



NAVFAC Southeast Public Works Department Gulfport



Building Manager's Handbook

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FOREWORD

The NAVFAC Southeast Public Works Department (PWD) provides support to tenant commands and activities for the maintenance and operation of assigned facilities. The PWD is supported in this effort by Building Managers (BM) who are assigned by the tenant commands and station activities (referred to as “tenants”) to act as the local liaison for the maintenance and repair of those facilities.

PWD provides a broad range of services to include real property management, facility maintenance; facility support contracts such as grounds maintenance, refuse collection, and janitorial service, transportation support, utilities, construction, and environmental management.

PWD is committed to the support of tenant BMs and providing a safe and efficient working environment for their activities. To this end, all requests for facility maintenance and service will be considered and prioritized in accordance with funding constraints, mission necessity, safety and command guidance. First consideration will be given to Life/Safety projects for present facilities. Requests that are considered to be solely for the purpose of comfort and convenience or purely for aesthetic reasons will generally be assigned a lower priority depending on the availability of funds or resources.

This handbook is designed to provide BMs a desktop reference detailing support resources available from the PWD for the proper stewardship of Department of Defense (DOD) facilities. We hope BMs find this handbook to be a valuable tool and resource.

Welcome to the PWD and the facilities support team!

The Building Manager Handbook and all forms referenced in this document are available from the CNIC website for PWD Gulfport at www.cnic.navy.mil/Gulfport/OperationsandManagement/PublicWorks/index.htm. All changes to this document and updates to Points of Contact will be posted to the The PWD website which will serve as the primary point of information dissemination to Building Managers and other command representatives.

CONGRATULATIONS, YOU'RE A BUILDING MANAGER!

The Building Manager (BM) or Building Manager Alternate (BMA) is the on-site representative of the tenant(s) assigned to your building(s) by the Naval Construction Battalion Center (NCBC) Gulfport Commanding Officer and the Public Works Officer (PWO).

The PWO is responsible for oversight of the Building Management Program and the PWD Facilities Management Assistant (FMA) is responsible for coordination of the program. In support of the BM, PWD has appointed a group of Facilities Management Specialists (FMS) to advise and support the BM's in the processing of service requests and tracking maintenance and repair efforts.

The BM is essential to maintaining the safety, structural integrity, and environmental compliance of their assigned facilities. The BM's are also responsible for providing tenants the cleanest, safest, and most efficient working environment possible. As the interface between the tenants and the PWD, the BM is the critical link in the identification and reporting of safety, material, and environmental deficiencies.

ROLES AND RESPONSIBILITIES

Management of buildings and infrastructure requires several people and organizations working together. Below are the responsibilities of each person or office for implementing and supporting the Building Management Program.

Installation Commanding Officer (ICO): Responsible for the upkeep and mission readiness of all facilities on the installation. The ICO is responsible for coordinating and overseeing matters of common interest to ensure the effective and efficient operation of the installation. In matters concerning the safeguarding or preservation of Navy owned or controlled property, and the security, safety and welfare of all individuals and families onboard the installation, the ICO may direct the actions of all tenant and visiting commands and individuals. This authority includes, but is not limited to, all matters related to force protection and emergency management.

Public Works Officer (PWO): Provides maintenance and planning of Real Property (land and buildings). Through the PWD staff, the PWO provides support to all Building Managers.

Facilities Management Assistant (FMA)/Building Manager Coordinator (BMC): The FMA coordinates, compiles, and administrates information in the PWD Requirements Branch. Some duties include maintaining the Maintenance Action Plan (MAP), Work Induction, liaison with the Regional Call Center (RCC), and maintaining the Authorized Caller List (ACL). The FMA serves as the Building Manager Coordinator for the PWD Building Manager Program.

Facilities Management Specialist (FMS): Experts in facilities maintenance, repair, and construction, the FMS assists the BM with the generation and submission of service requests that are beyond routine or emergency service call scope. The FMS also clarifies policies and procedures in the absence of clear direction or command instruction.

Regional Call Center (RCC): Receives service requests for facility-related discrepancies and prioritizes them as routine or emergency. If requests are outside of routine or emergency service call scope, the RCC will redirect the caller to the respective FMS. The RCC is operated by NAVFAC Southeast and facilitates service calls for all installations in Navy Region Southeast.

Alternate Regional Call Center: In case of emergencies and loss of operations to the RCC in Jacksonville, Florida, an alternate RCC is established at NAS Pensacola, Florida. All contact information will roll-over to new location automatically during emergencies. Under such conditions, the RCC may not accept routine service calls until normal operations are restored. The entire Continuity of Operations Plan (COOP) is available online at www.cnic.navy.mil/Gulfport/OperationsandManagement/PublicWorks/index.htm.

Regional Dispatch Center (RDC): The RDC is the Navy Region Southeast central 911 service for all Commander, Navy Installations Command (CNIC) installations. The RDC provides access to Fire, Police, Ambulance, and Emergency Medical Services. The RDC is separate and distinct from the RCC. Do not call the RCC for fires, medical emergencies, or similar events.

Building Manager (BM) and Building Manager Alternate (BMA): The BM and BMA are responsible to the tenant and the FMA for the upkeep and maintenance of the government facilities assigned to them. Within this capacity, the BM will coordinate with the respective FMS on Self-Help projects and health and safety inspections, and identify, document, and report deficiencies in the material condition of facilities to include fire and safety discrepancies. The BM often serves as the Fire Warden, initiates emergency service calls for situations involving potential loss of life or property, and notifies occupants of scheduled utility outages. In facilities occupied by multiple tenants, the BM for the primary tenant (as determined by the PWD) must provide access to all spaces or be able to coordinate that access. The BMA acts in the absence of the BM and shall stay current on all issues affecting their assigned facilities. For safety reasons, it is imperative that these functions be assumed by the BMA when the BM is not available.

Tenants: All Department Heads or Commanding Officers with oversight of government facilities are “tenants.” Each tenant is directly responsible for ensuring the overall upkeep of their assigned facilities to include reasonable care and cleanliness. Tenants designate in writing a BM and BMA which will oversee facilities under their cognizance and serve as the primary point of contact between the FMA, the FMS, and various command support entities. Letters of designation must be provided to the FMA so that the BM and BMA can be added to the RCC’s Authorized Caller List (ACL).

Facilities Management/Facilities Support (FMFS) Manager: Services such as janitorial, refuse collection and grounds maintenance are provided by contract. The work performed by these contractors is governed by Performance Work Statements (PWS) or Statements of Work (SOW) divided into annexes which document quality standards and actions to correct non-compliance with those standards. The FMFS Manager oversees service contracts and accepts and responds to customer comments.

Performance Assessment Representative (PAR): PARs report to the FMFS Manager, provide day-to-day quality assurance and oversight of assigned service contracts, conduct random sampling of contractor performance, interview supported tenants, and act as the point of contact for service contract requirements and customer comments or concerns.

