



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

FY-2012-2013

08-439-7P-001

2013

TOTAL CALL VOLUME (Outbound)

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	AVG
TTY - Baudot	5,755	5,143	5,178	4,619	4,615	4,337	4,343	4,207					33,990	31.27%
Turbo Code	1,876	1,446	1,905	1,618	1,812	1,776	1,535	1,703					11,968	11.01%
ASCII	81	17	22	116	7	3	76	16					322	0.30%
Voice	4,478	3,137	3,530	3,040	3,051	3,112	3,260	2,825					23,608	21.72%
VCO	5,531	4,639	5,392	4,780	4,771	4,530	4,738	4,453					34,381	31.63%
HCO	33	11	25	70	55	22	13	31					229	0.21%
Dead/Blind ASCII	0	0	0	0	0	0	0	0					-	0.00%
Dead/Blind Baudot	8	0	0	0	0	0	0	0					8	0.01%
Speech to Speech	669	500	567	658	679	523	593	700					4,189	3.85%
Spanish Calls	1	3	1	0	1	1	1	2					10	0.01%
TOTAL	18,432	14,896	16,620	14,901	14,891	14,304	14,559	13,937					108,703	100%

% PERCENTAGE OF CALLS

TTY	32.40%	35.73%	32.26%	32.43%	32.25%	31.47%	31.10%	31.79%						32.43%
Turbo Code	10.56%	10.05%	11.87%	11.36%	12.66%	12.89%	10.99%	12.67%						11.66%
ASCII	0.46%	0.12%	0.14%	0.81%	0.05%	0.02%	0.54%	0.12%						0.28%
Voice	25.21%	21.80%	21.99%	21.34%	21.32%	22.58%	23.34%	21.34%						22.37%
VCO	31.14%	32.23%	33.59%	33.56%	33.34%	32.87%	33.93%	33.65%						33.04%
HCO	0.19%	0.08%	0.16%	0.49%	0.38%	0.16%	0.09%	0.23%						0.22%
Dead/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Dead/Blind Baudot	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.01%
Speech to Speech	4%	3%	3%	4%	5%	4%	4%	5%						4.01%
Spanish Calls	0%	0%	0%	0%	0%	0%	0%	0%						0.01%

TOTAL NUMBERS OF COMPLETED RELATED CALLS

Local	10,701	8,878	9,922	8,944	8,922	8,453	8,620	8,388					64,440	31.52%
Intrastate (Intrastate)	319	318	295	225	329	267	220	203					1,974	0.97%
Intrastate (Intrastate)	798	598	629	379	374	248	348	397					3,771	1.84%
Intrastate Calls	396	411	493	371	386	322	222	233					2,834	1.39%
Toll Free	1,820	1,665	1,577	1,436	1,518	1,309	1,363	1,426					12,114	5.83%
Directory Assistance	52	42	57	35	32	52	47	24					341	0.17%
900 (Attempted)	0	0	0	0	0	0	0	0					0	0.00%
International	27	0	1	1	0	0	1	2					32	0.02%
Marine (Attempted)	0	0	0	0	0	0	0	0					0	0.00%
Other Calls	0	0	0	0	0	0	0	0					0	0.00%
TOTAL COMPLETED	14,113	11,912	12,975	11,391	11,561	10,651	10,821	10,673					94,097	46.03%
Busy Ring No answer	3,649	2,481	3,077	2,862	2,750	3,129	3,144	2,562					21,082	10.31%
TOTAL OUTBOUND	17,762	14,393	16,052	14,253	14,311	13,780	13,965	13,235					104,506	51.17%
General Assistance	15,689	12,642	13,500	13,672	14,199	14,087	16,539	15,509					99,918	48.88%
	33,031	27,035	29,552	27,915	28,510	27,877	30,504	28,744					204,424	100.00%

