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Nevada Relay

TRS Call Traffic Report

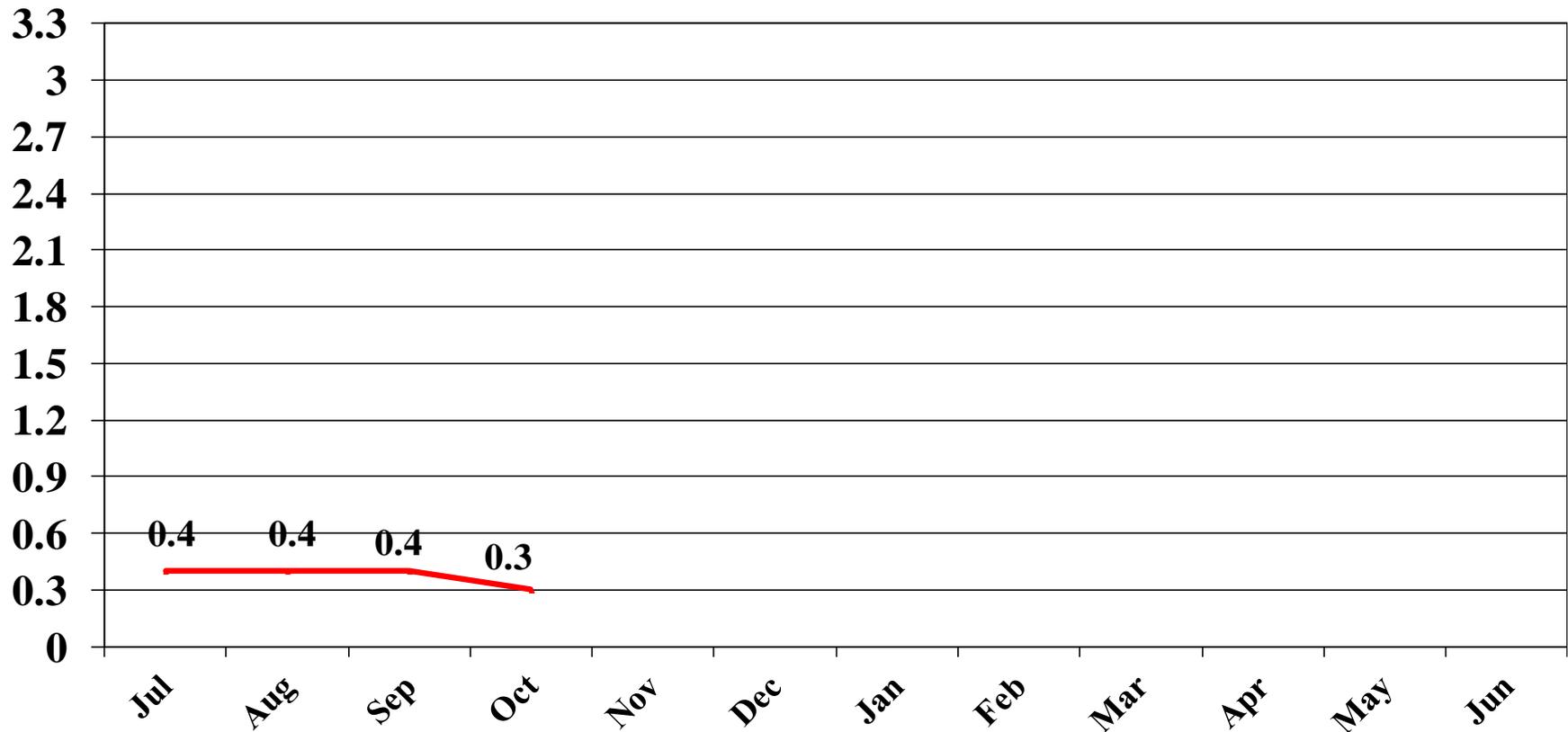
Lisa Furr
Account Manager

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Nevada TRS Average Answer Speed 2014 - 2015 Contract YTD

