

ANNUAL REPORT
JULY 2008 – JUNE 2009



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Report provided by
Sprint
Relay

The logo graphic for Sprint Relay, featuring a stylized, dark grey, fan-like shape with several curved segments radiating from a point on the left towards the right. A small registered trademark symbol (®) is located at the bottom right of this graphic.

Publication services provided by T.S. Writing Services | www.tswriting.com

Dear Office of the Deaf and Hard of Hearing:

The fiscal year of 2008-2009 has given Sprint another opportunity to serve our Washington customers with quality services, dedication and commitment that the state of Washington has come to expect.

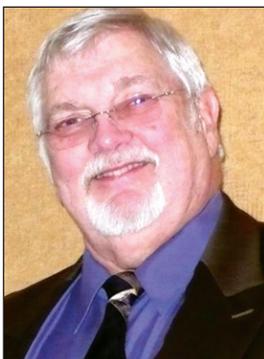
Sprint and the Office of the Deaf and Hard of Hearing (ODHH) have continued to work together to achieve our service plans in providing quality relay services and exceptional outreach efforts. We also continued our contract with the Hearing Loss of Association of Washington and Provail, a non-profit organization that serves people with a speech disability. They have continued to do outstanding outreach efforts throughout the past three years.

Sprint and ODHH hosted a mini-Taste of Technology conference at the Tacoma Community College campus to provide information on communication access for hard of hearing consumers. Topics included CapTel and hearing aid compatibility; an ODHH trainer explained the various equipment available on loan through the state's equipment distribution program.

Sprint and ODHH added a new outreach project to educate deaf, hard of hearing, and hearing high school students about the availability of new communication access tools that allows them to contact their friends through Internet-based and wireless-based services such as video relay, Internet protocol, WebCapTel, and AOL Instant Messaging via wireless pagers. ODHH staff not only participated in this event, but also presented on the equipment distribution program as well. This is an ongoing project that will continue throughout the next fiscal year in several cities.

Sprint is pleased to have upgraded the Washington Relay website at www.washingtonrelay.com, and will transfer the website to ODHH for upload to its state network system.

Sprint thanks ODHH for its ongoing feedback, teamwork and relationship with Sprint Washington Relay. It has been a pleasure to work in this capacity until my retirement last June.



Sincerely,

A handwritten signature in blue ink that reads "Van H. Scheppach". The signature is written in a cursive, flowing style.

Van Scheppach
(December 2007-June 2009)

Relay Enhancements

TRS Enhancements

Focus on Training

Sprint continues to create a more effective organization by implementing innovative TRS training programs, which focus on three primary goals:

- To better serve customers,
- To bring value to the services offered, and
- To make Sprint Relay a rewarding place to work.

This year, a special effort was made to:

- Develop creative presentations in ongoing training, customer service training and training refreshers.
- Launch a “Coaching Focus of the Month” program to provide Relay Operators (RO) and supervisors with a trainer’s review of call-processing procedures and customer service skills.

Training revisits the primary service attributes that are important to customers: accuracy, transparency, professional phone image, keeping customers informed and RO knowledge. Sprint collaborates with the vendor centers to deliver the training and then follows up monthly using internal testing.

Exceptional customer satisfaction means understanding what customers expect, then delivering practical solutions. In order for this to happen, the Operations team continues to solicit and implement RO suggestions related to improving our customers’ experience through a Customer Service Initiative program.

FCC TRS Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a re-certification renewal application by October 1, 2007.

As listed in the 2007-2008 annual report, this re-certification application required evidence of certain required deliverables. With certifications expiring July 26, 2008, relay states were to complete the re-certification process before then. A state could apply for renewal one year prior to expiration.

Sprint took the initiative in developing and distributing a FCC re-certification renewal boilerplate of over 100 pages for its state customers. Sprint responded to most of the certification elements, leaving the states—including Washington—to provide the remaining deliverables as required by the FCC.

On July 16, 2008, Washington Relay was granted re-certification for five more years, effective until July 25, 2013. Sprint is pleased to work with Washington Relay in maintaining high-quality relay and CapTel services.

CapTel Enhancements

Redundant Center

Sprint's CapTel vendor completed its redundant (backup) data center in the third quarter of 2008.

Platform Upgrade

In January, the voice recognition platform was improved. Sprint's CapTel vendor released a platform upgrade that enhanced the features of the CapTel captioner workstation, which in turn, improved the voice recognition engine.

With Spanish CapTel, Sprint's CapTel vendor completed upgrades to the captioner interface starting in the second quarter of 2008, and continued to upgrade the platform throughout 2008. The upgrades included the ability to caption Spanish calls more smoothly and more efficiently.

Washington Relay Statistics

Telecommunications Relay Service

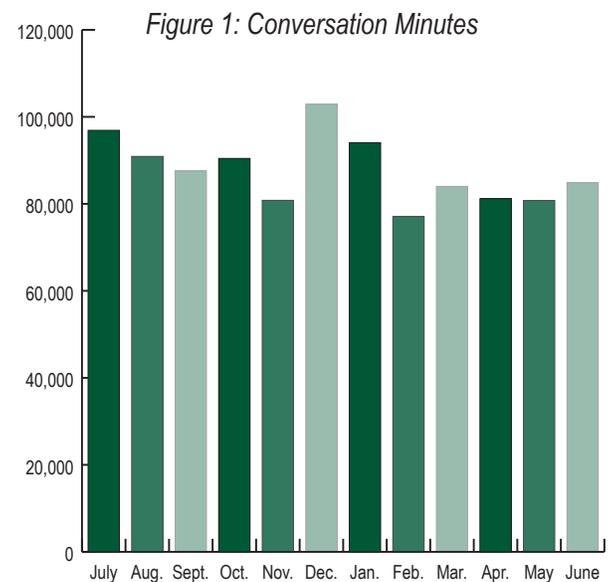
The following charts indicate the trends of Washington Relay's annual total number of conversation minutes, relayed call volume, call origination, average speed of answer and service level, and contacts with customers.

