



Connecting People to Life's Destinations

Accommodations for Individuals with A Hearing Impairment

The Delaware, Dubuque, and Jackson County Regional Transit Authority is a proud supporter of Relay Iowa. Telecommunications relay service provides full telephone accessibility to people who are deaf, hard-of-hearing or speech impaired. Specifically trained Communication Assistants (CAs) process relay calls and stay on the line to relay conversations electronically, over a Text Telephone (TTY) or verbally to hearing parties.

The service, known as Relay Iowa, is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. This valuable communications tool gives all individuals who are deaf, hard-of-hearing or speech impaired the opportunity to make personal and business calls just like any other telephone user. Both TTY and voice users may initiate calls through Relay Iowa.

Calling Protocol

Please have the telephone number that you wish to call ready in advance. If you would like to use a Communication Assistant (CA) who is the same gender, please make that request when the CA answers your call. Then give the phone number you are calling to. Voice users should speak clearly and at a moderate speed. Direct your conversation to the party you are calling as if the CA were absent.

Correct: Hello, Jim. The meeting is at two this afternoon. Can you come? Go ahead.

Incorrect: Hello, Communication Assistant. Please tell Jim the meeting is at two this afternoon. Can he come? Go Ahead.

The CA is required to relay everything that you type or speak, and will also relay all background noises. For example, a fire alarm ringing in the background will be relayed.

For TTY Users

A person who is Deaf, hard-of-hearing, deaf-blind, or speech impaired uses a TTY to type his/her conversation to a Communication Assistant (CA), who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user.

- Dial 711 or 1-800-735-2942.
- Relay Iowa will answer Relay Iowa CA #_____, "F" or "M" (for CA gender) and "NUMBER PLS GA" ("GA" denotes 'go ahead').
- Type in the area code and telephone number you wish to call and then type "GA."
- The CA will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.

For Voice Users

Standard telephone users can easily initiate calls to TTY users. The CA types the hearing person's spoken words to the TTY user and reads back the typed replies.

- Dial 711 or 1-800-735-2943.
- You will hear, "Relay Iowa CA (number). Area Code and Number to Call Please.
- Give the CA the area code and telephone number you wish to call and any further instructions.
- The CA will process your call, relaying exactly what the TTY user is typing. The CA will relay what you say back to the TTY user (Be sure to talk directly to your caller, avoid saying "tell him" or "tell her," and say "Go Ahead" at the end of your response).

For Voice Carryover Users

Voice Carryover (VCO) allows Deaf and hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to you, a Communication Assistant will serve as your "ears" and type everything said to you on a TTY or text display.

- Dial 711 or 1-800-735-2942. VCO Direct: 1-800-735-4313
- Relay Iowa will answer with the CA's individual ID number, "F" or "M" (for CA gender) and "VCO ON " (this will show connection after you request an automatic VCO from your line to CA.
- You will speak directly to the hearing person. The CA will not repeat what you say, but only type to you what the hearing person says. You both need to say "GA" or "go ahead" at the end of your response.

For Hearing Carryover Users

Hearing Carryover (HCO) allows speech-impaired users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read to the standard telephone user.

- Dial 711 or 1-800-735-2942.
- Relay Iowa will answer with the CA's individual ID number, "F" or "M" (for CA gender) and "NUMBER PLS GA" ("GA" denotes "go ahead").
- Type in the area code and telephone number you wish to call and then type "HCO PLEASE GA."
- The CA will make the connections and voice your typed conversation to the called party. After you type "GA," pick up the headset to listen to the spoken reply. You can also request an automatic HCO connection with a customer profile.

Computer (ASCII) Call Processing

Computer users can also access Relay Iowa directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud: (note: it may be helpful to set your "time out" to 100 seconds.)

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

When calling at a rate of 300 baud, follow the above settings, using Half Duplex.