My name is Peg Snider and I have worked as a Spanish interpreter for 27 years. I hold a certificate in Translation and Interpretation from UCLA. I first worked for LA Superior Court for 13 years after which I moved to Portland where I was a staff interpreter for a year and a half before I began freelancing under the DBA of PDX Spanish LLC until August of 2012. I am also federally certified and have been a rater for the federal court interpreter oral exams.

As much as I enjoyed working for the state courts as a freelancer, I could never make a living working there exclusively. Yes, an hourly rate of \$32.50 sounds generous, but given that interpreters are assigned very few hours, we always have to look to other venues for additional income. Interpreting at a deposition or a half -day in Federal Court would generate more income for me than a 4-hour assignment in State Court. Oftentimes I would give back an assignment with OJD when a more lucrative offer came my way, and I know I am not the only one.

My financial situation became untenable in 2012 having lost 40% of my income with the hiring of a staff interpreter in Federal Court and OPDS' use of a low-bid contractor to perform transcription services which was a substantial part of my income. I started accepting all assignments offered to me by the courts and although I am Master level and was given a fair amount of trial work, I couldn't keep afloat on that. I eventually returned to California to regroup with family and am working for the state courts here.

OJD's training efforts have resulted in the certification of many good interpreters, but they are barley hanging on. Unless the payment schedule for court certified interpreters is changed in the way my remaining colleagues in Oregon are proposing, the courts will continue to lose many good interpreters such as myself and the oft- cited slogan of "equal access to justice" will only be empty words.

Peg Snider Palm Springs, CA

Peg Snider USDC, CA, OR court certified pegsnider@me.com 503-866-6629 Oregon 760-832-2246 California Honorable Committee members,

My name is Lois Feuerle, and I submit this comment to you today as the Oregon Judicial Department's former Coordinator of Court Interpreting Services.

When I assumed my position with the Oregon Judicial Department in 2000, the rate for State Certified Court Interpreters was \$32.50 per hour. I was told this rate had been set when Oregon established its Court Interpreter Certification Program in 1995. From first-hand experience, I know that this rate has not changed since my arrival in 2000.

But time and economic realities move on. According to the website of a Portland law firm specializing in wage claims, the minimum wage in Oregon increased from \$6.90 in 2003 to \$8.95 in 2013. State workers have received modest pay increases over those years, despite recurring budget pressure, and Social Security recipients have received COLAs. Even retired US Representatives get a cost of living adjustment on their pensions.

Almost no group of workers is locked into the same pay rate for a period of 15 or 20 years without any increase whatsoever, particularly such a group of skilled professionals so vital to the administration of justice in our state. This group possesses a unique subset of skills. Very few possess the ability to interpret, even fluent and educated bilinguals. Court interpreters must interpret challenging legal material, testimony by expert witnesses and street slang – all with a high degree of accuracy, in both directions, both consecutively and simultaneously.

Remember also, most interpreters are freelancers. This means that the historic \$32.50 per hour figure is their gross rather than their net. Not only must interpreters pay about 30% of this hourly amount in taxes, but they must also pay for their own health insurance as well as every other expense that accrues when running a business. Freelancers have no employer to pick up half of their contribution to Social Security, they have no employer paying into a pension fund for them. Finally, as a freelancer it is rare indeed to be called to work 40 hours a week.

It does not make economic sense to drive these highly skilled professionals to other occupations because they are unable to earn a family living. Or to drive them to other states where the pay rate is higher and the cost of living may be lower, especially after the State of Oregon has invested in the training, testing and continuing education programs that has made it possible for them to become skilled Oregon certified court interpreters.

Interpreters are an essential component in the work of the courts, in the important work of administering Justice. It is time to raise the historic rate. It is time to ensure that our interpreters are adequately remunerated. Thank you

### Esteemed Assembly;

I would like to extend my apologies for not attending personally but find myself in the middle of a trial at this time. My sincerest thanks to Ms. Helen Eby for presenting my views.

I wholeheartedly support the proposed increase for State Certified Court Interpreters.

I have served the Legal system as an Interpreter here in Yamhill County since 1983. At that time we were receiving \$25.00 an hour as "qualified" interpreters and anyone who was bilingual was deemed "qualified" by people who had no real working knowledge of what interpreting truly required. Once the State recognized the need for reliable uniformity in translating and created the Certified Court Interpreter program, the first testing was presented in 1995 and those of us who passed were sworn in, in June of 1996. At that time we received an increase to \$32.50 an hour. Since that date, nearly seventeen years ago, there have been no increases, in spite of the cost of living increase in all other sectors. We are required to pursue, and pay for, continuing education classes to renew our certification every three years. We also attempt to maintain our own insurance and retirement funds as we receive no benefits for our profession.

