



# Update Report

Regulatory Commission  
of Alaska Meeting  
June 26, 2019



Chris Smith, Sprint  
Kris Shipley, Sprint  
Tiffany Wilson, ATLA

# Agenda



- Alaska Relay Team
- Traffic Report
- Outreach Report
- Equipment and iPad Distribution Report
- Alaska Relay Website
- Questions and Answers



# Alaska Relay Team



## **Primary Alaska Relay Contract Holder:**

Sales – All Legal and Tariff related items:

- **Chris Smith,**  
Client Director, Sprint Accessibility

## **Contract/Account/Marketing/Outreach Manager of all day-to-day; approval EDP applications:**

- **Kris Shipley,**  
Senior Customer Relationship Manager,  
Sprint Accessibility



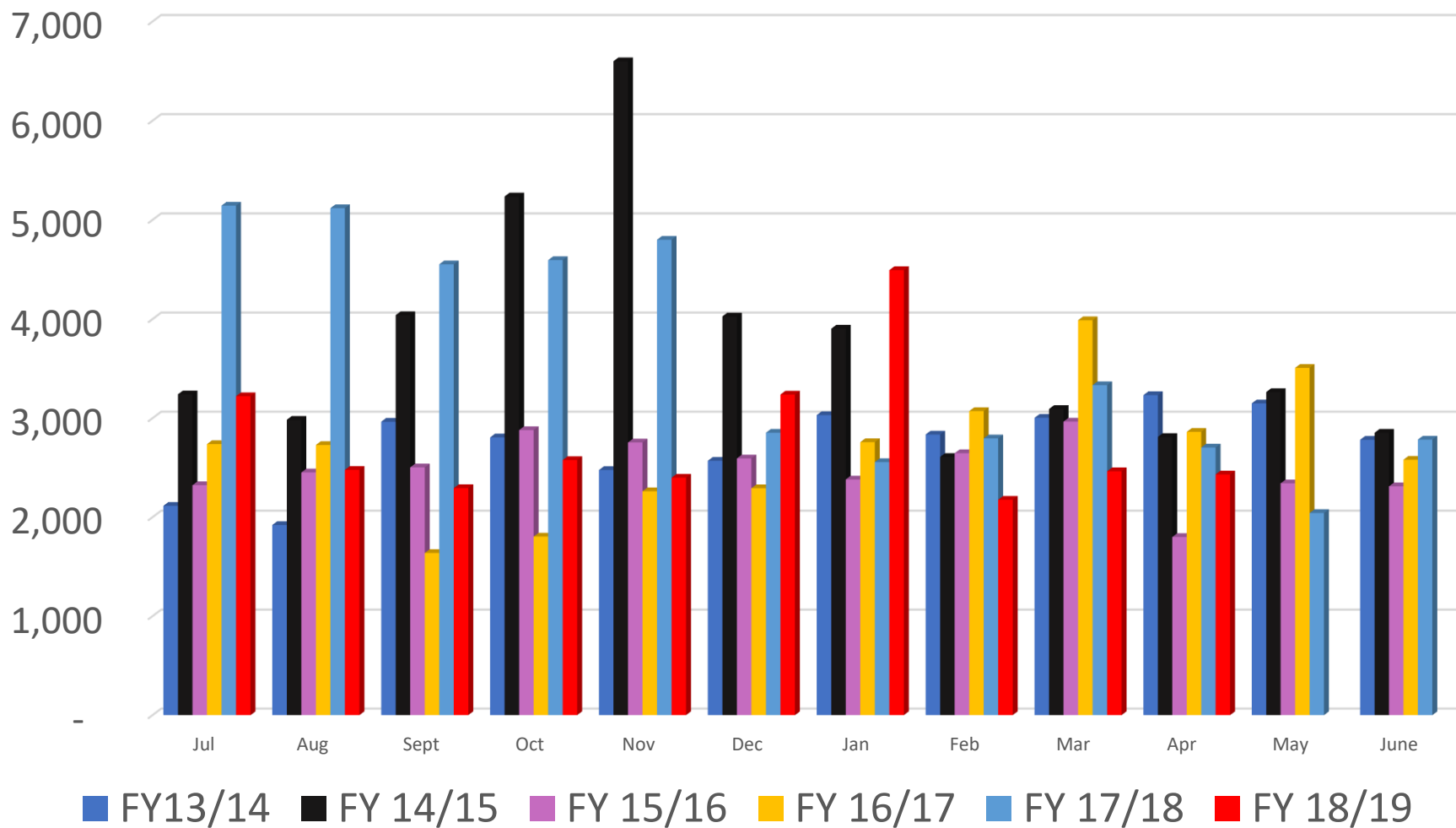
## **Subcontractor for Outreach Program:**

