FACILITY MANAGER STANDARD OPERATING PROCEDURE

FORT CARSON
TRIPLE NET 0
719-526-4320

Fort Carson
Directorate of Public Works
1626 Evans Street, Building 1219
Fort Carson, CO 80913-4362
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Foreword

Real property is often the single most expensive asset of any organization, when considering not only construction costs, but also maintenance, repair, services and utility costs. Proper management of facilities is important for mission functionality, quality of life and unit pride. The facility manager (FM) is the primary link between their unit and the Directorate of Public Works (DPW). They help ensure their facilities are properly maintained through protecting and optimizing assets owned by the organization, maintaining building systems and exterior surroundings, following protocols for repairs and maintenance of facilities, actively promoting energy and water conservation and recycling efforts and remaining vigilant to ensure facilities are safe. Facility managers' expanded support role in properly maintaining facilities is vital to saving dollars and to ensuring DPW services and resources are available to the Fort Carson community.

The Fort Carson DPW prepared the FM Standard Operation Procedure (SOP) as a resource for military units and civilian organizations in order to carry out FM responsibilities in their assigned buildings.

For more information about the FM SOP, the contact is the DPW Operations and Maintenance Division Chief, Mark Hunsicker, who can be reached at 526-2215.

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1. INTRODUCTION

a. REFERENCES:

(1) Army Regulation 420-1, Army Facilities Management, 24 August 2012
(2) Army Regulation 200-1, Environmental Protection and Enhancement, 13 December 2007
(3) Army Regulation 735-5, Policies and Procedures for Property Accountability, 22 August 2013
(4) Fort Carson Regulation 200-1, Environmental Protection and Enhancement, 1 February 2013
(5) Department of Defense Instruction (DoDi) 4715.4, Pollution Prevention, 18 June 1996
(6) Executive Order 13423-Strengthening Federal Environmental, Energy and Transportation Management, 24 January 2007
(7) Executive Order 13514-Federal Leadership in Environmental, Energy and Economic Performance, 5 October 2009
(8) Command Energy Policies
(9) Command Recycle Policies
(10) Facility Energy Conservation Checklist, FC FORM 22-1-E, December 2013

b. PURPOSE: This SOP is designed as a support tool to assist facility managers (FMs) in the performance of their duties. The FM serves as the single facility point of contact (POC) for their chain of command in fulfilling all facility management requirements. Units, directorates and activities have ownership responsibility for the buildings they occupy. The SOP also outlines the DPW's roles in facility management support, thereby providing FMs with an understanding of how to meet their facility needs and what resources the DPW has available to assist the FM Program.

c. APPLICABILITY: This SOP is applicable to all units, directorates and activities assigned to, attached to or under the operational control of Fort Carson, Colorado. All usages of the term "DPW" refer to the Fort Carson Directorate of Public Works.

d. RESPONSIBILITIES: The DPW is the proponent for the update, publication and distribution of the FM SOP to Installation FMs and other individuals assigned to manage facilities on Fort Carson.

e. INTENT: The FM Program is intended to provide a single POC on behalf of an organization. The Facility Management Class training offered by DPW equips authorized FM representatives with clear procedures regarding facilities maintenance and responsibilities for supporting Net Zero energy, water and waste goals in facilities.

f. GENERAL: The SOP outlines the minimum requirements and procedures to function as the FM of a unit, organization or activity on Fort Carson. Appendix B, Fort Carson Facility Management Responsibilities Matrix, provides an outline of what responsibilities fall under the FM, the unit/activity and the DPW.

2. FACILITY MANAGER SELECTION

a. Each commander/director or senior leader will assign a primary and alternate FM for each facility. For military units, a brigade and battalion FM representative will be designated to assist facility FMs to ensure they attend the DPW Facility Management Class training, provide work request processing support and Installation Status Report (ISR) inspection guidance.

(1) All primary and alternate FMs must meet the following criteria:
i. Must be assigned in accordance with additional duty appointment orders by the unit commander or director.

ii. Must be SSG (or E-5 Promotable), civilian equivalent or above.

iii. Must complete DPW Facility Management Class training assigned through G3 Troop Schools. For information about attending the training, see Appendix G.

b. Multi-occupant unit and civilian facilities: In facilities in which more than one unit resides, the FM will be assigned by the majority unit/tenant.

3. Facility Manager Duties and Responsibilities

a. The FM serves as the primary DPW liaison, and as such supports communication and coordination between the unit command/directorate leadership, building occupants and the DPW. The FM will:

(1) Serve as the DPW's POC to assist in coordinating requested temporary utility (water and electric) outages affecting the facility.

(2) Provide facility data used for the ISR. The inspection of the facility must be conducted by the FM or a properly ISR-trained individual.

(3) Act as the POC for the unit Organizational Inspection Program, by providing records of their facility maintenance and energy, water and waste inspections and taking corrective actions noted during an OIP. (See Appendix E for the Facility Maintenance Checklist and see Appendix F for the Facility Energy Conservation Checklist, FC FORM 22-1-E)

(4) Report FM POC information to the DPW Net Zero outreach coordinator at 526-4320 to update the Fort Carson FM roster.

b. The FM assists with facility inspections, maintenance and repairs to ensure proper building operation. Facility manager duties are consistent with occupant-level knowledge and do not require professional expertise. The FM will:

(1) Inspect the facilities and grounds within their areas on a regular basis and use the Facility Maintenance Checklist (Appendix E) for conducting inspections.

(2) Submit requests for self-help repairs or project supplies through the process outlined in the Self-help Program section.

(3) Submit service orders for maintenance or repair beyond the capabilities of the unit-level personnel to the DPW operations and maintenance (O&M) contractor.

(4) Keep a log of all submitted service orders to confirm completion and identify trends.

(5) Ensure that timely repairs are made to prevent major repairs being required later.

(6) Ensure facility assignments and terminations are processed correctly. For an overview of the facility assignments and terminations process, see Appendix H.

(7) Notify facility occupants of poor housekeeping and ensure corrective action is accomplished by using the Facility Maintenance Checklist, Appendix E. Brief facility users on their collective responsibility for care, custody and protection of facility.

(8) Ensure that facility users do not perform unauthorized work, alter, move or remove: water, heating, lighting, ventilation, air conditioning, plumbing fixtures or other real property installed equipment.

(9) Ensure all improvements in and around facilities to include service contracts (custodial, etc.), digging, landscaping, self-help, electrical, plumbing, air conditioning, etc., are coordinated through the DPW.

(10) Obtain an approved work request, DA Form 4283 (Facilities Engineering Work Request), through the DPW Business Operation and Integration Division (BOID) Work Management Branch at 526-2900 before undertaking work to alter, remodel, expand or remove buildings and structures.

(11) Notify occupants that they must follow instructions for preventing damage or loss in excess of fair wear and tear. Examples of damage not considered fair wear and tear include winter freeze damage and vandalism. Damage or loss may result in financial liability investigation and assessment of liability against individuals or organizations.

(12) Ensure that alternative FMs assigned to assist the primary FM are properly trained, supervised and capable of performing in an efficient, safe and economical manner.

c. The FM provides energy and water conservation oversight in their assigned building/s. The following are some of the FM energy and water management responsibilities:

(1) Responsible for oversight of the facility meeting energy and water conservation objectives and educating building occupants on how they can support Fort Carson Net Zero energy and water goals. (See Section 7 Energy and Water Conservation.)

(2) Serve as the single point of contact for energy and water conservation matters for the organization. Communicate facility issues with the DPW and unit/directorate leadership.

(3) Conduct recommended energy inspections twice a month in occupied buildings and monthly in unoccupied buildings using the Facility Energy Conservation Checklist, FC FORM 22-1-E, (See Appendix F). FMs should maintain their checklists for one year to keep a history of the building's energy efficiency and note corrective actions.

(4) Initiate and follow up on corrective actions to the facility, and initiate service orders by calling 526-5345.

(5) Ensure organization is complying with applicable Fort Carson Command Energy and Water Policy requirements and is taking a proactive approach to energy and water conservation.

(6) Ensure all operations involving energy and water use are reviewed and all reasonable conservation measures that do not affect operations or quality of life are taken.

d. The FM provides recycling oversight within their building footprint. The FM is responsible for the following recycling responsibilities:

(1) Attend DPW's Facility Management Class, which provides training specifically on the recycling procedures.

(2) Responsible for oversight of the facility meeting recycle objectives and taking a proactive approach to educating building occupants on how they will support the Fort Carson Net Zero waste goal. (See Section 8 Recycling.)

(3) Develop a Recycling Program SOP, using the FM SOP guidance, tailored to their organization for the management of recyclable materials. The SOP shall establish unit responsibilities to take recyclables from the facility recycling stations to the dumpsters. (See Section 8 Recycling for unit SOP development information.)

(4) Coordinate and communicate with DPW Recycle Program staff (526-5898) to obtain recycling containers and establish collection points near their facilities based on the organization's specific needs. Contact the Recycle Program staff directly with questions and concerns.

(5) Train organizational personnel on recycling and collection procedures and manage the organization's program.

(6) Call the DPW Recycle Program staff if any outside container in the area requires immediate servicing. Ensure recycle containers are available and maintained within their area of responsibility.

e. Barracks Guidance: Units have responsibility for day-to-day barracks management operations. The Garrison is a partner that provides program oversight, to include monitoring, coaching, teaching and mentoring. The Garrison POC is the DPW's Single Soldier Housing Manager, located in building 1454, at 524-7741.

