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TELECOMMUNICATIONS ACCESS MINNESOTA

2010 Annual Report to the Minnesota Public Utilities Commission

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EXECUTIVE SUMMARY

In order to provide equal access to the telecommunications network for people who are deaf, hard of hearing, speech disabled, or physically disabled, the Minnesota Legislature created what is now known as the Telecommunications Access Minnesota (TAM) program. Minnesota Relay and the Telephone Equipment Distribution (TED) Program were established to achieve this objective, and are funded by a surcharge on all wired and wireless telephone access lines in the state of Minnesota. The current TAM surcharge is $0.10 per access line; by statute, the surcharge may not exceed $0.20 per access line.

The state procedures and requirements regulating Minnesota Relay, the Telephone Equipment Distribution Program and the Telecommunications Access Minnesota Fund fall under Minnesota Stat. § 237.50 – 237.56 and Minnesota Rules, Chapter 8775.

Minnesota Relay

The state contracts with Communication Service for the Deaf (CSD) for the provision of Telecommunications Relay Services (TRS) in Minnesota. The contract is effective from July 1, 2006, through June 30, 2011, with the option to renew up to an additional 60 months. In June 2010, DOC-TAM extended the relay service components of the contract through June 30, 2013. The Minnesota Relay outreach component was not included in the contract extension, and DOC-TAM is currently exploring options to provide cost effective, comprehensive outreach to consumers.

In 2010, Minnesota Relay users placed 788,555 calls for a total of 1.98 million conversation minutes of use. Traditional[1] TRS use continued to decline in 2010, while use of Speech-to-Speech (STS), captioned telephone (CapTel) and Internet-based (iTRS) relay services grew.

The Minnesota Relay Consumer Relations Office (CRO) performed 377 outreach activities reaching 22,927 Minnesotans this year. For the fourth year in a row the staff at the CRO focused efforts on Minnesota Relay's Business Partners program – an outreach campaign developed to provide training to businesses on how to place and receive relay calls, and to educate businesses on the importance of not hanging up on customers contacting them through Minnesota Relay.

TAM administration works to ensure that telecommunications providers serving Minnesota consumers comply with state and federal regulations requiring notices to customers regarding Minnesota Relay and the TED Program. Because of that oversight, TAM has seen significant improvements with the quality and quantity of information provided to consumers by their telecommunications provider.

Telephone Equipment Distribution (TED) Program

The TED Program is administered through an interagency agreement between the Department of Human Services (DHS) – Deaf and Hard of Hearing Services Division (DHHSD) and the Department of Commerce (DOC) – TAM Program. In 2010, the TED Program served 1,381

[1] Traditional TRS includes TTY, VCO, HCO, and Spanish forms of relay services. Traditional TRS does not include STS relay. Descriptions of the various forms of relay services are provided on pages 11-14 of this report.

new participants, 2,570 repeat participants, and provided information and referrals to 343 consumers. Program specialists conducted 59 presentations and staffed booths at 37 expos, fairs, and other events. In total, the TED Program distributed 3,491 telecommunications devices this year.

Consumers with communications disabilities have indicated a desire for mobile telecommunications and equipment that incorporate modern technologies. In September 2009, the TED Program implemented a six-month wireless equipment pilot. The intent of the pilot was to evaluate the demand for wireless telecommunications equipment in both the deaf and hard-of-hearing communities. Three types of devices were available for distribution during the pilot: Sprint Blackberry Curve, Sprint Sanyo Katana LX, and the Jitterbug J (a large button, simple cell phone).

During the pilot the TED Program distributed 18 Blackberry Curves and 17 Jitterbug phones – no consumers requested the Sanyo Katana. Following the pilot, the TED Program decided to continue the distribution of the Jitterbug phone as many seniors reported increased benefits from the phone, especially for safety and emergency reasons.

TAM Fund

In addition to Minnesota Relay and the TED Program, three additional programs receive funding via the TAM surcharge assessed on each wired and wireless telephone access line in Minnesota: the Department of Employment and Economic Development - Accessible News for the Blind (DEED-ANB) program has a maximum annual budget of $100,000, the DHS - Rural Real-time Captioning program has a maximum annual budget of $300,000, and the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans (MCDHH) receives $300,000 annually.

In 2009, the legislature approved three $100,000 annual appropriations from the TAM fund for FY 2010 and FY 2011: the Office of Enterprise Technology (OET) to be used for technology accessibility and usability, the Legislative Coordinating Commission (LCC) to be used for captioning of live streaming of legislative sessions, and the MCDHH to be used for American Sign Language Web site content.

In 2010, the legislature approved transfers of $246,000 in FY 2010 and $270,000 in FY 2011 from the TAM fund to the general fund.

Fiscal Year 2010 TAM Fund

Revenues:

- Surcharge revenue collected: $4,679,425
- Account interest earned: $15,849

Expenditures:

- TAM Administration: $108,743
- CSD Contract: $2,912,545
- TED Program: $1,587,533
- DHS – Rural Real-time Captioning: $231,208
- DEED-ANB: $93,511
- MCDHH: $400,000
- OET: $100,000
- LCC: $100,000
- General Fund: $246,000

PROGRAM HISTORY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of enabling people who have difficulty hearing or speaking on the telephone to talk to standard voice telephone users. Two programs were established to accomplish this goal: the Minnesota Relay, which began service on March 1, 1989; and the Equipment Distribution Program (now re-named the Telephone Equipment Distribution [TED] Program), which began as a pilot program on October 1, 1988.

Minnesota Relay is a federally mandated Telecommunications Relay Services (TRS) program that allows an individual who is deaf, hard of hearing, deaf-blind, or speech disabled to communicate over the telephone in a manner that is functionally equivalent to the ability of an individual who does not have hearing loss or a speech disability. Minnesota Relay must be in full compliance with the requirements and intent of Title IV of the Americans with Disabilities Act of 1990, 47 U.S.C. § 225, Federal Communications Commission (FCC) regulations at 47 C.F.R. §§ 64.601 through 64.606, and Minnesota Statute § 237.50 – 237.56.

The TED Program provides specialized telecommunications equipment to enable persons who are deaf, hard of hearing, deaf-blind , speech disabled, or physically disabled to access telecommunications services. Program participants must meet eligibility requirements.

There have been significant changes and improvements to Minnesota Relay since its early years of operation. In 1995, the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for Minnesota Relay to the Department of Public Service (DPS). (DPS and DOC were merged on September 15, 1999). DHS-DHHSD, through an interagency agreement with DOC-TAM, operates the TED Program (Minnesota Stat. § 237.51, Subd. 1).

In 1996, after careful consideration of the needs of Minnesota Relay users, DPS-TACIP determined that it was in the best interest of relay users, telephone ratepayers, and the legislature to relieve the state of the burden of owning and maintaining TRS equipment. It was apparent that the Minnesota Relay facility and its equipment had become severely outdated and beyond the point of overhaul. DPS-TACIP was faced with two options: spend millions of dollars for the purchase of new equipment, or contract with a qualified TRS vendor that would furnish continually upgraded equipment and software as well as specially trained call center staff to provide Minnesota Relay services. It was decided that the best way to provide quality and cost effective relay services in Minnesota was to contract with a highly qualified TRS vendor.

On July 1, 1996, DPS-TACIP contracted with Communication Service for the Deaf (CSD) and Sprint Communications Company, LP (Sprint) for TRS. CSD's contract was for the provision of management, human resources and outreach components for Minnesota Relay. Sprint's contract was for the provision of the call center facility, equipment and maintenance, and access to Sprint's fiber optic telecommunications network. Initially, Minnesota Relay traffic was forwarded to relay centers operated jointly by CSD/Sprint. The Minnesota Relay center, located in Moorhead, began processing calls on December 16, 1996.

In April 2000, DOC-TACIP, CSD and Sprint learned of plans by the City of Moorhead to demolish the Minnesota Relay call center and other adjacent buildings located on a 23-acre tract to make way for a proposed $50 million economic revitalization project.

Despite a long list of challenges, DOC-TACIP, Office of the Attorney General, Department of Administration, CSD, Sprint, City of Moorhead, and the project's developers worked diligently to arrive at a solution to relocate the relay center within the new development's proposed office complex. The project's developers agreed to build the proposed office complex first and demolish the relay call center last, thus enabling Minnesota Relay to make a seamless transition from their old location to the new office complex on February 20, 2002.

Obtaining brand new office space designed specifically for Minnesota Relay also allowed for a center expansion from 70 workstations to 105 workstations. This expansion created many more jobs, and allowed the Moorhead center to process relay calls originating from the other states and jurisdictions in which Sprint and CSD are TRS providers. The Moorhead center currently employs 85 full-time and 60 part-time staff. *In 2010, the Moorhead center processed a total of 3,133,092 relay calls*; 363,588 of those calls were for Minnesota consumers.

Due to the expanded number of workstations and the professionalism and competence of Minnesota's CAs, the Moorhead center was given the responsibility of serving as the back-up center for the Federal Relay Service. The Moorhead center's services were first engaged by the Federal Relay on July 16, 2002, and the center continues to process Federal Relay calls each month.

Effective August 1, 2002, the name of the Telecommunications Access for Communication Impaired Persons (TACIP) program was changed to Telecommunications Access Minnesota (TAM). DOC sought the name change at the request of consumers, who objected to the inclusion of the word "impaired" in program name.

In 2005, the Minnesota Legislature passed legislation that created two new state programs, Accessible News for the Blind and Rural Real-time Captioning, that are to be funded via the TAM surcharge assessed on each wired and wireless telephone access line in Minnesota.

The Accessible News for the Blind (ANB) program provides accessible electronic information (news and other timely information) for people who are blind and disabled. This program is administered by the commissioner of the Department of Employment and Economic Development (DEED), and has a maximum annual budget of $100,000.

The Rural Real-time Captioning program provides real-time, closed-captioning of certain local television news programs for people who are deaf, hard of hearing, or deaf-blind. This program is administered by the commissioner of the Department of Human Services (DHS), and has a maximum annual budget of $300,000.

On October 17, 2005, DOC-TAM issued a Request for Proposal for the provision of TRS and associated outreach. The TRS contract was awarded to Communication Service for the Deaf (with Sprint as a subcontractor) and is effective from July 1, 2006, through June 30, 2011, with

the option to renew up to an additional 60 months. In June 2010, DOC-TAM extended the basic relay service (including Speech-to Speech relay) and the captioned telephone relay service components of the contract through June 30, 2013. The Minnesota Relay outreach component was not included in the contract extension, and DOC-TAM is currently exploring options to provide cost effective, comprehensive outreach to consumers.

In 2006, the Minnesota Legislature passed legislation that appropriates $200,000 annually from the TAM fund to the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans[2] (MCDHH), to be used for operational expenses. MCDHH is a governor appointed commission that advocates for equality of opportunity for Minnesotans who are deaf, deaf-blind, and hard of hearing. In 2007, the Minnesota Legislature passed legislation that appropriates an additional $100,000 annually from the TAM fund to MCDHH, for a total direct appropriation of $300,000 annually.

In 2008, the Minnesota Legislature passed legislation allowing for two direct appropriations from the TAM fund in FY 2009: $85,000 was appropriated for a State Video Franchising study and $175,000 was appropriated for a Broadband Mapping project.

In 2009, the Minnesota Legislature passed legislation allowing for three direct appropriations from the TAM fund in FY 2010 and in FY 2011. The Office of Enterprise Technology (OET) was appropriated $100,00 each year for technology accessibility and usability. The Legislative Coordinating Commission (LCC) was appropriated $100,000 each year for captioning of live streaming of legislative sessions. The MCDHH was appropriated $100,000 each year for American Sign Language Web site content.

In 2010, the Minnesota Legislature approved transfers of $246,000 in FY 2010 and $270,000 in FY 2011 from the TAM fund to the general fund.

[2] Effective August 1, 2008, the Minnesota Legislature passed legislation to change the name of the Minnesota Commission Serving Deaf and Hard-of-Hearing People to the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans. The commission will continue to use the MCDHH initialism.

TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

TAM Administration

DOC-TAM administers the TAM fund and manages vendor contracts and interagency agreements. Minnesota Relay and associated outreach services are currently provided to the state under contract with Communication Service for the Deaf. The TED Program and Rural Real-time Captioning program are provided to the state under interagency agreements with the Department of Human Services. The Accessible News for the Blind program is provided to the state under an interagency agreement with the Department of Employment and Economic Development.

TAM Funding

The Minnesota Relay, TED Program, Accessible News for the Blind, Rural Real-time Captioning, annual direct appropriation for MCDHH, and administrative expenses of DOC-TAM are funded by a monthly surcharge on all wired and wireless telephone access lines in the state of Minnesota. TAM surcharge revenue is deposited into a dedicated account. The monthly surcharge is capped at $0.20 per access line.

Minnesota's Telecommunications Relay Services (TRS) program observes all jurisdictional separation of costs as required by 47 C.F.R § 64.604(c)(5), Section 410 of the Communications Act of 1934, Minnesota Stat. § 237.10, and Minnesota Rules, Chapter 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state and are included in monthly invoices from CSD.

Minnesota Relay local and *intra*state minutes of service (including 49 percent of toll free and 900 minutes, and 89 percent of two-line CapTel minutes) are reimbursed through the TAM fund. Minnesota Relay *inter*state and international minutes of service (including 51 percent of toll free and 900 minutes, and 11 percent of two-line CapTel minutes) are reimbursed by the Interstate TRS Fund.[3]

In June 2010, the PUC approved DOC-TAM's fiscal year 2011 Budget and Surcharge Recommendations. The PUC accepted DOC-TAM's recommendation to increase the surcharge from $0.06 to $0.10 for fiscal year 2011, which will support funding for all TAM fund programs and will maintain an adequate reserve for operating expenses.

Population Served

TAM and the TED Program serve Minnesotans who have a hearing, speech, or physical disability that makes it difficult or impossible to use standard telecommunications services, and also serves persons who wish to contact these individuals.

TAM and the TED Program recognize the importance of looking to the future and monitoring the trends and rapid advances in telecommunications technology. We strive to provide our

[3] The Interstate TRS Fund is funded by contributions from all common carriers and interconnected VoIP provider providing interstate telecommunications services, and is administered by the Interstate TRS Fund administrator, currently the National Exchange Carrier Association, Inc. (NECA). By October 2011, non-interconnected VoIP service providers will also be required to contribute to this fund.

consumers with services that advance have the same level of quality and provide the same features and options as the telecommunications services and equipment available to consumers without hearing, speech or physical disabilities.

TAM and the TED Program are also committed to providing Minnesotans with education, training, and support regarding TRS and specialized telecommunications equipment. Outreach is essential to disseminate information on:

- the types of relay services and telecommunications equipment available
- who can benefit from various types of relay services and equipment
- how to place and receive a relay call
- how to use various specialized telecommunications equipment
- who qualifies for free telecommunications equipment

Role of the Public Utilities Commission

In accordance with Minnesota Stat. § 237.55, "The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system, describe service provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operations."

