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Relay Nevada TRS Call Traffic and Outreach Reports

Lisa Furr

Relay Nevada Account Manager

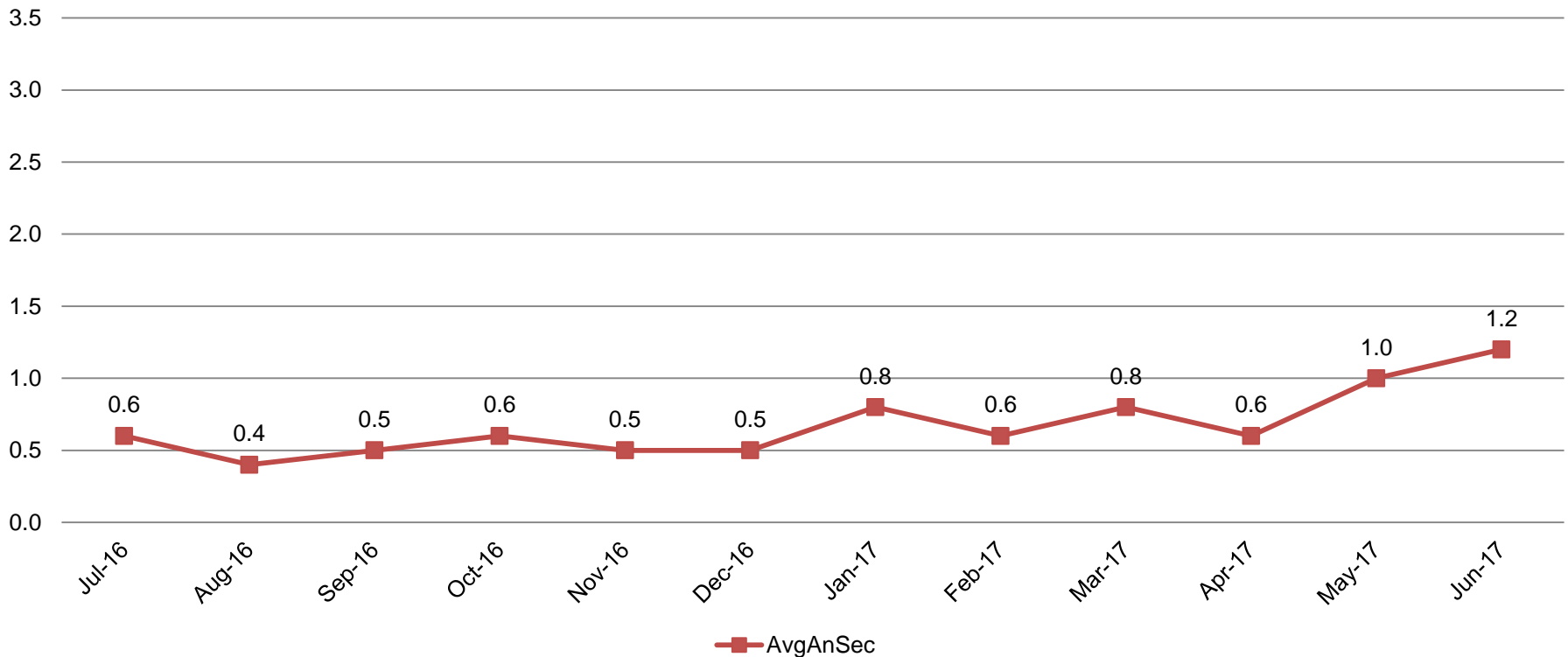
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Nevada TRS Average Answer Seconds 2016 – 2017 Contract Year

Average Answer Seconds



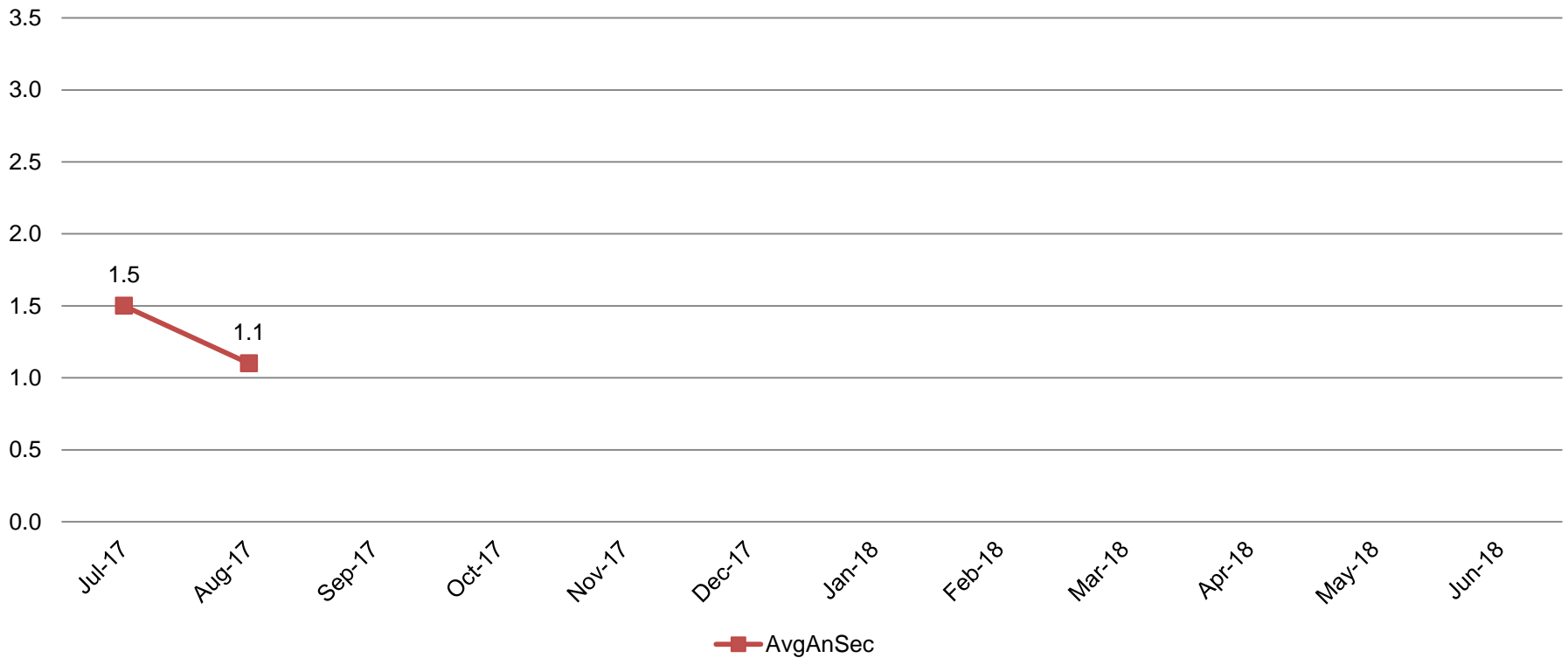
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Nevada TRS Average Answer Seconds 2017 – 2018 Contract YTD

Average Answer Seconds



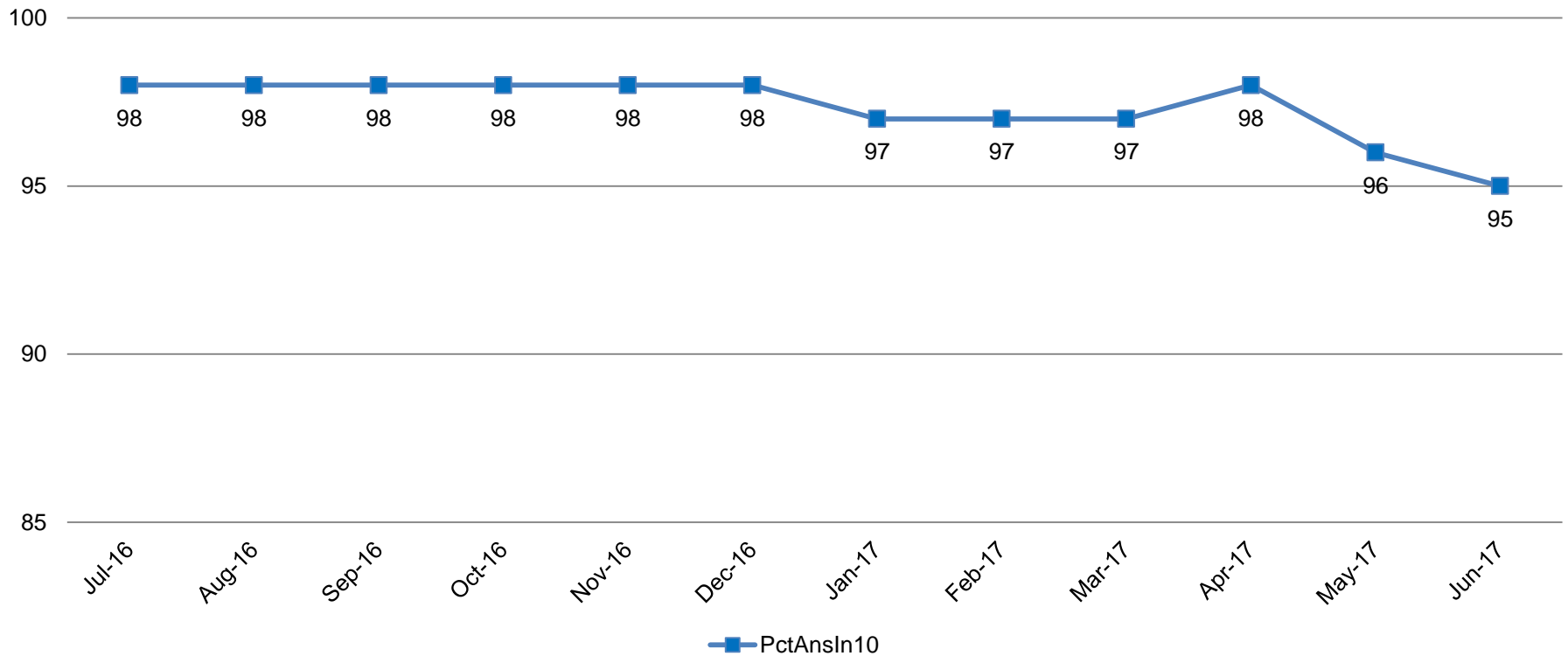
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Nevada TRS Percent Answered within 10 Seconds 2016 – 2017 Contract Year

