

Office of Administrative Hearings (OAH) Procedures Transmittal	Transmittal Number:	02-20
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	Subject:	Revised Digital Taping Procedures Utilizing the Centralized Digital Audio Recording System
ALB OAH Staff <input checked="" type="checkbox"/> UPS ALJs <input checked="" type="checkbox"/> Upstate LDSS <input checked="" type="checkbox"/>		
	SUP ALJs <input checked="" type="checkbox"/>	
NYC OAH Staff <input checked="" type="checkbox"/> NYC ALJs <input checked="" type="checkbox"/> NYC Agencies <input checked="" type="checkbox"/>		
	SUP ALJs <input checked="" type="checkbox"/>	

This transmittal is a follow-up to Transmittal 01-17 issued March 23, 2001, which explained implementation of a Centralized Digital Audio Recording System at the 14 Boerum Place, Brooklyn hearing site in the Office of Administrative Hearings. Since that time, there have been several enhancements to the system as well as implementation at the 34th Street, New York hearing location and in upstate local districts.

Centralized Digital Audio Recording provides a verbatim record of each fair hearing held and replaces the recording of hearings via audiocassette and portable cassette recorders. A number of labor-intensive steps associated with the ordering, labeling, logging, erasing and retrieval of cassette tape recordings have been eliminated with the digital system as well as the processing of duplicate tapes and maintenance of the tape library.

INSTRUCTIONS FOR NYC ADMINISTRATIVE LAW JUDGES (ALJs)

1. Each ALJ connects to the digital recorder from a speaker telephone in the hearing room. For all hearings digitally recorded, the letter "D" must be marked on the file folder label under tape digits.
2. A preprogrammed speed dial feature on the telephone is used to access the Digital Recorder. ALJs should be aware that use of a different office or telephone requires that individual digital lines get programmed in. Any change of office or telephone, or reporting system problems, therefore, requires contacting designated staff in the NYC office noted below to appropriately program the equipment or otherwise assist. NYC designated staff will in turn report the need for any technical adjustments, for example, if an ALJ gets "locked out" to appropriate Albany-based staff.
3. **REQUIRED NEW STEP:** At the beginning of the hearing, depress the **9 keys to enable recording. This will insure that the fair hearing number is captured in its entirety which is a necessity for future projected system enhancements which will allow the audio file to be linked to the imaged fair hearing file.
4. When the line is connected properly, a beep tone is heard every 14 seconds. Users will also hear a LINCOS tone every six minutes. The fair hearing number is entered using the telephone touch pad and the hearing is commenced. NOTE: If the fair hearing number is entered incorrectly, users may depress the # key and re-enter the complete fair hearing number. If a user presses the # key, the new transcript retrieval system will capture only the

portion of the fair hearing number that is keyed in after the # key is pressed. For this reason, it is necessary to reenter the entire fair hearing number after pressing the # key.

5. At the conclusion of the hearing, a **7 must be entered to disconnect from the recorder and terminate the hearing. Otherwise, you may be locked out of the recorder system.
6. If you dial into the system but do not connect, please note the following:

A “quick” busy signal immediately upon pressing the auto-dial button means the LINCS system is busy. Wait a few seconds and try again. If it is still busy, notify your contact person, (listed below), then dial direct. Calling for a reset will not help a LINCS problem because you have not connected.

A slower busy signal after the number appears on the monitor is a result of being locked out (missing a **7). Call your contact person immediately to have your number reset. A ring with no answer is usually due to all circuits being busy. Please try again. If problem persists, call your contact person.

7. For Telephone Hearings, call Digital Taping first, then conference in the client. To end the call, you must end the conference call first, then **7 out of Digital Taping.

Detailed Digital Taping instructions have been distributed to all New York City ALJs under separate cover outlining telephone hearing procedures, speed-dial programming, and instructions for resolving potential problems. For unresolved problems, Boerum Place ALJs should contact Vicki Shuster at extension 3308, or in her absence, Nelly Liranzo at extension 3304, or Carmen Roman at extension 2935. ALJs at 330 West 34th Street should contact Evelyn Cobian at extension 1855, or in her absence, David Kresowaty or Kenneth Piech.