DOC-TAM must also submit an annual budget and surcharge recommendation to the PUC for approval. The commission reviews the recommendation for reasonableness, may modify the budget to the extent it is determined unreasonable, and sets the annual TAM surcharge amount (Minnesota Stat. §237.52, Subd. 2).

Minnesota Relay Progress

Notification to Carriers Regarding Public Access to Information

TAM takes a proactive role to ensure that all telecommunications providers serving Minnesota consumers are in compliance with Minnesota Rule 7812.1000 and 47 C.F.R. § 64.604(c)(3) requiring annual notices to customers regarding Minnesota Relay and the TED Program.

Minnesota Rule 7812.1000 requires that local service providers must provide their customer, at least annually, with a notice of customer rights. The notice must include information on "hearing impaired" services.

FCC 47 C.F.R. § 64.604(c)(3) states that "Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."

DOC-TAM annually sends a letter and compliance form to Minnesota telecommunications providers reminding them that they must comply with state and/or federal regulations requiring notices to customers regarding Minnesota Relay and TED Program. To demonstrate compliance, carriers e-File their compliance form and copies of information distributed to their customers. By requiring carriers to submit a compliance form and documentation, DOC-TAM is able to determine which carriers are not in compliance, either because they are not publicizing the required information on Minnesota Relay and TED Program services, or because they are publicizing outdated and incorrect information.

Carriers have access to the most current information and forms via the Minnesota Relay Web site: www.mnrelay.org.

Enhanced Customer Preference Database

To allow for ease of use and expedited call set up, Minnesota Relay users are able to submit their calling preferences, such as communication mode (TTY, Voice, ASCII, STS, and CapTel), carrier of choice, preferred billing method, frequently dialed numbers, and customer notes for call processing. The call preferences are stored in the relay provider's database. When the relay user's call arrives at a communication assistant's (CA) position an Automatic Number Identification (ANI) check occurs. If there is a match of a Customer Preference file to an inbound ANI, the CA screen is activated automatically for the CA to reference the information for that particular relay user.

In 2010, Sprint added enhancements to Customer Preferences. Relay users are now able to submit, review and update their Customer Preference ***online*** (at www.mysprintrelay.com). Additional call processing preferences were added, including an option for STS users to type in messages for future STS calls. The STS message option is particularly useful for long messages and for repetitive type calls that a STS user may make. Lastly, Sprint has added additional security measures to protect user information.

Anticipated TRS Platform Enhancements in 2011

No TRS platform enhancements are scheduled for release in 2011.

Minnesota Relay Services Provided

Minnesota Relay is a free service that provides full telephone accessibility to persons who are deaf, deaf-blind, hard of hearing or speech disabled. A specially trained communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and the person with which they wish to speak. Calls can be made to anywhere in the world (long-distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

Minnesota Relay Features

- **7-1-1:** A nationwide abbreviated dialing code for accessing all types of relay services.

- **800/877/888 Numbers:** Minnesota Relay users are able to reach regionally restricted 800, 877, and 888 toll free numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to consumers in their calling area.

- **900 Service:** allows Minnesota Relay users to access 900 number pay-per-call services.

- **Answering Machine Retrieval**: TTY users can request a CA to retrieve messages from the user's voice answering machine or voice mail.

- **American Standard Code for Information Interchange (ASCII) Split Screen**: allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides interrupt capability, when appropriate, for the ASCII user and the voice party.

- **Call Release:** allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

- **Caller ID:** Calls placed through Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls.

- **Captioned Telephone Relay Service (CapTel™)**: allows individuals with hearing loss to receive word-for-word captions of what the other person on the call is saying, while also allowing them to use their residual hearing to listen to their phone conversations. The captions, which are generated through a captioning service using the latest in voice recognition technology, appear on the text display of the relay user's specialized captioned telephone.

  - **Two-Line CapTel**: Like standard CapTel relay, two-line CapTel provides live captions of everything the other party says during a phone conversation. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on a second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that the user has purchased from their telephone service, including call waiting.

- **Carrier of Choice** (COC): allows a relay user to choose their preferred carrier for intrastate, interstate, and international calls. This requires the user's COC to enter into a billing and collection agreement with Sprint.

- **Cellular/PCS Phone Access**: allows a cellular customer to reach Minnesota Relay's toll-free number(s) to complete relay calls.

- **Customer Preference Database**: offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features include, but are not limited to, communication modes (TTY, Voice, and ASCII), carrier of choice, preferred billing method, frequently dialed numbers, emergency numbers, and customer notes for call processing.

- **Directory Assistance**: A CA will relay directory assistance (DA) calls between a relay user and the Local Exchange Carrier (LEC) DA operator. Once the caller makes a request for directory assistance, the CA will contact a LEC DA operator. After obtaining the requested phone number, the caller may choose to place the call through the relay or dial it directly (i.e. TTY to TTY). Note: DA is often subject to charges by the caller's local telephone service provider.

- **Deaf-Blind Transmission Speed**: A modification of the default transmission speed for Telebraille users. Instead of the default setting at 45 words-per-minute, the transmission speed has been reduced to 15 words-per-minute, with system capability to increase or decrease transmission speed by 5 words-per-minute increments.

- **Emergency Assistance**: Although relay users are discouraged from placing 9-1-1 calls through the relay, calls are placed at the caller's request. Through the provider's E911 database, CAs use a "hot button" to automatically place a call to the most appropriate Public Safety Answering Point.

- **Enhanced Turbo Code (E-Turbo™)**: allow a TTY user to automatically submit dialing and call set-up instructions when they dial into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set-up and process the outbound call. The result is that the TTY user is connected to their desired party at a speed that is more functionally equivalent to that of a non-relay call.

- **Error Correction**: This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.

- **Flexible Billing**: allows Minnesota Relay users to complete long distance calls using pre-paid calling cards, carrier calling cards, third party billing or by placing collect calls.

- **Gender ID**: This feature automatically matches the relay user's gender with the gender of a CA. For example, the user has the option of allowing Minnesota Relay to use the caller's Customer Preference information to automatically match the CA's gender to their own.

- **Hearing Carry Over (HCO):** allows a hearing person who has very limited or no speech capability to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response.

- **Two-line HCO**: allows a hearing person with speech difficulties to make and receive telephone calls with real-time interaction (i.e. not having to wait for the "Go Ahead" or "GA" to respond). The HCO user uses one telephone line to listen to the other party's conversation, and uses the second line to type his or her conversation for the CA to read to the other person. With two-line HCO, the relay user does not have to constantly move the telephone receiver from their ear to the TTY in order to hear the conversation and type their response. This makes for a smoother and more natural flow to the telephone conversation.

- **Intelligent Call Router:** Technology that automatically and seamlessly routes relay calls to the first available CA in the network.

- **International Calls**: allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).

- **Last Number Redial**: allows the relay user to call the last person dialed through the relay without having to provide the telephone number dialed to the CA.

- **Recording Machine Capabilities:** allows the CA to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.

- **Spanish Relay**: the CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

- **Speech-to-Speech (STS):** allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or a voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them.

- **Telecommunications Service Priority (TSP):** On October 31, 2005, Sprint successfully activated all of their call centers (including the Moorhead center) under the TSP program. If a national or regional emergency causes service to be disrupted and the Moorhead relay center cannot receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers will be required to restore service as rapidly as possible consistent with the priority status assigned to the Moorhead relay center.

- **Three-Way Calling Feature**: allows more than two parties to be on the telephone line at the same time with the CA.

- **Transfer Gate Capabilities:** allows the CA to transfer a caller to another form of relay service (i.e. Spanish, CapTel, Speech-to-Speech), to customer service, or to a relay center manager.

- **Text Telephone (TTY) Operator Service:** is available to complete a TTY to TTY call, obtain directory assistance information, or receive credit for erroneous billing.

- **Turbo Code Capability**: allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.

- **Variable Time Stamp Macro**: This macro enables the relay caller to know when their called party has disconnected from the call.

- **Voice Carry Over (VCO)**: allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user.

  - **Two-Line VCO:** allows a VCO user to use one phone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides for a more natural flow of conversation without the pauses of single-line VCO calls.

  - **VCO Gated Calling**: Minnesota Relay has dedicated VCO and two-line VCO toll-free phone numbers, which provide significant improvements in service by directing VCO users to specifically trained VCO and two-line VCO CAs.

  - **VCO-With-Privacy-and-No-GA**: allows VCO users to use the standard VCO feature without needing to say "Go ahead" or "GA". Additionally, the CA does not listen to the VCO user's spoken words. Ordinarily, VCO users need to say "GA" so that the CA knows that it is the other party's turn to speak. The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.

- **Voice Call Progression:** allows voice or HCO callers to listen during call set-up (i.e. ringing or busy).

Call Volumes

In 2010, Minnesota Relay averaged 65,713 calls per month: 25,867 traditional[4] relay calls, 1,066 Speech-to-Speech calls, and 38,780 CapTel calls. The following Minnesota Relay call charts can be found in **Appendix A**:

- 2001 – 2010 Minnesota Relay Call Volume
- 2010 Minnesota Relay Conversation Minutes by Type
- 2010 Minnesota Relay Traditional TRS Conversation Minutes
- 2010 Minnesota Relay Speech-to-Speech Conversation Minutes
- 2010 Minnesota Relay CapTel Conversation Minutes

Minnesota Relay's traditional TRS call volume has been decreasing for the past eight years. This decline can primarily be attributed to the introduction of a number of Internet based relay services (iTRS) since 2002, the introduction of CapTel relay in 2003, and the increasing reliance

[4] Traditional TRS includes TTY, VCO, HCO, and Spanish forms of relay services. Traditional TRS does not include STS relay.

on e-mail and text messaging as communication resources. The use of Speech-to-Speech, CapTel relay and iTRS is growing.

The combined use of all forms of relay services (those reimbursed by state funds combined with relay services reimbursed through the Interstate TRS Fund) has remained steady in the past few years. **Appendix B** includes two charts demonstrating trends in the forms of relay services used by Minnesota consumers. Note: NECA does not provide state-specific call volumes for Internet Protocol captioned telephone relay (IP CTS) so TAM is not able to track the use of this service by Minnesotans. As TAM does not have access to IP CTS statistics, minutes of use for this service are not reflected in Minnesota TRS Trends.

Accessibility of Telecommunications Network

Minnesota Relay Facilities

The relay service facility uses an Avaya Automatic Call Distribution (ACD) switching system. The switch is an all-digital system that provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant, which minimizes the dropping of calls originating or terminating in Minnesota.

The Minnesota Relay center utilizes both Uninterruptible Power Source (UPS) and backup power generators to ensure that the relay has uninterrupted power, even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – usually within a few minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods as long as fuel is available. In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the relay center's operation is maintained. This includes:

- Switch system and its peripherals
- Switch room environment (air conditioning and heating)
- CA consoles/terminals
- Emergency lights (self-contained batteries)
- System alarms
- Call Detail Record recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until commercial power is restored.

Transmission Circuits

CSD's subcontractor, Sprint, is a certified interexchange carrier in all 50 states. Using Sprint's nationwide all digital fiber-optic network, transmission circuits meet, if not exceed, FCC and TAM intraexchange performance standards, and ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards for circuit loss and noise.

Sprint's Synchronous Optical Network (SONET), using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. As such, Minnesota Relay is linked to a coast-to-coast telecommunications route, which ensures voice, data, and video services without interrupting the call. This guarantees that Minnesota Relay calls are safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds.

Switching System

Minnesota Relay's Avaya ACD switching system incorporates redundant Central Processor Units (CPUs) on hot stand-by and allows for remote monitoring and administration. This includes full maintenance and administrative access, real-time system monitoring, real-time report generation, and real-time programming capabilities. The maintenance staff and administrative personnel have the ability to perform preventative maintenance without taking the system off-line, via Transmission Control Protocol/Internet Protocol connections. In addition, on-line and off-line diagnostic routines identify system faults or failures at the individual board level and automatically notify a 24-hour staff of monitoring personnel.

Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. The relay network is designed to contend with any foreseeable weather-related challenges, power outages, and disasters.
If one core switching system must shut down, the other core switching systems in the network remain operational and available to process calls, guaranteeing that communication is accessible at all times.

During a major or minor service disruption, the dynamic call-routing feature bypasses the failed or degraded facility and immediately directs calls to the first available CA in any of CSD and Sprint's fully interlinked TRS call centers. The transfer of calls between centers is transparent to users.

7-1-1 Dialing Access

On August 9, 2000, the FCC released a *Second Report and Order* concerning nationwide 7-1-1 dialing access to TRS[5]. The Order required all common carriers, wireless providers, payphone vendors, and Private Branch Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001.

Currently, 52 percent of Minnesota Relay calls are placed using this dialing shortcut. Relay users are still able to access Minnesota Relay by dialing the 10 digit toll-free access numbers.

Handling of Emergency Calls

Minnesota Relay uses a system for incoming emergency calls that automatically and immediately transfers the relay caller to the appropriate Public Safety Answering Point (PSAP). Minnesota Relay considers an emergency call to be one in which the caller indicates the need to connect to

[5] In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements, (Second Report and Order), CC Docket No. 92-105, FCC 00-257, 15 FCC Rcd 15188, released August 9, 2000.

the police department, fire department, paramedics, or ambulance. The following steps are taken to connect the caller to the appropriate PSAP:

- The CA, when told by the caller that an emergency exists, will depress a "hot key".
- The CA's terminal instantly sends a query to the E911 database containing the caller's geographic area Automatic Number Identification (ANI).
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then automatically dials the PSAP number and passes the caller's ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller's ANI on to the E911 center operator. If the caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

Minnesota Relay also receives calls from non-relay users who have accidentally dialed 7-1-1 instead of 9-1-1. When this occurs, the CA will let the caller know that they have reached Minnesota Relay. If the caller does not wish to disconnect from the relay and dial 9-1-1 directly, the CA will put the call through to the most appropriate PSAP. In some emergencies the caller may not be able to redial to place the 9-1-1 call on their own. In most instances, the voice caller who misdialed wants to continue their emergency call through Minnesota Relay and does not want to redial 9-1-1.

In 2010, 199 emergency calls, for a total of 856 session[6] minutes, were relayed or monitored by Minnesota Relay.

Minnesota Relay encourages users to dial 9-1-1 or other existing emergency numbers directly in emergency situations as using relay may result in a delay in getting their call through. However, some relay users still call 9-1-1 services via Minnesota Relay for the following reasons:

- Person with a speech disability may have concerns that the PSAP operator may not be able to understand their speech pattern if 9-1-1 is called directly. Speech-to-Speech relay CAs are specially trained to understand a variety of different speech patterns.

