

FILE

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FY-2009-2010

Relay Ohio Traffic Report

Case No. CG-439-TP-CO

Public Utilities Commission  
 100 North High Street  
 Columbus, Ohio 43260-1101  
 614-467-2200  
 www.puc.ohio.gov



2009

2010

TOTAL CALLS (LINE C) (BOUND)	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
TTY-Baudot	16,173	16,723	14,737	14,669	13,490	13,467	13,395	12,169	13,060				127,113
Turbo Code	7,825	7,712	7,413	6,705	5,972	5,778	5,634	4,968	5,392				57,400
ASCII	91	148	40	101	99	63	132	63	17				744
Voice	8,396	8,519	7,961	7,906	7,068	7,379	7,775	6,334	6,594				67,942
VCO	10,745	11,062	11,207	11,732	11,248	11,571	9,169	8,538	10,132				95,384
HCO	842	750	979	762	863	1,027	1,222	855	1,127				8,447
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-				-
Deaf/Blind Baudot	10	3	74	11	56	12	-	3	-				169
Speech to Speech	669	568	443	273	378	420	429	243	321				3,734
Spanish Calls	1	5	3	5	4	2	1	1	-				22
<b>TOTAL</b>	<b>41,732</b>	<b>44,470</b>	<b>42,317</b>	<b>42,365</b>	<b>38,218</b>	<b>38,709</b>	<b>37,717</b>	<b>31,947</b>	<b>31,947</b>				<b>311,947</b>
TTY	36.69%	35.81%	34.76%	35.33%	34.74%	34.28%	35.89%	37.01%	35.96%				35.61%
Turbo Code	17.75%	17.66%	17.48%	15.93%	15.36%	14.71%	15.05%	15.07%	14.84%				15.93%
ASCII	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%	0.35%	0.19%	0.05%				0.21%
Voice	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%	20.83%	19.22%	18.15%				19.02%
VCO	24.36%	25.17%	26.43%	27.88%	28.95%	29.45%	24.56%	25.90%	27.85%				26.74%
HCO	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%	3.27%	2.59%	3.10%				2.40%
Deaf/Blind ASCII	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%				0.05%
<b>TOTAL</b>	<b>29,368</b>	<b>29,156</b>	<b>28,476</b>	<b>28,004</b>	<b>26,163</b>	<b>26,536</b>	<b>24,925</b>	<b>22,306</b>	<b>24,146</b>				<b>239,010</b>
Local	164	151	179	125	109	231	400	443	353				2,155
Intrastate (Intralata)	401	386	366	375	365	360	276	268	408				3,225
Intrastate (Interlata)	1,113	1,178	1,115	905	714	784	681	681	909				8,080
Toll Free	2,980	3,080	2,842	3,071	2,762	2,943	2,650	2,545	2,900				26,003
Directory Assistance	153	124	110	120	95	101	94	69	104				970
800 (Attempted)	-	-	-	-	-	-	-	-	-				-
International	13	56	200	36	10	2	13	2	2				336
Mainline (Attempted)	-	-	-	-	-	-	-	-	-				-
Other Calls	-	-	-	-	-	-	-	-	-				-
<b>TOTAL COMPLETED</b>	<b>34,132</b>	<b>34,131</b>	<b>33,268</b>	<b>32,638</b>	<b>30,228</b>	<b>30,967</b>	<b>29,249</b>	<b>26,334</b>	<b>28,822</b>				<b>279,779</b>
Busy Ring No answer	9,980	9,776	9,113	9,449	8,808	8,300	8,078	6,626	7,500				77,430
<b>TOTAL OUTBOUND</b>	<b>44,062</b>	<b>43,907</b>	<b>42,461</b>	<b>42,087</b>	<b>38,838</b>	<b>39,287</b>	<b>37,327</b>	<b>32,660</b>	<b>36,322</b>				<b>367,269</b>
General Assistance	25,446	25,186	23,157	24,742	22,900	24,403	24,169	20,421	21,822				211,946
<b>TOTAL</b>	<b>107,415</b>	<b>107,400</b>	<b>105,536</b>	<b>105,452</b>	<b>99,046</b>	<b>100,714</b>	<b>97,478</b>	<b>89,694</b>	<b>96,148</b>				<b>967,111</b>

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 Date Processed 4-29-2010  
 Technician [Signature]

