
SENATE CONCURRENT RESOLUTION

URGING VARIOUS STATE ENTITIES TO REVIEW AND UPDATE THEIR
TELECOMMUNICATION EQUIPMENT, SERVICES, AND POLICIES AND
IDENTIFY AREAS OF IMPROVEMENT IN ACCESSIBILITY AND
USABILITY FOR INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING
OR HAVE A SPEECH DISABILITY.

1 WHEREAS, individuals who are deaf or who have a hearing or
2 speech disability must often utilize technology and technology-
3 based services and equipment to effectively communicate with
4 others; and

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6 WHEREAS, telecommunications relay services are telephone
7 transmission services that provide an individual who has a
8 hearing or speech disability with the ability to engage in
9 communication by wire or radio with a hearing individual in a
10 manner that is functionally equivalent to the ability of an
11 individual who does not have a hearing or speech disability to
12 communicate using wire or radio voice communication services;
13 and

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15 WHEREAS, telecommunications relay services have
16 traditionally meant text-to-voice teletypewriter-based services;
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19 WHEREAS, new internet-based technology is now readily
20 available; and

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22 WHEREAS, many text-to-voice teletypewriter users have
23 switched to other means of communication; and

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25 WHEREAS, the position of the National Association of the
26 Deaf is that it is imperative to periodically update laws and
27 regulations to incorporate new and emerging telecommunications
28 equipment and services to ensure continued accessibility and
29 usability; and



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2 WHEREAS, according to data from the United States Census
3 Bureau and the National Center for Health Statistics, there are
4 approximately one hundred ten thousand residents in the State
5 who are deaf or have a hearing or speech disability; and
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7 WHEREAS, the Public Utilities Commission has a
8 responsibility to implement intrastate telecommunications relay
9 services for individuals who are deaf or have a hearing or
10 speech disability; and
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12 WHEREAS, the State has established the Office of Enterprise
13 Technology Services headed by the Chief Information Officer who
14 is charged with organizing, managing, and overseeing information
15 technology governance in the State; and
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17 WHEREAS, the Disability and Communication Access Board
18 serves as a public advocate for persons with disabilities by
19 providing advice and recommendations with regard to legislation,
20 rules, policies, procedures, and plans relating to persons with
21 disabilities and their civil rights or service needs; now,
22 therefore,
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24 BE IT RESOLVED by the Senate of the Twenty-ninth
25 Legislature of the State of Hawaii, Regular Session of 2018, the
26 House of Representatives concurring, that the Office of
27 Enterprise Technology Services, in consultation with the Public
28 Utilities Commission and the Disability and Communication Access
29 Board, is requested to review existing and emerging
30 telecommunications equipment, services, and policies to ensure
31 continued accessibility and usability for individuals who are
32 deaf or hard of hearing or have a speech disability, and
33 identify any areas where accessibility and usability can be
34 improved; and
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36 BE IT FURTHER RESOLVED that the Office of Enterprise
37 Technology Services, in consultation with the Public Utilities
38 Commission and the Disability and Communication Access Board, is
39 requested to submit a report of its findings and
40 recommendations, including any proposed legislation, to the
41 Legislature no later than twenty days prior to the convening of
42 the Regular Session of 2019; and



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2 BE IT FURTHER RESOLVED that certified copies of this
3 Concurrent Resolution be transmitted to the Governor, Chief
4 Information Officer, Chair of the Public Utilities Commission,
5 Director of Health, and Chair of the Disability and
6 Communication Access Board.