APPOINTING A BUILDING MANAGER

Designation Letter

The first step in appointing a BM is the Designation Letter. The Designation Letter is originated by the tenant and identifies the BM and BMA and requests their addition to the Authorized Caller List (ACL). A sample Designation Letter is provided in Appendix D. Activities are authorized one (1) BM and up to two (2) BMAs depending on command size.

Authorized Caller List

The ACL identifies those individuals authorized to submit routine and urgent service calls for a facility and identify the BM as the facility Point of Contact (POC). The PWD updates and maintains the ACL. If a caller's name does not appear on the ACL for their activity, routine or urgent service requests will be denied and the caller referred to the BM or FMS.

Anyone can submit an emergency service request regardless of status.

Additions/Deletions to the ACL: Designation letters will place the BM and/or BMA on the ACL and remove any other person listed for that position.

Periods of Absence: For practical purposes, the BM and BMA should coordinate periods of absence to ensure continuous facilities coverage. However, during periods when both the BM and BMA must be absent, the tenant should provide a 72-hour notice to the FMA designating a temporary BMA for the ACL for the required duration.

Training

BM's must complete Building Manager Training. The training includes Environmental Compliance Awareness, HAZMAT and Fire Protection training and other requirements needed to successfully serve as a BM. Building Manager Training is given quarterly and a certificate is provided upon completion. All certificates and letters of designation should be maintained on file by the BM.

Communication

The BM is both a customer and a service provider responsible for not only identifying and tracking facility discrepancies but also communicating the discrepancy to the PWD and following-up on the status and completion of maintenance and repairs. In support of this, BM's must establish good communications with building occupants. **Occupants must understand that all requests for facilities and environmental support are coordinated through the BM.** BM contact information must be readily available to all occupants. Tenants are the life-blood of the facility and are an asset in the identification of maintenance and safety problems before they become significant and expensive problems.

BUILDING MANAGER SUPPORT NETWORK

Building Managers rely upon two general groups for the maintenance of their facilities: Public Works Department (PWD) and Command Support Activities. The PWD encompasses specialized facility management, engineering, environmental, and contract support. Command Support Activities encompasses the other command entities such as Fire, Security, Safety, and Emergency Management that provide specialized network support to the Installation Commanding Officer (ICO).

PUBLIC WORKS DEPARTMENT

The PWD is the one-stop shop for the facility services, engineering, and contracting necessary to provide a safe and fully functional living and working environment for tenants. The PWD is responsible to the ICO to deliver services required to operate the base during normal and disaster conditions. The PWD provides several functions and services through contracted support, in-house forces, and regionalized support from CNRSE and NAVFAC Southeast. A list of these services includes, but is not limited to the following:

- Utilities and Energy Management
- Excavation Permits/Utility Outages
- Pest Control
- Exterior Signage
- Grounds, Janitorial, Elevator, HVAC, and Refuse Service
- Site Approvals
- Recycling
- Locksmith
- Space Management
- Base Support Vehicles and Equipment
- Maintenance, Repair, and Construction
- Environmental Support
- Facilities Engineering and Acquisition

The organizational chart for the Public Works Department is available in Appendix E.

Utilities and Energy Management

Governance: NCBCGPTINST 4101.1(series)

The PWD Utilities Energy Management (UEM) Branch administers the NCBC Gulfport Energy Management Program for the ICO with the assistance of the Building Energy Monitors (BEM). The BM is integral to the success of the Energy Management Program and should interface with the BEM on a regular basis to ensure that energy conservation and reduction goals are met.

The President of the United States and the Secretary of the Navy has set a goal of reducing energy consumption by 30% by 2015 and 50% by 2020. Synergy between the BM and BEM in identifying energy inefficiencies and building improvements that will impact energy

consumption are critical. The BM is responsible for removal of unauthorized items (space heaters, personal refrigerators, microwaves, and coffee pots). More information about energy management is available from the PWD UEM Commodity Manager at 871-2191.

Excavation Permits/Utility Outages

An excavation is defined by any penetration of the ground of 6 inches or more. **Excavation (Dig) Permits are required prior to ANY form of excavation.** Failure to obtain an excavation permit will impact operational missions, damage government property, and could severely harm or kill personnel. BMs must ensure proper excavation permits are obtained prior to allowing any type of excavation in and around their facility. Excavation permits require two weeks. Excavation permits are handled locally at the PWD within the UEM Branch.

The UEM Branch also coordinates outages and the outage schedule for NCBC facilities. Base-wide emails announce all outages with the date, time, and buildings affected. Contact the UEM Branch for concerns and requests.

Pest Control

Governance: OPNAVINST 6250.4(series)

The PWD provides pest control with in-house personnel. Services requests for emergent problems such as additional requirements, animal removal, or one-time service are requested via the RCC.

Exterior Signage

Governance: Installation Appearance Plan (IAP)

Exterior signs, to include street and command signs and building identification, are required to meet the design criteria of the Installation Appearance Plan (IAP). Requests for exterior signage must be prepared on a Work Request Form (TF-1) and submitted to an FMS. Specific information regarding exterior signage may be obtained from the PWD FMS at 871-2192.

Service Contracts

Grounds maintenance, janitorial service, refuse collection, HVAC (mechanical), and elevator maintenance are provided by separate service contracts. The service level provided is governed by Common Output Levels (COL) established by CNIC and establish the highest level of service authorized (periodicity, types of service, etc.). Requests for exceptions to the specified COL and/or requests for additional services must be submitted to CNIC (via the PWD) and fully funded by the requestor.

Most services are delivered on a regular schedule. Except for HVAC and Elevators, all service requests are submitted to the respective Performance Assessment Representative (PAR) listed in Appendix C. For HVAC and Elevator related service requests, call the RCC per the process

established below. The service contractor will follow-up with the PAR the following business day if unable to fulfill any service request.

The FMFS Manager oversees service contracts and accepts customer comments. For any concerns with contractor performance, level of service, or scheduling, contact the FMFS Manager or respective PAR listed in Appendix C.

Locksmith

A request for key or lock service must be submitted via email, using the Key Manufacturing Request Form and/or Lock Repair/Service Request form, to the Security Office for review, approval/disapproval and signature. Once the customer receives the signed local form, they must forward local form along with NAVFACSE RCC Service Request form to RCC for action, via e-mail. RCC will then create a work order and send to Gulfport Locksmith.

The Key Manufacturing Request Form, Lock Repair/Service Request Form and NAVFACSE RCC Service Request form are provided in Appendix D. The Key Custodian List is maintained by the Security Officer.

Site Approval

Governance: NAVFACINST 11010.45(series)

Site approval is required for all Navy projects and non-Navy projects sited on Navy-controlled land holdings regardless of funding source for any project that:

- Will have explosives safety criteria implications associated with ammunitions and explosives.
- Affects or is affected by airfield safety criteria.
- Creates or is proposed to be in an area of electromagnetic illumination or involves electromagnetic transmission.
- Proposes changing the use of a facility.
- Changes or has the potential to change the land use or physical layout of an area.

