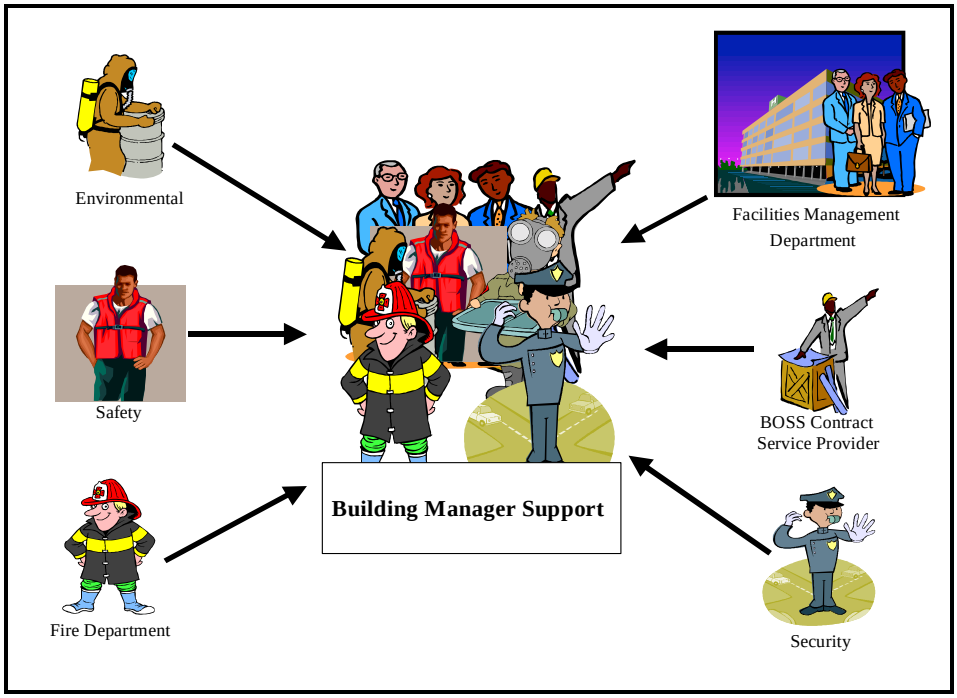
BUILDING MANAGER SUPPORT NETWORK

Generally, Building Managers are reliant on two separate groups of support professionals for the maintenance of their respective facilities: FMD and Command Support Activities. For the purposes of this discussion, FMD encompasses specialized infrastructure management and facilities contracts support services (including the BOSS Contract Service Provider). Command Support Activities, for the purpose of this handbook, defines a variety of other command entities such as Fire, Security, Safety and Emergency Management/Disaster Preparedness that provide specialized network support to the Commanding Officer.

Figure 1: Building Manager Support Network



Facilities Management Department (FMD)

FMD is the core organization for Real Property Management for NASP, and as owner of the Building Manager Program, is responsible to the Commanding Officer NASP for the management and success of building support and maintenance for all facilities assigned. FMD is home to several functions and service areas that may be utilized by the BM such as:

- Cultural Resources
- Energy Management
- Excavation (Dig) Permits
- Exhaust Maintenance
- Exterior Signs
- Grounds Maintenance
- Janitorial Services
- Maintenance/Repair and Alterations
- Pest Control
- Refuse Collection
- Self Help
- Site Approvals
- Space Management
- Swimming Pool Maintenance
- Transportation

Cultural Resources

Governance: NASPNCLA Instruction 11010.2

Cultural Resources, DOD Instruction 4715.3, is a plan that defines the process for the management of Cultural Resources on DOD installations.

Naval Air Station Pensacola is known for its natural beauty, tradition, and rich history. This beauty, tradition, and history are preserved today through the thoughtful stewardship of the station's cultural resource management.

Cultural Resources are:

- Buildings, structures, sites, districts and objects eligible for or included in the National Register of Historic Places
- Cultural items
- Archaeological Resources
- Archaeological artifact collections and associated records

Prior to the approval of any Federal fund expenditures on an undertaking/project, or prior to the issuance of any license permits, as the case may be, take into account the effect of the undertaking/project on any district, site, building, structure, or object that is included in or eligible for inclusion in the National Register.

A property has the potential to be affected when the project alters the characteristics that qualify the property for the National Register.

Early in the planning stages of a project ask, "Is this the kind of activity that could affect historic properties, either directly or indirectly?" This will be the case if the undertaking may:

- Change a building, structure, or landscape in any way;
- Disturb the ground;
- Alter noise levels in an area, or change its visual characteristics; or
- Change traffic patterns, land use, or the socioeconomic character of an area.

If you are unsure of or cannot answer any of these questions, you should contact the Facilities Management Department, Cultural Resource Manager at 452-4515 Ext. 331.

Energy Management

Governance: NASPNCLA Instruction 4100.2

The FMD Energy Management Office administers the Energy Resource Management program for the Commanding Officer with the assistance of a Building Energy Monitor (BEM). Many times, the BM and Building Energy Monitor are one and the same. Other times they are separate. Either way, the BM is integral to the success of the Energy Management Program and should interface with the BEM on a regular basis to ensure that the goals of the Energy Management Program are accomplished. If you have questions regarding energy management for your facility, contact your BEM or the NAS Energy Office at 452-4515 Ext. 352.

Excavation (Dig) Permits

Governance: NASPNCLA Instruction 11010.3

Excavation (Dig) Permits are required prior to any form of excavation. This protects our operational mission, government property and our personnel. Building Managers must be cognizant of this fact and obtain the proper dig permit(s) prior to undertaking any type of excavation work in and around their facility. A sample dig permit is provided in Appendix G. Further guidance regarding dig permits may be obtained by calling the Excavation Permit Coordinator, Facilities Management Department at 452-4515 Ext. 375.

