

Results of the 2009 MD Relay Customer Satisfaction Survey

Results from the *2009 MD Relay Customer Satisfaction Survey* revealed that some customers expressed an interest in seeing increased outreach and education within the state. As a result, we're pleased to report that additional outreach was put in place over the last year, specifically focused in the following areas:

- *Health Facilities:* As of November 2009, 43 Health Care Facilities had been contacted. As field visits and additional contacts are made, further facilities within the State of Maryland are being targeted for future outreach opportunities.
- *Government Agencies:* Outreach Staff have been working to identify agencies which list TTY numbers that may no longer be in use. Processes have been initiated to train and trouble shoot so that all known issues can be resolved.
- *Financial Institutions:* Outreach efforts focused on educating banks, mortgage companies and investment firms about relay services.
- *Retailers:* Outreach efforts concentrated on educating insurance companies, customer service departments within large retail super-centers along with car dealerships on how to use MD Relay and its various services.
- *Educational Settings:* Outreach will be extended to school administrators and students within Elementary, Junior, and High Schools, as well as Universities and Technical Colleges.

Additional outlets for educational and outreach efforts suggested by survey participants included; businesses, senior centers, auto services, restaurants, churches, telemarketers, emergency services, pharmacies, family members and the general public.

A big "thank you" is extended to those who offered input. As we continue to implement these new goals, we look forward to increasing awareness of MD Relay and its services to all communities within the State of Maryland.