



Florida Relay Updates

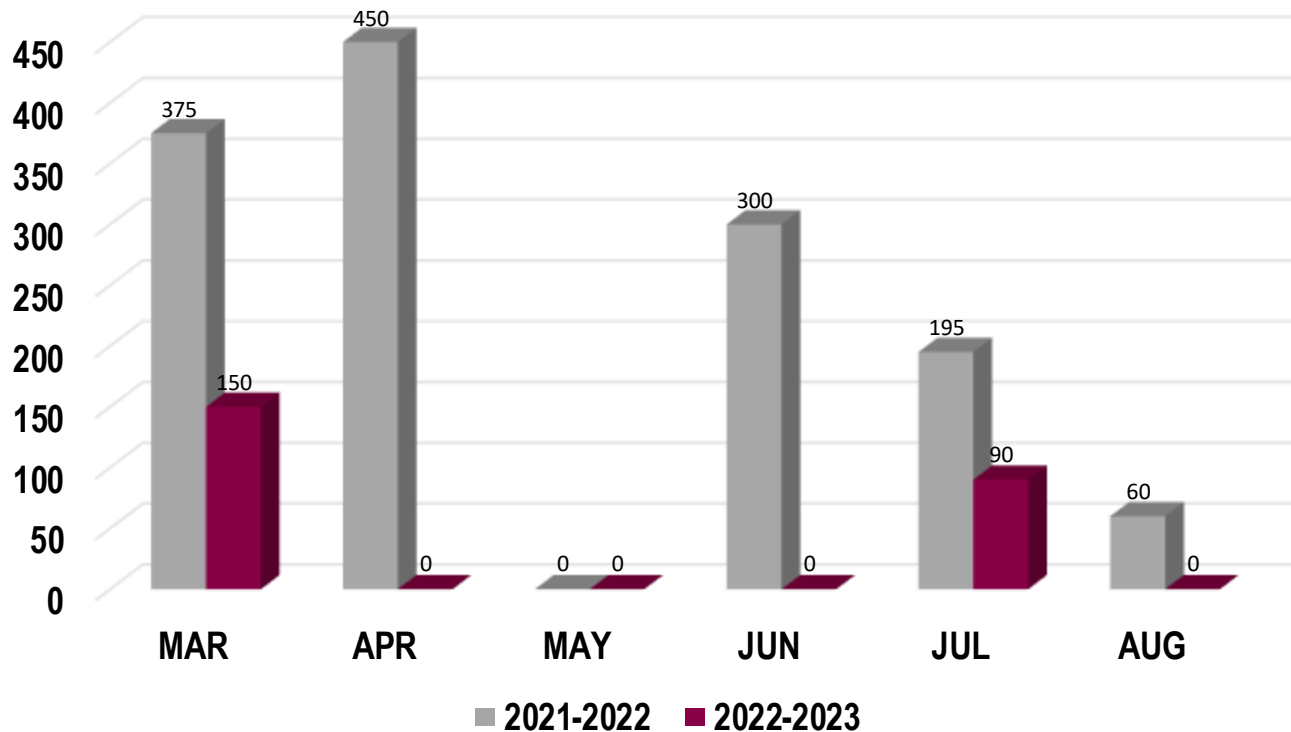
Jeffrey Branch, Account Executive
October 27, 2022



