

April 16, 2011

**CITY OF FERGUSON  
OFFICE OF THE CHIEF OF POLICE**

**Index as:**

Radio, Speech

Speech, Radio and Telephone

Telephone, Speech

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**SPEECH: RADIO AND TELEPHONE**

**612.00 PURPOSE**

The purpose of this General Order is to establish uniform speech procedures for officers and communications section personnel when answering telephones and communication over the police radio system.

**612.01 POLICY**

The purpose of the policy is to provide Ferguson personnel with guidance regarding radio and telephone communications.

**612.02 PROCEDURE**

Practice good enunciation, clarity of voice, and cadence. Project "professionalism". Your voice should not reflect emotions. Remain calm; this will assist the officer in remaining calm. Do not speak too loud or rapidly. This only causes repetition. This wastes airtime. Do not show anger, disgust, or impatience. Make sure your voice does not trail off or sound uncertain, indecisive, "sing song", or hesitant. Spell phonetically any unusual names. If the name is a common name, advise "common spelling" -or- if more than one spelling advise i.e. Rodger with a "D".

By order of:



**COLONEL THOMAS JACKSON**  
Chief of Police

**Distribution**

All Department Personnel

**MPCCF Reference 36.12**