



FY-2012-2013

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

08-439-TP-COI

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	3,971				42,168	31.01%
Turbo Code	1,876	1,446	1,905	1,618	1,812	1,776	1,535	1,703	1,397				15,068	11.05%
ASCII	81	17	22	116	7	3	76	16	12				350	0.26%
Voice	4,478	3,137	3,530	3,040	3,051	3,112	3,260	2,825	2,402				28,835	21.21%
VCO	5,531	4,639	5,392	4,780	4,771	4,530	4,738	4,453	4,861				43,695	32.13%
HCO	33	11	25	70	55	22	13	31	9				269	0.20%
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0				-	0.00%
Deaf/Blind Baudot	8	0	0	0	0	0	0	0	0				8	0.01%
Speech to Speech	669	500	567	658	679	523	593	700	689				5,578	4.10%
Spanish Calls	1	3	1	0	1	1	1	2	0				10	0.01%
TOTAL	18,432	14,896	16,620	14,901	14,991	14,304	14,559	13,937	13,341				135,981	100%

% PERCENTAGE OF CALLS

TTY	32.40%	35.73%	32.26%	32.43%	32.25%	31.47%	31.10%	31.79%	31.39%					32.31%
Turbo Code	10.56%	10.05%	11.87%	11.36%	12.66%	12.89%	10.99%	12.87%	11.04%					11.59%
ASCII	0.46%	0.12%	0.14%	0.81%	0.05%	0.02%	0.54%	0.12%	0.09%					0.26%
Voice	25.21%	21.80%	21.99%	21.34%	21.32%	22.58%	23.34%	21.34%	18.99%					21.89%
VCO	31.14%	32.23%	33.59%	33.56%	33.34%	32.87%	33.93%	33.65%	38.42%					33.64%
HCO	0.19%	0.08%	0.16%	0.49%	0.38%	0.16%	0.09%	0.23%	0.07%					0.21%
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	0.05%	0.00%	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%	5%					4.14%
Spanish Calls	0%	0%	0%	0%	0%	0%	0%	0%	0%					0.01%

TOTAL NUMBERS OF COMPLETED RELAYED CALLS

Local	10,701	8,878	9,922	8,944	8,922	8,453	8,620	8,388	8,003				80,831	30.97%
Intrastate (Intralata)	319	318	296	225	329	267	220	203	194				2,371	0.91%
Intrastate (Interlata)	798	598	629	379	374	248	348	397	491				4,262	1.63%
Interstate Calls	396	411	493	371	386	322	222	233	220				3,054	1.17%
Toll Free	1,820	1,665	1,577	1,436	1,518	1,309	1,363	1,426	1,358				13,472	5.16%
Directory Assistance	52	42	57	35	32	52	47	24	35				376	0.14%
900 (Attempted)	0	0	0	0	0	0	0	0	0				0	0.00%
International	27	0	1	1	0	0	1	2	2				34	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	14,113	11,912	12,975	11,391	11,561	10,651	10,821	10,673	10,303				104,400	40.01%
Busy Ring No answer	3,649	2,481	3,077	2,852	2,750	3,129	3,144	2,562	2,349				25,993	9.96%
TOTAL OUTBOUND	17,762	14,393	16,052	14,243	14,311	13,780	13,965	13,235	12,652				130,393	49.97%
General Assistance	15,269	12,642	13,500	13,672	14,199	14,097	16,539	15,509	15,140				130,567	50.03%
	33,031	27,035	29,552	27,915	28,510	27,877	30,504	28,744	27,792				260,960	100.00%

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Technician

Date Processed

NOV 22 2013



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

2013

MINUTES OF SERVICE

Total Conversation Minutes	69,803.43	61,551.85	60,332.52	57,065.38	54,504.43	54,421.68	52,359.98	55,252.55	54,450.10				519,761.92	10.63%
Total Session Minutes	100,194.45	86,437.80	88,931.43	82,974.83	80,991.53	78,890.77	77,620.87	80,069.18	78,577.33				754,688.19	15.26%
Less Interstate	2,987.13	2,960.37	3,867.83	2,687.18	2,998.42	2,671.62	1,439.52	2,071.55	1,838.15				23,521.77	0.46%
Less International	265.33	0.78	2.35	1.85	0.63	3.33	22.17	17.18	26.18				339.80	0.04%
Less 800 Toll-Free	10,168.63	9,172.88	8,838.86	8,405.54	7,561.68	7,392.84	7,426.04	7,530.52	7,692.77				74,189.76	1.55%
Less Directory Session Min	23.95	0.00	31.32	0.00	28.63	12.08	0.00	1.92	8.90				106.80	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	86,749.41	74,383.77	76,191.07	71,680.26	70,402.17	68,810.90	68,733.14	70,448.01	69,011.33				656,530.06	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	4,296.80				32,633.96	100.00%

