

SENATE No. 2118

The Commonwealth of Massachusetts

PRESENTED BY:

Joanne M. Comerford

To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act increasing government accessibility for persons who are blind or visually impaired.

PETITION OF:

NAME:

Joanne M. Comerford

DISTRICT/ADDRESS:

Hampshire, Franklin and Worcester

SENATE No. 2118

By Ms. Comerford, a petition (accompanied by bill, Senate, No. 2118) of Joanne M. Comerford for legislation to increase government accessibility for persons who are blind or visually impaired by implementing a system of routing calls that does not involve a key pad. State Administration and Regulatory Oversight.

The Commonwealth of Massachusetts

**In the One Hundred and Ninety-Fourth General Court
(2025-2026)**

An Act increasing government accessibility for persons who are blind or visually impaired.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 Chapter 7 of the General Laws is hereby amended by inserting after section 3F the
2 following section:-

3 Section 3G. Notwithstanding the provisions of this chapter, an executive, legislative, or
4 judicial office, agency, department, division or commission of the commonwealth that utilizes a
5 dial-by-name directory shall provide, in addition to or in replacement of an existing dial-by-name
6 directory, a method of routing calls that: (i) does not require callers to use a telephone keypad;
7 (ii) prevents disparate wait times for callers who utilize such method; and (iii) is accessible to
8 persons who are blind or visually impaired.