



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON RHEINLAND-PFALZ
UNIT 23152
APO AE 09067-3152

22 JUL 2020

IMRP-ZA

MEMORANDUM FOR ALL US ARMY GARRISON RHEINLAND-PFALZ (USAG RP)
PERSONNEL

SUBJECT: Policy Memorandum #10, Directorate of Public Works (DPW) Demand
Maintenance Orders (DMO)

1. REFERENCES.

- a. AR 420-1, Army Facilities Management, 12 Feb 08, with RAR 24 Aug 12.
- b. DA Pam 420-6, Directorate of Public Works Resource Management System, 15 May 1997.
- c. Memorandum, HQ IMCOM, IMPW-E, 3 Dec 08, subject: Guidance for Service Order Priorities.
- d. US Army Installation Management Command, Common Levels of Support, Configuration Guidance, Current Fiscal Year.

2. PURPOSE. To inform all supported customers how to request minor facility maintenance and repair work on US Army owned/operated/maintained real property and installed building equipment within the USAG RP area of responsibility.

3. APPLICABILITY. This policy applies to all customers supported by USAG RP DPW.

4. POLICY. Minor facility maintenance and repair work is initiated on a DMO, previously known as a Service Order.

5. PROCEDURES.

- a. Depending on their location, customers request DMOs by the following methods:

(1) Kaiserslautern Area (Rhine Ordnance Barracks, Sembach, Daenner Kaserne, Husterhoeh Kaserne, Kleber Kaserne, Panzer Kaserne, Kaiserslautern Army Depot, Pulaski, Landstuhl, Miesau, SATCOM): DSN 483-7175, commercial 0631-411-7175; 24 hours/7 days a week.

(2) Baumholder Area (Smith Barracks, Baumholder Family Housing, Wetzel Kaserne, Wetzel Family Housing, Baumholder Clinic Kaserne, and Baumholder Quartermaster Kaserne): Call DSN 531-3060, commercial 0611-143-531-3060, or walk

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in Bldg 8165 from 0800-1630; after duty hours and holidays, call the fire department at 115.

(3) Germersheim: Call DSN 541-4842/4843, commercial 0611-143-541-4842/4843; after duty hours and holidays, call the fire department at 115.

(4) Gruenstadt: Call 06359-808241; after duty hours and holidays, call the fire department at 112.

(5) Coleman Worksite: Call DSN 382-5355, commercial 0621-779-5355; after duty hours and holidays, call the fire department at 112.

b. When submitting a DMO, please be ready to provide the name and phone number of the point of contact of requestor, brief description of the problem, building number, apartment number, unit/activity assigned to the facility, and mission impact (if DMO is not completed within 30 days).

c. IMCOM Directed Capability Levels (see reference 1d): HQ IMCOM establishes the level of service to be provided by the garrison each fiscal year with resources in accordance to the directed capability level. Under these constraints, not all routine work will be accomplished. DMOs are prioritized, by DPW staff/contractors, in accordance with IMCOM HQ Guidance for Service Order Priorities (reference 1c).

(1) **Priority 1, Emergency:** Emergency work takes priority over all work and requires immediate action to cover the emergency. Usually, work will be classified as an emergency when it consists of correcting failures/problems which constitute an immediate danger to life, health, mission, security or property. Examples include: overflowing drains, broken water or steam pipes, power failures, broken electrical components which may cause fire or shock, and stopped-up commodes when only one is available for use). Normal response to emergency work is within 2 hours (1 hour at Baumholder). Once the emergency is mitigated, DMO may be downgraded to urgent or routine work to finalize repair.

(2) **Priority 2, Urgent:** Urgent work is required to correct a condition which could become an emergency, could seriously affect morale, or has command emphasis. Examples include heating and hot water supply outages or air conditioning system failures. As a general rule, the DPW will make every effort to accomplish all urgent work within 7 working days of receipt of the request.

(3) **Priority 3, Routine:** Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue to be an inconvenient or unsightly condition. Work in this category will normally

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be accomplished on a first-come first- served basis. Every effort will be made to respond to and complete routine work within 30 days.

d. **DMOs that must be converted to a Project Work Order (PWO):** Most service calls constitute minor maintenance and/or facility repair; however, if the work is determined to cost more than 2000 Euro or require more than 40 man hours of labor, then the DMO must be converted to a PWO, previously known as an Individual Job Order, and a DA Form 4283 must be initiated through applicable Installation Site Coordinators.

6. **PROPONENT.** The DPW is the proponent for this policy. The POC is the Chief, Business Operations and Integration Division, DSN 541-4734.



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Commanding