



Relay Ohio Traffic Report

FY-2012-2013

Case No. 08-439-TP-COI



To: **Public Utilities Commission**

From: **Sprint Emma Danielson**

Address **Beth Blackmer**
180 East Broad Street
Columbus, OH 43215

Address **2055 W. Iles Avenue, Suite D**
Springfield, IL 62704

2012

2013

TOTAL CALL VOLUME (Outbound)

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL	AVG
TTY- Baudot	6,143	6,055	6,151	5,532	5,565	5,633	5,755	5,143	5,178				51,155	31.47%
Turbo Code	2,672	2,465	2,150	2,104	2,010	1,921	1,876	1,446	1,905				18,549	11.41%
ASCII	97	15	29	103	4	4	81	17	22				372	0.23%
Voice	4,256	4,102	4,036	4,642	4,898	4,533	4,478	3,137	3,530				37,612	23.14%
VCO	5,840	5,745	5,066	5,600	4,828	5,829	5,531	4,639	5,392				48,470	29.82%
HCO	300	306	245	414	316	20	33	11	25				1,670	1.03%
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0				0	0.00%
Deaf/Blind Baudot	27	6	14	1	0	0	8	0	0				56	0.03%
Speech to Speech	163	150	258	864	974	518	669	500	567				4,663	2.87%
Spanish Calls	2	1	0	1	1	2	1	3	1				12	0.01%
TOTAL	19,500	18,845	17,949	19,261	18,596	18,460	18,432	14,896	16,620				162,559	100%

% PERCENTAGE OF CALLS

TTY	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	35.73%	32.26%					32.48%
Turbo Code	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.56%	10.05%	11.87%					11.69%
ASCII	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.46%	0.12%	0.14%					0.23%
Voice	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	25.21%	21.80%	21.99%					23.78%
VCO	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	31.14%	32.23%	33.59%					30.76%
HCO	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.19%	0.08%	0.16%					1.02%
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	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.05%	0.00%	0.00%					0.03%
Speech to Speech	1%	1%	1%	4%	5%	3%	4%	3%	3%					2.89%
Spanish Calls	0%	0%	0%	0%	0%	0%	0%	0%	0%					0.01%

TOTAL NUMBERS OF COMPLETED RELAYED CALLS

Local	12,453	12,034	11,529	14,970	11,008	11,037	10,701	8,878	9,922				102,532	34.79%
Intrastate (Intralata)	182	242	235	261	294	371	319	318	296				2,518	0.83%
Intrastate (Interlata)	741	425	432	402	673	667	798	598	629				5,369	1.62%
Interstate Calls	474	464	360	524	382	500	396	411	493				4,004	1.36%
Toll Free	1,645	1,894	1,557	2,144	1,529	1,500	1,820	1,665	1,577				15,331	5.20%
Directory Assistance	92	60	36	93	69	90	52	42	57				591	0.20%
900 (Attempted)	0	0	0	0	0	0	0	0	0				0	0.00%
International	0	8	0	2	3	1	27	0	1				42	0.01%
Marine (Attempted)	0	0	0	0	0	0	0	0	0				0	0.00%
Other Calls	0	0	0	0	0	0	0	0	0				0	0.00%
TOTAL COMPLETED	15,587	15,127	14,149	14,604	13,958	14,166	14,113	11,912	12,975				126,591	42.96%
Busy Ring No answer	37,405	3,567	3,542	3,792	3,663	3,774	3,649	2,481	3,077				64,950	22.04%
TOTAL OUTBOUND	19,335	18,694	17,691	18,396	17,621	17,940	17,762	14,393	16,052				157,884	53.56%
General Assistance	17,070	16,358	16,003	17,211	14,725	14,016	15,269	12,642	13,500				136,794	46.42%
TOTAL	36,405	35,052	33,694	35,607	32,346	31,956	33,031	27,035	29,552				294,676	100.00%

FILE

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RECEIVED-DOCKETING DIV

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FY-2012-2013

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MINUTES OF SERVICE

Total Conversation Minutes	71,136.20	71,154.12	64,897.52	69,428.85	64,648.93	67,932.43	69,803.43	61,551.85	60,332.52			600,885.85	9.26%
Total Session Minutes	105,975.47	105,229.83	97,853.90	103,481.38	95,658.05	98,556.58	100,194.45	86,437.80	88,931.43			882,318.89	13.80%
Less Interstate	4,265.38	3,722.00	3,303.50	3,000.82	2,986.90	3,573.23	2,987.13	2,960.37	3,867.83			30,867.16	0.56%
Less International	0.87	79.45	0.00	4.65	20.55	4.58	265.33	0.78	2.35			378.56	0.00%
Less 800 Toll-Free	9,250.13	10,710.58	8,199.69	9,574.08	8,835.24	8,246.73	10,168.63	9,172.88	8,838.86			82,996.82	1.20%
Less Directory Session Min	37.35	0.68	3.25	51.07	16.47	40.55	23.95	0.00	31.32			204.84	0.00%
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00%
Billable Minutes	92,421.74	90,717.12	86,347.46	90,850.76	83,798.89	86,691.49	86,749.41	74,303.77	76,191.07			768,071.71	100.00%
Billable Minutes (STS)	897.31	855.96	1,481.32	4,384.85	6,307.40	3,975.79	4,126.69	3,406.82	3,472.66			28,918.80	100.00%

