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STATE OF NEW YORK
NEW YORK STATE BOARD OF ELECTIONS

1-800-FOR-VOTE

ANALYSIS: 1988

PREPARED BY WILLIAM HARRISON

JANUARY 10, 1989

NEW YORK STATE BOARD OF ELECTIONS

1-800-FOR-VOTE ANALYSIS : 1988

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I. INTRODUCTION

This report is an analysis of the New York State Board of Elections' 1-800-FOR-VOTE program in the year 1988. The program, which started July 1, successfully continues to serve the residents of New York State. This toll-free telephone number makes available to the caller 24 hours a day the ability to request that a voter registration form(s) be mailed to them, obtain the telephone number and address of any local board of elections in the state, or speak directly with a board of elections operator during business hours to obtain information about voter registration. All this is possible with the 1-800 "smart phone" system.

A. PROGRAM DESCRIPTION

The automated phone system consists of 12 incoming lines which work using positive voice response, a proprietary technology developed by the Microlog Corporation of Germantown, Maryland. As someone calls the 1-800 system, the "smart phone" recorded message greets them and describes what services are available. The caller is then walked through a series of questions, each asking for some positive voice response or silence to understand their specific request. To further serve state residents all callers are initially given the choice of hearing the messages in either English or Spanish. The "smart phone" does the work of 12 live operators, 24 hours a day. The State Election

Commissioners and board staff were given a demonstration of this technology on February 23, 1988 by DIRAD Technologies, after which the Board voted to purchase the system for permanent use as a Board service.

The program aside from the automated "smart phone", consists of three phases:

1. OPERATOR WORKSTATIONS
2. TRANSCRIPTION WORKSTATIONS
3. MAILING WORKSTATIONS

1. OPERATOR WORKSTATIONS:

The Operator Workstations consist of four telephones used when a caller requests operator assistance, arranged in a "hunt group". In the event a fifth call for assistance is received, a message informs the caller that "all operators are busy" and to "try again later or contact your local board". The system directs any Spanish requests for operator assistance to a bilingual staff member at the fourth telephone in the "hunt group". Each operator is supplied with daily log sheets to monitor incoming operator assistance calls, the time of day and nature of the inquiry. A sheet of commonly asked questions and responses is given each operator for reference and those callers needing further information are referred to the local board of elections for the county in which they reside.

2. TRANSCRIPTION WORKSTATIONS:

The transcription workstations are designed to download from the automated system all completed requests for registration forms. There are four telephones at this

workstation, each equipped with a headset. The telephones are used to extract those messages earlier saved and recorded by the system. The actual recorded messages from the caller are heard by the transcriber and entered into one of four terminals supplied with "label management" software. The data entered contains complete information about the quantity, language and origin of the call. Compiled registration form data can later be used in management reports available from the "label management" software. Daily label files are sent to the printer to produce complete labels ready for the mailing workstation.

3. MAILING WORKSTATION:

The completed labels from the transcription workstation are presorted by quantity of forms requested. They are then affixed to envelopes which had been previously stuffed with the correct quantity and language form. Completed envelopes are then placed in mail bins according to weight (quantity of forms in each) for pick up by the mail clerk. Inventories on registration forms and envelopes are kept at the mailing workstations and forms are stuffed as time permits.

B. OFFICE OPERATIONS: STAFFING

The 1-800 staff for July-October consisted of two SG9's and two SG7's. The SG9'S took supervisory roles, and duties were split to include the monitoring and management reporting of all the incoming calls to the system and the monitoring and management reporting of transcriptions and mailings. The SG7's managed

the operator and transcription workstations, each learning every aspect of each station. The co-ordinated efforts of the entire staff resulted in an ability to transcribe, print and mail forms requests within a 24 hour time period and effectively monitor all operator assistance calls on a daily basis. Additionally, Election Services staff were also trained by the representatives from DIRAD Technologies. This training session, demonstrating the data entry into the transcription workstations, was videotaped and remains available for future training. On July 25, the State Board of Elections hired a Director of Elections Automation. Gradually he became involved in the workings of the program and has assumed responsibility for the technical aspects of the operation.