- Some TTY users are more confident that their emergency message will be understood and they will get the help they need if they place their emergency call through relay. TTY users may experience problems if they dial 9-1-1 directly because not all PSAP operators are competent in TTY use and in understanding ASL gloss.[7]

Person with a hearing or speech disability may not have access to a TTY during an emergency situation.

[6] A session minute is the total elapsed time between when the CA connects to an inbound Minnesota Relay call until the CA is disconnected from both the inbound and outbound party. This includes incomplete calls (busy, no answer, or wrong number) that do not reach the intended called party, and includes the set-up and wrap-up time of the call.
[7] When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL gloss.

Speed of Answer

Minnesota Relay meets the FCC mandatory minimum standard for TRS speed of answer (FCC 47 C.F.R. § 64.604), which states "TRS facilities shall, except during network failure, answer 85 % of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold." DOC-TAM's TRS contract with CSD requires a higher standard than that mandated by the FCC, requiring 90 percent of Minnesota Relay calls be answered within 10 seconds. In 2010, Minnesota Relay's average speed of answer was 1.1 seconds, and the average service level was 96 percent.

Minnesota Relay is equipped with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the relay call center(s) switch equipment.

Equal Access to Interexchange Carriers

47 C.F.R. § 64.604 (b)(3) requires that "TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users."

Minnesota Relay users are able to have their intrastate, interstate and international calls carried by any interexchange carrier who has completed the steps necessary to be available as a Minnesota TRS Carrier of Choice (COC). When a caller indicates their COC preference, the CA will verify that the requested carrier is available as a COC in Minnesota; if they are, the call will be routed accordingly. Callers are able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

If a Minnesota Relay caller does not indicate a COC preference to the CA, either at the time of the relay call or via their Customer Preferences, or if the user's preferred carrier is not available as a COC in Minnesota, the long distance relay call will be carried and billed by Sprint.

When a relay user requests a long distance carrier that is not a COC participant in Minnesota, CSD completes a Customer Contact form and provides the TAM administrator with the name of the requested carrier. The TAM administrator sends the non-participating long distance carrier a letter notifying the company of its obligation to provide access to TRS users, as well as instructions on how to become a COC in Minnesota.

Please see **Appendix C** for carriers currently available as a COC for Minnesota Relay.

Rates

Minnesota Relay users are charged no more for services than those charges paid by standard "voice" telephone users. Minnesota Relay users who do not select a preferred COC will have their long distance relay calls rated and invoiced by Sprint. Users who select a preferred COC will be rated and invoiced by their selected interstate carrier. Minnesota Relay users placing long distance calls are only billed for conversation time.

Consumer Complaints

In 2010, Minnesota Relay received complaints on less than 0.004 percent of relay calls – 788,555 calls were relayed and 35 complaints were filed.

Minnesota Relay users have the option of contacting the TAM administrator (800-657-3599), Minnesota Relay Consumer Relations Office (800-657-3775), Sprint's 24-hour customer service line (800-676-3777), or the FCC (1-888-225-5322 voice / 1-888-835-5322 TTY, or on line at http://esupport.fcc.gov/complaints.htm) to file a complaint or commendation. A relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's customer service department.

CSD provides copies of each TRS Customer Contact form to the TAM administrator monthly. Each form includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved, an explanation of the resolution and any other pertinent information. In the event that DOC-TAM and the TRS provider fail to resolve a Minnesota Relay complaint within 180 days after the complaint was filed, the FCC shall exercise jurisdiction over the complaint. Failure to meet the deadlines for complaint resolution may adversely affect the continued certification of Minnesota Relay.[8]

DOC-TAM submits an annual Complaint Log Summary to the FCC in accordance with 47 C.F.R. § 64.605(c)(1)(ii).

Outreach

Minnesota Relay Consumer Relations Office (CRO)

Minnesota Relay outreach is provided through Minnesota Relay's Consumer Relations Office (CRO). The CRO's main responsibilities are to educate the public about TRS and Minnesota Relay, and to receive and resolve consumer complaints. The CRO consists of a senior manager who oversees outreach programs, receives and resolves consumer complaints, answers consumer questions, and handles office administration; and two outreach specialists who conduct relay education, demonstrations, and equipment training.

Outreach activities include the following:

- Contacting organizations to schedule presentations and/or to provide them with printed materials on Minnesota Relay services.
- Contacting hospitals, nursing homes, rehabilitation facilities, and other medical facilities to schedule presentations and/or to provide printed materials.
- Conducting presentations to American Sign Language I class students.
- Staffing a booth at exhibitions, seminars, and the Minnesota State Fair (15,000 people visited the Minnesota Relay booth during the 2010 State Fair).
- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment, such as a TTY, CapTel, or VCO telephone.
- Conducting "drop-in" visits at organizations that serve persons with hearing, speech or physical disabilities.
- Conducting Business Partner presentations (educating businesses on Minnesota Relay services and training employees on how to place and receive Minnesota Relay calls).

Outreach presentations vary depending on audience needs. A typical presentation consists of an introduction to relay, a demonstration of equipment, instruction on how to place and receive a

[8] C.F.R. § 64.605(c)(6)(iii).

Minnesota Relay call, distribution of relay brochures and related materials, and time for the participants to ask questions.

When presenting to an audience of persons who are deaf, hard of hearing or speech disabled, more time is spent detailing the forms of relay services and features that may meet the outreach participant's specific needs.

In 2010, the CRO staff performed 377 outreach activities reaching 22,927 Minnesotans.

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the TAM administrator. The CRO's monthly outreach summaries for 2010 are provided in **Appendix D**.

Minnesota Relay outreach materials include:

- Minnesota Relay Brochure
- Speech-to-Speech Brochure
- CapTel Brochure
- Voice Carry Over Brochure
- Hearing Carry Over Brochure
- Minnesota Relay Bookmarks
- CapTel Magnifier Bookmarks
- Minnesota Relay/TED Program Jar Openers
- Speech-to-Speech Outreach Informational Folder
- Business Partner Outreach Informational Folder

DHHS Regional Advisory Committee Meetings

The Department of Human Services-Deaf and Hard of Hearing Services Division (DHS-DHHSD) has established six advisory committees throughout Minnesota. Each advisory committee meets quarterly and serves as an avenue to provide information to, and gather information from, the community. Advisory committee meeting minutes are provided to the TAM administrator and TED Program administrator so that issues, questions, and concerns regarding Minnesota Relay and the TED Program may be addressed. In addition, a CRO staff person attends a minimum of one DHHSD Advisory Committee meeting per region, per year.

Telephone Equipment Distribution Program

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing specialized telecommunications devices to income eligible Minnesotans, informing the public of services available through the program, and providing training for the use of distributed equipment.

The TED Program is administered through an interagency agreement between DHS-DHHSD and DOC-TAM. DHHSD has seven regional offices around the state staffed with professionals experienced in working with people who are deaf, hard of hearing, deaf/blind, speech disabled, or physically disabled. TED Program services are provided through five of the DHHSD regional offices: Duluth, Moorhead, Mankato, St. Cloud, and St. Paul.

Authority to Provide Equipment

Minnesota Stat. § 237.51, Subd. 5(a)(3) provides DHS with the authority to establish specifications for special communication devices to be purchased under section 237.53, Subd. 3.

The types of equipment distributed include, but are not limited to:

- Amplified Telephones (both hearing and voice)
- Ring Signaling Devices (auditory, visual and tactile)
- Voice Carry Over Phones
- Hearing Carry Over Phones
- CapTel Phones
- Remote Control Speaker Phones
- Text Telephones (TTYs)
- TTYs with Large Visual Display
- Braille Phones
- Special Needs Devices (multiple disability)
- Wireless Devices (2 year pilot program)

Program Outreach

DHHSD is responsible for the promotion of TED Program services. TED Program specialists conducted much of their outreach by traveling to client homes and providing information and training "face-to-face." While Web sites, e-mails and telephone calls can be an efficient, effective, and convenient way of providing information, TED Program specialists find that many consumers are more receptive if material is provided to them in person. Traveling to consumers to provide information, equipment, and training of the complexity of the device helps eliminate apprehension and mistrust, and results in a more personal, relaxed, and productive experience for the consumer.

A large portion of people with hearing loss – 43 percent – are 65 years of age or older. It is expected that by age 65 one out of three people will have a hearing loss, and the number is expected to rise as the Baby Boomer generation matures. The TED Program is strategizing a promotional campaign of targeting Baby Boomers.

2010 outreach efforts included:

- 59 presentations to groups of professionals and potential consumers.
- 37 booths at health fairs and senior expos for potential consumers and professionals.
- Multiple advertisements in Best of Times, Family Times, Good Age, MN Health Care News, Senior Reporter, Twin Cities Housing Guide and small community newspapers.
- Postcard mailing to churches, medical clinics, and public libraries.
- Mass e-mails to over fifty service providers. Over 40 service providers requested additional applications and posters after initial contact.
- Posters with tear-off program contact information were mailed out to various medical clinics.
- Direct mailing to a target population of over 4,000 potential TED clients.

The chart below lists the number of *new* program participants served by the TED Program, as well as the number of devices distributed to *new* program participants for calendar years 1998-2010.

Year	Number of New Program Participants Served	Number of Devices Distributed to New Program Participants
1998	2,069	2,120
1999	2,141	2,340
2000	2,105	2,695
2001	1,882	2,431
2002	1,913	2,584
2003	1,906	2,337
2004	1,988	2,485
2005	1,872	2,405
2006	1,976	2,081
2007	1,771	2,073
2008	1,566	1,820
2009	1,638	2,728
2010	1,381	2,319

The TED Program provides *repeat* service to equipment recipients who need further assistance after equipment is initially provided to them. Program participants often contact the TED Program to receive additional training, repair/replacement of equipment, or to exchange equipment because their communication needs have changed (e.g. a person's hearing deteriorates and the equipment they initially received no longer meets their needs).

This past year the TED Program served 1,381 new participants and 2,570 repeat participants. TED Program specialists also provided information and referrals to 343 consumers and agencies, *for a total of **4,294** Minnesotans receiving service in 2010.*

Statistical Information

A report of TED Program activities is submitted quarterly to the TAM administrator by the TED Program administrator. The report documents outreach activity, the number of individuals served and the types of equipment distributed. The charts provided in **Appendix E** demonstrate 2010 TED Program activities.

Population Served

The TED Program serves a wide range of individuals with a variety of communication needs. *Currently, the oldest TED Program participant is 107 years of age, and the youngest is age 5*. The average consumer served is female, 83 years old, and hard of hearing. In 2010, 65 percent of TED Program participants were female and 66 percent lived outside of the seven-county metropolitan area. Ninety percent of TED Program participants are hard of hearing, 4 percent are deaf, 5 percent are physically disabled, and 1 percent have other disabilities.

In recent years, the TED Program has been utilized by more clients with multiple disabilities. In 2010, 19 percent of TED Program participants had two or more disabilities, such as a speech and physical disability or a loss of hearing and vision.

Wireless Pilot

In September 2009, the TED Program implemented a six-month wireless telecommunications equipment pilot. The intent of the pilot was to evaluate the demand for wireless telecommunications equipment in both the deaf and hard-of-hearing communities.

Wireless devices were distributed from September 1, 2009, through April 1, 2010. Three types of devices were available for distribution during the pilot: Sprint Blackberry Curve, Sprint Sanyo Katana LX, and the Jitterbug J (a large button, simple cell phone). The TED Program provided the device at no cost to eligible Minnesotans, while the client was responsible to pay the monthly service plan charges.

During the pilot the TED Program distributed 18 Blackberry Curves and 17 Jitterbug phones – no consumers requested the Sanyo Katana. Following the pilot the barriers and benefits of each of the wireless devices was evaluated. The process for distributing the Blackberry was time consuming and cumbersome for clients and TED Program staff due to the vendor's stipulations. It was decided to discontinue the distribution of the Blackberry and re-evaluate the process.

The TED Program chose to continue the distribution of the Jitterbug phone as many seniors reported increased benefits from the phone, especially for safety and emergency reasons. In addition, the Jitterbug vendor provided a simpler process for ordering and distributing their device.

Future TED Program Operations

Future Technology

The TED Program continually explores new telecommunications equipment possibilities for distribution. Telecommunications technology is advancing rapidly, and as this industry evolves, the TED Program must continually reevaluate the needs of the consumers it serves and analyze the best types of equipment available to meet those needs.

Special Needs Clients

The TED Program also continues to research equipment options for people who are deaf/blind and people who have a physical or speech disability. These segments of the population have been underserved due to the lack of telecommunications technology available to meet their needs, and the high cost of the specialized equipment. In recent years there has been an increase in providing equipment to consumers with multiple disabilities. Examples of equipment distributed include cordless speakerphones, Braille phones, infrared devices and modifying standard devices with adapters and switches.

