

On March 17, 2004, George Lyon sent emails to: Matthew Brill of the office of Commissioner Abernathy; Dan Gonzalez of the office of Commissioner Martin; Bryan Tramont, chief of staff of the office of Chairman Powell, with a copy to Christopher Libertelli of that office; and Scott Bergmann of the office of Commissioner Adelstein.

The purpose of the email was to followup recent meeting and update the various offices on recent call data trends that Hands On Video Relay Service, is seeing.

Since certain confidential data were provided, it is requested that confidential treatment be afforded the specific information provided. However, generally, it was noted that the average speed of answer of VRS calls continues to be unreasonably lengthy in light of the inadequate interim VRS compensation rate.

In addition, abandoned calls continue to be a problem in light fo the excessive wait times for inbound calls to be answered.

Furthermore it was noted that interpreting time and total work time for Video Interpreters continues to run at such high levels that interpreters are complaining of repetitive motion injury.

In many segments of the day, total work time is exceeding 50 percent, well in excess of recommended levels. In that connection there was attached, excepts from RID comments filed in this document recommending no more than 40 percent occupancy rates for interpreters measured on an hourly basis. Hands On understand that the Bureau assumed a 45 percent level in fashioning the interim rate.

It was also reported that a commercial call center manager program confirms that Hands On is operating without a sufficient number of VIs to provide adequate service, which was assumed to be an average speed of answer within 20 seconds of a call coming in to the company's call center. The inadequate staffing level directly results from the inadequate compensation rate currently being paid under the interim VRS rate.