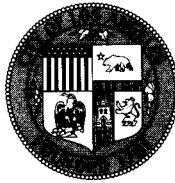


CITY OF LOS ANGELES

CALIFORNIA

COMMUNITY DEVELOPMENT
DEPARTMENT

1200 WEST SEVENTH STREET
LOS ANGELES, CA 90017



ANTONIO R. VILLARAIGOSA
MAYOR

DATE: May 31, 2006
TO: LA's Workforce Development System
FROM: Manny Chavez, Director
Workforce Development Division
SUBJECT: **INFORMATION BULLETIN NO. 06-46
REQUIRED ETIQUETTE FOR TTY AUTO-MESSAGES**

EFFECTIVE DATE

This bulletin is effective upon date of issue.

PURPOSE

It is the policy of the City of Los Angeles and a requirement of the Workforce Investment Act (WIA) grant to provide access to all programs, services, and activities to persons with disabilities in accordance with Title II of the American with Disabilities Act (ADA) of 1990, and Section 504 of the WIA. Title II requires a public entity or a recipient of public funding that communicates by telephone with the general public shall also provide direct telephone access for individuals who are deaf, hard of hearing, or have speech impairments. Teletypewriter for the Deaf (TTY) or equally effective telecommunication system (i.e.: NexTalk computer program) shall be used to communicate with individuals who utilize TTY equipment. Accordingly, each WorkSource/OneSource Center shall respond to TTY calls in a courteous and timely manner.

POLICY

Each WorkSource/OneSource Center shall preprogram their TTY's outgoing auto answer message to include the name of the center, that the call is being answered by an answering machine, along with an appropriate message stating that the caller's message will be returned in a timely manner (before the end of the next business day).

Each WorkSource/OneSource Center will also preprogram the TTY to display a message when answered by staff that includes the name of the center, a friendly greeting, a statement or question of help, and the appropriate common term abbreviation (i.e.: GA, meaning Go Ahead).

TECHNICAL ASSISTANCE

Technical assistance for the reprogramming of TTYs for Youth OneSource Centers is available from Christina Harrington, at (323) 833-2145; and for Adult WorkSource Centers from Lisa Jordan, at (714) 826-7886.

WDD CONTACT

Questions regarding this bulletin should be directed to Richard Witte, EO Compliance Unit, at (213) 744-7282.

RW:rdw

