

DAVID Y. IGE
GOVERNOR OF HAWAII



VIRGINIA PRESSLER, M.D.
DIRECTOR OF HEALTH

DEPT. COMM. NO. 55
DEC 15 2017

STATE OF HAWAII
DEPARTMENT OF HEALTH
P. O. BOX 3378
HONOLULU, HI 96801-3378

In reply, please refer to:

December 11, 2017

The Honorable Ronald D. Kouchi,
President and Members of the Senate
Twenty-Ninth State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki, Speaker
and Members of the House of
Representatives
Twenty-Ninth State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the

Disability and Communications Access Board Annual Report FY 2016-2017, §103-50
Hawaii Revised Statutes (HRS) . In accordance with Section 93-16, HRS, I am also informing
you that the report may be viewed electronically at:

<http://health.hawaii.gov/opppd/departments-of-health-reports-to-2018-legislature/>

Sincerely,

A handwritten signature in cursive script that reads "Virginia Pressler".

VIRGINIA PRESSLER

Director of Health

Enc.

c: Senate
House
Legislative Reference Bureau
SOH Library System (7 copies)
University of Hawaii



Disability and Communication Access Board

ANNUAL REPORT

FY 2016-2017



OVERVIEW

The Disability and Communication Access Board (DCAB) is a statewide, Governor-appointed, 17-member Board whose mission is to advocate and promote the full integration, independence, equal access, and quality of life for persons with disabilities in society.

This Report highlights key accomplishments for fiscal year 2016-2017.

DCAB BOARD Members

MICHAEL OKAMOTO, Chairperson
BRYANT YABUI, Vice Chairperson

- Monty Anderson-Nitahara
- Pauline Aughe
- William Bow
- Ed Chevy
- Barbara Fischlowitz-Leong
- Robin Inaba (to 1/30/17)
- Nikki Kepoo
- Summer Kozai
- Lucy Miller, Ph.D. (to 9/30/16)
- Lynn Murakami-Akatsuka (to 5/4/17)
- Glenn Nakamura (to 9/30/16)
- Yolanda Phelan
- Anthony Riecke-Gonzales
- Misella Tomita
- Colin Whited (to 6/30/17)

DCAB Staff

FRANCINE WAI, Executive Director

- **Administration:** Kristine Pagano, Cindy Omura, Rene Clymer
- **Planning and ADA Coordination:** Debbra Jackson
- **Program and Policy Development Unit:** Kirby Shaw, Kurstin Chun (until 1/17), Bryan Mick, Geraldine Kealoha, Kamaile Hopfe
- **Facility Access Unit:** Duane Buote, Mona Higa (until 1/17), Eric Isidro, Rodney Kanno, David Poe, Laurie Palenske, Danielle Kealoha
- **Special Parent Information Network:** Susan Rocco, Amanda Kaahanui

Major accomplishments in the area of **CIVIL RIGHTS & JUSTICE:**

*DCAB is the
primary resource
for ADA compliance in
State government and
serves as a systems
advocate for civil rights
of persons with disabilities.*

AMERICANS WITH DISABILITIES ACT (ADA) COORDINATION

- As the State ADA Coordinator, staffed 3 State ADA Coordinators meetings. Ten new ADA Coordinators for the Executive Branch were appointed and oriented by DCAB as part of its coordination responsibilities.
- Hosted and attended 4 County ADA Coordinators meetings and provided technical assistance as needed to the Coordinators.
- Conducted 4 trainings or speaking engagements on the ADA Titles II and III to State or local government and private entities.
- Renewed a Memorandum of Agreement with the Pacific ADA Center (Oakland, California) to serve as its Hawaii liaison to provide technical assistance on the ADA. As the Hawaii liaison, fielded 915 ADA technical assistance calls (excluding design questions).

