

# CUSTOMER HANDBOOK

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



## WELCOME

This customer handbook is written as a tool for you,  
**THE CUSTOMER!**

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



To conserve our planet's precious resources, we urge you to  
view this handbook online instead of printing it.

January 2020  
(18<sup>th</sup> Revision)

# **A Message from the Office of the Director**

**Dear Customer,**

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

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

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

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

**Kent K. Watase  
Director of Public Works**

# TABLE of CONTENTS

## Chapter

1.	Who is the DPW?	7
	Our Mission/Vision/Goals/Values	8
	Maps	9
	Organization Structure	15
	Web Sites	16

## Chapter

2	How to Get "Stuff" Done?	17
	Your First Step!	17
	Real Property	18
	Safety/Fire Risk Assessment Codes	18
	Demand Maintenance Orders (DMOs)	19
	Facilities Engineering Work Request (FEWRs)	24
	Troop Self Help	27
	DPW Annual Work Plan	29
	Permission Only	32

## Chapter

3	Other DPW Services	
	Service Contracts (Custodial, Portable Latrines, Etc.)	41
	The Rest of DPW	43

## Chapter

4	Other "Stuff" for You to Know	
	Abandoned Waste	45
	Abuse/Negligence	45
	Air Compressors	45
	Air Conditioning	45
	Air Conditioning Duct Cleaning	46
	Animal Pests (Pigs, Chickens, Stray Dogs or Cats)	46
	Antennas	46
	Appliances	46
	Area X Sprungs and Huts	47
	Arms Room Certification	47
	Audio-Visual Equipment	47
	Barriers	47
	Basketball Goals	47
	Benches	47
	Bicycle Racks	48
	Bleachers	48
	Blinds and Window Coverings	48

Bookcases, Cupboards, & Cabinets	48
Building Managers	48
Bulk Pick Up	48
Bus Stops	48
Cable TV	48
Cages	48
Carpet	49
Ceiling Fans	49
Cemeteries	49
Change of Command Support	49
Changing Use of Space	49
Chemical Latrines/Porta Potties	49
Claims	50
Cleaning your Facilities	50
Communication Services	50
Communication Rooms	50
Containers, Conexes	50
COSA (Contractor Operations & Storage Area)	50
Cranes, Hoists, & Vertical Lift Devices	50
Custodial Services	51
Dehumidifiers	51
Digging Permits	51
Diving Boards & Platforms	51
Door Locks	51
Dumpsters	52
Elevators	52
Equipment	52
Exercise Equipment	53
Facility Managers	53
Fire Extinguishers Mounting & Signs	53
Fire/Smoke Alarm System	53
Flag Poles	53
Furniture	54
Generators	54
Generator Fuel	54
Generator Rentals	54
Grounding Rods	54
Groundskeeping	55
Guard Shacks/Access Control Points	55
Hazardous Water Turn-in	55

High Voltage Support	55
Hood and Duct (Kitchen) Cleaning and Inspections	56
Hot Water Heaters	56
Ice Machines	56
Light Bulb Changing	56
Lightning Protection Systems	56
Load Testing	56
Lockers	56
Mailboxes	57
Mail Rooms in Barracks	57
Manlifts for Unit Photos	57
Mass Notification Systems	57
Mechanical Rooms	57
Memorials	57
Mini Blinds/Curtains & Rods	57
Miscellaneous Customer Unique Items	58
Mold & Indoor Air Quality Issues	58
Moveable Walls	58
Mud Trenches/Traps	58
Neglect and Abuse	58
Outages (Power or Water) for Your Project	59
Outdoor Athletic Courts and Equipment	59
Packing and Crating	59
Padlocks	59
Paint Booths	59
Painting	59
Panic Hardware on Doors	60
Parts Washers	60
Pest Control	60
Playgrounds	60
POL Pumps/Dispensing Facilities	60
Portable Room Dividers	60
Pot Holes	61
Power Support for Your Events	61
Power Surveys	61
Pressure Washing	61
Projectors and Screens	61
Raised Flooring	62

	Record of Environmental Consideration (REC)	62
	Recycling Pickups	62
	Relocatable Buildings	63
	Reserved Parking	63
	Rubber Flooring Surfaces	63
	Safes	63
	Sandbags	64
	Schools	64
	Signs	64
	Site Approval Board (SAB)	65
	Smoke Detectors/Fire Sprinklers	65
	Space Requirements	65
	Sprungs (Tension Fabric Structures)	65
	Street Sweeping	65
	Targets and Target Systems	65
	Telephones	65
	Trees	66
	Wall Coverings (wallpaper and sisal)	66
	Washers, Dryers & other Barracks Appliances	66
	Water Fountains	66
Chapter		
5	Customer Feedback	67
Chapter		
6	Why Can't I Get Everything I Need?	68
Chapter		
7	Common Terms & Acronyms	69

# 1. Who is the DPW?



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

U.S. Army Garrison-Hawaii (USAG-HI) provides quality services, installation facilities, training and recreational centers to nearly 100,000 Soldiers, civilians and family members stationed on the islands of Oahu and Hawaii. Garrison Hawaii supports facilities on 22 military installations and training areas. For more on the Garrison, visit their website, <https://home.army.mil/hawaii>.



### ***DPW Mission***

Provide sustainable facilities and services to support and improve the quality of Hawaii's Military community and enhance Warfighter readiness and well-being.

### ***DPW Vision***

Flexible, customer-focused professionals providing the best installations in the Army.

### ***DPW Goals***

1. Plan, provide, and manage quality facilities and services in an equitable, effective, and efficient manner.
2. Recruit, develop, and retain, a customer-service oriented workforce.
3. Support our community's well-being and safety by providing customer focused services.
4. Enhance mission readiness and support Soldier deployments by providing timely and relevant public works services.
5. Maximize training support while minimizing the impact on the natural environment and community.
6. Continually improve the sustainability and the stewardship of the Army's manpower, materials, and environmental resources.

### ***DPW Values***

Respect: Listen to and treat people with dignity.  
Honesty: Be truthful and sincere in all our actions.  
Integrity: Do the right thing at all times.  
Trust: Install confidence others have in us.  
Reliability: Do what you say you will do.  
Duty: Fulfill your obligations to the best of your ability.  
Fun: Enjoy what you do.

### ***OUR DPW Quality Policy***

**Service is our Job! Excellence is our goal!**



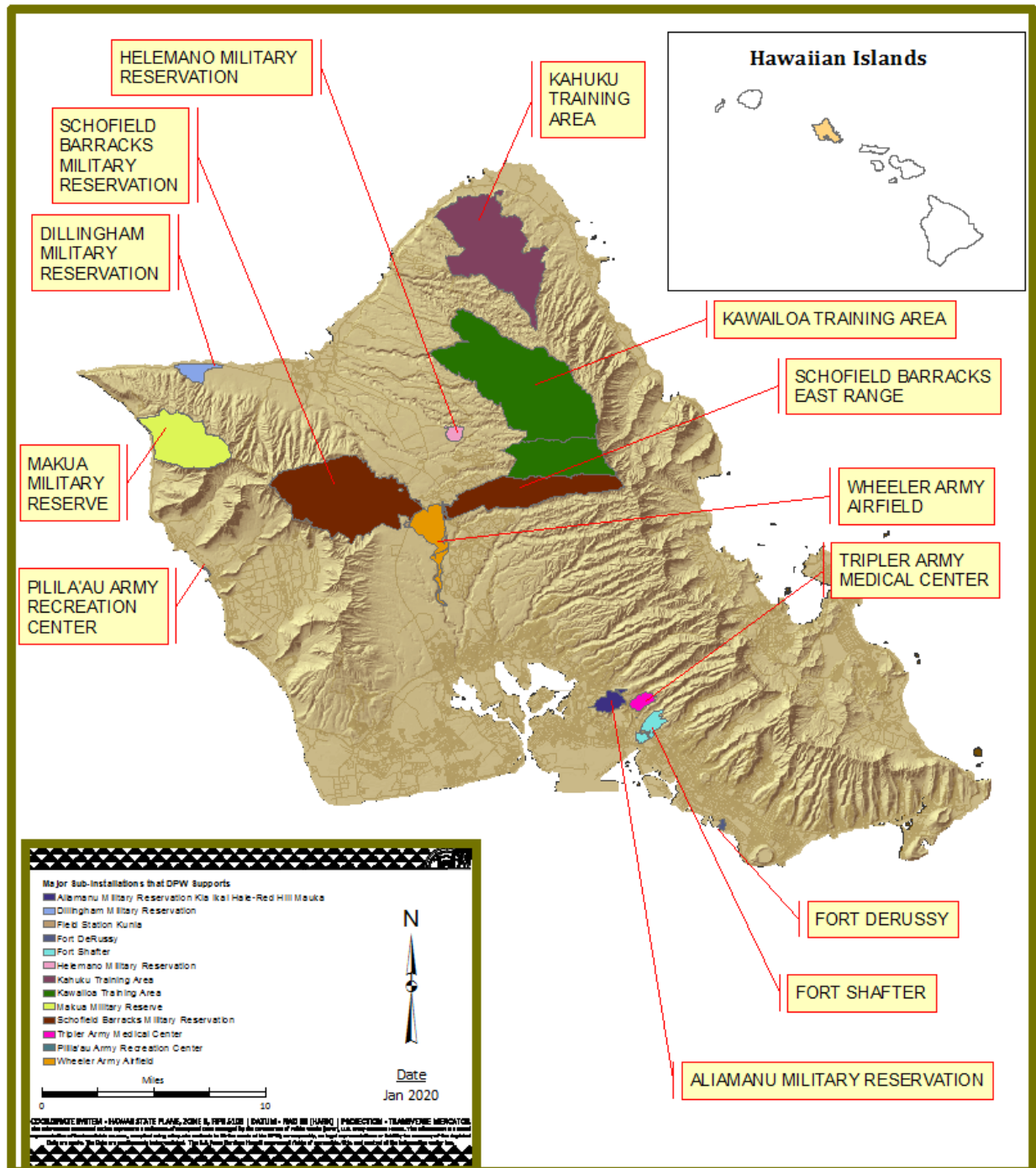


# ***Maps of***

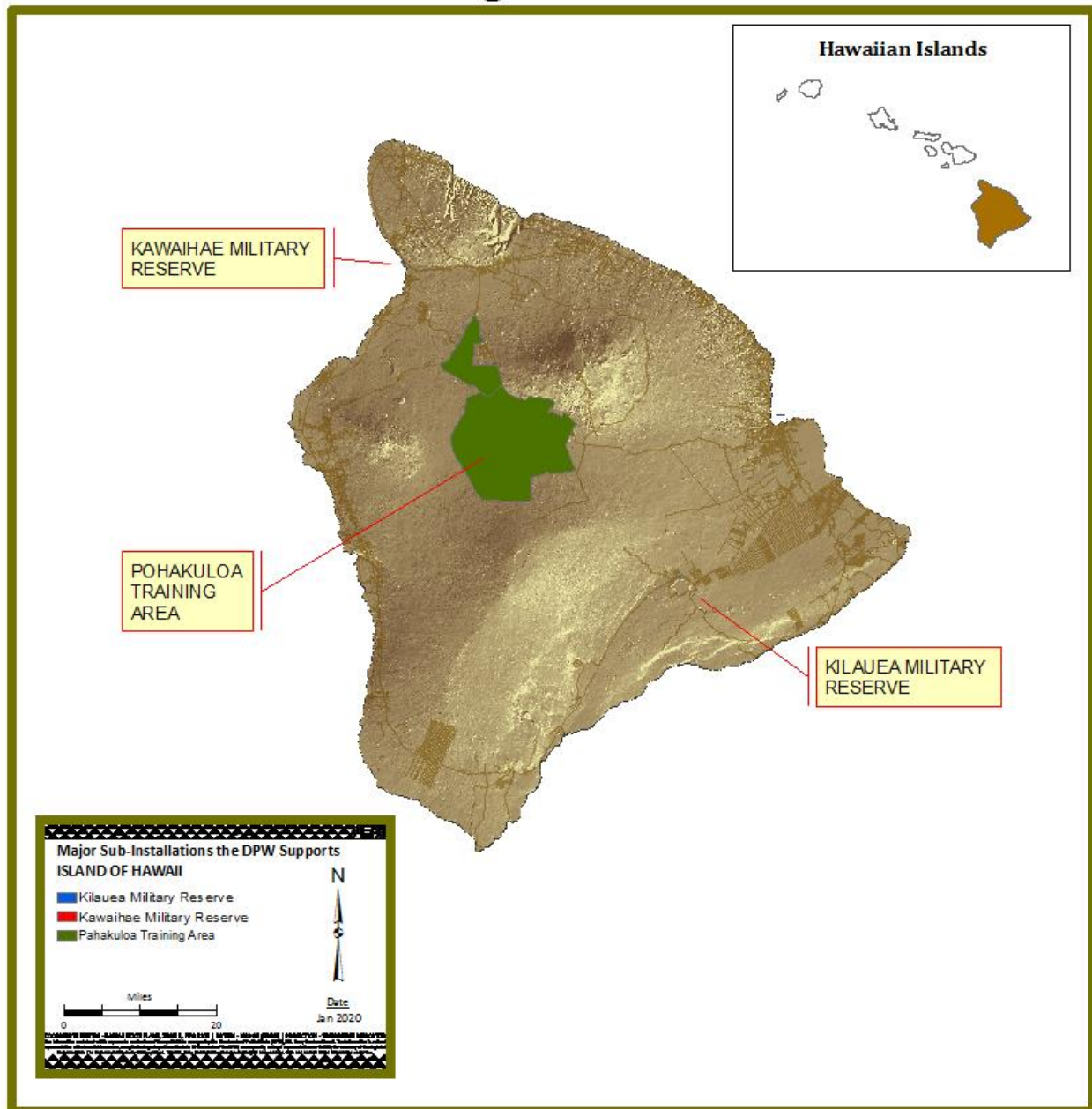
***Major Sub-Installations that DPW  
Supports***

