



# WASHINGTON RELAY

## Annual Report

July 2010 to June 2011

Washington State Department  
of Social and Health Services

**Office of the Deaf and Hard of Hearing**



**ODHH** Office of the Deaf  
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, 2010 through June 30, 2011. This report reflects our strategic objective to remove telecommunication barriers 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 mentioning that Sprint Relay Operators average 82 words per minute, which exceeds the Federal Communication Commission (FCC) typing requirement of 60 words per minute. Additionally, ODHH and Sprint collaborate annually on outreach activities to promote public awareness about Washington Relay Services.

Washington Relay statistics demonstrate that there is an 18% decline in traditional TRS minutes and a notable 36% increase in Captioned Telephone Services (CTS) minutes. The decline is due to the increasing usage by consumer of 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. In the near future, ODHH will submit its' application to the FCC as a TRS Administrator for another 5 years. The WA TRS certification application will be made available for public comments on the FCC website.

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

### CapTel Software Update

In August 2010, The Captioned Telephone Service provider, CapTel, Inc., provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

### CapTel Customer Service Hours

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.

## Washington Relay Statistics

### Telecommunications Relay Service

The following charts indicate trends in the annual total number of conversation minutes and calls, call origination, 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, Voice Carry-Over, Telebraille, and Speech-to-Speech) currently provided by Washington Relay.

See appendix for a complete statistics report.

### Conversation Minutes

Figure 1 displays the total monthly conversation minutes processed through Washington Relay. The total of 742,800 minutes includes all aspects of TRS services except Speech-to-Speech and CTS, and represents a decrease of 18% as compared to FY10.

July	62,890	Jan.	62,872
Aug.	68,640	Feb.	55,909
Sept.	68,352	March	61,382
Oct.	69,912	April	56,026
Nov.	64,801	May	56,665
Dec.	62,745	June	52,605

### Relayed Call Volume

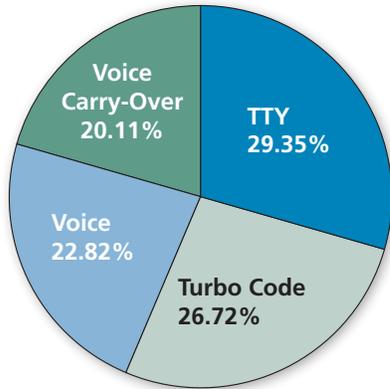
Figure 2 depicts the total number of completed calls processed through Washington Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and other call types. Relayed call volume totaled 431,982 calls during this fiscal year and represents a decrease of 21% as compared to FY10.

July	17,756	Jan.	17,472
Aug.	18,869	Feb.	14,880
Sept.	18,616	March	15,353
Oct.	18,240	April	15,144
Nov.	17,077	May	16,704
Dec.	16,815	June	14,940

### Call Origination

On average, TTY and Turbo Code consumers originated approximately 56% of the Washington Relay calls. Figure 3 shows call type by percentage.

**Fig. 3: Call Origination**



**ASCII: 0.38%, Hearing Carry-Over: 0.21%, Deaf-Blind: 0.45%**

### Average Speed of Answer and Service Level

Figure 4 illustrates that Washington 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 be answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was 1.29 seconds and the Service Level (SVL) was 95.3% of calls were answered within 10 seconds.

**Fig. 4: ASA and SVL**

Month	ASA	SVL	Month	ASA	SVL
July	1.1	96%	Jan.	1.3	95%
Aug.	1.1	96%	Feb.	2.0	93%
Sept.	1.1	96%	March	1.3	95%
Oct.	1.3	95%	April	1.1	96%
Nov.	1.4	95%	May	1.1	96%
Dec.	1.5	95%	June	1.2	95%

### 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 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).

See appendix for further information.

**Fig. 5: TRS Customer Contacts**

Month	Commendations	Complaints	Inquiries
June	1	0	143
July	1	1	136
Aug.	1	0	48
Sept.	4	2	156
Oct.	4	1	8
Nov.	1	1	0
Dec.	0	1	26
Jan.	0	5	46
Feb.	4	1	34
March	1	1	46
April	4	0	37
May	6	0	30
<b>TOTAL</b>	<b>27</b>	<b>13</b>	<b>710</b>

## 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.

### Conversation Minutes

A breakdown of monthly minutes is shown in Figure 6. The total for this fiscal year was 680,570 CTS conversation minutes, a significant increase of 36% from FY10.