4. Service Orders

Service orders are used for maintenance and repair of existing real property such as heating, ventilation and air conditioning (HVAC), windows, plumbing and electrical systems, elevator maintenance, carpentry and grounds.

a. Service orders are processed by the DPW's O&M contractor by calling 526-5345. The office is staffed 24 hours a day, seven days a week.

b. When submitting a service order, the following information is requested:

(1) Name and phone number of person familiar with the needed repairs

(2) Brief description of the problem

(3) Building or facility number

(4) Unit or activity assigned to the facility

(5) Mission impact

The Service Order desk is available 24-7 by calling 526-5345 to submit or follow up on service orders for maintenance and repairs.

c. Every service order is assigned a six-digit ticket number for reference.

d. Service order priorities are assigned by assessing the information and potential mission impacts provided by the caller. (See service order priority levels listed below.)

e. Units may call the service order desk at any time to get an update on their service order request.

f. Units may self-perform service order repairs if they have competent resources and skills to perform the work. The FM shall determine if the unit is capable of performing certain repairs.

g. The maintenance and repair of personal property or organizational property is not covered by the DPW and is excluded from the O&M contract. (See Acronyms and Definitions Section for real property definition.)

h. Service order priorities

(1) Priority 1 – Emergency: Emergency work takes priority over all other work and requires immediate action. Emergency service orders are classified as such when they consist of correcting failures/problems that constitute an immediate danger to life, health, safety, security or property. Examples of emergency service orders include: overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components that may cause fire or shock, stopped-up toilets (when only one is available for use), lockouts and key card failures. The normal response time to emergency work is within one hour, day or night, with completion of the emergency within 24 hours.

(2) Priority 2 – Urgent: Urgent work is required to correct an issue that could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and hot water supply outages, whole building air conditioning system failures or functional failure of ranges and refrigerators in dining facilities. The O&M contractor staff makes every effort to respond within 24 hours and accomplish all urgent work within seven working days of receiving the order.

(3) Priority 3 – Routine: Routine service orders do not meet the categories of emergency or urgent and covers required work, which, if not accomplished, would continue to be an inconvenience or unsightly condition. Work in this category will normally be accomplished within 30 days of being submitted. Some factors that affect service order response time include incomplete or incorrect information on the order, more urgent priorities, weather conditions, time of day (nights or weekends) and Occupational Safety and Health Administration regulations.

Note: All barracks service orders are reported through the First Sergeant Barracks Program unless they are Priority 1/ Emergency, which can be called in directly to the DPW O&M contractor at 526-5345.

i. Common service order-related issues

The following is a list of issues (and explanations) the DPW has encountered in facilities:
Operation of heating/cooling systems: Some buildings on Fort Carson have their own internal heating and cooling systems, and others are heated and/or cooled by the Central Heat Plant. Controls operate very differently depending on the building. To find out what type of system is in place in a building, the FM can call 526-5345.
Programming thermostats: Most thermostats can control the temperature in the immediate space, but may be limited to only a few degrees change. Some thermostats transmit to and are controlled by the contractor's Energy Management Control System (EMCS) Team and some relay directly to the HVAC equipment and are only monitored by EMCS. When thermostats do not appear to be responsive, call in a service order and have the EMCS and/or HVAC staff inspect it.
Lighting use: If an FM identifies an opportunity to install an occupancy or vacancy sensor to reduce lighting run time, they can call in a service order so the contractor can assess the cost and feasibility of installing the device as an energy conservation initiative.
Occupancy/vacancy lighting sensor use: The sensor screen on many sensors looks like a push button; however, pressing the screen damages the sensors. Almost all sensors can be easily reprogrammed for less sensitivity and/or more or less lighting time. If the sensor is not responding properly or needs to be reprogrammed, the FM should call in a service order to discuss having it reprogrammed.
Windows open during cooling season: Leaving a window open and operating a fan in the early morning or late evening hours is an effective way to cool a facility. However, if windows are not closed and fans are not removed during the peak temperature hours of the afternoon, cooling systems do not operate efficiently because hot air is drawn into the building. Close windows and remove fans after early morning or late evening hours to ensure cooling systems operate efficiently.
Control of building temperatures: Interior space temperatures are monitored by EMCS in many buildings. The number of sensors installed, and their locations, in monitored buildings are limited. Cooling and heating systems monitor the average temperature in the building space before the system activates. Therefore, rooms on high floors may experience temperatures different from lower floors. In addition, solar orientation may influence space temperatures. If extreme temperatures are encountered in individual rooms, occupants should contact the FM so it can be reported by calling in a service order.
Use of low-flush or waterless toilets: Solid materials should not be put in these toilets. When necessary, flush twice. The water savings from the liquid-only flushes is still saving more water than the occasional double flush. Do not put any chemicals in waterless urinals as it can ruin the sealing liquid. To clean, spray and wipe down.
Command Energy Policy compliance: FMs can assist in ensuring building occupants follow the Fort Carson Command Energy Policy. The contractor is frequently asked to turn on and adjust systems to temperatures that are not in line with the Fort Carson Energy Efficiency Policy temperature guidelines and not allowed.

5. Work Requests

A Facilities Engineering Work Request, DA Form 4283 (See Appendix C), is required when modifying, altering or adding real property. This request provides the scope of work, justification for the work and staffing coordination to ensure the work is warranted and done in a safe and code compliant manner:

a. Work request approval process: The approval of a DA Form 4283 for a project will proceed in the following sequence: (See Appendix D for flowchart of approval process and work prioritization.)

(1) FM – Will work with their brigade-, directorate- or tenant-level representative (or designated individual on orders to process work requests) to verify work and complete appropriate paperwork including a DA Form 4283, statement of work and cost estimate.

(2) Unit Commander – Approves funding and/or submittal of work requests.

(3) DPW –

i. Receives the work request, reviews requested work and determines the appropriate execution method (See Appendix D for flowchart of approval process and work prioritization.):
- Contract
- Troop construction
- Self help

ii. Staffs all work requests to appropriate Installation organizations.

iii. Approves (with delegated authority from the Garrison Commander) work requests.

b. FMs have a role in the processing of work requests. They may be the individual assigned to process the work requests for their unit/directorate/tenant through the DPW or the individual who coordinates with the unit/directorate/tenant representative to process work requests to ensure facility needs are met.

(1) The DPW BOID Work Management Branch will have a copy of the Delegation of Authority (Signature Card), DA Form 1687, on file.

i. Call the BOID Work Management Branch if there are questions in reference to verification of authorized representatives or procedural processes, at 526-2900.

ii. Work requests will not be accepted unless signed by unit/directorate/activity authorized requestor.

(2) Common work request projects include: painting, carpeting, landscaping, partitions, SIPR/NIPR (communication requirements, usually needs Network Enterprise Center support) and signage.

6. Self-help Program

The Self-help Program purpose is to allow units, directorates and activities to conduct minor facility repairs and projects enabling them to show pride in their buildings and maintain their areas of responsibility.

a. Repairs. Units/directorates/activities can repair their real property facilities. Repairs will be done within individual competency level. Conducting self-help repairs allows an organization to repair lower priority service order issues at their own discretion if they want it fixed faster than the O&M contractor response time. Self-help repair examples include, but are not limited to:

(1) Replacing faucet aerators, light bulbs and switch plate covers.

(2) Tightening door hinges.

(3) Unplugging minor drains.

(4) Repairing minor holes.

b. Projects. Units/directorates/activities can conduct authorized self-help projects to modify, alter or renovate their real property. Projects must follow the work request process outlined in Section 5 Work Requests. Self-help projects are a mechanism to accomplish projects faster than through contracted work. Projects are limited to those individuals with the proper skill set, and include work such as:

(1) Landscaping

(2) Painting

(3) Installing partition walls and doors.

c. Materials for self-help projects will be acquired through the Supply Warehouse run by the DPW O&M contractor in building 214.

d. FM, or designated self-help personnel, must attend the DPW Facility Management Class in order to conduct self-help projects. A DPW self-help card is issued after completion of the class which is required to:

(1) Sign out tools from Tool Room, building 307.

(2) Request materials from Supply Warehouse, building 214.

d. Tool Room, building 307

(1) The Tool Room is located in building 307 at the north end. The hours of operation are 0730-1500, Monday through Thursday.

(2) Units can check out power tools, landscaping tools and hand tools.

(3) Special tools can be ordered or purchased.

(4) Tools must be picked up in a government vehicle.

(5) Tools available for check out include hand tools, power tools and landscaping tools.

e. Supply Warehouse, building 214

(1) Minor routine repairs such as changing light bulbs, spot painting, repairing door hinges, etc., can be performed by the unit using materials acquired from the Supply Warehouse, building 214.

(2) Process to request supplies for self-help repairs or projects:
   i. Use a DA Form 2765-1, Issue/Turn In Form, for requesting supplies from the Supply Warehouse, building 214. The form is used for issuing supplies/materials for any facility repairs.
   ii. Repair materials are DPW-funded and supplies for new work are unit-funded.

iii. Provide the following information on the form: name, rank, local phone number and Department of Defense Activity Address Code, known as DODAAC number.
iv. Take the form to the Directorate of Resource Management (DRM), building 1220, for financial approval and to the DPW, building 307, for justification of allowed projects.
v. If requesting large supply quantities, go to the Tool Room staff in building 307 for approval before going to the Supply Warehouse, building 214.
vi. In order to request supplies, a Delegation of Authority (Signature Card), DA Form 1687, is required. The Signature Card provides authorization to spend a unit's money, request supplies and submit a work request, DA Form 4283.
vii. Supplies must be picked up from the warehouse in a government vehicle.

f. Guidance for sink faucets and sink drain traps

(1) Replace/repair sink faucets or clear sink drain traps, tighten water supply lines or wastewater drainpipes. This work would not include replacement of whole building sewer and water pipes. If the issue is beyond the scope of the FM's abilities, call in a service order to 526-5345.

g. Guidance for waterless urinals

(1) The following guidance applies to waterless urinals:
i. Don't put cleaning solutions into urinals. (Use only warm soapy water to clean the waterless urinals.)
ii. Don't put chewing tobacco into urinals.
iii. Don't pour chemicals into urinals.
iv. Don't put coffee or grounds into urinals.
v. Do have cartridge replaced when blue sealant appears in the urinal, when it smells or when the drain becomes slow by calling in a Priority 2 service order to 526-5345.
vi. Do be able to identify which urinal requires replacement.

