

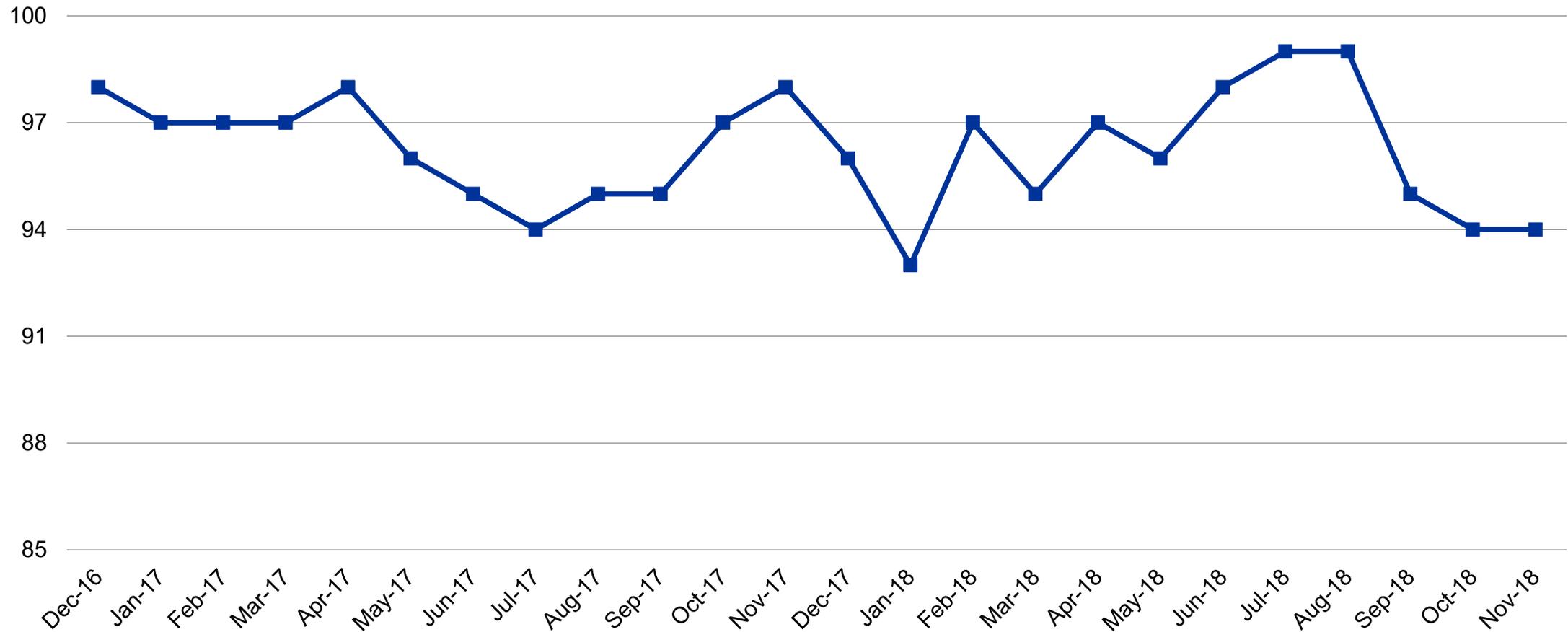


# Relay Nevada Update

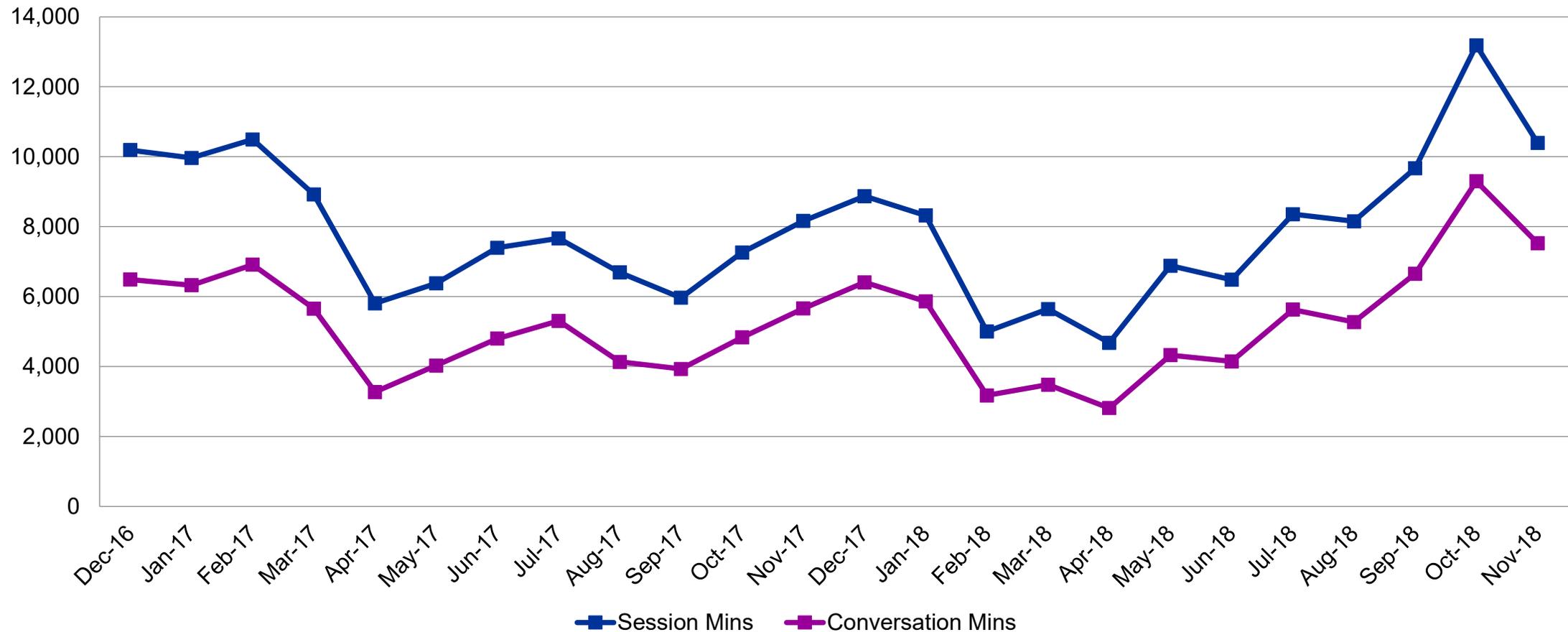
**Christa Cervantes, Account Manager**

**Abby Magtoto, Outreach Coordinator**

## Nevada TRS Percent Answered in 10 Seconds



## Nevada TRS Session and Conversation Minutes





## TRS Quality Scores Most