



# *DPW 101*

*Directorate of Public Works  
US Army Garrison, Hawaii*

*November 2021*

# *Briefing Overview*

*Familiarize Customers with DPW  
Mission, Procedures and  
Requirements*

## *DPW Mission*

***To Repair and Maintain Real  
Property Facilities***

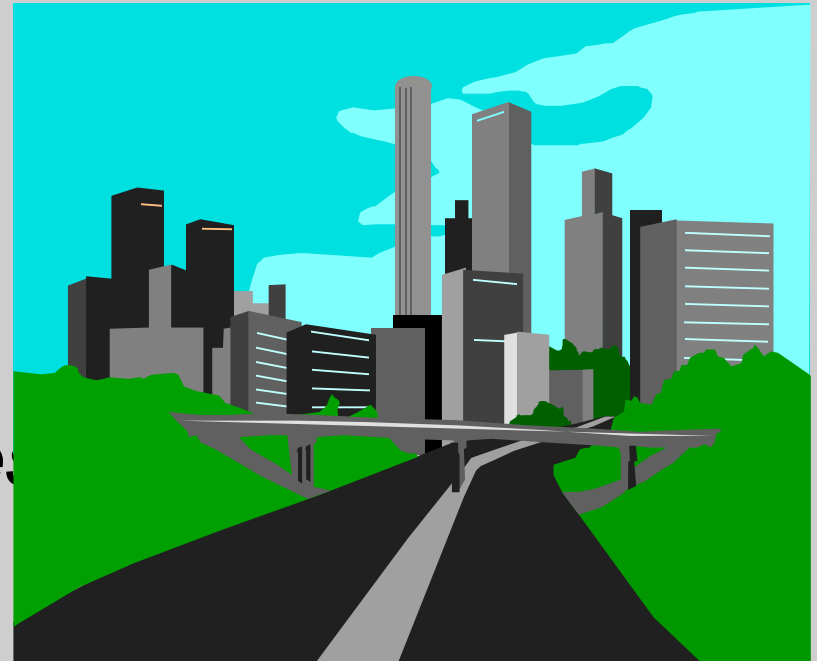
# POSTS

## *DPW's Locations of Responsibility*

- *Schofield Barracks*
- *Wheeler Army Airfield*
- *Helemano Mil Res*
- *Fort Shafter*
- *Aliamanu Mil Res*
- *Pohakuloa Tng Area*
- *Kilauea Mil Camp*
- *Dillingham*
- *TAMC*
- *Kawaihae*
- *Kawailoa*
- *Kipapa*
- *Waianae*
- *Field Station Kunia*
- *Maunakapu*
- *Pupukea Uka*
- *Waikakalaua*
- *Makua Military Res*
- *Fort DeRussy*
- *Mokuleia*
- *Kahuku*

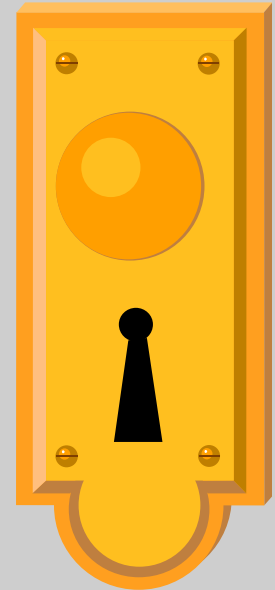
# *Examples of Real Property*

- *Buildings, and installed components*
- *Power/Water Distribution Systems*
- *Grounds, Trees*
- *Roads, Sidewalks, Fences, and Bridges*
- *Street Lights and Signs*
- *Other*