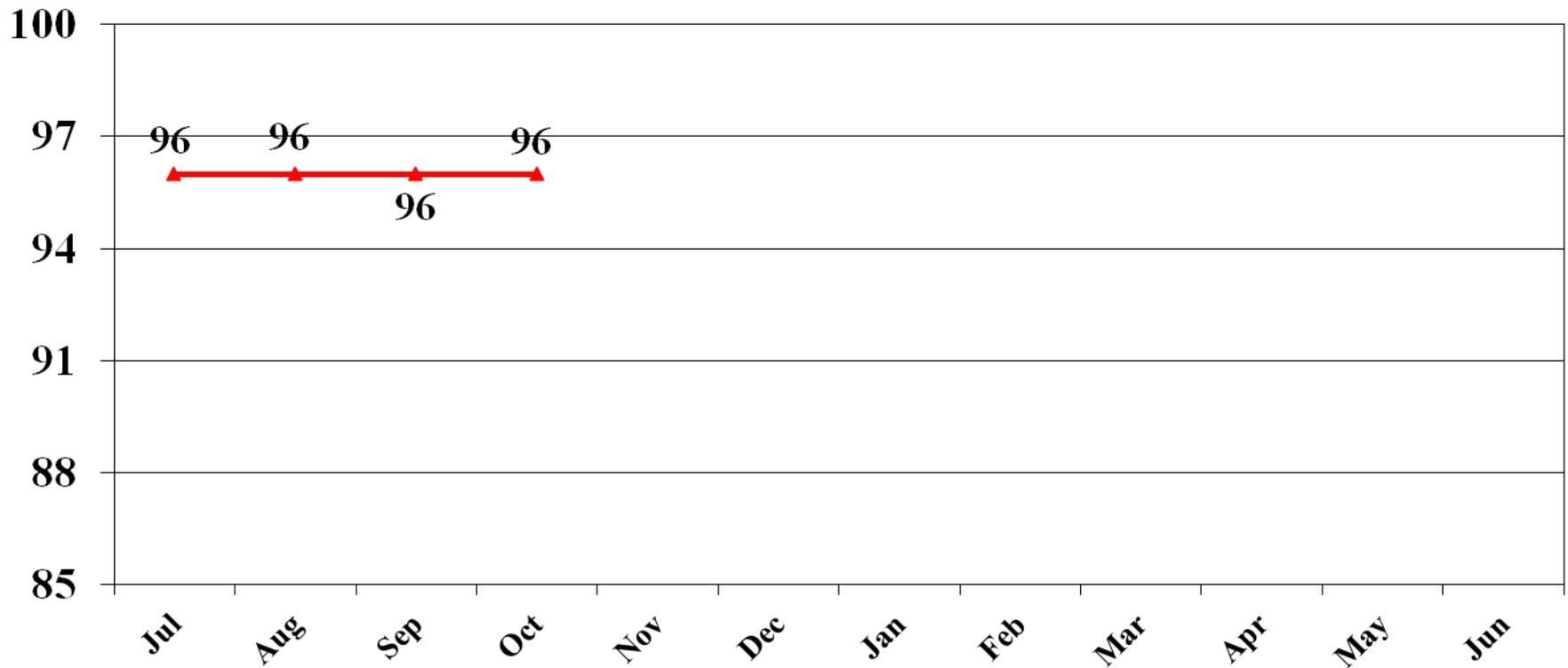


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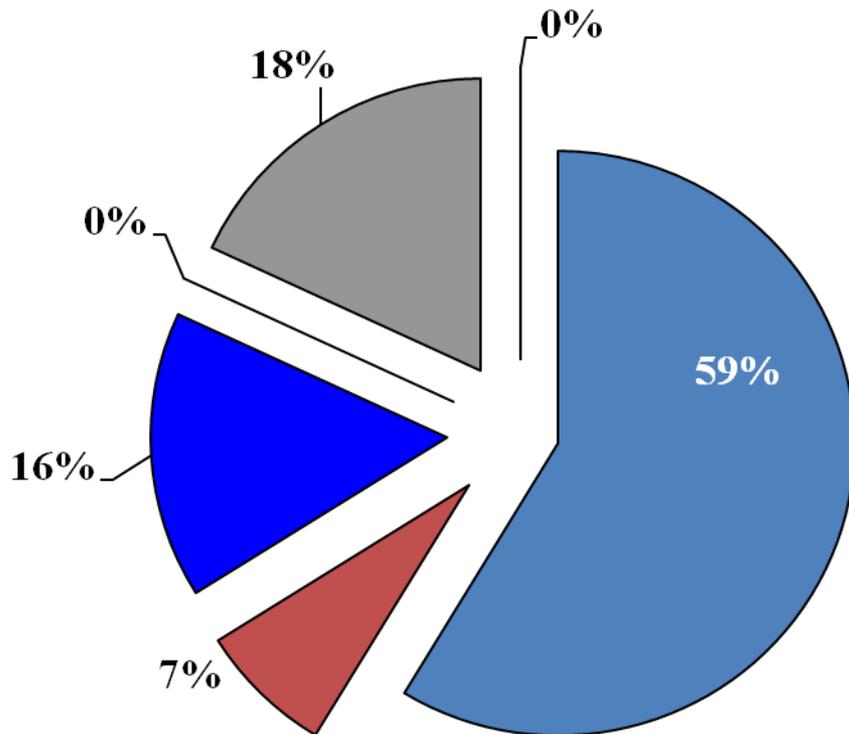