Exhaust Maintenance

Governance: None

A Contract Service Provider provides exhaust maintenance for base food preparation facilities. Any requests for changes to exhaust services must be made via the Exhaust Maintenance Coordinator, Facilities Management Department at 452-4515 Ext. 347.

Complaints regarding contractor provided services must be made to the Facility Support Contracts Management Division (FSCD) at 452-4616.

Exterior Signs

Governance: NASPNCLA Instruction 5560.11

Exterior signs for all base roadways and facilities are required to meet specific design and color requirements. Request for exterior signage must be prepared on NASP Form 5560/42 and submitted to the Exterior Signage Coordinator, Facilities Management Department for approval, fabrication and installation. Specific information regarding exterior base signage may be obtained from the base Facilities Management Department at 452-4515 Ext. 347.

Grounds Maintenance

Governance: None

A Contract Service Provider provides grounds maintenance. Any requests for additional service (e.g. additional, removal or one time service) or complaints must be made via the Grounds Maintenance Coordinator (Regional Inmate Coordinator Contract), Facilities Management Department at 452-4515 Ext. 324 or (Preferably) via E-mail.

Note: This contract has an additional statement of work requiring "other duties as assigned". Therefore, any potential tasks that arise may fall into this area. E-mails for any requested service will be evaluated, addressed and responded to.

Janitorial Services

Governance: None

A Contract Service Provider provides janitorial services. Any requests for changes to janitorial services (e.g. additional, removal or one time service) must be made via the Janitorial Services Coordinator, Facilities Management Department at 452-4515 Ext. 347.

Complaints regarding contractor provided services must be made to the Facility Support Contracts Management Division (FSCD) at 452-4616.

Maintenance/Repair and Alterations

Generally, facility maintenance, repairs requiring less than 32 hours and less than $10,000 in cost is submitted directly to the BOSS Contract Service Provider trouble desk (or CAC) for action. However, there are instances where this is not the case. Major maintenance, repairs and alterations are addressed directly to the FMD Planner for action. Also, FMD Planners may expedite customer-funded jobs if costs and materials for service are provided from the Tenant activity vice FMD's operational budget. The following information is provided to support the Building Managers understanding of the criteria by which EMERGENCY Service Calls are handled:

Service Ticket Policy for NASP Region

Criteria for Valid HVAC E-Tickets is based on the facility mission such as medical, critical communication or training where a constant humidity is required. (Listed in Appendix J as "Complete facility"), Air /Flight Operation/Runway and Port Ops support facilities, facilities which contain explosive ordnance and or materials, sensitive computer equipment rooms and weekends and holidays for most Bachelor Quarters (BQ's). Weekend is defined as running from 1500 Friday to 0700 Monday and Holidays. Appendix J provides a listing of buildings/facilities that meet the critical requirements for an emergency ticket in the event HVAC units go down.

Valid E-Tickets (other than HVAC) are classified as to prevent immediate danger to personnel, the harming of natural resources, restoration of essential services that have been disrupted by the breakdown of utilities, correction of failures which degrade mission capabilities, create waste, degrade security or as directed by the ***Admin. Contracting Officer (ACO), Facilities Management Dept. Staff (FMD), Regional Engineer Command Duty Officer (CDO), NASP CO or XO, Disaster Preparedness Officer (DPO) or Contract Surveillance Reps. (CSR).***

The following are examples of valid E-Tickets: *Loss of electrical power to security facilities and or magazines containing explosives, after hour building security issues, natural gas leaks, flooding, interior water leaks causing damage to government property (leaks in walls, ceilings or carpeted areas) and or safety hazards, loss of electrical power to fire alarm systems and or loss of water pressure to fire sprinkler systems identified by Fire Dept. personnel, loss of water or sewer service to BQ's, sewage spills or back-ups, fuel/oil spills, sinkholes or washout's on major roadways, and any situation that prevents the mission of Air/Flight and Port Operations.*

Service Ticket Policy for PWC Utilities

Criteria for Valid HVAC E-Tickets (PWC Utilities, Utility Plants and Utility Distribution Systems), are classified as to prevent immediate danger to personnel, restoration of essential services disrupted by the breakdown of utilities, correction of failures that degrade mission capabilities and emergencies that have impact relating to fire, safety or environmental issues. Examples of valid "E" Tickets for PWC Utilities are provided in Appendix K.

The section entitled "Service Calls and Work Requests" provides more specific guidance on Service Calls and Work Requests.

Pest Control

Governance: None

The BOSS Contract Service Provider provides pest control services. Any requests for changes to pest control (e.g. additional, removal or one time service) must be made via the Pest Control Coordinator, Facilities Management Department at 452-4515 Ext. 347.

Complaints regarding contractor provided services must be made to the Facility Support Contracts Management Division (FSCD) at 452-4616.

Refuse Collection

Governance: None

Refuse Collection is provided by a Contract Service Provider. Any requests for changes to refuse collection (e.g. additional, removal or one time service) must be made via the Refuse Collection Coordinator, Facilities Management Department at 452-4515 Ext. 347.

Complaints regarding contractor provided services must be made to the Facility Support Contracts Management Division (FSCD) at 452-4616.

Self-Help

Governance: NASPINST 11014.8

Many times the most expedient way for a Tenant to accomplish a desired project is by completing it themselves. Repairs, renovations, or alterations to facilities, which directly enhance the quality of life of the Naval workforce, emphasize Annual Inspection Summary (AIS) reduction and/or aesthetic improvements to existing interior and exterior floors, walls and ceilings may be completed using the Self-Help program. Self-Help projects are addressed in the Self-Help section of this handbook. Additional information regarding Self-Help Projects may be obtained by contacting the FMD Self-Help Coordinator at 452-4515 Ext. 348.

