

FILE



Relay Ohio Traffic Report
Case No. 08-439-IP-COJ

FY-2010-2011

RECEIVED-DOCKETING DIV
2011 JUL 15 PM 12:50

PUCO

From: Sprint
Address
Emma Danielson
2065 W. Iles Avenue, Suite D
Springfield, IL 62704

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

TOTAL CALL VOLUME (Outbound)	2011												TOTAL
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY-Baudot	11,183	9,894	10,460	9,513	9,528	10,432	9,311	8,894	10,380	9,934	8,973	8,352	116,859
Turbo Code	5,168	4,987	4,644	4,063	4,278	5,251	3,764	3,520	4,339	3,751	3,279	3,465	56,510
ASCII	85	61	21	118	31	14	100	24	-	75	67	21	617
Voice	7,304	6,952	5,967	6,088	5,907	6,867	5,465	4,971	5,885	5,342	5,612	4,838	70,598
VCO	8,844	8,812	8,584	8,333	8,243	8,580	6,702	6,998	6,787	6,861	7,426	7,409	93,589
HCO	674	735	644	673	596	617	548	678	464	450	504	837	7,420
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	15	8	6	6	3	2	5	-	8	1	-	-	59
Speech to Speech	251	298	402	214	154	240	197	195	395	175	257	155	2,933
Spanish Calls	1	1	4	2	5	2	-	4	6	2	3	8	38
% PERCENTAGE OF CALLS													
TTY	33.82%	31.46%	34.45%	33.04%	33.33%	32.83%	35.96%	35.46%	38.07%	37.51%	34.70%	33.51%	34.51%
Turbo Code	15.83%	15.86%	15.31%	14.11%	14.97%	16.53%	14.54%	14.03%	15.92%	14.20%	12.69%	13.90%	14.80%
ASCII	0.26%	0.19%	0.07%	0.41%	0.11%	0.04%	0.38%	0.10%	0.09%	0.28%	0.26%	0.08%	0.18%
Voice	21.95%	22.11%	19.67%	21.14%	20.66%	21.61%	21.10%	19.82%	19.39%	20.22%	21.70%	19.41%	20.73%
VCO	26.88%	28.02%	28.30%	28.94%	28.83%	27.04%	25.89%	27.90%	24.89%	25.87%	28.72%	29.73%	27.57%
HCO	2.03%	2.34%	2.12%	2.34%	2.06%	1.94%	2.12%	2.70%	1.70%	1.70%	1.95%	3.36%	2.20%
Deaf/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%	0.00%
Deaf/Blind Baudot	0.05%	0.05%	0.03%	0.03%	0.01%	0.01%	0.07%	0.00%	0.03%	0.00%	0.00%	0.00%	0.02%
TOTAL NUMBERS OF COMPLETED RELATED CALLS													
Local	21,438	20,271	19,054	19,448	18,941	21,170	15,982	15,395	17,495	16,957	17,185	16,528	221,865
Intrastate (Intralata)	126	101	138	127	222	89	65	86	160	150	176	134	1,574
Intrastate (Interlata)	435	476	224	205	261	272	205	290	330	423	581	551	4,254
Interstate Calls	668	671	609	506	673	743	619	463	517	451	650	681	7,251
Toll Free	2,136	2,236	2,560	2,169	2,150	2,522	2,385	2,282	2,507	2,093	1,976	2,049	27,044
Directory Assistance	100	83	73	77	68	89	53	101	48	82	68	115	938
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
International	3	4	11	7	2	1	3	2	2	1	3	3	42
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL COMPLETED	24,925	23,842	22,868	22,539	22,317	24,886	20,313	19,600	20,959	20,137	20,639	20,062	283,087
Busy Ring No answer	8,353	7,607	7,460	6,257	6,270	6,987	5,583	5,485	6,204	6,277	5,222	4,860	76,465
TOTAL OUTBOUND	24,925	31,448	30,338	28,796	26,587	31,773	25,886	25,085	27,263	26,414	25,861	24,922	331,289
General Assistance	20,259	19,978	19,054	19,817	19,975	19,908	20,008	17,165	20,559	18,674	20,041	18,007	233,845

