

	WORK REQUESTS: VEHICLE AND FACILITIES MAINTENANCE	2014revB
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	APPROVED BY: Fire Chief Mark Miller <i>Mark Miller</i>	EFFECTIVE DATE: 09/02/2014

Procedure:

LFRA personnel may have a need to request service and/or maintenance for agency vehicles, apparatus or facilities. The City of Loveland Facilities Management and City of Loveland Fleet Management Division provide service and maintenance for LFRA's facilities and fleet. At all times, LFRA personnel should follow LFRA and City policies and directives for requesting service.

Facilities Management

City of Loveland Facilities Management (FM) is responsible for the operation, maintenance, and construction of LFRA facilities and buildings. If an LFRA member notices a maintenance issue that needs to be addressed within an LFRA building, the member should notify their company officer or acting company officer. The company officer will work with the individual to determine if the issue is an emergency or non-emergency issue.

Non-Emergency Requests

Non-emergency issues that may need assistance from Facilities Management, in general, are those that do not pose an immediate threat to LFRA personnel safety and/or incident priorities. If the issue is determined to be non-emergency, the company officer shall submit a Facilities Management Work Request via the City intranet. The company officer shall also send an email to notify all shift captains as well as the company officers working at the same facility on other shifts, to inform them that the request was submitted. Examples may include, but are not limited to: floor tiles needing replacement, countertops coming loose, interior door hinge or latch malfunctions, malfunctioning plumbing fixtures, etc.

Emergency Requests

Issues that may need emergency assistance from facilities management personnel are those that may pose an immediate threat to LFRA personnel safety and/or incident priorities. If the issue is determined to be an emergency, the company officer shall call the on-call facilities employee at 970-420-8507. The company officer shall also send an email to notify all shift captains as well as the company officers working at the same facility on other shifts, to inform them that the request was submitted. Examples may include, but are not limited to: station garage bay doors will not open/close, fire alarm system malfunctions, uncontrollable flooding/water leakage, broken windows, etc.

Fleet Management

The City of Loveland Fleet Management Division (Fleet) performs preventive, scheduled and unscheduled maintenance on all LFRA vehicles and apparatus. If an LFRA member notices a maintenance issue that needs to be addressed within an LFRA vehicle or apparatus, the member should notify their company officer or acting company officer. The company officer will determine if the issue is an emergency or non-emergency issue.

Non-Emergency Requests

Non-emergency vehicle or apparatus issues are those that do not pose an immediate threat to LFRA personnel safety or render the vehicle or apparatus immediately inoperable. If the issue is determined to be non-emergency, the individual responsible for the vehicle or apparatus shall submit a FASTER Request for Service via the City intranet. The employee shall also send an email to notify all other individuals with responsibility for the vehicle or apparatus that the request was submitted. Shift captains and company officers working with the affected vehicle or apparatus shall also be notified of the request. Examples may include, but are not limited to: oil change due, door latch malfunctions, excessive tire wear, one headlight failure, etc.

Emergency Requests

Issues that may need emergency assistance from fleet management personnel in general are those that may pose an immediate threat to LFRA personnel safety or render the

vehicle or apparatus immediately inoperable. If the issue is determined to be an emergency, the individual responsible for the vehicle or apparatus shall call one of Fleet's Emergency Vehicle Technicians to notify them of the issue and request assistance. The individual shall immediately notify the company officer to place the apparatus out of service. The company officer shall notify the on-duty battalion chief. Shift captains and company officers working with the affected vehicle or apparatus shall also be notified of the problem as well as any resolution. Examples may include, but are not limited to: pump failure, air brake failure, punctured or damaged tire, etc.

Revision History:

6/1/2015 Added recommended changes as suggested by employee transfer law firm.

References:

City of Loveland Facilities Management intranet page

City of Loveland Fleet Management intranet page