Recent Month

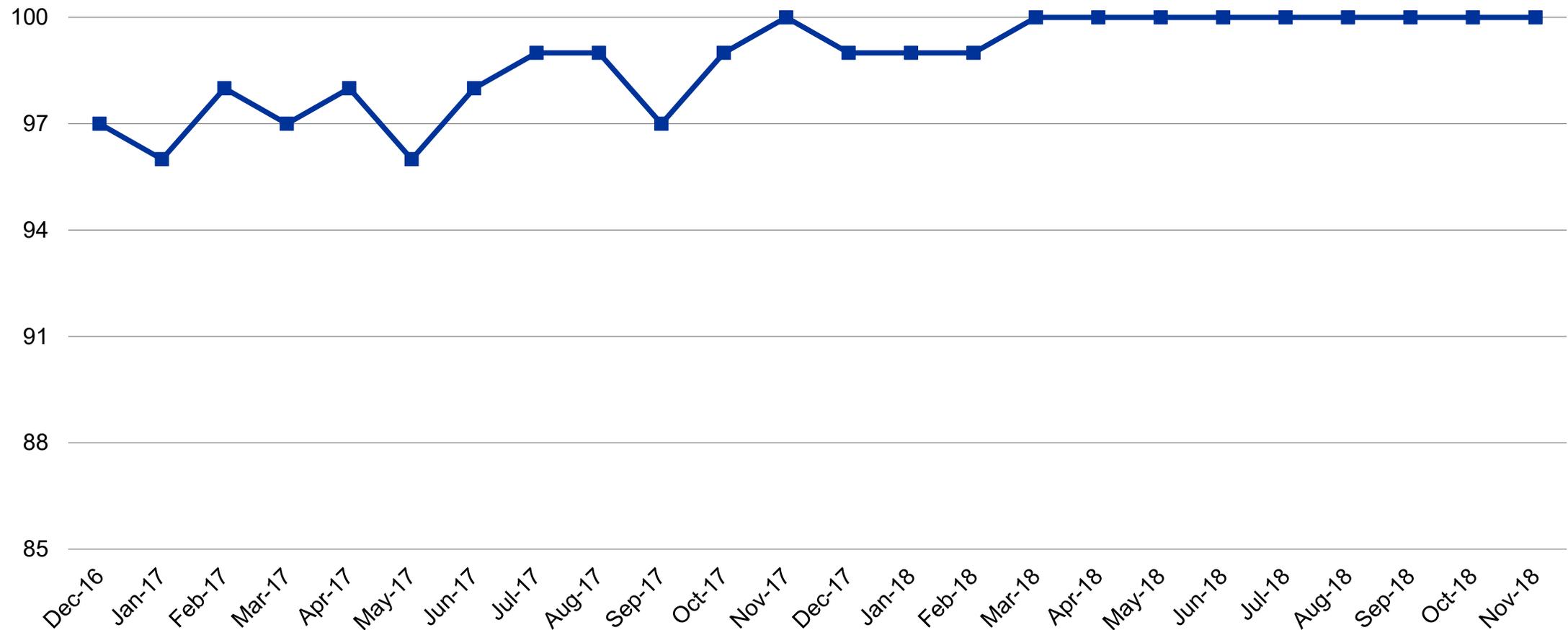
	GA	LA	MD	NE	Company-wide
Current Month QA Average	98%	96%	97%	94%	96%
Previous Month QA Average	98%	92%	94%	93%	94%
Overall Increase/Decrease	0%	+4%	+3%	+1%	+2%
Typing Words Per Minute Average	80.7	77.8	82.3	73.7	78.6
Typing Accuracy Average	99%	96%	99%	98%	98%



