

**\*\*\* CUSTOMER SERVICE QUICK REFERENCE \*\*\***  
**MCPS Division of Maintenance (DOM)**

**MISSION:** The DOM contributes to student success by working as a team to provide high quality facilities support, including: Maintenance and Repair; Environmental Services; Capital Asset Replacement; and Automated Energy Management

**SUPPORT FOR SCHOOLS:** All schools and facilities are supported by one of three respective maintenance depots: Bethesda (BMD), Clarksburg (CMD), or Randolph (RMD). In addition, the Shady Grove Maintenance Depot (SGD) provides centralized and specialized support to all schools. All schools use the “Maximo” maintenance work order system to submit requests for maintenance and repair work and other needed facility support.

**Major Facility Emergency**

Examples: Fire; Sudden structural damage; Tornado or wind damage; Electrical wires down; Utility line rupture  
(1) Call 911 to request fire, police, or emergency rescue support as needed; (2) Call the supporting maintenance depot and report the problem so that someone can respond quickly (After hours, call School Security, 301-279-3232); (3) Follow up with a work request.

**Emergency or Urgent Maintenance and Repair**

Examples: Broken water line; Clogged sewer main; HVAC system breakdown; Electric power failure; Major roof leak; Graffiti on exterior of building  
(1) Call the supporting maintenance depot and report the problem so that someone can respond quickly (After hours, call School Security, 301-279-3232); (2) Follow up with a work request.

**Routine Maintenance and Repair**

Examples: Broken window shade; electrical outlet not working; door closer needs adjustment; plugged toilet  
(1) Submit a work request; (2) Check work order status online; (3) If a response is not timely, and no status is shown on “Maximo,” call the supporting depot to discuss when the work will be scheduled.

**HOW SCHOOLS CAN GET THE BEST POSSIBLE SUPPORT**

Talk to the supporting maintenance depot (BMD, CMD, or RMD) about needs (Open Communications).  
Submit clear and understandable work requests (Clear Communications).  
Ask depot leaders to periodically visit the school to review all aspects of support (Periodic Face-To-Face Contact).  
Have the Bldg Service Manager maintain regular contact with the supporting depot (Day-To-Day Collaboration).  
Report serious problems to the supporting depot immediately (Direct Communications for Urgent Problems).

**CUSTOMER SERVICE PROBLEMS OR COMPLAINTS**

The Division of Maintenance tries to provide the best service possible within our capabilities and available resources. Staffing constraints, backlogs of work, and changing or competing priorities limit how quickly work can get done.

**Procedure for resolving problems, questions, or concerns:**

1. Contact the supporting depot first; discuss the issue with the shop supervisor, assistant manager, or manager. Give them time to respond and/or resolve the issue.
2. If concerns are not resolved, send an email to the assistant director or director of maintenance.
3. Please limit phone calls to the division office to the most serious or time-sensitive issues.

**POINTS OF CONTACT**

**Bethesda Maintenance Depot (BMD):** Manager: Brenda Wilhelm; Asst Mgr: Brian Buckman, 301-469-1133  
**Clarksburg Maintenance Depot (CMD)** Manager: Ronald Ehlman; Asst Mgr: Stan Jones, 301-353-0940  
**Randolph Maintenance Depot (RMD)** Manager: Kenny Hoyle; Asst Mgr: Jack Lewis, 301-929-2250  
**Division of Maintenance (Shady Grove Depot, SGD)** Director: Roy Higgins; Asst Dir: Lynne Zarate, 301-840-8107  
**Indoor Air Quality Program (Shady Grove Depot, SGD)** Richard Cox or Sean Yarup, 301-926-4409  
**General Assistance (Shady Grove Depot, SGD)** 301-840-8100

**AFTER-HOURS FACILITIES MAINTENANCE SUPPORT**

Call the School Security Office, 301-279-3232.  
Report the location and nature of the problem.  
Provide a point-of-contact’s name, school, and telephone number for follow-up actions.  
The School Security Office will contact maintenance depot personnel at home.  
The security staff has phone numbers and backup contact information.  
Do not attempt to call depot personnel on your own.

**DIVISION OF MAINTENANCE WEBSITE:** <http://www.montgomeryschoolsmd.org/departments/maintenance/>