

County Maintained/Owned Facilities: **Stations 1, 2, 10, 15, 18T, 22, 25, 29, 31, 32, 34, and 35.**

**Immediate emergency issues (e.g., Baydoor won't close, significant active water/sewer leak, heating/AC emergency during extreme weather) the Station Officer will:**

**IMMEDIATELY**

- **CALL** FMOS (240) 777-7777
- Call DGS Property Manager (the DGS employee assigned to the specific facility) and leave a message with the property manager including a call back number and brief description.
- Call the on-duty BC
- Call the Fire Facilities representative (usually June Evans or Lynnwood Powers); inform them DGS has been called (leave a message if there is no answer, to include call back information). You may discuss the possibility that Fire Facilities may offer short term relief.
- Enter into the Defect Reporting system.
- Take any actions available to decrease the impact, i.e., shut off water, request portable devices, etc.

**FOLLOWUP**

- Call or email the Station Commander, SCO (the BC assigned as a liaison to that station), and, if applicable, LFRD administration.
- **Hour 3:** Call FMOS for update. If no definitive timeline is confirmed, ask the BC to notify the DOC, and DOC to notify Administrative Services Chief.

**Priority issues that affect security, response, heating/AC that can be managed, or that will cause greater damage if not addressed. (If the issue can reasonably wait for the Station Commander, he or she should initiate the process. If that isn't feasible, the Station Officer should start the process, and the Station Commander will handle all follow-up)**

- **Day 1:** Enter into the defect reporting system. Email to FMOS@montgomerycountymd.gov, the DGS Property Manager, Station Commander, SCO, and, if applicable, LFRD administration.
- **Day 4:** Call DGS Property Manager to check status. If no definitive timeline is confirmed, email Fire Facilities, SCO, on-duty BC, DOC, and if applicable, LFRD administration.
- **Day 7:** If no communication has been received, email Administrative Services Chief noting the lack of response, including all documentation of previous reports, with a cc (*for notification only*) to SCO, DOC, Operations Chief, and if applicable, LFRD administration.

**Routine or long-term repair issues. (e.g., broken grill, torn carpet, appliance issues, etc.) the Station Commander will:**

- **Day 1:** Enter into defect reporting system. Email FMOS, the DGS Property Manager, and, if applicable, LFRD administration.
- **Day 14:** If no response has been received, send a second email to FMOS, DGS Property Manager, Fire Facilities and, **if applicable**, LFRD administration.
- **Day 21:** If no communication has been received send an email to Fire Facilities identifying the lack of response. Include all documentation of previous reports. Include a cc to the SCO and, if applicable, LFRD administration.
- **Day 28:** Email the Administrative Services Chief noting the lack of response, including all documentation, with a cc (*for notification only*) to Station Commander, SCO, DOC, Operations Chief, and, if applicable, LFRD administration.

**For Desired Upgrades (replacement furniture, lockers, etc.)**

See page 3 of this document

## 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

**Immediate issues (Baydoor won't close, significant active water/sewer leak, heating/AC during extreme weather.) the Station Officer will:**

### **IMMEDIATELY**

- Call the Fire Facilities representative (usually June Evans or Lynnwood Powers); (leave a message if there is no answer, to include call back information).
- Call the LFRD.
- Call the on-duty BC.
- Enter into the defect reporting system.
- Take any actions available to decrease the impact, i.e. shut off water, request portable devices, etc.

### **FOLLOWUP**

- Call or email the Station Commander and the SCO (the BC assigned as a liaison to that station).
- **Hour 3:** Call the Fire Facilities representative for an update. If no definitive timeline is confirmed, ask the BC to notify the DOC, DOC to notify Administrative Services Chief

**Priority issues that affect security, response, heating/AC that can be managed, or that will cause greater damage if not addressed. (If the issue can reasonably wait for the Station Commander, he or she should initiate the process. If that isn't feasible, the Station Officer should start the process, and the Station Commander will handle all follow-up.)**

- **Day 1:** Enter into defect reporting system. Email Station Commander, LFRD, and SCO.
- **Day 4:** Call Fire Facilities to check status. If no plan for resolution has been communicated, email the SCO, on-duty BC, DOC, and LFRD administration.
- **Day 7:** If no communication has been received, email Administrative Services Chief noting the lack of response, including all documentation of previous reports, with a cc (*for notification only*) to SCO, DOC, Operations Chief, and LFRD administration.

**Routine or long-term repair issues, e.g. broken grill, torn carpet, appliance issues, etc. the Station Commander will:**

- **Day 1:** Enter into defect reporting system and email the LFRD and SCO.
- **Day 14:** Check defect reporting system for disposition. If no disposition has been entered, email Fire Facilities identifying the lack of a disposition.
- **Day 21:** Check defect reporting system for disposition. If no disposition has been entered, email Fire Facilities identifying the lack of a disposition, with a cc to the LFRD and SCO.
- **Day 28:** If no disposition has been entered, send a notification email to Administrative Services Chief, with a cc to the SCO, LFRD, and the Operations Chief.

**Desired Upgrades** – Replacement furniture, carpeting, lockers, etc

These requests will be considered only if they are submitted by the Station Commander.

- Write up a detailed recommendation and justification for the upgrade.
- Include pictures of broken or worn materials to be replaced.
- Include any specific recommendations for the replacements
- Email Fire Facilities and the SCO.
- You may send Fire Facilities an email every 2 months to check the status.

**NOTE-** These upgrades are not line-item funded and usually take months to evaluate and find funding.

Station repair escalation process attachment JE 11-14-14 bf