WASHINGTON RELAY

Annual Report

July 2011 to June 2012

Washington State Department
of Social and Health Services

Office of the Deaf and Hard of Hearing

Washington State
Department of Social
& Health Services

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and Hard of Hearing

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STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

Dear Stakeholders,

I am pleased to present our Washington Relay Annual Report covering the provision of Telecommunication Relay Services (TRS) from July 1, 2011 through June 30, 2012. This report reflects our strategic objective to remove barriers to telecommunications by providing current and emerging telecommunication services and features.

ODHH has a contract with Sprint to provide traditional Telecommunication Relay Service (TRS) from December 1, 2010 to June 30, 2015. Highlights contained in the Annual Report include enhancements to the Speech-to-Speech service. Additionally, ODHH and Sprint collaborate annually on outreach activities to promote public awareness about Washington Relay services.

Washington Relay statistics demonstrate that there was a 25% decline in traditional TRS minutes and a 3% increase in Captioned Telephone Services (CTS) minutes. The decline is due to the increased transition usage by consumers to internet-based relay services, which is funded by the Federal Communication Commission (FCC).

ODHH maintains a role as the state's TRS Administrator, reporting to the FCC and monitoring FCC regulatory activities. ODHH recently submitted its' application as a TRS Administrator for another 5 years. The WA TRS certification application will be made available for public comments on the FCC website sometime this summer 2013.

Please do not hesitate to contact us if you have any comments or questions about the Washington Relay Annual Report.

Sincerely,

Eric Raff

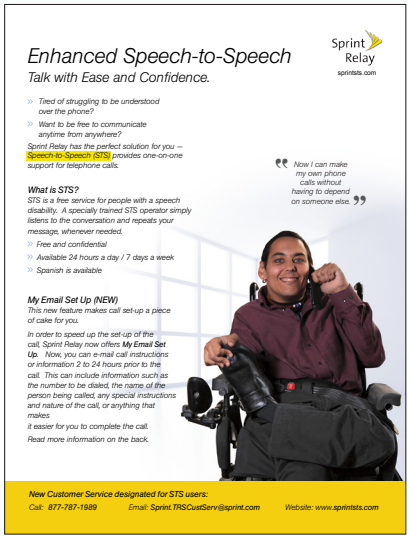
Eric Raff
ODHH Director

Relay Enhancements

Speech-to-Speech Features

Sprint is the only relay provider to provide the following unique features for Speech-to-Speech (STS) relay service users:

- My Email Set-Up
- Dedicated STS Customer Service
- Wireless STS
- Receive incoming calls easier
- Saved messages
- Ability to determine conversation style
- Phonebook Contact list



"Baby Boomers in America" on Lifetime Television

"Baby Boomers in America" is an engaging, affirmative and constructive new television series exploring the challenges and opportunities the vast baby boomer population encounters in their daily lives. The series explores all aspects of the Boomer lifestyle with the goals of empowering, educating, inspiring and entertaining viewers.

Morgan Fairchild interviewed WA Relay's Contractor, Sprint Relay about the Captioned Telephone Service on the Hearing Loss Solutions episode of "Baby Boomers in America." The episode aired April 28 and May 26, 2012, on Lifetime Television.

New VCO STS Service

In June 2011, CapTel, Inc. extended its customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

CTS Call Center

Sprint is excited to have opened its first Captioned telephone Service (CTS) Call Center on June 24, 2012, in Lubbock, Texas, in response to the CTS popularity. This call center ensures minimum service interruptions if a weather event, such as a tornado or snowstorm, halts operations at a CTS center elsewhere in the nation. When necessary, calls can easily be handled by an unaffected call center.

Washington Relay TRS Statistics

The following charts indicate the trends in the annual total number of conversation minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional Telecommunication Relay Service (TRS) currently provided by Washington.

Captioned Telephone Service

The following charts indicate trends in the annual total number of conversation minutes and calls, call origination and contacts with customers. The numbers reflect the Captioned Telephone Service (CTS) currently provided by Washington Relay.

Fig. 1: TRS Conversation Minutes

July	49,698	Jan.	45,090
Aug.	52,059	Feb.	40,319
Sept.	50,902	March	43,405
Oct.	49,451	April	42,457
Nov.	49,192	May	44,879
Dec.	46,261	June	43,241

Completed TRS Call Volume

Figure 2 depicts the total number of completed calls processed through Washington Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and others. Completed Relay Calls totaled 343,458 calls during this fiscal year and represents a decrease of 26% as compared to FY11.

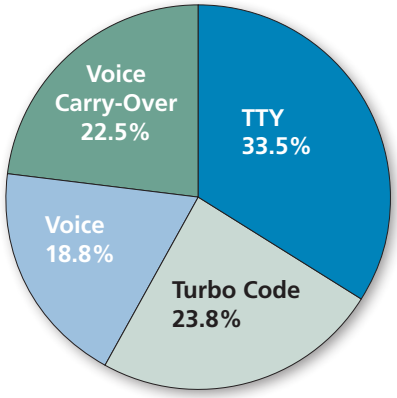
Fig. 2: TRS Completed Call Volume

July	30,488	Jan.	30,151
Aug.	30,947	Feb.	26,258
Sept.	29,077	March	28,258
Oct.	29,467	April	25,839
Nov.	29,186	May	27,346
Dec.	29,076	June	27,483

Call Origination

On average, TTY and TurboCode consumers originated approximately 57% of the Washington TRS calls. VCO accounted for 22.5%. Figure 3 shows call type by percentage.

Fig. 3: TRS Call Origination



ASCII: .45%, Hearing Carry-Over: .32%, Deaf-Blind: .73%

Average Speed of Answer and Service Level

Figure 4 illustrates that WA Relay has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls are answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was 1.28 seconds and the Service Level (SVL) was that 95.4% of calls were answered within 10 seconds.

Fig. 4: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
July	1.2	96%	Jan.	1.4	95%
Aug.	1.1	96%	Feb.	1.4	95%
Sept.	1.3	95%	March	1.4	95%
Oct.	1.2	96%	April	1.4	95%
Nov.	1.3	95%	May	1.5	94%
Dec.	1.2	96%	June	.9	97%

FCC Annual Customer Contact Log

Washington Relay Customer Service handled consumer contacts regarding:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Fig. 5: TRS Customer Contacts

Month	Commendations	Complaints	Inquiries
June	3	2	164
July	1	1	36
Aug.	1	3	35
Sept.	7	0	27
Oct.	1	0	35
Nov.	0	1	38
Dec.	0	1	30
Jan.	2	1	28
Feb.	1	1	34
March	0	0	31
April	1	0	31
May	1	1	37
TOTAL	**18**	**11**	**526**

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Figure 5 illustrates the number of commendations and complaints as well as inquiries. Annually, Sprint collaborates with the Office of the Deaf and Hard of Hearing (ODHH) to prepare and submit the Annual Customer Contact Log Report to the Federal Communications Commission (FCC).

