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Relay Nevada TRS Call Traffic and Outreach Reports

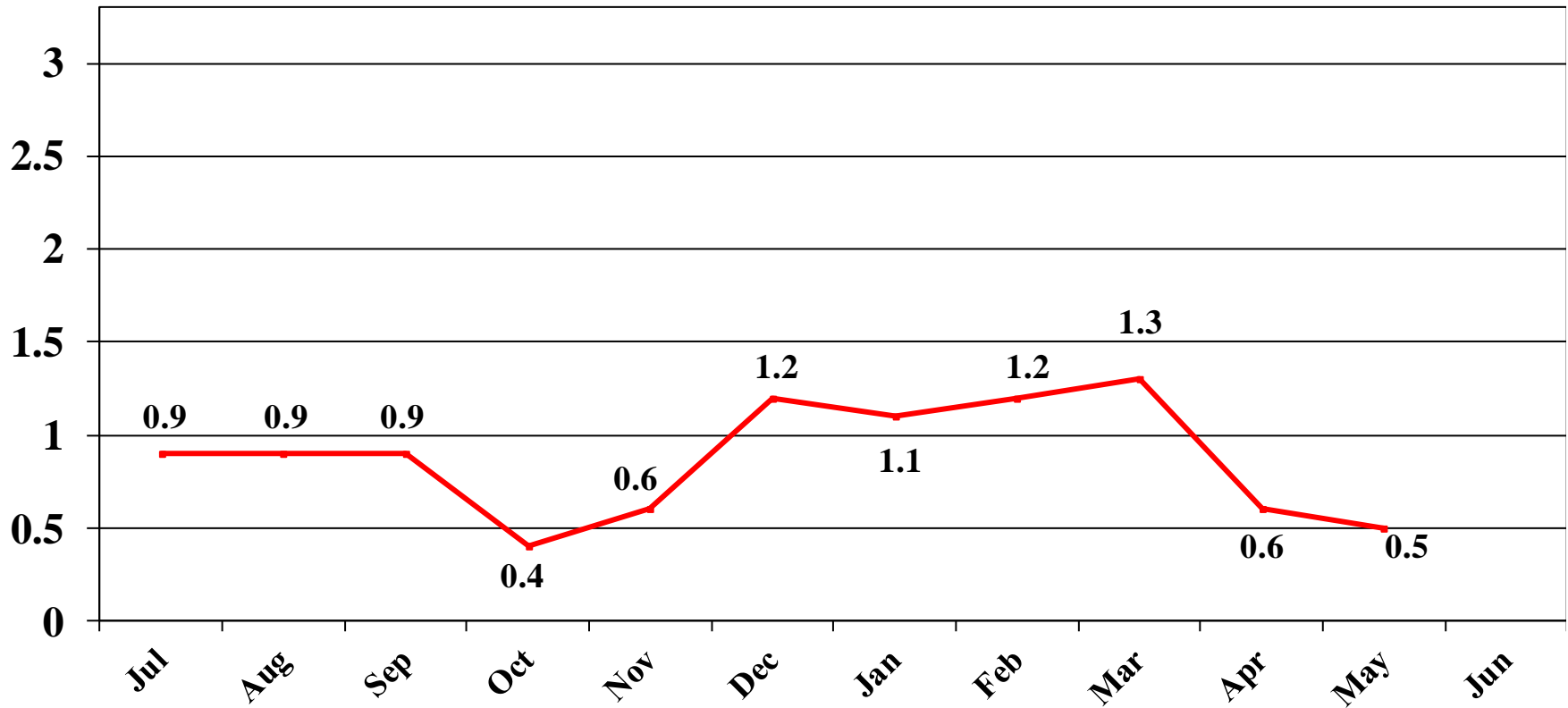
**Beth Slough – Director of Account
Management**

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Nevada TRS Average Answer Speed 2015 – 2016 Contract YTD

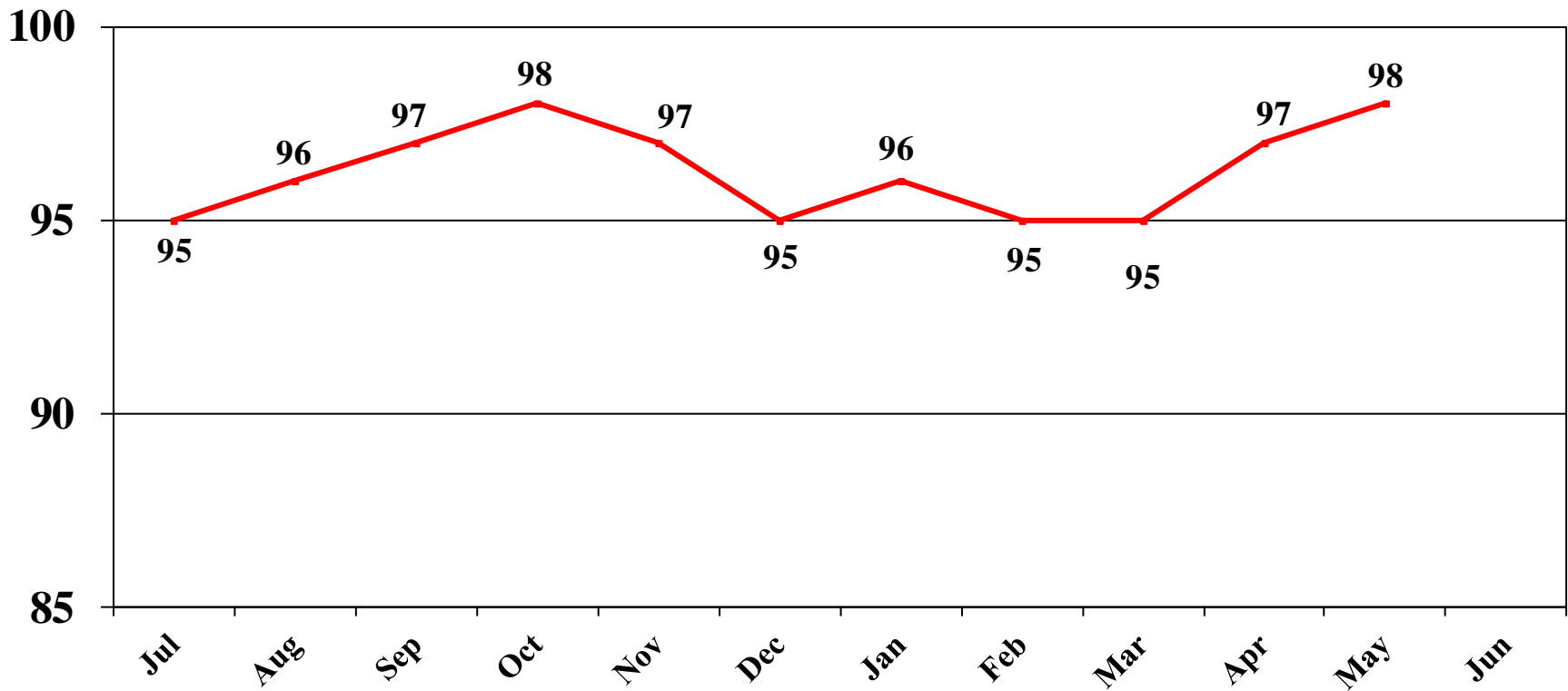


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Nevada TRS Percent Answered Within 10 Seconds 2015 – 2016 Contract YTD

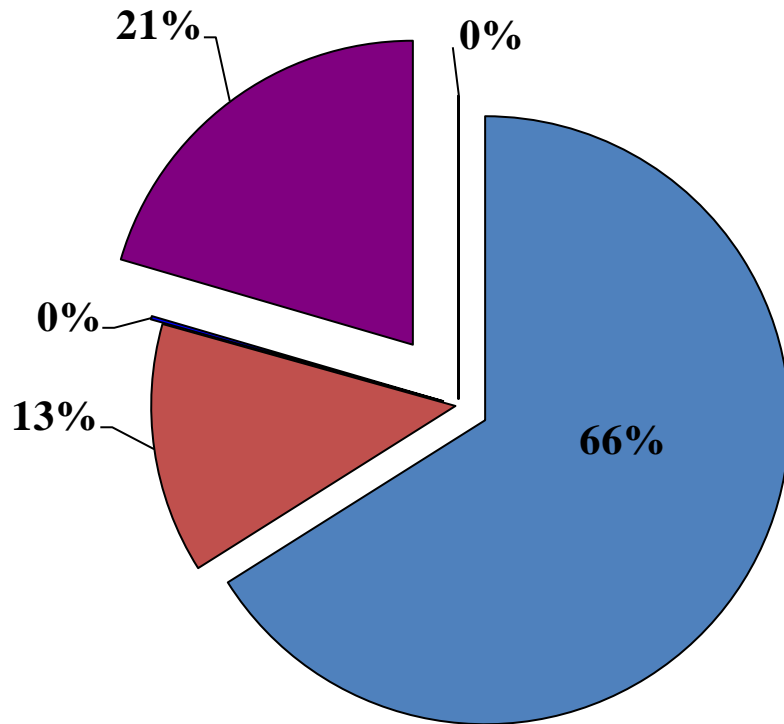


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Nevada TRS Completed Outbound Calls by Jurisdiction 2015 – 2016 Contract YTD



