



Florida Relay Updates

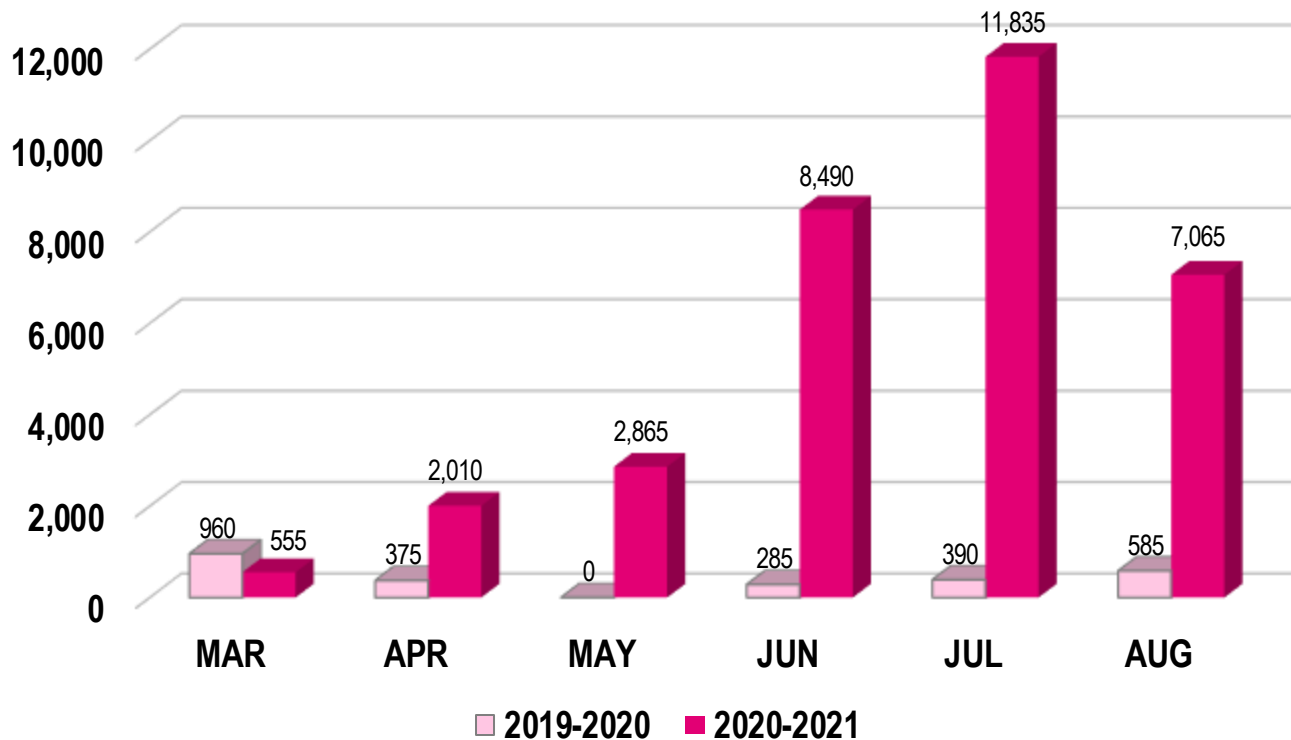
Jeffrey Branch, Client Director
November 5, 2020