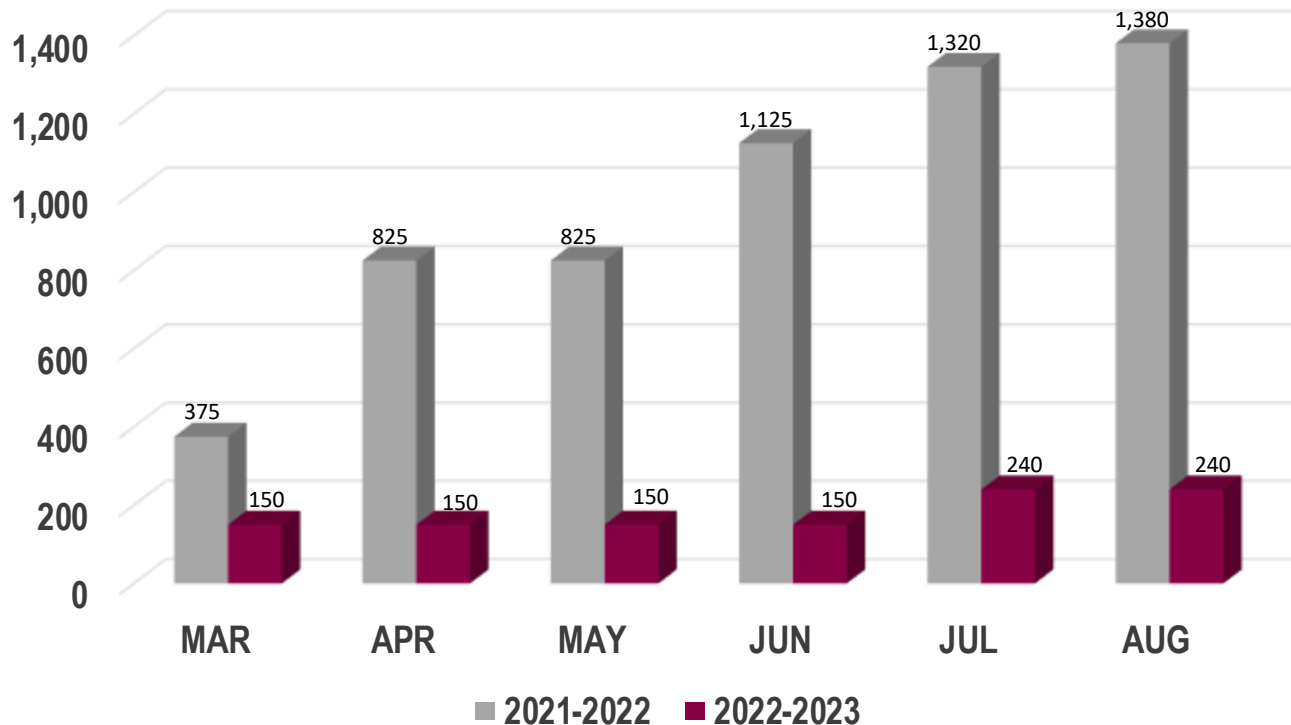
Agenda

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

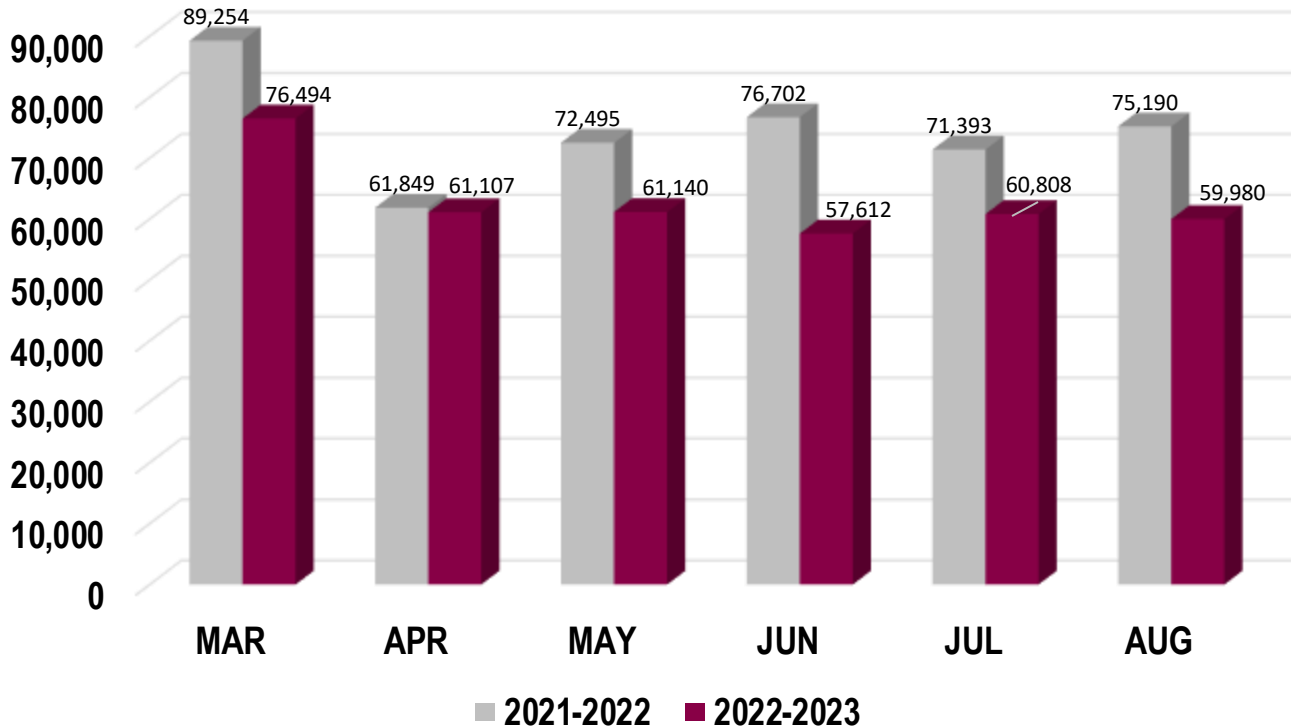
Florida RCC Minutes



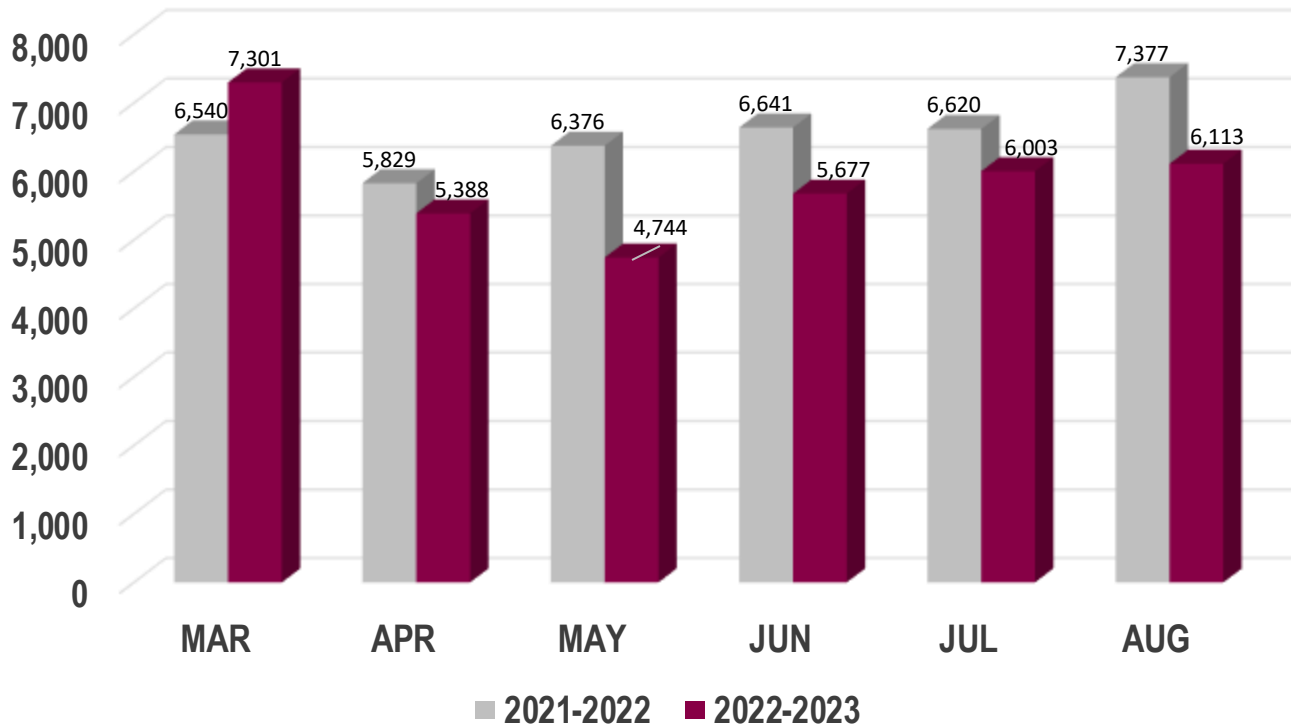
Florida RCC Minutes – Usage to Date



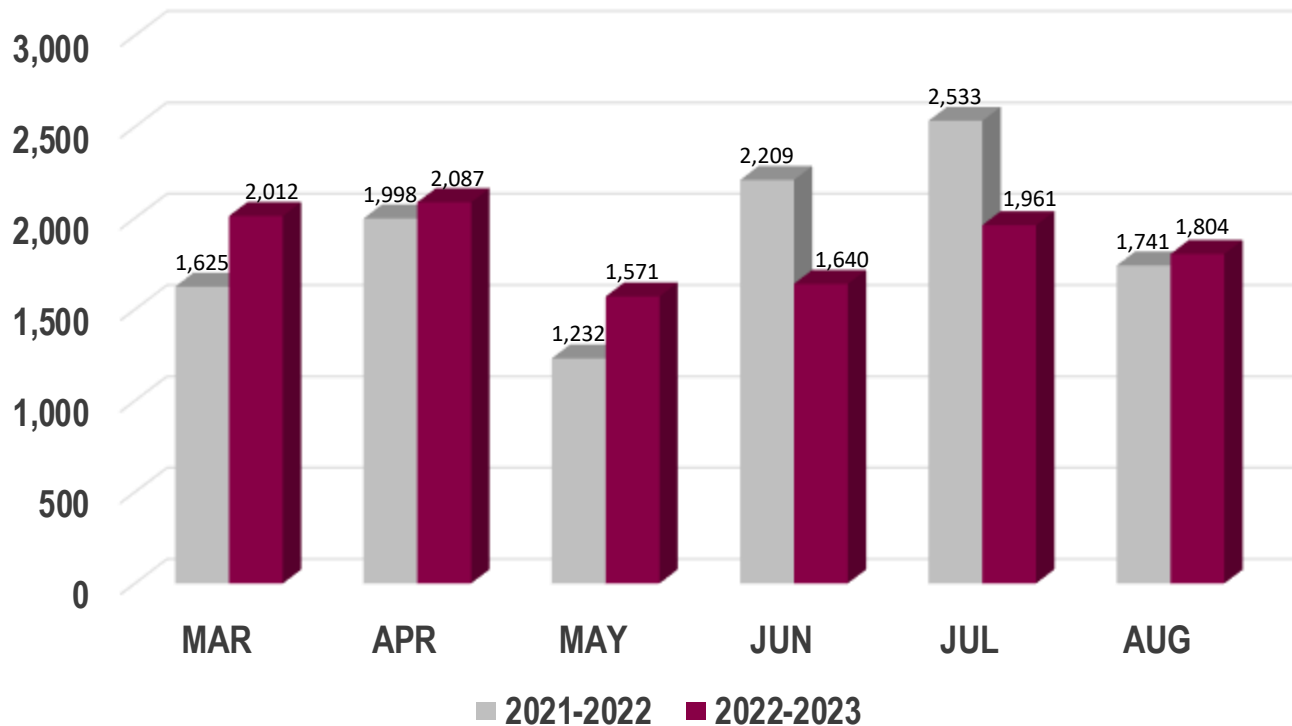
Billable TRS Minutes



