



Relay Ohio Traffic Report
Case No. 08-439-TP-CO1

FY-2010-2011

To: Public Traffic Center
From: Sprint
Date: 12/21/2010
Time: 10:00 AM

2010 2011

	July	Aug	Sept	Oct	Nov	Dec	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
TTY-Baudot	11,188	9,884	10,460	9,513									41,055
Turbo Code	5,188	4,987	4,644	4,063									18,882
ASCII	85	61	21	118									285
Voice	7,304	6,952	5,967	6,088									26,311
WCO	8,844	8,812	8,584	8,333									34,573
HCO	674	735	644	673									2,726
Deafblind ASCII													
Deafblind Baudot	15	8	8	8									39
Speech to Speech	251	298	402	214									1,165
Spanish Calls	1	1	4	2									8
TOTAL	33,82%	31.48%	34.49%	33.04%									131,188
TTY	33.82%	31.48%	34.49%	33.04%									33.15%
Turbo Code	15.53%	15.88%	15.31%	14.11%									15.20%
ASCII	0.26%	0.19%	0.07%	0.41%									0.23%
Voice	21.85%	22.11%	19.67%	21.14%									21.22%
WCO	26.58%	28.02%	28.30%	28.94%									27.86%
HCO	2.03%	2.34%	2.12%	2.34%									2.21%
Deafblind ASCII	0.00%	0.00%	0.00%	0.00%									0.00%
Deafblind Baudot	0.05%	0.03%	0.03%	0.03%									0.04%
Spanish Calls													
TOTAL	21,458	20,271	19,064	19,448									80,231
Local	128	101	138	127									492
Intrastate (Intrastate)	435	478	224	205									1,340
Intrastate Calls	688	671	609	506									2,474
Toll Free	2,135	2,236	2,560	2,189									9,100
Directory Assistance	102	83	73	77									335
900 (Attempted)													
International	3	4	11	7									25
Marine (Attempted)													
Other Calls													
TOTAL COMPLETED	24,925	23,842	22,868	22,539									94,174
Busy Ring No answer	8,363	7,607	7,480	8,257									29,677
TOTAL UNBOUND	24,925	31,449	30,328	29,796									115,498
General Assistance	20,259	19,578	18,064	19,817									75,108
TOTAL	11,188	11,777	11,734	11,811									46,510

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 Technician SWA Date Processed DEC 21 2010

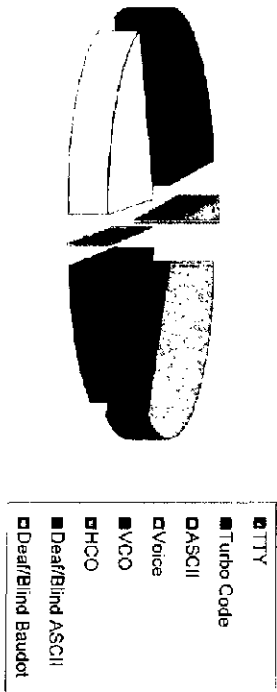
RECEIVED-DOCKETING BY
 2010 DEC 20 PM 2:46
 PUCO

