

ANNUAL REPORT
JULY 2009 – JUNE 2010



WASHINGTON
R E L A Y

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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, resembling a signal or a relay tower.

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Liz D’Anna

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Dear Office of the Deaf and Hard of Hearing:

Sprint had another opportunity to serve its Washington consumers during the fiscal year of July 2009 to June 2010 by providing top-notch, high-quality relay services that met the state’s requirements and beyond.

Activities promoting awareness about Washington Relay products and services, such as telecommunications relay service (TRS) and CapTel, included:

- Creating a new CapTel flyer in Spanish and a “cheat sheet” for CapTel users,
- Exhibiting and/or presenting at 22 events across the state, and
- Revising six flyers promoting various services.

As with past years, statistics indicated that during FY10, there was a 13.6% decrease in TRS minutes and a 13.2% increase in CapTel minutes in comparison to FY09. The statistics further portrayed that going wireless has become more mainstream. Consumers continue to migrate to wireless mobility by using relay services on their wireless devices. In the near future, video communication will be available on mobile wireless devices, decreasing the need for traditional relay products and services.

After serving as the Relay Program Manager of Washington Relay for one and a half years, Sprint recognized Van Scheppach’s retirement by noting his Sprint Relay achievements. I assumed Washington Relay duties in July 2009, with continued support from the Office of the Deaf and Hard of Hearing, relay subcontractors, and Sprint Relay team members.

Sprint appreciates the one-year contract extension to continue to provide relay services for Washington Relay consumers until August 2010. Sprint looks forward to continuing to meet and exceed the minimum requirements as set forth by the Office of the Deaf and Hard of Hearing, and educating Washington consumers about the diverse relay services and products available.

Sincerely,

A handwritten signature in black ink, appearing to read "Liz D'Anna".



Liz D’Anna
Relay Program Manager

Relay Enhancements

20th Anniversary TRS Enhancements

Throughout the past 20 years, Sprint has provided simple, instant, enriching and productive relay experiences. To continue this legacy, Sprint is excited about enhancements offered to the State Telecommunications Administrators of Relay by Sprint (STARS) members at no additional charge. The enhancements, announced at the June 1-4 conference in Kansas, include speech-to-speech (STS) outreach and customer service, STS e-mail call set-up, and an enhanced customer database profile.

Speech-to-Speech Customer Service

In 2010, Sprint launched www.SprintSTS.com to educate users on the availability and benefits of STS Relay. Sprint will soon announce the availability of a dedicated, 24-hour toll-free STS customer service number as well as an STS customer service e-mail address.



*Sprint Relay's
STS website*

STS E-mail Call Set Up

Originally launched for Sprint's New Zealand Relay customers, Sprint will soon make STS E-mail Call Set-Up available for STS users in the United States. This enhancement allows an STS user to e-mail information before initiating the call, including the number to be dialed, who the STS user wants to speak to, special instructions and subject matter, and making it easier for the STS user to complete the call. This feature cannot be used to request a specific communication assistant (CA), schedule an STS call or be used in lieu of placing a live call.

Enhanced Customer Database Profile

Originally developed for one of Sprint's states, Sprint now offers a new Enhanced Customer Database Profile. This provides several improvements, including:

- Additional standard call-processing preferences
- Added security to protect user information
- Online access to view and update profiles
- Ability to be used with any Sprint Relay state or Sprint IP relay service

Additional TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement program initiatives identification (macros and database profile verification)
- Detachment and desensitization refreshers

- E911 implementation for Sprint IP/Sprint IM
- FCC 10-digit numbering implementation
- Monthly training refresher
- New product training (Nebraska and West Virginia)
- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated call center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call centers

Washington Relay Statistics

Telecommunications Relay Service

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 relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Washington Relay.

See appendix for a complete statistics report.

Conversation Minutes

Figure 1 indicates the total monthly and conversation minutes processed through Washington Relay. The total of 908,262 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel. This represents a decrease of 13.6% compared to FY09.

Month	Minutes	Month	Minutes
July	82,424	Jan.	76,931
Aug.	77,542	Feb.	69,898
Sept.	76,479	March	79,201
Oct.	78,883	April	69,372
Nov.	76,529	May	72,256
Dec.	80,808	June	67,941

Relayed Call Volume

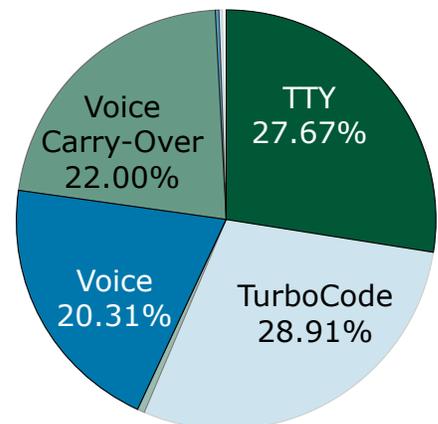
Figure 2 depicts the total number of completed calls processed through Washington Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 254,053 calls during FY10.

