



# Florida Relay Updates

**Jeffrey Branch**  
**Account Executive**  
**June 2021**



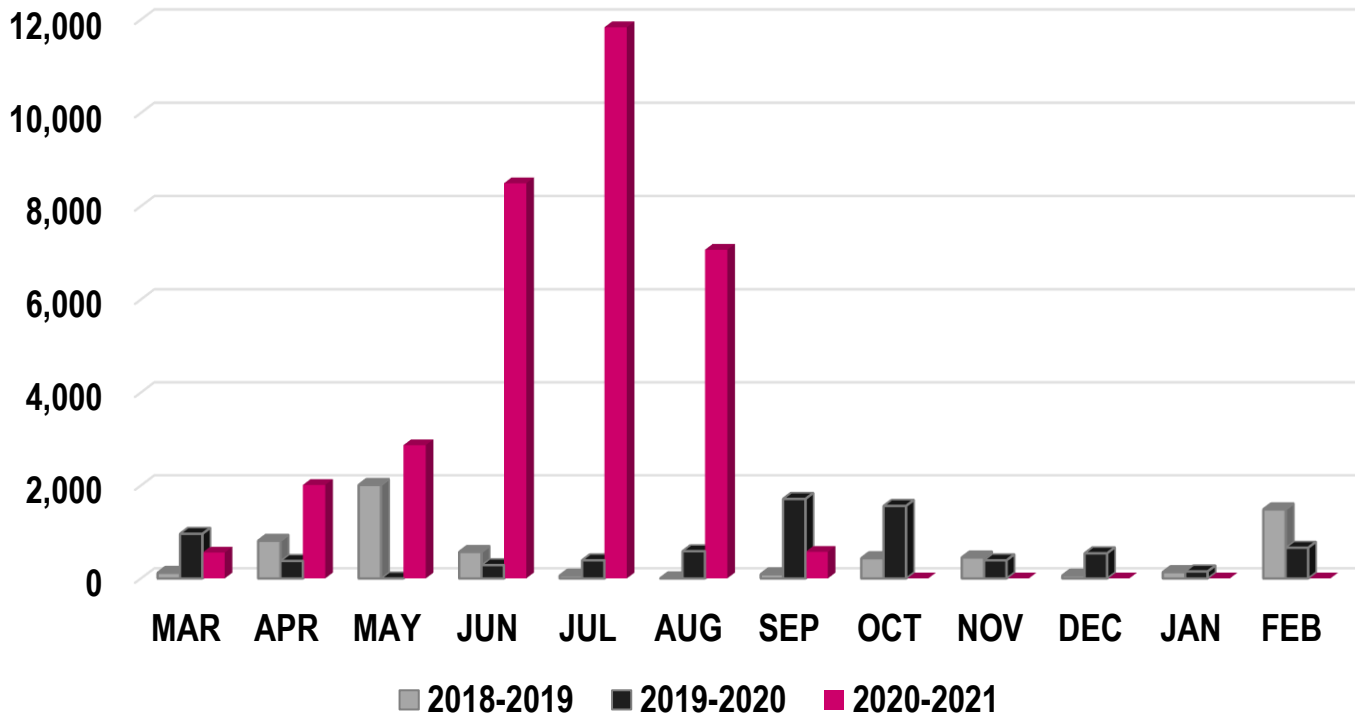
# Agenda

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

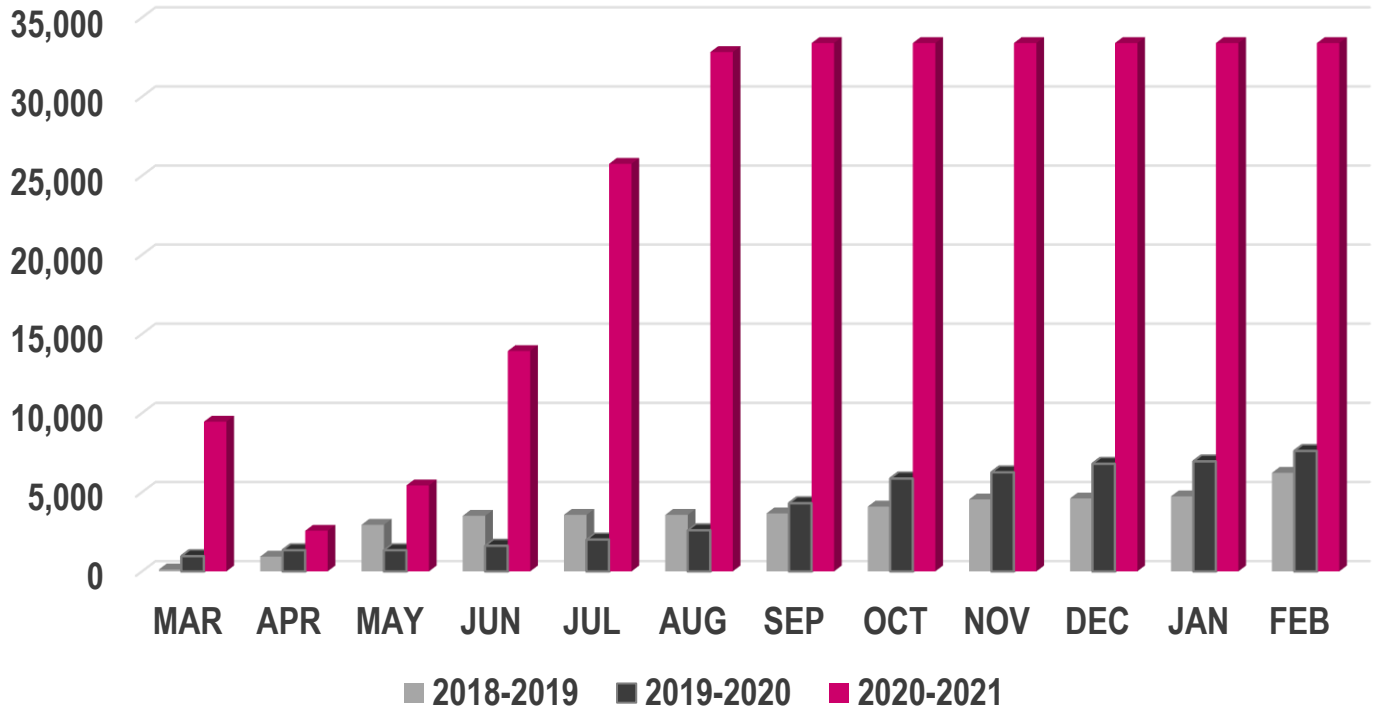
# COVID-19 Telecommunication Relay Service Nationwide

T-Mobile Accessibility continues to send email notifications to the Florida Public Service Commissions status of the services and relay centers.