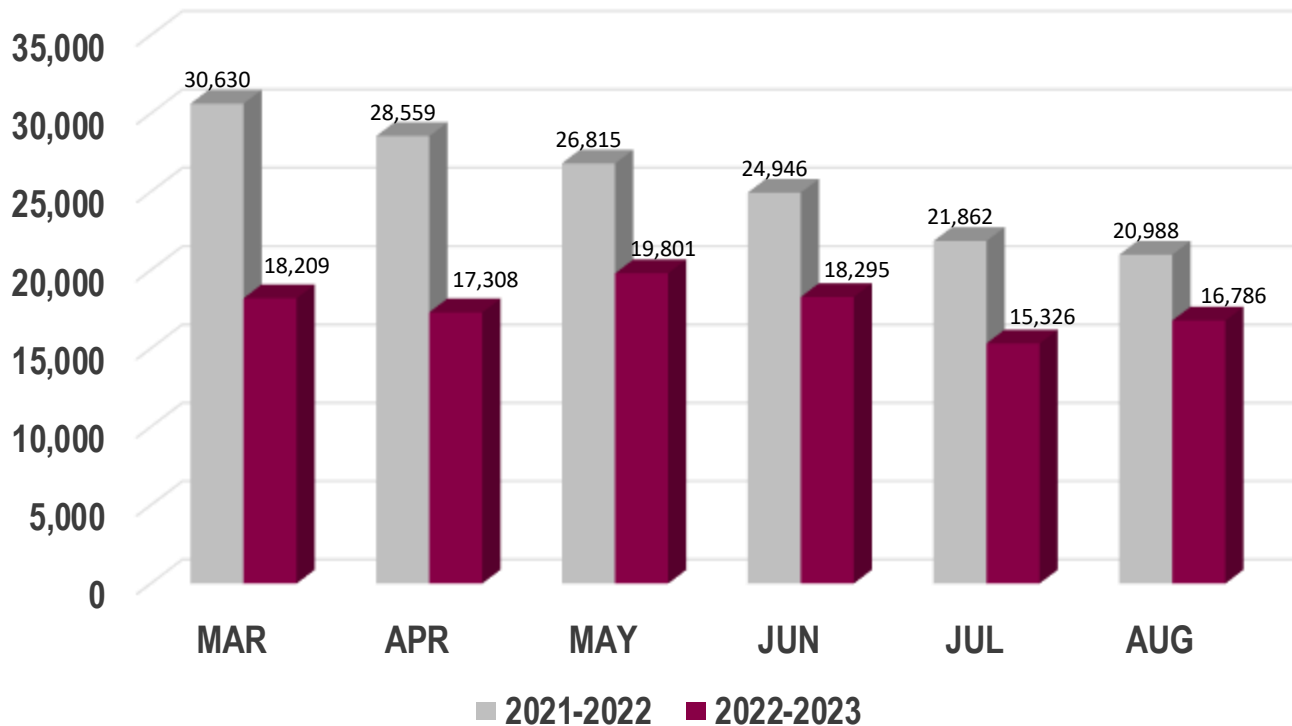
Florida Spanish to English – Session Minutes



Billable STS Minutes



Billable Intrastate CapTel Minutes



TRS Florida Quality Report

2022-2023	MAR	APR	MAY	JUN	JUL	AUG
SERVICE QUALITY						
Average Speed of Answer (ASA)	1.0	1.2	1.7	1.9	2.9	1.2
Service Level (SVL)	98%	100%	96%	95%	93%	97%
Service Level (SVL) (85/120)	99.92%	97.90%	99.69%	99.66%	n/a	n/a
Complaints: TRS	2	1	0	0	3	0
Commendations: TRS	0	0	0	0	1	0

CapTel Florida Quality Report

2022-2023	MAR	APR	MAY	JUN	JUL	AUG
CAPTEL SERVICE QUALITY						
Call Count	7,721	7,599	7,652	6,925	6,184	6,926
Average Session Minutes Per Call	3.43	3.60	3.74	3.70	3.65	3.59
Average Speed of Answer (ASA)	0.7	0.7	0.8	0.58	0.65	0.62
Service Level (SVL) (85/10)	98.9%	98.6%	98.4%	99.3%	98.9%	99.0%
Service Level (SVL) (85/120)	99.99%	100.00%	100.00%	100.00%	n/a	n/a
Complaints: CapTel	0	0	0	0	0	1
Commendations: CapTel	0	0	0	0	1	0



Let's Talk

