NG9-1-1 Service: Media Communication Line Services (MCLS)

(formerly: Emergency Video Sign Language & Communication Assistance Service)

Direct Connect to NG9-1-1 using all modalities of communication for individuals with disabilities who make Video, Text and/or Voice Calls

Direct access to PSAPs/9-1-1 services with connection to trained and qualified sign language interpreters and communication assistants for people with disabilities in the same manner as language services using video, voice, text as needed for providing **emergency** communication.

Recommendations:

1) Independent MCLS centers, to be nationally recognized and certified

2) National standard operational protocol (SOP) for MCLS

3) Standard qualifications for Sign Language Interpreters (SLIs) and other types of Communication Assistants (CAs) in handling 9-1-1 calls

4) Standard training for SLIs and CAs

5) Standard employee assistance program for SLI and CAs
6) Standard quality assurance (MCLS, SLIs, CAs)
7) Consumer Outreach and Education Program
8) General interoperability requirements and technical standards for MCLS and PSAPs
9) Standard policy and operational protocol on contingency plan for MCLS

Needs for Functional Equivalency:

1) **EAAC 2011 Survey review** – Devices used every day and VERY important for direct connect to 9-1-1 as opposed to VRS first. (Paradigm shift connect to SLI after connect to PSAP not before)

2) **Functional equivalency** – People with disability access to the same services as hearing callers and non-English speaking callers who have been calling 911/PSAPs directly for years.

3) **Lack of Standards** - There is no standard regulation from FCC for 9-1-1 relayed calls to be connected to appropriate PSAPs within reasonable time, which is incongruent and unsafe.

LEGACY 911: Voice or TTY call
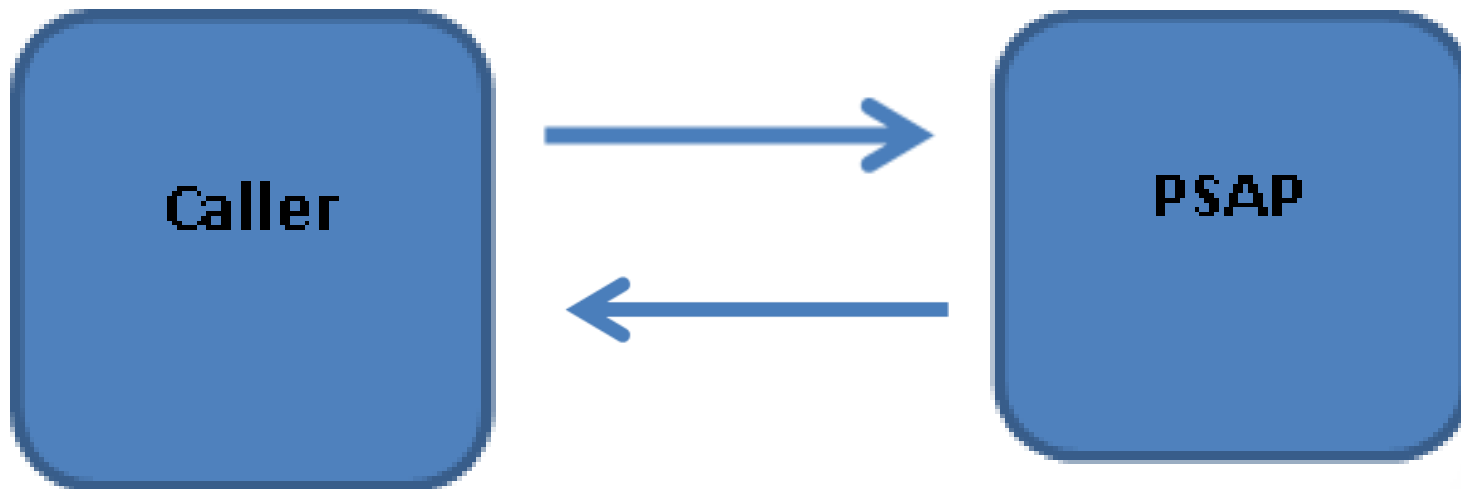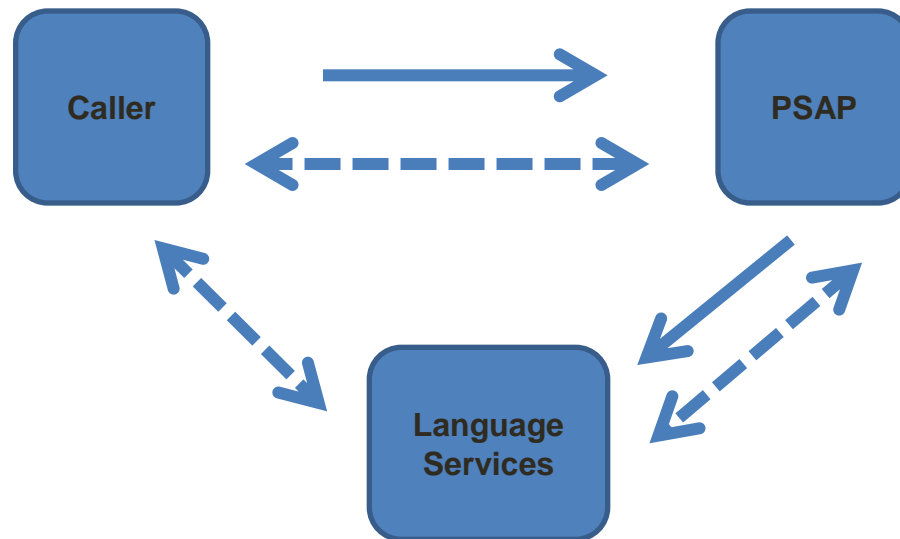
Legacy 9-1-1 - Hearing person who speaks language other than English calls 9-1-1