TAM FUND BUDGET SUMMARY

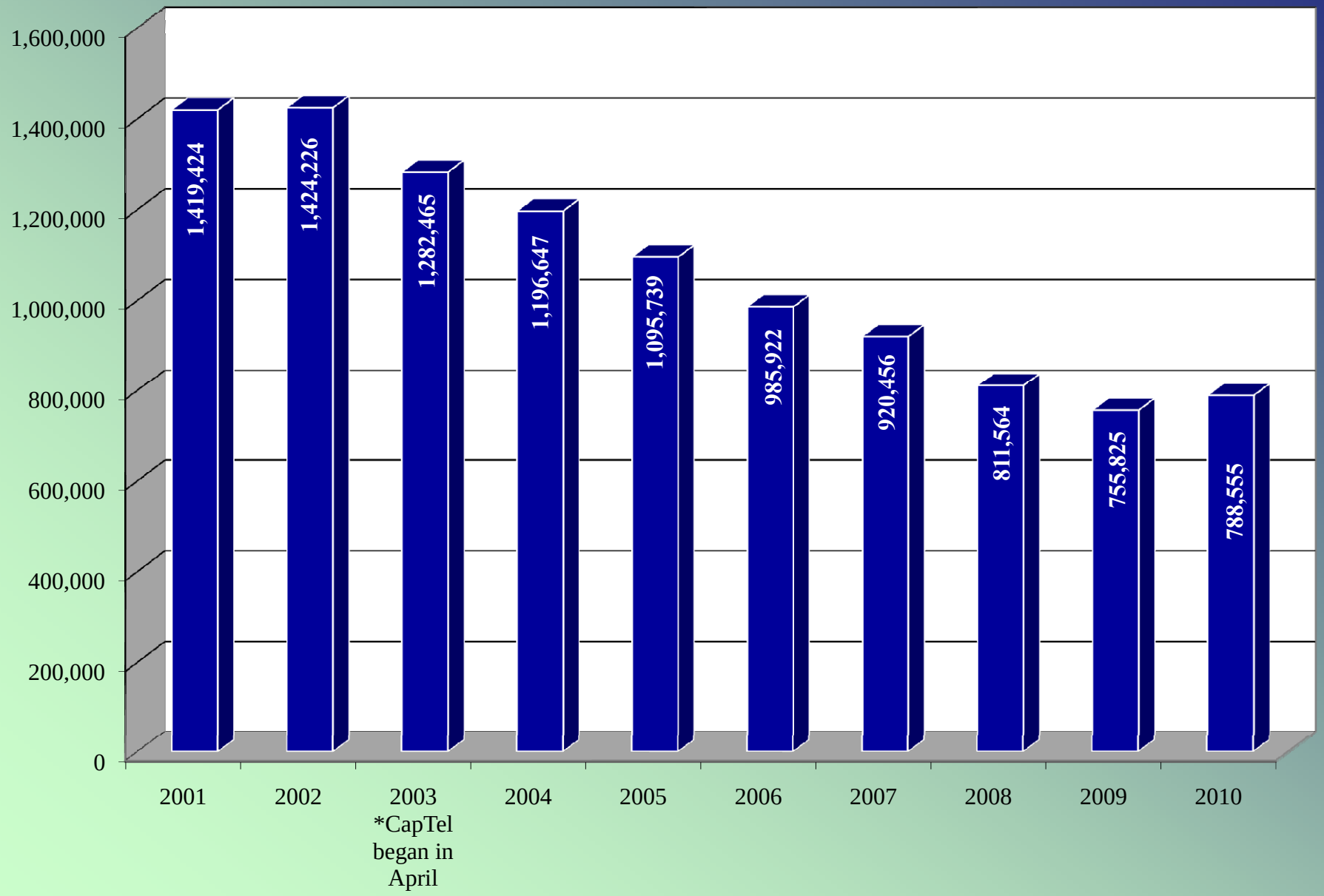
	FY 2010 Actual	FY 2011 Budgeted
REVENUE		
Surcharge Revenue Per Subscriber Line (FY 2010 = $0.06; FY 2011 = $0.10)	$ 4,679,425.06	$ 7,830,833.00
TAM Fund Interest	$ 15,849.35	$ 9,004.00
Total TAM Fund Revenue	**$4,695,274.41**	**$ 7,839,837.00**
EXPENDITURES		
TAM Administration Funding	$ (108,743.49)	$ (157,748.00)
CSD (Minnesota Relay) Funding	$ (2,912,544.76)	$ (5,177,600.00)
DHS-TED Program Funding	$ (1,587,533.02)	$ (1,607,000.00)
DHS-Rural Real-time Captioning Funding	$ (231,207.53)	$ (287,000.00)
DEED-Accessible News for the Blind Funding	$ (93,510.88)	$ (100,000.00)
Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans	$ (300,000.00)	$ (300,000.00)
Office of Enterprise Technology - Technology Accessibility & Usability (One Time Appropriation)	$ (100,000.00)	$ (100,000.00)
Legislative Coordinating Commission - Captioning of Live Streaming of Legislative Sessions (One Time Appropriation)	$ (100,000.00)	$ (100,000.00)
Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans-ASL Website Content (One Time Appropriation)	$ (100,000.00)	$ (100,000.00)
Transfer to General Fund	$ (246,000.00)	$ (135,000.00)
Total TAM Fund Expenditures	**$ (5,779,539.68)**	**$ (8,064,348.00)**
REVENUE VS. EXPENDITURES	**$ (1,084,265.27)**	**$ (224,511.00)**

STATEMENT OF TAM FUND BALANCE	**FY 2010 Actual**	**FY 2011 Budgeted**
TAM Fund Balance at Beginning of Fiscal Year	$ 2,510,255.17	$ 1,012,115.51
TAM Fund Revenue & Interest	$ 4,695,274.41	$ 7,839,837.00
Return of DHS-TED Program Cash Advance (June)	$ 200,000.00	$ 200,000.00
TAM Fund Expenditures	$ (5,779,539.68)	$ (8,064,348.00)
DHS-TED Program Cash Advance (July)	$ (200,000.00)	$ (200,000.00)
TAM Fund Balance at Close of Fiscal Year	**$ 1,425,989.90**	**$ 787,604.51**

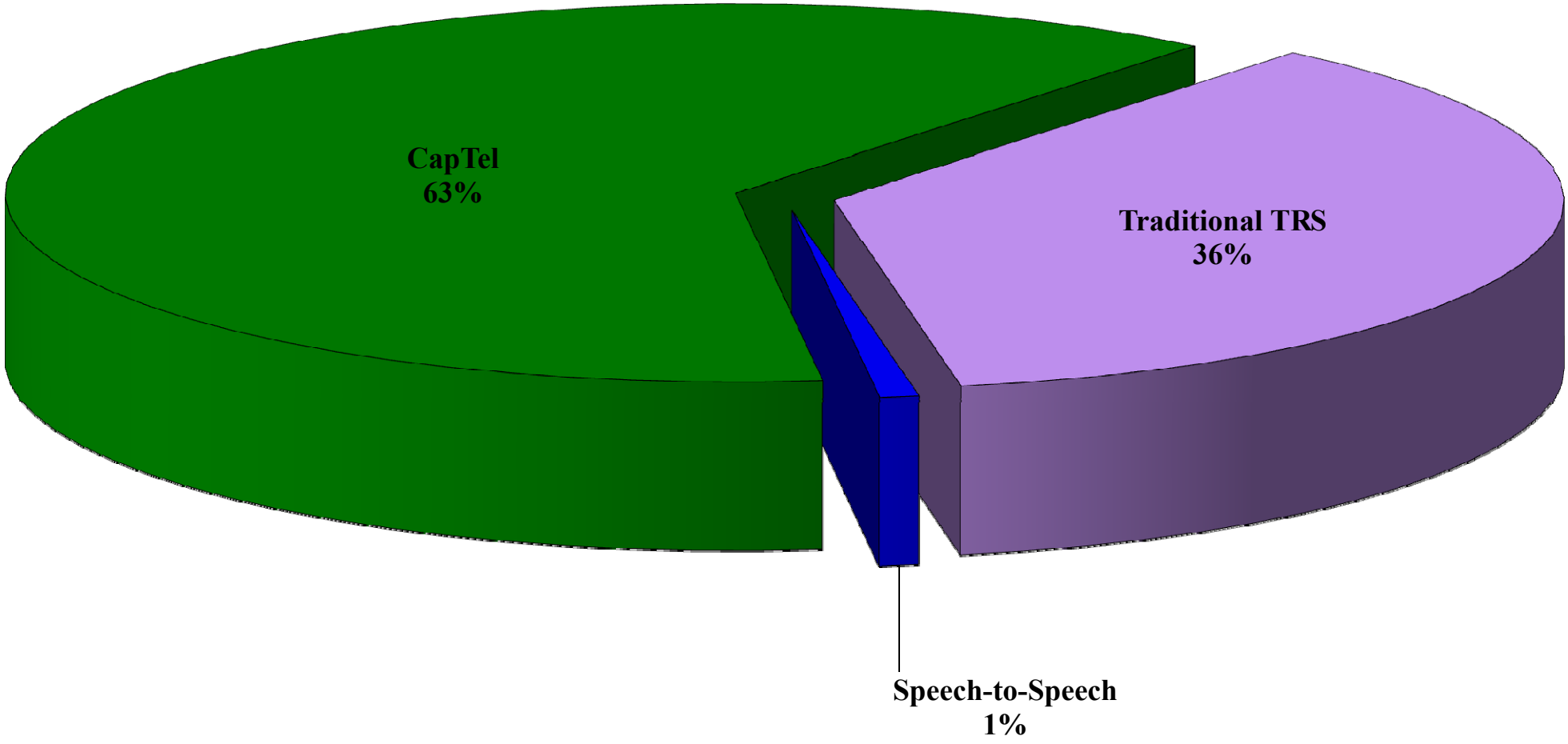
APPENDIX A

2001 - 2010 Minnesota Relay Call Volume

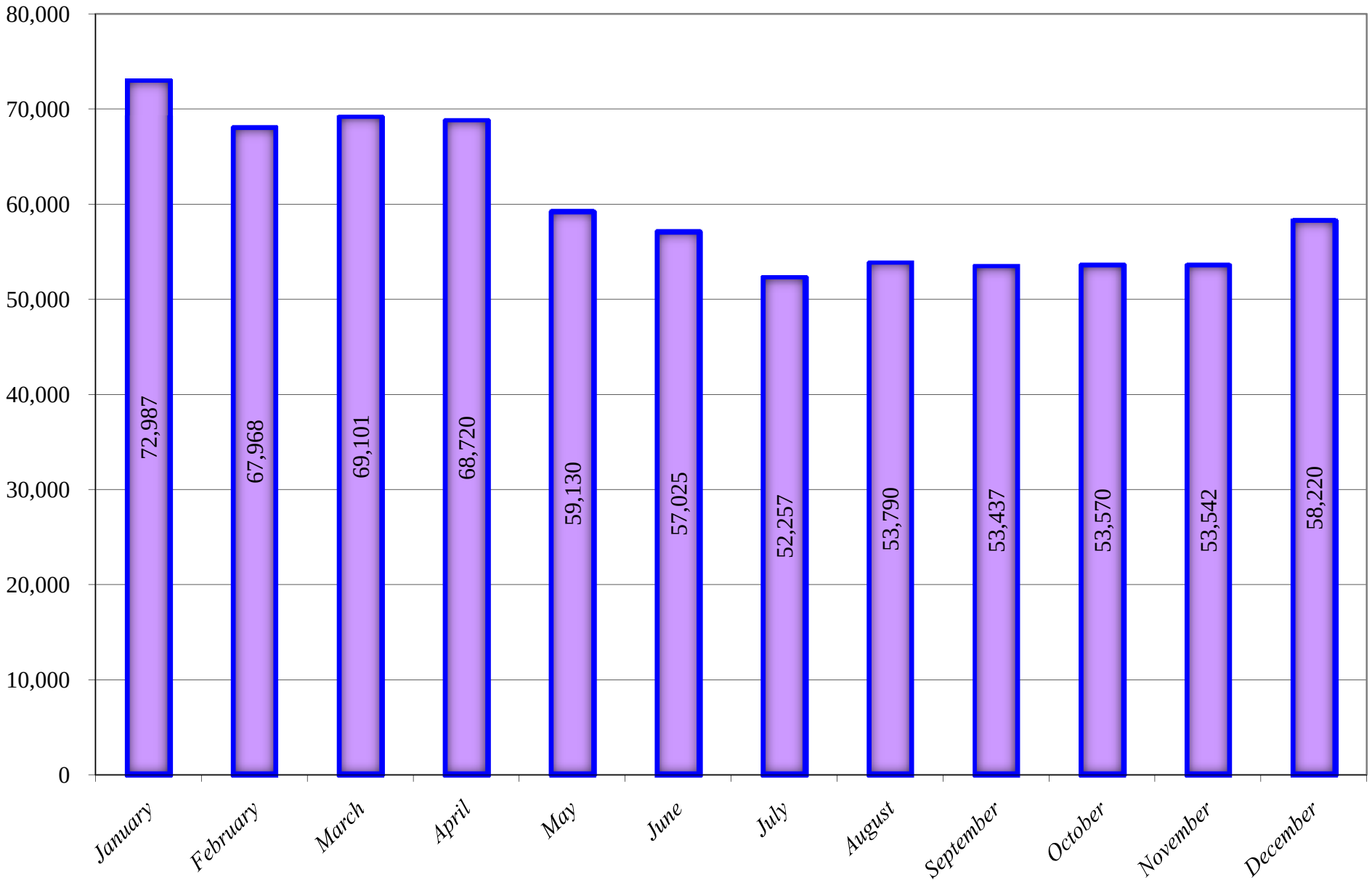
(total number of traditional TRS, STS, and CapTel calls)



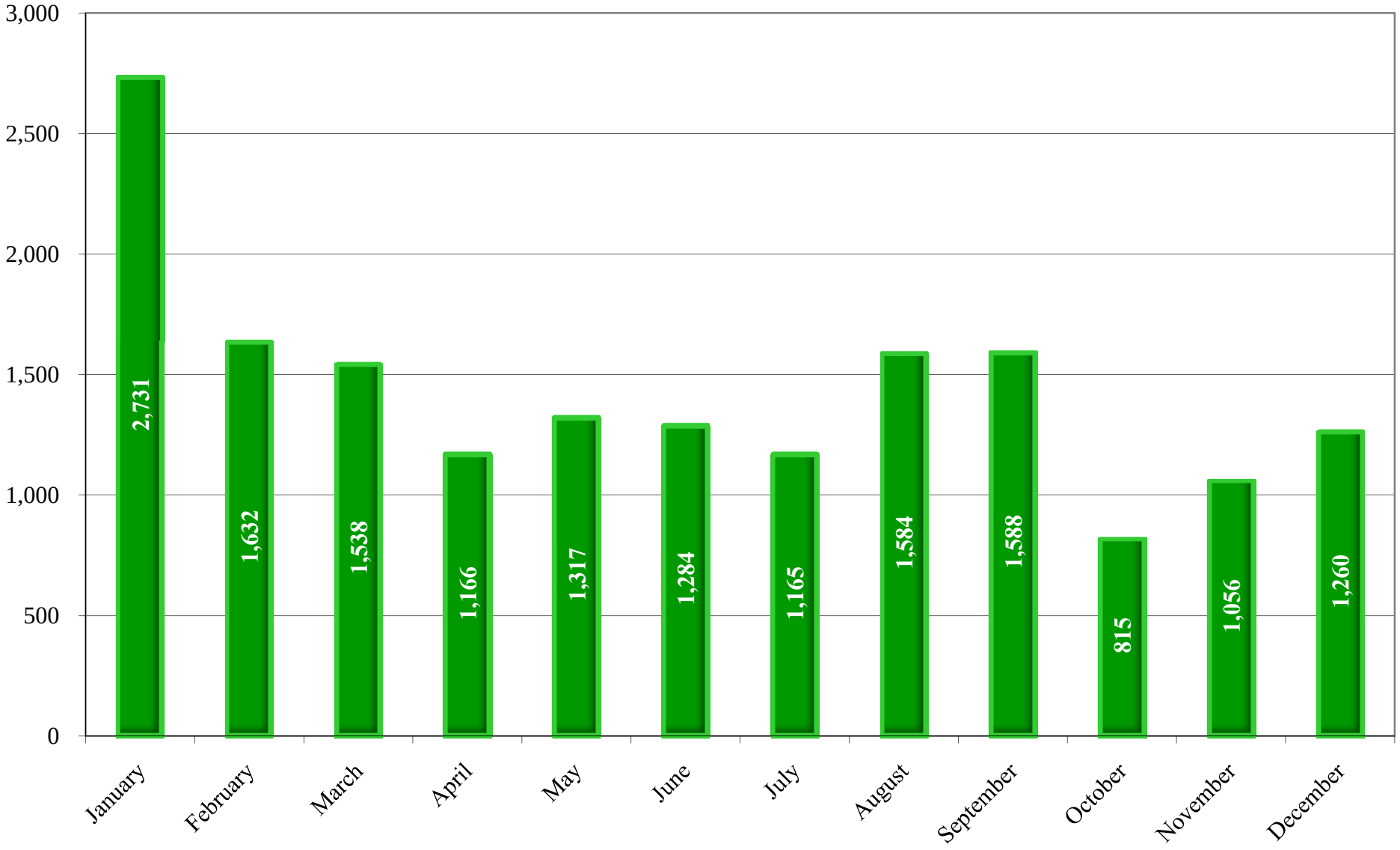
Minnesota Relay 2010 Conversation Minutes by Type