7. Energy and Water Conservation

Energy and water conservation are key strategies in achieving Fort Carson's Net Zero energy and water goal objectives. Attaining Net Zero energy means boosting the Installation's efforts to produce as much energy on site as it uses through aggressive conservation and efficiency efforts, finding ways to capture and use "waste" energy and implementing renewable energy technologies. Operating as a Net Zero water installation means the Mountain Post must invigorate its water conservation ethic and develop strategies to make wiser water use choices, such as using non-potable water for irrigation.

a. Energy management requires support at the unit/directorate command, DPW and FM level.

(1) Per the Commanding General's Fort Carson Energy Policy, each unit (brigade/battalion/company/directorate/tenant) will have an assigned FM with energy management responsibilities in every building. This requirement is in accordance with AR-420-1, Chapter 22-12 (2) and includes military and civilian facilities.

(2) The DPW is responsible for maintaining appropriate heating temperatures for those building HVAC systems controlled by the EMCS. During unoccupied times, facilities will be set back to 55 degrees depending on the facility use. Buildings will be monitored during cold periods to prevent freeze damage.

(3) FMs are involved in the day-to-day operations of their assigned facilities. They are able to support building needs, as they know the energy- and water-related facility issues very well.

b. The FM plays a crucial role in energy and water conservation for their building/s and helping Fort Carson meet its Net Zero energy and water goals.

(1) The FMs communicate with Installation Energy Manager (526-1739) and Net Zero Outreach Coordinator (526-4320) to schedule courtesy energy audits, identify new energy-saving opportunities and relay any energy-related issues in their building not handled by calling in a service order.

(2) FMs assist in educating occupants on behavioral change that improves energy conservation within their buildings.

(3) FMs attend Fort Carson Facility Energy Training held in the fall and spring. The training provides a good opportunity for the FMs to share best practices and to coordinate with the DPW in developing ways to reduce energy consumption.

(4) FM energy and water management accomplishments are captured and provide valuable feedback and input for the Net Zero Champion recognition program.

8. Recycling

Fort Carson has an active Recycle Program supported by the Installation leadership. Units, directorates and tenants are required to recycle commodities collected on the Installation. Recycling helps Fort Carson get closer to achieving its Net Zero waste goal and provides revenue for Soldier morale, welfare and recreation. The Net Zero Waste designation requires Fort Carson to divert all materials from the landfill by reducing, reusing and recycling all end state materials.

a. Recycling requires support at the unit/directorate command, DPW and FM level. The FM serves as the DPW POC and recycle champion for their building/s. The following information outlines recycle processes at Fort Carson and serves as guidance for FMs to support Installation recycling efforts in their building/s.

b. All facility occupants

(1) Recycle all waste streams as applicable in their organizational facilities and operations.

(2) Each workstation occupant will be asked to service their own personal desk-side collection containers by placing recyclables in central points inside buildings.

c. Garrison and civilian facilities

(1) Civilian organizations will perform source-separate recycling. They will separate recyclables as listed below into individually labeled recycling containers.

(2) DPW will provide clearly labeled containers and recycling stations to organizations for collection of accepted recyclable materials

(3) Recycle staff will service the source-separate collection containers and paper totes in civilian organization buildings.

(4) DPW will also provide and service dumpsters and roll-offs that are clearly labeled for the appropriate recyclable materials at collection points to support individual or multiple facilities. Occupants may also place large amounts of recyclables directly into these dumpsters.

(5) Facility managers can contact DPW Recycle (526-5898) to obtain additional recycling containers, establish collection points near their facilities based on the facilities' specific needs and when outside dumpsters need immediate servicing.

(6) DPW will notify organizations if dumpsters are contaminated with inappropriate recyclables or trash. DPW will not service contaminated dumpsters and will place Red Tags on the fouled containers. DPW will require the organization to perform corrective action on the Red Tagged dumpsters before servicing

d. Military units

(1) Military units will perform single stream recycling for common office and barracks waste. They will comingle recyclables (cardboard, mixed paper, aluminum and tin cans, glass bottles and plastics) as further defined below in paragraphs e. (1)-(5) into clearly labeled single stream recycling containers.

(2) Military units will also separate cardboard, scrap metal, untreated wood from the motor pool. Units will place these recyclables directly into dumpsters marked for each material. (See picture on Page 16)

(3) Military units will service all interior recycling containers and stations within their facilities, by dumping them routinely into appropriate recycling dumpsters. Dumpsters will be located in each motor pool and in the barracks areas.

(4) DPW will provide clearly labeled containers and recycling stations to organizations for collection of accepted recyclable materials. (See picture on next page of the types of recycle containers DPW provides.)

(5) DPW will also provide and service dumpsters and roll-offs that are clearly labeled for the appropriate recyclable materials at collection points to support individual or multiple facilities. Occupants may also directly place large amounts of recyclables directly into these dumpsters.

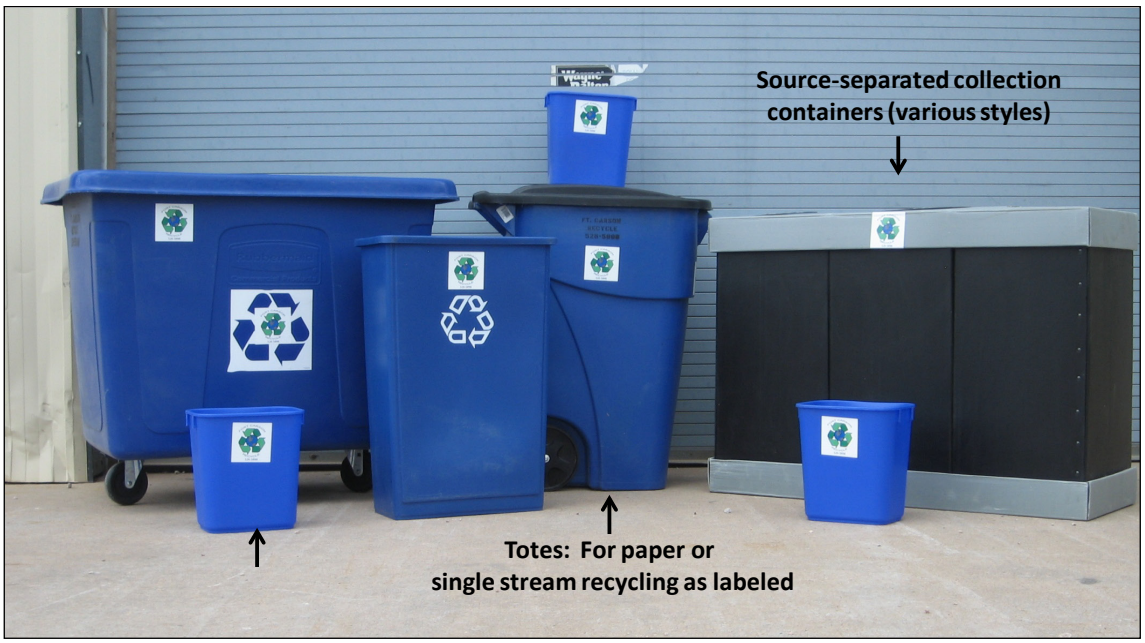
(6) FMs will contact DPW Recycle (526-5898) to obtain additional recycling containers, establish collection points near their facilities based on the facilities' specific needs, and if any outside dumpsters need immediate servicing.

(7) DPW will notify organizations if dumpsters are contaminated with inappropriate recyclables or trash. DPW will not service contaminated dumpsters, and will place Red Tags on the fouled containers. DPW will require the organization to perform corrective action on the Red Tagged dumpsters before servicing.

e. Fort Carson recycles the following materials *(specific exclusions are shown in italics below)*. See Section h. for commodities accepted at each recycle location.

(1) Cardboard*: to include all food boxes, shoeboxes and corrugated cardboard. Boxes must be flattened.

(2) Mixed paper*: to include newspaper, colored paper, office paper, mail, junk mail, shredded paper, magazines, telephone books, field and technical manuals. *(Classified and sensitive materials must be handled per their security classification. Contact Installation Security, building 1130, at 526-3475 for information and support.)*



(3) Aluminum and tin cans*: to include other small metal household items such as pots and pans, metal hangers, hinges, screws and nails.

(4) Glass*: to include jars and bottles of any color. Lids and caps must be removed and recycled in the metal or plastic bin as appropriate. *(All other types of glass, such as windows, aquariums or automotive are not recyclable.)*

(5) Plastics*: to include all plastic bottles and containers. *(Styrofoam®/foam packing material is not recyclable and must be thrown in the trash.)*

(6) Electronics: includes any item with a cord or battery powered.