The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, Telebraille, STS, and a few others) currently provided by Washington Relay.

See appendix for a complete statistics report.

Conversation Minutes

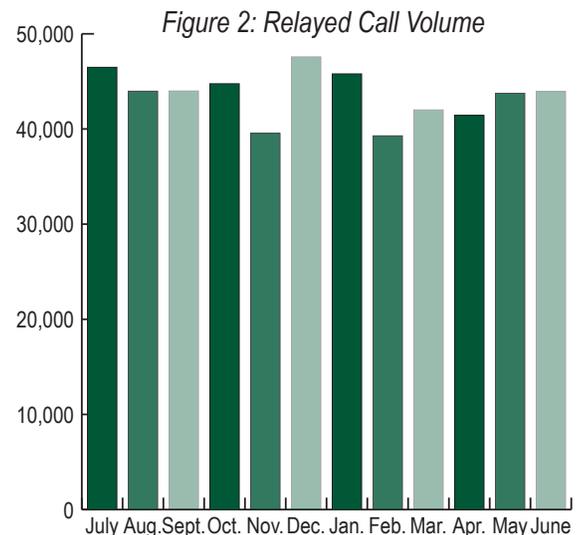
Figure 1 indicates the total monthly conversation minutes processed through Washington Relay. The minutes include all relay services with some adjustments. The total for this year amounted to 1,051,454.



Relayed Call Volume

Figure 2 depicts the total number of relayed calls processed through Washington Relay. The relayed calls include local, intrastate (both intra-lata and inter-lata), interstate, general assistance, toll-free, directory assistance, international, and busy ring/no answer.

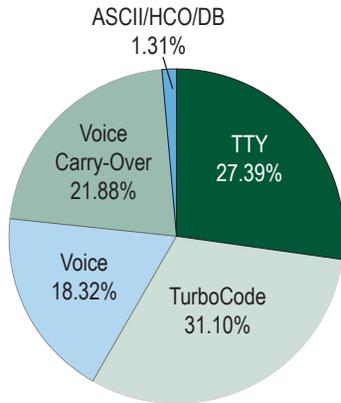
Relayed call volume totaled 522,524 calls, a 15.8% drop from the previous year's total.



Call Origination

On the average, TTY and TurboCode consumers originated approximately 58 percent of the Washington Relay calls. Figure 3 shows call type by percentage.

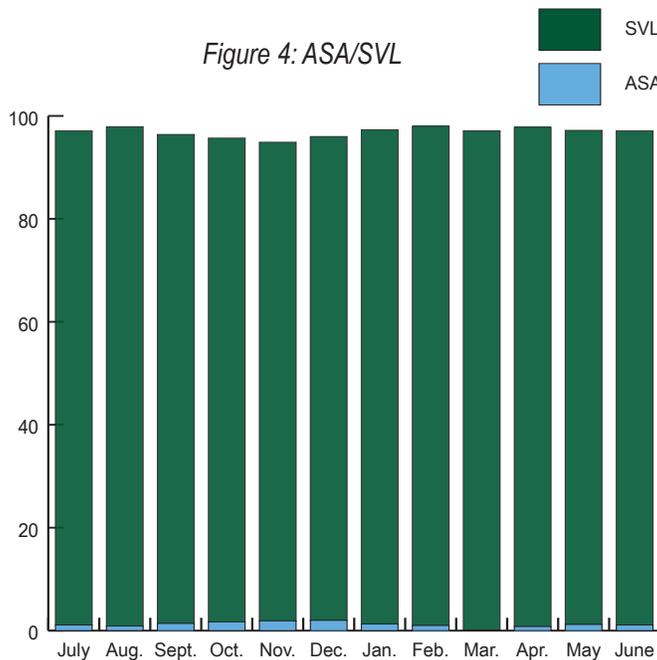
Figure 3: Call Origination Types



Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint 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 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for this FY was **1.2 seconds** and the Service Level (SVL) was that **95.7% of calls** were answered within 10 seconds.

Figure 4: ASA/SVL



WASHINGTON RELAY

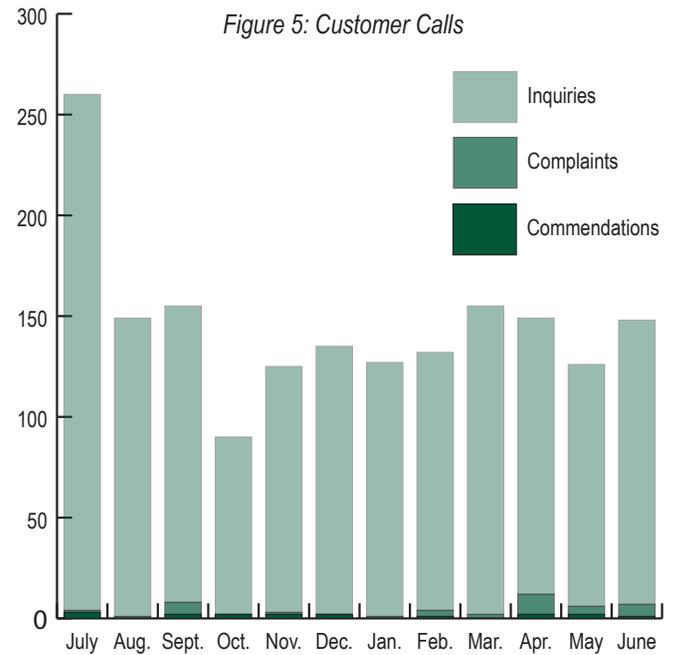
Customer Contact Log

Washington Relay Customer Service handled customer contacts such as:

- Customer Database profiles
- Technical Issues
- RO performance
- Informational materials
- Customer commendations

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 requests, inquiries, commendations and complaints received from customers. Washington Relay had a total of 17 commendations, 35 complaints, and 1,699 inquiries. As with every year, the Relay Program Manager prepares and submits the FCC Annual Consumer Contact Log Report to the Office of the Deaf & Hard of Hearing.