C. PROGRAM COSTS

The 1-800-FOR-VOTE program will cost the State Board of Elections \$66,000.00 for July 1, 1988 - March 31, 1989. This figure includes costs for phones, staff, supplies and postage and is \$250,000 below budget. The original budget approved by the Governor and the Legislature was based upon costs for phones, staff, supplies and postage required to operate a manual phone bank. The 1-800 system has the advantage over the manual phone bank of 12 incoming lines available 24 hours a day compared with 9 incoming lines available chiefly during business hours. The cost of the automated 1-800 system for phones, staff, supplies and postage average \$2.88 per call.

II. PROGRAM REPORT

Testing of the 1-800-FOR-VOTE program began in July. The first two weeks were devoted to experimentation with the automated portion of the program, and gradually incorporated the other areas of operations: transcription, operator and mailing workstations. The program officially began on August 1, when accurate daily records of incoming calls were recorded. The information was gathered from scheduled daily reports printed from the main computer, broken down in 8-hour blocks and summarized daily, weekly and monthly.

A. INCOMING CALLS:

The number of incoming calls to the 1-800 system correlated directly to the time and day of the week and to key dates surrounding the November election. The particular requests of the caller were also a function of time and day of the week, and these particular needs were most effectively handled through message alterations having to do with mail registration deadlines. A consistent decrease in calls to the system occurred each weekend and was followed by an increase again the following business day. The drop in weekend calls received may be attributed to callers assuming the service is only available during business hours.

In the month of August 4613 calls were handled by the system. In September incoming calls reached 7630 and increased again to 9795 in October. From the beginning of August through the end of

November 23,036 calls were received.

Prior to the first weekend in September, Public Service Announcements were depended upon for statewide advertising of the system. Paid announcements began the first weekend in September and significantly increased the rate of incoming calls through October, coinciding with the deadline for completed forms return. As transcribers downloaded calls from the system and monitored the system and monitored the rates and locations of incoming calls, patterns developed relating to the locations of incoming calls in relation to paid advertising. Definite blocks of calls were noticed from certain regions at specific time periods during the day and evening, assumedly as the result of radio or television ads. A final surge of incoming calls occurred the day before and on election day, with callers wishing to register at the last minute, verify registration or obtain polling place information. Since the November election, calls have tapered off to an average of 10 per day.

1. LOCAL BOARD ADDRESS AND TELEPHONE NUMBER:

The system provides the addresses and phone numbers for local boards of election upon request. (Local boards were asked to call and confirm the accuracy of the recorded information provided. A list of corrections compiled by 1-800 staff was given to DIRAD Communications) The caller indicates their zip-code by using the numbers on their touchtone phone and the computer generates the address and phone number of their local board. Those callers not using a touch tone phone are stepped through

the system using a series of voice activated responses. The percentage of incoming calls accessing the local board of elections "locator" remained fairly consistent throughout the period prior to the election: of those people calling during the period up to the general election, approximately 70% used the "locator" , 20% exclusively and 50% in conjunction with the "forms request" message.

2. TRANSCRIPTION CALLS: COUNTY DISTRIBUTION

The calls requesting registration forms were downloaded daily. Reports on the number of transcriptions and quantity of forms requested daily were used as guidelines in anticipating volume of pre-sorted mailings to have prepared.

In addition to quantity of forms requested, the county from which the request was taken also became an important factor. Records of this variable began in mid-August when it was added to the existing "forms request" . It was determined that correct county information could not be discerned from a person's zip-code because one zip-code may cover more than one county, which made county information necessary for tracking purposes. This data was used and evaluated in relation to paid and non-paid advertisements for that region.

Of any 100 calls in the month of August, approximately 80 requested the "forms request" portion of the message, 56 of those leaving messages complete enough for mailing. This drop off can be attributed to several factors, each of which were investigated and system modified resulting in a higher success rate.

