Next Generation 9-1-1 Systems: Impact on the Deaf Community

Focus Group with NTID Community

Date: April 4, 2011
Time: 12:00-1:00pm
Location: NTID SDC–1310
INTRODUCTION

- Welcome and Introductions
- Purpose and Outcomes
- Communication Guidelines

Note: Department of Justice, Civil Rights Division is seeking public comment with regard to title II of the Americans with Disabilities Act (ADA) relating to NG 9-1-1. Many of the questions were obtained from the Department of Justice, Civil Rights Division Website: http://www.ada.gov/anprm2010/nextgen_9-1-1%20anprm_2010.htm
DIRECT, EQUAL ACCESS TO NG 9-1-1

What modes of communication (e.g., voice, text, video, or data) do (or will) deaf and hard-of-hearing individuals use to make direct calls to PSAP (Public Safety Answering Points), and from what types of devices (e.g., cell phones, internet) would the calls be made?
DIRECT, EQUAL ACCESS TO NG 9-1-1: TEXT

Should there be a requirement for NG 9-1-1 technologies to support text communications along with analog-based TTY communications? If so, should text technologies be backward compatible or should the two methods be available side-by-side?
DIRECT, EQUAL ACCESS TO NG 9-1-1: TEXT

Which, if any, of the following text options (on the next slide) should be designated as essential accessibility features of NG 9-1-1 to be incorporated into the initial deployment of an NG 9-1-1 system to assure access to emergency call-taking centers for deaf and hard-of-hearing individuals?
DIRECT, EQUAL ACCESS TO NG 9-1-1: TEXT

- *Real-time text*
- *Short message service (SMS)*
- *Instant messaging (IM)*
- *Email*
- *Analog gateway (old modem tones)*
- *Other modes of text communication*
DIRECT, EQUAL ACCESS TO NG 9-1-1: VIDEO

In implementing NG 9-1-1, should title II be amended to require PSAP to provide VRI service?

If so, how would you suggest it be regulated?
DIRECT, EQUAL ACCESS TO NG 9-1-1: VIDEO

Should a center also be allowed to transfer a call to a particular center where call takers are trained and fluent in oral/sign language interpreting services or where call takers are trained in working with individuals with speech impairments?
DIRECT, EQUAL ACCESS TO NG 9-1-1: VIDEO

In the context of NG 9-1-1, should PSAPs only use interpreters who are specifically trained to handle emergency calls in using interpreting services on-site or via VRI?
RIT/NTID’S ROLE IN NG 9-1-1

Given the current activity related to NG 9-1-1, where should NTID focus its influence on impending policy?
RIT/NTID’S ROLE IN NG 9-1-1

What are the primary opportunities for NTID to develop “Best Practices” with regard to emergency communication systems that could be distributed to other universities throughout the country that serve deaf and hard-of-hearing individuals?
ADDITIONAL COMMENTS

Are there any additional issues or concerns that you feel have not been addressed?
PARTICIPATION IN NATIONAL CONFERENCE

Would you be interested in participating in the national meeting on NG 9-1-1 scheduled for May 2011 at RIT/NTID?
CLOSING REMARKS

Thank you for your time!