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