SYSTEMS ADVOCACY

- In the 2017 Legislature testified on 11 House bills, 15 Senate bills, 1 House Concurrent Resolution, 2 Senate Concurrent Resolutions and 7 Governor's Messages as to their impact on persons with disabilities. Key legislation included captioning and audio description in movie theaters, parking for persons with disabilities, and regulating American Sign Language interpreters.
- Interviewed by "Civil Beat" and KITV on the issue of service and emotional support animals.
- Continued to work with the Office of Enterprise Technology Services (ETS) on accessibility of State web sites. Collaborated with ETS to establish a State web accessibility position through legislation (did not pass).
- Reviewed and monitored federal notices for proposed and final rules including Department of Justice's Supplemental Advanced Notice of Proposed Rulemaking for Accessibility for State and County Websites under ADA Title II, and the U.S. Access Board's Final Rule on Information and Communication Technology Standards and Guidelines.



DCAB is responsible to review plans and specifications for the construction of State and county buildings, facilities and sites to ensure facility access.

Major accomplishments in the area of **FACILITY ACCESS:**

DOCUMENT (BLUEPRINT) REVIEW PROCESS

1,230

State & County Projects
731 New
499 Resubmittal

As required under §103-50, HRS

116

Projects Tracked

Those projects in the planning, design or active construction phase

4

Interpretive Opinions

As required under §103-50, HRS

2

Master Plans Reviewed

- Conducted 1,230 State and County document reviews (731 new and 499 resubmittals) as required under §103-50, Hawaii Revised Statutes (HRS).
- Notified State and County ADA Coordinators and/or department/agency representatives on 116 projects not submitted to DCAB for review as required by §103-50, HRS. Subsequently, 66 responded and 37 projects were submitted for review.
- Took action on 8 interpretive opinions:
 - Docket 2016-02 Shut-Off Valves
 - Docket 2016-03 Edge Protection at Ramps
 - Docket 2016-04 Redundant Signs
 - Docket 2016-05 Parking Signs & Markings
 - Amended Docket 2011-03 Outdoor Rinsing Showers
 - Amended Docket 2012-05 Fixed Picnic Tables
 - Rescinded Docket 2011-20 Parking Signs and Markings
 - Rescinded Docket 2012-06 Outdoor Developed Areas
- Reviewed and commented upon 2 master plans of State and County government.
 - Hawaii Mission Houses Museum: Hale Pili Master Plan
 - Aali'i Project 3 on Land Block 1
- Posted quarterly listing of projects reviewed by Facility Access Unit staff on the DCAB web site.
- Amended Hawaii Administrative Rules, Title 11, Chapter 216, "Disability and Communication Access Board Rules of Practice and Procedures" to reflect changes in Act 45, SLH 2015 in the definition of "public buildings, facilities, and sites" subject to DCAB review under §103-50, HRS. The rules became effective on May 14, 2017.

OUTREACH AND PUBLIC EDUCATION TO THE DESIGN COMMUNITY

- Responded to 328 requests from design professionals for technical information on accessibility guidelines of the Americans with Disabilities Act Accessibility Guidelines and the Fair Housing Accessibility Guidelines.
- Participated in 12 U.S. Access Board webinars.
- Coordinated the “Accessible Residential Dwelling Units” Conference held on October 11, 2016 with 112 participants representing public works personnel, the architectural and engineering community, and user agencies.
- Conducted 3 individual trainings on accessible design: 1) “DCAB’s Document Review Process and Common Error,” 2) “DCAB’s Review Process and Accessibility Regulations related to Housing Projects,” and 3) “Hawaii Outdoor Developed Areas Accessibility Guidelines.”
- Prepared 16 “Access E-Bulletins” to keep the design community abreast of new developments in accessible design.
- Provided technical assistance through focus group participation to the University of Hawaii at Manoa on: 1) Infrastructure and Water Catchment and Reuse Master Plan, 2) Circulation and Universal Accessibility Master Plan, and 3) Landscape Master Plan Update.

ADOPTION OF ACCESSIBILITY GUIDELINES

- Adopted the Hawaii Outdoor Developed Areas Accessibility Guidelines effective on January 2, 2017. The Guidelines cover picnic facilities, camping facilities, beach routes, and trails.

POLICY GUIDANCE AND CODE ANALYSIS

- Monitored the progress of the International Code Council’s changes to ICC/ANSI A117.1.
- Provided technical assistance in reviewing and commenting on the Department of Land and Natural Resources draft report on House Concurrent Resolution 141 relating to beach access, making recommendations on sites selected for beach access under the Department’s jurisdiction.

