

OFFICE OF OPERATIONS

August 20, 2014

NOTICE
11.2

TO: All Sworn Personnel

FROM: Director, Office of Operations

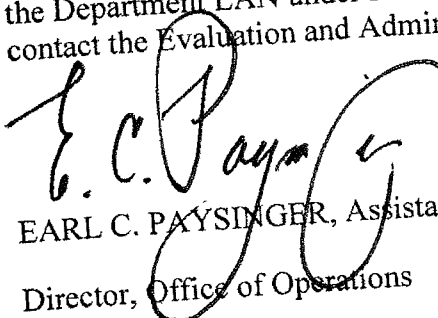
SUBJECT: TELEPHONE CALLS PLACED TO GEOGRAPHIC AREAS/DIVISIONS VIA
NEXTALK TTY APPLICATION FOR THE HEARING-IMPAIRED

The purpose of this Notice is to remind all Department personnel of the procedures regarding answering telephone calls from the hearing-impaired.

In the past, officers used the *Telecommunication Device for the Deaf (TDD)* machine at Area/division front desks to receive calls from the hearing-impaired community. New technology has been implemented and officers are now using the *NexTalk TTY Application*. Primary responsibility still lies with front desk personnel for answering and handling calls from the hearing-impaired community. Front desk personnel will determine whether the call is of an emergency nature, and if so, will dispatch a unit to the scene. If the call is not of an emergency nature, officers shall determine the appropriate action. Officers must log onto the *NexTalk TTY Application* every time they work at the front desk of an Area/division. Officers must also keep it active during their entire shift at the desk.

Watch Commanders must ensure that the *NexTalk TTY Application* is being utilized at all times, and must printout the required "test" form during each watch. This form must be attached to the Watch Commander's Daily Report (Form 15.80.00) for each watch. All NexTalk TTY users must be trained in the use of the program, and this training must be documented within TEAMS II.

Detailed instructions regarding the utilization of the *NexTalk TTY Application* can be found on the Department LAN under Reference Library - Guides. Should you have any questions, please contact the Evaluation and Administration Section, Office of Operations, at (213) 486-6050.


EARL C. PAYSINGER, Assistant Chief
Director, Office of Operations

DISTRIBUTION "A"