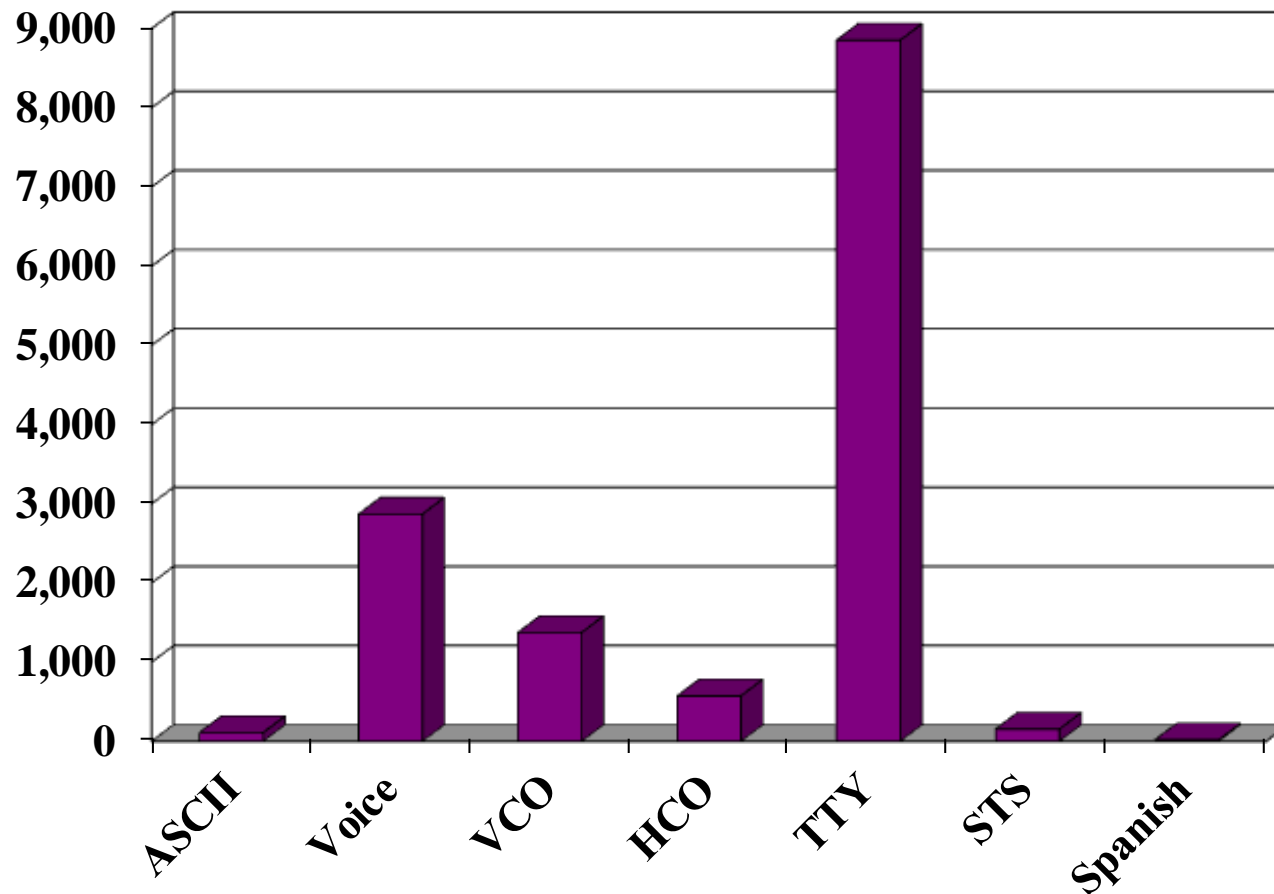
- Intrastate - 9,209 (66%)
- Interstate - 1,855 (13%)
- International - 25 (0%)
- Toll Free - 2,855 (21%)
- 900 Info - 0 (0%)

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Nevada TRS Workload by Inbound Call Method 2015 – 2016 Contract YTD

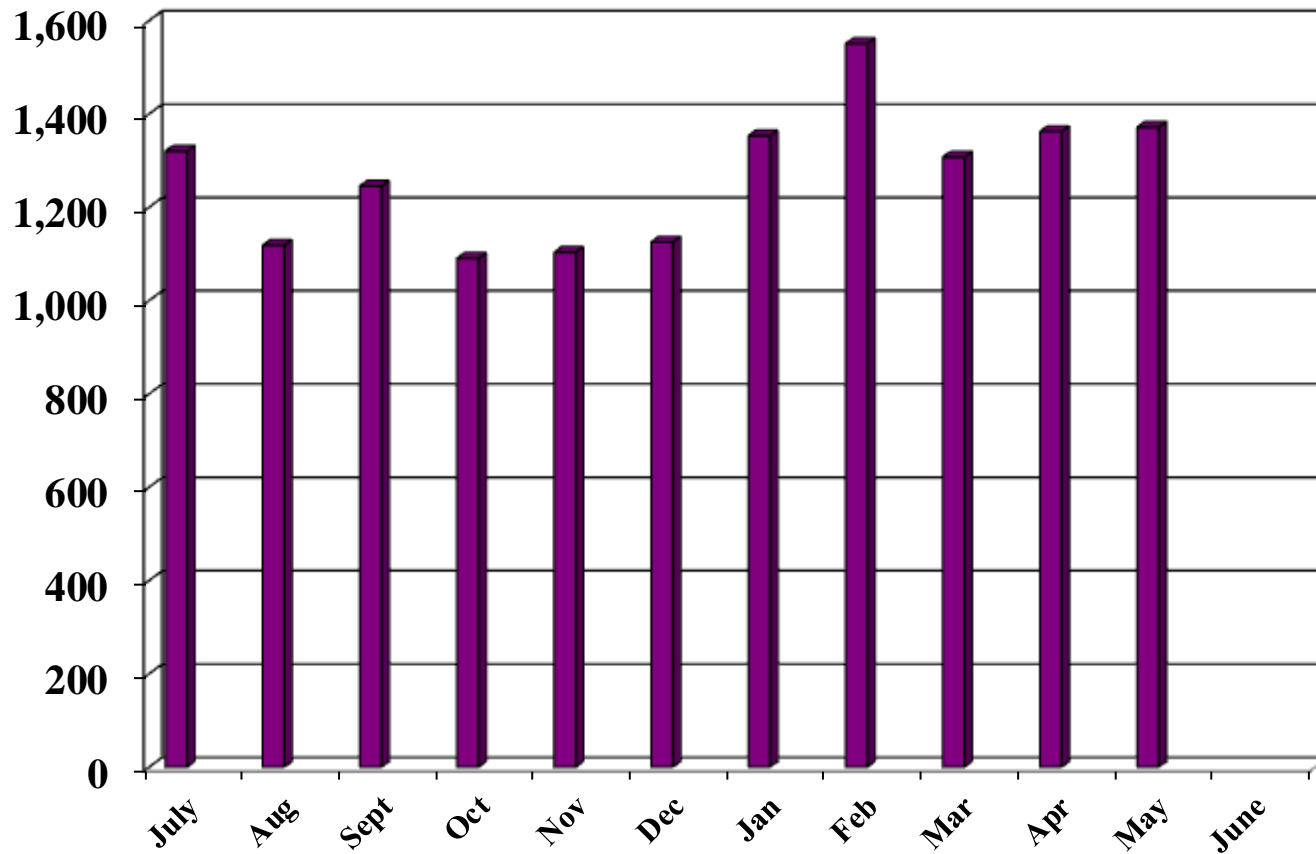


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Nevada TRS Total Completed Calls 2015 – 2016 Contract YTD

