



DPW 101

*Directorate of Public Works
U.S. Army Garrison Hawaii*

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*

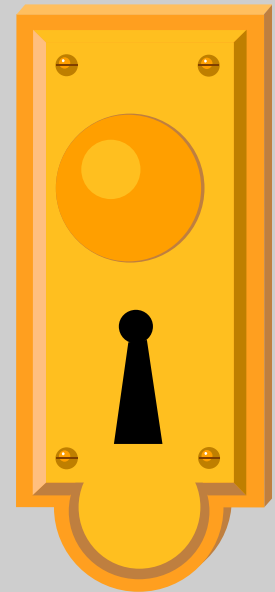
Examples of Real Property

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



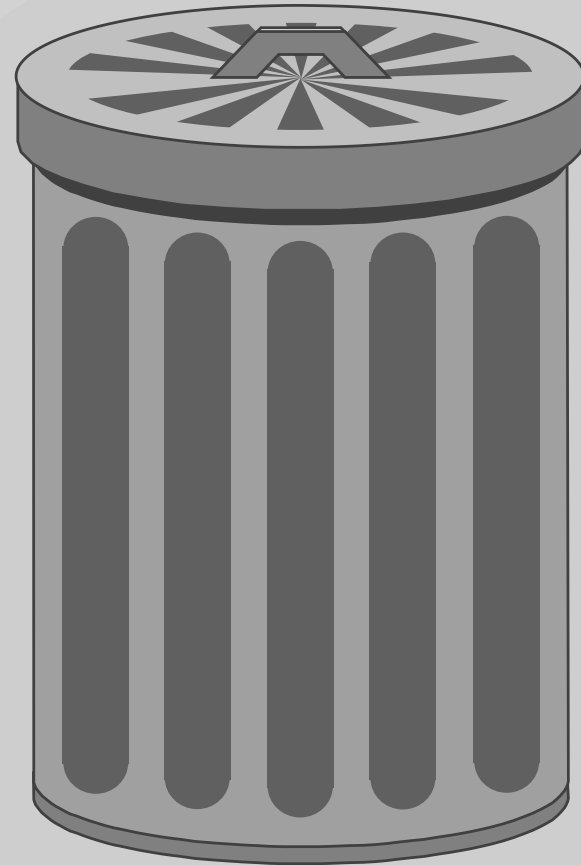
Installed Building Components

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



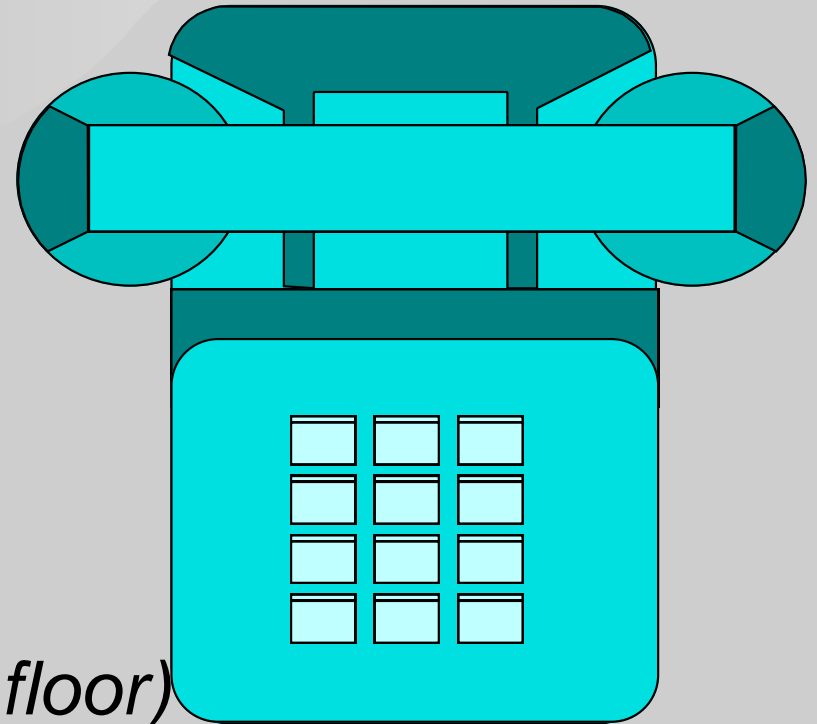
Other DPW Responsibilities

- *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*



Types of Work Requests

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



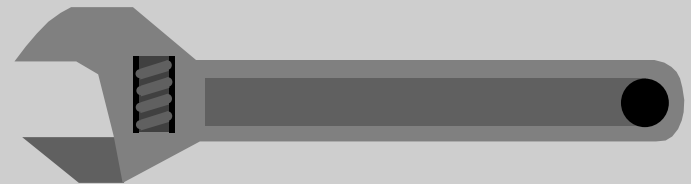
SAFETY ISSUES

- *For DMOs or FEWRs*
- *If result of Safety or Fire inspection, submit a copy of the inspection report*