Month	Volume	Month	Volume
July	23,451	Jan.	21,458
Aug.	21,321	Feb.	18,394
Sept.	20,659	March	21,513
Oct.	22,043	April	18,779
Nov.	21,076	May	21,016
Dec.	25,402	June	18,941

Call Origination

On average, TTY and TurboCode consumers originated approximately 57 percent of the Washington Relay calls. Figure 3 shows call type by percentage.

Fig. 3: Call Origination



ASCII: .50%
 Hearing Carry-Over: .08%
 Deaf-Blind: .54%

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 FY10 was **1.05 seconds** and the Service Level (SVL) was that **96.4% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.1	96%	Jan.	.7	98%
Aug.	1.4	95%	Feb.	1.0	97%
Sept.	1.4	95%	March	1.1	96%
Oct.	1.2	96%	April	1.2	96%
Nov.	.8	98%	May	1.1	96%
Dec.	.6	98%	June	1.0	96%

FCC Annual Customer Contact Log

Washington Relay Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator 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 commendations, complaints and inquiries. Sprint prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Office of the Deaf and Hard of Hearing administration, which, in turn, submits the report to the FCC.

See appendix for further information.

Fig. 5: Customer Contacts			
Month	Commendations	Complaints	Inquiries
June	1	4	141
July	3	0	118
Aug.	0	6	152
Sept.	0	3	150
Oct.	0	0	167
Nov.	2	1	190
Dec.	1	1	162
Jan.	3	0	150
Feb.	2	1	142
March	0	1	168
April	1	1	95
May	1	1	157
TOTAL	14	19	1,792

WASHINGTON RELAY

CapTel

The following charts indicate the trends of the annual total number of conversation minutes.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 6. The total for FY10 amounted to 499,522 CapTel conversation minutes, an increase of 13.18% compared to FY09.

See appendix for CapTel statistics.

Fig. 6: CapTel Conversation Minutes

July	39,887	Jan.	42,701
Aug.	39,352	Feb.	38,846
Sept.	34,825	March	46,708
Oct.	39,577	April	44,025
Nov.	39,106	May	44,440
Dec.	46,726	June	43,330

Call Volume

A total of 170,773 CapTel calls were generated during FY10. A breakdown of monthly call volume is indicated in Figure 7.

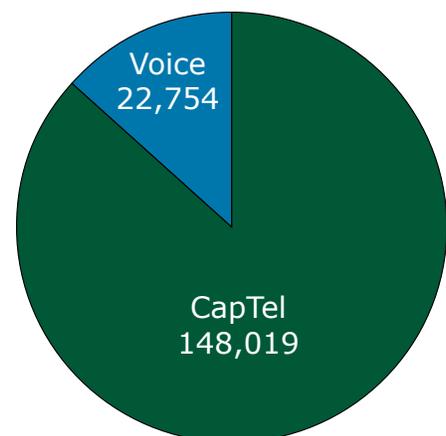
Fig. 7: CapTel Call Volume

July	13,828	Jan.	14,381
Aug.	13,574	Feb.	13,493
Sept.	12,613	March	15,597
Oct.	13,297	April	14,227
Nov.	13,142	May	15,043
Dec.	15,542	June	16,036

Call Origination

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

Fig. 8: CapTel Call Origination



FCC Annual Customer Contact Log

Sprint prepares and submits the mandatory FCC Annual Consumer Contact Log Report on both TRS and CapTel to the Office of the Deaf and Hard of Hearing administration, which, in turn, submits the report to the FCC.

Fig. 9: CapTel Customer Contacts

Month	Commendations	Complaints	Inquiries
June	1	1	13
July	0	1	16
Aug.	0	2	13
Sept.	1	1	12
Oct.	2	0	9
Nov.	1	0	23
Dec.	1	2	4
Jan.	1	0	20
Feb.	2	1	8
March	1	1	14
April	2	0	13
May	2	2	15
TOTAL	14	11	160

Outreach Education

Washington Relay products and services again were promoted via the Washington Relay website, brochures, instructional and marketing flyers, e-mails, and at community events. A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to current CapTel consumers.

Outreach Activities

Washington Relay promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. TRS and CapTel products and services were promoted. Outreach education was provided by the Office of the Deaf and Hard of Hearing staff, WATRS subcontractors, and the Sprint Relay team. Selected highlights of outreach activities include exhibitions at the:

- DeafNation Expo in Portland, Oregon; over 2,000 attended.
- ASHA conference in Seattle; 575 attended.
- Spring into Health fair in Everett; over 700 attended.
- Family Retreat Weekend in Ellensburg; over 60 attended.
- Red Cross Disaster Recovery Training in Seattle; over 80 attended.
- Fort Lewis Retirees Health fair in Lacey; 300 attended.



