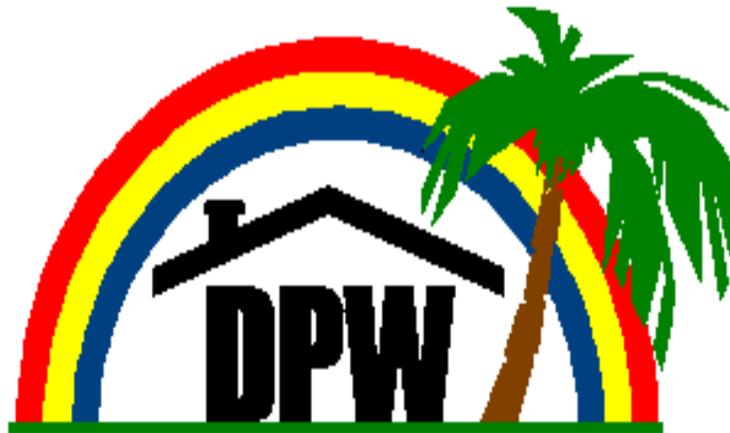


**C
U
S
T
O
M
E
R
H
A
N
D
B
O
O
K**



Directorate of Public Works



US Army Garrison, Hawaii

This customer handbook is written as a tool for you,

THE CUSTOMER!

**If your duties require you to interact frequently
with DPW, you are in the right place!**

WELCOME

**July 2004
(1st Revision)**

For the latest version of this handbook visit the DPW website at
<https://dpwhawaii.army.mil>.

This document is updated on a semiannual basis.

A message from the OFFICE of the DIRECTOR



Dear Customer,

Welcome to our on-line Customer Handbook! To help you understand DPW, we've prepared this handbook – a guide to the most important work we do, **SERVING YOU!**

DPW serves as the “City Engineer and Public Works Department” for the Army in Hawaii. Our mission supports readiness and power projection while continuing to provide a community based on Army values in which soldiers, their families and civilians live, work and train to meet the operational demands of our Nation. We are committed as environmental stewards to conserving natural and cultural resources for present and future generations.

The dedicated professionals of the Directorate of Public Works are responsible for engineering, master planning, environmental services, family and unaccompanied personnel housing, maintenance, repair and construction of all grounds, roads, utilities, and structures on the installation. Our responsibilities also extend to providing continuous reliable water, sewer and electrical services throughout the post.

We at the DPW are proud of our people and are eager for you to meet our outstanding team of professionals.

COLONEL Floyd A. Quintana
Director

Phyllis Rollins
Executive Officer

Table of Contents

<u>Chapter 1. Who is the DPW?</u>	4
<u>High Headquarters Mission</u>	4
<u>Our Mission</u>	5
<u>Our Vision</u>	5
<u>Our Goals</u>	6
<u>Our Maps</u>	7
<u>Our Organization</u>	10
<u>Our Directory Listing</u>	11
<u>Our Web Sites</u>	11
<u>Chapter 2. How to Get "Stuff" Done?</u>	13
<u>What is the Process?</u>	13
<u>Your First Step!</u>	13
<u>Service Orders</u>	15
<u>Facilities Engineering Work Requests</u>	23
<u>Plan</u>	25
<u>-Self Help</u>	27
<u>-Proprietary Approval</u>	28
<u>-Semi-Annual Work Plan</u>	36
<u>-Annual Work Plan</u>	37
<u>Execute</u>	40
<u>Chapter 3. Services Contract Support</u>	45
<u>Chapter 4. Other "Stuff" for You to Know</u>	47
<u>Chapter 5. Customer Feedback</u>	52
<u>Chapter 6. Why Can't I Get Everything I Need?</u>	54
<u>A Ray of Hope</u>	55
<u>Chapter 7. Common DPW Terms and Acronyms</u>	57
<u>Appendix A DPW Customer Directory</u>	63
<u>Appendix B ID Requestor Codes</u>	68
<u>Appendix C The Digging Permit</u>	71
<u>Appendix D Customer Service Survey</u>	75
<u>Appendix E SO Response Notification</u>	77
<u>Appendix F List of Facility Managers</u>	79

1. Who is the DPW?



We are a professional workforce comprised of Department of Army Civilians (over 200 of whom are military veterans) and military personnel who partner with hundreds of contractors to provide our services to you! DPW is one of the largest Directorates in the US Army Garrison, Hawaii.



Higher Headquarter's Mission

US Army Garrison, Hawaii conducts garrison operations daily to provide installation management programs and services for mission commanders, soldiers, civilians and family members and supports the installation's transformation to a Stryker Brigade Combat Team.



OUR DPW Mission

"Provide high quality planning, design, construction, operations, maintenance, housing, environmental and engineering services, in a safe and cost effective manner, to enhance the readiness and well-being of America's Army in Hawaii."

OUR DPW Vision

Hawaii's most competitive and proactive team of Public Works experts, focused on:

Customers: We consistently take the initiative and work as teams delivering projects and services that delight our customers.

People: Our workforce is a proactive, motivated, and highly trained team of experts operating in a learning environment, taking pride of ownership in all we do.

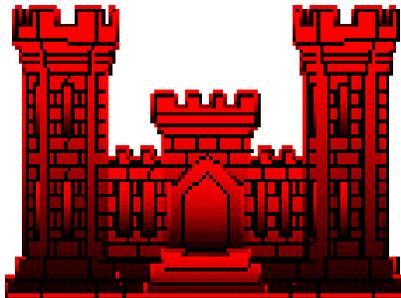
Process: Use ISO 9001 to document processes and ensure conformance with requirements. Through established metrics, we will continually improve the effectiveness of our quality management system and achieve customer satisfaction while reducing costs.

Resources: Be more efficient and cost less than our competition while acting as a good steward of our resources.

Communication: Communicate effectively within DPW and with our customers to build synergistic teams that serve America's Army in Hawaii and tell the Public Works story.

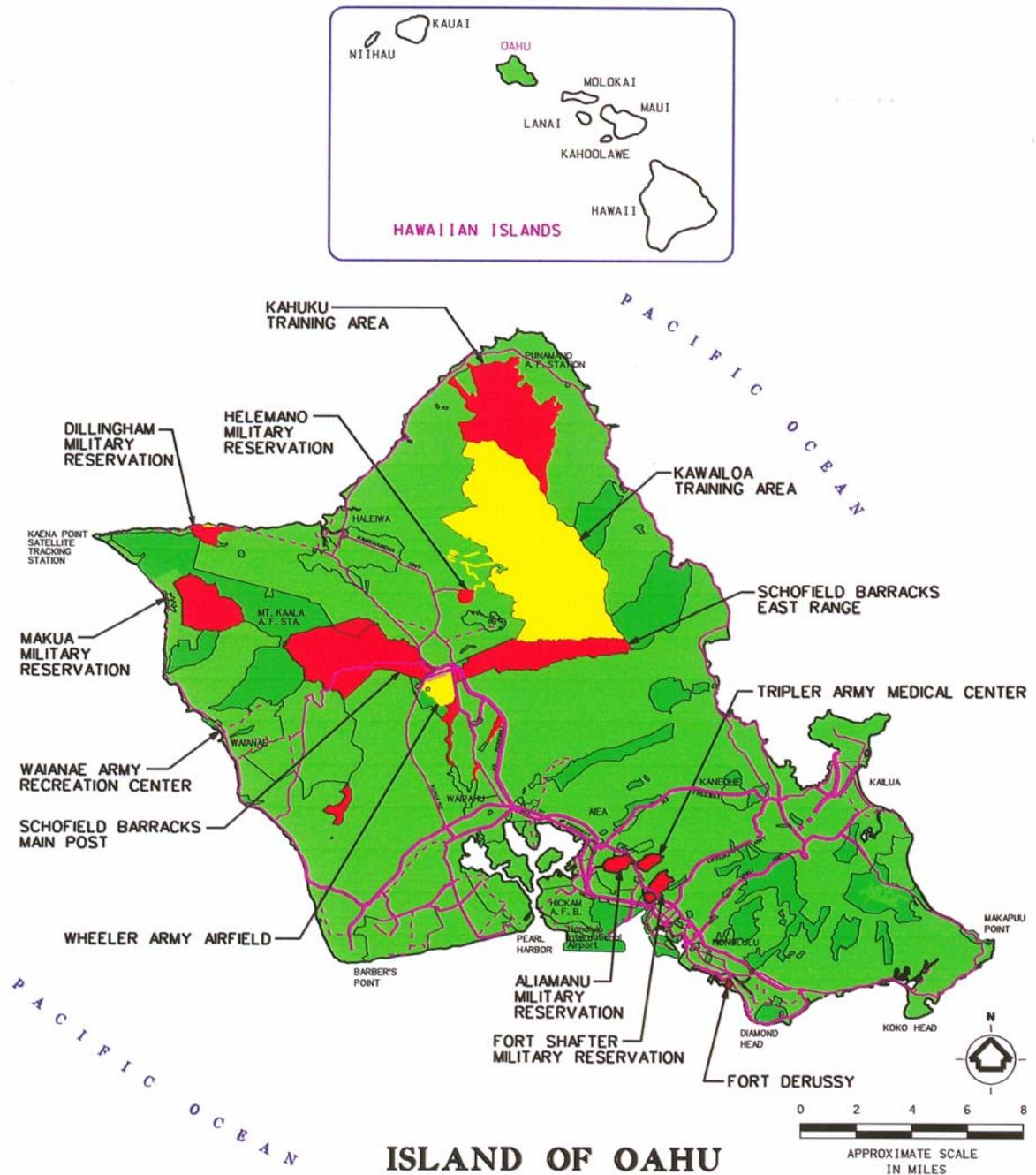
OUR DPW Goals

- ◆ Perform all requirements specified in our Performance Work Statement, within the constraints of the A76 process and beyond the expectations of our customers.
- ◆ Retain a trained and motivated workforce by promoting a positive, fair and safe work environment.
- ◆ Achieve and maintain ISO 9001 certification.
- ◆ Improve performance, customer satisfaction and reduce costs in each DPW mission area by conducting monthly review and analyses of meaningful metrics.
- ◆ Improve Installation Status Report and Army Baseline Services ratings of Amber and Red while maintaining the Green ratings.
- ◆ Actively pursue alternative work methods and funding, seek additional resources, and effectively manage current resources.
- ◆ Be a good neighbor in the local community and ensure that the DPW story is told accurately.

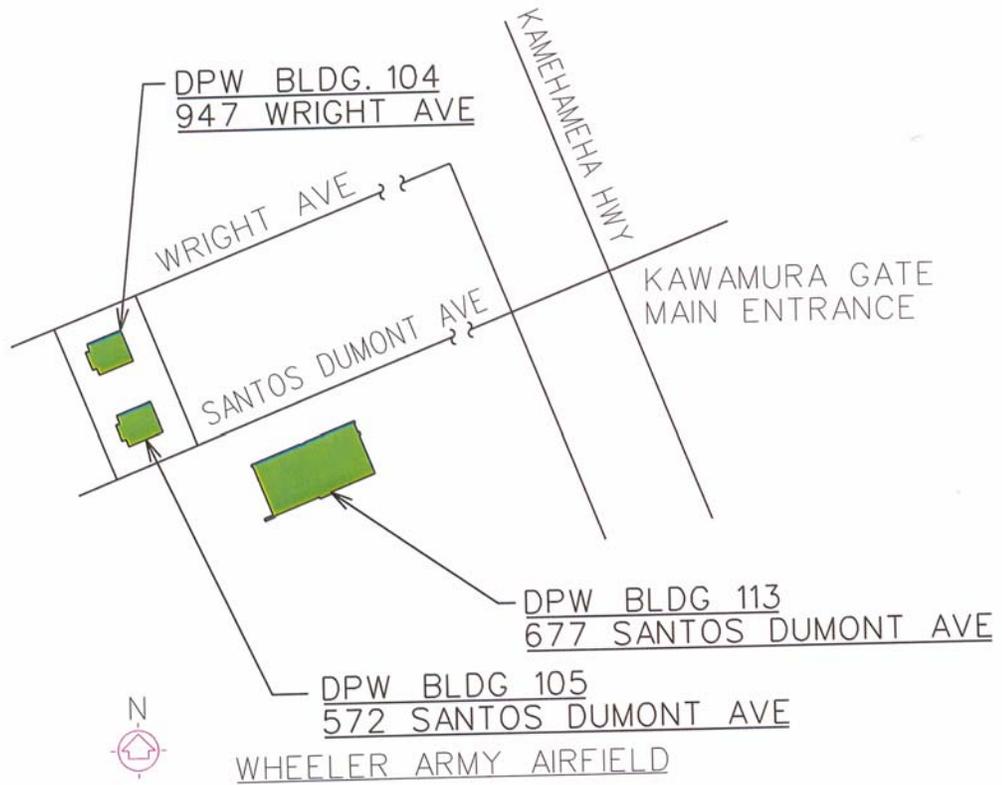


Major Sub-Installations that DPW Supports

OAHU

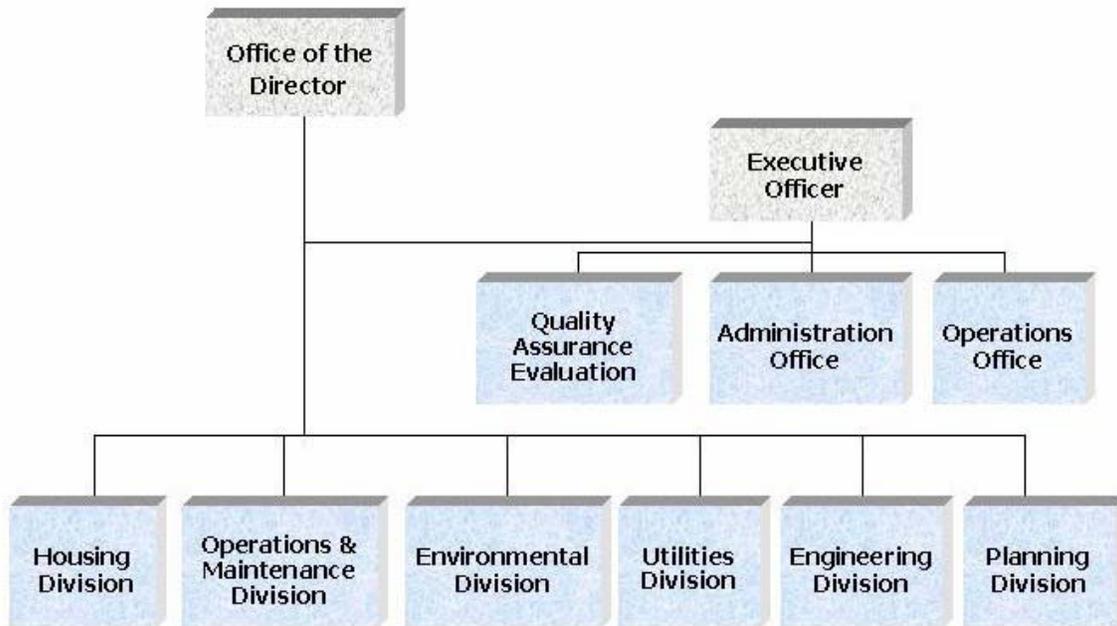


Where We Are Located



OUR Organization

The Directorate of Public Works is organized into a team of six divisions and three offices. The chart below represents a general view of our organization.



OUR Directory Listing



Do you need to contact us? Access our [Directory listing!](#)

Our directory will furnish you with the phone numbers for our team.

OUR Web Site



Access our web sites and learn even more about the Directorate of Public Works. Our web sites are your on-line "connection" to us.

From <http://dpw.schofield.army.mil> you can enter Service Orders or check on the status of your Service Orders or Work Orders, using either the document number or your name and phone number. You can also send questions or comments via the email link at that site. This site is available from home or work.

From <https://dpwhawaii.army.mil> you can:

- Download the DA Form 4283, Facilities Engineering Work Request (FEWR)
- Request Recycling Pick-Up for your work place on Oahu

- Read DPW briefings or information papers on hot topics such as Whole Barracks Renewal (WBR) and Utilities Privatization
- Check the status of your Service Orders or FEWRs
- Check the Authorized Use List for the chemicals Army personnel can use
- Check the Environmental Compliance Officer Certification Roster
- Check the Community Impact site for information on scheduled water or power outages and road closures
- DPW's Mission, Vision, Goals, and Values and Organization Chart
- View the Master Street Address guide for address changes
- DPW's newsletters like Ku'i ka lono
- View Interservice Support Agreements (ISA)/ Memorandum of Understanding(MOU) documents.

This site is only available from Army workstations.

From the 25th ID(L) web site <http://www.25idl.army.mil/> you can access more information about DPW. Once you access this site, look at the list of links on left; under Garrison are two DPW links. One will link you to the Service Order input site listed above. From the other DPW link, you can:

- access information on Family Housing
- read three of our Environmental publications (Ecosystems Management, ECO Quarterly, and 25th ID(L) Environmental Update)

For floor plans of your building (to help with self-help projects) or maps, see <https://usaghi-gis.hi.pac.army.mil/>. If you are working from an Army workstation, you can use <https://dpwhawaii.army.mil>.

2.

How to Get "Stuff" Done?



What is the Process?

Our teams of in-house professionals are the “subject matter experts” in determining how to best accomplish the work that you need to have done.

If we cannot accomplish your work request in-house, we will establish contracts to obtain outside assistance. Depending on the scope and complexity of the work, these contracts are usually administered by the local Regional Contracting Office (RCO-HI) or by the Corps of Engineers Pacific Ocean Hawaii (POH).

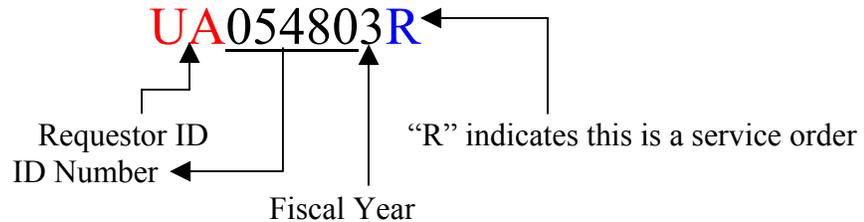
Our contract methods include: credit card, small contract, requirements contract, indefinite delivery/indefinite quantity contract, job order contract, and conventional construction contract.

If you live or work at Aliamanu Military Reservation, some of your work may be done by the Navy Public Works Center.

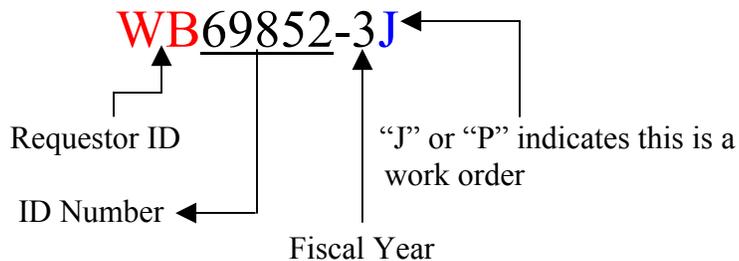
Your First Step!

Your first step is to let DPW know what your needs are! Initiate the process with a request. Requests are divided into two major categories that are based on the scope and complexity of the work to be done.

Service Orders (SO) are for small maintenance or repair jobs that normally cost less than \$2,000 or require less than forty hours of labor to complete. Your service order number begins with two letters (see [Appendix B](#) for requestor ID), six numbers (the last one designates the fiscal year), and ends with R. Here is an example of a Service Order:



Work Orders (DA Form 4283 Facilities Engineering Work Request (FEWRs)) are for all other maintenance, repair and construction requirements. Your FEWR number begins with two letters (your requestor ID), six numbers (the last one designates the fiscal year), and ends with J or P. Here is an example of a FEWR:



Most customers assign their own FEWR document numbers.

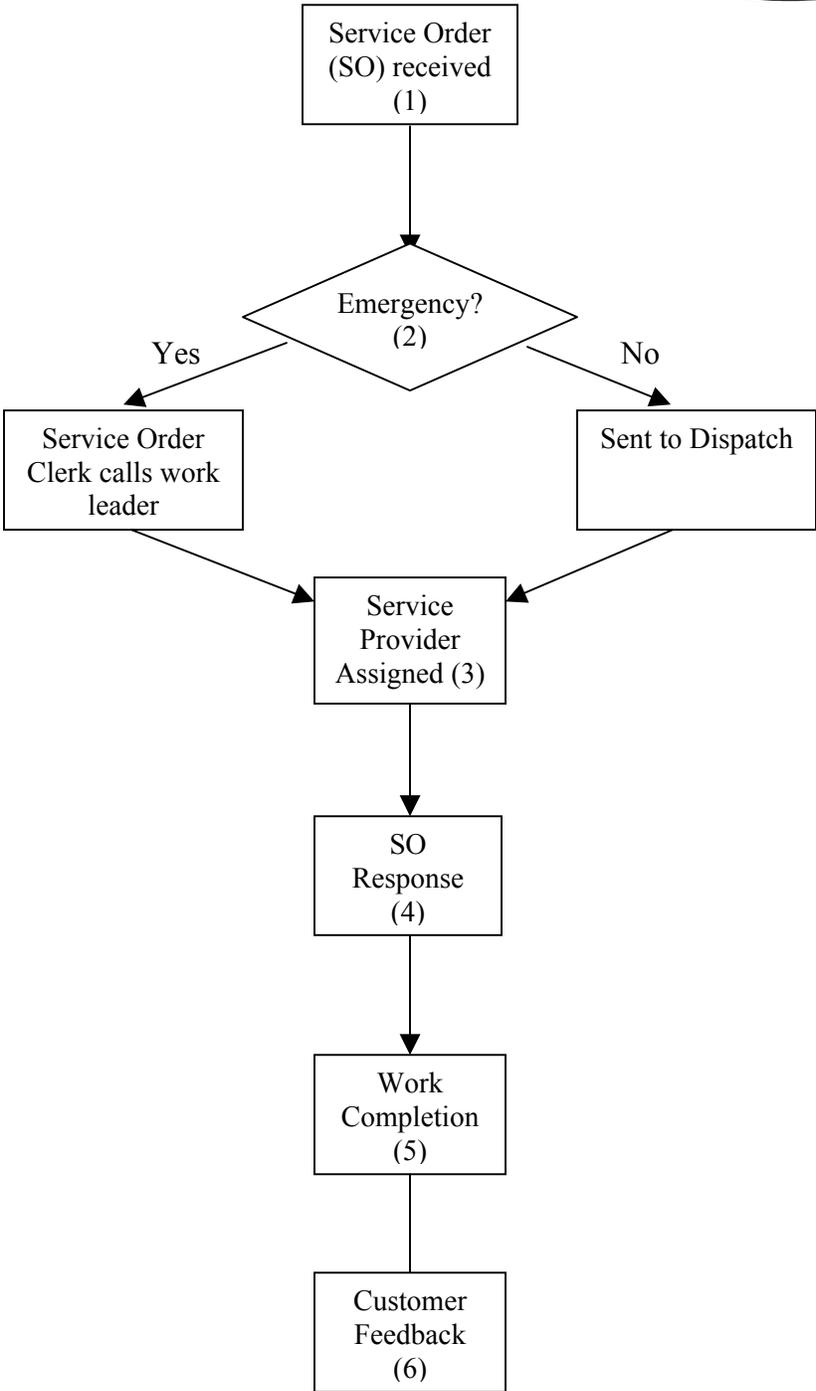
SOs and FEWRs are handled differently, so let's talk about service orders first.

Service Orders



Service orders are the quickest and easiest way to accomplish your work. They are used for minor facilities maintenance and repairs that normally does not exceed \$2,000 in cost or forty hours of labor to accomplish. Service orders resulting from fair wear and tear are not charged to the customers. DPW charges customers for repairs to real property facilities when the damages are determined **not** to have been the result of fair wear and tear; this means the damages were caused by abuse or negligence such as breaking a window or losing a key. For more detailed information on Service Orders, see the paragraphs below that correspond with the numbers in the flowchart.

Service order Process



1. Service order received.

We offer four convenient methods to initiate a Service Order on Oahu.

1. Telephone at 656-1275.
2. Fax at 656-9000.
3. Drop by DPW's Service Order Desk located at 947 Wright Ave (Bldg. 104), on Wheeler Army Airfield.
4. On-line at <http://dpw.schofield.army.mil>

Our Service Order Desk is staffed 24/7. The service order desk is especially busy all day Monday and during the hours of 1600-1730 daily. Whenever possible, call during non-peak hours or submit your service order online or by fax. **Emergency service orders must be called in to 656-1275 to ensure we can give them immediate attention.** Non-emergency or routine service orders may be submitted using any of those methods.

If you work at **Pohakuloa Training Area (PTA)** on the Big Island, submit your Service Orders the same ways as stated above.

Before you submit your first Service Order, let's talk about DPW responsibilities and real property. DPW is responsible for maintenance and repair of real property, such as buildings, roads, sidewalks, streetlights, grounding points, utility distribution systems, and grounds/landscaping. Replacement of damaged traffic signs can be submitted on an SO.

DPW is not responsible for repairs or other support of non-real property items, such as carpet, window air conditioners, PT equipment, cipher locks, safes, furniture, shelving, vehicles, bicycle racks, public announcement systems or telephones.

In the barracks, only the Military Maintenance Team (MMT) leader should submit non-emergency service orders. MMTs perform small maintenance and repair work, usually plumbing and carpentry. Work that's beyond the capabilities of the MMT will be submitted to DPW as an SO—by the MMT leader.

Before initiating a Service Order, the clerk may first attempt to provide technical assistance over the phone.

Other times, the clerk may refer you to the troop self help store to pick up materials for work you can easily do, such as replacing a fluorescent light bulb.

When submitting a service order, please provide the following information:

- Name & phone number of a person familiar with the problem or need.
- Brief description of the problem, including the exact location. If describing a leak, estimate the amount of water being lost.
- Sub-installation, building number and street address.
- Unit or directorate you're assigned to.

When you call in an SO, have a pencil and paper available to **write down the SO number and priority** that the work order clerk gives you. When you submit a service order by fax or online, you'll receive your SO number and priority by the next workday.

After receiving the Service Order number, please tape a note with the date and SO number at the location of the needed repair. This will prevent others from calling in duplicate SOs for the same work. It will also help the service provider find the right fixture or appliance (toilet stall, washing machine, etc.)

2. Is this an emergency?

Our Service Order Clerk will assess the level of urgency of each Service Order received, determine the appropriate priority rating based on the information they receive from you, and act to expedite those of high priority.

Priority 1 (Emergency) Service Orders - Require immediate action to eliminate life-threatening or serious injury hazards to personnel or to restore essential utilities. Examples: only toilet clogged, no hot water, uncontrolled flooding, broken sewer line, fire, power or water outage, gas leak, chemical spill, traffic light out, board up unsecured structure, inoperative smoke detector/fire alarm,

perimeter fences, walk-in reefers, air conditioning in barracks and other designated facilities.

After the Service Order Clerk creates the Service Order in the computer, it is sent electronically to the appropriate shop. To ensure immediate response to Priority 1s, the Service Order Clerk will also phone the Shop Foreman or the person designated to respond for the contractor.

Priority 2 and 3 Service Orders are not dispatched immediately, during nights or weekends. Like Priority 1s, they are initiated in the computer and sent to the appropriate shop, but a service provider is not yet assigned to do the work.

Priority 2 (Urgent) - Problem does not immediately endanger personnel or property, but could lead to facility damage or become an emergency if not fixed quickly. Examples: clogged sink or bathtub, roof leaks, overhead crane or garbage disposal inoperative, J-SIIDS malfunction, partial electrical outage to building, or air conditioner leaking through ceiling.

Priority 3 (Routine) - Problem will not significantly impact health, safety, or facility operations if not resolved immediately. Examples: minor electrical or plumbing problems in buildings, paint touch up, repair trim, replace floor or ceiling tiles.

3. Assign Service Provider



During normal duty hours, assignment of the service provider is done electronically using our DISPATCH system, which aids the shops in determining which SOs to respond to first, by priority and date/time of request. The work leader reviews the Service Order and assigns it to the appropriate service provider to be scheduled with the customer.

4. SO Response

Response time begins with the inputting of the Service Order into our facility database and ends when contact is made (either by phone to schedule an appointment or the service provider arriving on site).

Our DPW or contract service provider will respond to **Priority 1 Service Orders within 2 hours, so make sure someone stays at the site to let the service provider in.** If they cannot get into the area where the repair is needed, they will leave. Once started, the work will continue until the job is finished or the condition that caused the priority one to be stabilized or the priority is downgraded to a Priority 2 or Priority 3.

Our shops will respond to Priority 2 (Urgent) Service Orders as soon as possible the next business day after being notified. Priority 2s are not normally dispatched to contractors or DPW shop foremen except during normal duty hours.

Some factors that affect our response time are incomplete or incorrect information on the Service Order, more urgent priorities, weather conditions, time of day (nights/weekends), and OSHA regulations.

We modified our Performance Work Statement to provide faster response and completion of service orders. We respond to all **Priority 1s** within 2 hours and complete 90% of the work within 24 hours. We respond to all **Priority 2s** within 48 hours and complete 90% of them within 7 workdays. We respond to all **Priority 3s** within 5 workdays and complete 90% of them within 10 workdays.

Follow up. For follow up information on your Service Order, you may **check the status on line** at <http://dpw.schofield.army.mil>. You can call up Service Orders using the SO number, or your name and phone number. You can see if your Service Order is in shop awaiting assignment (SHP), assigned to a service provider (ASG), awaiting materials (SUP), customer follow up (FLP), completed (CMP), or cancelled (CAN).

You can also follow up by calling the service order clerk. The service order clerk can see the same information you can see on the website, and no more so **they will not be able to tell you when the shops will respond to your Priority 2 or 3 service order.** The SO clerk will modify the Service Order to show that you inquired about the status and put it in the follow up code in DISPATCH. Your follow-up call will be brought to the attention of the work leader or foreman.

5. Work Completion

Your service provider will gather the necessary tools and materials and bring them to the job site. If the materials are not available on time, we will call to reschedule.

If no one is present to let our service provider into the building to make the repairs, we will leave a note with the cell phone number for the customer to call and reschedule the appointment ([See Appendix E](#)). **After two unsuccessful attempts, the service provider will close the Service Order and charge the applicable labor. Once you have received the second notice from the service provider, you'll have to resubmit another Service Order.**

6. Customer Feedback

The service providers and contractors must present you a copy of every Service Order form for your signature when the job is done. Our DPW personnel will also leave you a Customer Service Survey, USAG-HI Form 100 (blue card), that you can drop off at any DPW facility or mail to us. See example on [Appendix D](#).

We also conduct random inspections of Service Order work performed by contractors or DPW service providers as another way of ensuring our service to you is as good as it can be!

You can put your comments directly into the Garrison's Interactive Customer Evaluation (ICE) System at <http://ice.disa.mil/>.

Whichever way you choose to get your comments to us, you can be assured that DPW is listening!

Facilities Engineering Work Requests

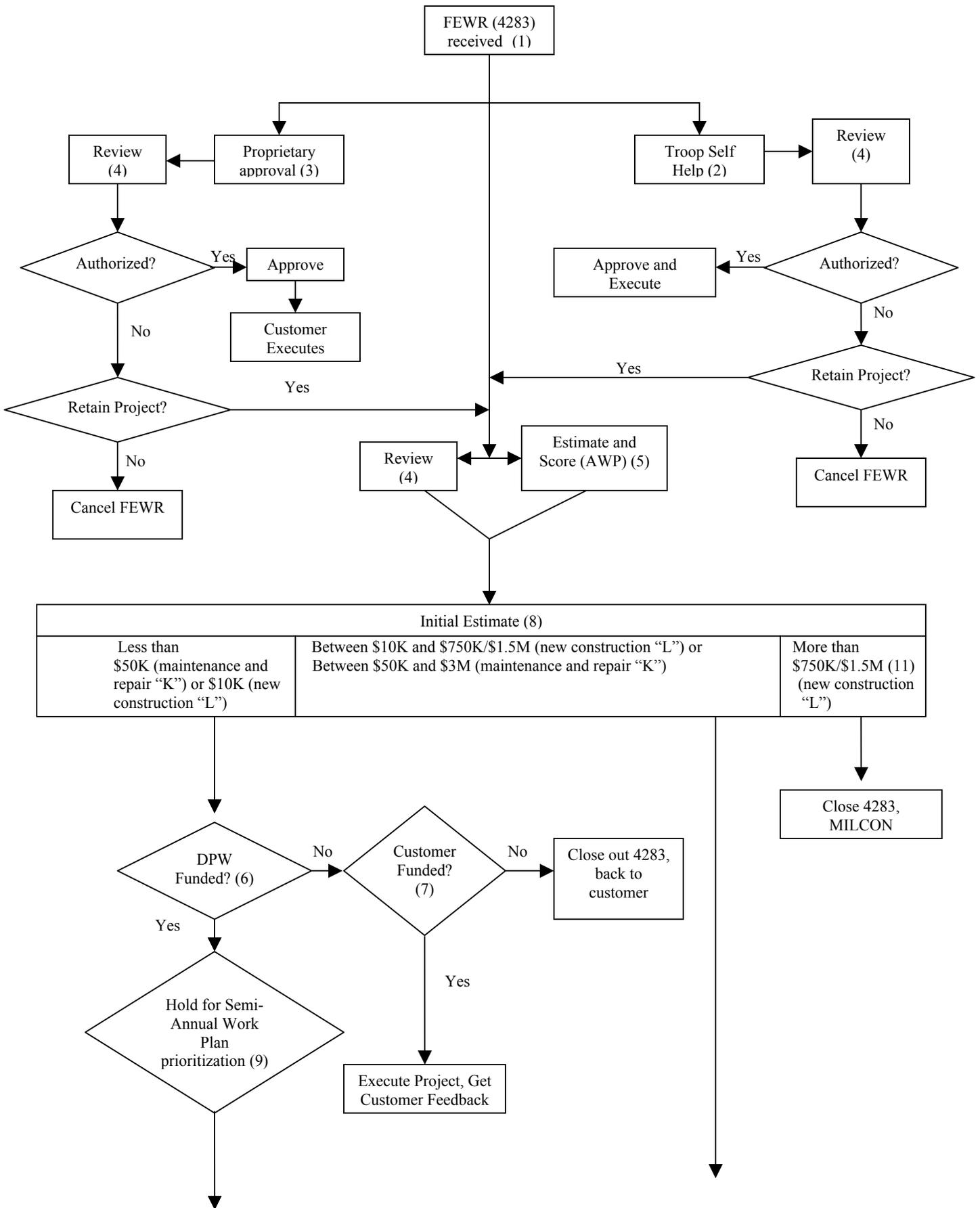


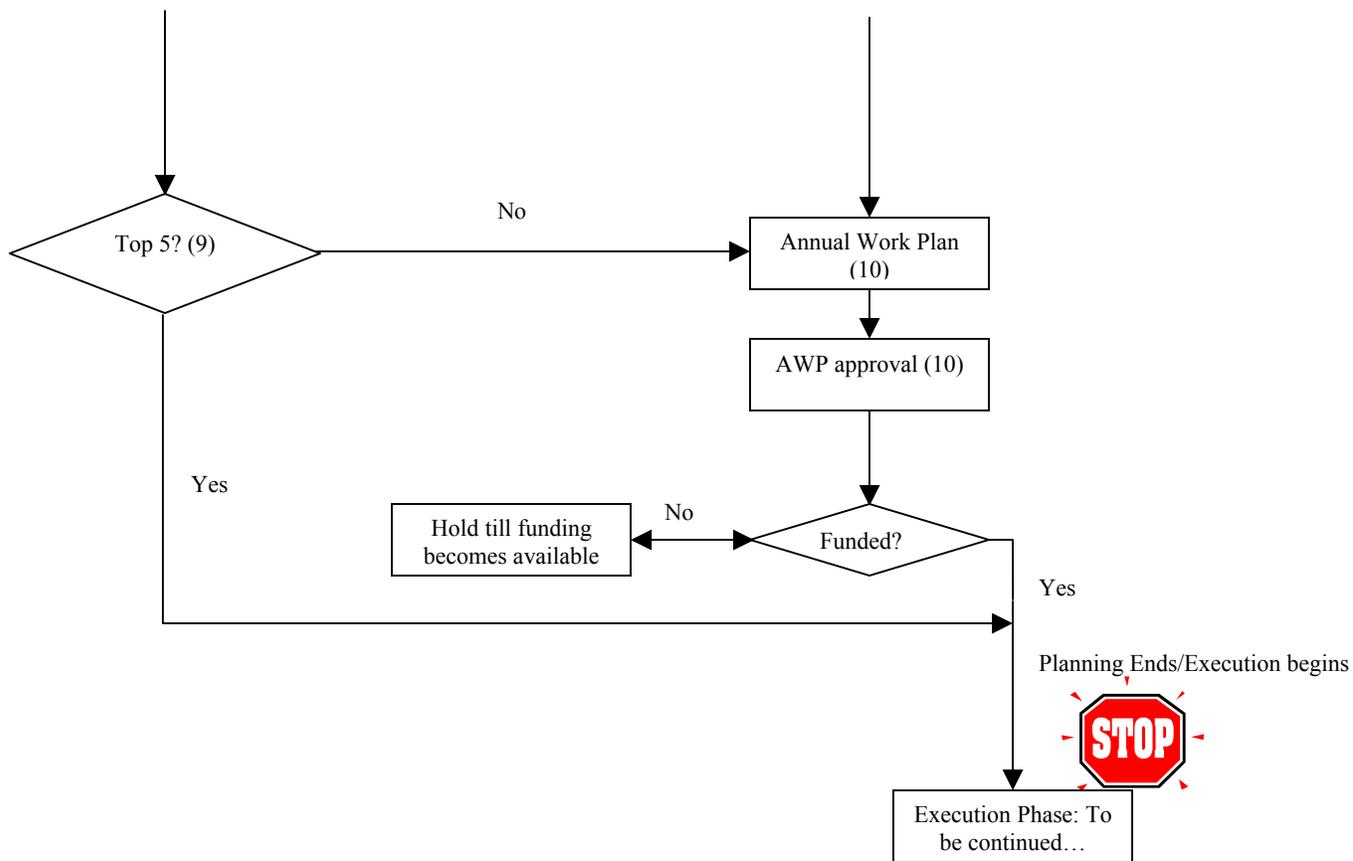
FEWRs are typically for maintenance and repair projects over the limits of a service order or for any construction requirements.

To simplify matters, we will divide the work order process into two sections: Planning and Execution. Planning consists of initiating and submitting your FEWR, DPW accepting and entering it into the computer, estimating and prioritizing it, and determining funding availability. Once funding is available, the execution phase begins. DPW approves the FEWR, sends it for design, and awards the contract or does the work in-house.

With a customer-centered approach to continuous improvement, our resolve is to achieve efficiencies in our responsiveness thereby increasing customer satisfaction. Visit our Web site to check on the status of your project at <http://dpw.schofield.army.mil>.

The flowchart below outlines the process for managing and executing a FEWR. Consult the labeled numbers within the flowchart for a more detailed explanation of the process.





1. FEWR received.

Requests are submitted on a DA Form 4283, Facilities Engineering Work Request (FEWR), or Work Order.

Only authorized requestors, who are designated in writing by Brigade Commanders or Directors, can submit FEWRs to DPW. You must submit your FEWR, with necessary drawings or maps to your authorized requestor who will assign the document number and sign the form. If you are not sure who your Authorized Requestor is, call Work Management at 656-1349 ext. 2107. They keep a copy of the Authorized Requestor Form on file.

The authorized requestors are required to attend the DPW Work Management briefing within two months of being appointed. The briefing is held every third Tuesday 0900-1100 at 947 Wright Avenue (Bldg. 104), WAAF. The briefer explains all about SOs and FEWRs and provides samples of various completed 4283s. **While everyone is welcome, the briefing is mandatory for the authorized requestors.**

Authorized requestors can submit FEWRs to DPW in person, by email to dpwfewr@schofield.army.mil, or by

regular interoffice distribution. Our Work Management Branch is located at 947 Wright Avenue (Bldg. 104), WAAF. We are open from 0730-1600, Monday through Friday. Our "automated version" of DA Form 4283 can be downloaded at <https://dpwhawaii.army.mil>. The FEWR cannot be submitted to DPW online.

Describe in detail what work you need done. It's important that this be stated clearly; misunderstandings can result in your work being unnecessarily delayed. For example, once a customer's FEWR said that he needed 20 outlets in a room, so we estimated the job for installation of 20 additional outlets. Actually, the requirement was for 8 additional outlets, as 12 were already there. Include pertinent information, such as whether you plan to pay for the work, if you plan to do the work as self-help, and if there are any time constraints that we need to be aware of. If the request is the result of an inspection, please attach a copy of the inspection report.

Work Management personnel will review your request for the following information:

- a. Is the authorized requestor's signature on the 4283?
- b. Is the work requested a DPW responsibility (real property)?
- c. Is this a duplicate work order?
- d. Are the necessary sketches, maps, or inspection reports attached?

If there is a problem with the FEWR that prevents Work Management from entering it into the computer system, you will receive a call asking for clarification of the information. **After 30 days without a response, Work Management places the FEWR in an "Inactive File" and takes no further action.**

If all necessary information was provided, by the next day Work Management personnel will assign the work status code to the FEWR and enter it into WORKS, our computerized work order management system. All updates to the work order status happen electronically in WORKS.

Timing. If your FEWR is for work that you are requesting be completed within 6 weeks of the time DPW receives the FEWR, you must **first have your Brigade Commander or Director speak directly with the DPW Director**

or Executive Officer to explain the urgency of this project. Without the DPW Director authorization, your FEWR will be processed normally.

You should also be aware of the steps for processing and funding FEWRs and ensure that your 4283 is submitted in sufficient time. Do not attempt to "walk" your FEWR through the system.

2. Troop Self Help

The Troop Self-Help (TSH) program provides you, the customer, a mechanism to perform basic facilities maintenance or minor construction projects. After a condensed approval process, the DPW Troop Self-Help manager will order work materials and allow you to do the work. This is truly the quickest and easiest way to get FEWR work done in your building unless there are environmental and/or historical issues.

If you have the capability to do the work self-help, annotate "self-help" on your DA Form 4283 and include a completed bill of materials (BOM) along with the sketches/drawings detailing the scope of work. You may want to see the TSH manager before preparing the FEWR, because in some cases you may not need one. The TSH manager may be able to provide the materials using a materials-only service order that he submits.

Troop self-help materials are provided by DPW for real property projects that do not exceed \$10,000. Materials will not be provided for construction of non real property items such as display cabinets, glass for desktops, or other furniture-type items.

Our troop self help store manager will offer technical advice, provide oversight, and inspect your project upon completion.

Examples of work that is commonly done by self-help are replacement of light bulbs, outlet or light covers, screen clips, jalousie glass, ceiling tiles, shower heads, toilet seats, sink strainers, screens, door knobs, cove base, barracks curtain hardware or slats, interior painting, and exterior painting of single story buildings or the dark brown border of multi-story buildings can be done by self help.

DPW conducts a quarterly four-day training class for members of Military Maintenance Teams (MMT) and others who do self help projects. For information on the next class or to sign up, call 655-0585.

Although self-help is quick, it is not instant. Do not **expect** to submit your FEWR on Thursday and have the materials by the weekend.

3. Proprietary Approval

Proprietary Approval (formerly called Permission Only) projects are those in which a unit wishes to manage, fund, do the work themselves or contract it out. Approval of these projects is rare, as few units have the necessary expertise to properly manage them.

This handbook prescribes policies, responsibilities and procedures for the effective review and processing of requests for design and/or proprietary (technical and administrative) approval to perform Sustainment, Restoration, and Modernization (SRM) or construction projects on U.S. Army real property in 25th Infantry Division (L) and U.S. Army, Hawaii. It establishes the procedures and responsibilities of U.S. Army Garrison, Hawaii, Directorate of Public Works (DPW), military and tenant units, and those organizations with an interest in obtaining such approvals.

These provisions apply to all of the Units / Activities/Directorates planning any maintenance/repair (SRM) or construction on real property within the U.S. Army, Hawaii Area of Responsibility (AOR) that will not be executed under the direct funding or supervision of DPW. Failure to comply with these procedures may result in user violation of Army Regulations and US Statute, and the possible dismantling of the project at the cost of the user.

All requests for approval to perform work on U.S. Army, Hawaii installations will be submitted to DPW on an approved DA Form 4283, Facilities Engineering Work Request (FEWR). All Units/Activities/Directorates requesting approval will:

a. Submit a DA Form 4283 Facilities Engineering Work Request (FEWR) clearly requesting approval to perform

design, maintenance and repair, or construction on Army real property facilities. All FEWRs will be delivered to DPW Work Management Branch, Bldg 104, 947 Wright Avenue, Wheeler Army Airfield. All FEWRs must contain the following information, at a minimum:

(1) A detailed location of proposed project, building or facility number, and installation.

(2) A complete detailed scope of proposed project, including information as to the planned use of the project/facility.

(3) Justification for the maintenance/repair and/or construction.

(4) A statement regarding the impact if the project is not accomplished.

(5) Any technical information that is available from the user's design and/or construction agent.

(6) Point of contact for the duration of the project during project design and/or construction is required. The estimated project cost must be classified separately into maintenance/repair costs, and new work construction costs. DPW can provide expert work classification assistance if required.

b. Ensure compliance with Occupational Safety and Health Administration (OSHA), National Fire Protection Association (NFPA), and Environmental Regulations, particularly for asbestos, lead based paint, and historic preservation, during any demolition or construction activities; and compliance with Federal Accessibility Standards as set forth in the Americans with Disabilities Act guidelines (ADAAG), and Uniform Federal Accessibility Standards (UFAS).

c. Ensure coordination with local medical, physical security, force protection, safety, and signal/communication organizations.

d. Obtain design approval before commencing any design work on the project; and will ensure that sketches, drawings, specifications, work plans and associated documents are reviewed and given proprietary (technical and

administrative) approval by DPW before commencing procurement or construction.

e. Seek and obtain digging permits from DPW to ensure proper consideration of underground utility lines and communication cables.

f. Purchase all materials and supplies necessary to perform the work only after above approvals are granted.

g. Ensure qualified civilian or military professional engineer, engineering technician, or construction inspector certifies quality of work. DPW reserves the right to inspect the project at about 50% and 100% completion without reimbursement; however, this does not relieve the customer of the inspection requirement stated above.

h. Provide as-built drawings and DD Form 1354, Transfer and Acceptance of Military Real Property to DPW Real Property Accountable Officer within 10 days after completion of the proposed project.

i. Note that any approvals granted for design or proprietary approval will expire one (1) year from date of approval.

The Directorate of Public Works (DPW) responsibilities are as follows:

a. The Work Management Branch Chief will receive the DA Form 4283, ensure required preliminary information is provided and form is properly completed. Work Management personnel will enter the FEWR into DPW's Work Order Tracking System (WORKS) within three (3) working days of receipt, ensure expeditious routing of FEWR through review process, and coordinate additional information that may be required to complete the approval process. Work Management will maintain an official project folder with hard copies, ensure attachments are provided to interested parties, respond to status inquiries, and review for project work classification. Each DPW division will have five (5) working days to review and approve or disapprove the project and return comments to the Work Management Automated Routing Box (WRK 006 01). If more time or additional project information is required for review, the Division will notify Work Management Branch.

b. The Chief of Work Management Branch, the Space Utilization Manager, the Master Planner, and the Planning Division's Program Analyst will review proposed project to ensure compliance with real property issues such as authorized space and planned facility utilization, planned Major Construction, Army (MCA) projects in the vicinity, and compliance with Installation Design Guide (IDG). In-progress and completed review comments will be entered into the project's electronic file in WORKS.

c. Planning Division's Engineering Branch will review preliminary designs for electrical, structural, mechanical, architectural, fire prevention/protection, CADD and contract considerations. In-progress and completed review comments will be entered in the project's electronic file in WORKS.

d. Environmental Division will review proposed project to ensure compliance with conservation and pollution prevention regulations. Historical status of the facility will be reviewed, and coordination will be initiated as necessary by State Historic Preservation Office, State Historic Advisory Counsel, and the National Park Service. In progress and completed review comments will be entered in the project's electronic file in WORKS.

The USAG-HI staff elements responsibilities are as follows:

a. Headquarters Commandant will review all projects planned for Fernandez Hall, Bldg 580 Schofield Barracks, and its immediate surroundings for pertinence to significant command priorities and mission accomplishment.

b. Installation Fire and Safety Office will review projects as required to ensure compliance with directives, regulations and statutes for Personnel Safety and Fire Prevention.

c. Physical Security will review projects as required to ensure compliance with directives, regulations and statutes for physical security, Anti-Terrorism and Force Protection.

d. DOIM will review projects as required to ensure that necessary communication and telephone lines are

provided to the facility. Cost to bring communications to the facility will be borne by the user.

e. Others (DOL/DCA/DRM/PMO) as appropriate and related to their facilities/operations.

Work Management will prepare the approval statement outlining terms and restrictions of approval as granted after review and approval by all other DPW Divisions and outside agencies.

Army regulations also require that you **get DPW proprietary approval in writing before** purchasing any equipment that needs site approval, structural modifications, or facility support (hook into gas, electrical, or water). Unfortunately, we often discover that customers have purchased and installed equipment without prior coordination with us. Uncoordinated work often jeopardizes the utilities or structural infrastructure, forcing DPW to spend our limited funds to repair the unsafe situations customers created. **Your unit may be liable to fund emergency repairs caused by your lack of coordination and/or prior approval.**

You must submit a FEWR to DPW describing the equipment you intend to purchase. Provide the power, water, and structural requirements, and a sketch showing the location. DPW must give you approval in writing before you purchase and install your equipment. Be aware that your equipment is not real property, so you will be responsible for maintenance and repair costs.

In the Description Section of the FEWR, indicate that this is a request for Proprietary Approval. Also, explain how you plan to get this project accomplished and how you plan to assure quality work.

DPW points of contact for Proprietary Approval are the Work Management Branch, at 656-1349 ext. 2107 or the Project Program Analyst, Planning Division, at 656-1410, ext. 1220.

4. Review

At the same time your FEWR is forwarded for an estimate, it begins the review process. DPW will review your work order package for technical feasibility, environmental clearances and regulatory compliance. This "screening process" includes determining whether the facilities involved have been placed in the installation's Facilities Reduction Program (i.e., scheduled for demolition), whether the proposed site is acceptable to the post master plan, whether the requested work is allowed by facility engineering regulations, and whether environmental concerns (i.e., endangered species, asbestos, historical) must be addressed.

For FEWRs that are not self-help or proprietary approval, the review is initiated concurrently with the initial estimate.

5. Estimate and Score AWP

Estimate

We will provide an initial cost estimate based on the project scope you provided. The initial estimate, also called a scoping estimate, is the "first round" budget estimate. It is typically a desk estimate done by the DPW Facility Management Section, without site investigation. This scoping estimate is used to make early funding decisions based on an order of magnitude cost and to help determine the best method of project accomplishment. It is not a firm estimate.

In order to establish a fiscally responsible approach to the maintenance of a facility, it is necessary to integrate the operating budget and a plan for the long range capital needs of the facility. In establishing project priorities, initial consideration must be given to Installation Status Report (ISR) ratings. The equation must then include consideration of life, health & safety issues, as well as American Disability Act (ADA) and physical security compliance issues. In addition, consideration must be given to unanticipated contingencies which will necessarily disrupt the programmed budgetary expenditures.

In order to bolster the morale of the troops, it is also necessary to consider their priority projects which may not have been considered in the Installation budget process.

Score for AWP Compare with IMA score sheet

Projects are scored for priority on the AWP at the same time the scoping estimate is done. Project scoring is based on a combination of factors, each of which is assigned a numerical rating

- (1) Mission Impact Criteria
 - a. QOL (Quality Of Life) to community
 - b. QOL to unaccompanied housing facility
 - c. Correction of a major deficiency in an administration facility
 - d. Improvement to an airfield used for deployments
 - e. Improvement to a motorpool
- (2) ROI (Return on investment)
- (3) Current FCG (Facility Category Group) ISR rating
- (4) Justification
 - a. HLS (Health, Life, Safety)
 - b. QOL (Quality of Life)
 - c. Force Protection/Security
 - d. Environmental
- (5) Investment Category
 - a. Army facility strategy (barracks, ranges, AT/FP, etc.)
 - b. Focused facility strategy (motorpools, physical fitness centers, chapels, etc.)
 - c. Demolition/FRP (Facilities Reduction Program)
 - d. Energy
 - e. Unfocused facility strategy [pre FRP projects, ACP (Access Control Point), historical facilities, etc.]
- (6) Project Type
 - a. Multi component revitalization
 - b. New construction
 - c. Single component repair
 - d. Demolition

Prioritization of projects is also influenced by:

- (1) Critical moves and relocations
- (2) Unforeseen emergency due to an accident or natural disaster
- (3) ADA (American Disabilities Act) requirements/violations
- (4) Mission changes



6/7. Who Funds: DPW or the Customer?

This is a critical question. DPW is responsible to fund projects for maintenance and repair of real property facilities and for a limited amount of minor construction.

You, the customer, should expect to pay for any work that is not considered DPW real property, such as window air conditioning, furniture, cipher locks, securing safes, reach-in refrigerators, dishwashers, stoves, ice machines, PA systems, diving boards, basketball rims and nets, scoreboards, playground equipment and safety surfaces, mini blinds, portable bleachers, equipment on your hand receipt, stand-alone water fountains, air compressors, portable room dividers/partitions, and carpet in most facilities. Customers must also fund their projects if they are funded by different appropriations, by regulations, or if reimbursable funding was agreed to in an Interservice Support Agreement (ISSA) or Memorandum of Agreement (MOA).

Unfortunately, resources prevent us from executing all work requests that are DPW's responsibility to fund. In cases where DPW cannot fund the work requested on your work order, you have the option of providing the funding. However, **before you agree to pay for a project, check with Directorate of Resource Management (DRM) to make sure they will transfer the funds;** your money may not be the type that can transfer for facilities and infrastructure projects or may be fenced.

DPW sends out a memo in the second quarter of the fiscal year giving year end cut-off dates for receipt of reimbursable funds.

You have 30 days after funds are requested from you, to have the funds transferred to DPW. If funds are not received within this time period, your FEWR is cancelled.

8. Initial Estimate

The initial estimate is used to determine how DPW will fund the project, whether with SRM funds from our Semi-Annual Work Plan (SAWP) or AWP or with Military Construction, Army (MCA) funds.

Only self-help projects and projects estimated at below the threshold for the Semi-Annual Work Plan (SAWP) may go directly into execution after the initial estimate. **Normally, projects are programmed a year in advance. For example, a FEWR you submitted in August 2004 will compete for funding on the FY06 Annual Work Plan.**

Recurring M&R. Projects estimated below \$25,000 "K" (maintenance and repair) or below \$5,000 "L" (minor construction) may be sent directly to the SRM Execution Board after the review, estimate, and validation by the facility manager. All other projects, therefore, go into a holding status until prioritized in the next AWP or SAWP.



9. Semi-Annual Work Plan

The Semi-Annual Work Plan gives Brigade Commanders and Directors maximum input into funding decisions for projects estimated \$25,000-50,000 ("K") or \$5,000-10,000 ("L"). In the 4th and 2nd quarters, DPW will request that the Commanders and Directors submit their Top 5 projects for the SAWP. If the projects selected for the Top 5s are DPW's responsibility to fund (non-reimbursable), are executable, are validated by the facility managers and don't exceed our 10% annual limit on "L" work, DPW will approve the FEWR and send it for design and execution. DPW

targets an amount sufficient to fund the Commander's Top 5 projects. **So work through your chain of command to get support for your project on your Commander's Top 5.**

SAWP projects are a subset of the Annual Work Plan. Projects not selected for the Commander's Top 5 compete for prioritization with all other projects for the following year's AWP.

Next to self-help projects and the smaller projects, SAWP is the fastest way to get a project funded.

10. Annual Work Plan (AWP)

Most projects that DPW is responsible for funding fall within the AWP. This includes repair and maintenance projects from \$50,001 to \$3,000,000 and minor construction over \$10,000 and less than \$750,000.

DPW doesn't have nearly enough money to fund all the projects that are needed to maintain our facilities. Although the Installation Status Report (ISR) estimate for sustaining our existing facilities is over \$130M/year, our budget for Sustainment, Restoration, and Modernization (SRM) is about \$10M each fiscal year. As you can see, DPW funds for SRM are far less than our minimum requirements. **Therefore, we MUST ensure that we are funding those projects that make the best use of our limited funds.** That's why our objective prioritization process is so important!

Once estimated and scored, all AWP projects "sit" in a holding box in the computer until the next Annual Work Plan is developed in the 3rd quarter. When the Garrison Commander approves the AWP (usually in May or June), we determine which projects are high enough priority to be funded. The high priority projects are sent for design, so they'll be ready for award if year end funds become available or early the next fiscal year. Lower priority projects remain in "hold" status until they move up high enough in priority to be funded. Unfortunately, **this could take several years.** Each year during AWP preparation, older projects are revalidated and rescored by your facility manager.

Brigade Commander or Director is allowed input into the priorities on the AWP, but the Top 5 is only one of

several factors that determine the priorities. See the "**Score for AWP**" section above for more information. In mid-January, DPW requests that the units submit their Top 5 projects for the AWP.

Occasionally, there is an urgent repair project or work needed to directly support your mission that just can't wait until the next fiscal year. It's not easy, but sometimes changes can be made to the Annual Work Plan, with the approval of the Garrison Commander. Remember, when a new project becomes funded, a project that was previously funded now becomes unfunded.

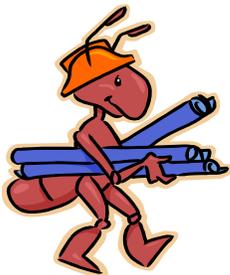
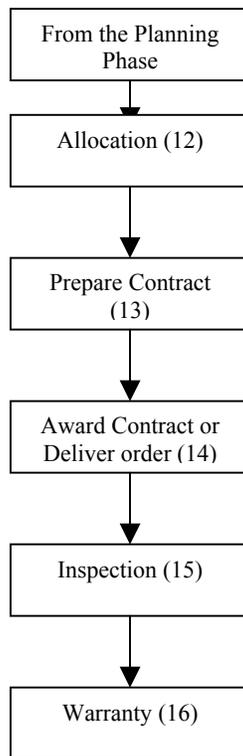
DPW also prepares projects for possible year-end award, Subject to the Availability of Funds (SAF). The top priority unfunded projects are submitted to DRM as Unresourced Requirements (URR). If funding is provided, DPW will send the project for design or construction.

Customers don't submit all the FEWRs for the AWP; DPW facility and systems engineers also develop projects. DPW projects are based on 5-year plans and current failure conditions across the installations. These 5-year plans include regularly scheduled maintenance/repair that is programmed years in advance, such as re-roofing, exterior siding/painting, street repairs, or repair/replacement of central air conditioning systems.

The current AWP was developed a year ago, with input from your Commander or predecessor. Think of the Annual Work Plan as the first step in a long-term commitment to a planned facility investment strategy. Each of your units has an opportunity to play a key role in leaving better-maintained facilities as part of our legacy to our soldiers and community.



Lets stop here, take a breather, and take this all in. Work orders are a complex process - but don't worry; you are in good hands! And now that your project is funded, the hard part is over. Now it's on to the execution phase!



11. Military Construction, Army (MCA), also called MILCON.

DPW is limited by law and regulation to projects that do not exceed \$750,000/\$1.5M (minor construction) or \$3M (maintenance and repair), unless a DD Form 1391 is obtained and approved for M&R projects over \$3M. Projects of greater scope must be considered MILCON, and receive specific project funding from HQDA.

FEWR EXECUTION PHASE

12. Allocation

When the funded projects are determined by Annual Work Plan or Semi-Annual Work Plan priorities, DPW's SRM Execution Board (SRMEB) determines which method is best for accomplishing each project. There are many different ways of executing these projects: DPW in-house work force, troop construction, Navy Public Works Center, or by various types of contract including Job Order Contract (JOC), Indefinite Delivery/Indefinite Quantity (ID/IQ), service and construction contracts. The Board considers the urgency of the project, type and size of the project, time of the fiscal year, and existing workload in determining who to assign your project to. When the SRMEB decides how best to accomplish your project, the FEWR is approved and forwarded to the appropriate section.

The SRMEB will provide each project on the AWP or SAWP with estimated start and completion dates for design and construction. These estimated dates are our goals, but many factors can affect our ability to meet them.

DPW uses a dual-design system to design and execute contract projects. In the planning year, we develop the Annual Work Plan and start project designs for the following year's AWP. In the execution year (which is also design year for the next FY AWP), we repeat the AWP prioritization and design process, as well as completing designs begun the previous year and awarding the projects.

Types of Contracts:

The **ID/IQ** contract method, also called "open end", is an expedient contract used for projects that do not require extensive design. First, we award a contract for a certain type of work, such as exterior painting without assigning the contractor to paint any specific buildings. As painting projects are funded on the AWP or SAWP, those that fit within the scope of work of the ID/IQ contract can be awarded as Delivery Orders (DO) to this contractor. Examples of existing ID/IQ contracts are roofing, exterior painting, paving, carpeting and fencing. If there is more

than one type of work included in the project, ID/IQ is usually not the best choice.

The **JOC** is another expedient contracting method that does not require the full solicitation process customary in normal sealed-bid contract awarding. There are over 25,000 pre-priced/pre-negotiated items of work and materials in the JOC. If every element of your project can be found on this list, the JOC may be the best contract method to use. Though the pre-priced list is extensive, each project must be assessed for its applicability. JOC projects usually do not require extensive design; if your project does, it may not be best suited to this contract method.

The **C3** is another expedient contracting method that provides opportunities for competition between several contractors. It is a two-step process wherein all interesting contractors are invited to a scoping-site visit. During the first step, contractors provide a technical proposal of how they are planning to accomplish the work. After the government reviews and selects the technically adequate proposals, the contractors are invited to the second step, which requires them to present bids for the project and the work plan, if required. The low bidder is awarded the contract.

We use **conventional construction contracts** for work orders for which neither ID/IQ nor JOC are appropriate. Conventional contracts are designed and solicited through the standard advertising, open bidding, and award process. The designer, either in-house or a consultant architect-engineer (A-E) prepares the plans, sketches, maps, technical specifications, cost estimates, bidding and work schedules, and obtains construction/regulatory permits in accordance with the scope developed with the customer at the pre-design conference.

13. Prepare Contract



During this step, your project is being prepared for the actual construction or repair phase. You will receive a site visit, so we can check out the existing conditions. If needed, a design is completed. If not, the delivery order package for ID/IQ or JOC is done. For in-house work, we order the materials during this phase.

Now we have developed a better estimate of the cost of the project, based on negotiations with the contractor, more detailed planning, or the actual cost of the materials. **If the current working estimate (CWE) is higher than the scoping estimate, we must do two things before proceeding to the award or execution of the project.** First, we must find the additional funding, either from our budget (hopefully another project's CWE is less) or from the customer who agreed to fund the project. Once the funding is available, the FEWR is sent for reapproval. Then the project is ready for award or in-house execution.

In addition to gathering the funds, DPW will prepare the plans, technical specifications, government estimate and any other necessary instructions for potential contractors. Your project is now ready to advertise or award the delivery order.

14. Award Contract or Delivery Order

The executing agency could be the Regional Contracting Office, Hawaii (RCO-HI) or the Corps of Engineers District, Pacific Ocean Hawaii (POH). Depending on the contract method involved, bids from prospective contractors may be sealed bids, negotiated proposals, or from pre-priced construction items lists.

The contracting agent will issue the notice to proceed once the contract has been awarded. The contracting agent and DPW will monitor the construction through the construction process.

Even after your contract is awarded, the contractor will not start work immediately. There are many steps the contractor must go through for the contracting agent, before they can buy the materials and start work on your project.

15. Inspection

Once your project is completed, there are usually two inspections prior to accepting the work, a pre-final and final. You with the contractor's quality control staff, government quality assurance inspectors (either DPW or POH), government facility maintenance workers, and government real property managers may attend the acceptance inspections. Any deficiency found is noted on a "punch list" which the contractor must correct before final acceptance of the project. Once the facility passes final inspection, our Real Property manager accepts the new or renovated facility on behalf of DPW. If the work resulted in a new facility or installed building equipment, it is then added to the permanent real property records of the installation. Our real property staff then issues keys and turns the facility over to the customer's property book officer.

16. Warranty

Once construction is complete and a facility is handed over to the Army and ultimately to you--the user, it usually enters into a warranty period. Complaints and inquiries about maintenance, repairs or minor construction for facilities covered by contract warranties are handled through a special "warranty resolution process." You use the same tools (Service Order to request repairs or maintenance, and the On-Line Feedback for complaints and concerns) to alert DPW to warranty-specific concerns. You should also be aware of the unique aspects of caring for warranty-covered facilities. We outline these unique considerations below. If one or more of your facilities is covered by warranty, please read on!

All work accomplished by contractors includes a construction warranty. The warranty's time period starts when the Government accepts the work as being substantially complete.

COVERED: For new buildings, anything considered part of the permanent structure is covered. Common items requiring warranty repairs are the heating and cooling system, roofs, door hardware (locks, hinges, etc.), plumbing fixtures, electrical outlets, and lights. For renovations to existing buildings, the warranty only covers the actual work done under the contract.

NOT COVERED: Warranties do not cover damage caused by the occupants or caused by contractors *other than* the original contractor. "Other contractors" may include furniture movers, cable television or phone company employees. You must pursue resolution for damages caused by other contractors through the contracting agency of that contractor.

Warranties also do not cover items that wear out through normal wear and tear, nor items damaged through abuse or lack of normal preventive maintenance (e.g., not replacing air filters, changing machine drive belts, or changing oil).

VOIDING A WARRANTY: Be very cautious not to void your facility's warranty. **Self-help repairs or modifications to a new building during the warranty period will in most cases void the warranty.** You should never attempt to self-repair any mechanical or electrical system. Instead, submit a service order to DPW. There are exceptions to this general warning; fixing minor damage to walls, ceilings, or floors may not void a warranty. If you have any doubts about a repair or maintenance task you are planning, contact your facility manager for advice.

HOW TO REQUEST REPAIRS TO FACILITIES UNDER WARRANTY: The procedure for all repairs is to call in a normal service order. We will send a service provider to check the problem. If the facility or equipment involved is not covered by warranty, the service provider will fix it. If it is a warranty issue, the service provider will initiate the process to have the original contractor make the repair.

3. Services Contract Support



In addition to providing engineering support to include master planning, environmental services, design, and inspection of projects for construction, maintenance, and repair of Real Property facilities, the DPW offers a many other services to our customers. They range from assistance disposing of hazardous waste to providing fresh drinking water. In this chapter, we will describe some of the services that apply directly to your job as a building custodian for your unit or activity.

We provide diverse services such as pest management, refuse collection and disposal services, appliances for Soldiers living in barracks, portable latrines, grounds maintenance and tree trimming, elevator maintenance, fire suppression systems maintenance, industrial waste oil test/removal services, grease reduction, hood & duct cleaning for food service facilities, custodial service for authorized buildings, and maintenance & repair of auto/manual rollup doors. We provide these services using our own in-house service contract office.

Most service contracts are free to you. However, a few contracted services require our customers to reimburse DPW based on the extent to which they use the service or in accordance with MOA, ISSA, etc. **To request additional services, submit a DA Form 4283.** DPW will evaluate your request and provide status or a cost estimate to you.

Portable latrines: Permanently placed portable latrines are provided by DPW at various sites. If you need portable latrines on a temporary basis for a field exercise or other event, fax a memo with appropriate information to: Engineering Division, at 656-2946. Requesting activity is required to provide funding, usually by IMPAC card.

Grounds: If your unit desires to contract grounds maintenance around its own facilities, you must fund the work yourself. To coordinate this type of service, submit a FEWR with a sketch of the area you want included.

Custodial: Custodial services are provided for only the basic service such as latrine cleaning. If your facility is included in this contract and you desire cleaning of your administrative areas, your unit must pay for the increased services. Other services such as stripping/re-waxing of floors and carpet cleaning & shampooing can be arranged on a reimbursable basis.

Getting help: There may be times when you do have to contact DPW to let us know about a specific need in any contracted services. Contact DPW Engineering Division at 656-2942, ext. 3022. At PTA, contact our Service Contract specialist at 523-2455.

4.

Other "Stuff" For You To Know

ABANDONED WASTE

If abandoned waste is discovered on US Army Garrison, Hawaii property to include hazardous waste, non-regulated waste, solid waste etc. please contact the DPW Environmental Division Spill Hotline at 656-1111.

CABLE TELEVISION

Cable television hookups for the Dayrooms are paid through OMA and handled thru DCA at 656-0007. Dayrooms are authorized for each unit to the Company level as long as they are in authorized spaces (no barracks spaces converted or diverted to unofficial dayrooms).

EXCAVATION/DIGGING PERMITS

You must get an excavation permit from DPW prior to digging. DPW will review and approve all requests for excavation/digging submitted by the activity performing the work within 5 workdays from the date of receipt. DPW will review site plans for the area of excavation and access the Computer Aided Drafting and Design (CADD) files or updated utility drawings for appropriate site or facility to assure that the existing utility lines or system will not be damaged during excavation. Utility lines shall consist of water and electrical. Part of the approval process includes checking for underground telephone or cable lines. **The customer is responsible for initiating the excavation permit and obtaining all necessary approvals. Customers can go to the DPW Intranet website at <http://dpwhawaii:1000/default.aspx> under "Excavation Permit" to download the form.**

FACILITY MANAGERS

DPW has assigned a facility manager to your unit and your facilities. A list of facility managers can be found at [Appendix F](#). The facility manager has a special role to assist you. We would be pleased to sit down with you to review your needs and expectations. The facility managers review all new FEWRs and provide the scoping estimates. They can assist you in developing a new FEWR and explain the status of your FEWRs. They will also visit your facilities at least twice a year and submit FEWRs for routine maintenance and repair. They can give you information concerning any current or future work to be done on your facility, and advise you on the projected timeframes and costs.

FIRE EXTINGUISHERS

DPW does not exchange used fire extinguishers. When DPW turns over newly renovated buildings, fire extinguishers are in place. Whenever fire extinguishers need to be replaced (because of discharge or deterioration), you must buy the replacement fire extinguishers with your unit funds.

HAZARDOUS WASTE TURN-IN

Units requesting an appointment to turn-in hazardous/non-regulated waste generated from direct support of the 25th ID(L) may contact the Transfer and Accumulation Point (TAP) Manager at 656-0866. The TAP manager will provide guidance on required documentation and turn-in procedures. There are Transfer and Accumulation Points at Fort Shafter, Schofield Barracks East Range and Pohakuloa Training Area.

Internet Connection/Cable Modem

Your unit is not authorized to arrange for this service directly. You must submit a Capabilities Request (CAPR) through your Information Management Officer (IMO) to the DOIM who will approve and forward to DCA for

coordination of installation. Individuals must arrange independently for personal Internet connection service in unaccompanied housing.

KEYS AND LOCKS

Key control is a unit responsibility. Units should have a sufficient number of keys signed out to users and one additional key in their key box. That way, only a key broken off in the lock is an emergency. The CQ can let a Soldier, who drops a key down the elevator shaft or loses it, into the room. DPW will not respond to this as a Priority 1 Service Order. Re-keying multiple locks due to lack of key control is not an urgent priority.

NEGLECT AND ABUSE

Equipment or facilities damaged through neglect or abuse will be brought to the attention of the unit Commander. Those responsible for the neglect or abuse may be held financially responsible.

PACKING AND CRATING

DPW provides packing and crating on a **reimbursable** basis for transport of your non-hazardous materials, weapons, or other equipment. You must **contact the DPW NCOIC at 656-1345 two weeks** in advance, so we can arrange for the funds transfer. Contact DOL for packing of HAZMAT.

RECYCLING PICKUPS

Customers may request pickup of their recyclable materials by contacting the recycling center at 655-0011 (business hours Monday - Friday 0730-1600) and leaving a message stating: the name of a point of contact, telephone number, installation name, building number, room number, and types of recyclables to be picked up. As an alternative, customers may use the electronic pickup form located on the DPW Intranet site (<http://dpwhawaii:1000/>) or through the USARPAC intranet site (<https://dpwhawaii.army.mil/>). Requests for recycling containers and general recycling questions should be

referred to the Army Recycling Center at 655-0011. For assistance with unusual situations or problems, customers may contact the Recycling Program Manager at 656-2878 x 1020.

SIGNS

All sign requests must be submitted on a FEWR, with a typed attachment showing the correct wording/spelling you want on the sign. DPW is responsible for real property signs, such as street signs, permanent directional signs, safety signs, building and unit identification signs, exterior hours of operations signs, and name signs for Brigade and Battalion Commanders and their Command Sergeants Major. All real property signs will be made in accordance with the Installation Exterior Architectural Plan (IEAP) or Installation Design Guide. For any signs exterior to a facility that will impact the appearance of the installation, you must submit a FEWR to DPW for Proprietary Approval before you can make or purchase these signs, including electric marquees.

We do not provide signs for events, deployments, exercises, internal policies and procedures, motivational signs, or other name signs. All name signs will follow the same format as the Brigade name signs. You must procure these signs with your unit funds.

Installation appearance is important! One way of keeping our installation looking nice is avoiding sign clutter. Whenever possible, use pavement markings instead of signs.

SHOWERS (HOT WATER)

It is DPW policy not to authorize installation of hot water showers for administrative facilities except under very specific conditions, such as biomedical contamination, medical purposes, or extended duty stations (fire fighters, emergency aviation helicopter response teams).

Showers in support of physical training (PT) are provided by the physical fitness centers. Showers in administrative areas are difficult to maintain and

expensive to install. Our limited SRM funds cannot support showers in administrative functions.

SMOKE DETECTORS

You may not remove or damage smoke detectors. Unauthorized tampering or removal of smoke detectors will be brought to the attention of the unit Commander.

TELEPHONE

DPW does not handle telephone services in any way. For official government telephone services, contact your unit Telephone Control Officer (TCO) and they will submit the request to the Directorate of Information Management (DOIM). Your TCO through the DOIM will assist you in completing your Request for Service for your unit telephone service requirements. Individuals must contact a local phone company for private telephone service in barracks or quarters.

TREES

Trees are considered real property. For tree pruning work, please call in a service order. Tree removal work must be submitted on a FEWR for DPW's review and subsequent action. The requestor should provide as much information about the tree as possible (such as: location, diameter of trunk at chest height, reason for trimming, dead weed falling, branch rubbing against wall or roof, and low interfering branches). Tree pruning and removal work is very hazardous and is performed on the installation by a qualified service contractor. Hedge trimming is the responsibility of the unit. There are several trees on post that have been designated by the City and County of Honolulu as Exceptional Trees of the State of Hawaii. For a guide to these trees, you may call 656-1048 ext. 2009.

5.

Customer Feedback

We at the DPW pride ourselves on listening to, working with, and learning from the most important person in our business - **OUR CUSTOMER!** We are committed to providing our customers with the very best service. We take your comments seriously. We rate ourselves against internal targets, but we consider you the "Judge" of great service. If the service we provide ever falls short of your expectations, please let us know!

We don't just solve problems; we welcome opportunities to improve. After all, small complaints can generate big improvements!

There are several methods we use to gain feedback from our customers:

1. Our service providers will leave a Customer Service Survey (USAG-HI Form 100, blue card) with you when the job is complete. Just fill it out and drop in the mail. You can find an example of the Customer Service Survey in the [Appendix D](#).
2. We have a customer callback system, where we make random calls to customers who called in Service Orders a couple weeks ago. This allows us to get your feedback - whether the SO is completed or not.
3. You can put your comments directly into the Garrison's Interactive Customer Evaluation (ICE) System at <http://ice.disa.mil/>. If you work with DPW via email, use the ICE link from your service provider's signature block.
4. Once a year (January - February timeframe) we seek feedback from the major unit commanders, directors and division headquarters. The DPW Annual Customer Satisfaction Survey is another tool we use to measure customer satisfaction and the importance they place to the services we provide.

If you desire proper feedback, please provide us with your

name and contact number. Each month DPW gives away a free lunch for two at Reggie's Restaurant (courtesy of DCA) from the blue cards received by mail during the previous month.

You are also free to make inquiries, ask questions, or even tell us when we are doing a good job! We also appreciate hearing from our satisfied customers.

What if I'm still not satisfied?



Do you suspect the service order or FEWR you submitted has "disappeared in the system"? Or do you have a complaint about the quality of work by a DPW employee or contractor? Maybe we did not get back to you as we said we would?

The first step is to express your concern to the right person.

1. For service order concerns, call the lead service order clerk at 656-1309 ext. 2107.
2. For FEWRs, contact your assigned Facility Manager. See [Appendix F](#).
3. For service contracts, call Engineering Division, 656-2942 ext 3022.
4. For all other issues contact your service provider's supervisor. A list of DPW sections and phone numbers can be found on the [Appendix A](#).

If you have tried the first step and are still not satisfied, call our Customer Service Callback Surveyor, 656-1048, ext. 2014 or fill out an on-line Interactive Customer Evaluation (ICE) comment form at <http://ice.disa.mil/>. We review each and every ICE comment.

The DPW feedback system exists to give you easy access to the DPW to address your concerns. Identifying and solving customer complaints is our primary purpose. Based on your comments, we will investigate the issue and get an answer to you as quickly as possible.

Resource limitations prevent us from providing everything our customers need and desire, but we pride ourselves in doing the best that can be done with what is available. If we are falling short of this standard, we want to hear from you!

6. Why Can't I Get Everything I Need?



Sadly, we can't afford it! As you might have guessed, our annual requirements greatly exceed the funding we receive. The fact is, we live within a tightly constrained budget.

The installation receives Sustainment, Restoration, and Modernization (SRM) funding from the Installation Management Agency. SRM is what was once called Real Property Maintenance (RPM) dollars. The amount of money that DPW receives is based on the number, type, age, and condition of our facilities, which is greatly influenced by the annual Installation Status Report (ISR) results. Your Commander or Director has input by ensuring that the ISR rating for your building is accurate.

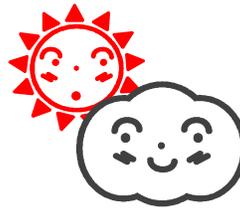
The Army further constrains the amount of SRM dollars that we can use for minor construction. The Army wants us

to maintain and repair our existing facilities rather than renovating and adding to them. So if your project is for minor construction and over the Semi-Annual Work Plan limits, it is less likely to be funded than a repair or maintenance project.

To add to this funding dilemma, sometimes SRM funds are "reprogrammed" to meet the critical Base Operations Support (BOS) needs of the Garrison, leaving us with even less SRM funding.

Although you can't get everything you want, it's critical that your Brigade Commander or Director submits the Top 5 Priorities for the Annual Work Plan and the Semi-Annual Work Plan. We can't know what's most important to your unit if you don't tell us, by submitting the Top Priorities List. **If a project is important to you, work within your chain of command to try to get it on your Commander's Top 5.**

A Ray of Hope!



Having explained our funding dilemma, let's end this on a positive note!

DPW is engaged in a process leading to achieve full ISO 9001:2000 certification by October 2004. ISO 9001 is primarily concerned with quality management. In plain language, the standardized definition of "quality" in ISO 9001 refers to all those features of a product (or service), which are required by the customer. "Quality management" means what the organization does to ensure that its products conform to the customer's requirements. To get there will take continuous improvement and standardization of our processes to ensure that you get consistent, quality service from DPW. Our divisions, branches and offices are working on identifying key processes and developing Standard Operation Procedures (SOPs). The SOPs purpose is to establish processes, metrics and measures that will be consistent, allow the development of quality products and welcome the opportunity

for continuous improvement. Part of the ISO certification process is customer feedback. So we really are listening to your comments and keep looking for ways to improve our services to you.

Our Environmental Division would also go to the process to be certified under the ISO 14000 by 2005. ISO 14000 is the series of standards concerned with environmental management - what the organization does to minimize harmful effects on the environment caused by its activities. ISO 14000 is the standard within this series that establishes and Environmental Management System (EMS) for minimizing harmful environmental impacts.

DPW always has additional projects (over those currently funded from our AWP) in place for fiscal yearend execution if funds become available.

This year we modified the scoring system for prioritization of Annual Work Plan projects to include points for your Commander's Top 5 projects.

The change that will be most noticeable to you will be our faster response and completion time on service orders.

Because our job is to identify with you, the customer, we will continue to look "outside of the box" for areas to improve our performance and ourselves!



Common DPW Terms and Acronyms

Annual Work Plan (AWP) - DPW's Annual Work Plan is a list of projects prioritized for design or accomplishment, to the extent that funds are available. The AWP provides a description of each project, identifies how the work will be accomplished (in-house, troop construction, contract, etc.), and reflects the resources needed to execute the project. For more information, see Chapter 2.

Architect-Engineer (A-E) - A-E firms are private architecture and engineering firms that provide contract project design and technical study services.

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

Customer-Funded Projects - These are projects funded by the requestor/customer. These may be projects that are for work that is not DPW's responsibility to fund (because it's not considered real property) or for work that is DPW's responsibility to fund, but is unresourced. Customers may expedite the completion of their project by providing the funding. For more information, see Chapter 2.

Cyclic Maintenance - Routine maintenance done on real property facilities on a cyclic basis (usually twice a year), not based on submission of Service Orders or FEWRs.

DA Form 4283 - DA Form 4283 is the Department of the Army's Facilities Engineering Work Request, known in DPW as a "FEWR" and more commonly throughout the Army as a "work order." DPW customers use FEWRs to request repairs or construction that exceed the dollar/labor thresholds of a service order. See Chapter 2 for more information and the website to download a 4283.

District Engineer, US Army Corps of Engineers - Supervises major construction and repair projects within his or her assigned geographic area. DPW's supporting Corps of Engineers district is the Honolulu District.

Environmental Assessment (EA) - The EA is an evaluation, prior to the beginning of construction, of the potential impact of a proposed project on the local environment. EAs are required by federal law, including the Environmental Protection Act, and US Army regulations. They are particularly important on Army subinstallations in Hawaii, because we have 100 endangered or threatened species on our training ranges, as well as 500 historical/architectural sites.

Equipment-in-place (EIP) - Personal property consisting of capital equipment and other equipment of a movable nature, which is affixed to real property. Such equipment can be removed without reducing the usefulness of the facility. Maintenance and repair of EIP is the user's responsibility.

Facilities Engineering Work Request (FEWR). See DA Form 4283.

Indefinite Delivery/Indefinite Quantity (ID/IQ) - A type of contract through which DPW can place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. Two examples of our ID/IQ contracts are roof repairs and exterior painting. See Chapter 2.

Installation Design Guide (IDG) - All real property construction, renovation and other improvements must comply with the IDG. The purpose of these plans is to establish a pleasant and professional post-wide image that promotes and a sense of community on Army installations in Hawaii.

Installation Management Agency (IMA) - Is an organization within the Assistant Chief of Staff for Installation Management (ACSIM) with seven regional offices. Pacific Area Region Office (PARO) is the regional office for Hawaii. IMA brings together all installation support services under one umbrella to ensure optimal care, support and training of our fighting force.

Installation Status Report (ISR) - A Department of the Army reporting tool that uses building surveys and other metrics to assess installation facility conditions and service performance against Army-wide standards. The ISR assists commanders at all levels to track progress and justify maintenance resourcing.

Installed Building Equipment (IBE) - Items of real property affixed to or built into a facility and which becomes an integral part of the facility. Installed Building Equipment is entered into the DPW real property records. Maintenance and repair of the installed building equipment is DPW's responsibility.

Integrated Facilities System (IFS) - The IFS computer software application serves as DPW's service order database system. This standard system is used widely throughout the Army.

International Organization for Standardization (ISO) 9001 - Established in 1947, is a non-governmental worldwide federation of national standards bodies from some 140 countries. The mission of ISO is to promote the development of standardization and related activities in the world with a view of facilitating the international exchange of goods and services, and developing cooperation in the spheres of intellectual, scientific, technological and economic activity.

Maintenance - Work required to preserve and maintain a real property facility in such condition that it may be used effectively for its designated functional purpose. Maintenance includes work done to prevent damage that would be more costly to restore than to prevent and work to sustain components.

Military Interdepartmental Purchase Request (MIPR) - A MIPR (DD Form 448) is a funding transfer method, a governmental form of a "check" for movement of funds between military

organizations. It is a common means by which DPW customers who wish to fund their own construction projects provide the finances for those projects.

Military Maintenance Team (MMT) - Teams of soldiers designated and trained to do simple maintenance and repair in their unit's barracks, dining facilities, and motor pools with materials provided by DPW. They were formerly called BOMB (Backlog of Maintenance in the Barracks) or R&U (Repair & Utilization) teams.

Minor Construction - Sometimes called "L" work, is for installation, alteration, expansion, or renovation of a real property facility.

Proprietary Approval - Written permission for customers to perform work on our real property facilities. If such approval is granted, the unit or activity funds, accomplishes and inspects the project. Proprietary Approval projects are rare, as few activities on USAG-HI installations have the necessary expertise to properly manage them. See Chapter 2 for more information.

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 a central air-conditioning system), but not mobile equipment. Other types of real property are roads, sidewalks, fences, utility distribution systems, grounding rods, flag poles, landscaping, and some signs. Some examples of things that are not real property are furniture, telephones, window air-conditioners, and most carpeting.

Reimbursable Projects - are projects funded by the customer and not by DPW. Directorate of Resource Management (DRM) can transfer funds through the Funding Authorization Document (FAD), or funds can be received by MIPR or funded directly on the PRC.

Repair - Correction of deficiencies in failed or failing components of existing facilities or systems to meet current Army standards and codes where such work, for reasons of economy, should be done concurrently with restoration of failed or failing components. Corrective work may involve incidental increases in quantities or capacities.

Residential Communities Initiative (RCI) - is the Army-wide program for privatizing Army family housing. After the Army's "partner" is selected, the Comprehensive Development Management Plan (CDMP) will be developed. Then the family housing and housing functions such as assignment and termination will be transferred to the partner, who will actually own the houses and be responsible for repair or rebuilding them.

Self-help - Self-help is a voluntary program using military personnel and civilians to accomplish maintenance, repair, and minor construction to improve the livability and appearance of facilities. Also known as Troop Self Help.

Semi-Annual Work Plan (SAWP) - those projects, under \$50,000 "K" and \$10,000 "L", that are accomplished out of AWP priority when chosen on Commander's Top 10.

SRM Execution Board (SEB) - the team within DPW that determines the best way to execute your project.

Subinstallations - DPW manages real property facilities at 22 subinstallations in Hawaii. A subinstallation is like a fort, barracks, post, etc. on the mainland. The main subinstallations are Schofield Barracks, Fort Shafter, Wheeler Army Airfield, Pohakuloa Training Area, Tripler Army Medical Center, Helemano Military Reservation, Fort DeRussy, and Aliamanu Military Reservation.

Subject to the Availability of Funds (SAF) - Projects on the Annual Work Plan are SAF if they can be awarded this fiscal year if the funds become available.

Sustainment, Restoration, and Modernization (SRM) - are the funds in DPW's budget for maintenance and repair and minor construction.

Troop Construction - Troop construction projects are accomplished by engineer troop units, such as 84th Eng Bn, the 65 Eng Bn, or the 411th Eng Bn, or Navy Seabees. These projects must be submitted a year in advance on a DA Form 4283, because they must be reviewed and approved by the Range Steering Committee (RSC) and the Troop Construction Coordinating Committee (TCCC).

Unresourced Requirement (URR) - A requirement, such as a construction project, for which funds are not yet available.

Utilities Privatization (UP) - An Army-wide program to privatize utilities and utility distribution systems, including wastewater, water, and electricity. When these utilities are privatized beginning FY04, a private contractor, on a 50-year contract, will be responsible for providing water, sewer, and electrical distribution services.

Whole Barracks Renewal (WBR)- is the on-going Army-wide program for upgrading barracks to the current 1+1 standard. Funding of this program is projected to continue through FY08, with the final construction completed in FY10.

Work Order or Work Request - See DA Form 4283.

Appendix A
DPW Customer
Directory

DPW Customer Directory

* phone numbers are all area code (808) and entries with an (x) are extension numbers.
 ** e-mail addresses have @schofield.army.mil unless otherwise noted. You can send e-mail to any DPW member by clicking on their e-mail address below.

Office of the Director			
Name	Position	Phone *	E-mail**
COL Floyd A. Quintana	Director of Public Works	656-1289 x2201	quintanafa
Phyllis Rollins	Executive Officer	656-1289 x2205	rollinsp
Emory Hicks	Chief, Administration	656-1263 x2120	hickse
David Pawlak	Chief, Quality Assurance Evaluator	656-2942 x3064	pawlakd

Operations Office			
Name	Position	Phone *	E-mail**
Vacant	Operations Officer	656-1288	
SFC Harry Perez	Operations NCOIC	656-1345 x2206	perezha
MSG Jose Garcia-Aponte	Movement NCOIC	656-1288	garcia-apontejl
Modesto R. Cordero	Customer Relations Analyst	656-1288 x2241	corderom

Kilauea Military Camp			
Name	Position	Phone *	E-mail**
Roger Panzer	Chief, KMC Maintenance & Repair	521-7902 x379	panzerra

Planning Division			
Name	Position	Phone *	E-mail**
Michael Kumabe	Chief, Planning Division Proprietary Approval	656-1410 x1201	kumabem
Amy Park Bob Matsuura	Program Analysts	656-1058 x2105 656-1058 x2103	parka matsuuraby
Daniel Bow	Master Planning	656-2682 x1121	bowd
Vacant	Whole Barracks Renewal		
Ed Lanctot	Realty Officer	656-1027 x1110	lanctotg
Nathan Lum	MSAG	656-1410 x1235	lumng

Milton Nitta	POH PM Forward	656-1410 x1227	nittamk
Rod Oshiro	Engineer Design	656-1410 x1232	oshiror
Camille Howe	Project Program Analyst	656-1410 x1220	howec
Channing Fukuda	Chief, Systems Branch	656-1048 x2247	fukudac
Andy Park	Chief, Information Technology	656-1048 x2215	parka2
Glenn Harada	Activities Based Costing/Management	656-1048 x2242	haradag
Michael Shimabukuro	DPW Web Master	656-1048 x2236	shimabum

Engineering Division			
Name	Position	Phone *	E-mail**
Roy Takamoto	Chief, Engineering Division	656-1410 x3047	takamotorh
Norman Chang	Service Contracts	656-2942 x3012	changn
Pauline Lapa		656-2942 x3016	lapap
Terry Lopez	Construction Inspection	656-2914 x3037	lopezt

Environmental Division			
Name	Position	Phone *	E-mail**
Alvin Char	Chief, Environmental Division	656-2878 x1062	chara
Clifton Takenaka	Chief, Compliance Pollution Prevention Branch	656-2878 x1049	takenakc
Gary Akasaki	Hazardous Waste Program Manager	656-2878 x1022	akasakig
Shane Bourke	Underground Storage Tank Manager	656-2878 x1025	bourkes
Debra Ikeno	Clean Air/Drinking Water Project Manager	656-2878 x1059	ikenode
Russell Leong	Wastewater Program Manager	656-2878 x1060	leongr
William McGinnis	Asbestos/Lead-based Paint Manager	656-2878 x1058	mcginniswc
Lynne Nakamoto	EPCRA Program Manager	656-2878 x1019	nakamotoly
John Whitney	Recycling Manager	656-2878 x1020	whitneyjp
Joel Godfrey	Chief, Conservation/Restoration Division	656-2878 x1050	godfreyje
Vacant	Natural Resources Manager	656-2878 x1050	
Dr. Laurie Lucking	Cultural Resources Manager	656-2878 x1052	luckingl
Robin Yamamoto	Entomology Program Manager	656-2878 x1053	yamamotr
Peter Yuh	NEPA Coordinator	656-2878 x1051	yuhp
Sean Gleason	Big Island, Natural Resources Manager	433-1810 x1410	Gleasons@shafter.army.mil

Operations and Maintenance Division			
Name	Position	Phone *	E-mail**
Alan Goo	Chief, O&M Division	655-0537	gooak
Randy Itamoto	Assistant Project Manager	656-5141 x2041	itamotor
Roger Somera	Chief, Work Management Branch	656-1349 x2107	somerar
Kent Watase	Chief, Engineering Section	656-5141 x2037	watasek
Eugene Arter	Supervisor, Facility Managers	656-1048 x2041	artere
Dean Kissinger	Facility Manager	656-1349 x2106	kissingd
Fred Ching	Facility Manager	656-5141 x2042	chingf
Francis Peters	Facility Manager	656-1048 x2019	petersf
Juan Banda	Facility Manager	656-1048 x2014	bandaj
John Beatty	Facility Manager	656-1349 x2108	beattyj
Raleigh Upshur	Facility Manager	656-1048 x2001	upshurr
Vacant	Traffic Engineer	656-1048 x2013	
Horace Purifoy	Real Estate Section/ Space Manager	656-8300 x1111	purifoyh
Ginger Sagum	Hiking Permits	656-1027 x1113	sagumgr
Monica Texeira	ECO Training	655-1169	texeiraml
Thomas Ware	Chief, Maintenance and Repair Branch	655-0592	waret
Stanley Salangdron	Chief, SB M&R Section	655-0594	salandrns
Edward Finan	Troop Self Help Manager	655-0599	finane
Wayne Carey	Chief, PTA Team	524-4825	careyew@shaft er.army.mil
Andrew Shigemoto	Chief, FS M&R Section	438-1325	shigemoa@sha fter.army.mil

Utilities Division			
Name	Position	Phone *	E-mail**
Colin Watanabe	Chief, Utilities Division	656-1410 x1105	Watanabec
Keith Yamanaka	Utilities Privatization	656-1410 x1120	yamanakk
Miles Hamano	Electrical Utilities	656-1410 x1123	hamanom
Kent Anderson	Water Utilities	656-1410	andersonk

		x1108	
Richard Stelter	Wastewater Utilities	656-1410 x1031	stelterr
Wayde Nakai	SB Leader, Water Treatment Plant	655-2510	nakaiw
Vacant	FS Water/Wastewater Plant	438-1993	
Brian Sanchez	SB Position Plumbing Shop	655-1321	Sanchezb
Purdy Keohokapu	SB High Voltage Shop	655-1308	Keohokap
Kimo Reimann	FS High Voltage Shop	438-5369	Reimannk@shafter.army.mil

Housing Division			
Name	Position	Phone *	E-mail**
Gordon Takeshita	Chief, Housing Division	275-3110	takeshitag
Karen Goodrich	Chief, Services and Referral Branch	275-3112	goodrichk
Keith Nishioka	Chief, Asset Management Branch	275-3111	nishiokak
Frances Nix	Chief, Unaccompanied Personnel Housing	655-0454	nixf
John Christian	AFH Furnishings Branch	655-1131	christianjm
Vani Clarose	UPH Furnishings Branch	655-4165	clarosev

Appendix B
ID Requestor Codes

ID Requestor Codes

Commonly Used Requestor IDs

	N-R* REIM**			N-R	REIM
25th DIV	UA		CILHI BLDG 45 FT KAM	AI	AE
2nd BDE	WM		TAMC	DD	DA
3rd BDE	VY		TRP MEDICAL COMPANIES	DB	
AVN BDE	WB		AAFES	SM	DQ
DISCOM	VA		USA PERS CTR 122 FS	CI	CN
DIVARTY	VM		POD	HC	HE
125th MI BN	UM		HED Honolulu Eng District	HF	HG
125th SIG BN	UL		FINANCE	FX	
65th ENGR BN	UN		CID	LM	LN
1/62 ADA	UO		MIL PERSONNEL DIV USAG	UX	
556 PSB	UP		DPW UPH (UNACCOMPANIED HSG)	PN	
45th SPT GP	TP		DPW SB MAINTENANCE AND REPAIR	RA	
30th SIG BN/DOIM	GT	GS			
205th MI BN	GN	GM	DPW FS MAINTENANCE AND REPAIR	CV	
703rd MI BDE	KS		DPW PTA MAINTENANCE AND REPAIR	RK	
OBSB-SB	TA		DPW ENVIRONMENTAL	RC	
OBSB-FS	AH		DPW REAL ESTATE/MASTER PLANS	RY	
PTA CDR	TE		DPW CONTRACTS	RZ	
DCA	MM	MU	DPW ENGINEER PLANNING	RH	
DOL	PA		DPW OPERATIONS	RW	
DRM	GA		DPW KMC (OMA)	KC	
CMD SAFETY/FIRE	DS				
MPs	FA				
DPTMSEC	NA				
DISA-PAC BLDG 107 (WAAF)	XO	XP			
USARSPACE 224 (WAAF)	XR	XS			
599 TH TRANS BLDG 204 WAAF	XN	XM			
TMDE	UQ	UR			
NSGA Kunia (Navy)		NK			

* N-R Non-reimbursable (DPW funded)

** Reimbursable/"L" work the customer pays for

REQUESTER IDs FOR REIMBURSABLE CUSTOMERS

IXth RSC (USAR)

F. D.	PTA	S. B.	F. S.	HILO	MAUI
AD	MA	MD	AL	MB	MC

AIR FORCE

AIR FORCE	30 th SPACE WING	AF MAKUA	AF KPST	AF MT
ZA	ZC	ZF	ZP	ZK

MISC REIMBURSABLE CUSTOMERS

COMMISSARY, SCHO BKS	TY
VETERAN'S ADMIN	DV
HAWAII NATIONAL GUARD	XB
FEMA, BLDG 520 FS	XT
CECOM-LAO PAC BLDG 847 SB	TQ
GSA	XY

Appendix C

The Digging Permit

EXCAVATION PERMIT
DIRECTORATE of PUBLIC WORKS, HAWAII
July 21, 2004

Date Prepared: _____

1. General Information (To be completed by contractor/unit):

- a. Contractor/Unit: _____
- b. Phone No.: _____
- c. Installation/Loc. of Excavation: _____
- d. Project Title: _____
- e. Contract Number: _____

2. Telephone, Cable, Communication, Gas, Utility Coordination:

The Contractor/Unit shall verify and coordinate all underground utilities prior to any excavation work with the following maintenance and service departments. Maintenance or service department must sign on approval line or attach document verifying that they reviewed and agree to excavation as noted above.

- a. AT&T (HITS), 3375 Kuapaka Street Suite D120. Mark Kaku, 659-1526.
(Bus. Hrs: Mon.-Fri. 0700-1500 hrs.)

Remarks: _____
Approve: _____ Disapprove: _____ Date: _____

- b. Verizon Hawaii., Permit Section. 3239 Ualena St, 3rd Floor. 840-1444.
(Bus. Hrs: Mon.-Fri. 0800-1100, 1200-1530 hrs.)
(Note: Provide copy of construction drawings and permit)

Remarks: _____
Approve: _____ Disapprove: _____ Date: _____

- c. Oceanic Cable, Engineering and Construction Div. 200 Akamainui St. (Mililani Tech Park). 625-8570. (Bus. Hrs: Mon.-Fri. 0800-1430 hrs.)

Remarks: _____
Approve: _____ Disapprove: _____ Date: _____

- d. Sprint, SB Building T586 Trimble Rd. (Field Office). Dennis Kunimitsu, 624-0725
(Note: Valid for Schofield Barracks, Wheeler and Fort Shafter only)
(Bus. Hrs: Mon.-Fri. 0900-1800 hrs.)

Remarks: _____

Approve: _____ Disapprove: _____ Date: _____

- e. Directorate Of Information Management, (Telephone, Data/LAN). EMC, OSPG,
Bldg.-147, WAAF. Room 157, Charlie Fukunaga, 656-7352. (Complete A, B, C,
and D first). (Bus. Hrs: Mon.-Fri. 0900-1800 hrs.)

Remarks: _____

Approve: _____ Disapprove: _____ Date: _____

- f. BHP Gas Company, Locating Utility Services. 515 Kamakee St., Maps and
Records, 594-5575. (Bus. Hrs: Mon.-Fri. 0730-15000 hrs.)
(Note: Provide copy of construction drawings and permit)

Remarks: _____

Approve: _____ Disapprove: _____ Date: _____

3. Directorate of Public Works. Engineering Section. WAAF 947, Wright Avenue.

The Contractor/Unit shall perform a general site survey and locate all utilities within the effected area prior to any excavation. The contractor/unit shall verify that there are no known existing utilities in question for the affected area by using current utility drawings and toning prior to excavation. All utilities that are not shown on the plans, but have been located in the field shall be shown on the construction as-built drawings. The contractor shall verify that all water, sewer, electrical, and drainage utilities have been identified. If any questions arise, the contractor/unit shall contact the undersigned.

The equipment operator shall closely monitor the excavated material for significant changes in color, size (gradation), and type of material. Such changes may indicate the presence of an unmarked utility. If such changes are noted, the contractor/unit shall cease all excavation by equipment, and probe by hand. If any questions arise, the contractor/unit shall contact the undersigned.

Remarks: _____

Approve: _____ Disapprove: _____ Date: _____

Russell T Segawa
Engineering Tech
DPW 656-1048 ext. 2006
WAAF Bldg. 947, 3rd Floor
(Bus. Hrs: Mon.-Fri. 0730-1600 hrs.)

4. The contractor/unit shall submit a completed form to the contracting officer assigned to this project prior to any excavation. The contractor/unit shall maintain this permit on site at all times during excavation. This application becomes a certified excavation permit after all utility agencies have approved the appropriate sections and the contracting officer or project manager has signed below.

Completed Permit Application Received By:

Contracting Officer / Project Manager

Date

Appendix D

Customer Service Survey

**Directorate of Public Works, USAG-HI
Customer Service Survey**

1. So that we may provide you with better and friendlier service, we'd like to know...

Who was your service provider? _____

Requested service on (date) ___/___/___ at (time) ___: ___

Service or repair was completed on (date) ___/___/___ at (time) ___: ___

2. Please tell us how satisfied you were with the following:

- a. Was the initial **response** time acceptable to you?..... Yes ___ No ___ N/A ___
Response = time when DPW 1st contacted you
- b. Did the service provider explain the purpose of their visit to
Your facility & answer your questions?..... Yes ___ No ___ N/A ___
- c. Was the **completion time** of service or repair acceptable to you?..... Yes ___ No ___ N/A ___
- d. Was the service you requested completed to your satisfaction?..... Yes ___ No ___ N/A ___
- e. Was the service provider knowledgeable and informative?..... Yes ___ No ___ N/A ___

3. Please grade our service on a scale from Excellent, Good, OK, Poor, or Awful.

- a. Facility Appearance:..... Excellent ___ Good ___ OK ___ Poor ___ Awful ___
- b. Employee/Staff Attitude:..... Excellent ___ Good ___ OK ___ Poor ___ Awful ___
- c. Timeliness of Service:..... Excellent ___ Good ___ OK ___ Poor ___ Awful ___
- d. Hours of Service:..... Excellent ___ Good ___ OK ___ Poor ___ Awful ___
- e. Did the product or service meet your needs?..... Yes ___ No ___ N/A ___
- f. Where you satisfied with your experience at this office/facility?..... Yes ___ No ___ N/A ___

4. Comments & Recommendations for Improvement:

To help us better serve you, please provide us with the following information (it's important to be able to identify customers for clarification of comments made).

Name: _____
Address: _____
Phone #: _____
E-Mail: _____

For more comments or to complete this survey on the Internet please Log onto: <http://ice.disa.mil>

Appendix E

SO Response Notification



**DIRECTORATE of PUBLIC WORKS
MAINTENANCE & OPERATIONS DIVISION
MAINTENANCE & REPAIR BRANCH**

“SERVICE ORDER RESPONSE NOTIFICATION”

To the building occupants of _____.

This is to inform you that a DPW service provider was here on _____

(Date)

@_____ “as scheduled” in response to Service Order work request that was

(Time)

submitted to the DPW Work Management Branch.

To reschedule an appointment, Please call me @ _____.

Our office hours are from 0730 to 1600 hrs. Monday through Friday.

Thank You Very Much,

(Printed Name of Maintenance Personnel)

Service Order Number: _____

Description of Work: _____

Circle One: 1st Notification
 2nd Notification

Note: If we do not hear from you within 2 (two) working days after the 2nd Notification, your Service Order will be CLOSED and you may resubmit another Service Order to the DPW Work Management Branch by one of the following:

1. Call 656-1275 (24 hr Service Order Desk)
2. Fax at 656-9000
3. Visit the DPW Service Order Desk located at 947 Wright Ave. (Bldg. 104), Wheeler Army Airfield.
4. On-Line at <http://dpw.schofield.army.mil>

Appendix F

List of Facility Managers

Major Subordinate Commands (MSC) / Facility Assignments

GREEN = John Beatty	656-1349 x2108	
BLUE = Dean Kissinger	656-1349 x2104	
YELLOW = Juan Banda	656-1048 x2014	
LAVENDER = Fred Ching	656-5141 x2042	
ORANGE = Francis Peters	656-1048 x2019	
RED = Raleigh Upshur	656-1048 x 2001	
MSC	Facility Manager	Installation
125th Signal Battalion	Francis Peters	HMR
25th ID MP	Francis Peters	HMR
Division Support Command	Francis Peters	SB
45th Corps Support Group	Francis Peters	SB
125th Military Intelligence	Francis Peters	SB
703rd Military Intelligence	Francis Peters	SB
2nd Bde	John Beatty	SB
25th ID Fernandez Hall	John Beatty	SB
U.S. Army MP Co LID	John Beatty	SB
1/62 ADA	John Beatty	SB
84th Engineer Battalion	John Beatty	SB
516th Signal Brigade	Juan Banda	FS
US Army MP Bde	Juan Banda	FS
IX CORPS	Juan Banda	FS
HQ USA Pacific	Juan Banda	FS
HQ USA Support Cmd	Juan Banda	FS
29th Eng Co	Juan Banda	FS
30 Sig Bn	Juan Banda	FS
TAMC	Raleigh Upshur	TAMC
Aviation Brigade	Dean Kissinger	WAAF
DPTMSEC	Dean Kissinger	KTA & MAKU
Kilauea Mil Reserve	Dean Kissinger	KMC
3rd Bde	Fred Ching	SB
65th Engineer Battalion	Fred Ching	SB
556th Personnel Service Battalion	Fred Ching	SB
Division Artillery	Fred Ching	SB
Pohakuloa Training Area	Fred Ching	PTA
Non - MSC	Facility Manager	Installation

30 Sig Bn	Raleigh Upshur	KAM
Ctr USA Mil Pers	Raleigh Upshur	KAM
Halekoa	Raleigh Upshur	FD
Museum	Raleigh Upshur	FD
USAG-HI MP's	Raleigh Upshur	FD
AAFES	Raleigh Upshur	AMR & FS
DCA	Raleigh Upshur	AMR & TAMC
Chapel	Raleigh Upshur	AMR
FEMA		FS
HED	Raleigh Upshur	FS
OBSB	Raleigh Upshur	FS
POH	Raeligh Upshur	FS
RCO	Raeligh Upshur	FS
Unaccompanied HSG	Raeleigh Upshur	FS
CID	Juan Banda	FS
DCA – USAG-HI	Juan Banda	FS
AAFES	Francis Peters	HMR
DCA	Francis Peters	HMR
OBSB	Francis Peters	HMR
DOL	Francis Peters	SB
OBSB	Francis Peters	SB
Air Force	Dean Kissinger	KPST & MK & WAAF
DCA	Dean Kissinger	WK & WAAF
30 th Space Wing	Dean Kissinger	WAAF
68 th Med Co	Dean Kissinger	WAAF
599 th Trans Co	Dean Kissinger	WAAF
AAFES	Dean Kissinger	WAAF
DISA-PAC	Dean Kissinger	WAAF
DPTMSEC	Dean Kissinger	WAAF
DRM	Dean Kissinger	WAAF
HI National Guard	Dean Kissinger	WAAF
Navy Firefighters	Dean Kissinger	WAAF
USARSPACE	Dean Kissinger	WAAF
30 th Sig Bn	Fred Ching	SB
DCA	Fred Ching	SB
AAFES	John Beatty	SB
Central Tripler Army Med	John Beatty	SB
CID	John Beatty	SB

COMMISSARY	John Beatty	SB
DPTMSEC	John Beatty	SB
GSA	John Beatty	SB
Navy Firefighters	John Beatty	SB