Washington Relay CTS Statistics

The following charts indicate the trends of the annual total number of conversation minutes, call volume, and call origination. The numbers reflect Captioned Telephone Service (CTS) relay services currently provided by Washington Relay.

See Appendix B for a complete statistics report.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 6. The total for this fiscal year was 701,642 CTS conversation minutes, an increase of 3.1% from Fiscal Year 2011.

Fig. 6: CTS Conversation Minutes

July	57,491	Jan.	61,196
Aug.	55,251	Feb.	53,924
Sept.	52,907	March	61,737
Oct.	56,698	April	60,486
Nov.	58,328	May	62,629
Dec.	62,472	June	58,523

Completed CTS Call Volume

A total of 227,814 CTS calls were generated this fiscal year. A breakdown of monthly Completed call volume is indicated in Figure 7. It is interesting to note that while the total represents a .34% decrease from FY11, the total conversation minutes for FY12 increased 3.1%. It appears that even with a slight decrease in call volume, consumers are talking for a longer length of time.

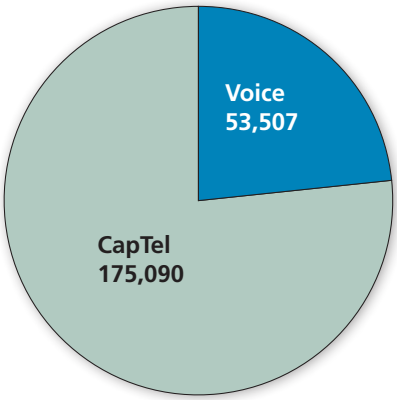
Fig. 7: CTS Completed Call Volume

July	19,244	Jan.	19,721
Aug.	19,326	Feb.	17,143
Sept.	18,453	March	19,399
Oct.	18,028	April	18,759
Nov.	18,316	May	20,554
Dec.	19,804	June	19,067

Call Origination

Figure 8 reflect that most Washington Relay CTS calls were initiated by CTS users.

Fig.8: CTS Call Origination



FCC Annual Customer Contact Log

Sprint collaborates with the Office of the Deaf and Hard of Hearing (ODHH) to prepare and submit the Annual Customer Contact Log Report to the FCC.

Fig. 9: CTS Customer Contacts

Month	Commendations	Complaints	Inquiries
June	2	0	0
July	1	0	0
Aug.	1	0	0
Sept.	0	1	0
Oct.	0	0	0
Nov.	0	0	0
Dec.	0	1	0
Jan.	0	0	0
Feb.	3	0	0
March	3	0	1
April	1	0	0
May	1	1	17
TOTAL	**12**	**3**	**18**

See appendix C for further information.

Outreach Education

Washington Relay promoted public awareness through product and service demonstrations, presentations, event exhibitions and distributed materials throughout the state. The Office of the Deaf and Hard of Hearing staff worked with Sprint Relay staff to provide outreach education with the additional support of WA Relay subcontractors: a part-time outreach specialist and a new Native American outreach specialist working with Native American consumers.

Native American Outreach

During fiscal year 2012, Washington Relay contracted with a deaf person of Native American descent to provide outreach to Native Americans who are deaf, hard of hearing or speech-disabled. Introductions about Washington Relay were made to many of the federally recognized tribes in Washington.

Washington Relay was represented at several Elder's Day ceremonies throughout the state, providing captioning and interpreting services to Native Americans. Washington Relay focused outreach efforts on elders because the population's age group corresponds with those national figures, and is also related to hearing loss in aging citizens. Additionally, most tribes place elders in a position of high regard, with ceremonies honoring them throughout the year. Educating elders about hearing loss resources ensures that they pass on this knowledge to their tribal communities.

Outreach Activities

Other selected accomplishments during this fiscal year included exhibiting Washington Relay services at the following events:

- First annual Hearing Loss Association Conference in Bellevue
- Speech and Language Association convention in Wenatchee
- DeafNation Expo in Portland

Washington Relay services presentations at the following locations:

- Tribal centers
- Senior centers
- Wellness centers
- Schools and colleges

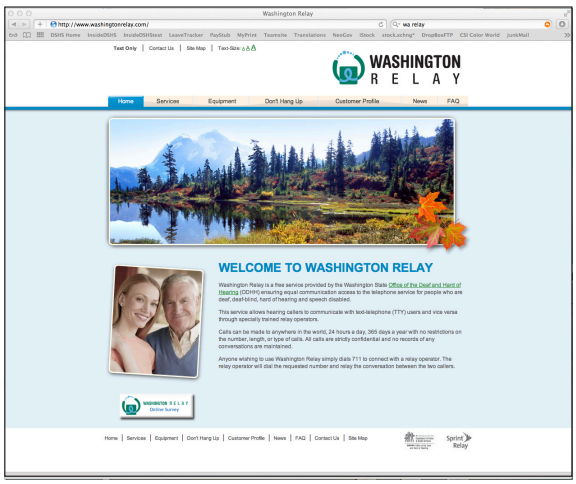
See Appendix D for outreach activities.

Mini-Taste of Technology

Washington Public schools were invited to request presentations about Washington Relay services. Presentations were given at Todd Beam High School and at the Washington School for the Deaf.

Website

The Washington Relay website, www.washingtonrelay.com, provides information on relay services, the Telecommunications Equipment Distribution (TED) program, offers consumers an online form for personal preferences, provides a link to an online survey, and more.



New Brochures

A new two-sided brochure (at right) was developed in February to provide information about Speech-to-Speech service. Another brochure explaining the different captioned telephone products and services for the hard of hearing consumer was created in June.

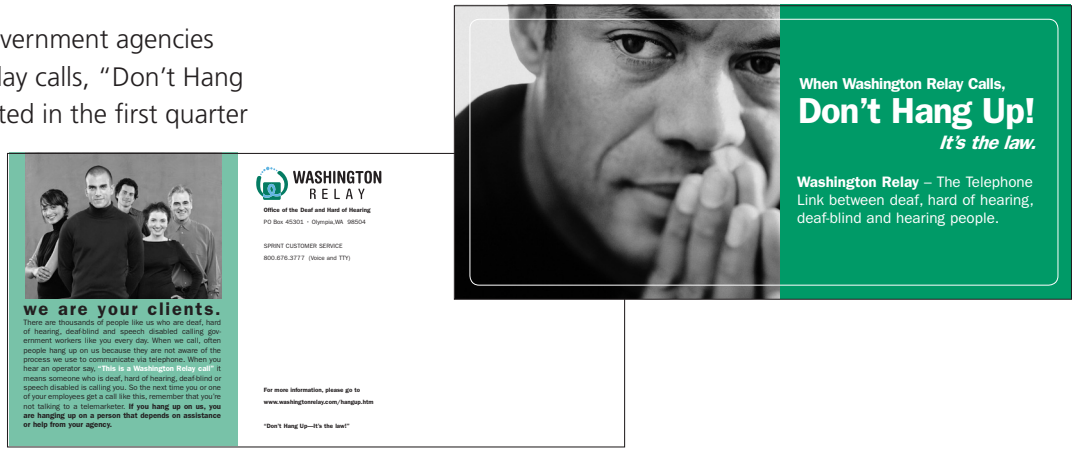
Updated Literature

Washington Relay products and services continued to be promoted via brochures, instructional and marketing flyers, advertisements in publications, and in e-mails. The Braille brochure explaining Washington Relay services was updated in March 2012 and the one-page Speech-to-Speech flyer (at left) was updated in June 2012.