See the appendix for a complete listing of outreach activities.

Website

The Washington Relay website was updated during FY09. It continues to provide information on all relay products and services. Video clips with open captions on the website enable both signers and non-signers to learn more about relay services. Also, a short overview and a link to the Telecommunications Equipment Distribution program is provided.

Advertisement

To advertise the Washington Relay service, a half-page advertisement with the caption, "Need assistance processing phone calls?" was published in the Summer 2010 issue of the Hearing Loss Association-WA *Sound Waves* newsletter.



CapTel ad in Sound Waves

Washington CapTel®
iTeléfono con Subtítulos!



CapTel muestra palabra por palabra en subtítulos todo lo que sus amigos, familia y seres queridos dicen durante sus conversaciones telefónicas.

El Servicio de Washington CapTel está disponible sin costo a residentes del estado de Washington por medio de Washington Relay. Puede llamar para recibir el equipo de CapTel gratuito por medio del Programa de Distribución de Equipo de Telecomunicaciones (TEEP), Washington Relay también ofrece alcance comunitario que provee:

- asistencia para obtener su equipo
- entrenamiento personal en la comodidad de su casa u oficina
- presentaciones

Para más información sobre el programa de alcance comunitario de CapTel, visite www.washingtonrelay.com o llame (800) 422-7930 (TTY/Voz)



*Maravillosa! Estoy ansiosa por ir!



www.washingtonrelay.com

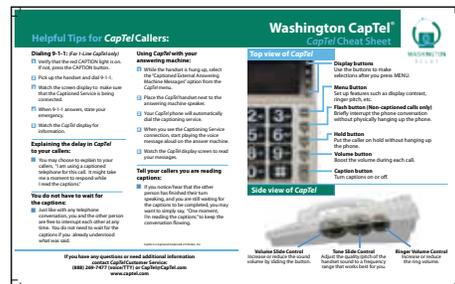
CapTel flyer in Spanish

Literature

In September 2009, brochures about TRS, voice carry-over, hearing carry-over, and speech-to-speech relay services were revised. In December 2009, a new Washington CapTel flyer was created in Spanish, and the English version was revised. Also, the 16-page brochure was revised and finalized.



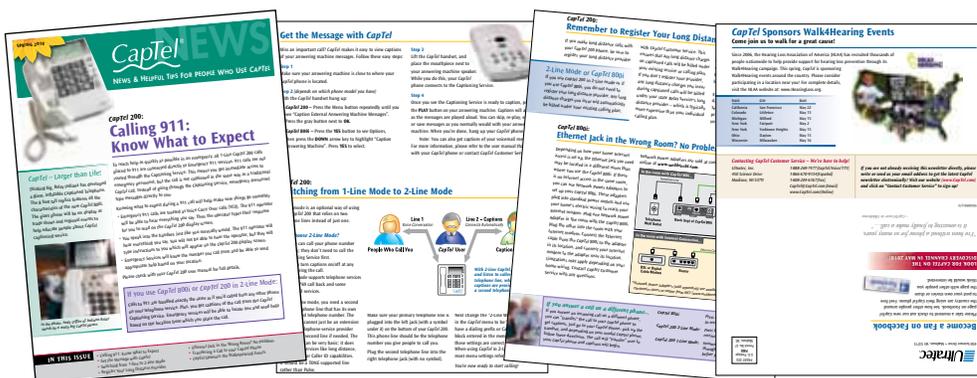
For March 2010, a new "cheat sheet" was developed for CapTel consumers. The Washington Relay booklet was then revised in May 2010.



CapTel "cheat sheet"

CapTel Newsletter

A newsletter offering CapTel tips, announcements, and other helpful CapTel information is also distributed to subscribers.



Sprint Relay Team

Sprint Public Sector – Federal and State Government

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*Vice President –
Federal Programs*

Mike Ellis
National TRS Director

Relay Program Management

John Moore
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Angie Officer
Senior RPM

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Maggie Schoolar
Branch Manager

Dottie Cartrite
Corporate Sales Manager

Wireless Sales
Ken Goulston
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendices

WASHINGTON RELAY

TRS Statistics

TOTAL CALL VOLUME	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY- Baudot	5,868	5,112	5,251	5,651	6,026	6,498	6,213	5,256	7,069	5,537	6,188	4,944	69,613
Turbo Code	6,637	6,420	5,950	5,930	5,458	6,317	6,625	5,694	6,337	5,428	6,218	5,625	72,639
ASCII	191	156	93	86	90	112	75	69	99	104	84	98	1,257
Voice	5,103	4,425	4,387	4,881	4,275	6,979	3,855	3,014	3,376	3,342	4,171	3,887	51,695
VCO	5,185	4,782	4,422	5,234	4,952	5,261	4,468	4,170	4,459	4,197	4,132	4,139	55,401
HCO	12	18	27	13	21	19	33	10	11	14	9	4	191
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	234	168	388	113	111	76	71	26	40	41	59	60	1,387
Spanish Users	4	6	4	8	2	10	13	36	2	2	1	4	92
Speech to Speech	217	234	137	127	141	130	105	119	120	114	154	180	1,778
TOTAL	23,451	21,321	20,659	22,043	21,076	25,402	21,458	18,394	21,513	18,779	21,016	18,941	254,053
% PERCENTAGE OF CALLS													AVERAGE
TTY	25.26%	24.25%	25.59%	25.79%	28.79%	25.72%	29.11%	28.82%	33.05%	29.67%	29.66%	26.36%	27.67%
Turbo Code	28.57%	30.45%	29.00%	27.07%	26.07%	25.01%	31.04%	31.22%	29.62%	29.08%	29.81%	29.99%	28.91%
ASCII	0.82%	0.74%	0.45%	0.39%	0.43%	0.44%	0.35%	0.38%	0.46%	0.56%	0.40%	0.52%	0.50%
Voice	21.97%	20.99%	21.38%	22.28%	20.42%	27.63%	18.06%	16.53%	15.78%	17.91%	19.99%	20.72%	20.31%
VCO	22.32%	22.68%	21.55%	23.89%	23.66%	20.83%	20.94%	22.86%	20.85%	22.49%	19.81%	22.07%	22.00%
HCO	0.05%	0.09%	0.13%	0.06%	0.10%	0.08%	0.15%	0.05%	0.05%	0.08%	0.04%	0.02%	0.08%
D/B ASCII/BAUDOT/STS	1.01%	0.80%	1.89%	0.52%	0.53%	0.30%	0.33%	0.14%	0.19%	0.22%	0.28%	0.32%	0.54%
TOTAL NUMBERS OF RELAYED CALLS													TOTAL
Local	14,613	13,355	12,909	13,740	13,035	14,084	13,578	11,548	13,026	11,779	11,245	11,213	154,125
Intrastate (Intralata)	498	448	499	467	472	1,316	535	496	616	393	497	356	6,593
Intrastate (Interlata)	279	323	426	351	248	653	396	378	644	438	1,381	1,065	6,582
Interstate	918	935	831	766	784	991	939	691	1,590	931	2,067	1,041	12,484
Toll Free	1,817	1,706	1,708	1,903	1,882	1,870	1,726	1,675	1,567	1,636	1,618	1,534	20,642
Directory Assistance	109	104	57	63	75	90	125	104	119	95	113	76	1,130
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	12	19	4	7	1	87	94	33	63	114	34	42	510
Marine (Attempted)	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 Assistance	20,303	20,208	20,236	20,826	21,711	23,773	25,464	21,896	22,189	19,873	19,935	20,720	257,134
Busy Ring No answer	4,984	4,191	4,084	4,611	4,436	6,171	3,947	3,314	3,766	3,277	3,906	3,430	50,117
TOTAL Relayed Calls	43,533	41,289	40,754	42,734	42,644	49,035	46,804	40,135	43,580	38,536	40,796	39,477	509,317
MINUTES OF SERVICE													TOTAL
Total Minutes	82,424.35	77,541.58	76,479.05	78,882.50	76,529.17	80,807.58	76,931.25	69,897.87	79,200.73	69,371.63	72,256.02	67,940.65	908,262
Less Interstate Min	5,374.90	6,115.63	4,775.68	4,511.57	4,474.98	6,054.27	6,096.53	5,063.93	7,860.38	6,652.68	9,703.33	5,813.00	72,497
Less Interstate DA Min	53.43	18.72	16.07	16.13	35.98	30.43	15.38	24.77	91.55	55.08	115.68	23.18	496
Less International	103.25	112.25	32.95	10.70	7.57	265.80	117.78	71.52	318.85	426.97	160.52	299.78	1,928
Less Toll-Free Asst Min	9,246.24	8,398.03	8,402.87	9,934.73	10,220.31	9,870.80	8,583.11	8,251.56	8,165.40	7,990.07	7,431.25	7,620.02	104,114