Nevada TRS Percent Answered Within 10 Seconds 2014 – 2015 Contract YTD





Nevada TRS Completed Outbound Calls by Jurisdiction 2014 - 2015 Contract YTD



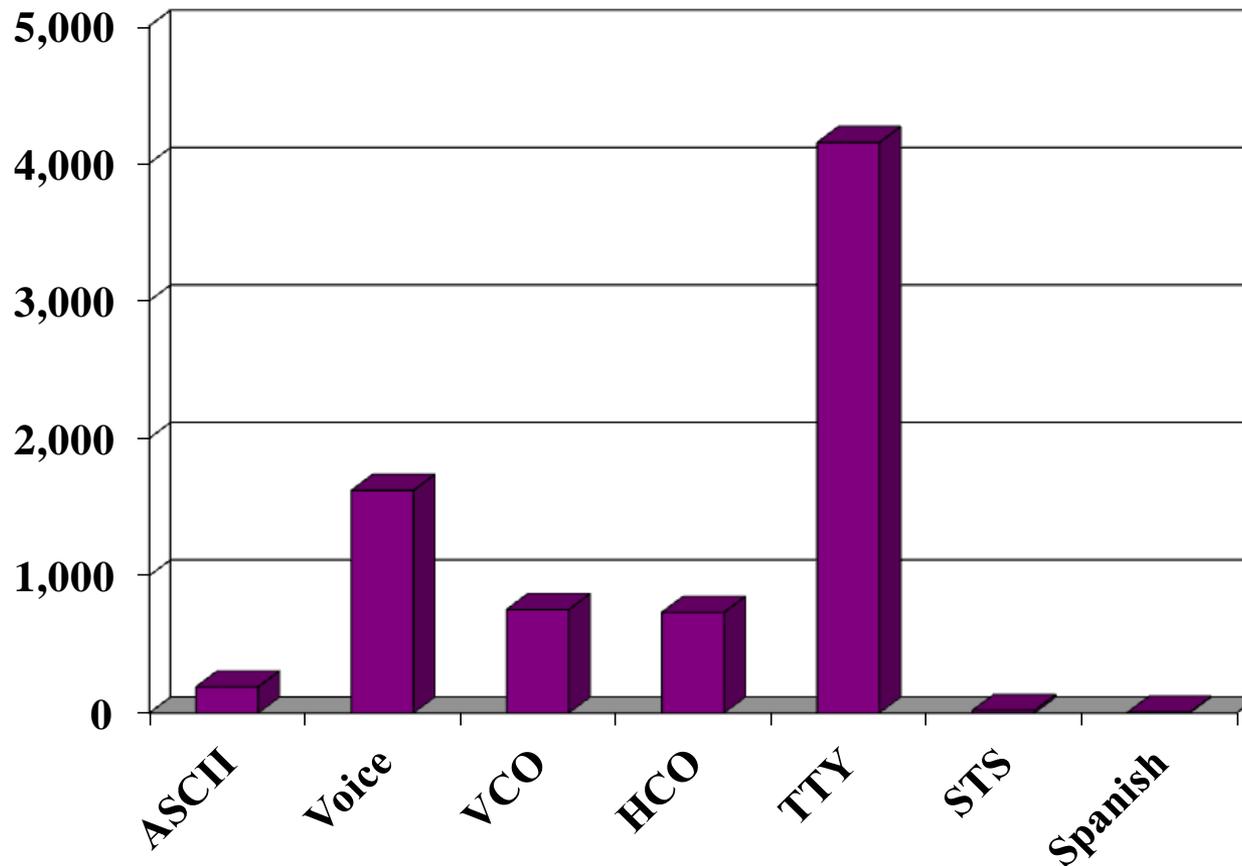
Local - 4,385 (59%)
Intrastate - 553 (7%)
Interstate - 1,184 (16%)
International - 0 (0%)
Toll Free - 1,351 (18%)
900 Info - 0 (0%)

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Nevada TRS Workload by Inbound Call Method 2014 - 2015 Contract YTD