Advertisements

An advertisement about the Telecommunications Equipment Distribution program and Washington Relay was placed in Valpak advertisements and disseminated to Thurston, Mason, and Lewis counties for three consecutive months beginning in January 2012 through March 2012.

In an attempt to educate government agencies about not hanging up on relay calls, "Don't Hang Up" postcards were distributed in the first quarter of 2012.



A Washington Relay advertisement was placed in Sound Waves, the Hearing Loss Association's quarterly newsletter. The ad (right) appeared in the summer issue.

Appendix A: TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Total Call Volume by TRS Feature													
TTY- Baudot	4,748	4,473	4,762	3,578	3,318	3,364	3,549	2,936	3,750	3,770	3,991	4,224	**46,463**
Turbo Code	2,996	3,413	2,704	2,727	2,804	2,797	3,090	2,734	2,680	2,042	2,515	2,394	**32,896**
ASCII	74	65	45	55	34	62	45	46	53	43	46	53	**621**
Voice	2,631	2,434	2,239	2,307	2,340	2,361	2,035	1,965	2,024	1,735	2,087	1,870	**26,028**
VCO	2,818	2,794	2,689	3,325	3,413	2,796	2,537	1,929	2,176	2,075	2,387	2,305	**31,244**
HCO	49	39	54	57	28	57	32	27	33	28	27	21	**452**
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Deaf/Blind Baudot	59	102	41	89	69	75	74	93	111	110	70	97	**990**
Spanish Users	0	2	4	7	0	0	2	2	2	1	1	0	**21**
Speech to Speech	102	146	122	200	93	208	253	353	176	260	122	118	**2,153**
TOTAL	**13,477**	**13,466**	**12,656**	**12,338**	**12,099**	**11,720**	**11,615**	**10,083**	**11,003**	**10,063**	**11,245**	**11,082**	**140,847**
% PERCENTAGE OF CALLS													**AVERAGE**
TTY	35.50%	33.58%	37.99%	29.48%	27.64%	29.22%	31.24%	30.17%	34.64%	38.46%	35.88%	38.53%	**33.53%**
Turbo Code	22.40%	25.62%	21.57%	22.47%	23.35%	24.30%	27.20%	28.10%	24.75%	20.83%	22.61%	21.84%	**23.75%**
ASCII	0.55%	0.49%	0.36%	0.45%	0.28%	0.54%	0.40%	0.47%	0.49%	0.44%	0.41%	0.48%	**0.45%**
Voice	19.67%	18.27%	17.86%	19.01%	19.49%	20.51%	17.91%	20.20%	18.69%	17.70%	18.76%	17.06%	**18.76%**
VCO	21.07%	20.98%	21.45%	27.39%	28.43%	24.29%	22.33%	19.83%	20.10%	21.17%	21.46%	21.02%	**22.46%**
HCO	0.37%	0.29%	0.43%	0.47%	0.23%	0.50%	0.28%	0.28%	0.30%	0.29%	0.24%	0.19%	**0.32%**
D/B ASCII/BAUDOT/STS	0.44%	0.77%	0.33%	0.73%	0.57%	0.65%	0.65%	0.96%	1.03%	1.12%	0.63%	0.88%	**0.73%**
TOTAL NUMBERS OF COMPLETED TRS CALLS													**TOTAL**
Local	8,485	8,279	8,099	7,842	7,790	7,232	7,420	6,262	6,999	6,087	6,802	6,632	**87,929**
Intrastate (Intralata)	325	256	174	168	204	196	163	222	126	142	288	451	**2,715**
Intrastate (Interlata)	301	341	293	311	220	195	220	253	210	490	357	515	**3,706**
Interstate	498	541	618	581	568	542	400	338	641	538	675	564	**6,504**
Toll Free	1,313	1,296	1,142	1,188	1,116	1,113	1,196	1,030	1,058	1,032	1,177	1,108	**13,769**
Directory Assist-ance	105	153	64	51	39	40	41	31	52	39	34	35	**684**
900 (Attempt-ed)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Inter-national	2	1	1	5	2	8	5	1	1	2	3	3	**34**