Site Approvals

Governance: NAVFACINST 11010.45

CDRSOUTHDIV, NAVFACENGCOM LTR dtd 7 Aug 2001

Prior to the undertaking of any construction project, large or small, a Site Approval must be obtained. Site Approval ensures that the construction project to be undertaken is not in a sensitive location or disturbing an area of environmental or cultural sensitivity. A Site Approval request is provided on the Building Manager's website for use in preparation for site approval request. To obtain a site approval, contact your FMD Planner.

Space Management

Governance: NASPNCLA Instruction 11012.2

Moving to or within facilities are often the most misunderstood and often over simplified (in perception) undertakings you may experience. The Building Manager must adhere to several guidelines when conducting intra-facility moves and moves into other facilities. Often, simply rearranging furniture may require relocation of electrical outlets, lights or doors. As the Building Manager, before you support a Tenant's request to move or rearrange furniture, you should ask yourself several very pertinent questions.

- Is the move within your authorized space? If so, the move can be conducted without prior notification to the FMD Space Planner as long as any costs associated with the move are borne by the Tenant (space relocation directed by the host command will be funded by the host). Additionally, should the move require the movement of outlets, phones, LAN, HVAC, lights or doors, the Building Manager must first notify the FMD Space Planner for a cost estimate and gain approval prior to initiating the move.
- Is the move to another facility? To perform a move from one facility to another, the Building Manager must submit a memorandum to the FMD Space Planner requesting permission to plan the desired move. The FMO will evaluate the request, determine the associated cost, and render a decision based on the functional use of the requested building space.
- Is this a space expansion? Generally, space is allocated based on the Basic Facility Requirement (BPR) for the Tenant activity. Tenants will submit a Space Request Form (Appendix F) to FMD to justify the need for the additional space requested.
- Is this a change in use? If so, it is important that the Building Manager be aware that the Navy categorizes space, and receives funding based on the use of that space. A change in the function of a specific space can affect the occupant load, the HVAC system, electrical system, fire code, emergency egress capacity, etc. For these reasons, it is imperative that the Building Manager notifies the FMD of any proposed change of space function.

Once approval is received, the Building Manager and Tenant have a responsibility to ensure an accurate account is maintained of the facility's conditions and uses are maintained, and that any known changes in facility utility services are reported to the FMO. The FMO will then ensure facility records are updated. Additional information may be obtained by contacting the Space Management Coordinator at 452-4515 Ext. 364.

Swimming Pool Maintenance

Governance: None

A Contract Service Provider provides maintenance of swimming pools. Any requests for changes to pool maintenance (e.g. additional, removal or one time service) must be made via the Swimming Pool Maintenance Coordinator, Facilities Management Department at 452-4515 Ext. 347.

Complaints regarding contractor provided services must be made to the Facility Support Contracts Management Division (FSCD) at 452-4616.

Transportation

Governance: NASPNCLA Instruction 11240.3

Requests for vehicle assignment or rental should be made to the Tenant's Transportation Coordinator.

Requests for additional permanent vehicle support must be submitted on Form PWCEN 11240/7 and requires annual justification for retention.

Requests for temporarily assigned vehicles must be submitted on Form NASP 11240/22, "C" Rental Vehicle Request.

Prior to performing travel over 100 miles radius an "out-of-bounds" form letter must completed and submitted to the Transportation Coordinator.

General vehicle care includes:

- Daily completion of NAVFAC 9-11240/13, Operator's Inspection Guide and Trouble Report
- No smoking in Government vehicles
- Seat belts are required while operating government vehicles

Return of vehicle credit card receipts to Transportation, Building 3560, Code 750 with USN number annotated on receipt. Additional information regarding Transportation policy may be obtained from the Transportation Coordinator at 452-4515 Ext. 347.

Complaints regarding contractor provided services must be made to the Facility Support Contracts Management Division (FSCD) at 452-4616.

Command Support Activities

There are a variety of activities assigned to the command that are responsible for the welfare, safety and security of our facilities and our personnel. Below are some of the Command Support Activities that may or may not interact with the Building Manager on a routine basis but contribute to the safety of your facility and its occupants.

Environmental

Governance: NASPNCLA Instruction 5090.4

The Environmental services are provided by the BOSS Contractor who is responsible for carrying out the environmental education and management of hazardous waste containment. The multitude of chemicals, cleaning agents, solvents, oils and other potential contaminants present in a military environment make the potentially adverse impact of waste disposal, noise pollution, and contamination of the soil and groundwater an ever present threat. The BM should be cognizant of the following regulatory acronyms, their full title and simply stated meanings:

Abbreviation	Title	Meaning
As Provided by the NASP Environmental Division		
NEPA	National Environmental Policy Act	Explain what you are going to do before you act
OSHA	Occupational Safety and Health Act	Explain how you are going to do it
CAA	Clean Air Act	Don't put it up the chimney
CWA	Clean Water Act	Don't put it down the drain
SDWA	Safe Drinking Water Act	Don't bury it in a hole in the ground
RCRA	Resource Conservation and Recovery Act	Don't put it anywhere else
TSCA	Toxic Substance Control Act	If it's bad stuff, don't use it in the first place
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act	If you did bury it in a hole in the ground, now dig it up
FFCA	Federal Facilities Compliance Act	If you neglect any of the above laws you will pay big fines and/or go to JAIL

Additionally, the BM should be aware that one of the biggest opportunities for an environmental incident is the "Self Help Project." In many cases, BMs or others within a facility purchase paints and cleaning solvents on the civilian economy for use within their facilities. These items must be cleared by Environmental and Safety and/or added to the Authorized Use List (AUL) prior to their use. BMs may obtain guidance regarding the AUL or other environmental issues by contacting their Hazardous Waste Coordinator or Environmental Services Division at 452-4611 Ext. 101 or the Safety Office at 452-3013.

Emergency Management/Disaster Preparedness

Governance: CNETINST 3440.2

Emergency Management (EM)/Disaster Preparedness Office (DPO), NASP is responsible for the oversight of regional disaster preparedness and response. As a BM, direct interaction with the EM/DPO is primarily restricted to those BMs whose facilities have been designated as Emergency Shelters.

BMs whose facilities have been designated as Emergency Shelters will work with the Emergency Shelter Manager for that location to coordinate shelter preparation (e.g. plywood and sandbags) in anticipation of a destructive event (e.g. hurricane). Additionally, BMs whose facilities have not been identified as Emergency Shelters will be notified to take preparatory action by their respective Chains-of-Command. It should be noted that expense of preparatory supplies (e.g. plywood and sandbags) is borne by the building Tenant. DPO funds only preparatory supplies required to secure those facilities designated as emergency shelters.

More information and guidance regarding Emergency Management be obtained by contacting the Emergency Management/Disaster Preparedness Office at 452-4483.

Fire Department

Governance: NASPNCLA Instruction 11320.1

The Fire Department is responsible for fire protection and prevention of all facilities, equipment and personnel within the Pensacola Naval Complex. As a Building Manager, you will maintain close liaison with fire inspectors and other members of the Fire Department. Your facility will be routinely inspected (frequency will be dependent upon the use of the facility) for potential fire hazards and/or practices that, gone unchecked, have the potential of becoming fire hazards. It is the Building Manager's responsibility to ensure that all fire equipment is functional and inspected at regular intervals by the building fire warden. Further, the BMs will ensure that all exit signs and emergency strobes are functional, illuminate properly and that all fire hoses and extinguishers are functional and are tested and inspected on a regular basis for compliance IAW current station guidelines. Base Fire Department personnel will place Service Calls for alarm systems failures. Questions regarding the inspection, testing and maintenance of fire equipment may be directed to the Fire Prevention Branch at 452-2898. Additionally, the **Emergency Number for the Fire Department is 452-3333**.

Industrial Hygiene

Governance: OPNAVINST 5100.23

NAVFACENGCOM EICO INTERIM TECHNICAL GUIDANCE FY03-4

Building Managers will find their direct liaison with Industrial Hygiene limited. Though Industrial Hygiene may require an intervention or investigation of a particular issue, their response is only at the request of the FMD or Safety Office and only when the issue at hand has outstripped the resources or investigative abilities of those entities. The most common reason for Industrial Hygiene's involvement in a facility is Indoor Air Quality (IAQ). By instruction, "Individuals working in buildings with indications of poor IAQ shall report the problem's to their immediate supervisors. If the activity is unable to determine the cause of the problem, the NAVOSH manager shall request the cognizant industrial hygiene service to initiate an investigation." It is at this point that the Building Manager may have direct interface with members of the Industrial Hygiene team.

Another growing reason for Industrial Hygiene's presence in your facility once again relates to IAQ. In this case, the concern is MOLD. Mold is receiving increased media and legal attention and for this reason, it is highly recommended that the Building Manager become familiar with COMNAVFACENGCOM, EICO, letter, INTERIM TECHNICAL GUIDANCE (ITG) FY03-4 which outlines the basic criteria and information governing the assessment and remediation of mold. A graphic response guide to potential mold issues is provided by the Navy Environmental Health Center's (NEHC) Mold Remediation Wheel, which may be obtained by the Tenant by calling the Industrial Hygiene Office at 452-5670. Additional information regarding the services provided by Industrial Hygiene may be obtained by contacting your facility Safety Point of Contact, your FMD Planner or by calling Industrial Hygiene at 452-5670.

Natural Resources

Governance: NASPNCLAINST 11015.2

NASPNCLAISNT 5090.4

NASPNCLAINST 11015.1

Natural Resources are a primary factor in the history, beauty, and exceptional quality of life enjoyed at NAS Pensacola. Ecosystems, trees, forests, plant and animal life, wetlands, and scenic coastal landscapes create a natural setting for the fast paced military operations, training, and support activity that goes on each day. As a Building Manager, you are the primary contact point for protection and conservation of natural resources at the most important level. Aside from regulations and requirements, your work can serve to enhance our resources while ensuring advancement of the mission. Care and dedication to natural resources at each building and location at NAS Pensacola combine to make the entire installation one that has been long recognized for stewardship excellence.

For information regarding the management of natural resources at your location, including trees, landscaping, wildlife, natural area conservation, and other issues such as volunteer projects that you can do, contact the Natural Resources Manager or Forester at 452-4611 Ext. 126 or 125.

Safety

Governance: NASPNCLA Instruction 5100.1

The NASP Safety Office, managed by the BOSS Contract Service Provider, is responsible for coordinating, implementing and managing the Navy Occupational Safety and Health (OSH) program and ensuring that personnel are aware of their obligations and personal responsibilities under this program. The NASP Safety Office will enforce safety and health regulations. The BM will normally work in concert with the facility Safety Point of Contact (POC) to promote and maintain a safe working environment and safety awareness. In some instances, the BM may be also be assigned duties as the Safety Point of Contact in which case, the BM will liaise directly with the NASP Safety Office. Safety information and guidance may be obtained by contacting the NASP Safety Office at 452-3013.

Security Department

Governance: NASPINST 5500.1

The Security Department, NASP is responsible for the provision of the security throughout the Pensacola Naval Complex. As a Building Manager, your interaction with base security personnel will be extremely limited. However, should events develop where your direct involvement with security issues is required, you should follow all direction and guidance provided by security personnel. Security information and guidance may be obtained by contacting the NASP Security at 452-2032. Additionally, the **Emergency Number for the Security Department is 452-8888**.

Telephone Support

Governance: COMNAVTELCOMINST 2066.1

The Building Manager's role in telephone support is limited primarily to ensuring that the facility telephone closets are secure and access is only granted to authorized personnel. Telephone Support is provided via the Base Communications Office (BCO). Supporting the BCO in a regional capacity is the Naval Computer and Telecommunications Station (NCTS) Regional Communications Office. The management of telephone support to facilities both locally and regionally is complex and multi-faceted. To simplify and centralize telephone support to local and regional entities, the BCO and NCTS require each activity to designate a Telephone Control Officer (TCO) or Activity Telephone Coordinator (ATC) to whom all telephone requests are routed for action/response. This being the case, Building Managers who receive any requests from within their facility for telephone related services should direct the requester to the TCO or ATC for that activity. The TCO/ATC will then coordinate with the Base Communications Office (BCO) to complete the requested action. Questions regarding telephone control issues should be directed to your activity TCO/ATC or the BCO at 452-3454.

Getting Work Done

For our purpose here, work is defined by the method in which we intend to submit it for completion. There are three methods of submission: Service Calls (sometimes referred to as trouble calls), Work Orders and Self Help Projects. The specifics of each are discussed below.

Service Calls and Work Requests

The majority of the Building Manager's time will be consumed by the submission and tracking of Service Calls and Work Requests. The tools utilized more than any other are:

Service Calls: Service Calls are submitted directly to the Contract Service Provider (See BOSS Service Provider Tri-fold in Appendix "I") who will, in turn, prioritize and respond to the service request.

Work Requests: Work Requests may come from two areas. First, a Service Call may become a Work Request if the estimated time for completion exceeds 32 hours. When this happens, the repair is no longer considered a Service Call and is passed to FMD and may be converted to a Minor Work Authorization or Specific Work Request that requires special handling or funding. Secondly, a Work Request may be submitted directly to the FMD Planner to request a specific improvement to a facility or for a project that is clearly understood to exceed the defined scope of a Service Call.

Self Help Projects: Repairs, renovations, or alterations to facilities, which directly enhance the quality of life of the Naval workforce, emphasize Annual Inspection Summary (AIS*****) reduction and aesthetic improvements to existing interior and exterior floors, walls and ceilings. Self Help Projects are primarily undertaken and accomplished by Tenant personnel.

> ***** The Annual Inspection Summary (AIS) is a FMD promulgated list of facility deficiencies requiring maintenance or repair. During this activity, 1/3 of all facilities are inspected annually. FMD retains this list for action as resources and funds permit.

Service Calls, Work Requests and Self-Help Projects are described in greater detail on the following pages. Additionally, the Building Manager should refrain from making Unauthorized Commitments for repair work (see Beware of Unauthorized Commitments below).

> *** Beware of Unauthorized Commitments**: Arranging for the accomplishment of maintenance or repairs through other means outside the normal channels described in this manual can result in what is called an "Unauthorized Commitment." When this occurs, it may ultimately fall on the person who made that commitment to bear the costs of any maintenance or repairs performed.

Service Calls (Trouble Tickets)

Service calls are handled by Public Works Pensacola through their BOSS Contract Service Provider, the sole provider of building maintenance for Service Calls requiring less than 32 hours to complete.

Submitting a Service Call: All Service Calls must be submitted to the BOSS Contractor Customer Assistance Center (CAC) at 452-5555. The CAC is available 24 hours a day, seven days a week.

Service Call Status Requests: To inquire about the status of your Service Call, you can contact the BOSS Contractor status clerk at 452-2081 or by fax at 452-5550. The BOSS Contractor status clerk can also be reached via E-Mail at jhstatusclerk@pwcpens.navy.mil. Hours of operation are 0700-1530 Monday through Friday.

How does a service call work?

There are four important facts about Service Calls that a Building Manager must always remember,

- **The Contract Service Provider's resources are finite;**
- **The entire service call process is DYNAMIC**
- **Service Calls outside host responsibility are funded by the Tenant and**
- **The Commanding Officer needs everyone involved to help him optimize his financial resources.**

To explain this, let's take a hypothetical scenario to use as an example. John has been a Building Manager for five years and is thoroughly fed up with the new system. Multiple delays and lack of accurate status information has made him look bad before his Commanding Officer (CO) twice in three weeks because he told the CO his service call was next to be resolved. Now, a week later, the problem remains unresolved and he has to face the CO again. What happened can be explained in the paragraphs below.

First, Service Calls themselves are prioritized, being rated as Emergency, Priority, Routine or Scheduled as explained below.

- **Emergency Service Calls**: Emergency Service calls are accepted from any source. These service calls are intended to correct failures that immediately endanger personnel, property or natural resources. The BOSS Contractor shall be readily available and emergency service calls shall be responded to in 90 minutes or less and arrested before departing the site. This is a 24/7 requirement. All permanent repairs shall be completed within five calendar days, should material be readily available.

  Examples of valid E-Tickets are loss of electrical power to security facilities and or magazines containing explosives, after hour building security issues, natural gas leaks, flooding, interior water leaks causing damage to government property (substantial leaks in walls, ceilings or carpeted areas) and or safety hazards, loss of electrical power to fire alarm systems and or loss of water pressure to fire sprinkler systems identified by Fire Department personnel, loss of water or sewer

service to Bachelor Quarters, sewage spills or back-ups, fuel/oil spills, sinkholes or washout's on major roadways, and any situation that prevents the mission of Air/Flight and Port Operations.