149,152.13	147,911.07	144,536.68	146,827.00	131,667.60	142,298.32	141,401.83	123,717.17	129,888.07	1,267,019.87
219,882.65	219,526.83	208,348.13	214,768.50	194,367.78	206,263.77	202,844.77	177,460.60	187,966.70	1,831,429.63
9,021.92	6,988.68	8,328.90	7,711.07	6,336.67	6,107.49	6,879.33	6,040.27	7,965.00	70,386.84
87.98	392.60	692.67	257.43	66.38	78.78	74.85	25.15	13.17	1,769.01
16,186.77	16,977.99	16,389.66	16,769.21	16,082.94	16,089.09	16,306.35	14,254.67	16,362.05	143,616.94
66.30	61.17	75.66	107.95	56.33	23.13	26.70	6.62	22.34	447.83
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
57,926	68,068	65,192	55,778	90,734	52,969	51,462	45,220	48,524	475,873
55,985	55,892	52,824	53,952	49,859	52,067	50,498	44,007	47,089	33,249
57,926	58,058	55,182	55,778	50,734	52,969	51,462	45,220	48,524	475,873
1,941	2,166	2,368	1,826	875	922	964	1,213	1,435	13,700
1,502	789	1,499	1,473	1,392	1,378	1,315	1,262	1,307	1317.44
2,500	1,289	2,457	2,435	2,343	2,277	2,302	2,164	2,073	2202.22
3.92	3.92	3.94	3.97	3.89	3.96	4	4.02	3.96	3.96
2.66	2.64	2.73	2.72	2.63	2.72	2.78	2.8	2.75	2.71
6.63	6.55	6.32	6.66	6.48	6.62	7.02	6.84	6.61	6.66
94.0%	92.0%	92.0%	93.0%	96.0%	97.0%	97.0%	95.0%	94.0%	94.44%
1.8	2.1	2.3	1.9	1.2	1.0	1.2	1.4	1.5	160.40%
4	9		11	2	5	5	5	7	48
3	9	2	10	12	10	20	4	13	83
169	222	241	389	111	591	331	262	376	2,682
0	0	0	0	0	0	0	0	0	
RCC Minutes (effective 7/1/2009)									

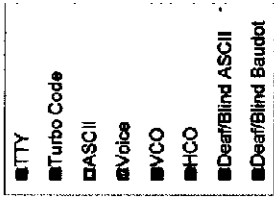
Average	2009												2010											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
35.61%	35.60%	35.81%	34.76%	34.76%	35.33%	34.74%	34.28%	34.28%	35.89%	37.01%	35.96%	35.96%												
15.98%	17.75%	17.56%	17.48%	17.48%	15.93%	15.38%	14.71%	14.71%	15.09%	15.07%	14.84%	14.84%												
0.21%	0.21%	0.34%	0.09%	0.09%	0.24%	0.25%	0.13%	0.13%	0.35%	0.19%	0.05%	0.05%												
19.02%	19.05%	19.40%	18.75%	18.75%	18.78%	18.25%	18.76%	18.76%	20.83%	19.22%	18.16%	18.16%												
26.74%	24.38%	25.17%	26.43%	26.43%	27.68%	28.96%	29.45%	29.45%	24.56%	25.90%	27.89%	27.89%												
2.40%	1.91%	1.71%	2.31%	2.31%	1.81%	2.27%	2.61%	2.61%	3.27%	2.59%	3.10%	3.10%												
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%												
0.05%	0.02%	0.01%	0.17%	0.17%	0.03%	0.14%	0.03%	0.03%	0.00%	0.01%	0.00%	0.00%												

Total Minutes	2009												2010											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
356,355	343,570	341,527	325,417	323,206	300,820	297,615	319,169	274,650	296,689	279,829	237,316	237,316	328,519	309,401	327,137	300,773	296,301	283,363	281,090	272,619	271,922	268,156	246,240	265,802
265,494	232,467	254,018	234,516	219,254	219,402	219,882	219,527	208,348	214,788	194,367	206,263	206,263	179,619	157,123	163,584									