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TOTAL NUMBERS OF COMPLETED TRS CALLS													
Marine (Attempt-ed)	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**
General Assist-ance	17,113	17,627	16,543	17,329	17,180	17,564	18,789	16,528	17,431	16,036	16,223	16,401	**204,764**
Busy Ring No answer	2,346	2,453	2,143	1,992	2,067	2,186	1,917	1,593	1,740	1,473	1,787	1,656	**23,353**
TOTAL Relayed Calls	**30,488**	**30,947**	**29,077**	**29,467**	**29,186**	**29,076**	**30,151**	**26,258**	**28,258**	**25,839**	**27,346**	**27,365**	**343,458**
MINUTES OF SERVICE													**TOTAL**
Total Minutes	49,698	52,059	50,902	49,451	49,192	46,261	45,090	40,319	43,405	42,457	44,879	43,241	**556,954**
Less Interstate Min	2,555	3,124	3,315	2,989	2,910	3,229	2,283	1,744	3,081	3,043	3,276	2,820	**34,370**
Less Interstate DA Min	14.25	73.22	4.65	22.75	3.02	6.87	28.57	17.43	19.98	27.88	27.95	4.60	**251**
Less Inter-national	4.88	0.83	0.80	8.17	2.07	2.35	1.25	5.30	0.28	7.07	1.00	15.85	**50**
Less Toll-Free Asst Min	6,121	6,843	5,834	5,872	5,804	5,334	5,495	5,447	5,120	5,382	5,953	5,427	**68,631**
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	0.00	**0**
STS Billable Minutes	305	523	431	584	419	551	1,029	2,150	657	768	388	286	**8,090**
WA Total Billable Min	41,308	42,541	42,178	41,144	40,891	38,240	38,321	35,256	35,841	34,765	36,010	35,259	**461,752**
Total Billed to State	**43,373**	**44,668**	**44,287**	**43,201**	**42,936**	**40,152**	**40,237**	**37,018**	**37,633**	**36,503**	**37,810**	**37,022**	**484,840**
NUMBER OF CALLS TO RELAY													
Offered	26,554	27,110	25,490	26,506	26,458	26,431	27,392	24,125	25,561	23,521	24,629	24,249	**308,026**
Answered	26,022	26,645	24,917	26,008	25,801	25,869	26,677	23,496	24,952	22,945	24,010	23,882	**301,224**
In Queue	26,554	27,110	25,490	26,506	26,458	26,431	27,392	24,125	25,561	23,521	24,629	24,249	**308,026**
Abandoned in Queue	532	465	573	498	657	562	715	629	609	576	619	367	**6,802**
Weekend average	715	646	638	639	607	605	624	596	601	557	598	666	**7,492**
Weekday average	1,111	1,121	1,090	1,099	1,106	1,074	1,115	1,023	1,039	992	981	1,018	**12,769**
Inbound	26,647	26,770	25,143	26,147	25,341	25,885	26,900	23,739	25,166	23,106	24,118	23,848	**302,810**
Outbound/ Completed	30,448	30,947	29,077	29,467	29,186	29,076	30,151	26,258	28,258	25,839	27,346	27,527	**343,580**
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	**0**
AVERAGE LENGTH OF CALL BY DEVICE													**AVERAGE**
TTY	4.47	4.44	4.54	5.21	5.08	5.12	4.67	5.72	5.01	4.90	4.67	4.43	**4.86**
Turbo Code	3.14	3.44	3.57	3.57	3.64	3.55	3.61	3.46	3.20	3.93	3.71	3.57	**3.53**
ASCII	1.43	1.71	1.19	1.10	1.11	1.19	1.28	1.25	1.46	1.53	1.65	1.81	**1.39**
VOICE	2.18	2.65	2.41	2.70	2.43	2.55	2.69	2.18	2.42	2.52	2.45	2.58	**2.48**

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	
AVERAGE LENGTH OF CALL BY DEVICE (Con't)													**AVERAGE**
VCO	4.54	4.75	4.99	4.24	4.68	4.41	4.43	4.82	4.77	5.24	4.71	4.63	**4.68**
HCO	6.95	11.99	11.37	5.94	6.91	5.43	8.15	4.86	7.27	9.65	10.47	7.72	**8.06**
Deaf/Blind ASCII 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**
Deaf/Blind Baudot Calls	2.00	1.69	4.12	3.87	3.86	5.17	4.30	3.36	4.07	3.39	3.13	2.40	**3.45**
Speech to Speech	8.73	6.67	7.72	6.76	7.43	7.32	16.45	24.90	12.76	15.77	8.89	14.75	**11.51**
Avg Convers-ation Length	1.91	1.96	2.04	1.91	1.92	1.80	1.69	1.72	1.74	1.85	1.87	1.82	**1.85**
SPEED OF ANSWER													**AVERAGE**
Service Level	96%	96%	95%	96%	95%	96%	95%	95%	95%	95%	94%	97%	**95.4%**
Monthly Ave.	1.2	1.1	1.3	1.2	1.3	1.2	1.4	1.4	1.4	1.4	1.5	0.9	**1.28**

Appendix B: CTS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
CTS Call Volume													
Call In	14,874	15,062	14,494	13,910	14,044	15,164	15,117	13,007	14,783	14,276	15,884	14,595	**175,210**
Voice In	4,370	4,264	3,959	4,118	4,272	4,640	4,604	4,136	4,616	4,483	4,670	4,472	**52,604**
Total of Calls	**19,244**	**19,326**	**18,453**	**18,028**	**18,316**	**19,804**	**19,721**	**17,143**	**19,399**	**18,759**	**20,554**	**19,067**	**227,814**
Minutes of Service													**Total Min**
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Answer Machine	227	397	369	412	399	271	321	370	420	349	307	295	**4,137**
In 2 Line (89%)	5,140	5,006	5,542	5,169	5,645	5,482	6,198	5,098	5,604	5,464	5,120	5,053	**64,524**
Inter-state	12,241	12,041	11,013	11,993	10,977	13,461	11,074	9,780	12,765	11,862	12,226	10,532	**139,964**
Intra-state	32,583	29,722	28,746	31,259	32,398	34,113	35,868	31,293	35,046	34,453	36,931	35,177	**397,588**
Toll Free (49%)	6,544	7,394	6,483	6,907	8,258	8,605	7,103	7,018	7,527	7,986	7,485	7,174	**88,484**
General 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**
Others	659	666	731	873	613	303	496	359	343	303	487	253	**6,086**
International	96	25	23	85	37	237	135	7	32	69	74	39	**859**
Total Conversation Minutes	**57,491**	**55,251**	**52,907**	**56,698**	**58,328**	**62,472**	**61,196**	**53,924**	**61,737**	**60,486**	**62,629**	**58,523**	**701,642**
Number of Completed CTS Calls													**Total Calls**
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Answer Machine	189	250	222	236	254	201	214	211	229	203	199	208	**2,616**
General Assistance	2,724	2,804	2,523	2,381	2,295	2,571	2,441	2,069	2,327	2,258	2,450	2,203	**29,046**
2 Line	1,406	1,389	1,329	1,373	1,410	1,478	1,486	1,270	1,519	1,352	1,348	1,302	**16,662**
International	26	12	14	12	13	99	46	22	16	17	25	29	**331**
Interstate	2,071	2,084	1,983	1,874	1,916	2,127	1,815	1,634	2,011	1,914	2,666	2,074	**24,169**
Intrastate	11,152	10,950	10,586	10,385	10,614	11,449	11,873	10,320	11,539	11,410	12,251	11,688	**134,217**
Others	272	302	353	350	280	233	225	166	240	211	242	199	**3,073**
Toll Free	1,404	1,535	1,443	1,417	1,534	1,646	1,621	1,451	1,518	1,394	1,373	1,364	**17,700**
Total	**19,244**	**19,326**	**18,453**	**18,028**	**18,316**	**19,804**	**19,721**	**17,143**	**19,399**	**18,759**	**20,554**	**19,067**	**227,814**

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	
WA Billable Minutes													**YTD AVG**
Less Interstate Billable Min	12,241	12,041	11,013	11,993	10,977	13,461	11,074	9,780	12,765	11,861	12,226	10,532	**11,664**
Less Toll Free	3,338	3,771	3,307	3,523	4,212	4,388	3,623	3,579	3,839	4,073	3,817	3,659	**3,761**
Less in 2 line conversation min	565	551	610	569	621	603	682	561	617	601	563	556	**591**
Less International	96	25	23	85	37	237	135	7	32	69	74	39	**72**
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Billable to Washington State	41,251	38,863	37,955	40,528	42,481	43,783	45,683	39,998	44,484	43,883	45,949	43,736	**42,383**
Billable to NECA	16,240	16,388	14,952	16,170	15,847	18,689	15,514	13,927	17,252	16,604	16,680	14,785	**16,087**
Total	**57,491**	**55,251**	**52,907**	**56,698**	**58,328**	**62,472**	**61,197**	**53,924**	**61,736**	**60,487**	**62,629**	**58,522**	**58,470**

