



THE SENATE  
STATE OF NEW YORK

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Gary Brown, Chair  
New York State Public Service Commission  
Three Empire Plaza, 14<sup>th</sup> Floor  
Albany, NY 12223-1350

Dear Mr. Brown:

When a resident anywhere in my 47<sup>th</sup> District has a problem and needs to call someone, from their local government to a plumber, one of the first things they do is grab a phone book.

Unfortunately these days, the phone book is not much help to the thousands of local residents who are unable to read the increasingly small print that is used in the White Pages listings of phone books and in the pages listing government telephone numbers. My office is continually hearing from older citizens as well as advocacy organizations such as the Oneida County Office for the Aging, the Central Association for the Blind and Visually Impaired and the Resource Center for Independent Living, to determine if there is not some way that residents can have a phone book they can actually read.

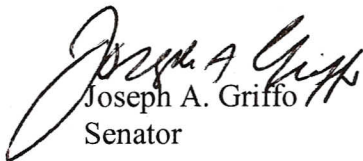
I understand that making all phone books larger is a cost that ultimately must be absorbed, and that in a time when we try to limit printing to protect the environment, adding to the bulk of a directory may not always be the solution. However, let me propose two avenues for change that I would respectfully request the PSC bring to the attention of our New York utilities:

An increased number of phone books printed with the listings in larger type, and an advertising / outreach effort to alert residents who need larger print that these phone books are available. The number of these printed would be adjusted to meet demands.

Increasing the size of key governmental listings, so that residents who need to call a specific town, county, state or city office can have this number easily available to them. This should be a standard in all phone books as a service to the people of New York State. The increased type size for this small section will hardly make a major impact on the overall size of a phone book. As a note, The Federal government has begun to recognize this issue. Under the manual of uniform traffic control devices, the Federal Highway Administration is establishing new standards to assist drivers relative to size and font of signage for easier reading and viewing.

We in government serve the people of our state. It does seem that the least we can provide for people across the state is a phone book they can actually read. I hope that you will agree with the spirit of this concern, and I respectfully urge you to work with our utilities and others to address this concern of our state's residents.

Sincerely,



Joseph A. Griffo  
Senator