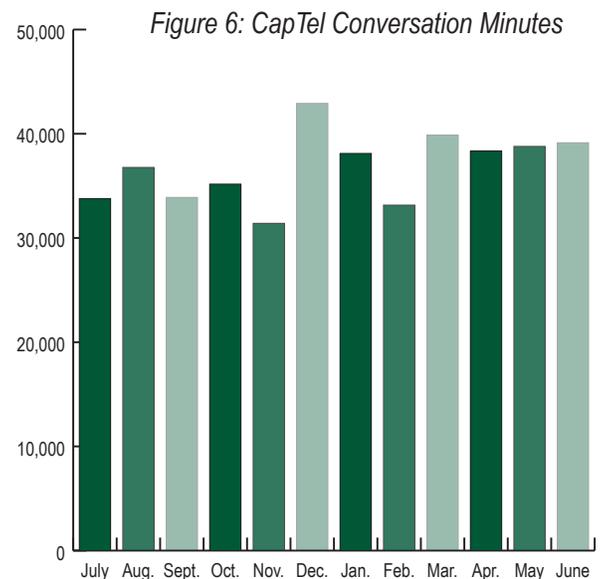
CapTel

The following charts indicate the trends of our annual total number of conversation minutes, call volume, call origination, and customer contacts.

See appendix for a complete CapTel statistics report.

Conversation Minutes

For this fiscal year, there was a total of 441,367 conversation minutes. A breakdown of monthly minutes is indicated in Figure 6.



Call Volume

A total of 153,566 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 7.

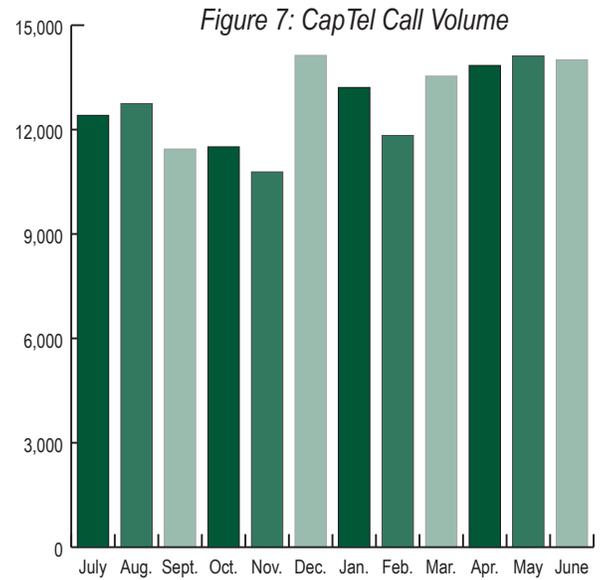
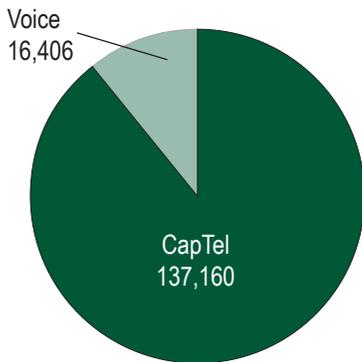


Figure 8: CapTel Call Origination Types

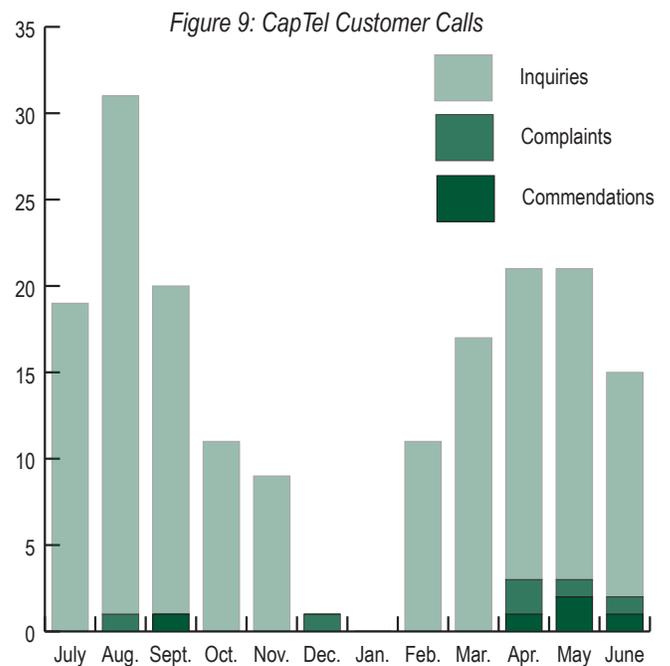


Call Origination

Figure 8 indicates that most Washington Relay CapTel calls were initiated by CapTel users.

Customer Contact Log

Figure 9 illustrates the number of commendations, complaints and inquiries from CapTel users. Washington Relay had a total of 5 commendations, 6 complaints, and 165 inquiries.



WASHINGTON RELAY

Outreach and Marketing

Washington Relay promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. The Relay Program Manager, with assistance from outreach staff, promoted telecommunication relay services (TRS), CapTel, and other relay products and services.