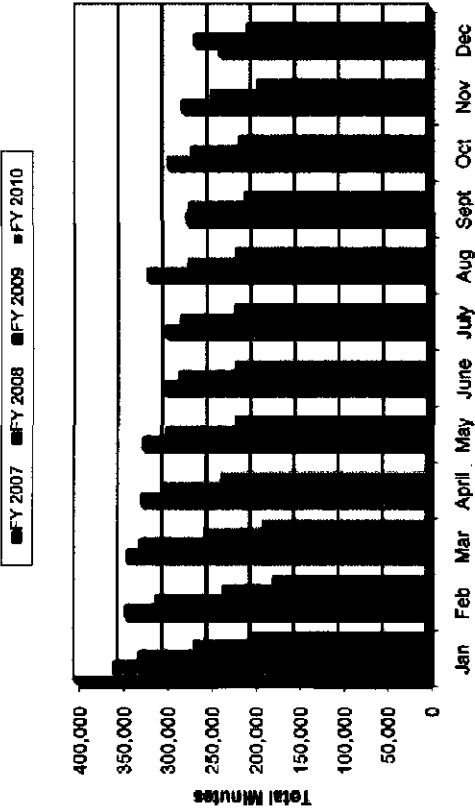
Total Miles Driven	2009												2010											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
365,926	344,296	342,207	327,175	324,984	301,735	298,577	319,907	275,650	296,327	280,555	267,672	267,672	281,075	265,297	283,952	265,651	264,882	263,779	251,388	242,795	242,773	236,426	217,539	235,973
237,106	204,656	219,351	202,052	191,288	192,976	194,508	183,065	163,731	189,973	172,765	180,605	180,605	179,619	157,123	163,584									

Total Miles per Gallon	2009												2010											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
110.733	107.517	108.087	107.042	106.447	101.761	100.500	106.607	92.178	98.165	93.408	94.155	94.155	92.631	64.679	94.004	87.867	86.361	86.062	85.880	82.055	83.873	78.112	71.232	78.337
79.949	68.554	71.584	69.021	67.242	70.132	69.528	69.093	65.558	67.187	61.736	63.390	63.390	61.485	53.361	58.144									

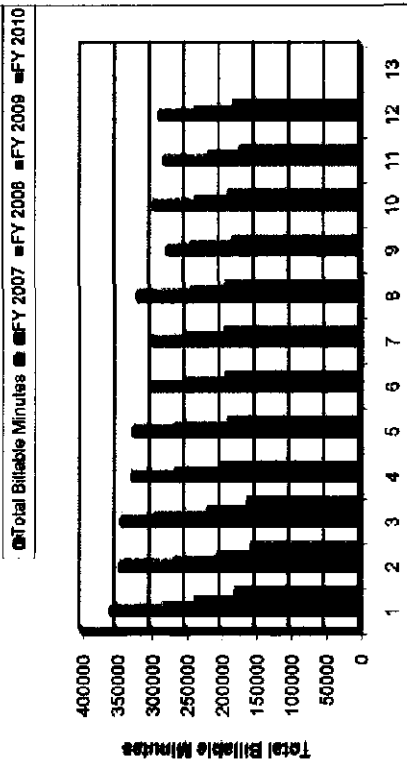
Average Percentage of Relay Usage



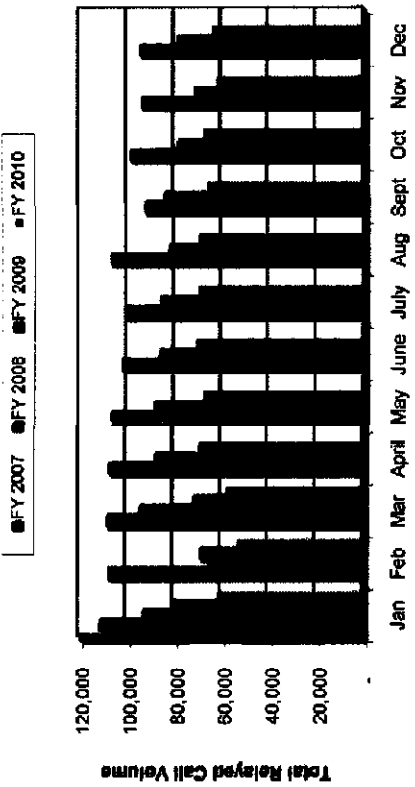
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



