



DEPARTMENT OF THE ARMY
U.S. ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON FORT LEE
3312 A AVENUE, SUITE 208
FORT LEE, VA 23801-1818

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FEB 20 2019

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Fort Lee Service Order Work Process Policy

1. This policy applies to minor maintenance and repair work accomplished on government-owned/leased facilities and equipment. This type work is a Service Order (SO) and is generally limited to 24 labor hours or \$2500 material cost per service order. Submission of a Work Order Request (DA Form 4283) addresses maintenance, repair, and construction above these thresholds.

a. Service Order Initiation. Initiate a Service Order by completing a DA Form 4283 on the Fort Lee web site, <http://www.lee.army.mil/dpw/dpw.aspx>, by calling work reception at (804) 451-1914, or by visiting the work reception desk at building T-6220 during normal duty hours (0700-1730, Monday - Friday). As always, in the event of a life-threatening emergency, call 911.

b. Service Order Priorities. The following priority system classifies Service orders:

(1) Service orders are classified as Emergency (Priority 1) SOs when immediate action is required to eliminate a hazard for serious or life threatening injury to personnel, prevent serious damage to Government property, restore essential services or respond to command priorities. A response time within 30 minutes during normal duty hours and within one hour after duty hours include the following. Work will continue until the emergency is mitigated.

(a) An odor of natural gas or gasoline.

(b) Serious water leaks within buildings.

(c) Problems arising from fires.

(d) Electrical problems, which could lead to personal harm, damage to property, or result in a power failure affecting occupied buildings (does not include tripped breakers).

(2) Examples of Emergency (Priority 1) SOs with a same day completion include:

(a) Loss of air-conditioning in the cooling season where it is required for critical supplies and equipment, or when whole buildings or significant portions of buildings are without cooling.

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(b) Loss of heating in the heating season where it is required for crucial supplies and equipment, or when whole buildings or significant portions of buildings are without heat.

(c) Door (including rollup and automatic) and lock repair (including keys), where it is necessary to secure buildings.

(d) Broken glass where it is necessary to secure a building or to preclude more serious weather damage. Upon mitigating the immediate problem, SO may be closed out and final repairs may be completed under a Priority 2 or 3 SO.

(e) Tripped breakers.

(f) Breakdown of refrigerators, water heaters, cooking ranges, kettles, ovens, grills, dishwashers, garbage disposals or other primary kitchen or cold storage equipment in dining facilities and classroom facilities.

(g) Restriction or stoppage of plumbing fixtures or drain lines where health and safety is an issue and no alternate facilities are available.

(h) Failure and/or alarms of traffic of traffic controllers or helipad lighting controls.

(i) Malfunctioning Fire Alarm Systems.

(j) No hot water in barracks, operational dining facilities and gyms.

(k) Garrison Commander directed maintenance and repair.

(l) Failure of elevator has a two-hour response time.

(4) Examples of Emergency (Priority 1) SOs with completion by the close of business the next business day include:

(a) Problems arising from flooding, such as basements, streets (resulting from stopped storm sewers or drains, etc.)

(b) Repair of security fences and gates.

(c) Loss of major sections of roofing systems. Response would consist of securing facility from further damage. Repair work would normally be accomplish via Individual Job Order (IJO).

(d) Operational problems with pools.

(e) Automatic and manual roll-up doors – when not a security issue.

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(5) Urgent (Priority 2) SOs: When the failure in service would soon inconvenience and/or affect the security, health, or well-being of personnel or cause damage to property, the classification of the Service Order is Urgent. Except for Change of Occupancy Maintenance SOs and Miss Utility SOs, completion of Priority 2 SOs is within seven calendar days. Completion of Change of Occupancy Maintenance SOs is within two workdays after unit becomes available or three days if full painting is required. Completion of utility markings (Miss Utility SOs) is within timeframes as required by Miss Utility, Underground Utilities Prevention Act (Chapter 890). Examples of Priority 2 SOs are as follows:

(a) Loss of heat during the heating season in situations that do not meet criteria for Priority 1 SO.

(b) Loss of cooling during cooling season in situations that do not meet criteria for Priority 1 SO.

(c) Electrical problems determined not to be a threat to life, property, safety or health, such as parking lot lights, inoperable light fixtures where others are close by.

(d) Malfunctioning plumbing fixtures when other operable fixtures exist.

(e) Breakdown of refrigerators, water heaters, cooking ranges, kettles, ovens, grills, dishwashers or other primary kitchen or cold storage equipment in dining and classroom facilities when breakdown will not prevent service and back up is available.

(f) Insufficient hot water in living areas, dining facilities, etc.

(g) Washer/dryer repairs in barracks.

(h) Minor roof leaks.

(6) Routine (Priority 3) SOs: When the work does not qualify as Priority 1 or 2, the Service Order is a Routine (Priority 3) SO. Completion of Priority 3 SOs is within 30 calendar days of receipt. Examples of Priority 3 SOs are grounds work not associated with safety issues, floor repairs, cracked windows, holes in walls, minor water leaks where no damage to property is likely to occur, parking lot light bulb replacement, bulb replacement in buildings, inoperable receptacles, etc.

c. Unsatisfactory Work Accomplishment. Correct completion of unsatisfactory SOs is within five days of notification of the requirement.

d. Preventive Maintenance. Preventive Maintenance (PM) is the systematic care, servicing and inspection of equipment, buildings, and structures, for the purpose of detecting and correcting incipient failures and accomplishing minor maintenance.

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e. Work Evaluation. USAG Fort Lee Directorate of Public Works Operations & Maintenance Division (DPW O&M) reviews the performance of SO work accomplished through random sampling techniques. Interactive Customer Evaluation (ICE, http://ice.disa.mil/index.cfm?fa=site&site_id=446) is the primary method of receiving customer feedback. In addition, customers are encouraged to contact DPW O&M Contractor Quality Control Line at (804) 734-4920 to express their satisfaction/dissatisfaction with work accomplished.

f. Work not performed by DPW. The service order desk frequently receives requests to accomplish work outside its responsibility. The following is a list of the most common requests received of this type:

<u>REQUEST</u>	<u>RESPONSIBLE OFFICE</u>	<u>PHONE</u>
Telephone Repair	NEC	(804) 734-7515
Abandoned Car Removal	Military Police	(804) 734-7400
Housing Work	RCI Office	(804) 733-1558

g. Work Orders. Initiate work above SO thresholds with DA Form 4283, available at <http://www.lee.army.mil/dpw/dpw.aspx>. Follow the instructions in the Work Order Process link.

2. Proponent for this policy is the USAG Fort Lee Directorate of Public Works Operations & Maintenance Division at (804) 734-5972.


HOLLIE J. MARTIN
COL, LG
Commanding

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