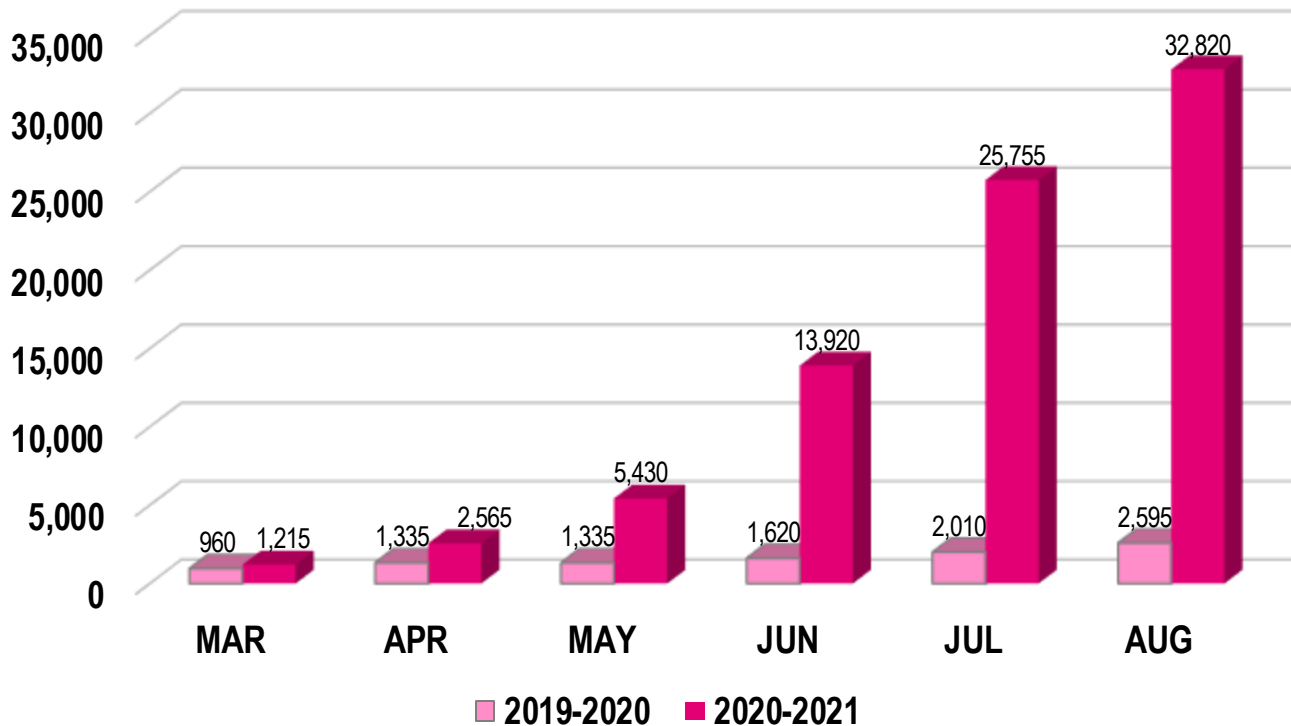
Agenda

- **Florida Relay Conference Captioning (RCC)**
- **Florida TRS statistics**
- **Florida CapTel statistics**
- **Florida Quality Report**
- **Florida Outreach expense Report**