NUMBER OF CALLS TO RELAY

Offered	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952			262,080	33.33%
Answered	31,106	30,080	29,034	31,352	28,247	27,508	28,385	23,406	25,275			254,393	32.36%
In Queue	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952			262,080	33.33%
Abandoned in Queue	957	837	742	950	864	907	965	788	677			7,687	33.33%
Total Number of Calls to Relay	96,189.00	92,751.00	89,328.00	96,906.00	87,333.00	85,245.00	88,050.00	72,582.00	77,856.00			786,240.00	100.00%

AVERAGE NUMBER OF CALLS - STS not included

Weekend	811	731	772	748	731	749	708	666	640			6,556	37.50%
Weekday	1,323	1,270	1,299	1,288	1,205	1,165	1,190	1,085	1,102			10,927	62.50%
Total AVG Number of Calls	2,134.00	2,001.00	2,071.00	2,036.00	1,936.00	1,914.00	1,898.00	1,751.00	1,742.00			17,483.00	100.00%

AVERAGE NUMBER OF CALLS IN SESSION MINUTES

Session Minutes	3.39	3.49	3.37	3.32	3.41	3.58	3.52	3.70	3.55			31.33	27.01%
Conversation Minutes	2.27	2.36	2.23	2.23	2.31	2.47	2.45	2.63	2.41			21.36	18.41%
Avg. Length of Completed Calls	6.82	6.96	6.95	7.12	6.99	7.07	7.16	7.32	6.92			63.31	54.58%
AVG Number of Calls in Session Minutes	12.48	12.81	12.55	12.67	12.71	13.12	13.13	13.65	12.88			116.00	100.00%

AVERAGE SPEED OF ANSWER

Service Level	96.0%	96.0%	97.0%	96.0%	96.0%	95.0%	95.0%	95.0%	96.0%				96.86%
ASA	1.2	1.1	1.0	1.3	1.4	1.4	1.5	1.6	1.3			11.80	131%
Total AVG Speed of Answer	2.16	2.08	1.97	2.26	2.36	2.35	2.45	2.55	2.26			20.42	100.00%

CUSTOMER CONTACTS

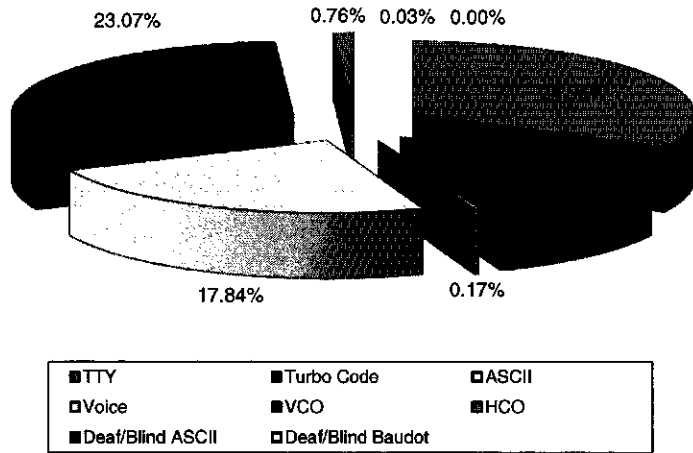
Complaints	2	1	7	3	3	3	0	0	0			19	0.44%
Commendations	6	9	7	6	9	6	10	7	8			68	1.56%
Inquiries/Other	335	238	338	560	560	437	88	1,100	605			4,261	98.00%
Total	343	248	352	569	572	446	98	1,107	613			4,348	100%

Relay Conference Captioning

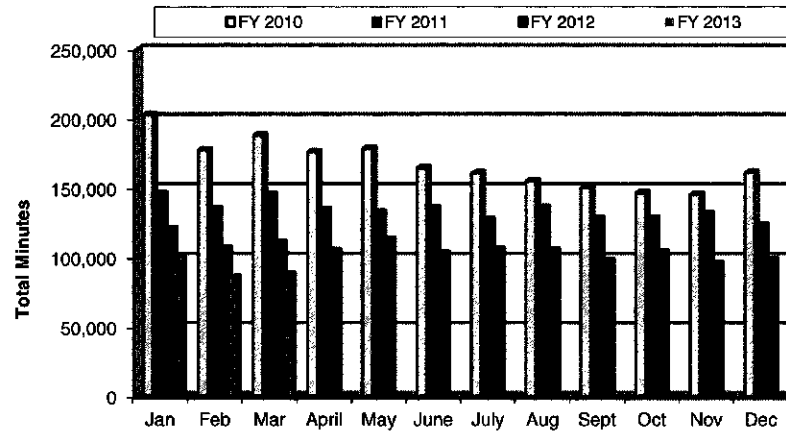
RCC Minutes (effective 7/1/2009)	525	930	900	480	435	0	120	120	90			3,600	400.00
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FY 2012-2013 Relay Ohio Charts

