



# Florida Relay Updates

Jeffrey Branch  
Account Executive  
May 2023

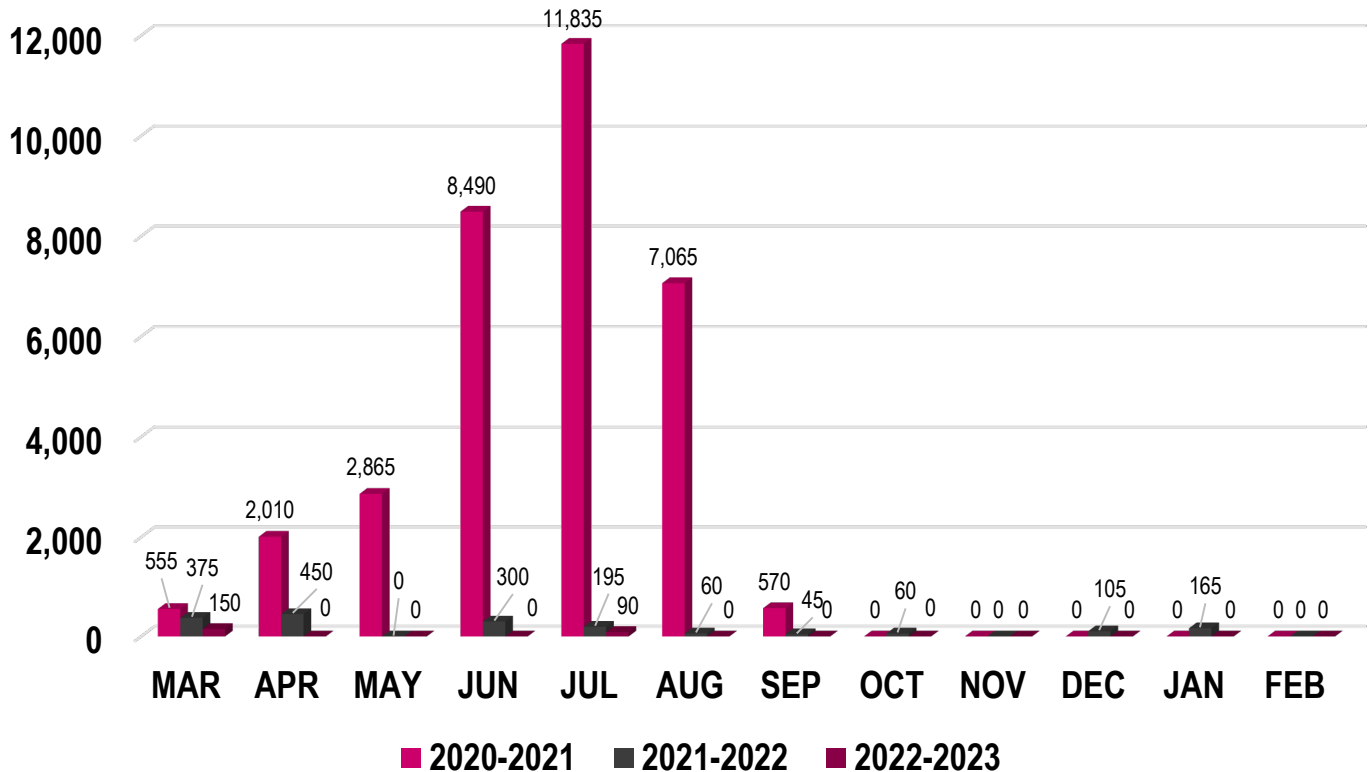


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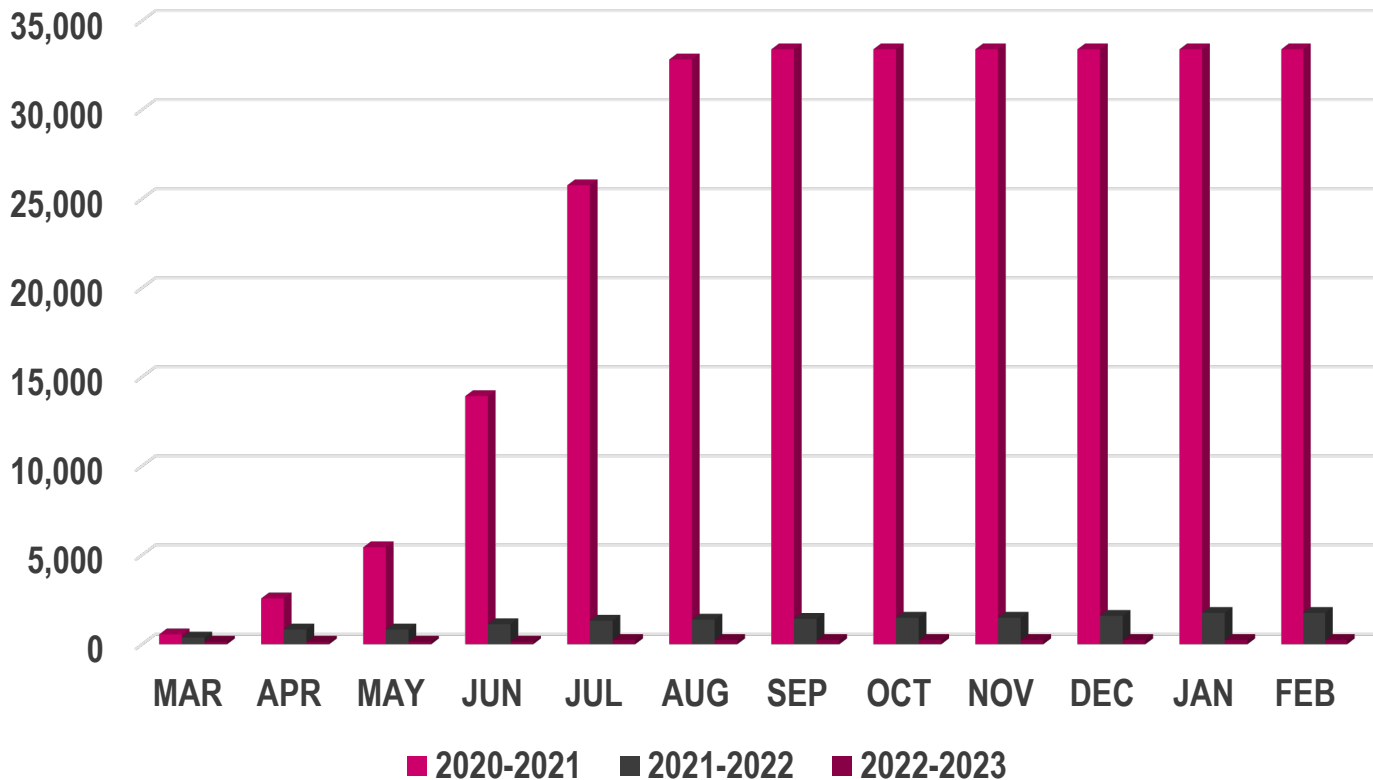
# Agenda

- **Florida Relay Conference Captioning (RCC)**
- **Florida TRS statistics**
- **Florida CapTel statistics**
- **Florida Quality Report**
- **Florida Outreach Expense Report**
- **Voice Response Unit (VRU)**