RECEIVED-DOCKETING DIV
2013 OCT 10 PM 2:27
PUCO



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

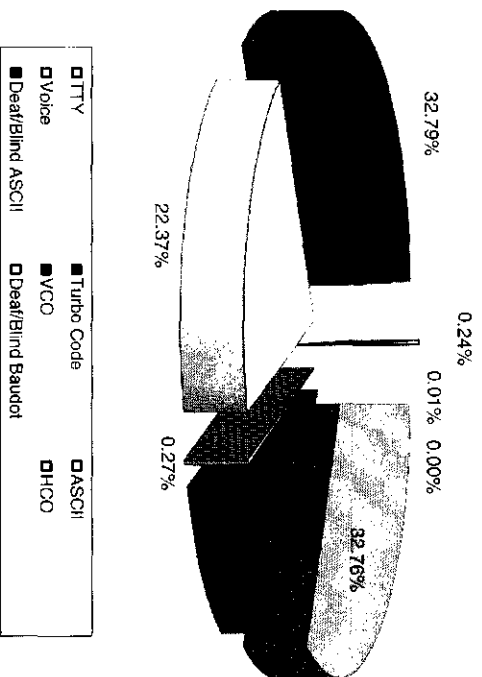
FY-2012-2013

2013

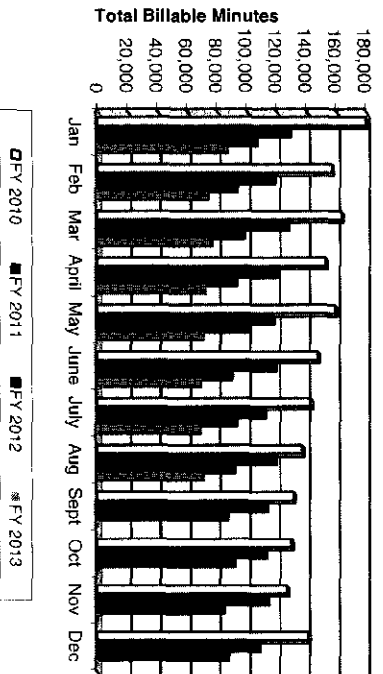
MINUTES OF SERVICE																
Total Conversation Minutes	69,803.43	61,551.85	60,392.52	57,085.38	54,504.43	54,421.68	52,359.98	55,252.55							410,059.27	13.50%
Total Session Minutes	100,194.45	86,437.80	88,931.43	82,974.83	80,991.53	78,880.77	77,620.87	80,069.18							596,041.68	19.38%
Less Inoperative	2,387.12	2,065.37	3,867.83	2,687.16	2,998.42	3,671.62	4,438.59	2,077.55							19,512.07	0.58%
Less Interruptions	295.38	0.78	2.35	1.85	0.63	3.38	29.47	17.19							296.44	0.03%
Less RPT Toll-Free	10,668.63	2,172.84	9,628.96	9,403.54	9,067.64	9,392.64	7,425.04	7,530.52							58,566.47	1.97%
Less Director Session Min	23.92	1.03	31.82	3.33	18.63	12.08	3.00	1.82							95.98	0.00%
Less 306 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00							0.00	0.00%
Billable Minutes	86,749.41	74,303.77	76,191.07	71,880.26	70,402.17	68,810.90	68,733.14	70,448.01							517,070.72	100.00%
Billable Minutes (STS)	4,126.69	3,406.82	3,472.66	3,924.76	2,851.31	3,046.56	3,431.85	4,076.51							24,260.65	100.00%
NUMBER OF CALLS TO RELAY																
Offered	29,350	24,194	25,952	24,655	25,280	25,000	23,944	22,869							178,275	33.33%
Answered	28,385	23,406	25,275	24,161	24,839	24,221	22,808	21,975							173,095	32.36%
In Queue	29,350	24,194	25,952	24,655	25,280	25,000	23,944	22,869							178,275	33.33%
Abandoned In Queue	965	768	677	494	441	779	1,056	894							5,180	33.33%
Total Number of Calls to Relay	88,050.00	72,582.00	77,856.00	73,965.00	75,840.00	75,000.00	71,532.00	68,607.00							534,825	100.00%
AVERAGE NUMBER OF CALLS - STS not included																
Weekend	708	666	640	586	626	638	649	595							4,513	37.17%
Weekday	1,190	1,085	1,102	1,056	1,022	1,075	1,100	1,063							7,630	62.83%
Total AVG Number of Calls	1,898.00	1,751.00	1,742.00	1,642.00	1,648.00	1,713.00	1,749.00	1,658.00							12,143.00	100.00%
AVERAGE NUMBER OF CALLS IN SESSION MINUTES																
Session Minutes	3,52	3,70	3,55	3,42	3,26	3,25	2,90	3,19							23.60	26.14%
Conversation Minutes	2,45	2,63	2,41	2,35	2,19	2,24	1,96	2,20							16.23	17.97%
Avg Length of Completed Calls	7.16	7.32	6.92	7.34	6.99	7.44	7.30	7.56							50.47	55.89%
AVG Number of Calls in Session Minutes	13.13	13.65	12.88	13.11	12.44	12.93	12.15	12.95							90.30	100.00%
AVERAGE SPEED OF ANSWER																
Service Level	95.0%	95.0%	96.0%	97.0%	97.0%	95.0%	93.0%	94.0%							7.62	93%
ASA	1.5	1.6	1.3	1.5	1.1	1.6	2.4	2.2							11.00	157%
Total AVG Speed of Answer	2.45	2.55	2.28	2.47	2.07	2.55	3.33	3.14							17.68	100.00%
CUSTOMER CONTACTS																
TRS																
Complaints	0	0	0	1	0	3		1							4	0.09%
Commodations	10	7	8	10	2	4		7							48	1.07%
Inquiries/Other	88	1,100	605	595	629	593	818	626							5,054	112.81%
Total	98	1,107	613	606	631	600	825	634							4,480	100%
Relay Conference Captioning																
RCC Minutes (Effective 7/1/2009)	120	120	90	0	120	300	180	0							930	116.25%

