

## Speech-to-Speech Users (STS)

1. How often do you get an operator who handles your call well?

- 1-Never**
- 2-Rarely**
- 3-Sometimes**
- 4-Often**
- 5-Always**

Additional Comments

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2. The California Relay Service requires that the operators answer STS calls quickly. On a scale of 1 to 5, please rate your satisfaction with the answer time of your STS relay calls.

- 1-Too Long**
- 2-Failry Long**
- 3-Average**
- 4-Fairly Quick**
- 5-Very Quick**

Additional Comments

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3. Sometimes during a relay call, there is a need for a change in operators. Please rate the operator's ability to make this change quickly and smoothly.

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

Additional Comments

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4. Please indicate which company you prefer to use when making STS relay calls.

- Nordia**
- MCI/Go America**
- Sprint**
- I use all three**

Additional Comments

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5. Do you feel that there should be more requirements for an STS operator? If yes, what additional skills should be required?

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Additional Comments

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6. What future technologies would you like to see used for STS relay in order to improve the quality? (E.g. Video Relay Service)

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