Percent Answered in 10



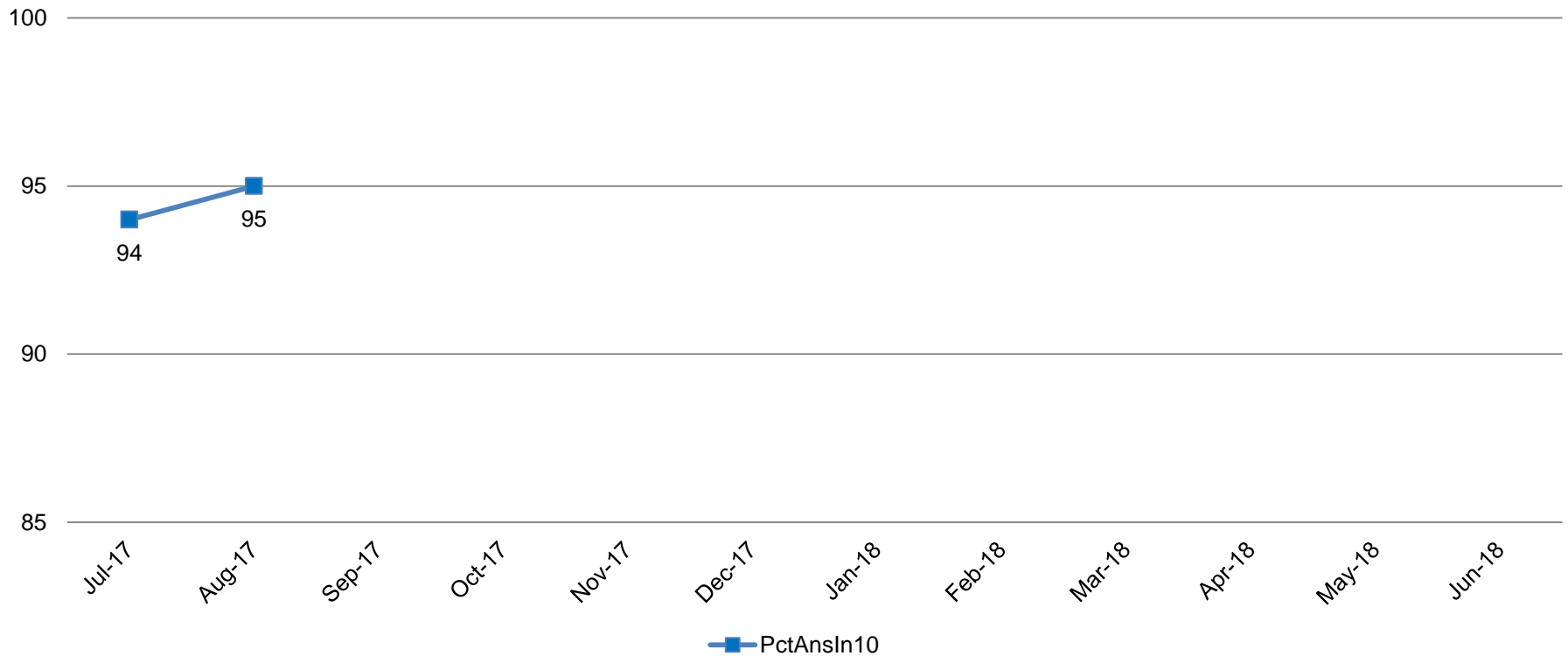
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Nevada TRS Percent Answered within 10 Seconds 2017 – 2018 Contract YTD

Percent Answered in 10



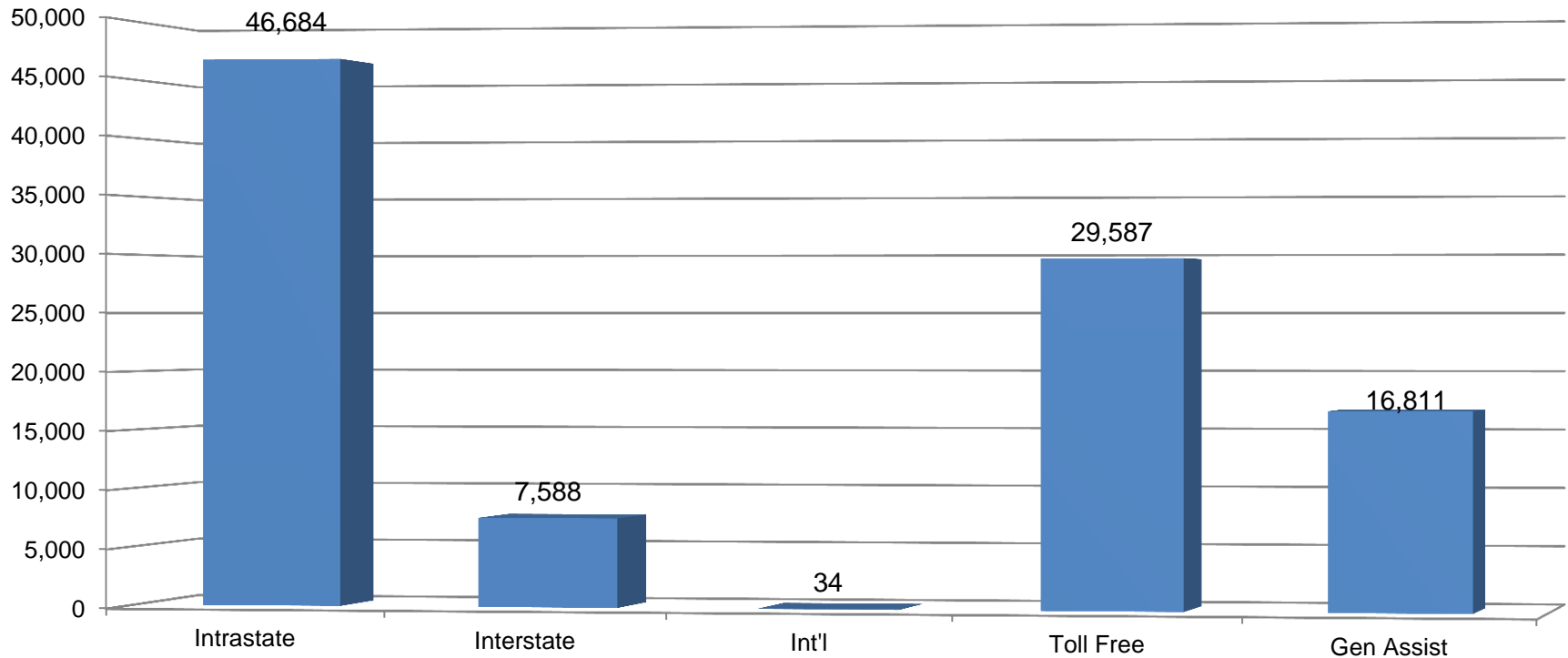
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Nevada TRS Session Minutes by Jurisdiction 2016 – 2017 Contract Year