Outreach



Outreach Performed

Highlights of outreach activities include exhibitions at the:

- Disability Awareness Day in Tacoma; 100 attended.
- "Listen for Life" in Tacoma; 100 attended.
- DeafNation Expo in Seattle; 2,800 attended.
- HLA-WA Taste of Technology event in Tacoma; 50 attended.
- Mini-Taste of Technology event at various middle schools and high schools; 75 students attended.

See appendix for other outreach activities.

HLA-WA Taste of Technology Conference

To describe the hearing loss-related services available to Washington Relay users, Sprint and ODHH hosted the annual Taste of Technology conference at the Tacoma Community College in October. Topics included:

- CapTel services
- Hearing aid compatibility with wireless devices
- Telecommunications Equipment Distribution

Washington Relay Website

Sprint is pleased to have upgraded the Washington Relay website at www.washingtonrelay.com, and will transfer the website to ODHH for upload to its state network system. This website provides information about:

- Relay services and products
- Telecommunications Equipment Distribution (TED)
- Don't Hang Up Washington
- Saving user preferences in a Customer Database Profile
- Common questions and answers





Brochure

A brand-new, eye-catching brochure was developed and released at the end of July 2008. This brochure explains Washington Relay products and services with short and visual descriptions.

Advertisements

Washington Relay products and services have continued to be promoted via instructional and marketing flyers, mass e-mails, newsletters, and informal group settings.

Additionally, twice a year, a newsletter offering CapTel tips, announcements, and other helpful CapTel information is distributed to subscribers.

See appendix for the Spring 2009 issue of the CapTel newsletter.



Sprint Relay Accounts

TRS

Sprint provided relay services to 33 states, the federal government, Puerto Rico and New Zealand.

CapTel

Sprint provided the CapTel service to 32 states and the federal government.

Sprint Relay Team

Sprint Public Sector - Federal and State Government

William P. White
Vice President –
Federal Programs

Mike Ellis
National TRS Director

**Relay Program
Management**
John Moore
Branch Manager

Angie Officer
Senior RPM

Van Scheppach
Relay Program Manager
(December 2007-June 2009)

CapTel
Damara Paris
Branch Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Dottie Cartrite
Corporate Sales Manager

Wireless Sales
Ken Goulston
Account Executive

Customer Service
Brian Adamson
Supervisor

Product Management Group
Paul Ludwick
Branch Manager
(Until April 2009)

Mark Tauscher
Team Leader
(May 2009-Present)

Appendices

CapTel Newsletter (Spring 2009)

SPRING 2009



CapTel®

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

"I could not get along without this CapTel phone at all."

- C. Sullivan, Florida

Sound Check

Adjusting CapTel for the Best Sound Quality



Maximize the sound quality of your CapTel conversations by adjusting the two slide controls on the right side of the phone:

Volume and Tone. The Volume control governs the loudness of incoming sounds, and the Tone control governs the pitch or frequency. If you hear high-frequency tones better, move the Tone control up to the higher end of the scale. The higher-pitched sounds will come through the handset. If you hear low-frequency tones better (such as hearing male voices better than most female voices), start with the Tone control down at the lowest setting. This will allow the deeper, fuller sounds to be emphasized.



Try starting with the Tone control at the low end of its spectrum, and adjust it upward until the audio quality reaches a comfortable level.

TIP: For an additional volume boost, press the VOL button to increase the handset volume to a maximum of 35 decibels. With the volume boost activated, you can still adjust the Volume slide control to a comfortable level.

Note: The maximum amplification is available on captioned calls only.

Volume Control –
adjusts the loudness of
incoming sounds

Tone Control –
adjusts the pitch or frequency

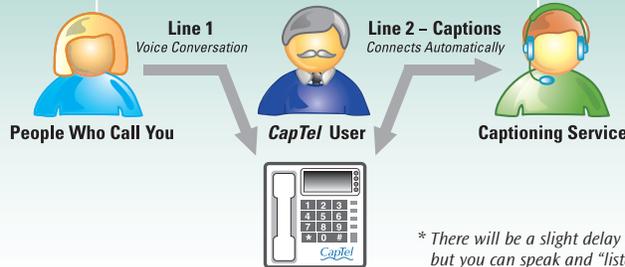
IN THIS ISSUE

- Sound Check: Adjusting CapTel for the Best Sound Quality
- Seeing Captions on Incoming Calls
- CapTel Dial-In Phone Numbers
- New Printable Call Me Cards
- Do I have the Right Phone Line for CapTel?
- Hooking up Answering Machines or Signalers
- Registering Your Long Distance Service
- Spread the Word

Seeing Captions on Incoming Calls

While every *CapTel* call you dial **out** can get captions automatically, the way to get captions on **incoming** calls depends on how your phone is set up. Use this handy guide to help make sure you can see captions on every call – incoming and outgoing.

How is your <i>CapTel</i> phone set up?	How to get captions on incoming calls	What your callers need to do
<p>1-Line *(most typical setup) <i>One telephone line connected to your CapTel phone.</i></p>	<p>Callers must dial the captioning service first, then enter your phone number.</p> <p>Calls not placed through the captioning service will not include captions.</p> <p>If you get a call without captions, ask the caller to dial again through the captioning service, or hang up and call them back.</p>	<p>Tell callers to dial: 1-877-243-2823* then enter your phone number.</p> <p><i>*Residents of California, Texas, Spanish users and people outside the USA use a separate number. See below.</i></p>
<p>2-Line <i>Two telephone lines connected to your CapTel phone.</i></p>	<p>You can turn captions on/off at any time during a call.</p> <p>Make sure the red Caption light is ON*.</p>	<p>Callers just dial your regular telephone number.</p>



* There will be a slight delay (12–15 seconds) while captions connect, but you can speak and “listen” to the other party during this time.