***Location of DPW Facilities at  
WAAF, FS, and SB***

## ***Major Sub-Installations that DPW Supports OAHU***



## *Major Sub-Installations that DPW Supports Big Island*



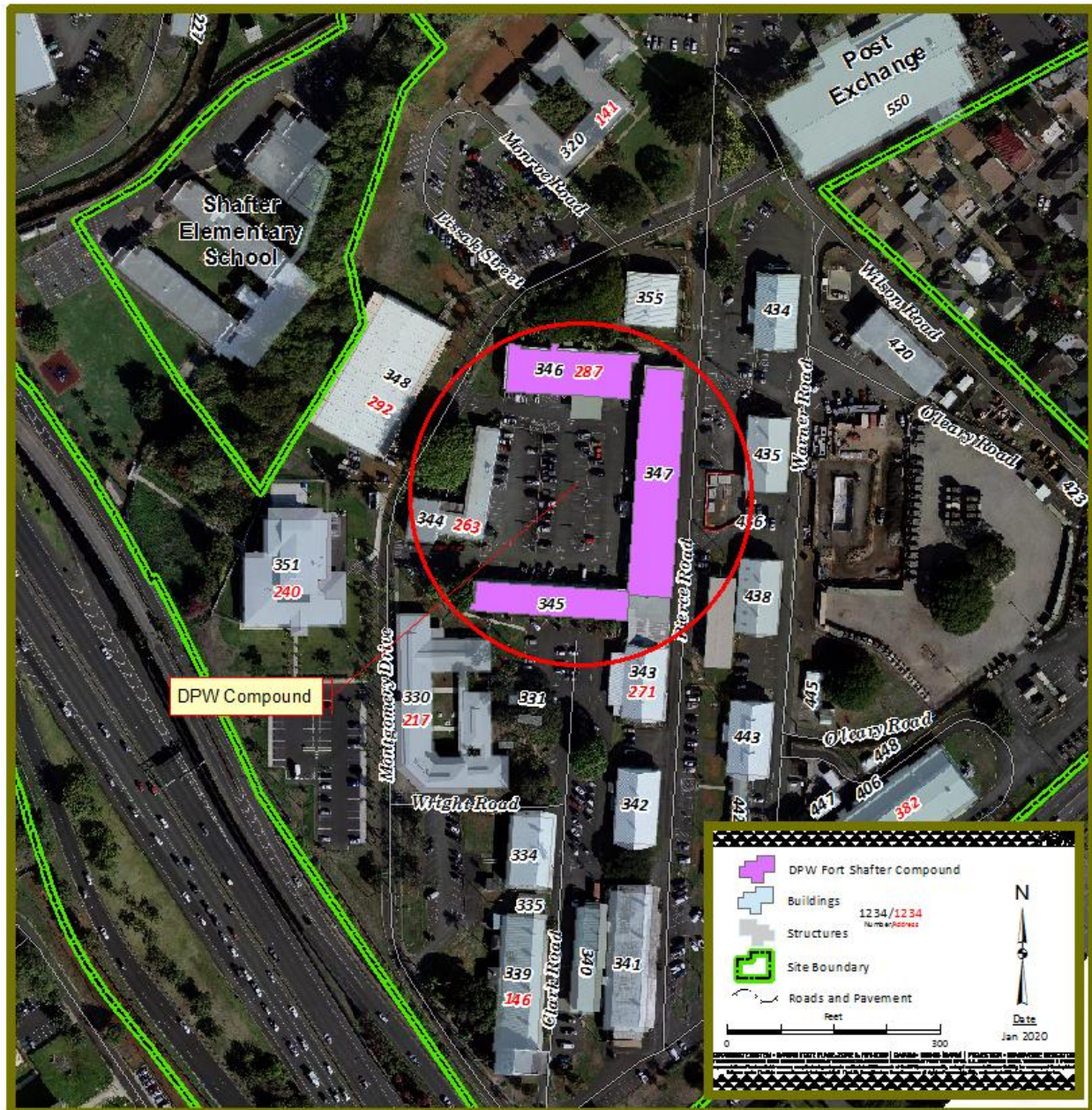


## Where We're Located at Wheeler





## Location of DPW Compound at Fort Shafter





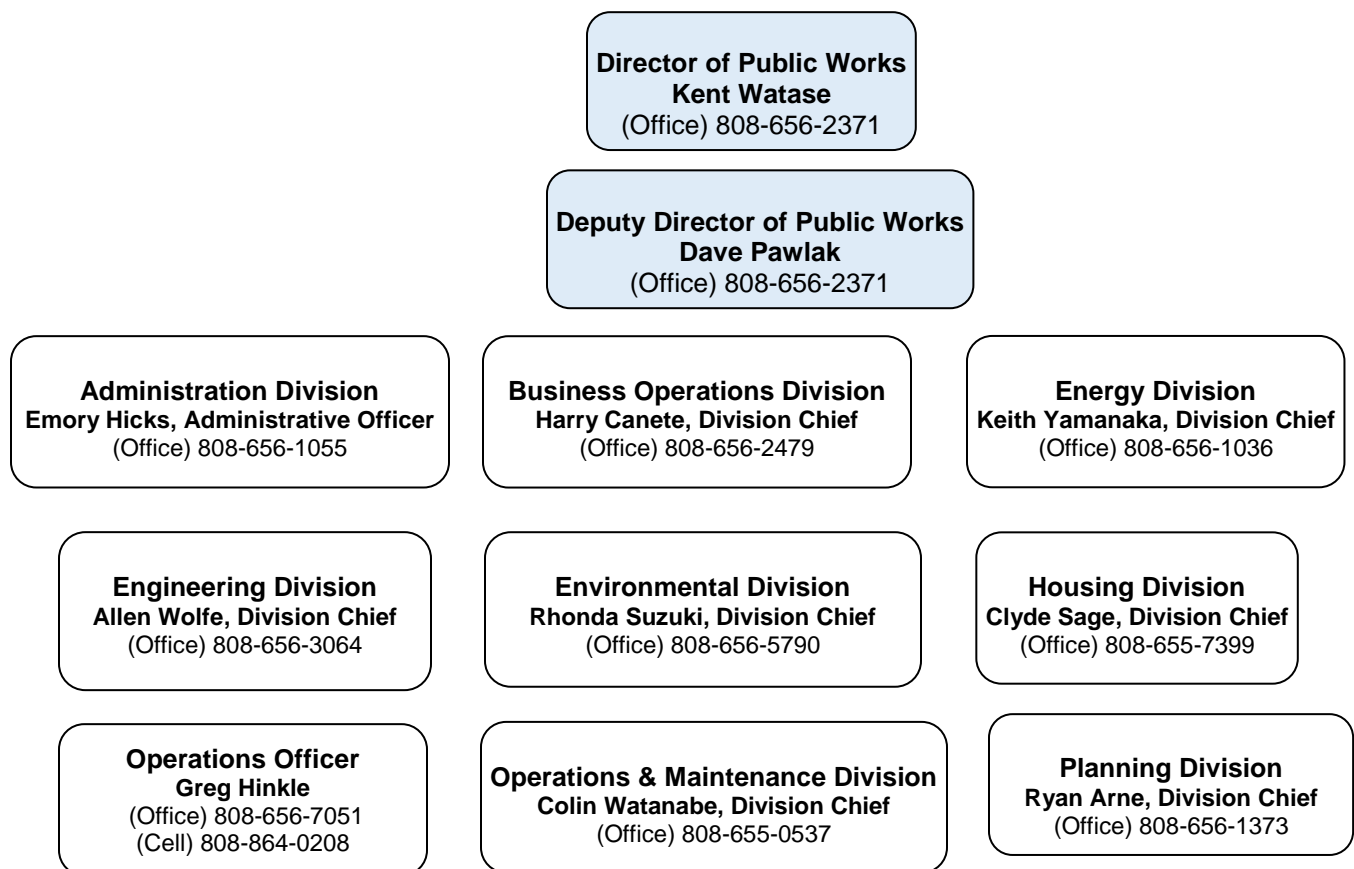
# **LOCATION OF DPW SUPPLY AND TSH STORE ON SCHOFIELD BARRACKS**



# Inside “Our” Organization

The Directorate of Public Works is organized into a team of 9 divisions and three offices. The chart below represents a general view of our organization.

## DPW Organizational Chart



# “Our” Website

Our website is actually a page under the Garrison website. It already has links to DMOs, FEWRs, this Customer Handbook, and the slides from the monthly DPW 101 training we do once a month under the Quick Link called Maintenance and Work Orders. When it's populated, it'll also have the Dig Permit, and email links for the DPW Facility Managers. And more. But it's still a work in progress. As this information is validated, we will have it added to the DPW pages of the Garrison website.

<https://home.army.mil/hawaii/> is the Garrison Hawaii website. From their main screen, you can access DPW information by selecting Menu, then under About find Directorates & Staff Offices then Directorate of Public Works.

## **FLOOR PLANS**

You can get floor plans at the EPrisms Website. Follow these directions to register for EPrisms:

Go to: <https://prisms.obs.army.mil>

You will be prompted to register.

Register yourself under the location of US Army Garrison Hawaii.

Once you complete the registration, let Marc Lawton ([marc.r.lawton.civ@mail.mil](mailto:marc.r.lawton.civ@mail.mil)) know and he can approve you as a user.

If you cannot find the floor plans you need on the Eprism website or if you need installation maps or as-built drawings, contact Liana Lee at the DPW GIS CADD Office.  
808-656-3082

Email: [liana.n.lee.civ@mail.mil](mailto:liana.n.lee.civ@mail.mil)



## 2. How do we get things done? What is the process?

Our teams of in-house professionals are the “subject matter experts” in determining how to best accomplish the work that you need to have done. **Don't begin any work on your building without first consulting your DPW facility manager.** If you aren't sure who your facility manager is, email the joint email and the right person will get back to you.

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

If funding and manpower are available, we may accomplish your work request in-house or by contract. The scope and complexity of the work may affect execution of your project.

We'll discuss funding and execution later.

### Your First Step

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

One category is Demand Maintenance Orders (DMOs), formerly called service orders, which are used for minor facilities maintenance and repairs that normally do not exceed 40 hours of labor to accomplish.

The other category is (DA Form 4283) Facilities Engineering Work Request (FEWRs) for all other maintenance, repair and construction requirements.

DMOs and FEWRs are handled differently, so let's talk about DMOs first—after we discuss real property and DPW responsibilities.

# *DPW Responsibilities and Real Property*

Before you submit your first DMO, let's talk about DPW responsibilities and real property. DPW is responsible for maintenance and repair of real property, such as buildings, roads, sidewalks, streetlights, fences, and utility distribution systems. Components of buildings, such as roofs, doors, walls, windows, floors, etc. are also considered real property. The first question DPW must answer when processing a DMO or FEWR request is, "Is this DPW's real property responsibility to maintain and repair?"

DPW is responsible for maintenance and repair caused by fair wear and tear, and usually does this work at no cost to our customers. Note that some customers have agreements with USAG-HI that lead to different funding arrangements. DPW is NOT funded for repair of damages caused by abuse or negligence, such as breaking a window or losing a key. Unless it's an emergency, DPW's second question is "Is this fair wear and tear or abuse/negligence?"

When DPW finds abusive damage to our real property, repairs will not be made at that time except in cases of life/health/safety (LHS). **The unit will be requested to pay for the abuse and the unit will have the option of obtaining funds from the soldier if desired.**

**Willful damage to government property is a criminal offense.**

## **What if it's a Safety problem?**

Will DPW make your DMO or FEWR a higher priority, because it's a safety problem? If it's confirmed by Garrison Safety experts and assigned a high Risk Assessment Code (RAC), we will. We couldn't possibly respond quickly to every DMO or FEWR that says it's a safety issue; there are too many of them. So if the safety experts agree that it's a real problem, your DMO/FEWR will receive a higher priority. Otherwise, they will receive the same priority assignment as if safety weren't mentioned in the description.

If you think your DMO/FEWR is urgent or an emergency because it's a safety hazard, you must ask the Safety POC for your unit to assign a RAC, which indicates the frequency and severity of the risk. If your request is assigned a RAC 3, 4, or 5, it will be prioritized as a non-emergency issue because these are not high enough risk assessment codes to warrant expedited response.

If your request is assigned a RAC 1 or RAC 2 by your Safety POC, DPW may ask the Installation Safety Office (ISO) to confirm the assigned RAC. If ISO confirms that this situation is a RAC 1 or RAC 2, DPW will assign a high priority to the DMO or FEWR and expedite response to correct the problem.

# Demand Maintenance Orders

## Submitting DMOs

We offer two convenient methods to initiate DMOs—by telephone for emergencies and by email for non-emergencies.



By telephone. For emergency DMOs only, call **800-787-1275** during regular work hours Monday – Friday 0600 to 1600. After hours, weekends, and holidays, emergency DMO calls are taken by the Installation Operations Center (IOC), 656-3272.

By email. **All non-emergency DMOs are submitted via email, 24/7 to this email:** [usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil)

In the barracks areas, only the Barracks Management Representatives (BMR) may submit DMOs during regular working hours.

If your unit has an active Repair & Utilities (R&U), locally called Military Maintenance Team (MMT), **see if they are able to make the repair before you submit a DMO.** DPW Supply Branch will provide materials to MMTs at no cost to the unit, to do minor maintenance and repair in your facilities (barracks, motor pools, company operations facilities, etc.). DPW will be able to respond more quickly to your other DMO requests, if your MMTs do the work that they are capable of.

**DPW will not provide materials for repair of damage caused by abuse. Work that's beyond the capabilities of the MMT should be reported to DPW using the DMO request form.**

When submitting a DMO, please provide the following information:

- Sub-installation and building number.
- Name & phone number of a person familiar with the problem or need. Your unit or directorate.
- Thorough description of the problem, including the exact location. Describe the problem completely so DPW can determine which DMOs are the most urgent. A DMO saying that something is “in-op” in unacceptable. We need to know what’s wrong, how bad is it, what is the impact on your mission, etc.

If you are able to attach pictures to your DMO request, that is very helpful. It gives us information on the type of water cooler, air-conditioner, or door, for example, which you're asking us to repair.

### **SAMPLE DMO Form (submit as a Word document—not pdf)**

**Note: This fillable form is available on the Garrison website under Quick Link called Maintenance and Word Orders**

## **Non-Emergency Demand Maintenance Order Template Form**

**“Please Email your Request to Email Address below:”**

Email Address:

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

**Note: One DMO Request per Email:**

**On the SUBJECT LINE of Email, Please include - “DMO Request, SB, Bldg 2075, Room 115, Toilet clogged.”**

<b>POST:</b>	
<b>BLDG #, ROOM #, Specific Location, etc.</b>	
<b>Describe Problem</b>  Accurate and thorough description of the problem or situation.	
<b>Unit/Organization, BDE, Customer ID</b>	
<b>Name of POC:</b>	
<b>Phone #:</b>	
<b>ALT POC:</b>	
<b>ALT Phone #:</b>	
Additional Remarks:	

# Is this an emergency?

Our Service Order Assistants will only accept emergency DMOs over the phone. If your DMO is not an emergency, they will ask you to submit your DMO request via email. The clerks will assess the level of urgency of each DMO received, determine the appropriate priority rating based on the information they receive from you, and act to expedite those of highest priority.

**Priority 1 (Emergency) DMOs** - Require immediate action to eliminate life-threatening or serious injury hazards to personnel or to restore essential utilities. Examples: only toilet clogged, no hot water to a bank of rooms, uncontrolled flooding, broken water or sewer line, fire, power or water outage, gas leak, chemical spill, traffic light out, unsecured structure, inoperative smoke detector/fire alarm (not caused by abuse), breach in perimeter fences, walk-in reefers not cooling, air conditioning out in entire barracks and other designated facilities. Air conditioning in your communications, special operations, or server rooms does not qualify as a Priority 1 DMO. Only NETCOM communications hubs are considered emergencies.

After the clerk creates the DMO in the computer, the DMO is sent electronically to the appropriate shop. To ensure immediate response to Priority 1s, the Clerk will also phone the Shop Foreman or the person designated to respond for the contractor. **Do not send Priority 1's via email, as they will not get the immediate attention they need.**

**Priority 2 and 3 DMOs are not dispatched immediately.** Like Priority 1s, these DMOs are created in the computer. Unlike Priority 1s, they do not receive immediate attention from a service provider.

**Priority 2 (Urgent)** – The problem does not immediately endanger personnel or property, but could lead to facility damage or become an emergency if not fixed quickly. Examples: clogged sink or bathtub, roof leaks, no power to an overhead crane, partial electrical outage to building, or air conditioner leaking through ceiling.

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

If it isn't clear to the work order clerk what you are asking for, the clerk may email you back asking for a picture or further clarification. Other times, the clerk may refer you to the troop self-help store to pick up materials for work you can easily do, such as replacing a light bulb. If the bulb you need is not carried by the self-help store, they will order it for you. We do recommend that you take one sample of each type of bulb you need to replace, so we're sure you leave with the correct type of bulb.

Note: Troop self-help does not issue light bulbs on a one-for-one basis, so don't take all your burned out bulbs to the store. Turn your burned out bulbs in to your unit ECO. The DPW Transfer & Accumulation Point (TAP) will pick up the used bulbs. Call 655-0866 to arrange pick up.

You should receive your DMO number by email the next work day. After receiving the DMO number, please tape a note with the date and DMO number at the location of the needed repair. This will prevent others from calling in duplicate DMOs for the same work. It will also help the service provider find the right fixture or appliance (toilet stall, light fixture, etc.)

If you work at Pohakuloa Training Area (PTA) on the Big Island, submit your DMOs the same way stated above.

## DMO Response

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

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

**Priority 2** (Urgent) DMOs are responded to as soon as possible, but it is usually several days (sometimes weeks). Some factors that affect our response time are incomplete or incorrect information on the DMO, more urgent priorities, weather conditions, time of day (nights/weekends), and OSHA regulations (example: DPW cannot go up on a roof when it's raining).

**Priority 3** (routine) DMOs is slower than response to Priority 2s.

**Please do not submit a new DMO if DPW has not yet responded to the one you already submitted.** That will not result in a faster response; in fact, the extra paperwork actually slows down our response time.

When the DMO is completed, the service provider or contractor will attempt to locate the requestor, to sign off on a copy of the DMO.

# Status of Your DMO

Priority 1. You may ask for status by telephone, after 2 hours from when you called in the DMO request.

Priority 2. If it has been more than 10 working days and you have a compelling need for status of a DMO, you may email your request. DPW will get back to you with status as soon as possible, usually within 2 working days.

Priority 3. DPW will check to see if the DPW is still active in GFEBS, but will not ask the shops for status.

**DPW will not provide status of DMOs because you need status for a report or briefing.** You are responsible for keeping track of DPW response and completion of your DMOs.

**DPW recommends you request access to DART**, the Army's system for checking on status of DMOs. To obtain access to DART, DPW needs to set you up. Request access by emailing David Reiber; ([david.e.reiber.civ@mail.mil](mailto:david.e.reiber.civ@mail.mil)) with your CAC number and email, he can create your account. DART url is: <https://dart.army.mil>

# Facilities Engineering Work Requests (FEWRs)

FEWRs are typically for maintenance and repair projects over the limits of a DMO or for any construction (new work) or facility engineering service requirements.

## FEWR Numbers

Your FEWR number begins with two letters (your requestor ID), five numbers assigned by someone authorized to submit FEWRs for your organization; the 6<sup>th</sup> number designates the fiscal year, and the document number ends with J. The digit for the fiscal year means the FY in which DPW accepts the FEWR and enters it into the computer system. For example, your FEWR number could be UX100020J.

When communicating with DPW, please use the entire FEWR number. Similar numbers are assigned each fiscal year, so if you only provide us part of the FEWR number, it's difficult for DPW to locate the FEWR you're referring to.

Customers assign their own FEWR document numbers, so it's important to keep a log. Duplicate document numbers create confusion within your organization and DPW.

FEWRs submitted by DPW personnel are assigned computer generated document numbers when the FEWR is input. Include your requestor ID only, when you submit a FEWR to Work Management.

To simplify matters, we will divide the work order process into two sections: DPW-funded FEWRs and Permission Only FEWRs. But first, we'll deal with general information that applies to both DPW-funded and permission only FEWRs.

## AUTHORIZED FEWRs

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

Only authorized requestors can submit FEWRs to DPW. First, the requestor must be designated in writing by the Brigade Commander or Garrison Director, and they must attend the Work Management briefing (see below for date and time). Anyone



can initiate a FEWR, but DPW only accepts them from the authorized requestors. If you are not one of the few authorized requestors from your unit, you must submit your FEWR, with necessary drawings, pictures, statements of work, slide shows, etc. to your authorized requestor who will assign the document number and submit the FEWR to DPW. If you are not sure who your Authorized Requestor is, call Work Management at 787-6063 or 656-1275. They keep a copy of the Authorized Requestor forms on file.

The authorized requestors **are required** to attend the DPW Work Management briefing within one month of being designated as an authorized requestor. Otherwise, FEWRs they submit will not be accepted. This briefing is given to new customers the third Tuesday of every month at 0900 at 947 Wright Avenue (Bldg. 104) WAAF in the first floor conference room. The briefer explains all about DMOs and FEWRs and provides samples of various completed 4283s. While everyone is welcome, the briefing is mandatory for the authorized requestors.

A fillable version of DA Form 4283 can be downloaded from the Army Publishing Directorate. Instructions are on the back of the form.

Authorized requestors should submit the FEWR to the DPW FEWR email box. [usarmy.wheeler.imcom-pacific.list.fewr-emaildistributi@mail.mil](mailto:usarmy.wheeler.imcom-pacific.list.fewr-emaildistributi@mail.mil) Submit one FEWR per email, with the FEWR number and short description in the subject line. In the email, include attachments that will help DPW understand exactly what you are asking for (maps, PowerPoint slides, pictures, statements of work, price quotes, or inspection reports). FEWRs submitted without these attachments will not be accepted.

If you are an authorized FEWR submitter and require further guidance for your project, you can contact your DPW Facility Manager.

## FEWR Scope of Work

The scope of work on your FEWR should have as complete a description as it is possible for you to provide. Include pertinent information, such as quantities, exact locations, maps, drawings, pictures, Power Point presentations, or anything else that will help us understand what you want. If you have already begun coordinating the work with anyone in DPW, include that information. Let us know if there are any time constraints we need to be aware of.

- If the request is the result of an **inspection**, please attach a copy of the inspection report.
- If your request is for a **sign**, attach a completed template of what you want the sign to look like and a map showing where the sign will go. If this is to update an existing sign, include a picture of the sign.

- On the DA 4283, describe in detail what work you need done. It's important that this be stated clearly; misunderstandings can result in your work being unnecessarily delayed. For example, once a customer's FEWR said that he needed 20 outlets in a room, so we estimated the job for installation of 20 additional outlets. Actually, the requirement was for 8 additional outlets, as 12 were already there. That misunderstanding greatly delayed funding and execution of the work.

## Receipt and Acceptance

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

- a. Was the FEWR submitted by an authorized requestor?
- b. Is the work requested a DPW responsibility (real property)?
- c. Is this a duplicate work order?
- d. Is the description of the work clear and thorough?
- e. Are the necessary pictures, sketches, maps, or inspection reports attached?
- f. If the FEWR is for a sign, does it include the date and time of the change of command ceremony?

If there is a problem with the FEWR that prevents Work Management from processing it, you will receive an email asking for clarification of the information. After 30 days without a response, Work Management will cancel the FEWR and take no further action.

If all necessary information was provided, Work Management personnel will enter your FEWR into the computer and assign it to someone for action. For DPW-funded FEWRs, this is usually to assign a cost estimate for planning purposes.

## Timing

You should also be aware of the steps for processing and funding FEWRs and ensure that your FEWR is submitted in sufficient time. Do not attempt to "walk" your FEWR through the system. In most cases, DPW cannot assist if your FEWR is submitted within 6 weeks of the time you need the work done. We would have to drop everything to process your FEWR quickly, and that's not fair to our other customers. Be aware that funding decisions and permission only processing take months.

# Troop Self Help

The Troop Self-Help (TSH) program provides you, the customer, a process for acquiring materials at no cost to your unit to perform basic facilities maintenance or repair projects. After a condensed approval process, your DPW facility manager may order work materials and allow you to do the work. This is truly the quickest and easiest way to get FEWR work done in your building unless there are environmental and/or historical issues.

If you have the capability to do the work self-help, annotate “self-help” on your DA Form 4283 and include the sketches/drawings detailing the scope of work. You should see your facility manager before preparing the FEWR, because in some cases you may not need one. The facility manager may be able to provide the materials without a FEWR, if the project is small enough.

Troop self-help materials are provided by DPW for real property projects that do not exceed \$2,500. Materials will **not** be provided for construction of non-real property items such as display cabinets, glass for desktops, pull-up bars, etc. DPW will also not provide materials to replace real property items that are missing or broken through abuse or negligence. In some cases, materials may be provided for projects that exceed \$2,500. It depends on whether your unit has personnel skilled enough to do the work and whether sufficient funds are available for DPW to purchase the materials. Ask your DPW facility manager if what you want to do qualifies for Enhanced Troop Self Help.

Examples of work that is commonly done by self-help are replacement of light bulbs, outlet or light covers, screen clips, jalousie glass, ceiling tiles, shower heads, toilet seats, sink strainers, cove base, interior painting, and exterior painting only of the dark brown border of buildings.

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

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

# Who Funds: DPW or the Customer?

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

You, the customer, should expect to pay for any work that is not considered DPW real property, such as furniture, mounting your equipment to the building, specialty locks, securing safes, appliances (such as reach-in refrigerators, dishwashers, stoves, and ice machines), diving boards, basketball rims and nets, scoreboards, playground equipment and safety surfaces, portable bleachers, lockers, equipment on your hand receipt, stand-alone water fountains, portable air compressors, portable dehumidifiers, and portable room dividers/partitions.

You are also responsible for funding projects, if you are funded by different appropriations, by regulations, if required due to mission changes or unique requirements related to your mission. If modifications to real property are required to install your equipment, you must also pay for that work. In fact, if power to the building is not sufficient to support your equipment, you may even have to fund the installation of a new transformer. If reimbursable funding was agreed to in an Inter-service Support Agreement (ISA) or Memorandum of Agreement (MOA), you also have the provide funding.

Unfortunately, resources prevent us from executing all work requests that are DPW's responsibility to fund. No matter what system DPW uses to prioritize AWP projects, a few types of work almost never get funded, most notably interior painting and replacement of real-property carpet or blinds. In cases where DPW cannot fund the work requested on your work order, you have the option of providing the funding. For more information, see the section on Permission Only FEWRs.

In most years, DPW funds between \$75-\$80 million dollars in projects awarded to contractors. However, each year, there is an equal amount of projects in backlog; we would do those projects if we had sufficient funding and manpower.

Carefully read the sections below on DPW-Funded Projects and Permission Only before you decide how you want to proceed.

## DPW Funded FEWRs

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

cases, this is all the work that's done on your FEWR until/unless it receives a high priority from your Command on the annual Call for Projects.

## Annual Work Plan (AWP)

Most projects that DPW is responsible for funding fall within the AWP. This includes repair and maintenance projects over the size of a DMO and some minor construction projects.

DPW doesn't have nearly enough money to fund all the projects that are needed to sustain our facilities. Although the Installation Status Report (ISR) estimate for sustaining our existing facilities is over \$150M/year, our budget for Sustainment, Restoration, and Modernization (SRM) is about \$75M each fiscal year. As you can see, DPW funds for SRM are far less than our minimum requirements. Therefore, we **MUST** ensure that we are funding those projects that make the best use of our limited funds and which have a direct link towards sustainment, restoration, and modernization or SRM. That's why our objective prioritization process is so important!

DPW is not funded for installation of new equipment or for modification of facilities needed to meet your new mission requirements. **Should you have mission requirements, you need to request funds through your chain of command.**

Once estimated, all potential AWP projects "sit" in a holding box in the computer until the next Annual Work Plan is developed in late 2nd quarter & 3<sup>rd</sup> quarter of each fiscal year. Normally, projects are programmed a year in advance. For example, a FEWR you submit in August 2019 will compete for funding on the FY21 Annual Work Plan (because by that time the FY20 AWP will be completely developed). When the Garrison Commander approves the AWP (in the 4<sup>th</sup> quarter), we determine which projects are high enough priority to be funded. Initial action on the high priority projects will begin, so those projects can be ready for award if year end funds become available or the next fiscal year. Lower priority projects remain in "hold" status until they move up high enough in priority to be funded. Unfortunately, this could take several years. Each year during AWP preparation, older projects are revalidated by you and your facility manager.

Customers submit a small portion of the FEWRs for the AWP. Most are submitted by DPW engineers, environmental specialists and facility managers (our subject matter experts in maintenance and repair of our real property facilities), based on their 5-year plans and current failure conditions across the installations. Projects are identified by facility condition databases utilizing professional inspections and best management practices. There are currently about 27 different funding categories (for example roofing, paving, environmental compliance, water and power distribution systems, energy conservation, storm drains, and major air conditioning system components, moves, Dining Facility Equipment replacement, etc.) Outside DPW, projects are also prioritized by Fed Fire, Garrison Safety and Physical Security

offices. Each category is prioritized, and only the highest priorities make the funded AWP. Not one of those categories is fully funded, so many of the DPW subject matter expert FEWRs also sit in the “hold” status for lack of funding, sometimes for many years.

In addition, consideration must be given to unanticipated contingencies which will necessarily disrupt the programmed project execution. Occasionally, there is an urgent repair project or work that just can’t wait until the next fiscal year. It’s not easy, but sometimes changes can be made to the Annual Work Plan, with the approval of the Garrison Commander.

Every February, DPW sends out a Call for Projects memo to get the various Commands/customers to prioritize the FEWRs that are most important to them, with the emphasis on maintenance and repair projects. If you intend for DPW to fund your FEWR on the AWP, be prepared to push your organization/Command to give the FEWR a high priority in the DPW Call for Projects. The only chance your project has of getting funding in the next year’s AWP, is if your organization gives it a really high priority. If you & your unit don’t intend to push for a high priority, the FEWR will probably never get funded by DPW.

While DPW is developing the following year’s AWP, we are also busy preparing and awarding contracts for the projects on the current year AWP. DPW also prepares projects for possible year-end award, Subject to the Availability of Funds (SAF). If extra funds unexpectedly come, we want to be prepared to award more projects.

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

## **Bigger Projects**

There are a very small number of projects that compete for funding at higher levels. IMCOM’s Repair and Maintenance Program funds for bigger projects than DPWs could normally fund on their own (\$14M-\$50M, each). DPW competes for a few of those each year. One may result in a complete renovation of a building where you live or work!

# Warranty

All work accomplished by contractors includes a construction warranty. The warranty's time period starts when the Government accepts the work as being substantially complete. Note: the warranty for some building components may have expired by the time you move into the new building.

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

**NOT COVERED:** Warranties do not cover damage caused by the occupants or caused by contractors *other than* the original contractor. "Other contractors" may include furniture movers, cable television or phone company employees. You must pursue resolution for damages caused by other contractors through the contracting agency of that contractor. Warranties also do not cover items that wear out through normal wear and tear, nor items damaged through abuse or lack of normal preventive maintenance (e.g., not replacing air filters, changing machine drive belts, or changing oil).