2016-2017 Sess Mins by Juris



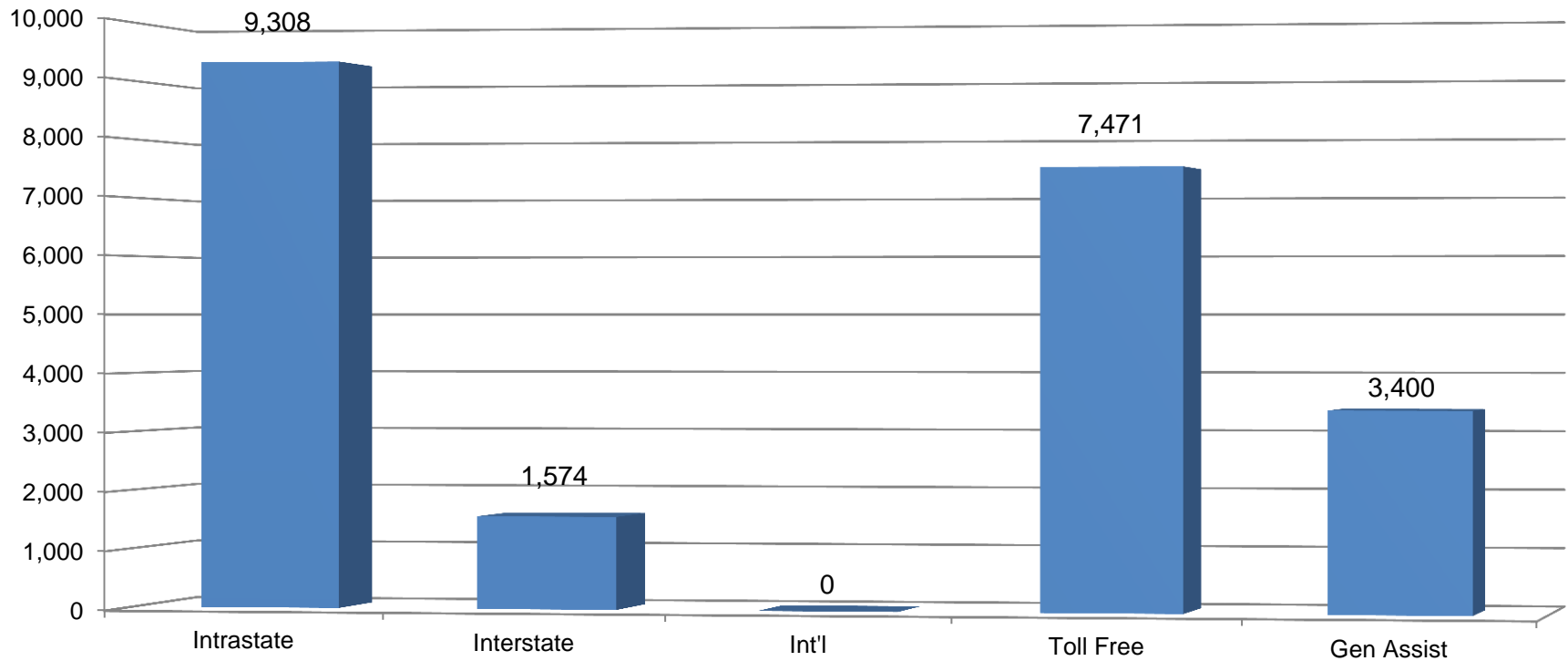
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Nevada TRS Session Minutes by Jurisdiction 2017 – 2018 Contract YTD

2017-2018 Sess Mins by Juris



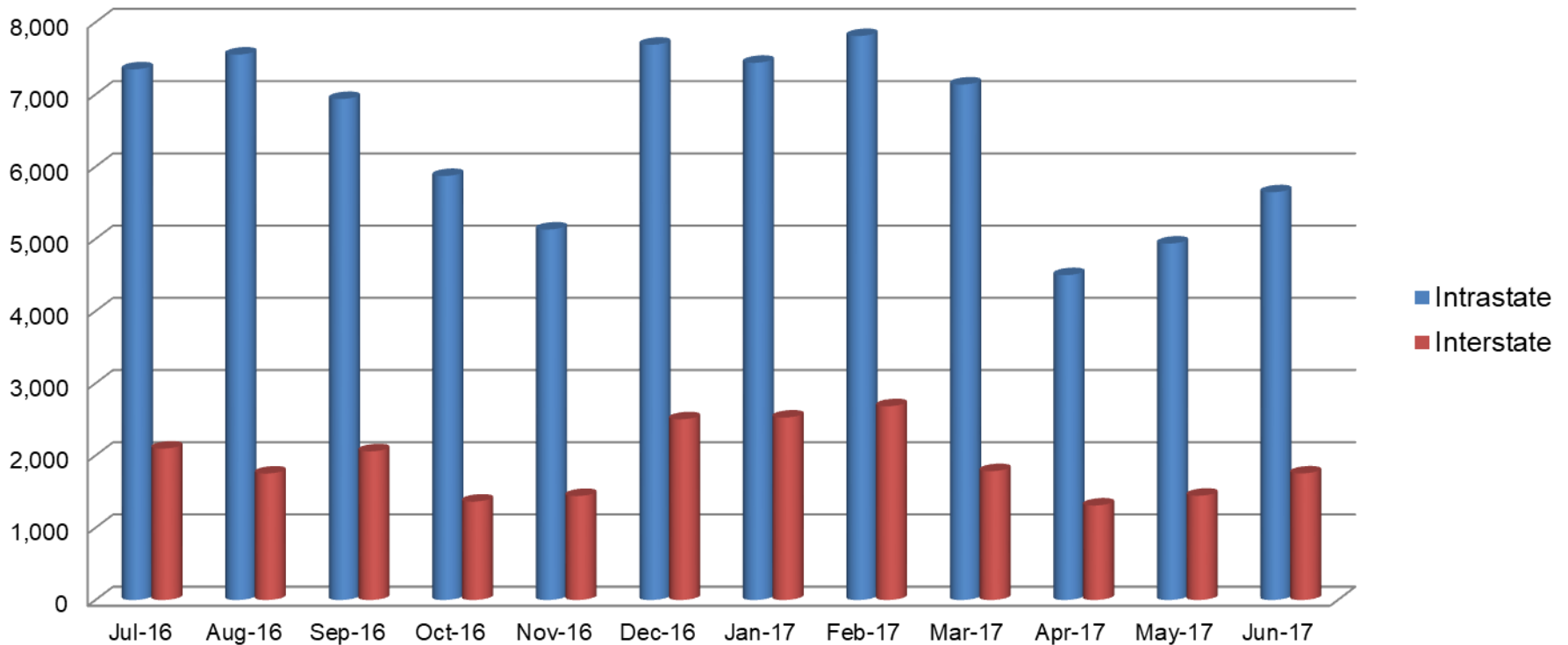
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Nevada TRS Intrastate & Interstate Session Minutes 2016 – 2017 Contract Year

2016-2017 Intrastate and Interstate Sess Minutes



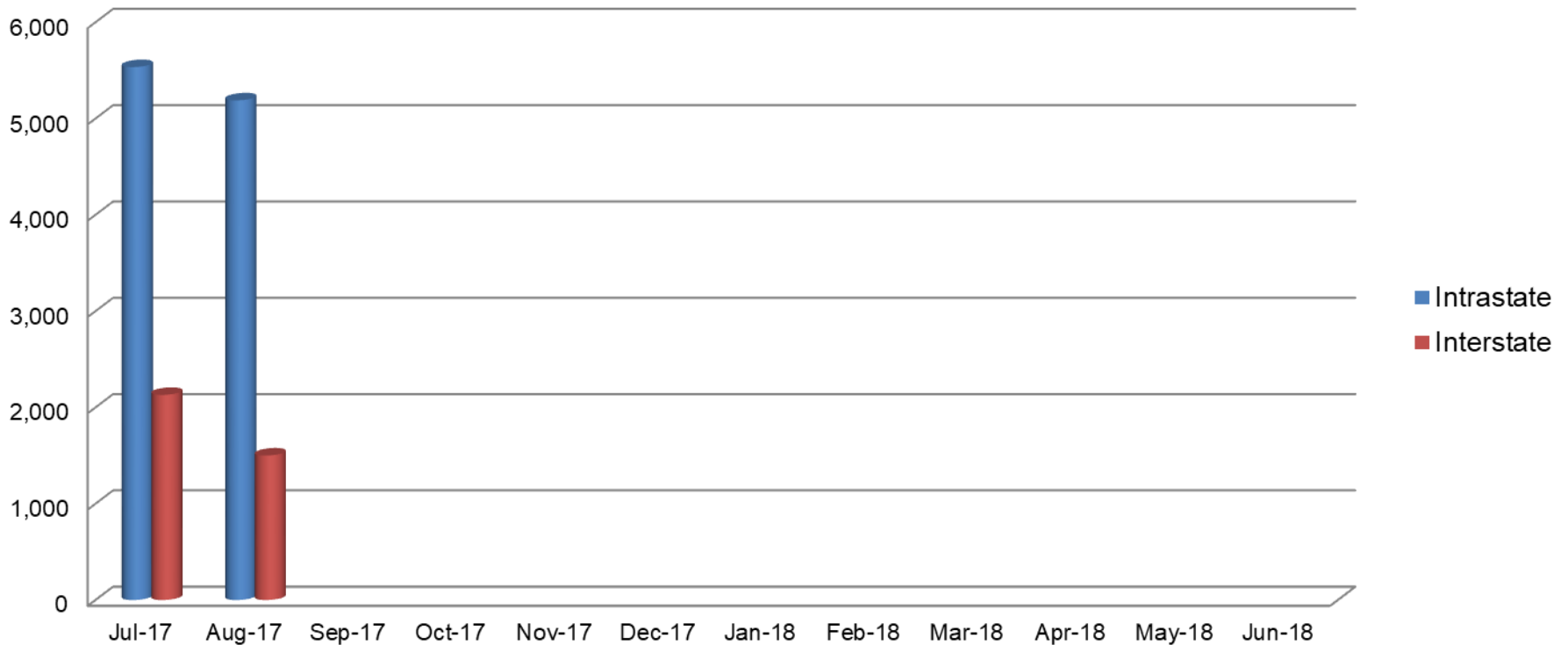
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Nevada TRS Intrastate & Interstate Session Minutes 2017 – 2018 Contract YTD