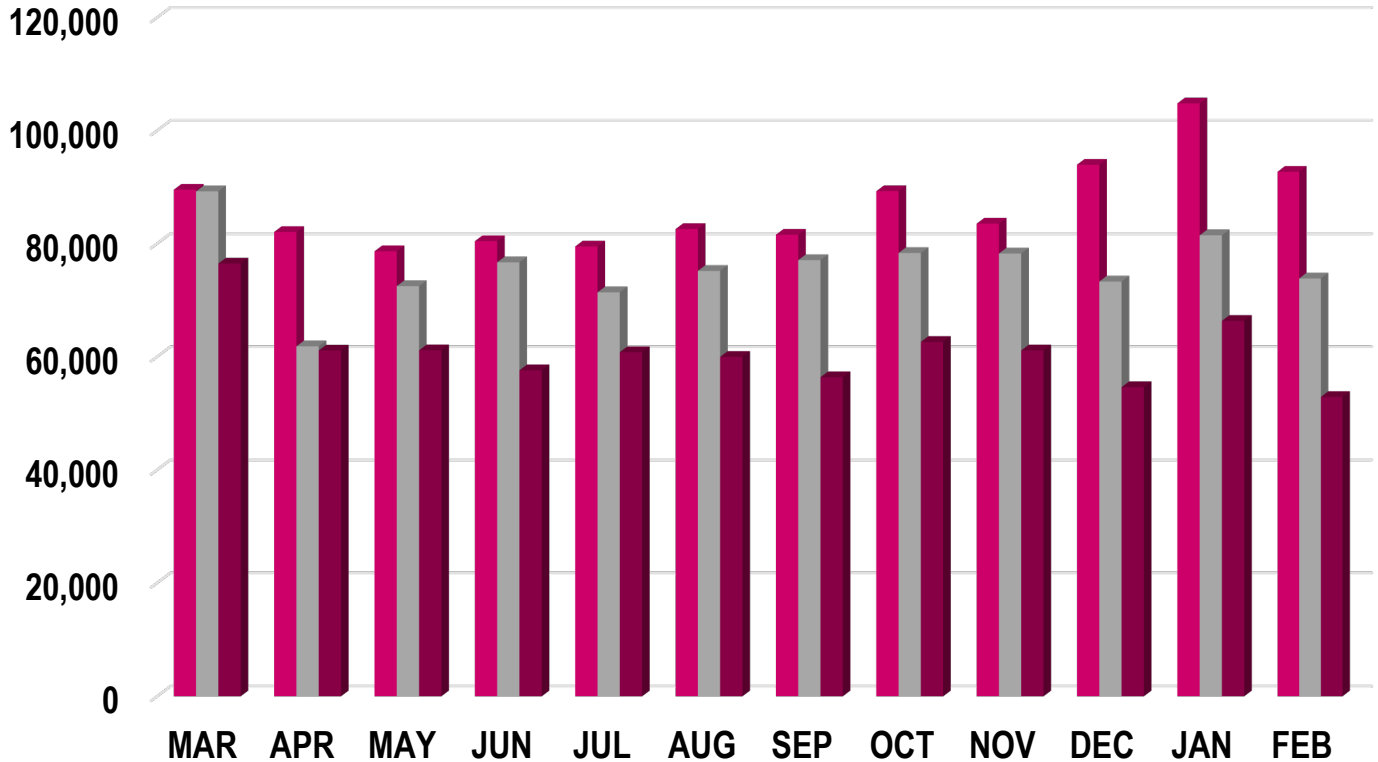
# RCC Minutes



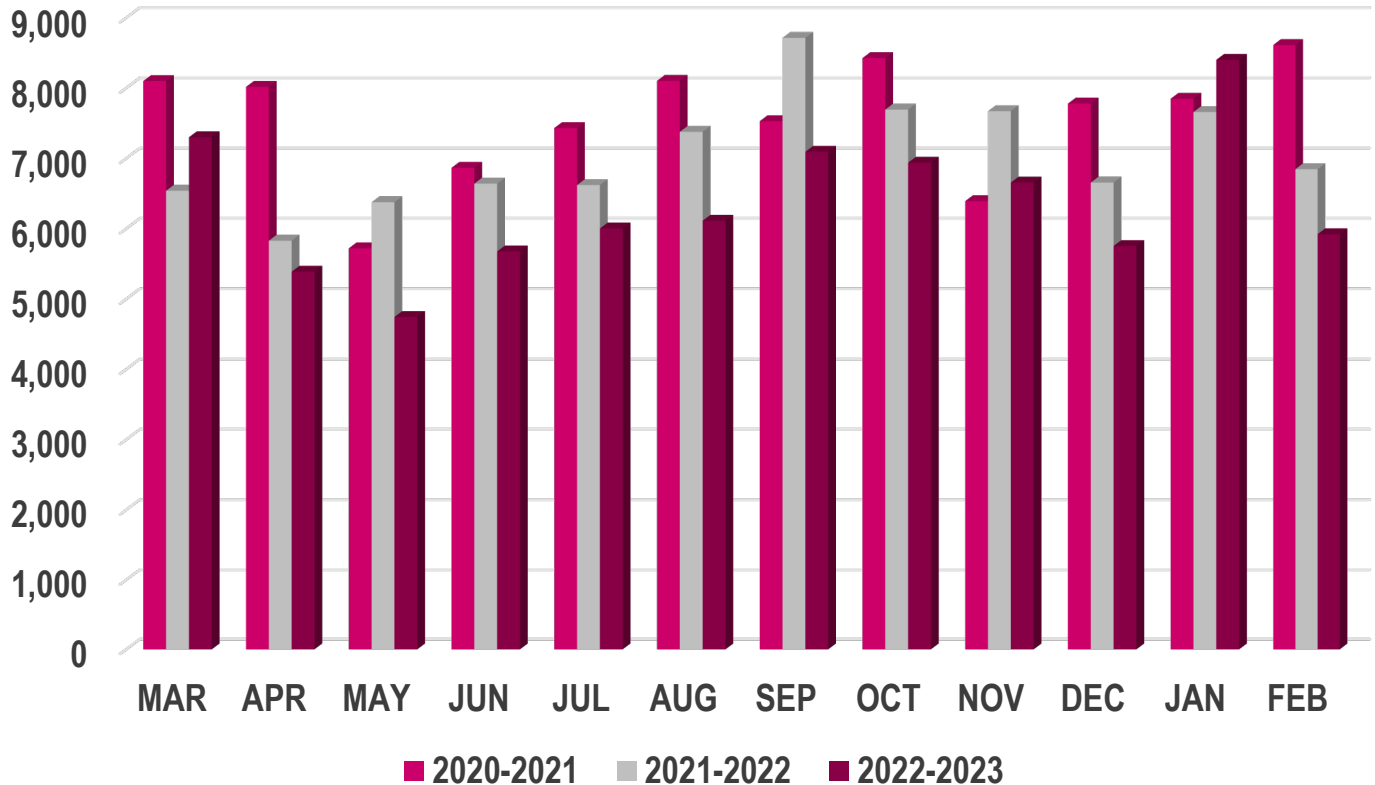
# RCC Minutes – Usage to Date



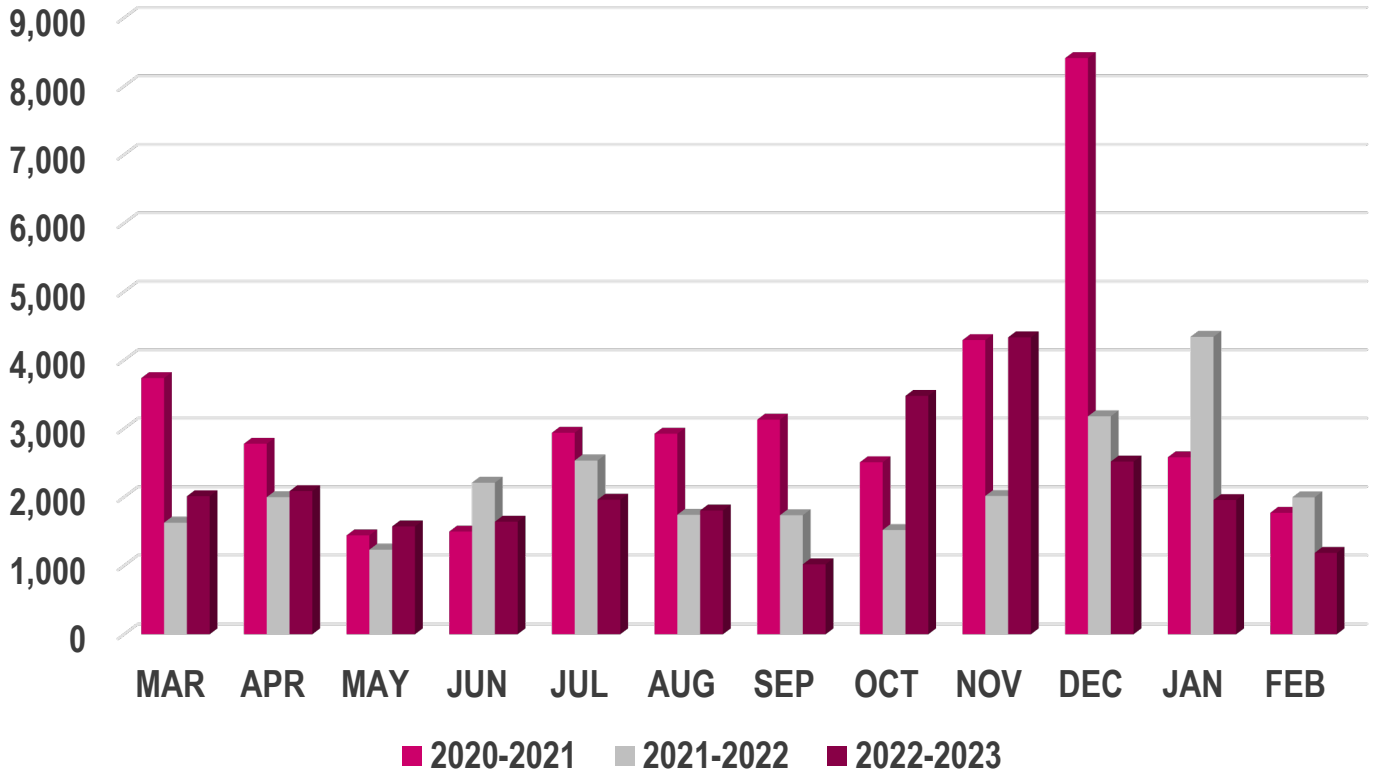
# Billable TRS Minutes



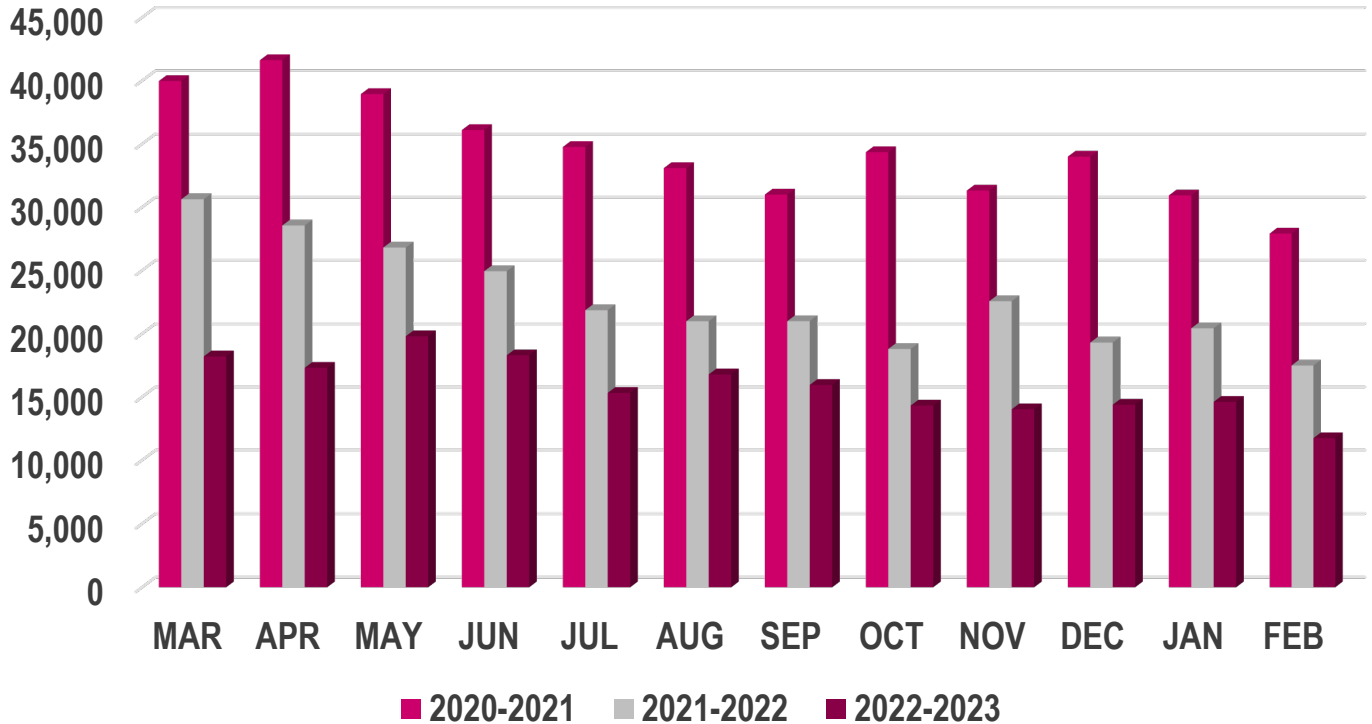
# Spanish to English Session Minutes



# Billable STS Minutes



# Billable Intrastate CapTel Minutes





# TRS State Quality Report

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

2021-2022	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>SERVICE QUALITY</b>												
Average Speed of Answer (ASA)	3.8	1.3	1.2	1.3	1.5	3.2	4.0	2.8	3.1	3.2	4.2	2.0
Service Level (SVL)	86%	96%	97%	97%	96%	90%	88%	92%	91%	91%	87%	94%
Service Level (SVL) (85/120)	99.51%	99.86%	99.86%	99.83%	99.83%	99.49%	97.00%	99.52%	99.51%	99.32%	99.26%	99.73%
Complaints: TRS	2	2	3	1	1	4	0	4	1	2	2	3
Commendations: TRS	0	0	1	0	1	0	0	1	0	0	1	0