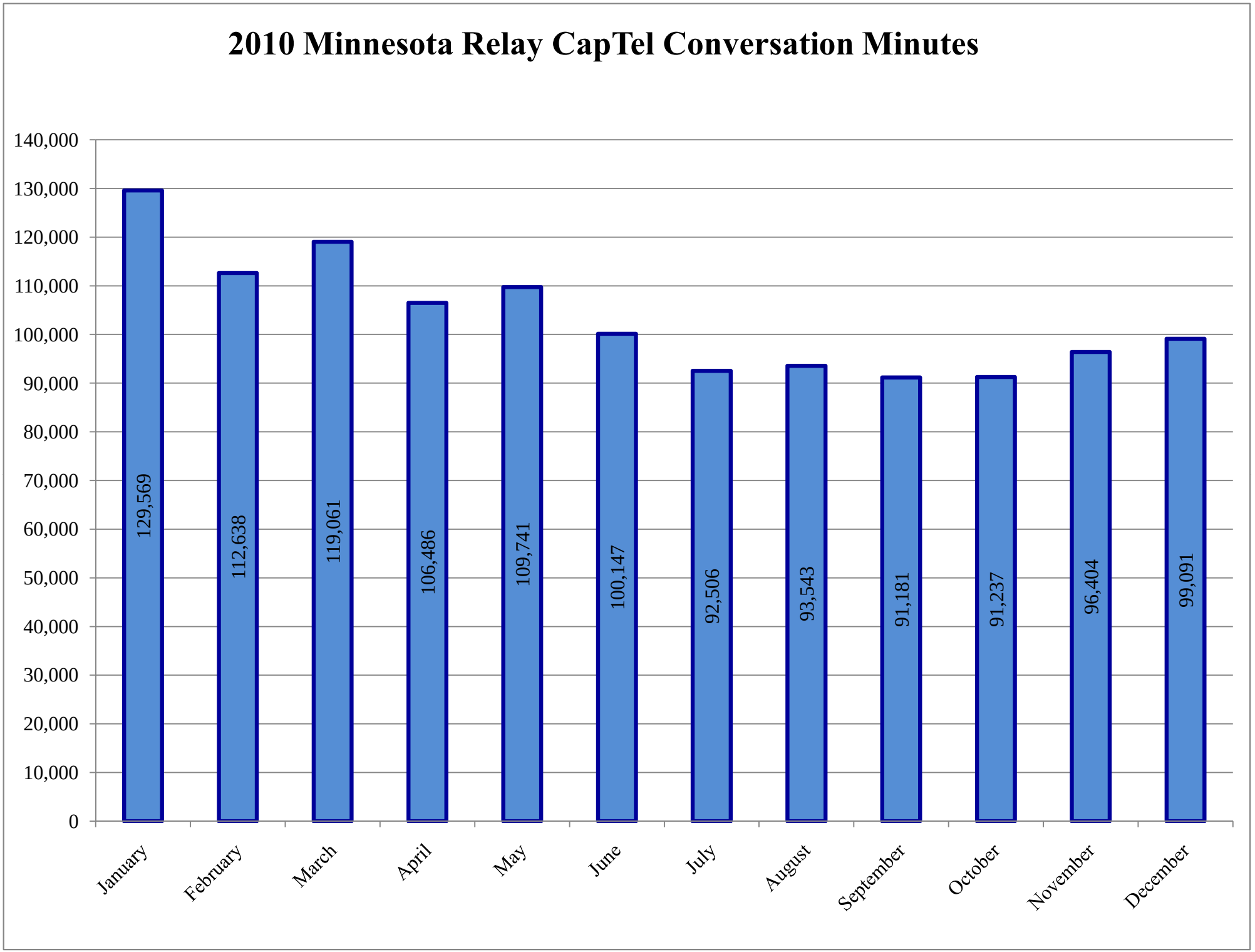


2010 Minnesota Relay Traditional TRS Conversation Minutes
(TTY, VCO, HCO & Spanish)



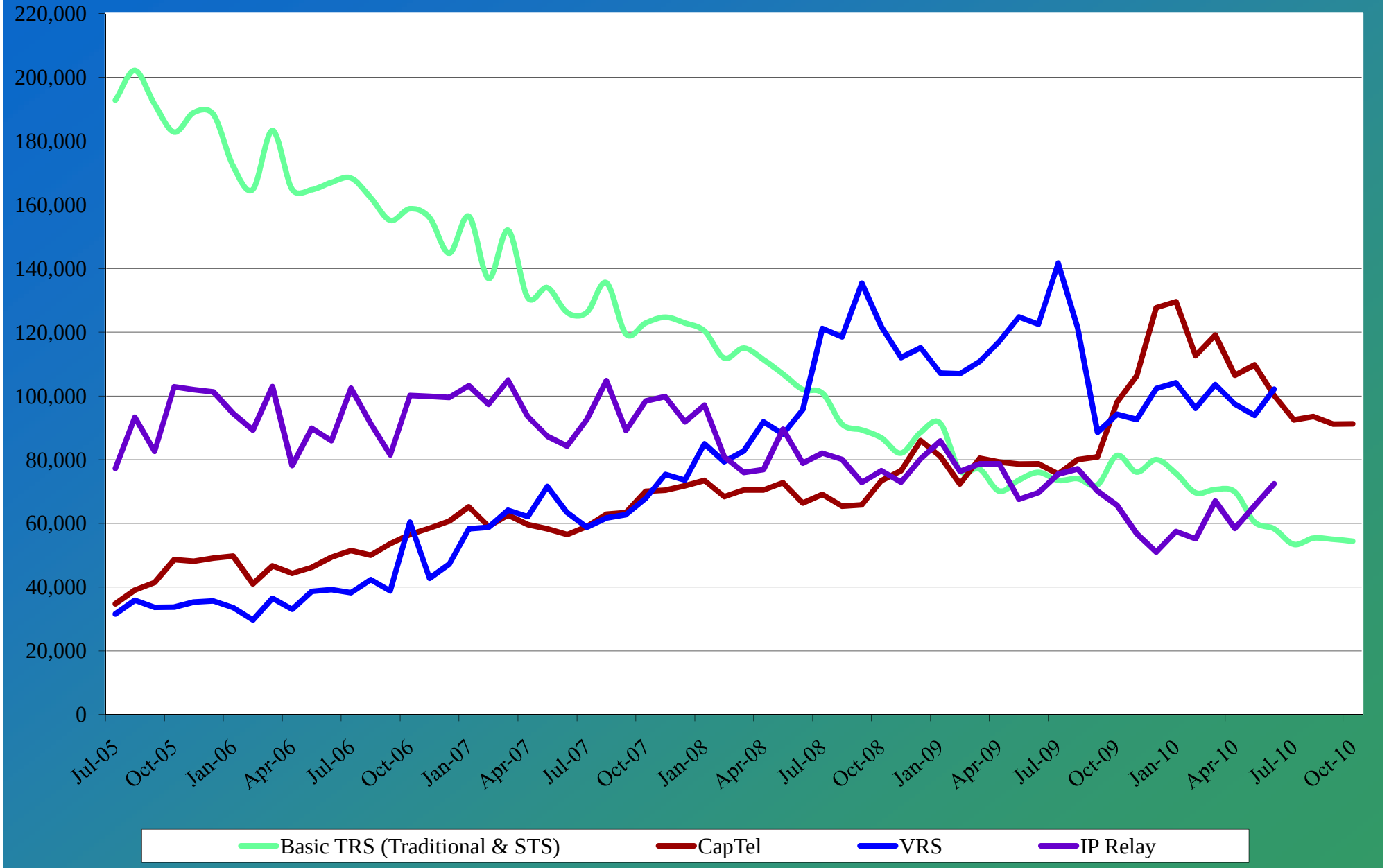
2010 Minnesota Relay Speech-to-Speech Conversation Minutes

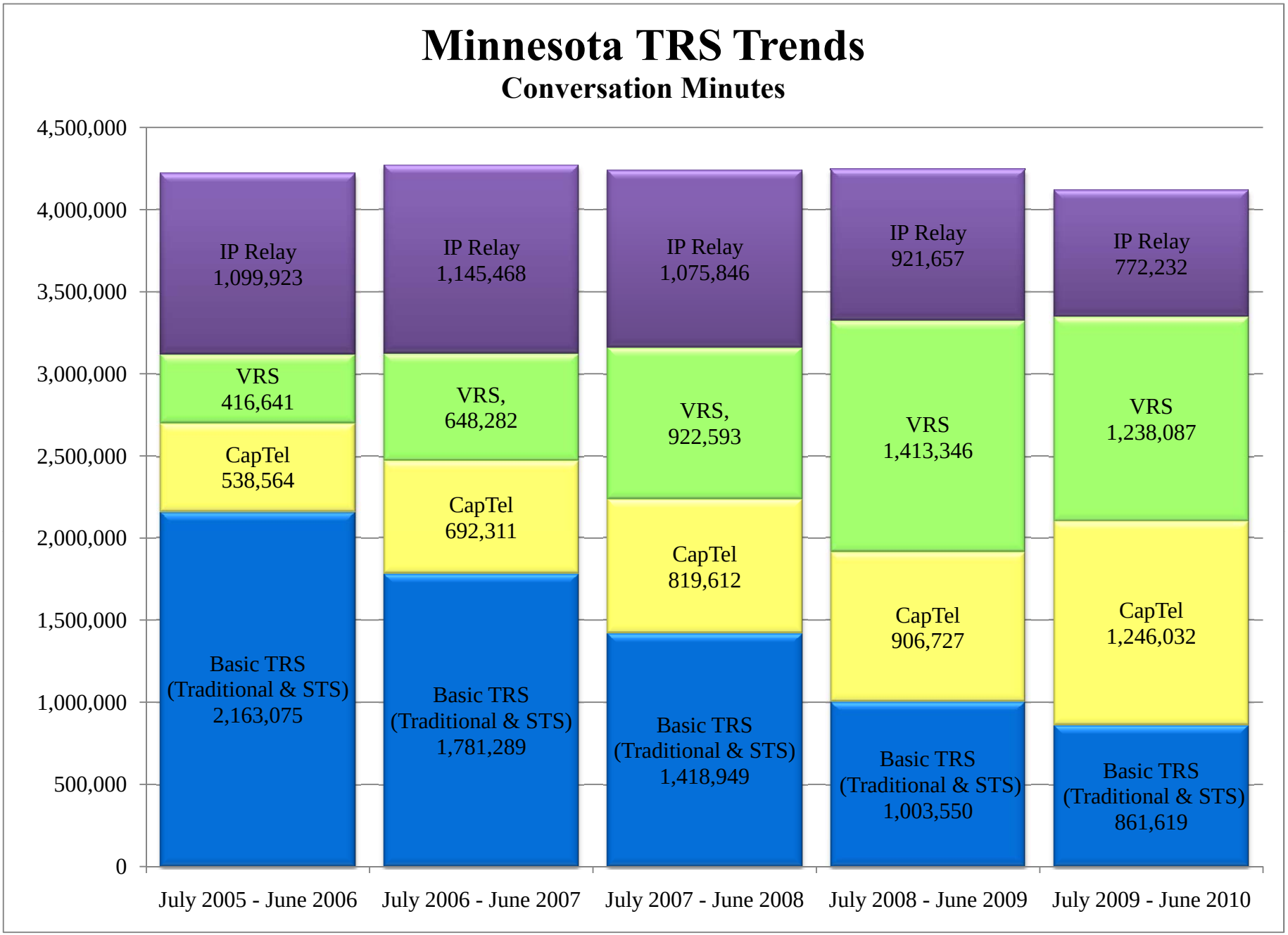



2010 Minnesota Relay CapTel Conversation Minutes
140,000
130,000
120,000
110,000
100,000
90,000
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
129,569
112,638
119,061
106,486
109,741
100,147
92,506
93,543
91,181
91,237
96,404
99,091
January
February
March
April
May
June
July
August
September
October
November
December

APPENDIX B

Minnesota Consumers' TRS Conversation Minutes by Form of Relay Service Used (July 2005 - October 2010)




Minnesota TRS Trends
Conversation Minutes
4,500,000
4,000,000
3,500,000
3,000,000
2,500,000
2,000,000
1,500,000
1,000,000
500,000
0
IP Relay 1,099,923
VRS 416,641
CapTel 538,564
Basic TRS (Traditional & STS) 2,163,075
IP Relay 1,145,468
VRS, 648,282
CapTel 692,311
Basic TRS (Traditional & STS) 1,781,289
IP Relay 1,075,846
VRS, 922,593
CapTel 819,612
Basic TRS (Traditional & STS) 1,418,949
IP Relay 921,657
VRS 1,413,346
CapTel 906,727
Basic TRS (Traditional & STS) 1,003,550
IP Relay 772,232
VRS 1,238,087
CapTel 1,246,032
Basic TRS (Traditional & STS) 861,619
July 2005 - June 2006
July 2006 - June 2007
July 2007 - June 2008
July 2008 - June 2009
July 2009 - June 2010

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APPENDIX C

Carrier of Choice List for Minnesota Relay

- 011 Communications
- 10-10-220 Telecom USA
- 10-10-321 Telecom USA
- 10-10-502 WorldxChange
- 10-10-636 Clear Choice
- 10-10-752 Excel
- 10-10-811 Vartec
- 10-10-834 WorldxChange
- 10-10-987
- 702 Communications
- Ace Long Distance
- ACN Communications, Inc,
- ACS Connections Long Distance
- ACS Long Distance
- Advantage Communications
- Affinity Network, Inc.
- Albany Telephone Long Distance
- ANI Networks
- Arrowhead Long Distance
- AT&T
- Barnesville Long Distance
- Benton Telephone Long Distance
- Birch Telecommunications/Ionex Communications North, Inc.
- Blackduck Long Distance
- Blue Ridge Telecom Systems
- Broadwing Communications
- Broadwing Telecommunications
- Cannon Valley Long Distance
- CenturyTel Long Distance
- CenturyTel Solutions
- Charter Communications
- Christensen Communications Company
- CI Long Distance
- CierraCom Systems
- Citizens Communications
- Comcast
- Comcast Business Communications
- Connections Long Distance
- Cooperative Light & Power
- CP Telecom
- Crosslake Long Distance
- CTC Long Distance
- CTI Long Distance
- Delavan Long Distance
- Dunnell Long Distance
- Eagle Valley Long Distance
- Eliteview, LLC
- Emily Long Distance
- En-Tel Communications
- Eschelon Telecom, Inc.
- Exit Mobile
- Farmers Mutual Long Distance
- Federated Long Distance
- Felton Long Distance
- Frontier Communications
- Frontier Telecom
- Garden Valley Long Distance
- Gardonville Long Distance
- Global Crossing
- Granada Long Distance
- Groveline
- GTC Telecom
- Halstad Long Distance
- Hancock Long Distance
- Harmony Telephone Company
- HBC Long Distance (Hiawatha Broadband Communications, Inc.)
- HickoryTech
- Home Telephone Long Distance
- Hometown Solutions Long Distance
- Horizon Telecom, Inc.
- HorizonOne Communications
- Hutchinson Telecommunications
- Integra Telecom
- Inter-Tel NetSolutions
- International Plus
- Internet Business Association
- ITC Long Distance
- iVantage Network Services

