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August 20, 2018

City of Hiawatha
c/o Chief M. Nesslage

RE: ADA Compliance

Chief Nesslage,

Per your request, the Linn County Sheriff's Office has conducted a compliance assessment as it relates to Chapter 4: 911 and Emergency Communications Services.

The Public Safety Answering point (PSAP) is equipped with a 4 position Zetron MAX call taking system that included integrated voice, TTY, and NG911 interfaces to include Text-2-911 capabilities.

The system is maintained by a contracted vendor.

Back up plans include routing all calls to an alternate PSAP with the same Zetron MAX call taking system.

Tele-communicators are trained in the use of the Zetron equipment so voice and TTY calls are handled in the same timely manner.

Based on these findings we can reasonably assure we are compliant.

Michael Kasper

Communications Commander