During a captioned call, the Captioning Assistant listens to the voice of the speaking party for the sole purpose of captioning their words. The Captioning Assistant cannot hear the *CapTel* user’s voice at all. By law, Captioning Assistants are held to the strictest standards of privacy set by the Federal Communications Commission. You are guaranteed absolute confidentiality during your *CapTel* call.



Personalized Call Me Cards

New personalized business cards are available online that let you enter your name and phone number. Print out these cards to give to friends, relatives, and colleagues who call you on a regular basis. Visit *CapTel* website.

CapTel Captioning Service: 1-877-243-2823

Give to people who call you often, so you see captions during their calls!

EXCEPTIONS:	Federal Relay <i>CapTel</i> Calls	1-888-801-7210	California Spanish-to-Spanish Only	1-866-399-9090
	Spanish-to-Spanish Captioning Calls	1-866-217-3362	Texas Residents Only (Non-Federal)	1-800-933-5129
	California Residents Only (Non-Federal)	1-866-399-9050	Texas Spanish-to-Spanish Only	1-800-933-5417
			Dial in number for WebCapTel	1-800-933-7219

Do I have the Right Phone Line for *CapTel*?

To work correctly, *CapTel* requires a standard analog phone line or DSL line with DSL filter. *CapTel* is not designed to work over other kinds of telephone connections, such as office PBX, digital cable, or VOIP/Internet-based phone systems.

What kind of phone line do you have?

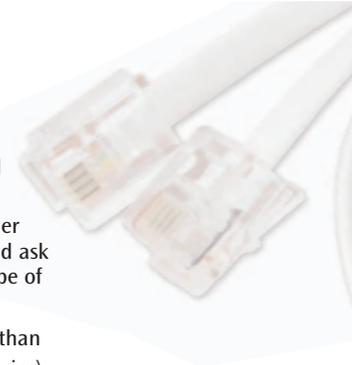
If you are experiencing difficulty with captions, check the type of phone service you have. You can tell by looking at your telephone bill.

- Does your service provider list anything about cable, broadband, VOIP, Fiber Optics?

- Do you have a “bundle package” that includes your television, internet, and phone service all-in-one?*
- If you are still unsure, call the customer service number on your phone bill and ask the representative to confirm what type of phone service you have.

If your phone service is anything other than analog, “POTS” (Plain Old Telephone Service), or DSL, please contact *CapTel* Customer Service to discuss your options.

* NOTE: some DSL providers call their packages “bundles”. If you are unsure if your “bundle package” is DSL or digital cable, contact your telephone service provider.



Hooking Up Answering Machines or Signalers

When it comes to *CapTel*, Y-Jacks are Okay, but avoid Telephone Line Splitters

What is the best way to use an answering machine or a signaler with your *CapTel* phone? Although every person’s situation may be different, here are a couple of guidelines to follow:

Y-Jacks are Okay

A Telephone Line Adapter (also known as a Multi Jack Connector, duplex jack, or Y-Jack) allows more than one device to be connected to a single wall jack. For example, you may have your *CapTel* sharing a line with an answering machine or a signaler. **TO USE:** Plug the Y-Jack directly into the telephone outlet on the wall. Then, plug the *CapTel* phone into one slot and your other device (i.e., answering machine) into the second slot.



Avoid Line Splitters

A Telephone Line Splitter is used when multiple phone lines come into one jack, by splitting the one jack into separate lines. For *CapTel* users, however, line splitters may interfere with the captions if both lines are being used at the same time. For example, if you have a fax line sharing a jack with your *CapTel* line, your captions may be disrupted if a fax comes in during a *CapTel* call. Splitters also do NOT work for people interested in 2-line *CapTel*, which requires two separate phone lines on two separate jacks.

There is often confusion on the difference between Y-Jacks and Line Splitters, and some places that sell telephone equipment use the word “splitter” interchangeably. Please contact *CapTel* Customer Service if you need help.



Using 711

Your callers also have the option of dialing 711 and telling the Traditional Relay Communications Assistant (CA) that they wish to call a *CapTel* User. The CA will transfer the call to the *CapTel* Captioning Service which then directs the call to your number and you can enjoy captions of your conversation.

Caller ID & Answering Machines

Some people choose to rely on Caller ID or an answering machine to monitor their incoming calls and call the party back if desired. *CapTel* is Caller ID capable and can caption voice mail or an external answering machine message.

Registering Your Long Distance Service

Before making any long distance captioned calls, be sure to register your long distance carrier with CapTel Customer Service so that long distance charges are billed correctly under your personal calling plan. If your long distance service is not registered, your long distance captioned calls will be billed through your state's default relay long distance carrier, which typically charges much more than your own calling plan.

***TIP:** If you live in a setting with a common telephone switchboard (for example, in some retirement communities or assistive living apartments), please check with your facility manager for the correct long distance provider, as well as for any "trunk" lines that might be assigned to your phone calls. CapTel Customer Service can help – please give us a call or visit us online!*



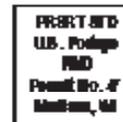
Remind people who call your long distance through the captioning service to register their long distance provider, too.

CapTel Customer Service 1-888-269-7477 (CapTel/Voice/TTY)
Ultratec, Inc. 1-866-670-9134 (Español)
450 Science Drive, CapTel@CapTelMail.com
Madison, WI 53711 www.captionedtelephone.com

If you are not already receiving this newsletter directly, you may send us your email address to get the latest CapTel newsletter electronically! Visit our website (www.captionedtelephone.com) and click on "Contact Customer Service" to sign up!