- **Service Ticket Policy for NASP Region**

  Criteria for Valid HVAC E-Tickets is based on the facility mission such as medical, critical communication or training where a constant humidity is required. (Listed in Appendix J as "Complete facility"), Air /Flight Operation/Runway and Port Ops support facilities, facilities which contain explosive ordnance and or materials, sensitive computer equipment rooms and weekends and holidays for most Bachelor Quarters (BQ's). Weekend is defined as running from 1500 Friday to 0700 Monday and Holidays. Appendix J provides a listing of buildings/facilities that meet the critical requirements for an emergency ticket in the event HVAC units go down.

- **Service Ticket Policy for PWC Utilities**

  Criteria for Valid HVAC E-Tickets (PWC Utilities, Utility Plants and Utility Distribution Systems) are classified as to prevent immediate danger to personnel, restoration of essential services disrupted by the breakdown of utilities, correction of failures that degrade mission capabilities and emergencies that have impact relating to fire, safety or environmental issues. Examples of valid "E" Tickets for PWC Utilities are provided in Appendix K.

- **Priority**: Priority Service calls are only accepted from individuals listed on the Authorized Caller List and must be responded to within four hours. These service calls are intended to correct failures that do not immediately endanger personnel, property or natural resources but will lead to property damage, degradation of mission capability, or affect the well being of personnel.
- **Routine**: Routine Service calls are only accepted from individuals on the Authorized Caller List. These service calls are to correct failures that don't meet the criteria for emergency or priority service calls. Routine service calls shall be completed within 15 calendar days after receipt of the call, should material be readily available.
- **Scheduled**: Scheduled Service calls are only accepted from individuals on the Authorized Caller List. These calls provide work on the utility systems, facilities, or built-in equipment that has specified start and completion dates. Scheduled service requests are intended to support equipment installations, Changes of Command, Air Show, VIP visits, Blue Angel Marathon and other events that can be scheduled in advance. Each service call must have specified start and completion dates/times. The Government shall give the BOSS Service Contractor a minimum of three working days notice when requiring a Scheduled service call.

Secondly, Service Tickets are constantly in motion. Because the length of time required to affect a particular repair may vary greatly, some repairs are quick and simple matters of parts replacement while others are substantially more involved and time consuming.

Additionally, the personnel resources of the Contract Service Provider are finite; a Priority Service Call for an air conditioning repair may be bumped from its position because of an incoming Emergency Service Call. The call can also be reprioritized to a lesser position if another Priority Service Call is received from a facility with a critical mission (e.g. a medical facility). For these reasons, it is difficult to determine the exact status or time when a given Service Call will be completed. However, during a recent survey of Building Managers high praise was given to the BOSS Contractor Status Clerk for the level of effort and research conducted to supply an accurate response to Building Manager queries. This resource should not be by-passed or ignored! The Status Clerk is your best resource for Service Ticket information!

Your Role in the Service Call Process

Submitting a Service Ticket:

To place the Service Call you will, at a minimum, be required to furnish the following information:

- Location (e.g. Building and room number, left hallway, east or west corner)
- Priority of Call (e.g. Emergency, Priority, Routine (see the FAQs in Appendix D for a definition of service call prioritization)
- Description of Trouble (e.g. unable to secure faucet on sink): Be sure you describe the problem to be fixed and not the fix! The descriptors associated with the service problem are critical to help the BOSS Contract Service Provider understand the scope of the problem. Describing the problem with specifics such as "making constant noises" or "heavily leaking" are better than "not working properly".
- Who funds the Service Ticket (See Appendix L for examples of funding responsibility)
- Additional Information (e.g. water flow causing sink to overflow continuously)

Obtain Tracking Number:

The CAC will provide you with a tracking number specific to your Service Call. This tracking number will help you obtain status of your call from submission to completion. See *Service Call Status Request* in the previous section to understand how to obtain the status of your service call.

It is recommended that you obtain a Service Ticket Log that contains individual ticket information for status tracking and documentation purposes. An example of a Service Ticket can be located in Appendix "H".

