



Relay Ohio Traffic Report

FY-2009-2010

FILE

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

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

2009

2010

TOTAL CALL VOLUME (Outbound)	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
TTY-Baudot	16,173	15,723	14,737	14,869	13,490	13,467	13,395	12,199	13,060	11,710	12,989		151,812
TDD Code	7,825	7,712	7,413	6,706	5,972	5,778	5,834	4,968	5,392	5,346	5,566		68,302
ASCI	91	148	40	101	99	53	132	63	17	103	98		995
Voice	8,396	8,519	7,951	7,996	7,088	7,379	7,775	6,334	6,594	6,834	7,193		81,769
VCO	10,745	11,052	11,207	11,232	11,248	11,571	9,169	8,538	10,132	10,318	10,340		116,052
HCO	842	750	979	762	833	1,027	1,222	865	1,127	894	633		9,974
Dead/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-		-
Dead/Blind Baudot	10	3	74	11	59	12	-	3	-	46	5		280
Speech to Speech	699	558	443	273	378	420	429	243	321	201	208		4,143
Spanish Calls	1	5	3	5	4	2	1	1	-	2	10		34
TOTAL	44,782	44,470	42,847	42,385	38,218	39,709	37,757	33,204	36,643	35,254	36,592		433,211
% PERCENTAGE OF CALLS													AVERAGE
TTY	36.89%	35.81%	34.75%	35.33%	34.74%	34.28%	35.89%	37.01%	35.59%	33.41%	35.32%		35.38%
TDD Code	17.75%	17.56%	17.49%	15.93%	15.39%	14.71%	15.09%	15.07%	14.89%	15.25%	15.11%		15.83%
ASCI	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%	0.35%	0.19%	0.03%	0.29%	0.16%		0.21%
Voice	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%	20.83%	19.22%	18.15%	18.93%	19.59%		19.08%
VCO	24.38%	25.17%	26.43%	27.89%	29.96%	29.45%	24.96%	25.90%	27.89%	29.44%	28.12%		27.11%
HCO	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%	3.27%	2.59%	3.10%	2.55%	1.72%		2.35%
Dead/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
Dead/Blind Baudot	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%	0.00%	0.01%	0.00%	0.13%	0.01%		0.05%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	29,308	29,156	28,476	28,004	26,153	26,536	24,925	22,306	24,146	23,294	23,737		288,041
Infrastructure (Intrata)	164	151	179	125	109	231	400	443	353	391	245		2,791
Infrastructure (Interata)	401	386	386	375	365	360	276	288	408	384	536		4,145
Interstate Calls	1,113	1,178	1,115	905	714	784	681	681	909	630	734		9,444
Toll Free	2,980	3,090	2,842	3,071	2,782	2,943	2,860	2,545	2,900	2,798	2,534		31,395
Directory Assistance	153	124	110	120	95	101	94	69	104	150	79		1,199
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-		-
International	13	56	200	38	10	2	13	2	2	4	3		343
Merina (Attempted)	-	-	-	-	-	-	-	-	-	-	-		-
Other Calls	-	-	-	-	-	-	-	-	-	-	-		-
TOTAL COMPLETED	34,132	34,131	33,288	32,636	30,228	30,987	29,249	28,334	28,822	27,611	27,968		335,338
Busy Ring No answer	9,950	9,776	9,113	9,449	8,608	8,330	8,078	6,626	7,500	7,440	8,806		88,676
TOTAL OUTBOUND	44,082	43,907	42,401	42,087	38,836	39,287	37,327	32,960	36,322	35,051	36,774		429,034
General Assistance	25,446	25,186	23,167	24,742	22,900	24,103	24,169	20,421	21,922	19,556	19,929		250,823
TOTAL Relayed Calls	69,526	69,093	65,556	66,829	61,736	63,390	61,496	53,381	58,144	54,606	56,296		679,857