450 Science Drive • Madison, WI 53711



Spread the Word

Do you know someone else who would benefit from CapTel? Everyday, people tell us they first learned about CapTel through a friend or neighbor who thought the phone would be a good fit. Please feel free to spread the word if there is someone you think would enjoy trying CapTel.

763-2111-4249

WASHINGTON RELAY

TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TOTAL CALL VOLUME													
TTY- Baudot	6,900	6,875	7,053	7,069	5,771	7,852	6,787	5,654	5,787	5,929	6,340	7,386	79,403
Turbo Code	8,493	7,833	7,866	7,865	7,358	8,804	8,537	6,892	6,783	6,493	6,464	6,713	90,101
ASCII	7	2	1	2	1	0	0	42	133	125	191	173	677
Voice	4,765	4,489	3,874	3,195	3,979	5,637	4,242	3,858	4,590	4,920	4,867	4,218	52,634
VCO	5,734	5,366	5,212	5,206	4,552	5,637	5,707	4,721	5,341	5,003	5,434	5,343	63,256
HCO	69	41	109	61	63	129	129	79	60	92	16	26	874
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	131	218	219	232	264	432	86	118	63	143	150	204	2,260
Spanish Users	119	75	47	26	12	11	6	8	9	31	13	9	366
Speech to Speech	161	262	214	163	158	143	147	169	182	184	159	141	2,083
TOTAL	26,379	25,161	24,595	23,819	22,158	28,645	25,641	21,541	22,948	22,920	23,634	24,213	291,654
PERCENTAGE OF CALLS													AVERAGE
TTY	26.44%	27.68%	28.98%	29.02%	26.25%	27.98%	26.63%	26.47%	25.43%	26.11%	27.02%	30.69%	27.39%
Turbo Code	32.55%	31.54%	32.33%	32.30%	33.46%	31.37%	33.49%	32.26%	29.81%	28.60%	27.55%	27.90%	31.10%
ASCII	0.02%	0.01%	0.00%	0.01%	0.00%	0.00%	0.00%	0.20%	0.58%	0.55%	0.81%	0.72%	0.24%
Voice	18.26%	18.11%	15.92%	16.08%	18.10%	18.57%	16.64%	18.06%	20.17%	21.67%	20.74%	17.53%	18.32%
VCO	21.97%	21.61%	21.42%	21.38%	20.70%	20.08%	22.39%	22.10%	23.47%	22.03%	23.16%	22.20%	21.88%
HCO	0.26%	0.17%	0.45%	0.25%	0.29%	0.46%	0.51%	0.37%	0.26%	0.41%	0.07%	0.11%	0.30%
D/B ASCII/ BAUDOT/STS	0.50%	0.88%	0.90%	0.95%	1.20%	1.54%	0.34%	0.55%	0.28%	0.63%	0.64%	0.85%	0.77%
TOTAL NUMBER OF RELAYED CALLS													TOTAL
Local	16,663	15,741	15,460	15,934	14,414	17,723	15,687	13,864	14,792	14,795	15,156	15,130	185,359
Intrastate (Intralata)	336	424	498	408	405	362	404	329	452	506	441	512	5,077
Intrastate (Interlata)	477	413	337	276	256	437	505	263	276	254	264	496	4,254
Interstate	1,233	1,165	987	907	966	1,547	1,092	752	645	646	849	872	11,661
Toll Free	2,188	2,204	2,342	2,312	1,713	1,992	1,990	1,434	1,772	1,723	1,496	1,876	23,042
Directory Assistance	71	109	83	96	75	107	93	46	65	50	69	145	1,009
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	29	11	12	6	10	38	62	85	62	134	10	23	482
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	20,386	19,139	19,662	20,410	17,554	19,512	20,304	17,919	19,247	18,719	20,290	19,877	233,019
Busy Ring/No Answer	5,099	4,766	4,615	4,409	4,149	5,861	5,655	4,591	4,693	4,597	5,177	5,009	58,621
TOTAL Relayed Calls	46,482	43,972	43,996	44,758	39,542	47,579	45,792	39,283	42,004	41,424	43,752	43,940	522,524
MINUTES OF SERVICE													TOTAL
Total Minutes	96,900.92	90,908.47	87,563.48	90,439.63	80,810.90	102,931.55	94,073.28	77,056.02	84,018.35	81,156.83	80,754.87	84,839.82	1,051,454
Less Interstate Min	7,922.20	6,873.57	5,994.65	5,893.83	6,583.28	9,106.97	6,912.58	5,016.70	4,168.10	4,324.28	5,395.62	5,169.25	63,328
Less Interstate DA Min	25.70	41.45	25.57	15.97	35.58	25.68	26.58	27.02	17.85	4.37	4.37	89.07	285
Less International	91.88	29.25	25.88	21.90	59.32	102.50	308.52	451.93	326.87	1,074.15	134.05	257.82	1,980
Less Toll-Free Assistance Min	11,735.32	11,002.58	11,339.25	11,197.77	8,562.69	9,819.95	10,487.63	7,853.68	9,092.08	8,918.29	7,259.14	9,481.26	101,042