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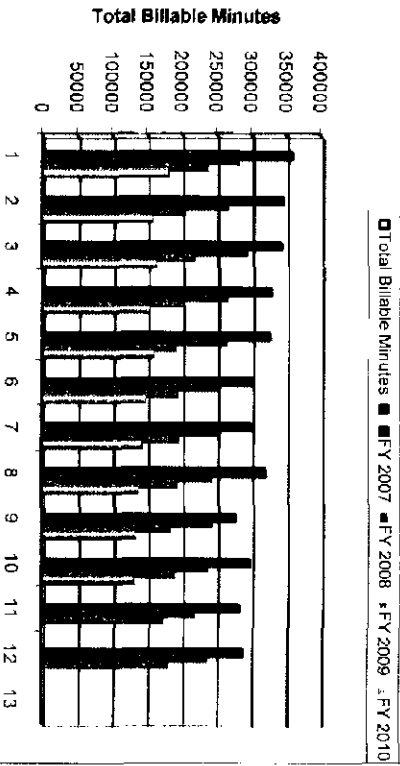
MINUTES OF SERVICE	106,760.00	106,078.78	100,297.92	97,870.56	TOTAL
Total Conversation Minutes	106,760.00	106,078.78	100,297.92	97,870.56	409,007.25
Total Session Minutes	160,777.22	155,319.37	150,476.50	146,603.75	613,176.84
Open Interactions	6,078.06	5,312.92	5,629.26	4,251.92	20,540.57
Open Interactions	21.60	29.65	68.33	39.50	188.38
Open 800 Toll Free	11,777.24	12,686.73	12,749.35	12,181.54	50,288.74
Open 800 Residential	74.98	70.36	55.19	43.17	183.51
Open 800 Residential	1.02	0.00	0.00	0.00	0.00
Billable Minutes	142,945.20	137,350.58	131,536.19	130,622.67	541,995.64
Billable Minutes (STS)	1,894.12	2,331.08	2,740.76	2,660.68	9,026.64
NUMBER OF CALLS TO RELAY					
Offered	45,106	43,877	41,819	41,902	TOTAL
Answered	43,392	42,758	40,728	40,916	172,704
In Queue	45,106	43,877	41,819	41,902	33,249
Abandoned in Queue	1,114	1,118	1,091	986	172,704
AVERAGE NUMBER OF CALLS - STS not included					
Weekend	1,193	1,162	1,138	1,042	AVERAGE
Weekday	1,946	1,866	1,831	1,819	1131.25
AVERAGE NUMBER OF CALLS IN SESSION MINUTES					
Session Minutes	3.65	3.64	3.7	3.57	AVERAGE
Conversation Minutes	2.4	2.46	2.47	2.39	3.64
Avg Length of Completed Calls	6.54	6.61	6.7	6.52	2.43
AVERAGE SPEED OF ANSWER					
Service Level	95.0%	95.0%	95.0%	94.0%	AVERAGE
ASA	1.5	1.5	1.5	1.6	94.75%
CUSTOMER CONTACTS					
IRIS	9	1		2	TOTAL
Complaints	5	3	7	7	12
Comments	592	450	416	338	22
Inquiries/Other	606	454	423	347	1,795
Relay Conference Captioning	0	0	0	0	1,830
RCC Minutes (effective 7/1/2009)	0	0	0	0	

