

Issue: Silent Call: Call-Taker Performance Assessment (TTY-PASS-E)

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...”*

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**. This program provides:

1. Supervisors / training coordinators (TC) with a tool to assess and document a call-taker’s skill level in responding to a **silent open-line call**.
2. TTY-PASS-E places random silent calls to the phone numbers provided.
3. 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).
4. A silent call not answered with a TTY/TDD challenge will result in a disconnect.
5. 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.
6. 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.

Non-Emergency Response Message: When a call-taker responds properly to the TTY-PASS-E silent call, the following TTY/TDD message is sent to the call taker via TTY/TDD signaling.

**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. SK.
HANG UP AND REPORT THIS TTY-PASS-E ASSESSMENT EVENT TO YOUR SUPERVISOR.
THIS IS NOT AN ACTUAL EMERGENCY
GA**

Who May Enroll? TTY-PASS-E is an enhancement to TTY-PASS requiring separate enrollment and fees (see fee schedule) and is recommended (but not required) that a PSAP be a TTY-PASS subscriber.

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.

How Many Calls Do I Need?

There is no simple answer! It varies on the number of call-takers, phone line configurations, if admin-lines are used and of course budget. **TTY-PASS-E may increase the number and frequency of calls based on the overall performance of call-takers at your PSAP.** Optimally, each call-taker should be evaluated once a year, however:

- Due to the random schedule of the calls and 9-1-1 call routing, TTY-PASS-E cannot guarantee 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 due to budgetary restraints all call-takers may not receive a silent call. See Fee Schedule.
- 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.
- 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.

Enrollment: If a TTY-PASS subscriber, visit “MyHomePage” (provided with your TTY-PASS account) click on [TTY-PASS-E](#), and follow the instructions for completing and submitting the enrollment form. If not a TTY-PASS member simply complete the attached form and fax it to the number supplied on the form. You may also send an email to Ed Hall at ehall@telecomxchange.com or Ray Paddock at rpaddock@nena.org . For more information you may call Ed Hall at 410.340.7892.

TTY-PASS-E Fee Schedule

4/08

Basic Pricing

10 Digit Direct Dial (10 digit dialable number to: Selective Router or Admin or TTY Only line)

Plan A:

- Minimal coverage for evaluating call-takers
- Not likely to evaluate all call-takers
- Average of 1 call per call taker annually

Number. of Call-takers	Annual Fee
Up to 10	\$225
Between 11 and 20	\$430
Between 21 and 30	\$650
Over 30	Call for Special Pricing

Plan B:

- More likely to evaluate all call-takers
- Average of 4 call per call taker annually

Number. of Call-takers	Annual Fee
Up to 10	\$875
Between 11 and 20	\$1750
Between 21 and 30	\$2500
Over 30	Call for Special Pricing

10 Digit Proxy (Optional)

If the 10 digit selective router phone number cannot be obtained from your Telco, TTY-PASS-E can still dial into your PSAP as a native 9-1-1 call using a proxy number obtained through a third party vendor for an additional fee. Please call for details.



TTY-PASS-E

TTY-PASS-E Enrollment Form

(Refers to Tech Memo #8)

Please fill out this form and the Work Sheet (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:	
Approximate Number of Call-Takers at Your Facility:	
10 Digit Call-In Number(s). Please Enter at Least One Number (refer to Tech Memo #8):	Selective Router: _____ Admin Line: _____ TTY/TDD Only: _____
E-mail address - to receive the Call Reports - if different from yours:	
Total Number TTY-PASS-E Calls (see attached Work Sheet)	
Total Annual Fee (from Work Sheet)	\$
NOTE: An invoice will be generated and e-mailed for payment.	
Signature:	