We can no longer afford to live on the current amount set by the State and in many instances are, of necessity, seeking additional means to support ourselves and our families and, in doing so, may become overextended. In some cases becoming unavailable to the Courts when needed.

I sincerely hope you will pass this request for a fair, and long overdue, increase.

Respectfully yours,

Dianne A. Hays-Hatch Oregon State Certified Court Interpreter

From: Sent: To: Subject: Dmitri Kisselev [dkisselev1@gmail.com] Monday, March 18, 2013 9:08 AM Helen Eby Re: March 4, 2013 update to Oregon court interpreters

Helen,

I will be happy if this helps even a little bit. Please feel free to share with the Committee.

Dmitri

2013/3/18 Helen Eby <<u>dheby@frontier.com</u>>

Dmitri,

May I share this with the Ways and Means committee? It may help a lot.

Thanks,

Helen Eby

www.gauchatranslations.com

Aloha, Oregon

Gaucha Translations adheres to and promotes

ASTM International Standard F2575-06: Standard Guide for Quality Assurance in translation and

ASTM International Standard F2089-01: Standard Guide for Language Interpretation Services

From: Dmitri Kisselev [mailto:<u>dkisselev1@gmail.com</u>] Sent: Monday, March 04, 2013 11:15 AM To: Helen Eby Subject: Re: March 4, 2013 update to Oregon court interpreters

Dear Helen,

I am a Russian language registered interpreter. I have been in this business for over 20 years and mostly work on written translations, editing and localization these days. I live downtown and accept occasional work assignments at the downtown Multnomah county court house. The current rate of \$25 per hour precludes me from taking assignments elsewhere since I can only receive compensation with one, and not two hours minimum and have to beg for mileage money, which by the way is only payable if I travel outside Portland city limits. I am not eligible to receive compensation for travel time. This makes my earnings less than minimum wage considering the time I have to travel to and fro, and gas/car depreciation. I believe that registered interpreters should also receive a 2-hour minimum compensation, compensation for travel time equal to certified interpreters and have the compensation rate adjusted considering the inflation. I do not believe that each interpreter should "bargain" for her/his rate "starting from \$25 per hour". It is simply too little to start with and will be unfair to those who cannot bargain a better rate.

Best regards,

Dmitri Kisselev

2013/3/4 Helen Eby <<u>dheby@frontier.com</u>>

Friends,

I have been asked who else supports this besides the Spanish interpreters, and I had to admit I made a fundamental mistake. I originally asked for the support only of certified court interpreters. That was wrong, and I would like to ask for the support of everyone who is interested. I am definitely learning as I go!

We continue to work towards clear communication with the Legislature, and I have made a couple of changes to acknowledge the following issues:

• ASL interpreters should also get adjusted to inflation from here on out. Their rate was set in 2012, so the adjustment at this point isn't an issue, but it should stay adjusted moving forward.

• The Registered interpreters represent, among others, many languages that do not have a certification process. Conversations with them indicate that they have been frozen for an equivalent period of time.

• Registered interpreters rates are stated as "starting at". I am requesting that "starting at" be included in the language of all interpreters, with an inflation adjustment for the bottom rate. This gives CIS official negotiating room as needed, and helps us all.

I would like to share with you briefly what is expected of us in our job.

We have to know legal language which is often difficult or obscure;

We have to interpret precisely, without missing a word, the most intricate legal proceedings teeming with dates, names, titles, laws, precedents, and constitutional allusions;

We have to know intimately not just two languages, but two cultures - and everything they consist of;

We have to interpret every word while several angry people speak at the same time;

We have to do a sterling job when people cry, scream, mumble, and swear around us;

We have to deal with atrocious crimes without showing weakness even for a moment.

And our every word is watched by judges, by lawyers, by defendants, and by the public.

That is what it means to be a court interpreter.

One has to pass rigorous examinations to become a court interpreter. It took me many months to prepare for them. Before the tests, all of us, candidates for that year, gathered for a special session. There were more than thirty interpreters there, all of them intelligent, educated, and highly articulate people. Many of them had been interpreting for years. And only a couple passed the tests.

