

April 16, 2011

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

Index as:

Radio, Speech
Speech, Radio and Telephone
Telephone, Speech

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.

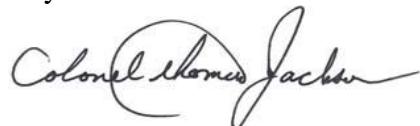
612.01 POLICY

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