- KMTC Long Distance
- Lakedale Communications
- LDDS
- Lightyear Network Solutions
- Lismore Long Distance
- Lonsdale Long Distance
- Loretel Long Distance
- Lowry Long Distance
- Mable Cooperative Telephone
- Madelia Long Distance
- Mainstreet Communications LLC
- Mainstreet Long Distance
- MCI
- McLeod USA
- Melrose Long Distance
- Metromedia
- Midcontinent Communications
- Midwest Long Distance
- Milaca Local Link Long Distance
- Minnesota Valley Communications, Inc.
- New Ulm Long Distance
- Norlight Telecommunications
- North Dakota Long Distance
- Northstar Access Long Distance
- NOS Communications
- NOSVA Limited
- Onvoy
- OPEX Communications
- Optic Communications
- OrbitCom, Inc.
- Osakis Long Distance
- Otter Com, Inc.
- Ottertail Telecom Long Distance
- PAETEC Communications, Inc.
- Park Region Long Distance
- Peoples Long Distance
- Pine Island Long Distance
- Pioneer Telephone
- POPP.com
- Prairiewave Telecommunications
- Quantumlink Communications
- Qwest
- Red River Long Distance
- Reduced Rate Long Distance
- Redwood Long Distance LLC
- Reliance Telephone, Inc.
- Rochester Telecom Systems, Inc.
- Rothsay Long Distance
- Royale Comtronics, Inc.
- Runestone Long Distance
- SBC Long Distance
- Sleepy Eye Long Distance
- Speedway Long Distance
- Spring Grove Communications
- Sprint
- St. James Long Distance
- Sytek Communications Long Distance
- TCG Minnesota, Inc.
- TCO Network
- TDS Telecom
- Telegroup
- Telephone Associates, Inc.
- Touch America
- Touchtone Communications
- Trans National Communications Int'l, Inc.
- TransWorld Network Corp.
- TTI National
- U.S. Telecom Long Distance
- Unitel Long Distance
- USL
- Venture LLP
- Verizon Long Distance
- Verizon Select Services
- VoIP Communications
- WH Comm
- Wiltel
- Windom Long Distance
- Winnebago Cooperative Telecom Association (WCTA)
- Woodstock Long Distance
- Working Assets
- WorldCom
- WTC Long Distance
- XO Communications

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APPENDIX D

Consumer Relations Office Monthly Outreach Summary
January 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
January 06	Presentation	IMED Mobility	Roseville	4	X			
January 06	Drop In	Healthworks Home Medical	Roseville	3		X		
January 07	Presentation	Sarah's Table Chester Creek Café	Duluth	18				X
January 08	Presentation	Renewal by Anderson	Roseville	3	X			
January 08	Drop In	Ramsey County Library	Roseville	4		X		
January 09	In Home Demonstration		Ramsey	2		X		
January 09	Social Event	Hard of Hearing	Rosemount	22		X		
January 11	Drop In	Minneapolis Area Synod, ELCA	Minneapolis	1	X			
January 11	Drop In	Minneapolis Area Synod, ELCA	Minneapolis	1	X			
January 11	Drop In	Zion Lutheran Church	Minneapolis	1	X			
January 12	Drop In	Glencoe Public Library	Glencoe	2		X		
January 12	Presentation	Super 8 - Hutchinson	Hutchinson	2	X			
January 12	Drop In	Catholic Charities	Hutchinson	2				X
January 12	Drop In	American Red Cross	Hutchinson	2				X
January 12	Drop In	Hutchinson Hearing Aid Center	Hutchinson	3		X		
January 12	Drop In	Allina Medical Equipment	Hutchinson	4		X		
January 12	Presentation	Century Community College	Maplewood	8				X
January 13	Drop In	Hutchinson Public Library	Hutchinson	3		X		
January 13	Drop In	Prairie Senior Cottages Hutchinson	Hutchinson	1		X		
January 13	Drop In	Southern Minnesota Homecare	Hutchinson	1		X		
January 13	Drop In	The Oaks Senior Residence	Hutchinson	4		X		
January 14	Presentation	Radisson Hotel - Roseville	Roseville	2	X			
January 14	Drop In	Good Samaritan Homecare	Roseville	1		X		
January 19	In Home Demonstration		St. Louis Park	2		X		
January 20	Drop In	Starkey's Lab	Eden Prairie	4	X			
January 21	Presentation	Rum River Chiropractic	Ramsey	2	X			
January 21	Drop In	Kulubo Healthcare Services	Ramsey	1		X		
January 26	Drop In	Walker Plaza Senior Residence	Anoka	2		X		
January 26	Presentation	Midwest Radio	St. Paul	2	X			
January 31	Drop In	Bread of Life	Minneapolis	1	X			
Total Presentations:		**30**						
Total Participants:		**108**						

Consumer Relations Office Monthly Outreach Summary
February 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
February 03	Drop In	United Cerebral Palsy of MN	St. Paul	2			X	
February 03	Presentation	MN Speech Language Hearing Association	St. Paul	2			X	
February 09	Presentation	AmericInn of Princeton	Princeton	3	X			
February 04	Presentation	Kit Feuerhelm, CPA	Lake Elmo	1	X			
February 04	Presentation	Starkey's Hearing Aid Lab	Eden Prairie	1	X			
February 04	Drop In	Methodist Hospital	Minneapolis	1	X			
February 08	Drop In	White Way Cleaners	St. Paul	1	X			
February 09	Drop In	Caley House Assisted Living	Princeton	3		X		
February 09	Drop In	Fairview Homecare and Hospice	Princeton	2		X		
February 09	Drop In	Princeton Area Library	Princeton	3		X		
February 09	Drop In	The Hearing Center	Princeton	1		X		
February 10	Presentation	Toshiba	St. Paul	1	X			
February 11	Meeting	Minnesota Employment Center	St. Paul	15				X
February 11	Presentation	Milaca Floral	Milaca	4	X			
February 11	Drop In	Elim Home	Milaca	3		X		
February 11	Drop In	Country Meadows	Milaca	2		X		
February 11	Drop In	Heritage House of Milaca	Milaca	3		X		
February 11	Drop In	Milaca Community Library	Milaca	4		X		
February 12	Presentation	Eddy's Mille Lacs Resort	Onamia	3	X			
February 12	Presentation	Cottage Grove Eyecare Clinic	Cottage Grove	1	X			
February 13	Presentation	Hearing Loss Association of America	Maplewood	13		X		
February 16	Meeting	Qwest Advisory Committee	Minneapolis	8				X
February 17	Presentation	AFLAC	Forest Lake	1	X			
February 18	Meeting	DHHSD Advisory Meeting	Duluth	14				X
February 18	Drop In	Sammy's Pizza	Duluth	1	X			
February 19	Presentation	Staples Office Products	Hopkins	2	X			
February 19	Drop In	The Hearing Store of Minnesota	Minnetonka	3		X		
February 19	Presentation	Minnesota Timberwolves	Minneapolis	1	X			
February 20	Drop In	America Sign Language Interpreter Referral	Corcoran	1	X			
February 23	Drop In	Partners Homecare	Crystal	1		X		
February 23	Drop In	United Care Group	Crystal	2		X		
February 24	Meeting	Metropolitan Airports Commission	Minneapolis	6				X
February 25	Drop In	Mississippi Branch Library	Fridley	3		X		
February 25	Drop In	New Millennium Healthcare	Spring Lake Park	2		X		
Total Presentations:		**34**						
Total Participants:		**114**						

Consumer Relations Office Monthly Outreach Summary
March 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
March 03	In Home Troubleshooting		Apple Valley	1		X		
March 03	Drop In	Galaxie Library	Apple Valley	4		X		
March 02	Drop In	Park High School	Cottage Grove	2	X			
March 03	Drop In	Apple Valley Villa	Apple Valley	1		X		
March 05	Presentation	Family Wellness Center	Cottage Grove	2	X			
March 05	Presentation	Canterbury Inn	Shakopee	3	X			
March 05	Drop In	Our Lady of Good Counsel Home	St. Paul	2	X			
March 05	Drop In	Minnesota DeafBlind Project	St. Anthony	1	X			
March 10	In Home Demonstration		Maplewood	4		X		
March 10	Meeting	DHHSD Advisory Meeting	St. Paul	14				X
March 11	Meeting	DHHSD Advisory Meeting	Thief River Falls	8				X
March 11	Drop In	Pennington County Sheriff	Thief River Falls	1	X			
March 12	Drop In	Homestead at Maplewood	Maplewood	1		X		
March 12	Drop In	Carefree Cottages	Maplewood	3		X		
March 12	Drop In	Esslings Home Plus, Inc.	Maplewood	3		X		
March 16	Presentation	Walgreens Pharmacy	Maplewood	3	X			
March 16	Drop In	Concordia Arms	Maplewood	2		X		
March 16	Drop In	Seniors Caring Companions	Maplewood	1		X		
March 18	In Home Troubleshooting		Maplewood	2		X		
March 18	Drop In	Sunlight Services	Maplewood	1		X		
March 19	Presentation	Wright County Social Services	Buffalo	24				X
March 19	Meeting	St. Cloud Town Meeting - Access to Court System	St. Cloud	11				X
March 20	Meeting	Hearing Loss Association of America	Golden Valley	34		X		
March 22	Presentation	Cheney Family Dental	Woodbury	2	X			
March 22	Meeting	DHHSD Advisory Meeting	Moorhead	12				X
March 22	Drop In	Courthouse Marriott	Moorhead	1	X			
March 22	Drop In	Chamber of Commerce	Moorhead	2	X			
March 23	In Home Demonstration		Bloomington	2		X		
March 23	Drop In	Martin Luther Manor - Highland	Bloomington	1		X		
March 23	Drop In	Nine Mile Creek Senior Living	Bloomington	3		X		
March 23	Drop In	Gideon Pond Terrace	Bloomington	2		X		
March 25	Meeting	Thompson Hall	St. Paul	12				X
March 25	Presentation	Farmer's Insurance	Bloomington	4	X			
March 25	Drop In	Nick and Willy's Pizza	Bloomington	2	X			
March 25	Drop In	Bloomington Public Health Dept.	Bloomington	3				X
March 31	Presentation	Abra Autobody	Coon Rapids	4	X			
Total Presentations:		**36**						
Total Participants:		**178**						

Consumer Relations Office Monthly Outreach Summary
April 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
April 01	In Home Troubleshooting		Roseville	1		X		
April 01	Drop In	Holiday Inn Express	Roseville	4	X			
April 06	Exhibit Booth	Senior Spring Show - Mystic Lake	Prior Lake	800		X		
April 07	Exhibit Booth	Senior Spring Show - Mystic Lake	Prior Lake	800		X		
April 07	Drop In	Mystic Lake Hotel	Prior Lake	1	X			
April 08	Presentation	Century College	White Bear Lake	6				X
April 08	Presentation	Total Health Solutions	White Bear Lake	2	X			
April 09	Presentation	Permanent Family Resource Center	Fergus Falls	2				X
April 09	Presentation	New Dimensions/Home Health Care	Fergus Falls	3				X
April 09	Presentation	Community Technical College	Fergus Falls	1				X
April 10	Drop In	Freedom Resource Center	Fergus Falls	1				X
April 10	Exhibit Booth	NW Minnesota Hands & Voices	Fergus Falls	18				X
April 10	Presentation	Lakes Country Service Cooperative	Fergus Falls	3				X
April 10	Presentation	Otter Tail County Public Health	Fergus Falls	1				X
April 13	In Home Demonstration		Eagan	2		X		
April 13	Drop In	The Commons on Marice	Eagan	4		X		
April 14	Presentation	Lindgren's Tax Service	Brooklyn Park	2	X			
April 15	Drop In	Metro Dental	Burnsville	2				X
April 15	In Home Demonstration		St. Louis Park	4		X		
April 15	Presentation	Luther Westside Volkswagen	St. Louis Park	2	X			
April 16	Presentation	Country Inn and Suites	Eagan	3	X			
April 16	Drop In	Accredo Health Group, Inc.	Eagan	1		X		
April 20	Drop In	CVS Pharmacy	Maple Grove	1	X			
April 21	In Home Demonstration		St. Paul	1				X
April 22	Presentation	Home Instead Senior Care	Burnsville	6		X		
April 22	Presentation	Arrowwood Resort & Conference Center	Alexandria	4	X			
April 22	Drop In	Hampton Inn and Suites	Alexandria	2	X			
April 23	Meeting	DHS-DHHSD	Mankato	1				X
April 23	Exhibit Booth	MN Speech Language Hearing Association Conference	Alexandria	100			X	
April 24	Exhibit Booth	MN Speech Language Hearing Association Conference	Alexandria	100			X	
April 28	Exhibit Booth	Chisago County Senior Fair	North Branch	75		X		
April 28	Presentation	North Country Coffee Company	North Branch	2	X			
April 28	Drop In	AmericInn	North Branch	1	X			
Total Presentations:		**33**						
Total Participants:		**1956**						