**Fig. 6: CTS Conversation Minutes**

July	50,741	Jan.	63,309
Aug.	48,524	Feb.	53,412
Sept.	45,653	March	61,712
Oct.	53,289	April	57,045
Nov.	64,977	May	59,596
Dec.	64,886	June	57,427

### Call Volume

A total of 228,597 CTS calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 7, which represents an increase of 34% from FY10.

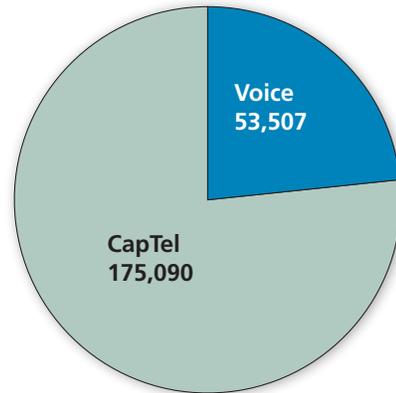
**Fig. 7: CTS Call Volume**

July	16,305	Jan.	20,689
Aug.	15,649	Feb.	18,337
Sept.	15,383	March	21,456
Oct.	18,333	April	19,257
Nov.	20,804	May	20,399
Dec.	21,558	June	20,427

## Call Origination

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

**Fig.8: CapTel 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	1	0	20
July	1	1	16
Aug.	0	0	0
Sept.	0	0	18
Oct.	1	1	0
Nov.	4	0	0
Dec.	0	11	0
Jan.	0	0	0
Feb.	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>12</b>	<b>54</b>

## Outreach Education

Washington Relay products and services were promoted via the “Don’t Hang Up” postcard campaign, Washington Relay’s website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CTS tips, announcements, and other useful information was also distributed. Outreach was directed to specific organizations such as Speech-to-Speech and Hearing Loss Association.

### Outreach Activities

Washington Relay promoted relay service awareness through product and service demonstrations, presentations and materials throughout the state as well as through sponsorship of events from January 2011 to June 2011. Outreach education was provided by the Office of the Deaf and Hard of Hearing staff, a Washington Relay subcontractor, and the Sprint Relay staff.

Activities included exhibitions and/or presentations for:

- Speech pathologists
- Senior citizens, including those with low vision
- People with speech disabilities
- Junior high students and their families
- Military retirees
- American Sign Language teachers

*See appendix for a complete list of outreach activities.*



### CTS Public Service Announcements

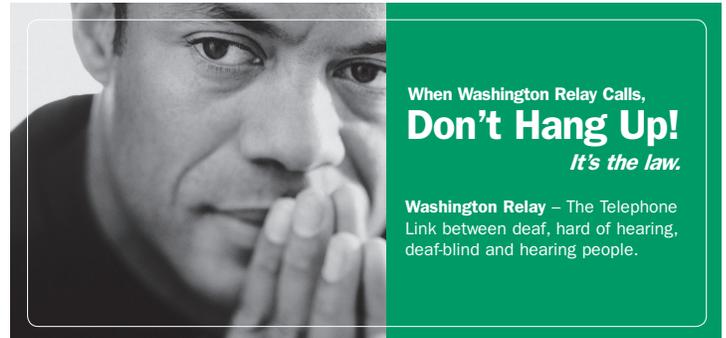
Between August 16 and October 18, 2010, Washington Relay promoted CTS by airing a televised public service announcement (PSA) 1,160 times in the Seattle-Tacoma, Spokane, and Yakima-Pasco-Richland-Kennewick areas. The campaign was jointly funded by Washington Relay and CapTel, Inc. and was broadcast on major networks during high-visibility programs such as:

- The Today Show
- The Ellen DeGeneres Show
- Oprah
- Judge Joe Brown
- The Tyra Banks Show
- Good Morning America
- The View
- Rachael Ray
- Good Morning Northwest
- LIVE! with Regis & Kelly
- The Young and the Restless
- Let’s Make a Deal
- Dr. Phil
- Judge Judy
- Days of Our Lives
- Local news shows