FY 2012-2013 Relay Ohio Charts

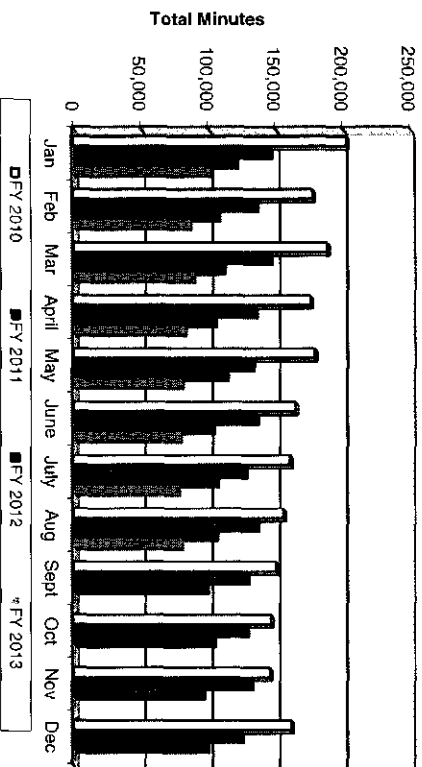
Average Percentage of Relay Usage



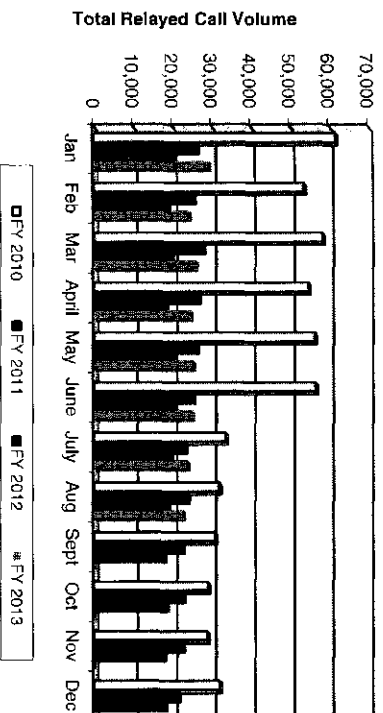
Total Billable to Ohio Minutes



Relay Ohio Total Minutes



Total Call Volume





FY-12/13 Ohio CapTel Service Patterns
Case No. 08-439-TP-COI

To: Public Utilities Commission
Address: Beth Blachner
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

	2013	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Session Minutes	118,918.87	120,015.15	119,045.71	122,015.15	122,484.44	144,439.46	167,227.33	164,841.00						137,664.24	1,699,830.70
Spanish Bilingual Minutes	2.46	5.78	6.93	2.9	0.08	0	0	0						3	20.19
Average Per Min Per User	133	165	184	171	172	176	177	177						175	1,227
Average Per Min Per User Billed to State	139	127	143	130	143	134	135	135						136	953
Number of CapTel Activated	2,893	2,920	2,992	2,943	2,973	2,958	3,012	3,078						2,982	22,096
Number of CapTel Shipped	3,048	3,092	3,119	3,117	3,141	3,161	3,176	3,193						3,195	25,076
Number of Users/Participants	1,092	1,065	1,051	1,037	1,036	967	1,038	1,021						1,041	8,327
Occupancy % User	35%	34%	34%	33%	33%	31%	32%	32%						33%	
Average Per call Length Per User	3.04	3.04	3.10	2.85	2.85	2.82	2.80	2.77						2.85	

CapTel Traffic Patterns

	2013	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Call to	44,137	36,174	42,735	40,754	41,529	41,018	42,885	44,281						41,977	259,186
Call to	11,392	90,128	11,753	10,740	11,818	12,142	12,142	11,816						11,347	79,427
Total of Calls	55,529	49,302	54,488	51,504	53,347	52,836	55,027	56,097						53,323	373,368