## Nevada TRS Customer Care Contact

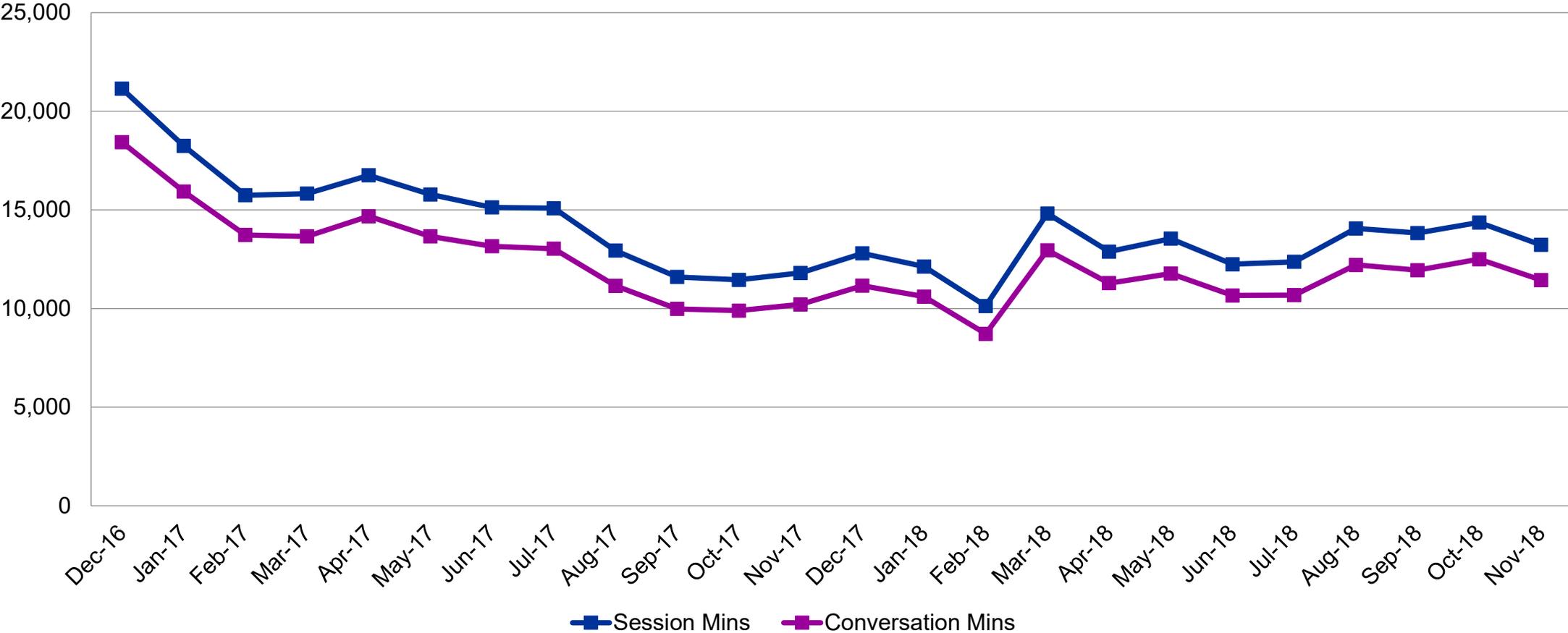
	Sep	Oct	Nov
Technical	0	0	0
General Information	2	5	1
Equipment	2	2	1
Customer Profile	0	0	0
Outreach	0	0	0
Service Complaints	2	1	0
External Complaints	1	0	0
Wrong Number/Hang Up	7	11	5
Compliments/Commendations	0	0	0
Malicious Caller	0	0	0

