



NAVFAC SE
Public Works Department

Building Manager's Handbook



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Table of Contents

FORWARD	4
CONGRATULATIONS, YOU'RE A BUILDING MANAGER!	5
ROLES AND RESPONSIBILITIES	6
APPOINTING A BUILDING MANAGER!	8
Letter of Designation	8
Authorized Caller List.....	8
Training.....	8
Specialized Training Requirements	8
Communications	9
BUILDING MANAGER SUPPORT NETWORK	10
Public Works Department (PWD)	10
Cultural Resources	11
Energy Management	Error! Bookmark not defined.
Excavation (Dig) Permits.....	12
Exhaust Maintenance	13
Exterior Signs.....	14
Grounds Maintenance	14
Janitorial Services	14
Maintenance/Repair and Alterations.....	14
Pest Control.....	16
Refuse Collection.....	16
Self-Help.....	16
Site Approvals.....	16
Space Management	17
Swimming Pool Maintenance	17
Transportation.....	18
Command Support Activities	19
Environmental.....	19
Emergency Management/Disaster Preparedness	20
Fire Department	20
Industrial Hygiene.....	20
Natural Resources	21
Safety	21
Security Department	21
Telephone Support.....	22
Getting Work Done	23

Service Calls and Work Requests.....	23
Service Calls (Trouble Tickets).....	23
How does a service call work?.....	24
Your Role in the Service Call Process	26
Categories of Service Work.....	26
Work Requests	28
Self-Help	30
Facilities Management Facilities Support (FMFS)	32
Public Works Department (PWD) (FMS)	34
PWD Services Points of Contact.....	35
Command Support Activities.....	36
INDEX.....	55

List of Figures

FIGURE 1: BUILDING MANAGER SUPPORT NETWORK	10
FIGURE 2: SERVICE CALL (TICKET) SUBMISSION DIAGRAM.....	27
FIGURE 3: WORK REQUEST PROCESS DIAGRAM.....	29
FIGURE 4: BASIC SELF-HELP REQUEST APPROVAL DIAGRAM.....	31

List of Tables

TABLE 1: FACILITIES MANAGEMENT FACILITIES SUPPORT (FMFS) CONTACT LIST	33
TABLE 2: FACILITIES MANAGEMENT SPECIALIST (FMS) AND SELF-HELP PROGRAM COORDINATOR	34
TABLE 3: COMMAND SUPPORT ACTIVITIES POCs	36
TABLE 4: FREQUENTLY USED NUMBERS (TO BE COMPLETED BY BUILDING MANAGERS)	37

List of Appendices

APPENDIX A: POINTS OF CONTACT.....	32
APPENDIX B: REFERENCES	38
APPENDIX C: BUILDING MANAGERS HANDBOOK DEFINITIONS.....	39
APPENDIX D: FREQUENTLY ASKED QUESTIONS (FAQs).....	41
APPENDIX E: SAMPLE LETTER OF DESIGNATION	43
APPENDIX F: EXAMPLE SPACE REQUEST	44
APPENDIX G: EXAMPLE EXCAVATION PERMIT	45
APPENDIX H: SAMPLE SERVICE TICKET	48
APPENDIX J: SERVICE TICKET POLICY FOR NASP REGION	49
APPENDIX K: SERVICE TICKET POLICY FOR PWC UTILITIES.....	54
APPENDIX L: CATEGORIES OF SERVICE LEVEL WORK (FUNDING RESPONSIBILITY, AND THE BOS CONTRACT)	55

FORWARD

The Public Works Department (PWD) of NAVFAC SE provides support and personnel resources to Tenant command and station activities for the maintenance and operation of assigned facilities. PWD is supported in this effort by Building Managers (BM) who are assigned by those Tenant command and station activities (herein generally referred to as “TENANTS”) to act as the local liaison for the maintenance and repair of those facilities.

PWD supports a broad range of functional responsibilities including real property management; coordination of facility support contracts including grounds maintenance, trash and refuse collection, janitorial service, pool maintenance, exhaust maintenance; processing of transportation requests; and the coordination and approval of all exterior base signage.

This handbook has been designed to provide Building Managers a ready resource for the identification of available support resources from PWD and the various command support activities responsible for the exercise of fire, safety, security, emergency management/disaster preparedness, and other support services related to the proper stewardship of Department of Defense (DoD) facilities.

PWD is committed to the successful support of Tenant Building Managers in their endeavor to provide a safe and efficient working environment for their activities. To this end, all requests for facility maintenance and service will be considered and prioritized in accordance with funding constraints, mission necessity, safety and command direction. During this time of diminishing manpower and funding levels, first consideration will be given to self-help and life extension projects for present facilities. However, requests that are considered to be solely for the purpose of comfort and convenience or purely for aesthetic reasons will generally be assigned a low priority on a case-by-case basis depending on the availability of funds or resources.

We hope our Building Managers find this handbook a valuable tool and resource.

Welcome to the PWD!



The Building Manager Handbook is also available via the PWD Website at www.cnmc.navy.mil. All changes to this document and relevant Points of Contact (e.g. Facilities Management Specialist (FMS) and Performance Assessment Representative (PAR)) will be posted to the PWD website as the primary point of information dissemination to Building Managers and other command representatives.

CONGRATULATIONS, YOU'RE A BUILDING MANAGER!

Once again, Welcome to the PWD! As a Building Manager, you are the on-site representative of the Commanding Officer or NASP Department Head (the "TENANT") assigned to your building(s) and the Public Works Officer (PWO).