Occasionally addresses of those requesting forms were either cut off or not understandable. To correct this situation the message was modified and the caller asked to speak slowly and clearly and to spell any word that might be difficult to understand. This was most important for street addresses, since city names are computer generated from zip-code data, and a caller's name could be replaced with "resident" or "occupant".

Additionally, the length of time given the caller to respond to a question was lengthened to accommodate longer names and addresses. The system was also adjusted to detect the absence of sound so that when the caller finished speaking the system would continue immediately with the next question. Each change was successful in reducing the number of calls dropping off.

3. NEW YORK CITY REQUESTS

Calls requesting registration forms from the 5 counties in the New York City area averaged between eight and eleven percent for the months of August and September. Anyone living in the New York City area was given the opportunity to request forms using the New York City Board of Elections 212-VOTER-88 telephone number. Unlike the 1-800 program, 212-VOTER-88 used live operators only. Forms sent to NYC residents through the 1-800 program were postage paid, a service exclusive to the New York City area. Paid advertisements of the 1-800-FCR-VOTE program were not sent to NYC areas.

On October 6th and 7th a substantial increase to 25% of all forms requested came from the NYC area. The increase was

apparently due in part to an overload on the NYC 212-VOTER-88 phone bank prior to the deadline for mail registration. Callers not able to get through on 212-VOTER-88 were referred to 1-800. The number of form requests from NYC returned to normal after the 8th of October, the last day forms were mailed until after the November election.

4. OPERATOR ASSISTANCE:

Approximately 25% of calls requested operator assistance, about half of these during non-business hours. Those calling during non-business hours were informed by the message to call back during business hours. Callers who contacted a live operator frequently asked questions answered in the message but needed it either verified or rephrased. The operator log sheets proved to be a help in determining what questions needed further review. Certain deadline dates most frequently requested by callers were added in several places in the recorded message to reduce the number of operator assistance calls.

B. MANAGEMENT REPORTING PROCEDURES

The 1-800 system software provides management reports at two levels, the first being automatically generated reports on rates of incoming calls. These reports are printed daily, weekly and monthly and offer the number of calls entering the system and the frequency with which certain message lines were played. This report includes statistics on incoming calls; the number accessing the "forms request line", "local board locator" or

"operator assistance".

The second level of reporting occurs after the transcribers have downloaded saved messages from the previous day. The report data comes from information on quantity of forms and geographic distribution downloaded by transcribers.

These two reports together reflect the success of the system and indicate which areas of the system may require additional study to reduce caller dropoff. With the automation occurring at many levels of the State Board of Elections it is now possible to combine data from these two reports in one, allowing comparisons to be made.

C. 1-800 DATA

The following charts show the daily rate of incoming calls, the number of forms requested and the percentages of calls requesting forms, operator assistance or local board address and phone numbers received from August 1 to November 30. Where data was not available "NA" appears. The report for the month of October is split in three sections to coincide with deadlines for mail registration. The first section includes requests for forms taken up to October 7; the second section reflects the period during which the caller was not able to request forms but instructed to contact their local board for times and places for local registration; the third section returns to the forms request format, allowing callers to obtain forms for 1989 registrations after the November election (detailed explanation of message changes follow in Sect. IV. 1-800 MESSAGE

ALTERATIONS).

In summarizing the 1-800 data, percentages of form requests increased from August through the October deadline for mail registration. Operator requests declined as requests for local board phone numbers increased. The data reflects the overall success in refining the system to reduce the number of live operators required and to have callers rely on local boards for more specific needs (ie. polling places, registration verification, absentee voting).

The graph of "Incoming Calls" clearly shows the effectiveness of the paid advertisements beginning in September and the consistent drop of calls each weekend. It also shows the increase on or near election day in November, and the subsequent decline and leveling off of calls. Totals for August-November show that each call requests an average of two registration forms.

