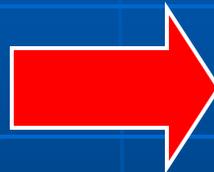




# Montgomery County Fire & Rescue Service

Fire Station  
Emergency  
Call Box

- All existing single-line emergency telephones on the exterior of MCFRS Fire Stations are being replaced by a three-line Emergency Call Box (ECB).



This work is being completed and monitored by the  
Fire Telecommunications Section

# Emergency Call Boxes

## Benefits of the new ECB:

- Enhances public accessibility to 911 - the Montgomery County Public Safety Answering Point (MCP ECC)
- Access to 311 MC Information Call Center
- Access to Fire Station Business Line

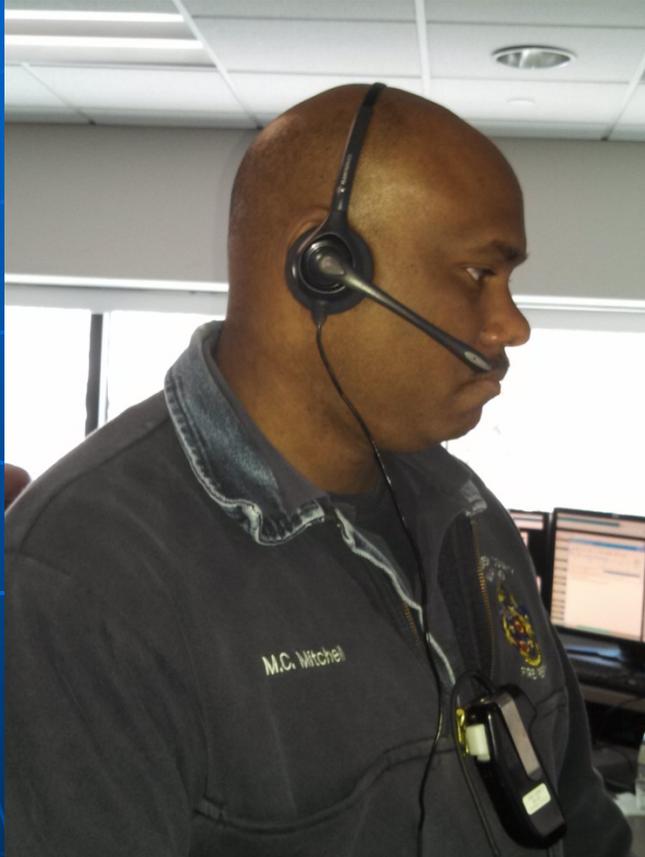
These enhancements will provide faster service to the customer



## How it works

- Three call options:
  - **RED 911** button
  - 311 button
  - Fire Station non-emergency line
- If the customer has a EMERGENCY they would push the **RED 911** button
- The call is immediately connected to an MCP 911 Call Taker
- The 911 Call Taker's CAD will display the Fire Station's address and ECB phone number

# Emergency Call Boxes



- The 911 call taker can stay on the line with the customer, on the ECB, while assistance is on the way
- A call from the ECB is not a call from the fire station
- MCFRS personnel will not know if a call from an ECB is being made until they are notified by ECC – by dispatch or direct line.

# Emergency Call Boxes

- ADA Compliant:
  - "Red" indicator light is activated when any button on ECB phone is pressed, and changes to "Green" when a call is answered
  - Braille Plaque includes International Phone Symbol

# Questions?

Contact

[fire.telecomm@montgomerycountymd.gov](mailto:fire.telecomm@montgomerycountymd.gov)

or

240-777-2233