## Don't Hang Up

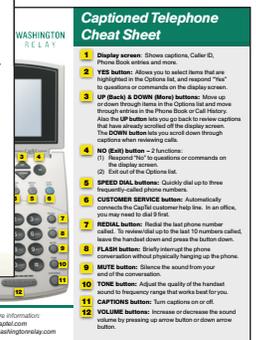
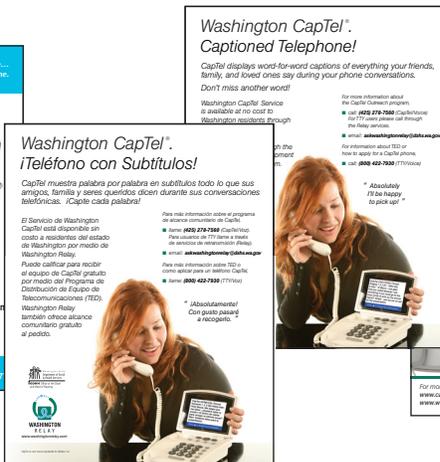
In an attempt to educate government agencies, regional service centers, banks and schools about not hanging up on relay calls, a "Don't Hang Up" postcard was distributed. In February, packets of 100 postcards each were sent to the following organizations:

- Hearing, Speech, & Deafness Center (HSDC)– Seattle
- HSDC–Bellingham (North Sound)
- HSDC–Tacoma (South Sound)
- Southwest Washington Center of the Deaf and Hard of Hearing (SWCDHH)–Vancouver
- South Eastern Washington Service Center of the Deaf and Hard of Hearing (SEWSCDHH)– Pasco
- SEWSCDHH–Yakima
- Eastern Washington Center for the Deaf and Hard of Hearing (EWCDHH)–Spokane



## Literature

From April to June 2011, flyers about speech-to-speech and captioned telephone relay services, including Spanish CTS, were revised.



## Advertisement

To advertise the Washington Relay service, a half-page advertisement with the caption, "Need assistance processing phone calls?" was published in the Summer 2011 issue of the Hearing Loss Association-WA Sound Waves newsletter.

**Need Assistance Processing Phone Calls?**

The Washington Relay Service can help you make a convenient connection. Washington Relay is a free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal communication access to the telephone service for people who are deaf, deaf-blind, hard of hearing and speech disabled.

**For More Information:**  
Call 1-800-422-7930 (T/TTY) Visit [www.washingtonrelay.com](http://www.washingtonrelay.com)

WASHINGTON RELAY logo and Washington State Department of Social & Health Services logo.

# Appendix A: TRS Statistics

TOTAL CALL VOLUME	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY-Baudot	4,977	4,853	5,258	5,986	5,074	4,625	4,830	4,334	4,048	4,355	5,376	5,003	58,719
Turbo Code	4,933	5,072	4,839	4,452	4,670	4,900	4,735	4,524	4,290	3,765	3,874	3,453	53,507
ASCII	116	93	48	41	64	66	52	34	51	56	55	86	762
Voice	3,852	4,679	4,385	3,806	3,847	3,778	4,490	3,063	3,290	3,527	3,872	3,252	45,841
VCO	3,616	3,971	3,848	3,825	3,226	3,311	3,118	2,563	3,399	3,202	3,330	2,932	40,341
HCO	39	43	30	21	34	13	41	26	31	16	8	43	345
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	121	70	76	33	88	47	59	80	80	97	79	60	890
Spanish Users	2	5	6	1	1	3	1	3	2	2	2	3	31
Speech to Speech	100	83	126	75	73	72	146	253	162	124	108	108	1,430
<b>TOTAL</b>	<b>17,756</b>	<b>18,869</b>	<b>18,616</b>	<b>18,240</b>	<b>17,077</b>	<b>16,815</b>	<b>17,472</b>	<b>14,880</b>	<b>15,353</b>	<b>15,144</b>	<b>16,704</b>	<b>14,940</b>	<b>201,866</b>
<b>% PERCENTAGE OF CALLS</b>													<b>AVG.</b>
TTY	28.19%	25.84%	28.45%	32.96%	29.84%	27.63%	27.88%	29.64%	26.65%	29.00%	32.40%	33.74%	29.35%
Turbo Code	27.94%	27.01%	26.18%	24.51%	27.47%	29.27%	27.33%	30.94%	28.24%	25.07%	23.35%	23.29%	26.72%
ASCII	0.66%	0.50%	0.26%	0.23%	0.38%	0.39%	0.30%	0.23%	0.34%	0.37%	0.33%	0.58%	0.38%
Voice	21.82%	24.91%	23.72%	20.95%	22.63%	22.57%	25.92%	20.95%	21.66%	23.49%	23.33%	21.93%	22.82%
VCO	20.48%	21.14%	20.82%	21.06%	18.97%	19.78%	18.00%	17.53%	22.38%	21.32%	20.07%	19.77%	20.11%
HCO	0.22%	0.23%	0.16%	0.12%	0.20%	0.08%	0.24%	0.18%	0.20%	0.11%	0.50%	0.29%	0.21%
D/B ASCII/BAUDOT/STS	0.69%	0.37%	0.41%	0.18%	0.52%	0.28%	0.34%	0.55%	0.53%	0.65%	0.48%	0.40%	0.45%
<b>TOTAL NUMBERS OF COMPLETED RELAYED CALLS</b>													<b>TOTAL</b>
Local	10,599	11,354	11,143	10,837	10,350	10,168	10,110	9,120	9,446	9,383	10,369	9,584	122,463
Intrastate (Intralata)	247	370	374	266	324	278	508	359	379	348	484	315	4,252
Intrastate (Interlata)	1,026	682	650	706	635	842	733	288	310	542	584	565	7,563
Interstate	967	976	1,014	986	830	819	723	700	731	646	632	482	9,506
Toll Free	1,466	1,531	1,565	1,415	1,327	1,225	1,438	1,309	1,346	1,231	1,091	1,108	16,052
Directory Assistance	89	95	111	77	115	122	111	88	87	61	90	75	1,121
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	14	8	12	4	0	3	3	2	20	2	1	3	72