Site Approval ensures that a repair and/or construction project does not violate environmental, cultural, and safety requirements and ensures the project is in unison with the base master plan. For site approvals, contact the respective FMS to start the process. Prior to the undertaking of any construction project, large or small, an approved Site Approval form must be obtained.

Space Management

Governance: UFC 2-000-05N

Moving to or within facilities is often the most misunderstood and often over-simplified (in perception) undertakings you may experience. Simply rearranging furniture may create significant changes that are not foreseen at the beginning of the move. The BM must adhere to several guidelines when conducting a move, and before supporting a tenant's request to move or rearrange furniture, must consider several things:

- Is the move within authorized space? If so, the move can be conducted without prior notification to the FMS as long as any costs associated with the move are borne by the tenant (space relocation directed by the host command will typically be funded by the host command).
- Is the move to another facility? To perform a move from one facility to another, the BM must submit a memorandum to the FMS requesting permission before planning the desired move. Asset Management will evaluate the request, determine the associated cost, and render a decision based on the functional use of the requested building space.
- Does the move require changing the facility in any way? Should the move require the movement of outlets, phones, LAN, HVAC, lights, doors, or other items, the BM must first notify the FMS for a cost estimate and approval.
- Is this a space expansion? Generally, space is allocated based on the Basic Facility Requirement (BFR) for the tenant activity. Tenants must submit a Space Request by Work Request Form (TF-1) to PWD to justify the need for the additional space requested.
- Is this a change in use? A change in the function of a specific space can affect the occupant load, the HVAC system, electrical system, fire code, emergency egress capacity, and other factors. Additionally, maintenance and repair funding is partially determined by the use of the facility. Changing the use of a space is a significant undertaking that may not always be apparent to the tenant. Therefore, the BM must notify the PWD of any proposed change of space function.

Once any of the above space changes are implemented, the FMS will notify the Real Property Accountability Officer (RPAO) in the PWD to accurately document the changes in the Property Records of the internet Naval Facilities Asset Database Store (iNFADS). If a change in use requires a change in utility charges, the FMS will notify UEM so the proper tenant is charged.

Base Support Vehicles and Equipment (BSVE)

Governance: NAVFAC P-300

Government vehicles are for official business only. All transportation support services will be requested and coordinated through your designated Transportation Coordinator and the PWD Base Support Vehicles and Equipment (BSVE) Branch.

Vehicle assignments are based on the following categories:

- *Class A - Continuing Assignments.* Defined as the full-time assignment of a specific nonstandard vehicle (i.e., midsize/large sedan or command and control vehicle) to an individual billet.
- *Class B - Recurring Dispatch Assignments.* The assignment of an automotive vehicle authorized in writing by the local Commander to an organizational unit of the Command or a tenant activity on a regular or continuous basis for the conduct of official business. Commanding Officers can restrict the use of a Class B assignment to an individual billet or expand its uses to meet changing requirements within the organization. Class B assignments should be considered only when requirements cannot be met by use of pool equipment (Class C assignment), other types of available transportation, or is shown to be the most cost effective alternative. Certain exceptions may be made for unusual

operating conditions; however, the exceptional conditions must be real and not merely so described to avoid the use of pool vehicles.

- *Class C - Pool Vehicles.* All DOD motor vehicles not designated as Class A or Class B assignments shall be pooled for performance of services on an on-call basis. Maximum pooling of vehicles at all levels within a naval activity is to be emphasized.

Changes to permanent vehicle support must be requested via the Inventory Objective (IO) Request Form and forwarded to the PWD BSVE Commodity Manager.

Requests for temporarily assigned vehicles must be submitted on the “C” pool request form to BSVE to ensure vehicles are available. Prior to performing travel outside the 100-mile “permissible operating distance” radius, an “out-of-bounds” request form must be completed and submitted to BSVE.

All forms are available from the BSVE points of contact listed in Appendix C.

General vehicle requirements include:

- Completion of the following and submission to PWD BSVE weekly:
- Daily Operator’s Inspection Guide and Trouble Report, and
- Vehicle Fuel Log.
- Maintain vehicle cleanliness (interior and exterior).
- No smoking in government vehicles.
- No cell phone use, to include texting, while operating government vehicles.
- Seat belts are required while operating government vehicles.
- Report maintenance problems and accidents to the BSVE office immediately.

In addition to transportation services, BSVE also provides crane and rigging support, down tree removal, demolition, and earthwork.

Additional information regarding transportation policies, procedures, and available support and services may be obtained from the BSVE office (Bldg 271) or by calling the BSVE Transportation Equipment Specialist at (228) 871-2349 or the BSVE Commodity Manager at (228) 871-2235.

Maintenance, Repair, and Construction

Governance: OPNAVINST 11010.20(series), NAVFAC P-1205

All facility projects are distinguished by Classification of Work and Special Interest Codes. Work is classified into four categories based on regulatory and statutory requirements:

- *Maintenance:* Work to maintain an existing facility and existing facility components in their customary state of operating efficiency.

- *Repair*: Work to restore a real property facility, system, or component to such a condition that it may be effectively used for its designated functional purpose. (Reference 10 U.S.C. Section 2811).
- *Construction*: Work to build or expand a new facility, add to an existing facility, or alter an existing facility.
- *Equipment Installation*: Work to support the installation of an item of personal property in another than-new real property facility.

The Navy divides work into four Special Interest Codes (SIC) to support managerial and budgetary requirements:

- *Sustainment (ST)*: Maintenance and repair activities necessary to keep a typical inventory of facilities in good working order.
- *Restoration & Modernization (RM)*: Major renovation or reconstruction activities (including facility replacements) needed to keep existing facilities modern and relevant in an environment of changing standards and missions. Also known as *Recapitalization*.
- *New Footprint (NF)*: Construction that addresses facility requirement deficiencies.
- *Demolition (DE)*: Dismantling, disposal, and removal of a real property facility (either partially or in its entirety) and associated costs to close openings and secure utilities

The Classification of Work and SIC determine the funding and approval thresholds for the project. Complete descriptions of these classifications and the funding approval limits are given in the Facilities Project Instruction (OPNAVINST 11010.20(series) and the Public Works Department Management Guide (NAVFAC P-1205).

CNIC provides maintenance and repair funding to the PWD for most facilities at NCBC Gulfport. Notable exceptions include, but are not limited to, Navy Exchange, Defense Commissary Agency (DeCA), and MWR Category “C” (revenue generating) programs which must provide funding. The PWD plans and prioritizes maintenance and repairs via the Maintenance Action Plan (MAP) which includes a backlog of unfunded requirements.

Facility costs to support new missions or mission changes are typically borne by the command that creates the requirement. Any tenant command is authorized to fund the PWD to perform approved facility repairs or improvements that are unfunded.

The PWD sorts all requested work to be accomplished into five categories:

1. *Emergency Service Calls*: Situations which require immediate action to prevent loss or damage to government facilities, restore essential services, eliminate hazards to personnel, or restore essential mission operational capability.
2. *Routine Service Calls*: Work that is relatively minor in scope, requires minimal amount of planning or processing, and is not of an emergent nature. Routine service calls require a maximum of 32 man-hours.

