Station Order 17-005: 911 System for Hearing Impaired Callers

The purpose of this order is to establish station policy regarding the 911 system for deaf callers.

The 911 System has a feature to assist hearing impaired callers who need our assistance and call in on the 911 system. This system is known as Telecommunication Device for the Deaf (TDD) or Telecommunication Typed (TTY). This translation service is currently available through a State provided service contract. These calls are accessed via a conference call on the toll-free “800" telephone numbers. Bother the TDD and TTY calls are handled as a three-way conference call between the calling party, the Public Safety Answering Point (PASP) call taker (Sheriff’s Department Station Desk Operations Personnel) and the translation service operator. **The PSAP call taker must stay on the line.** The translation operator conveys to the PSAP call taker the nature of the call, location of incident, caller’s name, etc.