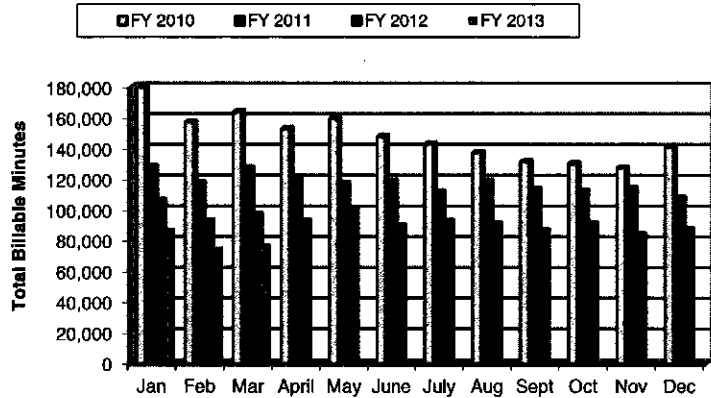
Average Percentage of Relay Usage



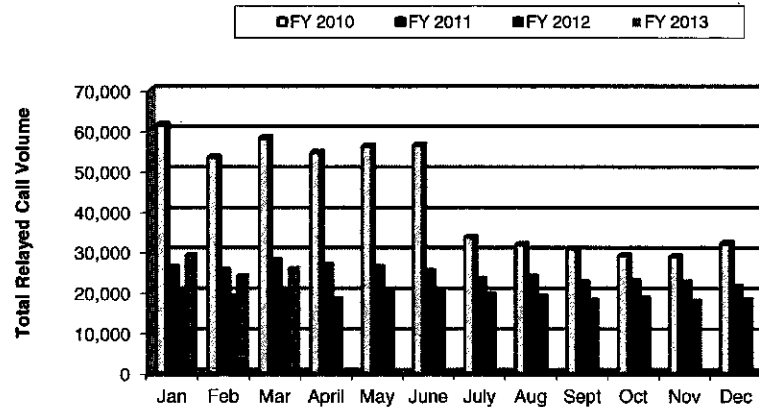
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



Relay Usage	2012						2013						
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	24.36%	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	35.73%	32.26%	0.00%	0.00%	0.00%
Turbo Code	8.77%	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.56%	10.05%	11.87%	0.00%	0.00%	0.00%
ASCII	0.17%	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.46%	0.12%	0.14%	0.00%	0.00%	0.00%
Voice	17.84%	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	25.21%	21.80%	21.99%	0.00%	0.00%	0.00%
VCO	23.07%	30.20%	30.73%	28.84%	30.44%	27.40%	32.49%	31.14%	32.23%	33.59%	0.00%	0.00%	0.00%
HCO	0.76%	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.19%	0.08%	0.16%	0.00%	0.00%	0.00%
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	0.03%	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%

Total Minutes	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	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	208,348	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	135,061	145,456	134,562	132,403	135,270	127,094	135,918	128,069	127,873	131,270	123,434
FY 2012	120,750	106,681	110,427	104,743	112,988	102,862	105,975	105,230	97,854	103,481	95,658	98,557
FY 2013	100,194	86,438	88,931	0	0	0	0	0	0	0	0	0

Total Bilingual Minutes	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	281,075	266,297	293,952	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	111,551	118,729	113,366	111,965	113,775	107,709
FY 2012	106,087	92,515	97,071	92,578	99,554	89,127	92,422	90,717	86,347	90,851	83,799	86,691
FY 2013	86,749	74,304	76,191	0	0	0	0	0	0	0	0	0

Total Relayed Call Volume	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
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	65,558	67,187	61,736	63,390
FY 2010	61,496	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	23,178	23,780	22,308	22,550	22,396	21,358
FY 2012	20,134	18,813	19,463	18,052	20,185	19,894	19,335	18,694	17,691	18,396	17,621	17,940
FY 2013	29,350	24,194	25,952	0	0	0	0	0	0	0	0	0



FY-12/13 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
Address: Emma Danielson
 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

Ohio Contract calls for Session Minutes

	2012						2013						Average	Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Monthly														
Billable Minutes	160,727.42	163,339.06	153,379.45	165,755.62	157,867.12	167,099.15	170,510.67	150,016.15	169,045.71				161,962.26	1,457,840.37
Spanish Billable Minutes	0	0	0	0	0	0	2.48	5.74	8.93				2	17.15
Average Per Min Per User	142	145	137	151	161	168	183	165	184				160	923
Average Per Min Per User billed to State	127	130	122	135	129	135	139	127	143				132	711
Number of CapTel Activated	2,724	2,761	2,787	2,806	2,817	2,863	2,899	2,920	2,936				2,835	103
Number of CapTel Shipped	2889	2928	2958	2981	3007	3066	3088	3,092	3,110				3,013	3176
Number of Users/ Participants	1,128	1,124	1,118	1,100	1,093	1,094	1,092	1,055	1,061				1,096	1852
Occupancy % User	39%	38%	38%	37%	36%	36%	35%	34%	34%				36%	
Average Per call Length Per User	2.76	2.79	2.82	2.78	2.92	2.89	3.04	3.04	3.10				3.51	