**FY-09/10 Ohio CapTel Service Patterns**  
**Case No. 08-439-TP-COI**

By: **James P. Kelly**, Clerk of Court  
 Date: **08/11/10**  
 Court: **10th District Court**  
 Cause No: **08-439-TP-COI**  
 Page: **1**



**Ohio Contract calls for Session Minutes**

**2009**

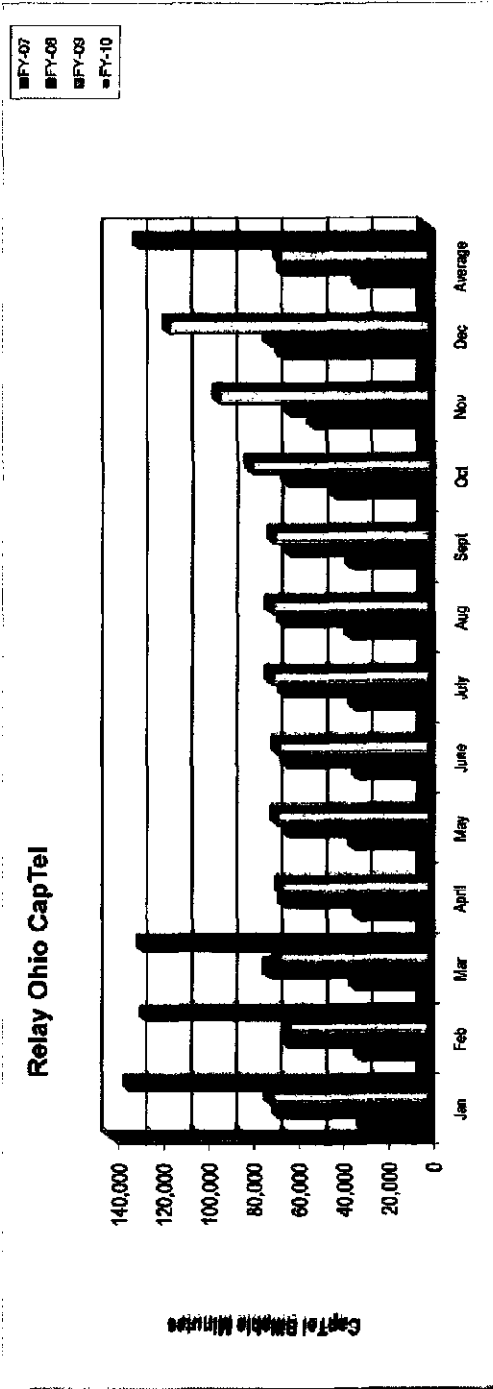
**2010**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
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	155	182	162	163	159	159	178	178	822
Average Per Min Per User billed to State	166	167	165	153	141	135	152	142	145	139	139	159	159	711
Number of CapTel Activated	21	19	13	99	161	161	103	44	50	50	75	75	75	108
Number of CapTel Shipped	833	839	856	1028	1206	1462	1469	1516	1489	1462	1462	1462	1462	1776
Number of Users Participants	413	418	416	517	681	855	878	829	832	829	829	829	829	1062
Occupancy % User	50%	50%	49%	50%	55%	71%	60%	56%	55%	55%	55%	55%	55%	56%
Average Per call Length Per User	2.82	2.57	2.74	2.72	2.79	2.84	2.81	2.88	2.88	2.88	2.88	2.88	2.88	3.57
Call In	23036	22830	21112	24258	27354	35887	39083	36438	39400	39400	39400	39400	39400	269478
Voice In	3677	3939	3627	4437	5783	7359	8252	7207	7925	7925	7925	7925	7925	62208
Total Calls	26713	26769	24739	28695	33137	43246	47335	43645	47325	47325	47325	47325	47325	331686
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	571.75	481.20	527.82	739.58	690.40	701.38	580.11	710.67	800.57	800.57	800.57	800.57	800.57	5,718
General Assistance	1358.99	1,212.51	981.36	1,198.19	1,648.59	2,361.42	2,596.92	2,365.71	2,610.77	2,610.77	2,610.77	2,610.77	2,610.77	16,334
In 2 Line	9,716.24	8,176.43	10,057.44	9,310.28	9,598.96	10,224.11	10,989.88	11,220.75	10,284.58	10,284.58	10,284.58	10,284.58	10,284.58	80,289
International	119.48	20.07	94.46	155.80	154.13	193.17	146.69	274.13	154.00	154.00	154.00	154.00	154.00	1,313
Intrastate	14,380.29	17,828.41	16,274.02	17,517.19	19,425.34	25,419.70	28,821.90	22,394.33	22,821.90	22,821.90	22,821.90	22,821.90	22,821.90	182,266
Intrastate	54,943.01	55,722.13	52,829.31	62,859.93	75,198.51	86,115.13	112,798.46	106,204.53	108,798.94	108,798.94	108,798.94	108,798.94	108,798.94	723,470
Others	1,379.52	1,691.14	1,848.87	1,687.11	1,946.15	1,467.34	1,681.36	1,848.78	2,813.98	2,813.98	2,813.98	2,813.98	2,813.98	18,383
Toll Free	6,036.43	5,205.22	5,198.78	6,694.53	8,697.26	9,429.49	11,697.54	9,298.95	10,854.49	10,854.49	10,854.49	10,854.49	10,854.49	73,111
Total	81,297.71	80,331.41	77,311.41	87,311.41	97,311.41	117,311.41	127,311.41	117,311.41	127,311.41	127,311.41	127,311.41	127,311.41	127,311.41	1,060,018
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	421	374	336	462	452	484	428	524	674	674	674	674	674	4,118
General Assistance	3,887	3,153	2,718	3,262	4,177	6,080	6,687	6,162	6,707	6,707	6,707	6,707	6,707	42,469
In 2 Line	2,344	2,242	2,160	2,161	2,258	2,393	2,540	2,477	2,596	2,596	2,596	2,596	2,596	21,311
International	7	7	11	10	38	37	43	36	36	36	36	36	36	227
Intrastate	2,364	2,795	2,552	3,183	3,010	3,762	3,892	3,419	3,419	3,419	3,419	3,419	3,419	28,112
Intrastate	16,348	16,572	15,367	17,746	21,059	28,025	31,038	28,728	30,974	30,974	30,974	30,974	30,974	203,888
Others	610	631	664	734	772	858	701	619	918	918	918	918	918	8,590
Toll Free	1,042	985	931	1,107	1,161	1,890	2,031	1,890	2,087	2,087	2,087	2,087	2,087	14,990
Total	26,713	26,769	24,739	28,695	33,137	43,246	47,335	43,645	47,325	47,325	47,325	47,325	47,325	331,686