Total Session Min

	2013	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
900 Calls	0	0	0	0	0	0	0	0						0	0
Answer Machine	731.75	721.32	770.33	828.38	855.70	790.08	899.88	869.00						785	5,586
General Assistance	3,062.86	2,597.10	2,593.17	2,534.77	2,562.57	2,521.25	2,738.12	2,738.12						2,524	17,669
In 2 Line	7,365.58	7,313.68	8,079.88	7,629.30	8,340.92	8,755.68	8,594.22	8,153.55						8,133	58,139
International	55.37	25.12	38.63	48.43	89.07	71.40	102.89	137.26						63	439
Interstate	19,794.36	17,095.63	18,712.99	17,715.67	17,919.22	17,211.02	17,644.72	18,086.95						18,051	128,558
Long Distance	132,559.79	138,519.65	130,592.59	134,641.23	148,571.93	129,780.60	136,865.45	135,043.12						140,337	1,122,709
Other	708.68	817.72	880.72	1,017.78	1,090.61	1,273.12	1,160.23	1,104.37						894	6,668
Total	142,781.15	119,929.63	129,442.88	133,220.43	129,842.31	129,428.42	133,445.36	133,445.36						13,285	80,046
Total of Session Min	166,571.44	174,010.55	186,339.44	177,425.99	192,711.77	172,842.18	183,718.48	180,084.27						180,084	1,295,011

Number of Calls by each Traffic Pattern

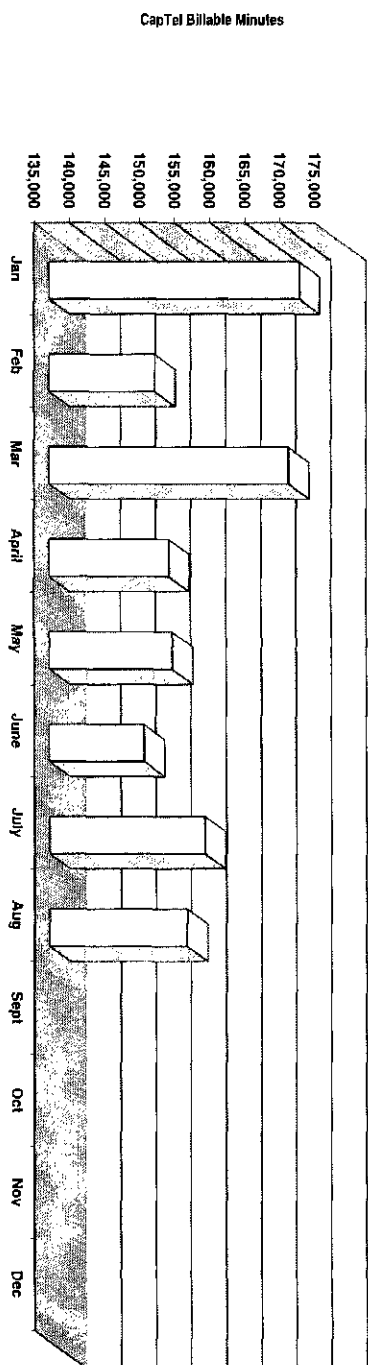
	2013	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
900 Call	0	0	0	0	0	0	0	0						0	0
Answer Machine	613	516	621	607	652	627	687	682						628	4,385
General Assistance	8,109	7,017	7,192	6,652	6,829	6,500	7,170	7,654						7,104	49,728
2 Line	1,873	1,785	2,244	2,018	2,465	2,509	2,687	2,348						2,240	15,881
International	30	17	28	46	61	40	51	50						40	283
Interstate	2,854	2,599	3,133	2,887	3,142	3,085	3,270	3,227						3,030	21,317
Long Distance	35,173	34,370	36,204	36,233	37,095	36,947	38,755	38,475						37,392	298,899
Other	451	403	479	586	622	607	622	607						510	3,571
Total Five	2,860	2,987	2,959	2,931	2,961	2,869	2,894	2,894						2,897	17,206
Total	54,093	49,202	54,488	51,504	53,347	52,836	55,027	56,097						53,323	411,718

