



July 19, 2019

RE: IMMEDIATE ACTION REQUIRED - Public Poolside Emergency Phones

All Telephone Provider(s), Property Manager(s), and/or Owner(s):

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 (we are dispatched every 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 the help they need.
- Every time that we respond to a pool phone hang-up or malfunction, emergency resources are directed away from those that need them.
- It becomes normal in the summer months to run on average of 3-5 pool phone related calls a 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 @ (251)947-3618 for information relative to your poolside phone and its requirements.

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CC: Craig Stephenson, Fire Marshal
CC: Mike Kimmerling, Fire Chief
CC: Jeff Smith, Deputy Fire Chief
CC: Kipp Kyzer, Baldwin County Health Department Environmental Supervisory