



**COMMUNICATIONS MISCELLANEOUS  
POLICY/PROCEDURE**

<b>Policy No.</b> 7410	Date Issued: July 1, 1998
7400 – Operation Policies –	
Section: Miscellaneous	Date Revised: September 6, 2022
<b>SUBJECT: NON VOICE CALLS</b>	
APPROVED: <u>&lt;signed copy on file&gt;</u>	
Amethyst Uchida, General Manager	

1.0 Purpose

- 1.1 To provide "direct access" for individuals who use telecommunications devices for communications in compliance with Title II regulation 28 C.F.R. § 35.162. (Telephone emergency services, including 911 services, shall provide direct access to individuals who use TDD's and computer modems.) Text to 9-1-1 is a modern form of direct access.
- 1.2 To establish guidelines for the operation of the equipment and call handling procedures to provide equal and direct access for persons regardless of their connection method.

2.0 TDD Calls

- 2.1 TDD calls may come into the Communications Center in a number of ways:
- 2.2 Baud tones, silent open-line, recorded voice announcement, or as detected by our equipment.
- 2.3 Dispatchers will recognize TDD or potential TDD calls (i.e., silent open-line 9-1-1 calls from a hard-wired landline phone) and react by initiating the TDD conversation if it does not self-initialize.

3.0 Text Calls

- 3.1 9-1-1 text messages will come into the communications center through the 9-1-1 call handling system.

- 3.2 An incoming text will present with an audible and visual alert..
- 4.0 TDD Call Processing
  - 4.1 Automatic Detection of TDD
    - 4.1.1 Dispatchers will “answer” the non-voice call using the appropriate TDD feature through the 9-1-1 call handling system.
    - 4.1.2 Dispatchers will communicate in simple, easy to understand terms.
    - 4.1.3 Dispatchers will use plain text and may use the pre-defined messages from the dropdown menus whenever possible.
  - 4.2 Silent 9-1-1 calls from a hard-wired phone, the dispatcher will initiate a TDD conversation.
  - 4.3 If the TDD conversation needs to be transferred, the dispatcher will ask the TDD caller to hold and deactivate the TDD function.
    - 4.3.1 The dispatcher will then transfer the call, announce the nature, and release the line after confirming transfer has been established.
- 5.0 Text Call Processing
  - 5.1 Dispatchers will “answer” the non-voice call using the appropriate Text feature through the 9-1-1 call handling system.
    - 5.1.1 Dispatchers will ask the caller if they can call 9-1-1 instead.
    - 5.1.2 Dispatchers will communicate in simple, easy to understand terms.
    - 5.1.3 Dispatchers will use plain text and may use the pre-defined messages from the dropdown menus whenever possible.
  - 5.2 No response to text message, the dispatcher will send a second message. If still no answer, place a voice call to the caller.
- 6.0 If the text conversation needs to be transferred, the dispatcher will check the Readiness List to determine if the transfer PSAP can accept text calls.
  - 6.1 If the transfer PSAP can receive text calls, advise the caller, and then transfer.
  - 6.2 If the transfer PSAP cannot receive text calls, gather information and notify the other jurisdiction by a voice call.
- 7.0 A closed incident will be created in the Computerized Aided Dispatch (CAD) System for silent and no-response 9-1-1 calls, using the 9-1-1 Automatic Location Information as the address and an appropriate incident type.