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	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
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	933.66	910.12	804.17	451.26	823.84	794.43	438.84	501.98	487.87	449.01	693.95	713.60	8,003
WA Total Billable Min	68,580.19	63,807.08	64,055.65	64,860.63	62,614.16	65,380.72	62,557.28	56,988.07	63,252.43	54,695.84	55,539.18	54,898.27	737,230
NUMBER OF CALLS TO RELAY													TOTAL
Offered	37,015	36,163	35,558	36,557	36,322	41,104	40,231	34,749	36,765	33,572	34,447	33,989	436,472
Answered	36,272	35,332	34,589	35,842	35,958	40,783	39,838	34,269	36,094	32,810	33,552	33,297	428,636
In Queue	37,015	36,163	35,558	36,557	36,322	41,104	40,231	34,749	36,765	33,572	34,447	33,989	436,472
Abandoned in Queue	743	831	969	733	364	321	393	480	671	762	895	692	7,854
Weekend average	919	453	935	955	1,019	1,038	1,045	918	982	849	981	872	10,966
Weekday average	1,573	767	1,513	1,552	1,594	1,771	1,731	1,640	1,553	1,443	1,475	1,477	18,089
Inbound	36,311	35,352	34,603	35,882	36,165	41,023	40,049	34,491	36,351	33,021	33,995	34,209	431,452
Outbound/Completed	44,154	41,607	40,955	42,965	42,861	49,258	46,968	40,318	43,762	38,731	40,796	39,477	511,852
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY DEVICE													AVERAGE
TTY	4.39	4.32	4.54	4.86	4.50	4.15	4.33	4.56	4.45	4.34	4.11	4.70	4.44
Turbo Code	3.53	3.68	3.67	3.69	3.70	3.56	3.38	3.72	3.48	3.46	3.22	3.50	3.55
ASCII	1.39	1.26	1.43	1.51	1.48	1.37	1.33	1.58	1.21	1.22	1.60	1.59	1.41
VOICE	1.92	2.30	2.29	1.99	2.26	1.53	2.36	2.55	2.26	2.25	2.06	1.88	2.14
VCO	4.31	4.30	4.33	3.61	3.80	3.79	4.02	4.03	3.94	4.41	4.33	4.16	4.09
HCO	8.26	11.61	7.94	4.52	5.16	5.76	2.69	4.62	13.28	3.89	5.28	8.33	6.78
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	3.17	4.32	3.09	6.23	4.58	6.15	5.59	4.19	6.20	8.33	3.01	4.54	4.95
Speech to Speech	20.43	13.55	11.60	8.22	13.53	9.41	6.68	7.65	8.56	8.18	10.07	8.38	10.52
Avg Conversation Length	2.35	2.20	2.22	2.21	2.12	1.98	1.93	2.03	2.19	2.11	2.14	2.00	2.12
SPEED OF ANSWER													AVERAGE
Service Level	96%	95%	95%	96%	98%	98%	98%	97%	96%	96%	96%	96%	96.4%
Monthly Ave.	1.1	1.4	1.4	1.2	0.8	0.6	0.7	1.0	1.1	1.2	1.1	1.0	1.05
CUSTOMER CONTACTS													TOTAL
TRS													
Commenda-tions	3	0	0	0	2	1	3	2	0	1	1	0	13
Complaints	0	7	3	0	1	1	1	1	1	1	1	1	18
Inquiries/Other	118	152	150	167	190	162	150	142	168	95	157	143	1794
CAPEL													
Commenda-tions	0	0	1	2	1	1	1	2	1	2	2	1	14
Complaints	1	2	1	0	0	2	0	1	1	0	2	1	11
Inquiries/Other	16	13	12	9	23	4	20	8	14	13	15	20	167
Total	138	174	167	178	217	171	175	156	185	112	178	166	2,017