Distribution

	2013	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Interstate Billed Min	19,794.36	17,095.63	18,712.99	17,715.67	17,919.22	17,211.02	17,644.72	18,086.95						18,051.08	128,558.28
Less International Session Min	55.37	25.12	38.63	48.43	89.07	71.40	102.89	137.26						62.70	428.87
Less Toll Free	7,280.84	6,094.11	6,593.89	6,147.52	6,540.35	6,819.00	7,410.57	6,806.45						6,780.47	47,446.28
2 Line Session Min (1%)	19,794.36	17,095.63	18,712.99	17,715.67	17,919.22	17,211.02	17,644.72	18,086.95						18,051.08	128,558.28
Billed to OH	151,625.53	133,710.98	151,235.00	135,075.20	149,254.91	132,211.75	140,716.51	137,550.44						142,080.50	984,423.51
NECA Billed Minutes	29,540.55	29,500.57	27,915.84	28,524.18	30,789.71	28,715.82	28,691.51	27,066.89						28,695.81	188,711.89

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
F-87	23,716	23,566	22,215	20,568	22,441	31,302	32,690	34,500	34,006	41,410	50,657	65,160	37,044.51	444,534
F-88	66,470	61,700	70,560	63,454	62,040	60,338	63,847	62,801	61,403	62,501	61,477	70,511	61,414.06	723,653
F-89	61,535	61,535	66,513	65,106	67,741	65,545	68,868	65,275	62,792	78,075	92,341	115,449.83	70,141.35	841,219
F-90	123,145	125,667	127,482	124,371	125,391	126,432	124,632	125,952	128,957	142,296	142,785	184,812.35	125,852.38	1,309,985
F-91	163,846	147,374	164,005	145,878	142,965	138,390	143,407	143,407	143,407	152,862	160,122	138,400.80	1,660,207	1,660,207
F-92	154,225	154,225	154,225	154,225	154,225	154,225	154,225	154,225	154,225	154,225	154,225	154,225	154,225	1,857,200
F-93	170,511	160,016	169,046	152,015	152,041	144,400	151,098	154,542					158,775.18	1,384,201

Relay Ohio CapTel



DFY-13

FY-2012-2013 Ohio CapTel Statistic Charts

Total Number of Calls

Jan	56,033
Feb	49,302
March	54,488
April	51,504
May	53,347
June	52,562
July	56,027
Aug	55,877
Sept	
Oct	
Nov	
Dec	

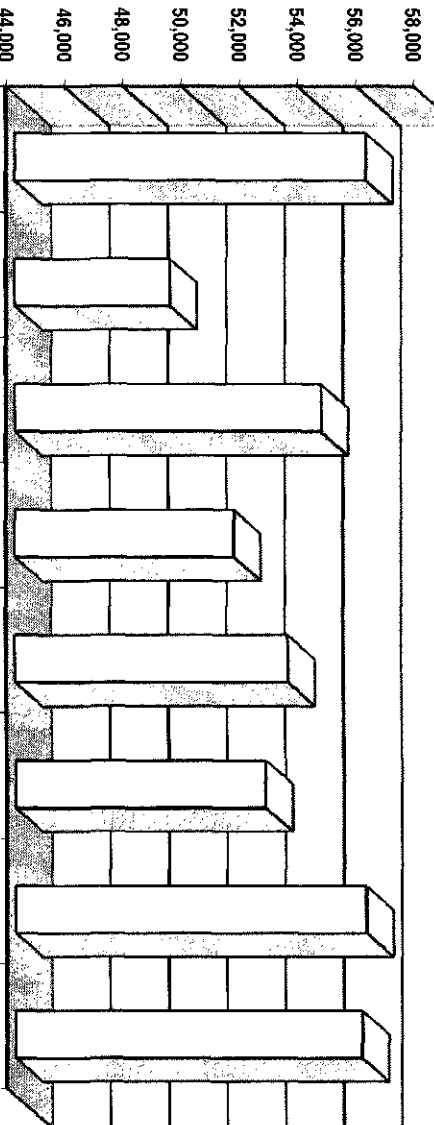
CapTel Voice

	CapTel	Voice
Jan	44,731	11,302
Feb	39,174	10,128
March	42,735	11,753
April	40,764	10,740
May	41,529	11,818
June	41,018	11,544
July	43,885	12,142
Aug	44,261	11,616
Sept		
Oct		
Nov		
Dec		