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	19,946	19,802	18,983	20,582	20,184	21,118	20,547	16,550	18,822	18,820	18,117	18,107	231,578
Busy Ring No Answer	3,246	3,765	3,615	3,872	3,422	3,283	3,699	2,758	2,870	2,805	3,343	2,697	39,375
<b>TOTAL Relayed Calls</b>	<b>37,600</b>	<b>38,583</b>	<b>37,467</b>	<b>38,745</b>	<b>37,187</b>	<b>37,858</b>	<b>37,872</b>	<b>31,174</b>	<b>34,011</b>	<b>33,838</b>	<b>34,711</b>	<b>32,936</b>	<b>431,982</b>
<b>MINUTES OF SERVICE</b>													<b>TOTAL</b>
Total Minutes	62,889.90	68,639.73	68,351.60	69,912.47	64,801.27	62,744.58	62,872.07	55,909.05	61,381.63	56,026.40	56,665.33	52,605.47	742,800
Less Interstate Min	6,035.43	6,191.03	5,711.55	7,649.53	4,479.65	4,251.25	4,245.88	3,873.55	4,239.30	3,991.58	3,242.03	2,944.07	56,855
Less Interstate DA Min	31.50	24.88	29.07	19.13	34.63	20.67	58.40	17.63	21.60	11.78	18.28	24.57	312
Less International	56.05	74.80	38.50	0.47	0.00	2.03	26.22	1.40	86.97	7.40	0.20	21.83	316
Less Toll-Free Asst Min	7,684.78	8,157.27	9,246.90	8,310.61	7,572.01	6,842.59	7,213.30	6,919.48	7,302.07	6,514.70	5,630.55	5,333.39	86,728
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	502.25	357.97	466.04	452.48	441.35	376.52	345.88	498.20	530.71	412.04	294.86	563.90	5,242
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
WA Total Billable Min	49,584.38	54,549.71	53,791.62	54,385.20	53,156.32	52,004.56	51,674.14	45,595.18	50,262.40	45,912.98	47,659.66	44,845.51	603,422
Total Billed to State	58,509.57	64,368.66	63,474.11	64,174.54	62,724.46	54,604.79	54,257.85	47,874.94	52,775.52	48,208.63	50,042.64	47,087.79	668,103
<b>NUMBER OF CALLS TO RELAY</b>													<b>TOTAL</b>
Offered	32,417	33,349	32,001	32,764	32,432	33,252	32,775	27,457	30,173	29,655	29,617	28,596	374,488
Answered	31,716	32,753	31,340	32,044	31,647	32,380	31,996	26,520	29,420	29,162	29,080	27,973	366,031
In Queue	32,417	33,349	32,001	32,764	32,432	33,252	32,755	27,457	30,173	29,655	29,617	28,596	374,468
Abandoned in Queue	701	596	661	720	785	872	759	937	753	493	537	623	8,437
Weekend average	841	858	876	939	835	916	902	782	736	860	823	723	10,091
Weekday average	1,365	1,403	1,388	1,398	1,387	1,328	1,374	1,246	1,223	1,243	1,241	1,234	15,830
Inbound	32,254	32,903	31,476	32,181	31,766	32,587	32,235	26,827	29,594	29,253	29,182	28,094	368,352
Outbound/ Completed	37,600	38,583	37,467	38,745	37,187	37,858	37,872	31,174	34,011	33,838	34,711	32,936	431,982
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>AVERAGE LENGTH OF CALL BY DEVICE</b>													<b>AVG.</b>
TTY	4.28	5.04	4.92	4.63	5.02	5.02	4.78	4.98	5.30	4.76	4.34	4.10	4.76
Turbo Code	3.33	3.79	3.63	3.55	3.42	3.61	3.77	3.54	3.86	3.45	3.03	3.25	3.52
ASCII	1.26	1.29	1.72	1.77	1.07	1.38	1.44	1.11	1.51	1.15	1.60	1.47	1.40