Outreach Activities, Relay Ambassador,  
Equipment and Tablet Distribution Program:

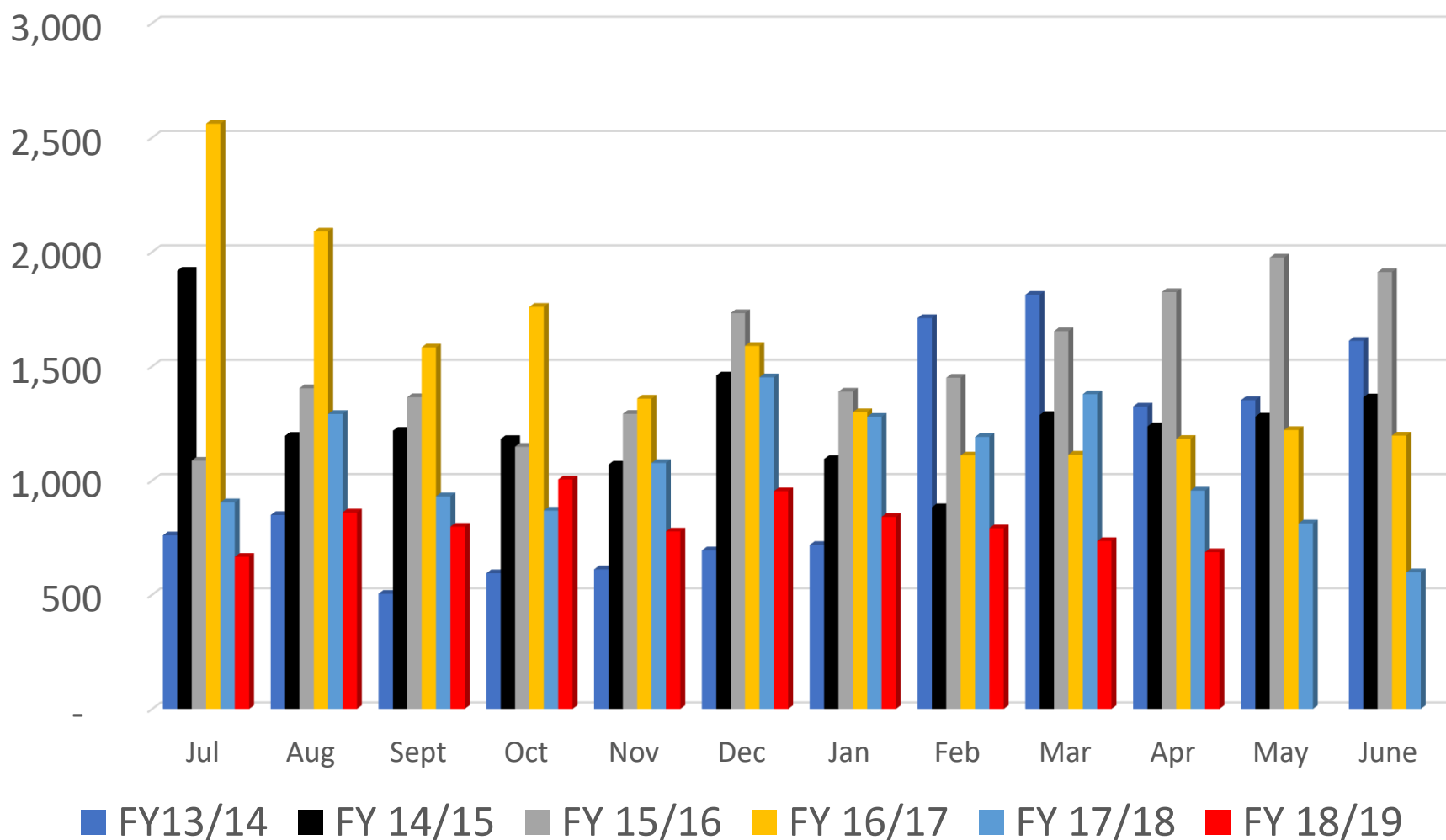
- **Tiffany Wilson and  
Tori Phipps,**  
Assistive Technology  
of Alaska (ATLA)