Thank you for your attention,

E Ruston -

Eugenia Preston,

Master Level Court Interpreter for the State of Oregon, Russian language.

#### Sue Nell Phillips

Oregon Certified Court Interpreter For the Spanish Language 1578 NW Baltimore Ave. Bend, OR. 97701

March 17, 2013

To Whom It May Concern:

I am writing this letter on behalf of the certified interpreters in Central Oregon to express our support for the inclusion in the next biennial budget an increase in the hourly rates for all contracted certified and registered interpreters in Oregon who work for the Oregon Judicial Department and indigent defense services.

Like other interpreters across our state, my colleagues and I have not received an increase in our hourly rate since 1996-97. I was a member of the second group of interpreters who passed their certification exams in 1997. I began earning \$32.50 an hour at that time. I still earn \$32.50 an hour today. That means 16 years without an increase in my hourly rate.

During the last 16 years I have taken, at my own expense, many hours of continuing education classes to maintain my certification. I have often had to forfeit workday hours to do so with no compensation, or have had to give up a weekend and also pay travel expenses, lodging, and food as I traveled from either Roseburg or Bend to Salem or the Portland area to take those classes. Additionally, I have spent many hours studying on my own to increase my interpreting skills, to familiarize myself with legal and technical vocabulary peculiar to individual cases, and to maintain or improve my level of comprehension. This is true for all my colleagues as well.

During one period of time, I had to forego interpreting to take a full-time job teaching Spanish because I could not make enough money to support my family. This has been true for many certified interpreters. We lose many excellent interpreters each year because they cannot pay their bills and they have no benefits. As contractors, we must pay for our own medical, disability, and life insurance. This is not possible with the income we earn from court interpreting.

We are asking for a raise to \$50.00 an hour. This reflects inflation over the past 15-17 years and also brings us in line with the \$50.00 an hour rate in Washington State which has been in place for a number of years. Oregon is currently in the bottom four of all states in the nation in terms of their pay to certified interpreters. We also ask that future rates be indexed to the rate of inflation so we will not have to return every two years to ask for further increases.

Thank you so much for consideration of this very reasonable and critical request. We love our profession and hope to be able to continue to practice it in the future in a way that allows equal access to our judicial system for all residents of Oregon.

Sincerely,

Au neurhillis

Sue Nell Phillips 541-817-3131, suenphillips@gmail.com with Alita Pavani and Adolfo Alonso

Monday, March 18<sup>th</sup>, 2013

Dear Co-chairs and Members of the Committee,

First of all, thank you for giving me the opportunity to present my testimony by means of this letter.

I am a Court Certified Interpreter residing in the beautiful and sunny Klamath County. I am proud to say also that I am the first and only Court Certified Interpreter in the area.

I have a degree in Translation and Interpretation issued by *Universidad Nacional de Cordoba* (UNC), Argentina. After working for several years in the private sector, I decided to obtain a Certification in Court Interpreting. I became certified in 2004 after passing a rigorous exam developed by the National Center for State Courts (NCSC). I would like to mention that in 1994, **Oregon** was one of four states to assist the NCSC to form a consortium of State Court Interpreter programs. It was deemed beneficial to the court systems and persons with limited English proficiency residing in various states to pool resources for developing and administering court interpreter test and training programs by creating this consortium.

Court interpreters serve the judicial system at all levels of the court system providing translation and interpretation services during first appearances, arraignments, trials, etc.

Oregon Revised Statutes mandate to provide interpreters and pay for them establishing the rate of \$32.50/hr. which was set in 1995 and has never been changed. Seventeen years have passed and interpreters are still getting the same pay of rate! Even the state minimum wage has been adjusted throughout the years to meet a higher cost of living through inflation.

I urge you to consider raising the \$32.50/hr rate to \$50.00 to match the rate paid by the State of Washington and indexed to inflation.

As the majority of court interpreters, I am a self-employed, independent contractor. Whenever the courts schedule me, they do so by blocks of hours. When I accept an assignment for the courts, I am committed to that, even if I get a much better job offer from the private sector. By necessity, in other instances, I turned down court assignments to better offers coming from private clients. This situation puts the Oregon courts at risk. They cannot retain the highly skilled certified interpreters.

