



COMMUNICATIONS			609.00	
	<b>TELEPHONE DEVICE FOR THE DEAF OR SPEECH DISABLED (TTY)</b>			
<b>ISSUED:</b> 12-23-1997	<b>EFFECTIVE:</b> 01-02-1998	<b>REVISED:</b> 03-20-2025	<b>REVIEWED:</b> 03-20-2025	<b>PAGES:</b> 4

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This procedure consists of the following numbered sections:

### I. GENERAL PROCEDURE

## PURPOSE

The purpose of this standard operating procedure is to establish guidelines for the operation of the Telephone Device for the Deaf or Speech Disabled (TTY) for telephone communication with the hearing impaired.

## SCOPE

This procedure shall apply to all Punta Gorda Police Department personnel.

## DEFINITIONS

1. **Telephone Device for the Deaf or Speech Disabled (TTY):** A device that enables people who are deaf, hard of hearing, or speech-disabled to use the telephone by typing messages to one another instead of talking. In order to communicate, a TTY is required at both ends of the conversation. *TTY* [teletypewriter], *TDD* [telecommunication device for the deaf], and *text telephone* all refer to the same device.

## PROCEDURE

### I. GENERAL PROCEDURE

- A. The TTY is for telephone communications with the hearing impaired and mute citizens calling for assistance.
- B. When receiving a call from a person using a TTY, the only sounds that will be heard when answering the telephone are a series of tones that are similar to the sound heard when typing on the TTY.
- C. The TTY consists of three (3) areas:
  - 1. Button: This area displays the current status of the TTY window and buttons for the different functions you can perform.
  - 2. Conversation: This area displays the text of your conversation with the caller using their telephone dialing pad. Outgoing messages are displayed using another color.
  - 3. Preset Response: This area displays preset responses that you can send by pressing a function key or double-clicking the response.
- D. Answering a TTY Call
  - 1. Answer the incoming call.
  - 2. Mute the microphone on the VESTA phone system to prevent call interference.
  - 3. Activate the TTY.
    - a. In the Vesta toolbar, click the TTY button and then select the 911 greeting.
    - b. The TTY greeting message “911, what is the address of your emergency?” is sent.
- E. Communicating with a TTY Caller: When you answer a TTY call, the following options are used for communications:
  - 1. Double-click the appropriate response in the displayed tabs.
  - 2. Type a manual response in the conversation area.
- F. Processing TTY Calls: Once you have established a connection with a TTY user, you can perform call tasks the same way you would with voice calls.
- G. Placing a TTY Call on Hold: On the genovation keypad, select the Hold button. Placing a TTY call on hold disables the TTY window but retains the TTY conversation. The TTY

window is not automatically reactivated when you retrieve the held call. You must activate the TTY window by clicking the TTY button.

**H. Conferencing a TTY Call:** To create a conference call between two lines:

1. Place your currently active call on hold.
2. In the line organizer window do one of the following:
  - a. If the line you want to conference with is inactive, select the inactive line and dial out to your second party.
  - b. If the line you want to conference with is on hold, select the held line.
3. In the Call Control Window, select the Conference button. The Conference button will then turn black.

**I. Clear TTY Conversation:** In the TTY window, select the CLEAR button. All text is removed from the TTY window conversation area.

**J. Placing a Call to a TTY User:**

1. Place an outgoing call;
2. Launch the TTY window manually;
  - a. In the Vesta toolbar, select the TTY button.
  - b. Select the TTY Disabled button. The button will change to TTY Active.
3. Continue the conversation by doing one of the following:
  - a. Select a pre-programmed message; or
  - b. Type a message.

**K. TTY Testing**

1. Biannually the Communications Section will conduct an offsite TTY test to the 9-1-1 system. The results of this test shall be documented on a 9-1-1 state test form with the caller and receiver signing the form. The form shall be maintained on file in the Communications Section by the Communications Section Supervisor.
2. TTY equipment operation shall be tested a minimum of twice weekly during each shift. TTY equipment operation shall be conducted with random TTY test calls with both silent, open-line calls in which no tones are emitted and calls where the caller

introduces the call by transmitting TTY tones. There should be an internal testing program at each PSAP to conduct random TTY test calls for each call taking position. The testing program should cover each call taker and each position. A PSAP initiates a TTY test call to verify that the equipment or functionality is operational. If possible, it is recommended that arrangements be made for a local agency, representing the hearing impaired and/or voice impaired community, to initiate such an incoming test call on 911 lines to ensure access for both the voice and hearing impaired. All call takers shall be trained and be proficient in the use of TTY equipment.

3. All tests shall be documented and maintained on file in the Communications Section by the Communications Section Supervisor. A monthly audit shall be performed by the Communications Section Supervisor and forwarded to the Staff Inspections.

**APPROVED**

**PAMELA R. SMITH, CHIEF OF POLICE**

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