CapTel Traffic Patterns	1												Average	Total
Call In	46,517	46,798	43,421	47,535	43,439	46,208	44,731	39,174	42,735				44,506	400,558
Voice In	11,665	11,827	10,992	12,068	10,695	11,644	11,302	10,128	11,753				11,342	102,074
Total of Calls	58,182	58,625	54,413	59,603	54,134	57,852	56,033	49,302	54,488	0	0	0	57,155	502,632

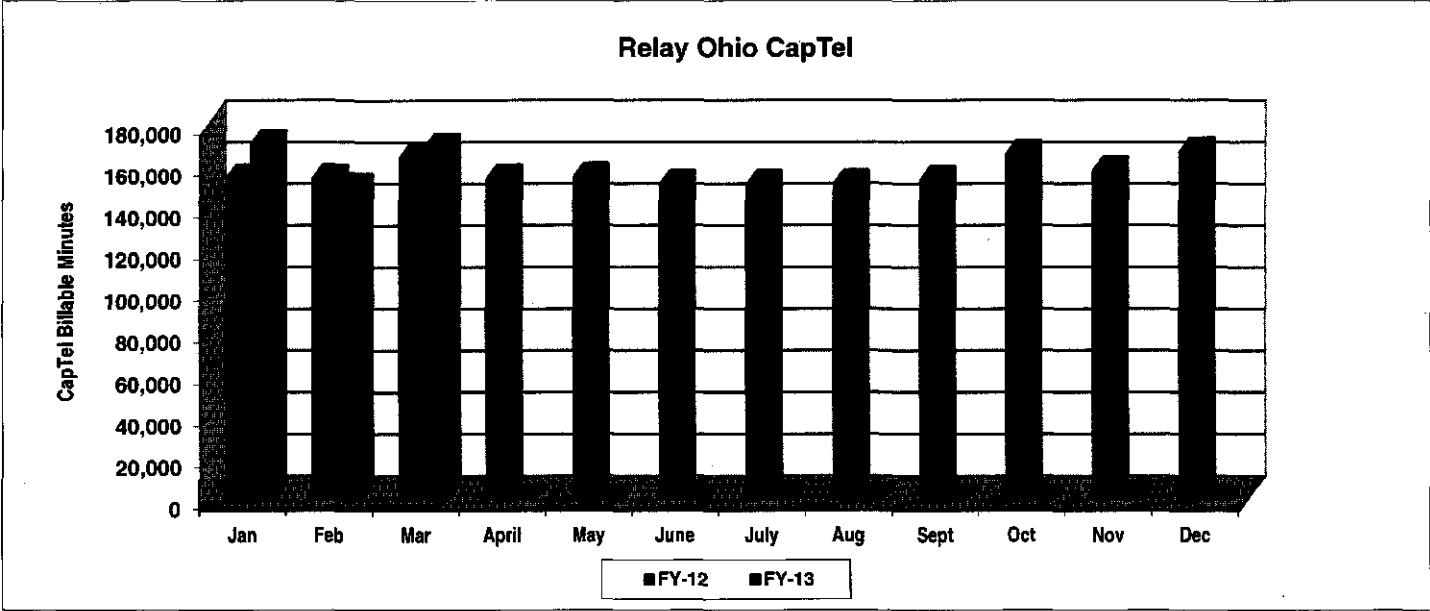
Total Session Min													Average	Total
900 Calls	0.4	1	0	0	0	1	0	0	0.00				0	2
Answer Machine	1042.82	1,205.18	1133.02	1,428.70	1,099.33	830.06	731.75	721.32	770.83				996	8,963
General Assistance	2887.5	2,739.76	2498.03	2,902.70	2,646.44	2,817.48	3,062.88	2,587.10	2,530.17				2,742	24,682
In 2 Line	7,612.68	8,308.71	7,185.37	8,225.53	7,276.61	8,109.45	7,365.53	7,213.99	9,029.68				7,814	70,328
International	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12	36.60				42	374
Interstate	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.98				18,480	166,322
Intrastate	142,723.69	143,979.07	135,911.12	145,873.24	139,433.41	149,166.98	152,556.73	133,614.05	150,526.59				143,754	1,293,787
Others	1,123.55	1,261.70	1,145.83	1,389.53	1,183.31	987.63	708.68	817.72	887.72				1,056	9,506
Toll Free	12,600.54	13,792.43	12,850.69	13,959.54	14,341.80	12,401.09	14,276.15	11,929.63	12,844.88				13,222	118,997
Total of Session Min	166,136.29	189,724.38	178,216.82	192,308.33	183,721.86	194,943.28	198,551.44	174,018.55	195,339.45	0.00	0.00	0.00	141,080	1,882,560

Less 51%

Number of Calls by each Traffic Pattern											Average	Total	
900 Call	1	1	0	0	0	3	0	0	0	0		1	5
Answer Machine	816	898	844	1,086	851	643	615	576	621			772	6,950
General Assistance	8,113	7,915	7,368	8,403	7,613	7,806	8,168	7,077	7,192			7,739	69,655
2 Line	2,406	2,463	2,210	2,561	2,131	2,046	1,973	1,785	2,244			2,202	19,819
International	33	52	40	21	34	19	30	17	28			30	274
Inter-state	3,025	3,157	2,966	3,219	3,011	3,291	2,954	2,690	3,139			3,050	27,446
Intra-state	40,788	40,779	37,914	41,043	37,112	40,900	39,173	34,370	38,204			38,920	350,283
Others	581	586	526	470	465	475	451	400	473			492	4,427
Toll Free	2,419	2,774	2,545	2,800	2,917	2,669	2,669	2,387	2,593			2,641	23,773
Total	58,182	58,825	54,413	59,603	54,134	57,852	56,033	49,302	54,468	0	0	0	502,632