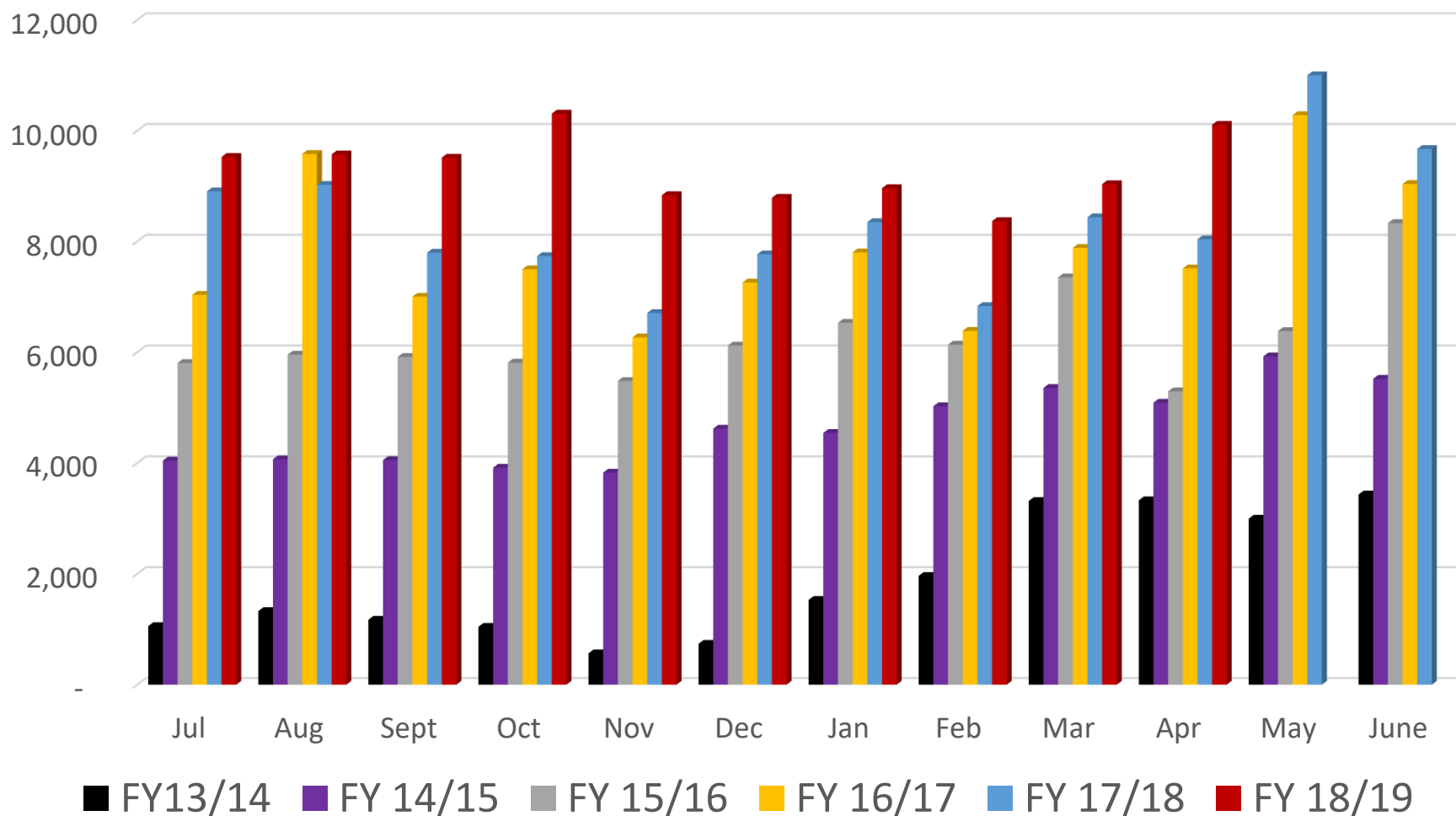
# Alaska Relay Minutes



# CapTel Minutes PSTN



# IP CapTel Minutes



# Outreach Activities



Outreach activities statewide provided by ATLA  
July to May 2019:

- 17 - Communities visited
- 47 - Trips completed
- 66 - Entities/organizations reached
- 35 - Exhibits/Conferences
- 2 - Group Meetings
- 49 - One-on-One Meetings
- 28 - Presentations

# Photos of Outreach Activities



Walk-n-Roll for Hope



Kenai Health Fair



Alaska Telephone Association (ATA) Annual Meeting



22<sup>nd</sup> Annual Gathering



# May Outreach



## WHERE IS ALASKA RELAY?

### Travel & Events

5/1 - 5/2 Fairbanks  
5/2 Fairbanks Senior Appreciation Luncheon  
5/4 Walk N Roll for Hope  
5/6 Sitka  
5/9 Palmer and Wasilla  
5/17 - 5/18 Sitka  
5/20 - 5/22 Valdez  
5/21 Homer  
5/22 Kenai/Soldotna

\*Trip is not finalized  
All travel and events are subject to change



# Distance Communication Survey



- Demographics
- What internet and/or phone service do you have?
- What do you own for accessible communication?
- What services have you tried?
- What are you using regularly?
- What do you need?



# Distance Communication Survey



Disability Identity	
Deaf	24
Hard-of-Hearing	12