- *If not resulting from inspection and not truly urgent, get your Safety Officer to assign a Risk Assessment Code (RAC)*
- *If truly urgent, 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*

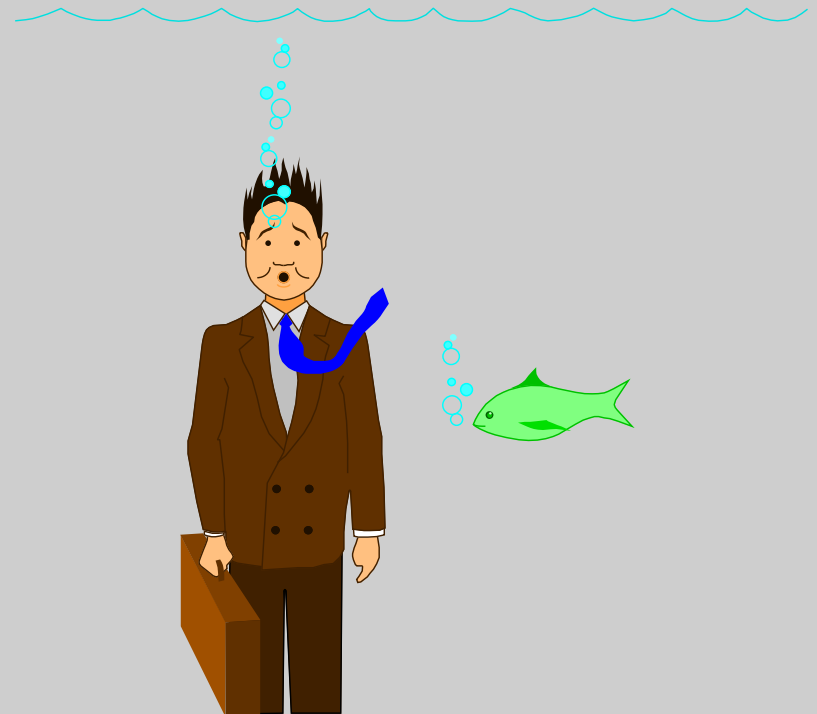
DEMAND MAINTENANCE ORDERS

- *Emergency, urgent or routine*
- *Maintenance and repair*
- *Small jobs or services*
- *\$2,000 or 40 man hours*
- *Done by in-house work force or service contract*
- *Computer assigns no. - Example: “821381”*
- *Barracks DMOs can ONLY be submitted by BMRs*
- *Put note on joint facilities showing that you already called it in.*



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: (808) 787-1275

(Office Hours)

- **Emergencies after hours:**

are called in to IOC:

Ph: (808) 656-3272

*(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@mail.mil

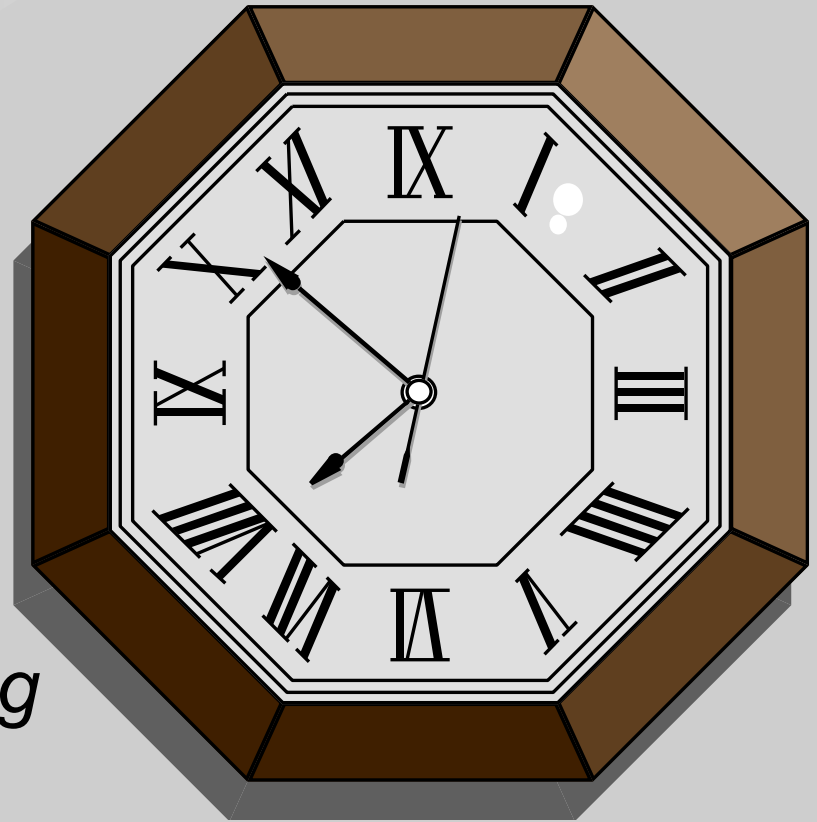
With pictures, inspection reports, any additional information to help DPW understand the urgency and location of this repair

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*

Optimal DMO Response Time, by Priority

- *Priority 1: 2 Hours*
 - *Priority 2: 10 Days*
 - *Priority 3: 1 month*
-
- *Work Management has no visibility of DMO scheduling by the shops*



Factors Affecting Response

- *More urgent priorities*
- *Weather*
- *Personnel Shortages*
- *Time of Day*
- *Incomplete/Incorrect Info for follow up*
- *Materials*



Key and Lock Services

- *Key control in your unit is CRITICAL*
- *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*
- *DPW not responsible for abuse or lost keys*

Cleaning and Mold

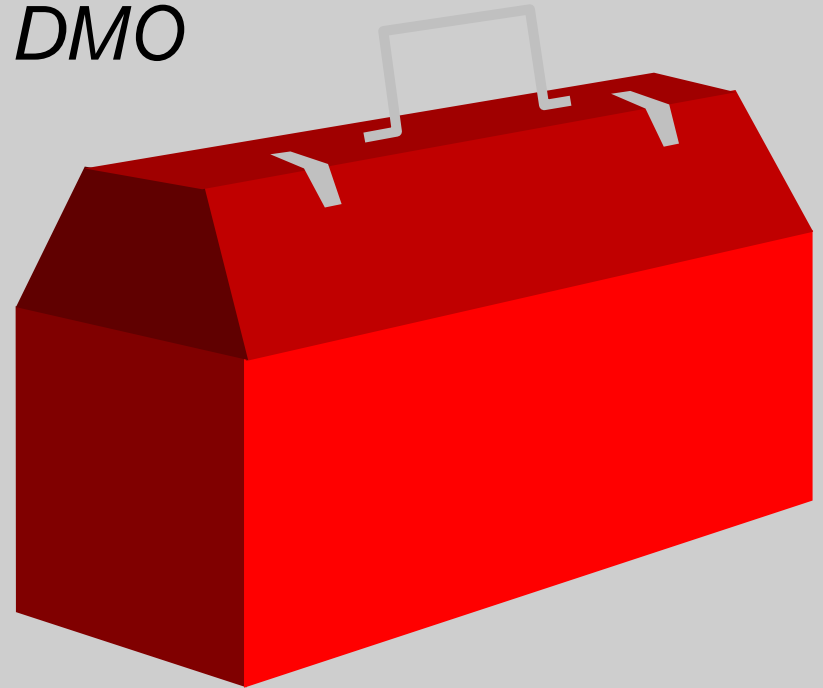
- *Do NOT submit DMOs for cleaning in your facility.*
- *Except for custodial contract, DPW is NOT responsible*
- *You are responsible for all cleaning not in the contract.*
- *See Mold tri-fold Mold <10 square feet is your responsibility*
- *Ask Industrial Hygiene (TAMC/SB) for assessment of your work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