## Nevada CapTel Percent Answered in 10 Seconds





# Nevada CapTel Session and Conversation Minutes





## CapTel Quality Scores Most Recent Month

Average Words Per Minute	173.95
Average Rate of Accuracy	99.74%
Average Rate of Error	0.26%



## Nevada CapTel Customer Care Contacts

	Sep	Oct	Nov
Service	0	0	0
Technical	0	0	0
Product	0	0	0
Billing	0	0	0
Set Up	0	1	1
Info/Referral/Ed	0	0	1
Other	0	0	0



## Our Redundancy

- September 12, 2018 – Frostburg, MD
- Multiple circuit failures due to fire in manhole
- Both primary and secondary routes affected
- TRS: automatically switched to Virtual Private Network (VPN)
- CapTel: manually switched to VPN
- Redundant path resulted in no down time
- Invisible to customers



## Our Emergency Preparedness

- October 10, 2018 – Albany, Georgia
- Albany, Georgia center in direct path of hurricane
- Immediate activation of our emergency preparedness plan
- City of Albany without electricity and water for several days
- Our Uninterruptible Power Supply kept relay floor operational
- No down time



## Nevada Outreach Events

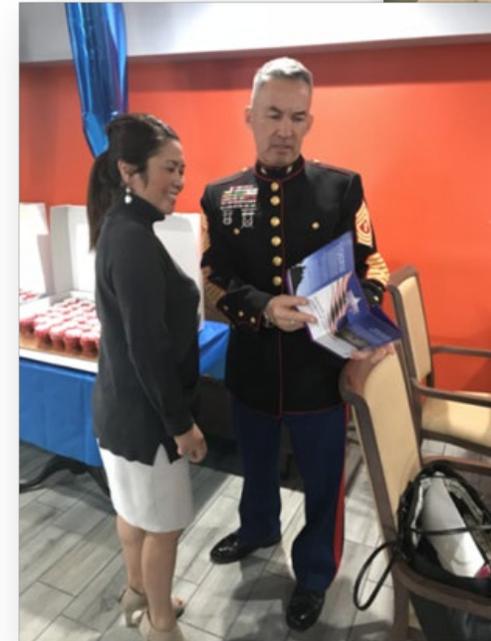
- 34 Presentations
- 27 Exhibits
- 55 Field Visits
- 11 Networking Meetings





## Nevada Outreach Highlights

- Mesquite City Mayor and City Manager Presentation
- NV Career Center One-Stop Operations Presentation/Training
- MGM Properties Exhibits
  - All MGM Hotels and Casinos in Las Vegas
- Camp Signshine Sponsorship
- Taste of Technology at Deaf Centers of Nevada
- Deaf Community Leader Award
  - Timothy J. Smalley





## Nevada Upcoming Outreach Events

- Mesquite Senior Center Resource Fair
- NV Dept. of Employment, Training and Rehabilitation ALL Staff Meeting Presentation
- Pahrump, NV Presentations
  - Nye County HHSA
  - Rural Community Health Services
  - Rural Regional Center
- Nye County Social Workers Resource Fair
- 1<sup>st</sup> Annual Moapa Valley 2019 Community Resources Fair
- NV Governor's Council on Developmental Disabilities Presentation



## CUSTOMER CARE CORNER: Making 911 Calls

If you have difficulty hearing or speaking over the phone, you may prefer using relay services whenever you make a phone call. However, during an emergency, a landline is still the best way to call 911 directly. Here are a couple reasons why:

- Your telephone, TTY or CapTel® phone provide a direct link to your emergency service provider and is the fastest connection to reach emergency service personnel and 911.
- In the event of a power outage, an IP-based phone or computer that requires Internet access may not work if you do not have a backup power source.

Hamilton CapTel for PC/Mac, smartphones and tablets handle 911 calls differently than traditional telephone services. If using Hamilton CapTel on a web or mobile device to dial 911 directly is your best option, here is what you can do:

- Provide your name, telephone number and location at the beginning of the call so that it can be routed to an appropriate emergency service provider.



- Ensure that you have a backup power source if your phone or computer need access to the Internet.
- Make sure your Hamilton CapTel account is up-to-date with current location information.

It is always best when calling 911 to have a reliable connection, state your physical location as soon as possible and understand how all relay services operate. For more information, visit [www.HamiltonCapTel.com/911](http://www.HamiltonCapTel.com/911).

*Voice and data plans may be required when using Hamilton CapTel on a smartphone or tablet. The Hamilton CapTel phone requires telephone service and high-speed Internet access. Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit [fcc.gov](http://fcc.gov). Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911).*



# Questions?