NUMBER OF CALLS TO RELAY

Offered	29,350	24,194	25,952	24,655	25,280	25,000	23,844	22,869	25,228				226,372	33.33%
Answered	28,385	23,406	25,275	24,161	24,839	24,221	22,808	21,975	24,438				219,508	32.82%
In Queue	29,350	24,194	25,952	24,655	25,280	25,000	23,844	22,869	25,228				226,372	33.33%
Abandoned in Queue	965	788	677	494	441	779	1,036	894	790				6,864	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	75,684.00				679,116	100.00%

AVERAGE NUMBER OF CALLS - STS not included

Weekend	708	666	640	586	626	638	649	595	594				5,782	36.87%
Weekday	1,190	1,085	1,102	1,056	1,022	1,075	1,100	1,063	1,069				9,762	63.13%
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	1,663.00				15,464	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	3.21				30.00	25.78%
Conversation Minutes	2.45	2.63	2.41	2.35	2.19	2.24	1.96	2.20	2.23				20.66	17.75%
Avg. Length of Completed Calls	7.16	7.32	6.92	7.34	6.99	7.44	7.30	7.56	7.70				65.73	56.47%
AVG Number of Calls in Session Minutes	13.13	13.65	12.88	13.11	12.44	12.93	12.16	12.95	13.14				116.39	100.00%

AVERAGE SPEED OF ANSWER

Service Level	95.0%	95.0%	96.0%	97.0%	97.0%	95.0%	93.0%	94.0%	94.0%				8.56	38%
ASA	1.5	1.6	1.3	1.5	1.1	1.6	2.4	2.2	1.9				15.10	64%
Total AVG Speed of Answer	2.45	2.55	2.26	2.47	2.07	2.55	3.33	3.14	2.84				23.66	100.00%

CUSTOMER CONTACTS

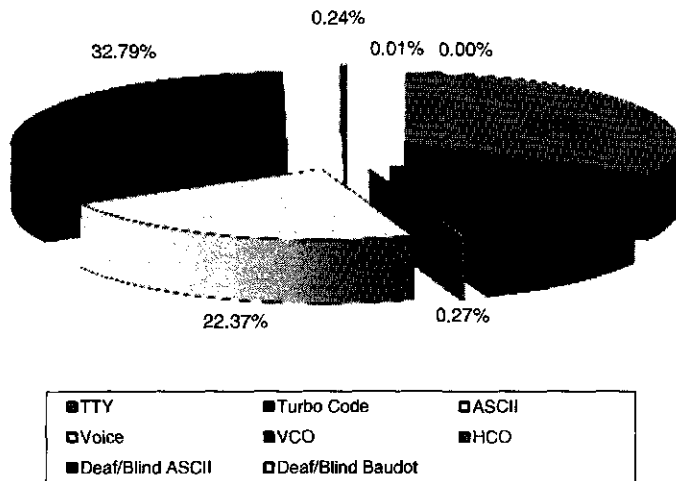
Complaints	0	0	0	1	0	3	-	1	1				6	0.10%
Commendations	10	7	8	10	2	4	7	7	7				62	1.07%
Inquiries/Other	88	1,100	605	595	629	593	818	626	671				5,725	96.83%
Total	98	1,107	613	606	631	600	825	634	679				5,793	100%