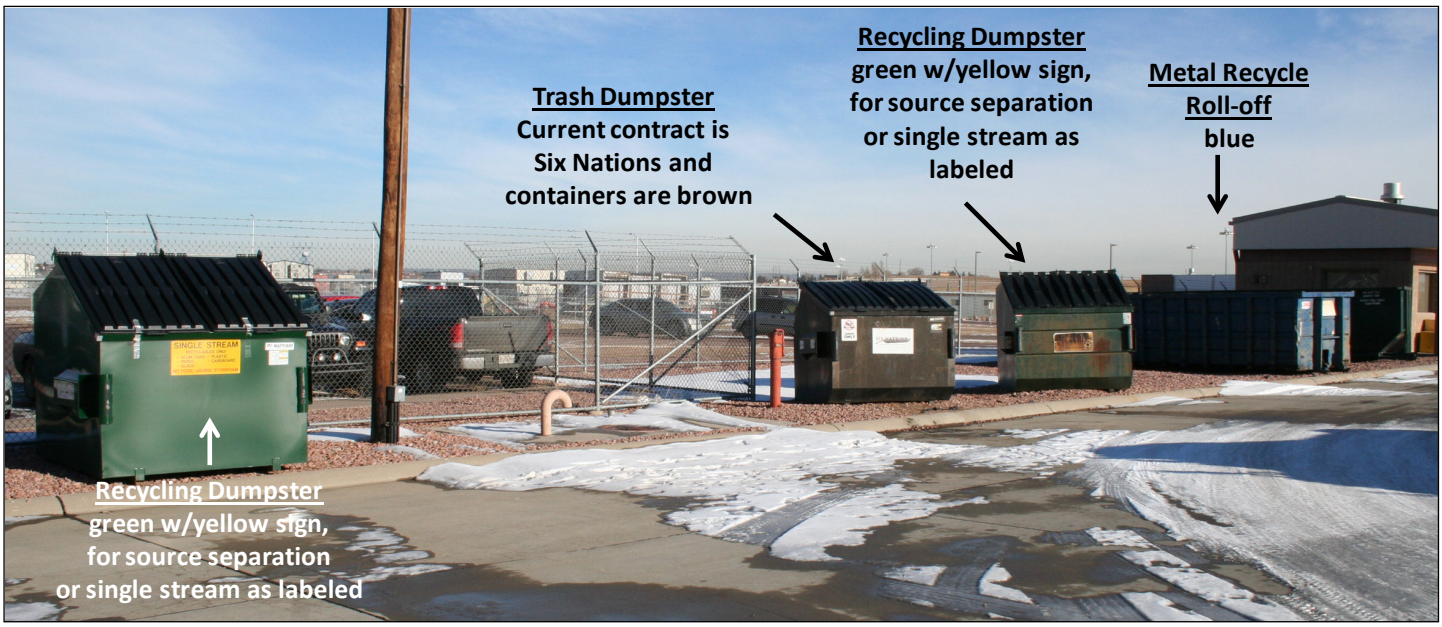
(7) Mattresses: *(Box springs are not recyclable.)*

(8) Porcelain: to include toilets, and sinks.

(9) Untreated Wood: to include all unserviceable pallets, crates, lumber and tree branches. *(Any wood that has been treated, painted or varnished, to include railroad ties, furniture and doors, is NOT recyclable. If there is a large volume of these items, call the Fort Carson Recycle Center at 526-5898 to request a trash roll-off for proper disposal.)*

(10) Scrap Metal: to include small and bulk aluminum and steel items that do not fall into one of the categories listed below.
   i. Turn-in of unserviceable equipment is the responsibility of the appropriate supply channel in accordance with current operating procedures (ref. Army Reg. 735-5).
   ii. All Demilitarized (DeMil) required items CANNOT be placed in metal roll-off container for recycling. Contact the unit supply staff for further instructions for turn-in to Directorate of Logistics Agency Disposition Services (DLADS).

**Indicates single stream recyclables commodities, which are collected together. Only add the acceptable recyclable materials, which are noted on the dumpsters and the totes. No food, liquid, clothes, Styrofoam® or plastic bags should be disposed of in the single stream totes and dumpsters.*



f. Special services

Paper shredding: Shredding services are provided at the Fort Carson Recycling Center, building 155. Individuals are required to shred all Personally Identifiable Information (PII) documents themselves. The Recycle Center staff is only there to assist with the process. Call 526-5898 for appointment. *(Classified and sensitive materials must be handled per their security classification. Contact Installation Security, building 1130 at 526-3475 for information and support.)*

g. Recycle containers. The Fort Carson Recycle Program will provide recycling totes and containers as specified below.

(1) For civilian facilities, source-separate collection containers for mixed paper, aluminum and tin cans, glass and plastic will be provided by the DPW. They will be located at a central point on each floor in every building with an elevator (to be located near the elevator), and in one central point of the first floor of buildings without an elevator.

(2) For military facilities including headquarters, company operations and tactical equipment maintenance facilities, single stream collection containers for cardboard, mixed paper, aluminum and tin cans, glass and plastic will be provided. They will be located in a central point on each floor in every building.

(3) Personal desk-side collection containers will be provided for each workstation within buildings.

(4) Collection totes for mixed paper will be provided for each print/copy/fax station in central locations.

h. Outdoor collection centers. The Fort Carson Recycle Program will place and service recycling dumpsters and containers in the locations specified below.

(1) Fort Carson Recycle Center, building 155 (all recyclable materials).

(2) Fort Carson Exchange Recycle Point (cardboard, mixed paper, aluminum and tin cans, glass, plastic, porcelain, electronics, mattresses, batteries and household hazardous waste).

(3) Wolf Dining Facility Parking Lot (cardboard, mixed paper, aluminum and tin cans, glass and plastic).

(4) Parking lot at the intersection of Specker Avenue and Long Street (cardboard, mixed paper, aluminum and tin cans, glass and plastic).

(5) Directorates or other tenants may request specific recycling containers as required based on their mission.

i. Contaminated containers and Red Tag Program

(1) Recycle staff will inspect all recycling containers. If containers have excessive contamination, they will be Red Tagged. Contamination would include any items that are not acceptable for that particular source-separate or single stream container. Examples of contamination include placing trash in recycling containers, and mixing different types of source-separate recyclables in one container.

(2) The unit responsible for the Red Tagged container must contact the Fort Carson Recycle Center at 526-5898 to coordinate cleanup of the container.

(3) Recycle staff will support the cleanup by providing a separate refuse dumpster and emptying the contaminated container on a hardstand.

(4) The responsible unit will sort through the material and transfer all contaminants and non-recyclable material to the refuse dumpster and replace the recyclable material in appropriate containers.

j. Training and support

DPW offers the following training on the recycling program:

(1) DPW Facility Management Class. Students must register through G3 Troop Schools. For information about attending the training, see Appendix G.

(2) DPW Environmental Protection Officer's (EPO) Course. Students must register with the EPO program coordinator at 526-4446.

(3) Unit focused training provided by Recycle staff. Contact the Recycle Center facility manager at 526-5898 to coordinate.

k. DPW will support units with the following outreach and assistance:

(1) Inspect units recycling compliance as part of scheduled organizational inspection program.

(2) Perform announced courtesy visits to units to determine unit compliance with this policy. DPW will provide informal feedback directly to unit leadership on their practices.

l. For more information about the recycle program, call the Fort Carson Recycle Center facility manager at 526-1695.

9. DPW Programs and Services Information

a. Portable latrines contract: For information about requesting portable latrines, call the contracting officer representative (COR) at 524-0786 (Alternate numbers 526-2859 or 526-9262). The SharePoint portal site for latrine requests is at: http://carsportal.carson.army.mil/dir/dpw/welcome/OM/DLR/default.aspx

b. Custodial contract: For information about Installation custodial services, call the COR at 526-6670 or 491-8599. (Alternate numbers 526-2859 or 526-9262) *(Note: Units must purchase their own vacuums and buffers for cleaning their own common areas.)*

c. Sludge contract: For information about sludge disposal, call the COR at 526-6997. (Alternate numbers 526-2859 or 526-9262)

d. Facilities assignments and terminations: For information about facilities assignments and terminations, contact the DPW Master Planning Division at 526-1745.

e. Grounds maintenance: Any improvements to an organization's buildings need to be accomplished through a DA Form 4283. Grounds maintenance is the responsibility of the DPW.

f. Environmental Compliance Assistance Team (ECAT): The DPW Environmental Division ECAT provides support to units, Garrison directorates and tenants as they relate to environmental compliance and management. The team conducts facility assessments in concert with unit EPOs in order to protect the Installation from unnecessary fines and environmental violations by assessing facilities on an annual, biannual, quarterly or monthly basis depending on facility operations. For more information, call 524-3534.

g. Key replacement:

   (1) For all barracks-related key/core issues, refer to the Single Soldier Housing Office Key SOP.

   (2) Request for additional or replacement keys for other unit buildings requires a memorandum signed by a commander, a first sergeant or key custodian, which includes the building number, unit, number of keys requested and justification, turned into the O&M contractor in building 1225 during normal work hours, 0700-1500.