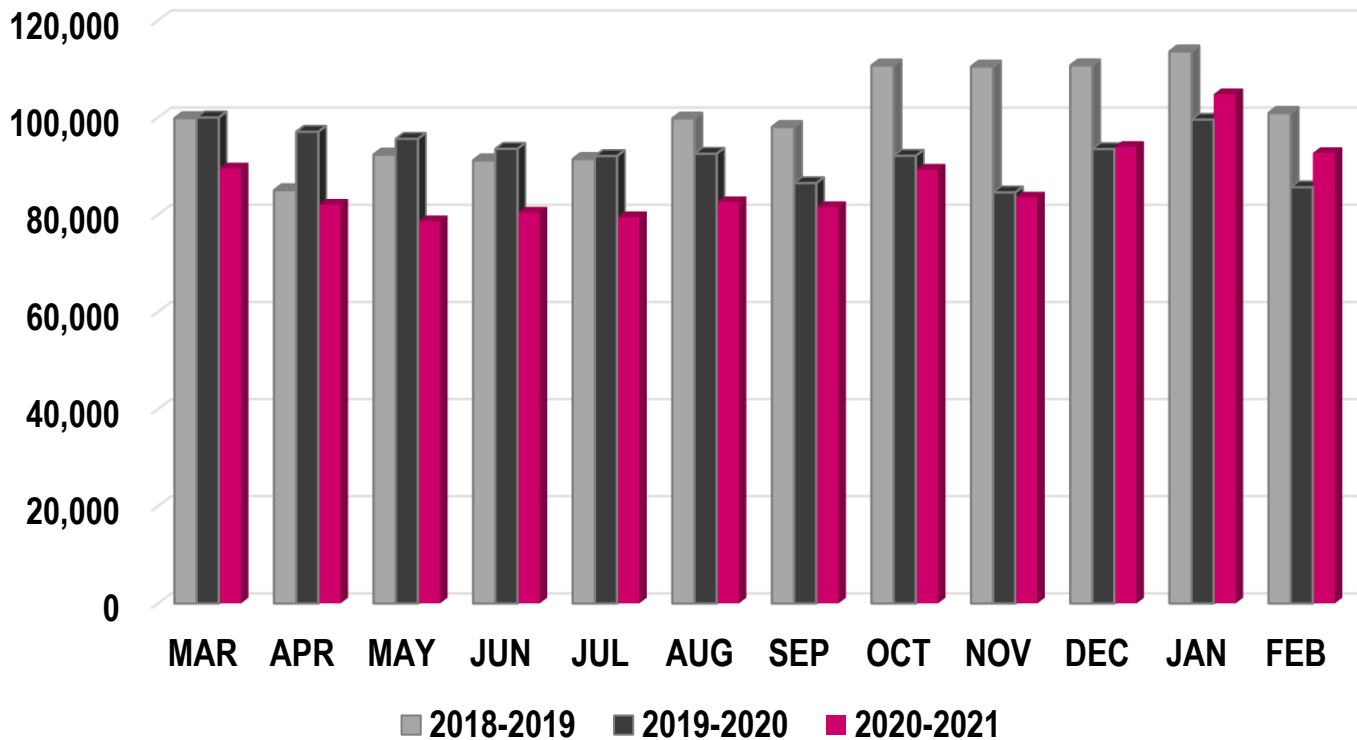
# RCC Minutes



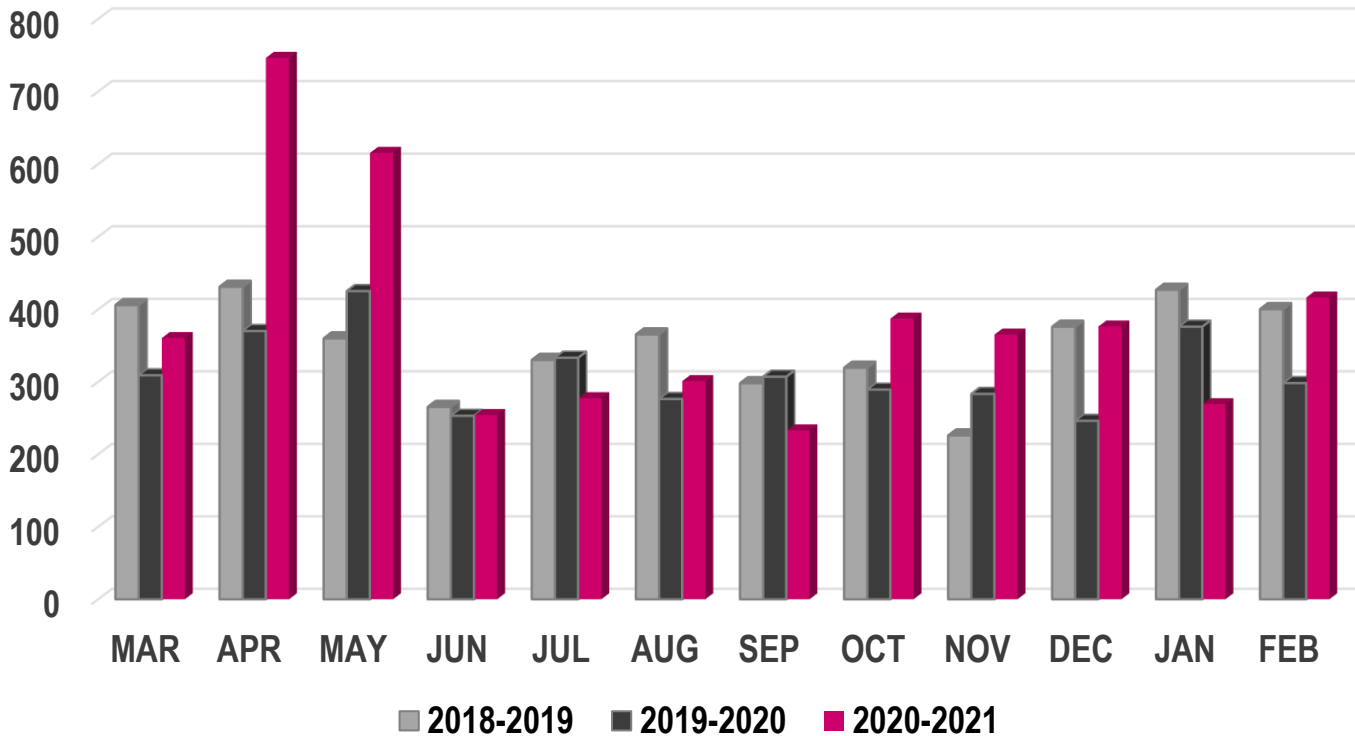
# RCC Minutes – Usage to Date



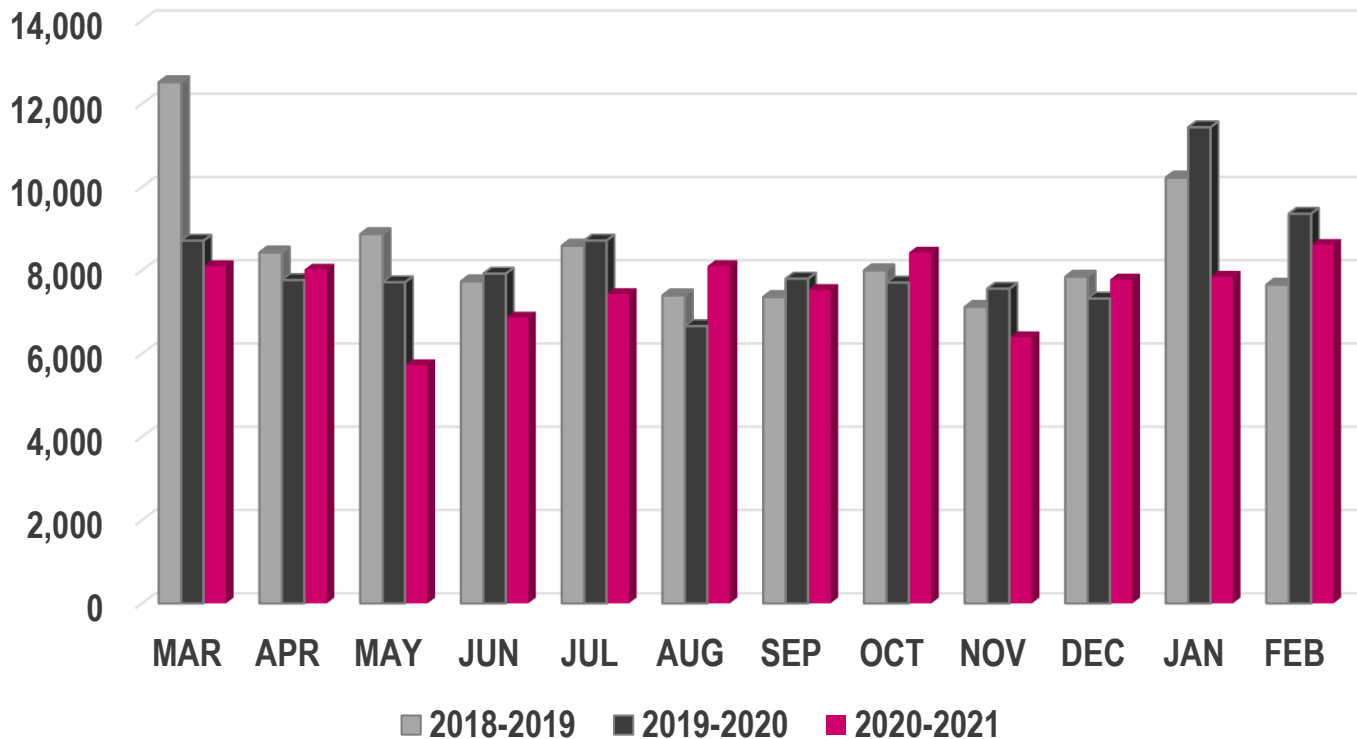
# Billable TRS Minutes



# French Session Minutes

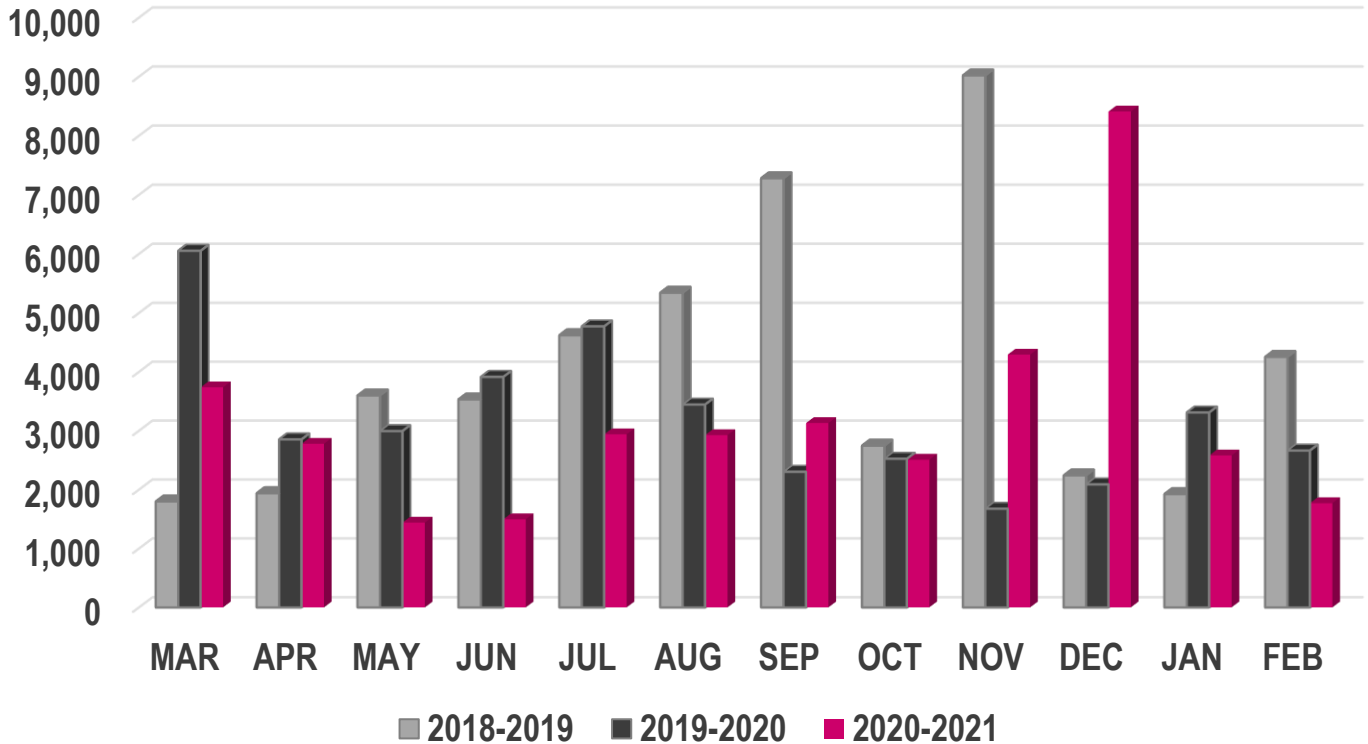


# Spanish to English Session Minutes

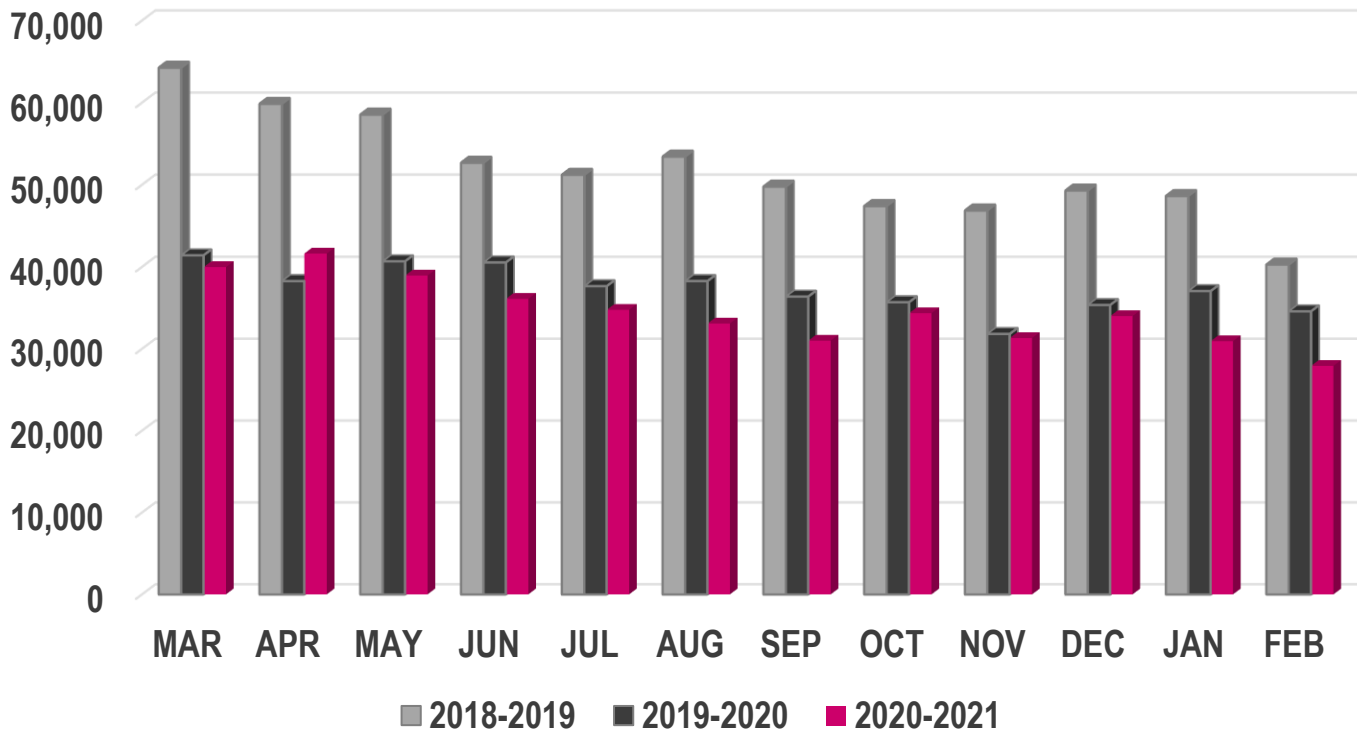