Relay Conference Captioning

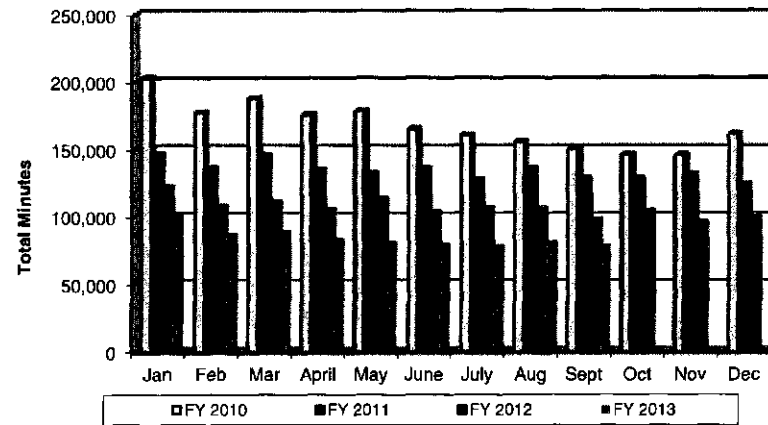
RCC Minutes (effective 7/1/2009)	120	120	90	0	120	300	180	0	330				1,260	140.00
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FY 2012-2013 Relay Ohio Charts

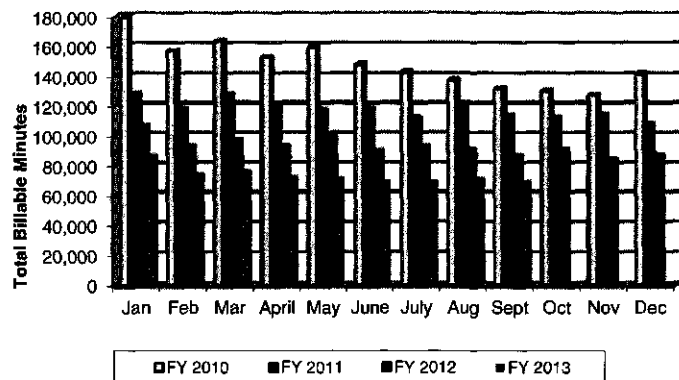
Average Percentage of Relay Usage



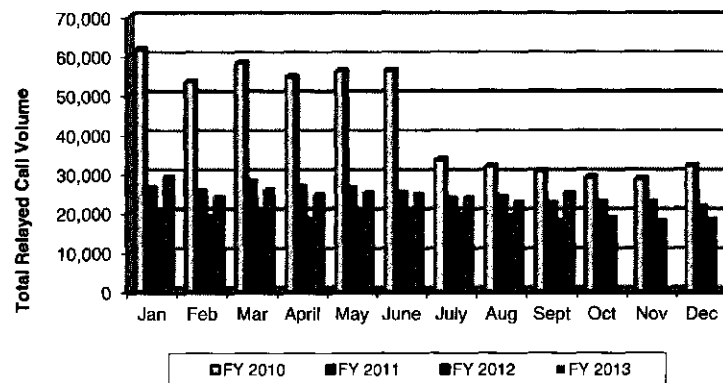
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



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



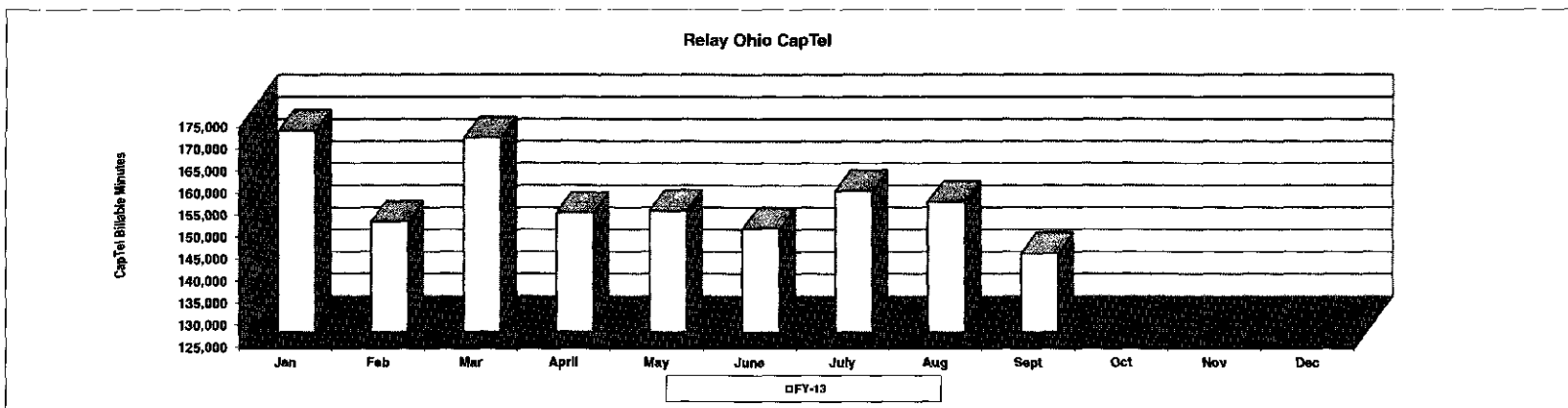
To: Public Utilities Commission
Address Beth Blackmer
180 East Broad Street
Columbus, OH 43215

