



## DISABILITY AND COMMUNICATION ACCESS BOARD

1010 Richards Street, Room 081 • Honolulu, Hawaii 96813  
Ph. (808) 586-8121 • Fax (808) 586-8129 • TTY (808) 586-8162

March 19, 2018

### TESTIMONY TO THE SENATE COMMITTEES ON HUMAN SERVICES, ECONOMIC DEVELOPMENT AND TECHNOLOGY, AND GOVERNMENT OPERATIONS

Senate Concurrent Resolution 1/Senate Resolution 1 – 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 Senate Concurrent Resolution 1/ Senate Resolution 1 which requests the Office of Enterprise Technology Services, in consultation with the Public Utilities Commission 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 be improve communication and report back to the legislature with findings and recommendations, including any proposed legislation prior to the convening of the 2019 Hawaii State Legislature.

DCAB suggests amending the title of the resolutions to “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, as well as including individuals who are Deaf, hard of hearing and have speech disabilities in reviewing and identifying areas where technology may be used to improve accessibility and usability in telecommunications. Having users of the technology participate in the discussion of emerging issues and technology will enhance the level of discussion and report to the Legislature.

People who are deaf, 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 via the use of video technology currently available through videophones or cell phones that may be improved upon with development or new technologies that have not even be created yet to make communication easier for them as individuals who rely on ASL and visual cues to communicate effectively with each other and the public to obtain services and interact with the community at large.

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**  
**OFFICE OF ENTERPRISE TECHNOLOGY SERVICES**

P.O. BOX 119, HONOLULU, HI 96810-0119  
Ph: (808) 586-6000 | Fax: (808) 586-1922  
ETS.HAWAII.GOV

Testimony of  
**TODD NACAPUY**  
Chief Information Officer, State of Hawai'i

Before the

SENATE COMMITTEE ON HUMAN SERVICES  
SENATE COMMITTEE ON ECONOMIC DEVELOPMENT, TOURISM AND TECHNOLOGY  
SENATE COMMITTEE ON GOVERNEMENT OPERATIONS

Monday, March 19, 2018

3:15 P.M.

State Capitol, Conference Room 016

SENATE CONCURRENT RESOLUTION NO. 1

Dear Chairs Green, Wakai, and Kim and Vice Chairs Chang, Taniguchi and Ruderman 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 Senate Concurrent Resolution No.1, 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.

**SCR-1**

Submitted on: 3/16/2018 7:20:03 PM

Testimony for HMS on 3/19/2018 3:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Louis Erteschik	Testifying for Hawaii Disability Rights Center	Support	No

Comments:

**SCR-1**

Submitted on: 3/18/2018 3:13:45 PM

Testimony for HMS on 3/19/2018 3:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Melodie Aduja	Testifying for OCC Legislative Priorities Committee, Democratic Party of Hawai'i	Support	Yes

Comments:

**SCR-1**

Submitted on: 3/18/2018 4:55:48 PM

Testimony for HMS on 3/19/2018 3:15:00 PM

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

Comments:

**SCR-1**

Submitted on: 3/18/2018 4:56:34 PM

Testimony for HMS on 3/19/2018 3:15:00 PM

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

Comments:

**SCR-1**

Submitted on: 3/16/2018 5:25:31 PM

Testimony for HMS on 3/19/2018 3:15:00 PM

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

Comments:

I was in complete disbelief when I turned on my closed captioning on the day of the missile false alert to see initially no captions then scrambled, confusing captions during the press conferences. I had also expected to see as we do in other states a qualified Sign Language Interpreter on site with the governor and other state officials while responding to an emergency.

Our Deaf and Hard of Hearing citizens deserve better. They should have access to the same information as the rest of the people of Hawaii.

Please support this bill to provide equal access for all.

Mahalo.

Carie Sarver