

- As soon as TTY is engaged, the transmit of the call takers microphone is automatically muted to prevent their voice from causing the outgoing Baudot tones from getting corrupted. We also will attenuate the receive volume to a pre-defined level so the callers inbound Baudot tones do not cause hearing damage to the call taker on the call.
- To terminate the TTY session, which will remove the attenuation as well as the muted microphone on the "x" next to the Baudot button.

The current configuration of the West Communications telephone system reduces the call volume level by 75 percent during the transmission of the Baudot tones.

According to telephone logs reviewed by Technology and Management Systems, the Baudot tone was activated at 1535 hours, and transmitted the length of the call until 1537 hours, when E911 Operator Smith disconnected the call. Since the Baudot tone lasted the entire length of the call, E911 Operator Smith's microphone was muted, and any conversation attempted by E911 Operator Smith was not digitally recorded by the telephone system.

On April 10, 2018, The Emergency Communications Section operated from the backup communications site at 800 Evans Street. The E911 Operators' workstations were set up on temporary tables, in a confined area. The E911 Operators interviewed by IIS indicated that the sound levels were quite loud that day.

Additionally, a common complaint from the E911 Operators that were interviewed was of poor call quality experienced during the use of the issued headsets. Specifically, that the caller often sounded "muffled" and as if the caller were talking in a "wind tunnel." Also, those interviewed described callers who were on "speaker phone" as almost impossible to hear or to understand.

Mr. Plush's cellular telephone was found inside his left front pants pocket. Mr. Plush activated the 911 calls by voice command, and could not hear any conversation from E911 Operators.

Mr. Plush's voice was difficult to hear and understand because he was not talking into the mouthpiece, and because the cellular telephone was inside his pants pocket.

Additionally, When E911 Operator Smith activated TTY, the Baudot signal lasted the entire length of the phone call, and reduced the call volume by 75 percent, making it impossible for E911 Operator Smith to hear any conversation from Mr. Plush.

IIS investigation determined that E911 Operator Smith's actions followed ECS policies and standard operating procedures and were consistent with the training that she had received.

Based on the IIS investigation, IIS recommends that this portion of the investigation be closed **EXONERATED.**

Approved ECR