The PWO is responsible for oversight of the Building Management Program, and the PWD Building Manager Coordinator (BMC) is responsible for initial administrative oversight of the program (e.g. assignments and training). To further support the Building Manager in their building support requirements, PWD has appointed a group of Facilities Management Specialists, (FMS) to advise and support the Building Managers in the proper processing of construction and facility upgrade undertakings.

Once established, your position as a Building Manager will require you performing a variety of duties that are needed to maintain the safety, structural integrity and environmental acceptability of your assigned facility. In short, the Building Managers are responsible for providing their Tenants the cleanest, safest, and most efficient working environment possible. Further, as the single point of interface for the Facilities Management Specialist (FMS) and various command support activities, the importance of your role in the identification of structural, safety or material deficiencies cannot be understated or can your duties be underutilized.

ROLES AND RESPONSIBILITIES

This section describes the responsibilities of each level for implementing and supporting the Building Management Program.

The Commanding Officer: Responsible for the upkeep and mission readiness of all facilities installation under their cognizance while in command.

The PWO: Provides maintenance and planning of Real Property (RP). Through the PWD staff, the PWO provides support to Building Management Personnel.

The Building Manager Coordinator (BMC): Responsible for the administrative oversight of the PWD Building Manager Program.

Facilities Management Specialist (FMS): Specialists in a myriad of technical areas, the FMS assist, the Building Manager with the generation and submission of Work Orders that are beyond service scope and clarification of policy or procedure in the absence of clear direction or command instruction.

Tenants: All NASP Department Heads or Commanding Officers exercising oversight of any governmental facility will be defined for the purposes of this document as “TENANTS”. Each Tenant is directly responsible for ensuring the overall wellness of their assigned facility(s) to include reasonable care, cleanliness, and minor maintenance. Tenants shall designate in writing to the BMC, a Building Manager (BM) and Building Manager Alternate(s) (BMA), which will oversee all facilities under their cognizance per this guidance and serve as the primary point of contact between the Building Manager Coordinator, Facilities Management Specialist (FMS) and various command support entities. The letter of designation is further described in the section titled

“[GETTING WORK DONE](#)”.

Building Manager (BM)/Building Manager Assistant (BMA): The BM and BMA are responsible to the Tenant and the BMC for the upkeep and maintenance of the government facility(s) assigned to them. Within this capacity, the Building Manager is expected to perform Self Help projects, prepare for various health and safety inspections, document and report (Service Calls) deficiencies in the material and or cosmetic appearance of the facility, accept and submit tickets for fire and safety discrepancies, as well as Fire Warden duties and the initiation of Emergency Service Calls for situations involving potential loss of life or property. The BMA will act in the BMs absence during times of leave, illness or deployment. The BMA shall stay abreast of all issues affecting their assigned facility(s) and shall remain cognizant of all actions and issues initiated by the BM. Additionally, in facilities occupied by multiple Tenants, the BM for the primary Tenant (the Tenant who occupies the largest square footage or the main Command/Department within that facility) will have information on how to gain access to their spaces. The primary Tenant/Command/Department will be determined by PWD. For safety reasons it is imperative that this function be assumed by the BMA when the BM is not available.

The BOS Contract Service Provider: Responsible for the provision of maintenance and repair to the Pensacola Naval Complex that requires less than 32 hours labor. The contract service provider maintains the Customer Assistance Center (CAC) to whom Service Calls are submitted.

Facility Service Contract (FSC): The PWD contract service provider is governed by a Performance Work Statement (PWS or Statement of Work), which is divided into sections called annexes. The FSC handles all customer comments regarding contracted services such as the BOS Contract. In order to minimize the operational impact of resolving customer concerns and issues, PWD is not a part of the customer comment process. The documented procedure to address issues with the BOS Contractor is to contact the Performance Assessment Representative (PAR) for the appropriate annex using the annex description as a guide. In the event of an emergency, an FSC representative may be reached at the phone number provided. The FSC comment process ensures a timely and uniform method of resolving all customer issues (For details on how to submit a customer comment, see the FSC section of this document).

APPOINTING A BUILDING MANAGER!

As a Building Manager you will most likely be involved in your appointment or the nomination and appointment of your successor, sometime in the future, so it is important that you understand the entire process of Building Manager appointment.

Letter of Designation

The first and single most important step in the Building Manager appointment process is the *Letter of Designation*. The *Letter of Designation* is originated by the Tenant (see example in Appendix E) and identifies the BM and BMA(s) to the BMC and requests their addition to the Authorized Caller List (ACL).

Authorized Caller List

The ACL identifies those individuals authorized to call in Service Calls and Work Orders for that facility as well as identifying the BM as the facility Point of Contact (POC). A Letter of Designation identifies the BM and BMA(s) to the PWO and requests their addition to the ACL. The ACL is maintained by the PWD. Activities will be allowed to have one BM and up to two BMA's depending on the command size by the discretion of the PWD. Each activity will be assigned a Paying Activity Code to track Service Tickets charged to that Activity. If a caller's name does not appear on the ACL for their activity, the service ticket request will be denied, unless it is an emergency request. (See Appendix L for an explanation of cost determination for Paying Activities)

Additions/Deletions to the ACL: When a BM is selected or relieved, a letter from the Tenant must be sent to the BMC designating or removing designation of that individual and placing or removing them from the ACL.