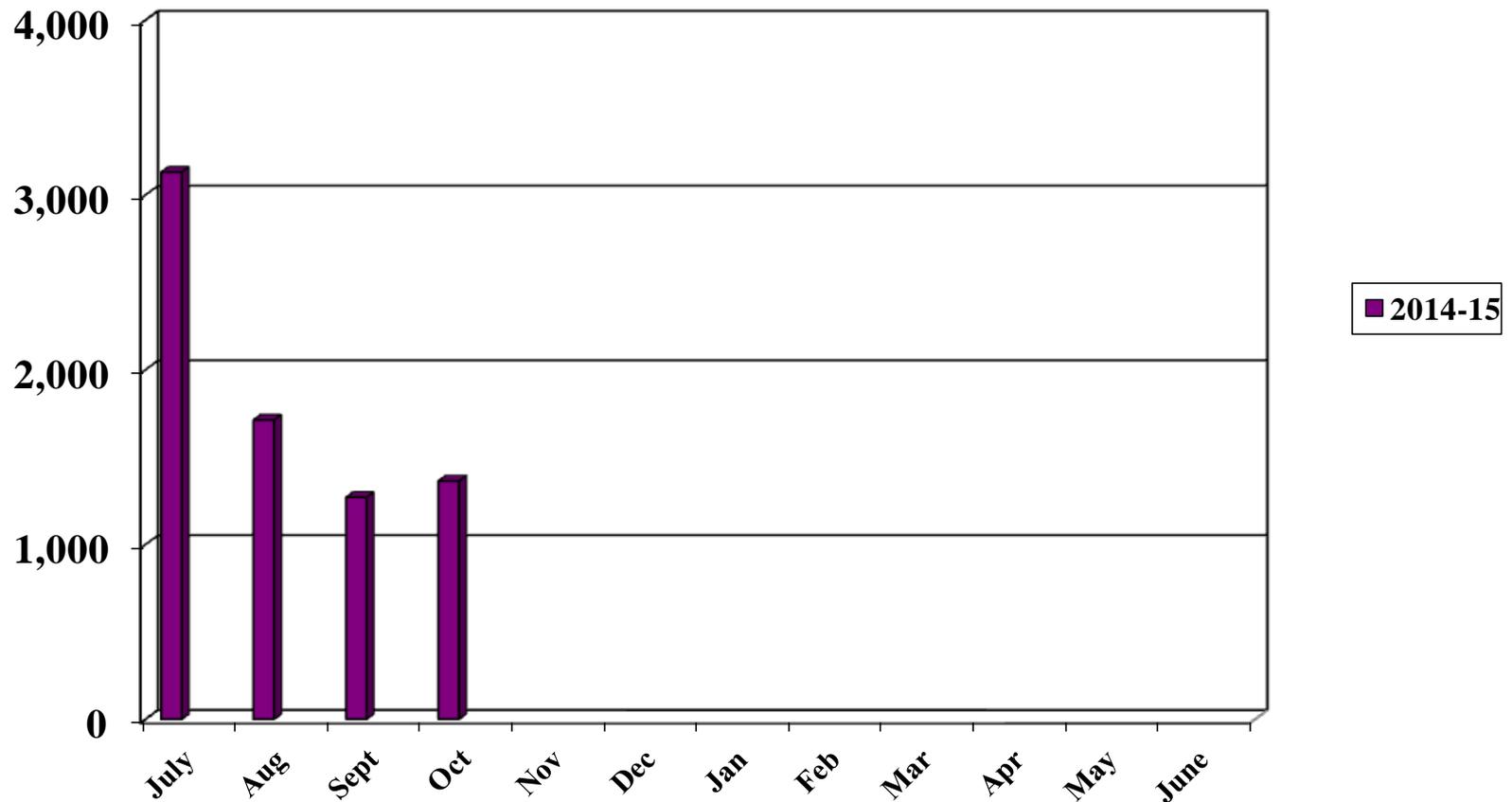


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Nevada TRS Total Completed Calls 2014 – 2015 Contract YTD