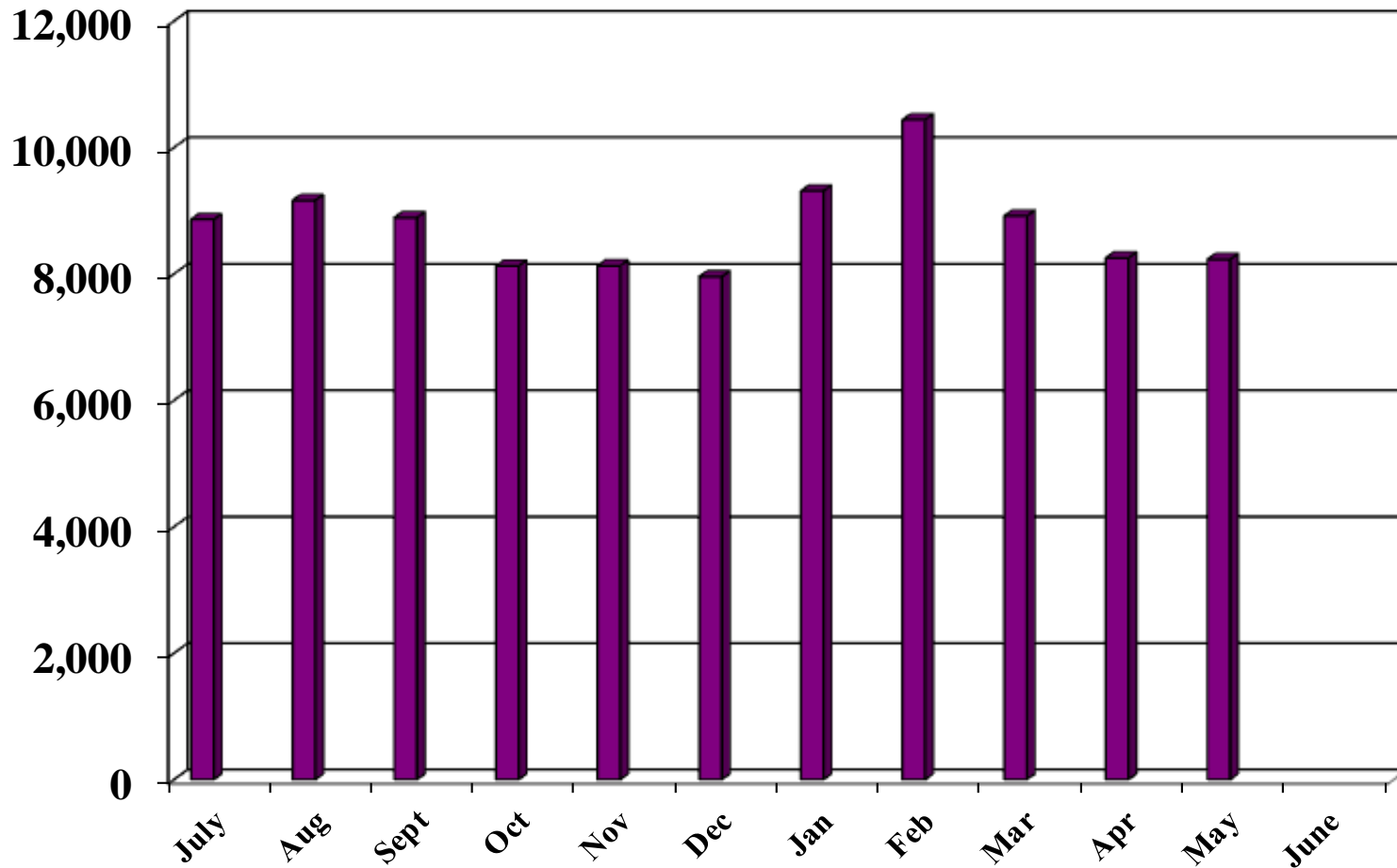


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Nevada TRS Total Session Minutes 2015 – 2016 Contract YTD