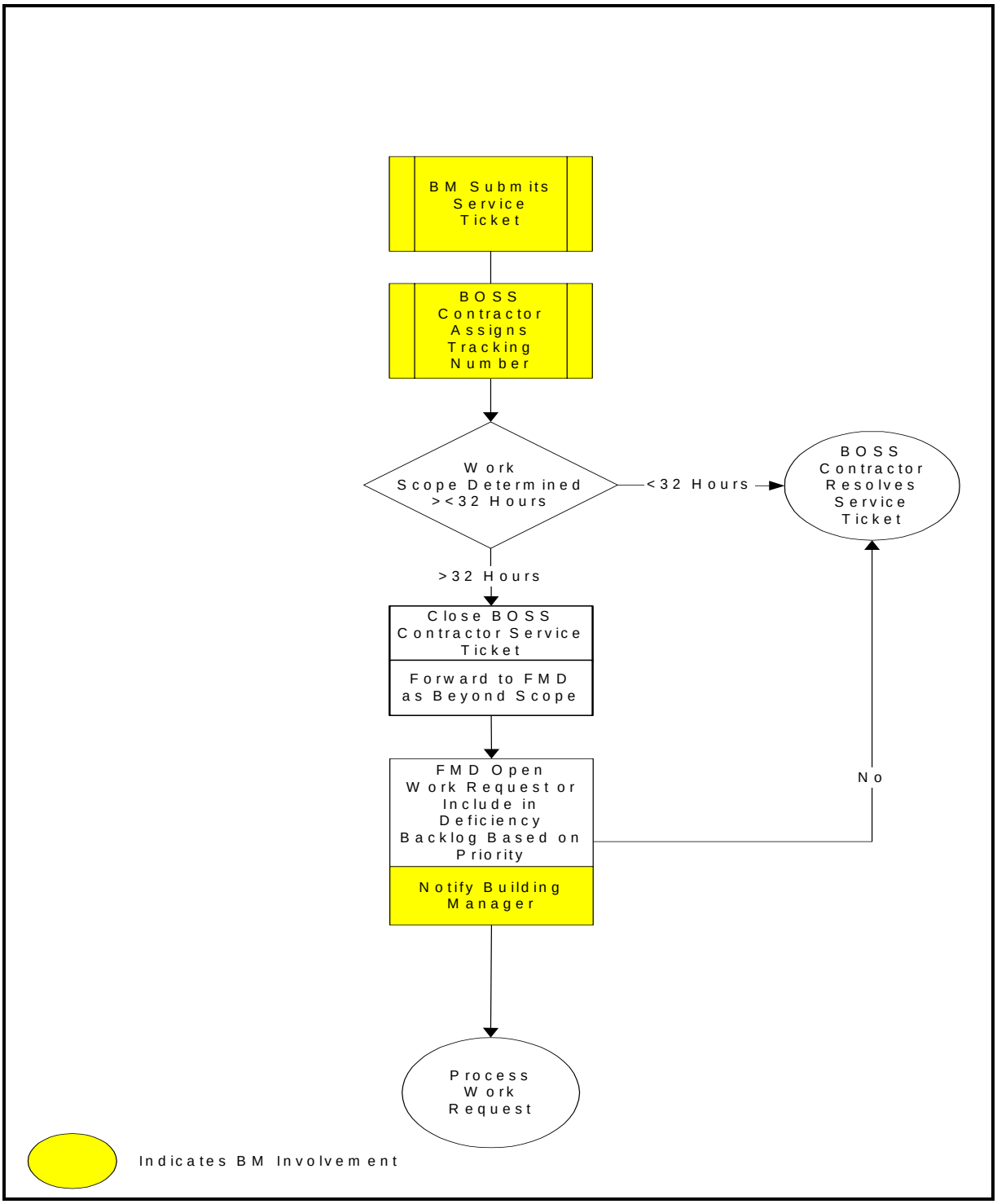
Categories of Service Work

There are three categories of service level work. These categories are primarily defined by funding responsibility and contractual coverage with the BOSS Service Contractor. These specific categories are:

- Not covered by BOSS Contract (Service Tickets do not apply).
- Covered by BOSS Contract and funded by NASP.
- Covered by BOSS Contract and funded by the Tenant.

A partial listing of items falling within this category is provided in Appendix L.

