



DEPARTMENT OF FIRE AND RESCUE SERVICES
MONTGOMERY COUNTY, MD.

DIRECTIVE

NUMBER: 94-33

DATE: August 24, 1994

TO: All DFRS Employees

FROM: Chief Jon C. Grover, Director *Jon C. Grover / JCG*
Department of Fire and Rescue Services

SUBJECT: Telephone Answering Procedures

There presently exists in the corporations a variety of procedures for answering the telephones at their stations. This has led to some confusion and, in fact, some wide variety of answering techniques.

With this in mind, effective immediately, DFRS employees will answer telephones at the corporations as follows:

The corporation name followed by the word "Fire Station or Rescue Station", followed by the County station number, followed by your rank (if applicable) and name. For example: Gaithersburg, Fire Station 8, Firefighter Smith; Wheaton, Rescue Station 2, Firefighter Jones; Silver Spring, Fire Station 16, Firefighter Johnson.

When answering the telephone at any other work site, except ECC, identify the work site and give rank and name. For example, "Training Academy, Sergeant Johnson", or, "Code Enforcement, Lieutenant Anderson".

Telephones at the Emergency Communications Center must be answered in accordance with the Communications Manual or established practice.

Telephones assigned to a specific individual can be answered by rank (if applicable) and name only.

This uniformity will allow for some consistency county-wide in answering procedures, will allow the caller to know with whom he or she is speaking, and should, in general, improve our telephone courtesy.

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