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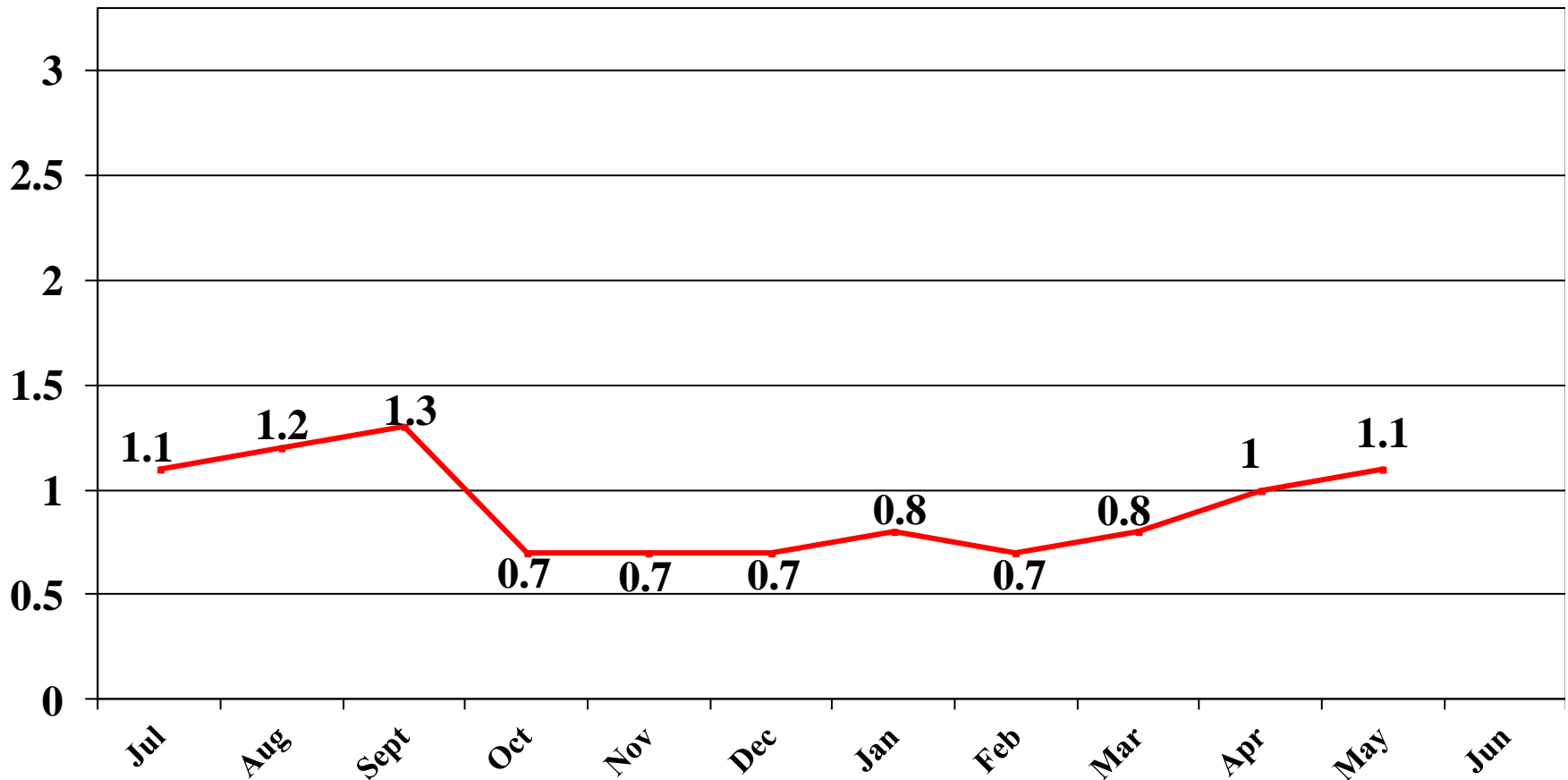
CapTel Call Traffic Report

