

CITY OF LOS ANGELES

CALIFORNIA

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DATE: December 2, 2019

TO: LA's Workforce Development System

FROM: Gerardo Ruvalcaba, Director
Workforce Development System 

SUBJECT: WDS DIRECTIVE No. 20-09
(Supersedes WDS Directive No.02-42)
**TELETYPEWRITER (TTY) TO TELECOMMUNICATIONS RELAY
SERVICES (TRS) TRANSITION**

EFFECTIVE DATE

This directive is effective upon date of issue.

PURPOSE

The purpose of this directive is to set forth guidelines for replacing **Teletypewriter (TTY)** machines with **Telecommunications Relay Services (TRS)** as TTY technology is no longer the most effective means of communication for use with individuals who are deaf, hard of hearing, or have speech impairments.

BACKGROUND

In 2001, the Economic and Workforce Development Department (Community Development Department (CDD) at the time) purchased thirty-one TTY machines; thirty of which were distributed to contracted WorkSource Centers (WSCs) and YouthSource Centers (YSCs) across the local area. This was carried out in compliance with 29 CFR §38.15.5a, which requires that a recipient take appropriate steps to ensure that communications with individuals with disabilities are as effective as communications with others. 29 CFR §38.15.5b also requires that where a recipient communicates by telephone, text telephones (TTYs) or equally effective telecommunications systems must be used to communicate with individuals who are deaf, hard of hearing, or have speech impairments. In conjunction with the distribution of TTY machines, CDD released WDS Directive No: 02-42 which required WSC and YSC staff participation in ongoing TTY trainings that discussed TTY installation, use, etiquette, and maintenance. Since then, the EWDD EO Compliance Unit has provided trainings, technical assistance, troubleshooting, and monthly test calls to each agency to measure compliance and ensure all TTY machines are functional.

As TTY technology is no longer the most effective means of communication, the antiquated TTY machines will be supplanted with TRS, which allow persons with hearing or speech disabilities to place and receive telephone calls efficiently and effectively. TRS does not require any special hardware, software, maintenance, training, or expenditure of funds. TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals at no cost to the TRS user. Toll free TRS services are available 24 hours a day, 365 days a year, in all 50 states, the District of Columbia, Puerto Rico, and U.S. territories.

REQUIRED ACTIONS

TTY contact numbers which appear on communications with the public must be updated to reflect the transition to TRS. On agency websites, below the contact phone number, you may use the following or similar language: ***“If TTY is needed to contact us, please use 711 for Telecommunication Relay Services (TRS).”*** For email signatures, business cards, flyers, or bulletins, you may use the following shorter language: ***“TTY: 711.”***

Agency staff:

If your phone rings and after you answer, you hear: *“Hello, this is a relay service...”* **Please do not hang up.** You are about to speak with (through a relay service operator/interpreter) a person who is deaf, hard-of-hearing, or has a speech disability.

- If you need to dial a TTY number, please dial 711 or call: (800)735-2922 [English] (800)855-3000 [Spanish]. The Communications Assistant (CA) will voice to you what the TTY user says to you and type to the other party what you say.

Each agency must immediately update all communications with the public in order to reflect the transition from TTY to TRS—websites, promotional materials, business cards, internal memorandums, and email signature blocks will all be inspected upon next site visit. The annual monitoring evaluation for this Program Year (PY20), which tracks TTY call participation, will reflect EO compliance from July 1st until November 30th 2019. TTY machine pick up will be arranged by the EO Compliance Unit and the agency’s designated Disability Coordinator.

CONTACT

If you have any questions or require further information, please contact your assigned Program Monitor or Richard Cheng, EO Compliance Officer at (213)744-9351, Richard.Cheng@LACity.org or 711 for TRS.

GR:RC:cg

Attachment: FCC Consumer Guide – 711 for Telecommunications Relay Service