

VERMONT RELAY ADVISORY BOARD MEETING

JULY 11, 2023
MICHELLE VICINO



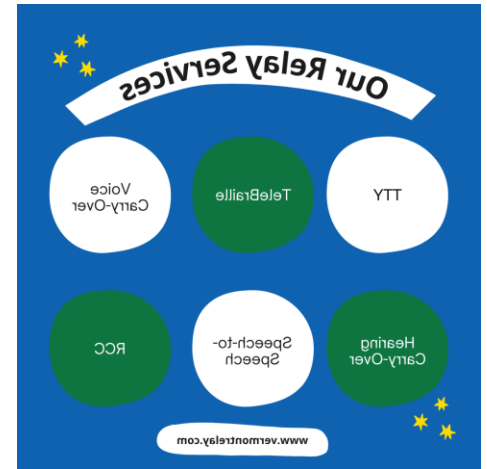
Vermont
Telecommunications
Relay Service

VERMONT RELAY SOCIAL MEDIA SINCE LAST MEETING

ACCESSIBLE COMMUNICATION

RELAY CONFERENCE CAPTIONING

Are you Deaf, Hard of Hearing, DeafBlind or have a Speech Disability and wish to participate in a conference call or webinar? With RCC, you can read live captions via a web browser on your computer, laptop, tablet or mobile device.



It's national Say Something Nice Day!

#MakeAConnection

<p>MYTH</p> <p>I'm not able to call anyone since I have speech challenge.</p>	<p>FACT</p> <p>You have options that empower you with Vermont Relay. We're a no-cost service for people with a speech disability to allow them to communicate over the phone.</p>
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#RCCFAQ

Q: What do I need to use Relay Conference Captioning?

DID YOU KNOW?

Vermont Relay can connect calls across different services as well as with standard phone users.

UPCOMING OUTREACH

- Social media (Facebook and Instagram)
- Song for Sounds (SfS) – See next slide
- RCC presentations
 - HireAbility
- National Association of Social Workers
- Vermont Maturity 50+ Expo - TBD

Send any suggestions to Michelle

Requests for exhibit can also be submitted online:

www.vermontrelay.com > Outreach Program

SONGS FOR SOUND

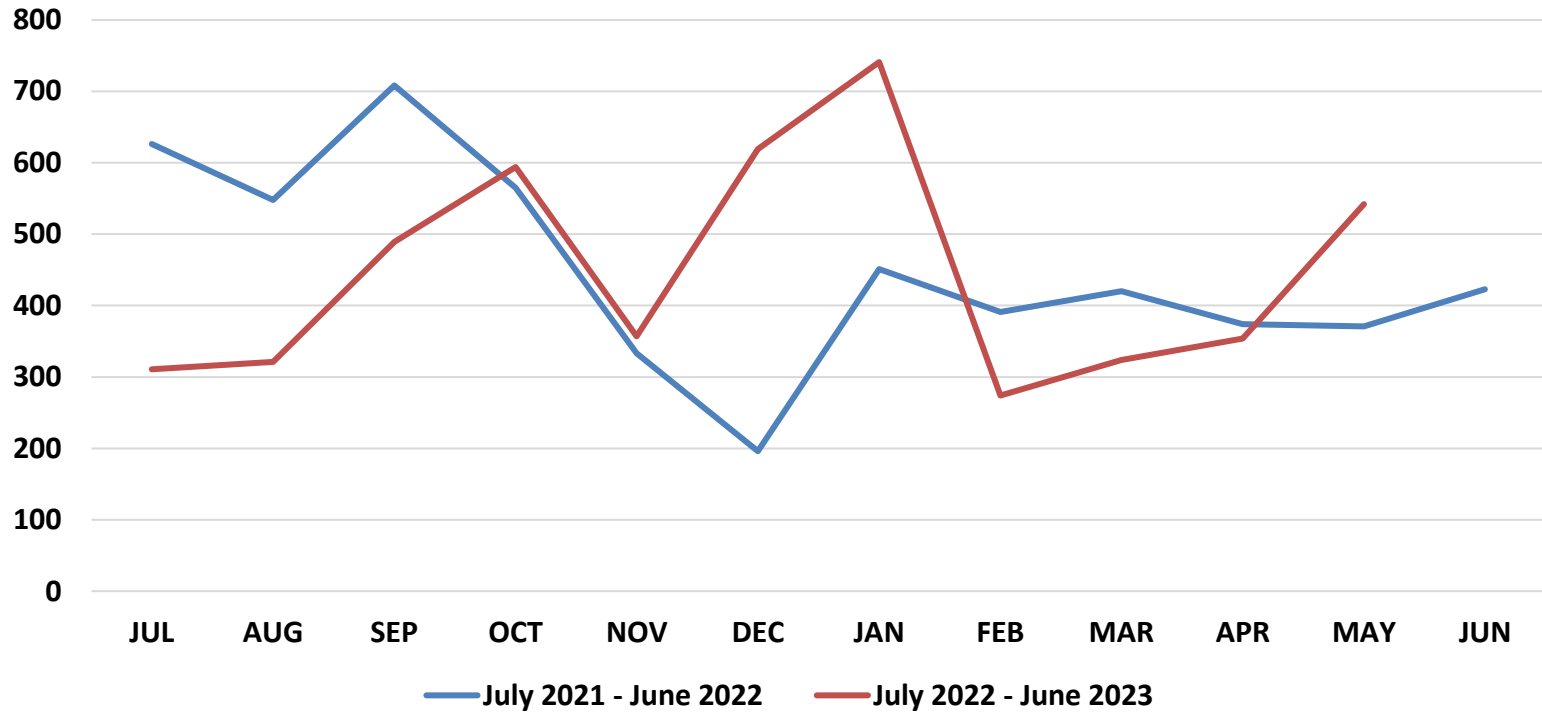
Truck provides free hearing screenings along with information and resources.