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Nevada CapTel Average Answer Seconds 2015 – 2016 Contract YTD

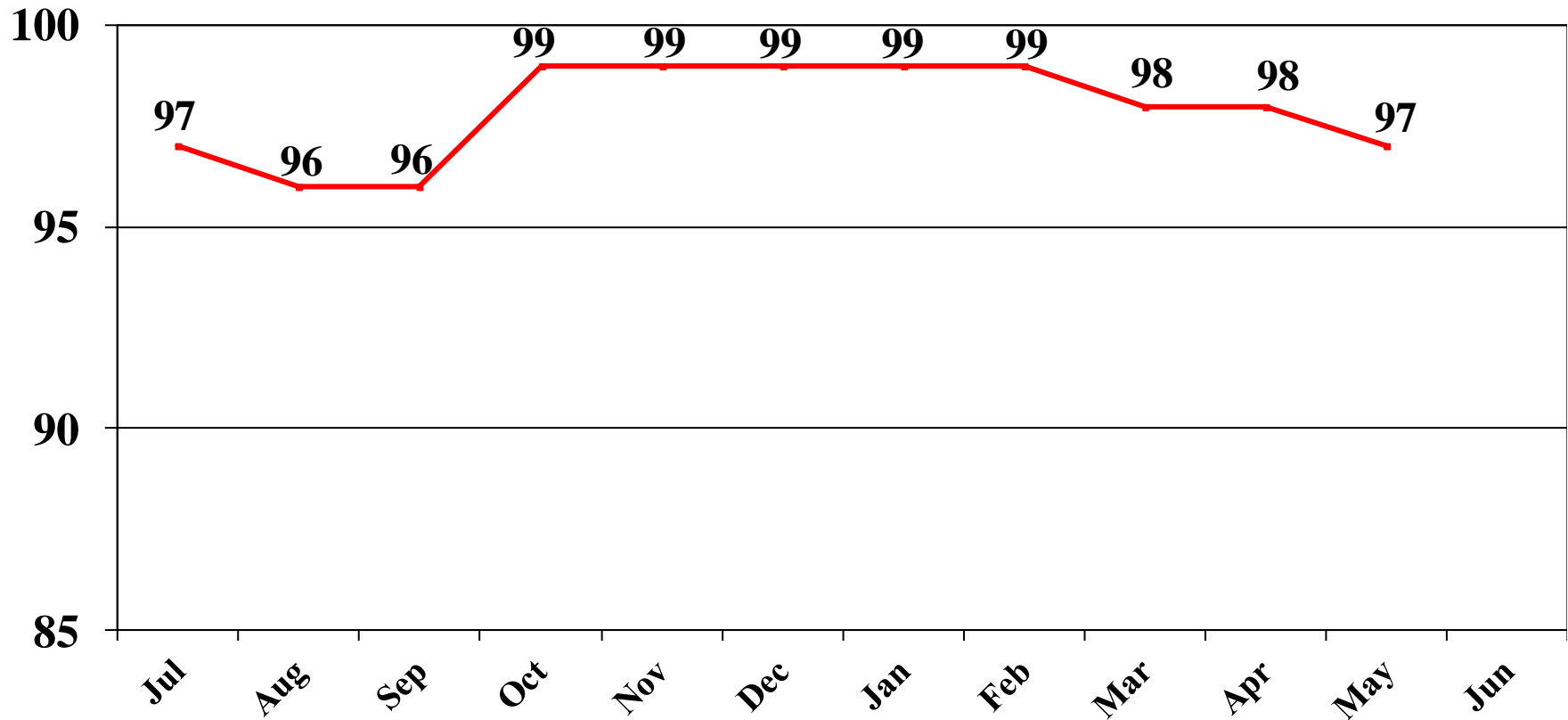


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Nevada CapTel Percent Answered Within 10 Seconds 2015 – 2016 Contract YTD

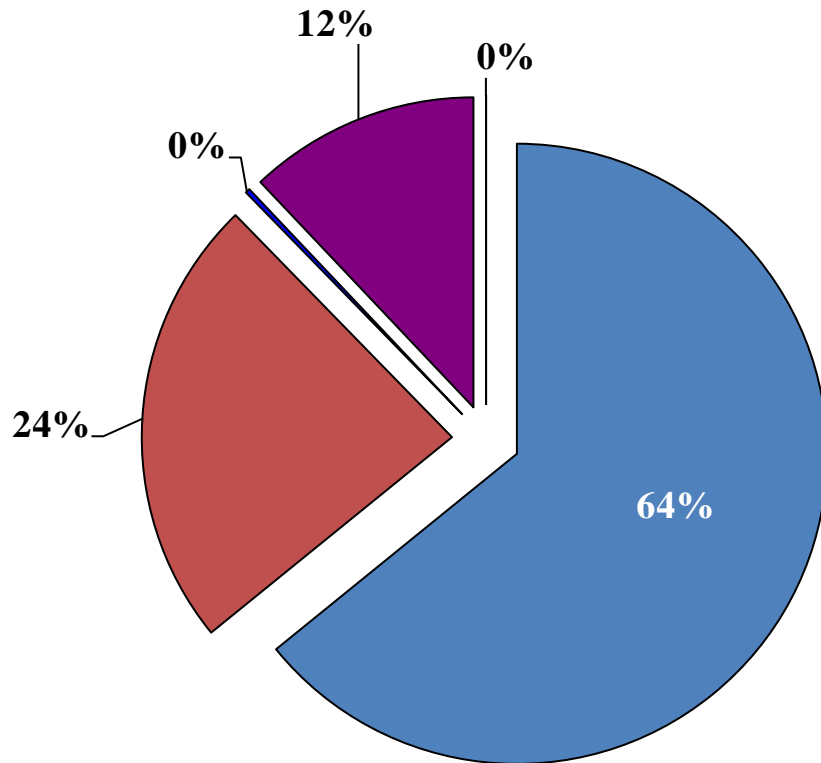







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Nevada CapTel Completed Outbound Calls by Jurisdiction 2015 – 2016 Contract YTD