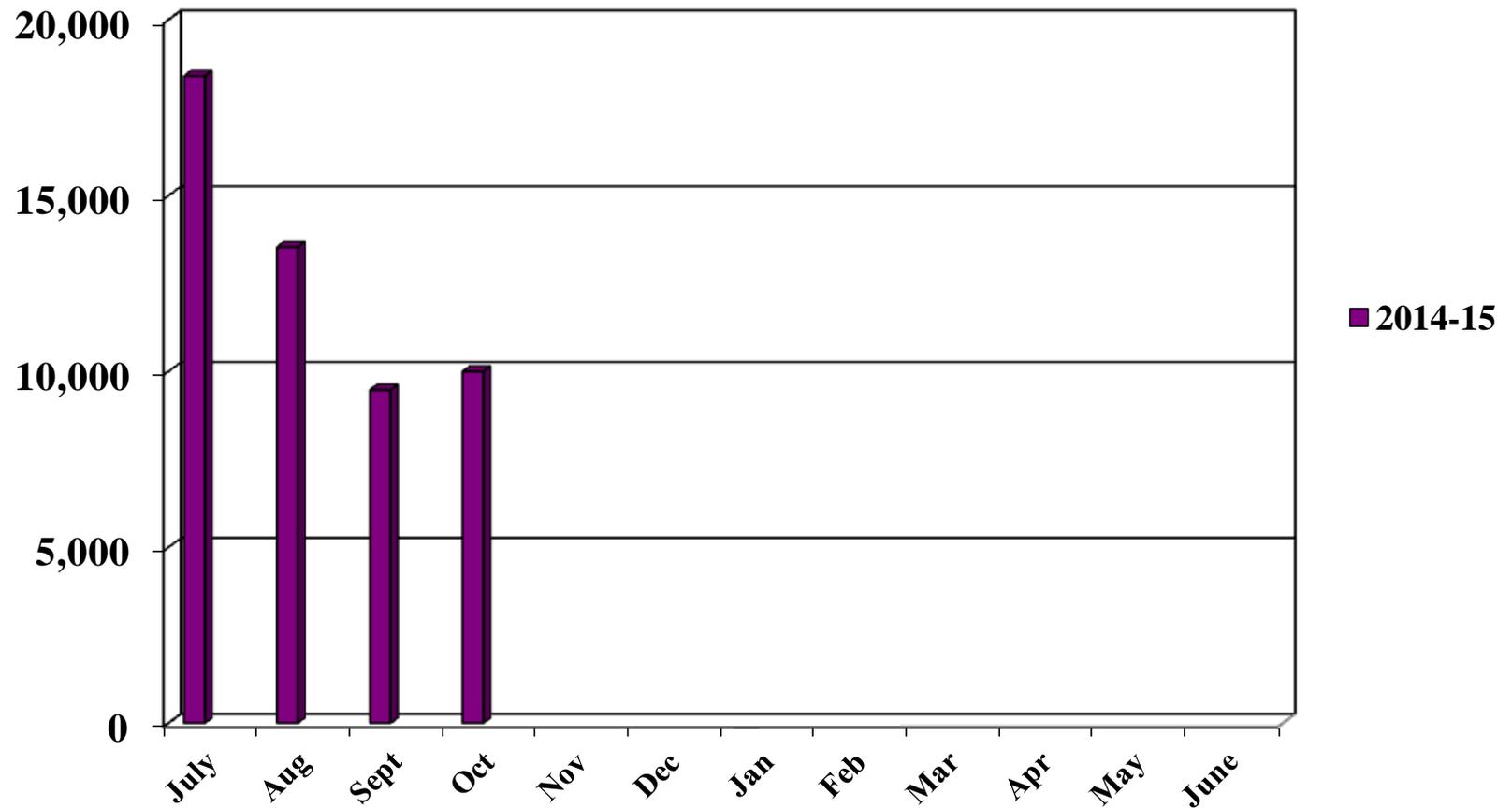


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Nevada TRS Total Session Minutes 2014 – 2015 Contract YTD