When a hearing person calls, the telecommunicator recognizes that s/he speaks another language. The telecommunicator will connect to a language services agency to provide translation services. This becomes three-way conferencing call. The PSAP has contract with the language services agency.

Legacy 9-1-1: Video Relay Service (VRS) – Calling 9-1-1
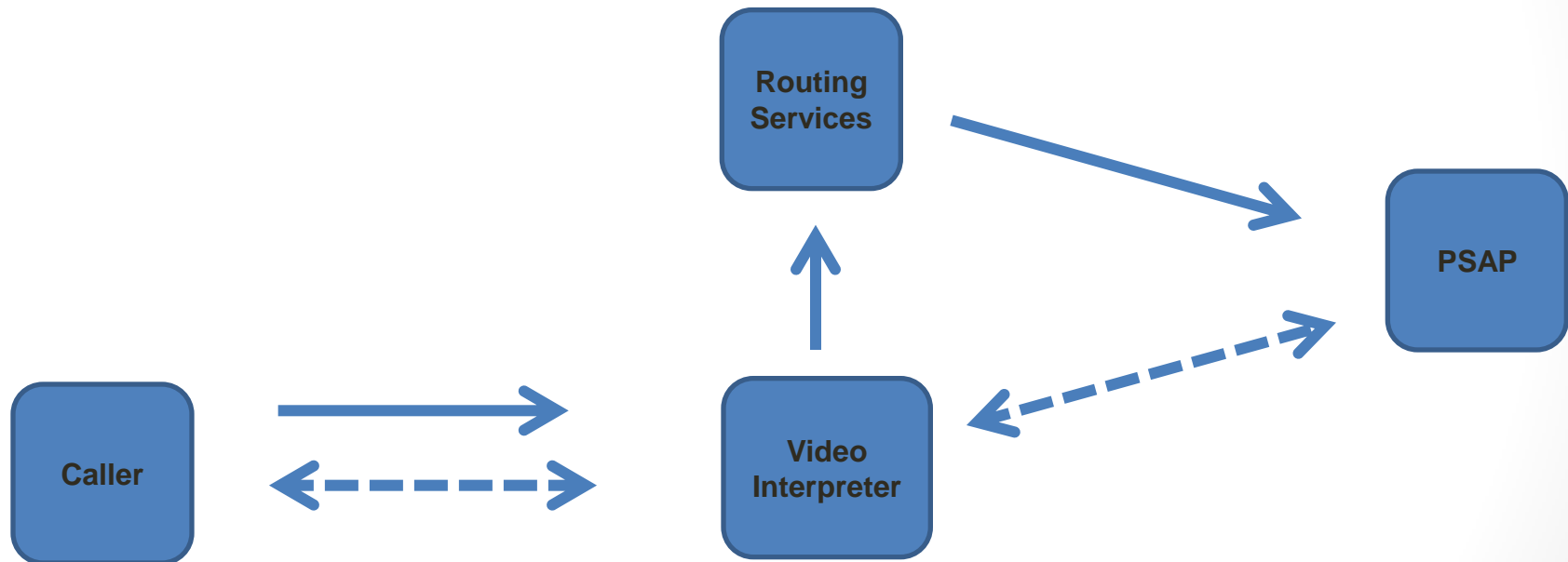
- A person calls VRS first and then interpreter call 9-1-1.
- VRS providers have contracts with vendors that provide routing services to appropriate PSAPs.
- Video Interpreters call the routing service vendor first and give address to a live person prior to connecting to PSAPs.
- Calls can go through non-emergency, emergency or administrative lines rather than via the 9-1-1 line. Telecommunicators have priority to respond to calls coming through 9-1-1 line, so non-9-1-1 line calls can result in delayed responses.
- The video interpreter relays communication between Telecommunicator and caller.