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VOICE	2.04	1.67	1.59	1.61	1.88	1.73	1.52	1.87	2.01	1.96	1.71	1.99	1.80
VCO	4.41	4.13	4.52	5.21	4.79	4.52	4.67	4.77	4.67	4.63	4.22	4.71	4.60
HCO	6.38	5.95	7.26	7.07	6.30	3.63	6.22	3.52	6.11	6.00	6.88	6.06	5.95
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	7.74	5.32	3.69	2.36	4.38	4.19	3.68	3.37	7.49	3.82	5.09	3.39	4.54
Speech to Speech	8.72	5.72	8.85	8.38	6.86	8.33	6.27	8.24	8.32	7.25	6.29	9.92	7.76
Avg Conversation Length	1.96	2.09	2.18	2.18	2.05	1.93	1.96	2.11	2.09	1.93	1.94	1.88	2.03
SPEED OF ANSWER													AVG.
Service Level	96%	96%	96%	95%	95%	95%	95%	93%	95%	96%	96%	95%	95%
Monthly Avg.	1.1	1.1	1.1	1.3	1.4	1.5	1.3	2.0	1.3	1.1	1.1	1.2	1.3
CUSTOMER CONTACTS													TOTAL
TRS													
Commendations	1	1	4	4	1	0	3	4	1	4	6	3	32
Complaints	1	0	2	1	0	1	5	1	1	0	0	2	14
Instructions/General	34	39	30	34	30	30	39	40	40	30	50	30	426
Send Info	2	1	0	0	0	0	1	0	0	0	1	1	6
Equipment Referral	15	14	13	8	9	22	9	19	12	13	11	7	152
Referred to LEC	54	77	66	79	64	75	86	65	70	69	67	56	828
Inquiries/Other	156	194	180	204	168	200	192	175	181	161	179	164	2154
CTS													
Commendations	1	0	0	1	4	0	0	0	1	0	0	2	9
Complaints	1	0	0	1	0	11	0	0	0	0	0	0	13
Instructions/General	9	4	11	26	22	18	2	4	11	2	3	23	135
Send Info	4	5	4	7	4	3	3	1	1	4	4	5	45
Equipment Referral	3	4	3	5	5	2	1	2	2	2	1	2	32
Referred to LEC	0	0	0	0	0	0	0	0	0	0	0	0	0
Inquiries/Other	16	0	18	0	0	0	0	0	0	0	0	0	34
<b>Total</b>	<b>297</b>	<b>339</b>	<b>331</b>	<b>370</b>	<b>307</b>	<b>362</b>	<b>341</b>	<b>311</b>	<b>320</b>	<b>285</b>	<b>322</b>	<b>295</b>	<b>3,880</b>