	Distribution										Average	Total	
1.61	Inter-state Billable Min	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.98		18,480.17	166,321.51
	Less International Session Min	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12	36.60		41.80	374.43
1.368	Less Toll Free	6,426.28	7,034.14	6,553.85	7,119.37	7,314.32	6,324.56	7,280.84	6,084.11	6,550.89		6,743.15	60,688.34
	2 Line Session Min (11%)	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.98		18,480.17	166,321.51
	Billable to OH	143,442.85	145,863.05	136,753.87	148,163.46	140,987.11	147,381.26	151,628.53	133,710.06	151,326.00		144,361.58	1,299,254.21
1.61	NECA Billable Minutes	27,024.91	27,448.16	26,026.57	27,592.33	26,403.70	30,726.35	29,548.95	25,503.57	27,918.84		27,577.05	248,193.48

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,596	32,842	31,302	32,890	34,500	34,049	41,810	50,667	85,160	30,943.02	444,534
FY-08	66,470	61,780	70,590	63,494	62,040	63,038	63,847	25,952	61,603	62,901	61,477	70,511	64,567.00	733,693
FY-09	61,535	61,535	66,513	65,106	67,747	66,945	69,858	25,275	58,792	79,075	93,345	115,489.83	64,896.83	841,216
FY-10	133,145	125,673	127,483	124,371	125,530	124,652	134,612	25,952	136,957	142,236	142,765	164,612.55	127,923.65	1,509,989
FY-11	163,946	147,374	184,805	145,878	142,895	138,330	143,407	677	134,612	145,899	152,862	160,122	152,376.35	1,660,807
FY-12	154,225	154,225	164,312	154,045	154,735	151,318	151,318	151,318	153,379	165,758	157,867	167,099	154,882.47	1,879,596
FY-13	170,611	150,016	169,046	0	0	0	0	0	0	0	0	0	69,953.22	488,673

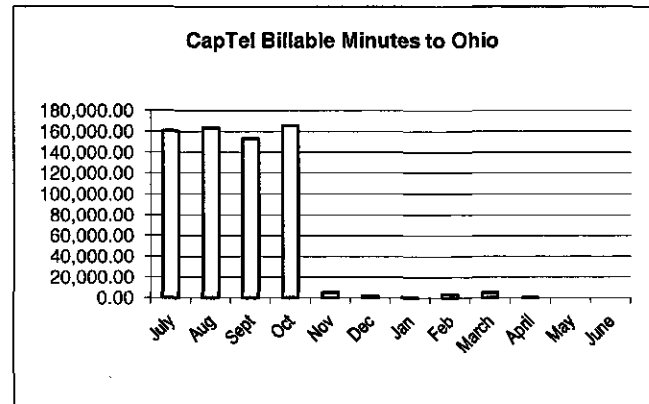
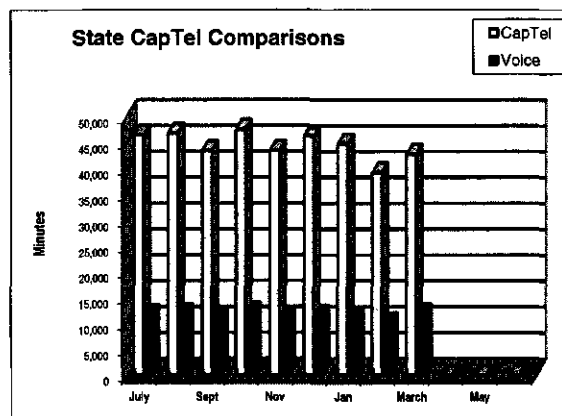
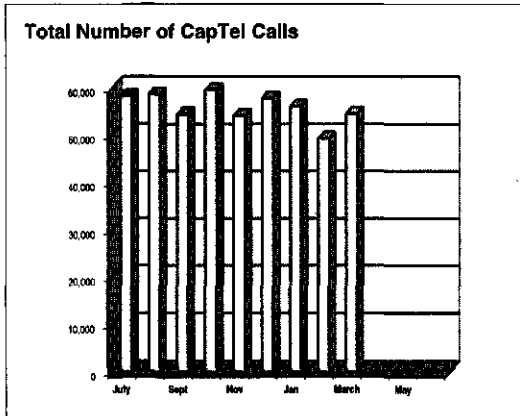


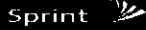
FY-2012-2013 Ohio CapTel Statistic Charts

Total Number of Calls	
July	58,182
Aug	58,625
Sept	54,413
Oct	59,603
Nov	54,134
Dec	57,852
Jan	56,033
Feb	49,302
March	54,488
April	0
May	0
June	0