TRS Statistics *(continued)*

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
MINUTES OF SERVICE													TOTAL
Less 900 Assistance 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	622.50	959.25	783.02	506.24	506.55	529.14	561.10	735.81	1,058.77	1,054.38	779.33	883.80	8,980
WA Total Billable Min	77,748.31	73,921.03	70,961.16	73,816.40	66,076.58	84,405.59	76,899.07	64,442.50	71,185.91	67,657.17	68,741.03	70,589.53	866,444
NUMBER OF CALLS TO RELAY													TOTAL
Offered	39,351	37,180	25,992	38,413	33,906	39,986	38,441	32,867	35,930	35,124	37,350	37,131	431,671
Answered	38,819	36,789	35,406	37,495	32,849	38,630	37,668	32,309	35,398	34,683	36,580	36,329	432,955
In Queue	39,351	37,180	35,992	38,413	33,906	39,986	38,441	32,867	35,930	35,124	37,350	37,131	441,671
Abandoned in Queue	532	380	586	918	1,057	1,356	773	558	532	441	770	802	8,705
Weekend Average	1,013	975	1,026	997	994	1,106	1,034	951	997	928	1,042	1,011	12,074
Weekday Average	1,669	1,630	1,627	1,599	1,480	1,684	1,658	1,584	1,501	1,545	1,587	1,630	19,194
Inbound	38,948	36,968	36,776	37,528	32,873	38,766	37,772	32,453	34,551	39,450	36,606	36,311	439,002
Outbound/Completed	46,730	44,364	44,299	45,024	39,873	47,803	46,049	39,549	41,400	32,809	43,968	44,154	516,022
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY DEVICE													AVERAGE
TTY	4.38	4.38	4.18	4.29	4.62	4.30	4.57	4.32	5.06	4.59	4.53	3.79	4.42
Turbo Code	3.70	3.51	3.41	3.35	3.35	3.37	3.27	3.60	3.43	3.44	3.42	3.52	3.45
ASCII	0.59	52.76	0.78	0.27	0.72	0.00	0.00	1.32	1.47	1.29	1.49	1.45	5.18
VOICE	2.28	2.29	2.39	2.59	2.47	2.65	2.41	2.33	2.37	2.16	2.15	2.35	2.37
VCO	4.09	4.08	4.04	4.33	4.08	4.24	4.10	3.68	3.65	3.86	3.37	3.90	3.95
HCO	6.27	8.92	4.75	10.45	8.44	6.21	7.73	7.61	6.28	7.96	9.02	7.53	7.60
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	4.31	3.11	2.04	2.24	2.41	2.10	5.74	6.54	8.27	6.62	5.02	3.58	4.33
Speech to Speech	11.27	10.36	10.20	12.52	10.56	10.01	10.80	12.38	10.08	12.03	11.42	11.67	11.11
Avg Conversation Length	2.50	2.48	2.39	2.42	2.47	2.67	2.50	2.39	2.40	2.35	2.22	3.42	2.52
SPEED OF ANSWER													AVERAGE
Service Level	96%	97%	95%	94%	93%	94%	96%	97%	97%	97%	96%	96%	95.7%
Monthly Avg.	1.1	0.9	1.4	1.7	1.9	2.0	1.3	1.0	0.1	0.8	1.2	1.1	1.2
CUSTOMER CONTACTS													TOTAL
TRS													
	3	0	2	2	2	2	0	1	0	2	2	1	17
	1	1	6	0	1	0	1	3	2	10	4	6	35
	256	148	147	88	122	133	126	128	153	137	120	141	1,699
CAPTEL													
	0	0	1	0	0	0	0	0	0	1	2	1	5
	0	1	0	0	0	1	0	0	0	2	1	1	6
	19	30	19	11	9	0	0	11	17	18	18	13	165
Total	279	180	175	101	134	136	127	143	172	170	147	163	1,927