Periods of Absence: For practical purposes, the BM and BMA(s) should coordinate periods of absence to ensure continuous facilities coverage. However, during periods when both the BM and BMA(s) must be absent simultaneously, the Tenant should provide written notification/E-mail to the BMC a minimum of 72 hours in advance and designate a temporary Building Manager Alternate to be placed in the ACL for the period of their joint absence.

Training

BM's should complete the Environmental Compliance Awareness Training (ECAT) on-line course of instruction. ECAT may be found at "www.ecat-nasp.com".

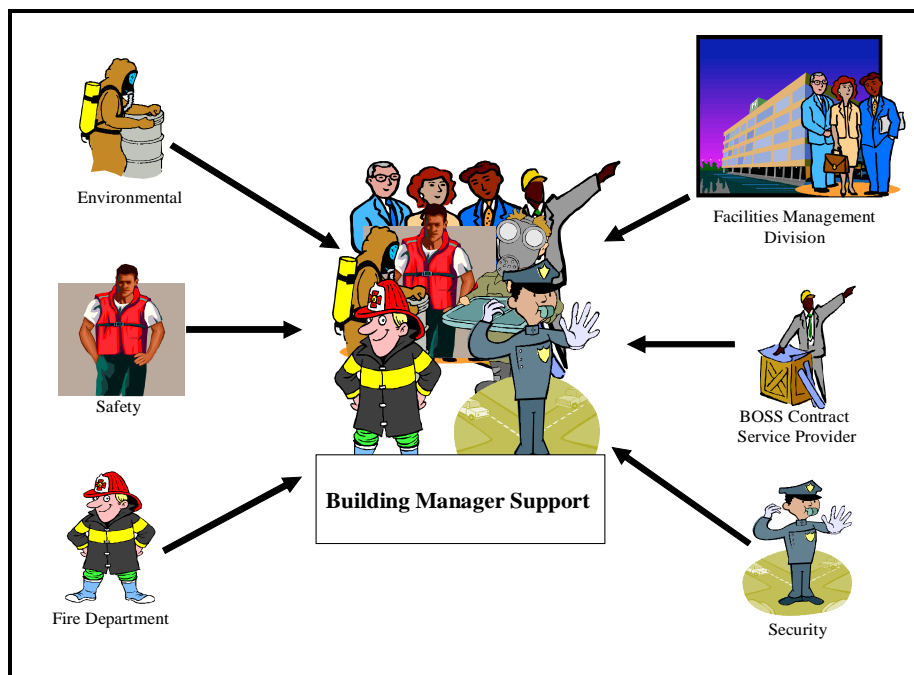
Communications

Now that you're the BM, it is important that you establish good communications with your Tenant and building occupants. It is imperative that the Tenant understands that the multitude of diverse organizational entities that regulate and support the wellness of the facility requires that all requests for support are coordinated through the Building Manager. Further, consider that as a BM/BMA you are both a customer and a service provider, just as you expect good communication from the BMC, Facilities Management Specialist (FMS) and your Chain-of-Command, so is the occupant's expectation of you. You should establish a communications strategy for providing your occupants the status of projects taking place within your facility and making your contact information readily available should they require your assistance. Your Tenants are the life-blood of your facility and can be your greatest asset in the identification of small maintenance and safety problems before they become major (and significantly more expensive) undertakings.

BUILDING MANAGER SUPPORT NETWORK

Generally, Building Managers are reliant on two separate groups of support professionals for the maintenance of their respective facilities: PWD and Command Support Activities. For the purposes of this discussion, PWD encompasses specialized infrastructure management and facilities contracts support services (including the BOS Contract Service Provider). Command Support Activities, for the purpose of this handbook, defines a variety of other command entities such as Fire, Security, Safety and Emergency Management/Disaster Preparedness that provide specialized network support to the Commanding Officer.

Figure 1: Building Manager Support Network



Public Works Department (PWD)

PWD is the core organization for Real Property Management or Facilities Management Department for NASP, and as owner of the Building Manager Program, is responsible to the Commanding Officer NASP for the management and success of building support and maintenance for all facilities assigned. PWD is home to several functions and service areas that may be utilized by the BM such as:

- Cultural Resources
- Energy Management
- Excavation (Dig) Permits
- Exhaust Maintenance
- Exterior Signs
- Grounds Maintenance
- Janitorial Services
- Maintenance/Repair and Alterations
- Pest Control
- Refuse Collection
- Self Help
- Site Approvals
- Space Management
- Swimming Pool Maintenance
- Transportation
- Environmental

Cultural Resources

Governance: NASPNCLA Instruction 11010.2

Cultural Resources, DOD Instruction 4715.3, is a plan that defines the process for the management of Cultural Resources on DOD installations.

Naval Air Station Pensacola is known for its natural beauty, tradition, and rich history. This beauty, tradition, and history are preserved today through the thoughtful stewardship of the station's cultural resource management.

Cultural Resources are:

- Buildings, structures, sites, districts and objects eligible for or included in the National Register of Historic Places
- Cultural items
- Archaeological Resources
- Archaeological artifact collections and associated records

Prior to the approval of any Federal fund expenditures on an undertaking/project, or prior to the issuance of any license permits, as the case may be, take into account the effect of the undertaking/project on any district, site, building, structure, or object that is included in or eligible for inclusion in the National Register.

A property has the potential to be affected when the project alters the characteristics that qualify the property for the National Register.

