

MAINE STATE LEGISLATURE

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John R. McKernan, Jr.
Governor

Charles A. Morrison
Commissioner

DEPARTMENT OF ADMINISTRATION

Telephone (207) 289-4505

January 15, 1988

The Honorable Charles P. Pray
President of the Maine Senate
State House
Augusta, Maine 04333

The Honorable John L. Martin
Speaker of the Maine House
State House
Augusta, Maine 04333

Dear President Pray and Speaker Martin:

Pursuant to the requirements of Chapter 503 of the Public Laws of 1987, I am pleased to submit the plan and progress report regarding the provision of telecommunication devices in State buildings for the hearing and speech impaired.

The plan represents the joint efforts of the Office of Information Services of this department, the Bureau of Rehabilitation of the Department of Human Services, and the Governor Baxter School of the Deaf of the Department of Educational and Cultural Services.

The ongoing implementation of the plan significantly expands the access to State government for the hearing and speech impaired.

Sincerely,

Charles A. Morrison
Commissioner

CAM:sjd

STATE OF MAINE
AUGUSTA, MAINE

TELECOMMUNICATIONS ACCESS PLAN

Developed by

**Department of Administration,
Office of Information Services**

**Department of Human Services,
Bureau of Rehabilitation**

In cooperation with

**Department of Education and Cultural Services,
Governor Baxter School for the Deaf**

This plan has been developed by the Office of Information Services, and the Bureau of Rehabilitation in cooperation with the Governor Baxter School for the Deaf, pursuant to Chapter 503 of the Public Laws of 1987 which enacted 35-A MRSA Section 7505, "TELECOMMUNICATIONS DEVICES FOR THE HEARING AND SPEECH IMPAIRED REQUIRED IN PUBLIC FACILITIES".

TELECOMMUNICATIONS ACCESS PLAN
January 1, 1988

PURPOSE - Changes to 35-A MRSA Subsection 7505 have made it a matter of public policy for the Department of Administration to install and maintain telecommunications devices for the hearing and speech impaired in state buildings where a primary function is the delivery of service to the general public, in accordance with a plan developed by the Department of Administration, Office of Information Services, and the Department of Human Services, Bureau of Rehabilitation.

GENERAL APPROACH TO IMPLEMENTATION - Representatives of the above mentioned departments and the Governor Baxter School for the Deaf have met several times and have worked out an implementation plan, which is based upon our perception of the thoughts of the deaf community, essentially 3 points:

- 1 Initially the plan should focus on the key departments which a hearing or speech impaired person might frequent the most.
- 2 It was agreed that Telecommunications Devices for the Deaf (TDD's) would be the primary vehicle for the delivery of services. A TDD is usually a typewriter or keyboard device that can be attached to a telephone line which allows people who must rely on machines because of deafness or a speech impairment to communicate using visual messages. TDD's were chosen as they represent the most widely used and most acceptable method of communicating with the community.

TDD's are not needed for basic telephone access, but are instead needed to communicate with departmental employees. Only one "phone booth" for outside calls and general use would be needed to satisfy the whole Augusta complex; on the other hand several devices are needed to receive calls from the deaf and speech impaired community.

- 3 The Augusta area should be the first area targeted. Based on success in this area, focus can then be turned to an approach for branch offices statewide.

EXISTING TDD's - Departments identified as already supporting Telecommunications Devices for the Deaf (TDD's):

Department of Human Services (DHS), Bureau of Rehabilitation, all regional offices.

Mental Health and Retardation, Bangor Mental Health Institute (BMHI) and Augusta Mental Health Institute

Public Safety (emergency use only)

Maine Human Rights Commission

Department of Education and Cultural Service (DECS)

Department of Transportation (MDOT)

Department of Administration, Bureau of Human Resources (equipment on order)

TARGETED "KEY" AREAS FOR TDD DEPLOYMENT - The plan calls for Telecommunications Devices for the Deaf to be installed in the following locations in Augusta:

- 1 The Governor's Office
- 2 The Legislature (in a support office able to respond to incoming calls)
- 3 The Secretary of State, Motor Vehicle Division
- 4 The Department of Corrections
- 5 The Department of Inland Fisheries and Wildlife
- 6 The Department of Marine Resources
- 7 The Department of Agriculture
- 8 The Department of Finance, Bureau of Taxation
- 9 The Department of Human Services
- 10 The Maine State Employees Credit Union
- 11 The Department of Public Safety
- 12 One public telephone area in the State House complex

SIGNS OR NOTICE - As required by law, a sign "noting the availability and location of the telecommunication device for hearing and speech impaired persons" has been designed and will be sent to a printer upon its approval.

GENERAL IMPLEMENTATION PLAN - Key to the successful implementation of this plan will be acceptance of the equipment by both the serving agencies and the deaf and speech impaired community. To that end, proper equipment must be found, training must be provided to agency staff, and communication of the locations, telephone numbers and other pertinent information to the using persons must take place.

Work is underway to finalize equipment for the implementation of twelve TDD's in the Augusta complex. Of concern to the Office of Information Services is the equipment's ability to handle incoming messages in two message code formats or protocols. Older TDD equipment send messages that are in Baudot, a 5 number (digit) code, and fairly universal format built around early teletypes. More modern equipment uses ASCII protocol, represented as an eight number code.

Both formats are available in presently manufactured TDD's. While it is guessed that the majority of the deaf and speech impaired community currently uses Baudot devices, it is likely that as equipment is replaced, ASCII machines will gain in popularity.

Once the equipment choice has been made and agreed upon, the Office of Information Services will order the twelve TDD's necessary for initial implementation.