2017-2018 Intrastate and Interstate Sess Minutes



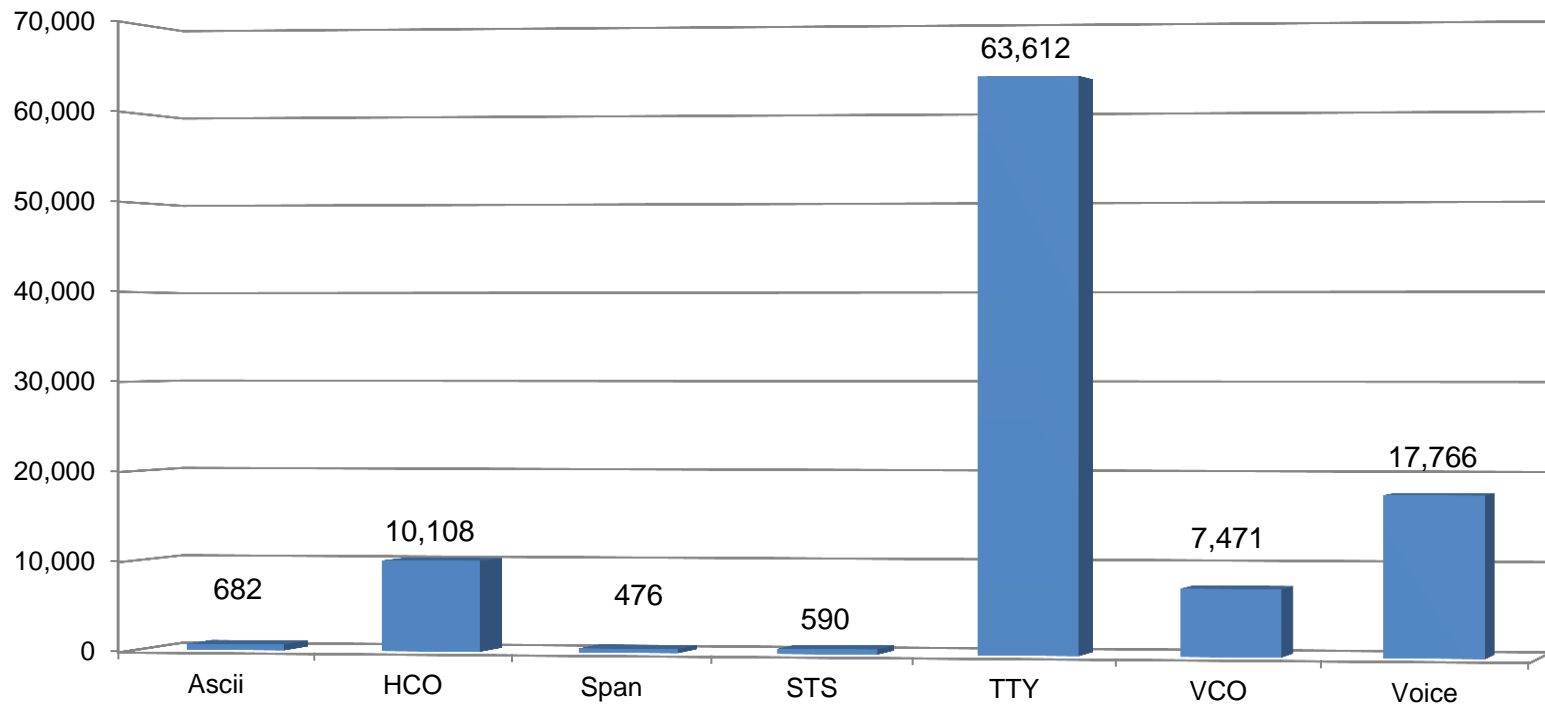
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Nevada TRS Session Minutes by Inbound Method 2016 – 2017 Contract Year

2016-2017 Sess Mins by Inbound Method



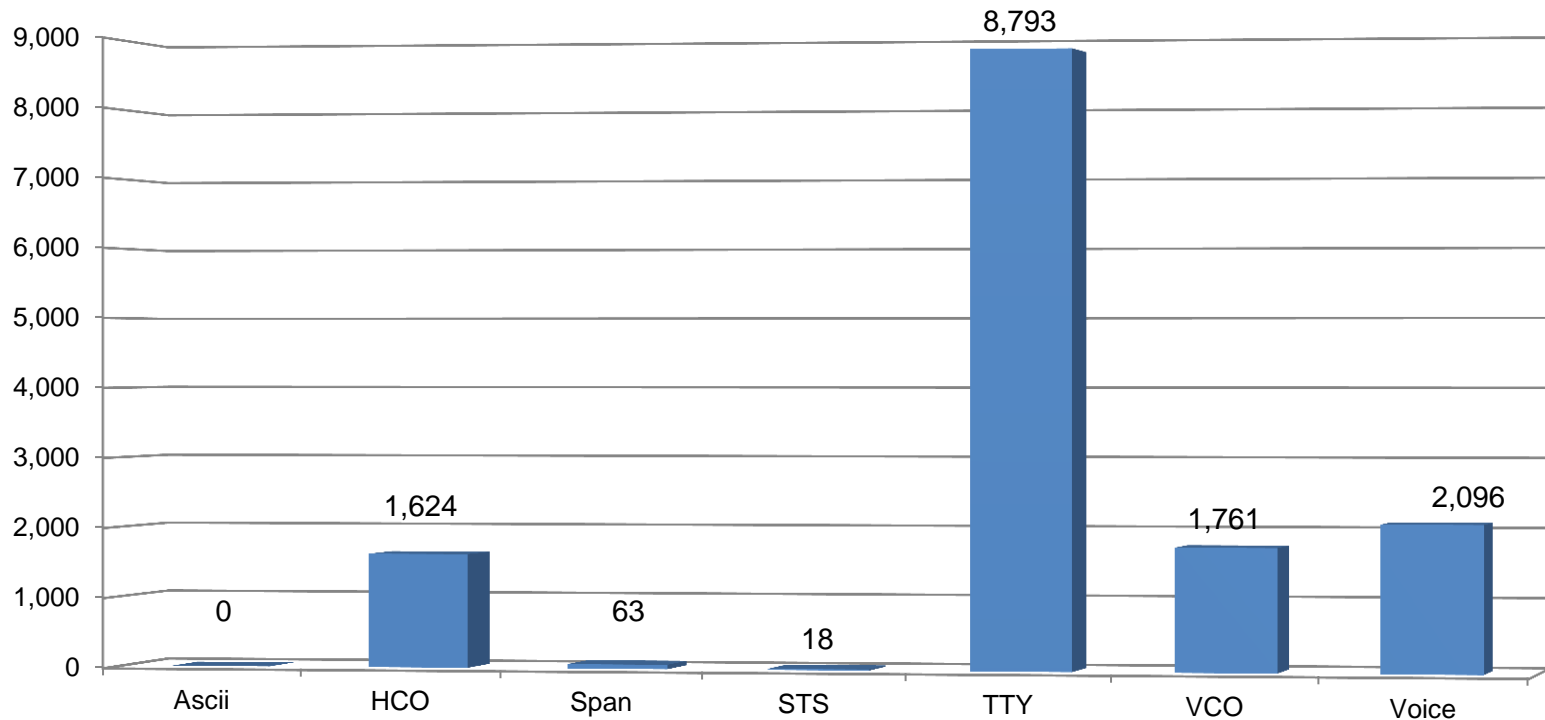
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Nevada TRS Session Minutes by Inbound Method 2017 – 2018 Contract YTD

