



Florida Relay Updates

Jeffrey Branch, Account Executive
October 27, 2021

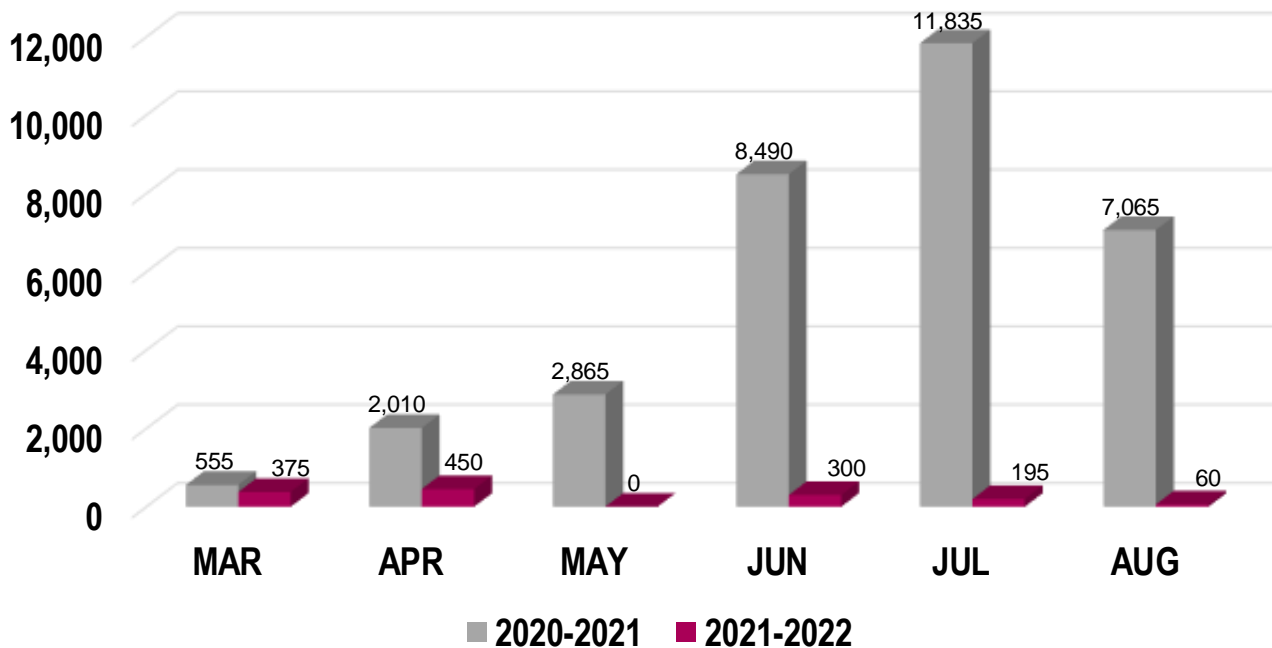


Agenda

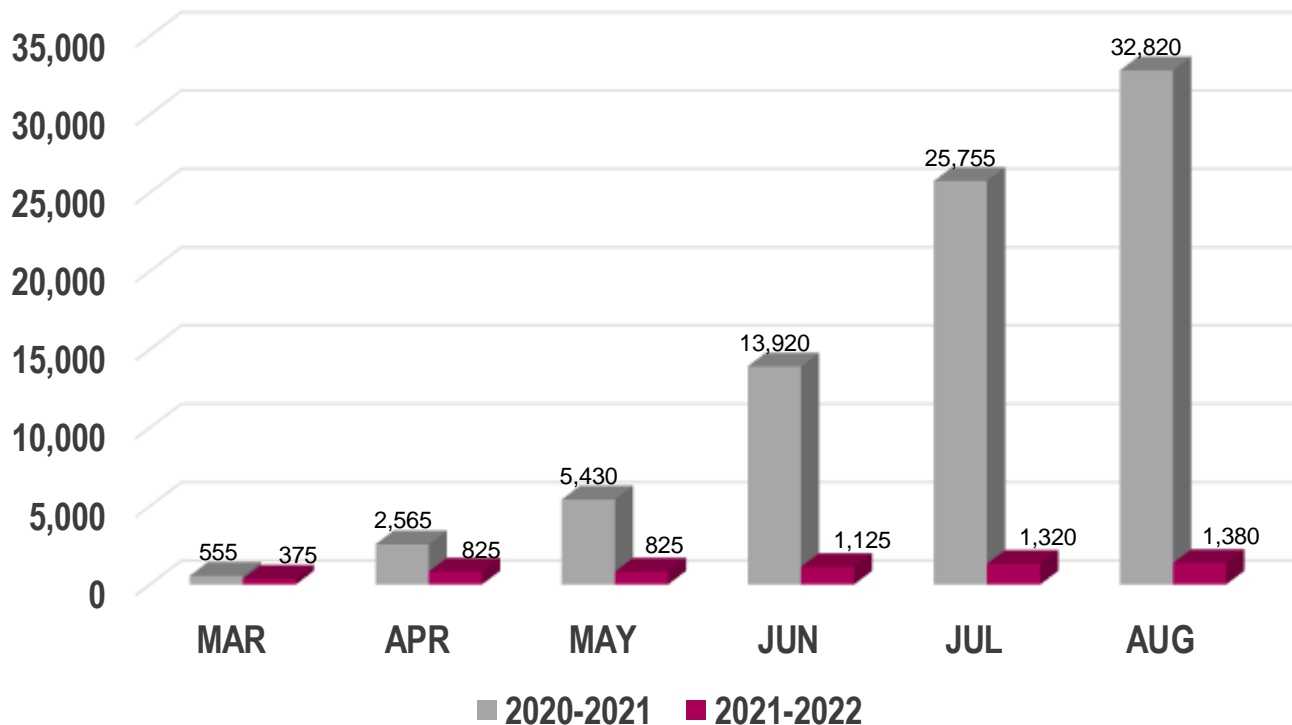
- Florida Relay Conference Captioning (RCC)
- Florida TRS statistics
- Florida CapTel statistics
- Florida Quality Report
- Florida Outreach expense Report