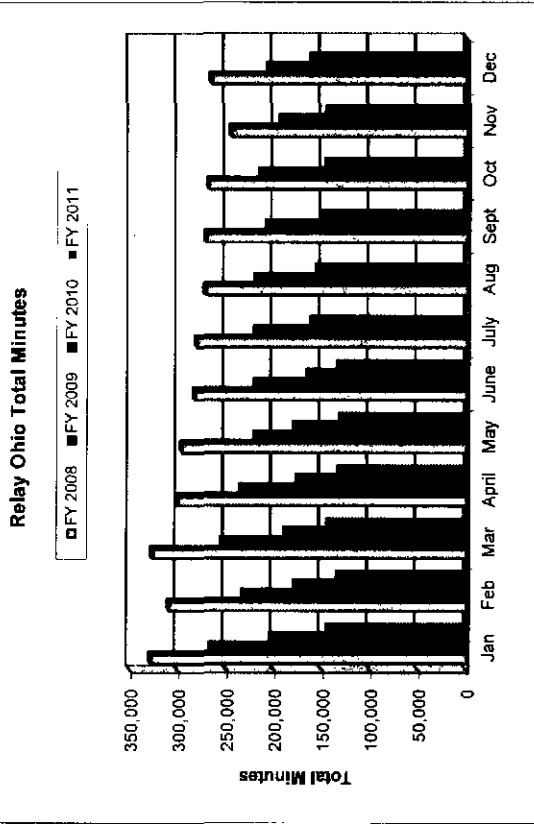
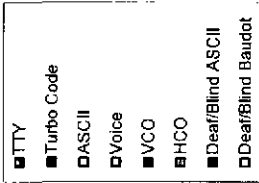
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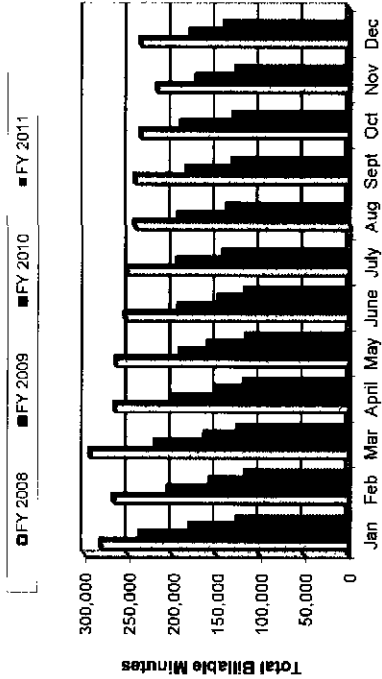
MINUTES OF SERVICE														
Total Conversation Minutes	105,760.00	105,076.78	100,297.92	97,670.55	99,746.67	110,363.52	96,551.57	93,818.62	98,673.42	90,388.70	88,587.55	92,710.28	TOTAL	1,179,849.58
Total Session Minutes	160,777.22	155,319.37	150,476.50	146,603.75	145,588.92	161,342.52	146,154.98	135,060.68	145,456.30	134,562.43	132,402.50	136,270.47	1,749,016.64	
Less Intra-state	6,005.08	5,312.82	5,620.35	4,201.32	5,725.53	5,928.15	5,474.80	4,414.82	4,119.77	3,515.47	4,674.77	5,014.88	59,408.76	
Less Intra-national	21.60	25.80	84.33	36.65	30.28	12.67	5.87	12.02	7.12	16.00	14.57	7.43	274.34	
Less 900 Toll-Free	11,727.36	12,585.79	13,779.05	12,885.64	12,486.72	14,114.23	12,516.39	12,889.94	13,970.75	11,479.40	10,359.14	11,580.59	149,886.81	
Less Directory Session Min	75.98	33.36	55.68	18.47	59.77	12.62	10.35	15.33	32.22	32.72	17.17	21.55	365.24	
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	9.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
NUMBER OF CALLS TO RELAY														
Offered	45,106	43,877	41,819	41,902	41,939	44,611	40,378	36,788	41,682	39,437	39,982	37,326	TOTAL	493,827
Answered	43,992	42,759	40,728	40,916	40,539	43,178	39,441	35,477	40,438	37,306	36,983	36,230	33,249	
In Queue	45,106	43,877	41,819	41,902	41,939	44,611	40,378	36,788	41,682	39,437	39,982	37,326	493,827	
Abandoned in Queue	1,114	1,118	1,091	986	1,400	1,433	937	1,311	1,224	1,131	999	1,095	13,640	
AVERAGE NUMBER OF CALLS - STS not included														
Weekend	1,193	1,152	1,138	1,042	1,093	1,147	955	987	1,088	1,086	1,033	947	AVERAGE	1,071.92
Weekday	1,945	1,866	1,831	1,819	1,810	1,848	1,731	1,718	1,718	1,681	1,664	1,607	AVERAGE	1,769.83
AVERAGE NUMBER OF CALLS IN SESSION MINUTES														
Session Minutes	3.65	3.64	3.7	3.57	3.59	3.74	3.71	3.81	3.6	3.60	3.39	3.74	AVERAGE	3.65
Conversation Minutes	2.4	2.45	2.47	2.39	2.46	2.56	2.45	2.65	2.44	2.42	2.27	2.56	AVERAGE	2.46
Avg. Length of Completed Calls	6.54	6.51	6.7	6.62	6.57	6.53	7.25	6.94	6.96	6.72	6.47	6.77	AVERAGE	6.72
AVERAGE SPEED OF ANSWER														
Service Level	95.0%	95.0%	95.0%	94.0%	93.0%	93.0%	94.0%	92.0%	94.0%	95.0%	96.0%	95.0%	AVERAGE	94.25%
ASA	1.5	1.5	1.5	1.6	2.1	2.1	1.7	2.7	1.6	1.5	1.2	1.4	TOTAL	170.00%
CUSTOMER CONTACTS														
Complaints	9	1	1	2	1	8	2	19	2	2	2	3	TOTAL	51
Commodations	5	3	7	7	2	4	6	8	2	2	6	1	TOTAL	53
Inquiries/Other	592	450	416	338	288	245	384	313	290	366	230	330	TOTAL	4,242
Relay Conference Captioning														
RCC Minutes (effective 7/1/2009)	0	0	0	0	0	0	0	0	0	0	0	0	TOTAL	45

