3,262	4,177	5,050	6,967	6,162	3,587	36,786
2 Line	2,344	2,242	2,160	2,161	2,268	2,893	2,540	2,477	2,344	18,775
International	7	7	11	10	38	38	37	43	7	191
Inter-state	2,354	2,795	2,552	3,183	3,010	3,782	3,882	3,225	2,354	24,773
Intra-state	16,348	16,572	15,367	17,745	21,089	28,025	31,039	28,726	16,348	174,892
Others	610	631	664	734	772	668	701	818	610	5,388
Toll Free	1,042	995	931	1,107	3,181	1,616	2,031	1,990	1,042	12,773
Total	28,713	28,789	24,798	28,699	34,937	43,246	47,136	40,845	28,713	365,898

Capital Statistic

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	
Inter-state Billable Min	14,382.29	17,898.44	16,274.02	17,517.18	19,426.34	26,419.70	26,622.99	22,394.33	0.00	0.00	0.00	0.00	17,784.92	490,064.26
Less International Session Min	119.48	20.07	94.49	166.80	184.13	193.17	148.69	274.13	0.00	0.00	0.00	0.00	1,281.86	1,167.86
Less Toll Free	3,078.53	2,684.89	2,651.38	3,414.21	4,435.60	4,809.04	5,960.65	4,741.46	0.00	0.00	0.00	0.00	3,527.29	31,745.88
2 Line Session Min (71%)	1,068.79	0.00	0.00	0.00	0.00	0.00	1,208.89	0.00	0.00	0.00	0.00	0.00	263.08	2,377.88
Billable to OH	69,838.57	69,833.97	69,791.99	79,075.81	93,346.36	116,489.83	133,144.73	126,672.68	0.00	0.00	0.00	0.00	83,912.59	756,212.53
MECA Billable Minutes	21,549.09	28,584.40	24,342.78	26,286.40	29,097.89	38,088.52	40,112.95	33,841.88	0.00	0.00	0.00	0.00	26,628.19	239,633.71

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	
FY-07	28,746	29,938	32,215	30,596	32,842	31,302	32,690	34,600	34,048	41,810	50,007	65,160	584,832	444,634
FY-08	61,478	61,780	70,880	63,484	63,049	63,039	63,847	64,532	61,603	62,901	61,437	70,511	64,667.80	772,276
FY-09	69,839	61,295	66,513	65,195	67,747	66,345	69,858	69,834	61,732	78,075	93,345	115,489.83	96,234.10	694,699
FY-10	133,145	123,672											129,408.87	286,818

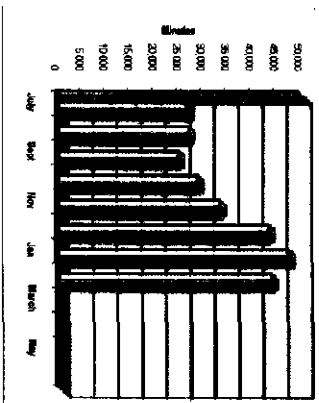
Relay Ohio CapTel



Total Number of Calls

Month	Total Number of Calls
July	26,713
Aug	26,769
Sept	24,739
Oct	28,896
Nov	33,137
Dec	43,248
Jan	47,336
Feb	43,665
March	
April	
May	
June	

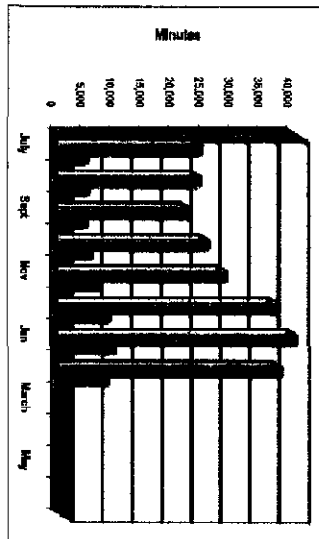
Total Number of CapTel Calls



Called by CapTel or Voice Caller

Month	Called by CapTel	Called by Voice Caller
July	23,028	3,677
Aug	22,830	3,939
Sept	21,112	3,627
Oct	24,268	4,437
Nov	27,384	5,783
Dec	35,887	7,359
Jan	39,083.00	8,252
Feb	36,458.00	7,207.00
March		
April		
May		
June		

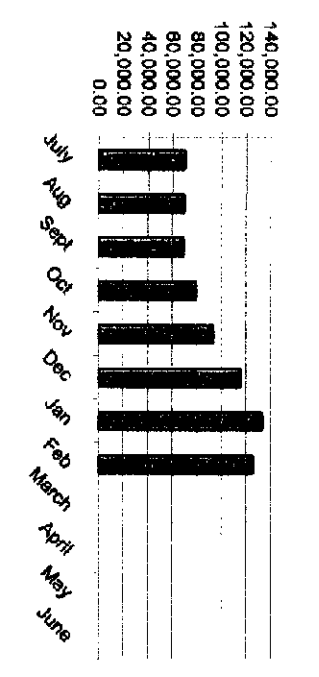
State CapTel Comparisons

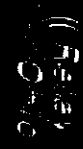


CapTel Billable Minutes to Ohio

Month	CapTel Billable Minutes to Ohio
July	69,858.57
Aug	69,833.97
Sept	68,791.99
Oct	79,075.41
Nov	93,345.38
Dec	115,489.83
Jan	133,144.73
Feb	125,672.68
March	
April	
May	
June	