Appendix C: TRS and CTS

Customer Contacts Statistics

	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	TOTAL
TRS													
Commendations	3	1	1	7	1	0	0	2	1	0	1	1	**16**
Complaints	2	1	3	0	0	1	1	1	1	0	0	1	**9**
Instructions/General		36	37	33	31	49	26	31	47	36	44	42	**454**
Send Info		0	0	1	0	1	0	1	2	3	1	2	**13**
Equipment Referral		15	9	18	15	16	8	13	19	16	10	11	**165**
Referred to LEC		63	54	54	65	76	6	76	63	77	63	69	**711**
Inquiries/Other	164	36	35	27	35	38	30	28	34	31	31	37	**402**
Total		**152**	**139**	**140**	**147**	**181**	**71**	**152**	**167**	**163**	**150**	**163**	**1,770**
CTS													
Commendations	2	1	1	0	0	0	0	0	3	3	1	1	**11**
Complaints	0	0	0	1	0	0	1	0	0	0	0	1	**3**
Instructions/General		11	14	14	11	17	21	19	17	16	9	0	**166**
Send Info		2	3	3	1	4	3	4	7	5	1	2	**37**
Equipment Referral		2	0	2	4	3	1	3	6	0	0	0	**21**
Referred to LEC		0	0	0	0	0	0	0	0	0	0	0	**0**
Inquiries/Other	0	0	0	0	0	0	0	0	0	1	0	17	**18**
Total		**16**	**18**	**20**	**16**	**24**	**26**	**26**	**33**	**25**	**11**	**21**	**256**

Appendix D: Outreach Activities

Date	Event Name	City	Presenter Names	Product	Target Audience	# of Participants	Showed	Giveaways
8/13	Hearing Loss Association	Bellevue	Meredith Wakefield	CTS	All ages with hearing loss	200	Exhibit	Brochures, pens, and mouse pads
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Hearing Loss Association annual conference. The event was a one day exhibit. WA Relay hosted a booth to showcase relay technologies and services that are available for hard of hearing community.			

