



ORANGE BEACH FIRE RESCUE

P.O. Box 458 - 25855 John Snook Drive - Orange Beach, AL 36561
(251) 981-6166 - orangebeachal.gov

January 2024

RE: Public Poolside Emergency Phones

To Whom it May Concern:

The health department mandates the installation and maintenance of poolside phones. These are important in the event that there is an emergency in close proximity to allow for a rapid emergency response. However, many of these emergency poolside phones within the City of Orange Beach are equipped with auto-dialers that connect directly to the Baldwin Central Dispatch Center.

There are several problems associated with this autodialing set-up:

- Unnecessary emergency responses (the fire department is dispatched each time the phone is accidentally picked up)
- When the auto-dialer malfunctions, it ties up a 9-1-1 line at our dispatch center thereby inhibiting true emergencies from gaining access to help needed
- Every time that we respond to a pool phone hang-up or malfunction, emergency resources are directed away from a potential incident that necessitates emergency response
- The number of pool phone related calls that Orange Beach Fire Rescue receives during summer months averages 3-5 accidental calls each day

Due to the problems associated, it is our department's stance to require the removal of auto-dialers from all emergency pool phones within the city. The pool phone will still remain; however, it will function by requiring someone to actually dial 9-1-1 in lieu of the phone autodialing. Please contact the Health Department's Environmental Division directly for information relative to your poolside phone and its requirements: (251) 947-3618.

Please contact our office if you have any questions or concerns.

City of Orange Beach Fire Marshal
(251) 981-6616