Inter-state Billable Min	14,382.28	17,828.41	16,274.02	17,517.18	19,425.34	23,415.70	26,822.89	22,384.33	22,821.90	0.00	0.00	0.00	20,320.89	182,898.16
Less International Session Min	118.46	20.07	84.48	155.80	184.13	193.17	148.89	274.13	154.00	0.00	0.00	0.00	148.77	1,311.96
Less Toll Free	3,078.88	2,654.86	2,651.38	3,414.21	4,435.60	4,809.04	5,980.85	4,741.45	5,540.89	0.00	0.00	0.00	4,142.84	37,288.47
Z Line Session Min (11%)	1,088.78	0.00	0.00	0.00	0.00	0.00	1,208.89	0.00	0.00	0.00	0.00	0.00	253.08	2,277.48
Billable in OH	65,338.57	69,833.97	68,791.99	79,078.41	93,345.35	115,489.83	132,144.72	125,672.68	128,612.40	0.00	0.00	0.00	98,202.77	883,824.83
MECA Billable Minutes	21,548.08	26,884.40	24,342.78	28,288.40	28,097.88	38,883.52	40,119.95	33,641.88	34,153.83	0.00	0.00	0.00	30,423.59	278,812.34

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Average
FY-07	28,746	28,956	32,215	30,590	32,842	31,302	32,460	34,049	34,049	41,810	50,697	65,140	38,463.88
FY-08	68,470	61,780	70,300	63,494	62,040	63,038	63,847	64,333	61,603	62,901	61,477	70,911	64,877.80
FY-09	69,859	61,535	65,513	65,108	67,747	68,945	69,838	69,834	68,792	79,075	93,345	115,489.83	84,384.00
FY-10	133,145	128,673	127,483										128,786.81