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

**HOW TO REQUEST REPAIRS TO FACILITIES UNDER WARRANTY:** The procedure for all repairs is to submit a normal DMO. We will send a service provider to check the problem, alerting us that it may be covered under a warranty. If the facility or equipment involved is not covered by warranty, the service provider will fix it. If it is a warranty issue, the service provider will initiate the process to have the original contractor make the repair.

# Permission Only FEWRs (Customer Funded)

Permission Only projects are those that a customer wishes to fund and contract out without DPW support other than approval and possibly reimbursable tie-in to DPW power or water systems when the contract work is done.

You must obtain written DPW approval (approved FEWR and approval memo) **before** starting any design or construction work on the project.

## Need DPW Permission?

You need written permission from DPW before you do any work, if your project touches DPW real property or requires DPW site approval.

If your project does NOT touch DPW real property, you don't need DPW permission to do the work. For example, refurbishing a CONEX belonging to your unit does not require permission only from DPW, because it doesn't affect our real property.

Non-destructive cleaning of real property that is not covered under the DPW custodial contract does not require permission only. For example, you may contract out carpet cleaning or window washing without submitting a Permission Only FEWR. However, you may not contract out or perform pressure washing without DPW permission.

Recommend you discuss your project with Work Management or your DPW Facility Manager before submitting the FEWR. In a few rare occasions, you may not need to go through the whole Permission Only process.

## YOUR ROLE IN GETTING PERMISSION ONLY Initial Considerations

### Funding

Before you agree to pay for a project, check with your G8 or Resource Management Office (RMO), to make sure they will provide the funds. Your money may be "fenced" or may not be the type that can be used for facilities projects.



If your project is not expected to be funded within a year, do not submit the FEWR yet. Permission only approvals are only good for one year from the date of the approval memo until the date of contract award.

## **Permission to Install or Hook-Up Your New Equipment**

Army regulations require you to get DPW approval before purchasing any equipment that needs site preparation, structural modifications, or facility support such as hooking into our gas, electrical, or water systems. This is done with a permission only FEWR. The work may be as simple as installing one specialty electrical outlet, but it still needs a permission only FEWR.

Unfortunately, often the first time DPW finds out about the equipment you purchased is when it arrives and you ask us to install it for you. That isn't a maintenance and repair function of DPWs. Your contractor should do all the work necessary for hookup, except actually tying your equipment into our systems. To do that connection, you need to provide funds to DPW. Uncoordinated work often jeopardizes the utilities or structural infrastructure, forcing DPW to spend our limited funds to repair the unsafe situations customers created. Your unit may be liable to fund emergency repairs caused by your lack of coordination and/or prior approval.

You need to make sure that any equipment you are replacing is replaced with equipment that has similar real property connections. If the new equipment requires a new outlet, or modification of receptacles, or upgrade of power, you must contract that out with the equipment purchase. Army regulations say that these type of modifications need to be funded with the same type of funds that bought the equipment (which was NOT DPW's funds). Recently, there have been issues with electric appliances being replaced with gas appliances, for example.

For permission only FEWRs related to an equipment purchase, describe the equipment you intend to purchase, including make/model, electrical draw, type of hook up required, etc. Provide the power, water, and structural requirements, and a sketch showing the location and equipment dimensions, so you're sure it will fit in that space. NOTE: Be aware that your equipment is not real property, so you will be responsible for future maintenance, repair and replacement costs. You are also responsible for the costs of site preparation, structural modifications, and any utility hook ups (from the account that funded the equipment). You must provide funding for utility hook up to the Garrison Resource Management Office, using your approved permission only FEWR.

# Electrical Projects

Your permission only project may be as simple as installing one electrical outlet, or extremely complex. **The first thing that you'll need to do is hire a licensed electrician to do a power survey.** Because your electrical work may vary in complexity, it's important to determine what level of power survey you need. We don't want you to pay for a survey that doesn't meet the DPW requirements.

**Request assistance from your DPW Facility Manager to help you determine how extensive a power survey you need to have done.**

For any project that installs new equipment or will increase the electrical load on a building, hire a contractor to do the survey **BEFORE** you submit your FEWR. Attach the results of the electrical survey to the FEWR when you submit it to DPW.

**You do not need permission to contract out for the power survey.**

## What Must Scope Include?

The rules about providing a complete and clear scope of work are the same as with any other FEWR. The scope must be complete and completely understandable. What work are you planning to do? What is included and what is not? How many, how much? Where? Attach floor plans, maps, photos, PowerPoint slides, fire or safety inspection reports or any other information you can provide explaining the scope of your project.

You are responsible for environmental and architectural components in your scope that DPW would take care of in a DPW-funded project. You are responsible for all fire, safety, or HVAC requirements generated as a result of this project. In your project, you must ensure compliance with Occupational Safety and Health Administration (OSHA), National Fire Protection Association (NFPA), and Environmental Regulations, particularly for asbestos, lead containing paint, and historic preservation during any demolition or construction activities; and compliance with Federal Accessibility Standards as set forth in the Americans with Disabilities Act guidelines (ADAAG), and Uniform Federal Accessibility Standards (UFAS). All work must comply with the Installation Design Guide. Ensure coordination with local physical security, force protection, safety, and signal/communication organizations.

Surveying, identification, and mitigation of hazardous materials such as asbestos, lead-containing paint, PCB ballasts/transformers, or CANEC must be included as a part of your project cost. You are required to have a state-certified inspector sample/test and provide a written report (that you provide to DPW) on whether or not there are asbestos containing or lead containing materials in your project areas. An asbestos inspection is required for ANY work that disturbs interior or exterior building materials other than wood, metal, glass, or fiberglass. A lead paint inspection is required for ANY work that disturbs any painted surface. Contact DPW

Environmental Compliance Branch to determine if previous surveys of the facility are available for consideration and incorporation into the report. The State of Hawaii Department of Health, Indoor and Radiological Health Branch maintains a list of certified consultants and contractors.

If your organization is not able to develop a scope of work for contracting out your project that takes ALL these things into consideration, you probably need to pay the Army Corps of Engineers to design the project for you.

## Site Approval

You must get DPW site approval for anything that involves taking up space on our installation, for example, placing a CONEX or other personal property outside a facility you are assigned to. Adding new real property, such as sidewalks, fences, parking lots, or other structures also require approval from the Site Approval Board (SAB). Contact DPW Master Plans in Bldg 105, WAAF to get on the schedule for the next SAB meeting. They will assist you in preparing the correct PowerPoint slides that you'll present and explain at the monthly Site Approval Board meeting. SAB meetings are usually scheduled for 1300 on the 4<sup>th</sup> Tuesday of each month, on the 2<sup>nd</sup> floor conference room, Bldg 105, WAAF. If you are granted site approval, you will receive a memorandum signed by the Garrison Commander. Attach the Site Approval memo to your FEWR.

Please go to the Site Approval Board **BEFORE** you submit your FEWR.

**Getting site approval from this board does not give you permission to do your project. This is just one of the required steps in the permission only process.**

## Timing for Permission Only Projects

Submit your Permission Only FEWRs to DPW when you reasonably expect to be able to fund the project in the next few months. If you provide the FEWR after 15 June, it may be too late to get DPW approval and still have time to contract the work out before the end of the fiscal year. Be aware of RCO and Corps of Engineer year-end deadlines.

One year after the date on the approval memo, the memo and the approval expire, and you no longer have permission to proceed with award of the project. If the obtain funding after the approval has expired, you may request an extension in writing from the Chief, Work Management Branch. DPW will determine whether it's appropriate to grant an extension, or if the project needs to be reviewed again by the SMEs before approval is granted.

If your work requires coordination with the State Historic Preservation Office, DPW review will take **longer**, sometimes as long as 180 days.

Let DPW Work Management know your priorities for Permission Only projects, so they can follow up on the status of the projects most important to you.

## How to Submit Permission Only FEWRs

Make it clear to DPW from the beginning that you intend the FEWR to be processed as permission only (not as DPW funded). The best way to do that is to clearly state in the description, “Request permission only to.....”

In addition to the information needed on a DPW-funded FEWR, Permission Only FEWRs must also include information on how you plan to execute the contract (through the Regional Contracting Office, piggy-backing on one of DPW’s open-end contracts, the Army Corps of Engineers, or other military contracting agency).

Unless your unit has the capability to design complex engineering projects, we do not recommend that you request permission only unless you plan to take the project to the Corps of Engineers for execution. Most tenant units do not have sufficient design and/or construction management expertise available.

DPW will not approve a permission only project to be done by troop construction. Once reviewed by the subject matter experts, the FEWR will be transferred for construction as a Troop Construction project.

Your Permission Only FEWR must also include the cost estimate for the work, broken down into Sustainment, Restoration, and Modernization (SRM) or “K” and “L”. The DPW Director is responsible for correct work classification, regardless of the source of project funding. If you need help with this, contact Work Management

## Getting Your Project Ready to Award Open-end Task Orders

The only projects easy to award are those that can be awarded using existing DPW open-end contracts (paving, painting, flooring, roofing, fencing, or sidewalks). Since these contractors already bid and were awarded the contract, your project doesn’t need to be competed. It’s just a matter of getting an estimate from the contractor (based on what you want done), obtaining funding, and providing the Regional Contracting Office (RCO) the required documents.

RCO requires 8 documents that you must obtain/prepare and route to their office for procurement.

1. Approved DPW FEWR (DPW sends this to you with the permission only memo)

2. Funded GFEBS (get with your budget office)
3. Services Contract Approval (SCA) - your budget office may be able to assist you with this
4. Signed AT OPSEC cover sheet - your anti-terrorism/security officer will need to assist you with this document
5. If your estimate is over \$250,000 - a Contracting Officer Nomination will be required through PIEE - <https://wawf.eb.mil/piee-landing/>
6. Record of Environmental Consideration (REC) - Check with DPW Environmental if this is required for your building. The approval memo will define whether your project needs an REC. If not mentioned in the memo, you do not need an REC.
7. Any other pertinent documents you have - If your internal process requires your legal office to review/approve
8. Agreement sheet provided by contractor and signed by both parties (contractor/POC)

When the open-end contract comes to your site to measure and provide the cost estimate, ask for the agreement sheet. The agreement sheet will have the quantities and line items to be utilized from our contract. It will be signed by the contractor and you will need to sign as well. The agreement sheet will be the basis for your GFEBS PR. Match the CLINs, quantity, unit cost, extended cost.

RCO also needs someone in your organization registered with the Virtual Contracting Enterprise (VCE) Customer Module <https://vce.army.mil/Portal> is the website. Please have someone register on the link provided. All procurement documents are uploaded to this database for our office to accept your package

## **Not Open-End Task Orders**

Unfortunately, most permission only projects are not that easy to award.

In preparing your project for award, you must address all the stipulations in the DPW permission only approval memo as well as meet any requirements your contracting agency has. Meet with your contracting agency early, so you understand all that they require you to provide.

## **DPW's Role in Permission Only**

DPW will provide no funding, design or contract preparation services for permission only projects.

DPW's role in your Permission Only project is to coordinate the review and possible approval of the project. DPW will ask our subject matter experts (SMEs), which include electrical, mechanical, structural, traffic or environmental engineers, historic architects or environmental compliance experts, DPW Master Planning and Real

Estate Branches, Garrison Physical Security and Safety, Fed Fire, etc. to review and comment on your project.

Work Management reviews the comments submitted by the SMEs. The written approval memo will include any requirements set by the SMEs. You need to ensure that these are addressed in your contract. If you do not agree with the SME requirements, you need to contact the SME to discuss the issue.

Occasionally, DPW is unable to approve your project, based on Planning, Safety, or Environmental concerns. DPW will call a meeting so you and the non-concurring SME can state your reasoning to the DPW Director, trying to reach a resolution acceptable to you and DPW/Garrison Hawaii.

## A Design Only Approval

Design Only approval is granted initially for all permission only projects that DPW concurs with, except those that will be issued task orders on our existing open-end contracts. Two types of projects will receive design approval. First, is the complex projects that require a completed design before they can be contracted out, like a major renovation. For complex projects, we require you to hire the Army Corps of Engineers to design (and possibly manage construction) of your project.

The second type of projects to be granted permission only is projects you plan to contract out as design/build. The Regional Contracting Office cannot award a contract for design only. So unless your project has been designed by the Corps of Engineers for award through RCO, it will have to be awarded as design/build.

## Design-Build Contracts

The contractor who gets the award of your contract will design and later construct the project.

In design/build contracts, the DPW approval for permission only DOES NOT approve the construction. It only gives you permission to have the project awarded as design/build. DPW's new process gives you permission to design and/or award a design/build contract, but not permission to construct.

**Once the design of your project is completed, it must be reviewed for approval by DPW's SMEs before you can be granted permission to execute the construction part of the project.** When you're ready for your design to be reviewed, provide the specifications, work plans, sketches, drawings, and associated documents to the DPW Permission Only Project Manager (electronically or on a CD), in Work Management on the 1<sup>st</sup> floor bldg 104, WAAF. DPW will arrange for review by DPW

engineering and environmental personnel and for review by Safety, Physical Security, Fire, and NETCOM as required.

**Allow 21 workdays for design review to be completed, and design comments provided to you.** Design review should happen at about 65%, 95% and 100%. After DPW provides design comments, your contractor must incorporate them into the design or otherwise respond to the comments within 10 workdays.

After review of the 100% design documents and backcheck of all design comments, **DPW will prepare a second permission only approval memo allowing you to proceed with the construction.**

If your contractor starts to procure materials before DPW approves the design, it is at their (and your) own risk.

## Design and Permission Only Approval

**Verbal or written approval from any of the SMEs or anyone else in DPW does not constitute permission only approval.** Permission only approval is granted only via an approval memo signed by the DPW Director AND a copy of the FEWR approved for permission only.

In most cases, DPW will approve your project, subject to the stipulations set by the SMEs. When Work Management determines that the appropriate SME response was received, we will draft the design only approval memo.

Once the DPW Director signs the design only memo, Work Management approves the FEWR for design only and attaches the approval memo to the FEWR. FEWR approval for design only shows a Y (for yes) next to the words "Design Only". After the 100% design review or for open-end task orders, when the Director signs the construction memo, Work Management approves the FEWR for permission only and attaches the memo to the FEWR. A FEWR approved for permission only shows a Y (for yes) next to the words Permission Only. Without the Y in the permission only field, the FEWR is not approved for permission only. Last, we email you a copy of the approved FEWR and the approval memo.

**Do not perform any work on your project until you receive an APPROVAL MEMO from DPW for design or construction.**

## After Project Award

Seek and obtain a signed Digging Permit from DPW to ensure proper consideration of underground utility lines and communication cables **BEFORE ANY WORK IS DONE.**

Provide the DPW Permission Only Project Manager (POPM) in Work Management a copy of the contract award and the construction schedule. Invite the POPM to post-award meetings to keep DPW apprised of the status of your project. The Project Manager will coordinate an inspector to periodically check work in progress, so DPW needs to know the schedule of work at least 3 weeks in advance. This does not release you or your contractor of the responsibility to inspect the work.

