



**Relay Nevada Annual Report
September 2019 – June 2020**

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Relay Nevada Highlights

2019: Sprint is selected by the Communication Access Services Division of the Nevada Department of Health and Human Services to provide Telecommunications Relay Service (TRS) and Captioned Telephone (CapTel) service effective September 1, 2019.

2020: Despite the COVID-19 pandemic providing challenges in meeting TRS and CapTel service level requirements of 85% and an average speed of answer in 10 seconds, Sprint Accessibility exceeded these with an unadjusted year-end average of 93.10%/5.68 seconds and an adjusted 97.3%/unadjusted 9.45 seconds, respectively.

About Relay Nevada

Relay Nevada offers many ways for you to communicate with anyone that has a phone. We have the services you need to never miss a word.

Relay Nevada is a free public service that enables people with hearing or speech loss who use a teletypewriter (TTY) or other assistive device to communicate with standard telephone users. The conversation is relayed between the two parties by a specially trained Relay Operator. Relay Nevada is available 24 hours a day 365 days per year.

www.relaynevada.com

A Message from the Customer Relations Manager

Sprint Accessibility is pleased to present to the Communication Access Services Division of the Nevada Department of Health and Human Services administration this September 2019 to August 2020 annual report summarizing trends in Telecommunications Relay Services (TRS) and Captioned Telephone Service (CTS), along with spotlighting outreach education to Nevada consumers.

During this 10-month reporting year, the Relay Nevada Customer Relations Manager continued educational efforts across the state. Despite the COVID-19 pandemic requiring nearly all events to be canceled from mid-March to June 2020, the outreach team participated in 28 outreach activities in 6 towns (with 38 additional visits to those already visited towns); read more on page four. In addition, relay education and sponsorship efforts included:

- Created a Facebook page.
- Developed a website.
- Hired Outreach Specialists.
- Aired a TRS public service announcement for 578 broadcasts.
- Four Outreach Experts, Inc., Outreach Specialists educated consumers on Internet-based CapTel products statewide.

Despite the COVID-19 pandemic providing challenges in meeting TRS and CapTel service level requirements of 85%, Sprint Accessibility exceeded this requirement with a year-end average for unadjusted TRS of **93.10% and average speed of answer in 5.68 seconds**; and the CapTel averages were an adjusted **97.3%** service level and an unadjusted average speed of answer in **9.45 seconds**.

Relay Nevada session minutes this reporting year showed the following trends:

TTY-based: 110,000 minutes

Speech-to-Speech: 118 minutes

CapTel: 161,745 minutes

Sprint Accessibility appreciates the Communication Access Services Division of the Nevada

TRS: 54.78%

STS: 00.03%

CapTel: 45.19%

Department of Health and Human Services, the in-state Relay Nevada Outreach Specialists, four in-state Outreach Experts, Inc., Outreach Specialists, and the state relay users for the opportunity to provide Relay Nevada and IP-based services, outreach education, and customer support.

Yours in Relay,



Ken Arcia

Customer Relations Manager

800-676-3777 V/TTY

520-277-7278 VP

913-523-0275 F

kenneth.arcia@sprint.com

Relay Nevada Outreach and Deliverables

Outreach

During this reporting year, Relay Nevada outreach efforts included promoting relay service awareness through product and service demonstrations, presentations, exhibitions, trainings, event contributions, and information dissemination throughout the state, and via the www.relaynevada.com website.

The Relay Nevada Outreach team, consisting of the Relay Nevada Customer Relations Manager, two Relay Nevada Outreach Specialists (one from September 2019 to February 2020 and one from September 2019 to present) and the four in-state Outreach Experts, Inc. (OEI) Outreach Specialists, supported health fairs, senior expositions, and senior living communities.

Outreach Experts, Inc.

As an **added and no-cost advantage to Relay Nevada**, four outreach specialists from the Outreach Experts, Inc. (OEI) team partnered with Relay Nevada and Sprint Accessibility to promote awareness throughout the state about Internet Protocol (IP) CapTel phones and service. The four OEI Outreach Specialists, where three reside in Las Vegas and one in Fernley, exhibited at tradeshow; and performed installations and one-on-one trainings for the Internet-based CapTel phones. OEI and Relay Nevada operate on separate plans and budgets.

See Appendix A for a full listing of outreach activities performed by Relay Nevada.

Outreach performed by OEI are listed in Table 1 below:

First Day of Event	Last Day of Event	City	Name of Event
September 3, 2019	September 3	Reno	Senior Fest
September 14, 2019	September 14	Pahrump	Ocation at Mountain Falls Health Fair
September 19, 2019	September 19	Las Vegas	Siena Health Fair
September 21, 2019	September 21	Henderson	Sun City Anthem Henderson Health Fair
September 28, 2019	September 28	Las Vegas	Health Fair Sun City Summerlin
October 2, 2019	October 2	Las Vegas	NV Forum on Aging Conference
October 5, 2019	October 5	Lake Havasu	Lake Havasu Community Health Fair
October 5, 2019	October 5	Henderson	Sun City MacDonald Ranch Community Health Fair
October 9, 2019	October 9	Las Vegas	ProExpo Senior Expo
October 19, 2019	October 19	Las Vegas	Spotlight Spectacular
October 23, 2019	October 23	Las Vegas	ProExpo Senior Expo
October 28, 2019	October 28	Las Vegas	ProExpo Senior Expo
October 30, 2019	October 30	Las Vegas	ProExpo Senior Expo
November 8, 2019	November 8	Las Vegas	LVBNM Red White & Blue Expo
November 9, 2019	November 9	Las Vegas	Agewell Expo

First Day of Event	Last Day of Event	City	Name of Event
November 14, 2019	November 14	Las Vegas	SNRHA Celebration on Aging
November 15, 2019	November 15	Las Vegas	DriTech Corporation Employee Wellness Fair
November 19, 2019	November 19	Las Vegas	Hirschi Masonry Employee Wellness Fair
November 20, 2019	November 20	Las Vegas	Four Seasons Employee Wellness Fair
December 16, 2019	December 16	North Las Vegas	Paratransit Employee Wellness Fair
January 7, 2020	January 7	Las Vegas	LVBNM Baby Boomer Expo
February 10, 2020	February 10	Las Vegas	Senior Expo Series - Southwest
February 12, 2020	February 12	Las Vegas	Senior Expo Series - Summerlin
February 19, 2020	February 19	Las Vegas	Senior Expo Series - Northwest
February 22, 2020	February 22	Henderson	Sun City MacDonald Ranch Community Health, Home & Resource Fair
February 26, 2020	February 26	Henderson	Senior Expo Series - Henderson
March 10, 2020	March 10	North Las Vegas	Senior Expo Series - Aliante
March 14, 2020	March 14	Henderson	McDonald Ranch Home Show
March 21, 2020	March 21, 2020	Las Vegas	Health & Wellness Expo

Table 1

Towns Visited

- Cheyenne
- Dayton
- Las Vegas (+20 additional visits)
- Reno (+17 additional visits)
- Sparks
- Summerlin (+1 additional visit)

Due to the COVID-19 pandemic, it was ordered that nearly all outreach be halted from mid-March to June for the safety of the employees and customers until further notice.