   (3) For lock or key failures, call in a service order to 526-5345 with building number, room number and a point of contact for the affected lock.

h. Map services: The DPW Engineering Division Installation Geospatial Information Systems (IGIS) Office provides installation mapping and facility floor plans. Mapping includes general site plans, roads and buildings. The IGIS staff also provides custom mapping and global position systems (GPS) services when required. Floor plans for use with room assignments or work order requests are available from this office. The IGIS staff can provide custom Computer Aided Design (CAD) drawings of floor plans as well. For more information, call 526-9217, or visit building 1219, room 165. Customers are asked to allow three business days for the completion of a mapping or floor plan request.

i. Pest control:

   (1) DPW Pest Management Program covers:
      i. Insects, mice, prairie dogs, raccoons, birds, spiders and dead animals.
      ii. Applies to cantonment and down range areas of Fort Carson and at PCMS.

iii. To place a service order for pest control services, call DPW Pest Control at 526-5141 and leave a message.

(2) O&M contractor pest control covers:
   i. Cleanup of bird and rodent materials in and around real property.
   ii. Applies to cantonment and down range areas of Fort Carson and at PCMS.
   iii. To place a service order for the cleanup of bird and rodent material, call 526-5345.

(3) Wildlife Conservation Officer pest control covers:
   i. Snakes, deer, elk, fox, coyotes, bears, mountain lions and bobcats.
   ii. If nuisance wildlife is encountered, call the Directorate of Emergency Services (DES) dispatch at 526-2333.

(4) Fort Carson Family Housing pest control covers:
   i. Structural pest control within family housing.
   ii. To place a service call for pest control services in family housing contact Balfour Beatty Communities at 579-1606.

(5) Provost Marshal's Office covers:
   i. Feral or stray dogs and cats.
   ii. For issues with stray animals, call the DES dispatch at 526-2333.

j. Signage: The O&M contractor handles all Installation facility signage requests (for example, building identification and building numbers), including parking signs and regulatory traffic signs. All signs not provided by DPW through the O&M contractor are the responsibility of the customer. Personal names are only authorized to be displayed on building identification signs for higher-level military headquarters (battalion level and above). The Installation Design Guide (IDG) is located on the DPW website at: http://www.carson.army.mil/DPW/. For information about Fort Carson signage, review Section 3.7. For information about requesting an exception to policy for signage, go to the DPW SharePoint site at: http://carsportal.carson.army.mil/dir/dpw/welcome/OM/Pages/category.aspx. Once at the site, click on the Signage Policy folder Sign and open the document named "Exception to Policy (ETP) for Signage". For more information, or to request a sign, call 526-5345.

k. Snow and ice removal: Building occupants must ensure assigned buildings, motor pools, walks, steps, porches, landings, handicap ramps and sidewalk entrances from streets or parking lots are cleared of ice and snow and treated, if necessary to prevent slips, falls, and similar accidents. Ice melt may be drawn from the Supply Warehouse in building 214. The Army and Air Force Exchange Services and the Defense Commissary Agency must obtain ice melt through their resources. The following are the snow and ice removal contacts:

(1) O&M contractor Snow Control Center – 526-5568/5389. Call for information about snow removal operations during a storm or to report snow and ice problem areas. The phone line is only active during snow and ice events.

(2) DPW O&M Division – 526-9271. Call for general information about snow removal operations.

l. Utilities: (Utility locates, dig permits, electric power outages, sewer-related issues, gas and water use/hydrants) The DPW Operations and Maintenance Division provides required dig permits supporting all construction, to include utility outages and utility locates. The dig permit office is located at building 1225, Evans Street and can be reached at 302-0157. The dig permit office is "one stop shopping" for obtaining dig permits and can assist with utility outage requests. Prior to submitting a dig permit, DA Form 4283 must be completed through the

DPW BOID Work Management Branch (See the Work Request Section). For more information about utilities issues, call the DPW at 526-9243.

m. Weed control: The DPW manages weed control, in coordination with the O&M contractor and the Self-help Weed Control Program. Service orders for weed control can be called in to the service order desk at 526-5345. The contractor has five days to respond to weed control service orders. The Self-help Weed Control Program provides the following:

(1) Herbicide and application equipment free of charge to units who participate in the program.

(2) The program is designed for the control of weeds in barrack areas, sidewalks, rocked areas, parking islands and motorpools ONLY.

(3) Individuals participating in this program must be trained in the use and handling of the pesticide and equipment and receive proof of training.

(4) DPW training sessions and equipment distribution are held on the first and third Monday of the month from 1000 to 1200, in building 3711, beginning in May and continuing through September of each year.

(5) Users may also obtain material by calling the contractor at 492-0166 and scheduling an appointment.

ACRONYMS AND DEFINITIONS

Annual Work Plan (AWP) – The AWP is a prioritized list of pending projects. The list consists of all work requests (DA Form 4283s) received, reviewed and approved by DPW for execution in a given fiscal year.

Bill of Materials (BOM) – A BOM is a list of materials required to accomplish a construction, repair or maintenance project. Depending on the project, the BOM can be as simple as "one pound of 10d nails and three 8'-2"x4" pieces of lumber" or so complex it fills an entire notebook.

Business Operations and Integration Division (BOID) – BOID is the resource management center for DPW. The division also includes the Work Management Branch. Typically, the BOID is the "front door" to the DPW. It is the first point of contact when requesting facility repairs, maintenance and work requests. In addition, BOID has oversight for the development and maintenance of DPW's AWP.

Contract Methods – DPW uses a variety of contracting methods that consist of credit cards, small contracts, requirements-style contracts, Indefinite Delivery/Indefinite Quantity (IDIQ) contract, Job Order Contract (JOC), Multiple-Award Task Order Contracts (MATOCS) and conventional construction contracts.

Customer - Funded Projects – These projects are funded by the requestor/customer.

DA Form 4283 – DA Form 4283 is the Department of the Army's Facilities Engineering Work Request. Work requests are used by DPW customers to request repairs or construction that exceed the dollar/labor thresholds of a service order ($2,000 and 40 hours labors). Work requests are submitted by the customer to the BOID Work Management section. An authorized unit/activity representative (commander or FM) must sign the work request. The name and phone number of a point of contact with knowledge of the requested project is required.

Directorate of Public Works (DPW) – DPW programs and activities maintain the Installation's infrastructure and environment. DPW responsibilities include maintenance and improvements to include Installation property, buildings and facilities; Net Zero energy, water and waste programs; environmental compliance with policies, programs and legislation; management of Installation housing programs and facilities; and planning for new construction and improvements to facilities and grounds.

Engineering Division – The DPW Engineering Division oversees military construction, minor construction, engineering design, traffic engineering and contract quality assurance.

Environmental Compliance Assistance Team (ECAT) – The DPW Environmental Division ECAT provides support to units, Garrison directorates and tenants as they relate to environmental compliance and management.

Environmental Division – The DPW Environmental Division manages Installation environmental compliance, environmental training programs, pollution prevention, Installation Restoration Program and natural and cultural resources conservation.

Installation Design Guide (IDG) – The IDG is a document that provides specific guidance on exterior and interior facility design. The IDG is located on the DPW website at: http://www.carson.army.mil/DPW/. The IDG provides design guidance for standardizing and improving the quality of the total environment of the Installation. The IDG includes standards and general guidelines for the design of site planning; architectural character, colors, materials, vehicular and pedestrian circulation; and landscape elements including plant material, seating, signage, lighting and utilities. ***All real property construction, renovation or improvements must comply with the IDG.*** The design guide also incorporates sustainable design, quality of design, antiterrorism, low maintenance, historical and cultural considerations, durability, safety and compatibility.

Installation Status Report (ISR) – The ISR is designed to provide Headquarters Department of the Army leadership, Installation Management Command regions and reporting staffs with information related to an Installation's permanent/semi-permanent real property, major environmental programs and major service activities. This information is compared to valid and reliable benchmarks for executive level decision-making purposes.

Master Planning Division – The DPW Master Planning Division is responsible for Installation planning, real property, space management, preparing the Installation Design Guide and real estate services and leases.

Military Interdepartmental Purchase Request (MIPR) – Known as an Outbound MIPR in the General Fund Enterprise Business System, or GFEBS, this is the method to transfer funds – a governmental form of a "check" for movement of funds between military organizations.

Operations and Maintenance (O&M) Division – The DPW O&M Division is responsible for the routine repair, maintenance and preventive maintenance of facilities on the Installation. The division is typically the first responder for all service order calls, and is the heart of DPW's maintenance and sustainment efforts during and after natural disasters (floods, tornadoes, etc.).

Personal Property/Organizational Property – Personal property or organizational property is equipment that is in a facility but not permanently attached to real property. Equipment may be moved or removed without destroying the usefulness of the facility. Examples are woodworking or metalworking tools, window-mounted air conditioning or heating units, furniture or lockers not built-in to the building, closed circuit TV systems, electronic security systems and keyless-entry systems.

Real Property – Real property consists of land, buildings and facilities, including improvements, additions and the utilities that support them. It includes equipment built into the facility (such as heating systems), but no mobile equipment (such as mess hall equipment). In some legal senses or specific purposes, trees and other natural features on Post are considered real property.

Service Order – A customer request for maintenance and repair services of real property. A service order can be phoned in, placed via the website or requested in person. When submitting a service order, the following information is requested:

(1) Name and phone number of person familiar with the needed repairs
(2) Brief description of the problem
(3) Building or facility number
(4) Unit or activity assigned the facility
(5) Mission impact

Single stream recycling – Single stream recycling refers to commingling recyclables in one collection container for separation later.

Source-separate recycling – Source-separate recycling refers to separating recyclable materials by commodity type, such as plastic, metal, paper, glass and cardboard for collection.

Troop Construction – Troop construction projects are accomplished by a military engineering unit on specific types of projects. They are submitted on a DA Form 4283 and are reviewed and approved by DPW prior to construction.