## **After Project Completion**

Notify the POPM of the completion of your project.

Provide as-built drawings, warranties, O&M manuals and a DD Form 1354, Transfer and Acceptance of DoD Real Property to the POPM within 10 calendar days after completion of the project.

NOTE: Poor execution of the permission only process may result in your facility not meeting standards. Problems resulting from YOUR permission only projects is not a high priority to repair. That is why we strongly recommend you only seek permission when you intend to involve professionals (such as the Corps of Engineers) in the design.



# 3. Other Support Services

DPW offers many other services to our customers. They range from assistance disposing of hazardous waste to providing fresh drinking water. In this chapter, we will describe some of the services that apply directly to your job as a building manager for your unit or activity.

## SERVICE CONTRACTS

We provide diverse services such as refuse collection and disposal services, appliances for soldiers living in barracks, portable latrines, grounds maintenance and tree trimming, ductless split system air conditioning repairs, DFAC appliance repair, card swipe and cipher lock repair, elevator maintenance, fire suppression systems maintenance, industrial waste oil test/removal services, hood & duct cleaning for dining facilities, custodial service for authorized buildings, and maintenance & repair of auto/manual rollup doors, termite treatment, and feral animal removal. We provide these services using our own in-house service contract office.

**CAUTION:** Do not contact or direct a Contractor to perform any work unless you have a warrant. Use the proper channels described within this handbook to avoid an Unauthorized Commitment.

**“Unauthorized Commitment:** A non-binding agreement between a contractor and a U.S. government official lacking proper contracting authority to enter into a contract or to change a contract on behalf of the government. The U.S. government can hold military and/or civilian members financially liable (pecuniary liability) for unauthorized commitments”.

Most BASEOPS services are provided for Army tenants under our service contracts unless governed by MOA or ISA. Some customers are required to go directly through Regional Contracting Office (RCO) if they would like to piggyback on our contracts. Piggybacking is defined as the post-award use of a contract that allows an entity that was not contemplated in the original procurement to purchase the same supplies/equipment through that original contract. RCO will provide you with a contract line item(s) and issue you your own delivery order. You will be required to provide your own COR. Appointment as COR requires registration to the Joint Appointment Module (JAM) and Surveillance and Performance Monitoring (SPM) Module, General Fund Enterprise Business Systems (GFEBS) PR processor roles, registration to input Contract Manpower Reporting Application (CMRA) information for each delivery order; and Wide Area Workflow (WAWF) access.

## **Custodial.**

Custodial services are provided to Army tenants at a level determined by IMCOM guidance and dependent on the current year budget. Facilities housing military personnel must be Bde HQ level or higher to receive basic services. Customers are allowed to request a higher level of service, if they are able to fund it.

## **Dumpsters (Facility Solid Waste Disposal)**

DPW has a contract for providing and emptying dumpsters. It is the unit responsibility for keeping the area around the dumpsters free of debris and rubbish, in order for the contractor to access the dumpsters. Bulk items may NOT be left in the vicinity of the dumpster.

DPW does not provide dumpsters for special events, except on a reimbursable basis. If you need a dumpster for a special event or tasking, your unit shall provide funding and contact DPW Service Contracts Branch at 656-4131 for assistance.

## **Bulk Pick up (Non-Housing Area)**

For bulk waste in non-family housing areas, you must contact DPW to arrange for a dumpster, at your unit expense. Bulk waste consists of but not limited to: shipping cartons, scrap lumber, discarded furniture, appliances, and, wood pallets. Automotive parts, to include batteries and tires, are not included in the items the refuse contractor will pick up and dispose of.

If bulk items are left outside a facility's designated waste dumpster, the dumpster will not be emptied until your bulk items are removed. The unit is responsible for keeping the area around their dumpster clear.

There is a refuse facility run by the City & County of Honolulu just past the McNair Gate at Schofield Barracks. They will accept your bulk items, if you do not take them in a military vehicle.

Bulk waste coming from the family housing areas on post MUST be disposed of via the IPC refuse collection contract

## **Elevators**

Elevators are DPW responsibility unless otherwise stated in ISA/MOA. DPW has a contract in place for elevator repair, lock-ins, maintenance, and certification. DPW will not fund for repairs resulting from abuse to elevators. Funding of elevator repairs due to abuse is a unit responsibility. Units should vacuum the door track frequently to keep the elevator in proper working order.

Basic housekeeping of the elevators is crucial to ensure the elevator is operable. It is your responsibility to keep the elevator clean and free of trash. Do not hose the elevators down; sweep and mop only. Altering or modifying of any parts of the elevator (internal or external) is strictly prohibited. Elevator certifications are kept in the elevator maintenance rooms—not in the elevators.

### **Portable Latrines (Chemical Latrines).**

Permanently placed portable latrines are provided by DPW at various sites. If you need portable latrines for a field exercise or training, follow these steps:

1. Customer contacts the Contractor, VIP Sanitation, Inc., 808-536-8005, to order portable latrines. Email: [admin@vipsanitation.com](mailto:admin@vipsanitation.com)
2. Contractor will provide the Latrine Request form and cost breakdown to the customer.
3. Customer submits the completed Latrine Request form to the Contractor.

Note: Requesting customer is required to provide funding, and use their unit's Government Purchase Card (GPC) for portable latrine orders under \$2500.

If the contract order is over \$2500, the customer must contact Regional Contracting Office for further guidance. Contract Specialist: Marie Tanaka, 808-656-0975 or Contracting Officer: Melanie Phaniphon, 808-656-0953.

**Getting help with a service contract:** There may be times when you do have to contact DPW to let us know about a specific need in any contracted services. Contact DPW Service Contracts Branch at WAAF 656-4231. At PTA, contact our Service Contract specialist at 523-2455.

## **The Rest of DPW DPW FACILITY MANAGERS**

To reach a DPW facility manager in Work Management Branch, please email their joint email address. [usarmy.wheeler.id-pacific.list.dpw-facility-management@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-facility-management@mail.mil) We'll make sure the first one available contacts you.

## **ENVIRONMENTAL DIVISION**

DPW Environmental Division is largely responsible for Sustainability and Environmental Management. From the Garrison home page, you can access a

myriad of environmental information, including Sustainability and Environmental Topics from A to Z. These include environmental programs and responsibilities such as Clean Water and Clean Air, Drinking Water, Energy and Water Conservation, Asbestos and Lead Containing Paint, Mold, Solid Waste and Recycling, Spill Prevention and Response, Hazardous Material and Hazardous Waste, and the Environmental Compliance Officer (ECO) Program. Besides these environmental compliance programs, Environmental is engaged in Natural and Cultural Resource activities on Oahu and the Island of Hawaii.

## **HOUSING DIVISION**

Unaccompanied Housing provides support to the Barracks Management Representatives and provides furnishings and appliances for the barracks. Housing Division coordinates actions with the family housing partner, Island Palms Communities (IPC).

## **PLANNING DIVISION**

Our Planning Division provides long-range installation planning and initiation of Military Construction Projects. They manage the Site Approval Board monthly and the Real Property Planning Board, which meets twice a year. They produce the Installation Design Guide and Area Development Plans.

The Real Estate Branch assigns your unit to facilities on post, manages all the Army's leased land and easements, and determines what is real property and what is personal property.

## **OPERATIONS & MAINTENANCE DIVISION**

OMD provides all our blue-collar workforce, who keep lights and water available to your facilities, as well as maintaining and repairing the buildings, roads, and other infrastructure. Their experts include high voltage and interior electricians, exterior and interior plumbers, air conditioning mechanics, carpenters, masons, metal workers, locksmiths, painters, sign painters, roads and grounds repairers. You may not ask for their contact information; they will contact you when they respond to your DMO.

## **ENGINEERING DIVISION**

Engineering Division designs and executes all our Annual Work Plan and the large R&M projects, in cooperation with the Army Corps of Engineers and the Regional Contracting Office. They manage our open end and MATOC contracts, and coordinate Troop Construction projects.

## 4. Other “Stuff” to Know

### **ABANDONED WASTE**

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

### **ABUSE/NEGLIGENCE/ACCIDENTAL DAMAGE**

Users will pay for all damage to USAG-HI real property facilities caused by abuse or negligence. DPW is responsible to pay for and repair damage caused by fair wear and tear. Damages from abuse or negligence will be charged to the unit; the units will decide whether to collect from individual service member(s).

### **AIR COMPRESSORS**

Installed air compressors in maintenance facilities and fire stations are considered real property and are DPW’s responsibility to repair or replace. The user is responsible for daily maintenance. DPW does not maintain, repair or replace portable air compressors (personal property). DPW is responsible to maintain and repair the hard air-line piping which does not include any fittings. DPW is not responsible for replacing any component that is connected to the real property air-line plumbing, to include the quick disconnect couplings, inline water separator or dryers, hoses, reels, etc.

### **AIR CONDITIONING**

DPW maintains and repairs chill water systems, split systems, and central and package units.

**DPW does not install, repair, or replace window air conditioning units.**

Air conditioning in your communications, special operations, or server rooms does not qualify as a Priority 1 DMO. Only NETCOM communications hubs are considered emergencies.

**If a user wants to install an air conditioning system of any kind, you must have a written permission only memo from DPW before you purchase or install the equipment.** The air conditioning system must be Energy Star compliant. The user will be responsible for funding a power survey to determine whether there is sufficient power for the equipment before it is purchased. This power survey should be a part of the unit’s project, along with any required power upgrades. DPW will not provide free power surveys or upgrades for new equipment. DPW will not install a dedicated outlet, which is required for any new air conditioning installation. That is your responsibility, once you have written permission from DPW.

**Changing Timers.** If you plan to have a special event/exercise, or need your air conditioning timer changed for a short duration so that you can have AC on weekends/after hours, you will need to submit a request for exception to DPW Work Management Branch. We are restricting the people who can request this type of change to those who are authorized by your organization to submit FEWRs; an authorized requestor needs to contact Work Management to get approval. You must request the timing change at least two weeks prior to the event/exercise.

## **Duct Cleaning**

A/C duct cleaning is not a normal maintenance function and is only required in unusual circumstances, mostly resulting from malfunctioning systems. The a/c duct supply and return louvers are not a DPW responsibility to clean, If dust and minor mildew are present it is considered general housekeeping for the occupant to clean. If it is evident your ducts contain contaminants from a mal-functioning air conditioner and you feel this affecting your health you will need to contact Industrial Hygiene @655-9351 requesting an IH air quality report from them. Once IH Report is complete and found to have contaminants in a/c ducting you will need to attach the IH results with your DA4283 requesting air duct cleaning and submit to DPW.

## **ANIMAL PESTS (PIGS, CHICKENS, STRAY DOGS/CATS, RATS)**

To request removal of live animal pests anywhere on post, such as pigs, chickens, feral cats or dogs, submit a DMO to DPW. DPW will have them trapped and removed. The same applies to removal of dead animals, outside the family housing footprint. For capture and removal of aggressive animals or those that shouldn't be here (like snakes), call the MPs. 438-7114 or 655-7114. In family housing areas, contact IPC.

## **ANTENNAS**

Do not install antennas on your facility without DPW Authorization. If you have a mission need for communications antenna's you must contact your BDE or Division Engineer. Once notifying them they must develop a SOW (Scope of work) which describes exactly where and how you want to attach the antenna to your building then submit a Permission Only DA4283. DPW will then review the SOW, If acceptable a Permission Only approval letter will be sent to the unit POC which authorizes them to proceed. Antennas are not real property and DPW does not respond to requests for antenna installation or removal. If you do not have an approved DA4283 to install an antenna and damages occur to your facility due to installing an antenna, DPW will contact your BDE and provide a Statement of Charges for facility damages which is charged back to the unit.

## **APPLIANCES**

Appliances in Soldier billeting are furnished, repaired and replaced by the DPW Unaccompanied Housing Office. Contact your Barracks Management Rep to submit a repair request. Do NOT submit a DMO to Work Management.

Other appliances may be considered personal property (and remain the responsibility of the user for repair and replacement) or they may be DPW's responsibility. Contact DPW Work Management Branch for clarification of whether the appliance is DPW's or is your personal property. Appliances include dishwashers, dehumidifiers, stoves, refrigerators, freezers, ice machines, and air compressors.

Before purchasing new appliances, coordinate with DPW for permission. All new appliances must be Energy Star compliant.

## **AREA X SPRUNGS and HUTS**

DPW only maintains Hut 26, the main office. The old huts and sprungs at Area X are not real property. Units have to maintain the other old huts and sprungs. However, the new sprungs being installed now will be considered real property.

## **ARMS ROOM CERTIFICATION**

To get your Arms Room recertified, provide a copy of the expiring certificate (DA Form 4604-R Security Construction Statement) to John Little at DES. He will create the new certificate and provide it to DPW for qualified engineer to validate and sign the certificate. The statements will be revalidated by engineer personnel every 5 years. Do not submit a DMO or FEWR to DPW to initiate the certification process.

## **AUDIO-VISUAL EQUIPMENT**

These are considered personal property (even when attached to the building), and are not DPW's responsibility to repair, maintain, or replace.

## **BARRIERS**

For installation or relocation of portable barriers, please call LRC at 656-0725/9353. DPW does not move portable barriers. Barriers are not DPW real property.

## **BASKETBALL GOALS**

DPW is responsible for the backboard, the mechanical arm installed in the ceiling which raises and lowers the backboards and the pole on which outdoor backboards are mounted. Basketball rims, nets, and scoreboards are considered personal property and are the responsibility of the user. For outdoor courts, DPW will replace the rims (unless they were bent by abuse); and replace the existing net. Net replacement is the responsibility of the user even where DPW has replaced the rim.

## **BENCHES**

Built-in benches will be maintained and repaired by DPW. Moveable benches (even if bolted to the floor) will remain the responsibility of the user and are classified as personal property.

## **BICYCLE RACKS**

Bicycle racks are personal property that can be removed without changing the usefulness of the building and are maintained and replaced by the user.

## **BLEACHERS**

**Built in bleachers** are maintained and repaired by DPW. **Portable bleachers** are equipment of a moveable nature that have been fixed in place or attached to real property, but may be severed or removed from buildings without destroying the usefulness of the facility and are the responsibility of the user..

## **BLINDS and OTHER WINDOW COVERINGS**

Blinds are a DPW responsibility, but are rarely prioritized high enough to get them funded. So either prioritize the project high on your AWP list, or ask for permission only.

## **BOOKCASES, CUPBOARDS, CABINETS (BUILT-IN)**

DPW will maintain and repair all built-in bookcases, cupboards, cabinets, excluding the locks on them. The user is responsible for locks on all cabinets. Portable bookcases and cabinets are personal property.

## **BUILDING MANAGERS**

Stand by for more information on Building Managers.

## **BULK PICK UP (NON-HOUSING AREAS)**

See Page 42, under Service Contracts.

## **BUS STOPS**

All bus stops within the housing footprint have been transferred to and are the responsibility of IPC. Bus stops outside of the housing footprint are DPW responsibility. The bus stop on Waianae Avenue on Schofield Barracks is DPW responsibility.

## **CABLE TELEVISION**

Cable television hookups for dayrooms or individual barracks rooms are not a DPW responsibility for funding or execution.

