

Montgomery County Fire and Rescue Service

FIRE CHIEF'S GENERAL ORDER

Rescinded 10/02/14

NUMBER: 11-01

January 11, 2011

TO: All MCFRS Personnel

FROM: Fire Chief Richard Bowers



SUBJECT: Montgomery County Emergency Network (MCEN)

The **Montgomery County Emergency Network** provides automatic text messaging and email notification of events as they are processed through the Emergency Communications Center. MCEN notification is initiated when a CAD command string is sent to an interface, which translates CAD information into pre-formatted text messages and emails that are sent simultaneously to registered handheld devices, including phones, pagers, and Blackberries.

The MCEN notification function has been enhanced, and will now enable approved and registered users to receive messages or emails for any unit(s) or area(s) they choose, subject to the terms and conditions of this FCGO. Users may enroll in MCEN and select any number of units from a menu, to be notified of incidents where the selected units are dispatched. Users may also select station response areas from a menu, to be notified of any incidents within the selected station response area.

NOTE: Users are responsible for all charges associated with receiving text messages and/or emails on any non-issued handheld devices, consistent with their agreement with their cellular carrier.

MCFRS's Tech Training Staff has developed an orientation document explaining MCEN and the system's procedure. The link is <https://www.mcfrsit.com/resource/mcen-setup.pdf>.

TO ENROLL IN THE MCEN PROGRAM:

1. Register as a user by browsing to <https://mcen.montgomerycountymd.gov> from any Enterprise computer or CAD workstation, and select the **Registration** link.
2. Each MCFRS LFRD has an MCEN Coordinator (listed on next page). After registering, volunteer members must contact their LFRD MCEN Coordinator, who must then email the MCFRS MCEN Administrator to confirm the user's LFRD affiliation.
3. Career employees must register, and then email the MCFRS MCEN Administrator at fire.mcen@montgomerycountymd.gov and request validation of their account.
4. Once the MCFRS MCEN Administrator validates an account, the user can log in and complete their profile to select the unit(s) and/or area(s) for which they wish to receive pages. The user will then receive the selected pages or emails.

NOTE: MCEN is available **ONLY** from the County or Enterprise system; *it is NOT accessible via the web.* On-duty personnel **MUST** remove themselves from specific units before leaving their worksite if they do **NOT** wish to receive pages for that unit or response area **while OFF-DUTY.**

Contact the MCEN administrator if a unit you wish to select is not listed, or if you do not receive messages for the unit you selected. **REMEMBER: Messaging is subject to the availability of a cell signal; devices will receive messages ONLY if they are in a prescribed coverage area.**

LFRD	Coordinator	Email
Hyattstown Volunteer Fire Dept.	Jeffrey C. Gross	jeffrey.gross@montgomerycountymd.gov
Cabin John Park VFD	Thomas E. Jones	Thomas.Jones@montgomerycountymd.gov
Glen Echo Fire Department	Herbert Leusch-Carnaroli	Herbert.leusch@montgomerycountymd.gov
Glen Echo Fire Department	Stephen R. Cox	sta11train@yahoo.com
Kensington Vol. Fire Dept	Frank Kaleyias	fkaleyias@kvfd.org
Hillandale Vol. Fire Dept.	Chris Everett	chris.everett@montgomerycountymd.gov
Wheaton Vol. Rescue Squad	Jacob DeGlopper	jacob@wvrs.org
Gaithersburg-Washington Grove VFD	Ken Knopp	kenneth.knopp@montgomerycountymd.gov
Laytonsville District VFD	Geoffrey D. Burns	Geoffrey.Burns@montgomerycountymd.gov
Chevy Chase Fire Dept.	Greg Socks	gregory.socks@montgomerycountymd.gov
Germantown Vol. Fire Dept.	Harold Springer	Harold.springer@montgomerycountymd.gov
Damascus Vol. Fire Dept.	Stephanie Burton	stephanie.burton@montgomerycountymd.gov
Takoma Park Vol. Fire Dept.	Pamela Taylor	pamela.taylor@montgomerycountymd.gov
Silver Spring Vol. Fire Dept.	Ilona Aberl	ilona.aberl@montgomerycountymd.gov
Rockville Vol. Fire Dept.	Jeanne Thomas-Sims	jeanne.thomas-sims@montgomerycountymd.gov
Bethesda Fire Dept.	Larry Gaddis	ligaddis@aol.com
Bethesda-Chevy Chase Rescue Squad	Judy Lathers	Judy.Lathers@montgomerycountymd.gov
Burtonsville Vol. Fire Dept.	Jeremy Wade	jwade@frederickcountymd.gov
Sandy Spring Vol. Fire dept.	Bruce Newcomer	bruce.newcomer@montgomerycountymd.gov
Upper Montgomery Vol. Fire Dept.	Michael White	michael.white@montgomerycountymd.gov

Issued by: Assistant Chief Frank Rothenhoefer, Communications Officer