PUCO

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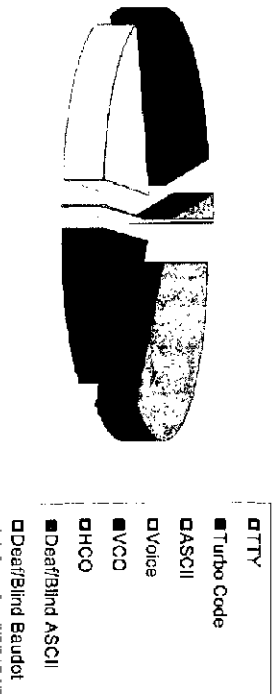
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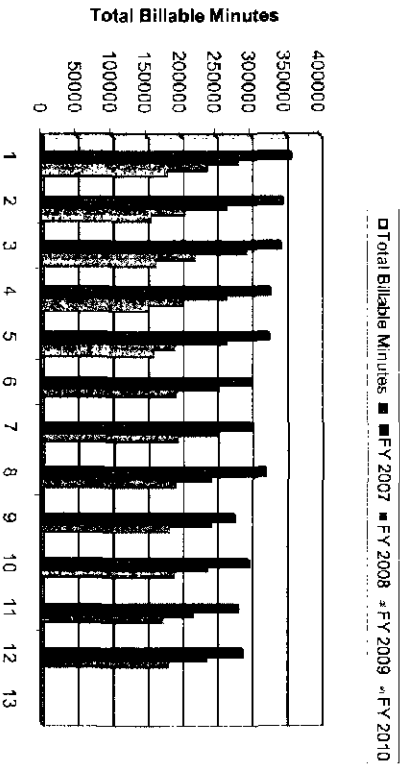
MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	149,152.13	147,911.07	144,536.98	146,927.00	131,667.60	142,238.32	141,101.83	123,717.17	129,868.07	120,216.70	119,540.20	1,486,775.77	
Total Session Minutes	219,892.55	218,526.83	208,348.13	214,788.50	194,367.78	206,253.77	202,844.77	177,450.80	187,966.70	175,866.85	178,616.70	2,165,912.18	
185-307 ASST	327.82	8,099.30	8,223.32	7,727.07	6,380.47	8,161.40	6,191.96	3,046.27	6,246.25	5,543.48	3,121.73	62,372.40	
185-307 TRS	37.86	122.00	422.57	397.45	68.22	28.72	74.52	57.15	69.77	64.00	57.42	1,910.49	
185-307 TRS	6,181.77	16,077.99	19,293.29	17,708.21	13,002.04	15,468.92	15,522.32	14,222.67	13,322.63	12,477.61	12,471.05	173,908.14	
185-307 ASST	62.46	67.73	73.83	122.56	36.33	24.13	26.72	17.23	22.32	16.13	11.33	1,934.89	
185-307 ASST	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Billed Minutes	194,508.60	193,096.19	183,731.07	189,873.84	172,166.66	180,605.46	179,618.54	157,123.49	163,504.16	152,767.00	158,012.25	1,925,786.26	
Relay Minutes (STS)	4,683.40	3,836.39	3,020.89	2,180.54	2,150.87	3,520.59	2,634.36	2,080.53	2,092.61	1,288.69	1,282.13	28,901.20	
NUMBER OF CALLS TO RELAY													TOTAL
Offered	57,976	58,038	55,182	55,778	50,734	62,889	51,462	45,220	48,524	45,392	46,399	567,664	
Answered	55,966	55,892	52,824	53,952	49,859	52,697	50,499	44,007	47,089	43,984	45,217	33,249	
In Queue	57,926	58,058	55,192	55,778	50,734	52,989	51,462	45,220	48,524	45,392	46,399	567,664	
Abandoned in Queue	1,941	2,166	2,368	1,826	875	922	964	1,213	1,435	1,408	1,182	16,320	
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	1,502	789	1,439	1,473	1,392	1,378	1,316	1,282	1,307	1,234	1,380	1,315.55	
Weekday	2,500	1,289	2,457	2,435	2,343	2,277	2,302	2,164	2,073	2,033	2,014	2,169.73	
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													AVERAGE
Session Minutes	3.92	3.92	3.94	3.97	3.89	3.86	4	4.02	3.98	3.99	3.97	3.86	
Conversation Minutes	2.66	2.64	2.73	2.72	2.63	2.72	2.76	2.8	2.76	2.72	2.66	2.71	
Avg Length of Completed Calls	6.63	6.55	6.32	6.66	6.48	6.82	7.02	6.34	6.61	6.42	6.43	6.62	
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	94.0%	92.0%	92.0%	93.0%	96.0%	97.0%	97.0%	96.0%	94.0%	94.0%	94.0%	94.38%	
ASA	1.8	2.1	2.3	1.9	1.2	1.0	1.2	1.4	1.5	1.9	1.6	1.62.73%	
CUSTOMER CONTACTS													TOTAL
TRs												51	
Complaints	4	9	-	11	2	5	5	5	7	4	9	98	
Comments	3	9	2	10	12	10	20	4	13	8	7	3440	
Inquiries/Other	159	222	241	389	111	591	331	262	376	334	424	3,440	
Total	186	240	243	410	125	606	396	271	396	346	440	3,599	
Relay Conference Captioning													
RCC Minutes (effective 7/1/2009)	0	0	0	0	0	0	0	0	0	0	0		