(A separate report on the implementation of §103-50, HRS is available.)



DCAB tests and credentials American Sign Language (ASL) interpreters, establishes rules for the use of communication access through the provision of auxiliary aids and services.

Major accomplishments in the area of **COMMUNICATION ACCESS:**

ADMINISTRATION OF THE HAWAII QUALITY ASSURANCE SYSTEM (HQAS) PROGRAM FOR SIGN LANGUAGE INTERPRETERS

8

New HQAS Interpreters Credentialed

25

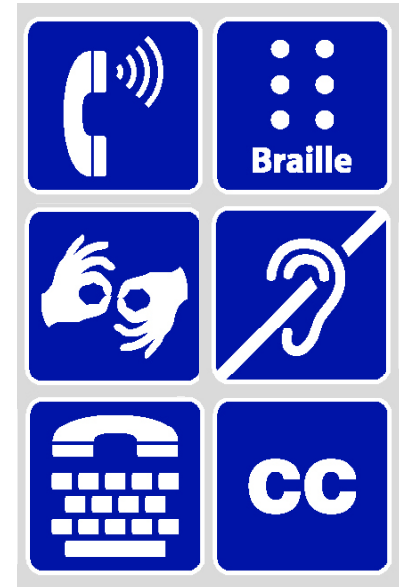
Interpreters Tracked and Monitored Online

Using the new web site for HQAS

- Tested and credentialed 8 new HQAS applicants. Developed and processed Memorandums of Agreement for evaluators.
- Tracked 25 interpreters in the HQAS Continuing Education Unit (CEU) Program online, responded to questions, resolved extensions, and reissued credentials, as necessary. Updated, maintained and monitored the HQAS interpreters' CEUs online.
- Coordinated professional development and CEU trainings for sign language interpreters on the following topics: "Ethics, Culture and Language: Managing Our Work Through the Demand Control Schema," "The Root of Interpreting: A Day of Discourse Analysis and Translation Studies," "Development of ASL Under Optimal Conditions," "Development of ASL with Limited Input," "Bimodal Bilingualism-Koda/Coda Studies," and "What Does A Deaf Child Need?"
- Executed a Memorandum of Agreement with the Hawaii Registry of Interpreters for the Deaf to provide funding for sign language interpreter workshops in Fall 2017.
- Updated, distributed, and posted the Communication Access Providers list online.
- Continued discussions to amend Hawaii Administrative Rules, Title 11, Chapter 218 "Communication Access Services for Persons Who are Deaf, Hard of Hearing, and Deaf-Blind." Conducted a public informational meeting to receive community input on amendments to the administrative rules. Solicited input on a grievance procedure from local and national interpreter agencies.

TECHNICAL ASSISTANCE AND OUTREACH

- Contributed articles to 5 Pacific Disabilities Center newsletters to inform interested individuals on the latest in communication access news.
- Served as a member of the following committees to improve communication access for individuals who are deaf or hard of hearing: Deaf and Hard of Hearing Advisory Board, Language Access Advisory Council of the Office of Language Access, Committee on Court Interpreters of the Hawaii State Judiciary, and the Sprint Relay Advisory Council.
- Coordinated 6 trainings on communication access to the deaf, hard of hearing and deaf-blind community. Trainings were also conducted on the neighbor islands with representatives from the local police departments.
- Produced an “Effective Communication in an Emergency” video in conjunction with the Pacific Disabilities Center.
- Assisted the Department of Accounting and General Services E-911 with development of public service videos for the Text to 911 service for the deaf and hard of hearing community.