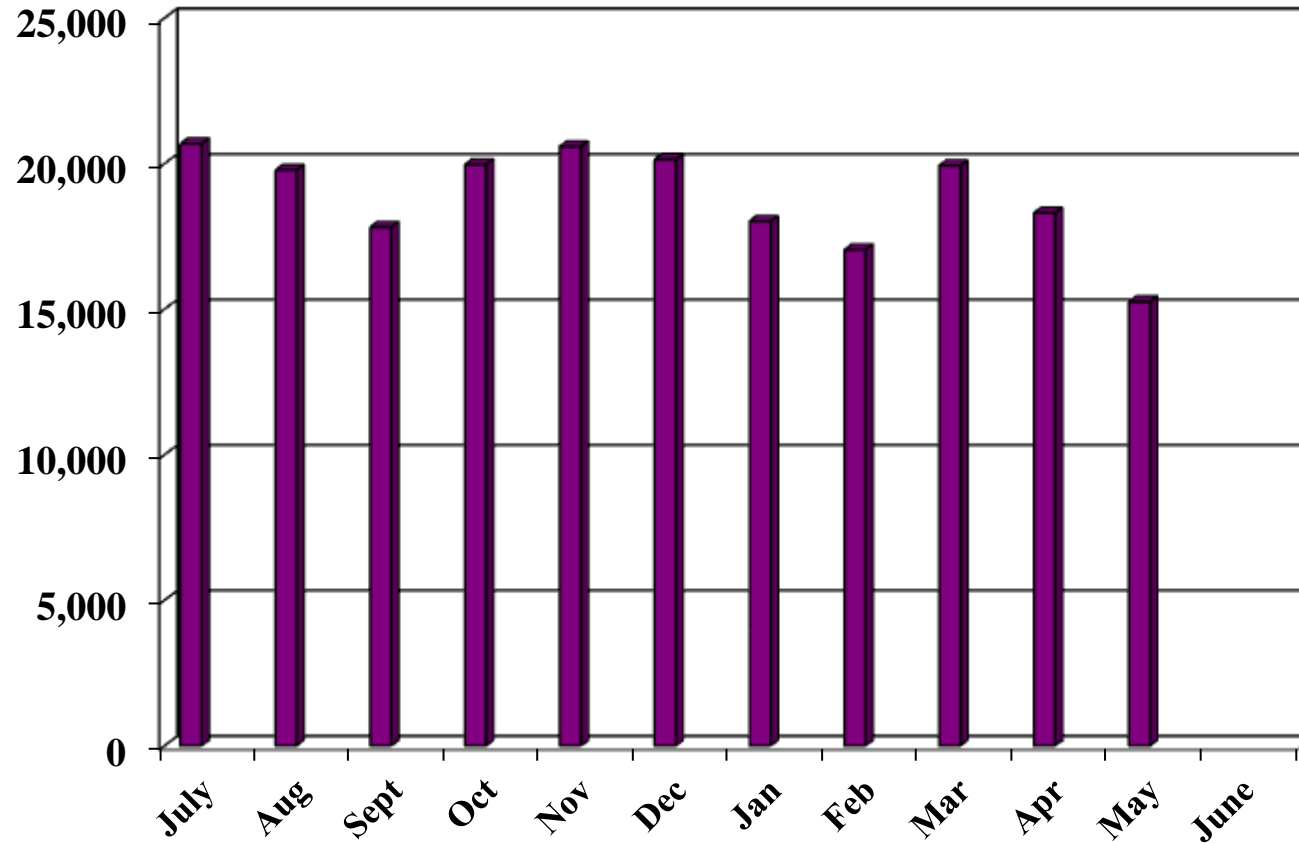
	Intrastate - 30,393 (64%)
	Interstate - 11,163 (24%)
	International - 115 (0%)
	Toll Free - 5,711 (12%)
	900 Info - 0 (0%)

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Nevada CapTel Total Session Minutes 2015 – 2016 Contract YTD



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As of May 2016...

1,282 CapTel phones
in use.



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Marketing/Outreach Briefs

Quarterly Outreach Included:

- 1 Relay Friendly Business
- 11 Field Visits
- 4 Presentations
- 3 Exhibits
- 4 Meetings



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Marketing/Outreach Briefs

Quarterly Highlights

- Bank of America – Las Vegas
- Better Hearing and Speech Month Award Ceremony
- Journey of Hope Expo
- Reno Nevada Vietnam Veterans of America
- Senior Safety Fair
- Sierra Place
- Young at Heart 50 + Expo



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Upcoming Events

- Disabilities Awareness Day
- My Health and Wellness Expo
- Nevada Social Workers
Conference
- Young at Heart 55 + Expo





2016 Better Hearing and Speech Month Award Recipient

- Merideth Foster,
Las Vegas



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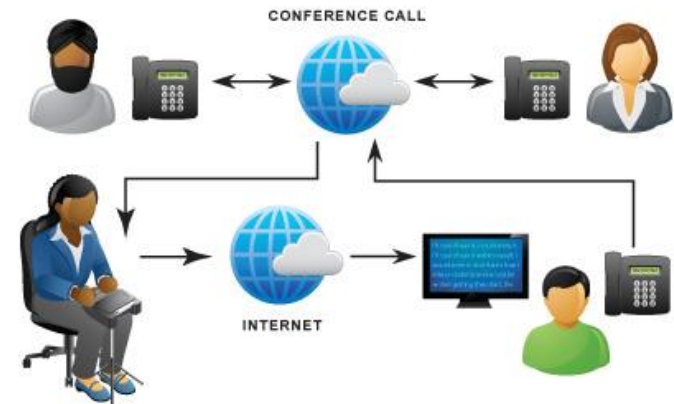
Relay Nevada

Remote Conference Captioning



Remote Conference Captioning (RCC)

- Real Time Captioning On Conference Calls
- Requirements:
 - A conference or bridge line
 - A computer, tablet, or smartphone with access to the Internet
 - No software required, captions are viewed on a web page





Remote Conference Captioning (RCC)

- To Schedule an Event
 - Complete an RCC Scheduling Request Form:
<http://www.hamiltonrelay.com/rcc/index.html?state=MT>
 - Guaranteed service if scheduled 24 hours in advance
 - The Requestor will receive an email with a URL for captions
 - RCC Demonstration - <https://www.captionfirst.com/>

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Remote Conference Captioning (RCC)

Questions?