Hearing (have family member with hearing loss living with me)	10
Hearing Impaired	4
<b>Total</b>	<b>50</b>

Age	
Parent of child who is 3-12	2
Youth (13-18)	1
Adult (19-24)	1
Adult (25-55)	29
Mature (56+)	17
<b>Total</b>	<b>50</b>

Region	
Far North	1
Interior	2
Southcentral	42
Southeast	1
Southwest	4
<b>Total</b>	<b>50</b>

Gender	
Male	15
Female	35
<b>Total</b>	<b>50</b>

- 50 with hearing loss (or family member)
- 1 with speech disability

# Equipment Distribution Program



	CapTel	TTY	Amplified Phone	Signaler	Total
FY 13-14	45	2	-	-	47
FY 14-15	39	3	-	-	42
FY 15-16	18	4	-	-	22
FY 16-17	37	3	-	-	40
FY 17-18	11	2	28	2	43
FY 18-19 (JUL-MAY)	11	1	27	7	47
				TOTAL	241

# Cycle 3: iPad Distribution Program



Disability	
Hearing Loss	6
Speech DA	7
<b>Total</b>	<b>13</b>

Gender	
Male	10
Female	3
<b>Total</b>	

Ethnicity	
African American	1
Alaskan Native	4
Caucasian	6
No Answer	2
<b>Total</b>	<b>13</b>

Region	
Interior	
Southcentral	10
Southeast	3
Southwest	
<b>Total</b>	<b>13</b>

Age	
Child (3-12)	2
Youth (13-18)	1
Adult (19-24)	
Adult (25-55)	6
Mature (56+)	4
<b>Total</b>	<b>13</b>

Location	
Anchorage	3
Eagle River	2
Homer	1
Juneau	1
Seward	1
Sitka	2
Soldotna	1
Valdez	1
Wasilla	1
<b>Total</b>	<b>13</b>