WASHINGTON RELAY

CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	
CAPTEL DISTRIBUTION													AVERAGE
Average Min Per User	142	156	138	154	129	174	156	140	162	153	155	155	151
Average Per Min Per User Billed to State	112	122	107	122	103	139	122	112	128	122	122	111	118
Number of CapTel Phones Activated	331	344	349	358	378	382	391	398	411	419	428	440	386
Number of Users/Participants	238	235	245	228	243	247	245	237	246	250	250	252	243
Occupancy % User	72%	68%	70%	64%	64%	65%	63%	60%	60%	60%	58%	57%	63%
Average Call Length Per User	2.72	2.88	2.96	3.06	2.91	3.04	2.89	2.80	2.95	2.77	2.75	2.79	2.88
CAPTEL TRAFFIC PATTERNS													TOTALS
Call In	10,992	11,444	10,125	10,133	9,545	12,555	11,826	10,528	12,156	12,508	12,782	12,566	137,160
Voice In	1,417	1,302	1,317	1,372	1,240	1,579	1,384	1,303	1,383	1,335	1,335	1,439	16,406
Total Calls	12,409	12,746	11,442	11,505	10,785	14,134	13,210	11,831	13,539	13,843	14,117	14,005	153,566
MINUTES OF SERVICE													TOTALS
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	229.72	340.10	229.16	252.12	240.07	219.99	173.01	198.12	265.39	295.11	208.81	206.03	2,858
In 2 Line (89%)	3,333.32	3,715.68	2,885.72	3,082.29	3,393.10	5,127.58	5,253.42	4,322.75	4,759.37	4,201.24	4,286.73	4,762.69	49,124
Inter-state	3,779.55	4,930.12	4,723.35	3,961.96	3,818.98	5,203.44	4,619.26	3,874.83	4,840.74	4,415.59	4,287.30	7,465.18	55,918
Intra-state	20,277.07	22,164.01	20,815.61	21,700.93	19,302.08	26,601.81	22,051.01	20,073.12	23,913.62	23,711.13	22,953.03	20,329.89	263,893
Toll Free (49%)	5,634.48	5,253.39	4,920.52	5,733.21	4,342.88	5,389.40	5,751.09	4,380.97	5,636.81	5,214.43	6,665.16	6,048.82	64,971
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	366.18	324.94	237.53	375.07	238.65	337.57	203.76	187.92	276.83	273.38	276.33	198.19	3,296
International	162.04	43.36	82.16	63.47	70.57	39.53	61.55	118.59	184.55	239.05	114.19	124.82	1,304
Total Conversation Minutes	33,782.36	36,771.60	33,894.05	35,169.05	31,404.33	42,919.32	38,113.10	33,156.30	39,877.31	38,349.93	38,791.55	39,135.62	441,365
NUMBER OF CALLS													TOTALS
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	149	168	162	172	138	155	127	125	149	187	150	152	1,834
General Assistance	1,614	1,821	1,373	1,389	1,306	1,804	1,888	1,864	2,040	1,881	2,040	2,334	21,354
2 Line	772	883	698	735	774	980	1,137	1,007	1,084	1,072	999	1,003	11,144
International	37	37	21	20	10	15	10	25	24	24	67	26	316
Inter-state	798	815	698	708	660	844	728	847	1,012	837	817	1,274	10,038
Intra-state	7,911	7,739	7,474	7,256	6,999	9,194	8,208	7,058	8,185	8,687	8,828	8,060	95,599
Others	130	139	154	217	146	152	130	114	151	186	187	180	1,886
Toll Free	998	1,144	862	1,008	752	990	982	791	894	969	1,029	976	11,395
Total	12,409	12,746	11,442	11,505	10,785	14,134	13,210	11,831	13,539	13,843	14,117	14,005	153,566
WA BILLABLE MINUTES													AVERAGE
Less Inter-state Billable Min	3,779.55	4,930.12	4,723.35	3,961.96	3,818.98	5,203.44	4,619.26	3,874.83	4,840.74	4,415.59	4,287.30	7,465.18	4,660
Less Toll Free	2,873.58	2,679.23	2,509.47	2,923.94	2,214.87	2,748.59	2,933.06	2,234.29	2,874.77	2,659.36	3,399.23	3,084.90	2,761
Less in 2 Line	366.67	408.72	317.43	339.05	373.24	564.03	577.88	475.50	523.53	462.14	471.54	523.90	450
Less International	162.04	43.36	82.16	63.47	70.57	39.53	61.55	118.59	184.55	239.05	114.19	124.82	109
Spanish Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable to Washington State	26,600.52	28,710.17	26,261.64	27,880.63	24,928.67	34,363.73	29,921.35	26,453.09	31,453.72	30,573.79	30,519.29	27,936.83	28,800
Billable to NECA	7,181.84	8,061.43	7,632.41	7,288.42	6,475.66	8,555.59	8,191.75	6,703.21	8,423.59	7,776.14	8,272.26	11,198.80	7,980
Total	33,782.36	36,771.60	33,894.05	35,169.05	31,404.33	42,919.32	38,113.10	33,156.30	39,877.31	38,349.93	38,791.55	39,135.62	36,780

Outreach Activities

Month/Date	Event	Presenter	City	Relay (R) CapTel (C) Both (B) TEDP (T)	Target Audience	# of Participants	Present (P) Demo (D) Exhibit (E) Activity (A)	Materials	Sponsor/exchange/ reasons
July 2008									
August 2008									
September 2008									
16th	North Shore Sr. Center	Karen	North Shore	C	Seniors	25	E	WA Relay materials	CapTel awareness
17th	Walk-A-Thon for Deaf and Blind Fundraiser	Dan	Green Park	R	All ages	75	A	N/A	Public awareness
27th	Community Connections, Olympic College	Mary	Shelton	B	Seniors	50	E	WA Relay materials	CapTel awareness
October 2008									
14th	Disability Awareness Day Bates Technical College	Iona	Tacoma	B	All ages HOH Instrument fitter/ dispensers	100	E	WA Relay materials	CapTel awareness
18th	Listen for Life Professional Day Va Mason Med Ctr	Iona	Seattle	B	Professional Audiologist	100	E	WA Relay materials	CapTel awareness
18th	Deaf Nation Seattle	Steve and Van	Seattle	B	All ages HOH and Deaf and Deaf Blind Public	2800	E	WA Relay materials	Public and CapTel awareness
November 2008									
December 2008									
January 2009									
February 2009									
28	King County Transition Fair at Meridian High School	Provail Staff	Kent	STS	Transition students with disabilities	75	P/B	STS materials	STS awareness
March 2009									
5	King County Transition Fair at Lake Washington Technical College	Provail Staff	Kirkland	STS	Transition students with disabilities	100	P/B	STS materials	STS awareness
15 - 16	Seattle Community College - NW Deaf Basketball	Van	Seattle	B	Fans and consumers	120	E	WA Relay materials	Public awareness
26	Snohmish Education Awareness for Disability Fair at Casade High School	Provail Staff	Everett	STS	Students/staff	100	P/E	STS materials	STS awareness
April 2009									
25	Grey Ocean Aberdeen Library	Jerry	Aberdeen	B	consumers	12	E	WA Relay materials	Public awareness
May 2009									
1	Elder Fair	Karen	Everett	B	consumers	400	E	WA Relay materials	Public and CapTel awareness
8	Rogers HS Carnival	Van/Jerry/Sheila	Palyaup	B	Parents and students	200	E	WA Relay materials	Public and CapTel awareness
15	Fort Lewis Retiree Activity Day	Bev	Fort Lewis	B	Families and friends	100	E	WA Relay materials	CapTel awareness
16	HLA WA Mini Convention	Van/Steve/Sheila	Seattle	B	HLA WA members Workshops	150	E	WA Relay materials	Education about WATRS/ Relay
21	North Thurston HS	Van/Steve	Olympia	B	Students and staff	18	P	WA Relay materials	Education about WATRS/ Relay
26	Roger HS	Van/Steve	Puyallup	B	Students and staff	30	P	WA Relay materials	Education about WATRS/ Relay
June 2009									
7	Everett HS	Van	Everett	B	Students and staff	35	P	WA Relay materials	Education about WATRS/ Relay