

# Alaska Relay

## Communication Service for the Deaf



ALASKA RELAY

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# Agenda

- The History of Telecommunications Relay Service (TRS)
- The next generation of Relay Services
- CSD's Presence in Alaska
  - What have we accomplished?
- What does CSD recommend for the state of Alaska?



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# TRS Beginnings

- 1976 First volunteer TRS
  - South Dakota – CSD
- 1988 First State TRS Contract
  - California
- ADA – 1990
  - All states mandated to have services by 1992



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# TRS Timeline

- FCC Requirements
  - 85/10 monthly SVL
  - 45 WPM Agent requirements
  - Confidentiality/Transparency
- TRS seen as “One Product Fits All”
  - Deaf
    - Regardless of Communication Preference
  - Hard of Hearing
    - Late Deafened
  - Speech Impaired



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# The Evolution Begins

- FCC Releases higher standards
  - 85/10 Daily SVL
  - 60 WPM Typing Speed Requirements
  - 10 minute on call
  - New features



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# New Products Emerge

- Each User Group seeks their own specialized solution
  - Voice Carry Over
  - Hearing Carry Over
  - Speech to Speech
  - Video Relay Services
  - Captioned Telephone
  - IP Based solutions



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# Who is CSD?

Communication Service for the Deaf is a private, non-profit organization dedicated to the provision of broad-based services, ensuring public accessibility and increasing public awareness of issues affecting deaf and hard of hearing individuals.

Based in Sioux Falls, South Dakota, CSD is the world's largest telecommunication relay and human service organization run for and by deaf and hard of hearing individuals.

CSD currently has nearly 2000 employees in 21 offices throughout the United States.



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# CSD and Sprint Partnership

- Partners since 1993
- Best in their respective expertise
  - CSD provides the facilities and people and manages the services
  - Sprint provides the Equipment and Transport Services.



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# CSD and Alaska

- CSD Begins Service December 27, 2001
- Milestones
  - Meet and Exceed FCC and State of Alaska Requirements
    - Service Level – Typically closer to 90/10
    - 78 WPM/94% Typing Accuracy
  - Consumer Involvement
    - Deaf and Hard of Hearing
      - Of, For and By the Deaf
    - Alaska Specific Community
      - Advisory Board