NG911: Video, Text, Voice or Data call
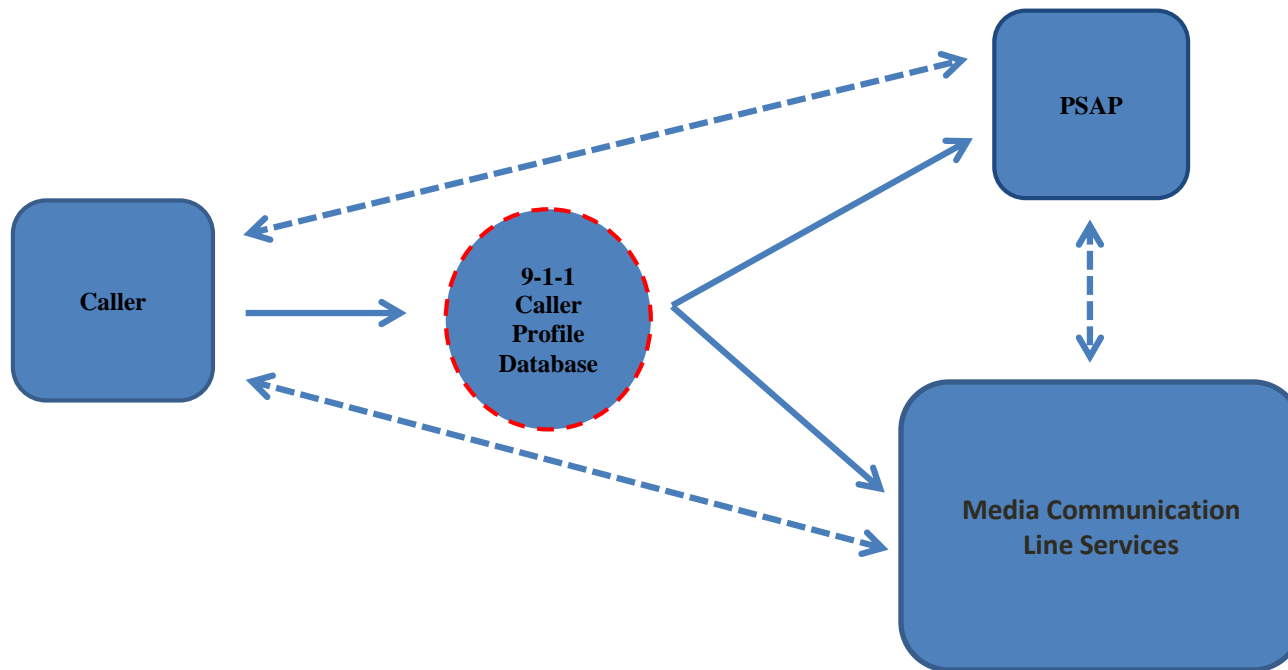
Caller ⟶ PSAP
PSAP ⟶ Caller
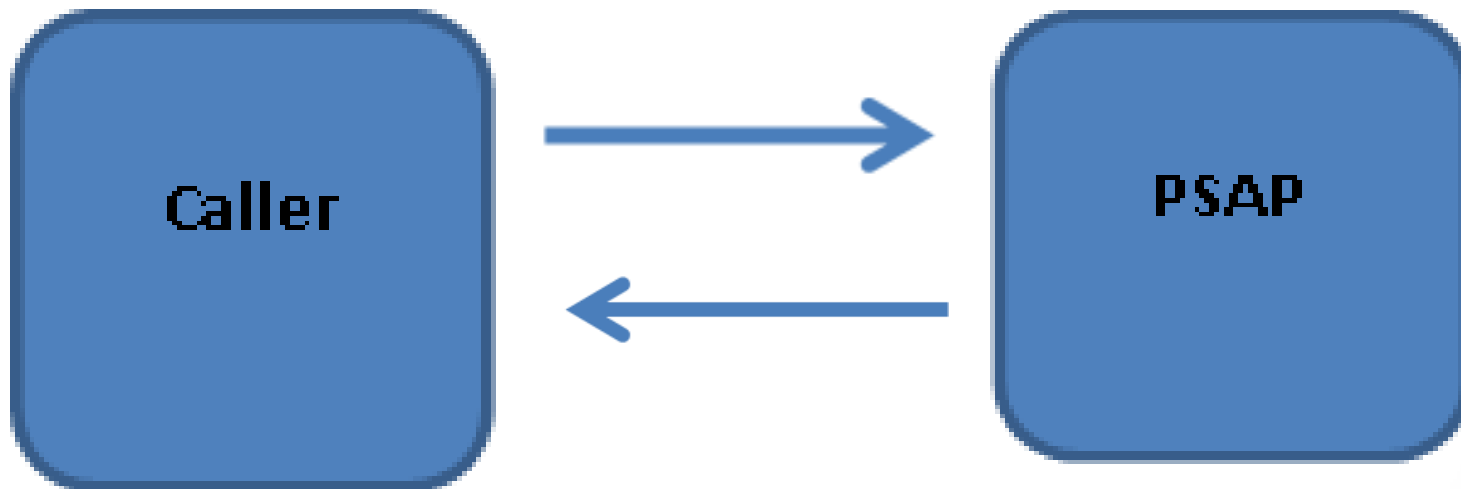
NG9-1-1: A person calls 9-1-1 using multimedia