Called by CapTel or Voice Caller		
	CapTel	Voice
July	46,517	11,665
Aug	46,798	11,827
Sept	43,421	10,992
Oct	47,535	12,068
Nov	43,439	10,695
Dec	46,208	11,644
Jan	44,731	11,302
Feb	39,174	10,128
March	42,735	11,753
April	0	0
May	0	0
June	0	0

Billable Minutes to State	
July	160,727.42
Aug	163,339.08
Sept	153,379.45
Oct	165,755.62
Nov	5,178.00
Dec	1,905.00
Jan	22.00
Feb	3,530.00
March	5,392.00
April	25.00
May	0.00
June	0.00





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

FY 2012 - 2013



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

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

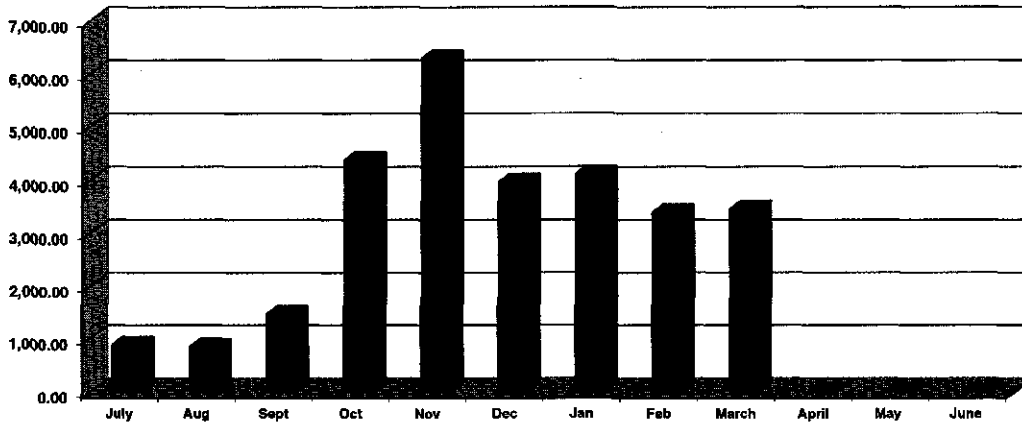
Contract for Session Minutes

Speech to Speech Minutes	2012						2013						Average	Total
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Total Session Min	1,140.01	1,094.42	1,909.10	5,651.84	7,652.25	5,018.11	4,929.11	4,018.47	4,198.10				3,958.10	35604.91
Total Conversation Min	608.12	653.40	1,069.52	3,314.26	3,961.29	3,049.15	2,939.17	2,168.30	2,126.23				2,140.17	19261.54
<i>Lines</i>														
Interstate Session Minutes of Use	9.18	6.38	2.04	120.08	24.54	8.40	7.51	36.85	83.00				33.11	297.98
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
Interstate Toll Free Session Minutes of Use 51%	218.38	225.95	898.40	1,057.00	1,167.29	978.18	742.22	624.70	597.77				656.58	5909.23
Interstate DA Session Minutes of Use	14.46	6.31	21.07	79.35	152.44	55.25	52.16	50.10	44.67				52.87	475.81
900 Session Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00	0
Total Billable Speech to Speech	897.99	856.88	1,481.59	4,394.91	6,308.04	3,976.28	4,127.22	3,406.82	3,472.66	0.00	0.00	0.00	2,410.16	28921.89

Number of Calls Made
 Average Length of Call

Total Numbers of Completed Calls Speech to Speech (STS) Calls	2012						2013						Total
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Local	79	81	180	247	555	812	890	825	331				2450
Intrastate	0	0	0	143	6	0	0	1	34				184
Interstate	2	1	0	14	3	2	2	5	6				35
Directory Assistance	13	17	22	72	72	34	69	36	26				361
General Assistance	0	0	0	0	0	0	0	0	0				0
International	0	0	0	0	0	0	0	0	0				0
900	0	0	0	0	0	0	0	0	0				0
Local Toll-Free	28	42	54	229	187	133	101	73	64				946
Message Calls	0	0	0	0	0	0	0	0	0				0
Busy Ring/No Answer	0	0	0	0	0	0	0	0	0				0
Other Calls	0	0	0	0	0	0	0	0	0				0
Total STS Calls	127	141	208	715	829	481	662	440	481				3976
Total STS Session Minutes	1,140	1,094	1,909	5,651	7,652	5,018	4,929	4,018	4,198				35604.91
Total STS Billable Minutes	897	856	1,481	4,395	6,307.34	3,975.49	4,126.69	3,406.82	3,472.67				28917.87
Ohio STS	897.99	856.98	1,481.59	4,394.91	6,308.04	3,976.28	4,127.22	3,406.82	3,472.66	0.00	0.00	0.00	

Ohio STS FY 2011-2012 (Billable)





Case No.08-439-TP-COI

To: Public Utilities Commission	Emma Danielson
	Beth Blackmer
	2055 W. Iles Avenue, Suite D
	180 East Broad Street
	Springfield, IL 62704
	Columbus, OH 43215

Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
7/5-6/2012	National Association of the Deaf Convention	Louisville, KY	NAD Convention attendees, professionals, families	3000	Exhibit	Relay Ohio/CapTel 840i	YES	Reached out new customers that haven't seen/met in Ohio
7/6/2012	Customer Training	Wheelersburg, WVA	Kes Keene	3	1-1 training	CapTel brochure and flyers	YES	New CapTel customer
7/13/2012	CapTel Training	Columbus	Relay Ohio/CapTel trainers	10	Presentation/Demonstration	CapTel packets, 840i flyers, PowerPoint presentations from the Denver, CO training	YES	All Relay Ohio/CapTel trainers are now updated with 840i and other technical issues for Relay Ohio.
7/14/2012	CSDHH Picnic	Lake White	Deaf and Hard of Hearing individuals and their families and friends	130	Presentation	Flyers on CapTel and Relay Ohio were passed out	YES	Possible new CapTel customers. Will follow up
7/28/2012	Deaf Black Advocates Conference	Middlesburg Heights	Deaf and Hard of Hearing individuals and their families and friends	60	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Did a lot of CapTel phone demonstrations as requested. May get new CapTel phone users
Aug-12								
8/4/2012	HLAA Ohio Chapter Leaders Conference	Newark	HLAA leaders, trainers and members	50	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated new people and answered questions about the new 840i phone
8/14/2012	Rally for Wellness Health Fair	The Ohio State University-Columbus	OSU students, staff, professionals in health industries, Hospital reps	2,500	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated a lot of new customers and even have some new leads to follow up.
8/22/2012	One-on-One Training	Smithville	2 people	2	Demonstration	CapTel brochure and order forms	YES	Considering purchasing a new CapTel phone
Sep-12								
9/9/2012	Columbus Colony Housing's Fall Festival	Westerville	Deaf, hard of hearing and deaf-blind individuals and their families, senior citizens, friends of CCH	900	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated a lot of people about the CapTel 840i and 840. Also got a few leads - will follow up on them.
9/14/2012	NOCCCI & OH Chapter AB Bell Conference	Akron	Professionals, members of AB Bell Association	200	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many professionals and members
9/17-18/12	DisAbility Jobs Summit: Connecting & Building Partnerships	Columbus	Employers, vocational rehabilitation counselors & coordinators, vocational consultants, supervisors, mental health and developmental disabilities professionals, educators, individuals with disabilities and their families	500	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Many people stopped by and asked about CapTel 840 and 840i so we were able to answer their questions.
9/21/2012	Columbus Catholic Services	Columbus	Staff	7	Presentation and Demonstration	Relay Ohio brochures, CapTel flyers and order forms	YES	Educated all staff about Relay Ohio and CapTel services

Sprint



Case No.08-439-TP-COI

To: Public Utilities Commission						Emma Danielson
					Beth Blackmer	2055 W. Iles Avenue, Suite D
					180 East Broad Street	Springfield, IL 62704
					Columbus, OH 43215	

Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
9/22/2012	Ride DEAF Bike Challenge	Plain City	Cyclists, families and	180	Exhibit	Relay Ohio brochures, CapTel Flyerse and Order forms	YES	Several cyclists with hearing loss plan to contact us for more information about CapTel
9/22/2012	Dayton Deaf Awareness Day	Dayton	Deaf, hard of hearing and deaf-blind individuals and their families, senior citizens, friends from Dayton area	600	Exhibit/Demonstration	Relay Ohio brochures, Captel flyers	YES	Educated a lot of people about the CapTel 840i and 840. Also got a few leads - will follow up on them.
9/28/2012	Orange Health & Wellness Fair	Pepper Pike	Health Professionals, patients, families, community members	500	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Many people are now aware of Relay Ohio and CapTel services.
9/29/2012	OASLTA (Ohio American Sign Language Teachers Association)	Dayton	Teachers, professionals, interpreters	41	Exhibit/Demonstration	Relay Ohio brochures, Captel flyers	YES	Educated many, teachers, professionals and OASLTA members
9/29/2012	Hearing Health Seminar hosted by Cochlear Americas	Columbus	Professionals, family members	125	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many professionals and members. Also associated with Cochlear America.
Oct-12								
10/6/2012	Northwest Ohio Walk4Hearing 2012	Lima	Professionals, HLAA members, Families and Friends	70	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More HLAA members aware of CapTel phones and 3 possible new users
10/6/2012	WRAAA Senior Wellness Expo 2012	Parma	Senior Citizens, families and professionals	450	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	Many senior citizens are educated more about the Relay Ohio and CapTel services
10/10/2012	St. Vincent Charity Medical Center	Cleveland	Health Professionals, patients, families, community members	300	Exhibit/Demonstration	Relay Ohio/CapTel brochurse	YES	Many Health Professionals and community members know about Relay Ohio and CapTel services.
10/13/2012	HLAA Local Chapter--Columbus	Columbus	HLAA members and their families	10	Presentation	Relay Ohio/CapTel brochures and flyers	YES	New HLAA members educated about services
10/16/2012	Defense Logistics Agency (DLA)	Columbus	Federal Employees, Supervisors and Board	24	Exhibit	Relay Ohio/CapTel brochures and flyers	YES	2 Federal Employees were interested in getting Captel phones for their work.
10/22/2012	OSSPEAC (Ohio Speech Pathology Educational) Fall Conference 2012	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	450	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More people educated about the Relay Ohio/CapTel services. Got 2 possible new trainers for Relay Ohio team.