3. *Urgent Service Calls:* Request that does not immediately endanger personnel or property, but extended delays of repairs could result in damage to government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service or system.
4. *Minor Work.* Work that is planned, estimated and scheduled, and requires more extensive planning and processing. Minor work requires no more than 80 man-hours.
5. *Specific Work.* Work that is more extensive than Minor Work and requires greater than 80 man-hours to complete.
6. *Recurring Work.* Work of a repetitive nature such as planned maintenance.

Most minor, specific, and recurring work is processed by the Work Induction Board (WIB) to determine the best method of execution.

Service Calls

All service calls (emergency, urgent and routine) are requested via the RCC. **ANYONE CAN SUBMIT AN EMERGENCY SERVICE CALL.** Routine and Urgent service calls will only be accepted from BM's and anyone on the ACL during the hours of operation below. Routine and Urgent service calls from unauthorized callers will be rejected and redirected to their designated BM.

To place a service request, the BM should **always** furnish the following information:

- Location (e.g. building and room number, left hallway, east or west corner)
- Description of problem (e.g. unable to secure faucet on sink). Describe the problem to be repaired—not the desired method for solution. The description of the problem is “**critical**” for the PWD to understand the scope of the problem and properly prioritize it. Describing the problem with specifics such as “making constant noises” or “heavily leaking” are more helpful than “not working properly.”
- Perceived priority of the call (routine or emergency).
- Additional information (e.g. water flow causing sink to overflow continuously).

Emergency service calls are facility repairs required to prevent immediate danger to personnel and/or natural resources or restore of essential services, mission capabilities, and/or security.

The following are examples of **valid** emergency service calls:

- Loss of electrical power to security facilities and magazines containing explosives,
- After hour building security issues,
- Natural gas leaks,
- Flooding and interior water leaks causing damage to government property (leaks in walls, ceilings, or carpeted areas),
- Safety hazards,
- Loss of electrical power to fire alarm systems or loss of water pressure to fire sprinkler systems,
- Loss of water or sewer service to Unaccompanied Housing,
- Sewage spills and/or back-ups,

- Fuel/oil spills,
- Sinkholes or washouts on major roads, and
- Any situation that prevents mission critical operations.

All service calls are submitted to the RCC which is available per the following schedule:

<i>Time</i>	<i>Service Call</i>	<i>RCC Contact Information</i>
<i>Monday-Friday, 0700-1530</i>	<i>Routine, Urgent & Emergency</i>	855-462-8322 –or- DSN 942-5700 NAVFACSERegionalCallCenter@navy.mil
<i>After hours and Saturday, Sunday, & Holidays</i>	<i>Emergency Only</i>	855-462-8322 –or- DSN: 942-5700

HVAC (Heating, Ventilation, and Air Conditioning) service calls are prioritized based on the facility mission, such as medical or communications where a required temperature and/or humidity range is required.

Obtain Tracking Number. The RCC provides a work order number specific to your service call that is automatically generated from the PWD work management program called MAXIMO.

Tracking Service Requests. The work order number simplifies obtaining the status of the service call from submission to completion. The FMS or the PWD Requirements Branch can provide better status with the work order number.

BMs must submit service requests properly and with detail and keep track of all pending actions. An accurate record will enable the BM to keep tenants informed and prevent unnecessary duplications of effort.

Minor, specific, and recurring works are requested with a Work Request Form (TF-1) via the PWD Work Induction Board (WIB).

Routine or Urgent Service Call Process

Work that is relatively minor in scope, requires minimal amount of planning or processing, and is not of an emergent nature is a routine or urgent service call and processed as follows:

1. Building Managers/Authorized Callers will call in directly to the RCC at (855) 462-8322 or submit an e-mail to NAVFACSERegionalCallCenter@navy.mil for discrepancies within a facility, including pest control requests.
 - On the e-mail, insert in subject line “NCBC Gulfport” and the command that the call is originating from.
 - Attach the request to e-mail using the NAVFAC Southeast RCC Routine Service Request form provided in Appendix D.

- Via the phone, the RCC attendant will prompt the caller for all the necessary information required.
2. The RCC will enter the service call into the NAVFAC PWD work management program called MAXIMO generating a work order for the PWD Shops. The PWD Shops Foreman or Production Controller review work orders daily. If the scope of the work order requires less than 32 man-hours to complete, it is distributed to the PWD Shops Work Leaders.
 3. The Work Leaders review all work orders and prioritize the work orders for each of their respective Work Center Trades and complete the service call.
 4. The requestor receives an automated e-mail notifications from MAXIMO each time the service request status changes.

Projects requiring more than 32 hours to complete are considered minor maintenance and beyond the scope of a routine service request. These work orders are cancelled and a new work order with the proper work classification is created. The BM should notify the FMS to properly induct the project for completion which may then be accomplished by the PWD Shops or by Contract as determined by the Work Induction Board.

NOTE: Warranty issues are initiated with a service call. The RCC compares the facility number to a current warranty list and, if still under warranty, notifies the PWD for action. If the warranty has expired, the RCC processes the request as a routine service call.

Emergency Service Call Process

Emergency Service calls are accepted from ANY person at ANY time. Emergency service calls are intended to correct failures that immediately endanger personnel, property, or natural resources. The RCC is available 24-hours per day. Once an emergency service request is created, the Shops will respond to the emergency service call within 2 hours.

During working hours, the emergency service call process operates as follows:

1. Anyone discovering a facilities emergency will call the RCC and report the deficiency as accurately and thoroughly as possible.
2. The RCC will verify if the request meets the requirements of an emergency and enter the emergency service call into the NAVFAC PWD work management program (MAXIMO) to generate a work order for the PWD Shops.
3. The RCC will immediately telephone the PWD Shops Foreman or Work Leaders (whichever is first reached) to alert attention to and identify the emergency service call.
4. The Foreman or Work Leader evaluates the emergency service call to determine if the designation is appropriate and within scope.
 - If determined to be a valid emergency service call, the PWD Shops will respond

and correct the deficiency until repaired or emergency mitigated/arrested.

- If the service call is determined to be routine, urgent or out of scope, the Shop's Foreman or Work Leader will notify the respective FMS for proper Work Induction.
5. After completion, the PWD Shops will close-out the work order and create a routine service request if required to affect all permanent repairs.

NOTE: Emergency Service Calls are to be submitted by phone only. Speak with an RCC attendant directly. DO NOT leave a voice mail or e-mail for emergency service calls.

After hours, the process is similar except that the RCC will notify the PWD Stand-by personnel directly, if they can't reach the Stand-by personnel they will then call the Shops Foreman. The PWD provides a listing of Stand-by personnel to the RCC quarterly who will take necessary action to correct the deficiency in the event of an emergency.

If the emergency is corrected with a temporary repair, the service call will be automatically converted into a routine service call for permanent repairs to be accomplished. Permanent repairs will be completed within 30 calendar days via routine service call based on availability of materials and manpower.

