

PROCEEDING: 92-105

DATE: 7/21/99

The N11 procedures need to be established to include access to STS. STS is part of TRS and STS users deserve the same access as other TRS users. Access should be at the beginning of the menu. Some STS users have cognitive problems and would not be able to successfully access the choice that was not at the beginning of the menu. Other STS users have limited dexterity and difficulty dialing and they will also have access problems if the STS choice requires multiple keystrokes.

With proper outreach procedures there could eventually be 200,000 to 500,000 STS users in the United States. They all deserve easy access to STS.

This comment is probably the only comment you will receive from STS users. A large proportion of STS users have multiple disabilities which would prevent them, directly or indirectly, from filling comments.