Statistics

Relay Nevada

- 28 Exhibits/Activities
- 6 Towns (+38 additional visits)

Outreach Experts, Inc.

- 29 Exhibits/Activities
- 5 Towns (+24 additional visits)

Total by Both Teams

- 57 Exhibits/Activities
- 11 Towns (+62 additional visits)

Public Service Announcement

A 30-second Relay Nevada television commercial was broadcast during the weeks of May 18 to June 22, 2020. See Figures 1-3. The commercials, which also include captions, were broadcast 578 times in four markets on ABC, CBS, FOX, and NBC in Reno.

Selected shows included:

- Good Morning, Reno
- Good Morning, America
- Good Morning, America/Pandemic: What You Need to Know
- Let's Make a Deal
- The Price is Right
- Today with Hoda & Jenna
- Judge Judy
- Family Feud
- Several news programs



Figure 1: Public service announcement – Beginning of the commercial

Figure 2: Public service announcement – CapTel portion of the commercial

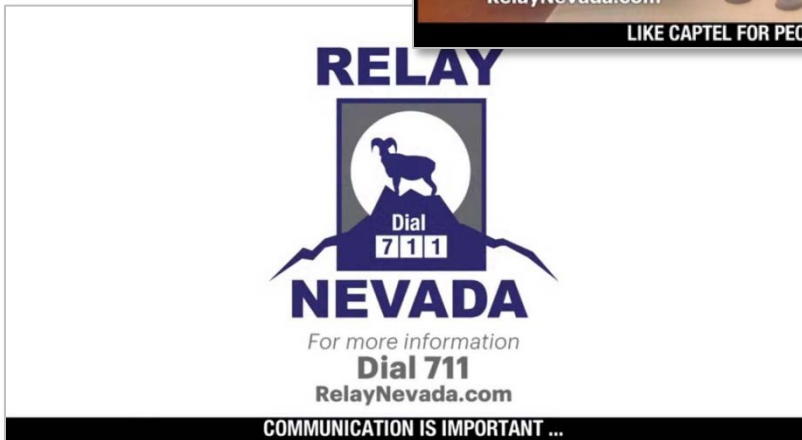


Figure 3: Public service announcement – Ending of the commercial

Website

The Relay Nevada TRS website, at www.relaynevada.com, was developed and launched in October 2019. It is an online tool which provides information explaining how different types of traditional relay and CapTel calls are handled, displays information in acquiring specialized equipment, contains a page where one can request specific outreach services, and has additional resources. See Figures 4 to 6 for selected webpages.

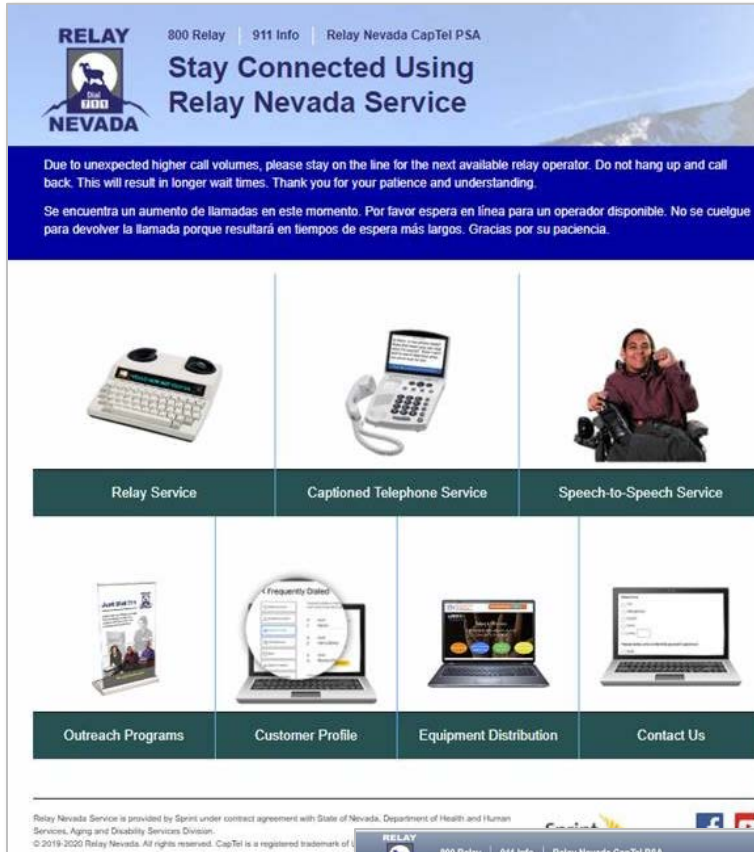


Figure 4: Website homepage

Figure 5: Website with Nevada Equipment Distribution Program information

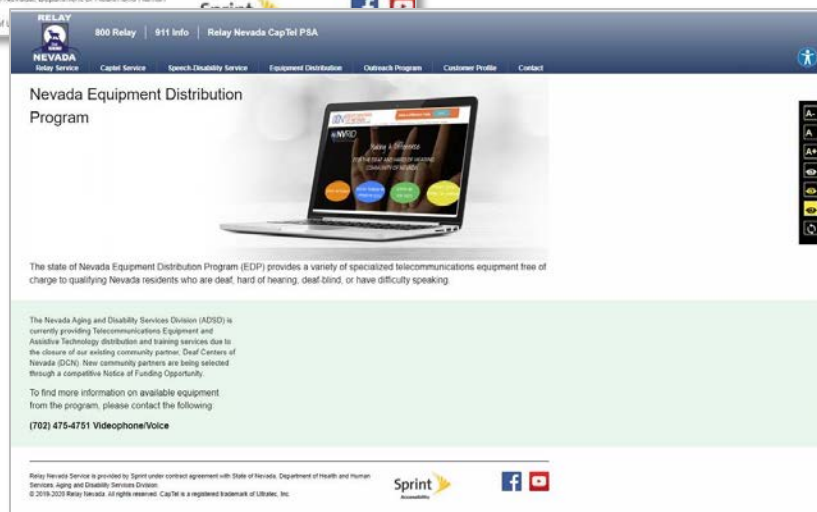


Figure 6: Website – Outreach requests



Metrics

To gauge trends in number of viewers and page views, the Customer Relations Manager receives a metric calculation each month for the TRS website. See Figure 7 for these statistics. During this reporting year, there were 3,438 website page views.