Work Requests

The majority of the BM's time will be consumed by the submission and tracking of Service Calls submitted via the RCC; however, many facility repair, improvements or changes require much more than the 32-hours allocated to a service call.

Requests for minor, specific, and recurring work (see definitions above) are submitted directly to the PWD FMS on a Work Request Form (TF-1). These types of work provide a specific improvement to a facility or for a project that clearly exceeds the scope of a service call. Work requests, unlike service calls, are much more complex requiring significant planning and preparation, and are prioritized based upon the classification of work, special interest code, and available funding.

Work Induction Board

The WIB receives incoming work requests for the PWD, validates the priority of work and determines the best execution method (Shops/Contracts/Seabees) to support the requirement. The WIB meets bi-weekly at PWD B-322.

Self Help

Self Help projects are primarily undertaken and accomplished by tenants with their own personnel. Self Help projects are maintenance, repairs, renovations, or changes to facilities which directly enhance the quality of life of the workforce, emphasize Facility Deficiency Database reduction or add aesthetic improvements to existing interior and exterior floors, walls, and ceilings.

Coordinate all plans with an FMS before beginning any Self Help project.

Environmental Support

Governance: OPNAVINST 5090.1(series)

The Navy's Environmental Readiness Program ensures the ability of the U.S. Navy to effectively operate world-wide in an environmentally responsible manner. The PWD Environmental Division is responsible for managing the wide range of environmental programs to achieve this goal and maintaining compliance with all federal, state, and local environmental regulations.

The PWD Environmental Division maintains permits for the following programs:

- Synthetic Minor Air Permit
- Small Municipal Separate Storm Sewer System (MS4) General Permit
- Drinking Water Community System Permit

All tenants are accountable to the ICO for complying with these permits which demands that all of their operations are properly registered and reported in accordance with permit requirements.

PWD Environmental ensures compliance with the following media programs:

- Environmental Management System
- National Environmental Policy Act (NEPA)
- Air Program
- Hazardous Waste Management Program
- Emergency Planning and Community Right-to-Know Act (EPCRA)
- Spill Prevention Control and Countermeasures (SPCC)
- Oil & Hazardous Substance (OHS) Spill Preparedness
- Tank Program
- Water Program (drinking water, storm water, and waste water)
- Installation Restoration Program (IRP)
- Natural Resources
- Cultural Resources
- Solid Waste Program
- Pollution Prevention Program
- Pesticides Program

BMs must be familiar with the regulatory programs and consult with PWD Environmental as necessary to ensure compliance.

A significant threat to environmental compliance is the "Self Help Project." In many cases, tenants, intent on doing the right thing, introduce hazardous substances or violate program requirements by not properly coordinating their actions with the PWD. This can include things such as purchasing hazardous materials outside of CHRIMP and introducing the regulated materials into their facilities without the proper documentation, and controls or even improperly controlling erosion and polluting storm water with sediment. Regardless of the action, BM's

must obtain guidance for all facilities or environmentally related actions by contacting the Environmental Division at 228-871-3228 (DSN 868-3228).

Notices of Violation

Notices of Violation (NOV) are formal, written announcements by the Environmental Protection Agency (EPA), regional, state, or local regulatory agencies that a program is non-compliant. An NOV may hold a commanding officer personally responsible with fines and imprisonment. The PWD Environmental division shall be notified and provided a copy of all NOVs that are given to NCBC Gulfport or any tenant.

Below is the significant legislation that governs the environmental program:

NEPA	National Environmental Policy Act
OSHA	Occupational Safety & Health Act
CAA	Clean Air Act
CWA	Clean Water Act
SDWA	Safe Drinking Water Act
RCRA	Resource Conservation & Recovery Act
TSCA	Toxic Substance Control Act
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
OPA 90	Oil Pollution Control Act of 1990

Environmental Quality Board (EQB)

The EQB is comprised of the ICO, department heads, tenant COs, Officers in Charge, and other stakeholders requiring feedback and participation in the base environmental program. The EQB meets at least twice a year, provides a forum for reporting compliance status, program requirements and initiatives, issues requiring support across the installation, and to develop and implement action to advance compliance efforts.

EQB Subcommittee

The EQB Subcommittee meets not less than quarterly to conduct training, prepare for assessments, evaluate program status, conduct routine environmental inspections, and coordinate corrective actions. All tenants represented on the EQB will provide at least one representative for the EQB Subcommittee.

Spills

Fuel, oil, or other hazardous waste spills are to be reported as emergencies via 911. If a call is made to the RCC, the caller will be directed to call the Fire Department. After notifying the Fire Department, contact the PWD Environmental Division at 228-871-3228 (DSN 868-3228) or the personnel listed in Appendix C.

Cultural and Natural Resources

Cultural and natural resources contribute significantly to the quality of life at our installations. The PWD Environmental Division implements the Integrated Natural Resources Management Plan (INRMP) and the Integrated Cultural Resources Management Plan (ICRMP) in an effort to inventory, manage, and protect these precious resources. BMs are the primary POC for protection and conservation of natural resources for tenant commands. Aside from regulations and requirements, knowledge of cultural and natural resources serves to enhance their protection while ensuring mission capability. For information regarding the management of cultural and natural resources, contact the PWD Environmental Division at 228-871-2026 (DSN 868-2026).

Facilities Engineering and Acquisition

The PWD Facilities Engineering and Acquisition Division (FEAD) provide contract support to deliver facility and installation products and services beyond the capability of the PWD Shops. The FEAD is organized into three branches:

Project Management and Engineering (PM&E). PM&E provides construction management, schedule and cost control, and quality assurance.

Acquisition Branch. Acquisition procures and administers all contracted facility requirements in accordance with the Federal Acquisition Regulation (FAR), Defense Federal Acquisition Regulation Supplement (DFARS), NAVFAC Acquisition Supplement (NFAS), and other applicable guidance.

Facilities Support Contracts Management and Facility Services (FMFS) Branch. The FMFS Branch is responsible for implementing best practices to increase the efficiency and delivery of services meeting the installation requirements using service contracts. FMFS oversees grounds, refuse, janitorial, elevator maintenance, and HVAC contracts at NCBC Gulfport. FMFS provides the Facility Support Contract Management (FSCM), performance assessment, and specification writing necessary to meet all requirements.

Unauthorized Commitments

Beware of violating the law by creating an Unauthorized Commitment. Contracted work is defined and priced within the specification of the contract. Only the Contracting Officer and specifically designated personnel are authorized to direct contractors or change requirements and/or the contract. BMs are not specifically designated personnel.

BMs and/or those in military uniform have “apparent authority” and in meetings with contractors may unwittingly cause the contractor to act outside of the contract requirements. This is illegal and may jeopardize completion of the project.