FY 2009-2010 Relay Ohio Charts

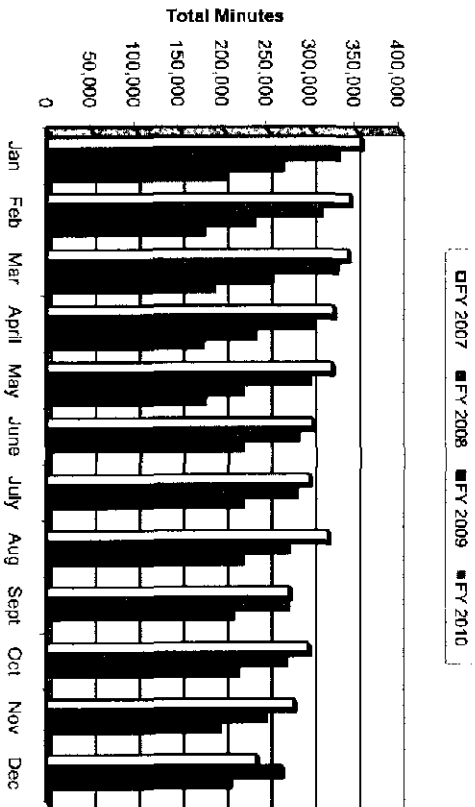
Average Percentage of Relay Usage



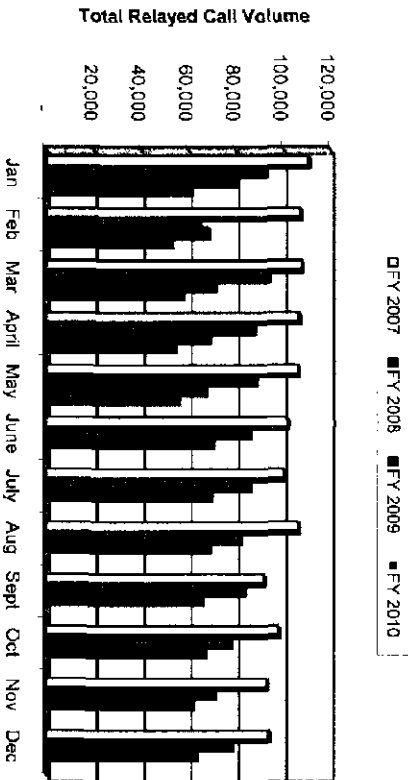
Total Billable to Ohio Minutes



Relay Ohio Total Minutes



Total Call Volume



Relay Usage

	2009					2010							
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	35.38%	36.69%	36.81%	34.76%	36.33%	34.74%	34.28%	35.89%	37.01%	35.96%	33.41%	36.32%	
Turbo Code	15.83%	17.76%	17.59%	17.48%	15.93%	15.38%	14.71%	15.09%	15.07%	14.94%	15.25%	15.11%	
ASCI	0.21%	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%	0.35%	0.19%	0.05%	0.29%	0.18%	
Voice	19.06%	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%	20.83%	19.22%	18.15%	18.93%	19.59%	
VCO	27.11%	24.38%	25.17%	26.43%	27.89%	28.96%	29.45%	24.56%	25.90%	27.89%	29.44%	28.12%	
HCO	2.35%	1.91%	1.71%	2.11%	1.81%	2.27%	2.61%	3.27%	2.59%	3.10%	2.55%	1.72%	
Deaf/Blind ASCI	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Deaf/Blind Baudot	0.05%	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%	0.00%	0.01%	0.00%	0.13%	0.01%	

Total Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	366,555	343,570	341,527	325,417	323,206	300,820	297,615	319,169	274,650	295,669	279,829	237,316
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	266,802
FY 2009	265,494	232,467	234,018	234,518	219,284	219,402	219,882	219,527	208,348	214,768	194,867	206,253
FY 2010	202,844	177,451	187,967	176,866	178,617							

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	301,736	299,577	319,907	276,690	296,327	280,555	287,672
FY 2008	281,075	286,297	293,952	265,681	264,892	253,719	251,388	242,796	242,773	236,426	217,538	236,973
FY 2009	237,108	204,686	219,351	202,052	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,606
FY 2010	179,619	157,123	163,594	152,767	159,304							