FY 2010-2011 Relay Ohio Charts

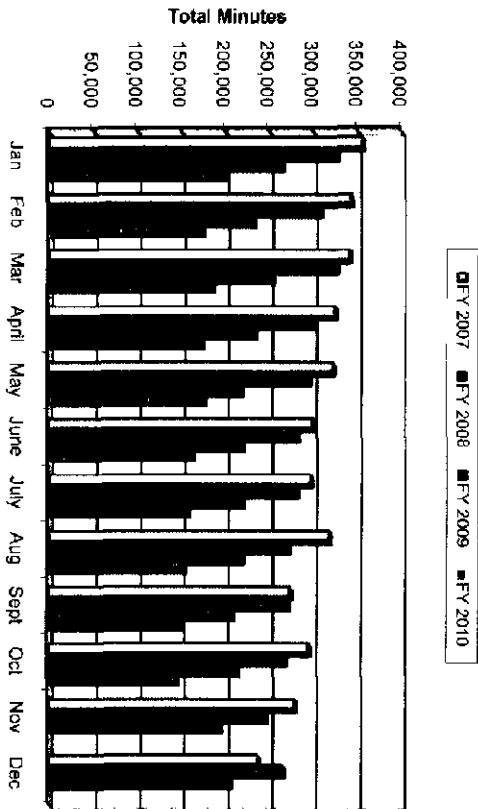
Average Percentage of Relay Usage



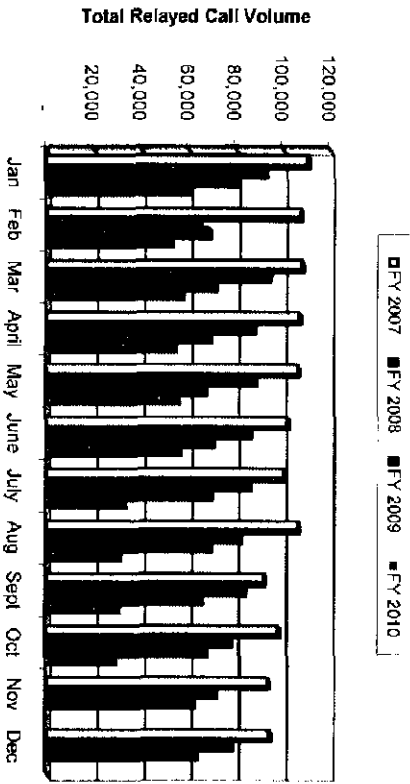
Total Billable to Ohio Minutes



Relay Ohio Total Minutes



Total Call Volume



Relay Usage

2010

2011

	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	33.15%	33.52%	31.46%	34.49%	33.04%								
Turbo Code	15.20%	15.53%	15.86%	15.31%	14.11%								
ASCII	0.23%	0.28%	0.19%	0.07%	0.41%								
Voice	21.22%	21.95%	22.11%	19.67%	21.14%								
VCO	27.96%	26.58%	28.02%	28.30%	28.94%								
HCO	2.21%	2.03%	2.34%	2.12%	2.34%								
DeafBlind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%								
DeafBlind Braille	0.04%	0.09%	0.03%	0.03%	0.03%								

Total Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,365	343,570	341,527	326,417	323,206	300,820	297,615	319,169	274,850	296,889	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	255,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,346	214,788	194,367	206,253
FY 2010	202,844	177,451	187,967	175,856	178,617	164,745	160,777	155,319	150,477	146,604		

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,236	342,207	327,175	324,994	301,735	298,577	319,907	275,590	296,327	280,555	287,872
FY 2008	281,075	266,297	293,952	266,651	264,862	253,779	251,368	242,796	242,773	236,426	217,538	235,973
FY 2009	237,106	204,686	219,351	202,062	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,905
FY 2010	179,619	157,123	163,584	152,787	159,304	147,706	142,946	137,351	131,536	130,163		

Total Relayed Call Volume

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	110,733	107,617	108,087	107,042	106,447	101,761	100,600	106,607	92,178	98,165	93,406	94,155
FY 2008	92,631	84,679	94,004	87,867	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
FY 2009	79,849	66,554	71,584	69,021	67,242	70,132	69,528	68,093	66,558	67,187	61,736	63,390
FY 2010	61,496	53,391	58,144	54,606	56,056	56,570	53,630	51,748	50,734	29,012		



Sprint

FY-10/11 Ohio CapTel Service Patterns
Case No. 08-439-TP-COI

Ohio Contract calls for Session Minutes

2010

2011

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

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

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	134,611,481	138,799,54	138,997,25	142,235,93									0	0
Spanish Billable Minutes	0	0	0	0									0	0
Average Per Min. Per User	138	139	144	143	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	923
Average Per Min. Per User Billed to State	138	139	135	133	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	711
Number of CapTel Activated	67	72	58	56									63	103
Number of CapTel Shipped	78	82	86	80									69	3176
Number of CapTels NOT Activated	11	10	-2	4	0	0	0	0	0	0	0	0	0	
Number of Useful Participants	975	999	968	992									984	1632
Number of New Users/Participants	44	24	-31	24										
Occupancy % User	56%	29%	55%	40%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14.28%	
Average Per call Length Per User	2.53	2.90	2.65	2.59	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.51	
Total														

CapTel Traffic Problems	Call In	Voice In	Total of Calls	Average	Total
Call In	42,614	44,625	42,324	44,292	44,292
Voice In	10,546	10,770	9973	10,666	10,666
Total of Calls	53,160	55,395	52,299	54,958	54,958
Average					
Total					

Total Session Min	900 Calls	Answer Machine	General Assistance	In 2 Line	International	Intrastate	Interstate	Others	Toll Free	Total of Session Min	Average	Total
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	746,21	867,12	725,90	984,99						746,21	745	3,303
General Assistance	3112,88	2,819,20	2,537,36	2,745,74						3112,88	3,113	11,215
In 2 Line	10,867,94	11,081,31	11,770,95	11,224,68						10,867,94	10,868	44,965
International	82,73	183,97	184,95	161,00						82,73	83	613
Intrastate	22,016,34	19,904,92	18,457,74	17,978,96						22,016,34	22,016	79,336
Interstate	113,417,39	117,180,21	116,540,74	120,901,02						113,417,39	113,418	468,048
Others	2,488,14	2,161,73	1,912,32	1,899,27						2,488,14	2,488	8,461
Toll Free	10,561,94	11,936,23	13,806,49	11,703,93						10,561,94	10,562	48,009
Total of Session Min	183,292,98	186,135,01	186,926,05	187,577,65	0.00	0.00	0.00	0.00	0.00	183,292,98	110,667	863,942
Average												
Total												