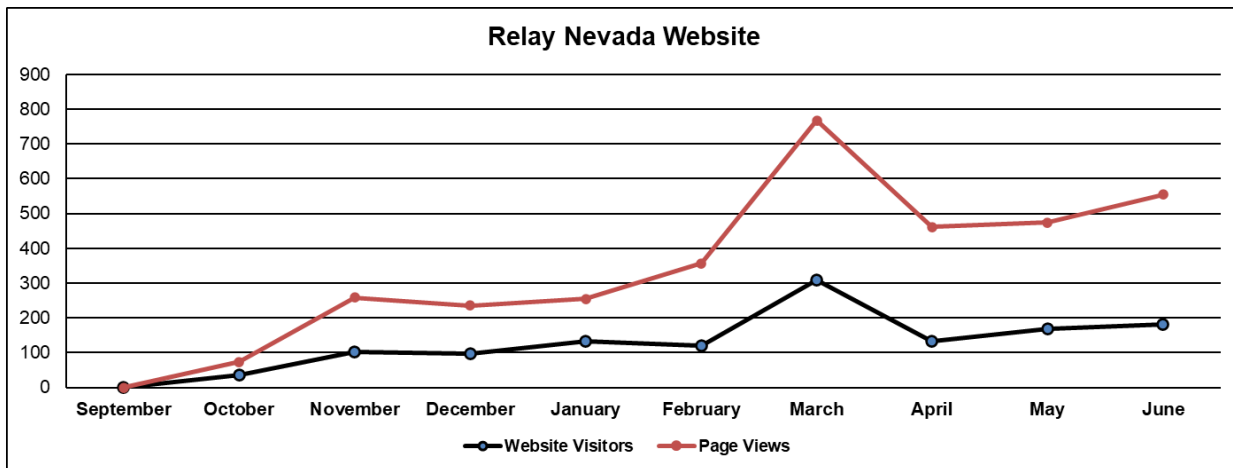


Figure 7: TRS website statistics

Facebook

Relay Nevada established a new Facebook page in September 2019 (www.facebook.com/relaynevada). It was created to provide immediate information access on the TRS, Speech-to-Speech and CapTel services.

Every several days or so, a post is made on the Facebook page. Posts include relay tips, trending news relating to persons who are deaf or hard of hearing, quotes by well-known persons, recognizing holidays, fun ways to describe relay calls, and more. See Figures 8-10 for selected examples of posts during Year 2019 and Year 2020.

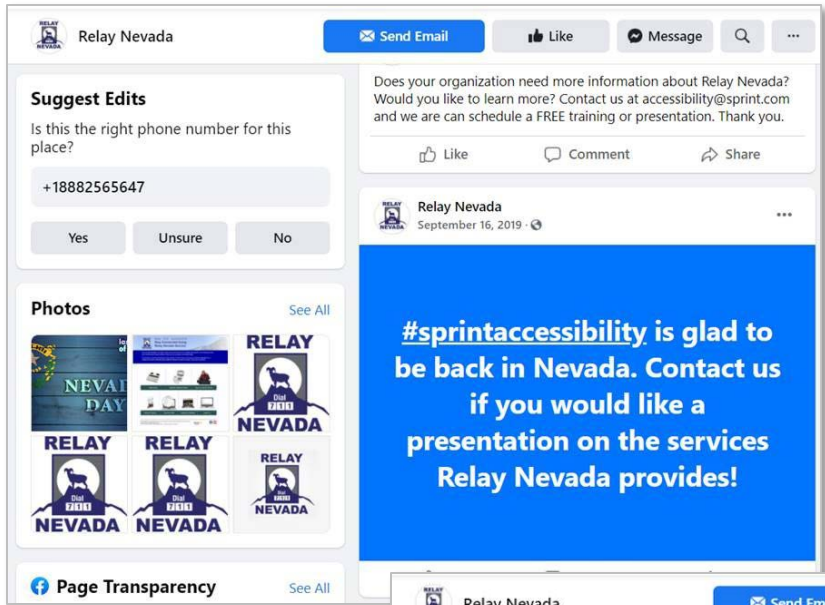


Figure 8: Facebook post – September 2019

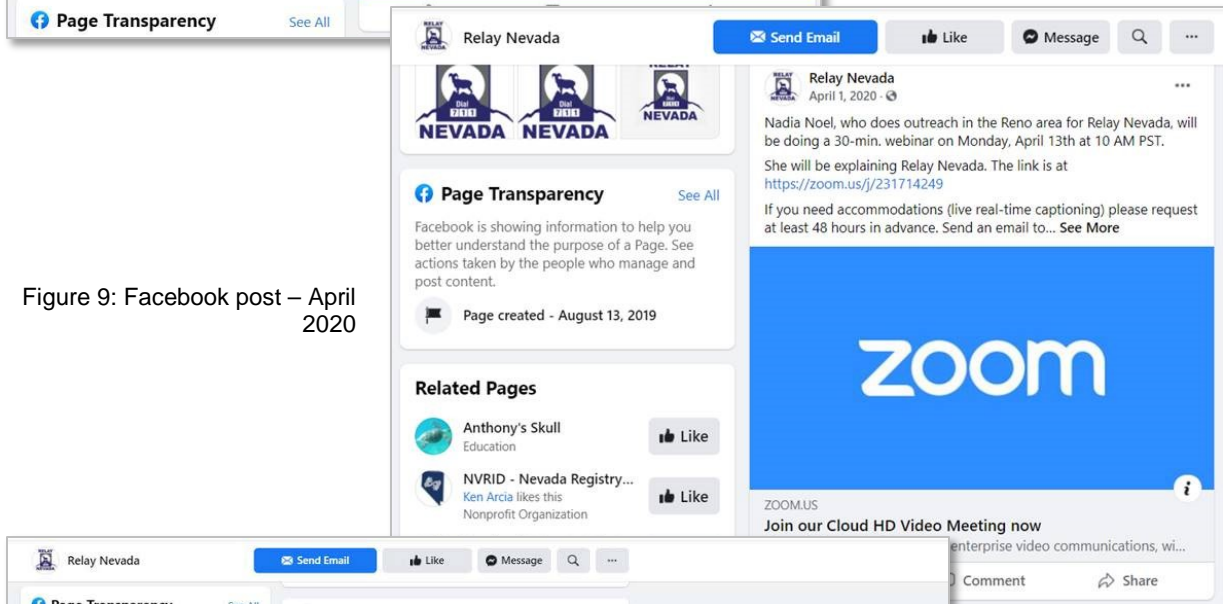
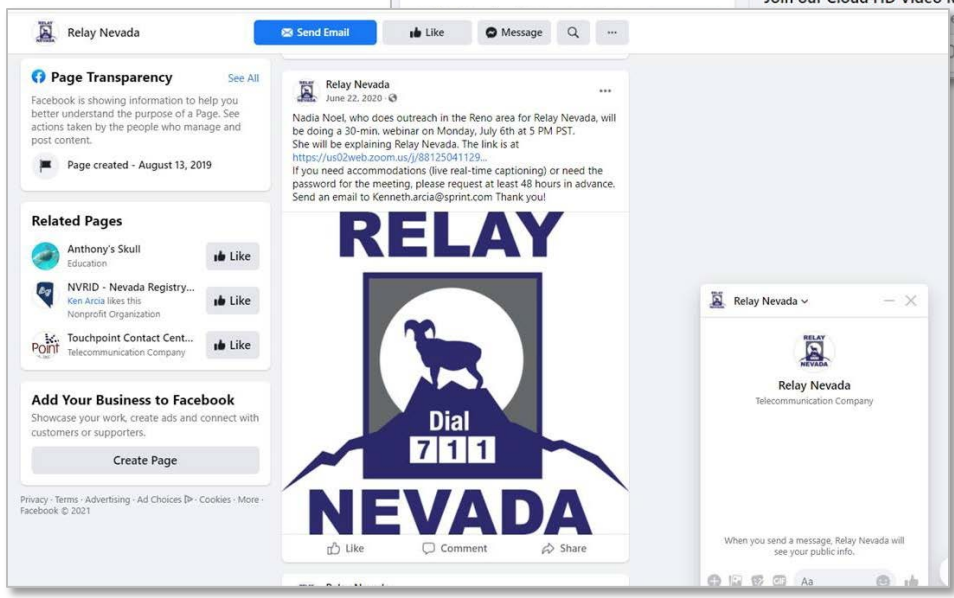


Figure 9: Facebook post – April 2020

Figure 10: Facebook post – June 2020



Metrics

Each month, the Customer Relations Manager documents the number of viewers who clicked “Like” so that they can follow this page’s newsfeed as posts are made. Figure 11 shows this increasing statistic.

