

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

**Overview:** To further assist PSAPs with their ADA requirement to assess and document call-taker proficiency, **NENA TTY-PASS introduces TTY-PASS-E**. This application provides supervisors / training coordinators (TC) with a tool to assess a call-taker's skill level in responding to a **silent open-line call**. The supervisor/TC simply schedules a silent call test via the TTY-PASS website and TTY-PASS-E then places a pre-scheduled silent call to the PSAP. 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). A silent call not answered with a TTY/TDD challenge will result in a disconnect. 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. 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.

**Note:** TTY-PASS-E is an enhancement to TTY-PASS requiring separate enrollment and fees (see fee schedule) and is only available to TTY-PASS subscribers.

**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 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. See Fee Schedule for rates.

**Number Of Calls:** TTY-PASS-E cannot ensure which call taker will receive the inbound silent call. The supervisor/TC, through scheduling the call(s) appropriately, retains the best control for managing personal TTY assessment. To assure a basic level of training for responding to a silent call, TTY-PASS-E recommends a minimum of one call per call-taker every six months, more calls may be required to meet certain training requirements.

**Enrollment:** Visit "MyHomePage" (provided with your TTY-PASS account) click on TTY-PASS-E, and follow the instructions for completing and submitting the form. Silent calls may be scheduled between 0830 -1730 hrs Eastern Time. A minimum 24 hour lead-time is required.

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

**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 YOUR NAME, ID NUMBER OR POSITION AND SK. HANG UP AND  
REPORT THIS TTY-PASS-E ASSESSMENT EVENT TO YOUR SUPERVISOR.  
THIS IS NOT AN ACTUAL EMERGENCY  
GA**

## TTY-PASS-E Fee Schedule

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TTY-PASS-E recommends 1 call per call-taker every 6 months

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

Calls per 6 Months	Total Calls	Annual Fee	\$ per Call
1-5	2-10	\$50-250	\$25
6-9	12-18	\$345-414	\$23
10-20	20-40	\$420-840	\$21
21-100	42- 200	\$882-4000	\$20
Greater than 100	200+		Call for 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. **This fee is in addition to the fees included in the fee schedule listed above.**

Number of Calls per year	Initial Set-up and 1 <sup>st</sup> year fee	Follow on year(s) fee
1-4	\$100*	\$50
5-15	\$300*	\$125
15-100	\$500*	\$240
100+	Call for Pricing	

\* Prices may vary depending on PSAPs configuration and number of trunks

\*\*As a reminder, all calls must be scheduled by the PSAP for TTY-PASS-E to place the silent call.