FY 2010-2011 Relay Ohio Charts

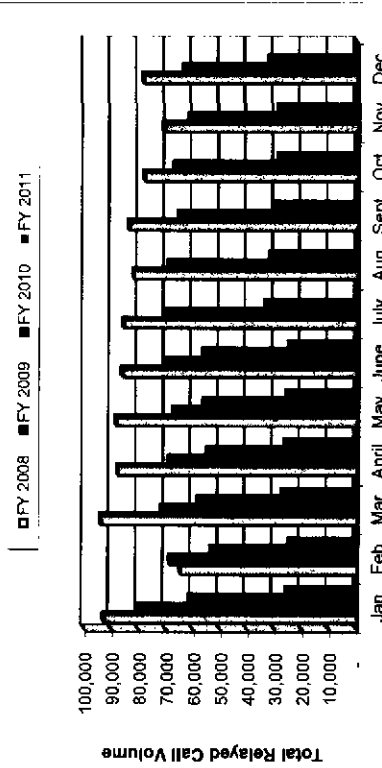
Average Percentage of Relay Usage



Total Billable to Ohio Minutes



Total Call Volume



	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	34.60%	33.62%	31.46%	34.49%	33.04%	33.33%	32.83%	35.96%	35.46%	38.07%	37.61%	34.70%	
Turbo Code	14.88%	15.53%	15.86%	15.31%	14.11%	14.37%	16.53%	14.34%	14.03%	15.92%	14.20%	12.68%	
ASCII	0.19%	0.26%	0.19%	0.07%	0.41%	0.11%	0.04%	0.39%	0.10%	0.00%	0.28%	0.26%	
Voice	20.85%	21.95%	22.11%	19.67%	21.14%	20.66%	21.61%	21.10%	19.82%	19.39%	20.22%	21.70%	
VCO	27.37%	26.58%	28.02%	28.30%	28.94%	28.83%	27.04%	25.88%	27.90%	24.85%	25.97%	28.72%	
HCO	2.09%	2.03%	2.34%	2.12%	2.34%	2.08%	1.94%	2.12%	2.70%	1.70%	1.70%	1.95%	
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%	0.05%	0.03%	0.03%	0.03%	0.01%	0.01%	0.02%	0.00%	0.03%	0.00%	0.00%	

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	261,090	272,619	271,922	269,156	246,240	265,802
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	175,866	178,617	164,745	160,777	155,319	150,477	146,604	145,589	161,343
FY 2011	146,155	135,067	145,456	134,562	132,403	135,270						
FY 2008	281,075	266,297	283,952	265,651	264,882	253,779	251,388	242,796	242,773	236,426	217,538	235,973
FY 2009	237,108	204,666	219,351	202,052	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,605
FY 2010	179,619	157,123	163,584	152,767	159,304	147,708	142,946	137,351	131,536	130,163	127,286	141,275
FY 2011	128,148	117,729	127,326	119,519	117,337	118,646						
FY 2008	92,631	64,679	94,004	87,867	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
FY 2009	79,849	68,554	71,584	69,021	67,242	70,132	69,528	69,093	65,556	67,187	61,736	63,390
FY 2010	61,486	53,381	58,144	54,606	56,096	56,370	33,530	31,748	30,734	29,012	28,746	32,015
FY 2011	26,093	25,284	27,664	26,591	26,121	25,085						



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

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

From: Sprint Enema Detelson
 Address 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

