

## TTY-PASS Technical Memorandum #6

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1/06

### **Issue: The Use of TTY-PASS to Assist in Evaluating 9-1-1 Call-Takers / Operators in Receiving Inbound 9-1-1, TTY Calls.**

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**Solution: TTY-PASS is based on a PSAP initiated, dial-in call, to the TTY – PASS assessment program modem. This same process however, can be used by a PSAP supervisor to test and evaluate the Call-Taker / Operator's knowledge of the NENA standards for recognizing and answering inbound TTY calls by simply calling into TTY- PASS and transferring the call.**

**Procedure: Very simply, the PSAP supervisor selects a call-taker / operator to be tested / evaluated. The supervisor then dials into TTY-PASS using the PSAPs admin line. Once dialed, the supervisor immediately transfers the call to the selected call-taker / operator's and allows the position to ring / alert. The call-taker / operator answers the call and evaluation beings.**

1. From the supervisor's position, the supervisor determines the call-taker / operator to be evaluated and then selects an admin line to dial into TTY-PASS by calling 1.410.571.9420.
2. Immediately after dialing, the supervisor transfers the call to the selected call-taker / operator.
3. The call-taker / operator answers the call and hears silence...
4. Upon hearing the silence, the call-taker / operator should initiate proper TTY call answering procedures. (Refer to NENA TTY Standards)
5. If proper TTY call-taker / operator action is taken, the TTY capability of the position will be made operational and a TTY message will be received.
6. Evaluation by the supervisor will be required at this point to determine if proper procedures were taken.
7. The supervisor then may record the results of the call-taker / operator's performance.

**\*Tip:** There are 9 seconds of silence on the TTY-PASS script before text is transmitted. The supervisor should make note of this and transfer the call to the call-taker / operator being evaluated to afford that call-taker / operator maxim opportunity to respond according to NENA TTY call-taker / operator requirements.