



MONTGOMERY COUNTY FIRE AND RESCUE ESCALATION GUIDELINE

County Owned / Maintained Facilities

STATIONS

1, 2, 10, 15, 18T, 18, 22, 25, 29, 31, 32, 34, 35

Urgent Issues

i.e. bay-door can't be closed or won't open manually, significant active water/sewer leak, heat or A/C issues during extreme weather

1. Take any actions to decrease impact. i.e. shut off water
2. Immediately call FMOS. 240-777-7777 Tell them this is an **EMERGENCY REPAIR**.
3. Call DGS Property Manager (the DGS employee assigned to the specific station). If no answer leave descriptive message of what the problem is and call back information.
4. Contact On-Duty Battalion Chief, request portable devices, etc.
5. On-Duty BC to contact DOC
6. Call Fire Facilities (240-277-4363) and inform them, DGS has been called. Discuss the possibility of Fire Facilities assisting with short term relief. Leave a message if no answer.
7. If you wish to have Fire Facilities notified enter into the MCFRS defect reporting system.
8. Email the Station Commander. Cc the DOC and On-Duty BC, LFRD Liaison BC, Facilities BC (Hopkins), and the LFRD President and Chief (if applicable) regarding the situation and possible resolution time frame.
9. At the one hour mark and there is no resolution or response by DGS or a Contractor. Call DGS for update.
10. If no definitive timeline is confirmed contact the On-Duty BC.
11. On-Duty to notify the DOC.
12. The DOC to notify Support Services Chief.

If no response the DOC can directly contact vendors for resolution.



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Priority Issues

**i.e. issues that affect security, response, heat or A/C issues,
minor water leaks or anything that will cause greater damage if
not address**

Day 1 1. Email DGS Property Manager and Station
Commander. Cc On-Duty BC, and if applicable LFRD
President.

2. Enter issue into DGS defect reporting system.

<http://portal.mcgov.org/Apps/dot/servicesforms/MaintServiceReg.aspx>

Day 4 1. Call Property Manager to check status.

2. If no definitive timeline is confirmed email Fire
Facilities, CC Station Commander, On-Duty BC, LFRD
Liaison BC, Facilities BC (Hopkins), and if applicable
LFRD President. Explain all actions already taken.

Day 7 1. If no communication or time line for resolution send an
email via C.O.C. to the DOC identifying the lack of
response, Cc Station Commander, LFRD Liaison BC,
and Facilities BC, and if applicable LFRD President.

Include all documentation and previous reports.

2. DOC to notify Support Service Chief via email. Cc
Operations Chief



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Routine / Long-term Repair Issues

i.e. interior non-security repairs, etc.

- Day 1 1. Enter into DGS online form. Station Commander's email DGS Property Manager. Cc LFRD Liaison BC, if applicable LFRD President.

<http://portal.mcgov.org/Apps/dot/servicesforms/MaintServiceReq.aspx>

2. Enter into MCFRS defect reporting system note that this has been reported to DGS.

- Day 7 1. If no response the Station Commander will send a second email to FMOS Property Manager and Fire Facilities

- Day 14 1. If no communication has been received, email Fire Facilities identifying the lack of response. Cc LFRD Liaison BC, Facilities BC (Hopkins), and if applicable LFRD President.

Include all documentation and previous reports.

- Day 21 1. If the Station Commander still has not received a response from DGS they will notify via email Facilities BC identifying lack of disposition.

Include all documentation and previous reports.

3. Facilities BC to notify Support Service Chief via email.