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

Ohio Contract calls for Session Minutes

2013

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Monthly														
Bilingual Minutes	170,018.87	100,016.10	100,046.73	152,915.18	102,044.64	140,659.65	167,027.50	104,641.50	142,915.53				105,224.89	1,207,016.83
Spanish Bilingual Minutes	2.40	5.74	8.93	2.9	0.08	0	0	0	0				2	20.15
Average Per Min Per User	183	162	164	170	172	170	171	171	166				170	1,571
Average Per Min Per User Milled to State	138	127	140	130	146	134	138	136	125				130	1,212
Number of CapTel Activated	2,890	2,920	2,936	2,943	2,973	2,968	3,012	3,028	3,047				2,972	28,744
Number of CapTel Shipped	3,068	3,092	3,110	3,111	3,141	3,181	3,178	3,193	3,212				3,143	28,730
Number of Users/ Participants	1,032	1,055	1,061	1,087	1,088	987	1,038	1,021	1,006				1,037	9,332
Occupancy % User	85%	84%	84%	83%	83%	81%	83%	82%	81%				83%	
Average Per call Length Per User	2.04	2.04	2.10	2.05	2.06	2.02	2.00	2.77	2.74				2.50	
CapTel Traffic Patterns													Average	Total
Call in	44,731	39,174	42,735	40,784	41,529	41,018	43,865	44,251	41,193				42,140	376,230
Voice in	11,302	10,129	11,753	10,740	11,818	11,544	12,142	11,010	10,849				11,281	101,890
Total of Calls	56,033	49,303	54,488	51,524	53,347	52,562	56,007	55,261	52,042				53,421	488,120
Total Breakdown Min													Average	Total
900 Calls	0	0	0	0	0	0	0	0	1				0	1
Answer Machine	731.75	721.32	770.83	628.99	835.70	780.08	899.58	869.03	715.47				794	7,140
General Assistance	3,062.89	2,997.10	2,530.17	2,254.77	2,448.77	2,252.87	2,201.29	2,238.12	2,212.77				2,257	22,820
2 Line	7,305.63	7,213.94	7,422.90	9,009.68	6,940.80	8,755.94	9,304.22	6,153.94	7,916.10				6,387	74,401
International	55.37	25.12	96.00	48.43	99.07	71.40	102.80	137.58	147.76				80	724
Inter-state	19,794.35	17,099.63	18,712.93	17,775.67	17,519.22	17,211.02	17,844.72	18,066.85	17,780.15				18,023	162,200
Intra-state	152,556.72	135,614.05	150,526.55	134,641.25	148,571.93	129,780.50	156,965.66	136,043.12	125,000.80				128,634	1,247,721
Others	708.05	817.72	887.72	1,017.78	1,090.93	1,273.12	1,160.23	1,104.37	1,040.30				1,081	8,191
Toll Free	14,278.15	11,929.63	12,844.63	13,820.43	12,804.23	13,485.49	14,580.59	13,345.99	13,221.87				13,353	118,652
Total of Calls by Month	130,851.44	114,818.44	100,330.45	177,426.96	102,791.77	173,654.19	182,418.44	160,468.27	100,237.82				102,860	1,042,897
Number of Calls by month Traffic Pattern													Average	Total
900 Call	0	0	0	0	0	0	0	0	3				0	3
Answer Machine	615	578	621	507	652	627	697	662	530				621	5,887
General Assistance	8,186	7,077	7,192	6,832	6,929	6,590	7,170	7,854	7,016				7,166	64,398
2 Line	1,973	1,786	2,244	2,018	2,489	2,505	2,687	2,344	2,346				2,344	20,376
International	30	17	28	48	51	40	51	50	40				42	391
Inter-state	2,964	2,806	3,133	2,987	3,142	3,095	3,210	3,227	3,007				3,089	27,530
Intra-state	39,173	34,370	38,204	36,230	37,039	36,647	38,788	39,475	2,109				33,045	361,998
Others	451	420	473	476	581	536	622	607	517				522	4,890
Toll Free	2,669	2,387	2,593	2,524	2,506	2,436	2,812	2,884	2,862				2,610	23,496
Total	56,033	49,303	54,488	51,524	53,347	52,562	56,007	55,261	52,042				49,718	487,988
Qualifications													Average	Total
Inter-state Bilingual Min	16,794.35	17,099.63	18,712.93	17,775.67	17,519.22	17,211.02	17,844.72	18,066.85	17,780.15				18,022.79	162,204.58
Less International Season Min	55.37	25.12	96.00	48.43	99.07	71.40	102.80	137.58	147.76				80.43	728.30
Less Toll Free	7,380.64	6,094.11	6,650.69	6,747.62	6,540.36	6,846.00	7,410.57	6,806.45	6,745.00				6,776.19	61,512.74
2 Line Season Min (11%)	10,794.35	17,099.63	18,712.93	17,775.67	17,519.22	17,211.02	17,844.72	18,066.85	17,780.15				18,022.73	162,204.54
Bilingual to QW	151,626.55	133,710.08	151,826.00	136,076.70	150,253.90	122,211.73	140,219.57	137,350.84	125,928.87				139,744.58	1,297,701.22
MECA Bilingual Minutes	25,548.95	25,502.57	27,919.94	26,534.18	26,799.71	25,715.83	25,881.51	27,066.69	26,610.37				26,934.30	242,486.74

