

**Appendix D**  
**Current Call Volume and**  
**Answer Performance**



**Kentucky**  
Relay

## TRS MINUTE SUMMARY BY STATE &amp; YEAR

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
KY	January 2003	189,825.61	33,188.73	127,292.86	23,633.62	223,014.34	150,926.48
KY	February 2003	175,559.85	30,616.28	116,968.60	21,880.49	206,176.13	138,849.09
KY	March 2003	177,681.10	29,764.02	118,302.81	21,452.38	207,445.12	139,755.19
KY	April 2003	171,870.48	31,615.11	113,390.83	22,188.84	203,485.59	135,579.67
KY	May 2003	171,363.23	29,823.89	111,237.15	21,027.55	201,187.12	132,264.70
KY	June 2003	154,625.64	33,558.32	99,373.89	23,345.45	188,183.96	122,719.34
KY	July 2003	162,611.24	34,359.90	105,400.27	24,368.35	196,971.14	129,768.62
KY	August 2003	165,794.88	33,152.13	107,128.32	23,183.29	198,947.01	130,311.61
KY	September 2003	154,971.11	31,963.47	99,840.94	22,163.72	186,934.58	122,004.66
KY	October 2003	154,127.52	32,854.56	100,971.96	22,983.34	186,982.08	123,955.30
KY	November 2003	149,335.91	31,591.65	98,020.49	22,863.46	180,927.56	120,883.95
KY	December 2003	159,454.30	33,453.31	105,806.55	24,758.28	192,907.61	130,564.83
<b>YTD Total</b>		<b>1,987,220.86</b>	<b>385,941.38</b>	<b>1,303,734.69</b>	<b>273,848.75</b>	<b>2,373,162.24</b>	<b>1,577,583.44</b>

**Average per Month** 165,601.74 32,161.78 108,644.56 22,820.73 197,763.52 131,465.29

KY	January 2004	170,631.27	35,059.44	116,426.66	25,782.50	205,690.71	142,209.16
KY	February 2004	152,283.51	29,246.35	102,738.68	21,813.94	181,529.86	124,552.62
KY	March 2004	160,615.19	32,548.81	106,497.91	24,079.57	193,164.00	130,577.48
KY	April 2004	149,223.04	28,254.11	97,811.02	20,204.48	177,477.15	118,015.50
KY	May 2004	149,481.71	30,834.10	97,318.18	22,709.78	180,315.81	120,027.96
KY	June 2004	148,756.33	31,918.22	96,220.17	22,616.57	180,674.55	118,836.74
KY	July 2004	151,889.55	29,873.81	98,620.72	21,242.46	181,763.36	119,863.18
KY	August 2004	156,843.92	31,581.96	105,135.24	23,312.31	188,425.88	128,447.55
KY	September 2004	144,670.61	29,697.15	97,665.78	22,395.04	174,367.76	120,060.81
KY	October 2004	144,789.48	32,346.08	95,842.42	24,743.35	177,135.56	120,585.77
KY	November 2004	135,051.50	30,901.96	90,501.66	23,685.62	165,953.46	114,187.28
KY	December 2004	149,862.20	31,268.47	100,191.20	23,953.80	181,130.67	124,145.00
<b>YTD Total</b>		<b>1,814,098.32</b>	<b>373,530.45</b>	<b>1,204,969.64</b>	<b>276,539.41</b>	<b>2,187,628.77</b>	<b>1,481,509.05</b>