Total Released 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	98,165	93,408	94,155
FY 2008	92,631	64,679	94,004	87,867	88,361	86,062	86,880	82,055	83,873	76,112	71,292	78,337
FY 2009	79,849	68,554	71,594	69,021	67,242	70,132	69,528	69,093	65,568	67,187	61,736	63,980
FY 2010	61,496	53,381	58,144	54,606	56,096							



FY-09/10 Ohio CapTel Service Patterns

Case No. 08-439-TP-COI

Ohio Contract calls for Session Minutes

2009

2010

Average Total

Billable Minutes	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	185	182	192	153	148	137	137	171	923
Average Per Min Per User billed to State	189	167	163	153	141	135	132	152	155	144	138	138	139	711
Number of CapTel Activated	21	19	13	99	161	161	103	44	50	69	76	76	74	103
Number of CapTel Shipped	823	839	855	1028	1206	1206	1462	1469	1516	1807	1873	1873	1,244	3,178
Number of Users Participants	413	418	416	517	861	865	878	929	832	869	914	914	691	1,852
Occupancy % User	50%	50%	49%	50%	53%	71%	60%	55%	55%	54%	55%	55%	56%	56%
Average Per call length Per User	2.62	2.57	2.74	2.72	2.79	2.64	2.87	2.80	2.69	2.64	2.55	2.55	3.51	MON/01

CapTel Traffic Patterns

Call In	2009	2010	Average	Total
Call In	23036	22630	21112	24226
Voicemail	3877	3939	3627	4437
Total of Calls	26,713	26,769	24,739	28,663

Total Session Min

Category	2009	2010	Average	Total
Answer Machine	571.75	481.20	527.62	739.59
General Assistance	1,358.99	1,212.51	981.35	1,164.88
In 2 Line	9,716.24	8,176.43	10,067.44	9,310.28
Interactions	119.48	20.07	94.49	155.80
Intrastate	14,382.28	17,828.41	16,274.02	17,517.18
Outstate	54,943.01	55,722.13	52,829.31	62,859.93
Others	1,379.62	1,691.14	1,846.87	1,946.15
Toll Free	6,036.43	5,205.22	5,196.78	6,694.53
Total of Session Min	88,807.31	90,337.31	87,813.28	106,182.60