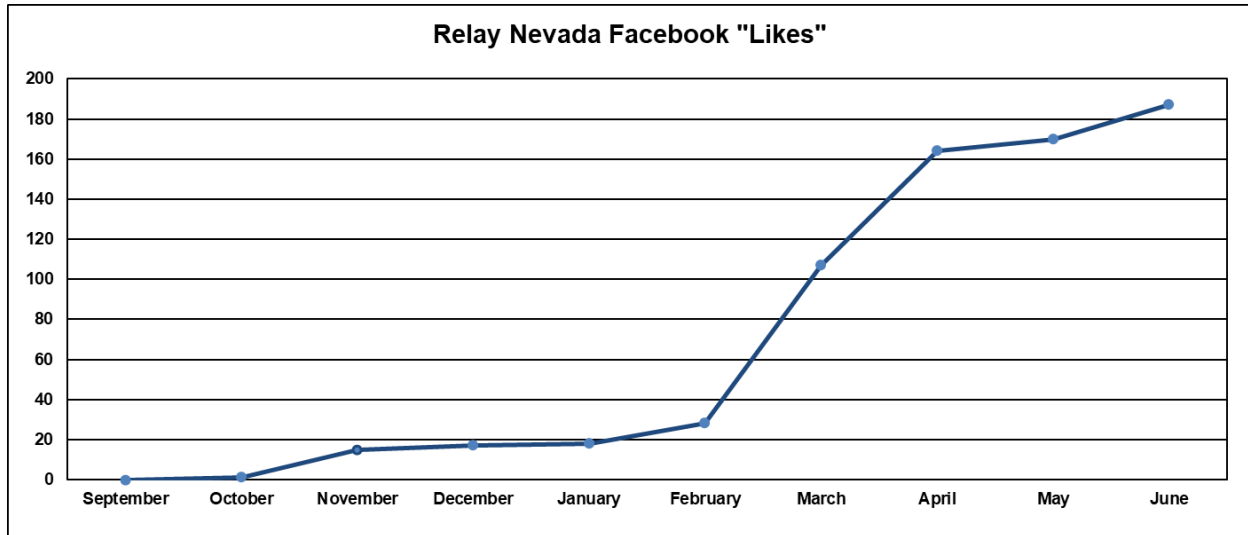


Figure 11: Facebook “Likes”

Promotional Items

To capture people’s attention at outreach events, the Relay Nevada promotional items of notebooks with stylus pens, hand sanitizers and sunshades were produced in April 2020. Due to the COVID-19 pandemic, these items will be distributed at events, and to organizations and individuals for presentations once it’s safe to resume in-person outreach education. See Figure 12.



Figure 12: Promotional items

Sprint Accessibility: News and Enhancements

Sprint Accessibility offers products and services to reduce or eliminate communication barriers for customers who are deaf, hard of hearing, deaf-blind, have a hearing or vision loss, or a cognitive, speech or mobility disability. This past year, Sprint has continued to make improvements to better serve customers and end users.

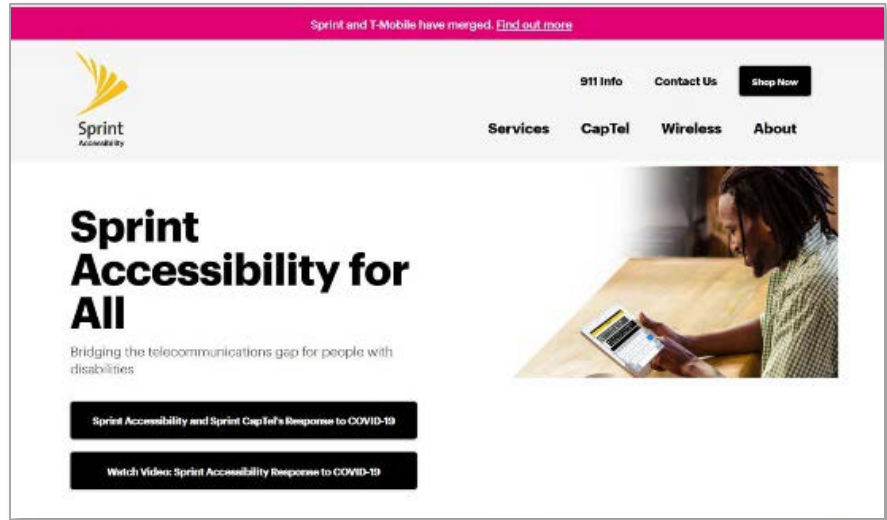


Figure 13

TRS and CapTel Call Centers

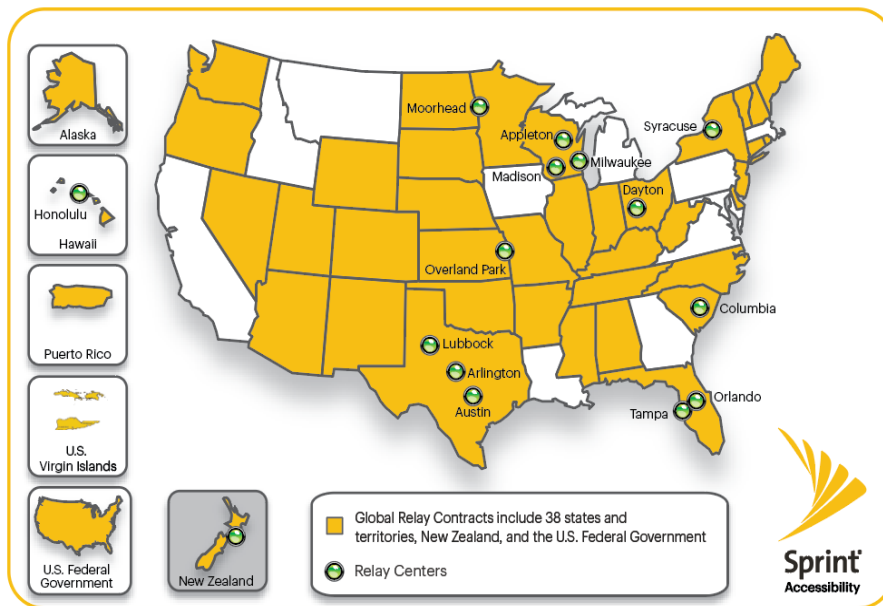


Figure 14: Map of call centers and relay contracts

Sprint and its vendors utilize 15 relay centers geographically dispersed throughout the United States to handle TRS and CapTel traffic. Sprint maintains the platform technology, training, and workforce management for all TRS call centers. Sprint's CapTel subcontractor and technology provider, Captioned Telephone Inc. (CTI), maintains service for all wireline CapTel call centers.