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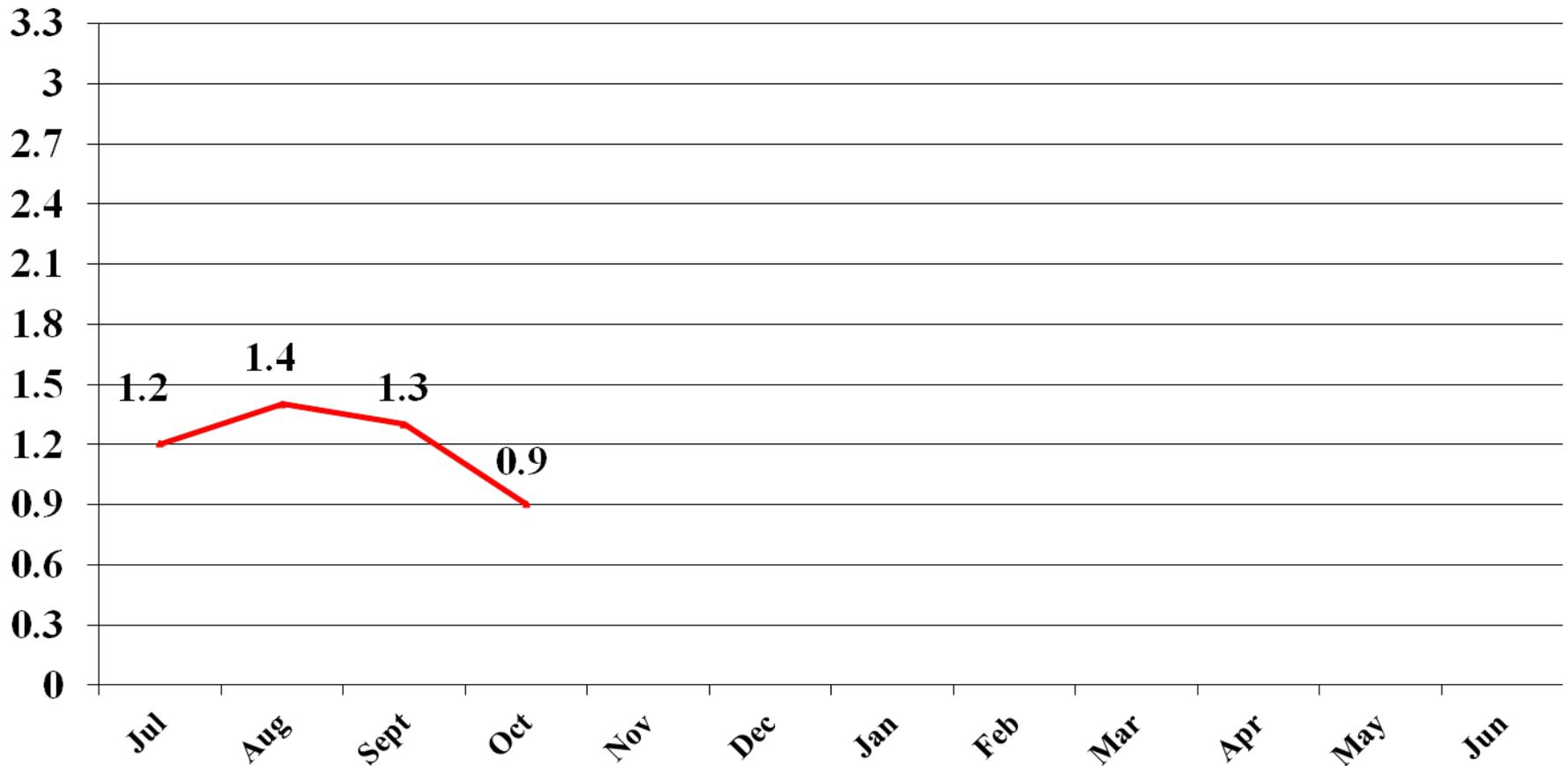
CapTel Call Traffic Report

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Nevada CapTel Average Answer Seconds 2014 – 2015 Contract YTD