**Average per Month** 151,174.86 31,127.54 100,414.14 23,044.95 182,302.40 123,459.09

KY	January 2005	142,606.27	30,979.92	96,189.66	23,903.00	173,586.19	120,092.66
KY	February 2005	121,946.41	24,989.44	81,909.70	19,411.70	146,935.85	101,321.40
KY	March 2005	137,089.60	28,987.48	91,699.12	22,640.22	166,077.08	114,339.34
KY	April 2005	131,101.28	24,221.41	86,444.34	18,346.94	155,322.69	104,791.28
KY	May 2005	128,504.01	23,534.74	85,212.04	17,921.63	152,038.75	103,133.67
KY	June 2005	136,844.26	26,654.32	91,885.29	20,234.64	163,498.58	112,119.93
KY	July 2005	126,464.26	23,042.07	86,139.31	17,726.26	149,506.33	103,865.57
KY	August 2005	131,987.48	25,203.37	89,372.57	19,482.55	157,190.85	108,855.12
KY	September 2005	118,214.13	23,076.25	79,475.28	17,360.08	141,290.38	96,835.36
KY	October 2005	117,667.95	22,210.26	79,688.32	16,919.07	139,878.21	96,607.39
KY	November 2005	116,896.76	23,283.51	79,394.80	18,231.76	140,180.27	97,626.56
KY	December 2005	116,666.72	22,701.87	77,870.18	18,161.48	139,368.59	96,031.66
<b>YTD Total</b>		<b>1,525,989.15</b>	<b>298,884.62</b>	<b>1,025,280.60</b>	<b>230,339.34</b>	<b>1,824,873.77</b>	<b>1,255,619.94</b>

**Average per Month** 127,165.76 24,907.05 85,440.05 19,194.94 152,072.81 104,635.00

## TRS MINUTE SUMMARY BY STATE &amp; YEAR

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
KY	January 2006	113,262.45	23,116.84	76,339.79	18,414.95	136,379.29	94,754.74
KY	February 2006	102,275.45	20,138.52	70,465.76	16,155.49	122,413.97	86,621.25
KY	March 2006	110,005.90	21,488.94	72,915.16	16,863.55	131,494.84	89,778.71
KY	April 2006	99,810.69	17,943.23	64,563.46	13,696.33	117,753.92	78,259.79
KY	May 2006	97,190.79	19,105.00	63,237.16	14,720.32	116,295.79	77,957.48
KY	June 2006	91,619.12	18,258.24	59,727.34	13,869.52	109,877.36	73,596.86

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KY	July 2006	94,079.90	18,891.30	62,509.45	14,181.19	112,971.20	76,690.64
KY	August 2006	97,372.49	19,109.12	65,508.81	14,891.17	116,481.61	80,399.98
KY	September 2006	82,782.82	17,099.84	53,781.31	13,030.13	99,882.66	66,811.44
KY	October 2006	85,755.59	18,107.95	56,889.59	13,456.94	103,863.54	70,346.53
KY	November 2006	88,130.83	16,130.20	58,865.60	12,297.47	104,261.03	71,163.07
KY	December 2006	88,696.13	17,554.17	59,221.58	13,532.99	106,250.30	72,754.57
<b>YTD Total</b>		<u>1,150,982.16</u>	<u>226,943.35</u>	<u>764,025.02</u>	<u>175,110.04</u>	<u>1,377,925.51</u>	<u>939,135.06</u>
<b>Average per Month</b>		95,915.18	18,911.95	63,668.75	14,592.50	114,827.13	78,261.26
KY	January 2007	85,833.01	16,468.69	57,933.79	12,761.51	102,301.70	70,695.30
KY	February 2007	84,003.76	16,285.70	57,193.43	12,481.57	100,289.46	69,675.00
KY	March 2007	82,542.71	15,704.16	54,479.63	11,910.21	98,246.87	66,389.84
KY	April 2007	74,582.84	13,254.35	49,466.31	9,909.26	87,837.19	59,375.57
KY	May 2007	79,288.62	15,582.82	51,380.95	11,714.42	94,871.44	63,095.37
KY	June 2007	69,754.90	13,041.54	45,451.52	9,883.69	82,796.44	55,335.21
<b>YTD Total</b>		<u>476,005.84</u>	<u>90,337.26</u>	<u>315,905.63</u>	<u>68,660.66</u>	<u>566,343.10</u>	<u>384,566.29</u>
<b>Average per Month</b>		79,334.31	15,056.21	52,650.94	11,443.44	94,390.52	64,094.38

