


# Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

FCGO: 21-06

April 13, 2021

Page 1 of 2

**TO:** All MCFRS Personnel  
**FROM:** Fire Chief Scott E. Goldstein   
**SUBJECT:** Analog Pagers and Working Incident Notifications

MCFRS has used analog tones and pagers for decades to alert Fire/Rescue personnel when an incident is dispatched. Currently, these analog tones are activated on every incident dispatched. The more units dispatched on an incident, the more analog tones are activated. A full assignment can have up to 15 sets of tones. As our service has evolved, so has the technology of notifying personnel of dispatches. P1 CAD, station alerting, MDCs, radios assigned to most riding positions, third party notification services, i.e. Everbridge, Active 911 etc., have all played a part in decreasing the need for analog tones. **Beginning, May 1, 2021, ECC will decrease the number of analog tone activations.** In addition, ECC will add a 'Working Incident Notification' and 'Critical Information Notification' to our notification process. These changes are described in more detail below.

**Analog Tones:** In general, analog tones will only be used to dispatch personnel that do not have station alerting, or to provide relevant notifications to MCFRS leadership. The only analog tones that will be used during dispatch will be: CWFULL, CWEMS, LFRD duty tones, FEI, SOPS and Canteens. There will be no tones for each station involved in the dispatch or other specialized units. However, the text or email notification you received through Everbridge or Active911 will not change.

If station alerting goes down for an extended period, analog tones can be turned back on at the station level.

**Working Incident Notification:** Any significant incident where MCFRS leadership should be aware or may attract the media attention, will get an analog tone and the notification CWWIN. As soon as practical, the ECC Supervisor will also send out a notification through Everbridge with a short description of the incident. Examples of significant incidents include, working fires, extrications, atypical traumatic injuries that are fatal or life threatening and active water rescues. Working Incident Notifications will not be done while under Condition Red.

**FCGO: 21-06**  
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**Page 2 of 2**

If you subscribe to email notifications for CWWIN through Everbridge, here's what the notification would look like:

CAD MSG: F2000200000 \* PIC - ENTRAPMENT - ALS1 (POL) \* 123 MAIN STREET \* Box Area: 9901 \* X/Y: 38.06052512 / -75.12051179 \* Units: CWWIN

The ECC Supervisor would then send the corresponding notification:

FRS Working Incident Notification  
123 Main Street: 2 car collision; 1 pinned; 2 P1 traumas.

**Critical Information Notification:** Any infrastructure or technology issue that may have an impact on service delivery. Such as, issues with CAD, the radio system or 9-1-1 phone lines.

FRS Critical Information Notification  
Experiencing intermittent 911 phone outage beginning at 1115 hours.

A new Response Plan matrix with tones and notifications can be found [here](#).

If you need assistance with programming your Minitor pager or with access to your Everbridge account, please fill out a [Technology Service Request](#).

Any questions or issues with these notifications, please fill out an [ECC Feedback Form](#).