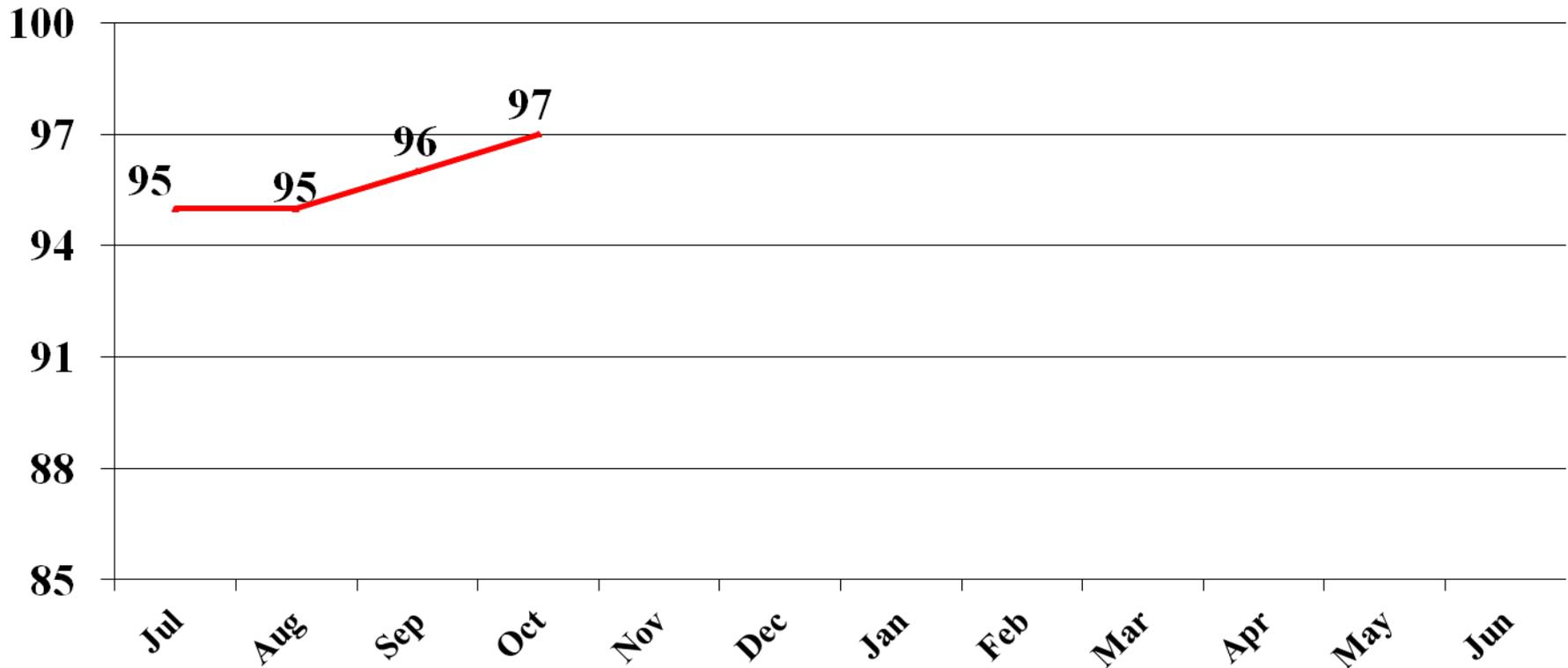


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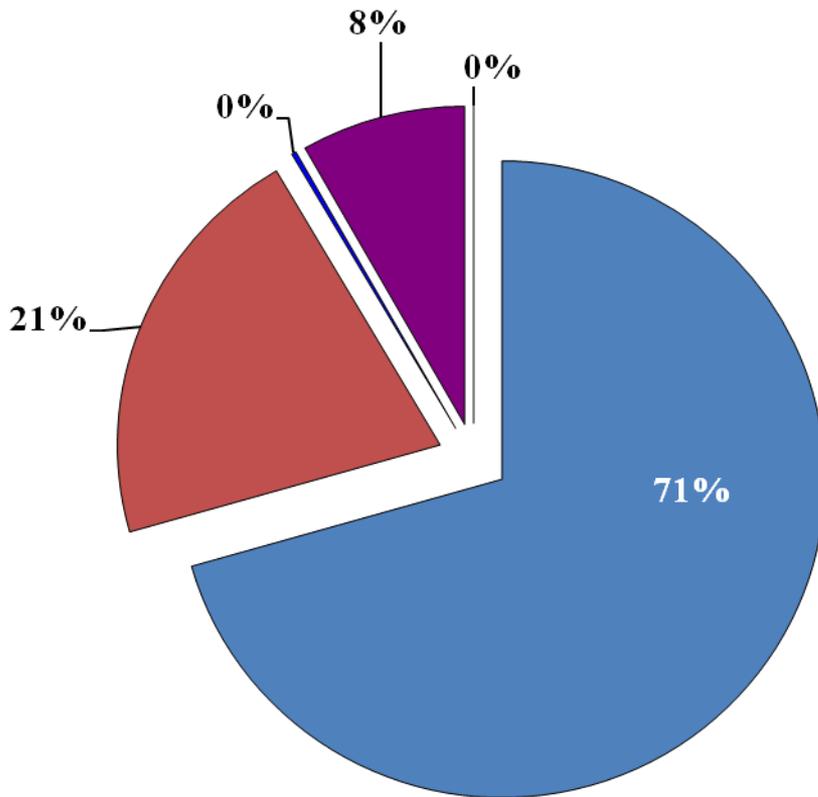