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# CSD and Alaska

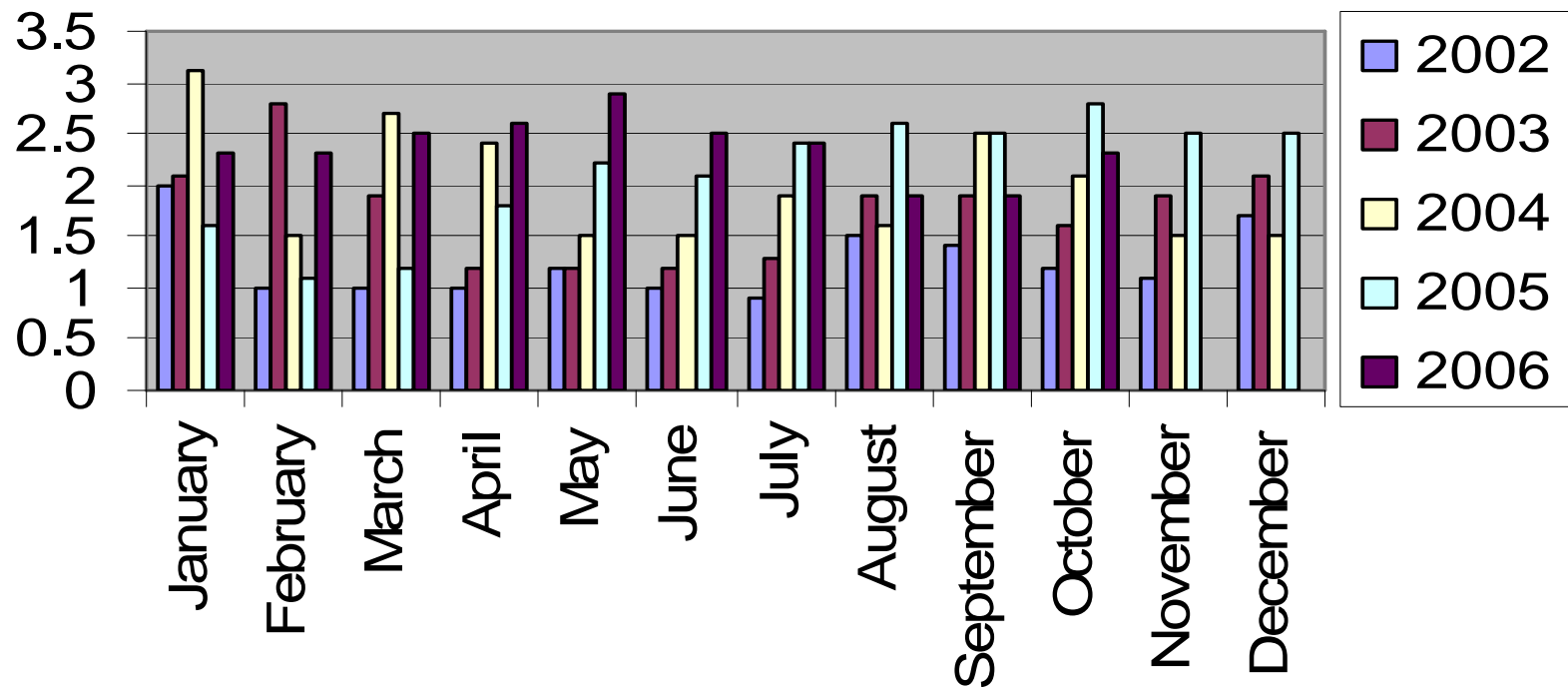
- Introduction of New Products to Alaska Community
  - Video Relay Services
  - IP based TRS
    - Sprintip.com
- Promotion of Equipment Distribution Program
  - 14 TTYs Statewide in 2005-2006



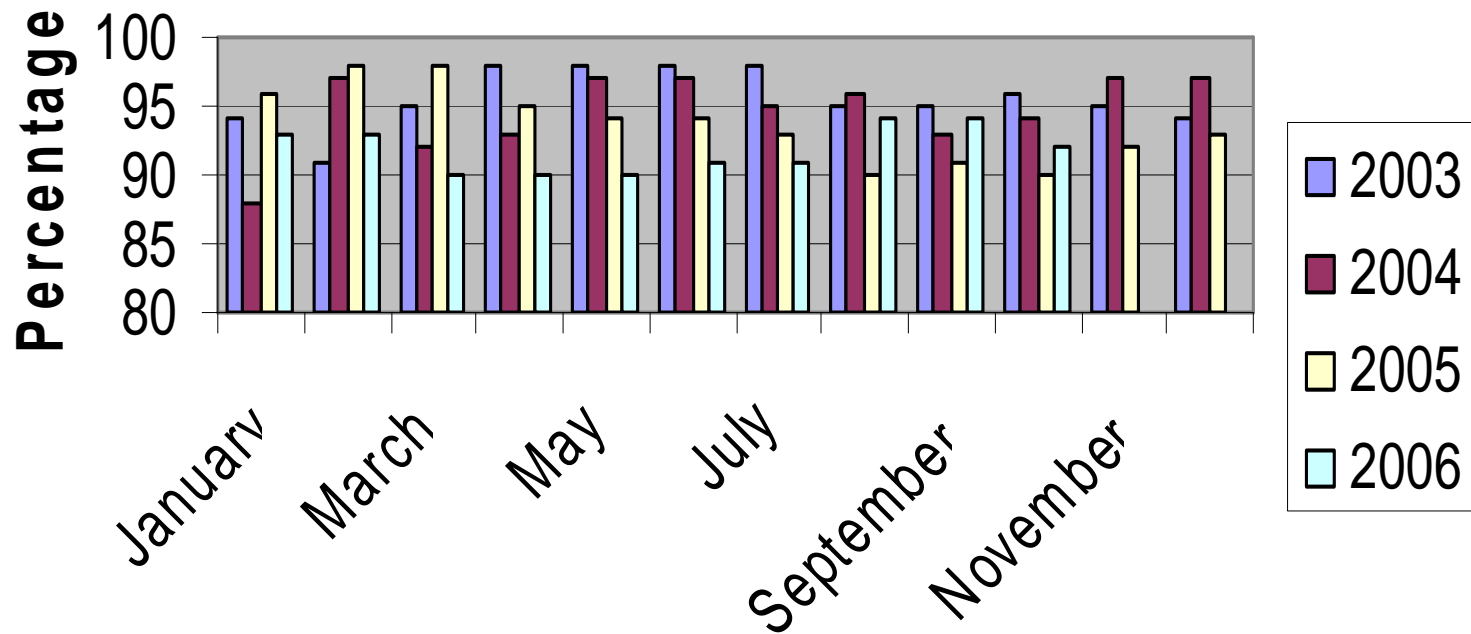
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## Alaska Average Speed of Answer (ASA)