## Appendix B: Captioned Telephone Service Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	
<b>CapTel Traffic Patterns</b>													<b>YTD Avg</b>
<i>Call In</i>	13,002	12,060	11,998	13,890	15,717	16,111	16,032	14,225	16,825	14,662	15,218	15,350	<b>14,591</b>
<i>Voice In</i>	3,303	3,589	3,385	4,443	5,087	5,447	4,657	4,112	4,631	4,595	5,181	5,077	<b>4,459</b>
<b>Total Calls</b>	<b>16,305</b>	<b>15,649</b>	<b>15,383</b>	<b>18,333</b>	<b>20,804</b>	<b>21,558</b>	<b>20,689</b>	<b>18,337</b>	<b>21,456</b>	<b>19,257</b>	<b>20,399</b>	<b>20,427</b>	<b>19,050</b>
<b>Minutes of Service</b>													<b>Total Minutes</b>
<i>900 Calls</i>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<i>Answer Machine</i>	170.76	233.78	215.33	337.67	244.46	241.18	161.77	233.05	307.64	335.35	307.92	298.14	<b>3,087</b>
<i>In 2 Line (89%)</i>	5,735.65	4,721.69	4,294.94	4,923.97	6,517.52	5,981.22	6,386.19	4,563.53	5,221.97	5,182.92	6,071.73	5,244.32	<b>64,846</b>
<i>Inter-state</i>	11,504.62	10,524.51	8,513.45	11,312.43	11,909.96	13,741.93	12,346.43	10,832.51	12,421.19	11,634.96	12,883.14	12,334.48	<b>139,960</b>
<i>Intrastate</i>	26,987.86	26,685.11	26,687.42	30,494.60	37,871.41	37,505.41	36,148.46	31,840.21	34,742.08	33,025.63	32,880.48	32,700.64	<b>387,569</b>
<i>Toll Free (49%)</i>	5,822.15	5,798.62	5,491.36	5,602.32	7,704.95	6,823.30	7,178.01	5,490.54	8,206.58	6,434.85	6,927.16	6,434.67	<b>77,915</b>
<i>General Assistance</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<b>0</b>
<i>Others</i>	510.12	514.64	391.25	553.98	705.31	540.07	1,037.28	438.69	794.98	389.28	417.91	372.48	<b>6,666</b>
<i>International</i>	9.40	45.47	59.10	64.05	23.30	52.65	50.94	13.63	18.30	41.52	107.16	42.48	<b>528</b>
<b>Total Conversation Minutes</b>	<b>50,740.56</b>	<b>48,523.82</b>	<b>45,652.85</b>	<b>53,289.02</b>	<b>64,976.91</b>	<b>64,885.76</b>	<b>63,309.08</b>	<b>53,412.16</b>	<b>61,712.74</b>	<b>57,044.51</b>	<b>59,595.50</b>	<b>57,427.21</b>	<b>680,570</b>
<b>Number of Calls</b>													<b>Total Calls</b>
<i>900 Call</i>	1	0	1	0	0	0	1	0	0	0	0	0	<b>0</b>
<i>Answer Machine</i>	125	154	161	255	189	178	140	176	262	240	251	235	<b>2,366</b>
<i>General Assistance</i>	2,443	2,247	2,237	2,781	3,277	3,407	3,793	2,937	3,201	2,578	2,805	2,799	<b>34,505</b>
<i>2 Line</i>	1,205	1,161	1,035	1,356	1,658	1,551	1,508	1,219	1,434	1,291	1,462	1,439	<b>16,319</b>
<i>International</i>	18	19	10	11	19	27	27	14	17	23	26	16	<b>227</b>
<i>Inter-state</i>	1,894	1,681	1,558	1,740	1,791	2,186	1,735	1,734	2,162	2,033	2,022	2,170	<b>22,706</b>
<i>Intrastate</i>	9,200	9,125	9,137	10,801	12,058	12,457	11,679	10,792	12,443	11,437	12,091	12,083	<b>133,303</b>
<i>Others</i>	269	244	198	286	360	337	426	230	305	290	217	262	<b>3,424</b>
<i>Toll Free</i>	1,150	1,018	1,046	1,103	1,452	1,415	1,380	1,235	1,632	1,365	1,525	1,423	<b>15,744</b>
<b>Total</b>	<b>16,305</b>	<b>15,649</b>	<b>15,383</b>	<b>18,333</b>	<b>20,804</b>	<b>21,558</b>	<b>20,689</b>	<b>18,337</b>	<b>21,456</b>	<b>19,257</b>	<b>20,399</b>	<b>20,427</b>	<b>228,597</b>