Number of Calls by each Traffic Pattern

Category	2009	2010	Average	Total
900 Call	0	0	0	0
Answer Machine	421	374	336	492
General Assistance	3,587	3,153	2,718	3,262
2 Line	2,344	2,242	2,160	2,161
International	7	7	11	10
Intrastate	2,354	2,795	2,552	3,183
Outstate	16,348	16,672	15,367	17,746
Others	610	631	664	734
Toll Free	1,042	995	931	1,107
Total	24,713	26,769	24,739	28,663

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

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

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Distribution														
Intra-state Billable Min	14,382.29	17,828.41	16,274.02	17,517.18	19,425.34	25,419.70	26,822.59	22,394.33	22,821.90	22,643.82	24,521.02	0.00	20,320.68	230,151.00
Less Intra-state Session Min	119.49	20.07	94.49	155.80	154.13	193.17	146.59	274.13	154.00	41.87	95.51	0.00	145.77	1,450.34
Less Toll Free	3,078.58	2,654.66	2,651.38	3,414.21	4,435.60	4,803.04	5,980.55	4,741.46	5,510.89	5,259.96	4,613.07	0.00	4,142.94	47,186.51
2 Line Session Min (11%)	1,068.79	0.00	0.00	0.00	0.00	0.00	1,208.59	0.00	0.00	0.00	0.00	0.00	253.08	2,277.88
Billable to OH	60,838.57	69,533.97	68,791.99	70,076.41	93,346.35	115,489.83	133,144.73	125,872.68	128,612.40	125,485.14	128,679.48	0.00	98,202.77	1,130,989.58
NECA Billable Minutes	21,549.09	26,594.40	24,342.78	26,256.40	29,097.89	38,068.52	40,112.95	33,641.88	34,159.63	33,791.16	35,781.83	0.00	30,423.59	344,375.33

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,995	32,215	30,596	32,942	31,302	32,690	34,500	34,049	41,810	50,667	65,180	50,943.02	444,534
FY-08	66,470	51,780	70,580	63,494	62,040	63,008	63,847	64,538	61,603	62,901	61,477	70,511	64,567.08	772,279
FY-09	69,839	61,535	56,513	65,106	67,747	66,945	69,838	68,834	68,792	79,075	93,345	115,489.83	86,284.19	884,096
FY-10	133,145	125,673	127,483	124,371	125,590								127,240.27	630,291

Relay Ohio CapTel



FY-2009-2010 Ohio CapTel Statistic Charts

Total Number of Calls

Month	CapTel	Voice
July	26,713	3,677
Aug	26,769	3,939
Sept	24,739	3,627
Oct	28,695	4,437
Nov	33,137	5,783
Dec	43,246	7,359
Jan	47,336	8,252
Feb	43,665	7,207.00
March	47,385	7,925.00
April	47,122	9,873.00
May	49,304	11,093.00
June		

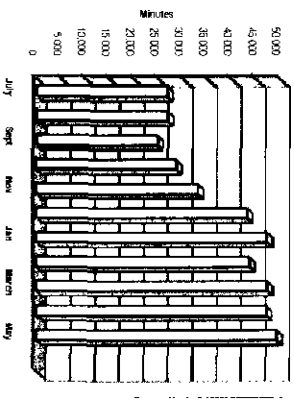
State CapTel Comparisons

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	35,887	7,359
Jan	39,083.00	8,252
Feb	36,468.00	7,207.00
March	39,486.00	7,925.00
April	37,249.00	9,873.00
May	38,211.00	11,093.00
June		

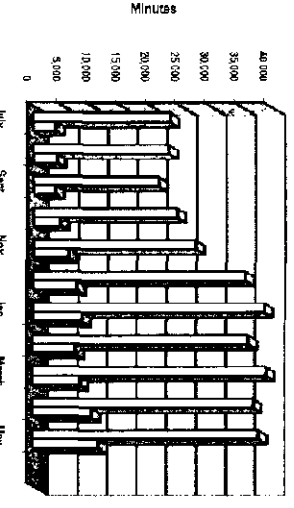
CapTel Billable Minutes to State

Month	CapTel	Voice
July	69,858.57	
Aug	69,833.97	
Sept	68,791.99	
Oct	79,075.41	
Nov	93,345.35	
Dec	115,488.83	
Jan	133,144.73	
Feb	125,672.68	
March	127,483.30	
April	124,370.53	
May	125,530.08	
June		