## **CAGES**

Equipment cages are considered personal property and are the responsibility of the user. They may not be connected to the floor or walls of a building without DPW's written permission.



## **CARPET**

DPW is responsible for carpet only when it is considered the prime floor; otherwise (like if it's installed over tile), it is not real property.

Even when considered prime flooring, DPW is rarely able to fund for repair or replacement of existing carpeting. As we build the Annual Work Plan, carpeting doesn't compete well for funding against projects involving roofs, roads, or power and water systems. For this reason, carpet is not the recommended type of flooring. If your carpet needs replacement before DPW is able to fund it, your unit may request permission only to fund it.

When there is a major leak in your facility, we may need to clean, sanitize, or replace the carpet due to the potential for mold and mildew growth.

Carpeting will be suitable for the level of traffic expected. Check with your facility manager for more information on the type and style of carpet allowed.

## **CEILING FANS**

DPW will assume maintenance and repair responsibility for all installed ceiling fans. New installation is funded by the customer.

## **CEMETERIES**

DPW maintains and repairs cemetery grounds, roads, sidewalks, real property buildings, fences, gates, water and sewer systems, and any other real property items facilities. Casualty & Mortuary Affairs is responsible for burials. You may reach them at 655-1200.

## **CHANGE OF COMMAND Support**

DPW does not make special arrangements such as grass cutting or sweeping of parking lots for changes of command. It MAY be possible if you ask early enough, for DPW to change our schedule by a day or two if there is no additional cost involved. Otherwise, you must cut the grass for your change of command. DPW only provides bucket trucks for picture taking involving a General Officer. The photographer going up in the bucket is required to have his own fall protection and certification of fall protection training and not be afraid of heights. Other than that, if you need a bucket truck for picture taking, you need to use your GPC to rent one from a vendor off post.

## **CHANGING USE OF SPACE**

You are not authorized to change the use of space assigned to you without advance approval from DPW Planning Division. Changing the use of a space already designed for one use will only be authorized after a complete review by DPW Real Estate and Master Planning Branches. The request to change the use of an existing space must be submitted on a DA Form 4283. A letter reviewed by the brigade's higher command space management team and signed by the Commander or civilian equivalent requesting the change will be required in order for the request to be considered by DPW.

## **CHEMICAL LATRINES/PORTA POTTIES**

See Page 43, under service contracts.

## **CLAIMS**

DPW does not handle claims for personal loss, due to damage from pot holes or power outages, for example. Deal directly with the SJA Claims Office.

## **CLEANING IN YOUR FACILITIES**

You are responsible for cleaning your facility. You must dust the furniture, walls, partitions, ceiling tiles, air conditioning ducts, and other surfaces. You must vacuum or sweep and mop the floors. If your building has an elevator, you are responsible for vacuuming in the tracks of the elevator doors. You are also responsible to clean small areas of mold or mildew. You must keep your work or living area CLEAN. Do not wait until there is a thick layer of dust, and expect DPW to clean it for you.

## **COMMUNICATIONS SERVICES**

NETCOM or the user is responsible for purchase, installation, maintenance and repair of personal property communications equipment (to include voice and data; public address systems; voice paging systems; all buzzers, bells, wires, and cables included as parts of telephone or other voice systems; poles, towers, and manholes used exclusively for communications. DPW is responsible for joint use poles, towers, manholes, cable trays and conduits.

## **COMMUNICATIONS ROOM**

NETCOM is responsible for communications room, to include the door lock and everything inside. If your communication room is in alarm mode, please call NETCOM at 437-2004. They are open 24 hours. Contact NETCOM for access to any communication room. You are not authorized to store anything in a communications room.

## **CONTAINERS/CONEX**

Containers and CONEXs are your personal property, but you must have approval in advance from the DPW Site Approval Board before you may place containers on DPW's real property grounds or pavements.

## **CONTRACTOR OPERATIONS & STORAGE AREA (COSA)**

To request a Contractor Operations and Storage Area (COSA) approval, contact DPW Master Planning Branch, in Bldg 105, WAAF. Ask for a copy of the COSA SOP, which describes responsibilities and procedures to process COSA request, approval, and close out.

## **CRANES, HOISTS & VERTICAL LIFT DEVICES**

DPW is responsible for maintenance, repair and inspection of overhead traveling bridge cranes. A-frame cranes and cranes other than Traveling Bridge Cranes are considered personal property and are the responsibility of the user. Load testing of real property cranes is done by contract. Submit a DMO to request load testing or repair of real property cranes or hoists.

## CUSTODIAL SERVICES

See Pages 41-42, under service contracts.

### DEHUMIDIFIERS

. DPW maintains real property dehumidifiers which were constructed as part of the facility AC system. Portable dehumidifiers are considered personal property equipment and are the responsibility of the user. If the real property dehumidifier is broken, DPW may have a limited number of portable dehumidifiers available from DPW Supply Branch. It is the customer responsibility to maintain/drain them as often as required.

### DIGGING PERMITS

You must get a digging permit approved by DPW prior to digging. The customer is responsible for initiating the excavation permit and obtaining all necessary approvals. DPW will review and approve all requests for excavation/digging submitted by the activity performing the work within 5 workdays from the date of receipt of the permit with all other required signatures. Other signatures include Island Palms Communities, Aqua Engineers, the Gas Company, 3 Telecomm Companies, 30<sup>th</sup> Signal Bn, & DPW Environmental & Engineering Divisions and DPW high voltage and plumbing shops. DPW will review site plans for the area of excavation and access the Computer Aided Drafting and Design (CADD) files or updated utility drawings for appropriate site or facility to assure that the existing utility lines or system (water or electrical) will not be damaged during excavation.

### DIVING BOARDS AND PLATFORMS

DPW maintains responsibility for the concrete platform of the diving board, but not the board itself. The board itself is considered equipment in place and can be removed without destroying the usefulness of the swimming pool. Diving board platforms other than concrete, which are easily dismantled from the surface, are the responsibility of the user.

## DOOR LOCKS

### 1. KEY LOCKS

Door locks are real property, but key control is a unit responsibility. AR 190-51 is the key control guidance. Units should keep one key in their key box for each door. That way, only a key broken off in the lock is an emergency. After 1600 hours, the unit CQ Desk or 1SG is responsible for letting locked out tenants into their rooms/offices. DPW will not respond to this as a Priority 1 DMO. Re-keying multiple locks due to **lack of key control is not a DPW responsibility**; it must be accomplished by the unit on their GPC Card or by contract. If the unit has locks rekeyed, they must coordinate through DPW Real Estate Branch in Bldg 105, WAAF. DPW will only fund for broken keys or locks resulting from fair wear and tear—not from abuse or lost keys or codes.

## 2. CIPHER LOCKS

Our goal is to become keyless as mandated by Department of Army. Cipher locks must meet the DPW keyless standard, for exterior locks, interior locks, or utility rooms. This does not apply to locks for SCIFs, special access or secure storage areas. DPW does not change cipher codes, combinations or provide training. Your unit key custodian must maintain the override codes. **If your key custodian is in the field or on leave, this does not become a DPW problem; it is still a unit responsibility.** Locks to communications rooms are the responsibility of NETCOM. **You are responsible to change the batteries every 6 months.** We recommend you check the battery compartment for corrosion at least quarterly. Corrosion caused by not replacing the batteries is abuse or negligence. This is not a DPW responsibility.

## 3. CARDLOCKS

DPW provides installation, maintenance and repair of the cardkey locks which are attached to the doors. The Front Desk Unit (FDU) computer system provided to the units with the installation of cardkey locks are unit responsibility to maintain and replace. If the FDU needs to be replaced, the unit will contact the manufacturer; using information on the FDU label. Replacement cost is a unit responsibility. If a soldier is locked out of his/her barracks room due to an inoperative cardkey, he/she must contact the unit key custodian or CQ and request that they open the room with a master key, or make the soldier a new key on the FDU, during normal working hours. After normal working hours and on weekends/holidays, the CQ Desk or 1SG shall be contacted for entry due to lost or inoperative card keys. In COFS/BOFs and admin areas, DPW will respond after all efforts to open the door are exhausted by the unit. Reprogramming cards and battery replacement is a unit responsibility. Lock-ins and un-securable doors to a barracks room or common area are considered a priority 1. If the lock is malfunctioning after hours, the 1SG or CQ Desk will allow the soldier to occupy one of a block of available rooms set aside for this purpose until the lock can be repaired.

## DUMPSTERS (FACILITY SOLID WASTE DISPOSAL)

See page 42, under Service Contracts.

## ELEVATORS

See page 42, under service contracts

## EQUIPMENT NOT REAL PROPERTY (GENERAL)

When equipment is purchased by the unit/directorate, the same appropriation used to purchase the equipment must be used to install the equipment, including all necessary installation of electric outlets, upgrades to breakers and/or transformers or building modifications to accommodate such equipment. DPW is not responsible for funding for the equipment installation or hookup, modifications to the facilities or utility upgrades needed for the equipment. These items are customer funded. You are required to submit a DA Form 4283 for permission only before purchasing/installing new equipment in your facility if it connects to any utilities or requires alterations to the

facility of any kind. For more information, please call the Work Management Chief, 787-6062.

## **EXERCISE/PHYSICAL TRAINING (PT) EQUIPMENT**

Exercise equipment, such as pull up bars, is not DPW responsibility for installation, repair, replacement, or removal. You are responsible for repair and replacement of all exercise equipment located inside facilities or outside them. Installation of exercise equipment requires an approved permission only FEWR. That requires approval from the Site Approval Board and a Memorandum of Understanding stating that the exercise equipment is a unit responsibility for its entire life span, to include removal. This also applies to turf surfaces installed for PT and testing. You will also need a dig permit. Mark the exercise equipment with your unit information.

## **FACILITY MANAGERS**

DPW has assigned a facility manager to your unit and your facilities. The facility manager has a special role to assist you. We would be pleased to sit down with you to review your needs and expectations. The facility managers review new FEWRs and provide the scoping estimates. They can assist you in developing a new FEWR and explain the status of your FEWRs. They will also visit your facilities and submit FEWRs for routine maintenance and repair. They can give you information concerning any current or future work to be done on your facility, and advise you on the projected timeframes and costs. If you don't know who your facility manager is, send an email to the facility manager shared email, [usarmy.wheeler.id-pacific.list.dpw-facility-management@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-facility-management@mail.mil).

## **FIRE EXTINGUISHERS MOUNTING AND Signs**

DPW does not provide new or exchange used fire extinguishers, including ones for the airfields. Newly constructed facilities do not come equipped with fire extinguishers. The Army Corps of Engineers and/or DPW provides the unit with the number of extinguishers required and the unit purchases them as a supply item. For replacement or exchange of discharged or deteriorated fire extinguishers, you contact a local vendor and use your Government Purchase Card for replacement and/or turn in. Fire extinguishers may also be obtained from your General Services Administration (GSA) Store. Missing fire extinguishers are a property accountability issue and are user responsibility. DPW is not responsible for signage and placement or mounting of portable fire extinguishers.

## **FIRE/SMOKE ALARM SYSTEM**

DPW is responsible for installation, maintenance and repair of fire/smoke alarm systems. **Deliberate damage to fire or smoke alarms will be repaired, then the cost of the repairs will be charged to the unit signed for the building.**

## **FLAG POLES**

DPW will maintain and repair the official installation flagpoles only (Palm Circle, WAAF across from CAB HQ, Bldg 580 Schofield Barracks, Tripler Army Medical Center, Bldg 300, HMR). General officer and other flag poles will be procured, installed and repaired by the customer, and must meet certain criteria

before DPW will approve. Submit a permission only FEWR for any flag pole installation.

## **FURNITURE**

Furnishings are considered personal property and are the responsibility of the user. This includes display cases, filing cabinets, bookcases, workstations, partitions, desks, chairs, projection screens, televisions and modular furniture. You need to procure and fund your own contract through the Regional Contracting Office for these items. For turn in of these types of items, please call the 402<sup>nd</sup>. AFSB. **Do not dispose of these items in a dumpster or on the ground surrounding a dumpster. .**

## **GENERATORS**

Not all facilities are authorized to have generators. DPW will maintain, repair and test auxiliary generating units that are classified as real property on DPW records and power equipment that serves the entire installation or main communication hubs. Generators not meeting the above criteria are the responsibility of the user. DPW does not provide generators during scheduled power outages. To find out if your generator is authorized, if it is on our real property list, or whether we maintain it, please email your facility manager [usarmy.wheeler.id-pacific.list.dpw-facility-management@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-facility-management@mail.mil)

You must have an approved permission only work order before installing a generator for your facility/equipment.

## **GENERATOR FUEL**

DPW funds for fuel for priority generators only. Customers are responsible for monitoring fuel levels in their generators, setting up a fuel account with the 402<sup>nd</sup> for refueling. If your generator is on DPW's priority list, the Resource Management Office will pay the bill for your fuel from DPW funds.

To set up an account with 402<sup>nd</sup> AFSB, please call 656-4006 or 656-4963.

## **GENERATOR RENTALS**

Before renting a generator, customers must ask DPW High Voltage (HV) shop to determine the correct size of generator required dependent on load conditions as well as connecting and disconnecting the generator. Renting a smaller generator other than what DPW recommends will not be DPW's responsibility to correct. Your contract with the rental company must include 24/7 day response to troubleshoot any malfunctions and refuel as needed. Customers are responsible for all arrangements to have the generator delivered, secured and removed at locations pre-determined by DPW HV shop.

**DPW recommends the following vendors: Generators Hawaii, POC-Tiny (808) 259-6528 or Cummins West, POC-John Miranda (808) 628-6224.**

## **GROUNDING RODS**

DPW will only test and maintain ground points for real property (comm. bldgs, aircraft bldgs, landing fields, motorpools and other critical bldgs.) We don't test grounding points for equipment installed by customers. New installation of ground points is paid for by the customer. For temporary grounding rods, contact your Bde engineer.

## **GROUNDKEEPING SERVICES**

In most areas, grounds maintenance/grass cutting services are provided by DPW for Army tenants, either by in house shops or via contract funded by DPW. Non-Army tenants must fund their own grounds maintenance services, unless otherwise stated in the ISA/MOA. Contracted and DPW grounds services are done on a pre-set schedule.

We are in a very resource-constrained environment and cannot afford manpower or funding to alter grass cutting schedules or make “special cuts”. We will not make special arrangements for office parties, special events or VIPs. For changes of command, Weyand Field and Palm Circle are high visibility and are maintained for these purposes. We encourage coordination with DPW for Weyand Field and Palm Circle schedules 30 days prior. This would allow us time to alter our cutting schedule or would allow you to schedule your events after the normal cutting takes place.

Within the unit’s footprint, the unit will maintain the grounds/cut the grass within their designated area of responsibility. See your facility manager for the grass-cutting responsibility map.

## **GUARD SHACKS/ACCESS CONTROL POINTS (ACP)**

Guard shacks/access control points at entrances to the installation at Tripler Army Medical Center, Fort Shafter Flats, and Pilila’au Recreation Center are not real property. DPW funds should not be used to repair or maintain those guard shacks. All other ACPs at entrances to the main Garrison Hawaii installations are real property.

