



MCFRS

Fire Station and Work Site Defect Reporting Guide

County owned 1, 2, 10, 15, 18, 22, 25, 29, 31, 32, 34, 35, PSTA, CSB, PSHQ, PSCC, AECC, FROMS, CISM (Therapist), CISM (Doctor), CMF/Logistics/SCBA, FEI Annex, Dover Road LFRD owned 3, 4, 5, 6, 7, 8, 9, 11, 12, 13, 14, 16, 17, 19, 20, 21, 23, 24, 26, 28, 30, 33, 40, R1, R2

Routine Repair Issues - not time-sensitive and do not affect safety or operational readiness.

e.g. leaky faucet, preventative maintenance, PT equipment OOS, etc.

Day 1 Enter defect into [MCFRS Fire Station Defect Reporting System](#).
(check for prior entry before submission to avoid duplication).

(The reporting system sends an automated notification of the defect submission to the Station Commander, the designated LFRD representative (when applicable) the LFRD Chief and President (when applicable) and the Fire Facilities Program Manager.)

Day 4 Check the online MCFRS Fire Station Defect Reporting System for any status changes or updates. If there has been no action or update the Station Commander should:

For County Managed Stations:

- If the workorder is assigned to DGS, email the assigned DGS Facilities Management Property Manager (refer to Fire Station Reference Manual, <https://www.montgomerycountymd.gov/DGS-FAC/FacilityList.html>) with a Cc to the Fire Facilities Program Manager.
- If the workorder is not assigned to DGS, email the Fire Facilities Program Manager.

For LFRD owned stations: Email the Fire Facilities Program Manager, with a Cc to the LFRD Liaison BC and the LFRD Chief and President.

Day 7 If there has been no action or update, the Station Commander should email the Fire Facilities Program Manager regarding the lack of response with a Cc to the LFRD BC Liaison and the LFRD Chief and President (if applicable). The email should contain complete documentation of all previous steps.



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Priority Issues – somewhat time-sensitive and has potential negative effect on safety or operational efficiency.

e.g. HVAC issues during moderate weather, critical appliance out of service, or anything that may cause greater damage if not addressed.

Day 1 Enter defect into [MCFRS Fire Station Defect Reporting System](#).
(check for prior entry prior to submitting a duplicate).

(The reporting system sends an automated notification of the defect submission to the Station Commander, the designated LFRD representative (when applicable) the LFRD Chief and President (when applicable) and the Fire Facilities Program Manager.)

Email the on-duty BC and the [LFRD Liaison BC \(when applicable\)](#) for a courtesy notification.

For County managed stations: Cc the assigned DGS Facilities Management Property Manager (refer to Fire Station Reference Manual <https://www.montgomerycountymd.gov/DGS-FAC/FacilityList.html>).

End of Next Business Day If there has been no action or update (status in defect reporting system), the Station Commander should email:

For County managed stations: [assigned DGS Facilities Management Property Manager \(refer to Fire Station Reference Manual https://www.montgomerycountymd.gov/DGS-FAC/FacilityList.html\)](#) with a Cc to the on-duty BC and the Fire Facilities Program Manager.

For LFRD owned stations: Email the Fire Facilities Program Manager with a Cc to the LFRD Liaison BC and the LFRD Chief and President.

Day 5 If there is no definitive plan and timeline for resolution, send an email via the chain of command to the on-duty DOC detailing the lack of response with a Cc to the on-duty BC, the Station Commander, the Fire Facilities Program Manager, the [LFRD Liaison BC and the LFRD Chief and President \(if applicable\)](#). The email should contain complete documentation of all previous steps.



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County Owned

Urgent Issues – Time-critical, negative impacts on safety or operational capability.

e.g. Inoperable bay-door causing a security or operational impact that cannot be overcome, significant active water/sewer leak, HVAC issues during extreme weather, or any safety issues. If you are not sure, assume the issue to be Urgent and follow the guide.