Early in the planning stages of a project ask, "Is this the kind of activity that could affect historic properties, either directly or indirectly?" This will be the case if the undertaking may:

- Change a building, structure, or landscape in any way;
- Disturb the ground;
- Alter noise levels in an area, or change its visual characteristics; or
- Change traffic patterns, land use, or the socioeconomic character of an area.

Contact the Public Works Department, Cultural Resource Manager (CRM) concerning maintenance, repairs, renovations, and rehabilitation on historic facilities at 452-3131 Ext. 3011. If you are unsure whether your building is historic, please contact the CRM.

Energy Management

Governance: CNRSE Instruction 4101.1B

The PWD Installation Energy Management Team administers the Energy Management Program for the Commanding Officer, with the assistance of the Building Energy Monitors (BEMs). The Building Manager (BM) and the BEM are often the same individual. Other times they are separate roles. The BM is integral to the success of the Energy Management Program, and should interface with the BEM on a regular basis to ensure the NAS Pensacola Energy Management Goals are accomplished.

The Navy and the President of the United States have set the goal of reducing energy consumption by 30% by 2015. To meet this goal, the BEM should ensure basic energy-conserving measures are in place in their facility. Briefly, this includes:

- turning off lights in unoccupied spaces,
- maintaining correct heating/cooling settings per current CNRSE Instruction
- using Energy Star-rated appliances
- eliminating unauthorized appliances (personal and extra “community” pieces), as directed in CNRSEINST 4101.1B
- reporting instances of potential energy waste due to old, broken, or inefficient equipment/facility conditions to their FMS or the PWD Energy Management Team.

BMs/BEMs should familiarize themselves with the information in CNRSEINSTR 4101.1B in order to fully understand current energy goals and Best Management Practices.

If you have questions or need assistance regarding energy management for your facility, contact the Installation Energy Manager, Sabrina Williams, at 850-452-3131 X3032.

Excavation (Dig) Permits

Governance: NASPNCLA Instruction 11010.3

Excavation (Dig) Permits are required prior to any form of excavation. This protects our operational mission, government property and our personnel. Building Managers must be cognizant of this fact and obtain the proper dig permit(s) prior to undertaking any type of excavation work in and around their facility. A sample dig permit is provided in Appendix G.

Further guidance regarding dig permits may be obtained by calling Irby Engineering at 452-5525.

Exhaust Maintenance

Governance: None

A Contract Service Provider provides exhaust maintenance for base food preparation facilities. Any requests for changes to exhaust services must be made via the Exhaust Maintenance Coordinator, Public Works Department at 452-3131 Ext. 3036.

Complaints regarding contractor provided services must be made to the Facilities Management Facilities Support (FMFS) at 452-3131 Ext. 3052.

Exterior Signs

Governance: NASPNCLA Instruction 5560.11

Exterior signs for all base roadways and facilities are required to meet specific design and color requirements. Request for exterior signage must be prepared on NASP Form 5560/42 and submitted to the Exterior Signage Coordinator, Public Works Department for approval, fabrication and installation. Specific information regarding exterior base signage may be obtained from the base Public Works Department at 452-3131 Ext. 3018.

Grounds Maintenance

Governance: None

A Contract Service Provider provides grounds maintenance. Break down maintenance should be called into the trouble desk at 452-5555. Routine grounds maintenance should be called into the RSSI trouble desk at 452-8705. Other type work should be called to your respective Facility Management Specialist to request work. Any requests for additional service (e.g. additional, removal or one time service) or complaints must be made via the Grounds Maintenance Coordinator (Regional Inmate Coordinator Contract), Public Works Department at 452-3131 Ext. 3035 or (Preferably) via E-mail. (norman.feinberg@navy.mil)

Note: This contract has an additional statement of work requiring “other duties as assigned”. Therefore, any potential tasks that arise may fall into this area. E-mails for any requested service will be evaluated, addressed and responded to.

Janitorial Services

Governance: None

A Contract Service Provider provides janitorial services. Any requests for changes to janitorial services (e.g. additional, removal or one time service) must be made via the Janitorial Services Coordinator, Public Works Department at 452-3131 Ext. 3018.

Complaints regarding contractor provided services must be made to the Facilities Management Facilities Support (FMFS) at 452-3131 Ext. 3046.

Maintenance/Repair and Alterations

Generally, facility maintenance, repairs requiring less than 32 hours and less than \$600 in cost is submitted directly to the BOS Contract Service Provider trouble desk (or CAC) for action. However, there are instances where this is not the case. Major maintenance, repairs and alterations are addressed directly to the **PWD (FMS)** for action. Also, Facilities Management Specialist (FMS) may expedite customer-funded jobs if costs and materials for service are provided from the Tenant activity vice PWD’s operational budget. The following information is provided to support the Building Managers understanding of the criteria by which EMERGENCY Service Calls are handled:

Service Ticket Policy for NASP Region

Criteria for Valid HVAC E-Tickets is based on the facility mission such as medical, critical communication or training where a constant humidity is required. (Listed in Appendix J as “Complete facility”), Air /Flight Operation/Runway and Port Ops support facilities, facilities which contain explosive ordnance and or materials, sensitive computer equipment rooms and weekends and holidays for most Bachelor Quarters (BQ’s). Weekend is defined as running from 1500 Friday to 0700 Monday and Holidays. Appendix J provides a listing of buildings/facilities that meet the critical requirements for an emergency ticket in the event HVAC units go down.