In order to renew my certification every three years, I am required to complete a certain numbers of continuing education classes. The cost of these mandated classes, plus taxes, liability insurance, health insurance, reference materials, driving expenses, among others, are part of the reason I have to look for work outside the court system.

Once again, I urge you all to consider my request to raise the hourly rate to \$50.00/hr.

Thank you very much for allowing me to testify before you today through this letter.

Sincerely yours, Lilian Belsky Certified Court Interpreter #04254 1873 Benson Ave. Klamath Falls, OR 97601-541-281-7066

From:anneki@comcast.netSent:Monday, March 18, 2013 6:02 PMTo:Helen EbySubject:Re: Rate increase proposal - our role with the Legislature

To: Members of the Oregon State Legislature

### From: Anne Rosales

Certified Court Interpreter, State of Oregon and Administrative Office of the U.S. Courts

I am addressing you as an interpreter who has been certified since 1996 and has worked in the Oregon courts since 1999. Compensation for certified interpreters has not changed since the program's inception. (I think this might be some kind of record for state contractors--no raise for 18 years!) Work expenses, such as required continuing education, travel and payroll taxes continue to increase, making it difficult for interpreters to make ends meet, especially if supporting a family. I think a great many people are not aware of the level of expertise in both languages needed for an interpreter to accurately and rapidly interpret for limited English speakers in a court setting, where a prison sentence is often at issue and understanding is very important. Education and development for this profession are a continuous process and can't be accomplished overnight. It is important that those who are already competent, trained interpreters not be lost to other more lucrative jobs. I encourage you to approve the salary increase for court interpreters. 18 years is too long to wait!

Respectfully submitted, Anne Rosales

From: "Helen Eby" <heleneby@gauchatranslations.com> To: anneki@comcast.net Sent: Sunday, March 17, 2013 7:18:05 PM Subject: RE: Rate increase proposal - our role with the Legislature

Can you send us a one page letter we can read in public testimony? I'll read it for you.

Please send it in the body of the email, not as an attachment.

Helen Eby www.gauchatranslations.com Aloha, Oregon

Gaucha Translations adheres to and promotes ASTM International Standard F2575-06: Standard Guide for Quality Assurance in translation and ASTM International Standard F2089-01: Standard Guide for Language Interpretation Services

1

From: anneki@comcast.net [mailto:anneki@comcast.net] Sent: Sunday, March 17, 2013 2:48 PM To: Helen Eby Subject: Re: Rate increase proposal - our role with the Legislature The following people have all agreed to support our petition and have requested that we submit their names in a sign of agreement.

Alessandra Pavani	Certified, Spanish, Bend
Ana Maria Meneses-Henry	Certified, Spanish, Troutdale
Ana DiBenedetto	Certified, Spanish, Portland
Ana Ocampo	Certified, Spanish, Vancouver
Elena Bogdanovich Werner, Ph. D.	Certified, Russian, Portland
Federico Behnke	Certified, Spanish, Ashland
Jason Johnson	Master Certified, Spanish, Eugene
Kate (MunMun) Lam	Registered, Mandarin and
	Cantonese, Aloha
Oksana Dobbins	Certified, Russian, Portland

From: Sent: To: Subject: ALESSANDRA PAVANI [alitapavani@gmail.com] Saturday, March 16, 2013 5:14 PM Helen Eby Re: Rate increase proposal - our role with the Legislature

YES!!!!!!

On Sat, Mar 16, 2013 at 12:58 PM, Helen Eby <<u>heleneby@gauchatranslations.com</u>> wrote:

Dear Fellow Interpreters:

We are in a strategic place to actually succeed this year on getting a rate increase: interpreters are unprecedentedly active in advocating for this, CIS has put together their strongest proposal to date, the Governor has included our raise in his budget, the Oregon economy is doing slightly better, and we have developed some important new allies in the Legislature.

Our current goals for this budgetary cycle are the following:

1. Get ALL court interpreter rates (certified, non-certified, and ASL) indexed to inflation so that we no longer have to go to the legislature every time we need a cost of living adjustment;

2. Get the certified pay rate increased to \$50/hour so that Oregon is on par with Washington and the local out-of-court legal interpreting market; and

3. Get the non-certified base pay rate increased to \$38/hour in order to keep up with the inflation of the last 18 years.