When a person calls 9-1-1 via video or other types of media, the Telecommunicator recognizes that the caller needs SLI or another type of assistance such as re-voicers, and then connects to MCLS (same concept as language services). The caller's terminal will engage in a call, such as video conferencing. There will be different types of communication modalities involved depending on the needs of the callers. Examples are:
- Deaf-Blind (DB) – interpreter will voice what DB signs and then Telecommunicator responds by typing to DB who will read Large Print or Braille
- Speech Disabled (SD) – interpreter will re-voice what the SD says and then Telecommunicator will talk directly to SD
- Late Deafened (LD) or others who are learning ASL – LD will voice to Telecommunicator and have interpreter to sign along with captions, or speechread the interpreter

Caller

PSAP

Media Communication Line Service
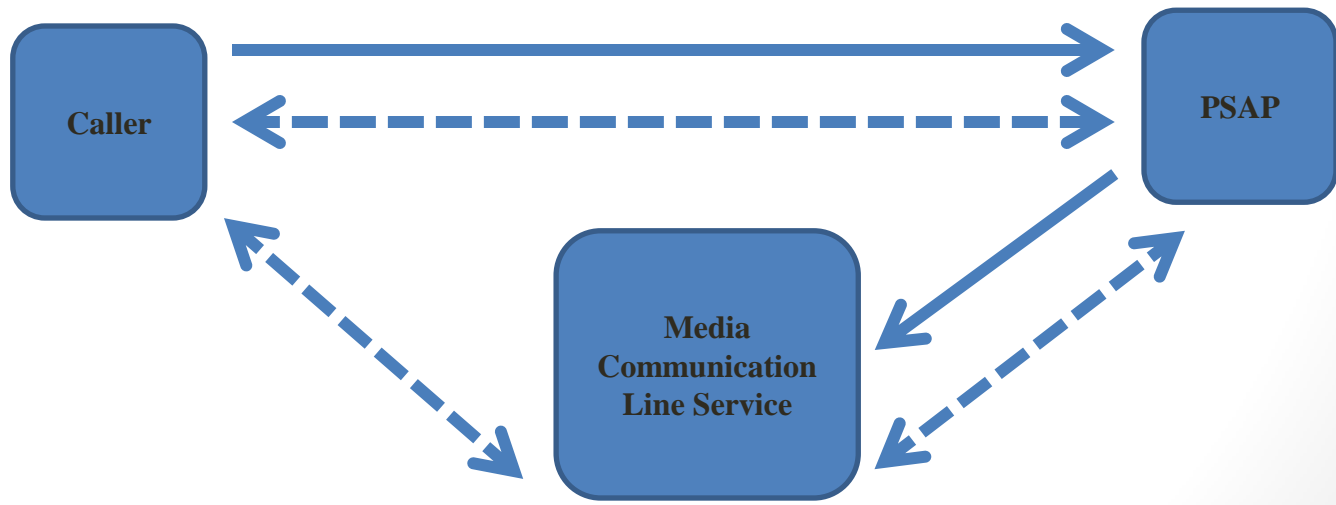
PSAP will record all media types involved in the conversations.

NG9-1-1: A person calls 9-1-1 using multimedia [caller profile]

When a person calls NG9-1-1, the signaling will reflect the desired communication mode, language preference and a specific combination of media types, and then will connect to the PSAP, engaging the Media Communication Line Service simultaneously. During the call set-up, MCLS will be invoked automatically as necessary, and the Telecommunicator will receive the caller profile at her/his station stating the type of communication mode the caller prefers prior to answering the call. All three parties involved in the call will have video conferencing. There will be different types of communication modalities involved depending on the need of the callers. Examples are shown in Diagram 3.

PSAP will record all media types involved in the conversations.

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