



## DISABILITY AND COMMUNICATION ACCESS BOARD

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March 21, 2018

### TESTIMONY TO THE HOUSE COMMITTEE ON HEALTH AND HUMAN SERVICES

House Concurrent Resolution 164/House Resolution 140 - Urging the State of Hawaii to Review and Update its Telecommunication Devices and Access for the Deaf, Individuals with Hearing Disabilities and Individuals with speech Disabilities

The Disability and Communication Access Board (DCAB) supports House Concurrent Resolution 164/House Resolution 140 which requests the Office of Enterprise Technology Services, in consultation with the Public Utilities Commission (PUC) and DCAB, to review existing and emerging telecommunications equipment, services, and policies to ensure continued accessibility and usability for individuals who are Deaf, hard of hearing or have a speech disability, and identifying any areas where technology can improve communication. A report back to the Legislature is requested and will include findings, recommendations and any proposed legislation prior to the convening of the 2019 Hawaii State Legislature.

DCAB suggests amending the resolutions by:

- Changing the title to read "Urging the State of Hawaii to Review and Update its Telecommunication Devices and Access for Individuals who are Deaf, Hard of Hearing or Have Speech Disabilities" to reflect "person-first" language when identifying people with specific types of disabilities; and
- Including individuals who are Deaf, hard of hearing and have speech disabilities in the group to work with the Office of Enterprise Technology Services, the PUC, and DCAB.

It is important to include users of the technology as participants in the discussion of emerging issues and technology. People who are Deaf, hard of hearing, and have speech disabilities will enhance the level of discussion and provide a more in-depth report back to the Legislature.

People who are deaf or hard of hearing who use American Sign Language (ASL) as their primary means of communication prefer using communication devices which allow for real time communication using wi-fi and video technology (currently available through videophones or cell phones) which may be improved upon with development of new technologies. Such advances may make communication easier for them as individuals who rely on ASL and visual cues to communicate more effectively with each other and the public to obtain services and interact with the community in general.

Thank you for the opportunity to testify.

Respectfully submitted,

FRANCINE WAI  
Executive Director

DAVID Y. IGE  
GOVERNOR



TODD NACAPUY  
CHIEF INFORMATION  
OFFICER

**STATE OF HAWAI'I**  
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Testimony of  
**TODD NACAPUY**  
Chief Information Officer, State of Hawai'i

Before the

HOUSE COMMITTEE ON HEALTH AND HUMAN SERVICES  
WEDNESDAY, March 21, 2018  
8:30 A.M.  
State Capitol, Conference Room 329  
HOUSE CONCURRENT RESOLUTION NO. 164

Dear Chair Mizuno and Vice Chair Kobayashi, and members of the committee:

I am Todd Nacapuy, Chief Information Officer for the State of Hawai'i and head of the Office of Enterprise Technology Services (ETS), testifying in **support** of House Concurrent Resolution No.164, urging the state of Hawai'i to review and update its telecommunication devices and access for the deaf, individuals with hearing disabilities, and individuals with speech disabilities.

ETS supports the intent of the resolution and will work with the Public Utilities Commission and the Disability and Communication Access Board.

Thank you for this opportunity to testify in support of this resolution.

Rep. John Mizuno, Chair  
Rep. Bertrand Kobayashi, Vice Chair  
House Committee on Health and Human Services

**Peggy Liang**  
**Testimony presented as an individual**  
**Email; Peggy Liang [liangpeg@hawaii.edu](mailto:liangpeg@hawaii.edu)**

March 21, 2018

Testimony in *support* to House Concurrent Resolution 164/House Resolution 140  
Urging the State of Hawai'i to review and update its telecommunication devices  
and access for the Deaf, Individuals with Hearing Disabilities, and Individuals  
with Speech Disabilities

My name is Peggy Liang. I am presenting this testimony as an individual in favor of HCR 164/HR 140, which ask the Office of Enterprise Technology Services meet with the Public Utilities Commission, and Disability Communication Access Board to review existing and emerging telecommunications equipment, services, and policies to ensure continued accessibility and usability. Also, to have them identify any areas where technology can be improved communication for individuals who are Deaf, hard of hearing or have a speech disability and report back to the legislature with findings and recommendations.

I also want to make a recommendation: to include the deaf and hard of hearing community and people with speech disability who use the technology, to participate in the discussion of emerging issues relating to technology and telecommunication devices/access.

From my personal experience with technology use, my mom is a frequent guest here to visit me and she relies heavily on free WiFi to communicate with my Deaf siblings and I through FaceTime or text messages. She is a frequent flier around the world. My mom has many family relatives who still live in Asia and she visits them often. However, she told me that Daniel K. Inouye International Airport (HNL) is only airport that does not provide free WiFi which makes itself less accessible. Compared to other international airports, it is more accessible with WiFi. However, we had to plan ahead of time on how to connect when she arrives in Honolulu. It was difficult for both of us. I cannot imagine how difficult for the foreign travelers especially when they arrived and being excited to see the little paradise that Hawai'i has to offer. The beginning of their adventure might be frustrating due to lack of technology available.

The bottom line is that the passage of HCR 164/HR 140 will provide updated telecommunication devices and access for the Deaf, Hard of Hearing and individuals with speech disabilities. It would useful for the foreign travelers too.

I strongly urge the Committee to pass this bill, which will make technology accessibility more efficient.

**HCR-164**

Submitted on: 3/19/2018 9:43:12 AM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Susan Kroe-Unabia	Isle Interpret, LLC	Support	No

Comments:

We support the resolution and ask the Office of Enterprise Technology Services meet with the Public Utilities Commission to review existing and emerging telecommunications equipment, services, and policies to ensure continued accessibility and usability. Also, to have them identifying any areas where technology can be improved communication for individuals who are Deaf, hard of hearing or have a speech disability and report back to the legislature with findings and recommendations.

**HCR-164**

Submitted on: 3/19/2018 5:00:50 PM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Darlene Ewan	Aloha State Association of the Deaf	Support	No

Comments:

**HCR-164**

Submitted on: 3/19/2018 5:00:08 PM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Darlene Ewan	Individual	Support	No

Comments:

**HCR-164**

Submitted on: 3/19/2018 7:23:59 PM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Carie Sarver	Individual	Support	No

Comments:

**HCR-164**

Submitted on: 3/20/2018 3:55:38 PM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Eileen Chiwa	Individual	Support	No

Comments:



**HCR-164**

Submitted on: 3/20/2018 9:29:35 PM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Laura Safranski	Individual	Support	No

Comments: