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US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEE
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FORT LEE VIRGINIA 23801-1818

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FORT LEE POLICY NO. 11-03

DEC 30 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Fort Lee Service Order Work Process Policy

1. **Background:** The purpose of this policy is to promote better understanding between the Directorate of Public Works (DPW) and the customer by explaining general procedures and priorities for DPW's accomplishment of minor maintenance and repair work.

2. **Policy:** This policy applies to minor maintenance and repair work accomplished on government-owned/leased facilities and equipment. This type work is referred to as a service order (SO) and is generally limited to a total of 24 person-hours of labor or \$2,500 material cost per service order. Typically maintenance, repair, and construction above these thresholds are addressed by way of a Work Order Request (DA Form 4283).

a. **Service Order Initiation.** The SOs may be initiated on the Fort Lee web site <http://www.lee.army.mil/dpw/dpw.aspx> or by calling or visiting our work reception desk at Bldg T-6220, telephone (804) 451-1914, during normal duty hours (0700-1730, Monday - Friday). After normal duty hours and on weekends this telephone will forward to the DPW Energy Management Control System Desk. As always, in the event of a life threatening emergency, call 911.

b. **Service Order Priorities.** Service orders will be classified based upon the following priority system:

(1) **Emergency (Priority 1) SOs:** Service orders are classified as Emergency (Priority 1) SOs when immediate action is required to eliminate a hazard for serious or life threatening injury to personnel, prevent serious damage to Government property, restore essential services or respond to command priorities. The contractor shall respond to and complete service orders in the time frames specified below. Examples of SOs that fall into Priority 1 category are shown below.

(a) The following service orders will be responded to within 30 minutes during normal duty hours and within one hour after duty hours. Work will continue until emergency is mitigated.

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- Odor of natural gas or gasoline.
- Serious water leaks within buildings.
- Problems arising from fires.
- Electrical problems which could lead to personal harm, damage to property, or result in a power failure affecting occupied buildings (does not include tripped breakers).

(b) The following service orders will be completed on the same day.

- Loss of air-conditioning in the cooling season where it is required for critical supplies and equipment, or when whole buildings or significant portions of buildings are without cooling.
- Loss of heating in the heating season where it is required for crucial supplies and equipment, or when whole buildings or significant portions of buildings are without heat.
- Door (including rollup of automatic) and lock repair (including keys), where it is necessary to secure buildings.
- Broken glass where it is necessary to secure a building or to preclude more serious weather damage. Upon mitigating the immediate problem, SO may be closed out and final repairs may be completed under a Priority 2 or 3 SO.
- Tripped breakers.
- Breakdown of refrigerators, water heaters, cooking ranges, kettles, ovens, grills, dishwashers, garbage disposals or other primary kitchen or cold storage equipment in dining facilities and classroom facilities.
- Restriction or stoppage of plumbing fixtures or drain lines where health and safety is an issue and no alternate facilities are available.
- Failure and/or alarms of traffic or traffic controllers or helipad lighting controls.
- Malfunctioning Fire Alarm Systems.

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- No hot water in barracks, operational dining facilities and gyms.
- Garrison Commander directed maintenance and repair.
- Failure of elevator has a two hour response time.

(c) The following SOs will be completed by close of business the next business day.

- Problems arising from flooding, such as basements, streets (resulting from stopped storm sewers or drains, etc.).
- Repair of security fences and gates.
- Loss of major sections of roofing systems. Response would consist of securing facility from further damage. Repair work would normally be accomplished via Individual Job Order (IJO).
- Operational problems with pools.
- Automatic doors, roll-up doors – when not a security issue.

(2) **Urgent (Priority 2) SOs:** Service orders are classified as Urgent SOs when the failure in service would soon inconvenience and/or affect the security, health, or well being of personnel or cause damage to property. Priority 2 SOs shall be completed within seven (7) calendar days, except for Change of Occupancy Maintenance SOs and Miss Utility SOs. Change of Occupancy Maintenance SOs will be completed within two (2) working days after the unit becomes available or three (3) days if full painting is required. Utility markings (Miss Utility SOs) shall be completed within timeframes as required by Miss Utility, Underground Utilities Prevention Act (Chapter 890). Examples of Priority 2 SOs are as follows:

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

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

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

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(d) Inoperable or malfunctioning plumbing fixtures when other operable fixtures exist.

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

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

(g) Washer/dryer repairs in barracks.

(h) Minor roof leaks.

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

c. Unsatisfactory Work Accomplishment. SOs that have been unsatisfactorily completed shall be redone correctly within five (5) days of notification of the requirement.

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

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

f. Work not performed by DPW. The service order desk frequently receives requests to accomplish work outside its responsibility. Individuals who call requesting non-service order work shall be referred to the proper office. The following is a list of the most common requests received of this type:

<u>REQUEST</u>	<u>RESPONSIBLE OFFICE</u>	<u>PHONE</u>
Telephone Repair	NEC	(804) 734-7515

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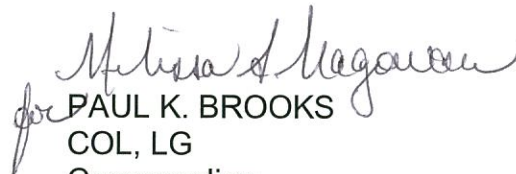
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Abandoned Car Removal Military Police
Housing Work RCI Office

(804) 734-7400
(804) 733-1558

g. Work Orders. Work above Service Order thresholds can be requested with Form 4283, available at <http://www.lee.army.mil/dpw/dpw.aspx>. Follow the instructions in the Work Order Process link.

3. **Effective Date**: This policy is effective on the above-mentioned date of this memorandum.
4. **Supersession**: This policy supersedes Fort Lee Policy No. 11-03 dated 1 June 2009.
5. **Proponent**: Proponent for this policy is DPW Operations Division, (804) 734-5230.


for PAUL K. BROOKS
COL, LG
Commanding

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