1-800-FOR-VOTE		INCOMING CALLS	FORM REQUESTS	NO. OF FORMS MAILED	PERCENT CALLS	PERCENT	PERCENT
MONTH	DAY				REQUESTING FORMS	OPERATOR REQUESTS	BOE LOCATOR REQUESTS
AUGUST							
	1	132	95	219	71.97%	34.00%	48.00%
	2	149	52	107	34.90%	22.00%	84.00%
	3	38	36	69	94.74%	26.00%	93.00%
	4	131	71	140	54.20%	22.00%	79.00%
	5	125	53	105	42.40%	30.00%	77.00%
	6	77	36	68	46.75%	31.00%	72.00%
	7	75	44	97	58.67%	31.00%	35.00%
	8	139	63	109	45.32%	17.00%	80.00%
	9	162	78	166	48.15%	26.00%	82.00%
	10	130	57	107	43.85%	26.00%	84.00%
	11	156	60	141	38.46%	17.00%	83.00%
	12	137	67	127	48.91%	23.00%	87.00%
	13	89	50	102	56.18%	33.00%	71.00%
	14	76	49	87	64.47%	34.00%	54.00%
	15	218	98	247	44.95%	23.00%	81.00%
	16	239	80	218	33.47%	27.00%	58.00%
	17	256	115	251	44.92%	30.00%	69.00%
	18	198	93	199	46.97%	25.00%	58.00%
	19	125	81	180	64.80%	19.00%	59.00%
	20	71	26	50	36.62%	21.00%	79.00%
	21	116	39	79	33.62%	25.00%	54.00%
	22	260	109	221	41.92%	23.00%	62.00%
	23	169	80	145	47.34%	16.00%	44.00%
	24	159	73	154	45.91%	26.00%	71.00%
	25	186	73	133	39.25%	36.00%	72.00%
	26	174	57	102	32.76%	20.00%	64.00%
	27	97	32	66	32.99%	18.00%	84.00%
	28	82	33	79	40.24%	22.00%	58.00%
	29	243	99	196	40.74%	26.00%	61.00%
	30	182	86	173	47.25%	20.00%	73.00%
	31	222	101	201	45.50%	31.00%	71.00%
TOTAL		4613	2086	4338	45.22%	26.00%	71.57%

1-800-FOR-VOTE

MONTH	DAY	INCOMING CALLS	FORM REQUESTS	NO. OF FORMS MAILED	PERCENT CALLS REQUESTING FORMS	PERCENT OPERATOR REQUESTS	PERCENT BOE LOCATOR REQUESTS
SEPTEMBER							
	1	117	62	118	52.99%	25.00%	89.00%
	2	89	74	146	83.15%	NA	NA
	3	50	42	79	84.00%	NA	NA
	4	0	0	0	0.00%	NA	NA
	5	0	0	0	0.00%	NA	NA
	6	368	203	412	55.16%	31.00%	67.00%
	7	344	161	319	46.80%	24.00%	61.00%
	8	370	177	353	47.84%	26.00%	74.00%
	9	323	157	317	48.61%	29.00%	59.00%
	10	127	69	144	54.33%	24.00%	75.00%
	11	112	57	130	50.89%	22.00%	71.00%
	12	372	164	309	44.09%	24.00%	66.00%
	13	414	176	311	42.51%	22.00%	78.00%
	14	374	175	358	46.79%	27.00%	69.00%
	15	385	156	312	40.52%	19.00%	98.00%
	16	163	137	273	84.05%	NA	NA
	17	42	35	79	83.33%	NA	NA
	18	0	0	0	0.00%	NA	NA
	19	164	138	273	84.15%	NA	NA
	20	224	188	404	83.93%	NA	NA
	21	292	161	308	55.14%	23.00%	86.00%
	22	259	105	194	40.54%	18.00%	87.00%
	23	120	49	116	40.83%	21.00%	90.00%
	24	93	37	70	39.78%	22.00%	69.00%
	25	129	30	125	23.26%	21.00%	84.00%
	26	578	290	632	50.17%	27.00%	62.00%
	27	558	294	584	52.69%	28.00%	65.00%
	28	597	361	667	60.47%	30.00%	62.00%
	29	520	314	561	60.38%	30.00%	61.00%
	30	446	240	489	53.81%	29.00%	71.00%
	TOTAL	7630	4052	8083	53.11%	24.26%	73.52%