Building Manager

- *Garrison will soon introduce building manager concept.*
- *One POC to submit DMOs and initiate FEWRs for your building.*
- *One POC to request status of DMOs and FEWRs*
- *More to come.....*

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)*
- *Short Description Field limited to 27 characters*
- ***Send with pictures, inspection reports, sign templates***
- *Authorized Requester (usually S-4 Brigade Level) reviews, signs, adds Document Number to DA 4283*
- ***Authorized requester submits via email***

Emailing Work Orders

- *Send to:*

usarmy.wheeler.imcom-pacific.list.fewr-email-distributi@mail.mil

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

Subject Line: RA000012J - Renovate Building 802

- *1 FEWR , per email, with attachments*

4283 Sample

FACILITIES ENGINEERING WORK REQUEST													
For use of this form, see DA Pam 420-6; the proponent agency is OACSIM.													
PART A <small>(See requestor instructions)</small>	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 <small>(Description and justification of work request)</small>													
AUTHORIZED REQUESTOR <small>(Type or print)</small>						AUTHORIZED REQUESTOR SIGNATURE							
PART B <small>(Approving Official Only)</small>	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"/> EIS / EIA INITIATED <input type="checkbox"/> <input type="checkbox"/> 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 <small>(Please type or print name)</small>			DATE		APPROVAL AUTHORITY <small>(Please type or print name)</small>			APPROVAL ACTION		DATE			
DESIGN APPROVAL SIGNATURE			DA	MON	YR	APPROVAL AUTHORITY SIGNATURE			<input type="checkbox"/> APPROVED	DA	MON	YR	
									<input type="checkbox"/> DISAPPROVED				

DPW Work Reception

- DPW reviews form for following:

Document number, authorized signature, duplicate?

Clear scope of work and **justification**

Pictures or sketch/drawings as email attachments

Note: If it's a Safety Issue, need inspection reports with RAC

For DPW Funding/Execution or Permission Only?

- Minimum 6 weeks lead time. If less than 6 weeks requirement, Brigade Commander to DPW Director's approval required.

- *Status Inquiry - Customer contact their DPW Facility Manager*

DPW Facility Mgrs:

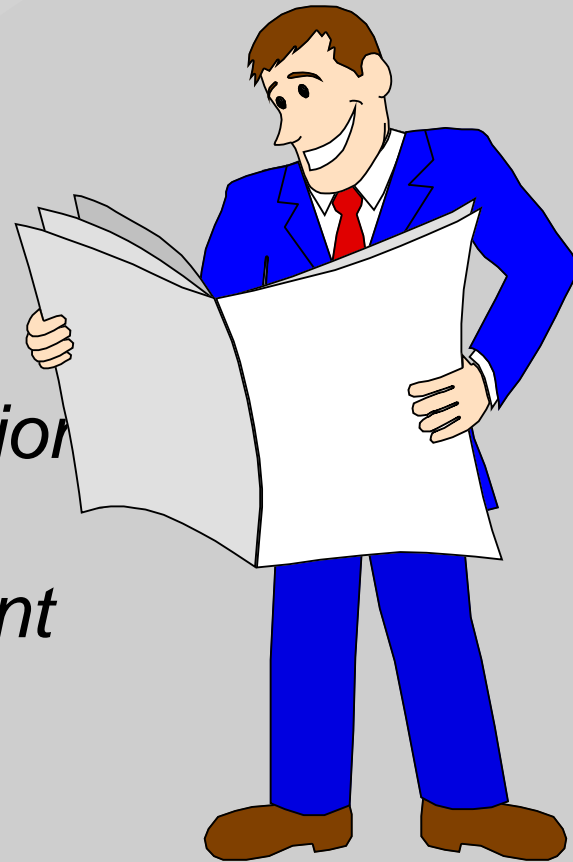
usarmy.wheeler.id-pacific.list.fewr-email-distribution-list@mail.mil