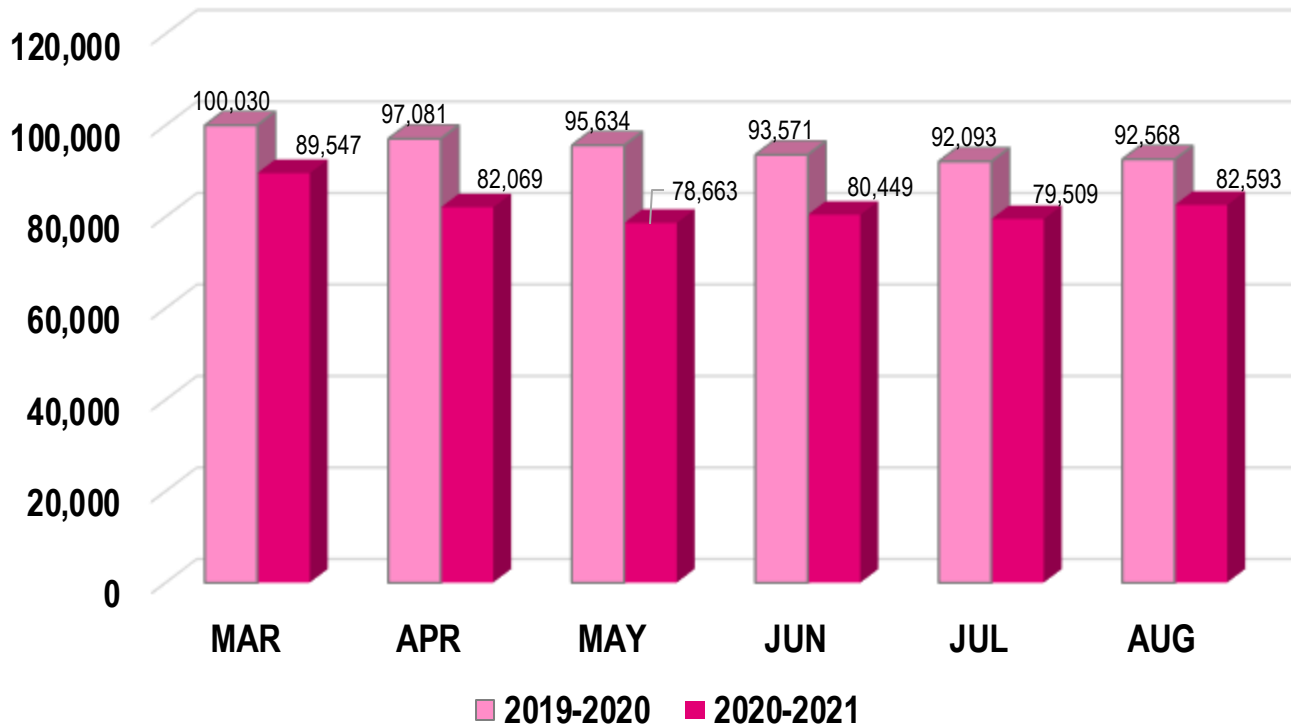
Florida RCC Minutes



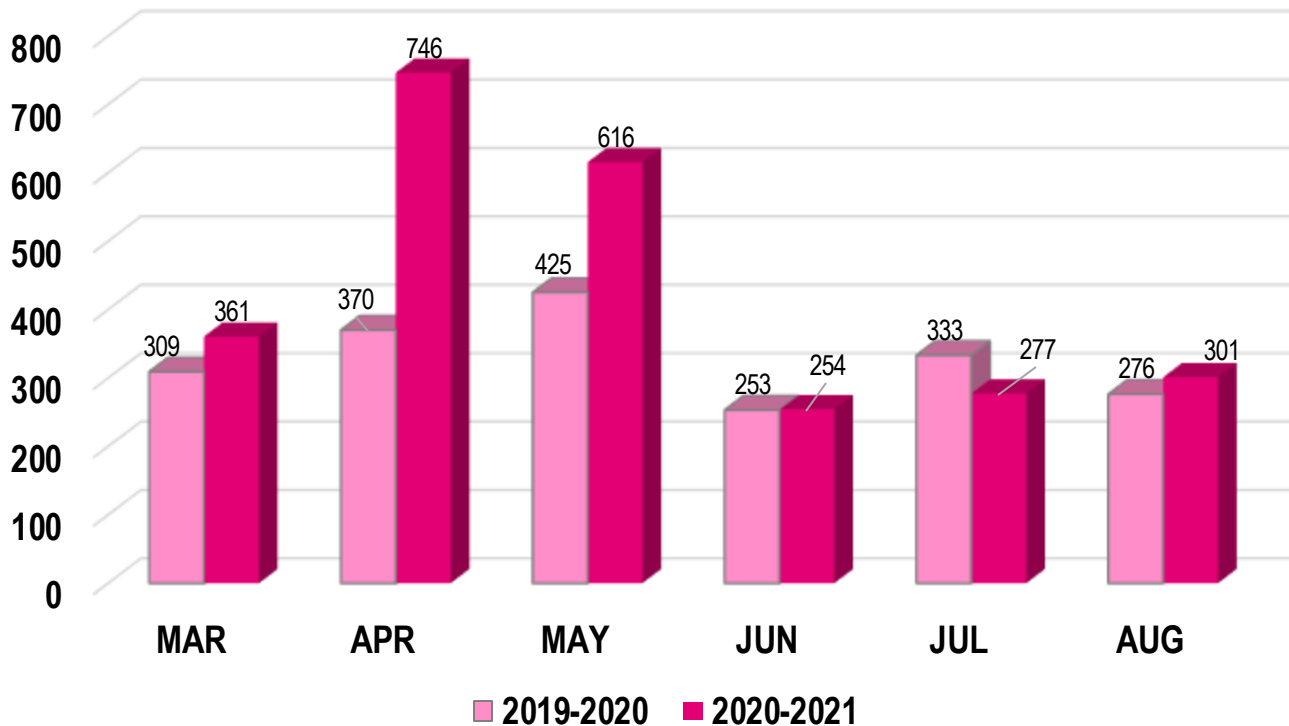
Florida RCC Minutes – Usage to Date



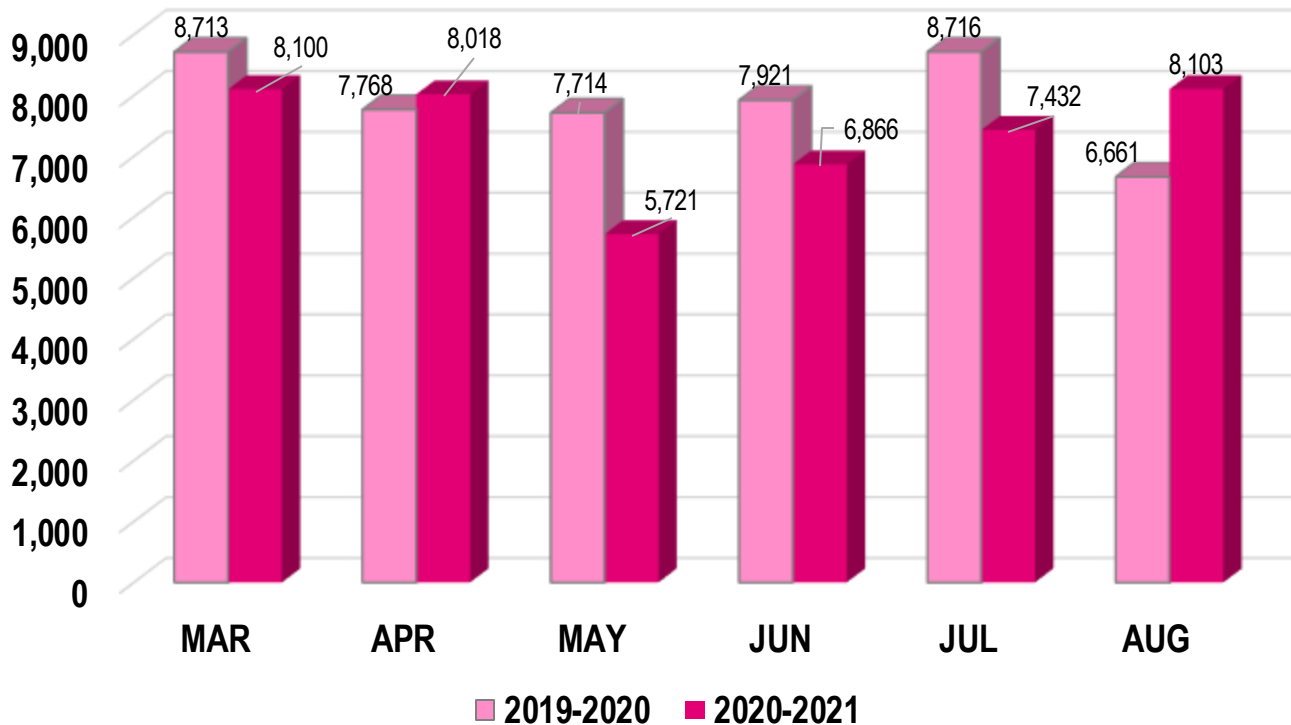
Billable TRS Minutes



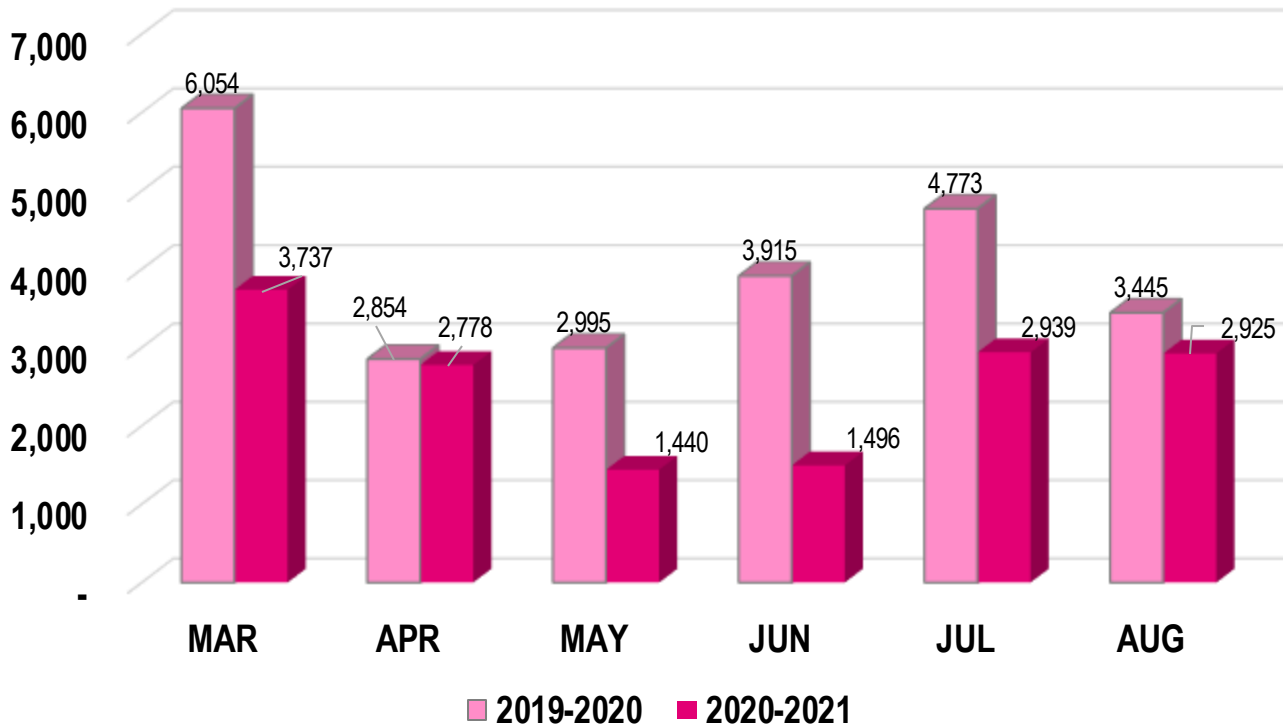
Florida French – Session Minutes



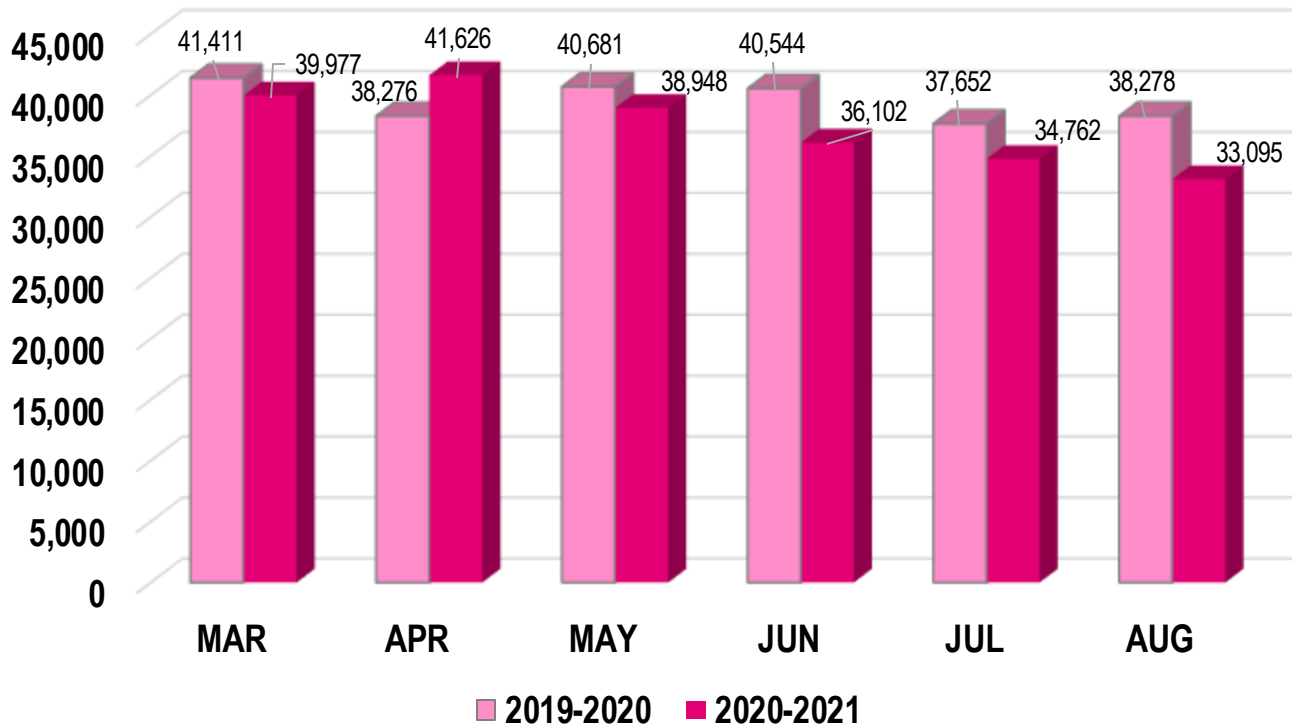
Florida Spanish to English – Session Minutes



Billable STS Minutes



Billable Intrastate CapTel Minutes