In no event should an ALJ revert to cassette tape recording without first reporting the digital problem. Tape recording(s) will only be authorized in the event of a system-wide failure or during maintenance periods.

INSTRUCTIONS FOR UPSTATE ADMINISTRATIVE LAW JUDGES (ALJs)

1. All Upstate ALJs have been provided a toll-free number to reach Albany and a five-digit extension to enter the Centralized Digital Taping System. For all hearings digitally recorded the letter “D” must be marked on the file folder label under tape digits. Do not use anyone else’s five-digit extension without obtaining clearance from the Albany office support staff. The use of a five-digit extension other than your own will limit our ability to retrieve your transcript after the hearing.
2. When the line is connected properly, a beep tone is heard every 14 seconds.

3. **REQUIRED NEW STEP:** At the beginning of the hearing, depress the **9 keys to enable recording. This will insure that the fair hearing number is captured in its entirety which is a necessity for future projected system enhancements which will allow the audio file to be linked to the imaged fair hearing file.
4. The fair hearing number is entered using the telephone touch pad and the hearing is commenced. **NOTE:** If the fair hearing number is entered incorrectly, users may depress the # key and re-enter the complete fair hearing number. If a user presses the # key, the new transcript retrieval system will capture only the portion of the fair hearing number that is keyed in after the # key is pressed. For this reason, it is necessary to reenter the entire fair hearing number after pressing the # key.
5. At the conclusion of the hearing, a **7 must be entered to disconnect from the recorder and terminate the hearing. Otherwise, you may be locked out of the recorder system.
6. If you dial into the system and hear a busy signal or a ring with no answer or have other unresolved problems, call any of the following contacts in Albany:

David Szary at (518) 473-8231, Audrey Maurer at (518) 474-3265, or Debbie Huber at (518) 473-7051.
7. For Telephone Hearings, call Digital Taping first, then conference in the client. To end the call, you must end the conference call, then **7 out of Digital Taping.

In no event should an ALJ revert to cassette tape recording without first reporting the digital problem to designated staff in Albany. Tape recording(s) will only be authorized in the event of a system-wide failure or during maintenance periods. Any problems with the Digital Recording extension that may require rebooting the computer, for example, must also be reported to designated staff in the Albany office.

Upstate ALJs should note that not all Upstate districts are equipped to handle digital taping at this time. As each county attains access, ALJs will be so informed. Until such time as it is universally available, and for those occasions where a particular room is not equipped to handle the function, ALJs should be prepared with the necessary equipment to successfully complete a record at any location.

UPSTATE LOCAL DISTRICTS

As each local district has been previously advised, Digital Taping requires the installation of a telephone line in the hearing room equipped with a speakerphone. There will be no locally incurred charges on this line in that usage expenses will be billed to a state toll-free number designated for centralized Digital Taping. Any problems associated with installation of the hearing room speaker telephone should be brought to the attention of David Szary at (518) 473-8231.

INFORMATION FOR REQUESTING A COPY OF A RECORDING

Centralized Digital Recordings may be burned to a CD-Rom for distribution to local agencies, appellants and representatives. Requests should be addressed as follows:

Fax Request to: Litigation Unit.....at (518) 486-7553 -Or-

E-mail request to: an0610@dfa.state.ny.us (Pamela Hopkins) -Or-

Write to: Litigation Unit
 Office of Administrative Hearings
 P.O. Box 1930
 Albany, NY 12201-1930

Please note the name of the person requesting the recording and the complete mailing address where it should be sent.

If there are any questions with respect to this transmittal, you may contact your supervisor or David Szary at (518) 473-8231 or via email at 90J023@dfa.state.ny.us.



Mark Lacivita, Director of Administration
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