SB/WAAF and Troop Self Help - Kevin Rost 656-8161

FS/TAMC/AMR/FD - Gary Childress 438-1102

Acceptable FEWRs

- *Real property repair or construction*
- *Bigger than a DMO*
- *Permission Only*
- *Result of Safety, Fire or Physical Security Inspection (Inspection reports with assigned Risk Assessment Code are required with submission)*



Unacceptable FEWRs

- *Non real property*
- *Telephones*
- *Maintenance of property book items*
- *Work needed within 6 weeks*
- *Signature missing or unauthorized*
- *No FEWR number or duplicate*
- *Incomplete scope of work*
- *No pictures*
- *No inspection reports*
- *Cleaning (wash windows, etc.)*



Processing FEWRs

- *Accept FEWR from Customer*
- *Enter FEWR into WORKS (computer system)*
- *Determine if project will be funded or held*
- *Determine how to accomplish project –
In House, Contract, Troop Construction, Self Help,
Permission Only ?*
- *Fund and accomplish the work*

DPW Annual Work Plan

- *Funds contracted projects*
- *Call for projects early in calendar year*
- *By summer, next FY AWP set*
- *FEWRs coming in now FY21 at earliest*
- *27+ separate categories (paving, power, roofing, painting, environmental compliance, customer pick, safety, etc.)*
- *\$80M, with that much in backlog*
- *Limits on new work and customer picks*

Permission Only

- *Permission only (PO) is used if funding 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 design, labor, materials or inspection.*
- **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*



Work Classification Codes

- *“K” Maintenance and repair*
- *“L” New work/minor construction*

- *DPW is responsible for correct work classification of ALL projects regardless of who funds them.*
- *No projects can be approved without cost breakout in “K” and “L” funds*

Customer Funded Examples

- *Signs for field exercises*
- *Outside exercise equipment*
- *Window air conditioners*
- *Installation of antennas*
- *Required for your mission*
- *Carpets or blinds*

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*
- *For unit signs, we need to know what other major units share that entrance to your building*

Signs

■ **REAL PROPERTY:**

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

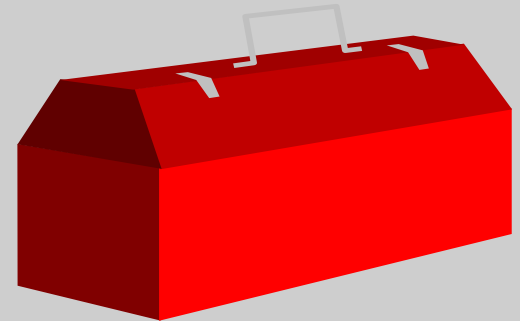
■ **NON REAL PROPERTY:**

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

Troop Self Help

(808) 655-1257

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



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

Parking Lot Stalls Assignment/Striping

- *Contact Directorate of Emergency Svcs (DES) ((808) 438-1092) 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 DPW*



Tree Removal

- ***DPW is not entertaining requests for tree removal unless the tree is damaging a building.***
- ***Info required below:***
 - *Type of tree*
 - *Height (approx)*
 - *Exact location*
 - *Reason for removal*
 - *Send picture*
- *Trimming of bushes & small trees in your footprint is YOUR responsibility*



FEWR Status

- *Email your assigned DPW Facility Manager for status on your DA Form 4283 requests.*
- *FEWR status doesn't change rapidly*
- *For FEWRs relating to barracks, contact your BMR.*

DPW Customer Handbook

- *See the DPW Customer Handbook for additional information.*
- *Customer handbook is available online at*
https://home.army.mil/hawaii/index.php/download_file/3238/0