Consumer Relations Office Monthly Outreach Summary
May 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
May 01	Drop In	Healing Insights	Woodbury	1	X			
May 05	Exhibit	Owatonna Senior & Caregiver Expo	Owatonna	200		X		
May 05	Drop In	Steele County Senior Place	Owatonna	4		X		
May 05	Drop In	Comfort Inn	Owatonna	2	X			
May 07	Meeting	DHHSD Advisory Meeting	Mankato	3				X
May 07	Drop In	St. James Lutheran Church	Burnsville	2	X			
May 07	Presentation	City of Crystal Municipal Offices	Crystal	5	X			
May 07	Drop In	Crystal Senior Center	Crystal	4		X		
May 08	Social Event	ALOHA Hard-of-Hearing	Rosemount	23		X		
May 11	Presentation	Enterprise Car Rental	Coon Rapids	4	X			
May 12	Presentation	Starkey's Lab	Eden Prairie	2		X		
May 12	Exhibit	Range Senior Expo	Mountain Iron	250		X		
May 12	Drop In	City of Mt. Iron Municipal Offices	Mountain Iron	3	X			
May 12	Exhibit	First National Bank Bldg Resource Fair	St. Paul	50				X
May 13	Presentation	AmericInn of Virginia	Virginia	4	X			
May 13	Presentation	Pizza Hut of Virginia	Virginia	3	X			
May 13	Presentation	Century College	White Bear Lake	5				X
May 15	Presentation	Hearing Loss Association of America	Golden Valley	45		X		
May 18	Presentation	Sammy Perrella's Pizza & Restaurant	Brooklyn Park	5	X			
May 18	Drop In	St. Therese Home at Oxbow Lake	Brooklyn Park	3		X		
May 20	Meeting	Minnesota Association of Deaf Citizens	St. Paul	8				X
May 21	Presentation	Law Enforcement Center	St. Cloud	18				X
May 21	In Home Troubleshooting		Minneapolis	2		X		
May 21	Presentation	Walgreens Pharmacy	Minneapolis	3	X			
May 25	Presentation	Bodywise Therapeutic Massage	Robbinsdale	3	X			
May 25	Presentation	Farmers Insurance	Robbinsdale	3	X			
May 26	Meeting	Public Forum: Impact on Disability Employment	St. Paul	35				X
May 27	Drop In	The Manor at Waterford	Brooklyn Park	4		X		
May 27	Drop In	Maranatha Place	Brooklyn Center	2		X		
May 27	Drop In	Victory Nursing Service	Brooklyn Center	1		X		
Total Presentations:		**30**						
Total Participants:		**697**						

Consumer Relations Office Monthly Outreach Summary
June 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
June 03	Presentation	Precision Tune Auto Care	Plymouth	2	X			
June 03	Drop In	Days Inn Plymouth	Plymouth	3	X			
June 03	Drop In	Plymouth Community Library	Plymouth	4		X		
June 03	Meeting	DHHSD Advisory Meeting	St. Paul	9				X
June 03	Social Event	Meet & Greet for D/HH Professionals	St. Paul	35				X
June 08	Presentation	Enterprise Rental	Inver Grove Heights	4	X			
June 08	Drop In	Inverwood Senior Living	Inver Grove Heights	2		X		
June 10	Presentation	MPL Graphics	St. Paul	1	X			
June 10	Meeting	DHHSD Advisory Committee	Thief River Falls	6				X
June 10	Drop-In	Pennington County Assessor	Thief River Falls	1				X
June 10	Drop-In	Area Food Shelves	Thief River Falls	3				X
June 10	Drop-In	Red Lake County Motor Vehicle	Red Lake Falls	2				X
June 10	Presentation	Red Lake County Social Services	Red Lake Falls	5				X
June 15	Presentation	Best Buy Blaine	Blaine	2	X			
June 15	Drop In	John's Auto Parts	Blaine	2	X			
June 17	In Home Troubleshooting		Roseville	1		X		
June 17	Drop In	Roseville Auto Repair	Roseville	2	X			
June 17	Presentation	State Farm Insurance	Roseville	1	X			
June 22	In Home Demonstration		West. St. Paul	5		X		
June 22	Presentation	Lowe's	West. St. Paul	3	X			
June 22	Drop In	Rosemount Court	West. St. Paul	3		X		
June 24	In Home Demonstration		Hastings	2		X		
June 24	Drop In	Oakridge Manor Apartments	Hastings	2		X		
June 24	Presentation	Tires Plus Hastings	Hastings	3	X			
June 29	In Home Training		West. St. Paul	1		X		
June 29	Drop In	Phoenix Service Corporation	West. St. Paul	3		X		
June 29	Drop In	Southview Senior Living	West. St. Paul	2		X		
June 30	Presentation	Todd County Social Services	Long Prairie	32				X
June 30	Drop-In	Veteran Services	Long Prairie	1				X
June 30	Drop-In	Todd County Sheriff	Long Prairie	2		X		
Total Presentations:		**30**						
Total Participants:		**144**						

Consumer Relations Office Monthly Outreach Summary
July 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
July 07	Presentation	Brown Law Offices	Bloomington	2	X			
July 07	Drop In	Bower Law Offices	Bloomington	1	X			
July 07	Presentation	Business Works Office Resources	Bloomington	5	X			
July 08	Presentation	Century College	White Bear Lake	6				X
July 08	In Home Training		West St. Paul	1		X		
July 08	Exhibit	Riverwood Inn	Ostego	85				X
July 09	Exhibit	Riverwood Inn	Ostego	85				X
July 09	Drop In	Midwest ENT	Woodbury	1			X	
July 10	Exhibit	Riverwood Inn	Ostego	85				X
July 13	Presentation	Park Nicollet Pharmacy	Eagan	3	X			
July 13	Drop In	Gramercy Park Cooperative	Eagan	2		X		
July 13	Drop In	Oakwood of Eagan	Eagan	1		X		
July 14	Drop In	Wagner's Pet Sitting	St. Paul	2				X
July 15	Presentation	Lundquist Law Firm	Eagan	2	X			
July 15	Drop In	Quality Hearing Systems	Eagan	3	X			
July 15	Drop In	Days Inn	Eagan	1	X			
July 15	Presentation	Minnesota Deaf Senior Citizens	Andover	45		X		
July 20	Presentation	Betty M. Nelson, Attorney at Law	Rogers	2	X			
July 20	Drop In	Rogers Community Library	Rogers	3		X		
July 21	Presentation	North Central University	Minneapolis	2				X
July 20	Drop In	Heritage Place	Rogers	2		X		
July 22	Presentation	American Tire and Auto	Rogers	4	X			
July 22	Presentation	Fehn Family Law	Rogers	2	X			
July 22	Drop In	Prohealth Services	Rogers	1		X		
July 22	Drop In	The Wellstead of Rogers	Rogers	4		X		
July 26	Exhibit	Americans with Disabilities Act 20th Anniversary	Minneapolis	150				X
July 27	Exhibit	Anoka County Fair	Anoka	50				X
July 28	Exhibit	Anoka County Fair	Anoka	50				X
July 29	Exhibit	Anoka County Fair	Anoka	50				X
July 30	Exhibit	Anoka County Fair	Anoka	50				X
July 31	Exhibit	Anoka County Fair	Anoka	50				X
Total Presentations:		**31**						
Total Participants:		**750**						

Consumer Relations Office Monthly Outreach Summary
August 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
August 01	Exhibit	Anoka County Fair	Anoka	50				X
August 03	Presentation	Park Dental Edinbrook	Brooklyn Park	2	X			
August 03	Drop In	Care Plus Nursing Service	Brooklyn Center	1		X		
August 03	Drop In	New Life Health and Homecare	Brooklyn Center	1		X		
August 05	Exhibit	Minnesota Hands & Voices	St. Paul	32				X
August 05	In Home Demonstration		Minneapolis	2		X		
August 05	Drop In	Integrity Home Health	Minneapolis	2		X		
August 05	Drop In	Walker Home Services	Minneapolis	3	X			
August 06	Presentation	Lord and Faris Law Office	St. Paul	1	X			
August 10	Presentation	Walter's Recycling and Refuse	Blaine	3	X			
August 10	Drop In	Highland Care, Inc.	Blaine	2		X		
August 10	Drop In	Sterling House of Blaine	Blaine	2		X		
August 12	Presentation	Companion Pet Grooming	Brooklyn Park	1	X			
August 12	Drop In	Brookdale Library	Brooklyn Center	3	X			
August 12	Drop In	Tuzinski and Zick Law Firm	Brooklyn Center	1	X			
August 17	Presentation	Roseville Chrysler	Roseville	2	X			
August 17	Drop In	Gentiva Health Services	Roseville	1		X		
August 18	Drop In	Community Health Care Project	Minneapolis	2	X			
August 19	Presentation	Wells Fargo Home Mortgage	Champlin	2	X			
August 19	Exhibition	Catholic Deaf & Hard of Hearing Community	Fridley	85				X
August 19	Drop In	Brown Law Offices	Champlin	1	X			
August 19	Drop In	Chandler and Brown, Ltd	St. Paul	1	X			
August 23	Drop In	The Depot Renaissance Mpls. Hotel	Minneapolis	1	X			
August 25	Meeting	Minnesota Employment Policy Initiative	St. Paul	19	X			
August 26	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
August 27	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
August 28	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
August 29	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
August 30	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
August 31	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
Total Presentations:		**30**						
Total Participants:		**7720**						

Consumer Relations Office Monthly Outreach Summary
September 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
September 01	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
September 02	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
September 03	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
September 04	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
September 05	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
September 06	Exhibit	Minnesota State Fair	Falcon Heights	1250				X
September 08	In Home Troubleshooting		Brooklyn Center	1		X		
September 08	Drop In	HealthPartners Pharmacy	Brooklyn Center	2	X			
September 08	Drop In	Leslie Kimes, Attorney at Law	Brooklyn Center	1	X			
September 09	Drop In	Ridges at Sand Creek	Jordan	1	X			
September 10	Presentation	Richard M. Schultz, Ltd.	Circle Pines	1	X			
September 10	Drop In	Chanticlear Pizza	Lino Lakes	4	X			
September 14	In Home Demonstration		Hastings	2		X		
September 14	Drop In	Oak Ridge Manor Senior Housing	Hastings	2		X		
September 14	Meeting	DHHSD Advisory Meeting	St. Paul	14				X
September 15	Meeting	Metro Deaf Senior Citizens	Minneapolis	123				X
September 16	In Home Demonstration		Little Canada	3		X		
September 16	Meeting	DHHSD Advisory Meeting	Duluth	14				X
September 16	Drop In	Gerten & Van Valkenburg, PA	Little Canada	1	X			
September 17	In Home Training		Blaine	2		X		
September 21	Meeting	DHHSD Advisory Meeting	St. Cloud	1				X
September 21	Meeting	MN Association of Deaf Citizens	St. Paul	32				X
September 22	Exhibit	Senior Legal Fair	St. Paul	175		X		
September 22	Drop In	Warner's Stellian Appliance	Woodbury	1	X			
September 23	In Home Demonstration		St. Paul	3		X		
September 24	In Home Training		Brooklyn Center	1		X		
September 28	In Home Demonstration		Brooklyn Center	3		X		
September 28	Drop In	Earle Brown Terrace	Brooklyn Center	4		X		
September 30	In Home Troubleshooting		Inver Grove Heights	1		X		
September 30	Presentation	Inver Grove Animal Hospital	Inver Grove Heights	3	X			
September 30	Drop In	Raymond Lewis Law Offices, PA	Inver Grove Heights	1	X			
Total Presentations:		**31**						
Total Participants:		**7896**						

Consumer Relations Office Monthly Outreach Summary
October 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
October 01	Exhibit	Minnesota Association of Deaf Citizens - 125th Anniversary	Minneapolis	175				X
October 05	Presentation	Fafinski, Mark and Johnson	Eden Prairie	3	X			
October 05	Presentation	Hoff, Barry and Kozar, PA	Eden Prairie	4	X			
October 05	Drop In	Castle Ridge	Eden Prairie	2		X		
October 05	Drop In	The Colony	Eden Prairie	2		X		
October 05	Presentation	Osseo Elementary School	Osseo	11				X
October 07	Presentation	The City of Eden Prairie	Eden Prairie	4	X			
October 07	Drop In	Expert Hearing and Audiology	Eden Prairie	1		X		
October 07	Drop In	Elim Shores	Eden Prairie	2		X		
October 12	Presentation	Century College	White Bear Lake	7				X
October 12	Drop In	Catholic Eldercare at Home	Minneapolis	1		X		
October 12	Drop In	MILS Home Healthcare Agency	Minneapolis	2		X		
October 13	Meeting	DHHSD Advisory Meeting	Mankato	7				X
October 14	Exhibit	VA Vendor Fair	Minneapolis	100		X		
October 16	Presentation	Lifetrack Hands & Voices	Mazeppa	34				X
October 18	Presentation	Starkey's Lab	Eden Prairie	2		X		
October 19	Exhibit	East Side Senior Health & Resource Fair	Minneapolis	50		X		
October 19	Presentation	Century Community Technical College	Maplewood	4				X
October 20	Presentation	The Suites Hotel on Waterfront Plaza	Duluth	3	X			
October 21	Exhibit	Duluth Senior Expo	Duluth	2200		X		
October 22	Drop In	Cremation Society of Minnesota	Duluth	2	X			
October 22	Drop In	Midwest Medical Equipment	Duluth	2	X			
October 25	Exhibit	Buckham Memorial Library	Faribault	24				X
October 25	Drop In	Chamber of Commerce	Faribault	1				X
October 26	Meeting	DHHSD Advisory Meeting	Rochester	6				X
October 26	Presentation	Hanson, McCann and O'Connor, PA	Rosemount	4	X			
October 26	Drop In	P and J Medical Equipment	Rosemount	2	X			
October 26	Drop In	Robert Trail License Center	Rosemount	3	X			
October 26	Drop In	Dakota County Library	Rosemount	5		X		
October 28	Presentation	The City of Rosemount	Rosemount	3	X			
October 28	Drop In	Cameo Place	Rosemount	2		X		
Total Presentations:		**31**						
Total Participants:		**2668**						

Consumer Relations Office Monthly Outreach Summary
November 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
November 04	In Home Demonstration		St. Paul	2		X		
November 04	Meeting	DHHSD Advisory Committee	Duluth	18				X
November 04	Presentation	Ebenezer Care Center	Minneapolis	24				X
November 04	Presentation	Minneapolis Community Technical College	Minneapolis	28				X
November 05	Presentation	Abbco Insurance Agency	St. Paul	3	X			
November 05	Drop In	Ted Dooley Law Office	St. Paul	1	X			
November 05	Drop In	Sullivan Law Office	St. Paul	2	X			
November 05	Drop In	Skon Chiropractic Clinic	St. Paul	1	X			
November 07	Drop In	The College of St. Scholastic	St. Paul	1		X		
November 09	Presentation	City of West St. Paul	West St. Paul	3	X			
November 09	Drop In	Wentworth Library	West St. Paul	5		X		
November 09	Drop In	City of Maplewood	Maplewood	1				X
November 10	In Home Demonstration		St. Paul	2				X
November 11	Presentation	John E. Trojack Law Office	West St. Paul	3	X			
November 11	Drop In	Walker at Westwood Ridge	West St. Paul	3		X		
November 11	Drop In	Dakota County Employment and Economic Assistance Program	West St. Paul	4	X			
November 16	Presentation	Sandahl Law Office	Richfield	3	X			
November 16	Drop In	Ohlenberg Law Firm	Richfield	5	X			
November 16	Drop In	Augsburg Park Library	Richfield	6		X		
November 16	Presentation	Earl Brown Elementary School	Brooklyn Center	35				X
November 16	Presentation	Earl Brown Elementary School	Brooklyn Center	35				X
November 16	Presentation	Earl Brown Elementary School	Brooklyn Center	35				X
November 16	Presentation	Earl Brown Elementary School	Brooklyn Center	35				X
November 18	Presentation	City of Richfield	Richfield	3	X			
November 18	Drop In	The Pines Senior Living	Richfield	3		X		
November 18	Drop In	Helping Hands Home Care	Richfield	1		X		
November 18	Drop In	Richfield Senior Suites	Richfield	2		X		
November 23	Presentation	City of Mendota Heights	Mendota Heights	3	X			
November 23	Drop In	Parkview Plaza	Mendota Heights	1		X		
November 23	Presentation	Empey Law Office	Mendota Heights	2	X			
November 23	Drop In	Dungarvin Home Health	Mendota Heights	11		X		
Total Presentations:		**31**						
Total Participants:		**281**						

