

APPROVED AND ADOPTED BY THE
DISABILITY ADVISORY COMMITTEE
February 23, 2016

RECOMMENDATION OF THE DISABILITY ADVISORY COMMITTEE
Emergency Communications Subcommittee
Telecommunications Relay Service Access to Non-Emergency N-1-1 Services
February 23, 2016

Whereas, the ability to call N-1-1 numbers has been made available to the general public as a means to provide easy-to-remember numbers for contacting non-emergency and emergency services. N-1-1 services are three-digit abbreviated dialing telephone numbers within the North American Numbering Plan (NANP) that provide access to local or regional non-emergency and emergency services. The Federal Communications Commission (FCC) administers N-1-1 code assignments. Usage is generally assigned as follows:

- 2-1-1 - Community, Health, and Disaster Information (24-hour)
- 3-1-1 - Non-Emergency, Police, and Other City Government Services
- 4-1-1 - Unassigned, but used by carriers for Directory Assistance
- 5-1-1 - Traffic Information - All modes including travel conditions & public transit
- 6-1-1 - Telephone Company (ILEC) Customer Service and Repair, but used by many communications carriers, fixed and mobile, for Customer Care
- 7-1-1 - Telecommunications Relay Services
- 8-1-1 - Call Before You Dig
- 9-1-1 - Emergency Services

Whereas, accessing non-emergency N-1-1 services that provide important public safety information can prove to be challenging for people who are Deaf, Deaf-Blind, and Hard of Hearing or have speech disabilities through Telecommunications Relay Services, Video Relay Service or IP Relay Service (collectively "Telecommunications Relay Services"). Persons who use Telecommunications Relay Services may be unable to reach their local N-1-1 services when a relay service call center is located outside of the service proximity area of the caller. Therefore, the Communications Assistants (CAs) may be unable to process the call into the caller's local N-1-1 call center.

Recommended, that the FCC provide clarification of current TRS rules and remind TRS providers of their obligation to handle N-1-1 calls and, if appropriate, institute an inquiry to find out the extent to which people who use Telecommunications Relay Services (TRS) are able to contact their local or regional N-1-1 services.