Unfunded Requirement (UFR) – Is a requirement, such as a construction project, for which funds are not currently available.

Work Request – The DA Form 4283, or Department of Army's Facilities Engineering Work Request.

APPENDIX A: REFERENCES

AR 37–49, Budgeting, Funding, and Reimbursement for Base Operations Support of Army Activities, 15 October 1978
AR 200–1, Environmental Protection and Enhancement, 13 December 2007
AR 210–14, The Army Installation Status Report Program, 19 July 2012
AR 210–20, Real Property Master Planning for Army Installations, 16 May 2005
AR 405–45, Real Property Inventory Management**,** 1 November 2004
AR 600–20, Army Command Policy, 18 March 2008
AR 420-1, Army Facilities Management, 24 August 2012
DA PAM 420-1-1, Housing Management, 2 April 2009
DA PAM 420-6, Directorate of Public Works Resource Management, 15 May 1997
DA PAM 420-11, Project Definition and Work Classification, 18 March 2010
FC REG 200-1, Environmental Protection and Management, 1 February 2013
Fort Carson IDG, Fort Carson's Installation Design Guide
Fort Carson Signage Exception to Policy, 16 July 2013
GSA Advantage!, Online Office Supplies

APPENDIX B: FORT CARSON FACILITY MANAGEMENT RESPONSIBILITIES MATRIX

	Facility Manager (FM) Responsibilities		***Unit/Directorate/Tenant Responsibilities***		***DPW Responsibilities***
DPW Facility Management Class	FMs are required to take the Facilities Management Class. **See Appendix G** of the Facility Manager SOP for information about enrolling in the class.		Registers assigned building FMs to take the Facilities Management Class. **See Appendix G** of the Facility Manager SOP for information.		DPW provides the Facility Management Class.
Service Orders	FM submits service orders and uses a tracking log to ensure completion of service orders, identifies trends and briefs their leadership on issues.		Ensures the FM stays abreast of all facility issues requiring maintenance or repair.		The DPW O&M contractor responds and completes service orders by priority.
Work Requests	Military FMs work with their unit representative to verify work and complete appropriate paperwork such as the DA Form 4283, statements of work and estimates.		For military, a brigade-level representative screens work requests for necessity and prioritizes unit requests. The representative formally submits DA Form 4283s to DPW and coordinates unit funding if necessary.		DPW processes, staffs and approves work requests.
ISR	FM gathers facility data through inspection of the facility. FM must conduct this inspection or delegate the responsibility to an individual who has attended the DPW ISR training class.		Ensure FM, or designated ISR-trained individual, has properly completed the ISR inspection sheet. Gather the complete package of inspections for all facilities occupied by the organization and ensure timely submittal to the DPW.		Collect all ISR inspection sheets and input the data into the ISR database in a timely fashion.
Energy & Water Conservation (Net Zero energy and water)	FM ensures energy and water conservation requirements are met, including outreach and educating occupants.		Supports and assists with enforcement of Net Zero energy and water conservation requirements in buildings.		Provides training to FMs during Facilities Management Class and supports them through courtesy energy audits, educational materials, scheduling recurring training and other assistance.
Recycling & Refuse (Net Zero waste)	FM supports refuse and recycling efforts. Military FMs encourage Soldiers to participate in recycling, and provide spot checks to ensure unit compliance with recycle policy.		Supports and assists FMs with enforcement of recycling in buildings.		Fort Carson Recycle Program supports the units and activities with their recycling needs by adjusting pick-up schedules and providing recycle containers and courtesy audits for facilities.

	Facility Manager (FM) Responsibilities		***Unit/Directorate/Tenant Responsibilities***		***DPW Responsibilities***
Pest & Weed Control	FM understands pest and weed control areas of responsibility, submits related service orders and takes the Weed Self-help Certification Class if applicable.		Ensures the FM stays abreast of all pest-and weed-related issues and uses the mechanisms in place to address them.		The DPW provides pest and weed control services as outlined for the Installation and provides the Weed Self-help Certification Class.
Snow Removal	FM understands the areas that DPW will clear and not clear and organizes efforts to clear areas that are the unit's/directorate's/ tenant's responsibility.		Ensures FM or designated individual is aware of snow removal protocols.		The DPW O&M contractor provides snow removal services for select roadways, parking lots and sidewalks on Fort Carson.
Facility Inspections	FM conducts facility inspections (**see Appendix E**) on a regular basis and records findings and corrective actions.		Ensures FM completes the facility inspections on a regular basis, and takes corrective actions on deficiencies.		DPW inspects unit facility inspection records during the Unit's OIP. DPW will respond accordingly to requested corrective actions.
Supply Warehouse, building 214 (self-help supplies)	FM serves as or assigns a self-help project individual to check out supplies and materials for repair projects from the Supply Warehouse, building 214.		Ensures FM has taken the DPW Facilities Management Class to become familiar with Supply Warehouse protocols. **See Appendix G** of the Facility Manager SOP for information. Also, ensures Signature Card and Assumption of Command Orders are current.		The DPW O&M contractor maintains a Supply Warehouse, building 214, for access to construction materials and repair products for self-help projects.
DPW Tool Room (building 307)	FM serves as or assigns a self-help project individual to have access to the DPW Tool Room, building 307.		Ensures FM has taken the DPW Facilities Management Class to become familiar with DPW Tool Room protocols. See **Appendix G** of the Facility Manager SOP for information.		The DPW maintains a Tool Room with a number of tools for check out to support self-help projects.

FACILITIES ENGINEERING WORK REQUEST

For use of this form, see DA Pam 420-6; the proponent agency is OACSIM.

PART A (See requestor instructions)	CUSTOMER ID	DOCUMENT SERIAL NUMBER	FY	TYPE	SHORT JOB DESCRIPTION	DATE DA	DATE MON	DATE YR
			2	P				12

INSTALLATION ABBREVIATION OF FACILITIES	BUILDING/FACILITY NUMBERS 1	2	3	4	5	6	7	8	9	10
1 Fort Carson										
2										
3										

REMARKS

INSTALLATION NAME	CUSTOMER NAME	POC NAME	POC PHONE NUMBER
Fort Carson, Colorado			

WORK DESCRIPTION *(Description and justification of work request)*

AUTHORIZED REQUESTOR *(Type or print)*

AUTHORIZED REQUESTOR SIGNATURE

PART B *(Approving Official Only)*

APPROVAL ACTION CODE:

WORK REQUEST PRIORITY:

PROGRAM INDICATOR CODE:

SPECIAL INTEREST CODE:

ESTIMATED WORK START DATE:

ESTIMATED WORK COMPLETION DATE:

DATE DA	DATE MON	DATE YR

ENVIRONMENTAL IMPACT

YES	NO	
☐	☐	ENVIRONMENTAL CONSIDERATION
☐	☐	EIS / EIA INITIATED
☐	☐	EIS / EIA COMPLETED

WORK TO BE PERFORMED

- ☐ IN-HOUSE
- ☐ SELF-HELP
- ☐ CONTRACT
- ☐ TROOP

WORKCLASS	APPROVAL AMOUNTS FUNDED	APPROVAL AMOUNTS UNFUNDED
☐	$	$
☐	$	$
☐	$	$
TOTAL	$	$

SOURCE OF FUNDS

- ✓ DIRECT
- ☐ AUTOMATIC REIMBURSEMENT
- ☐ FUNDED REIMBURSEMENT

ACCOUNT PROCESSING CODE

DESIGN APPROVAL *(Please type or print name)*

DESIGN APPROVAL SIGNATURE

DATE DA	DATE MON	DATE YR

APPROVAL AUTHORITY *(Please type or print name)*

APPROVAL AUTHORITY SIGNATURE

APPROVAL ACTION	DATE DA	DATE MON	DATE YR
☐ APPROVED			
☐ DISAPPROVED			

DA FORM 4283, SEP 2003

DA FORM 4283, AUG 1978, IS OBSOLETE.