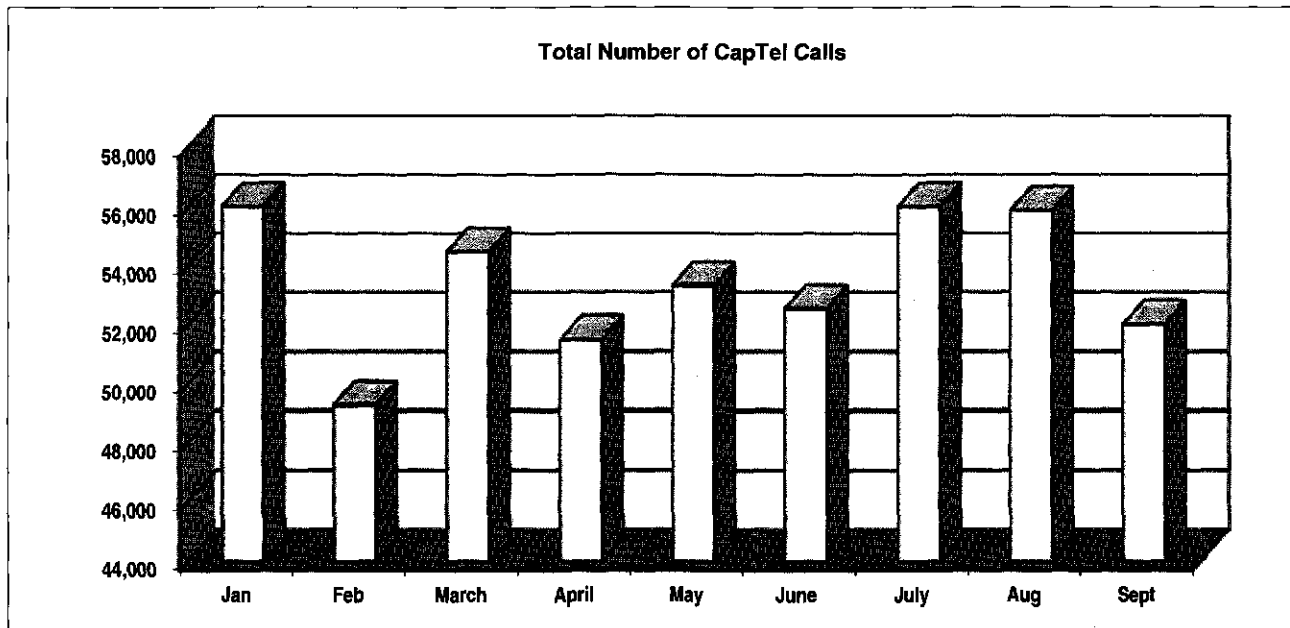


FY-2012-2013 Ohio CapTel Statistic Charts

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	52,042
Oct	
Nov	
Dec	

Called by CapTel or Voice Caller		
	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	41,193	10,849
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	142,815.53
Oct	
Nov	
Dec	



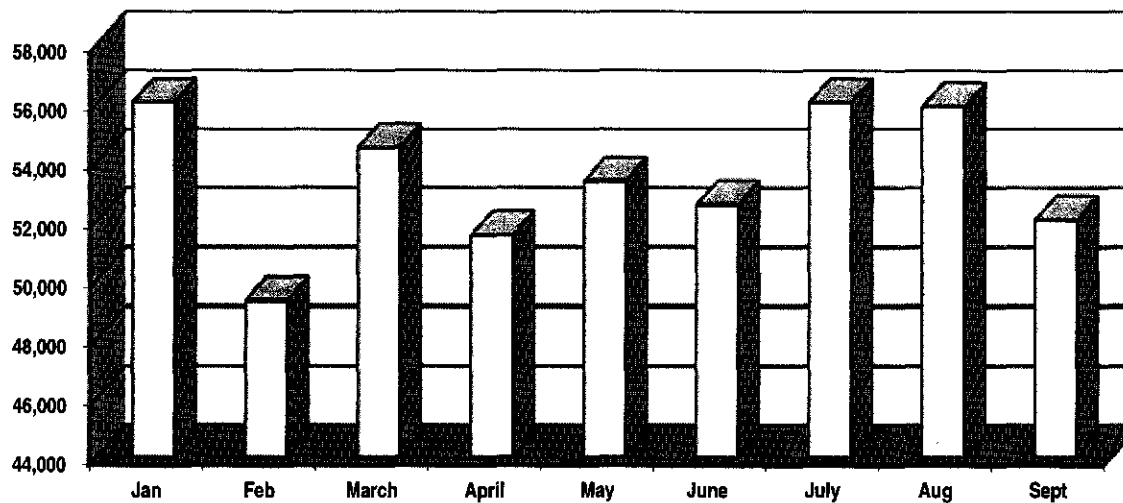
