



**MONTGOMERY COUNTY FIRE AND RESCUE SERVICE  
MONTGOMERY COUNTY, MD.**

# Information Bulletin

**June 16, 2014**

**#14-04 AMENDED**

**TO:** All MCFRS Personnel

**FROM:** Division Chief Scott Goldstein  
Division of Operations

**SUBJECT:** Fire Station Emergency Call Boxes

The Montgomery County Fire and Rescue Service is replacing all existing, single line "red phone" call boxes on the exterior of all fire/rescue stations with a new, multi function Emergency Call Box (ECB).

The ECBs are being installed in the same exterior location as the existing phone boxes. The ECBs are an all-in-one weatherproof box. There is no handset on the ECB; instead, the microphone and speaker are integral to the box for hands-free use.

The new ECBs will have 3 separate options to call:

- The 911 Emergency number
- The 311 Montgomery County information line
- The fire/rescue station business phone line

Unlike the old phone boxes that were directly tied to the direct line to the ECC, the new ECBs will have a distinct and separate phone line and number. A call from the ECB to 911 will display the address of the fire/rescue station. The 911 call taker will know that this is a call from an ECB and not from inside the station. The independent line will allow the call taker to remain on the line with the caller while contacting the station on the direct line to alert them of the situation outside the station.

The ECBs will be monitored and maintained by the Fire Telecommunications Section.

There is a brief informational presentation at [Quicklinks](#).

Direct any questions to [fire.telecomm@montgomerycountymd.gov](mailto:fire.telecomm@montgomerycountymd.gov) or 240-777-2233.