

Policy and Procedures for Facility Maintenance

The scope of the AFD CIP Fire Maintenance Division is to coordinate the construction, remodel, rehabilitation, daily repair and maintenance of buildings owned and/or operated by the department. Coordination of land acquisition and development of the property under the City Capital Implementation Program is included in this scope. The repair and maintenance request system is designed to prioritize and implement an accountable tracking system to better serve the entire department.

The Captain and or assigned Fire Liaison of the Fire maintenance division will provide support and assignment of all field requests. Fire liaisons have been assigned to manage and implement this procedure. Two categories have been established with priorities determined. These categories are designated as:

1. **Urgent Emergency Repairs** include: heating & cooling, plumbing, electrical, overhead apparatus doors, gas smell and roof leaks. Only true emergencies are to be considered "Urgent Emergency Repairs". **To Report an Emergency Repair** contact your Battalion Commander and the Commander will notify the "on call" facility maintenance coordinator by phone and by email of the situation. The on call schedule and phone numbers are available from the Alarm Room @ 833-7390. The primary email contact is via Lotus Notes sent to: **AFD CIP**; this will notify all members of the Fire Maintenance group. **This step is very important, as it will track the time the request came in and when it was completed.** Phone call requests are only to speed up the response and **MUST** be followed by an email notification.

2. **Non Emergency Repairs** include all other repair and maintenance items which are related to the facility and its operation. Issues that are not related to the facility should be directed to the appropriate division.

To Report a Non Emergency Repair email via Lotus Notes to: **AFD CIP**

These requests will be evaluated daily and repaired as scheduling permits. **This step is very important for it will track the time the request came in and when it was completed.** Phone call requests for Non Emergency Requests will not be accepted or completed.

Only Commanders & Chief Officers are authorized to contact the on call maintenance coordinator via telephone to request emergency repairs.