# Billable STS Minutes



# Billable Intrastate CapTel Minutes



# TRS State Quality Report

2018-2019	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>SERVICE QUALITY</b>												
Average Speed of Answer (ASA)	0.7	0.6	0.7	0.8	0.9	1.3	2.3	1.6	2.6	1.8	2.3	1.7
Service Level (SVL)	98%	100%	98%	97%	97%	96%	92%	95%	92%	94%	93%	94%
Complaints: TRS	1	3	3	0	1	2	2	1	0	3	1	1
Commendations: TRS	0	0	0	0	0	1	1	0	0	0	0	0

2019-2020	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>SERVICE QUALITY</b>												
Average Speed of Answer (ASA)	1.9	2.4	2.4	1.8	1.7	1.7	1.5	1.4	1.6	1.8	1.8	1.4
Service Level (SVL)	93%	89%	92%	94%	94%	94%	96%	96%	96%	95%	95%	96%
Complaints: TRS	2	0	0	1	0	0	0	0	0	2	1	2
Commendations: TRS	1	1	0	0	3	0	0	0	0	0	0	0

2020-2021	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>SERVICE QUALITY</b>												
Average Speed of Answer (ASA)	4.4	9.9	2.5	1.3	1.5	1.3	1.6	1.6	2.1	2.5	4.1	2.9
Service Level (SVL)	87%	89%	97%	97%	96%	97%	95%	95%	94%	93%	86%	90%
Service Level (SVL) (85/120)	99%	98%	99.57%	99.87%	100%	99.87%	99.80%	99.84%	99.75%	99.58%	99.51%	99.70%
Complaints: TRS	0	1	0	0	0	3	2	1	1	0	6	1
Commendations: TRS	0	0	0	0	1	0	0	0	0	0	0	0