Valid E-Tickets (other than HVAC) are classified as to prevent immediate danger to personnel, the harming of natural resources, restoration of essential services that have been disrupted by the breakdown of utilities, correction of failures which degrade mission capabilities, create waste, degrade security or as directed by the **Admin. Contracting Officer (ACO), Public Works Dept. Staff (PWD), Regional Engineer Command Duty Officer (CDO), NASP CO or XO, Disaster Preparedness Officer (DPO) or Performance Assessment Representative (PAR).**

The following are examples of valid E-Tickets: Loss of electrical power to security facilities and or magazines containing explosives, after hour building security issues, natural gas leaks, flooding, interior water leaks causing damage to government property (leaks in walls, ceilings or carpeted areas) and or safety hazards, loss of electrical power to fire alarm systems and or loss of water pressure to fire sprinkler systems identified by Fire Dept. personnel, loss of water or sewer service to BQ’s, sewage spills or back-ups, fuel/oil spills, sinkholes or washout’s on major roadways, and any situation that prevents the mission of Air/Flight and Port Operations.

Service Ticket Policy for PWD Utilities

Criteria for Valid HVAC E-Tickets (PWD Utilities, Utility Plants and Utility Distribution Systems, are classified as to prevent immediate danger to personnel, restoration of essential services disrupted by the breakdown of utilities, correction of failures that degrade mission capabilities and emergencies that have impact relating to fire, safety or environmental issues. Examples of valid “E” Tickets for PWD Utilities are provided in Appendix K.

The section entitled “[Service Calls and Work Requests](#)” provides more specific guidance on Service Calls and Work Requests.

Pest Control

Governance: None

The BOS Contract Service Provider provides pest control services. Any requests for changes to pest control (e.g. additional, removal or one time service) must be made via the Pest Control Coordinator, Public Works Department at 452-3131 Ext. 3018.

Complaints regarding contractor provided services must be made to the Facilities Management Facilities Support (FMFS) at 452-3131 Ext. 3048.

Refuse Collection

Governance: None

Refuse Collection is provided by a Contract Service Provider. Any requests for changes to refuse collection (e.g. additional, removal or one time service) must be made via the Refuse Collection Coordinator, Public Works Department at 452-3131 Ext. 3018.

Complaints regarding contractor provided services must be made to the Facilities Management Facilities Support (FMFS) at 452-3131 Ext. 3046

Self-Help

Governance: NASPINST 11014.8

Many times the most expedient way for a Tenant to accomplish a desired project is by completing it themselves. Repairs, renovations, or alterations to facilities, which directly enhance the quality of life of the Naval workforce, emphasize MAXIMO deficiency list reduction and/or aesthetic improvements to existing interior and exterior floors, walls and ceilings may be completed using the Self-Help program. Self-Help projects are addressed in the [Self-Help section of this handbook](#). Additional information regarding Self-Help Projects may be obtained by contacting the PWD Self-Help Coordinator at 452-3131 Ext. 3026.

Site Approvals

Governance: NAVFACINST 11010.45

CDRSOUTHDIV, NAVFACENGCOM LTR dtd 7 Aug 2001

Prior to the undertaking of any construction project, large or small, a Site Approval must be obtained. Site Approval ensures that the construction project to be undertaken is not in a sensitive location or disturbing an area of environmental or cultural sensitivity. A Site Approval request is provided on the Building Manager's website for use in preparation for site approval request. To obtain a site approval, contact the Asset Management Division at 452-3131.

Space Management

Governance: NASPNCLA Instruction 11012.2

Moving to or within facilities are often the most misunderstood and often over simplified (in perception) undertakings you may experience. The Building Manager must adhere to several guidelines when conducting intra-facility moves and moves into other facilities. Often, simply rearranging furniture may require relocation of electrical outlets, lights or doors. As the Building Manager, before you support a Tenant's request to move or rearrange furniture, you should ask yourself several very pertinent questions.

- Is the move within your authorized space? If so, the move can be conducted without prior notification to the PWD Facilities Management Specialist as long as any costs associated with the move are borne by the Tenant (space relocation directed by the host command will be funded by the host). Additionally, should the move require the movement of outlets, phones, LAN, HVAC, lights or doors, the Building Manager must first notify the PWD Facilities Management Specialist for a cost estimate and gain approval prior to initiating the move.
- Is the move to another facility? To perform a move from one facility to another, the Building Manager must submit a memorandum to the PWD Facilities Management Specialist requesting permission to plan the desired move. The PWO will evaluate the request, determine the associated cost, and render a decision based on the functional use of the requested building space.
- Is this a space expansion? Generally, space is allocated based on the Basic Facility Requirement (BPR) for the Tenant activity. Tenants will submit a Space Request Form (Appendix F) to PWD to justify the need for the additional space requested.
- Is this a change in use? If so, it is important that the Building Manager be aware that the Navy categorizes space, and receives funding based on the use of that space. A change in the function of a specific space can affect the occupant load, the HVAC system, electrical system, fire code, emergency egress capacity, etc. For these reasons, it is imperative that the Building Manager notifies the PWD of any proposed change of space function.

Once approval is received, the Building Manager and Tenant have a responsibility to ensure an accurate account is maintained of the facility's conditions and uses are maintained, and that any known changes in facility utility services are reported to the PWO. The PWO will then ensure facility records are updated. Additional information may be obtained by contacting the Space Management Coordinator at 452-3131 Ext. 3028.

Swimming Pool Maintenance

Governance: None

A Contract Service Provider provides maintenance of swimming pools. Any requests for changes to pool maintenance (e.g. additional, removal or one time service) must be made via the Swimming Pool Maintenance Coordinator, Public Works Department at 452-3131 Ext. 3018.