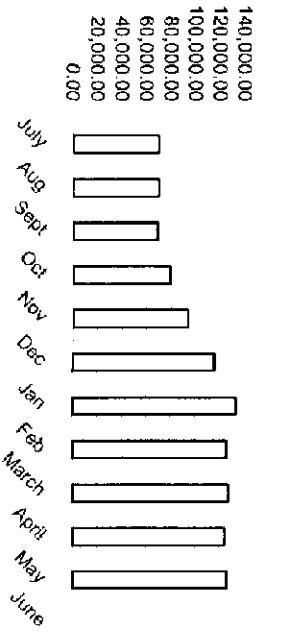
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio





Sprint

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

Speech to Speech

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

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

Contract for Season Minutes

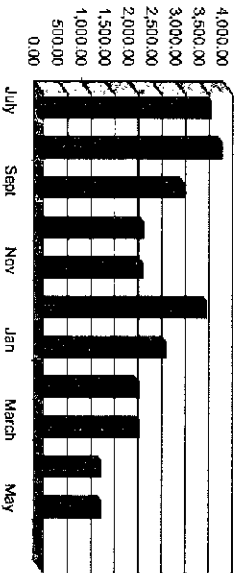
Speech to Speech Minutes

	2009						2010						Average	Year
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Total Season Min	3592.03	4,283.53	3,479.22	2,817.21	2,211.53	4,283.24	3,501.22	2,822.12	3,030.23	1,728.23	1,728.02	1,728.02	3,402.31	3450.23
Total Conversation Min	3387.21	2,438.41	1,844.53	1,808.58	1,778.04	1,976.41	2,280.24	1,706.27	1,934.52	1,052.22	506.01	506.01	1,972.06	2169.24
Case														
International Season Minutes of Use	1,407.02	202.53	3.27	14.24	61.14	10.28	14.00	13.22	0.90	0.09	39.11	0.00	170.13	1871.42
International Min From Season Minutes of Use	30.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	33.27
International Min From Season Minutes of Use	1,376.87	977.22	451.96	459.19	702.53	752.10	1,211.10	743.54	932.07	492.28	397.12	0.00	794.73	8892.02
Domestic Season Minutes of Use	51.23	33.11	0.00	0.00	0.00	0.00	21.41	21.21	2.33	47.14	10.17	0.00	16.96	168.6
Domestic Min From Season Minutes of Use	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
Total Monthly Speech to Speech	3,616.63	4,386.53	3,080.99	2,180.73	2,150.52	3,550.76	2,854.74	2,381.12	2,092.77	1,298.81	1,292.08	0.00	2,311.34	2736.11

Number of Calls Made
 Average Length of Call

	2009						2010						Total
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Total Numbers of Completed Calls Speech to Speech (STTS) Calls	310	276	282	154	127	210	204	125	126	107	326	326	2531.08
International	0	1	0	4	5	4	2	0	5	6	27	0	60.47
Domestic	310	15	15	0	0	2	4	0	0	0	31	0	483.39
Domestic Assistance	38	26	63	15	12	16	26	10	32	18	9	0	250.18
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
International	1	0	0	0	0	0	0	0	0	0	0	0	1
500	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Toll Free	152	119	71	67	99	73	132	69	92	47	83	0	1485.09
Amount Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Billing	0	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	0
Total STTS Calls	310	276	282	154	127	210	204	125	126	107	326	326	2531.08
Total STTS Season Minutes	8,692	4,436	3,479	2,817	2,211	4,283	3,501	2,822	3,030	1,728	1,728	1,728	3,402.31
Total STTS Inhibit Minutes	3,617	4,438	3,082	2,181	2,150	3,551	2,855	2,381	2,093	1,299	1,292	0	2,311.34
Ohio STS	3,616	4,436	3,080	2,180	2,150	3,550	2,854	2,381	2,092	1,298	1,292	0	2,311.34