Anti-Deficiency Act

An ADA violation is the authorizing of an expenditure of money in excess of the amount available or involving the government in an obligation for the payment of money before an

appropriation is made, or accepting voluntary services or personal services not authorized. An unauthorized commitment may incur cost to the government which is not funded creating an Anti-Deficiency Act (ADA) violation. **The person responsible for an ADA violation may be held personally responsible with imprisonment and/or fined for the costs associated with the unauthorized commitment.**

Recycling

PWD Gulfport operates a Qualified Recycling Program (QRP) which is managed by the FMFS Manager. The QRP provides recycling services to meet three goals:

1. Reduce solid wastes placed in landfills to reduce disposal costs and the environmental impacts of the installation.
2. Recycle authorized materials using approved sales methods to recover funds to pay for the QRP.
3. Use funds in excess of the QRP operations costs to improve energy conservation, environmental, and MWR programs as authorized.

Paper, cardboard, aluminum, plastics, toner cartridges, and metals, are among the materials that are recycled by the NCBC Gulfport recycling program.

For information regarding recycling, visit the Pollution Prevention Center, located in Building 275 between McKinney and Holtman Avenues on NCBC Gulfport. Assistance may also be obtained by dialing (228) 323-3001 or the FMFS Manager, (228) 871-3336.

COMMAND SUPPORT ACTIVITIES

The PWD works with several Command Support Activities to support the welfare, safety, and security of our facilities, resources, and personnel.

Emergency Management

Governance: NCBCGPTINST 3440.1(series)

Emergency Management (EM) is responsible for preparing the installation for disaster and response. Tenants are responsible to the ICO for preparedness and readiness for emergencies, disasters, and security. More information and guidance regarding EM may be obtained by contacting the Emergency Management Officer (EMO) at 228-871-2123 (DSN 868-2123).

Fire Department

Governance: NCBCGPTINST 11320.1(series)

The Fire Department is responsible for fire protection and prevention at NCBC Gulfport. BMs maintain contact with fire inspectors as facilities are routinely inspected for potential fire

hazards, dangerous practices that may become fire hazards, and code compliance for Life/Safety issues. The BM must ensure that all fire equipment is functional and inspected at regular intervals by the building Fire Warden.

BM's must verify that all exit signs and emergency strobes are functional, illuminate properly, and that all fire hoses and extinguishers are functional and tested and inspected in accordance with applicable guidelines. Service calls must be submitted for all alarm system failures. Questions regarding the inspection, testing, and maintenance of fire equipment may be directed to the Fire Prevention Branch at 228-871-3082 (DSN 868-3082).

For fire and any emergency, call 911.

Industrial Hygiene

Governance: OPNAVINST 5100.23(series)

Naval Hospital Pensacola is the local resource for Industrial Hygiene. Industrial Hygiene (IH) responds at the request of the PWD, Safety Office, or Naval Branch Health Clinic (NBHC), and only when the concern has outstripped the resources of those entities. Indoor Air Quality (IAQ) is the most common reason for IH involvement.

A significant contributor to IAQ is biological growth within a facility caused by improper temperature and humidity control by the HVAC system. A proactive BM is vital to ensuring building systems are working properly and biological growth prevented.

Additional information about Industrial Hygiene may be obtained by contacting your facility Safety POC, the PWD, or by calling NH Pensacola at DSN 459-6740.

Safety

Governance: OPNAVINST 5100.23(series)

The Safety Office is responsible for coordinating, implementing and managing the Naval Occupational Safety and Health (NAVOSH) program at NCBC Gulfport. The Safety Office enforces safety and health regulations and works with the BM and facility safety POC to maintain a safe working environment and promote safety. Additional information and guidance may be obtained by contacting the Safety Office at 228-871-3801 (DSN 868-3801).

Security Department

The Security Department is responsible for crime prevention and investigation, traffic safety, and base security at NCBC Gulfport. Should security issues arise, follow all direction provided by security personnel. Security information and guidance may be obtained from the Security Department at 228-871-4037 (DSN 868-4037) or 228-871-2104 (DSN 868-4037).

Call 911 for all emergencies.

Housing Department

Housing at NCBC Gulfport is comprised of Unaccompanied Housing (UH), Family Housing (FH), and Navy Gateway Inns and Suites (NGIS). Each of these fulfills separate requirements at NCBC Gulfport as distinguished below.

Family Housing

FH is operated in a Public Private Venture between CNIC and Balfour Beatty Communities. The NCBC Gulfport Housing Department is the local liaison with Balfour Beatty. All FH-related maintenance is performed by Balfour Beatty Communities. Routine, urgent, and emergency maintenance requests can be submitted at 228-284-1637. The PWD is responsible only for roads, street lighting and storm water management within the family housing areas.

Unaccompanied Housing & NGIS

UH and NGIS encompass housing and barracks at NCBC Gulfport and the Lakeside Housing Area in Pascagoula. Both receive full support from the PWD.

Communications

The BM's role in communications is limited primarily to ensuring that the infrastructure is secure and access granted only to authorize personnel. Support for telephones, computers, and internet is provided by a network of agencies with the two most important introduced below.

The Base Communications Office, a subordinate of Naval Computer and Telecommunications Station (NCTS) New Orleans, provides support for telephones, legacy networks, and some fiber optic lines. The BCO can be contacted at DSN 942-8437 or phone_support_glfp@navy.mil.

The NCBC Gulfport IT Department supports CNIC tenants with application development, website support, and local telecommunications issues. The IT Department is also a liaison for the BCO and NMCI and can assist with service moves, additions, and changes.

BM's who receive any requests from within their facility for any telephone, computer, or internet support should direct the requester to the IT Department or the BCO.

APPENDIX

Appendix A: References

The following references were used in the creation of this document or are valuable information for building management.

EM 385-1-1, US Army Corps Of Engineers Safety and Health Requirements Manual
NAVNETOPSCOMINST 2066.1C, Navy Base Communications Manual
NAVFAC P-300, Transportation Program
NAVFAC P-1205, Public Works Department Management Guide
NAVFACINST 11010.45, Regional Planning Instruction
NCBCGPTINST 3440.1, Emergency Management/Disaster Preparedness
NCBCGPTINST 4101.1, Energy Conservation Program
NCBCGPTINST 5541.1, NCBC Complex Physical Security Plan
NCBCGPTINST 11320.1, Fire Protection and Fire Prevention Regulations
OPNAVINST 5090.1C, Environmental Readiness Program
OPNAVINST 5100.23, Navy Occupational Safety and Health (NAVOSH) Program Manual
OPNAVINST 6250.4, Pest Management Program
Regional Call Center (RCC) Continuity of Operations Plan (COOP), www.cnmc.navy.mil
UFC 2-000-05N, Unified Facilities Criteria

Appendix B: Glossary/Definitions

Authorized Caller List (ACL) – Determines who may call in all Routine Maintenance Service Calls within a specified facility

Building Manager (BM) – Under the direction of the PWD Facilities Management Specialist and the tenant, responsible for the upkeep and maintenance of the government facilities assigned to them through the submission of Service Tickets, and required Work Requests

Building Manager Assistant (BMA) – Provide support and assistance to the BM in the performance of the duties and maintenance of the assigned facilities. Acts in the BM's absence during times of leave, illness or deployment

Building Manager Coordinator (BMC) – Responsible for the administrative oversight of the PWD Building Manager Program