2017-2018 Sess Mins by Inbound Method



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CapTel Call Traffic Report

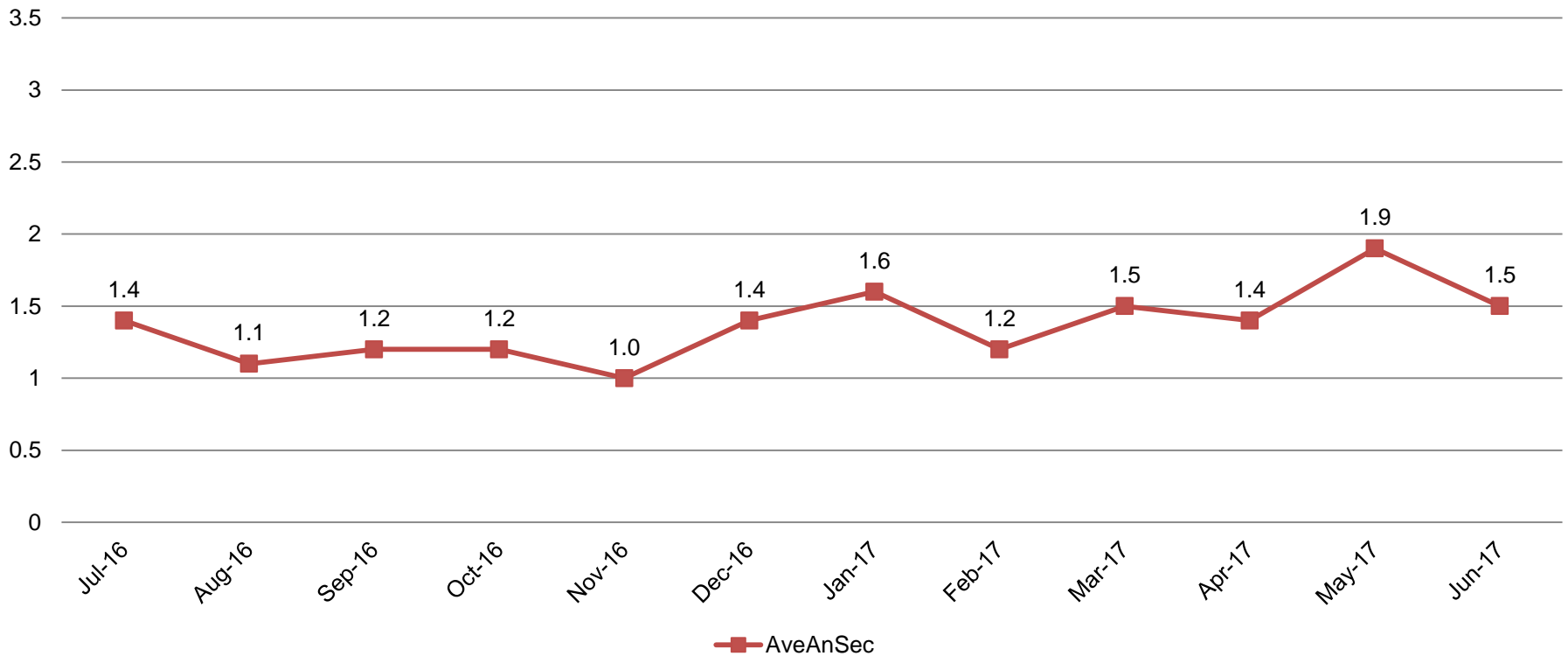
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Nevada CapTel Average Answer Seconds 2016 – 2017 Contract Year

Average Answer Seconds



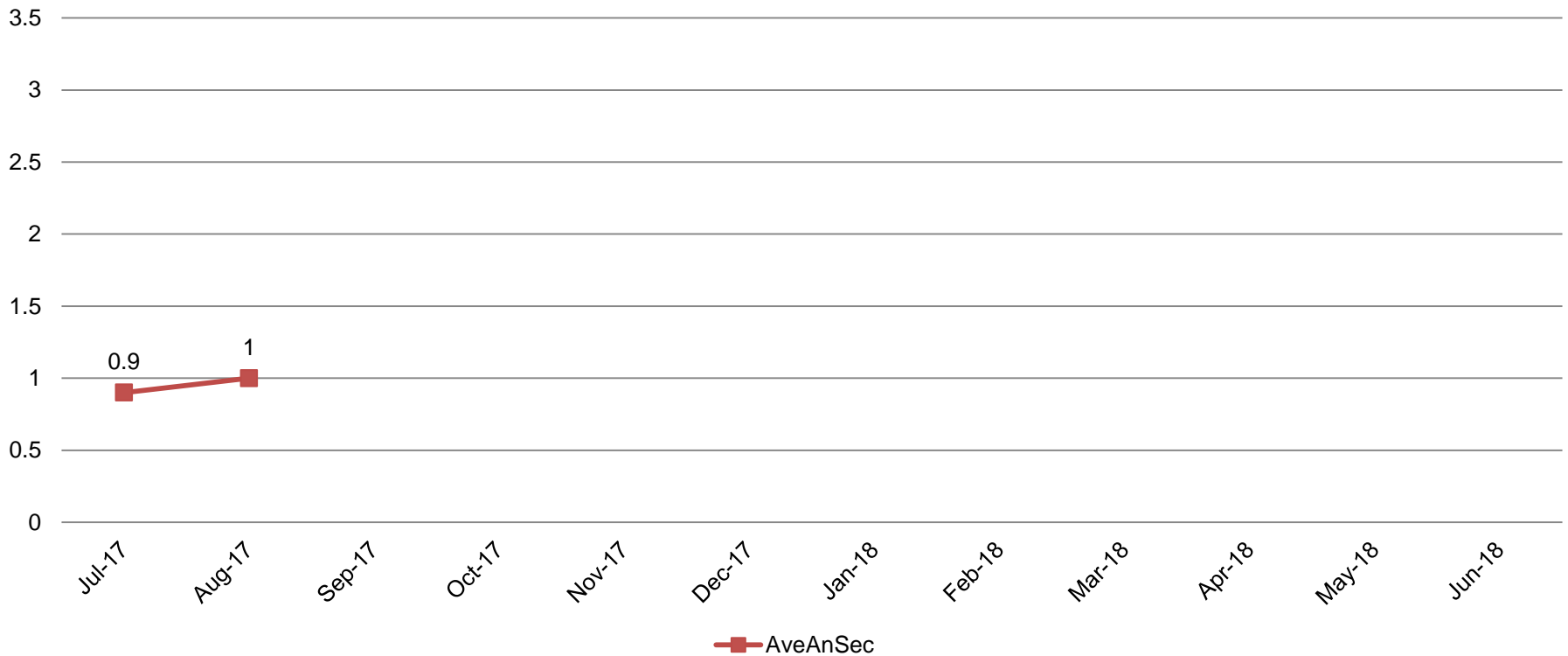
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Nevada CapTel Average Answer Seconds 2017 – 2018 Contract YTD

Average Answer Seconds



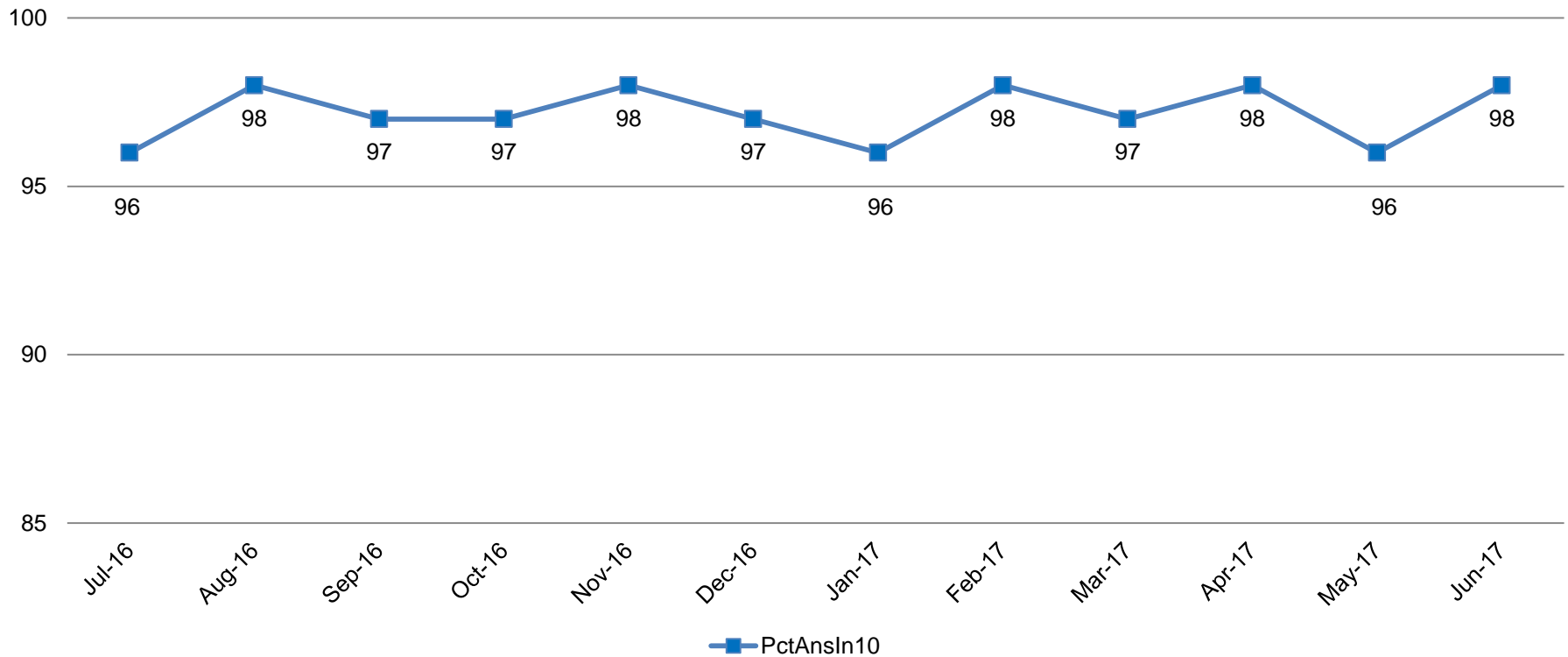
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Nevada CapTel Percent Answered within 10 Seconds 2016 – 2017 Contract Year

