

**CITY OF FERGUSON
OFFICE OF THE CHIEF OF POLICE****Index as:**

Communications, TTD Device
Hearing Impaired, TDD Device
Weekly Telephone TDD Test

**OPERATION OF TDD DEVICES
HANDLING REQUESTS FOR SERVICE FROM THE HEARING IMPAIRED****601.00 PURPOSE**

The purpose of this general order is to familiarize personnel with the proper methods to use when receiving requests from the hearing impaired. The Ferguson Police Department utilizes TDD equipment that has been purchased and provided by the St. Louis County Police Department.

601.01 POLICY

It is the policy of this Department to provide guidelines to communication personnel to be used when receiving request for service from hearing impaired persons.

601.02 RECEIVING A TDD CALL

- A. The keyboard automatically detects incoming “TDD” (Telephone Device for the Deaf) calls and alerts the dispatcher both visually and audibly.
- B. When a TDD call is received and the keyboard recognizes an audible tone, a pre-programmed message is automatically sent to the caller stating, “You have reached the police; may I help you?”
- C. All messages should be brief to reduce the chances of both parties typing simultaneously. If this occurs, the letters in both messages may be mixed together making them difficult to understand. Outgoing messages will be in lower case characters and incoming messages are in upper case characters.
- D. When the call is entered into the CAD system, the responding officer will be advised the caller is hearing impaired and information documented in the notes section of the incident.

601.03 RECEIVING SILENT 911 TDD CALLS

A. Silent 911 calls may actually be from a hearing impaired caller. When a 911 call is answered in Communications and there is no conversation on the line, the dispatcher should challenge the call by pushing the TDD button twice on the 911 phone. This will send out audible tones and the pre-programmed message, Ferguson Police. If the caller is hearing impaired, this message will activate the caller's TDD and they will know the dispatcher has responded.

601.04 MAKING A TDD CALL

A. Dial the phone number of the hearing impaired person and when the phone is answered, simultaneously press "Alt" and letter B (Alt. B). Wait a few seconds and type in the message. This will activate the TDD machine that you are calling by sending the audible tones. The phone will have to remain off the hook to maintain the connection.

B. When finished with the call, hang the phone up and hit the release button on the console to disconnect.

601.05 ABBREVIATIONS

Abbreviations are often used by the hearing impaired. Some common abbreviations are:

GA	go ahead	N	and
R	are	CUD	could
PLS	please	Q	question
SK	stop keying	TMW	tomorrow
U	you	WUD	would
REC	receive	THK	thanks
2	to/too/two	4	for/four

If the TDD equipment malfunctions, the on-duty St. Louis County Police 911 supervisor should be notified.

601.06 WEEKLY TELEPHONE TDD TESTS

It will be the responsibility of the dispatcher to test all TDD keyboards on a weekly basis. This test will be completed on Sunday morning around 8 a.m. The test will be conducted by dialing 911 from the station landline and challenging the call by pushing the TDD function button twice on the 911 phone. After all 911 stations are complete, enter a CAD call using the department maintenance type and assigning your name in the caller name field.

GENERAL ORDER 601.00

April 16, 2011

THIS PAGE FOR AUTHORIZED SIGNATURES ONLY

By order of:

A handwritten signature in black ink, appearing to read "Colonel Thomas Jackson". The signature is fluid and cursive, with "Colonel" in a smaller loop above "Thomas Jackson".

COLONEL THOMAS JACKSON

Chief of Police

Distribution

All Department Personnel

MPCCF Reference 36.3