WASHINGTON RELAY

CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
CapTel Distribution													AVERAGE
Average Per Total Min Per User	153	147	129	143	144	169	146	145	167	161	162	149	151
Average Per Min Per User billed to State	119	112	102	115	111	134	116	114	129	123	125	117	118
Total CapTel Phones Distributed Since April 2007	453	469	482	497	504	512	522	524	529	530	534	543	508
Number of Users/Participants	260	268	271	276	271	277	293	268	280	274	274	291	275
Occupancy % User	57%	57%	56%	56%	54%	54%	56%	51%	53%	52%	51%	54%	54%
Average Per Call Length Per User	2.88	2.90	2.76	2.98	2.98	3.01	2.97	2.88	2.99	3.09	2.95	2.70	2.92
CapTel Traffic Patterns													YTD Avg
Call In	12,354	12,141	11,341	12,032	11,734	13,692	12,560	11,886	13,780	11,295	12,131	13,073	12,335
Voice In	1,474	1,433	1,272	1,265	1,408	1,850	1,821	1,607	1,817	2,932	2,912	2,963	1,896
Total of Calls	13,828	13,574	12,613	13,297	13,142	15,542	14,381	13,493	15,597	14,227	15,043	16,036	14,231
Minutes of Service													Total Min
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	219.74	195.57	278.91	346.77	289.27	242.11	166.48	196.42	243.53	205.51	194.36	216.18	2,795
In 2 Line (89%)	4,920.68	4,867.13	4,204.72	5,134.85	4,389.43	5,015.24	4,111.41	4,242.00	5,259.18	4,646.96	3,748.68	5,074.02	55,614
Inter-state	5,563.48	5,694.10	4,086.28	4,619.75	5,465.64	5,677.15	5,877.19	5,304.24	6,911.05	6,543.74	7,039.23	5,081.10	67,863
Intra-state	23,786.75	22,329.46	20,653.18	23,616.35	22,294.21	28,830.67	27,451.69	23,643.58	27,770.64	25,789.80	27,459.63	25,686.88	299,313
Toll Free (49%)	4,936.99	5,618.05	5,019.11	4,950.08	6,121.92	6,490.12	4,653.76	5,058.12	5,996.78	6,202.85	5,290.59	6,626.17	66,965
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	257.62	423.26	465.54	752.65	495.63	413.31	437.15	383.96	487.39	553.64	700.24	433.00	5,803
International	201.53	224.91	116.87	156.39	49.49	57.12	2.95	18.01	39.66	82.51	7.28	212.85	1,170
Total Conversation Minutes	39,886.79	39,352.48	34,824.61	39,576.84	39,105.59	46,725.72	42,700.63	38,846.33	46,708.23	44,025.01	44,440.01	43,330.20	499,522
Number of Calls													Total Calls
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	185	172	177	193	160	162	133	136	201	159	157	170	2,005
General Assistance	2,262	2,194	1,866	2,038	2,030	2,293	2,141	2,200	2,457	2,001	2,159	2,376	26,017
2 Line	963	1,208	1,089	1,191	1,124	1,244	1,013	1,038	1,231	1,109	1,021	1,256	13,487
International	55	56	22	10	16	8	7	4	11	14	10	33	246
Inter-state	771	831	754	760	898	1,031	1,016	1,012	1,187	1,168	1,280	1,140	11,848
Intra-state	8,463	7,994	7,569	7,905	7,650	9,593	9,048	7,983	9,250	8,478	9,175	9,725	102,833
Others	224	197	243	225	234	184	164	155	214	215	239	293	2,587
Toll Free	905	922	893	975	1,030	1,027	859	965	1,046	1,083	1,002	1,043	11,750
Total	13,828	13,574	12,613	13,297	13,142	15,542	14,381	13,493	15,597	14,227	15,043	16,036	170,773

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	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
WA Billable Minutes													YTD Avg
<i>Less Inter-state Billable Min</i>	5,563.48	5,694.10	4,086.28	4,919.75	5,465.64	5,677.15	5,877.19	5,304.24	6,911.05	6,543.74	7,039.23	5,081.10	5,680
<i>Less Toll Free</i>	2,517.86	2,865.21	2,559.75	2,524.54	3,122.18	3,309.96	2,373.42	2,579.64	3,058.36	3,163.45	2,698.20	3,379.35	2,846
<i>Less in 2 line conversation min</i>	541.27	535.38	462.52	564.83	482.84	551.68	452.26	466.62	578.51	511.17	412.35	558.14	510
<i>Less International</i>	201.53	224.91	116.87	156.39	49.49	57.12	2.95	18.01	39.66	82.51	7.28	212.85	97
<i>Spanish Billable Minutes</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Billable to Washington State</i>	31,062.65	30,032.88	27,599.19	31,711.33	29,985.44	37,129.81	33,994.81	30,477.82	36,120.65	33,724.14	34,282.95	34,098.76	32,518
<i>Billable to NECA</i>	8,824.14	9,319.60	7,225.42	7,865.51	9,120.15	9,595.91	8,705.82	8,368.51	10,587.58	10,300.87	10,157.06	9,231.44	
Total	39,886.79	39,352.48	34,824.61	39,576.84	39,105.59	46,725.72	42,700.63	38,846.33	46,708.23	44,025.01	44,440.01	43,330.20	41,627
Grand Totals													YTD Totals
<i>Billable Washington State Minutes</i>	31,063	30,033	27,599	31,711	29,985	37,130	33,995	30,478	36,121	33,724	34,283	34,099	390,220