Number of Calls by each Traffic Pattern	900 Call	Answer Machine	General Assistance	2 Like	International	Intrastate	Interstate	Others	Average	Total
900 Call	0	1	0	0	0	0	0	0	0	1
Answer Machine	603	593	676	723					603	2,495
General Assistance	7,921	8,098	7,624	8,142					7,921	31,782
2 Like	2,917	3,116	2,965	2,913					2,917	11,919
International	25	51	26	37					25	139
Intrastate	3,568	3,241	3,075	3,006					3,568	12,860
Interstate	36,023	36,611	34,648	36,692					36,023	143,134
Others	974	1,314	1,048	988					974	4,324
Average										
Total										

Full Fee	2,130	2,170	2,339	2,357						2,130	8,996
Total	53,161	55,994	52,839	54,818	0	0	0	0	0	63,161	94,896

Category	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Intra-state Billable Min	22,016.54	19,904.92	19,457.74	17,976.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,817.33	79,356.96
Inter-state Billable Min	82.73	183.97	184.95	161.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	68.07	612.65
Less Toll Free	5,386.59	6,087.48	7,041.31	5,969.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,720.49	24,884.41
2 Line Session Min (71%)	1,195.46	1,218.94	11,770.95	11,224.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,352.51	25,410.03
Billable to OH	134,611.58	138,739.70	128,431.10	132,245.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	89,342.07	534,078.64
MECA Billable Minutes	32,887.08	29,842.30	29,178.98	26,946.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13,205.89	118,855.03

Category	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,748	29,996	32,215	30,596	32,842	31,302	32,690	34,500	34,049	41,810	50,687	65,160	30,943.02	444,534
FY-08	66,470	61,780	70,580	63,494	62,640	63,038	63,847	64,538	61,805	62,901	61,477	70,511	64,967.00	772,279
FY-09	134,612	61,535	66,513	65,106	67,747	66,945	69,898	69,834	68,792	79,075	93,345	115,489.83	77,076.31	866,852
FY-10	133,145	123,673	127,483	124,371	120,530	124,692	134,612	138,740	138,957	142,236			127,923.65	1,315,398

Relay Ohio CapTel

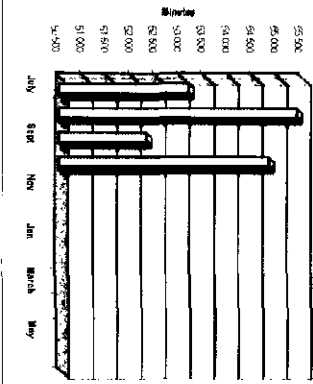


FY-2009-2010 Ohio CapTel Statistic Charts

Total Number of Calls

Month	Total Number of Calls
July	53,161
Aug	66,395
Sept	52,299
Oct	54,618
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

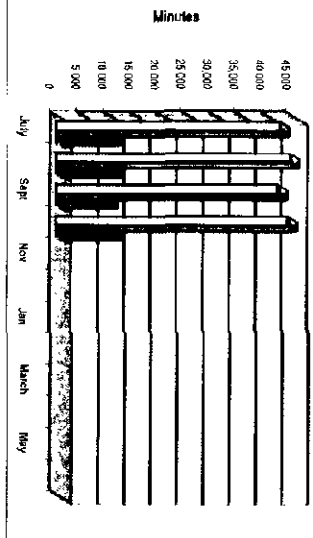
Total Number of CapTel Calls



State CapTel Comparisons

Month	CapTel	Voice
July	42,614	10,547
Aug	44,625	10,770
Sept	42,324	9,975
Oct	44,262	10,556
Nov		
Dec		
Jan		
Feb		
March		
April		
May		
June		