All CapTel call centers use identical technology and follow the same training and procedures, so regardless of where the call is handled, CapTel users will receive the same high-quality service.

COVID-19

Sprint's Measures

During the COVID-19 pandemic, Sprint worked with our vendors to continue delivering relay services for all our customers. We implemented extensive cleaning and social-distancing practices in all call centers. Additionally, Sprint's IT and Operations teams developed a work-from-home solution that can be used to back-up centers. These efforts will also help provide continuity of service for other types of natural disasters. Sprint communicated our pandemic responses to State Telecommunication Administrators of Relay by Sprint (STARS) and the Federal Communications Commission (FCC).

Service Level and Average Speed of Answer

An excerpt from the FCC's docket DA 20-281 released on March 16, 2020, outlined:

"6. Waivers applicable to non-VRS forms of TRS. (17) Due to the recent sharp increase in TRS traffic and the continuing challenge of maintaining CA staffing during this national emergency, it may be temporarily infeasible for TRS providers to comply fully with the daily speed-of-answer standard applicable to all forms of TRS other than VRS. (18) Based on these circumstances, the Bureau finds good cause to waive, from March 1, 2020, through May 15, 2020, (19) the requirement that non-VRS TRS providers answer 85% of calls within 10 seconds, measured on a daily basis, conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured on a monthly basis. We grant a conforming waiver of the rule requiring adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, (20) to the extent necessary to conform to the specific speed-of-answer waiver granted above."

Sprint has kept its state relay administrators abreast of their state's 85%/120 service levels based on their preferred communication frequency. As of July, the "...through May 15, 2020..." date has been extended to August 31, 2020.

T-Mobile Merger

On April 1, 2020, T-Mobile US, Inc. announced official completion of its merger with Sprint Corporation to create the New T-Mobile. The parent of the combined company is T-Mobile US, Inc., whose shares of common stock will continue to trade on the NASDAQ Global Select Market under the symbol "TMUS."

Relay Enhancements

Sprint continually enhances relay products and services in order to provide an exceptional experience for all relay customers. Feedback, implementation, testing, and usage by consumers and team members make this possible. During the reporting timeframe, Sprint Accessibility completed the following enhancements and training:

Operations:

- Refresher training:
 - Greeting and announcements

- Spelling and grammar
- Conversation flow and voice tone inflection
- Inbound call detection
- Use of macros
- Diversity awareness
- Answering machine procedures
- Sprint IP Relay: Updates to identify behavior criteria used to distinguish inappropriate use prior to intervening to initiating the standard advisory statement
- Communication Assistant (CA) call processing system improvements
- Added an STS call center
- Implemented new state information



Relay Nevada Statistics – TRS

The following information indicates the trends in the 10-month total number of TRS session minutes, Speech-to-Speech minutes, inbound Spanish-to-Spanish calls, outbound calls placed by end users, calling trends, 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 [VCO], TeleBraille, and Speech to Speech [STS]) currently provided by Relay Nevada.

See Appendix B for a complete statistics report.

TRS Session Minutes	
September 2019	9,403
October	10,570
November	10,301
December	10,982
January 2020	10,531
February	12,736
March	13,796
April	12,065
May	10,149
June	9,467

Session Minutes - TRS

Table 2 indicates the total monthly session minutes processed through Relay Nevada. The total of **110,000 TRS session minutes** includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. CapTel minutes are reported separately.

Table 2

STS Session Minutes	
September 2019	10
October	23
November	28
December	5
January 2020	4
February	1
March	3
April	3
May	34
June	7

Table 3

Inbound Spanish-to-Spanish Calls	
September 2019	54
October	77
November	84
December	96
January 2020	93
February	102
March	112
April	140
May	102
June	108

Table 4

Outbound Calls Completed by End Users	
September 2019	1,239
October	1,463
November	1,363
December	1,637
January 2020	1,241
February	1,848
March	1,763
April	1,474
May	1,383
June	1,604

Table 5

Session Minutes – Speech to Speech

This reporting year contained **118 Speech-to-Speech (STS) session minutes** (Table 3).

Inbound Spanish-to-Spanish Calls - TRS

A total of **968 Spanish-to-Spanish calls** were processed during this reporting year. Table 4 shows a monthly breakdown.

Outbound Calls Completed by End Users - TRS

Table 5 depicts the total number of outbound calls completed by end users through Relay Nevada. This reflects all calls handled by relay agents and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. STS is included as well. For this reporting period, there were **15,015 outbound calls**.

Calling Trends - TRS

In May, specific information detailing where Relay Nevada TRS calls originated is presented in graphic form. The May 2020 map (Figure 15 on the next page) shows where the highest concentrations are (in red) to lowest (in grey).

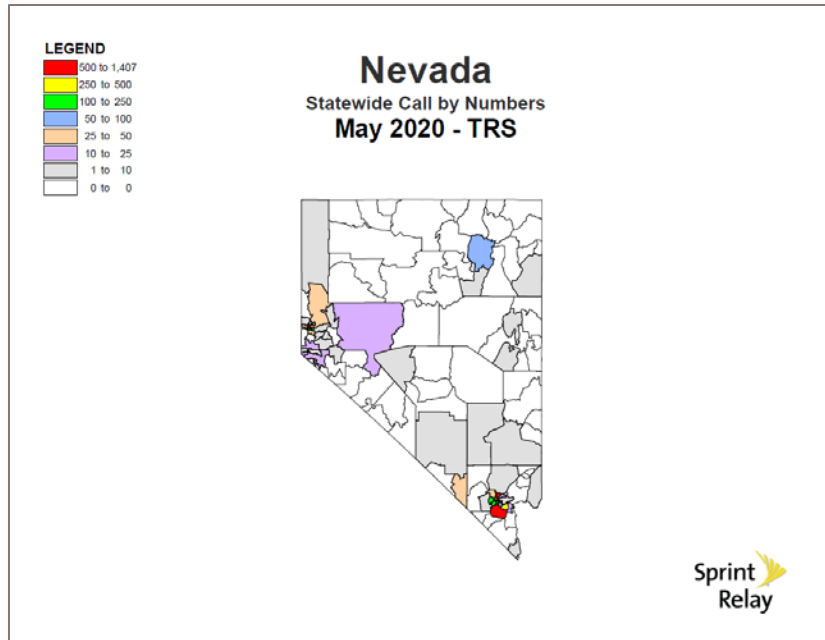


Figure 15: TRS Calls Map – May 2020

TRS Average Speed of Answer and Service Levels		
	ASA	SVL
September 2019	1.5	97%
October	1.4	98%
November	1.6	97%
December	1.8	97%
January 2020	2.2	97%
February	1.5	98%
March	22.3	81%
April	20.7	73%
May	2.7	95%
June	1.1	98%

Average Speed of Answer and Service Level - TRS

Table 6 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. Average Speed of Answer (ASA) identifies the number of seconds required to answer a call. Relay Nevada’s TRS daily requirement is that 85% of all calls are answered within 10 seconds. The unadjusted ASA was **5.68 seconds**, and the unadjusted Service Level (SVL) was that **93.10% of calls** were answered within 10 seconds. This is an accomplished measure since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes.

