

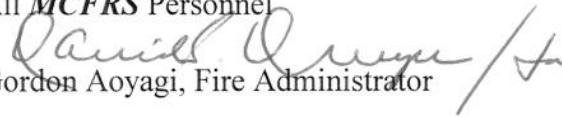


MONTGOMERY COUNTY OF FIRE AND RESCUE SERVICE
MONTGOMERY COUNTY, MD.

DIRECTIVE

August 14, 2000

NUMBER: 00-17 **REVISED**

TO: All **MCFRS** Personnel
FROM: 
Gordon Aoyagi, Fire Administrator
SUBJECT: METRO Tunnel Communication Changes

On April 20, 2000, the District of Columbia Fire Department responded to the METRO tunnel for an electrical fire. During the incident, fire and rescue personnel experienced significant communication difficulties as they attempted to make use of the wayside phone conference line. Voice quality degraded quickly because a large number of fire, police, media, and other unauthorized persons listened to fire ground communications between response crews. To integrate the changes made by WMATA, the following guidelines will be used by MCFRS personnel.

- Effective immediately the old phone number to access the METRO conference line (44901) is no longer in service and must not be used.
- In the event that fire and rescue personnel respond to a METRO incident and require the use of a conference line, they will **initially** dial (202) 962-2218 from outside the system or dial 2218 from a wayside phone. The Incident Commander may dial into this conference line if incident information is needed from the initial responding unit officers.
- As the need for a secure telephone line becomes apparent, the Incident Commander will request from OCC a COMMAND conference line from OCC using the procedure which was outlined in the *Fire/Life Safety Line Bulletin* issued by WMATA (see attachment).
- Incident Commanders should distribute the new COMMAND conference phone number to sector officers either by person-to-person notification or via the wayside phone. This dissemination method is essential to ensure that only authorized personnel have access to the COMMAND conference line.
- Incident Commanders still must always maintain direct contact with OCC during an incident regardless of the method employed to contact them. The highest ranking supervisor at OCC will monitor the COMMAND conference line for the duration of the incident.

Personnel should review the Fire and Rescue Commission policy #24-6 entitled, Metro Incident Standard Operating Procedures to correctly incorporate these changes with other related communication protocols.



Fire/Life Safety Line

F/LSL #2000-02

June 9, 2000

As a result of several problems found during response notification/communications, WMATA is initiating the following emergency telephone access procedures until such time as permanent changes are agreed upon by this agency and the fire services:

TO ACCESS THE SYSTEM FROM OUTSIDE COMMUNICATION SOURCES

Dial (202) 962-1652 or (202) 962-1970 and immediately identify yourself by giving your name, rank, agency and function (i.e., on scene unit, Incident Commander, Kiosk Commander, etc):

- A. Ask for the Assistant Superintendent
- B. Ask for the emergency COMMAND conference line phone number (this is dedicated strictly for the use of initial and subsequent incident commanders to avoid recent problems created by unauthorized persons accessing the conference line).
- C. Hang up.
- D. Dial the seven digit phone number (with area code if outside DC) given to you by OCC (both OCC and your Communications Center should be on the COMMAND conference line). *Direct anyone else you want accessing the COMMAND line to dial either (202) 962-1652 or 962-1970. All other callers may be told to use the previously assigned conference line, (202) 962-2218, as an option.*

TO ACCESS THE SYSTEM FROM KIOSK(S) OR BLUE LIGHT STATION (ETS)

- A. Pick up the phone and dial "0" (you will be automatically connected with OCC).
- B. Identify yourself by giving your name, rank, agency and function (i.e., on scene unit, Incident Commander, Kiosk Commander, etc.).
- C. Ask for the COMMAND conference line phone number.
- D. Hang up.
- E. Dial the four digits you were given by OCC (both OCC and your Communications Center should be on the COMMAND conference line). *Direct anyone else you want accessing this line to dial "0".*

It is important to remember that the COMMAND conference line is reserved for senior commanders and whomever they choose to access it. All other communications may be conducted on the previously assigned (202) 962-2218 conference line.