Percent Answered in 10



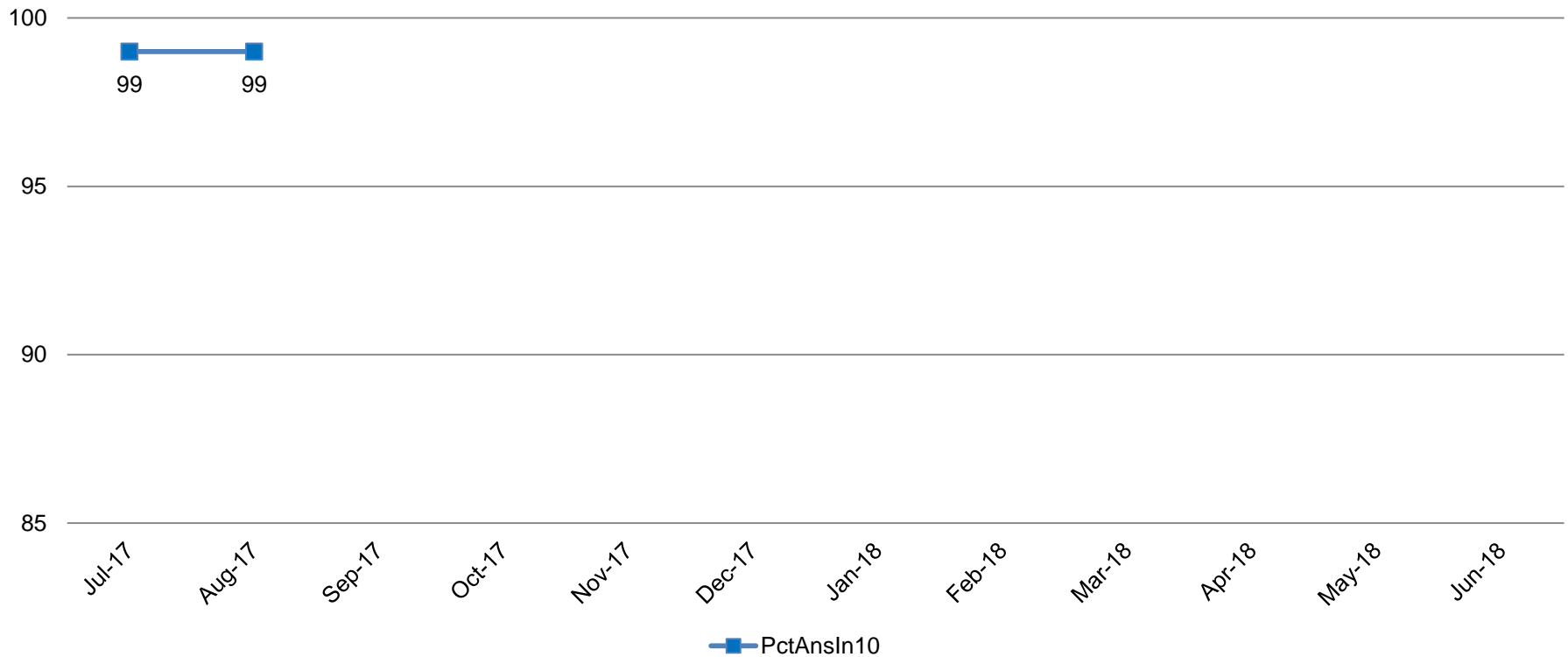
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Nevada CapTel Percent Answered within 10 Seconds 2017 – 2018 Contract YTD

Percent Answered in 10



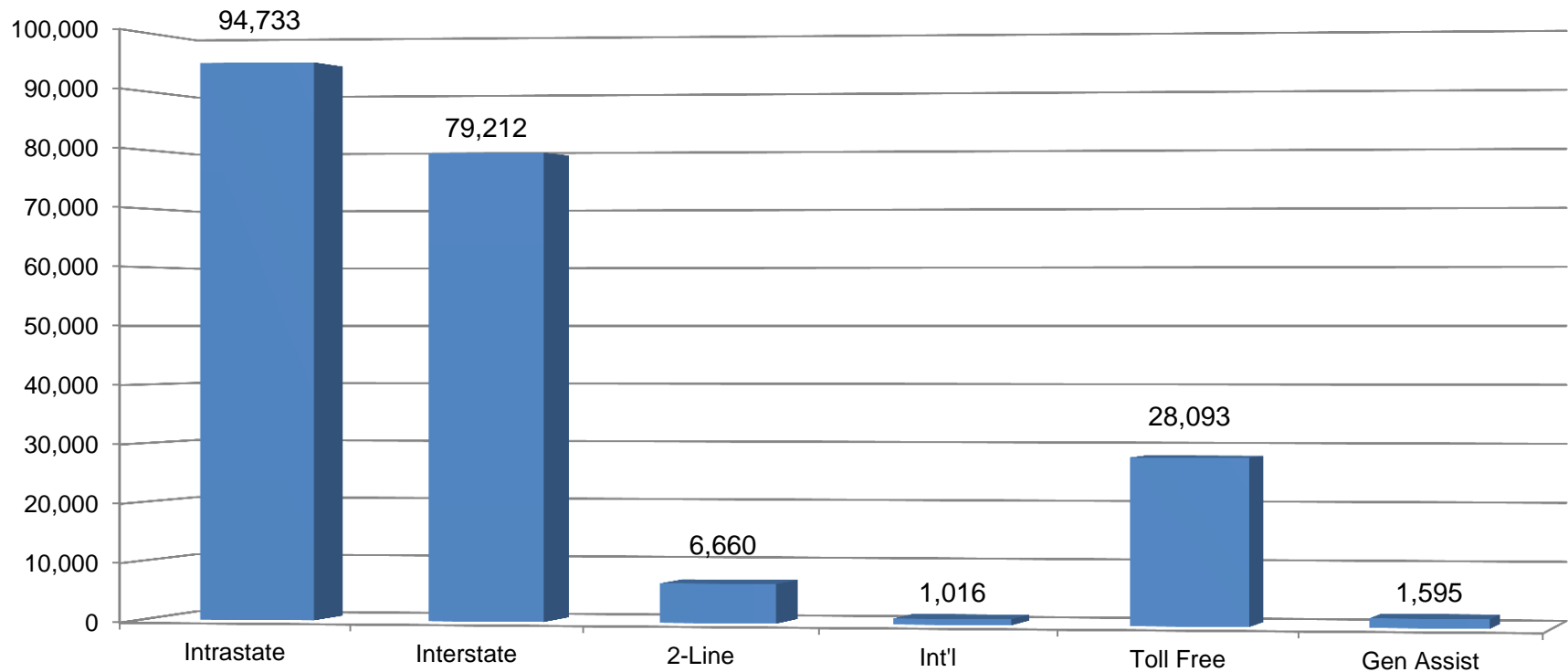
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Nevada CapTel Session Minutes by Jurisdiction 2016 – 2017 Contract Year