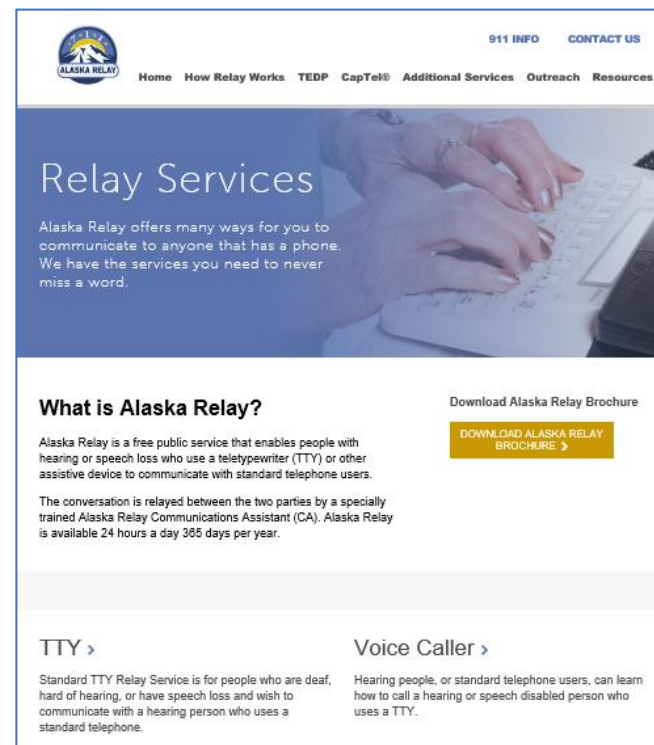
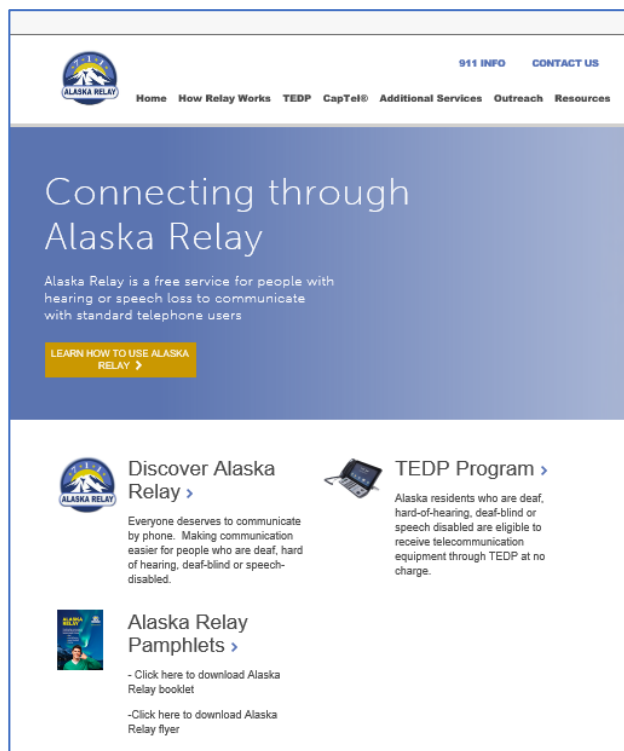
# Alaska Relay Website

- Update Alaska Relay website to WCAG 2.1 AA Compliance
- Accessible for Tablets, Mobiles and Computers
- Content Management System (CMS)
- Spanish Translation
- Work with DM Multimedia Vendor
  - Deaf-owned business
  - Worked with Sprint for more than 15 years
  - Very knowledgeable of Relay Services
  - Designed Relay Colorado, Kansas Relay websites and currently working on additional state relay websites