Vermont Relay will have a table outside the Sfs truck.

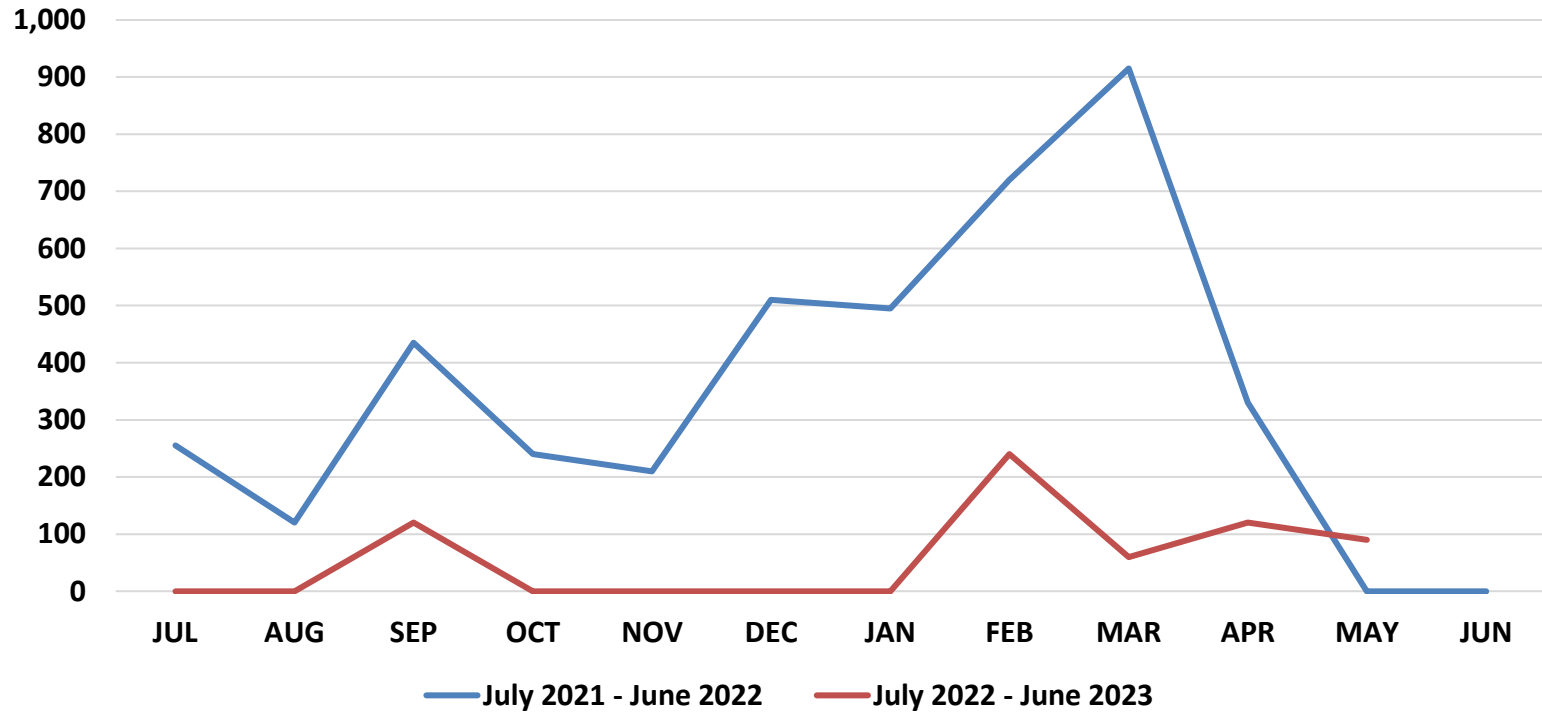
Schedule is still being finalized. Tentatively September/October.