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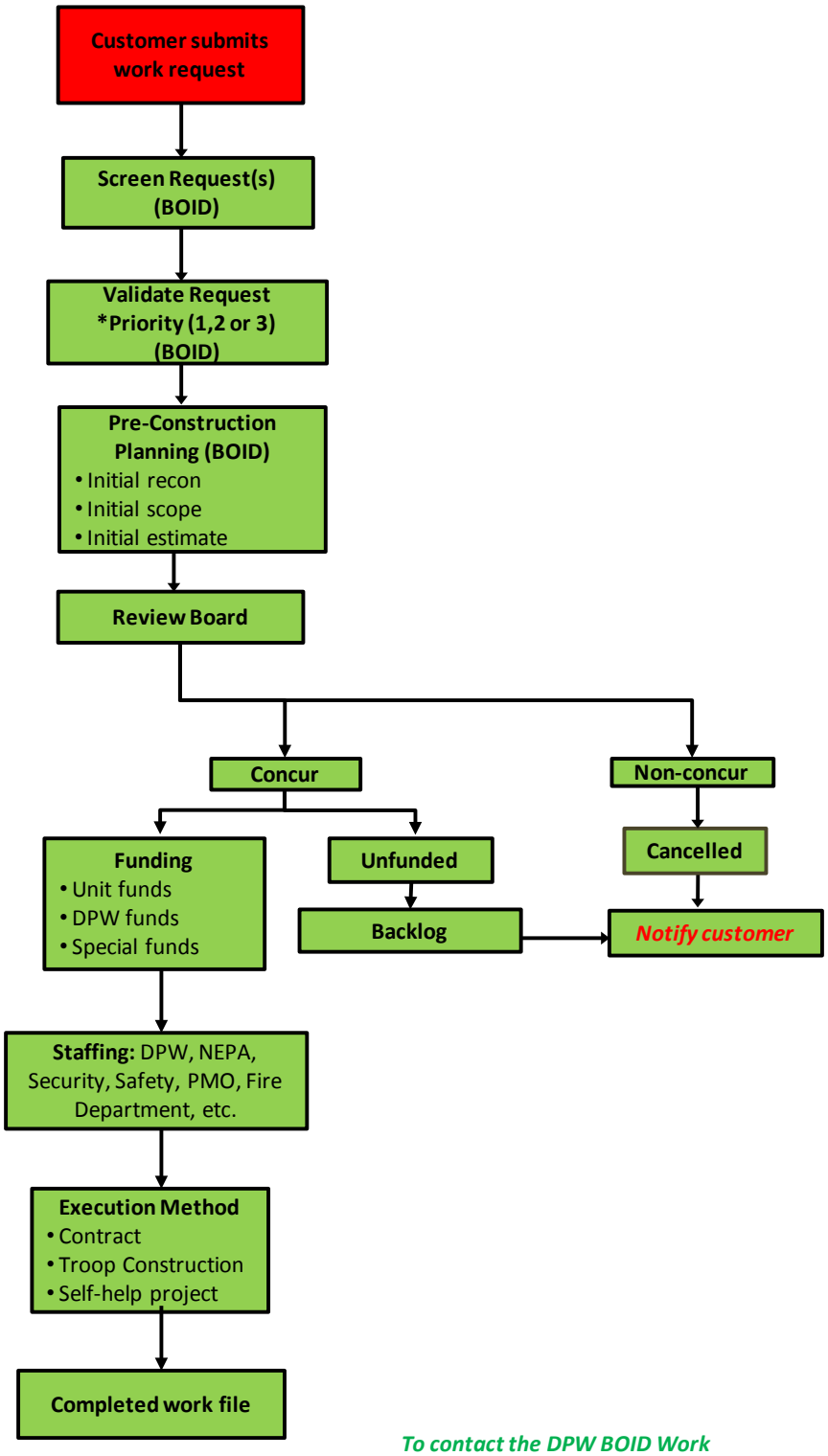
APPENDIX D: WORK REQUEST PROCESS

DPW Work Request (DA4283) Process



As of January 2015

To contact the DPW BOID Work Management Branch, call 526-2900.

*DPW Work Request Priorities

All new and existing work is prioritized by the Work Management Branch of the DPW's Operations and Integration Division (BOID).

The justification in the work request will be used to determine the priority. Work requests without sufficient justification provided will be considered Priority 3 until the customer provides adequate justification. The customer must detail the mission impacts if the work is not completed in the current fiscal year.

Work requests are prioritized as 1, 2 or 3 based on the following criteria:

Priority 1: Must fund – The work request has a direct mission impact on the requesting organization and failure to complete the work request may result in mission failure. The work request has command interest or support.

Priority 2: Should fund – Work request projects necessary to keep facilities in good working order. Failure to complete the work request could result in some loss of mission.

Priority 3: Nice to have – The work request has no or inadequate justification or is considered nice to have.

Once reviewed by the Work Management Branch, the work requests are added to the project database and the priority assigned.

Priority 1 work requests and customer-funded work requests are given a cost estimate and the DPW determines when and how to execute the work.

Priority 2 work requests are given a cost estimate and the DPW determines whether they can be done in the current fiscal year or the next.

Priority 3 work requests are placed on hold (no staffing or estimates are done). The customer is notified that the work request is on hold and asked if they wish to cancel. If the work request is to remain open, it will be held until enough work is identified in the facility to warrant a facility renovation, the customer provides sufficient justification to raise it to a higher priority or the customer provides funding to accomplish the work.

FORT CARSON FACILITY MAINTENANCE CHECKLIST
(DPW is the proponent; the approving authority is AR 420-1)

(Twice a month inspections for occupied facilities; once a month in unoccupied facilities)

BUILDING#:	FACILITY MGR:	UNIT:	PHONE:	DATE:

GENERAL INFORMATION: PROVIDE CURRENT FACILITY MANAGER'S NAME, E-MAIL, AND CONTACT INFORMATION TO THE DIRECTORATE OF PUBLIC WORKS, NET ZERO OUTREACH COORDINATOR AT 526-4320

ASSESSMENT AREAS	YES	*NO	NA	**CORRECTIVE ACTION	LOCATION AND COMMENTS
1. Are walls, floors, baseboards, fixtures, and fans clean?					
2. Are all modifications/alterations to real property authorized? NOTE: Work accomplished must have an approved DS Form 4283 on file with the unit. Call DPW at 526-2900 for more information.					
3. Are windows serviceable (e.g., any cracks)?					
4. Are screens in place and free of holes?					
5. Are door locksets and panic bars in place and serviceable?					
6. Do doors close firmly with locking plates?					
7. Are doors free of scars, dents, cracks, and holes?					
8. Are door hinges in place and fastened to door jambs?					
9. Are there ceiling tiles missing, broken, or chipped?					
10. Are ceiling tracks bent, broken, or missing?					
11. Are the urinals, sinks, or toilets leaking or plugged?					
12. Are the urinals, sinks, or toilets loose from floor/wall or chipped/cracked?					
13. Are any shower heads missing or broken?					
14. Are shower curtains/rods or soap holders missing or broken?					
15. Are faucets leaking or missing?					
16. Are floor drain covers in place?					
17. Are floor tiles missing or broken?					
18. Are carpets damaged, burned, or discolored?					
19. Are fire alarms and extinguishers serviceable (e.g., not pulled or discharged)?					
20. Are fire exit signs in place, operational, and firmly fastened?					
21. Are fire warning bells in place and operational?					
22. Are wall outlets and switches in place and free of any damage?					

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ASSESSMENT AREAS	YES	*NO	NA	**CORRECTIVE ACTION	LOCATION AND COMMENTS
23. Are light fixtures, bulbs, and covers in place, free of any damage and in working condition?					
24. Are thermostats in place and free of any damage?					
25. Are head duct covers in place and free of damage?					
26. Are privately owned vehicles parked in authorized parking areas and not on the grass, rock areas, fire lanes, or sidewalks?					
27. Are lawns being cut and watered as needed?					
28. Are sidewalks being used rather than walking across the grass?					
29. Are drain covers in motor pool buildings broken or missing?					
30. Are catch-buckets in drains missing or full of trash?					

Call in repair needs to the DPW, Operations and Maintenance Contractor, Fort Carson Support Services at: 526-5345. Worksheet space provided below:

Maintenance and/or repair issue including assigned Service Order#	DATE CALLED IN	DATE COMPLETED	REMARKS

***Describes any negative findings ("NO's") in the Location and Comment column.**
****Corrective Action Code:**
1. **Facility Manager submits a Service Oder to Fort Carson Support Services. See worksheet space above.**
2. **Facility Manager takes corrective action.**
3. **Facility Manager contacts DPW to take action.**

FORT CARSON FACILITY ENERGY CONSERVATION CHECKLIST
(DPW is the proponent; the approving authority is AR 420-1)

(Twice a month inspections for occupied facilities; once a month in unoccupied facilities)

BUILDING#:	FACILITY MGR:	UNIT:	PHONE:	DATE:

GENERAL INFORMATION: PROVIDE CURRENT FACILITY MANAGER'S NAME, E-MAIL, AND CONTACT INFORMATION TO THE DIRECTORATE OF PUBLIC WORKS, NET ZERO OUTREACH COORDINATOR AT 526-4320

ASSESSMENT AREAS	YES	*NO	NA	**CORRECTIVE ACTION	LOCATION AND COMMENTS
HEATING COOLING					
1. Are unused areas and rooms closed off?					
2. Are air conditioners turned off after normal hours?					
3. Are air conditioning and heating vents unobstructed?					
4. Are exterior doors closed?					
5. Are windows closed?					
6. Are radiators off, in stairwells and vestibules?					
7. Are window air conditioners covered during the heating season?					
8. Is the thermostat undamaged, properly set, and calibrated according to temperatures outlined in the Fort Carson Energy Efficiency Policy?					
BUILDING					
1. Are windows and doors in good shape (not broken)?					
2. Are exterior doors aligned?					
3. Is caulking around windows, doors, and exterior joints smooth (no cracks)?					
4. Is there functioning weather stripping around windows and doors?					
5. Do windows have shades/curtains?					
6. Are energy awareness posters, light switch stickers, and memos posted?					
7. Are personal heaters, coffee pots, refrigerators, and other personal appliances eliminated per Fort Carson's Command Energy Policy?					
8. Is equipment turned off when not in use and at the end of the duty day (e.g., computers, printers, chargers, etc.)?					
LIGHTING					
1. Are lights turned off in occupied areas and occupancy sensors used, where possible?					

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ASSESSMENT AREAS	YES	*NO	NA	**CORRECTIVE ACTION	LOCATION AND COMMENTS
LIGHTING (CONTINUED)					
2. Are lights turned on when daylight provides sufficient lighting?					
3. Are exterior lights turned off during the day?					
4. Is task lighting optimized to avoid unnecessary overall room illumination?					
5. Have unnecessary lights been removed (e.g., over stacks of supplies or equipment)?					
6. Does exterior illumination meet guidelines; no excessive outdoor lighting?					
WATER					
1. Are faucets in working order (e.g., no leaks)?					
2. Are toilets in working order (e.g., no leaks)?					
3. Do showers have low-flow shower heads?					
4. Do faucets have aeration devices install?					
REGRIGERATION					
1. Are gaskets around refrigerator doors tight?					
2. Does refrigeration accommodations meet building standards (e.g., maximum of one cubic foot of refrigeration per person?					