Facilities Management Specialist (FMS) – Responsible for the guidance and support to building managers under the PWD. Also responsible for assisting the BM with the submission of Minor Work Authorizations and providing direction and approval to initiate the Work Request Process

Designation Letter – A letter identifying the BM and BMA to the BMC

MAXIMO or Tracking Number – A number assigned to all service calls by the RCC, which allows the BM to follow the status of a service call from initiation to completion

Primary Tenant – Command/Department who occupies the largest square footage within the same facility with multiple tenants. The Primary tenant/Command/Department will be determined by the PWD

Regional Call Center (RCC) – Service Call Department for all CNRSE and NAVFAC Southeast

Service Call – Also called a service request, submitted to the RCC to handle all maintenance calls submitted by the BM. Note: Service calls are either Routine, Urgent or Emergency. See page 15 & 16, for service request definitions

Service Request – See “Service Call”

Work Order – A specific task and defined scope to be performed by the Public Works Department (via the Shops or Contract)

Appendix C: Gulfport PWD Points of Contact

Position	Phone	Cell
Production Division Director	228-871-2045	228-547-4409
Environmental Director	228-871-2485	228-323-1068
Facilities and Engineering Division Director	228-871-3020	N/A
Requirements Branch Head	228-871-4270	N/A
Facilities Management and Facilities Support (FMFS) Manager	228-871-3336	228-323-5245
Facility Management Specialist (FMS)	228-871-2192	228-323-5276
Facility Management Specialist (FMS)	228-871-3983	228-323-5281
Facility Management Specialist (FMS)	228-822-5129	228-323-1174
Facility Sustainment (FS) Commodity Manager	228-871-2197	228-323-0859
Shops Foreman	228-871-2171	228-323-1274
Work Leaders: <ol style="list-style-type: none"> 1. Electrical, High Voltage & Plumbing 2. Builders, Steelworkers, Alarms & Pest Control 3. Maintenance Workers 	N/A	228-323-1623 228-323-1732 228-383-0373
Production Controller	228-871-2861	N/A
Utilities & Energy Management (UEM) UEM Commodity Manager UEM Management Support	228-871-2191 228-871-2188	N/A
Base Support Vehicles & Equipment (BSVE) <ol style="list-style-type: none"> 1. Commodity Manager 2. Equipment Specialist/Dispatch 	228-871-2235 228-871-2349	N/A 228-323-0329
Performance Assessment Representatives <ol style="list-style-type: none"> 1. HVAC & Elevators PAR 2. Janitorial & Grounds PAR 	228-871-2172 228-871-2943	228-596-0509 228-323-1641

Facilities Management Assistant (FMA)/ Building Manager Coordinator (BMC)	228-871-4288	N/A
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Appendix D: Forms

These forms are provided on the following pages:

1. Sample Designation Letter
2. NAVFAC Southeast Regional Call Center Routine Service Request Form
3. Key Manufacturing Request
4. Lock Repair Service Request

Forms are also available from the PWD Gulfport Requirements Branch, online at www.cnrc.navy.mil/Gulfport/OperationsandManagement/PublicWorks/index.htm.

SAMPLE DESIGNATION LETTER

MEMORANDUM

Date: [Date]

From: [Tenant]

To: PWD Building Manager Coordinator

Cc: Building Manager/Building Manager Alternate Nominee

Subj: BUILDING MANAGER LETTER OF DESIGNATION

Ref: PWD Building Manager Handbook

1. This Letter of Designation appoints [Nominee Name] as the [Building Manager/Building Manager Alternate] for [tenant activity name/building number(s)], effective [date]. Contact information for [Nominee Name] is [phone number] and [email]. [Nominee Name] is this command's point of contact for all facility and infrastructure issues and should be placed on the Authorized Caller List.

2. Please remove [Former Building Manager] as the [Building Manager/Building Manager Alternate] for [tenant activity name/building number(s)], effective [date], and remove him/her from the Authorized Caller List.

I. M. Commander
Ensign, USN

Copy to:
File



NAVFAC Southeast Regional Call Center Routine Service Request Form

****EMERGENCY SERVICE REQUESTS MUST BE PHONED IN****

		JON# (Provided by RCC):	<input type="text"/>
		WO# (Provided by RCC):	<input type="text"/>
PWD :	<input type="text"/>	Date: <input type="text"/>	Customer Ref. # (N/A): <input type="text"/>
Facility Number :	<input type="text"/>		
Detailed Location:	<input type="text"/>		
Authorized Caller:	<input type="text"/>	Telephone:	<input type="text"/>
Location POC:	<input type="text"/>	Telephone:	<input type="text"/>
Asset # (if known):	<input type="text"/>	PM Work Order #:	<input type="text"/>
Service Required:	<input type="text"/>		

Request should be submitted via:

Telephone: 855-4-NAVFAC (855-462-8322)
 DSN: 942-5700
 Local: 542-5700
 RCC DOES NOT ACCEPT FAXES
 Email: NAVFACSERegionalCallCenter@navy.mil

RCC Service Request Form

Print

Save Form

Reset Form

KEY MANUFACTURING REQUEST		
FROM: (Shop or Activity)	TO: Department Key Custodian	DATE:
Number of Sample Keys	Number of keys to be made	Job Order Number
Name of Requester	Title (Head of shop or activity)	
<p>1. These keys (do) (do not) apply to an area under the department key control.</p> <p>2. This request is submitted:</p> <p><input type="checkbox"/> To provide additional keys for a new lock cylinder/core/padlock.</p> <p><input type="checkbox"/> To replace lost/missing key (s) for current lock.</p> <p><input type="checkbox"/> To provide additional key (s) for current lock.</p> <p>3. The lock/padlock that this key operates is located in/at:</p> <p>Building No. _____ Room No./Name _____</p> <p>4. The area/room is used for (office, storage, etc):</p> <p>_____</p> <p>_____</p> <p>5. Identify contents of the area/room that cause it to fall under the key control program:</p> <p>_____</p> <p>_____</p> <p>_____</p>		
REQUIRED APPROVAL (To be filled out by persons authorizing work)		
Key Custodian (Print):	Signature:	Date:
Dept Head/Bldg Manager (Print):	Signature:	Date:
Key Control Officer (Print):	Signature:	Date:

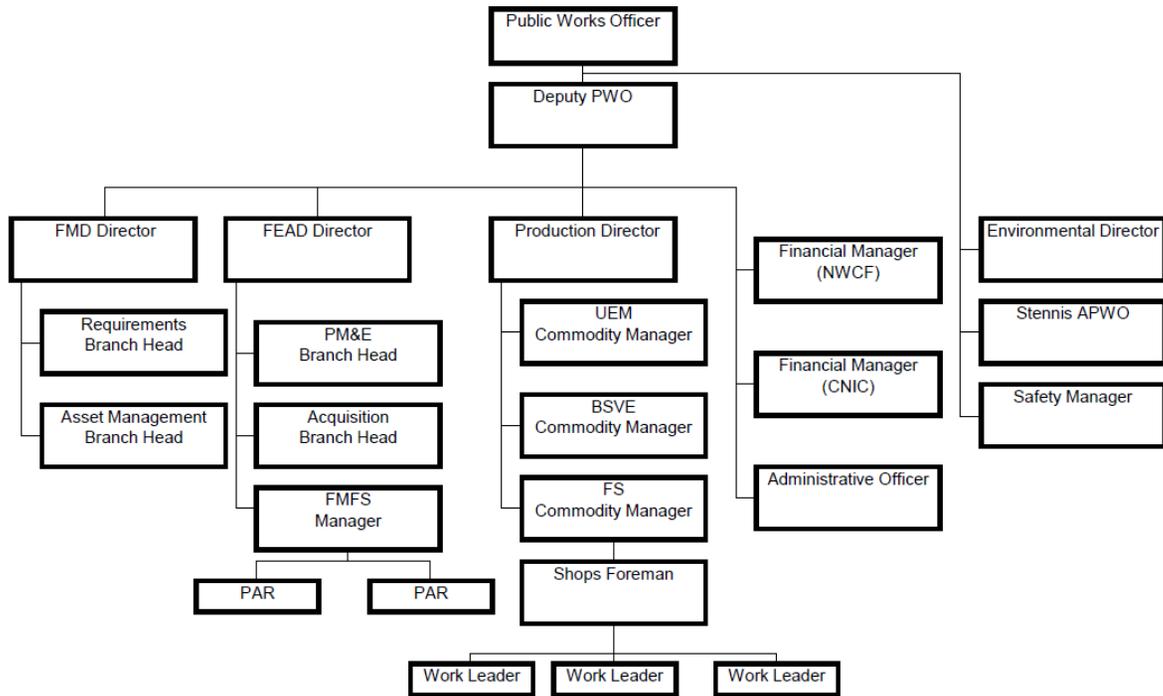
Key Manufacturing Request Form

LOCK REPAIR/SERVICE REQUEST		
Requester:		Lock Serial No:
Date:	Job Order Number: (PW Only)	
Point of Contact (if different from requester):	Phone Number:	
Building Number:	Room Number:	
Problem:		
WORK DATA (To be filled out by person performing work)		
Item	Time Used	
Combination:		
Repair:		
Service:		
Modify:		
Remarks:		
Date Completed:	Completed By:	
REQUIRED APPROVAL (To be filled out by persons authorizing work)		
Dept Head/Building Manager (print):	Signature:	Date:
		
Security Officer (print):	Signature:	Date:
		

Requester must fill out all of the boxes, except the shaded areas. Once the Dept Head/Building Manager signs the form, it can be sent via e-mail to ncbc.security@navy.mil or hand carry to Security office at Bldg 436 for signature.

Lock Repair/Service Request Form

Appendix E: Public Works Department Org Chart



Appendix F: Acronyms

The following acronyms are used within this manual or frequently used in Public Works and facilities support:

ACL	Authorized Caller List	FS	Facility Sustainment
ADA	Anti-Deficiency Act	FSC	Facility Support Contract
AE	Asset Evaluation	FSCM	Facilities Support Contracts Management
AM	Asset Management	HAZMAT	Hazardous Material
ATFP	Anti-Terrorism/Force Protection	HM	Hazardous Material
BCO	Base Communications Office	HVAC	Heating, Ventilation, and Air Conditioning
BFR	Basic Facility Requirement	HW	Hazardous Waste
BM	Building Manager	IAP	Installation Appearance Plan
BMA	Building Manager Alternate	IAQ	Indoor Air Quality
BMC	Building Manager Coordinator	ICO	Installation Commanding Officer
BSVE	Base Support Vehicles and Equipment	ICRMP	Installation Cultural Resources Management Plan
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act	IH	Industrial Hygiene
CHRIMP	Consolidated Hazardous Material Reutilization and Inventory Management Program	iNFADS	internet Navy Facilities Database Store
CAA	Clean Air Act	INRMP	Installation Natural Resources Management Plan
CM	Commodity Manager	IO	Inventory Objective
CM	Construction Manager	IRP	Installation Restoration Program
CNIC	Commander, Navy Installations Command	IT	Information Technology
CNRSE	Commander, Navy Region Southeast	LAN	Local Area Network
CO	Commanding Officer	MAP	Maintenance Action Plan
COLS	Common Output Level	MDEQ	Mississippi Department of Environmental Quality
COOP	Continuity of Operations Plan	MS4	Municipal Separate Storm Sewer System
CWA	Clean Water Act	MSDH	Mississippi Department of Health
DE	Demolition	MWR	Morale, Welfare, and Recreation Program
DeCA	Defense Commissary Agency	NFAS	NAVFAC Acquisition Supplement
DFARS	Defense Federal Acquisition Regulation Supplement	NAVFAC	Naval Facilities Engineering Command
DOD	Department of Defense	NAVFACSE	Naval Facilities Engineering Command Southeast
DPWO	Deputy Public Works Officer	NAVOSH	Navy Occupational Safety and Health Program
EM	Emergency Management	NAVSUP	Naval Supply Systems Command
EMO	Emergency Management Officer	NCBC	Naval Construction Battalion Center
EPA	Environmental Protection Agency	NBHC	Naval Branch Health Clinic
EPCRA	Emergency Planning and Community Right-to-Know Act	NCTS	Naval Computer and Telecommunications Station
EQB	Environmental Quality Board	NEPA	National Environmental Policy Act
FAR	Federal Acquisition Regulation	NEX	Navy Exchange
FEAD	Facilities Engineering and Acquisition Division	NEXCOM	Navy Exchange Command
FH	Family Housing	NF	New Footprint
FMA	Facilities Management Assistant	NGIS	Navy Gateway Inns and Suites
FMD	Facilities Management Division	NMCI	Navy and Marine Corps Internet
FMFS	Facility Management and Facility Services	NOV	Notice of Violation
FMS	Facilities Management Specialist		
FP	Fire Protection		

NRSE	Navy Region Southeast
OHS	Oil and Hazardous Substance
OIC	Officer in Charge
OPA	Oil Pollution Control Act
OSHA	Occupational Safety and Health Act
PAR	Performance Assessment Representative
PM&E	Project Management and Engineering
POC	Point of Contact
PPV	Public Private Venture
PWD	Public Works Department
PWO	Public Works Officer
PWS	Performance Work Statement
QRP	Qualified Recycling Program
RCC	Regional Call Center
RCRA	Resource Conservation and Recovery Act
RDC	Regional Dispatch Center
RM	Restoration and Modernization
RPAO	Real Property Accountability Officer
SA	Site Approval
SDWA	Safe Drinking Water Act
SIC	Special Interest Code
SOW	Statement of Work
SPCC	Spill Prevention Control and Countermeasures
ST	Sustainment
TSCA	Toxic Substance Control Act
UEM	Utilities and Energy Management
UFC	Unified Facilities Criteria
UH	Unaccompanied Housing
WIB	Work Induction Board
WIS	Work Induction System
WL	Work Leader
WR	Work Request
XO	Executive Officer

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