

Re': Docket Nos.: CG 10-51 an CG 03-123

Esteemed members of the commission:

The comments of Shane Feldman, the Executive Director of RID; Warren Baim; Lisa Fritz; and Angela Kaufman are particularly cogent and insightful regarding disaggregation of emergency 911 VRS calls, non-competition agreements, skill-based routing and the need for a video interpreter on the TRS Advisory Council.

I would like to relate a story because it is particularly poignant in light of concerns raised by commenters about 911 VRS calls. An elderly acquaintance of mine fell in her home, managed to get to her videophone, and tried to place a 911 call. While on the floor, she raised her arm high enough so that her hand would be within view of the videophone's camera and fingerspelled "H-E-L-P". Four VRS interpreters in a row hung up on her. Finally, the fifth VRS interpreter put the call through to a 911 dispatcher and processed the call appropriately.

How would you feel if the person making the call had been your mother or father, your brother or sister, your spouse or significant other, or your friend? I hope that you will consider this anecdote as you move forward in addressing the difficult issues that affect equal access and functional equivalence in the VRS industry.

Thank you for your consideration,

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