# Currently AK Relay Website



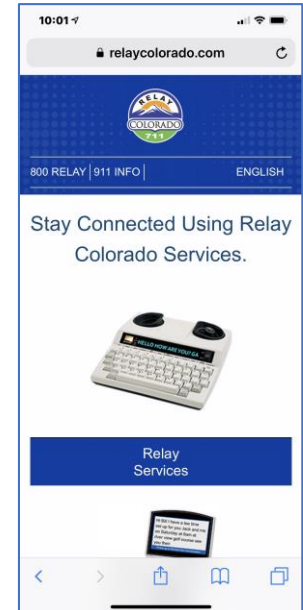
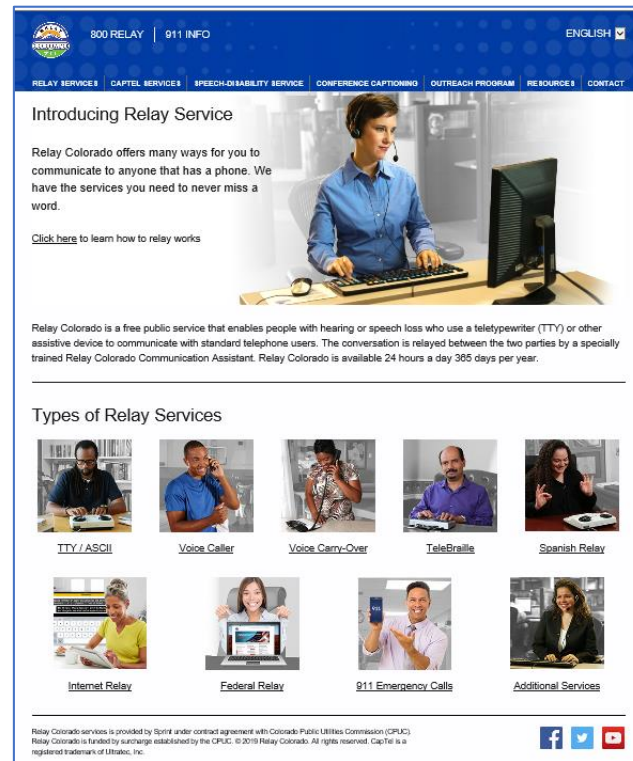
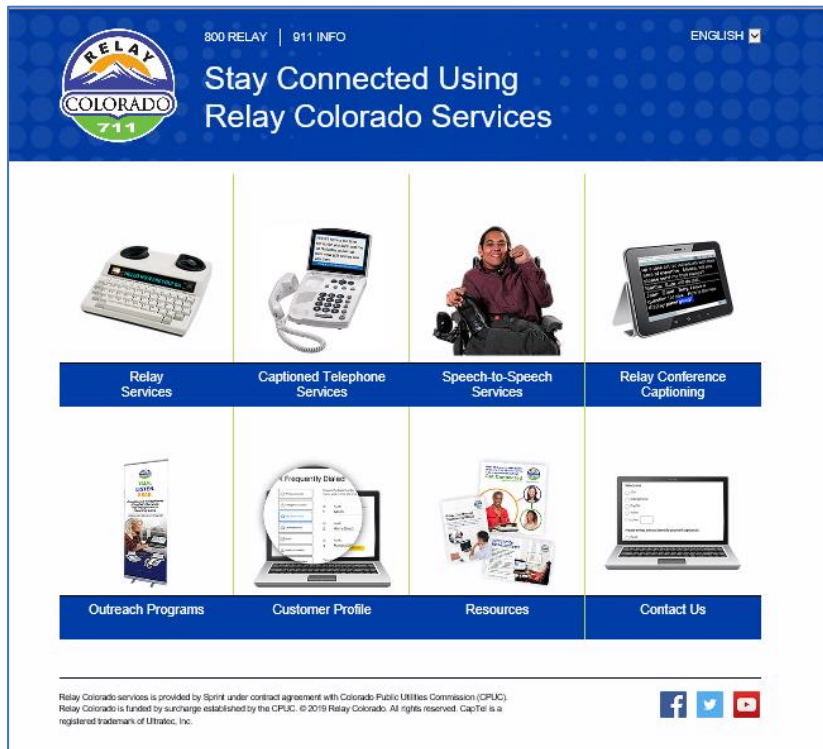
- Created 6 years ago
- Non-compliance with WCAG 2.1 AA
- Only mobile access



# New Colorado Relay website



Alaska will use the same template, change colors, logo placement and modify the contents



Screen shot  
from  
smartphone

[www.relaycolorado.com](http://www.relaycolorado.com)





- Any suggestions or comments?

# Questions



Thank you!