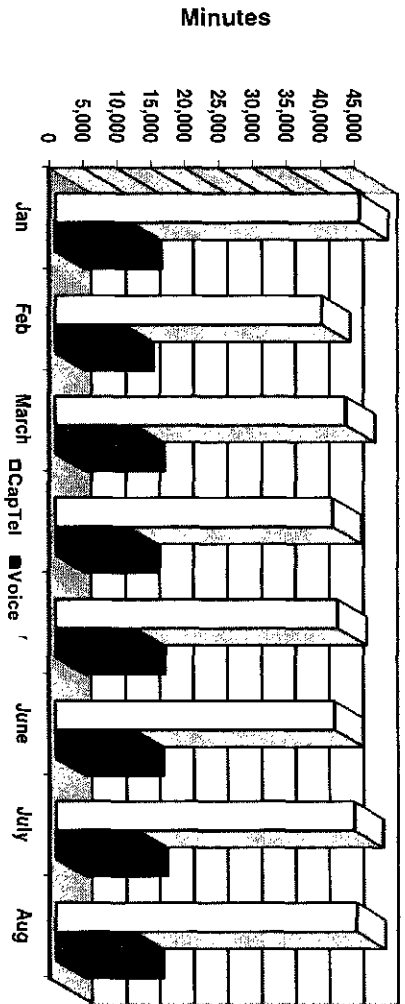
Billable Minutes to State

Jan	170,610.67
Feb	150,016.15
March	169,045.71
April	152,015.15
May	152,484.44
June	148,459.65
July	157,027.93
Aug	154,541.60
Sept	
Oct	
Nov	
Dec	

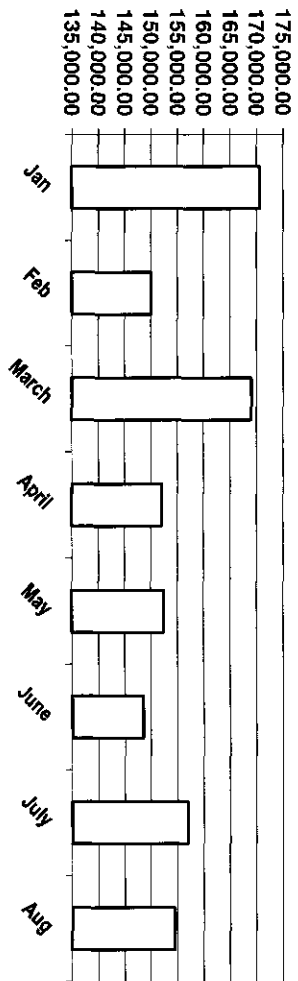
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio





FY-2012 - 2013



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

Contract for Session Minutes		2013												Average	Total
Speech to Speech Minutes		Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec		
Total Session Min		4,929.11	4,018.47	4,198.10	4,784.15	3,386.66	3,740.08	4,900.42	5,391.17					4,276.72	29,997.01
Total Conversation Min		2,939.17	2,166.30	2,126.23	2,376.40	1,670.83	1,887.03	2,603.72	2,571.67					2,252.81	15,769.66
Less															
Interstate Session Minutes of Use		7.51	36.85	83.00	167.92	140.85	253.83	724.65	474.40					202.09	1,414.61
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
Interstate Toll Free Session Minutes of Use 51%		742.22	524.70	597.77	622.44	329.06	404.40	733.95	775.46					564.93	3,954.54
Interstate DA Session Minutes of Use		52.16	50.10	44.67	49.03	65.47	35.28	9.97	64.80					43.81	306.68
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
Total Billable Speech to Speech		4,127.22	3,406.82	3,472.66	3,924.76	2,851.30	3,046.57	3,431.85	4,076.51					3,465.88	24,261.18