Date	Event Name	City	Presenter Names	Product	Target Audience	# of Participants	Showed	Giveaways
8/21	Introduction	Leavenworth	Meredith Wakefield	CTS & TRS	Consumers	3	Demo	Brochures, pens, and mouse pads
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				When speaking with an employee at Rayrock Springs Gallery, a knife store near Leavenworth WA, the subject of Relay operator calls came up. With permission from the owner, a demonstration of the caption telephone phone was done and WA Relay operator role explained.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
8/24	Callam Public Utility District	Port Angeles	Meredith Wakefield	TRS	Clallam P.U.D. staff	11	Presentation	Brochures, pens, and mouse pads
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Relay presentation requested by Janet Sundby for employees of the Clallam P.U.D. for outreach. Questions and answer session after presentation.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
9/22	Brain Trauma Center	Seattle	Meredith Wakefield	Speech to Speech & TRS	Harborview Medical staff	14	Presentation	Brochures, pens, and mouse pads
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Speech to speech and relay presentation requested by Jessica Giordano for the employees at Harborview Medical Center in Seattle and web conference to their Tacoma office.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
10/13	Speech and Language Association	Wenatchee	Meredith Wakefield	Speech to Speech	Speech Pathologists	14	Presentation	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and Speech to Speech awareness.				Presentation to speech pathologists during an annual convention.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
10/14 - 10/15	Speech and Language Association	Wenatchee	Meredith Wakefield	Speech to Speech & TRS	Speech Pathologists and consumers	200	Exhibit	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and Speech to Speech awareness.				Booth for relay, including speech to speech for two days during the Speech and Language annual convention. Well received by attendees.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
10/15	Portland DeafNation Event	Portland, OR	Steve Peck Lorraine Tveten	TRS	Deaf, Hard of Hearing and Speech-Disabled audience	500+	Exhibit	Brochures, pens, cell phone holders, and mouse pads
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				The highlight of the DeafNation event was the opportunity to help a speech-disabled person obtain information on how she could use the STS relay services and applied for special equipment through the TED program. We received a total of 8 TED applications, 6 for caption telephones, 1 for VCO phone, and 1 for an STS device. We wer e able to discuss WA Relay with several people that came to our booth and answered questions related to relay services. We referred individuals seeking wireless or internet-based services to providers who were available at the			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
11/15	Morton Senior Center	Morton	Janis Moore	CTS	Seniors with hearing loss	35+	Presentation	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Outreach Specialist provided a Captioned Telephone presentation to senior citizens. The interest was high, and there was a substantial question and answer period, both during and after the presentation. Information packet distributed and additional handouts were left with center manager for further distribution.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/14	Muckleshoot Tribal Center	Muckleshoot	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Maria May, who was introduced WA Relay Tribal Outreach and was given WA Relay information packets to share with tribal members. A follow up call will be made the week of December 15th to set up a date for a presentation at the Muckleshoot Tribal Center.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/15	Hibulb Cultural Center	Tulalip	Mark Azure	TRS	Native Americans with hearing loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Melissa Balagol, a Program Manager at the Hibulb Cultural Center, who was introduced to WA Relay Tribal Outreach services. WA Relay information packets were provided to share with tribal members and a follow-up will be done after the holidays.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/15	K'lallan Tribe	Port Gamble	Mark Azure	TRS	Native Americans with hearing loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Sharon Purser, who was introduced to WA Relay Tribal Outreach services. A date and time for a presentation in the Spring will be planned so staff and tribal members can attend.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/16	Suquamish Tribe	Port Madison	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				The meeting with Junell, program manager who was introduced to WA Relay Tribal Outreach services. A follow up call will be made to set up a date and time for presentation.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/16	Skokomish Tribal Center	Hood Canal	Mark Azure	TRS	Native Americans with hearing loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Kim at the Skokomish Tribal Center who was introduced to WA Relay Tribal Outreach services. Kim will coordinate with other departments at the Skokomish Tribal Center to set up a date and time for presentation.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/16	Squaxin Island Tribal Cultural Center	Squaxin Island	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	An introduction and brand recognition to tribal community.				Met with Charlene, Squaxin Island Tribal Cultural Center Museum Director, who was introduced to WA Relay Tribal Outreach services. Mark was shown the museum and the area where WA Relay presentation will be given. A presentation was set for Friday, January 13, 2012 at noon.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/28	Olympia Senior Center	Olympia	Janis Moore	CTS	Seniors with hearing loss	6	Presentation	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				CTS Presentation was given to Seniors at the Olympia Senior Center. Several seniors in the audience expressed that they have hearing loss and trouble with phone calls. Questions were asked during and after the presentation. A set of handouts were given to the center events coordinator for distribution.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
12/28	Olympic Senior Center	Olympia	Janis Moore	Speech to Speech	Seniors with hearing loss	35	Presentation	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and Speech to Speech awareness.				STS Presentation given to Seniors at the Olympia Senior Center. There were a few individuals at the senior center that had speech problems. Questions were asked during and after the presentation. The interest was high for STS and TRS services.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/9	Chehalis Center Tribal Administration	Chehalis	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Richard Bellon, a General Manager at the Chehalis tribal center, who was introduced to WA Relay Tribal Outreach services and was provided with WA Relay information packets to share with tribal members. Will discuss possible dates to schedule a presentation in the Spring.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/9	Chehalis Wellness Center	Chehalis	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Cindy Gamble, a Health Services Director, who was introduced to WA Relay Tribal Outreach Services and was given WA Relay information packets to share with tribal members. Their upcoming Health Fair is in April or May and will contact Mark with the dates.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/9	Shoalwater Bay Indian Tribe	Shoalwater Bay	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Janice Christen, a Wellness Center Director, who was introduced to WA Relay Tribal Outreach Services. A follow-up will be conducted later about upcoming tribal events.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/10	Quinault Tribe	Quinault	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Lisa Bryson, an Office Assistant, who was introduced to the WA Relay Tribal Outreach Services and was provided with WA Relay information packets to share with tribal members. Mark will contact the general manger to schedule a presentation.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/10	Quinault Mental Health and Family Services	Quinault	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Courtney Buash at the front office, who was introduced to the WA Relay Tribal Outreach Services and was provided with WA Relay information packets to share with tribal members. She also mentioned that the tribe will be having a Health Fair this Summer.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/10	HOH Tribe	Forks	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Dawn Gomez, a Tribal Council member, who was introduced to the WA Relay Tribal Outreach Services. She suggested that Mark contact her again to confirm a date for their Tribal Health Fair. She feels it is important that WA Relay have a booth with equipment so the Elders can see what WA Relay has to offer.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/11	Quileute Tribal Council	La Push	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Naomi, a Domestic Violence Operation Manager, who was introduced to the WA Relay Tribal Outreach Services. She encourages us to attend their Health Fair in August. Mark will be contacting Brenda Niekson, Director of Quileute Health Fair.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/11	Makah Reservation	Neah Bay	Mark Azure	TRS	Native Americans with hearing loss	3	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Sandy Soeneke, a Social Services Case Worker and Janine Bowechop, who were introduced to WA Relay Tribal Outreach Services and were provided with WA Relay information packets to share with tribal members. They will be holding a Health Fair in Spring and Maureen Woods will be contacted for confirmation of the date.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/11	Lower Elwha Klallam Tribe	Port Angeles	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with the Office Assistant at the Lower Elwha Tribe who was introduced to WA Relay Tribal Outreach Services and was provided with WA Relay information packets to share with tribal members. Mark will contact Linda Bush, a clinic manager, who is in charge of the Health Fair.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/12	S'Klallam Tribe	Jamestown	Mark Azure	TRS	Native Americans with hearing loss	2	Presentation	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Sue Mapes, a Social and Community Services Supervisor, who was introduced to the WA Relay Tribal Outreach Services and suggested that Mark plan a presentation on February 10th at Elder's Lunch.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/12	Squaxin Island Museum/Research Center	Squaxin Island	Mark Azure	TRS	Native Americans with hearing loss	0	Presentation	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Mark went to the offices with an interpreter and spoke with Bonnie Sanchez, Clinic Director of Squaxin who was introduced to WA Relay Tribal Outreach Services and was provided with WA Relay information packets to share with tribal members. The next Health Fair will be in October 2012. Mark also spoke with Bonita Raham, Elder Site, who indicated that she will share the WA Relay Tribal Outreach services information with the tribal elders. A presentation date will be set up during the Elder's Lunch.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/27	Puyallup Tribe	Puyallup	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Pens, brochures, and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				A meeting with Tony Torres to introduce WA Relay Tribal Outreach services and to provide WA Relay information packets to share with tribal members. Tony knows that there are hard of hearing and deaf member, but not how many. He suggested that Mark go to the Elders Luncheon in March.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
1/27	Nisqually Tribe	Olympia	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Lisa Wells, an office assistant, who was introduced to the WA Relay Tribal outreach services. She referred Mark to Josette Mendoza, Executive Secretary or Clep Frank, who organizes the Health Fair; Lisa felt this would be good information for their Health Fair in August.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/10	Cedar 7 Casino	Sequim	Mark Azure	TRS	Native Americans with hearing loss	120	Presentation	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition to tribal community.				Met with Margaret, a manager for Elders programs, who helped set up the WA Relay booth at Elders Luncheon. WA Relay Provided Captioning services at this event and many of the participants commented on how they appreciated the captioning for the event. Participants at the luncheon were encouraged to come to the WA Relay booth. About 30 people visited the WA Relay booth. One TED application was filled out. A very good event for all!			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/13	Swimomish	Swimomish	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Cheryl Rasar at Health Center, who was introduced to WA Relay Tribal Outreach services and was given WA Relay information packets to share with tribal members. She mentioned that there were about 7 - 10 members with hearing loss that could benefit from WA Relay services.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/13	Samish Tribal Nations	Anacortes	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Jan, a clerk at the tribal front office of the Samish Tribal Nations who was introduced to WA Relay Tribal Outreach services and provided WA Relay information packets to share with tribal members. The Samish tribal Health Fair will be in May.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/13	Upper Skagit Tribe	Sedo-Wooley	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Reidun Pedersen, a Nurse at the Tribal Health Clinic who was introduced to WA Relay Tribal Outreach services and was provided with WA Relay information packets to share with tribal members. Suggested that Mark plan on setting up a booth at the tribal health fair. They have several elders with hearing loss and suggested that Mark contact Becky at “Wisdom Warriors” in Bellingham.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/14	Stillaquamish Tribe	Arlington	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures, pens and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Colleen Bowls, Health Services Director who was introduced to WA Relay Tribal Outreach services and was provided with WA Relay information Packets to share with tribal members.