Florida RCC Minutes

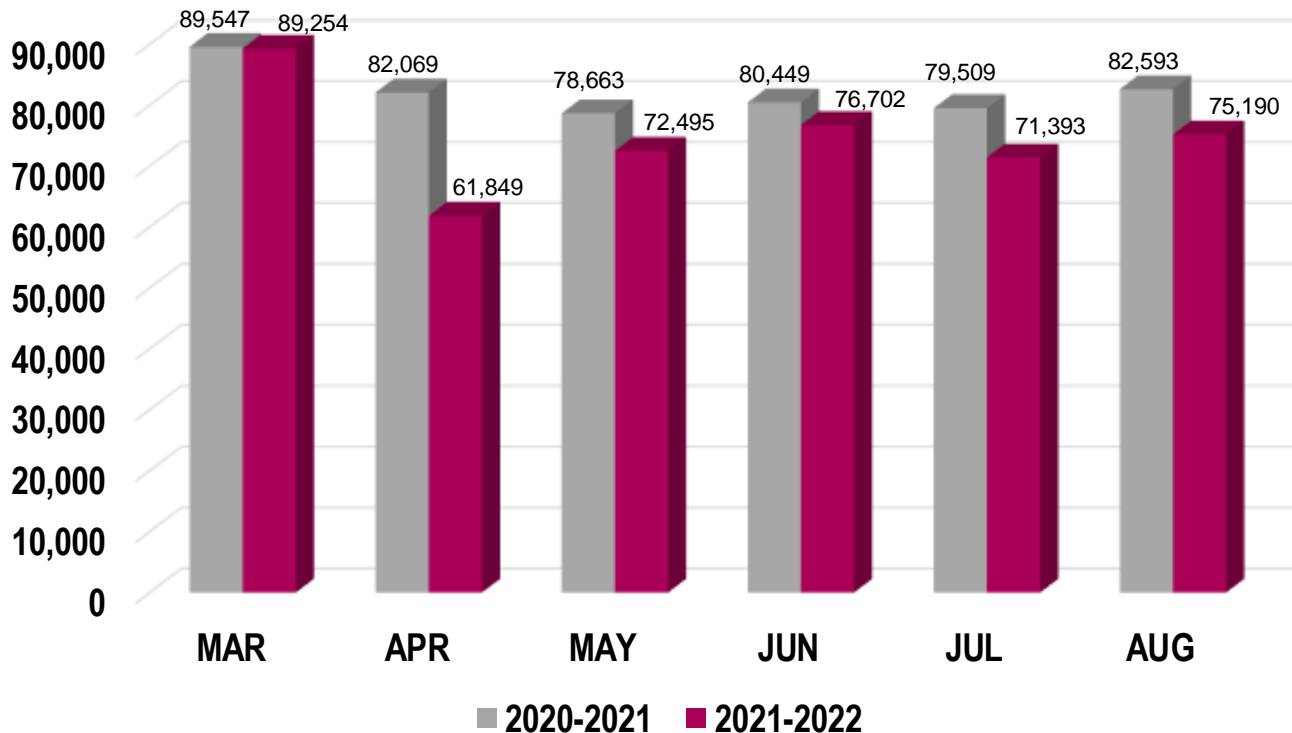
RCC Minutes



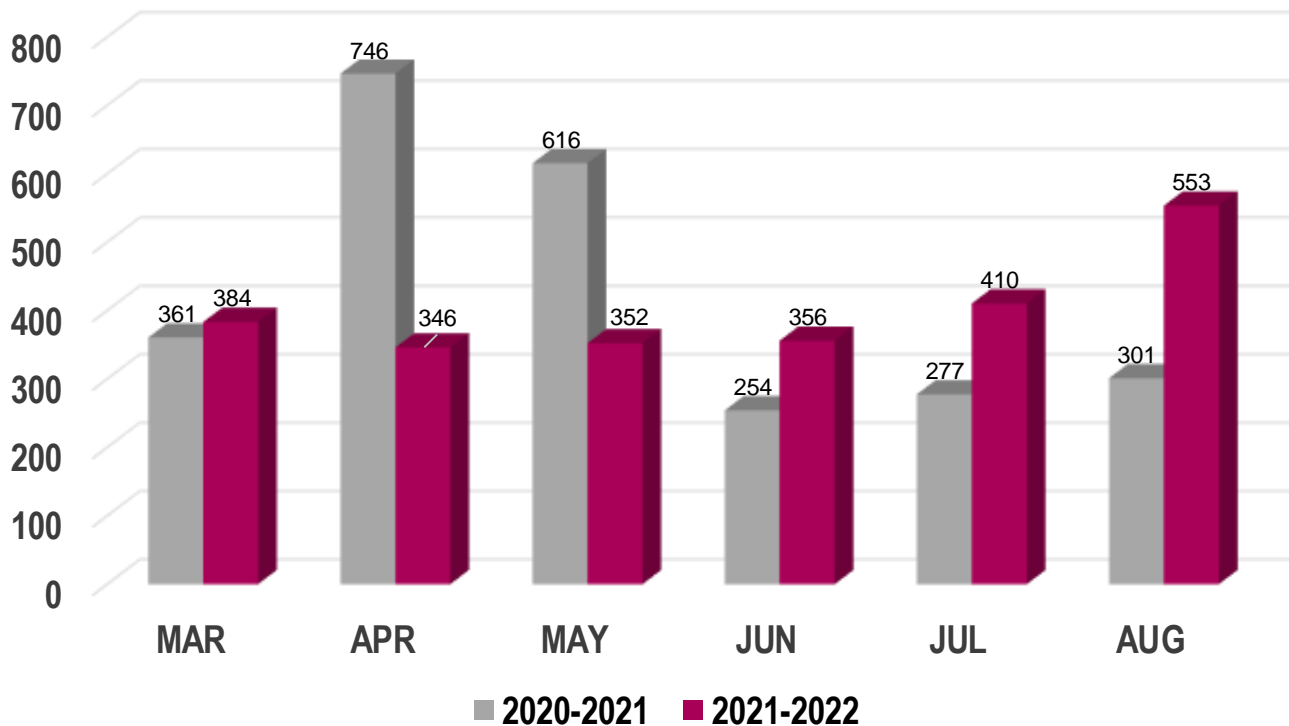
Florida RCC Minutes – Usage to Date



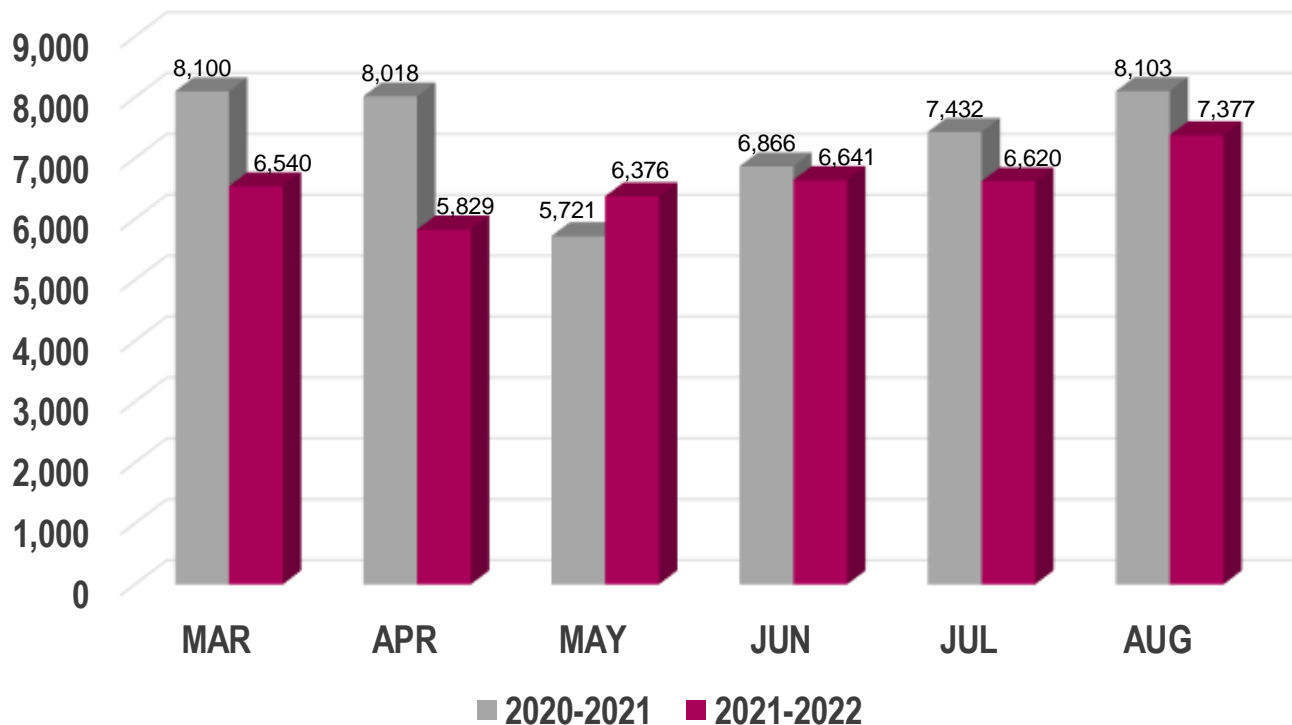
Billable TRS Minutes



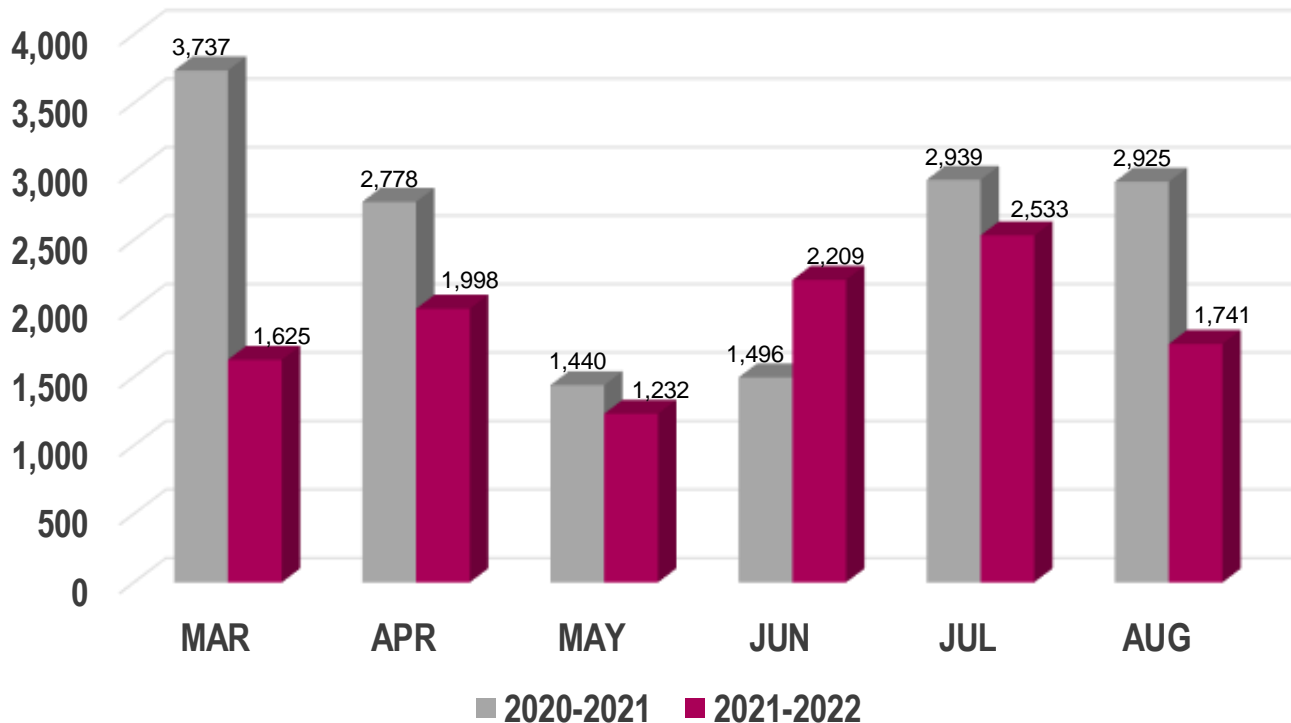
Florida French – Session Minutes



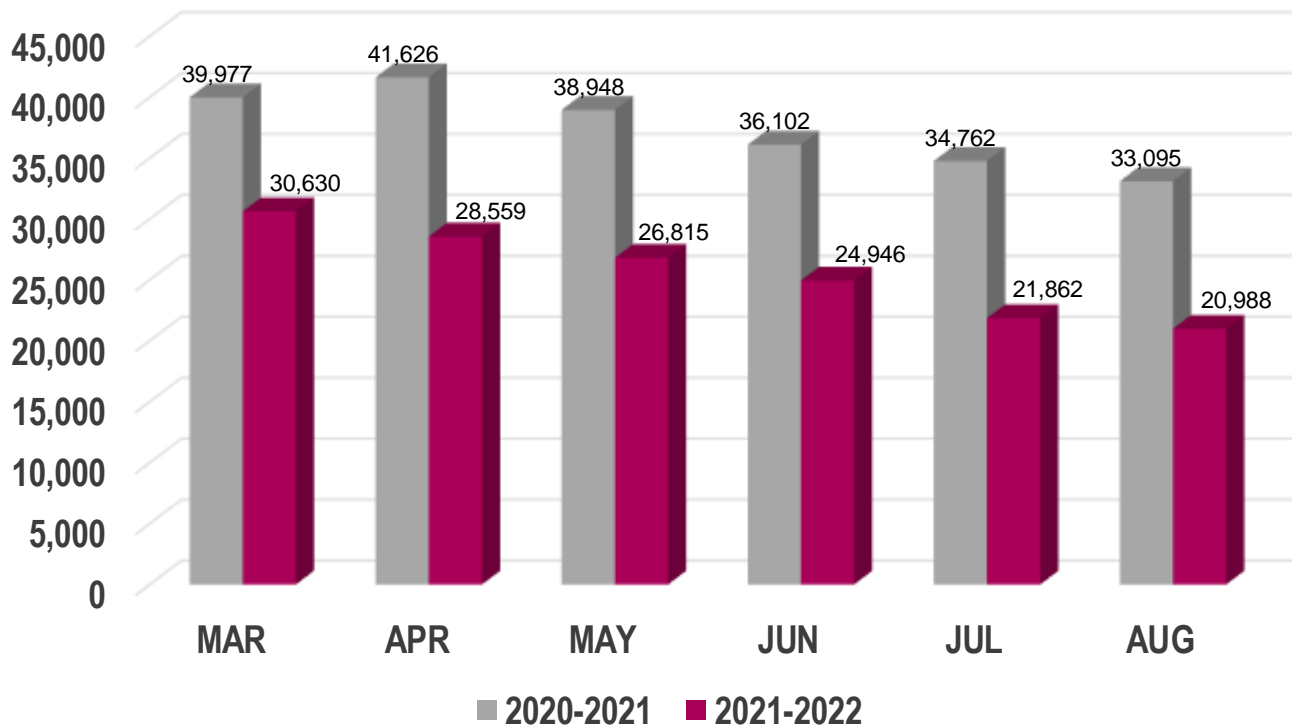
Florida Spanish to English – Session Minutes



Billable STS Minutes