2022-2023	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>SERVICE QUALITY</b>												
Average Speed of Answer (ASA)	1.0	1.2	1.7	1.9	2.9	1.2	1.4	1.4	2.1	2.5	2.4	1.0
Service Level (SVL) (85/10)	98%	100%	96%	95%	93%	97%	97%	97%	96%	96%	95%	95%
Service Level (SVL) (85/120)	99.92%	97.90%	99.69%	99.66%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Complaints: TRS	2	1	0	0	3	0	0	4	1	1	0	1
Commendations: TRS	0	0	0	0	1	0	0	0	0	1	0	0

# CapTel State Quality Report

2020-2021	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

2021-2022	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>CAPTEL SERVICE QUALITY</b>												
Call Count	12,298	10,457	10,737	9,240	8,507	7,494	7,307	7,290	7,282	7,671	8,000	7,285
Average Session Minutes Per Call	3.53	3.80	3.41	3.58	3.44	3.88	3.98	3.82	4.26	3.82	3.71	3.52
Average Speed of Answer (ASA)	3.1	2.3	2.2	2.11	0.95	2.12	1.3	1.7	2.3	3.8	4.9	1.0
Service Level (SVL) (85/10)	90.3%	95.3%	93.2%	93.3%	97.7%	94.4%	97.2%	96.9%	93.9%	87.5%	83.9%	98.3%
Service Level (SVL) (85/120)	99.56%	99.72%	99.75%	99.76%	99.81%	99.87%	100.00%	100.00%	96.32%	99.95%	99.83%	99.97%
Complaints: CapTel	0	0	0	1	0	0	0	0	0	0	1	0
Commendations: CapTel	0	0	0	0	0	0	0	0	0	1	0	0

2022-2023	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>CAPTEL SERVICE QUALITY</b>												
Call Count	7,721	7,599	7,652	6,925	6,184	6,926	6,052	5,364	5,350	5,597	5,561	4,509
Average Session Minutes Per Call	3.43	3.60	3.74	3.70	3.65	3.59	3.75	3.87	3.98	3.78	3.86	4.02
Average Speed of Answer (ASA)	0.7	0.7	0.8	0.58	0.65	0.62	1.7	2.1	2.2	1.7	1.6	1.6
Service Level (SVL) (85/10)	98.9%	98.6%	98.4%	99.3%	98.9%	99.0%	95.1%	94.0%	95.9%	96.0%	98.0%	97.0%
Service Level (SVL) (85/120)	99.99%	100.00%	100.00%	100.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Complaints: CapTel	0	0	0	0	0	1	0	0	0	0	0	0
Commendations: CapTel	0	0	0	0	1	0	0	0	0	1	0	0

# Outreach Expense Report

Activity / Event Vendor	Expense	Activity Date
Buell Advertising (PSA STS in the Panama City area) 279 spots for February/March	\$5,300.00	3/4/2022
Relay & CapTel photoshoots for website	\$1,000.00	8/11/2022
FTRI visit (Outreach discussion)	\$451.70	8/30/2022
Buell Advertising (PSA STS in the Tallahassee area) 423 spots for February/March	\$8,000.00	1/27/2023
	\$14,751.70	Total Used to Date
	\$15,000.00	2021 Budget
	\$248.30	\$\$ Remaining

# Voice Response Unit (VRU) Solutions

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# Voice Response Unit (VRU) solutions

- *What is Voice Response Unit?*
  - VRU is an automated telephone answering system that provides callers with a prerecorded messages.
- **T-Mobile Accessibility implemented the VRU to address the issue of a growing number of misdials and robocalls that reach Florida Relay Service.**

# Voice Response Unit (VRU) solutions (continued)

- Friday April 29, 2022, the VRU for Florida was implemented on the voice number (800-955-8770) only.
- Successfully implemented the VRU messages for all 34 TRS States' call types (i.e., Voice (dedicated and blended), Spanish, VCO, STS, 711, etc.) -1<sup>st</sup> quarter 2023.
- There are multiple benefits for using the new VRU Message for the Florida relay's voice toll free number:
  1. Educate the customers on how to use service without CA involvement.
  2. Allow CA to handle relay calls more efficiently.
  3. Improves service levels.
- Observed significant decrease on number of misdialed calls.

Let's  
talk

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