Relay Ohio CapTel



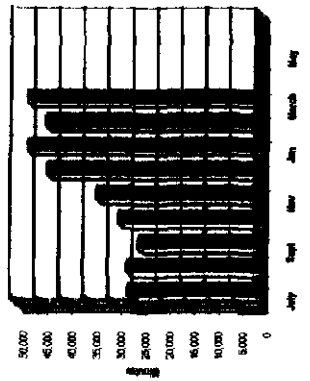
87-000-010 Ohio CapTel Service Calls

Month	Total Number of Calls
July	26,713
Aug	26,769
Sept	24,739
Oct	28,696
Nov	33,137
Dec	43,246
Jan	47,338
Feb	43,665
March	47,386
April	
May	
June	

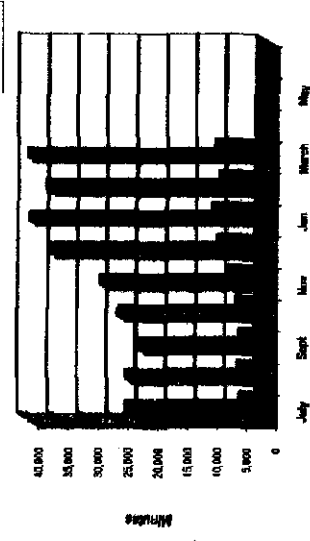
Month	Called by CapTel or Voice Caller
July	23,026
Aug	22,820
Sept	21,112
Oct	24,258
Nov	27,354
Dec	35,887
Jan	39,063.00
Feb	36,459.00
March	39,486.00
April	
May	
June	

Month	CapTel Billable Minutes to Ohio
July	69,890.57
Aug	69,833.97
Sept	68,791.99
Oct	79,075.41
Nov	99,945.35
Dec	119,499.83
Jan	139,144.73
Feb	128,572.69
March	127,483.30
April	
May	
June	

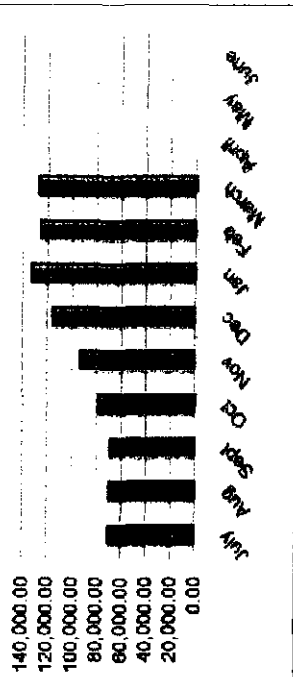
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



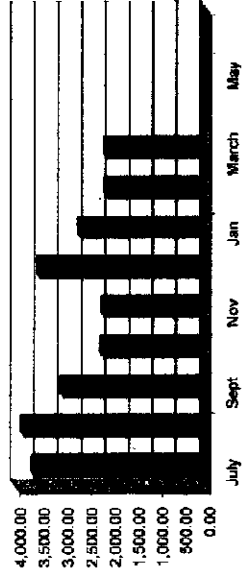


	2010											
	Contract for Session Minutes											
	Speech to Speech Minutes											
Total Session Min	6,532.09	4,899.95	3,479.32	2,817.21	2,914.59	4,283.24	3,981.29	2,865.19	3,090.39	3,881.52	4,843.72	18,959.01
Total Conversation Min	3,857.21	2,436.41	1,844.93	1,605.96	1,778.04	1,904.41	2,430.84	1,706.37	1,824.32	2,185.76	18,959.01	18,959.01
Interstate Session Minutes of Use	1,467.09	342.88	3.57	14.39	61.14	10.98	14.00	19.39	0.00	3.70	182.31	33.27
International Session Minutes of Use	30.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.12	0.00	0.00	0.00
Interstate Toll Free Session Minutes of Use	1,437.09	877.92	454.95	628.19	702.53	758.10	1,811.10	743.54	592.07	685.06	7743.03	7743.03
Interstate DA Session Minutes of Use	51.33	53.11	0.00	0.00	0.00	0.00	21.41	21.21	2.33	14.37	139.28	139.28
SD Session Minutes of Use 67%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Billable Speech to Speech	2,616.66	3,836.63	3,020.69	2,180.73	2,150.92	3,630.76	2,864.74	2,981.12	2,092.77	2,094.27	25,186.22	25,186.22