Sprint



Case No.08-439-TP-COI

To: Public Utilities Commission	Emma Danielson
Beth Blackmer	2055 W. Iles Avenue, Suite D
180 East Broad Street	Springfield, IL 62704
Columbus, OH 43215	

Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
Nov-12								
11/1-2/2012 AND 11/5/12	1 New CapTel User	Waverly	1 new CapTel user		Demonstration/Technical Assistance	CapTel handout	YES	New CapTel User all set up now.
11/10/2012	2012 Jam	Blacklick	Eastpointe members, community and professionals		Exhibit/Demonstration	Relay Ohio/CapTel brochures and handouts	YES	1 new possible trainer and several people educated
11/12/2012	Hamilton County Call Center	Cincinnati	Call Center dispatchers		Presentation/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More dispatchers understand how Relay Ohio and CapTel users make their calls and how they should handle such calls
11/17/2012	1st Annual Deaf Festival	Struthers	Church, Community and families	80	Exhibit/Demonstration	Relay Ohio & CapTel flyers	YES	Educated new people in that area
11/19/2012	New Possible CapTel user	Findlay	1 new CapTel user	1	Demonstration - 50 minutes on phone	CapTel	YES	Ended up purchasing the 840i CapTel phone
11/30/2012	National Association of Social Workers Conference	Polaris	Social Workers, Supervisors, other professionals		Exhibit	Relay Ohio/CapTel brochures, flyers and handouts	YES	More educated people now; Also got a couple leads for future presentations and/or demonstrations
Dec-12								
12/14/2012	Ohio Relay Consumer Committee Meeting	Columbus	ORCC members and other professionals		Meeting	Relay Ohio/CapTel issues were discussed	YES	ORCC members get to meet Relay Ohio/CapTel trainers
12/17/2012	New CapTel User	Cleveland	1 new CapTel user	1	Demonstration on phone 45 minutes	CapTel	YES	Purchased 840i CapTel & will install it soon
Jan-13								
	New CapTel User	Dublin	1 new CapTel User	2	Demonstration and Technical Support	CapTel 840i	YES	New CapTel User!
1/21/2013	2013 Brunswick Senior Expo & Chili Cook Off	Brunswick	Senior Citizens, families and professionals	500	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More Senior Citizens educated
1/30-31/13	Winter Legislative Conference	Columbus	Social Workers, Supervisors, other professionals	500	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More legislators, aids, state workers and other professionals educated
Feb-13								
2/20/2013	Madison Township	Mansfield	EMS/Firemen	11	Presentation/Demonstration	Relay Ohio/CapTel brochures	YES	Educated and aware about Relay Ohio
2/22/2013	Ohio Academy of Audiology Conference	Columbus	Audiologists, ENT professionals, and school personnel	200	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More people aware of Relay Ohio/CapTel
2/25/2013	D.S.C.	Mt. Gilead	President of D.S.C Security	1	Demonstration	Relay Ohio/CapTel	Yes	Interested in ordering a few units for his company
2/26/2013	Mid-Ohio	Mt.Gilead	Audiologist	1	Demonstration	Relay Ohio/CapTel	Yes	Invited to attend ENT board meeting
Mar-13								
3/2/2013	Mansfield Deaf Club	Shelby	Deaf/ HH Communities	24	P/D	Relay Ohio/CapTel	Yes	Some are interested in getting CapTel
3/5/2013	Senior Manor Homes	Bucyrus	Emma Shioth	2	Demonstration	CapTel	Yes	Returning again on 3/14/13 to do another workshop with more people there
3/9/2013	The Anderson Twins Community Show	Westerville	Deaf/HH/ASL Students/Families/Professionals	350	Exhibit	Relay Ohio/CapTel	Yes	More people educated about Relay Ohio and CapTel



To: Public Utilities Commission					Emma Danielson
				Beth Blackmer	2055 W. Iles Avenue, Suite D
				180 East Broad Street	Springfield, IL 62704
				Columbus, OH 43215	

Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
3/14/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for the Northwest/Dayton Area
3/14/2013	Senior Manor Homes	Bucyrus	Senior Citizens and Professionals	40	Presentation/Demonstration	CapTel	Yes	Very beneficial for Senior Citizens to have independence with CapTel. Home considering purchasing one.
3/15/2013	67th Annual Ohio-Speech-Language Association Convention	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	700	Exhibit	Relay Ohio/CapTel	Yes	More professionals educated about Relay Ohio and CapTel
3/18/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for Statewide
3/19/2013	One-on-One Training	Toledo/VP	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for the Toledo area
3/23/2013	Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton	Walk4Hearing Participants, HLAA members and families	100	Exhibit	Relay Ohio/CapTel	Yes	More HLAA members aware of Relay Ohio/CapTel services
3/30/2013	Serving Our Seniors (SOS) Day	Westerville	Senior Citizens, Westerville Residents, families and students	30	Exhibit	Relay Ohio/CapTel	Yes	More Senior Citizens aware of Relay Ohio/CapTel