Billable Minutes													YTD Avg
Less Interstate Billable Min	11,504.62	10,524.51	8,513.45	11,312.43	11,909.96	13,741.93	12,346.43	10,832.51	12,421.19	11,634.96	12,883.14	12,334.48	11,663
Less Toll Free	2,969.30	2,957.30	2,800.59	2,857.18	3,929.52	3,479.88	3,660.79	2,800.18	4,185.36	3,281.77	3,532.85	3,281.68	3,311
Less in 2 line Conversation Minutes	630.92	519.39	472.44	541.64	716.93	657.93	702.48	501.99	574.42	570.12	667.89	576.88	594
Less International	9.40	45.47	59.10	64.05	23.30	52.65	50.94	13.63	18.30	41.52	107.16	42.48	44
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable to Washington State	35,626.32	34,477.15	33,807.27	38,513.72	48,397.20	46,953.37	46,548.44	39,263.85	44,513.47	41,516.14	42,404.46	41,191.69	41,101
Billable to NECA	15,114.24	14,046.67	11,845.58	14,775.30	16,579.71	17,932.39	16,760.64	14,148.31	17,199.27	15,528.37	17,191.04	16,235.52	15,613
<b>Total</b>	<b>50,740.56</b>	<b>48,523.82</b>	<b>45,652.85</b>	<b>53,289.02</b>	<b>64,976.91</b>	<b>64,885.76</b>	<b>63,309.08</b>	<b>53,412.16</b>	<b>61,712.74</b>	<b>57,044.51</b>	<b>59,595.50</b>	<b>57,427.21</b>	<b>56,714</b>
Grand Totals													YTD Totals
Billable Washington State Minutes	35,626	34,477	33,807	38,514	48,397	46,953	46,548	39,264	44,513	41,516	42,404	41,192	493,213

# Appendix C: Outreach Activities

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways	
<b>July-December</b>	Outreach education was not conducted between July 1, 2010 and November 30, 2010, due to contract negotiations.									
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways	
1/29	Peds Needs Fair	Mountlake Terrace	Meredith Engle	STS	N/A	Speech pathologists	35	Exhibit/Presentation	Brochures, mouse pads, pens, cell phone holders	
	Reason for Outreach					Summary of Event				
	Community goodwill and Speech-to-Speech awareness.					Several vendors had individual tables to display their products and services. Presentations were set up in 15-minute increments for each vendor. Washington Relay had an audience of eight during our allotted presentation time. Other people stopped by our booth to learn about our services, including a few parents who obtained literature.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways	
2/4	Federal Way Middle School	Federal Way	Steve Peck and Meredith Engle	TRS	N/A	6th-9th grade Deaf and Hard of Hearing students	12	Presentation	Brochures, "green" collapsible tote bags, pens, and mouse pads	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					The event was part of the mini-HS TOT designated for Deaf and Hard of Hearing students. Students from Rogers Jr. High gathered in their classrooms to learn about WA Relay services and observe an Internet-based relay demonstration with videophone and cell phone technology. Sports bags with information for students' parents were given out at the end of class.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways	
2/9	Make Life Easier Fair	Burien	Lorraine Olin and Meredith Engle	CTS	N/A	Senior citizens with hearing loss	30	Presentation	Brochures and pens	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Boulevard Park Place contacted the ODHH to attend their "Make Life Easier Fair." There were several vendors who attended and provided information on their products and services for the residents at this senior living facility. TED provided a presentation on the equipment distribution program, including Washington Relay services.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways	
2/24	Teacher's Meeting	Tacoma	Meredith Engle	STS	N/A	Speech pathologists	25	Presentation	Brochures, pens and information packets	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Washington Relay provided a Speech-to-Speech presentation for speech pathologists at the Tacoma Teachers Admiration Building. The one-hour presentation included questions and answers. Information packets were handed out at the end of the presentation.				