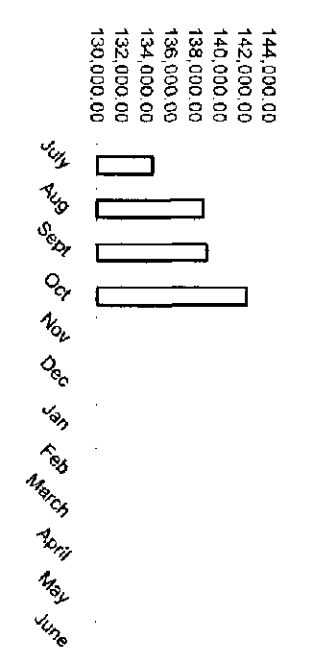
State CapTel Comparisons



Billable Minutes to State

Month	Billable Minutes to State
July	134,611.86
Aug	136,739.54
Sept	138,957.25
Oct	142,235.95
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

CapTel Billable Minutes to Ohio





Sprint

Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-2010 - 2011

Sprint to Speech

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

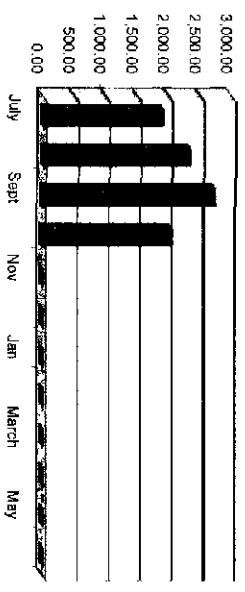
From: Sprint
Address: Emma Dunleavy
2066 W. Ima Avenue, Suite D
Springfield, IL 62704

Speech to Speech Minutes	2010												2011												Average	Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
Total Session Min	2,179,241	2,207,641	3,559,463	2,653,291																					2,997,100	11,953,389
Total Conversation Min	1,387,710	1,378,591	1,910,018	1,692,708																					1,532,209	\$131,065
Total Session Minutes of Use	24,323	21,108	57,417	20,361																					30,691	122,741
Interstate Toll Per Session Minutes of Use	0.000	0.000	0.000	0.000																					2.34	9.335
Interstate Toll Per Session Minutes of Use	597,541	509,116	717,332	602,191																					584.05	2,338,211
Interstate Toll Session Minutes of Use	0.000	5.391	42.388	19.692																					19.882	67.291
500 Session Minutes of Use 61%	0.000	0.000	0.000	0.000																					0.000	0.000
Total Billable Speech to Speech	1,894,477	2,281,169	2,711,295	2,061,211																					762,217	9,028,391

Number of Calls Made
 Average Length of Call

Special Numbers of Speech to Speech to Speech 657581 Calls	2010												2011												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
Land	138	196	205	112																					610
Interstate	4	8	1	0																					13
Interstate	3	3	9	2																					17
Interstate Association	13	19	28	33																					93
Interstate Association	0	0	0	0																					0
Interstate	0	1	0	0																					1
Less Toll-Free	55	56	72	34																					218
Mercury Calls	0	0	0	0																					0
Usage Beyond Answer	0	0	0	0																					0
Other Calls	0	0	0	0																					0
Total STS Session Minutes	2,179,241	2,207,641	3,559,463	2,653,291																					11,953,389
Total STS Billable Minutes	1,894,477	2,281,169	2,711,295	2,061,211																					9,028,391
Ohio STS	1,894,477	2,281,169	2,711,295	2,061,211																					

Ohio STS FY 2009-2010 (Billable)





