



DEPARTMENT NOTICE

23-204

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Teletypewriter (TTY) Phones and the California Relay Service (CRS)

(Supersedes Department Bulletin 20-131)

As part of the Department's ongoing efforts to provide access to persons with hearing or speech limitations, TTY phones are at the front desk and able to *receive non-emergency* phone calls at the following locations:

Central Station	415.315.2459	Park Station	415.681.6487
Southern Station	415.575.6079	Richmond Station	415.666.8059
Bayview Station	415.671.2332	Ingleside Station	415.404.4009
Mission Station	415.626.6375	Taraval Station	415.759.3108
Northern Station	415.614.3438	Tenderloin Station	415.345.7307

Answering a TTY call

1. The flasher under the handset blinks when the phone rings.
2. Turn on the phone by pressing the TTY On/Off key. The On light will come on.
3. Type a greeting.
4. When the call is finished, hold down the Shift key and press the TTY On/Off key to hang up.

A TTY phone is also available at the Station Keeper's desk for detainees with hearing or speech limitations to make outgoing calls.

Making a TTY call

1. Press the Dial key. Both the On and Signal lights will come on.
2. Type the telephone number or 711 for the CRS. The phone dials as you type so if you make a mistake while dialing, hang up (hold down Shift key and press the TTY On/Off key) and start over.
3. Slow flashing Signal light = line is ringing; flickering Signal light = line picked up
4. When you see an answer on the display, type a greeting.
5. When the call is finished, hold down the Shift key and press the TTY On/Off key to hang up.

You may also receive calls on the regular business lines by TTY users through the CRS in which specially trained Communication Assistants relay telephone conversations from persons with hearing or speech limitations. Members shall follow the instructions provided by the Communication Assistant.

If you have any issues with the telephone line or to report repairs, contact [REDACTED] or call [REDACTED] to open a service ticket. Any other questions regarding compliance should be directed to the ADA Coordinator on [REDACTED] or TTY [REDACTED].

WILLIAM SCOTT
Chief of Police

Per DN 23-152, all sworn & non-sworn Members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to sfpd.writtendirectives@sfgov.org who will provide additional information.