Call in repair needs to the DPW, Operations and Maintenance Contractor, Fort Carson Support Services at: 526-5345. Worksheet space provided below:

Maintenance and/or repair issue including assigned Service Order#	DATE CALLED IN	DATE COMPLETED	REMARKS

***Describes any negative findings ("NO's") in the Location and Comment column.**
****Corrective Action Code:**
1. Facility Manager submits a Service Oder to Fort Carson Support Services. See worksheet space above.
2. Facility Manager takes corrective action.
3. Facility Manager contacts DPW to take action.

APPENDIX G: FACILITY MANAGEMENT CLASS

The DPW offers a two-day "Facility Management Class" once a month. The training provides FMs an understanding of how to meet their facility needs using internal resources and requesting DPW support.

All classes are Tuesday through Wednesday, 0930 – 1700 (0800-1530 during the Reverse PT schedule), in building 307. Registration begins at 0915 (0745 during the Reverse PT Schedule) on Tuesday of the class. Alternates and walk-ins are seated if space is available.

Tuesday:

- Introduction
- Facility Manager Program overview
- Service orders
- Supply Warehouse & self-help supplies
- Work requests (DA Form 4283)
- Facility inspections
- Self-help repairs
- Barracks equipment repairs
- Signage
- Service Contracts

Wednesday:

- Hazardous waste awareness training
- Pest control
- Weed control
- Energy conservation
- Recycle and refuse
- Fire Prevention Safety
- Installation Status Report (ISR)

To register for training, contact Mr. Dennis Rundle, Troop School, at 526-5436 or email: *dennis.j.rundle.civ@mail.mil.* Samples of class materials are located on the DPW SharePoint site at: http://carsportal.carson.army.mil/dir/dpw/welcome/OM/Pages/category.aspx in the Facility Management Class folder.

Registration for training requires the following information:

- Name and rank/grade of the FM
- Last four digits of the Social Security Number
- Primary and alternate phone numbers
- Unit, customer ID and building #
- Facility number(s) for each building the FM will be responsible for
- E-mail address
- Signature Card (DA Form 1687)

For information about the Facility Management Class, call 526-5844 or 526-4320.

APPENDIX H: FACILITY ASSIGNMENTS AND TERMINATIONS

The following information provides a brief overview of the facility assignments and terminations process at Fort Carson. For more detailed information, call the DPW Master Planning Division at 526-1745.

Facility assignments process:

A commander, accountable officer or a DoD civilian employee on appointment orders must sign for facilities and furnishings. Units, organizations or activities not assigned to Fort Carson must meet the following requirements to receive facilities and property at the Installation level.

(1) Facility users must obtain a user identification code through DPW prior to assignment of real property. Once a facility is assigned, it cannot be transferred between organizations without prior coordination with and approval by the DPW Master Planning Division.

(2) At the time of assignment, DPW personnel and the officer will conduct an inventory and record the facility's condition. A joint inventory of all assigned keys will also be conducted.

(3) Once a facility is accepted by a unit, the responsibility for minor maintenance, interior/exterior cleanliness, grounds maintenance, snow removal and ice control, rests with the officer of the assigned organization.

Facility terminations process:

Notify the DPW at least 15 working days prior to the date desired to vacate an assigned building and request an appointment for a pre and final clearance inspection. The DPW will provide a clearance checklist and any other required information.

Ensure that the space or facility is in clean condition, with no outstanding major maintenance deficiencies. If major deficiencies, damages or losses exist, the responsible officer will provide documented proof that a work request identifying the deficiencies has been submitted to DPW for repairs.

Submit a loss/damage statement in the event a final clearance inspection indicates missing and/or damaged property. The DPW will furnish an estimate for repair or replacement to support a DD Form 362 (Statement of Charges), DD Form 200 (Financial Liability Investigation of Property Loss) or Military Interdepartmental Purchase Request (MIPR) prior to the final clearance.

Ensure facilities are transferred properly during their tenure. This includes all requests, assignments, transfers and terminations and that they are processed in accordance with Fort Carson Regulation 420-14 and through the DPW Master Planning Division. Responsible officers who are signed for property from the DPW will not receive Installation clearance when outprocessing until all requirements are met.

Installation Design Guide (IDG): The IDG provides guidance on facility interior and exterior design standards and is located on the DPW website at http://www.carson.army.mil/DPW/.

Submit a work request (DA Form 4283) for any projects needed through the DPW Business Operation and Integration Division at 526-2900 (at unit cost).

Buildings must be returned to pre-assigned condition, including:

- Painting over murals.
- Removing exterior unit emblems and fixtures.

- Removing bulletin boards.
- Removing unauthorized parking signs.
- Painting over curb parking paint.
- Turning in signed for keys.
- Leaving only original furnishings.

Motorpools require a DPW Environmental Division ECAT inspection prior to clearing the building. To schedule an appointment with the ECAT, call 524-3534.

Contact DPW Troop Support 30-60 days prior to facility termination for support at 526-2859.

APPENDIX I: SAMPLE FACILITY MANAGER ADDITIONAL DUTY APPOINTMENT MEMORANDUM

Date

MEMORANDUM FOR RECORD

SUBJECT: Additional Duty Appointment – Facility Manager

1. Effective immediately, the following individual is designated as the primary Facility Manager for building xxxxx.

Last Name, First Name, Rank/Grade

2. Authority. Commanding General's Energy Policy and the Fort Carson Directorate of Public Works (DPW) Facility Manager Standard Operating Procedure (SOP).

3. Purpose. To perform duties as outlined in the governing directives.

4. Special Instructions. Facility Manager must attend the DPW Facility Management Class offered through G3, Troop Schools.

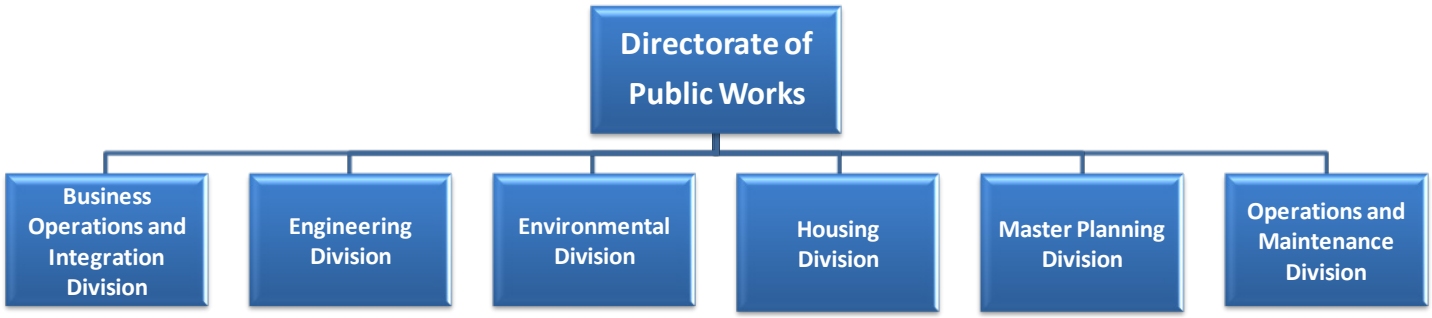
5. Period. Until rescinded or superseded.

6. Point of contact for this memorandum is the undersigned at xxx-xxxx.

// SIGNED//
NAME
Unit/Organization

DISTRIBUTION:
1 – Each Individual
1– File Copy

Appendix J: DPW Org Chart and Roster of Important Numbers



Courtesy Energy Audits/Net Zero Energy Water and Waste *(Operations and Maintenance Division contractor)*: 526-4230

Custodial *(Operations and Maintenance Division)*: 526-6670 or 491-8599

Dig Permits *(Operations and Maintenance Division contractor)*: 302-0157

Energy Manager *(Operations and Maintenance Division)*: 526-1739

Environmental Compliance Assistance Team (ECAT) *(Environmental Division)*: 524-3534

Facility Assignments and Terminations *(Master Planning Division)*: 526-1745

Grounds Maintenance *(Operations and Maintenance Division)*: 526-9271

Installation Status Report (ISR) *(Business Operations and Integration Division)*: 526-2900

Key Replacement/Lock Failures *(Operations and Maintenance Division contractor)*: 526-5345

Pest Control *(Operations and Maintenance Division)*: 524-3606

Portable Latrines *(Operations and Maintenance Division)*: 524-0786

Refuse *(Operations and Maintenance Division)*: 526-1695

Recycle *(Operations and Maintenance Division)*: 526-5898

Service Orders *(Operations and Maintenance Division contractor)*: 526-5345

Signage *(Operations and Maintenance Division contractor)*: 526-5345

Single Soldier Housing Office/First Sergeants Barracks Program *(Housing Division)*: 524-7741

Sludge *(Operations and Maintenance Division)*: 526-6997

Snow and Ice Melt *(Operations and Maintenance Division contractor)*: 526-3987

Supply Warehouse *(Operations and Maintenance Division contractor)*: 526-3987

Tool Room/Self-help Support *(Operations and Maintenance Division)*: 526-2859

Utilities *(Operations and Maintenance Division)*: 526-9243

Weed Control *(Operations and Maintenance Division contractor)*: 492-0166

Work Requests *(Business Operations and Integration Division)*: 526-2900