2016-2017 Sess Mins by Juris



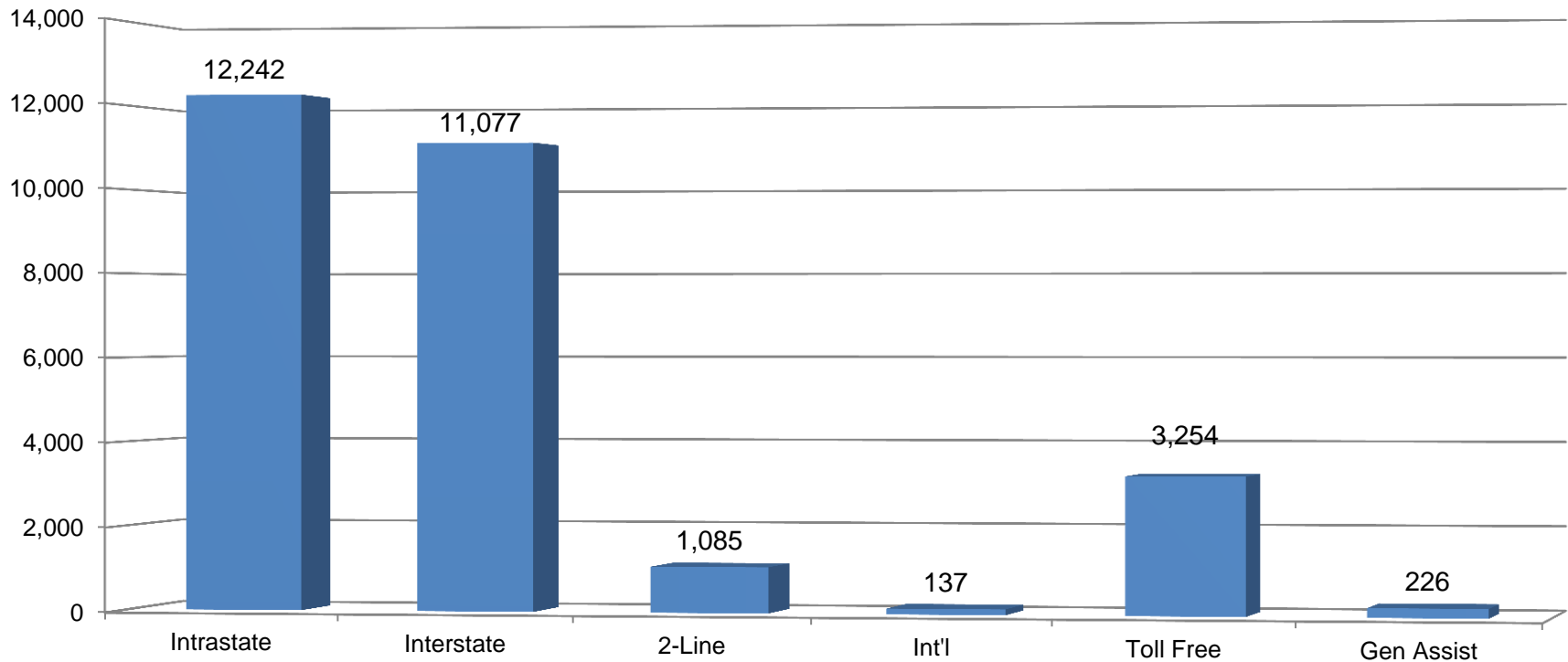
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Nevada CapTel Session Minutes by Jurisdiction 2017 – 20187 Contract YTD

2017-2018 Sess Mins by Juris



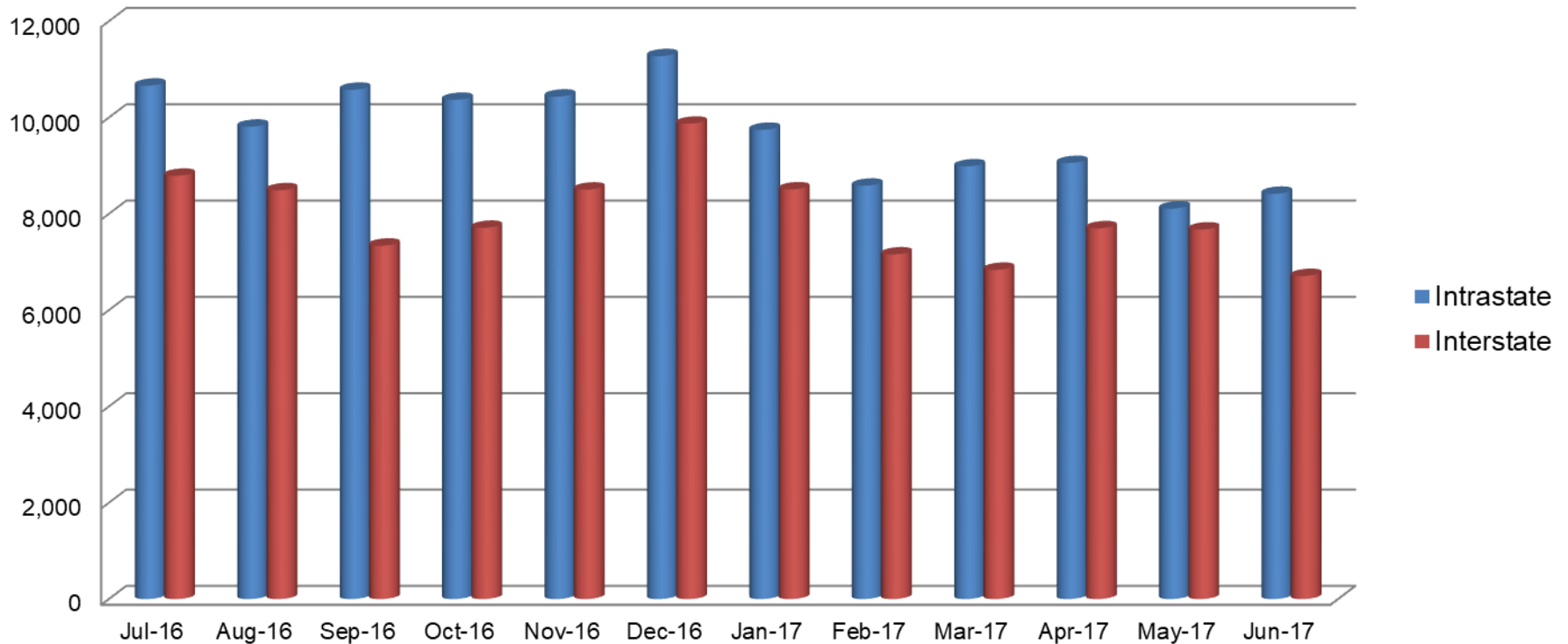
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Nevada CapTel Intrastate & Interstate Conversation Minutes 2016 – 2017 Contract Year

2016-2017 Intrastate and Interstate Sess Minutes



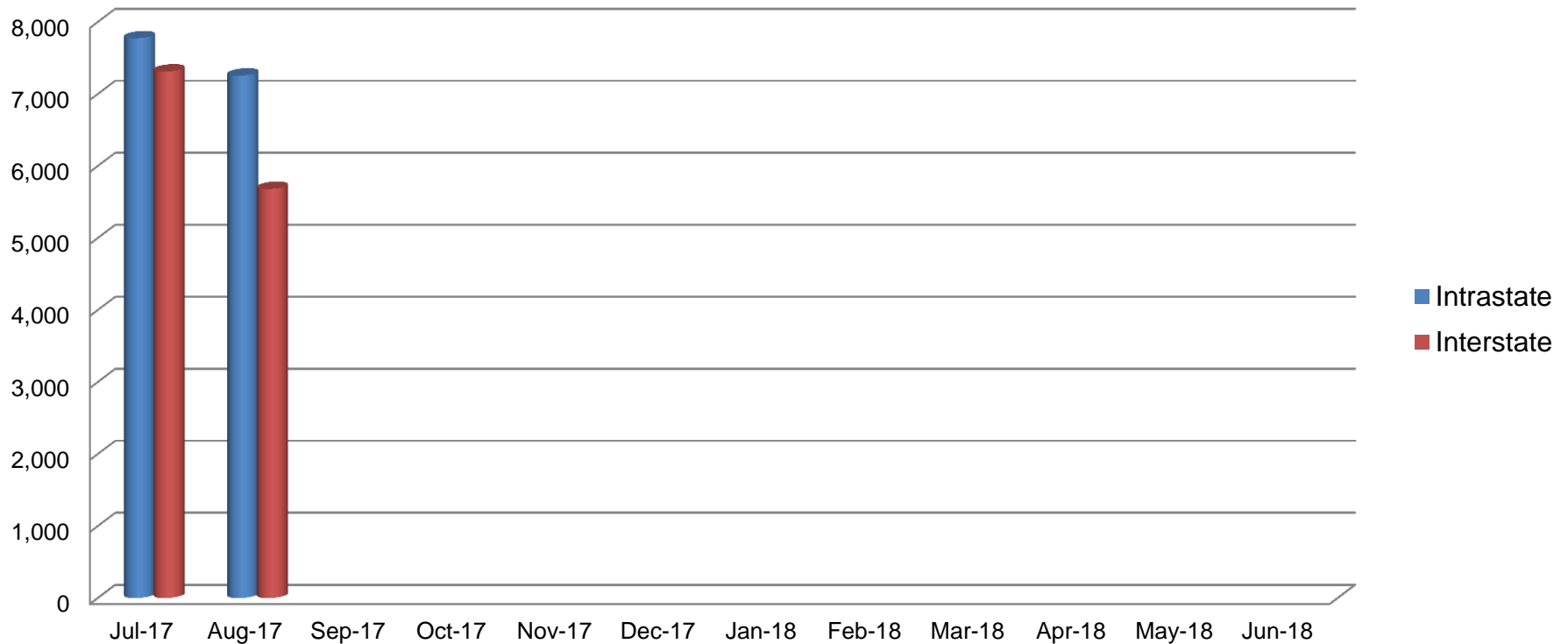
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Nevada CapTel Intrastate & Interstate Conversation Minutes 2017 – 2018 Contract YTD