FY-2012-2013 Ohio CapTel Statistic Charts

Total Number of Calls	
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Nov	
Dec	

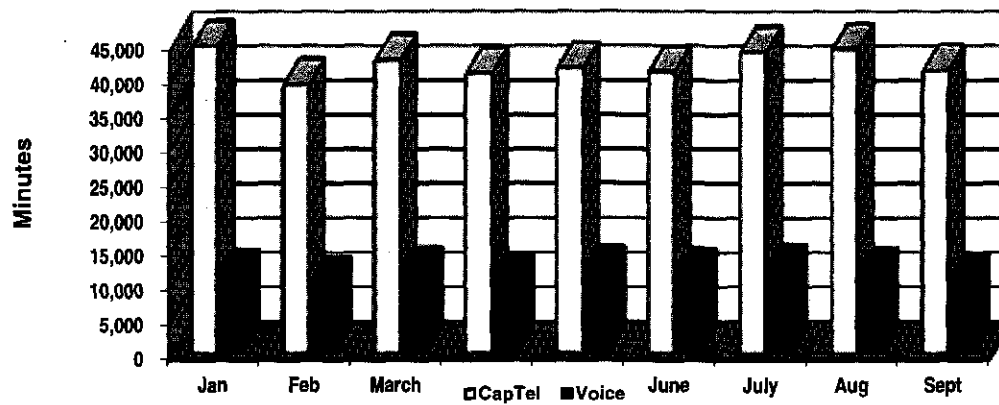
Called by CapTel or Voice Caller		
	CapTel	Voice
Jan	44,731	11,302
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May	41,529	11,818
June	41,018	11,544
July	43,885	12,142
Aug	44,261	11,616
Sept	41,193	10,849
Oct		
Nov		
Dec		