To: Public Utilities Commission

Beth Blackmer
160 East Broad Street
Columbus, OH 43215

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

Ohio Relay Outreach Report - 7-2010 to 6-2011

Date	Event	City	Target Audience	Number of Participants	Present Exhibit	What materials were distributed?	Success or not?	Reasons?
Jul-10								
7/11/2010	CSDOH Portsmouth Picnic	Portsmouth	Customers, Deaf and HH Communities	130	Exhibit	CapTel & Relay Ohio brochures	YES	Exposure to many new potential customers there about our services
Aug-10								
8/11/2010	University Hospital/Geneva Medical Center	Geneva	Office & Medical Staff	12	Presentation	CapTel & Relay Ohio	YES	Got several new customers. One actually brought a CapTel.
8/23/2010	Columbus State Community College	Columbus	ASL Students & Instructor	10	Presentation	CapTel	YES	Educated the students and instructor about CapTel
8/23/2010	Ohio School for the Deaf/Registration Day	Columbus	Parents, students and professionals	30	Exhibit	CapTel & Relay Ohio	YES	More educated parents and children consider CapTel as an option
8/27/2010	Ohio School for the Deaf/Kick off Rally	Columbus	Students & Staff	50	Exhibit	CapTel & Relay Ohio	YES	More educated students and staff aware of Relay Ohio & CapTel
Sep-10								
9/5/2010	Potential New CapTel User	Columbus	1 potential CapTel Customer	1	Demonstration	CapTel	Yes	Educated potential new CapTel user

9/11/2010	Deaf Awareness Day	Dayton	Deaf, Hard of Hearing Customers, professionals, students and	500	Exhibit	CapTel & Relay Ohio	YES	More people aware of Relay Ohio & CapTel
9/11/2010	Hearing Loss Association of America-Dayton Chapter Open House	Dayton	HLAA Members	25	Exhibit	CapTel	YES	More future CapTel customers, especially with the 800
9/12/2010	Ohio School for the Deaf Alumni Association's Columbus Colony - 33rd Annual Fall Festival	Westerville	Senior Citizens, residents, community, professionals, students, general	350	Exhibit	CapTel & Relay Ohio	YES	Educated a lot of people about Relay Ohio and CapTel
9/21/2010	University Hospital/Conneaut Medical Center	Conneaut	Staff	14	Presentation	CapTel & Relay Ohio	YES	Educated staff about Relay Ohio & CapTel
9/22/2010	U.S. Postal Service Health Fair	Columbus	Staff, families, professionals	60	Exhibit	CapTel & Relay Ohio	YES	Educated new population about CapTel & Relay Ohio
9/23/2010	CapTel Training	Columbus	CapTel Trainers	9	Presentation	CapTel	YES	All Relay Ohio/CapTel trainers are updated with 800 and 800i information
9/24/2010	Make a Differences Workshop - Parents & Teens	Columbus	Parents, high school students, BVR Counselors, college recruiters, professionals	120	Exhibit	CapTel & Relay Ohio	Yes/No	Educated some people on Relay Ohio & CapTel
9/25/2010	Beethoven's Nightmare Concert In conjunction with Make a Differences Workshop	Columbus	Deaf, Hard of Hearing and their families and general public	520	Exhibit	CapTel & Relay Ohio	YES	Many people learned about CapTel & Relay Ohio
9/26/2010	Make a Differences Workshop - Parents & Teens	Columbus	Deaf, Hard of Hearing and their families, parents, professionals and general public	90	Presentation/demonstration	CapTel & Relay Ohio	YES	Many people learned about CapTel & Relay Ohio
9/29/10 & 9/30/10	Expo for Adults with Aging Parents	Tower City Center, Cleveland, OH	Families, Caregivers, professionals	300	Exhibit	CapTel	Yes	Educated more people about CapTel
Oct-10								

10/1/2010	Battelle Disability Awareness Day	Columbus	Battelle employees and general public	40	Exhibit	CapTel & Relay Ohio	Yes	Educated more people about CapTel & Relay Ohio
10/2/2010	Eliza Bryant Village (Retirement Center)	Cleveland	Senior Citizens, Residents & Caretivers	30	Exhibit	CapTel & Relay Ohio	Yes	Educated more people about CapTel & Relay Ohio
10/9/2010	HLAA Northern Ohio	Painesville	HLAA Members, Audiologists, & Hearing Aid users	15	Exhibit	CapTel & Relay Ohio	Yes	Educated more people about CapTel
10/9/2010	Avon Home Depot Safety Fair	Avon	General Public with emphasis on Health and technology	1500	Exhibit	CapTel & Relay Ohio	Yes	Many people learned about CapTel & Relay Ohio
10/16/2010	Ohio Association of the Deaf	Columbus	OAD members	20	Presentation	CapTel & Relay Ohio	Yes	Many people learned about CapTel & Relay Ohio
10/27/2010	DFAS Disability Awareness Day	Columbus	DFAS (Federal Government) employees	30	Exhibit	CapTel & Relay Ohio	Yes	Many people learned about CapTel & Relay Ohio