



## **MONTGOMERY COUNTY FIRE AND RESCUE ESCALATION GUIDELINE**

**LFRD Owned Facilities  
STATIONS**

**3,4,5,6,7,8,9,11,12,13,14,16,17,19,20,21,23,24,26,28,30,33,40,R2**

### **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 Mr. Lynnwood Powers (240-277-4363). If no answer leave descriptive message of what the problem is and call back information.
3. Contact On-Duty Battalion Chief, request portable devices, etc.
4. On-Duty BC to contact DOC
5. Email the Station Commander. Cc the DOC and On-Duty BC, LFRD Liaison BC, Facilities BC (Hopkins), and the LFRD President and Chief regarding the situation and possible resolution time frame.
6. Enter into MCFRS defect reporting system.
7. At the one hour mark and there is no resolution or response by Fire Facilities or a Contractor. Call Fire Facilities for update.
8. If no definitive timeline is confirmed contact the On-Duty BC to notify the DOC.
9. The DOC to notify Support Services Chief.

If no response the DOC should 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 addressed**

- Day 1
1. Enter a defect into the MCFRS defect reporting system.
  2. Email Station Commander. Cc LFRD President, On-Duty BC.
- Day 4
1. Email Fire Facilities to check status. Check online reporting system for updated disposition.
  2. If no plan for resolution notify On-Duty BC. BC to notify DOC.
  3. Email LFRD Liaison BC and Facilities BC.
- Day 7
1. Send an email via C.O.C. to the DOC identifying the lack of response, Cc Station Commander, LFRD President, LFRD Liaison BC, and Facilities BC. Include all documentation and previous reports.
  2. DOC to notify Support Service Chief via email. Cc OPS Chief



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### **Routine / Long-term Repair Issues**

***i.e. broken grill, interior non-security repairs, etc.***

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|--------|--|
| Day 1  | <ol style="list-style-type: none"><li>1. Station Commander enters defect into MCFRS defect reporting system.</li><li>2. Email LFRD President, and LFRD Liaison BC</li></ol>  |
| Day 7  | <ol style="list-style-type: none"><li>1. Station Commander will check the defect reporting system for disposition.</li><li>2. If no disposition has been entered the Station Commander will re-enter defect. Stating this is a "re-entry".</li></ol>   |
| Day 14 | <ol style="list-style-type: none"><li>1. Station Commander will check the defect reporting system for disposition.</li><li>2. If no disposition, email Fire Facilities identify the lack of disposition. Cc Facilities BC (Hopkins). Include all actions taken to date.</li></ol>  |
| Day 21 | <ol style="list-style-type: none"><li>1. Station Commander will check the defect reporting system for disposition.</li><li>2. If still no disposition Station Commander to notify via email Facilities BC identifying lack of disposition.</li><li>3. Facilities BC to notify Support Service Chief via email.</li></ol> |