Ohio Contract calls for Session Minutes **2010** **2011** **Total**

	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	138	139	144	143	141	159	157	145	175	135	132	129	145	923
Average Per Min Per User billed to State	138	139	133	133	132	149	149	136	139	126	124	123	135	711
Number of CapTel Activated	67	72	58	56	59	81	59	35	60	65	41	41	58	103
Number of CapTel Shipped	78	82	56	60	63	96	40	42	74	64	28	63	64	3178
Number of CapTels NOT Activated	11	10	-2	4	25	17	-19	7	14	-1	-13	22	6	6
Number of Users/Participants	975	999	965	992	1,010	1,041	1,042	1,018	1,056	1,064	1,082	1,072	1,028	1852
Number of New Users/Participants	44	24	-31	24	18	31	1	-24	38	28	-2	-10	12	12
Occupancy % User	56%	29%	-55%	40%	22%	32%	3%	-57%	51%	44%	-7%	-18%	1607%	
Average Per call Length Per User	2.53	2.50	2.66	2.59	2.73	2.79	2.81	2.85	3.28	2.69	2.97	2.53	3.51	
CapTel Traffic Patterns														
Call In	42,614	44,625	42,324	44,262	42,208	47,120	45,404	41,264	45,627	44,052	44,667	44,457	44,062	526,824
Voice In	10,546	10,770	9,975	10,555	10,143	11,837	10,991	10,535	10,728	10,317	10,870	10,195	10,822	127,483
Total Session Min														
900 Calls	0	0	0	0	0	0	0.82	0	0	0	1	0.00	0.95	0
Answer Machine	745.21	867.12	725.50	964.99	813.60	845.10	679.09	627.72	617.20	622.31	765.18	794.87	745	9,259
General Assistance	3112.89	2,819.20	2,537.36	2,745.74	2,687.20	3,435.34	3,066.79	3,383.37	3,323.82	3,045.94	3,283.47	3,532.56	3,113	39,965
In 2 Line	10,967.64	11,081.31	11,770.95	11,224.68	10,958.16	10,566.77	9,687.92	9,980.01	10,860.35	9,891.28	9,533.34	7,789.78	10,868	124,102
International	82.73	183.97	164.95	161.00	169.85	61.47	56.23	73.78	125.61	142.43	255.75	161.18	83	1,683
Interstate	22,016.34	19,904.92	19,457.74	17,976.96	17,854.12	20,963.91	21,716.37	18,855.96	19,554.47	18,152.40	17,392.74	16,462.29	22,016	230,331
Intrastate	113,417.89	117,180.21	116,540.74	120,901.02	121,711.27	143,154.60	143,445.45	127,628.87	134,532.40	126,292.09	123,402.60	119,615.18	113,418	1,507,923
Others	2,488.14	2,161.73	1,912.32	1,899.27	1,208.48	1,226.49	1,341.01	1,110.37	1,092.74	1,092.74	1,005.48	1,026.43	2,488	17,148
Toll Free	10,561.94	11,936.23	13,806.49	11,703.99	13,492.00	13,374.47	13,856.64	11,878.62	14,313.52	11,879.38	12,149.65	13,137.80	10,562	152,091
Number of Calls by each Traffic Pattern														
900 Call	0	1	0	0	5	0	2	0	0	2	0	2	0	12
Answer Machine	603	593	576	723	528	631	574	518	528	669	581	630	603	7,192
General Assistance	7,921	8,098	7,621	8,142	7,785	9,704	8,701	8,983	9,301	8,507	9,035	9,573	7,921	103,371
2 Line	2,917	3,116	2,956	2,913	2,637	2,639	2,419	2,295	2,577	2,626	2,488	2,315	2,917	31,969
International	25	51	26	37	36	22	40	24	27	70	41	30	25	429
Inter-state	3,568	3,241	3,075	3,006	2,807	3,494	2,958	2,884	3,166	2,675	2,819	2,834	3,568	39,527

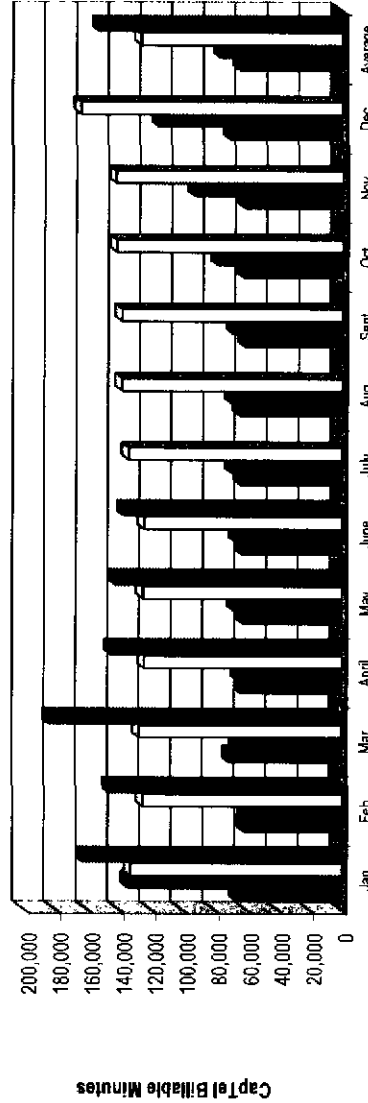
Intra-state	35,023	19,904.92	19,457.74	17,976.96	17,854.12	35,151	39,507	38,552	34,528	37,607	36,920	37,568	36,362	35,023	439,329
Others	974	1,314	1,048	988	705	599	613	508	509	600	508	607	613	974	9,115
Toll Free	2,130	2,170	2,339	2,357	2,897	2,549	2,390	2,549	2,057	2,551	2,312	2,396	2,293	2,130	28,143