We have made unprecedented gains towards achieving these goals and to keep it up we need support from you. We have had very supportive meetings with our legislators, including a very positive visit with Rep. Jennifer Williamson, co-chair for the Ways and Means Subcommittee for Public Safety. The Public Safety subcommittee handles the budget for CIS as one of its line items. She recommended that all interpreters who are Oregon residents approach their legislators personally and ask them to support the proposal that we interpreters are putting forward. You can do this in three ways:

**1. Meet with your legislator.** We know that contacting your legislator may be outside your comfort zone, but it is the most effective contribution you can make. Those interpreters that have taken this step thus far have found that legislators and their staff are very friendly and willing to listen to their constituents. Brenda Hidalgo is one of the interpreters who took the first step of contacting her representatives and found the experience to be empowering. You can call and speak with her about it personally at (503) 949-4774.

So, please email your state senators and representatives to ask for their support and the opportunity to meet with them to answer any questions or tell your story. Find yours here: <u>http://www.leg.state.or.us/findlegsltr/home.htm</u>

**2.** Come to Salem on March **20**<sup>th</sup>. The afternoon of Wednesday March 20th, there will be a public hearing for this line of the budget. We would like as many interpreters as possible to come to this hearing in Salem. We especially

From: Sent: To: Subject: Ana Maria Meneses-Henry [Meneseshenry@yahoo.com] Saturday, March 16, 2013 1:31 PM Helen Eby Re: Rate increase proposal - our role with the Legislature

Yes, I am with you.

Thank you,

Ana Maria Meneses-Henry Court Certified Spanish Interpreter (503)327-6345

Sent from my iPhone

On Mar 16, 2013, at 12:58 PM, "Helen Eby" <<u>heleneby@gauchatranslations.com</u>> wrote:

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From: Sent: To: Subject: Anna DiBenedetto [anitatraviesita@hotmail.com] Monday, March 18, 2013 8:17 AM Helen Eby RE: Rate increase proposal - our role with the Legislature

Yes.

From: heleneby@gauchatranslations.com To: dheby@frontier.com Subject: Rate increase proposal - our role with the Legislature Date: Sat, 16 Mar 2013 12:58:25 -0700

Dear Fellow Interpreters:

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So, please email your state senators and representatives to ask for their support and the opportunity to meet with them to answer any questions or tell your story. Find yours here: <u>http://www.leg.state.or.us/findlegsltr/home.htm</u> **2. Come to Salem on March 20<sup>th</sup>**. The afternoon of Wednesday March 20th, there will be a public hearing for this line of the budget. We would like as many interpreters as possible to come to this hearing in Salem. We especially want you to come if you live in rural areas, or you have interesting stories to tell. We can put you up for the night if need be. We also need to show diversity in our presentation, so we would be very happy if sign language and languages other than Spanish were represented. If you absolutely cannot attend Wednesday's public testimony, please consider sending someone on your behalf. If you do send someone, please give them a prepared statement and make sure they dress in a manner to reflect our profession. Please know that not all our supporters are required to be interpreters. Friends and

From: Sent: To: Subject: Anna Ocampo [ocampanna@hotmail.com] Monday, March 04, 2013 4:58 PM dheby@frontier.com RE: March 4, 2013 update to Oregon court interpreters

Ms. Eby I do support your petition. What can do on my part? Thank you Anna

From: <u>dheby@frontier.com</u> To: <u>alee2000@bmi.net</u> Subject: March 4, 2013 update to Oregon court interpreters Date: Mon, 4 Mar 2013 09:26:05 -0800

Friends,

I have been asked who else supports this besides the Spanish interpreters, and I had to admit I made a fundamental mistake. I originally asked for the support only of certified court interpreters. That was wrong, and I would like to ask for the support of everyone who is interested. I am definitely learning as I go!

We continue to work towards clear communication with the Legislature, and I have made a couple of changes to acknowledge the following issues:

- ASL interpreters should also get adjusted to inflation from here on out. Their rate was set in 2012, so the adjustment at this point isn't an issue, but it should stay adjusted moving forward.
- The Registered interpreters represent, among others, many languages that do not have a certification process. Conversations with them indicate that they have been frozen for an equivalent period of time.
- Registered interpreters rates are stated as "starting at". I am requesting that "starting at" be included in the language of all interpreters, with an inflation adjustment for the bottom rate. This gives CIS official negotiating room as needed, and helps us all.

The reason I want to promote these issues as well is that it is a complicated process to do this, and if we work together we won't have to go back and do this again in a few years. I have discussed these changes with Alee and with Sen. Hass, and they are in favor of them.

