

Number: 4.8

Replaces:

Date Issued: April 01, 1995

Revised: January 25, 2000

Date Effective: January 25, 2000

Subject: Americans with Disabilities Act (ADA) Compliance

POLICY: The El Paso – Teller County Enhanced 9-1-1 System shall provide enhanced 9-1-1 equipment capable of meeting the requirements of the ADA to ensure equal access to all.

PURPOSE: To assure that all TTY users are provided with:
Direct access to E9-1-1.
An opportunity to benefit from the emergency services that is equal to the opportunities afforded others.

PROCEDURE: In order to afford equal access to TTY users, every 9-1-1 call-taking position within a PSAP must have its own TTY equipment. Further, the Board shall assure that all 9-1-1 call-taking hardware and equipment, both present and future comply with the ADA rules.

Direct access shall be achieved by providing 9-1-1 equipment that is able to directly receive TTY calls without relying on an outside relay service or third-party service.

Equal access will assure emergency telephone services for 9-1-1 provided TTY users are as effective as those provided for persons who make voice calls, in terms of:

- Response time
- Response quality
- Hours of operation
- All other features such as Automatic Number Identification (ANI), Automatic Location Information (ALI), and Automatic Call Distribution (ACD)

In keeping with the policies and procedures of the El Paso – Teller County Enhanced 9-1-1 Authority Board, local agency policies regarding training and testing of TTY shall prevail. This policy is written to assure that ADA compliant equipment is provided at each answering point with the PSAP.

The El Paso – Teller County Enhanced 9-1-1 Authority Board recommends that all PSAPs have a written policy that covers:

- Protocol that properly trains the call-taker in the

program, which recommends of TTY. testing of all call-taking positions, calls. This testing the call-takers.

recognition of a TTY call.
Protocol that provides a training documents all training, records and regular refresher training in the use Protocol that establishes the regular call-takers and the equipment at all both with tones received and silent program should be announced to