Distribution	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Interstate Billable Min	22,016.34	19,904.92	19,457.74	17,976.96	17,854.12	20,963.91	21,719.37	18,855.98	19,554.47	18,162.40	17,392.74	16,462.29	19,911.53	230,321.24
Less International Session Min	82.73	183.37	184.95	161.00	189.85	61.47	58.23	73.78	129.61	142.43	255.75	161.18	122.82	1,662.95
Less Toll Free	5,386.59	6,087.48	7,041.31	5,969.03	6,880.52	6,820.98	7,066.89	6,058.10	7,299.90	6,058.59	6,196.32	6,700.28	6,512.35	77,386.37
2 Line Session Min (17%)	1,196.46	1,218.94	1,170.95	1,124.68	1,095.16	1,056.77	9,887.92	9,880.01	10,860.35	9,891.28	9,533.34	7,789.78	8,594.80	194,567.64
Billable to OH	134,611.86	138,739.70	128,481.10	132,245.98	133,012.00	155,217.02	155,323.91	138,880.85	146,960.76	137,074.98	134,410.06	131,397.51	140,352.58	1,666,855.75
NECA Billable Minutes	32,887.08	29,842.30	29,176.98	26,946.67	26,772.49	31,397.70	32,418.09	28,169.19	29,265.77	27,204.41	26,170.93	24,689.99	28,641.81	344,841.80

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-08	66,470	61,780	70,580	63,494	62,040	63,898	63,647	64,538	61,603	62,941	61,477	70,511	64,567.60	772,379
FY-09	134,612	61,535	66,513	65,106	67,747	66,945	69,838	69,834	68,792	79,075	93,345	115,490	77,078.31	958,852
FY-10	133,145	125,873	127,483	124,371	125,539	124,652	134,612	136,740	138,857	142,236	142,765	164,612.55	126,603.95	1,622,776
FY-11	163,946	147,374	184,805	145,878	142,995	138,330							183,871.22	923,227

Relay Ohio CapTel

- FY-08
- FY-09
- FY-10
- FY-11



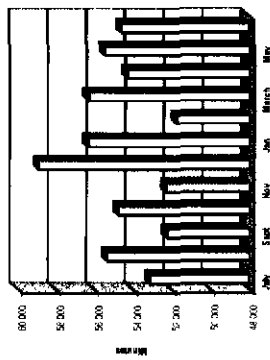
FY-2009-2010 Ohio CapTel Statistic Charts

Total Number of Calls	
July	53,161
Aug	55,395
Sept	62,299
Oct	54,818
Nov	52,351
Dec	58,957
Jan	66,395
Feb	51,799
March	56,355
April	54,369
May	55,537
June	54,652

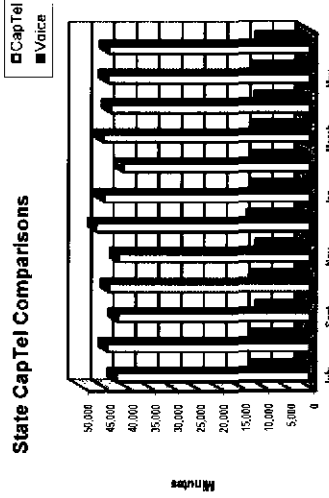
Called by CapTel or Voice Caller		
	CapTel	Voice
July	42,614	10,547
Aug	44,825	10,770
Sept	42,324	9,975
Oct	44,262	10,556
Nov	42,208	10,143
Dec	47,120	11,837
Jan	46,404	10,991
Feb	41,264.00	10,535.00
March	45,627.00	10,728.00
April	44,052.00	10,317.00
May	44,667.00	10,870.00
June	44,457.00	10,195.00

Billable Minutes to State	
July	134,611.86
Aug	138,739.54
Sept	138,957.25
Oct	142,235.95
Nov	142,765.37
Dec	164,612.55
Jan	163,945.74
Feb	147,374.06
March	184,805.09
April	145,877.76
May	142,864.73
June	138,329.93

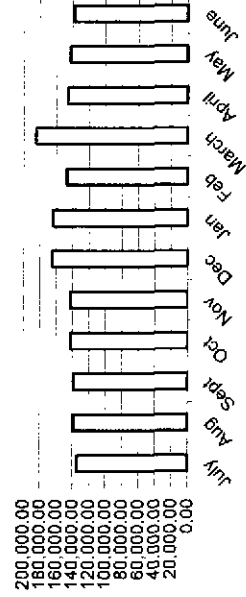
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-20010 - 2011