Complaints regarding contractor provided services must be made to the Facilities Management Facilities Support (FMFS) at 452-3131 Ext. 3047

Transportation

Governance: NASPNCLA Instruction 11240.3

Requests for vehicle assignment or rental should be made to the Tenant's Transportation Coordinator.

Requests for additional permanent vehicle support must be submitted on Form PWCEN 11240/7 and requires annual justification for retention.

Requests for temporarily assigned vehicles must be submitted on Form NASP 11240/22, "C" Rental Vehicle Request.

Prior to performing travel over 100 miles radius an "out-of-bounds" form letter must completed and submitted to the Transportation Coordinator.

General vehicle care includes:

- Daily completion of NAVFAC 9-11240/13, Operator's Inspection Guide and Trouble Report
- No smoking in Government vehicles
- Seat belts are required while operating government vehicles

Return of vehicle credit card receipts to Transportation, Building 3560, Code 750 with USN number annotated on receipt. Additional information regarding Transportation policy may be obtained from the Transportation Coordinator at 452-3131 Ext. 3117.

Complaints regarding contractor provided services must be made to the Facilities Management Facilities Support (FMFS) at 452-3131 Ext. 3047.

Command Support Activities

There are a variety of activities assigned to the command that are responsible for the welfare, safety and security of our facilities and our personnel. Below are some of the Command Support Activities that may or may not interact with the Building Manager on a routine basis but contribute to the safety of your facility and its occupants.



Environmental

Governance: NASPNCLA Instruction 5090.4

The Environmental services are provided by the BOS Contractor who is responsible for carrying out the environmental education and management of hazardous waste containment. The multitude of chemicals, cleaning agents, solvents, oils and other potential contaminants present in a military environment make the potentially adverse impact of waste disposal, noise pollution, and contamination of the soil and groundwater an ever present threat. The BM should be cognizant of the following regulatory acronyms, their full title and simply stated meanings:

Abbreviation	Title	Meaning
As Provided by the NASP Environmental Division		
NEPA	National Environmental Policy Act	Explain what you are going to do before you act
OSHA	Occupational Safety and Health Act	Explain how you are going to do it
CAA	Clean Air Act	Don't put it up the chimney
CWA	Clean Water Act	Don't put it down the drain
SDWA	Safe Drinking Water Act	Don't bury it in a hole in the ground
RCRA	Resource Conservation and Recovery Act	Don't put it anywhere else
TSCA	Toxic Substance Control Act	If it's bad stuff, don't use it in the first place
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act	If you did bury it in a hole in the ground, now dig it up
FFCA	Federal Facilities Compliance Act	If you neglect any of the above laws you will pay big fines and/or go to JAIL

Additionally, the BM should be aware that one of the biggest opportunities for an environmental incident is the "Self Help Project." In many cases, BMs or others within a facility purchase paints and cleaning solvents on the civilian economy for use within their facilities. These items must be cleared by Environmental and Safety and/or added to the Authorized Use List (AUL)

prior to their use. BMs may obtain guidance regarding the AUL or other environmental issues by contacting their Hazardous Waste Coordinator or Environmental Services Division at 452-3131 Ext. 3015 or the Safety Office at 452-3100 Ext. 1481 or 449-9225(Cell).

Emergency Management/Disaster Preparedness

Governance: CNETINST 3440.2

Emergency Management (EM)/Disaster Preparedness Office (DPO), NASP is responsible for the oversight of regional disaster preparedness and response.

It should be noted that expense of preparatory supplies (e.g. plywood and sandbags) is borne by the building Tenant. DPO funds only preparatory supplies required to secure those facilities designated by the Commanding Officer of NASP.

More information and guidance regarding Emergency Management be obtained by contacting the Emergency Management/Disaster Preparedness Office at 452-4483.

Fire Department

Governance: NASPNCLA Instruction 11320.1

The Fire Department is responsible for fire protection and prevention of all facilities, equipment and personnel within the Pensacola Naval Complex. As a Building Manager, you will maintain close liaison with fire inspectors and other members of the Fire Department. Your facility will be routinely inspected (frequency will be dependent upon the use of the facility) for potential fire hazards and/or practices that, gone unchecked, have the potential of becoming fire hazards. It is the Building Manager's responsibility to ensure that all fire equipment is functional and inspected at regular intervals by the building fire warden. Further, the BMs will ensure that all exit signs and emergency strobes are functional, illuminate properly and that all fire hoses and extinguishers are functional and are tested and inspected on a regular basis for compliance IAW current station guidelines. Base Fire Department personnel will place Service Calls for alarm systems failures. Questions regarding the inspection, testing and maintenance of fire equipment may be directed to the Fire Prevention Branch at 452-2898. Additionally, the **Emergency Number for the Fire Department is 452-3333.**

Industrial Hygiene

Governance: OPNAVINST 5100.23

NAVFACENGCOM EICO INTERIM TECHNICAL GUIDANCE FY03-4

Building Managers will find their direct liaison with Industrial Hygiene limited. Though Industrial Hygiene may require an intervention or investigation of a particular issue, their response is only at the request of the PWD or Safety Office and only when the issue at hand has outstripped the resources or investigative abilities of those entities. The most common reason for Industrial Hygiene's involvement in a facility is Indoor Air Quality (IAQ). By instruction, "Individuals working in buildings with indications of poor IAQ shall report the problem's to their immediate supervisors. If the activity is unable to determine the cause of the problem, the NAVOSH manager shall request the cognizant industrial hygiene service to initiate an investigation." It is at this point that the Building Manager may have direct interface with members of the Industrial Hygiene team.