# Alaska Service Level



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# Call Volume/Minutes of Use

- Call Volume Declining
  - 2002 – Near 10,000 calls a month
  - 2006 – Near 6,000 calls a month
- Minutes of Use
  - 2002 – Near 60,000 session minutes a month
  - 2006 – Near 28,000 session minutes a month



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# Changing Dynamics

- Telecommunications Relay Service
  - Declining 10-20% annually
- Where are the minutes going?
  - ADA – Businesses becoming more accessible
    - Text/E-mail communications
    - Web self-service
  - Confidence in TRS challenged



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# The Captioned Telephone



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# The Captioned Telephone

Just like a captioned TV,  
***CAPTIONED TELEPHONE***  
provides the user with both  
voice and nearly simultaneous  
captions of the voice



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# Potential CapTel Users

- Profoundly Deaf Persons Able to Speak
- Late-Deafened Persons
- Cochlear Implant Users
- VCO and 2-Line VCO Users
- Amplified Phone Users
- Hard of Hearing Persons who have difficulty understanding speech over the phone



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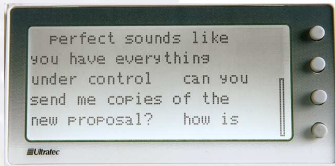
# How CapTel Works



The CapTel user dials his own call and talks to his friend



When his friend talks to him, her voice is also routed to the CA at the Captel relay



The CA transcribes the friend's voice into text and sends it back to the display



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# Advantages of Captel

- **No call set-up**
- **Captions are fast and accurate**
- **All sounds of the call are sent to the CapTel user**

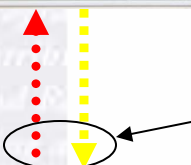
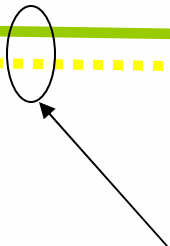
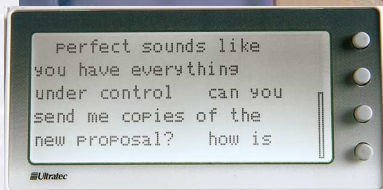


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# 2-Line Captel

CapTel user dials his own call on the first telephone line and talks to his friend