TRS Florida Quality Report

2020-2021	MAR	APR	MAY	JUN	JUL	AUG
SERVICE QUALITY						
Average Speed of Answer (ASA)	4.4	9.9	2.5	1.3	1.5	1.3
Service Level (SVL)	87%	89%	97%	97%	96%	97%
Service Level (SVL) (85/120)	99%	98%	99.57%	99.87%	100%	99.87%
Complaints: TRS	0	1	0	0	0	3
Commendations: TRS	0	0	0	0	1	0

CapTel Florida Quality Report

2020-2021	MAR	APR	MAY	JUN	JUL	AUG
CAPTEL SERVICE QUALITY						
Call Count	15,123	13,263	13,318	13,346	13,082	12,499
Average Session Minutes Per Call	3.79	4.60	4.31	4.0	3.3	3.45
Average Speed of Answer (ASA)	19.3	40.3	10.4	1.6	2.7	1.73
Service Level (SVL) (85/10)	55.0%	40.3%	70.1%	95.5%	91.5%	95.6%
Service Level (SVL) (85/120)	96%	96%	97.81%	100.00%	100%	99.86%
Complaints: CapTel	15	1	2	0	0	1
Commendations: CapTel	0	2	0	0	0	1

Florida Outreach Expense Report

Florida Outreach Expense		
<i>Activity / Event Vendor</i>	<i>Expense</i>	<i>Activity Date</i>
Excelerate (Custom video production)	\$3,320.00	03/23/2020
Buell Advertising 15 photos from video footage	\$250.00	04/13/2020
Buell Advertising Video clips of Relay Operator, close-up and wide shot	\$300.00	04/13/2020
Website update	\$44.00	08/10/2020
	\$3,914.00	Total Used to Date
	\$15,000.00	2021 Budget
	\$11,086.00	\$\$ Remaining



Let's Talk