Nevada CapTel Percent Answered Within 10 Seconds 2014 – 2015 Contract YTD





Nevada CapTel Completed Outbound Calls by Jurisdiction 2014 - 2015 Contract YTD



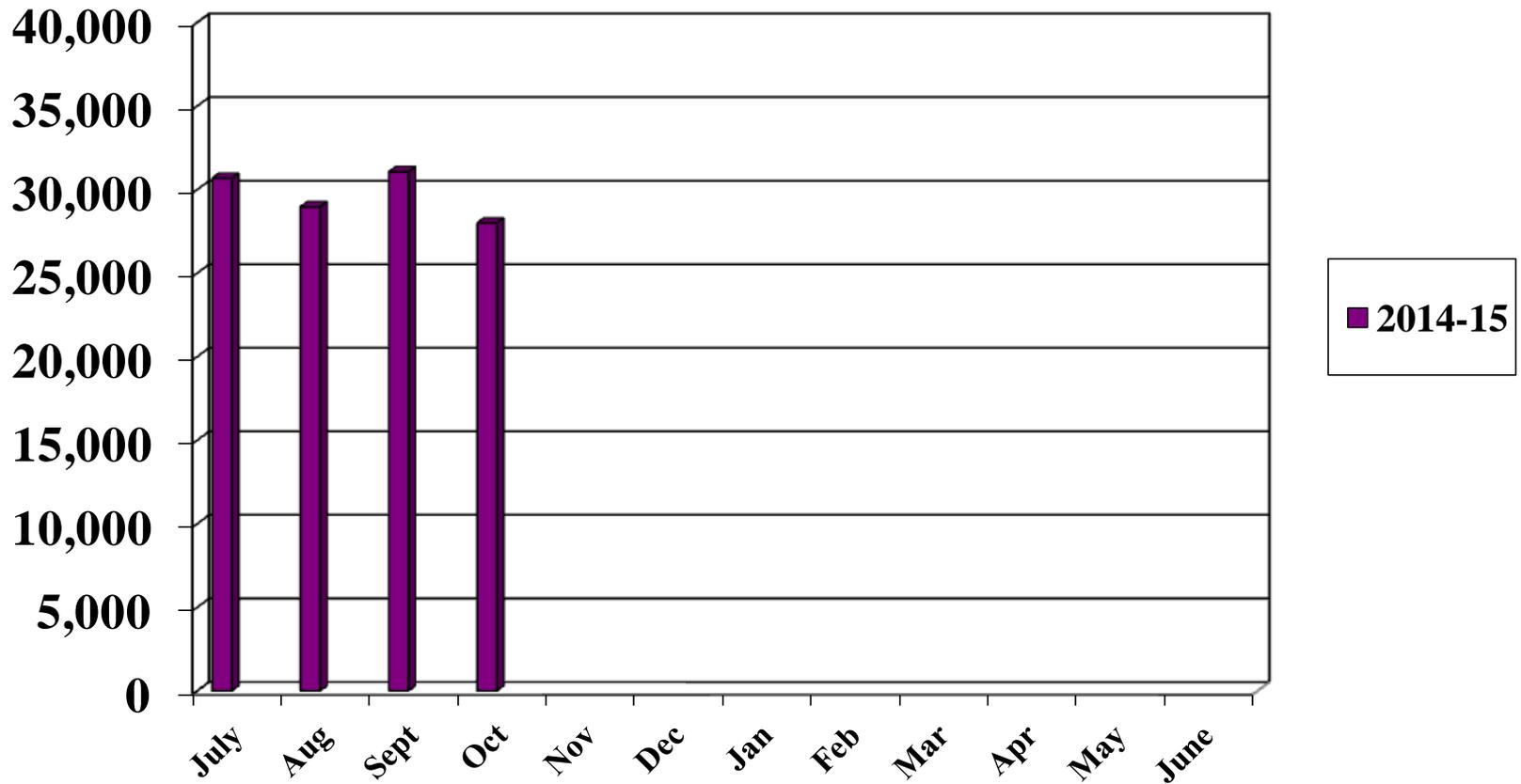
- Intrastate - 158,540 (71%)
- Interstate - 5,497 (21%)
- International - 61 (0%)
- Toll Free - 2,165 (8%)
- 900 Info - 0 (0%)

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Nevada CapTel Total Session Minutes 2014 – 2015 Contract YTD



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As of August 2014...

1194 CapTel phones in use.



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Marketing/Outreach Briefs

Quarterly Outreach Included:

- 4 Presentations
- 2 Exhibits
- 2 Meetings
- 1 Networking



Quarterly Highlights

- Fun After 55+ Expo
- Helping Hands in Vegas
- Southern Nevada Centers for Independent Living
- Get Healthy – Get Covered Health Fair
- Nevada Deaf Leadership Award
- VFW Post 983



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Coming Soon....

- High School Scholarship
- Town Hall Meetings
 - Reno
 - Las Vegas

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Relay is about Connecting People

How can we better connect with you?

Questions?

