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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

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General Manager, SCCECC

SUBJECT: TDD TERMINOLOGY

1.0 Purpose

- 1.1 To identify and standardize terms and phraseology that is commonly known and used by TDD users.

2.0 Abbreviations and Meanings

- 2.1 Abbreviations should only be used if the caller uses them. The only exception is GA and SK.
- 2.2 Any abbreviation used and not understood shall be clarified with the caller.
- 2.3 The following abbreviations are commonly used TDD abbreviations:

- AM – Morning
- AMBL or AMBU – Ambulance
- ANS – Answer
- ASAP – As soon as possible
- ASST – Assistant
- B-Day – Birthday
- BIZ – Business
- BLDG – Building
- BSY – Busy
- BYE – Good bye

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- CA – Communication Assistant
- CD or CLD – Could
- CLR – Clear
- CUL – See you later
- CUZ – Because
- DIFF – Different
- DR or DOC – Doctor
- EDUC – Education
- ENUF – Enough
- FIGS – Figures
- GA – Go ahead
- HLD or HD – Hold
- IMPT – Important
- INFO – Information
- LTRS – Letters
- LV – Leave
- MIN – Minute
- MISC – Miscellaneous
- MON – Monday
- MSG or MSGE – Message
- MTG – Meeting
- NBR or NU – Number
- NITE – Night
- NXT – Next
- OFC – Office
- OIC – Oh, I see
- OPR – Operator
- PH – Phone
- PH NBR – Phone number
- PLM – Problem
- PLS – Please
- PPL – People
- PRO – Professional
- Q or QQ – Question or inquiry
- R – Are
- RDY – Ready
- REC – Receive
- RM – Room
- SD or SHD or SLD – Should
- SERV or SVC – Service
- SK – Stop keying (and prepare to disconnect)

- SK SK – Indicates the call is being terminated
- THKS or THX – Thanks
- THRU – Through
- TMR or TMW – Tomorrow
- TT – Text telephone
- U, UR, URS – You, your yours
- VC or VCO – Voice carry over
- XXXX – Erases mistakes

3.0 Common Syntax

3.1 Tenses

- 3.1.1 –ed typically means past tense. For example, "man runned" may be used if the caller saw it yesterday.
- 3.1.2 –ing typically means present tense. For example, "man running" may be used if the caller sees it now.

4.0 Common Phrases

4.1 Typically a hearing or speech impaired person does not construct sentences in the same manner as hearing persons do. The following are opening statements using the phraseology of a TDD caller. These phrases should be considered when making practice calls.

- Fire Across House... Window smoke upstairs
- Have man window outside hide bush
- My child drink bleach How much don't know
- Gate stop loose my baby fall stairs
- Car park driveway but not here
- Wife east chose... no breath... face blue now
- Front door open and my child not here old three finish look all house but nothing
- My daughter take pills wake can't
- Have car front yard slide on ice and hit tree
- Hot door and smoke under am on third floor
- Come home and door broke my jewelry stolen
- I ride bike hit curb fall hurt head and blood
- My son hit with swing head blood have car none
- Ladder fall broke my husband on roof stuck please tell firemen come
- Neighbor not here son have party and make messy
- I walk on street and man ran and grab my purse

- Cant breath and feel weak have pacemaker
- Husband mad me need place sleep
- How I talk with doctor Q need interpreter
- 24 hours cant sleep
- Help terrible pain come now
- Help me you
- House fire come now
- I am frightened a man followed me home from the bus
- Wife baby come

4.2 The following is of list of simple phrases for effectively communicating through a TDD device.

- What is your TTY number Q GA (instead of "What is your telephone number?")
- Who is hurt Q GA (instead of "What is the name of the person that was injured?")
- Is the person awake Q GA (instead of "Is the person conscious?")
- Is the person talking Q GA (instead of "Is the person alert?")
- Did you call 9-1-1 then hang up Q GA (instead of "Someone dialed 9-1-1 and hung up. Do you have an emergency?")
- Near what other street Q GA (instead of "What is the cross street?")
- Is this is house Q GA (instead of "Is this a residence?")
- Force Sex Q GA (instead of "Were you raped?")
- What time you saw your child Q GA (instead of "How long has your child been gone?")
- What your child look like Q GA (instead of "Describe your child and tell me what he/she was wearing?")
- Does the person have a gun, knife, bat, chains Q GA (instead of "Does the person have a weapon?" or "What kind of a weapon does the person have?")
- What clothes the person wear Q QA (instead of "What is the person wearing?")
- Is the person still there Q QA (instead of "Is the suspect still there?")