ADVOCACY

- Prepared 2 draft bills to seek a sunrise study on American Sign Language (ASL) Interpreters and ASL Interpreter Referral Agencies (bills did not pass). However, Senate Concurrent Resolution 32 was passed requesting the creation of a Working Group to study regulatory options for ASL Interpreters and ASL Interpreter Referral Agencies.
- Drafted and testified on a bill to remove the sunset date in Act 39 (2015) requiring open movie captioning at select theaters in Hawaii. The bill passed with new language that reduces the required number of open captioned showings for each movie from 2 to 1 showing per week, and allows for lightweight eyewear as an alternative to open captioned showings. As a result of the reduction in access, DCAB recommended a veto of the bill, although the Governor allowed the bill to become law without his signature.
- Met with the Honolulu Police Department (HPD) and Hawaii Disability Rights Center, and dialogued with the City and County of Honolulu’s EEO/AA Coordinator on revisions to HPD’s policy regarding interacting with the deaf and hard of hearing community, development of a “tips” card for the police, and development of an identification-type communication access visor card for persons who have communication access needs.
- Analyzed and commented on the Department of Justice’s Final Rule on Movie Theaters, Movie Captioning, and Audio Description.

*DCAB administers
the statewide parking
program for persons with
mobility disabilities under
federal and state law.*

Major accomplishments in the area of **PARKING:**

ISSUANCE OF PERMITS (PLACARDS & LICENSE PLATES)

15,308

**Parking Placards
Issued by Counties**

998

**License Plates
Issued**

\$119,376

**Money paid to
Counties**

\$57,498

**Monies collected by
Counties from fees**

107,965

Active Permittees

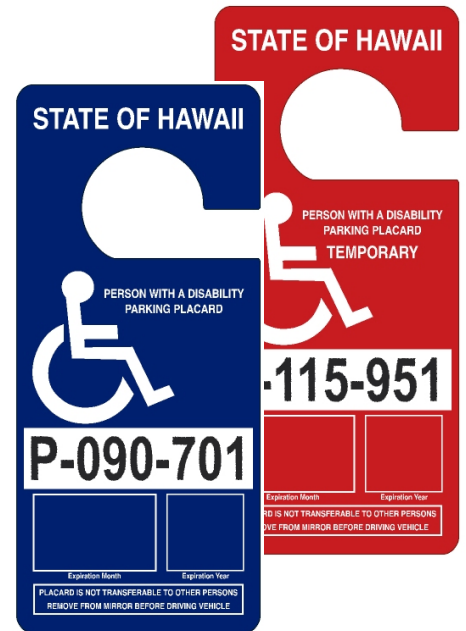
8,987

**Invalid Placards
Removed from
Circulation**

- Oversaw the issuance of 15,308 placards and 998 license plates by the 4 Counties.
- Issued 9,650 placards (long term renewal) by mail.
- Implemented Memorandums of Agreement with the 4 Counties to issue first time, temporary, and replacement placards to eligible persons with mobility disabilities.
- Reimbursed the 4 Counties \$119,376 for issuing parking permits. In addition, the 4 Counties collected \$57,498 from consumer transaction fees.
- As of June 30, 2017, there were 107,965 active permittees with the following permits: 104,709 long term placards, 3,273 temporary placards, and 5,991 special license plates. (Note: Special license plates may be issued to an applicant who is qualified for a long term placard if the vehicle upon which the plates will be affixed is registered in the applicant's name and the vehicle will be used primarily to transport the applicant.)
- Of the 107,965 active permittees, 55 percent are female and 45 percent are male; 70 percent live in the City and County of Honolulu, 15 percent in Hawaii County, 10 percent in Maui County, and 5 percent in Kauai County.
- Retrieved and destroyed 8,987 invalid placards: 6,719 were due to renewal and 47 were in response to a DCAB death retrieval letter; 497 were surrendered by the families of deceased permittees not in response to a DCAB death retrieval letter, and 1,724 were collected for other reasons such as confiscation, mutilation, or lost and found.
- Revised the parking permit application form and created a separate parking permit application form for the renewal of a long term placard. The new forms have an optional field for applicant email addresses to allow DCAB to communicate electronically with permittees in the future.

ENFORCEMENT, PUBLIC EDUCATION AND AWARENESS

- Provided technical assistance to 3,432 public inquiries on the parking program.
- Provided an interview on KITV with a focus on enforcement.
- Gave presentations on disability parking related legislation to the Downtown Honolulu and Waikiki Neighborhood Boards.
- Repaired and upgraded the accessible parking space locator app for iOS devices.
- Revised the DCAB document provided to Japanese visitors for use with a Japan issued disability parking permit in Hawaii. The revised document informs law enforcement in English that the Japan issued disability parking permit is legally recognized in Hawaii, and the opposite side provides instructions in Japanese to ensure proper use.
- Met with representatives of the 4 County police departments to discuss the parking program and enforcement issues.



