Policy/ Purpose:

It is the policy of the Office of Emergency Management, 9-1-1 Program (OEM) to assist all the Public Safety Answering Points (PSAP) in Oregon to fully serve all the citizens in their service area. This shall include providing for the capability of testing of the TTY equipment at each E 9-1-1 telephone call taking position at each PSAP in the State.

Policy/ Context:

Section 1: Requirement to provide for TTY E9-1-1 calls.

Per ORS 403.145, every PSAP in the state is required to be capable of receiving E9-1-1 emergency calls from individuals with hearing or speech impediments through a TTY. As this is mandated by statute, OEM has developed this policy to provide a recommended process to conduct standardized testing of the E9-1-1 TTY equipment in each PSAP.

Due to continued updating of the CPE equipment, all PSAPs in the state currently have CPE equipment that has integrated TTY capability in their E9-1-1 Call Taking equipment at each E9-1-1 call taking position. This allows any incoming TTY E9-1-1 call to be answered at any E9-1-1 call taking position. Based upon this, it is required that the testing of each E9-1-1 call taking position's equipment be completed often.

Section 2: TTY Testing with the Oregon Telecommunications Relay Service

The State of Oregon Telecommunications Relay Service (OTRS) is provided by the State of Oregon, free of charge for all citizens with hearing impairments. This service is available 24x7 for use by any citizen needing this assistance. OTRS knows well the importance of all citizens with hearing difficulties being able to contact a PSAP for emergency assistance by calling 9-1-1 and so has fully sanctioned the use of OTRS for testing TTY equipment at a PSAP by placing TTY test calls to OTRS.

The testing of the TTY equipment at each E9-1-1 call taking position can be conducted at any time, by any operator. Or, the PSAP Director or Manager can designate a specific day and time for TTY testing to be completed at each E9-1-1 call taking position, based upon a set schedule.

This process is testing the ability of the E9-1-1 call taking position's equipment to receive and respond to TTY E9-1-1 calls. It is not a test of the E9-1-1 Telecommunicator to properly recognize, answer or respond to TTY E9-1-1 calls.

Section 3: Setup of PSAP CPE for TTY Testing

In order to minimize the chance of sending a TTY test message with errors such as missing or extra characters caused by human error, it is recommended that each PSAP should develop pre-programmed test messages at each E9-1-1 call taking position. These pre-programmed messages can be made available as part of the drop down menu of available pre-programmed messages.

There are only a couple of pre-programmed messages that will need to be developed and available. The following are those that should be made available for testing at each PSAP.

- **This is the** (PSAP name) **9-1-1 Center in** (City) **Oregon requesting a TTY test message. GA**

- **This is the** (PSAP name) **9-1-1 Center. Your message was clear. I am ending call. SKSK**

- **This is the** (PSAP name) **9-1-1 Center. Your message was unreadable. I am ending call. SKSK**

The PSAP may also wish to add the console position number to each message to show that each console position is being tested.

Section 4: Procedure for TTY Testing

To conduct TTY testing with the OTRS follow these steps from the E9-1-1 call taking position you wish to test:

1. Select the TTY option on the position console

2. Dial: 1-800-735-2900

3. When answered, use the drop down menu to fill the message line with the pre-programmed message requesting a TTY test:

This is the Sample 9-1-1 Center in Sample Oregon requesting a TTY test message. GA

The OTRS shall respond with a message providing a response.

If you received a test message clearly, then respond with the pre-programmed message:

This is the Sample 9-1-1 Center. Your message was clear. I am ending call. SKSK

The OTRS may provide a response to this as well.

4. The test is ended, break the call.

5. Move on to the next E9-1-1 call taking position you wish to test and follow the same procedure.

In the event it is believed that the test message received from OTRS was not correct, meaning it was garbled or there was suspected missing or added characters, provide the pre-programmed message that the message was unreadable and you are ending the call.

This is the Sample 9-1-1 Center. Your message was unreadable. I am ending call. SKSK

Immediately end the call and follow the above procedures again. If the follow up test is still unreadable, contact the PSAP LEC Help Desk for maintenance response.

If the follow up test call is correct, make note of the E9-1-1 call taking position and the date and time of the failed test and advise your supervisor or director with the information.

Section 5: TTY Recommendations.

All PSAP Directors and Managers should make themselves familiar with the TTY requirements or recommendations made by the following entities:

- Federal Communications Commission;
- Federal Department of Justice;
- Americans with Disabilities Act;
- NENA and APCO Standards.

All PSAP Directors and Managers should build policies and procedures based on these requirements and recommendations, in order to comply. It is recommended that regular TTY equipment testing is done on a set day and time so as to ensure that all testing is done on a continuous and timely manner.

The regular testing of the TTY equipment at each call taking position is recorded in the PSAP's Call Data Recorder to show and verify that regular TTY testing is being accomplished. As well OTRS also records each call. These call records are subject to possible use in a legal proceeding, so a compete record of regular testing at each E9-1-1 call taking position should be developed.

This policy and the procedures provided was developed to allow all PSAPs in the state to test the TTY equipment located at each PSAP at no cost and to provide immediate results that the TTY equipment is working properly.

This is separate from the requirements of proper training of PSAP personnel to recognize, answer and respond to E9-1-1 TTY calls. All PSAP Directors or Managers are required to continue to maintain their own specific E9-1-1 Telecommunicator training. They are also encouraged to contact OTRS to ask for any other assistance that may be available to help in developing their policies and procedures or providing for additional training for all the E9-1-1 Telecommunicators in their PSAP.