Ohio STS FY 2009-2010 (Billed)





To: Public Utilities Commission

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

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

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

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
Jul-09								
7/1/2209	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 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 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									
1/17/2009	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	
1/17/2009	HLAA Meeting	Englewood	HLAA Members	6	Present/Demo	CapTel & Relay Ohio	Yes	Generated interest in buying CapTel phones	
1/11/2009	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	
1/16/2009	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"
Mar-10								
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
3/30/2010	One on One Training	Toledo	CapTel User	1	Demonstration	CapTel	Yes/No	Understands how CapTel works better now but wants volume control on CapTel to be louder & had some technical issues that needed to be resolved with her phone
Apr-10								
4/4/2010	One on One Training	Gahanna	CapTel User	2	Demonstration	CapTel	Yes	Able to use his CapTel phone & services
4/10/2010	HLAA Columbus	Columbus	HLAA Members	12	Presentation	CapTel	Yes	Education on CapTel and its specific services
4/12/2010	Capital University Students	Columbus	Capital University Students in ASL Class	18	Presentation	Relay Ohio & CapTel	Yes	Educated students on Relay Ohio & CapTel services
4/13/2010	HLAA of Toledo Chapter	Toledo	HLAA Members	17	Presentation	CapTel	Yes	Increased CapTel knowledge
4/15/2010	Office of Aging	Columbus	Aging Staff and Management	10	Presentation	CapTel & Relay Ohio	Yes	Increased Relay Ohio and CapTel knowledge
4/15/2010	Governor's Council on People with Disabilities	Columbus	Council Members & Staff	34	Presentation	Relay Ohio & Carpel	Yes	Increased Relay Ohio and CapTel knowledge & 3 possible new Carpel users
4/16/2010	Office of Aging	Portsmouth	Aging Staff and Management	8	Presentation	CapTel & Relay Ohio	Yes	Increased Relay Ohio and CapTel knowledge
4/21/2010	Audiophone of Akron	Akron	Audiophone customers and providers	32	Exhibit	CapTel & Relay Ohio	Yes	Educated providers and customers on CapTel & Relay Ohio
4/24/2010	Serving our Seniors	Westerville	Senior Citizens	150	Exhibit	CapTel & Relay Ohio	Yes	Increased Relay Ohio and CapTel knowledge
4/29/2010	MOBILE Independent Living Center	Columbus	Independent Living Centers Board, Providers and Customers	30	Presentation	CapTel & Relay Ohio	Yes	Educated Board, Staff, Providers and Customers on Relay Ohio & CapTel services
May-10								
5/6/2010	Pickerington Central High School Diversity/Health Day	Pickerington	Pickerington Students, Staff and Parents	200	Exhibit	CapTel & Relay Ohio	Yes	Educated Students, Staff and Parents on Relay Ohio & CapTel services

5/12/2010	One-On-One CapTel Training	Columbus	New CapTel User	3	Demonstration	CapTel	Yes	New CapTel User to retain State Employment position
5/14/2010	Communication Services for the Deaf of Ohio Mental Health Conference	Columbus	Mental Health professionals customers and families	80	Exhibit	Relay Ohio & CapTel	Yes	Educated mental health professionals, customers and families on Relay Ohio & CapTel services
5/14/2010	Ohio Certified Registered Interpreters for the Deaf Conference	Warrensville Heights	Interpreters & Professionals	150	Exhibit	CapTel & Relay Ohio	Yes	Educated Interpreters and professionals on Relay Ohio & CapTel services
5/26/2010	Our Choice: Living in the Community Conference	Columbus	People with disabilities, professionals and families	300	Exhibit	CapTel & Relay Ohio	Yes	Increased Relay Ohio and CapTel knowledge