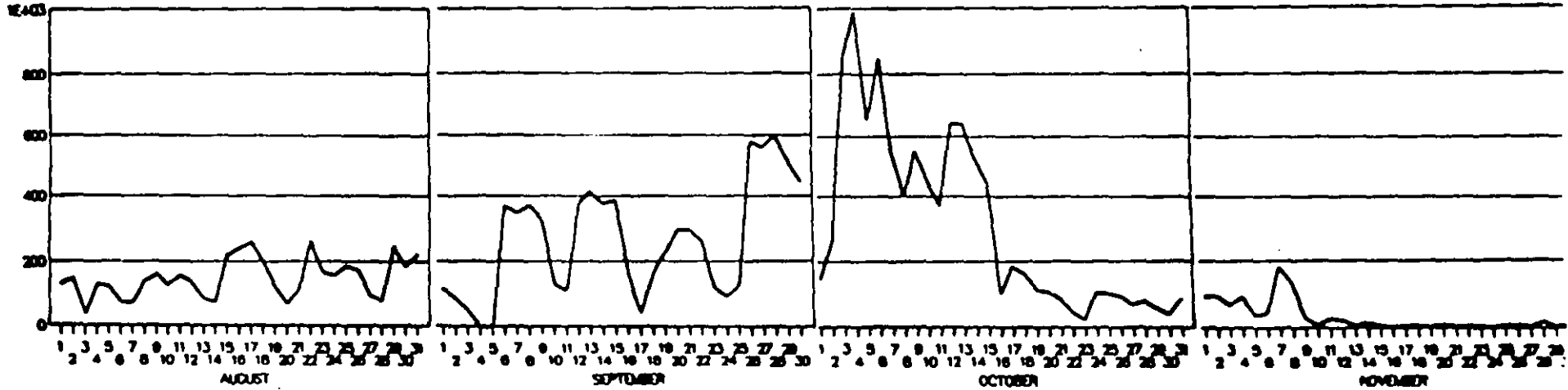
1-800-FOR-VOTE					PERCENT CALLS	PERCENT	PERCENT
MONTH	DAY	INCOMING	FORM	NO. OF	REQUESTING	OPERATOR	BOE LOCATOR
		CALLS	REQUESTS	FORMS MAILED	FORMS	REQUESTS	REQUESTS
OCTOBER							
	1	150	88	210	58.67%	NA	NA
	2	266	95	254	35.71%	NA	NA
	3	850	449	540	52.82%	NA	NA
	4	989	502	732	50.76%	NA	NA
	5	650	396	684	60.92%	NA	NA
	6	850	648	867	76.24%	NA	NA
	7	550	387	627	70.36%	NA	NA
TOTAL		4305	2565	3914	57.93%	NA	NA
OCTOBER							
	8	400	0	0	0.00%	NA	NA
	9	550	0	0	0.00%	NA	NA
	10	450	0	0	0.00%	NA	NA
	11	367	0	0	0.00%	NA	NA
	12	640	0	0	0.00%	7.19%	56.09%
	13	638	0	0	0.00%	7.68%	55.02%
	14	527	0	0	0.00%	4.17%	52.56%
	15	440	0	0	0.00%	2.95%	36.82%
TOTAL		4012	0	0	0.00%	NA	NA
OCTOBER							
	16	103	2	1	1.94%	20.39%	15.53%
	17	184	2	0	1.09%	22.83%	14.13%
	18	164	2	0	1.22%	16.46%	17.07%
	19	114	2	0	1.75%	18.42%	13.16%
	20	109	2	1	1.83%	18.35%	11.01%
	21	86	2	1	2.33%	20.93%	9.30%
	22	49	2	0	4.08%	24.49%	24.49%
	23	25	1	1	4.00%	16.00%	12.00%
	24	107	1	1	0.93%	19.63%	25.23%
	25	103	2	0	1.94%	17.48%	11.65%
	26	95	2	1	2.11%	18.95%	27.37%
	27	71	1	0	1.41%	25.35%	9.86%
	28	81	2	1	2.47%	20.99%	4.94%
	29	59	1	0	1.69%	16.95%	13.56%
	30	41	1	0	2.44%	21.95%	12.20%
	31	87	1	0	1.15%	21.84%	27.59%
TOTAL		1478	26	7	2.16%	20.06%	15.57%