Later Personal Computers, which are in wide use throughout State government and in the serving community may be used to expand the program. Add-on equipment (usually a "board") for personal computers can be obtained for roughly the same cost as a TDD, which offers dual protocol capability, the additional capability of automatically answering (or dialing) the phone, and can store incoming messages. Personal Computer upgrades may offer departments some cost savings in regards to future deployment and may provide a capability to "back up" normal TDD operation in the event a trained operator is not available.

The Telecommunications Division of the Office of Information Services (OIS) will acquire TDD equipment that can be used for training and demonstrations. The Telecommunications Division will also work to find a suitable location for the public access TDD ("the phone booth").

Beginning in February 1988, meetings will be held with representatives of the target agencies. The purpose of the meetings will be to gain their support for this implementation, by explaining the need for and the operation of Telecommunications Devices for the Deaf. Follow-up meetings will be held to discuss the best locations for the TDD's within their agencies, determine the people who need training, and to confirm equipment and telephone line orders.

During that same time frame, follow-up meetings will be held with those agencies that already have TDD's. The purpose of these meetings will be to insure that the TDD's are still in operation, and to make those agencies aware of the expansion of this program. Any assistance that is necessary to continue the operation of existing TDD's will be offered.

As quickly as possible, agency personnel will be trained in the operation of the devices by a member of the Telecommunications Division staff in conjunction with the Bureau of Rehabilitation. It is our intention that members of the Telecommunications Division be trained in TDD operation so that they may act as a future resource, available by telephone to agencies who need follow-up training or are experiencing problems.

The Telecommunications Division will also catalog the locations, and telephone numbers of TDD equipment within State facilities, and will provide this list to the Bureau of Rehabilitation for distribution to the deaf and speech impaired community and the various organizations and social clubs that support them. In future editions of State telephone directories, special attention will be made to ensuring that TDD's are listed.

After 6 months of operation, but no later than November 1988, the Office of Information Systems and the Bureau of Rehabilitation will assess the effectiveness of the TDD program and will make recommendations as to how this effort may be made more effective and how it may, or whether it should, be taken to selected field operations.

COSTS - It is estimated that the out of pocket expense for the initial phase of the TDD project will be \$15,526, and is broken down as follows.

12 TDD's @ approximately \$600	\$7,200
Installation of Telephone lines	1,800
100 Signs @ approximately \$23.50	<u>2,350</u>
Total One-time Costs	\$11,350
Yearly cost of 12 Telephone lines (\$29 / Mo. each)	\$4,176

The Telecommunications Division of the Office of Information Services will fund this initial portion of the project.

FISCAL NOTE - At the completion of the initial phase of this plan, an assessment of the program will take place, and decisions made about the further deployment of Telecommunications Devices for the Deaf. Options may exist to 1) provide access through central government agencies only, 2) to deploy TDD's geographically or to all branch offices, or 3) deploy TDD's to specific branch offices that would be of most value to the using community. Funds for modest expansion of the program should be available through the Telecommunications Division, however a major expansion would require supplemental funding.

POINT OF CLARIFICATION - This plan addresses the law in regards to State buildings. The issue was raised that the section of the law that covers "Other facilities serving the public", airport terminals, bus and train depots, and hospitals, points to no particular agency or group to ensure that the intent of the law is carried out. Representatives of the deaf community have asked for direction from the Legislature in this regard.

STATE OF MAINE

IN THE YEAR OF OUR LORD
NINETEEN HUNDRED AND EIGHTY-SEVEN

H.P. 1295 - L.D. 1773

AN ACT to Require the Installation of
Telecommunication Devices for the
Hearing and Speech Impaired in Public
Facilities.

Be it enacted by the People of the State of Maine as follows:

Sec. 1. 35-A MRSA §7505 is enacted to read:

§7505. Telecommunication devices for the hearing and speech impaired required in public facilities

1. State buildings. The Department of Administration shall require the installation and maintenance of telecommunication devices for communication for the hearing and speech impaired who rely on those devices for telephone communications in locations accessible to the public in state buildings where a primary function is the delivery of service to the general public, in accordance with a plan developed by the Department of Administration, Office of Information Services and the Department of Human Services, Bureau of Rehabilitation.

2. Other facilities serving the public. If public telephones are provided in a public facility, it shall be the responsibility of the owner or manager of the public facility to provide equal access by providing at least one telecommunication device for the hearing and speech impaired in the public facility.

3. Public facilities. For the purposes of this

section, the following kinds of facilities shall be considered public facilities:

A. Airport terminals serving scheduled flights;

B. Bus and train depots; and

C. Hospitals.

4. Notice. A sign noting the availability and location of the telecommunication device for hearing and speech impaired persons shall be posted by the owner of the facility in a conspicuous location within each public facility covered by this section.

5. Devices. The requirements of this section may be satisfied by installation of telecommunication typewriters, including so-called telecommunication devices for the deaf, or other devices approved by the Department of Human Services, Bureau of Rehabilitation, Division of Deafness.

Sec. 2. Telecommunications access plan; implementation. The Department of Administration, Office of Information Services and the Department of Human Services, Bureau of Rehabilitation shall develop by January 1, 1988, a plan to provide reasonable access by January 1, 1989, to telecommunication devices for the hearing and speech impaired in state buildings where a primary function is the delivery of service to the general public. The agencies shall begin to implement the plan as soon as possible and submit the plan and a progress report on implementation to the Governor and the Legislature by January 1, 1988, together with any legislative or administrative recommendations and any recommendations for supplementary funding found necessary.