CapTel Billable Minutes to Ohio





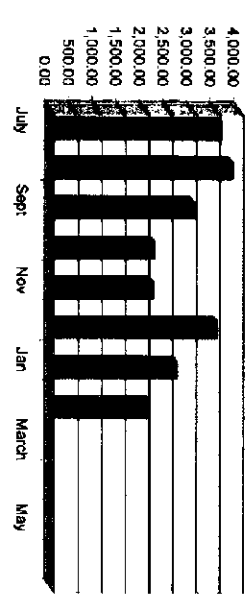
Contract for Session Minutes

Speech to Speech Minutes	2008					2010					Total	
	Jan	Feb	Mar	Apr	May	Jan	Feb	Mar	Apr	May		
Total Session Minutes	0,492.00	4,599.00	3,479.25	2,817.21	2,914.00	4,293.24	3,901.25	2,805.19			3,209.00	18,112.45
Total Conference Minutes	3,457.91	3,438.41	1,844.88	1,806.08	1,778.04	1,914.41	2,430.24	1,708.87			2,226.99	17,704.89
Executive Session Minutes of Law	1,457.08	342.89	3.87	14.29	81.14	10.48	14.00	19.22			229.84	1,632.21
Administrative Session Minutes of Law	30.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	30.10
Executive DA Session Minutes of Law	1,457.08	877.32	454.86	692.19	702.83	782.10	1,211.10	743.54			897.67	6,660.59
Executive DA Session Minutes of Law ETR	81.23	33.11	0.00	0.00	0.00	0.00	21.41	21.21			15.87	126.85
2009 Session Minutes of Law ETR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00
Total Session Minutes of Law	3,616.40	3,833.63	3,020.89	2,160.79	2,108.69	3,520.76	2,854.74	2,081.12	0.00	0.00	1,927.87	23,042.43

Number of Calls Made  
Average Length of Call

Total Numbers of Unsuccessful Calls Speech to Speech (STS) Calls	2008					2010					Total	
	Jan	Feb	Mar	Apr	May	Jan	Feb	Mar	Apr	May		
Total	310	275	282	154	197	215	204	135			1743	
Lawrence	0	1	0	4	5	1	2	0			21	
Leavitt	59	15	0	0	6	3	4	2			62	
Theodore Beitzinger	28	26	64	15	17	15	28	10			197	
General Assistance	0	0	6	0	0	0	0	0			6	
Administrative	1	0	0	0	0	0	0	0			1	
2009	0	0	0	0	0	0	0	0			0	
Less 7th Pym	120	119	71	87	99	75	122	69			784	
Session Calls	0	0	0	0	0	0	0	0			0	
Other Calls	0	0	0	0	0	0	0	0			0	
Other Calls	0	0	0	0	0	0	0	0			0	
Total STS Session Minutes	0.00	4.90	3.47	2.91	2.91	4.29	3.90	2.80			2.90	21.01
Total STS Session Minutes	3.61	2.48	3.02	2.16	2.10	3.52	2.85	2.08	0.00	0.00	1.92	21.81
Ohio STS	3,819.89	3,838.63	3,020.89	2,160.73	2,108.69	3,520.76	2,854.74	2,081.12	0.00	0.00	1,927.87	23,042.43

Ohio STS FY 2009-2010 (Billiche)







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

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Target Audience:

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Date	Event	City	Target Audience	Printed by	Printer	Printed at	Page	of
Jul-09	Contractor training	Columbus	Trainers	5	P/Demo	PP Present	Yes	Trainers ready to go and educate Ohioans @ Relay Ohio and CapTel
7/23/2009	Contractor training	Columbus	Trainers	7	Pres	PP Present	Yes	
Aug-09								
8/31/2009	Franklin County Fall Kickoff	Columbus	Franklin County employees and downtown employees	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	P/Demo	Relay Ohio Materials	Yes	8th 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		P/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	

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
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								
12/29/2009	Columbus Blue Jackets	Columbus	General Public	5,000	Exhibit	CapTel & Relay Ohio	Yes	Educated a lot of people on CapTel features and options; Relay Ohio services esp HCO and VCO
Jan-10								
1/9/2010	HLAA - Cincinnati	Cincinnati	HLAA Members	55	Exhibit & Presentation	CapTel & Relay Ohio	Yes	Generated interest in buying CapTel phones
Feb-10								
2/14/2010	Clark County Deaf Community	Springfield	Clark County Deaf Community Club	8	Presentation	PP Handouts	Yes	Information/ Education was accomplished. Not a good place to present it
2/17/2010	Columbus State Community College	Columbus	ASL Class	12	Presentation/Demo	CapTel & Relay Ohio	Yes	Educated ASL Students and General Public about CapTel and Relay Ohio
2/18/2010	Ohio Domestic Violence Network	Columbus	DV Network Members	25	Presentation/Demo	CapTel & Relay Ohio	Yes	DV Organizations more interest in placing TTYs at their shelters and CapTels to help their DV survivors call family
2/20/2010	COSI-Deaf Awareness Day	Columbus	Ohio University ASL Club -- Members + General Public	230	Exhibit	CapTel & Relay Ohio	Yes	Educated ASL Members and General Public about CapTel and Relay Ohio (HCO, VCO, Spanish Relay)

2/20/2010	Silent Weekend	South Bloomingville	HOH with Cochlear Implants	20	Roundtable/Exhibit	CapTel	Yes	Generated a lot of interest in CapTel and possible new CapTel users
2/20/2010	CapTel Training	South Bloomingville	HOH with Cochlear Implant	1	Demonstration	CapTel	Yes	Interested in buying CapTel
2/20/2010	CapTel Training	South Bloomingville	HOH with Cochlear Implants	1	Demonstration	CapTel	Yes	Increased CapTel knowledge
2/26/2010	Kent State University	Warren	Kent Students, ASL Club Members and General Community	50	Presentation/Exhibit	CapTel & Relay Ohio	Yes	Present/Exhibit CapTel & Relay Ohio info prior to the showing of the ASL film, "Gerald"

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