1-800-FOR-VOTE					PERCENT CALLS	PERCENT	PERCENT
MONTH	DAY	INCOMING	FORM	NO. OF	REQUESTING	OPERATOR	BOE LOCATOR
		CALLS	REQUESTS	FORMS MAILED	FORMS	REQUESTS	REQUESTS
NOVEMBER							
	1	95	18	2	18.95%	21.05%	8.42%
	2	96	16	3	16.67%	22.92%	30.21%
	3	70	10	3	14.29%	20.00%	40.00%
	4	94	12	4	12.77%	21.28%	20.21%
	5	38	10	3	26.32%	21.05%	10.53%
	6	44	7	2	15.91%	18.18%	13.64%
	7	180	20	5	11.11%	16.11%	23.89%
	8	136	16	4	11.76%	16.18%	11.76%
	9	28	3	1	10.71%	10.71%	3.57%
	10	10	1	0	10.00%	20.00%	20.00%
	11	28	3	1	10.71%	17.86%	10.71%
	12	23	3	0	13.04%	21.74%	13.04%
	13	8	4	1	50.00%	37.50%	12.50%
	14	17	8	2	47.06%	29.41%	41.18%
	15	9	2	0	22.22%	11.11%	11.11%
	16	4	1	0	25.00%	0.00%	0.00%
	17	10	4	1	40.00%	20.00%	30.00%
	18	8	4	2	50.00%	12.50%	12.50%
	19	5	0	0	0.00%	20.00%	0.00%
	20	11	0	0	0.00%	9.09%	27.27%
	21	6	1	0	16.67%	33.33%	16.67%
	22	7	0	0	0.00%	14.29%	0.00%
	23	6	1	0	16.67%	0.00%	16.67%
	24	4	0	0	0.00%	50.00%	25.00%
	25	9	1	1	11.11%	22.22%	11.11%
	26	11	0	0	0.00%	54.55%	9.09%
	27	5	1	0	20.00%	40.00%	40.00%
	28	20	0	0	0.00%	25.00%	15.00%
	29	6	0	0	0.00%	50.00%	0.00%
	30	10	1	1	10.00%	30.00%	20.00%
	TOTAL	998	147	36	14.73%	22.87%	16.47%

NEW YORK STATE BOARD OF ELECTIONS

1-800-FOR-VOTE

INCOMING CALLS



D-5

MONTH	INCOMING CALLS	FORM REQUESTS	NO. FORMS MAILED
AUGUST	4613	2086	4338
SEPTEMBER	7630	4052	8083
OCTOBER	9795	2591	3921
NOVEMBER	998	147	36
TOTAL	23,036	8,876	16,378

III. 1-800 SYSTEM ADJUSTMENTS:

During the first weeks of operation, several situations arose requiring technical assistance from DIRAD technologies. In order to keep an accurate detailed account of any and all problems, an "800 SYSTEM PROBLEM REPORT" sheet was formulated. This sheet included the time and date of the problem, a brief description of the problem and the resolution. These forms helped facilitate responses to future problems in that they were and remain available for future reference.

One of the most critical problems with the system was the jamming of the Okidata printer. When this would occur, periodic reports from the main computer were not able to print and were subsequently lost. The computer software, allowing no place to store the data for the report, shut down the system. To combat this problem a print buffer was installed between the computer and the printer. This device served to store information for any reports sent by the system, and unable to reach the printer. When the printer jam was corrected, the print buffer would then release the data for the report to the printer.

Another problem resulting in the system not accepting incoming calls was created when the phone company, CAPNET, would periodically undergo off-business hour testing. When this occurred the 1-800 incoming lines would need to be reset, a procedure only accomplished by removing the side housing of the main computer and physically accessing each of the 12 incoming lines. DIRAD technologies later installed a series of exterior

phone line jacks alongside the computer for easier access in the event of any future reoccurrences. In addition, representatives of the phone company were given the home phone numbers of specific Board of Elections staff for notification if any 800 system lines became disabled outside of normal business hours.