Table 6

FCC Annual Consumer Contact Log - TRS

The Relay Nevada Customer Relations Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CTS to the Communication Access Services Division of the Nevada Department of Health and Human Services administration, who then submits the report to the FCC. During the FCC’s reporting year from June 2019 to May 2020 for TRS, there were **0 commendations, 3 complaints, and 351 inquiries.**

Relay Nevada Statistics – CapTel (CTS)

Customer Testimonials

“Only very good experiences I have had with CapTel services. It has been a blessing to get a CapTel phone to now understand every word said.”

“All the CapTel Customer Services are always prompt to answer all of my questions especially in the Spanish department. Thanks for a job well done!”

“I love it I really love it. I wish my other phone was as good as the CapTel. The CapTel changed everything for me it really helps!”

The following information indicates the trends of the 10-month total number of session minutes, call volume, calling trends, average speed of answer and service level, and contacts with customers. The numbers reflect the CapTel services (such as voice, data, intrastate, international, and other call services) that are currently provided by Relay Nevada.

See Appendix B for a complete statistics report.

Session Minutes - CapTel

A breakdown of monthly session minutes is shown in Table 7. This reporting year’s Nevada **CapTel session minutes totaled 161,745.**

Call Volume - CapTel

A total of **40,766 Nevada CapTel calls** were generated this reporting year. A breakdown of monthly call volume is displayed in Table 8.

Calling Trends - CapTel

In May, specific information detailing where Relay Nevada CapTel calls originated is presented in graphic form. The May 2020 map (Figure 16 on the next page) shows where the highest concentrations are (in red) to lowest (in grey).

CapTel Session Minutes	
September 2019	17,035
October	17,322
November	15,869
December	16,326
January 2020	14,894
February	13,408
March	17,451
April	16,764
May	16,712
June	15,964

Table 7

CapTel Call Volume	
September 2019	4,811
October	5,180
November	4,341
December	4,619
January 2020	4,027
February	3,706
March	3,657
April	2,857
May	3,732
June	3,836

Table 8

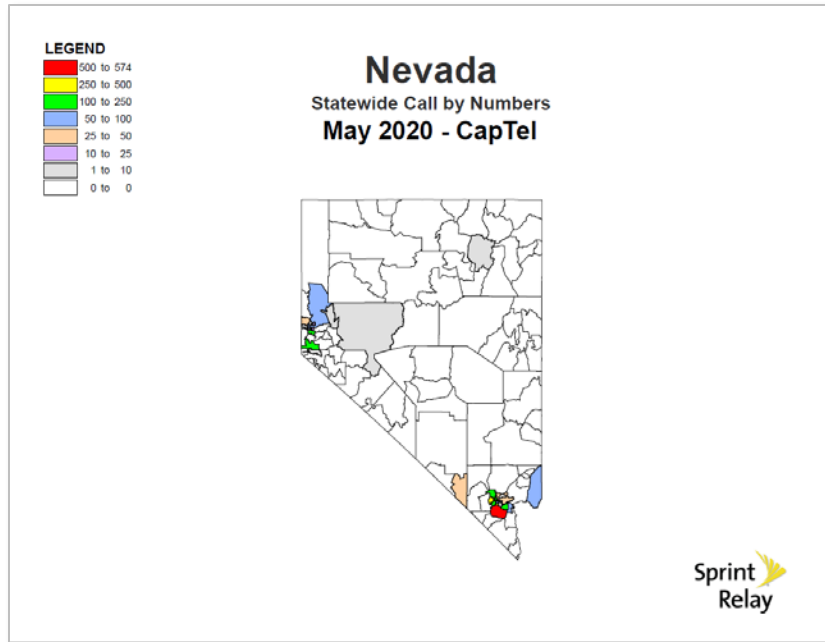


Figure 16: CapTel Calls Map – May 2020

CapTel Average Speed of Answer and Service Levels		
	ASA	SVL
September 2019	0.63	99.85%
October	0.70	99.60%
November	0.80	99.50%
December	0.74	99.60%
January 2020	0.68	99.60%
February	0.63	99.80%
March	24.32	93.20%
April	49.91	85.60%
May	12.64	97.00%
June	3.40	99.70%

Average Speed of Answer and Service Level - CapTel

Table 9 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. Average Speed of Answer (ASA) identifies the number of seconds required to answer a call. Relay Nevada’s CapTel daily requirement is that 85% of all calls are answered within 10 seconds. The unadjusted ASA was **9.45 seconds**, and the adjusted (to 120 seconds per the FCC waiver) Service Level (SVL) was that **97.3% of calls** were answered within 10 seconds. This is an accomplished measure since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes.

Table 9

FCC Annual Consumer Contact Log - CapTel

The Relay Nevada Customer Relations Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CTS to the Communication Access Services Division of the Nevada Department of Health and Human Services administration, who then submits the report to the FCC. During the FCC’s reporting year from June 2019 to May 2020 for CapTel, there were **3 commendations, 18 complaints, and 39 inquiries**.


Thank you

Thank you, Nevada, for granting Sprint Accessibility the means to provide Relay Nevada telephone-access services to relay users who are deaf, hard-of-hearing, deafblind, or have a speech disability.

Appendices

Appendix A - Relay Nevada Outreach


Due to the COVID-19 pandemic, it was ordered that all outreach be halted for the safety of the employees and customers until further notice.

	Outreach Events	Month Visited	Target Audience	Type of Work	City	Webinars	Attendees
Reno							
October							
	The Seasons of Reno		Seniors	Dropped off Brochures	Reno		2
	Reno Valley Assisted Living		Seniors	Dropped off Brochures	Reno		1
	Park Place Assisted Living		Seniors	Dropped off Brochures	Reno		1
	Five Star Premiere Residences		Seniors	Presentation	Reno		4
November							
	Atria Summit		Seniors	Presentation	Reno	2	5
	Brookdale Reno		Seniors	Dropped off Brochures	Reno		2
	Washoe Senior Living		Seniors	Dropped off Brochures	Reno		1
	Stone Valley Assisted Living		Seniors	Dropped off Brochures	Reno		2
December							
	Fountains Senior Care		Seniors	Presentation	Reno	1	3
	Brookdale Sparks		Seniors	Dropped off Brochures	Sparks		2
January							
	Harmony Homes		Seniors	Dropped off Brochures	Reno	2	2
	South Meadows Residential Care		Seniors	Dropped off Brochures	Reno		2
	Arbors Memory		Seniors	Dropped off Brochures	Reno		2
	Lakeside Manor Retirement		Seniors	Presentation	Reno		4
February							
	Sky Peaks		Seniors	Presentation	Reno	2	3
	Promenade on the River		Seniors	Dropped off Brochures	Reno		2
	Mountain Lakes Estates Retirement Living		Seniors	Presentation	Reno		4
	Our Home Adult Living		Seniors	Presentation	Reno		4
March							
	Dayton Senior Center		Seniors	Presentation	Dayton	2	6
	Lyon County Senior Center		Seniors	Presentation	Reno		7
April							
	Travel halted due to COVID-19					3	
May							
						3	
June							
						4	
Total Outreach Events - Reno						19	59