Another growing reason for Industrial Hygiene's presence in your facility once again relates to IAQ. In this case, the concern is MOLD. Mold is receiving increased media and legal attention and for this reason, it is highly recommended that the Building Manager become familiar with COMNAVFACENGCOM, EICO, letter, INTERIM TECHNICAL GUIDANCE (ITG) FY03-4 which outlines the basic criteria and information governing the assessment and remediation of mold. A graphic response guide to potential mold issues is provided by the Navy Environmental Health Center's (NEHC) Mold Remediation Wheel, which may be obtained by the Tenant by calling the Industrial Hygiene Office at 452-5670. Additional information regarding the services provided by Industrial Hygiene may be obtained by contacting your facility Safety Point of Contact, your PWD FMS or by calling Industrial Hygiene at 452-5670.



Natural Resources

Governance: NASPNCLAINST 11015.2

NASPNCLAISNT 5090.4

NASPNCLAINST 11015.1

Natural Resources are a primary factor in the history, beauty, and exceptional quality of life enjoyed at NAS Pensacola. Ecosystems, trees, forests, plant and animal life, wetlands, and scenic coastal landscapes create a natural setting for the fast paced military operations, training, and support activity that goes on each day. As a Building Manager, you are the primary contact point for protection and conservation of natural resources at the most important level. Aside from regulations and requirements, your work can serve to enhance our resources while ensuring advancement of the mission. Care and dedication to natural resources at each building and location at NAS Pensacola combine to make the entire installation one that has been long recognized for stewardship excellence.

For information regarding the management of natural resources at your location, including trees, landscaping, wildlife, natural area conservation, and other issues such as volunteer projects that you can do, contact the Natural Resources Manager or Forester at 452-3131 Ext. 3008.

Safety

Governance: NASPNCLA Instruction 5100.1

The NASP Safety Office, managed by the BOS Contract Service Provider, is responsible for coordinating, implementing and managing the Navy Occupational Safety and Health (OSH) program and ensuring that personnel are aware of their obligations and personal responsibilities under this program. The NASP Safety Office will enforce safety and health regulations. The BM will normally work in concert with the facility Safety Point of Contact (POC) to promote and maintain a safe working environment and safety awareness. In some instances, the BM may be also be assigned duties as the Safety Point of Contact in which case, the BM will liaise directly with the NASP Safety Office. Safety information and guidance may be obtained by contacting the NASP Safety Office at 452-3100 Ext. 1481 or 449-9225(cell).

Security Department

Governance: NASPINST 5500.1



The Security Department, NASP is responsible for the provision of the security throughout the Pensacola Naval Complex. As a Building Manager, your interaction with base security personnel will be extremely limited. However, should events develop where your direct involvement with security issues is required, you should follow all direction and guidance provided by security personnel. Security information and guidance may be obtained by contacting the NASP Security at 452-3453 or 452-2846. Additionally, the **Emergency Number for the Security Department is 452-8888.**



Telephone Support

Governance: COMNAVTELCOMINST 2066.1

The Building Manager's role in telephone support is limited primarily to ensuring that the facility telephone closets are secure and access is only granted to authorized personnel. Telephone Support is provided via the Base Communications Office (BCO). Supporting the BCO in a regional capacity is the Naval Computer and Telecommunications Station (NCTS Regional Communications Office). The management of telephone support to facilities both locally and regionally is complex and multi-faceted. To simplify and centralize telephone support to local and regional entities, the BCO and NCTS require each activity to designate a Telephone Control Officer (TCO or Activity Telephone Coordinator (ATC to whom all telephone requests are routed for action/response. This being the case, Building Managers who receive any requests from within their facility for telephone related services should direct the requester to the TCO or ATC for that activity. The TCO/ATC will then coordinate with the Base Communications Office (BCO) to complete the requested action. Questions regarding telephone control issues should be directed to your activity TCO/ATC or the BCO at 452-3454.

Getting Work Done

For our purpose here, work is defined by the method in which we intend to submit it for completion. There are three methods of submission: Service Calls (sometimes referred to as trouble calls), Work Orders and Self Help Projects. The specifics of each are discussed below.

Service Calls and Work Requests

The majority of the Building Manager's time will be consumed by the submission and tracking of Service Calls and Work Requests. The tools utilized more than any other are:

Service Calls Service Calls are submitted directly to the Contract Service Provider who will, in turn, prioritize and respond to the service request.

Work Requests: Work Requests may come from two areas. First, a Service Call may become a Work Request if the estimated time for completion exceeds 32 hours. When this happens, the repair is no longer considered a Service Call and is passed to PWD and may be converted to a Minor Work Authorization or Specific Work Request that requires special handling or funding. Secondly, a Work Request may be submitted directly to the PWD FMS to request a specific improvement to a facility or for a project that is clearly understood to exceed the defined scope of a Service Call.

Self Help Projects: Repairs, renovations, or alterations to facilities, which directly enhance the quality of life of the Naval workforce, emphasize Facility Deficiency Database reduction and aesthetic improvements to existing interior and exterior floors, walls and ceilings. Self Help Projects are primarily undertaken and accomplished by Tenant personnel.

* The Facility Condition Assessment Program is a NAVFAC SE promulgated list of facility deficiencies requiring maintenance or repair. PWD retains this list for action as resources and funds permit.