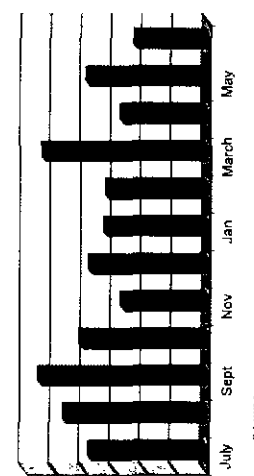
Speech to Speech
Sprint
Relay Ohio
 To: Public Utilities Commission
 Address: 180 East Broad Street
 Columbus, OH 43215
 From: Sprint
 Address: 2055 W. Ilser Avenue, Sub D
 Springfield, IL 62794

Speech to Speech Minutes	2010												2011													
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average
Total Session Min	2,176.24	2,879.43	3,658.03	2,652.24	1,765.12	2,388.45	2,164.20	2,048.36	3,246.04	1,761.03	2,448.18	1,463.10	2,402.21	284,264.46	1,287.30	1,933.60	1,919.08	1,919.08	1,044.03	1,164.94	1,051.11	907.13	1,641.19	838.38	1,201.17	1,653.35
Total Conversation Min	24.33	21.08	67.07	20.39	72.09	65.11	97.16	67.07	7.52	30.35	36.17	6.01	36.52	474.21	0.00	9.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International Session 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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International Toll Free Session 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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International DA Session 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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International Assistance	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Low Toll Free	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Calls	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Busy Ring/No Answer	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Calls	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	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 STS Calls	2,176.24	2,879.43	3,658.03	2,652.24	1,765.12	2,388.45	2,164.20	2,048.36	3,246.04	1,761.03	2,448.18	1,463.10	2,402.21	284,264.46	1,287.30	1,933.60	1,919.08	1,919.08	1,044.03	1,164.94	1,051.11	907.13	1,641.19	838.38	1,201.17	1,653.35
Total STS Session Minutes	2,176.24	2,879.43	3,658.03	2,652.24	1,765.12	2,388.45	2,164.20	2,048.36	3,246.04	1,761.03	2,448.18	1,463.10	2,402.21	284,264.46	1,287.30	1,933.60	1,919.08	1,919.08	1,044.03	1,164.94	1,051.11	907.13	1,641.19	838.38	1,201.17	1,653.35
Total STS Billable Minutes	1,894.47	2,337.45	2,741.26	2,061.31	1,376.48	1,916.85	1,668.20	1,638.72	2,684.32	1,377.81	1,947.85	1,168.80	1,900.56	228,067.72	1,894.47	2,337.45	2,741.26	2,061.31	1,376.48	1,916.85	1,668.20	1,638.72	2,684.32	1,377.81	1,947.85	1,900.56

Number of Calls Made
 Average Length of Call

Total Numbers of Completed Calls Speech to Speech (STS) Calls	2010												2011													
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Local	138	156	204	112	68	112	80	102	212	104	142	83	1622	83	4	1	1	1	1	1	1	1	1	1	1	1
Intrastate	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Director Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
900	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Low Toll Free	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Marine Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Busy Ring/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Total STS Calls	138	156	204	112	68	112	80	102	212	104	142	83	1622	83	4	1	1	1	1	1	1	1	1	1	1	1
Total STS Session Minutes	2,176.24	2,879.43	3,658.03	2,652.24	1,765.12	2,388.45	2,164.20	2,048.36	3,246.04	1,761.03	2,448.18	1,463.10	2,402.21	284,264.46	1,287.30	1,933.60	1,919.08	1,919.08	1,044.03	1,164.94	1,051.11	907.13	1,641.19	838.38	1,201.17	1,653.35
Total STS Billable Minutes	1,894.47	2,337.45	2,741.26	2,061.31	1,376.48	1,916.85	1,668.20	1,638.72	2,684.32	1,377.81	1,947.85	1,168.80	1,900.56	228,067.72	1,894.47	2,337.45	2,741.26	2,061.31	1,376.48	1,916.85	1,668.20	1,638.72	2,684.32	1,377.81	1,947.85	1,900.56

Ohio STS FY 2005-2010 (Billable)





To: Public Utilities Commission

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

Emma Danleison
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 Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
7/11/2010	CSDDH 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
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
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	Hearing Customers, professionals, students and general public	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	HAAA 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 public	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	11	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

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 & Caregivers	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
11/4/2010	1 High School Student interested in CapTel	Lancaster	1 potential CapTel customer	2	Presentation/Technical Support	CapTel	Yes	Learned more about CapTel & its features. Seriously consider purchasing one.
11/5/2010	Universal Newborn Hearing Screening Board Meeting	Pickerington	UNHS Board, Professionals in Audiology, medical fields and Speech/Language	32	Presentation	CapTel/Relay Ohio	Yes	Learned more about Relay Ohio & CapTel & its features
11/8/2010	1 interested CapTel User @ Harbor Career Connections	Maumee	1 potential CapTel Customer	2	Demonstration /Technical Support	CapTel	Yes	Helped with the decision between 800 and 800i. They decided to go with 800i.
11/9/2010	1 interested CapTel User	Toledo	1 potential CapTel Customer	2	Demonstration /Technical Support	CapTel	Yes	Got user up to speed with the CapTel phone.
11/9/2010	Harmony Village Senior Center	Columbiana	1 potential CapTel Customer	3	Presentation/demonstration	CapTel	Yes	Learned more about CapTel & its features
11/10/2010	Potential New CapTel User	Columbus	1 potential CapTel Customer	1	Demonstration	CapTel	Yes	Seriously considering it now.
11/13/2010	HLAA @ Jewish Center	Cincinnati	HLAA Chapter		Presentation	CapTel	Yes	HLAA members learned more about the new CapTels