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## Average Answer Seconds; % in 10 Seconds

<b>Kentucky Performance Summary</b>				
<b>State</b>	<b>Data Month</b>	<b>AvgAnsSec</b>	<b>PctAnsIn10w/Abn</b>	<b>Pct10noAbn</b>
KY	Jul 05	3.0	91	95
KY	Aug 05	2.4	93	95
KY	Sep 05	1.4	96	97
KY	Oct 05	2.6	92	95
KY	Nov 05	2.1	94	96
KY	Dec 05	2.2	94	96
<b>Avg for 2005</b>		<b>2.3</b>	<b>93</b>	<b>96</b>
KY	Jan 06	1.8	94	96
KY	Feb 06	2.6	92	95
KY	Mar 06	1.0	97	98
KY	Apr 06	1.2	97	98
KY	May 06	1.3	96	97
KY	Jun 06	1.7	94	96
KY	Jul 06	2.0	94	96
KY	Aug 06	1.9	94	96
KY	Sep 06	0.7	98	98
KY	Oct 06	0.7	97	99
KY	Nov 06	0.6	98	99
KY	Dec 06	0.7	97	98
<b>Avg for 2006</b>		<b>1.4</b>	<b>96</b>	<b>97</b>
KY	Jan 07	0.3	99	99
KY	Feb 07	0.7	97	98
KY	Mar 07	0.9	97	98
KY	Apr 07	0.5	98	99
KY	May 07	0.9	97	98
KY	Jun 07	0.7	97	98
<b>Avg for 2007</b>		<b>0.7</b>	<b>98</b>	<b>98</b>

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## Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
KY	January 2003	54,296	52,714	52,923	37,881
KY	February 2003	52,387	51,075	48,709	34,598
KY	March 2003	52,584	51,348	48,822	35,363
KY	April 2003	51,392	49,959	47,533	34,414
KY	May 2003	52,340	51,202	48,560	34,962
KY	June 2003	49,875	48,709	46,140	33,456
KY	July 2003	51,393	50,052	47,856	34,120
KY	August 2003	52,506	51,218	48,082	34,981
KY	September 2003	50,276	49,187	44,364	32,381
KY	October 2003	49,273	48,195	44,006	32,357
KY	November 2003	47,521	46,436	41,966	31,001
KY	December 2003	49,309	47,960	45,345	33,232
<b>YTD Total</b>		<b>613152</b>	<b>598055</b>	<b>564306</b>	<b>408746</b>

KY	January 2004	50,785	49,171	46,562	34,742
KY	February 2004	46,289	44,859	42,441	31,276
KY	March 2004	49,537	48,385	45,722	33,462
KY	April 2004	46,569	45,594	42,536	31,728
KY	May 2004	48,251	47,126	42,391	32,124
KY	June 2004	48,645	47,496	43,146	31,995
KY	July 2004	48,558	47,623	43,180	31,560
KY	August 2004	47,576	46,528	42,592	31,886
KY	September 2004	43,842	42,883	38,350	28,803
KY	October 2004	46,168	45,218	40,220	29,742
KY	November 2004	43,204	42,347	37,295	27,889
KY	December 2004	46,537	45,510	41,557	30,814
<b>YTD Total</b>		<b>565961</b>	<b>552740</b>	<b>505992</b>	<b>376021</b>

KY	January 2005	43,902	42,909	38,117	28,598
KY	February 2005	37,503	36,263	32,768	24,636
KY	March 2005	42,684	41,461	37,128	28,545
KY	April 2005	41,633	40,773	35,485	27,154
KY	May 2005	39,625	38,879	34,859	26,316
KY	June 2005	41,100	40,193	36,717	26,778
KY	July 2005	38,507	37,003	31,565	23,764
KY	August 2005	40,231	39,157	33,390	24,858
KY	September 2005	35,800	35,263	33,445	22,681
KY	October 2005	35,837	34,793	31,502	22,579
KY	November 2005	35,237	34,440	29,809	22,281
KY	December 2005	37,624	36,649	29,106	22,159
<b>YTD Total</b>		<b>469683</b>	<b>457783</b>	<b>403891</b>	<b>300349</b>

