

TTY-PASS E Call-Taker Performance Assessment

What is TTY-PASS-E?

To further assist PSAPs with their ADA requirement to assess and document call-taker proficiency, **NENA** recommends **TTY-PASS-E**. The program provides supervisors and training coordinators (TC) with a tool to assess and document a call-taker's skill level in responding to a **silent open-line call**.

Below is a description of the testing and reporting provided:

1. TTY-PASS-E places a random silent call to the phone number provided.
2. Upon answering the silent call, if the call-taker responds properly by sending a TTY/TDD announcement such as "9-1-1 WHAT IS UR EMERGENCY Q GA", TTY PASS-E will respond to the call-taker, in TTY/TDD signaling with a NON-EMERGENCY message (see below).

THIS IS NOT AN ACTUAL EMERGENCY

HELLO, THIS IS NENA TTY-PASS CALLING TO ASSESS THE CALL-TAKER'S RESPONSE TO A SILENT CALL / TO RECEIVE AN INBOUND TTY CALL. PLEASE RESPOND WITH THE FOLLOWING:

1. YOUR NAME,
2. ID NUMBER OR POSITION AND
3. SKSK.

HANG UP AND REPORT THIS TTY-PASS-E ASSESSMENT EVENT TO YOUR SUPERVISOR.

THIS IS NOT AN ACTUAL EMERGENCY

GA

3. A silent call not answered with a TTY/TDD challenge will result in a disconnect.
4. In all circumstances, an e-mail is sent to the supervisor/TC advising that a silent call was conducted and provides details of the call event.
5. The supervisor/TC may then enter training notes documenting the assessment event using the TTY-PASS "Station Notes" option or other in-house training record applications.

ADA TTY Testing Requirement: *"The Department believes that frequent testing is essential to ensure direct, equal access. Testing call takers and their equipment is also the one of the most effective ways to ensure compliance with the ADA's requirement that accessibility features are maintained in operable working condition. The ADA does not specify how testing is to be conducted. We believe, however, that PSAPs should conduct an internal testing program in which they conduct random TTY test calls of each call-taking position. The tests should be designed to ascertain whether TTY equipment functions properly and whether personnel have been adequately trained to recognize TTY calls quickly, to operate TTY equipment, and to conduct TTY conversations..."*

NENA Call Taker Proficiency Standard, Requirement: *"In addition to the initial, comprehensive training required for PSAP personnel, the DOJ also states, "PSAPs should require or offer refresher training at least as often as they require or offer training for voice calls, but at a minimum, every six months" (DOJ, page 9).*

Who May Enroll?

TTY-PASS-E is an enhancement to TTY-PASS requiring separate enrollment and fees. It is recommended (but not required) that a PSAP be a TTY-PASS subscriber.

How Many Calls Do I Need?

There is no simple answer! It varies with the number of call-takers, phone line configurations, whether admin-lines are used, and of course budget. Random selection of operators at a call center for **each** call makes this question particularly difficult to answer. Optimally, each call-taker should be evaluated every six months, (NENA Call Taker Standard).

Due to random operator routing, it cannot be guaranteed that each call-taker will receive a silent call. However the likelihood of reaching all call takers increases proportionately by increasing the number of calls. In other words, if you keep the number of calls to a minimum, all call-takers may not receive a silent call.

*For greater assurance that each call-taker be tested once every 6 months with random call routing, NENA recommends scheduling a total of at least **4 times** the number of call takers.*

Flexibility in Scheduling

- A supervisor may request a scheduled silent call to coincide with various shift schedules to increase odds of getting to a particular call-taker.
- Total control over who receives a silent call can be achieved if the PSAP utilizes an “admin-line” to handle emergency calls and the supervisor schedules a silent call to that line when a particular call-taker is manning that position.
- The level of TTY awareness, readiness and training for a TTY-silent call is enhanced for the entire staff because those who have received a TTY-PASS-E silent call will share their experiences with others who have not yet handled a silent call.

10 Digit Call-in Number

To achieve optimum training benefits, the call placed by TTY-PASS-E to the PSAP should be routed through the 9-1-1 **CAMA** trunk so as to be displayed as a native 9-1-1 call. This is accomplished by the supervisor/TC providing TTY-PASS-E with the 10-digit direct dial phone number of the **CAMA** trunk line. This number can be obtained from the telephone company (Telco) servicing the trunks. Calls may also be placed to other 10-digit numbers such as administrative lines and TTY/TDD only lines. Note: If the 10-digit direct dial phone number for the 9-1-1 **CAMA** trunk cannot be obtained from the Telco, a solution is available by using a proxy number provided by a third party vendor. There is an additional fee for this service.

Pricing

In smaller quantities, the price is \$25 per call. Beyond 20 calls, volume discounts will apply. Please contact us for specific pricing.

Enrollment

If you require more than 20 calls, please contact Ed Hall (ehall@telecomxchange.com, 410.340.7892) or Ray Paddock (rpaddock@nena.org) or Joe Bianco (jeb@telecomxchange.com), complete the attached form, and fax it to 443-451-8224.



TTY-PASS-E

TTY-PASS-E Enrollment Form

Please fill out this form (print clearly) and fax to 443.451.8224

Date	
Name of PSAP/Organization	
Address	
Type of CPE (Positron; PlantCML)	
Your Name and Title	
Your Contact e-mail address	
Your Contact Phone Number	
10 Digit Call-In Number(s). Please Enter at Least One Number	Selective Router (CAMA): _____ Admin Line: _____ TTY/TDD Only: _____
E-mail address to receive the Call Reports	
Approximate Number of Call-Takers at Your Facility	
Approximate Number of TTY-PASS-E Calls	
NOTE: An invoice will be generated and e-mailed.	