Las Vegas						
October						
Las Vegas Meadows		Seniors	Presentation	Las Vegas		4
Atria Seville		Seniors	Presentation	Las Vegas		3
Las Ventanas at Summerlin		Seniors	Dropped off Brochures	Summerlin		2
Vegas 55+		Seniors	Dropped off Brochures	Las Vegas		2
	November				2	
Carefree Senior Living		Seniors	Presentation	Las Vegas		3
Promenade at the Meadows		Seniors	Presentation	Las Vegas		4
The Wentworth of Las Vegas		Seniors	Presentation	Las Vegas		4
Oakmont of the Lakes		Seniors	Dropped off Brochures	Las Vegas		2
Vista Park Retirement		Seniors	Presentation	Las Vegas		3
	December				1	
Summerlin		Seniors	Dropped off Brochures	Summerlin		2
Red Rock Pointe Retirement		Seniors	Presentation	Las Vegas		4
Summerline Senior Living		Seniors	Dropped off Brochures	Las Vegas		2
	January				2	
Oakey Assisted Living		Seniors	Presentation	Las Vegas		3
Desert View Senior Living		Seniors	Dropped off Brochures	Las Vegas		2
The Echelon		Seniors	Presentation	Las Vegas		4
Avamere at Cheyenne		Seniors	Presentation	Cheyenne		3
Ender Loving Care Senior Residence		Seniors	Dropped off Brochures	Las Vegas		2
	February				2	
Taste of Technology at DCNV		Deaf / HH	Booth	Las Vegas		25
Clopot Ben Retirement Community		Seniors	Dropped off Brochures	Las Vegas		2
Legacy House of Centennial Mills		Seniors	Dropped off Brochures	Las Vegas		2
Durango Gardens		Seniors	Presentation	Las Vegas		3
Aegis Living		Seniors	Presentation	Las Vegas		3
Silver Sky Living		Seniors	Dropped off Brochures	Las Vegas		2
	March				2	
Hands and Voices event - booth		Deaf / HH	Booth	Las Vegas		8
Contractor left in March 2020						
Total Outreach Events - Las Vegas					9	94
Total of All Relay Nevada Outreach Events					28	153


*Nevada counts each 1:1 meeting and each webinar towards the outreach requirement

Appendix B - Relay Nevada Traffic Statistics

	<h3>Monthly Traffic Report</h3> <p>July 2019 - June 2020</p>												
	2019					2020						TOTAL	AVERAGE
	September	October	November	December	January	February	March	April	May	June			
RELAY SERVICE INFORMATION													
Incoming Calls Offered	3,508	3,917	3,677	4,930	3,715	3,606	8,018	13,130	10,768	7,800	62,969	6,297	
Incoming Calls Answered	3,351	3,686	3,523	4,655	3,599	3,485	6,687	10,591	10,401	7,672	57,650	5,765	
Abandoned in Queue	157	131	154	275	116	121	1,331	2,539	367	128	5,319	532	
Call Blockage	0	0	0	0	0	0	0	0	0	0	0	0	
Total Number of Calls Placed (by End Users)	4,121	4,627	4,533	6,231	4,467	5,037	7,927	11,475	11,212	8,695	68,325	6,839	
Outbound Calls Completed by End Users	1,239	1,463	1,363	1,637	1,241	1,848	1,763	1,474	1,383	1,604	15,015	1,502	
Total Number of Subscribers (Users)	1,947	2,190	1,998	2,363	2,116	1,904	4,102	6,706	6,431	4,805	34,562	3,456	
Average Weekend Calls	99	78	99	141	75	114	152	184	143	125	1,210	121	
Average Weekday Calls	154	174	173	225	168	201	238	455	466	125	2,439	244	
TTY Inbound Calls	1,127	1,141	1,111	1,171	1,208	1,326	3,473	6,770	7,186	4,930	29,423	2,942	
SERVICE QUALITY											TOTAL	AVERAGE	
Average Speed of Answer (ASA)	1.5	1.4	1.6	1.8	2.2	1.5	22.3	20.7	2.7	1.1		5.68	
Service Level (SVL)	97%	98%	97%	97%	97%	98%	81%	73%	95%	98%		93.10%	
Service Level (SVL) (8512)	97%	98%	97%	97%	97%	99%	99%	95%	97%	99%		97.63%	
Complaints: TRS	1	0	0	0	1	0	0	1	0	0	3	0.30	
Compendations: TRS	0	0	0	0	0	0	0	0	0	0	0	0.00	
RELAY MINUTES OF USE											TOTAL	AVERAGE	
Total Session Minutes of Service	9,403.10	10,589.50	10,300.70	10,961.90	10,530.50	12,736.20	13,796.20	12,064.80	10,149.50	9,486.50	109,997.90	11,000	
Less Intra-state Minutes	(546.70)	(1,133.60)	(1,318.50)	(1,259.70)	(1,064.40)	(1,969.80)	(1,710.90)	(509.70)	(622.00)	(522.50)	(10,657.80)	(1,066)	
Less International Minutes	0.00	0.00	0.00	(0.70)	(34.70)	(23.90)	0.00	0.00	0.00	0.00	(59.30)	(6)	
Less Intra-state Toll-Free Minutes (51%)	(1,101.10)	(1,158.70)	(1,536.00)	(1,384.40)	(1,848.70)	(2,078.30)	(1,789.20)	(1,109.60)	(890.30)	(706.30)	(13,601.60)	(1,360)	
Less Intra-state Directory Assistance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	
Less 900 Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	
Billable Traditional Minutes to State	7,755.30	8,277.20	7,446.20	8,337.10	7,582.70	8,664.20	10,296.10	10,446.50	8,636.20	8,237.70	85,679.20	8,568	