11/18/2010	Youngstown Hearing and Speech Center	Youngstown	Staff	8	Presentation/demonstration	CapTel	Yes	Staff now updated on both 800 CapTels	
11/30/2010	1 Potential New CapTel User	Bexley	1 potential CapTel user	1	Demonstration	CapTel	Yes	Considering purchasing one now.	
11/30/2010	Potential New CapTel User	Columbus	1 new possible CapTel user	1	Demonstration	CapTel	Yes	Considering her options now.	

12/2/2010	CI Support Group	Cincinnati		35	Presentation/Demonstration	Relay Ohio/CapTel	Yes	Educated new group of possible future CapTel Users	
12/6/2010	Spring 4G Event	Cleveland	Recruitment of possible CapTel users	200/12 new names	Representation for Sprint Relay Ohio/CapTel	CapTel	Yes	Got 12 new names to follow up	
12/8/2010	New CapTel User	Birmingham	New CapTel User	2	Demonstration / Training	CapTel	Yes	New CapTel User	
12/9/2010	Linworth Alternative School	Linworth	Students & Staff	25	Presentation	Relay Ohio/CapTel	Yes	More educated people to know about Relay Ohio/CapTel	
12/13/10	1 New CapTel User	Cincinnati	New CapTel User and Staff	2	Presentation	CapTel	Yes	Will buy one for office staff	
12/14/2010	1 Potential New CapTel User	Columbus	Potential New CapTel User	2	Demonstration	CapTel	No	Person was 92 years old and couldn't read that fast.	

1/4/2011	One on One Training	Columbus	New CapTel User	1	Demonstration	CapTel	Yes	New CapTel User on line	
1/7/2011	One on One Training/Install	Columbus	New CapTel User	1	Demonstration/Install	CapTel	Yes	New CapTel User on line	
1/5/2011	Ohio Jobs and Family Services	Bucyrus	1 CapTel User	3	Demonstration	CapTel	Yes	Brought CapTel and helped them installed it by phone	
1/8/2011	Black Sands Deaf Movie	Westerville	General Public who are deaf and hard of hearing	50	Exhibit	Relay Ohio/CapTel	Yes	More people aware of CapTel and Relay Ohio	
1/12/2011	Franklin County Office on Aging	Columbus	Office staff	7	Presentation	Relay Ohio/CapTel	Yes	Staff more aware of services available for their Aging population they serve	
1/17/2011	Cincinnati BVR	Cincinnati	1 new possible CapTel user	1	Presentation	CapTel	Yes	After several days of dialogue through emails and phone calls, she brought it for work and loves it now!	

1/15/2011	HLAA Wayne & Holmes County Chapter	Wayne/Holmes	HLAA Members	13	Presentation	CapTel	Yes	More members aware of CapTel
1/18/2011	Cohearer Implant Support Group meeting	New Philadelphia	CI Support Group	4	Presentation	CapTel	Yes	Very interested in 800 and 800i. May have 2 new CapTel users soon.
1/22/2011	New CapTel User	Columbus	1 CapTel	1	Demonstration	CapTel	Yes	New CapTel User on line
1/25/2011	University of Akron	Akron	University of Akron Students and Faculty	15	Presentation/demonstration	CapTel	Yes	Students & Faculty aware of CapTel
2/17/2010	Ohio Academy of Audiology Conference	Columbus	Audiologists, Students, Professionals	50	Exhibit	CapTel/Relay Ohio	Yes	Educated a lot of Audiologists and Professionals
3/12/2011	Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton	HLAA members	140	Presentation	CapTel/Relay Ohio	Yes	Sponsored the event
3/12/2011	Dayton Association of the Deaf/Ohio Association of the Deaf Parimentary Workshop	Dayton	OAD, Dayton Deaf and Hard of hearing people	35	Exhibit	CapTel/Relay Ohio	Yes	Sponsored refreshments and educated a lot of new OAD/Dayton deaf and hh people there about CapTel
3/15/2011	New CapTel User	Columbus	Potential New CapTel User	1	Demonstration	CapTel	Yes	Customer is buying
3/17-19/11	Ohio Speech-Language Hearing Association Conference	Columbus	Audiologists, School pathologists, other professionals	650	Exhibit	CapTel/Relay Ohio	Yes	Educated a lot of audiologists, pathologists, counselors, etc.
3/19/2011	ASL Terp Expo	Columbus	Interpreters, Deaf people, Professionals	200	Exhibit	CapTel/Relay Ohio	Yes	Educated a lot of interpreters and professionals
3/19/2011	University of Cincinnati-Deaf Health Fair 2011	Cincinnati	Deaf Community, Health Professionals	400	Exhibit	CapTel/Relay Ohio	Yes	Educated consumers/professionals serving Deaf/HH
3/24/2011	New CapTel Customer	Wooster	2 new CapTel users	2	Demonstration	CapTel	Yes	Considering buying CapTel soon
3/26/2011	Dayton Deaf Awareness Dingo	Dayton	Deaf Community	40	Presentation	CapTel/Relay Ohio	Yes	Educated a lot of people there

