



MCFRS

Fire Station Defect Reporting Guide

The reporting process for issues at all MCFRS fire stations is the same, regardless of facility ownership.

Notes that pertain to stations with LFRD ownership or presence are in green.

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:

- If the workorder is assigned to DGS, call DGS Customer Service at 240-777-7777 and ask for an update (reference the DGS work order number). Also email the assigned DGS Facilities Management Property Manager with a cc to the Fire Facilities Program Manager, the LFRD Liaison BC and the LFRD Chief and President (when applicable).
- If the workorder is not assigned to DGS, email the Fire Facilities Program Manager with a cc to the LFRD BC Liaison and the LFRD Chief and President (when applicable).

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 (when 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 Call DGS Facilities Management (240) 777-7777 and report the problem.
Record the name of with whom you spoke.

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 and cc the assigned DGS Facilities Management Property Manager.

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

The assigned DGS Facilities Management Property Manager with a cc to the on-duty BC, the Fire Facilities Program Manager and [the LFRD Liaison BC and the LFRD Chief and President \(when applicable\)](#).

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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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 at (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 Property Manager. 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, the designated LFRD representative (when applicable) and LFRD Chief and President (when applicable) 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 240-777-7777 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 FRS Facilities emergency POC as noted in the Operational Support Calendar via email and phone call.



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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 [with a cc to the LFRD Liaison BC and LFRD Chief and President \(when applicable\)](#) and enter the request into the [MCFRS Fire Station Defect Reporting System](#).
- 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.