Line #2

Line #1

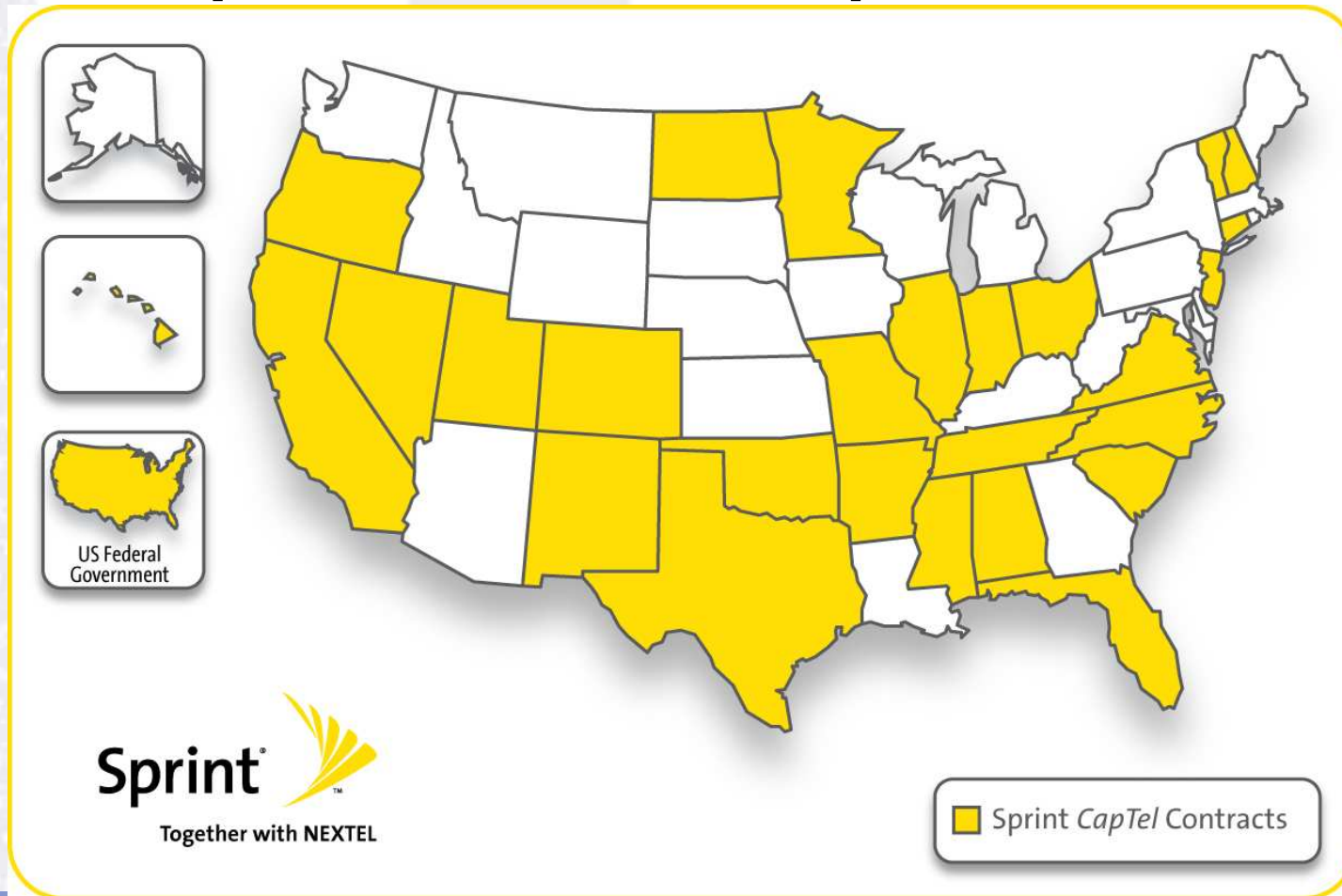


The CA transcribes the friend's voice into text and sends it back on line #2 to the display

When his friend talks to him, her voice is also routed to the second telephone line and to the CA



# Sprint/CSD Experience



# What's Coming Next?

## 1. Cellular Captel

- Now being developed in the UK
- US version expected later this year

## 2. Large Visual Display Captel

- Selectable Fonts, Sizes, and Colors

## – Captel over IP

- Click for Captions



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It's all about  
**Functionally**  
**Equivalent**  
**Communication**  
for Everyone,  
Everywhere



# CSD's Proposal

- Revisit Compensation Rates for TRS
  - Increase in rates due to declining minutes
  - Outreach Flat Rate costs
- Enhance the Service Offerings in Alaska
  - Captioned Telephone Services
    - Service – Per minute compensation
    - Equipment – Distribution Program for those that Qualify. Others provided options to purchase.



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# CSD's Proposal

- Increased Outreach Plans
  - “Don’t Hang up” Campaign for businesses
  - Continued exposure to rural communities
    - Development and Placement of
      - Newspaper Ads
      - TV/Radio Ads
    - Town Hall Meetings
- Introduction of New Equipment
  - Amplified Phone
  - VCO Phone
  - Assistive Devices (Flashers and Loud Ringers)