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	142,815.53
Oct	
Nov	
Dec	

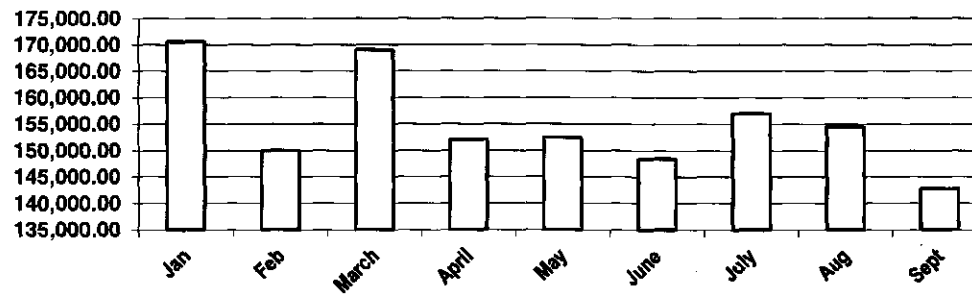
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



Sprint

F Y-2012 - 2013



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

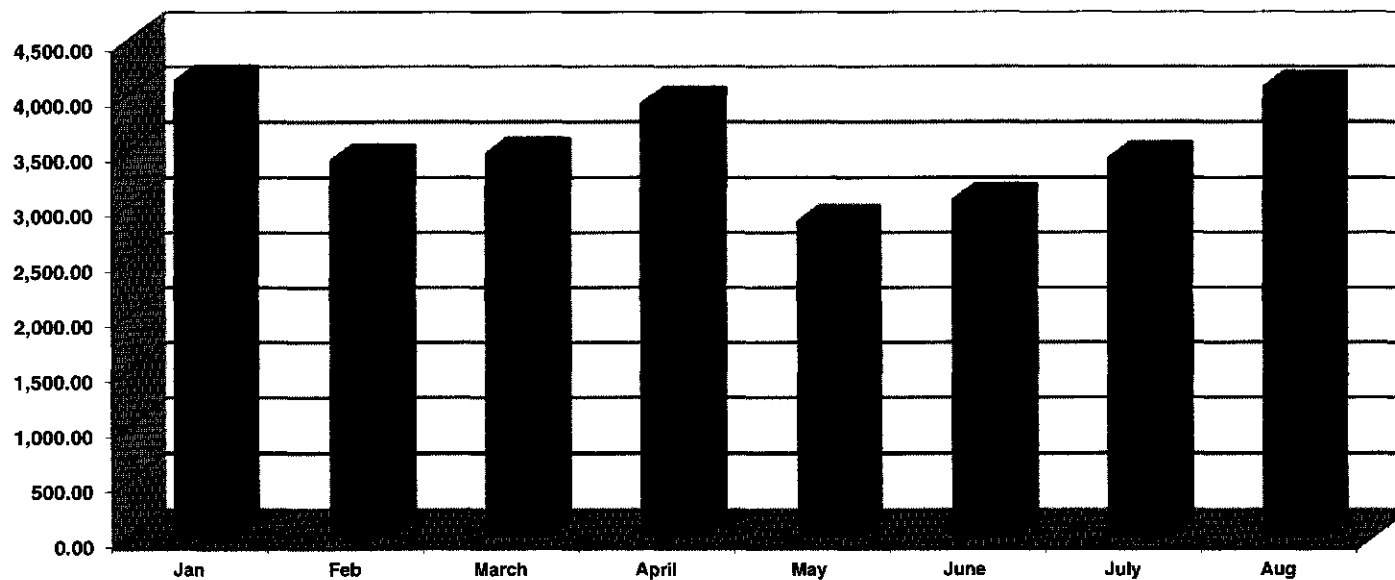
Contract for Session Minutes	2013													
Speech to Speech Minutes	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Total Session Min	4,929.11	4,018.47	4,198.10	4,764.15	3,386.68	3,740.08	4,900.42	5,391.17	5,499.48				4,536.41	40,827.66
Total Conversation Min	2,939.17	2,166.30	2,126.23	2,376.40	1,670.83	1,887.03	2,603.72	2,571.67	2,638.03				2,331.04	20,979.38
Less:														
Interstate Session Minutes of Use	7.51	36.85	83.00	167.92	140.85	253.83	724.65	474.40	355.52				249.39	2,244.53
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
Interstate Toll Free Session Minutes of Use 51%	742.22	524.70	597.77	622.44	329.06	404.40	733.95	775.46	830.90				617.88	5,580.90
Interstate DA Session Minutes of Use	52.16	50.10	44.67	49.03	65.47	35.28	9.97	64.80	16.27				43.08	387.75
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	0.00
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	4,296.79				3,626.05	32,634.48

