

## Users of Spanish Relay

1. On a scale of 1-5, please rate the relay operator's Spanish skills (e.g. the fluency of the operator).

- 1-Unsatisfactory**
- 2-Needs Improvement**
- 3-Satisfactory**
- 4-Good**
- 5-Excellent**

Additional Comments

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2. On a scale of 1-5, please rate the relay operator's accuracy when translating your calls.

- 1-Unsatisfactory**
- 2-Needs Improvement**
- 3-Satisfactory**
- 4-Good**
- 5-Excellent**

Additional Comments

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3. Sometimes when calling the relay service you may get an English-speaking operator rather than a Spanish speaking operator, and it may be necessary for your call to be transferred to another operator. On a scale of 1-5, please rate how quickly and smoothly your call is transferred to the appropriate operator.

- 1-Too long**
- 2-Fairly long**
- 3-Average**
- 4-Fairly quick**
- 5-Very quick**

Additional Comments

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