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## Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
KY	January 2006	35,218	34,437	27,794	21,225
KY	February 2006	31,151	30,201	24,526	18,632
KY	March 2006	33,976	33,555	27,588	20,720
KY	April 2006	33,485	33,022	26,759	20,319
KY	May 2006	33,824	33,267	26,080	19,487
KY	June 2006	32,534	31,812	24,141	18,274
KY	July 2006	32,186	31,420	23,732	18,297
KY	August 2006	32,366	31,685	23,501	18,023
KY	September 2006	31,455	311,172	21,106	16,266
KY	October 2006	31,172	30,853	21,764	16,748
KY	November 2006	29,412	29,193	21,910	16,784
KY	December 2006	29,720	29,460	22,187	17,389
<b>YTD Total</b>		<b>386499</b>	<b>660077</b>	<b>291088</b>	<b>222164</b>

KY	January 2007	28,658	28,507	20,674	15,855
KY	February 2007	26,812	26,599	20,685	16,104
KY	March 2007	28,861	28,561	21,002	16,301
KY	April 2007	27,098	26,872	18,955	14,447
KY	May 2007	28,414	28,110	21,161	16,346
KY	June 2007	26,366	36,088	17,945	13,807
<b>YTD Total</b>		<b>166209</b>	<b>174737</b>	<b>120422</b>	<b>92860</b>

<b>Grand Total</b>	<b>2,201,504</b>	<b>2,443,392</b>	<b>1,885,699</b>	<b>1,400,140</b>
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Average per month	40,769	45,248	34,920	25,929
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## CapTel Minute Summary by State and Year