Immediate Actions (complete all actions):

- Take reasonable actions necessary to decrease the impact (e.g. shut off water).
- Immediately call DGS Facilities Management (240) 777-7777 and tell them this is an EMERGENCY REPAIR. Record the name of with whom you spoke.
- Call the on-duty BC for notification purposes. The on-duty BC will notify the on-duty DOC for notification purposes.
- Call the DGS assigned Property Manager (refer to Fire Station Reference Manual at <https://www.montgomerycountymd.gov/DGS-FAC/FacilityList.html>) for the station. If there is no answer, leave a descriptive message of the problem and provide call back information.
- Call the on-call Facilities Point of Contact as listed in the DOC Log. Inform the POC of the emergency and that DGS Facilities Management has been called. If there is no answer, leave a descriptive message of the problem and provide call back information.
- Enter into the [MCFRS Fire Station Defect Reporting System](#). Check the “Urgent Issue” check box at the top of the defect entry form.

(The reporting system sends an automated notification of the defect submission to the Station Commander and the Fire Facilities Program Manager.)

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- At the one-hour mark if there is no response or progress toward resolution by DGS Facilities Management or a contractor, call DGS Facilities Management for an update.
 - If there is still no progress or definitive timeline for resolution contact the on-duty BC, who will update the on-duty DOC.
 - The on-duty DOC will notify the on-call Facilities Point of Contact as listed in the DOC Log. If there is no response, the DOC can directly contact vendors for resolution.



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LFRD owned 3, 4, 5, 6, 7, 8, 9, 11, 12, 13, 14, 16, 17, 19, 20, 21, 23, 24, 26, 28, 30, 33, 40, R1, R2

LFRD Owned

Urgent Issues – Time-critical, negative impacts on safety or operational capability.

e.g. Inoperable bay-door causing a security or operational impact that cannot be overcome, significant active water/sewer leak, HVAC issues during extreme weather, or any safety issues. If you are not sure, assume the issue to be Urgent and follow the guide.

Immediate Actions (complete all actions):

- Take reasonable actions necessary to decrease the impact (e.g. shut off water).
- Immediately call the on-call Facilities Point of Contact as listed in the DOC Log. If there is no answer, leave a descriptive message of what the problem is and provide call back information.
- Call the on-duty BC for notification purposes. The on-duty BC will notify the on-duty DOC for notification purposes.
- Enter defect into the [MCFRS Fire Station Defect Reporting System](#). Check the “Urgent Issue” check box at the top of the defect entry form.

(The reporting system sends an automated notification of the defect submission to the Station Commander and the Fire Facilities Program Manager.)

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- At the one-hour mark if there is no response or progress toward resolution by Fire Facilities or a contractor, call the on-call Facilities Point of Contact to request an update.
 - If there is still no progress or definitive timeline for resolution contact the on-duty BC who will update the on-duty DOC.
 - The on-duty DOC will notify the on-call Facilities Point of Contact. If there is no response, the DOC can directly contact vendors for resolution.



MCFRS Fire Station Defect Reporting Guide

Desired Facility Upgrades (County and/or LFRD-Owned)

e.g. furniture, mattresses, carpeting/flooring, lockers, repainting etc.

- Requests will only be considered if they are submitted by the Station Commander, LFRD Chief or President, or facility manager.
- Station Commanders will include the LFRD Chief and President (where applicable) when requesting upgrades.
 1. Write a detailed recommendation and justification for the upgrade.
 2. Include pictures of broken or worn materials to be replaced.
 3. Include any specific recommendations for the replacements.
 4. Email the request to the Fire Facilities Program Manager, and if applicable, Cc the LFRD Liaison BC and LFRD Chief and President.
- If no definitive timeline has been provided, the Station Commander, LFRD Chief or President, or facility manager may request a status update every two months via an email to the Fire Facilities Program Manager, Cc the LFRD Liaison BC, and the LFRD President and Chief (if applicable).

** NOTE – Desired Upgrades are generally not line-item funded and can take significant time to be evaluated and funded.