WASHINGTON RELAY

Outreach Activities

Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
July	No events this month										
	Reason for Sponsorship					Summary of Event					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
8/6-8/9	WSAD 100th Anniversary	Vancouver, WA	Jerry Cardoso	Both CapTel & Relay	N/A	Deaf and Hard of Hearing	75	Exhibit	Brochures, "Green" collapsable tote bags, pens, and mouse pads	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Community goodwill and brand recognition					The event was three day conference to celebrate WSAD's 100th anniversary. 50 Brochures were given to South-west Center for the Deaf/HoH service. 30 tote bags were passed out along with pens, mouse pads and brochures. Attendants liked the reusable tote bags and mouse pads.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
9/26	Ben Gilbert Community Day at Virginia Mason	Seattle	HLA-WA Karen Utter	Both CapTel & Relay	N/A	Consumers with hearing loss and professionals	60	Exhibit	Brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Yearly symposium for people interested in the newest technology in hearing aids and cochlear implants					There were various vendors' tables, so participants visited them and could ask questions. Karen ran the slide show, handed out brochures, and answered questions. We have not received any give-aways, so all we had were the brochures.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
10/17	DeafNation Expo	Portland, OR	Steve Peck Jerry Cardoso	Relay	N/A	Deaf and Hard of Hearing	2000+	Exhibit	Cellphone holders and mouse pads	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Community goodwill and brand recognition					The event was a one day exhibit. WA Relay hosted a booth to showcase relay technologies and services that are available for Deaf/HoH population in greater Vancouver, WA area as well as other parts of Washington state who have traveled to Portland, OR. The WA Relay cellphone holder was a huge hit. 80 people (All of them from WA), each individual filled out the WA Relay survey questionnaires postcard in order to get one of limited supply of Grey WA Relay mouse pad.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
11/4	Starbucks Access Expo	Seattle	HLA-WA Karen Utter	Both CapTel & Relay	N/A	Starbucks employees and managers	100	Exhibit	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Semi-annual event that highlights people with disabilities. It's geared to their employees. Great outreach opportunity here.					One-day exhibit in a secure area of Starbucks for their employees. Several vendors highlighting various disabilities. Many people stopped by the table to watch the slideshow and to talk about the relay and pick up brochures. There were several employees there who were Deaf.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
11/13	ODHH 30th Anniversary Symposium	Olympia, WA	Jerry Cardoso	Relay	N/A	Deaf and Hard of Hearing	80+	Exhibit	Cellphone holders, mouse pads, brochures, pens,	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Community goodwill and brand recognition					The event was a one day exhibit. WA Relay hosted a booth to showcase relay technologies and services that are available for Deaf/HoH population at the Symposium as part of showcasing ODHH's involvement with relay service in Washington State.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
12/9	Mt. Tahoma HS TOT Event	Tacoma	Steve Peck Jerry Cardoso	Both CapTel & Relay	N/A	HS Students	50	Presentation	Sports pack, mouse pads, pens, and TED/ODHH info	WA Relay	N/A
	Reason for Sponsorship					Summary of Event					
	Mini workshop to educate HS junior and senior students on relay technologies that are available to them.					One-day exhibit in a secure area of Starbucks for their employees. Several vendors highlighting various disabilities. Many people stopped by the table to watch the slideshow and to talk about relay and pick up brochures. There were several employees there who were Deaf.					

Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books	
1/13	WSD HS TOT Event	Vancouver, WA	Steve Peck Jerry Cardoso	Both CapTel & Relay	N/A	HS Students	50+	Presentation	Sports pack, mouse pads, pens, and TED/ODHH info	WA Relay	N/A	
	Reason for Sponsorship					Summary of Event						
	Mini workshop to educate HS junior and senior students on relay technologies that are available to them.					The event was part of mini HS ToT which is designated for Deaf/HoH students. Students from WSD convened at HS auditorium to learn about WA Relay services and observe internet based relay demo. Students were quizzed on Washington Relay services which they did very well with answering the questions. Reusable tote bags were passed out for answering the questions. A fun and learning experience for them.						
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books	
3/6	Project Homeless Connect	Bellingham	HLA-WA Matt Sprinter	Both CapTel & Relay	N/A	Homeless and service providers	35	Exhibit	Bags, pens, and brochures	N/A	N/A	
	Reason for Sponsorship					Summary of Event						
	Yearly expo to invite homeless people to see what services they can take advantage of.					Matt showed the PowerPoint presentation for Don't Hang Up. Mostly homeless people at this event. Other service providers to the homeless stopped by table. Matt answered questions and handed out brochures, pens, and bags. Great place to exhibit.						
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books	
3/8	Edmonds HS ToT	Edmonds	Jerry Cardoso	Relay	N/A	Deaf and Hard of Hearing	14	Presentation	Sports pack, mouse pads, 16 pg booklets, Green pens, and reusable tote bags	N/A	N/A	
	Reason for Sponsorship					Summary of Event						
	Mini workshop to educate HS junior and senior students on relay technologies that are available to them.					The event was part of mini HS ToT which is designated for Deaf/HoH students. Students Edmonds Woodway HS convened in their classroom to learn about WA Relay services and observe internet based relay demo. Students were quizzed on Washington Relay services which they did very well with answering the questions. Reusable tote bags were passed out for answering the questions. A fun and learning experience for them.						
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books	
4/25-4/26	ASHA Conference	Seattle, WA	Jerry Cardoso	Relay	N/A	SLP	576	Exhibit	Grey mouse pads, cell phone holder, Green WA Relay pens, and 16 pg booklets	N/A	N/A	
	Reason for Sponsorship					Summary of Event						
	National Conference for SLP and recruitment effort for STS position.					Attendee registration consisted of 576 paid registrants, 18 registered faculty members, 10 ASHA staff/complimentary registrants, and 30 exhibitors representing 18 exhibiting companies/organizations. A lot of the attendees were from other state and they asked whether their state provided similar relay service as WA Relay which I responded by saying to Google "____ state relay service" to see whether one is available in their state or not. Also this event was used as recruitment opportunity for STS outreach program.						
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books	
4/27	Spring into Health	Everett	HLA-WA Karen Utter	Both CapTel & Relay	N/A	Snohomish Co. PUD Employees	600-800	Exhibit	Bags, pens, and brochures	N/A	N/A	
	Reason for Sponsorship					Summary of Event						
	Health fair					Great outreach for these employees. Many people stopped by the table. Karen ran the slide show and answered questions. She talked to many people who had a hearing loss.						
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books	
4/29	Hamilton Place Retirement	Bellingham	HLA-WA Matt Sprinter	CapTel	N/A	Hamilton Place staff and residents	50	Presentation	Bags, pens, and brochures	N/A	N/A	
	Reason for Sponsorship					Summary of Event						
	Outreach presentation					Matt showed the PowerPoint presentation for both CapTel and the Relay. Many people with hearing loss. Staff were very interested about the relay in general and appreciated having the information.						