SPEECH-TO-SPEECH											TOTAL	AVERAGE
Total Speech-to-Speech Session Minutes	10.20	23.20	27.70	5.40	3.70	0.80	2.50	3.20	34.40	6.70	117.80	11.78
Less Interstate Minutes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(3.70)	(3.70)	(0)
Less International Minutes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Less Interstate Toll-Free Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(16.40)	0.00	(16.40)	(2)
Less Interstate Directory Assistance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Less 900 Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Billable Speech-to-Speech Minutes to State	10.20	23.20	27.70	5.40	3.70	0.80	2.50	3.20	18.00	3.00	97.70	9.77
RELAY/SPEECH-TO-SPEECH											TOTAL	AVERAGE
Total Billable Intrastate Session Minutes	7,785.50	8,300.40	7,473.90	8,342.50	7,586.40	8,665.00	10,298.60	10,449.70	8,654.20	8,240.70	85,776.90	8,578
CAPTEL SERVICE QUALITY											TOTAL	AVERAGE
Call Count	4,811	5,180	4,341	4,619	4,027	3,708	3,857	2,857	3,732	3,836	40,766	4,077
Average Session Minutes Per Call	3.54	3.34	3.66	3.53	3.70	3.62	4.77	5.87	4.48	4.16		4.07
Average Speed of Answer (ASA)	0.63	0.70	0.80	0.74	0.68	0.63	24.32	49.91	12.64	3.40		9.45
Service Level (SVL)	99.85%	99.6%	99.5%	99.6%	99.6%	99.7%	47.4%	29.7%	69.9%	91.3%		83.6%
Service Level (SVL) (85/120)	99.85%	99.6%	99.5%	99.6%	99.6%	99.8%	93.2%	85.6%	97.0%	99.7%		97.3%
Complaints: CapTel	0	0	0	0	0	0	12	6	0	0	18	2
Commendations: CapTel	0	0	0	0	0	3	0	0	0	0	3	0
CAPTEL MINUTES OF USE											TOTAL	AVERAGE
Total CapTel Session Minutes	17,035.00	17,321.50	15,868.60	16,325.70	14,894.20	13,408.30	17,450.50	16,764.30	16,712.00	15,964.30	161,744	16,174
Less Interstate Minutes	(5,242.10)	(5,391.80)	(5,086.60)	(5,491.20)	(4,711.30)	(4,231.20)	(5,827.20)	(6,063.20)	(4,937.90)	(5,288.20)	(52,260.70)	(5,226)
Less International Minutes	(174.40)	(181.50)	(158.30)	(56.90)	(19.00)	(55.20)	(138.90)	(39.60)	(5.90)	(19.30)	(849.00)	(85)
Less Interstate Toll-Free Minutes (51%)	(1,126.80)	(1,111.60)	(1,311.50)	(1,261.60)	(1,267.10)	(1,139.00)	(1,425.70)	(1,341.90)	(1,055.70)	(1,121.60)	(12,162.50)	(1,216)
Less Interstate Directory Assistance Minutes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Less In 2-Line Minutes (11%)	(62.30)	(64.00)	(37.00)	(35.70)	(26.70)	(24.00)	(32.20)	(24.40)	(29.40)	(30.30)	(366.00)	(37)
Less 900 Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Billable Intrastate CapTel Minutes	10,429.40	10,572.60	9,275.20	9,460.30	8,870.10	7,958.90	10,026.50	9,305.20	10,683.10	9,504.90	96,106	9,611

Appendix C - Relay Nevada Traffic Statistics – Calls Data

	Monthly Traffic Report July 2019 - June 2020											
	2019	2020										
	September	October	November	December	January	February	March	April	May	June	TOTAL	AVERAGE
INBOUND CALLS												
TTY - English	1,123	1,138	1,106	1,169	1,207	1,322	3,462	6,757	7,165	4,928	29,368	2,937
TTY - Spanish	2	6	19	7	17	36	38	44	20	27	216	22
Turbocode	4	3	5	2	1	4	11	13	11	1	55	6
ASCII	2	3	0	0	1	0	1	1	0	1	9	1
Voice - English	2,063	2,275	2,240	3,320	2,214	1,997	3,028	3,728	3,106	2,627	26,998	2,660
Voice - Spanish	52	71	65	89	78	85	74	98	82	80	750	75
Voice Carryover (VCO) - English	151	263	147	190	133	144	124	97	139	132	1,520	152
Voice Carryover (VCO) - Spanish	0	0	0	0	0	1	0	0	0	1	2	0
Hearing Carryover (HCO)	33	35	58	52	72	55	76	22	33	24	460	46
Deaf/Blind	0	0	0	0	0	0	0	0	0	0	0	0
Speech to Speech	7	5	5	3	5	2	0	0	1	0	28	3
TOTAL	3,437	3,799	3,645	4,832	3,726	3,626	8,814	10,758	10,547	7,822	59,006	5,901
INBOUND CALL PERCENTAGE (%)											TOTAL	AVERAGE
TTY - English	32.67%	29.96%	30.34%	24.19%	32.39%	36.46%	50.81%	62.81%	67.84%	63.01%		43.05%
TTY - Spanish	0.06%	0.16%	0.52%	0.14%	0.46%	0.99%	0.56%	0.41%	0.19%	0.35%		0.38%
Turbocode	0.12%	0.08%	0.14%	0.04%	0.03%	0.11%	0.18%	0.12%	0.10%	0.01%		0.09%
ASCII	0.06%	0.08%	0.00%	0.00%	0.03%	0.00%	0.01%	0.01%	0.00%	0.01%		0.02%
Voice - English	60.02%	59.89%	61.45%	68.71%	59.42%	55.07%	44.44%	34.85%	29.45%	33.58%		50.67%
Voice - Spanish	1.51%	1.87%	1.78%	1.84%	2.04%	1.79%	1.09%	0.89%	0.78%	1.02%		1.46%
Voice Carryover (VCO) - English	4.39%	6.92%	4.03%	3.93%	3.57%	3.97%	1.82%	0.90%	1.32%	1.69%		3.25%
Voice Carryover (VCO) - Spanish	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.01%		0.00%
Hearing Carryover (HCO)	0.96%	0.92%	1.59%	1.08%	1.93%	1.52%	1.12%	0.20%	0.31%	0.31%		0.99%
Blind/Deaf	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
Speech to Speech	0.20%	0.13%	0.14%	0.06%	0.13%	0.06%	0.00%	0.00%	0.01%	0.00%		0.07%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
SPANISH INBOUND CALLS											TOTAL	AVERAGE
Spanish to Spanish	54	77	84	96	93	102	112	140	102	108	968	97
Spanish Translation	0	0	0	0	0	0	0	0	0	0	0	0
Spanish Total	54	77	84	96	93	102	112	140	102	108	968	97
INBOUND CALLS											TOTAL	AVERAGE
TRS	3,437	3,799	3,645	4,832	3,726	3,626	8,814	10,758	10,547	7,822	59,006	5,901
Speech to Speech	7	5	5	3	5	2	0	0	1	0	28	4
CapTel	4,814	5,184	4,345	4,623	4,028	3,710	4,965	3,909	4,068	3,957	43,603	4,360
TOTAL	8,258	8,988	7,995	9,458	7,759	7,338	11,779	14,667	14,616	11,779	102,637	10,264
INBOUND CALL PERCENTAGE (%)											TOTAL	AVERAGE
TRS	41.62%	42.27%	45.59%	51.09%	48.02%	49.41%	57.85%	73.35%	72.16%	66.41%		54.78%
Speech to Speech	0.08%	0.06%	0.06%	0.03%	0.06%	0.03%	0.00%	0.00%	0.01%	0.00%		0.03%
CapTel	58.29%	57.68%	54.35%	48.88%	51.91%	50.56%	42.15%	26.65%	27.83%	33.59%		45.19%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		



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