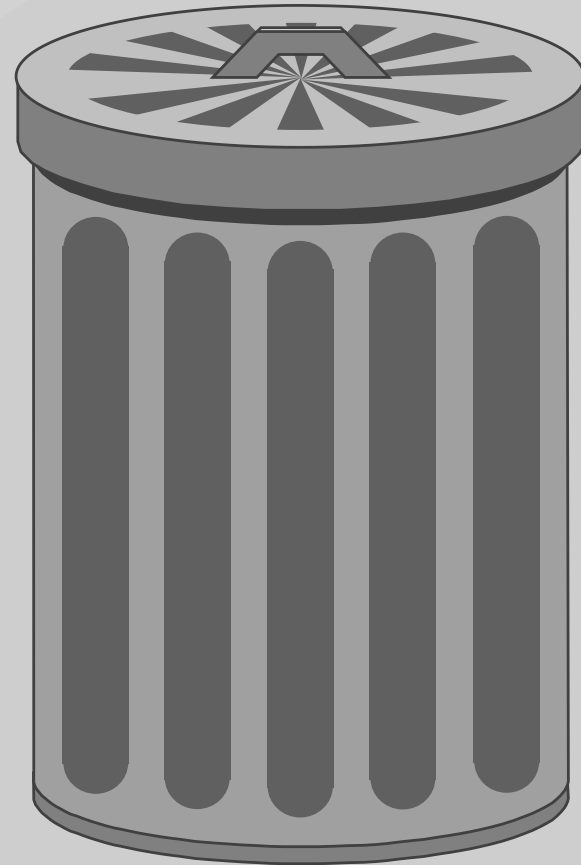
# *Installed Building Components*

- *Keys and Locks*
- *Light fixtures*
- *Doors*
- *Elevators*
- *Central or Split A/C*
- *Walk-in freezers*
- *Hoists and Cranes*
- *Air Compressors*



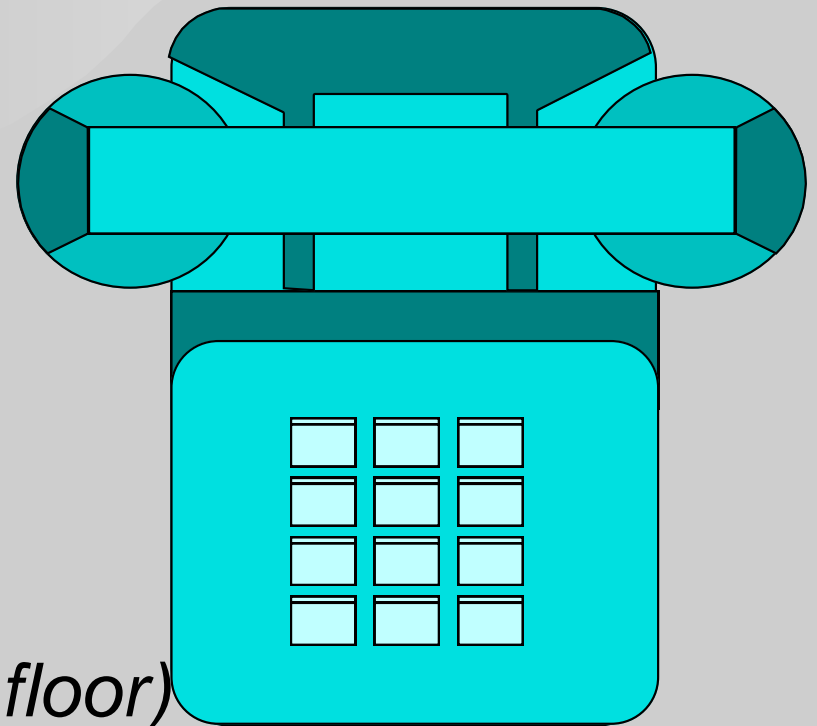
# *Other DPW Responsibilities*

- *Site Approval*
- *Real Estate actions*
- *Refuse disposal*
- *Recycling*
- *Environmental conservation and compliance*
- *Unaccompanied Housing*



# *Non-Real Property Items*

- *Telephones (NETCOM)*
- *Vehicles*
- *Equipment (not IBE)*
- *Shelves*
- *Safes*
- *Hand receipted items*
- *Carpet (except if primary floor)*
- *Exercise equipment*
- *Specialty locks like X09 or X10*



# *Types of Work Requests*

- *Demand Maintenance Orders (DMO) – Minor repairs of real property*
- *Work Orders - DA Form 4283  
Facilities Engineering Work Request (FEWR)*



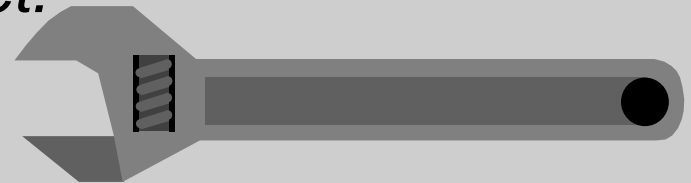


# SAFETY ISSUES

- *Applies to DMOs or FEWRs*
- *If result of Safety or Fire inspection, submit a copy of the inspection report*
- *If not resulting from inspection and not an emergency, get your Safety Officer to assign a Risk Assessment Code (RAC)*
- *If an emergency, call DPW Service Order desk*
- *DPW doesn't want anyone to get hurt, because safety issue wasn't addressed.*
- *BUT every safety issue is NOT an emergency*

# DEMAND MAINTENANCE ORDERS

- *Emergency, urgent or routine (Priority 1, 2 or 3)*
- *Maintenance and repair*
- *Small jobs or services*
- *\$5,000 or 40 man hours*
- *Done by in-house work force or service contract*
- *Computer assigns no. - Example: “9521381”*
- *In DART, number reads 100009521381*
- *Put note on joint facilities showing that you already called it in, like on a leaking toilet.*

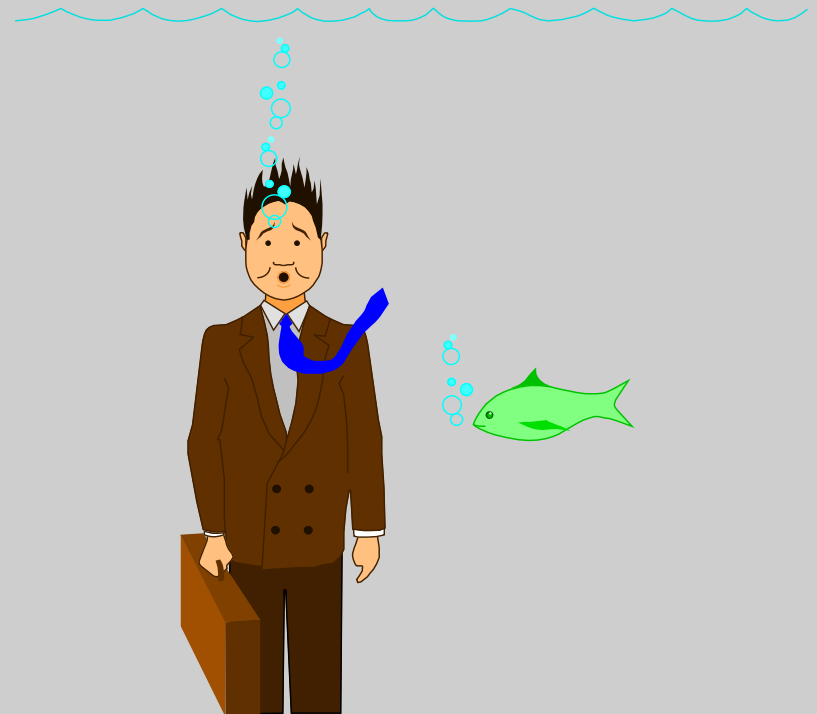


# *Building Manager*

- *Garrison plans to introduce building manager concept.*
- *One POC to submit DMOs and initiate FEWRs for your building.*
- *To be appointed in writing*
- *More to come.....*

# *Typical Demand Maintenance Order (DMO)*

- *Power/Water Outage*
- *Clogged Toilet/Sink*
- *Partial Power*
- *Tree Trimming*
- *Locks*
- *Door won't open/close*
- *Roof Leaks*
- *No Hot Water*
- *Pest Control*



# Clerks on Duty for Emergencies Only

- *Monday - Friday*

*0600 To 0730 – 1 Clerk*

*0730 To 1600 – 2 Clerks*

*Ph: 656-1275*

*(Office Hours)*

- **Emergencies after hours:**

*are called in to:*

*Ph: 656-3279*

*(After Hours Only-includes  
Weekends & Holidays)*



# *Urgent or Routine DMOs*

- *Not accepted over the phone*
- *Work order clerk will send return email with DMO # by next workday if there aren't unanswered questions*
- *Or Work order clerk will seek guidance (DPW responsibility, contract or DPW in-house, etc.)*
- *Email DMO request template to:*

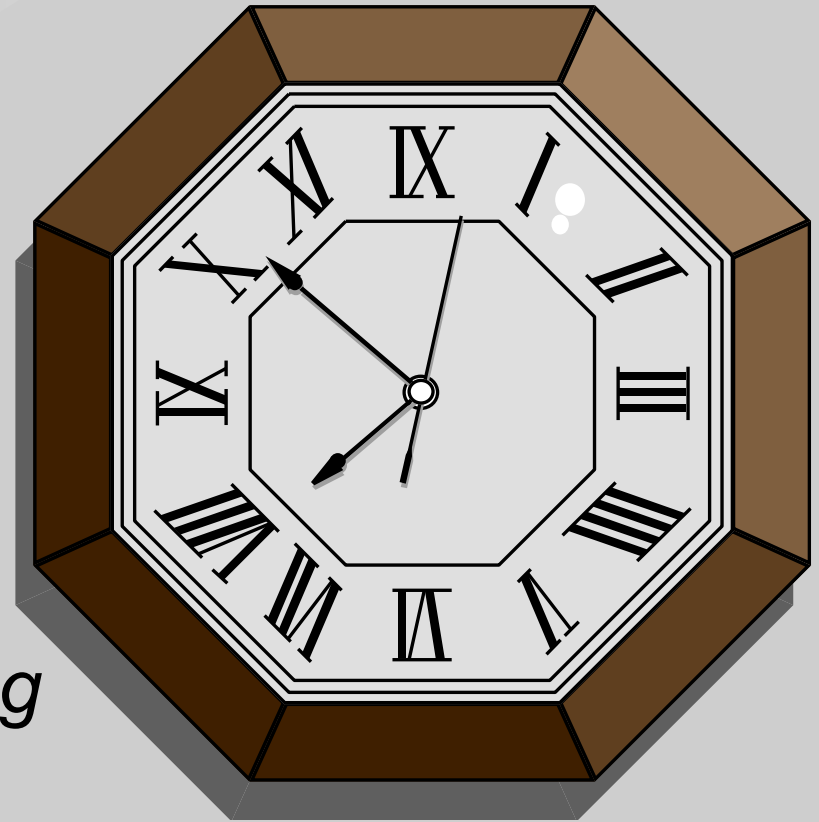
*[usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@army.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@army.mil)*

*With pictures, inspection reports, any additional information to help DPW understand the urgency and location of this repair*

- *Use of “in-op” is discouraged*

# *Optimal DMO Response Time, by Priority*

- *Pri Ones: 2 Hours*
  - *Pri Twos: 10 Days*
  - *Pri Threes: 1 month*
- 
- *Work Management has no visibility of DMO scheduling by the shops*



# *Factors Effecting Response*

- *More urgent priorities*
- *Priority facilities are Barracks, Child/Youth Care, DFACs & Gyms*
- *Weather*
- *Personnel Shortages*
- *Time of Day*
- *Incomplete/Incorrect Info for follow up*
- *Materials*





# *Status of DMOs*

- *Include the DMO number*
- *After 10 work days, you can inquire status of Pr. 2 DMOs via email only.*
- *Only status of Pr. 1s done via phone.*
- *Keep your records current*
- *DPW will NOT provide status of DMOs for an upcoming inspection you have*

# ArMA

- *Army Maintenance Application*
- *For Barracks Only, on 1 Jan 2021*
- *Soldiers sign up in ArMA, then can submit DMO requests through ArMA*
- *ArMA gets updates from GFEBs on status of DMO.*
- *Not for repair of appliances or furniture.*
- *To go “fence-to-fence” in future (for all DMOs)*

# *Use DART to Check DMO Status*

- *Available 24/7*
- *Information updated nightly from GFEBs.*
- *You can see status of DMO (in shop, assigned, awaiting materials, complete)*
- *To request access to DART, send to Phyllis or DMO email address*
  - *CAC number*
  - *Email Address*

# Key and Lock Services

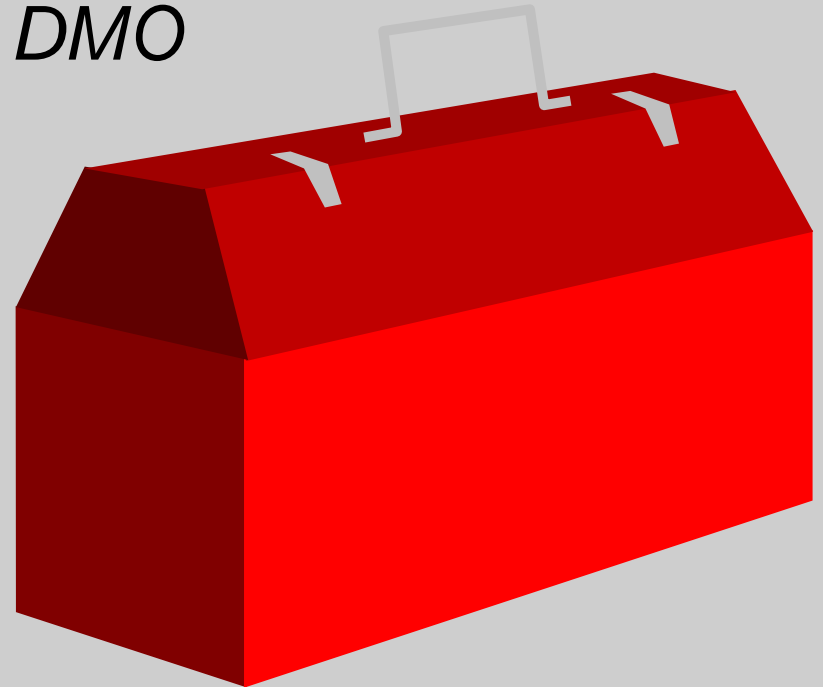
- *Key control in your unit is CRITICAL. Key custodian is “key”*
- *DMO shops are responsible for repair*
  - *Hard key locks*
  - *Duplicate keys (if you maintain key control)*
  - *Real property vaults*
- *DPW service contract responsible for repair of*
  - *Kaba card locks*
  - *Cipher locks*
  - *Repair does NOT include resetting the code*
  - *Customer responsible for changing batteries*
- *DPW not responsible for abuse, lost keys, or forgotten code OR for locks to safes or specialty locks (badge reader, X10, etc).*

# *Cleaning and Mold*

- *Do NOT submit DMOs for cleaning in your facility.*
- *Except for custodial contract, DPW is NOT responsible*
- *You are responsible for all cleaning not in the contract.*
- *See Mold tri-fold      Mold <10SF is your responsibility*
- *Ask Industrial Hygiene (TAMC/SB) for assessment of your work area if you suspect mold*
- *See your DPW Facility Manager, when you have IH results*

# *Facility Engineering Work Requests (FEWR)*

- ***DA Form 4283***
- *Work exceeding limits of DMO*
- *All new construction*
- *To submit FEWRs, you must be:*
  - ☞ *Authorized*
  - ☞ *Trained*



# *FEWR Procedures*

- *Customer fills out DA Form 4283 (fillable format from Army Publications)*
- *Short Description Field limited to 27 characters*
- ***Include inspection reports, sign templates, pictures***
- ***Authorized requestor (usually S-4 Bde level)***
  - *Makes sure this work shouldn't be on a DMO*
  - *Reviews FEWR for completeness/attachments*
  - *Ensures FEWR indicates if it's for permission only*
  - *Adds Requestor ID to FEWR*
  - *Emails FEWR and all attachments to DPW*

# *FEWR number & signature*

- Put only your requestor ID, FY and J on the FEWR
- FEWR number will be assigned by computer and we'll email it to you.
- *Put entire FEWR number in 4283*

*UA 00037 1 J*

- Re-sign the DA Form 4283 and return it to Work Management



# *Emailing Work Orders*

- ***Send to:***

[usarmy.wheeler.imcom-pacific.list.fewr-email-distributi@army.mil](mailto:usarmy.wheeler.imcom-pacific.list.fewr-email-distributi@army.mil)

- *Note: When emailing FEWRs, ensure that the FEWR Title is on the email subject line, as follows:*

***Subject Line: Renovate Building 802***

- *1 FEWR , per email, with attachments*

# 4283 Sample

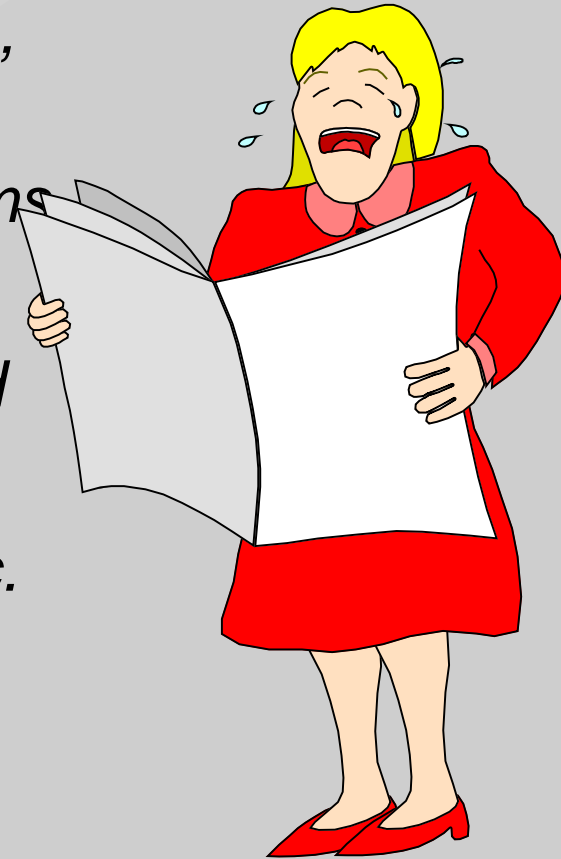
<b>FACILITIES ENGINEERING WORK REQUEST</b>														
For use of this form, see DA Pam 420-6; the proponent agency is OACSIM.														
PART A <i>(See requestor instructions)</i>	CUSTOMER ID	DOCUMENT SERIAL NUMBER	FY	TYPE	SHORT JOB DESCRIPTION						DATE			
											DA	MON	YR	
INSTALLATION ABBREVIATION OF FACILITIES		BUILDING/FACILITY NUMBERS												
		1	2	3	4	5	6	7	8	9	10			
1														
2														
3														
REMARKS														
INSTALLATION NAME				CUSTOMER NAME				POC NAME			POC PHONE NUMBER			
WORK DESCRIPTION <i>(Description and justification of work request)</i>														
AUTHORIZED REQUESTOR <i>(Type or print)</i>						AUTHORIZED REQUESTOR SIGNATURE								
PART B <i>(Approving Official Only)</i>		APPROVAL ACTION CODE:				SPECIAL INTEREST CODE:				DATE				
		WORK REQUEST PRIORITY:				ESTIMATED WORK START DATE:				DA	MON	YR		
		PROGRAM INDICATOR CODE:				ESTIMATED WORK COMPLETION DATE:								
ENVIRONMENTAL IMPACT			WORK TO BE PERFORMED			WORKCLASS		APPROVAL AMOUNTS			SOURCE OF FUNDS			
YES    NO    ENVIRONMENTAL CONSIDERATION <input type="checkbox"/> <input type="checkbox"/> YES    NO    EIS / EIA INITIATED <input type="checkbox"/> <input type="checkbox"/> YES    NO    EIS / EIA COMPLETED <input type="checkbox"/> <input type="checkbox"/> 			<input type="checkbox"/> IN-HOUSE <input type="checkbox"/> SELF-HELP <input type="checkbox"/> CONTRACT <input type="checkbox"/> TROOP			\$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/> TOTAL    \$ <input type="text"/>		FUNDED    UNFUNDED \$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/>			<input type="checkbox"/> DIRECT <input type="checkbox"/> AUTOMATIC REIMBURSEMENT <input type="checkbox"/> FUNDED REIMBURSEMENT ACCOUNT PROCESSING CODE			
DESIGN APPROVAL <i>(Please type or print name)</i>			DATE			APPROVAL AUTHORITY <i>(Please type or print name)</i>			APPROVAL ACTION			DATE		
DESIGN APPROVAL SIGNATURE			DA			MON			YR			<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED		
			APPROVAL AUTHORITY SIGNATURE			DA			MON					

# DPW Work Reception Review

- *DPW reviews email for following:*
  - *Sent by authorized FEWR submitter*
  - *Clear scope of work and justification*
  - *Permission only or DPW funded?*
  - *If permission only, how do you plan to get the work done?*
  - *If Safety, what's the Risk Assessment Code?*
  - *Time constraints (when does work need to be completed?)*
  - *Did the email also contain proper attachments?*
    - ☞ *Power Survey*
    - ☞ *Pictures*
    - ☞ *Floor plans/Maps/Sketches*
    - ☞ *Inspection Reports*
    - ☞ *Power Point Slides*
    - ☞ *Cost estimate, if permission only*

# *Unacceptable FEWRs*

- *Non real property*
- *To install things you bought (locks, doors, etc.)*
- *Maintenance of property book items*
- *Work needed within 6 weeks*
- *Signature missing or unauthorized*
- *Incomplete scope of work*
- *No pictures, floor plans, maps, etc.*
- *To mount personal property*
- *Cleaning (wash windows, etc.)*



# *Processing FEWRs*

- *Accept FEWR from Customer*
- *Enter FEWR into WORKS (computer system)*
  - *Process or hold?*
- *Determine if customer is requesting permission only or if they expect DPW to fund*
- *Determine how to accomplish project –  
In House, Contract, Troop Construction, Self Help,  
Permission Only ?*
- *Fund and accomplish the work if picked for AWP*

# *DPW Funded Projects*

- *AWP Projects*
- *Service Contracts*
- *Projects done by DPW in-house workforce (not an IMCOM priority)*
- *Purchase/Install*
- *Troop Construction*
- *Troop Self-Help*

# *DPW Annual Work Plan*

- *Funds contracted projects*
- *Call for projects early in calendar year*
- *By summer, next FY AWP set*
- *FEWRs coming in now FY23 at earliest*
- *27+ separate categories (paving, power, roofing, painting, environmental compliance, customer pick, safety, etc.)*
- *\$70M, with that much more in backlog*
- *Prioritize categories, then score projects*

# Permission Only

- Remarks field in DA 4283 must say, “This project is approved for permission only.
- Permission only (PO) is used if DPW funding is unavailable or not programmed by DPW, or not part of DPW’s mission.
- Customer must have an approved DA 4283 AND PO approval memo before work can start.
- Customer funds the project and handles all contracting actions.
- DPW does not provide estimate, design, labor or materials
- Design Only permission vs. Permission Only
- **Who is Doing the Work?** Unit/User is required to utilize Regional Contracting Office (RCO), Army Corps of Engineers, or other military contracting agency.
- **Provide a Clear scope of work & Cost of Project:**
- ***For work on existing DPW open-end contracts (painting, flooring, roofing, fencing, sidewalks), that is the only method of execution that will be approved.***



# Permission Only – Cont.

- *Subject matter experts (SMEs) from DPW and other agencies review the FEWR and provide stipulations before DPW writes PO approval memo.*
- *Permission only projects may NOT be executed by troop construction*
- *How long does it take? May take up to 180 days if historical facility, or as little as 30 days after FEWR is sent to SMEs to review*
- *For award at FYend, permission only FEWR must be submitted by 1 July*
- *DPW will process based on priority set by customers (your top priority project first)*



# *Permission Only After Approval*

- *Work with Corps of Engrs for complex design*
- *Create Statement of Work for Regional Contracting Office*
- *When design is complete, provide it to DPW Work Mgt Br for review*
- *When work is complete, email Work Mgt to let us know so we can close the FEWR*

# *Customer Funded Examples*

- *Signs for field exercises*
- *Outside exercise equipment*
- *Window air conditioners*
- *Installation of antennas*
- *Work required for your mission*
- *Outlets/power upgrade for your equipment*
- *Carpets or blinds*

# Signs

## ■ **REAL PROPERTY:**

- *Street signs*
- *Building Identification (main brown sign)*
- *Directional signs to community bldgs.*
- *Cdr/CSM name signs (Bn Cdr)*

## ■ **NON REAL PROPERTY:**

- *Training signs*
- *Office hours*
- *Motivational signs*
- *Unit internal policies*
- *Interior signs*
- *Door numbering signs*
- *Cdr/1SG name signs*  
(CO level)

# *SIGN Requests*

- *Need DA Form 4283 with:*
  - *template attachments showing how you would like sign to be worded*
  - *photo of existing sign*
  - *date of change of command or responsibility*
- *Signs will comply with UFC*
- *No name signs below Bn level*
- *Spelling on templates is crucial, including middle initials*
- *Name signs on sign post in front of building*

# *DPW Facility Managers and Estimator*

- *If not sure who your facility manager is, email to:*

*[usarmy.wheeler.id-pacific.list.dpw-facility-management@army.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-facility-management@army.mil)*

*Facility Manger North: VACANT 864-1465*

*Facility Manager South: Gary Childress 864-1406*

*Gary is DPW Sign Manager*

*Troop Self Help & DPW Scheduler/Estimator*

*Kevin Rost 864-1081*

*Enhanced Troop Self Help*

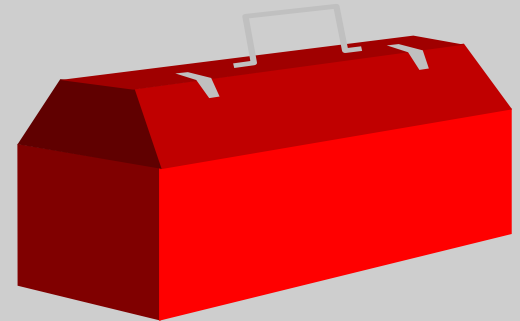
*Purchase/Install*

*DPW Shop Scheduler/Estimator*

# *Troop Self Help*

*655-1257*

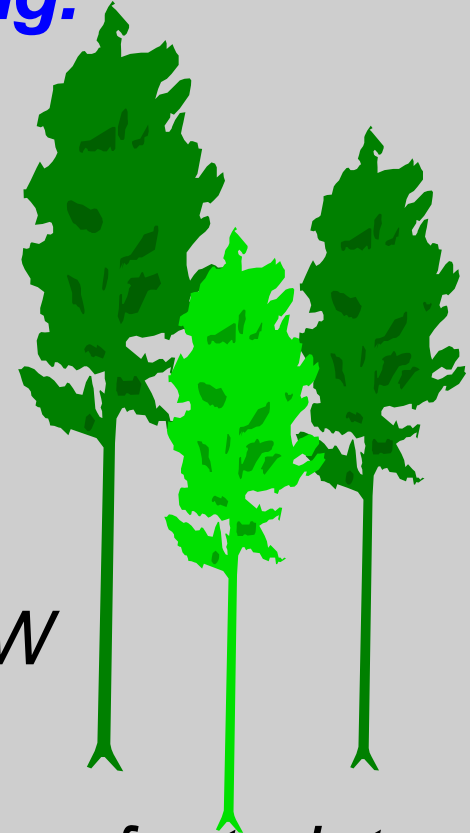
- *Must be repair/replace, not construction*
- *Clear scope of work*
- *Bill of Materials*
- *Work with Facility Mgr or DPW estimator*
- *Check “Self-Help” on the 4283*
- *Storefront Bldg 2600, SB*
- *1687 Signature Card*



*With online training, you can get pest control items, such as ant & roach bait, rat traps, fly swatters.*

## *Trees & Bushes near your Building*

- *Watch the trees around your building.*
- *Let us know **BEFORE** they cause damage to the building.*
- *Type of tree, height (approx.), exact Location, problem it's causing*
- *Send picture*
- *Tree removal requires approval of DPW Landscape architect*
- *Trimming of bushes & small trees in your footprint is **YOUR** responsibility*





# Parking Lot Stalls Assignment/Striping

- Contact Directorate of Emergency Services (DES) (*MSG Justin Brown, 656-0525*) for reserved stalls
- Provide sketch to DES, showing existing reserved spaces for your unit and other units in that lot.
- Include pictures
- If authorized by DES, DES will submit work order to DPW
- Some requests require DPW traffic engineer approval
- If requesting faded lines be repainted—with NO changes to layout, submit FEWR directly to E



# FEWR Status

- *Phyllis Rollins*

[phyllis.b.rollins.civ@army.mil](mailto:phyllis.b.rollins.civ@army.mil)

- *Maritsa Benton*

[maritsa.i.benton.civ@army.mil](mailto:maritsa.i.benton.civ@army.mil)

- *Email us for status of your FEWRs*
- *FEWR status doesn't change rapidly*

# *DPW Customer Handbook*

- *See the DPW Customer Handbook for additional information.*
- *Ask and we'll email you the current Customer Handbook*
- *It's also available on the Garrison Hawaii website*