That is why I am sending you a modified letter.

Jess Kincaid has arranged an appointment with Jennifer Williamson, and a group of us are going to meet with her in about a week. We are pleased to have the support of some non Spanish interpreters as well.

I feel like a very slow learner. When I started to write to one of the representatives about this a couple of years ago, I did not expect to take on this role at this time. It is simply my personal commitment to fairness, and I am making my commitment public to you.

I am thrilled that this time we are at least trying to help CIS in this negotiation. As private citizens, we may have more freedom to approach our representatives.

Helen Eby www.gauchatranslations.com Aloha, Oregon 503-642-5879 (h) 503-929-8476 (c)

From: Sent: To: Subject: Elena Werner [elena@hillsdalecorp.com] Sunday, March 17, 2013 9:01 PM Helen Eby Re: Rate increase proposal - our role with the Legislature

Hello Helen,

Yes, I do support the measure in the letter!!!

Elena Bogdanovich Werner, Ph.D

Court Certified Russian interpreter

Saturday, March 16, 2013, 12:57:38 PM, you wrote:

#### Dear Fellow Interpreters:

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For those who cannot attend nor send a proxy to the public hearing in Salem, but would like your voices to be heard, please submit a brief testimonial of an interpreter-issue anecdote and we will submit these to legislators on the 20th. **3. Sign our collective letter to legislators**. We have drafted a message to legislators and we believe the majority of

From: Sent: To: Subject: Federico Behncke [federicobehncke@gmail.com] Sunday, March 17, 2013 12:58 AM Helen Eby Re: Rate increase proposal - our role with the Legislature

Yes!

Sent from my iPhone

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2. Get the certified pay rate increased to \$50/hour so that Oregon is on par with Washington and the local out-of-court legal interpreting market; and

3. Get the non-certified base pay rate increased to \$38/hour in order to keep up with the inflation of the last 18 years.

We have made unprecedented gains towards achieving these goals and to keep it up we need support from you. We have had very supportive meetings with our legislators, including a very positive visit with Rep. Jennifer Williamson, co-chair for the Ways and Means Subcommittee for Public Safety. The Public Safety subcommittee handles the budget for CIS as one of its line items. She recommended that all interpreters who are Oregon residents approach their legislators personally and ask them to support the proposal that we interpreters are putting forward. You can do this in three ways:

**1. Meet with your legislator**. We know that contacting your legislator may be outside your comfort zone, but it is the most effective contribution you can make. Those interpreters that have taken this step thus far have found that legislators and their staff are very friendly and willing to listen to their constituents. Brenda Hidalgo is one of the interpreters who took the first step of contacting her representatives and found the experience to be empowering. You can call and speak with her about it personally at (503) 949-4774.

So, please email your state senators and representatives to ask for their support and the opportunity to meet with them to answer any questions or tell your story. Find yours here: <u>http://www.leg.state.or.us/findlegsltr/home.htm</u>

From: Sent: To: Subject: Jason Johnson [jasonspanish@gmail.com] Saturday, March 16, 2013 1:02 PM Helen Eby Re: Rate increase proposal - our role with the Legislature

Yes.

Jason Johnson

On Sat, Mar 16, 2013 at 12:57 PM, Helen Eby <<u>heleneby@gauchatranslations.com</u>> wrote:

**Dear Fellow Interpreters:** 

We are in a strategic place to actually succeed this year on getting a rate increase: interpreters are unprecedentedly active in advocating for this, CIS has put together their strongest proposal to date, the Governor has included our raise in his budget, the Oregon economy is doing slightly better, and we have developed some important new allies in the Legislature.

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From: Sent: To: Subject: Kate Lam [munmunlam@gmail.com] Saturday, March 16, 2013 1:27 PM Helen Eby Re: Rate increase proposal - our role with the Legislature

YES !!!

KATE Lam 1(251)2431643 Mandarin & Cantonese

On Mar 16, 2013, at 12:58 PM, "Helen Eby" < heleneby@gauchatranslations.com > wrote:

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<sup>1</sup> 

From: Sent: To: Subject: Oksana Dobbins [ksyusha2@gmail.com] Saturday, March 16, 2013 6:13 PM Helen Eby Re: Rate increase proposal - our role with the Legislature

Yes

Thank you, Oksana

On Mar 16, 2013 12:57 PM, "Helen Eby" < heleneby@gauchatranslations.com > wrote:

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