<u>State</u>	<u>Data Month</u>	<u>Session Minutes</u>		<u>Conversation Minutes</u>		<u>Session</u>	<u>Conversation</u>
		<u>Intrastate</u>	<u>Interstate</u>	<u>Intrastate</u>	<u>Interstate</u>	<u>Min Total</u>	<u>Min Total</u>
CKY	October 2004	196.89	174.17	107.56	102.79	371.06	210.35
CKY	November 2004	845.00	526.01	685.27	426.91	1,371.01	1,112.18
CKY	December 2004	1,744.80	2,887.41	1,397.08	2,747.67	4,632.21	4,144.75
<b>YTD Total</b>		<b>2,786.68</b>	<b>3,587.60</b>	<b>2,189.91</b>	<b>3,277.37</b>	<b>6,374.28</b>	<b>5,467.28</b>
<b>Average per Month</b>		<b>928.89</b>	<b>1,195.87</b>	<b>729.97</b>	<b>1,092.46</b>	<b>2,124.76</b>	<b>1,822.43</b>
CKY	January 2005	4,004.55	4,696.45	3,240.14	4,502.16	8,701.00	7,742.30
CKY	February 2005	4,788.20	4,599.72	3,706.35	4,414.39	9,387.92	8,120.74
CKY	March 2005	6,343.90	5,135.02	4,577.94	4,879.09	11,478.92	9,457.03
CKY	April 2005	8,327.84	6,213.91	6,106.60	5,913.11	14,541.75	12,019.71
CKY	May 2005	9,216.49	5,835.44	7,017.73	5,472.75	15,051.93	12,490.48
CKY	June 2005	10,147.37	3,925.78	8,058.90	3,577.70	14,073.15	11,636.60
CKY	July 2005	10,588.58	4,173.71	8,351.57	3,822.77	14,762.29	12,174.34
CKY	August 2005	9,489.71	4,489.92	7,355.49	4,127.79	13,979.63	11,483.28
CKY	September 2005	11,778.02	5,233.31	9,252.41	4,836.47	17,011.33	14,088.88
CKY	October 2005	13,341.67	4,468.72	10,668.75	4,106.59	17,810.39	14,775.34
CKY	November 2005	16,733.25	5,840.00	13,911.44	5,447.45	22,573.25	19,358.89
CKY	December 2005	17,962.26	5,483.55	14,854.67	5,055.71	23,445.81	19,910.38
<b>YTD Total</b>		<b>122,721.84</b>	<b>60,095.53</b>	<b>97,101.98</b>	<b>56,155.99</b>	<b>182,817.37</b>	<b>153,257.97</b>
<b>Average per Month</b>		<b>10,226.82</b>	<b>5,007.96</b>	<b>8,091.83</b>	<b>4,679.67</b>	<b>15,234.78</b>	<b>12,771.50</b>
CKY	January 2006	17,597.06	5,663.39	14,471.32	5,183.98	23,260.45	19,655.30
CKY	February 2006	14,918.65	5,004.80	11,855.18	4,585.13	19,923.45	16,440.31
CKY	March 2006	15,729.10	5,283.99	12,750.08	4,685.08	21,013.09	17,435.16
CKY	April 2006	15,277.65	4,419.27	12,457.78	3,956.67	19,696.92	16,414.45
CKY	May 2006	17,216.17	4,081.64	13,790.06	3,654.47	21,297.81	17,444.53
CKY	June 2006	16,274.00	4,560.28	13,127.38	4,096.24	20,834.28	17,223.62
CKY	July 2006	15,421.47	3,588.16	12,601.50	3,114.40	19,009.63	15,715.90
CKY	August 2006	17,093.82	4,559.50	14,145.31	4,063.11	21,653.32	18,208.42
CKY	September 2006	20,551.62	3,359.82	17,526.35	3,036.78	23,911.44	20,563.13
CKY	October 2006	20,438.40	3,965.72	17,348.05	3,562.01	24,404.12	20,910.06
CKY	November 2006	22,397.81	5,030.95	18,656.48	4,641.76	27,428.76	23,298.24
CKY	December 2006	22,078.34	4,983.93	18,617.17	4,593.09	27,062.27	23,210.26
<b>YTD Total</b>		<b>214,994.09</b>	<b>54,501.45</b>	<b>177,346.66</b>	<b>49,172.72</b>	<b>269,495.54</b>	<b>226,519.38</b>
<b>Average per Month</b>		<b>17,916.17</b>	<b>4,541.79</b>	<b>14,778.89</b>	<b>4,097.73</b>	<b>22,457.96</b>	<b>18,876.62</b>
CKY	January 2007	24,597.55	5,089.94	21,053.98	4,644.69	29,687.49	25,698.67
CKY	February 2007	19,856.90	4,695.58	16,791.38	4,330.04	24,552.48	21,121.42
CKY	March 2007	21,169.63	5,275.28	17,479.02	4,842.88	26,444.91	22,321.90
CKY	April 2007	20,982.18	5,937.12	17,701.98	5,412.55	26,919.30	23,114.53
CKY	May 2007	22,725.79	5,564.28	19,349.40	5,092.98	28,290.07	24,442.38
CKY	June 2007	22,784.48	5,776.32	19,256.96	5,280.01	28,560.80	24,536.97
<b>YTD Total</b>		<b>132,116.53</b>	<b>32,338.52</b>	<b>111,632.71</b>	<b>29,603.16</b>	<b>164,455.05</b>	<b>141,235.87</b>
<b>Average per Month</b>		<b>22,019.42</b>	<b>5,389.75</b>	<b>18,605.45</b>	<b>4,933.86</b>	<b>27,409.18</b>	<b>23,539.31</b>