Number of Calls Made	562	440	481	570	507	452	502	492	501				501	4,507
Average Length of Call	12.55	12.94	11.38	11.22	10.05	11.13	11.55	11.38	11.12				11.48	103

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	349				3,135
Intrastate	0	1	34	6	4	0	34	14	42				135
Interstate	2	5	6	20	19	27	51	45	37				212
Directory Assistance	69	36	26	47	47	40	30	34	49				378
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
Less Toll-Free	101	73	84	112	76	71	81	132	143				873
Marine 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	562	440	481	570	507	452	476	625	620				4,733
Total STS Session Minutes	4,929	4,018	4,198	4,764	3,387	3,740	4,900	5,391	5,499.48				40,827
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	4,296.79				32,634

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	4,296.79	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?
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
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 Shioh	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



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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
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



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



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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!
Sep-13								
9/8/2013	Ohio School for the Deaf Alumni Association's Annual Fall Festival	Westerville	Senior Citizens, their families, professionals and community members	400	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More senior Citizens and their families and friends know about Relay Ohio and CapTel
9/17/2013	Galion Hospital	Galion	Public Relations Dept.	2	Presentation	Relay Ohio and CapTel brochures	Yes	Hospital is now interested in obtaining a few TTYs and 2 CapTels for their patients
9/18-19/2013	WRAAA Expo Tower City	Cleveland	Senior Citizens and their families & professionals	500	Exhibit and Demo	CapTel and Relay Ohio	Yes	A lot of senior citizens had questions for me about CapTel
9/19/2013	Morrow Health Hospital	Mt. Gilead	Lois Peoples - Public Relations	1	Presentation	Relay Ohio and CapTel brochures	Yes	Hospital is now interested in purchasing a few equipment
9/20/2013	Orange Senior Center's Community Health and Wellness Fair	Pepper Pike	Senior Citizens, their families, professionals and community members	200	Exhibit and Demo	CapTel mostly but some Relay Ohio	Yes	More people educated about Relay Ohio/CapTel- new venue for us this year
9/21/2013	3rd Annual Ride DEAF Bike Challenge	Plain City	Bikers and their families and friends	115	Exhibit	Relay Ohio and CapTel brochures	Yes	More bikers and families aware of CapTel and Relay Ohio services
9/24/2013	Med-Central	Mansfield	Public Relations Dept.	3	Presentation and Demonstration	CapTel and Relay Ohio	Yes	Interested in purchasing 1 CapTel for their patient's use
9/26/2013	2013 Positive Aging Expo-Western RoundUp	Mansfield	Senior Citizens & Professionals	700	Exhibit and Demo	CapTel and some Relay Ohio info	Yes	More Senior Citizens - a few new possible CapTel users
9/27/2013	Ohio American Sign Language Teacher Association	University of Cincinnati, Cincinnati	ASL teachers, professionals, families, students	250	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More professionals educated about Relay Ohio and CapTel
9/28/2013	2013 Ohio Women's Veterans Conference	Columbus	Women Veterans	400	Exhibit and Demo	CapTel	Yes	So many veterans were unaware of the options available for phone services especially CapTel. We will have a few new CapTel users soon
9/28/2013	Celebrating Women's Health, Wealth and Wellness	Cleveland	Women, professionals, students	200	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More Women familiar with CapTel and Relay Ohio services
9/30/2013	NADD (National Association for the Dually Diagnosed)	Columbus	Professionals and families and customers	125	Exhibit and Demo	CapTel and Relay Ohio	Yes	More professionals educated about Relay Ohio and CapTel
TOTAL				12,454				