



The Americans with Disabilities Act (ADA)

TDD/TTY Accessibility Checklist for PSAP's

The following is provided as a sample of questions that should be asked in a self analysis of your 9-1-1 system and services. The more questions that are answered “yes,” the more likely the department will provide meaningful telephone emergency response service to those using TDD/TTY’s. Established operating procedures and a comprehensive training program are key to a successful emergency response system. It also reflects the agency’s commitment to the protection of lives and property in the community it serves.

The U.S. Department of Justice regulations require telephone emergency services to “provide direct access to people who use TDDs”. They have issued performance standards as opposed to a specific method of providing access. We also have precedence established by settlement agreements and litigation in which to refer. Systems will vary from agency to agency, therefore each agency must conduct a self-evaluation of their program and services.

This checklist has been adapted for use in Georgia from the “TDD/TTY Accessibility Checklist for PSAP’s in Texas” published by the Advisory Commission on State Emergency Communications in Austin, Texas and NENA’s Accessibility Checklist for PSAP’s.

Self Evaluation Form

ADA Title II, Section 35.105

<i>OVERVIEW</i>	
<p>Have the current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements been evaluated and, to the extent modification of any such services, policies, and practices is required, and have made necessary modification?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Has the opportunity been provided to interested persons, including individuals with disabilities or organizations representing individuals with disabilities participated in the self-evaluation process by submitting comments?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Has the public entity made available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of this part and its applicability to the services, programs, or activities of the public entity, and made such information available to them in such a manner as the head of the entity finds necessary to apprise such persons of the protections against discrimination assured to them by the ADA?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Does the entity that employs 50 or more persons have a published grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>

EQUIPMENT

<p>Does the telephone emergency response system provide the same level of service i.e. Automatic Number Identification (ANI) and Automatic Location Identification (ALI) to all citizens, including those who call with a TDD/TTY?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>In the event of individual line or system failure, is an alternative method of receiving emergency calls accessible to TDD/TTY callers?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Are all consoles that are available for receiving emergency calls equipped with TDD/TTY accessible equipment?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Is redundancy in the 9-1-1 equipment provided for? If the answer to the previous question is yes, are TDD/TTY accessible equipment included in the redundancy plan?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Does the equipment and method used to transfer emergency calls to other emergency services provide for accessibility with TDD/TTY's?</p>	<p style="text-align: center;">9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>

<p>If your system utilizes automatic call distribution and includes an automatic recording to the citizens who may be put into a queue until there is an available telecommunicator, does the recording include a TDD/TTY recorded message?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Do equipment upgrades or expansion plans include TDD/TTY accessibility?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Does the recording equipment (which records incoming emergency lines) include the point of answer for TDD/TTY's?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Are the TDD/TTY's located where the call taker can move from voice mode of communication to TDD/TTY mode without causing a delay in answer time?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Can VCO (voice carry-over) and HCO (hearing carry-over) calls be handled with the current system?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>

<p>If the TDD/TTY equipment has preprogrammed messages, have persons with hearing impairments been consulted regarding the appropriate language for TDD/TTY users?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Has the center explored the feasibility of or have TDD/TTY detection equipment installed?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Does the communications system have the capability to provide TDD/TTY access to alternative non-emergency numbers?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Can the call taker make a call back using a TDD/TTY?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Do you have a maintenance plan for the equipment and procedures (which includes documentation) for such?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>

OPERATIONS

Has your agency developed and implemented Standard Operating Procedures (SOPs) for responding to TDD/TTY calls?	9 YES 9 NO <u>Action Timeline (if no):</u>
Have SOPs been written for TDD/TTY call handling and disseminated to call-taking personnel?	9 YES 9 NO <u>Action Timeline (if no):</u>
Do secondary PSAPs have the capability to answer TDD/TTY calls?	9 YES 9 NO <u>Action Timeline (if no):</u>
Is the standard time for answering voice calls comparable to that for TDD/TTY calls?	9 YES 9 NO <u>Action Timeline (if no):</u>
Do the call-back procedures include contingencies for reaching a citizen who uses a TDD/TTY?	9 YES 9 NO <u>Action Timeline (if no):</u>

<p>Does the center keep entries or statistics of TDD/TTY calls?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Are there procedures for handling Telecommunications Relay Service (TRS) calls?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Has the agency developed and incorporated effective methods for transferring TDD/TTY calls to the fire department or EMS? (**Note: only applicable if voice calls are handled this way.)</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Has the agency developed and implemented SOPs for processing silent open-line calls? Does the call taker interrogate the line for a possible TDD/TTY call? (See Title II Technical Assistance Manual)</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Is there a program in place to test the TDD/TTY and overall system?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>

TRAINING

Are there minimum TDD/TTY training requirements for telecommunicators?	9 YES 9 NO <u>Action Timeline (if no):</u>
Does the agency provide a comprehensive TDD/TTY training program for all call takers?	9 YES 9 NO <u>Action Timeline (if no):</u>
Are refresher classes provided at a minimum of every 6 months?	9 YES 9 NO <u>Action Timeline (if no):</u>
Is someone assigned to follow technological development through the various public safety associations and add these innovations into the training regiment?	9 YES 9 NO <u>Action Timeline (if no):</u>

OTHER

<p>Have members of the disability community been consulted in the self-evaluation process, including the creation of standard operating procedures and the development of training?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Has a public awareness program been developed and implemented to notify citizens using TDD/TTY's of the department's accessibility and services?</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>
<p>Does the local telephone directory indicate direct access to telephone emergency services for TDD/TTY users? (See article in the NENA Connections on DOJ approved language?)</p>	<p>9 YES 9 NO</p> <p><u>Action Timeline (if no):</u></p>