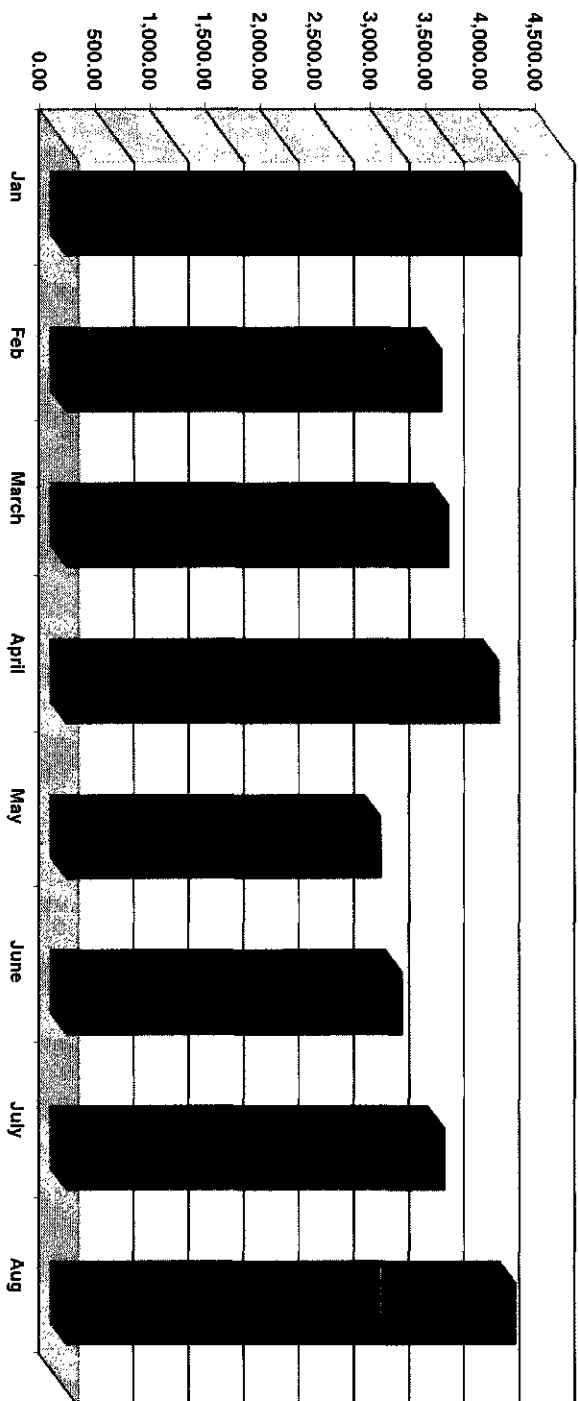
Number of Calls Made	562	440	481	570	507	452	502	492						502	3,012
Average Length of Call	12.55	12.94	11.38	11.22	10.05	11.13	11.55	11.38						11.55	69

2013

Total Numbers of Completed Calls Speech to Speech (STS) Calls		Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Local		390	325	331	385	361	314	280	400					2,386
Intrastate		0	1	34	6	4	0	34	14					79
Interstate		2	5	6	20	19	27	51	45					130
Directory Assistance		69	36	26	47	47	40	30	34					295
General Assistance		0	0	0	0	0	0	0	0					0
International		0	0	0	0	0	0	0	0					0
900		0	0	0	0	0	0	0	0					0
Less Toll-Free		101	73	84	112	76	71	61	132					598
Marine Calls		0	0	0	0	0	0	0	0					0
Busy Ring/No Answer		0	0	0	0	0	0	0	0					0
Other Calls		0	0	0	0	0	0	0	0					0
Total STS Calls		562	440	481	570	507	452	476	625					3,488
Total STS Session Minutes		4,929	4,018	4,198	4,764	3,387	3,740	4,900	5,391					29,937
Total STS Billable Minutes		4,126.69	3,406.82	3,472.66	3,924.76	2,851.30	3,046.56	3,431.51	4,076.51					24,260

Ohio STS	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	4,127.22	3,406.82	3,472.66	3,924.76	2,851.30	3,046.57	3,431.85	4,076.51	0.00	0.00	0.00	0.00

Ohio STS FY 2011-2012 (Billable)





Case No.08-439-TP-COI

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

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

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?
Jul-12								
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.



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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
9/22/2012	Ride DEAF Bike Challenge	Plain City	Cyclists, families and	180	Exhibit	Relay Ohio brochures, CapTel Flyers 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.
9/26/2012	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 brochures	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.

Nov-12



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Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
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	600	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



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Mar-13								
3/2/2013	Manstfield 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 Shiolt	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
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
Apr-13								
4/4/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New CapTel trainer on the team (Last one to complete the replacements)
4/4/2013	OSU-FLC Career Night	Columbus	College Students	30	Exhibit	Relay Ohio/CapTel	Yes	A lot of interest and met several hoh students
4/5/2013	One-on-One Training	Portsmouth	3 potential new customers	3	Demonstration	CapTel	Yes	Potential customers
4/8/2013	One-on-One Training	Portsmouth	Will Lanigan	1	Demonstration	CapTel	Yes	Demonstrated the 840i phone and did a lot of hands on to learn how to use it