Both these system adjustments were necessary to continue the operation 24 hours a day and to preserve daily reports on incoming calls. Having these problems corrected in the first weeks of operation ensured that later callers would not have difficulty entering the system.

IV. 1-800 MESSAGE ALTERATIONS:

The following modifications to the 1-800 messages related to upcoming deadlines for return of completed registration forms before the general election. These changes alerted callers to upcoming deadlines and provided the most current information on registration. The system is able to program these changes in advance of effective dates allowing a series of messages to be added at one time. Changes included:

SEPTEMBER 3 - The message was modified to say that all registration forms requested through the system would be mailed within one working day and must be returned to the COUNTY board with a postmark no later than October 11.

OCTOBER 2 - The message indicated that by contacting the board of elections at the local level, the times and places for local registration could be obtained.

OCTOBER 8 - The script message dropped the section for requesting forms and told those callers needing forms to contact their local board of elections for local registration times and places. The phone number and location of local boards remained in place as a service to callers.

OCTOBER 12 - The message changed to state that Tuesday, October 11, was the last day to have a registration form postmarked and the last chance to register would be in person at local registration.

OCTOBER 16 - The forms request line was reactivated, and stated any requested forms would be mailed after the November election. Callers were notified that it was too late to register for the 1988 election but prompted to register for the 1989 elections.

V. RECOMMENDATIONS FOR THE FUTURE:

A. 1-800 STAFFING

The 1-800 program, available for the first time this year, has been a valuable resource to the State Board of Elections and the people it serves, allowing more calls to be answered quickly and more efficiently. Because of the automated feature of the system it greatly reduced the number of staff required to answer phones and fill form requests over what was originally called for in the manual phone bank.

Future staffing of the 1-800 operation should relate to the amount of calls projected. The staff used from July 1 - Oct 31, were able to handle the program on a daily basis even as incoming calls approached 1000 daily. In the past 250 incoming calls

could be handled by one SG9 including required system maintenance and reporting. This is based on the average amount of time needed to transcribe, print and mail one form request.

The following is a chart of incoming calls on a daily basis and the average requests for form(s), operator assistance and staff required in each instance:

INCOMING CALLS/DAY	REQUEST FORM(S)	OPERATOR ASSISTS	STAFF REQUIRED	AMOUNT OF TIME REQUIRED
0 - 100	80	12	1-SG9	4-HOURS
100 - 250	200	30	1-SG9	8-HOURS
250 - 500	400	60	1-SG9, 1-SG7	4-HOURS
500 - 750	600	90	1-SG9, 2-SG7	6-HOURS
750 - 1000	800	120	2-SG9, 2-SG7	8-HOURS

The amount of time required to perform management and label reports for the 1-800 system is the same regardless of the number of incoming calls. Our experience shows it takes one SG9 1-1/2 hours to run incoming call and label management procedures and reports daily. The time remaining in a day can be spent transcribing and mailing forms. Additional staff members can work exclusively on transcriptions, mailing and operator assistance. The amount of time required to process one form request decreases as the number of incoming call units increases, due to economy of scale.

Additional staff should be anticipated with upcoming deadlines for registration. Staff can be added to assist in specific areas of operation as needed, chiefly the stuffing of envelopes

at the mailing workstation.

B. SPANISH CONSIDERATION

The 1-800 system provides messages heard in Spanish for any Spanish speaking callers. From July 1 - November 30 less than 1% of all incoming calls requested the Spanish option; including form requests, local board and telephone numbers and operator assistance in Spanish. The small number of Spanish requests does not negate the importance of this feature, but supports the idea of using the 1-800 statewide in future years to encompass the greater New York City area where the Spanish speaking population is the largest in the state. The 1-800 staff from July 1 - Oct 31 consisted of two bilingual staff members able to assist in the Spanish requests.