Billable Intrastate CapTel Minutes



TRS Florida Quality Report

2021-2022	MAR	APR	MAY	JUN	JUL	AUG
SERVICE QUALITY						
Average Speed of Answer (ASA)	3.8	1.3	1.2	1.3	1.5	3.2
Service Level (SVL)	86%	96%	97%	97%	96%	90%
Service Level (SVL) (85/120)	99.51%	99.86%	99.86%	99.83%	99.83%	99.49%
Complaints: TRS	2	2	3	1	1	4
Commendations: TRS	0	0	1	0	1	0

CapTel Florida Quality Report

2021-2022	MAR	APR	MAY	JUN	JUL	AUG
CAPTEL SERVICE QUALITY						
Call Count	12,298	10,457	10,737	9,240	8,507	7,494
Average Session Minutes Per Call	3.53	3.80	3.41	3.58	3.44	3.88
Average Speed of Answer (ASA)	3.1	2.3	2.2	2.11	0.95	2.12
Service Level (SVL) (85/10)	90.3%	95.3%	93.2%	93.3%	97.7%	94.4%
Service Level (SVL) (85/120)	99.56%	99.72%	99.75%	99.76%	99.81%	99.87%
Complaints: CapTel	0	0	0	1	0	0
Commendations: CapTel	0	0	0	0	0	0

Florida Outreach Expense Report

Florida Outreach Expense		
<i>Activity / Event Vendor</i>	<i>Expense</i>	<i>Activity Date</i>
Buell Advertising (PSA STS in the Gainesville area) 345 spots for October	\$10,000.00	09/27/2021
Deaf Literacy Center Sponsorship "Deafinitely" Arts showcase	\$300.00	10/08/2021
	\$10,300.00	Total Used to Date
	\$15,000.00	2021 Budget
	\$4,700.00	\$\$ Remaining



Let's Talk