# CapTel State Quality Report

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>CAPTEL SERVICE QUALITY</b>												
Call Count	28,928	26,460	24,509	23,156	22,142	23,693	21,872	21,122	20,754	21,958	20,799	18,160
Average Session Minutes Per Call	3.3	3.3	3.4	3.2	3.3	3.21	3.21	3.25	3.24	3.28	3.32	3.17
Average Speed of Answer (ASA)	0.6	0.6	0.6	0.6	0.6	0.7	0.6	0.7	0.7	0.7	0.8	0.7
Service Level (SVL)	99.7%	99.7%	99.8%	99.7%	99.6%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%	99.7%
Complaints: CapTel	1	0	0	0	0	2	0	0	0	0	0	0
Commendations: CapTel	1	2	0	0	0	1	2	1	0	0	0	0

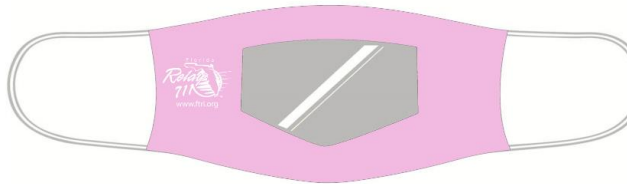
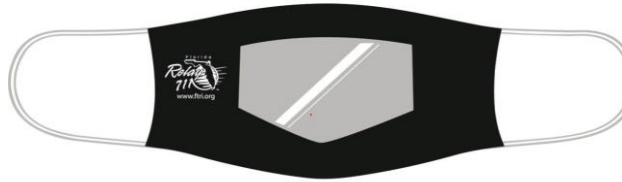
	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>CAPTEL SERVICE QUALITY</b>												
Call Count	18,738	18,152	18,186	18,214	17,584	17,627	16,651	16,631	15,087	18,274	15,273	14,893
Average Session Minutes Per Call	3.24	3.11	3.2	3.1	3.1	3.03	3.07	3.08	3.02	2.71	3.41	3.29
Average Speed of Answer (ASA)	0.6	0.6	0.6	0.7	0.6	0.6	0.6	0.7	0.9	0.7	0.6	0.7
Service Level (SVL)	99.8%	99.9%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%	99.0%	99.4%	99.6%	99.1%
Complaints: CapTel	1	0	0	0	0	0	0	1	2	0	0	0
Commendations: CapTel	0	1	0	1	1	0	1	1	0	0	0	0

<b>2020-2021</b>	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>CAPTEL SERVICE QUALITY</b>												
Call Count	15,123	13,263	13,318	13,346	13,082	12,499	11,600	12,554	11,566	12,615	11,125	11,002
Average Session Minutes Per Call	3.79	4.60	4.31	4.0	3.3	3.45	3.88	3.83	3.91	3.91	3.89	3.63
Average Speed of Answer (ASA)	19.3	40.3	10.4	1.6	2.7	1.73	1.7	2.7	3.3	5.0	3.1	2.6
Service Level (SVL) (85/10)	55.0%	40.3%	70.1%	95.5%	91.5%	95.6%	95.5%	91.6%	89.8%	83.6%	90.4%	92.5%
Service Level (SVL) (85/120)	96%	96%	97.81%	100.00%	100%	99.86%	99.97%	99.93%	99.90%	99.83%	99.88%	99.80%
Complaints: CapTel	15	1	2	0	0	1	1	1	2	1	0	0
Commendations: CapTel	0	2	0	0	0	1	0	1	2	0	0	0

# 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
500 blue see through masks with Florida relay logo	\$1,170.00	01/22/2021
500 black see through masks with Florida relay logo	\$1,170.00	01/22/2021
500 pink see through masks with Florida relay logo	\$1,170.00	01/22/2021
White Line Logo	\$285.00	01/22/2021
	\$7,709.00	Total Used to Date
	\$15,000.00	2021 Budget
	\$7,291.00	\$\$ Remaining

# COVID-19 Mask Protection



**Let's  
talk**

**T** | **T-MOBILE  
ACCESSIBILITY**