(A separate report on the Parking Program for Persons with Disabilities Annual Accomplishments is available.)



DCAB partners with the Department of Education to provide support and information to parents of students with disabilities.

Major accomplishments in the area of **EDUCATION & TRAINING:**

SPECIAL PARENT INFORMATION NETWORK (SPIN) - PARENT ACCESS TO INFORMATION ON EDUCATIONAL RIGHTS

483

Conference
Participants

1,084

Warm Line Calls
Answered

5

SPIN News
Newsletters

435 'Likes'

SPIN Web site &
Facebook Page

- Coordinated the SPIN Conference, "Superheroes of SPIN" (April 22, 2017) with 483 attendees, 16 workshops, and 66 exhibitors. Board of Education Vice Chair Brian De Lima offered a special welcome message regarding the importance of parent advocacy regarding their child's education. At lunchtime, 6 outstanding parents and professionals were recognized for their service to students with disabilities and their families.
- Fielded 1,084 calls and emails from families and helping professionals needing resources or technical assistance, and/or offering information regarding events and services.
- Prepared 4 issues of the quarterly "SPIN News" and 1 "Special Edition SPIN News" and distributed to parents of special education students and interested professionals.
- Updated and distributed over 2,000 copies of "A Parent's Guide to Partnership in Special Education," a parent-friendly explanation of Hawaii's special education regulations.
- Maintained news of current events and resources on the SPIN web site and posted daily on the SPIN Facebook page, now up to over 435 'likes' by visitors.

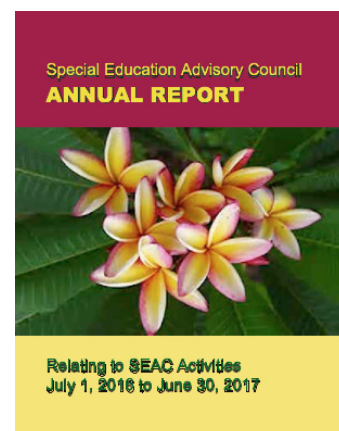


SPIN Award Winners share their super powers with the SPIN Conference audience.

SPECIAL EDUCATION ADVISORY COUNCIL (SEAC) SUPPORT



- Provided ongoing staff support to the 26-member Special Education Advisory Council, Hawaii's State Advisory Panel under the Individuals with Disabilities Education Act, to fulfill its purpose of advising the Department of Education's (DOE) Superintendent on the unmet needs of students with disabilities.
- Helped to create a vision of inclusive education built on the Nā Hopena A'o framework of values and beliefs based on Hawaiian culture.
- Prepared an annual report citing student characteristics, Council activities and providing recommendations to the DOE Superintendent. For a copy of the annual report, go to <http://www.seac-hawaii.org/>.
- Prepared testimony to the Hawaii Legislature regarding the DOE's biennium budget, maintaining elements of the Affordable Care Act, supporting an early intervention database and a Hawaii Keiki: Healthy and Ready to Learn school nursing program.
- Provided input on the Strategic Plan for 2017-2020 and the Every Student Succeeds Act (ESSA) Consolidated State Plan outlining State accountability for public education.



ADVOCACY & TRAINING FOR COMMUNITY SUPPORT SERVICES

- Helped to educate professionals working with families through workshop presentations on parenting a child with special needs and family-school partnerships to Leeward and Kapiolani Community College nursing students, Bayada behavioral health case managers and Developmental Disabilities Waiver case managers, University of Hawaii teacher candidates, and the State Science Technology Education Partnership's Team.
- Participated on the following as a member: Coalition for Children with Special Needs; Developmental Disabilities Division's Strategic Plan Goal Work Group 1; Early Language Workgroup (LEAD-K); Evidence Based Services Committee; Developmental Disabilities Division Waiver Policy Advisory Committee; Footsteps to Transition Planning Committee; Hawaii Center on Disability Studies Community Advisory Council; Hawaii Newborn Hearing Screening Advisory Committee; and the My Choice, My Way Work Group.