## **HAZARDOUS WASTE TURN-IN**

To turn in hazardous/nonregulated waste, the units must request an appointment with the Transfer and Accumulation Point (TAP) Manager at 656-0866. The TAP manager will provide guidance on required documentation and turn-in procedures. There are Transfer and Accumulation Points at Fort Shafter, Schofield Barracks East Range and Pohakuloa Training Area.

## **HIGH VOLTAGE SUPPORT**

If you have a generator, with automatic transfer switch (ATS) or uninterrupted power supply (UPS) that belongs to your unit, DPW will only provide high voltage support on a reimbursable basis. So if you need our high voltage electricians to turn on and off power to your building for your contractor to work on your ATS or UPS, you must submit a FEWR to pass the funds to DPW in advance. We recommend you pass \$2000 at the beginning of the fiscal year, so when you need our support the funding is available.

## **HOODS & DUCTS (KITCHEN)**

DPW has a service contract to clean the ducts on a scheduled basis. Currently the contract calls for monthly cleaning at dining facilities and quarterly for child care centers. Inspection is not part of the contract.

## **HOT WATER HEATERS**

Individual hot water heaters installed by the customer will remain the responsibility of the user for maintenance, repair and replacement. Example: Barber/Beauty Shop facilities and systems installed on permission only work orders. DPW is responsible for all other hot water heaters.

## **ICE MACHINES**

Ice machines are considered personal property and are the responsibility of the user. If installation of an ice machine is requested the requesting unit will fund all aspects of the project thru the contracting process. DPW has no responsibility to install user-purchased ice machines, on a reimbursable basis.

## **LIGHT BULBS (CHANGING)**

Changing light bulbs is a Pr. 3 DMO, which means it won't be done soon. If your unit can change bulbs in light fixtures, DPW will provide the light bulbs for free from Troop Self Help. Take ONE bulb as a sample (to make sure you are issued the correct replacement bulb) to DPW Troop Self Help. You must be on the signature card, and be capable of doing the work yourself. If you have changed a bulb and the light still won't come on, submit a DMO. Do not try to change bulbs in rooms with high ceilings, due to safety concerns.

## **LIGHTNING PROTECTION SYSTEMS**

Installed Lightning Protection Systems are the responsibility of DPW if your facility meets the criteria for this requirement. The customer is required to install the lightning protection equipment, then DPW will maintain it after a DD1354 is received in our Real Estate Branch and the system is picked up on our real property records.

## **LOADTESTING FOR CRANES**

Load testing for real property cranes and hoists is done on a DPW service contract. Submit a DMO for load testing.

## **LOCKERS**

Wall lockers attached to the facility are considered personal property and are the responsibility of the user.



## MAILBOXES

Mailboxes are provided when a facility is constructed. Units are responsible for maintenance and repair of the mailboxes when they sign for the facility. If abuse or lack of key control is a problem, the unit will be required to procure repairs and fund for all repair work with unit funds. DPW is not responsible for maintenance, repair or replacement of mailboxes.

## MAILROOMS

In Barracks buildings only, DPW is responsible for the work required to bring the mailrooms up to the standard. Submit a FEWR for this work.

## MAN LIFT FOR UNIT PHOTOS

DPW does not normally provide man lifts for unit photos or events. If you need a man lift for your unit photos, you must rent it from an outside vendor. The only time DPW will provide a man lift for a photo is in conjunction with a General Officer's Change of Command ceremony on a non-reimbursable basis. The photographer provided by the user must have fall protection training certificate +and provide their own harness and hard hat. DPW will not do this for other than a General Officer change of command and will not provide man lifts for other unit photos. A photographer without the necessary personal protective equipment and training will not be allowed up in DPW's man lift or bucket truck.

## MASS NOTIFICATION SYSTEMS

Mass notification systems are maintained and repaired by the DPW.

## MECHANICAL ROOMS ARE NOT STORAGE AREAS

Mechanical rooms are not allowed to be used as storage areas. This is a fire and safety regulation mandated by Federal Law. Storage by exterior air conditioners or transformers will also not be permitted. ***DPW must have unobstructed access to these areas in order to do maintenance and repair on your air conditioning and other mechanical systems.***

## MEMORIALS

Memorials are considered non real property. If you would like to install a memorial, an approved DA Form 4283 is required for permission approval from DPW and must be already approved by the Installation Memorial Board at The Directorate of Human Resources (DHR), Bldg 750, Schofield Barracks. DPW does not provide materials or support for memorials or their construction. If the unit moves to a different location after installing the memorial, the unit is required to turn the area back to its original condition before the memorial was installed. If relocation is required due to construction or for any other reason, the unit/proponent is required to relocate and/or store the memorial during construction.

## MINI BLINDS/CURTAINS AND RODS

Blinds/curtains are considered real property. Even though considered real property, DPW is rarely able to fund for repair or replacement of existing

blinds/curtains. As we build the Annual Work Plan, blinds/curtains don't compete well for funding against projects involving roofs, roads, or power and water systems. If your blinds/curtains need replacement before DPW is able to fund it, your unit may request permission only to fund it.

## **MISCELLANEOUS CUSTOMER UNIQUE ITEMS**

Customer unique items are your responsibility to install, maintain, replace, and dispose of. If installation of these items will modify DPW's real property, you must request and receive written permission from DPW before you begin. If your items will draw power from the building, you must also do a power survey to ensure you won't cause brown outs due to insufficient power.

## **MOLD AND INDOOR AIR QUALITY PROBLEMS**

Small amounts of surface mold (less than 10 square feet) are a tenant responsibility for cleaning (using a detergent or diluted bleach solution). You should use TG-277 Industrial Hygiene publication for guidance.

**In the barracks**, mold or dark stains in the caulking around a tub or shower should be re-caulked by your Military Maintenance Team (MMT) with supplies from DPW (Bldg 2600, SB); do not submit a DMO. Large areas of mold growth indicate a water leak, which requires DPW repair prior to cleaning. If the barracks have more than 10SF of mold, the BMR needs to send a picture of the mold and include the 1SG and Commander (whoever signed for the building) on the email when you submit the DMO.

Recurring mold may be associated with air conditioning and/or ventilation problems. Contact your facility manager to setup a DPW mechanical engineer evaluation. Many mold issues are caused by running air conditioning in non-occupied areas, or with the temperature set too low, or by running the air conditioning with windows or doors open. Health issues associated with mold or indoor air quality should be directed to the industrial hygienist (TAMC 433-9954 or SB clinic 433-8394).

Ask your facility manager for a copy of the DPW trifold.

## **MOVEABLE WALLS**

Moveable walls are considered real property items and are maintained and repaired by DPW. Room divider curtains or partitions are not considered real property and are the responsibility of the user.

## **MUD TRENCHES/TRAPS**

Mud trenches (from the sinks where Soldiers rinse mud from their boots/TA 50) are a self-help responsibility for cleaning. DPW does not clean them. If the drain is clogged, the unit may call in a DMO to unclog the line, but not to clean the trench.

## **NEGLECT AND ABUSE**

Equipment or facilities damaged through neglect or abuse will be brought to the attention of the unit Commander. The unit responsible for the neglect or abuse will be held financially responsible. The cost of repair will be charged to the unit's bulk

fund at Garrison Resource Management Office. If no bulk fund is available at RMO, the repairs will not be made until funds are provided, except repairs to correct life, health, safety issues.

## **OUTAGES (POWER or WATER) FOR YOUR PROJECT**

If you are doing a permission only project and you require a power outage from DPW, a FEWR (DA Form 4283) must be submitted with the date and time of the requested outage and the reimbursable funds must be paid prior to the work being executed by DPW. Please allow 4-6 weeks for the collection of funds to be completed. If for any reason the time changes to a later date than requested, we require you to notify us so we can properly schedule the outage. Do not plan for an outage at the very end or beginning of a fiscal year, as reimbursable funds will not be available to support your project.

## **OUTDOOR ATHLETIC COURTS**

DPW is responsible for and maintains outdoor athletic court surfaces, poles, backboards, and lighting on the DPW property records. DPW is not responsible for net structure, netting and/or equipment on the courts.

## **PACKING AND CRATING**

Packing and crating is 402<sup>nd</sup> AFSB responsibility. Please contact 402<sup>nd</sup> for services at Bldg 6036, East Range.

## **PADLOCKS**

Hasps and padlocks are user property. DPW will not cut them for access, install or replace padlocks or hasps.

## **PAINT BOOTHS**

Paint booths are considered personal property and are maintained, repaired and replaced by the user, along with any structure erected to protect the paint booth from the elements. Paint booths must meet environmental regulations/standards.

## **PAINTING**

Interior painting is normally a self-help item for military units. Large areas of interior painting can be requested on a FEWR as permission only or as an AWP customer priority (only if your unit will prioritize it really high). Interior painting can be submitted on a FEWR, but doesn't not compete well for funding unless prioritized very high by your unit.

Note: DPW does not paint interior motor pool floors and will not approve floor painting as a self-help item. Painting of curbs is also not allowed on Army installations. DPW will only allow paint on asphalt surfaces of roadways. Units are not authorized to paint reserved parking stalls.

DPW prioritizes exterior painting of the building by age and condition. Normally DPW facility managers submit FEWRs for exterior painting. Troop self-help is only allowed for painting the dark brown section at the bottom of the building exterior.

## **PANIC HARDWARE ON DOORS**

Panic Hardware is maintained and repaired by DPW. Submit a DMO for repair.

## **PARTS WASHERS**

Parts washers are considered personal property equipment and are the responsibility of the user.

## **PEST CONTROL**

For sting/biting insects, submit a DMO to DPW. For routine insect pests, (like ants, cockroaches, and mice) you can get quicker service by completing the 15-minute online training and picking up the bait stations or traps from DPW Troop Self Help. You just need to take your Pest Control training certificate and be on the signature card at Troop Self Help.

For the training, go to <https://amedd.elic.learn.army.mil> then select "Courses" at the top of the page and then select the AMEDD courses folder. Search course catalog by typing "pest" in the space after course name, contains then click the Go button. The last of the 6 results listed, Pest Management - Self Help, will allow you to self-enroll when you mouse over the Course ID, 555\_6AF-12\_2010\_01\_00\_N, and select Enroll from the drop down that appears.

## **PLAYGROUNDS AND PLAYGROUND EQUIPMENT**

DPW is only responsible for the natural grounds and real property fencing. DPW is not responsible for playground equipment or the specialized ground cover intended to protect children from injury. Playgrounds within the housing areas are the responsibility of IPC. Playgrounds at DFMWR/NAF facilities are the responsibility of DFMWR. DPW is not responsible for funding or repair of playgrounds or playground equipment.

## **POL PUMPS/DISPENSING FACILITIES**

POL pump systems in the newer motor pools is a DPW responsibility, except for the hoses. These pumps extract various vehicle lubricants and coolants from a central drainage point and then pump to a larger container. Contact DPW Service Contracts Branch for disposal.

## **PORTABLE ROOM DIVIDERS/PARTITIONS**

Demountable partitions are considered personal property and can be removed without destroying the usefulness of the facility. These are the responsibility of the user. If you change the layout of your cubicles/partitions, you are responsible for procuring the electrical service through an outside contractor to connect and disconnect the power running through your partitions.

Room dividers, which are sliding or moveable walls, are considered real property and DPW will maintain and repair those walls, except in cases of abuse or negligence.

Gym divider and accordion type curtains are considered personal property and are the responsibility of the user, while the track installed in the ceiling for gym divider curtains is maintained and repaired by DPW as real property.

Drop down doors near food service areas that drop to prevent spread of fire are DPW responsibility.

## **POT Holes**

If you are aware of potholes that have developed, we recommend you submit a Non-Priority DMO form to DPW by e-mailing to the DMO email address. When submitting please provide the following information: post, street, closest cross street, or any other data that will help identify the location.

## **POWER SUPPORT FOR YOUR EVENTS**

If you need temporary power or water support for an event you are sponsoring, you need to coordinate with DPW well in advance. Depending on what the event is, support may be DPW-funded or reimbursable from your unit. Submit a FEWR describing all the support you are requesting (power, water, grass cutting, shut off sprinklers, etc.) Include dates/times of the event and maps showing the exact location. For electrical support, we also need to know the amount of power you need (what are the power requirements of the equipment we'll be powering up?). Also, submit a DPW Temporary Electrical Power Request 45 days prior to your event. Note that both the Power Request and the FEWR are requests and not guarantees of DPW support to your event. Support will depend on manpower availability and funding.

## **POWER SURVEYS**

Power surveys to determine power capabilities to install additional equipment in your facility are your responsibility. Please make sure you include the power survey and/or any upgrade required under the same contract you use to install your equipment (DA Pam 420-11). You will need a completed power survey done by a licensed electrician before DPW can approve your project for permission only. Do not submit a DA Form 4283 for permission only approval if you need a power survey performed on your facility due to the future purchase of additional equipment. **Do the power survey first**, then attach it to the DA Form 4283 for permission only to install the equipment and upgrade power, if that is required. Coordinate with your DPW Facility Manager.

## **PRESSURE WASHING REQUESTS**

Pressure washing is considered cleaning and is not recommended on painted surfaces. When available, DPW loans out pressure washing equipment at the same place as lawn mowers.

## **PROJECTORS and SCREENS**

Projectors and screens and televisions are considered personal property equipment and are the responsibility of the user. This includes projectors that are installed when the building is built. Users are responsible for repair or replacement of the projector and its components. For installing a new projector, users are

responsible for any costs associated with the installation, such as mounting or installing electrical outlets.

## **RAISED FLOORING**

Raised flooring is classified as equipment in place (not real property). These floors are typically installed in computer rooms and are the responsibility of the user.

## **RECORD of ENVIRONMENTAL CONSIDERATION (REC)**

Many projects require a REC. DPW Environmental Division will determine if a REC is needed or not. Here are some things you need to know about RECs.

1. RECs are staffed on Mondays. They get a 2 week initial review period.
2. However, if we find out that we need to consult with the SHPO (State Historic Preservation Office), a formal letter will be sent and the SHPO has a 30 day review period. Consultation is required if the building is historic or the project will affect any cultural resources. DPW will notify you. If during the 2 week review process, a subject matter expert (SME) needs more time to review.
3. Ensure your FEWR # is identified and is included in the REC. Usually proponents simply type the FEWR # in the project description area of the REC form.
4. DPW needs 2 versions of the REC, a Word Version and a PDF version with a signature. The Word version is needed if it is discovered that an edit to the SOW or the REC needs to be accomplished. If that does occur, no changes will be made without your knowledge or approval.
5. Please provide any supporting documents to help the SMEs understand your project. These include shop drawings, photos, maps, diagrams. We need to fully understand what you are about to do, versus all of them calling you for information.
6. Are you under any time constraints, e.g. you want to do this project on November 1st? This is important as this will bring attention to get this review completed. If you think it is sometime in FY19, just identify it on the proposed action portion of the REC form. If you put 2nd Qtr, FY19, for example, and the project doesn't start until 4th Qtr, FY19 or beyond, that is totally fine. I would rather have the REC done ahead of time versus waiting until the last minute.

## **RECYCLING AND PICKUPS**

**Policy Memorandum USAG-HI-11, "Solid Waste Management and Recycling", requires mandatory recycling.** This applies to daily civilian and military activities as well as special events and functions. **This does not apply to family housing residents. Island Palms Communities has a flyer concerning recycling in the IPC footprint.**

To request a recycle pick-up call 656-9911 and leave a message stating: the name of a point of contact, telephone number, installation name, building number, room number, and types of recyclables to be picked up. They will pick up cardboard, HI-5 beverage containers, glass bottles, office paper (white & colored), shredded paper, newspaper, magazines, phone books, plastic containers (#1-#5), and toner cartridges.

Additionally for help with requests of recycling containers, recycling support, and general recycling questions please call 656-9911.

If you want to drop off recycling items, take them to the Army Recycle Center, Bldg B1087 on Schofield Barracks 0730-1600 (except 1200-1300). They accept green waste, scrap metal (metal wall lockers, desks, cabinets), and reusable wood pallets.

For assistance with unusual situations, illegal dumping or problems, customers may contact the Recycling Program Manager at 656-5411.

## **RELOCATABLE BUILDINGS**

Relocatable buildings are not considered real property. Occupants will sign for the relocatable building and contents as personal property from Installation Property Book Officer prior to moving in. Maintenance and repair of these garrison relocatable buildings will be handled like work in DPW real property facilities, only if OCO or BASEOPS funds are provided for this purpose. If the appropriate funds are not provided to DPW, these relocatables are treated as personal property, and DPW may not fund or do maintenance and repair in them. Occupants will be responsible for abuse, neglect, or accidental damages to relocatables. Occupants are not authorized to modify these facilities in any manner. No new work is allowed on these facilities.

Units may not purchase sprung, portable or relocatable buildings without written permission and site approval from DPW and IMCOM. (also see DODI 4165.56). Such buildings erected by the user shall be maintained at the user's expense and will not be picked up on DPW Real Property records.

## **RESERVED PARKING**

DES (not DPW) is responsible for determining whether your unit can have more or different reserved parking spaces. DPW will only accept DMOs or FEWRs for striping or designating reserved parking from the authorized DES subject matter expert. Contact MSG James Williams at DES (656-6454) for authorization. He'll need a map showing which spaces are already reserved in that area and how many unreserved spaces there are, as well as what you want the spaces reserved for.

## **RUBBER FLOORING SURFACES**

Rubber flooring and surfaces are considered installed personal property and are the responsibility of the user. These surfaces are normally found in gyms and on playgrounds.

## **SAFES**

Safes are considered personal property. DPW is not responsible for your safe. **However, you need a structural assessment before placing a safe in your area.** Submit a FEWR with the weight of the safe and a map/floor plan showing the proposed location of the safe. Do not place the safe until you get approval from DPW. DPW will not bolt your safe to the floor. Talk with your DPW Facility Manager before you bolt your safe to the floor.



## SANDBAGS

When flooding is expected, DPW will fill sandbags and have them available for customers to pick up from the DPW shop areas at both Fort Shafter and Schofield Barracks. **These sandbags are NOT intended for family housing residents; family housing residents need to get sandbags from IPC.** When flooding is no longer expected and before the sandbags degrade, the customers need to dispose of them. DPW will not provide sand or sandbags for training exercises.

## SCHOOLS

Schools on Army installations in Hawaii belong to the State of Hawaii Department of Education (DOE). DPW is not authorized to fund or perform any work on the facilities or grounds of DOE schools located on post.

## SIGNS

All sign requests must be submitted on a FEWR, with a typed attachment showing the correct wording/spelling you want on the sign. If your request is to update the wording on an existing sign, include a picture of the sign. ~~If this is for a new sign, the FEWR must include a sketch or map showing where you want the sign to be placed.~~

All signs will be made in accordance with the UFC, the Installation Design Guide, and the Garrison Branding Plan. For any signs exterior to a facility that will impact the appearance of the installation, you must submit a FEWR to DPW for permission only approval before you can make or purchase these signs, including electric marquees.

DPW is responsible for real property signs, such as street signs, permanent directional signs, safety signs, building and unit identification signs. **Any unauthorized signs found on post will be subject to removal by DPW at unit expense.**

Interior signage is the responsibility of the tenant, not DPW. All interior signage must comply with the Architectural Barriers Act (ABA). Consult with the DPW Master Planning Architect, Bldg 105, WAAF, who will provide a standard design that allows for interior signage that can be changed easily. DPW will not list every section/office or floor number on the unit ID sign outside the building. To help customers find their way to specific offices, you must provide a directory sign inside your building. You are responsible for procuring, repairing and mounting the directory sign box.

DPW does not provide signs for events, deployments, exercises, internal policies and procedures, motivational signs, banners or other name signs. You must procure these signs using your government purchase card.

Installation appearance is important! One way of keeping our installation looking nice is avoiding sign clutter. For parking areas, pavement markings are used instead of signs.

## **SITE APPROVAL BOARD (SAB)**

The Site Approval Board is a DPW board that meets once a month to consider requests to put real or personal property in a location where it isn't currently. The SAB meets the 4<sup>th</sup> Tuesday of the month at 1300 in Bldg 105, WAAF, 2<sup>nd</sup> floor conference room. Contact Scott Ellis in Master Plans to get on the agenda. The SAB reviews sites outside existing buildings, not changes internal to the building. Your presentation at the SAB may result in approval or a request for more information. If the SAB recommends approval, you will receive an approval memo signed by the Garrison Commander. When you submit your permission only FEWR, include the SAB approval memo. Approval from the SAB does not give you permission to proceed with your project; you still need permission only approval.

## **SMOKE DETECTORS/FIRE SPRINKLERS**

You may not remove or damage smoke detectors. Hanging objects from the fire sprinkler system will cause damage and possible flooding which the user will be held liable for. **Damage to smoke detectors or fire sprinklers will be charged back to the unit signed for the building.**

## **SPACE REQUIREMENTS**

To identify space shortage in real property facilities, you need to submit DA Form 1450 and 1450-1 to the DPW Real Estate Office in bldg 105, WAAF.

## **SPRUNGS (TENSION FABRIC STRUCTURES)**

Most Sprungs are considered personal property equipment and are the responsibility of the user. Only the 44 new sprungs currently being erected at Area X on Schofield Barracks are considered real property; those sprungs can be maintained and repaired with DPW's SRM funds. All other sprungs can only be maintained and repaired, if OCO or BASEOPS funds are provided for that purpose.

## **STREET SWEEPING**

Due to manpower constraints, DPW does sweeping on the airfield and on the major roads according to a set schedule. Requests for sweeping of parking lots or motor pools may only be accepted if manpower is available. Submit a DMO.

## **TARGETS AND TARGET SYSTEMS**

These are not real property. DPW does not construct, repair, or maintain them.

## **TELEPHONES**

DPW does not handle telephone services. For official government telephone services, contact your unit Telephone Control Officer (TCO) and they will submit the request to NETCOM. Individuals must contact a local phone company for private telephone service in barracks or quarters.

## TREES

Trees are considered real property. Trim small trees and shrubbery in your unit's footprint while they are small and before they interfere with fencing or visibility. For extensive tree trimming or shrubbery clearing, please submit a DMO with a picture and exact location.

Tree removal requests must be submitted on a FEWR for review and approval by the DPW landscape architect. Provide as much information about the tree as possible (location, reason for removal, such as dead branches, branch rubbing against wall or roof, and low interfering branches). Trimming of large trees and removal work is very hazardous and is performed on the installation by a qualified service contractor.

Several trees on post have been designated by the City and County of Honolulu as Exceptional Trees of the State of Hawaii. For a guide to these trees, you may call 656-3087.

For tree work in housing areas, please call your housing community manager. For tree work on golf courses, please call DFMWR.

## WALL COVERINGS (WALLPAPER AND SISAL)

Specialty wall coverings such as wallpaper and sisal will not be replaced or repaired by DPW. Installation of wallpaper and sisal is not authorized due to the potential of mold growth.

## WASHERS, DRYERS & OTHER BARRACKS APPLIANCE

All appliances in the barracks are replaced through the DPW Housing Office. **Report problem with barracks appliances in eMH.** Once Housing has validated the need to replace your appliance, you can take the old one to the Housing Furniture Warehouse on Schofield Barracks and pick up the new one. Barracks Management Reps know who to contact at DPW Housing.

**Do not submit a DMO request to DPW Work Management for replacement of appliances in the barracks.**

## WATER FOUNTAINS

Free-standing water fountains are purchased with the customer's credit card and are available at GSA. DPW will change the filter, red tag, disconnect the old water fountain and reconnect the new water fountain via DMO. DPW will not repair or dispose of the old water fountains. You should turn in your old water fountains to the 402<sup>nd</sup> AFSB. If the 402<sup>nd</sup> requires that the freon be drained prior to turn-in, that is also a customer responsibility. DPW is responsible for repair of wall-mounted water fountains only.

# 5. Customer Feedback

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

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

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

1. You can put your comments directly into the Garrison's Interactive Customer Evaluation (ICE) System at <http://ice.disa.mil/>. If you work with DPW via email, use the ICE link from your service provider's signature block.
2. You can also send your comments to DPW via email. Positive and negative comments are treated as ICE comments.

If you want to make a comment about this handbook, send an email to the DPW Work Management Branch chief at the same address as is used for FEWRs.

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



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

**Sadly, we cannot afford it!** As you might have guessed, our annual requirements greatly exceed the funding we receive. The fact is, we live within a tightly constrained budget, and do not have enough employees to do all the work requested of us.

The Garrison receives Sustainment, Restoration, and Modernization (SRM) funding from the Installation Management Command and the Army Material Command (AMC). The amount of money that DPW receives is based on the number, type, age, and condition of our facilities, which is greatly influenced by the annual Installation Status Report (ISR) results. Your Commander or Director has input by ensuring that the ISR rating for your building is accurate.

The Army further constrains the amount of SRM dollars that we can use for minor construction (new work). The Army wants us to sustain and repair our existing facilities rather than renovating and adding to them. So if your project is for minor construction, it is much less likely to be funded than a repair or maintenance project.

Although you can't get everything you want, it's critical that your Commander or Director submits the top priorities for the Annual Work Plan. We can't know what's most important to your unit if you don't tell us. If a project is important to you, work within your chain of command to try to get it on your Commander's top priority list.

# 7. Common Terms

## Acronyms

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

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

**Customer-Funded Projects** - For more information on DPW processes for customer-funded projects, see Chapter 2.

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

**DA Form 4283** - DA Form 4283 is the Department of the Army's Facilities Engineering Work Request, known in DPW as a "FEWR" and more commonly throughout the Army as a "work order" or "work request". DPW customers use FEWRs to request repairs or construction that exceed the DMO dollar/labor thresholds. Download a fillable DA Form 4283 from the Army Publishing Directorate.

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

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

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

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

**Indefinite Delivery/Indefinite Quantity (ID/IQ)** - A type of contract through which DPW can place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. Examples of our ID/IQ contracts are flooring, paving, roofing, sidewalks, fencing, and painting. ID/IQ contracts are also called “open end contracts”. See Chapter 2.

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

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

**Installation Management Command (IMCOM)** - Is an organization within the Army Material Command (AMC) with regional offices. IMCOM Pacific is the regional office for Hawaii.

**Installation Status Report (ISR)** - A Department of the Army reporting tool that uses building surveys and other metrics to assess installation facility conditions and service performance against Army-wide standards. This is a year-round survey that collects data quarterly.

**Island Palms Communities (IPC)** - Owns, manages, and repairs the family housing units and areas on our installations.

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

**Major Maintenance & Repairs** - Includes the exterior building envelope to include the roof, walls, structural frame, exterior doors and windows, load-bearing walls, and foundation. It also includes primary and secondary electrical systems, gas, and sewer and water distribution systems.

**Military Maintenance Team (MMT)** - Teams of soldiers designated and trained to do simple maintenance and repair in their unit’s barracks, dining facilities, company or battalion facilities, motor pools, or hangars with materials provided by DPW. They were formerly called Repair & Utilization (R&U) teams. See your DPW facility manager, if you want to do MMT projects.



**Minor Construction** - Sometimes called “L” work, is for installation, alteration, expansion, or renovation of a real property facility. DPW is limited by HQ on the amount of “L” work we can use in a fiscal year.

**Personal Property (movable)** - Equipment that is movable and not affixed as an integral part of the facility is generally accounted for as personal property rather than real property.

**Permission Only** - Written permission from DPW on approved FEWR for customers to perform work on our real property facilities or land. If such approval is granted, the unit or activity funds, accomplishes and inspects the project. Only request “Permission Only”, if you have the necessary expertise to properly manage the project and the funds to award it. You may not do work on DPW real property facilities or land without a written approval memo and approved FEWR. See Chapter 2 for more information.

**Real Property** - Real property consists of land, buildings and facilities, including improvements, additions, and the utilities that support them. It includes equipment built into the facility (such as a central air-conditioning system), but not mobile equipment. Other types of real property are roads, sidewalks, fences, utility distribution systems, grounding rods, landscaping, and some signs. Some examples of things that are not real property are furniture, telephones and some carpeting.

**Record of Environmental Consideration (REC)** - See page 68.

**Reimbursable Projects** - are projects funded by the customer and not by DPW. Due to DPW staffing shortages, DPW does not usually accept reimbursable projects. Instead, we request the customer submit a permission only FEWR; once approved, the customer will contract out the project. See Chapter 2, Permission Only.

**Repair** - Correction of deficiencies in failed or failing components of existing facilities or systems to meet current Army standards and codes. Corrective work may involve incidental increases in quantities or capacities.

**Safety** - Although DPW wants your living and working space to be safe, it is not possible to fix everything right away that could be a safety hazard. If you think your issue is a true safety hazard, first have your Safety POC assign a Risk Assessment Code (RAC). Include the RAC when you submit your DMO or FEWR. For those with a RAC 1 or RAC 2, DPW will contact Garrison Safety for validation of the RAC. Any work requests submitted without a RAC will be processed as if they are not safety problems.

**Self-help** - Self-help is a voluntary program using military personnel and civilians to accomplish maintenance and repair to improve the livability and appearance of facilities. **Materials are funded and provided by DPW; labor**

**is provided by the unit.** Also known as Troop Self Help, this is not the same as Troop Construction Program (where the work is accomplished by one of the military engineering units).

**Sub-installations** - DPW manages real property facilities at 22 sub-installations on the islands of Oahu and Hawaii. A sub-installation is like a fort, barracks, post, etc. on the mainland. The main sub-installations are Schofield Barracks, Fort Shafter, Wheeler Army Airfield, Pohakuloa Training Area, Tripler Army Medical Center, Helemano Military Reservation, Fort DeRussy, and Aliamanu Military Reservation. The sub-installations are part of the Garrisons in Hawaii.

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

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

**Troop Construction** - Troop construction projects are accomplished by engineer troop units, such as 130<sup>th</sup> Engr Bde, the 411<sup>th</sup> Eng Bn, or Navy Seabees. These projects must be submitted a year in advance on a DA Form 4283, because they must be reviewed and approved by the Range Steering Committee (RSC) and the Troop Construction Coordinating Committee (TCCC).

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

**Work Order or Work Request** - See DA Form 4283.