TRS MINUTES 2021 - 2023

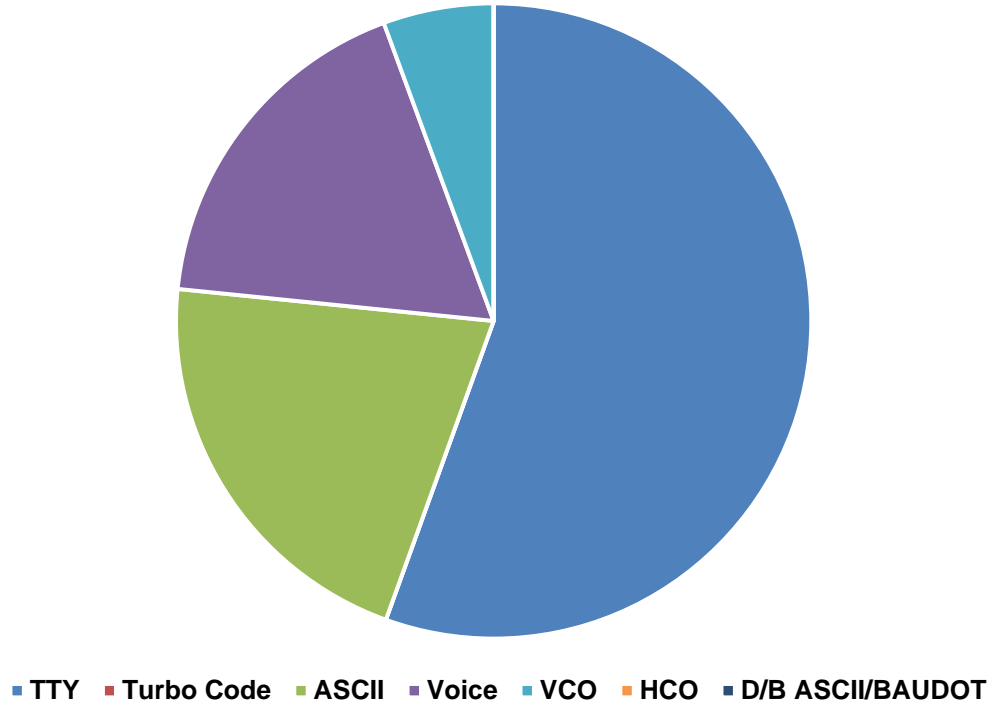


RCC BILLABLE MINUTES JULY 2021 - JUNE 2023

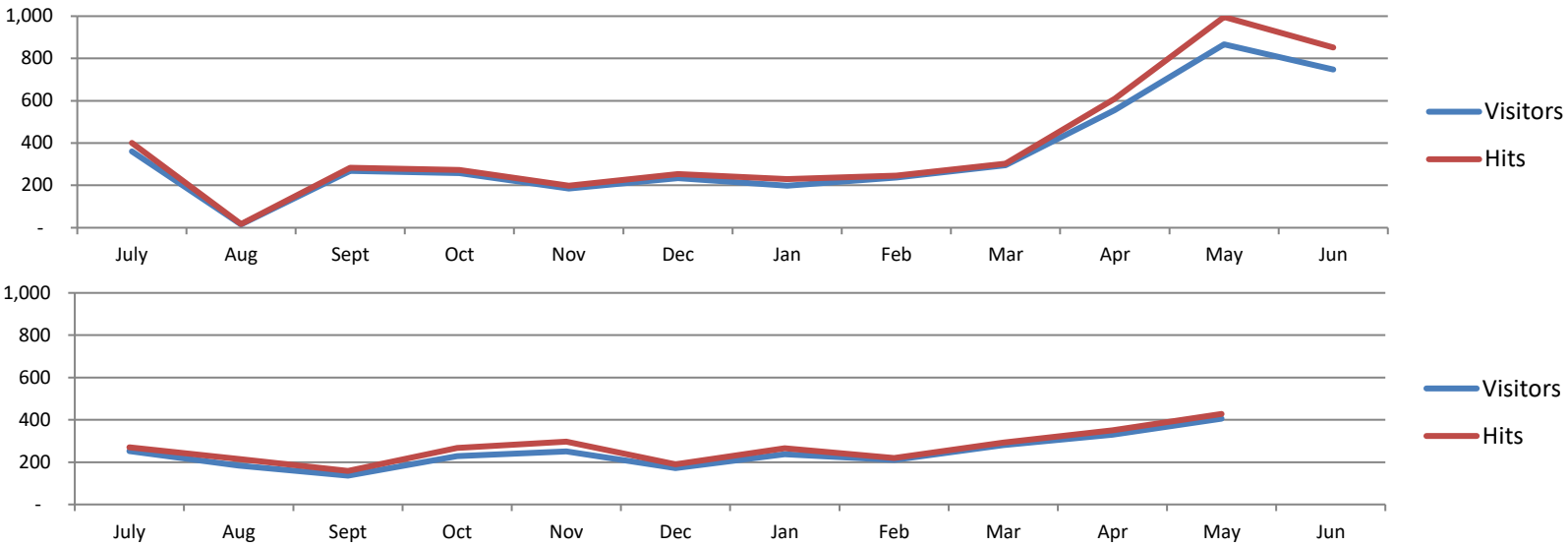


PERCENTAGE OF CALLS BY TYPE

Service	Current Average
TTY	58.51%
Turbo Code	0.00%
ASCII	21.39%
Voice	15.84%
VCO	4.26
HCO	0.00%
D/B ASCII/Baudot	0.00%



VERMONT RELAY WEBSITE JULY 2021 - PRESENT



UPDATES SINCE LAST MEETING



CONTACT INFORMATION

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Vermont Relay Customer Service

866-931-9028 (Voice/TTY)

Vermont Relay website

www.vermontrelay.com

Vermont Relay Facebook

www.facebook.com/VermontRelay

Vermont Relay Instagram

www.facebook.com/vt_relay

Enjoy Summer!