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Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/1	Family Retreat Weekend	Ellensburg, WA	Steve Peck Jerry Cardoso	Relay	N/A	Parents of Deaf and Hard of Hearing children	60+	Present	Information packets along with sports packs, mouse pads, pens, and cell phone holders	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Educational Outreach to educate families on WA Relay technologies that are available for their Deaf/HoH children.					A weekend gathering for families with deaf/hoh children. It was two days filled with workshops for parents and activities for children. There were 60+ parents at our presentation. It went very well and parents asked a lot of questions about relay services.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/4	Parkway Chateau Retirement	Bellingham	HLA-WA Matt Sprinter	CapTel	N/A	Residents and staff	40	Present	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Outreach presentation					Showed CapTel presentation and answered questions.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/7	Deaf Carnival	Puyallup	HLA-WA Mary Steinmeyer	CapTel	N/A	Students, parents, and staff	50	Exhibit	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Fair for students and parents					Showed CapTel presentation and answered questions.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/13	Red Cross Disaster Recovery training	Seattle, WA	Steve Peck Jerry Cardoso	Relay	N/A	Deaf and Hard of Hearing	80+	Exhibit	Information packets along with sports packs, mouse pads, pens, and cell phone holders	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Educational Outreach to educate people how to use WA Relay technologies in an emergency situation.					Workshop on different emergency services such as 911, 211 (community service directory) Utility company demonstrating safety.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/14	Fort Lewis Retirees Health Fair	Lacey	HLA-WA Mary Steinmeyer	Both CapTel & Relay	N/A	Military retirees	300	Exhibit	Bags, pens, brochures, and mouse pads	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Annual military retirees health fair.					Showed CapTel presentation and answered questions. Many of these people have newly acquired hearing loss from Iraq and there was a lot of interest about the relay.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/14	WA State Audiology Association (WSAA) state conference	Issaquah	HLA-WA Penny Allen	CapTel	N/A	Audiologists	100	Exhibit	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Audiology State conference					Showed CapTel slide show. There were "round robins," where small groups moved from table to table. This was a great opportunity to be more focused and answer questions about the relay.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/15	WCRA (Court Reporters) Annual State Conference	Auburn	HLA-WA Mary Steinmeyer	Both CapTel & Relay	N/A	Court Reporters	75	Exhibit	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Court Reporters State conference					Conference for Court Reporters. There was a lot of interest about the relay, since many of the court reporters work with people who are hard of hearing or deaf. May showed slide show and answered questions and handed out brochures.					

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Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/20	Elder Fair	Everett	HLA-WA Karen Utter	CapTel	N/A	Seniors	75	Exhibit	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Annual Senior health fair					200-300 seniors, caregivers, social workers, etc. Karen ran slide show, answered questions, handed out giveaways. Many people hadn't heard of the relay.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
5/22	Northsound CI Support Group	Bellingham	HLA-WA Matt Springer	Both CapTel & Relay	N/A	People interested in Cochlear implants	40	Present	Bags, pens, and brochures	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	Cochlear implant support meeting (meets every other month)					Set up table with literature, ran the slide show, and answered questions about the relay. Most of the people there couldn't use a regular phone so were very interested, especially about CapTel.					
Date	Event Name	City	Presenters	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	Banner(s)	Program Books
6/25-6/26	NWSAD	Lacey, WA	Jerry Cardoso	Relay	N/A	Deaf and Hard of Hearing	175+	Exhibit	Information packets along with sports packs, mouse pads, pens, and cell phone holders	N/A	N/A
	Reason for Sponsorship					Summary of Event					
	WA Relay booth and recognition at community event					Softball tournament hosted by Washington state which included deaf/hoh teams and visitors from Oregon, Utah, Colorado and California.					