2017-2018 Intrastate and Interstate Sess Minutes



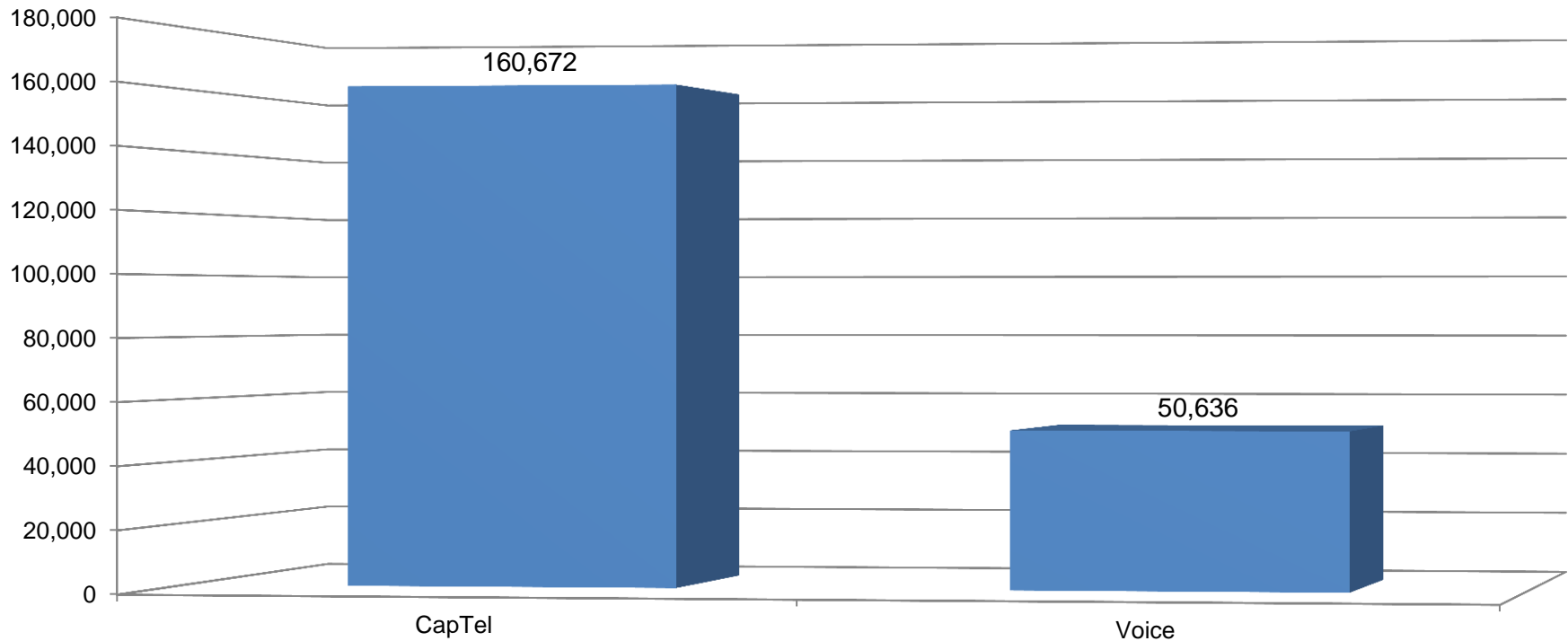
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Nevada CapTel Session Minutes by Inbound Method 2016 – 2017 Contract Year

2016-2017 Sess Mins by Inbound Method



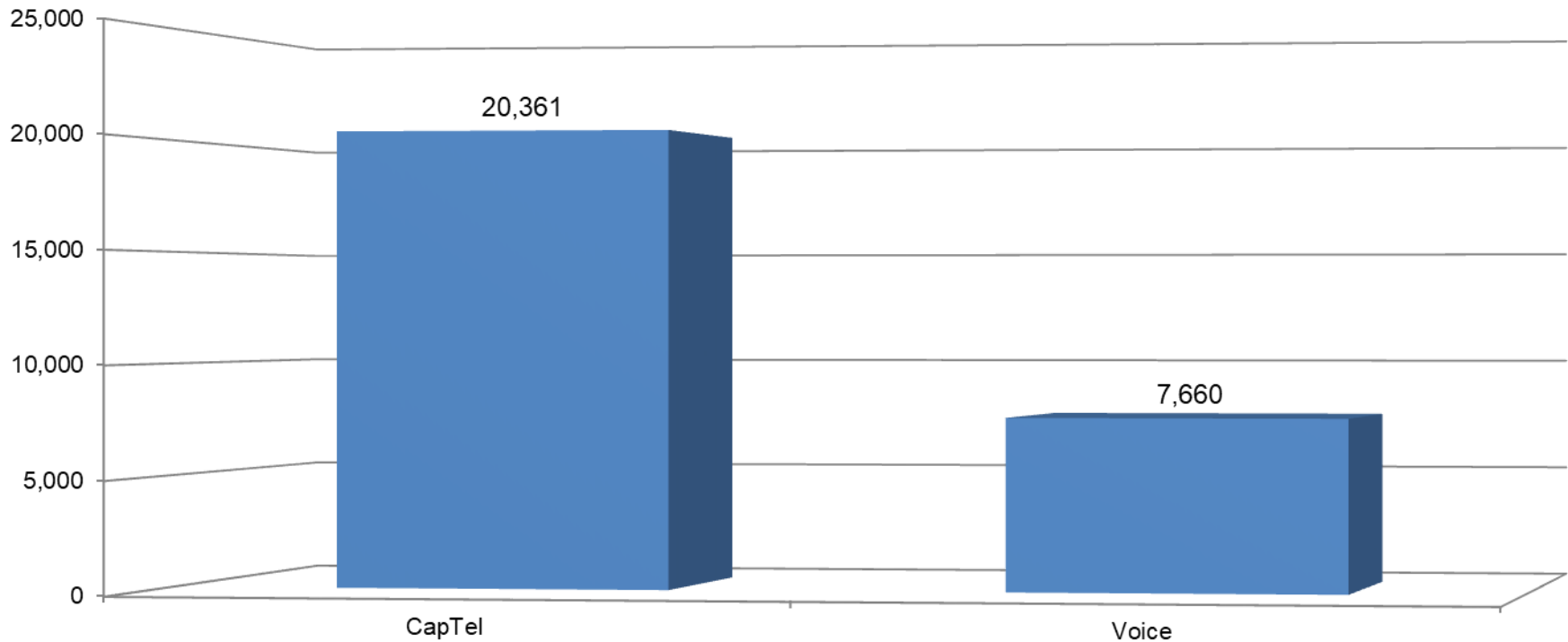
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Nevada CapTel Session Minutes by Inbound Method 2017 – 2018 Contract YTD

2017-2018 Sess Mins by Inbound Method



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Marketing/Outreach Briefs 4th Quarter, 2016 - 2017

Quarterly Outreach Included

- 8 Presentations
- 4 Exhibits
- 1 One on One Visits
- 20 Field Visits
- 2 Networking



Marketing/Outreach Briefs 1st Quarter, 2017 - 2018

Quarterly Outreach Included

- 3 Presentations
- 1 Exhibit
- 5 Field Visits
- 1 Sponsorship



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Marketing/Outreach Briefs

Highlights

- Legacy High School & Liberty High School – Counselors
- Sponsored the Camp SignShine
 - 40th Anniversary
- Humana in LV



6490 S McCarran Blvd, Building F, Suite 46 & 47, Reno, NV 89509
Voice/VP: (775) 376-7529 | Email: campsignshine@dcnv.org

July 10, 2017

Dear Donor,

Camp SignShine would like to extend a heartfelt thank you for your most kind and generous donation.

Your gift has put a smile on the faces of those campers who attended camp this summer. It is because of you that our session at Camp SignShine has turned out to be a successful one!

Again, many thanks for your support. It means the world to us and all of the campers who are able to attend Camp SignShine. We look forward to a continued relationship.

Sincerely,

Jenn Montoya

Camp SignShine Chairperson

Camp SignShine is a 501(c)(3) non-profit organization.
For tax deduction purposes, please use our tax ID #80-0355751.

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Marketing/Outreach Briefs

Upcoming Activities

- Las Vegas Stand Down
- Young at Heart Expo
- Celebration of Aging 2017

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Hamilton's Program

- Deaf Community Leader Award
 - To Be Announced



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Relay is about Connecting People

How can we better connect with you?

Questions?