Consumer Relations Office Monthly Outreach Summary
December 2010

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
December 01	Exhibit	Courage Center Strength in Numbers Conference	St. Paul	240		X		
December 03	Drop In	Clinique Healthcare Services	Crystal	1		X		
December 03	Drop In	Compassionate Care Network	Crystal	1		X		
December 06	Presentation	AND Law Offices	Plymouth	3	X			
December 06	Drop In	Home Care Solutions	Plymouth	5		X		
December 06	Drop In	Right at Home	Plymouth	1		X		
December 07	Presentation	City of White Bear Lake	White Bear Lake	4	X			
December 07	Presentation	Fleming Law Offices	White Bear Lake	4	X			
December 08	Drop In	Senior Citizens Program	Fergus Falls	1		X		
December 08	Drop In	Rehabilitation Services	Fergus Falls	1				X
December 09	Meeting	DHHSD Advisory Committee	Crookston	7				X
December 09	Presentation	Parder Law Offices	White Bear Lake	6	X			
December 09	Drop In	White Bear Lake Public Library	White Bear Lake	3		X		
December 09	Drop In	Visiting Angels	White Bear Lake	1		X		
December 09	Drop In	Arbors at White Bear Lake	White Bear Lake	3		X		
December 10	Presentation	Target Pharmacy	Plymouth	6	X			
December 10	Drop In	Kelly Staffing Services	Plymouth	3	X			
December 10	Drop In	Cities Dental Group	Plymouth	4	X			
December 13	Presentation	City of Mahtomedi	Mahtomedi	7	X			
December 13	Drop In	Edina Realty	Mahtomedi	1	X			
December 13	Drop In	Wildwood Branch Library	Mahtomedi	6		X		
December 14	Meeting	DHHSD Advisory Committee	St. Paul	7				X
December 15	In Home Training		Mahtomedi	3		X		
December 15	Drop In	St. Andrews Village	Mahtomedi	3		X		
December 15	Drop In	Briarcliff Manor	Mahtomedi	1		X		
December 16	Meeting	Minnesota Deaf Senior Citizens	Andover	45				X
December 18	Event	Rochester Deaf Club	Rochester	38				X
December 19	Drop In	Trinity Lutheran Church	Moorhead	1		X		
December 19	Presentation	Our Saviors Lutheran Church	Moorhead	2	X			
December 20	Meeting	DHHSD Advisory Committee	Moorhead	7				X
Total Presentations:		**30**						
Total Participants:		**415**						

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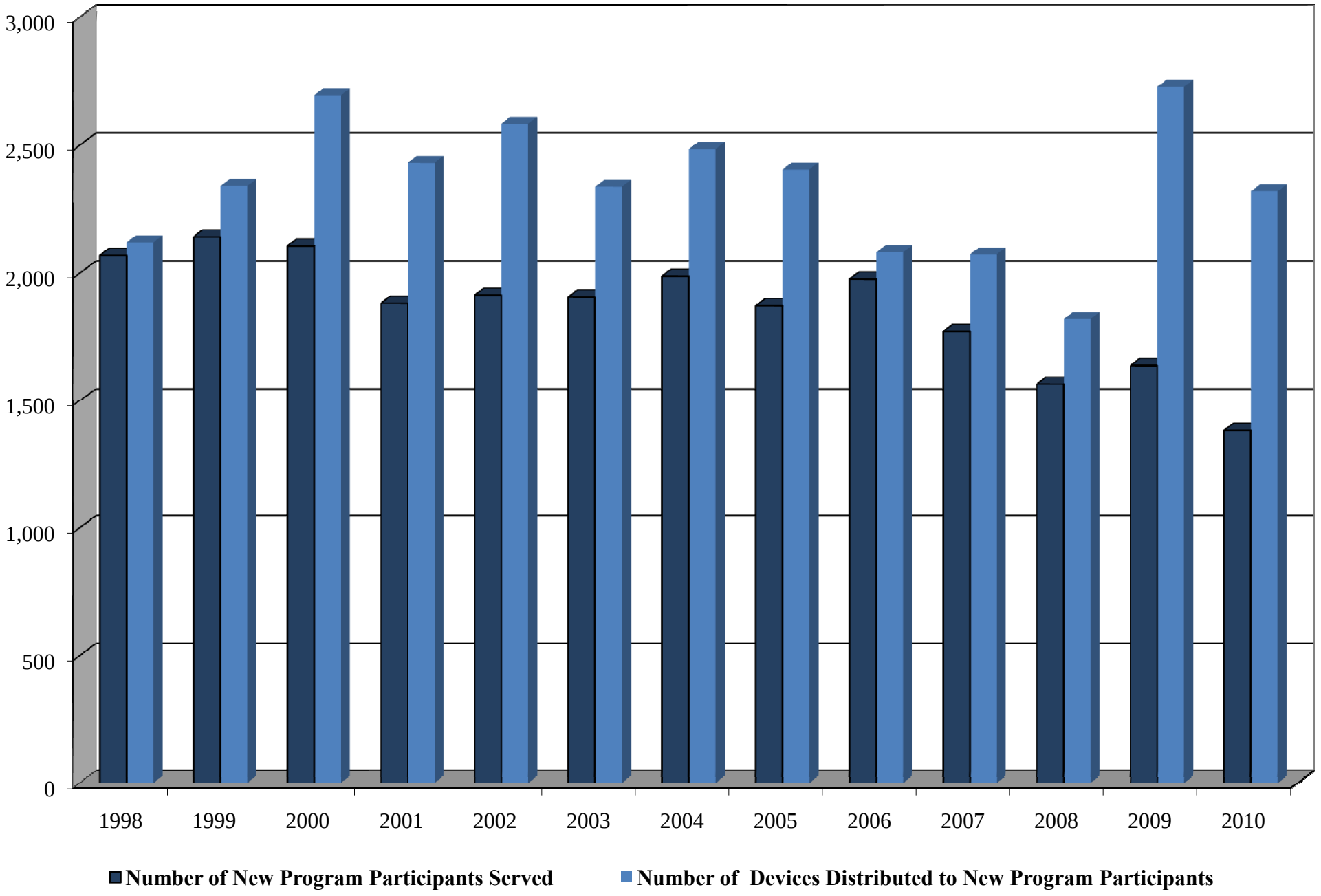
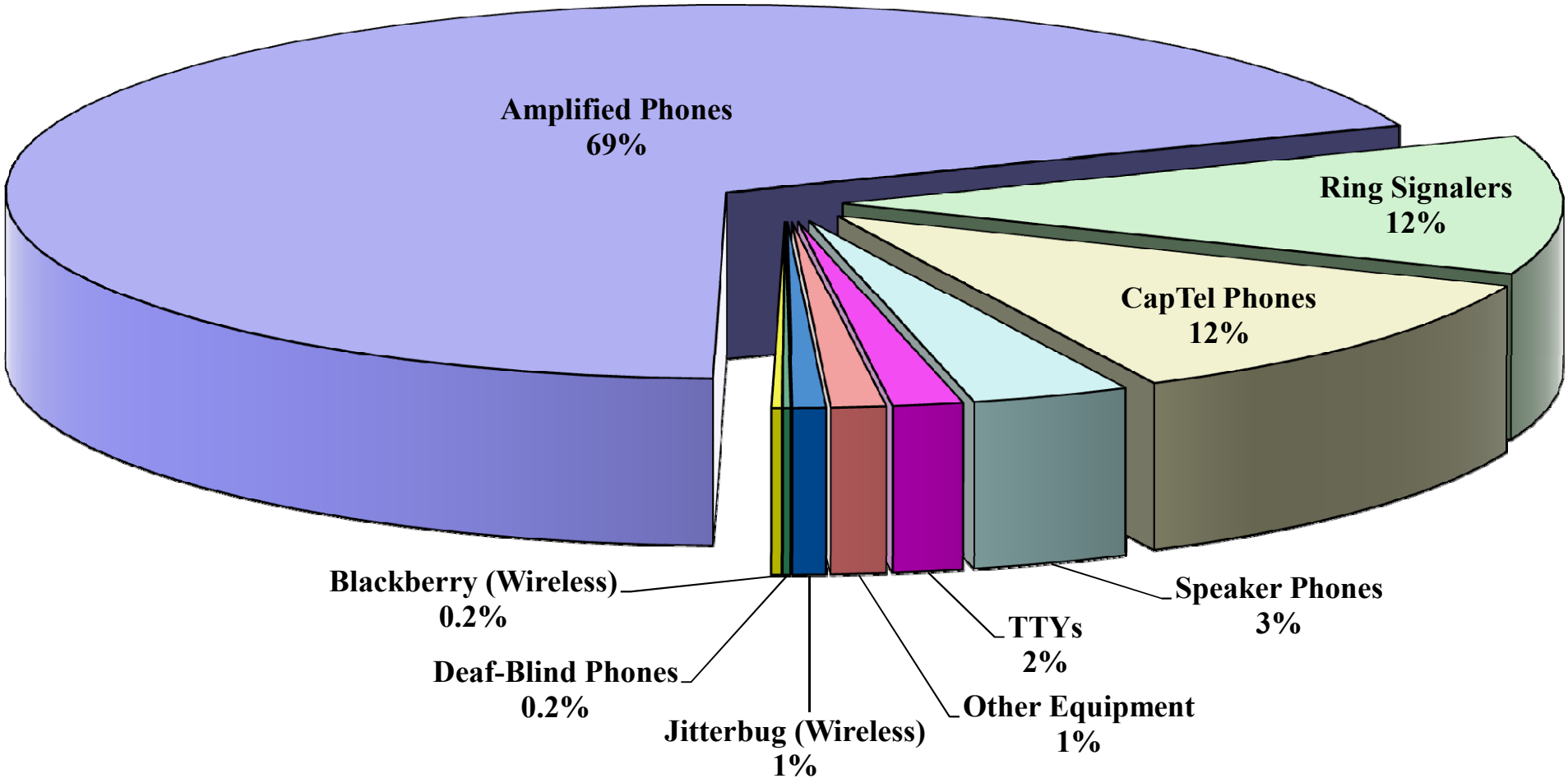
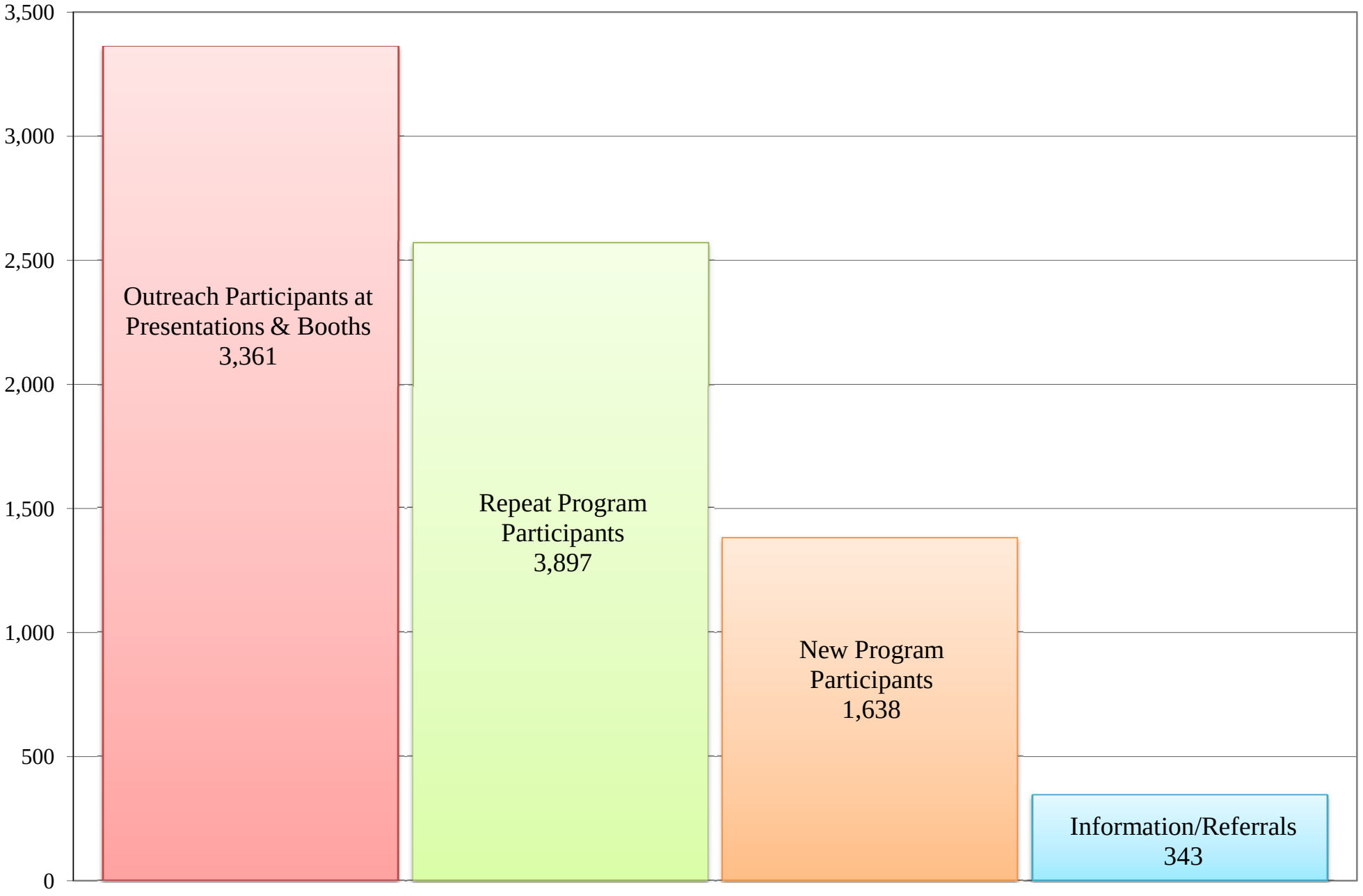
APPENDIX E

New TED Program Participants 1998 - 2010



TED Program
Types of Equipment Distributed in 2010



2010 TED Program Services