DCAB provides technical assistance to emergency managers, first responders, and planners about individuals with disabilities, and others with access and functional needs during a natural or man-made disaster.

**Major accomplishments
in the area of**

EMERGENCY PREPAREDNESS:

EMERGENCY PREPAREDNESS

- Collaborated with the following agencies to foster improvements in the emergency management system: City and County of Honolulu's Department of Emergency Management (DEM), Department of Health, and Hawaii Emergency Management Agency's (HI-EMA) Hurricane Shelter Evacuation Working Group.
- Contracted with the Pacific Disabilities Center to draft a report on actions State and County agencies have taken on objectives established under the "2009 Interagency Action Plan for Emergency Preparedness for Persons with Disabilities and Special Health Needs."

PUBLIC EDUCATION

- Participated in an emergency preparedness meeting convened by a legislator and the City and County of Honolulu DEM to discuss notification systems to ensure people with disabilities are notified in the event of an emergency.
- Coordinated with HI-EMA and Federal Emergency Management Agency Junior Job Corps volunteers to conduct training on surveying schools for accessibility. Provided feedback to HI-EMA on a draft form developed for surveying sites for accessibility.
- Prepared and distributed 3 "Emergency Preparedness E-News."
- Collaborated with the "Feeling Safe, Being Safe" program by sharing and staffing 7 exhibit tables at Oahu Disaster Resilience Fairs.

EMERGENCY RESPONSE

- Participated in the City and County of Honolulu, Department of Emergency Management's Emergency Operations Center during Tropical Storm Darby.
- Was a member of the Department of Health's Team of the Year Award for planning and conducting the 2016 Strategic National Stockpile exercise.



Major accomplishments in the area of **TRANSPORTATION & TRAVEL:**

DCAB promotes equal access to transportation services to secure and maintain employment and utilize community resources.

ACCESSIBLE GROUND TRANSPORTATION

- Worked with the City and County of Honolulu, Department of Transportation Services (DTS), to address issues and improvements related to The Handi-Van paratransit service. Provided technical assistance on reasonable modification of policies, practices and procedures for the fixed route bus system and paratransit service. Participated in meetings held by the DTS Committee for Accessible Transportation and the organization called “Citizens for a Fair ADA Ride.”
- Monitored and submitted testimony on several bills introduced at the Honolulu City Council that impact paratransit services and public transportation in general.
- Analyzed the U.S. Department of Transportation’s Final Rule on Federal Motor Vehicle Safety Standards, Minimum Sound Requirements for Hybrid and Electric Vehicles; and the U.S. Access Board’s Final Rule on Guidelines for Transportation Vehicles.



AIR TRAVEL

- Provided technical assistance to the Hawaii Department of Transportation on its nondiscrimination policy guidance to air carriers and contractors regarding the transport of persons with disabilities and their companions on the Wiki Wiki Shuttle at the Honolulu International Airport.
- Requested the Hawaii Department of Transportation to form an Airports Advisory Committee on Travelers with Disabilities.
- Revised the “Travelers Tips” for people with disabilities brochures for each county; posted them on DCAB’s web site and distributed them to Hawaii airports; and provided electronic copies to the Hawaii Lodging and Tourism Association membership.
- Submitted comments to the U.S. Department of Transportation Advisory Committee on Accessible Air Transportation pertaining to service animals, accessible lavatories, and accessible inflight entertainment systems on passenger airplanes.

DCAB advocates for programs that promote full integration in the community and nondiscriminatory employment facilities.

Major accomplishments in the area of **COMMUNITY LIVING & EMPLOYMENT:**

COMMUNITY LIVING

- Participated on the Caregiver Coalition, the Deaf and Hard of Hearing Advisory Board, the Aging and Disability Rights Committee, and the Kupuna Caucus to provide input on securing quality and expanded services to persons with disabilities in the health and human service arenas.
- Monitored and/or took positions on legislation to increase the quantity and quality of community services to persons with disabilities. Topics included adult benefits, increasing coverage for cognitive rehabilitation of persons with traumatic brain injury, reimbursement for hearing aids, and kupuna care.
- Analyzed the 21st Century Cures Act and the U.S Access Board's Final Rule on Standards for Accessible Medical Diagnostic Equipment.
- Provided review and comment to the State Plan on Aging.
- Reviewed and provided comments to the U.S. Treasury on the ABLE Act and followed up with State officials on plans to implement the ABLE Act in Hawaii.
- Provided an interview to "Civil Beat" on the issue of emotional support animals; spoke to the Realtors Association on Fair Housing and accommodation of animals for persons with disabilities.