Number of Calls Made  
Average Length of Call

	2009												2010											
	Total Numbers of Completed Calls Speech to Speech (STS) Calls																							
Local	310	376	308	164	187	516	304	136	155	168	1,689	1,689												
Interstate	0	1	5	4	5	4	2	0	0	0	28	28												
International	33	13	0	0	6	2	4	2	0	0	62	62												
Directory Assistance	32	28	54	15	17	15	28	10	26	0	323	323												
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0												
Informational	1	0	0	0	0	0	0	0	0	0	1	1												
900	0	0	0	0	0	0	0	0	0	0	0	0												
Long Toll-Free	192	119	71	67	99	75	132	69	92	0	876	876												
Marina Calls	0	0	0	0	0	0	0	0	0	0	0	0												
Emergency/No Answer	0	0	0	0	0	0	0	0	0	0	0	0												
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0												
Total STS Calls	529	436	382	240	324	312	370	216	378	0	2,065	2,065												
Total STS Session Minutes	6,532	4,899	3,478	2,817	2,915	4,283	3,981	2,865	3,090	3,881	18,959	18,959												
Total STS Billable Minutes	3,617	2,436	2,000	1,160	1,150	1,904	2,430	1,706	1,824	2,185	18,959	18,959												
Ohio STS	3,816	3,836	3,020	2,180	2,150	3,630	2,864	2,981	2,092	2,094	25,186	25,186												

Ohio STS FY 2009-2010 (Billable)





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

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Yes	Trainers ready to go and educate Ohioans @ Relay Ohio and CapTel
Jul-09								
Jul-09	Contractor training	Columbus	Trainers	5	Pr/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 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 800j 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 800j generated a lot of interest

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

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
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
1/9/2010	HLAA - Cincinnati	Cincinnati	HLAA Members	55	Exhibit & Presentation	CapTel & Relay Ohio	Yes	Generated interest in buying CapTel phones
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"
3/5/2010	Ohio ACTE 2010 Spring Conference	Columbus	Special Education Teachers, Parents and other professionals	250	Exhibit	CapTel & Relay Ohio	Yes	Several referrals for 1-1 CapTel trainings
3/5/2010	Ohio Consumer Advisory Council	Columbus	ORCC Members	10	Presentation	Updates on CapTel and Relay Ohio presentations/exhibits around the state	Yes	ORCC educated on what Relay Ohio trainers have accomplished to date
3/6/2010	HLAA	Beachwood	HLAA Members	55	Presentation	CapTel	Yes	Educated HLAA members on CapTel features and services
3/6/2010	HLAA	Columbus	HLAA Members	22	Presentation	CapTel	Yes	Educated HLAA members on CapTel features and services
3/6/2010	BRAD Celebration	Columbus	BRAD members	15	Presentation	Relay Ohio & CapTel	Yes	Increased CapTel & Relay Ohio knowledge
3/9/2010	St. Luke's Hospital	Maumee	Staff	10	Presentation/Demo	CapTel & Relay Ohio	Yes	Educated St. Luke's staff on CapTel and Relay Ohio services
3/9/2010	Toledo Hearing and Speech Center	Toledo	Staff	5	Presentation/Demo	CapTel & Relay Ohio	Yes	Educated on Relay Ohio & CapTel services
3/13/2010	HLAA Northern Ohio Chapter Open House	Painesville	HLAA Members	25	Presentation	CapTel & Relay Ohio	Yes	Educated on Relay Ohio & CapTel services
3/16/2010	BVR-Columbus	Columbus	BVR Staff	2	Presentation	CapTel & Relay Ohio	Yes	Educated on Relay Ohio & CapTel services
3/20/2010	University of Cincinnati	Cincinnati	General Public	300	Exhibit	CapTel & Relay Ohio	Yes	Increased CapTel & Relay Ohio knowledge
3/20/2010	HLAA Wayne & Holmes County Chapter Open House	Wooster	HLAA Members	27	Presentation	CapTel & Relay Ohio	Yes	Increased CapTel & Relay Ohio knowledge

3/27/2010	CP Expo	Mason	People with CP, Families and providers	300	Exhibit	CapTel & Relay Ohio	Yes	Educated people on CapTel and Relay Ohio
3/27/2010	ASL Idol	Columbus	General Public	50	Exhibit	CapTel & Relay Ohio	Yes	Increased CapTel & Relay Ohio knowledge