Figure 2: Service Call (Ticket) Submission Diagram

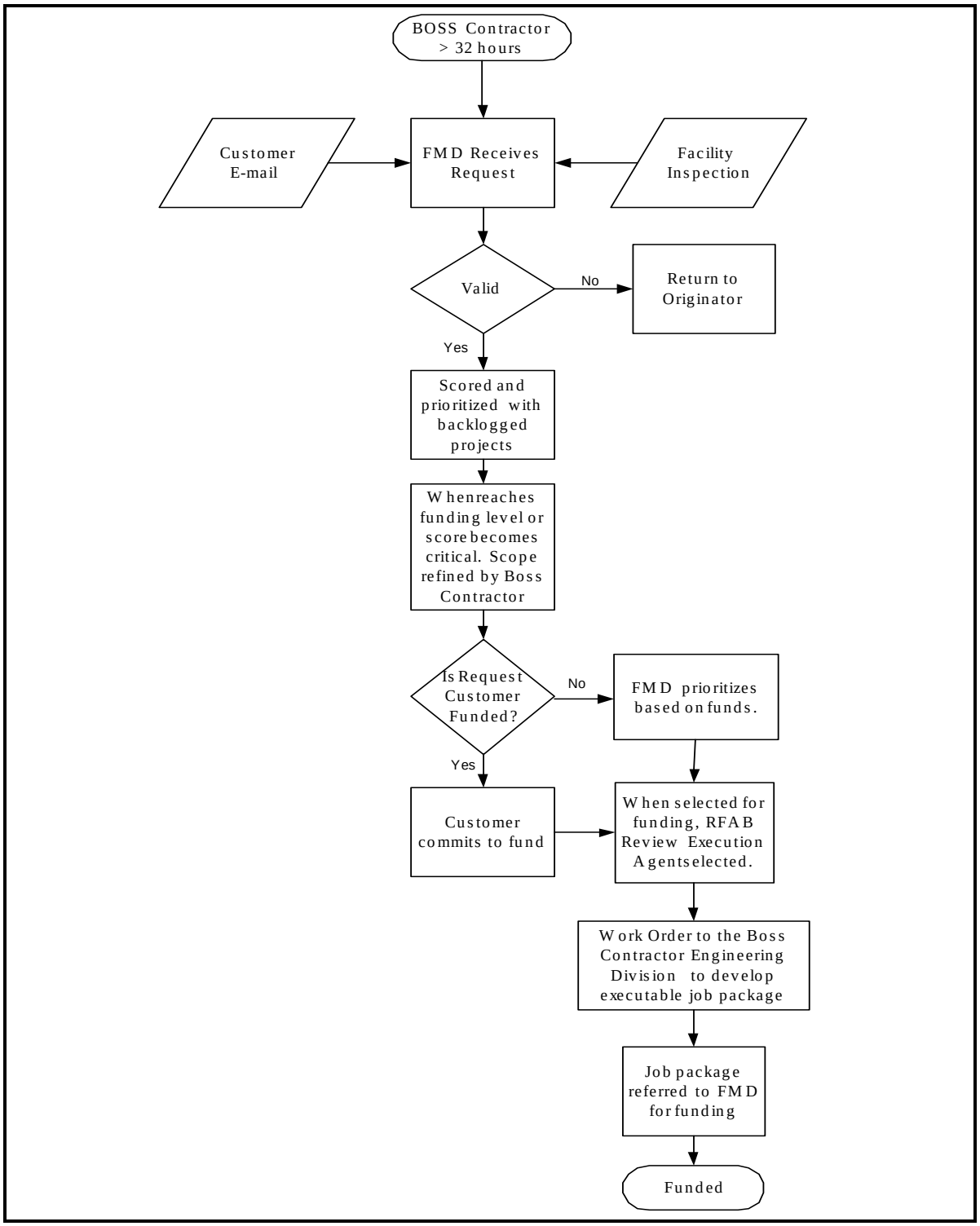


Work Requests

Governance: None

Work Requests, unlike Service Calls, are heavily regulated and are prioritized based upon a variety of criteria. When submitted, the first question is, "Can this been done as a self-help project (does it exceed 32 hours?)"? Is the work considered an emergency, is it mission essential, and is the work essential to quality of life? Once that determination has been made, there is a question of funding. Does the requestor fund it or is it to be funded by FMD? If funded by the requestor, where does it fall within the current backlog of work for that particular shop or trade? These are just some of the issues surrounding the input of work requests. Figure 3 represents the process flow for Work Requests.

Figure 3: Work Request Process Diagram



Self-Help

Governance: NASPINST 11014.8

Much of the time, the issue facing the Building Manager is a matter of routine upkeep. Self-Help is designed specifically to facilitate the Building Manager accomplishing routine maintenance matters without external intervention. For example, painting is the number one self-help project. Other examples might include construction of flowerbeds, or replacement of damaged ceiling tiles. To support these actions, the program addresses many standard self-help issues. The Self-Help instruction includes a listing of authorized paint colors, self-help routing forms, paint/HAZMAT request forms, self-help project documentation for the "Bronze Hammer" award nomination form and more. Additionally, the instruction contains templates for submission of the annual self-help project plan. Figure 4 is the basic self-help approval process.

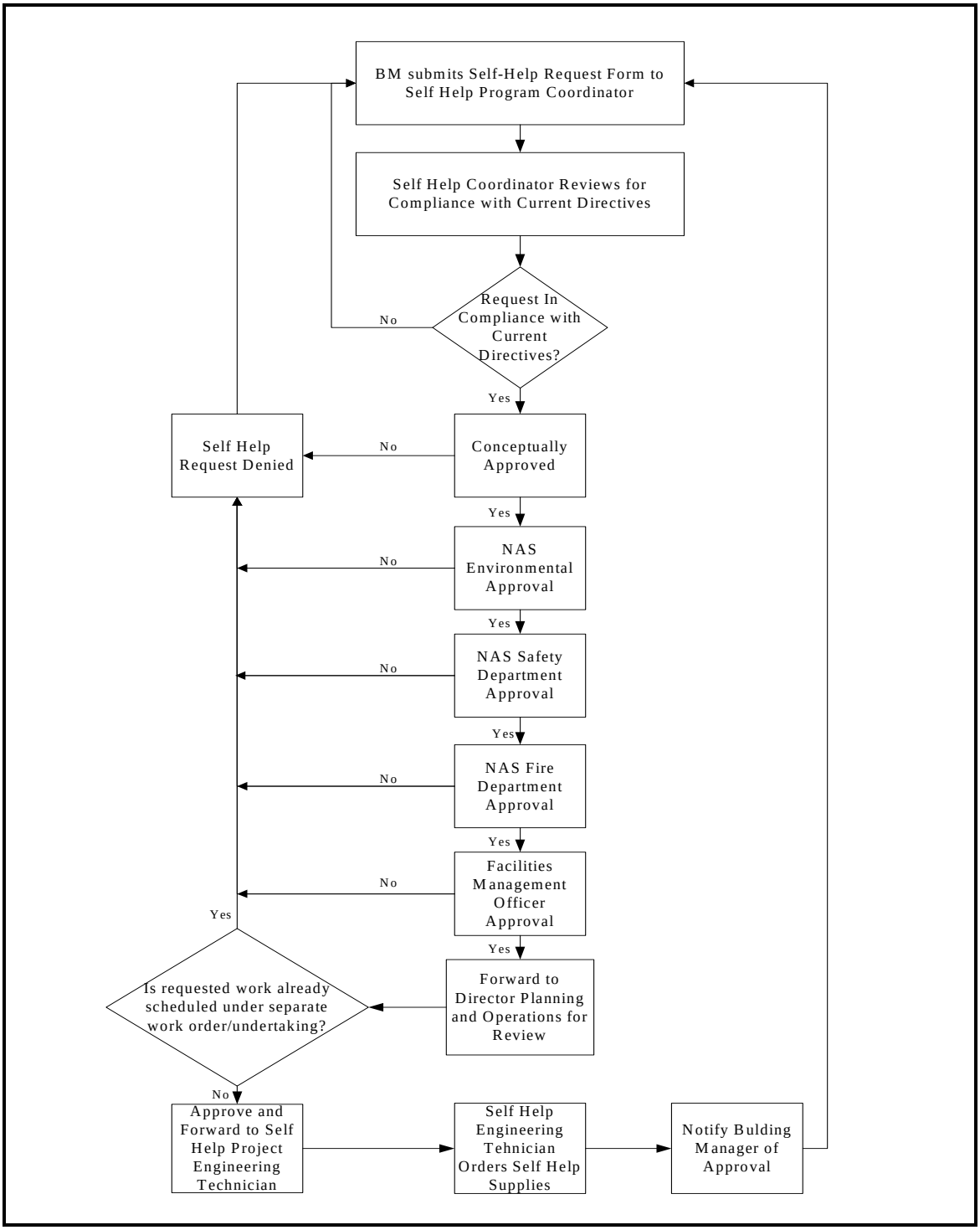



Figure 4: BASIC Self-Help Request Approval Diagram