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
3/11	Hearing Loss Assoc. Renton Chapter	Renton	Penny Allen	CTS	N/A	Hard of Hearing senior citizens	25	Presentation	Brochures, pens and information packets	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition					Chapter program that was publicized to the Senior Center for individuals with hearing loss.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
3/24	Aberdeen Senior Center	Aberdeen	Janis Aaron Moore	CTS	N/A	Hard of Hearing senior citizens	25	Presentation	Brochures	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					CTS presentation to senior citizens with questions and answers afterward.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
4/18	Mid-City Concerns Senior Center	Spokane	Barbara Mullen	CTS	N/A	Seniors with hearing loss	25	Presentation	Brochures, pens and information packets	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					The Washington Relay outreach team provided a presentation at the senior center. Several individuals were interested in applying for a CapTel. Inc. phone. There didn't seem to be much awareness about CTS.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
4/19	Low-Vision Group	Olympia	Janis Moore	CTS	N/A	Low-vision seniors with hearing loss	15	Presentation	Brochures, pens and information packets	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					The Washington Relay outreach team did a presentation for the low-vision group at the senior center. Steve Peck was present and brought some equipment to demonstrate. Handouts were provided for those who could not see the screen. There was great interest in the presentation and CTS.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
4/19	Disability Resource Fair, Western WA University	Bellingham	Meredith Engle	TRS	N/A	Deaf, Hard of Hearing and Speech-Disabled audience at fair	20	Exhibit	Brochures, pens, information packets and mouse pads	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					An email flyer from WWU was sent to Steve Peck for representation at the Disability Fair. The Washington Relay outreach team set up a booth for this event in the student services building. WWU students came by to view items and ask questions. This was the first time the Disability Fair was held; the turnout was smaller than expected.				

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
4/23	MATA Expo	Seattle	Steve Peck and Meredith Engle	CTS & TRS	N/A	Deaf and Hard of Hearing fair attendees	200	Exhibit	Brochures, pens and mouse pads	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Washington Relay and ODHH decided to attend the MATA Expo, held from 11:00 a.m. to 5:00 p.m. A table was set up where expo attendees could come by and talk with Steve Peck, Kelly Robinson, and Meredith Engle. ASL students were the most interested in Washington Relay services. Green cell phone holders and mouse pads were popular giveaway items.				
4/29	Deaf Carnival	Puyallup	Meredith Engle and Frank Mounts	TRS	N/A	Deaf junior high students and their families	100	Exhibit	Brochures, pens, mouse pads and cell phone holders	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Rogers Jr. High contacted Washington Relay to attend its Deaf Carnival Event at the school. Parents, students and other vendors stopped by Washington Relay's tables and asked questions about products and services.				
5/2	Crisis Center 211	Seattle	Meredith	STS	N/A	Megan Mattas	1	Presentation	Brochure and business card for Kelly Robinson (TED)	
	Reason for Outreach					Summary of Event				
	Community goodwill and Speech-to-Speech outreach.					Washington Relay outreach met with Megan Mattas and discussed Speech-to-Speech services and the TED program. Megan felt that the TED program would be a good fit for her speech-disabled clients. The Speech-to-Speech operator role was explained and clarified.				
5/20	Lewis McChord Retirees Health Fair	Lakewood	Mary Steinmeyer	CTS	N/A	Military retirees	300	Exhibit	Brochures, pens and information packets	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Washington Relay outreach set up a table and ran a slideshow. Questions were answered about CTS and TED applications were handed out to those interested. There was a lot of interest in the CTS.				
5/24	Maple Glen Health Fair	Shelton	Janis Moore	CTS	N/A	Seniors with hearing loss	30	Exhibit	Brochures, pens and information packets	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					This health fair had various service provider booths. Washington Relay outreach gave a presentation and answered questions about CTS. An exhibit table was also manned where brochures and TED applications were handed out. Washington Relay also talked with other service providers about the TED program.				

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
6/4	EWCDHH Fun Day	Spokane	Meredith	TRS	N/A	Parents of Deaf and Hard of Hearing children	150	Exhibit	Brochures, pens, mouse pads and sports packs	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Eastern Washington Center for the Deaf and Hard of Hearing Fun Day event at Spokane Community College in Spokane. Washington Relay set up a booth that parents and children visited; several sports packs and TED applications were given out. Spokane Police Department, Spokane EMT Department, and Spokane Fire Department showed great interest in Washington Relay, and contact names were collected for possible future presentations.				
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways	
6/29 -7/2	ASLTA	Seattle	Meredith	CTS & TRS	N/A	ASL teachers and attendees	200	Exhibit	Brochures, pens, mouse pads and cell phone holders	
	Reason for Outreach					Summary of Event				
	Community goodwill and brand recognition.					Washington Relay had a booth at ASLTA for three days at the Seattle Regency Hotel. Washington Relay set up a table with a CapTel, Inc. phone, TTY, brochures, and cell phone holders. Many attendees, teachers and ASL students stopped by the booth. Lots of interest in the CapTel, Inc. phone. Discussed three TOT presentations for the fall with Seattle teachers.				
<b>TOTAL ATTENDEES</b>							<b>1,193</b>			