Confidential and Proprietary

7/24/07

## Average Answer Seconds; % in 10 Seconds

<b>Kentucky CapTel Performance Summary</b>				
<u>State</u>	<u>Data Month</u>	<u>AvgAnsSec</u>	<u>PctAnsIn10w/Abn</u>	<u>Pct10noAbn</u>
CKY	Jul 05	0.3	99	99
CKY	Aug 05	0.4	99	100
CKY	Sep 05	0.6	98	99
CKY	Oct 05	0.6	99	99
CKY	Nov 05	0.7	98	99
CKY	Dec 05	0.9	97	98
<b>Avg for 2005</b>		<b><u>0.6</u></b>	<b><u>98</u></b>	<b><u>99</u></b>
CKY	Jan 06	1.1	96	98
CKY	Feb 06	1.0	97	98
CKY	Mar 06	0.8	98	99
CKY	Apr 06	0.5	99	100
CKY	May 06	0.3	99	100
CKY	Jun 06	0.4	99	100
CKY	Jul 06	0.5	99	100
CKY	Aug 06	0.4	99	100
CKY	Sep 06	0.5	99	100
CKY	Oct 06	0.4	99	100
CKY	Nov 06	0.5	99	100
CKY	Dec 06	0.6	99	99
<b>Avg for 2006</b>		<b><u>0.6</u></b>	<b><u>99</u></b>	<b><u>100</u></b>
CKY	Jan 07	0.5	99	100
CKY	Feb 07	0.5	99	99
CKY	Mar 07	0.4	99	100
CKY	Apr 07	0.5	99	100
CKY	May 07	0.4	99	100
CKY	Jun 07	0.4	99	100
<b>Avg for 2007</b>		<b><u>0.4</u></b>	<b><u>99</u></b>	<b><u>100</u></b>

8/8/07

## CapTel Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
CKY	October 2004	426	426	416	308
CKY	November 2004	603	603	574	486
CKY	December 2004	1,133	1,133	1,069	874
	<b>YTD Total</b>	<b>2162</b>	<b>2162</b>	<b>2059</b>	<b>1668</b>
CKY	January 2005	2,231	2,231	2,127	1,630
CKY	February 2005	3,104	3,104	2,881	2,061
CKY	March 2005	5,677	5,677	5,392	3,619
CKY	April 2005	6,712	6,712	6,259	4,425
CKY	May 2005	6,239	6,239	5,640	4,217
CKY	June 2005	5,828	5,828	5,356	4,168
CKY	July 2005	6,238	6,238	5,376	4,189
CKY	August 2005	6,052	6,052	5,466	4,042
CKY	September 2005	7,232	7,232	6,714	5,090
CKY	October 2005	7,468	7,468	7,021	5,461
CKY	November 2005	8,099	8,099	7,343	5,710
CKY	December 2005	8,853	8,853	8,178	6,190
	<b>YTD Total</b>	<b>73733</b>	<b>73733</b>	<b>67753</b>	<b>50802</b>
CKY	January 2006	9,059	9,059	8,349	6,217
CKY	February 2006	8,271	8,271	7,376	5,619
CKY	March 2006	8,642	8,642	7,791	6,035
CKY	April 2006	7,928	7,928	7,217	5,507
CKY	May 2006	9,314	9,314	8,691	6,603
CKY	June 2006	8,703	8,703	7,945	6,084
CKY	July 2006	7,822	7,822	7,033	5,257
CKY	August 2006	8,819	8,819	7,943	6,194
CKY	September 2006	8,542	8,542	7,907	6,303
CKY	October 2006	8,581	8,581	7,891	6,382
CKY	November 2006	10,015	10,015	9,114	7,015
CKY	December 2006	9,510	9,510	8,487	6,920
	<b>YTD Total</b>	<b>105206</b>	<b>105206</b>	<b>95744</b>	<b>74136</b>
CKY	January 2007	10,137	10,137	9,086	7,587
CKY	February 2007	8,663	8,663	7,879	6,515
CKY	March 2007	10,363	10,363	9,504	7,589
CKY	April 2007	9,544	9,544	8,784	7,287
CKY	May 2007	9,889	9,889	8,986	7,274
CKY	June 2007	9,865	9,865	8,817	7,191
	<b>YTD Total</b>	<b>58461</b>	<b>58461</b>	<b>53056</b>	<b>43443</b>
<b>Grand Total</b>		<b>239,562</b>	<b>239,562</b>	<b>218,612</b>	<b>170,049</b>
	Average per month	7,259	7,259	6,625	5,153

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