4/1/2011	One-on-one Training	Columbus	One interested consumer	1	Demonstration	CapTel	Yes	Is buying a CapTel for herself
4/2/2011	Serving our Seniors Safety Day	Westerville	Senior Citizens	100	Exhibit	Relay Ohio/CapTel	Yes	Several Senior Citizens interested in buying CapTel
4/9/2011	HLAA Mahoning Valley Chapter	Youngstown	HLAA Members	10	Presentation	CapTel	Yes	Educated HLAA members about CapTel
4/11/2011	New Contractor One-on-One training	Columbus	New Contractor to work in Portsmouth and southeast region	1	Training	Relay Ohio/CapTel	Yes	New Contractor to do outreach activities for Relay Ohio/CapTel
4/12/2011	Kent State University	Kent	Audiology Class at KSU	10	Presentation	Relay Ohio/CapTel	Yes	Educated audiology students about Relay Ohio/CapTel services
4/16/2011	Health Fair Event	Wooster	Wooster Community	200	Exhibit	Relay Ohio/CapTel	Yes	Educated consumers and professionals about Relay Ohio/CapTel
4/21/2011	Cleveland Sight Center	Cleveland	Cleveland staff, professionals and consumers		Presentation	Relay Ohio/CapTel	Yes	More people aware of Relay Ohio/CapTel services. Some interested in buying CapTel
4/27/2011	Solidarity Conference	Columbus	People with disabilities including speech impairments	150	Exhibit	Relay Ohio/CapTel	Yes	Educated consumers and professionals about Relay Ohio/CapTel
4/30/2011	Wayne County Home & Garden Show	Wayne	Wayne General Public	400	Exhibit	Relay Ohio/CapTel	Yes	Educated consumers and professionals about Relay Ohio/CapTel
[REDACTED]								
5/6/2011	Hopewell Ohio Region 14	Wilmington	Parents, deaf and hard of hearing students and professionals	86	Presentation	Relay Ohio/CapTel	Yes	More people educated about Relay Ohio and CapTel
5/17/2011	COSMO's Commerce Bank Community Event	Columbus	General Public and their employees	28	Exhibit	Relay Ohio/CapTel	Yes	Educated employees about Relay Ohio/CapTel services
5/17/2011	AG Bell School's Career Day	Columbus	AG Bell Students, Teachers and parents	40	Presentation	DSC/Relay Ohio/CapTel	Yes	Educated students, teachers and parents about our services
5/20-21/2011	Dayton/Cincinnati Walk4Hearing 2011	Dayton	HLAA members, families and professionals	500	Exhibit	Relay Ohio/CapTel	Yes	Educated HLAA members, families, professionals @ CapTel phones and services
5/24/2011	Regional Infant Program Awareness Event	Wooster	Professionals, customers, and families	30	Exhibit	Relay Ohio/CapTel	Yes	Educated professional, customers, and families about Relay Ohio/CapTel

6/8/2011	Richmond's Sprint Senior Wellness & Independence Expo	North Olmsted	Senior Citizens and their families	250	Exhibit/Demonstration	Relay Ohio/CapTel	Yes	Educated Senior Citizens about CapTel
6/9/2011	River Bend Retirement Home	Whealersburg	Residents and their families	2	Presentation	Relay Ohio/CapTel	Yes	Educated resident and their families about CapTel, Relay Ohio and Service benefits
6/14/2011	Community Services for the Deaf and Hard of Hearing of Portsmouth	Portsmouth	Potential CapTel customer	1	Presentation	WebCapTel flyer	Yes	Purchased a CapTel phone!
6/16/2011	DFAS Multicultural Day	Columbus	DFAS employees, their supervisors and families	300	Exhibit/Demonstration	Relay Ohio/CapTel	Yes	Educated a lot of DFAS Employees, their families and supervisors.
6/21-23/2011	America Association of the Deaf-Blind Conference	Fort Mitchell, KY	AADB members, families and professionals	650	Exhibit/Demonstration	Relay Ohio/CapTel	Yes	Educated Senior Citizens about CapTel
6/30/2011	One Potential CapTel User	Columbus	1 New Potential CapTel customer	1	Presentation	Relay Ohio/CapTel	Yes	Seriously considering purchasing it now.