

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

March 2020

**MISSION:** DOM supports student success by working as a team to sustain high quality learning environments through: Maintenance and Repair; Environmental and Indoor Air Quality Services; Automated Energy Management.

### **SUPPORT FOR SCHOOLS**

All MCPS facilities are supported by one of three maintenance depots: Bethesda (BMD), Clarksburg (CMD), or Randolph (RMD). In addition, the Facilities Maintenance Depot (FMD) provides centralized and specialized services for all geographical areas. All schools use the Maximo maintenance work order system to submit requests for maintenance and repair work.

#### **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 your supporting maintenance depot and report the problem so someone can respond quickly; after hours, call the Department of Systemwide Safety and Emergency Management, Electronic Detection Section (EDS), 240-740-3232; (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 your supporting maintenance depot and report the problem so someone can respond quickly; after hours, call EDS, 240-740-3232; (2) Follow up with a work request.

#### **Routine Maintenance and Repair**

Examples: Broken window shade; electrical outlet not working; door closer needs adjustment; clogged 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 your supporting depot to discuss when the work will be scheduled.

### **CUSTOM REPORTS**

Maximo is capable of creating many different reports that you may find helpful for tracking work requests and equipment. To request either a one-time report be generated and sent to you, or to have a report regularly sent to meet your needs, please email or call Richard Cox, 240-740-2323.

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

DOM strives to provide the best service possible within our capabilities and available resources. Staffing constraints, backlogs of work, and changing or competing priorities may limit how quickly work can be completed.

*Open Communications* – Talk to your supporting maintenance depot (BMD, CMD, or RMD) about needs

*Clear Communications* – Submit clear and understandable work requests

*Periodic Face-To-Face Contact* – Ask depot leaders to periodically visit your school to review all aspects of support

*Frequent Collaboration* – Have your Building Service Manager maintain regular contact with the supporting depot

*Direct Communications for Urgent Problems* – Report serious problems to your supporting depot immediately

### **CUSTOMER SERVICE PROBLEMS OR COMPLAINTS**

1. Contact your supporting depot first. Discuss the issue with the 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.

### **AFTER-HOURS FACILITIES MAINTENANCE SUPPORT**

Call the Department of Systemwide Safety and Emergency Management, Electronic Detection Section (EDS) 240-740-3232. Report the location and nature of the problem. Provide a point-of-contact's name, school, and telephone number for follow-up. EDS will contact maintenance depot personnel at home. Do not attempt to call depot staff on your own.

### **POINTS OF CONTACT**

**Bethesda Maintenance Depot (BMD):** Manager: Dan Butt; Assistant Manager: Doug Jones, 240-740-6560

**Clarksburg Maintenance Depot (CMD):** Manager: Ken Hagins; Asst. Manager: Danny Sipple 240-740-4700

**Randolph Maintenance Depot (RMD):** Manager: Charles Hill; Assistant Manager: Wayne Gregg, 240-740-2620

**Facilities Maintenance Depot (FMD):** Manager: Vacant; Assistant Manager: Tony Jaskulski, 240-740-2507

**Indoor Air Quality Program (FMD):** Sean Yarup or Richard Cox, 240-740-2520

**Automated Energy Management:** Dave Grossnickle 240-740-2530

**Division of Maintenance (FMD):** Director: Lynne Zárate; Assistant Director: Vacant, 240-740-2507

*Please visit our website for more helpful hints:* [www.montgomeryschoolsmd.org/departments/facilities/maintenance](http://www.montgomeryschoolsmd.org/departments/facilities/maintenance)