EMPLOYMENT

- Provided technical assistance to the Department of Education to develop a policy on reasonable accommodation for employees with disabilities.
- Provided technical assistance on 48 reasonable accommodation requests to State or County departments/agencies.



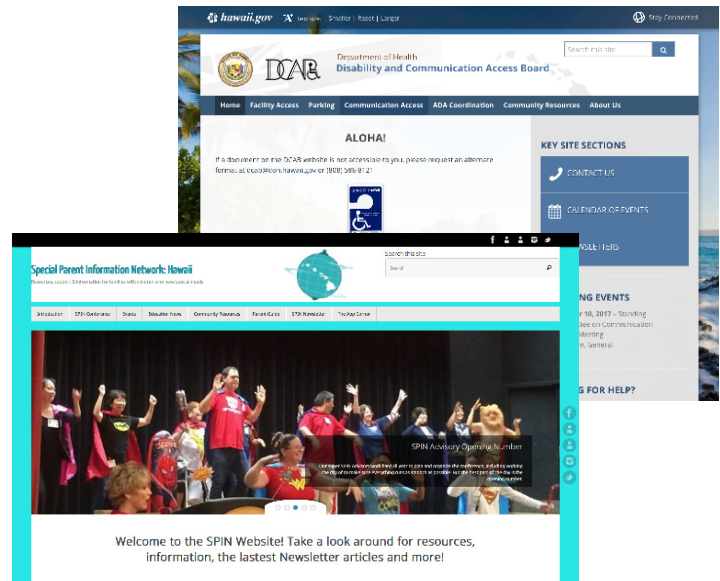
48

**Technical Assistance
Requests to State
and County Agencies
on Employee
Accommodation
Requests**

OTHER PROGRAM ISSUES & ADMINISTRATION

OTHER PROGRAM ISSUES

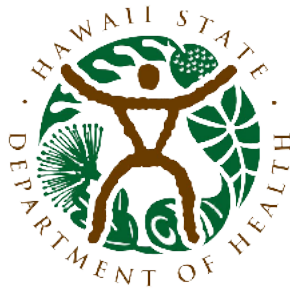
- Continued to maintain the DCAB web site www.health.hawaii.gov/dcab. Made 111 changes to the web site and posted 40 meeting agendas.
- DCAB maintains comprehensive online resources via its DCAB web site and the Special Parent Information Network (SPIN) web site www.spinhawaii.org.
- Assisted the State Developmental Disabilities Council in planning “A Day at the Capitol” by coordinating a training with the Public Access Room on access to the Legislature.



ADMINISTRATION

- Relocated DCAB office on June 1, 2017 to the Princess Victoria Kamamalu Building at 1010 Richards Street, Room 118.
- Began the upgrade and conversion of the entire DCAB computer network to PCs in coordination with the office move.
- Secured the conversion of 5 positions from temporary to permanent status in the Legislative budget. Transferred all positions in the Facility Access Unit to the DCAB Special Fund.
- Secured the addition of one new Program Support Technician in the Legislative budget (effective 2018) to assist with the parking program for persons with disabilities.
- Requested, but did not obtain, 1 new position to serve as a State Coordinator on web accessibility.
- Implemented staff changes in the following positions: Facility Access Coordinator, Facility Access Specialist, Communication Access Specialist, Program Specialist Parking/Transportation.





David Y. Ige, Governor
Virginia Pressler, M.D., Director, Department of Health
Francine Wai, Executive Director

Disability and Communication Access Board

1010 Richards Street, Room 118

Honolulu, HI 96813

Phone: (808) 586-8121

Fax: (808) 586-8129

TTY: (808) 586-8162

NONDISCRIMINATION STATEMENT: We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call 586-4614 (v/tty) within 180 days of a problem.