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4/9/2013	One-on-One Training	Portsmouth	Cindy Wilson	1	Demonstration	CapTel	Yes	Provided more info about the 840i
4/17/2013	South Webster High School	South Webster	High School students, teachers, community members	500	Exhibit	Flyers on CapTel and Relay Ohio were passed out	Yes	Provided information and educated potential customers
4/16/2013	WRAAA Senior Wellness Expo 2013	Beachwood	Senior Citizens	100	Exhibit	Relay Ohio/CapTel	Yes	Met a lot of Senior Citizens who never heard of CapTel before
4/28/2013	Father & Mother Deaf Day	Springfield	Deaf Awareness Day	50	Presentation and Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Several expresses interest in how to order CapTel phones.
May-13								
5/9/2013	Hamilton County Call Center	Hamilton	Dispatch 911 Responders	12	Presentation	Relay Ohio/CapTel flyers and booklets	Yes	All dispatchers are educated on how to handle 711 and CapTel calls
5/14/2013	Preble County Council on Aging	Eaton	Senior Citizen Day		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/16/2013	Bristol Village Retirement Center	Waverly	Residents		Presentation	Flyers	Yes	Provided info and answered questions about the CapTel phone as well as Relay Ohio services
5/16/2013	Huron Senior Citizens Day	Huron	Senior Citizens		Exhibit	Flyers	Yes	More educated people
5/17/2013	Ashland County Council on Aging Senior Health Fair	Ashland	Senior Citizens	700	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/17-18/2013	OCRID Conference	Columbus	Interpreters, professionals		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More interpreters and other professionals aware of CapTel and Relay Ohio
5/17-18/2013	Ohio Deaf Bowling Association Tournament	Toledo	Deaf, Hard of Hearing people and their families and friends		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Few interested in purchasing new CapTel phones and/or using Relay Ohio services
5/20/2013	Christ Tunnel United Methodist Women's Club	Marietta	Women's Club	33	Presentation	Relay Ohio/CapTel flyers and booklets	Yes	Several new future potential CapTel users
5/21/2013	OACCA	Cincinnati	Consumers, Professionals	300	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More professionals know about Relay Ohio and CapTel services
5/21/2013	Medina County Senior Citizens Day	Medina	Senior Citizens, professionals, families	500	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/24/2013	Washington Elementary School	Hilliard	Kids and Teachers	58	Presentation	Relay Ohio and CapTel info	Yes	More students and their families and teachers learn about Relay Ohio and CapTel



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5/29/2013	Senior Health And Fitness Day	Seven Hills	Senior Citizens	500	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Senior Citizens more aware of 711 services and CapTel services
Jun-13								
6/1/2013	Great Lakes CI Support Group	Independence	CI Recipients, professionals and families		Presentation and Demonstration	Relay Ohio and CapTel info.	Yes	More CI recipients educated about CapTel phones and services
6/12/2013	WRAAA Senior Wellness Expo 2013	North Olmsted	Senior Citizens	400	Exhibit and Demonstrations	Relay Ohio/CapTel booklets and flyers	Yes	More Senior Citizens educated and a few interested in purchasing
6/26/2013	WRAAA Senior Wellness Expo 2013	Cleveland	Senior Citizens, professionals, families	300	Exhibit and Demonstrations	Relay Ohio and CapTel booklets and flyers	Yes	Senior Citizens more aware of 711 services and CapTel services
Jul-13								
7/10/2013	7th Annual Picnic-Village of the Falls	Olmsted Falls	Senior Citizens	50	Exhibit and Demo	Relay Ohio, CapTel brochures	Yes	More people know about Relay Ohio and CapTel
7/18/2013	Youth Leadership Conference	Columbus	Youth ages 16-20	100	Exhibit and Demo	Relay Ohio, CapTel brochures	Yes	More Youth with Disabilities aware of Relay Ohio and CapTel
7/20/2013	Reinvent Yourself Wellness & Total Learning	Austinburg	Senior Citizens	150	Exhibit and Demo	CapTel and Relay Ohio Brochures, flyers	Yes	New segment we never touched before
7/25/2013	JCC Senior Center Celebration Fair	Cincinnati	Senior Citizens	200	Exhibit and Demo	Relay Ohio, CapTel brochures	Yes	More Senior Citizens know about Relay Ohio and CapTel- New venue for us this year
7/27-28/13	WBNS-TV10 Health and Fitness Expo	Columbus	All ages	2500	Exhibit and Demo	CapTel and Relay Ohio Brochures, flyers	Yes	We educated so many people during the 2-day Expo. 2500 - including providing interpreters for the 2 day show
Aug-13								
	Central American Medical Outreach Program	Orrville	CAMO staff and executive Director	4	Exhibit and Demo	CapTel	Yes	Executive Director is now interested in purchasing a CapTel
8/13/2013	OSU Relay Health Fitness	Columbus	OSU students, professionals, families	500	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More people educated about Relay Ohio/CapTel
8/28/2013	1 New CapTel User	Cincinnati	1 New CapTel User	1	Demonstration and Training	CapTel	Yes	She is now able to use her CapTel phone. She was ready to throw it out!
TOTAL				19,752				