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/14	Sauk-Suiattle Tribe	Darrington	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Shelly Summers who was introduced to WA Relay Tribal Outreach services and was provided with WA Relay information packets to share with tribal members. She indicated that Sauk-Suiattle Tribe has 175 tribal members and that they do not have events or celebrations.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/14	Speech and Hearing	Seattle	Meredith Wakefield	Speech to Speech	Speech Pathologists	1	Outreach Activity	STS brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition.				Outreach Specialist visited Speech Pathologists offices at the Speech and Hearing office in Seattle. Reviewed STS information with receptionist. Information packets were left for distribution.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/14	Harborview Medical Center	Seattle	Meredith Wakefield	Speech to Speech	Speech Pathologists	1	Outreach Activity	STS brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition.				Outreach Specialist visited Speech Pathologists offices at Harborview. Access to the offices was by appointment only. Information packets left with security guard.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/15	Peter Kirk Community Center	Kirkland	Meredith Wakefield	CTS	Seniors with hearing loss	1	Outreach Activity	STS brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Outreach Specialist visited the Peter Kirk Community Center in Kirkland, WA. Outreach desk explained relay to receptionist. Information packets were left for distribution.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/15	Lummi Reservation	Bellingham	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Barbara Finkbonner, a Health Center Director, who was introduced to the WA Relay Tribal Outreach services and was provided with WA Relay information packets to share with tribal members. She mentioned that they have 2 deaf members in the community and several elders who have hearing loss. She emphasized that WA Relay resources would be great source for tribal members.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/15	Nooksack Tribe	Deming	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Katherine Canete, a Tribal Council member, who was introduced to the WA Relay Tribal Outreach services and was provided with WA Relay information packets were provided to share with tribal members. She thought this would be great information to share with the tribal members.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/15	Evergreen Speech and Hearing clinic	Bellevue	Meredith Wakefield	Speech to Speech & CTS	Speech Pathologists	1	Outreach Activity	STS brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition.				Outreach specialist visited the Evergreen Speech and Hearing Clinic in Bellevue, WA. The receptionist was familiar with relay services but didn't realize there was a service for speech disabled individuals. Information packets were left for distribution.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/16	Monroe Library	Monroe	Meredith Wakefield	Speech to Speech & CTS	Speech-Disabled and Hard of Hearing	1	Outreach Activity	STS brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition.				Outreach Specialist met with librarian at the Monroe Library. Librarian was interested in STS as the library has a Sorenson VP for public use.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/16	NWRC (North West Regional Center)	Bellingham	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Shelly Zylstra, a Planning Unit Director, who was introduced to the WA Relay Tribal Outreach services. Shelly thought WA Relay would be good for Wisdom Warriors and shared with Mark how her department gets representative from tribal regions together for meetings, luncheons and workshops. Shelly will email Mark for events in May and June.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/16	Seattle Indian Center	Seattle	Mark Azure	TRS	Native Americans with hearing loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Mark was referred to Kelli, Executive Assistant at Indian Health Board, who works with individuals with disabilities. WA Relay information packets were provided to share with tribal members.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/16	Daybreak	Seattle	Mark Azure	TRS	Native Americans with hearing loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Sylvia Sabon, who was introduced to the WA Relay Tribal Outreach services. She was thrilled that Mark stopped by and indicated that she aware of several tribal members with hearing loss and two speech disabled individuals that could benefit from WA Relay and TED programs.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/16	Muckleshoot Tribe Social Services Building	Auburn	Mark Azure	TRS	Native Americans with hearing loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				When introducing WA Relay Tribal Outreach Services at the front desk of the Human Services, Mark was referred to the elders program at the Social Services Building. Mark met with Wendy Burdette, who stated that She wasnt aware of the WA Relay or TED program. She feels it would be ideal to have WA Relay set up a booth at the Elders Tribal Luncheon. She will contact Mark with dates to set up a presentation.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/16	Muckleshoot Social Services Building	Auburn	Mark Azure	TRS	Native Americans with hearing loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Gail WhiteEagle as an introduction to WA Relay Tribal Outreach services and was provided with WA Relay information packets to share with tribal members. A date/time was set for a WA Relay booth during Elder's Luncheon. Gail thought that was a great idea as many of tribal her members will need this kind of services and equipment.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
2/21	Chehalis SPIN	Chehalis	Janis Moore	CTS	Service Providers	12	Presentation	Brochures, pens, and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Outreach specialist gave a Captioned Telephone presentation to the Chehalis Service Providers Information Network (SPIN) at Chehalis West Assisted Living. Several attendees were employees of the center.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
3/3	Pow Pow	Vancouver	Mark Azure	TRS	Native American with Hearing Loss	20	Exhibit	Brochures, pens, and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				A Native American Pow WOW event was at Covington Middle School in Vancouver, WA. The Native American outreach specialist set up a booth for Washington Relay and the TED information booths. Throughout the day, a few people showed up at our booth. This Pow Wow is held every year on the first Saturday of March.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/14	Autism Awareness Fair	Wenatchee	Meredith Wakefield	Speech to Speech	All ages with speech disabilities	80	Exhibit	Brochures, pens, and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				This fair was for Autism awareness and for the Chelan County Sheriff's department to Profile Autistic children for their data base. In an emergency, if the child is approached, the officer will know there are extenuating circumstances. There were several vendor booths. STS brochures and information was enthusiastically received.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/17	City of Spokane	Spokane	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Joanne Kaufman who was introduced to WA Relay Tribal Outreach Services and provided WA Relay information packets to share with tribal members. JoAnne mentioned that she is involved with Tribal Health Project and how the different tribes work with the City of Spokane.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/17	Native Health Project of Spokane	Spokane	Mark Azure	TRS	Native American with Hearing Loss	3	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Dylan Dressler, an Operation Manager, Toni Lodge, Executive Director and Sam Patrick, AA/NA Counselor at the Native Project Health. Mr. Patrick was familiar with sign language and acted as interpreter. It was mentioned that they are aware of a few deaf tribal members and at least 15 hard of hearing members, which did not include some of the Elders. Dylan mentioned that their schedule of events runs from October thru May. No events were planned during the summer. Provided WA Relay information packets to share with tribal members.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/17	Kalispel Tribe	Spokane	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Deanna at Cammas Center for Community Wellness who was introduced to WA Relay Tribal Outreach Services and provided WA Relay information packets to share with tribal members. Deanna informed Mark that there is one deaf member and 5 hard of hearing members who were related to the elders. Their next event is in August which is a Big Pow Wow Celebration. She will be in contact with Mark via phone or email.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/18	Colville Reservation	Colville	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Karne Wapato, Nurse Supervisor who was introduced to WA Relay Tribal Outreach services and provided WA Relay information packets to share with tribal members. Karne said there were 2 deaf children and numerous hard of hearing Elders in the tribe. She suggested Mark contact aging services and three other IHS services on the Colville Reservation			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/18	Colville Reservation	Colville	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Lucille Pakootas, a Case Aide who was introduced to WA Relay Tribal Outreach Services and provided WA Relay information packets to share with tribal members. A flyer for elder's Lunch in Omak, another section of the Colville Reservation, this coming April 20th and discussed having a WA Relay booth for this event.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/18	Spokane Reservation	Spokane	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Rosetta Wynercoop at the Business Office of HIS (Indian Health Services) who was introduced to WA Relay Tribal Outreach Services and provided WA Relay information packets to share with tribal members. She indicated that she is aware that there are at least 1 deaf tribal member and several hard of hearing members. Their Health Fair will be in the Fall. Mark will be contacting her for more information.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/19	Hearing Loss Center	Spokane	Mark Azure	TRS	Native American with Hearing Loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Dennis and Char at the Hearing Loss Center and provided information about WA Relay, the TED program and the Native American Outreach services. HLC is presently serving 3 Native American clients. Char mentioned that she knows a deaf native who is involved with Native American events and strongly socializes in the Deaf community. HLC has agreed to help Mark with information about Native American events as they are advertised.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/19	Hearing Loss Center	Yakima	Mark Azure	TRS	Native American with Hearing Loss	2	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Howard Gorrell and Angela Jaworski and provided information about WA Relay, the TED program and the Native American Outreach services. Angela mentioned that she has a few deaf clients and one is deaf-blind from Yakima. She's aware of 4 other deaf natives in the area who unfortunately they are not involved in the Deaf community. They are very isolated.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/20	Yakima Nation	Yakima	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Met with Linda Simpson an audiologist for Yakima Indian Health Services and provided information about WA Relay, the TED program and the Native American Outreach services. He will follow up with her at a later date. Provided ODHH information packets to share with tribal members.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
4/20	Yakima Nation AA and Drug Treatment	Yakima	Mark Azure	TRS	Native American with Hearing Loss	1	Outreach Activity	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Introduction and brand recognition to tribal community.				Mark met with Paula Winnier at the AA and Drug Treatment Center in Yakima who was introduced to WA Relay Tribal Outreach Services and provided WA Relay information packets to share with tribal members. Paula is aware that there are 7 deaf natives who are not active in the Deaf community. She suggested to Mark to set up a booth at their next Pow Wow in September.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
5/10	Yakima Valley Community College	Yakima	Meredith Wakefield	Speech to Speech & TRS	ASL Students	102	Presentation	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Outreach Specialist did a presentation to four ASL classes at Yakima Valley Community College. The first presentation was for speech to speech and the other three were about relay. The presentations were well received as many students and teachers did not know of relay services.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
5/10	Yakima Valley Community College, Students Services	Yakima	Meredith Wakefield	TRS	Office staff	1	Outreach Activity	Brochures
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Outreach Specialist met with student services and Washington Relay services was explained. Outreach specialist will follow with student services in the fall to do a presentation to student services staff at one of their meetings.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
5/17	Todd Beam High School	Federal Way	Meredith Wakefield	TRS	Deaf and hard of hearing HS students	13	Presentation	Brochures, pens, mouse pads, backpacks, and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Mini Taste of Technology was presented by Outreach Specialist to HS students. They were very savvy on Relay Services and cell phones. Three interpreters were there as well as the teacher; they asked the most questions.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
5/19	City of Pasco Spring Bazaar	Pasco	Meredith Wakefield Jodene Anicello	CTS	Seniors with hearing loss	20	Presentation	Brochures, pens, mouse pads, backpacks, and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Outreach team set up table with literature, ran the slide show, and answered questions about caption telephones at the City of Pasco Senior Center.			

Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
6/1	WA School for the Deaf	Vancouver	Steve Peck Meredith Wakefield	TRS	Deaf and Hard of Hearing students	75	Presentation	Brochures and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Two presentations were given by Steve Peck; one to Jr. High students and one to High school students. The kids had a good time. WA Relay was invited to come back in September.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
6/4	Cascadia Community College	Bothell	Meredith Wakefield Jodene Anicello	TRS	ASL students	19	Presentation	Brochures, pens, cell phone holders, mouse pads and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Outreach team gave a presentation at Cascadia Community College. The outreach team also manned a booth for “A Walk Through the Deaf World” where the ASL students set up displays. The College community was invited, but no outside visitors showed up.			
Date	Event Name	City	Presenters Names	Product	Target Audience	# of Participants	Showed	Giveaways
6/20	Vashon Maury Senior Center	Vashon Island	Jodene Anicello	CTS	Seniors with hearing loss	10	Presentation	Brochures, pens, cell phone holders, mouse pads and information packets
	Reason for Sponsorship				Summary of Event			
	Community goodwill and brand recognition.				Captioned Telephone presentation to senior citizens with questions and answers afterward.			

Appendix E: Glossary

CAPTIONED TELEPHONE SERVICE (CTS): Captioned Telephone allows people to receive captioned telephone conversations. It is similar in concept to Captioned Television, where spoken words appear as written text for viewers to read. CTS users access the CTS service using a Captioned Telephone. A Captioned Telephone looks and works similar to a standard telephone, allowing callers to talk and listen to each other. The one very significant difference is that the Captioned Telephone displays live word-for-word captions on every phone call. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. If the Captioned Telephone user has difficulty hearing what the caller says, the user can read the captions for clarification.

HEARING CARRY-OVER (HCO): A feature of TRS where the person with the speech disability is able to listen to the other end user and, in reply, the Communication Assistant (CA) speaks the text as typed by the person with the speech disability. The CA does not type any conversation. Two-line HCO is an HCO service that allows Telecommunication Relay Service (TRS) users to use one telephone line for hearing and the other for sending TTY messages. HCO-to-TTY allows a relay conversation to take place between an HCO user and a TTY user. HCO-to-HCO allows a relay conversation to take place between two HCO users.

SPEECH-TO-SPEECH (STS): A telecommunications relay service that allows individuals with speech disabilities to communicate with voice telephone users through the use of specially trained CA's who understand the speech patterns of persons with speech disabilities and can repeat the words spoken by that person.

TELECOMMUNICATIONS RELAY SERVICES (TRS): Telephone transmission services that provide the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio. Such term includes services that enable two-way communication between an individual who uses a text telephone or other non-voice terminal device and an individual who does not use such a device, speech-to-speech services, video relay services and non-English relay services. TRS supersedes the terms "dual party relay system," "message relay services," and "TDD Relay."

VOICE CARRY-OVER (VCO): A feature of TRS where the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation. Two-line VCO is a VCO service that allows TRS users to use one telephone line for voicing and the other for receiving TTY messages. A VCO-to-TTY TRS call allows a relay conversation to take place between a VCO user and a TTY user. VCO-to-VCO allows a relay conversation to take place between two VCO users.

ACRONYMS

CTS: Captioned Telephone Service
CA: Communication Assistant
DB: Deaf-Blind
HCO: Hearing Carry-Over
STS: Speech-to-Speech
TRS: Telecommunication Relay Services
VCO: Voice Carry-Over