5-09/005.60 - Request for Emergency Services

The U.S. Justice Department regulations for Title II of ADA also require that agencies that provide emergency services provide direct access for individuals with TDDs. The purpose of the regulation is to avoid individuals having to know and dial a separate number (perhaps for a relay service) to obtain emergency services. The Department provides emergency access to individuals with hearing and speech impairments through the State's 911 translation service.

911 calls from TDD are identified to Station/Unit desk personnel by a synthesized voice message. When a TDD call is received, desk personnel must stay on the line until they receive a verbal translation of the TDD caller's emergency. Thus, individuals who use TDD can have direct access to emergency services by simply dialing 911. If for any reason the transfer cannot be made, desk personnel should manually transfer the call to the Sheriff's Information Bureau (213) 229-1850. All Station/Unit desk personnel must be trained in this procedure before assuming their duties and periodically retrained to ensure their readiness to properly handle these calls.