Service Calls, Work Requests and Self-Help Projects are described in greater detail on the following pages. Additionally, the Building Manager should refrain from making Unauthorized Commitments for repair work (see Beware of Unauthorized Commitments below).

* **Beware of Unauthorized Commitments:** Arranging for the accomplishment of maintenance or repairs through other means outside the normal channels described in this manual can result in what is called an "Unauthorized Commitment." When this occurs, it may ultimately fall on the person who made that commitment to bear the costs of any maintenance or repairs performed.

Service Calls (Trouble Tickets)

Service calls are handled by Public Works Department, Pensacola through their BOS Contract Service Provider, the sole provider of building maintenance for Service Calls requiring less than 32 hours to complete.

Submitting a Service Call: All Service Calls must be submitted to the BOS Contractor Customer Assistance Center (CAC) at 452-5555. The CAC is available 24 hours a day, seven days a week.

Service Call Status Requests: To inquire about the status of your Service Call, you can contact the BOS Contractor at 452-5051 or by fax at 452-5550; or Email: pense@del-jen.com or www.nas-pensacolahelpdesk.com

How does a service call work?

There are four important facts about Service Calls that a Building Manager must always remember,

- **The Contract Service Provider’s resources are finite;**
- **The entire service call process is DYNAMIC**
- **Service Calls outside host responsibility are funded by the Tenant and**
- **The Commanding Officer needs everyone involved to help him optimize his financial resources.**

To explain this, let’s take a hypothetical scenario to use as an example. John has been a Building Manager for five years and is thoroughly fed up with the new system. Multiple delays and lack of accurate status information has made him look bad before his Commanding Officer (CO) twice in three weeks because he told the CO his service call was next to be resolved. Now, a week later, the problem remains unresolved and he has to face the CO again. What happened can be explained in the paragraphs below.

First, Service Calls themselves are prioritized, being rated as Emergency, Priority, Routine or Scheduled as explained below.

- **Emergency Service Calls:** Emergency Service calls are accepted from any source. These service calls are intended to correct failures that immediately endanger personnel, property or natural resources. The BOS Contractor shall be readily available and emergency service calls shall be responded up to 90 minutes or less and arrested before departing the site. This is a 24/7 requirement. All permanent repairs shall be completed within five calendar days, should material be readily available.

Examples of valid E-Tickets are loss of electrical power to security facilities and or magazines containing explosives, after hour building security issues, natural gas leaks, flooding, interior water leaks causing damage to government property (substantial leaks in walls, ceilings or carpeted areas) and or safety hazards, loss of electrical power to fire alarm systems and or loss of water pressure to fire sprinkler systems identified by Fire Department personnel, loss of water or sewer service to Bachelor Quarters, sewage spills or back-ups, fuel/oil spills, sinkholes or washout’s on major roadways, and any situation that prevents the mission of Air/Flight and Port Operations.

- **Service Ticket Policy for NASP Region**

Criteria for Valid HVAC E-Tickets is based on the facility mission such as medical, critical communication or training where a constant humidity is required. (Listed in Appendix J as “Complete facility”), Air /Flight Operation/Runway and Port Ops support facilities, facilities which contain explosive ordnance and or materials, sensitive computer equipment rooms and 24/7 and holidays for most Bachelor Quarters (BQ’s). Appendix J provides a

listing of buildings/facilities that meet the critical requirements for an emergency ticket in the event HVAC units go down.

➤ **Service Ticket Policy for PWD Utilities**

Criteria for Valid HVAC E-Tickets (PWD Utilities, Utility Plants and Utility Distribution Systems) are classified as to prevent immediate danger to personnel, restoration of essential services disrupted by the breakdown of utilities, correction of failures that degrade mission capabilities and emergencies that have impact relating to fire, safety or environmental issues. Examples of valid “E” Tickets for PWD Utilities are provided in Appendix K.

- **Urgent:** Urgent Service calls are only accepted from individuals listed on the Authorized Caller List and must be responded to within four hours. These service calls are intended to correct failures that do not immediately endanger personnel, property or natural resources but will lead to property damage, degradation of mission capability, or affect the well being of personnel.
- **Routine:** Routine Service calls are only accepted from individuals on the Authorized Caller List. These service calls are to correct failures that don’t meet the criteria for emergency or priority service calls. Routine service calls shall be completed within 15 calendar days after receipt of the call, should material be readily available.
- **Scheduled:** Scheduled Service calls are only accepted from individuals on the Authorized Caller List. These calls provide work on the utility systems, facilities, or built-in equipment that has specified start and completion dates. Scheduled service requests are intended to support equipment installations, Changes of Command, Air Show, VIP visits, Blue Angel Marathon and other events that can be scheduled in advance. Each service call must have specified start and completion dates/times. The Government shall give the BOS Service Contractor a minimum of three working days notice when requiring a Scheduled service call.

Secondly, Service Tickets are constantly in motion. Because the length of time required to affect a particular repair may vary greatly, some repairs are quick and simple matters of parts replacement while others are substantially more involved and time consuming.

Additionally, the personnel resources of the Contract Service Provider are finite; a Priority Service Call for an air conditioning repair may be bumped from its position because of an incoming Emergency Service Call. The call can also be reprioritized to a lesser position if another Priority Service Call is received from a facility with a critical mission (e.g. a medical facility). For these reasons, it is difficult to determine the exact status or time when a given Service Call will be completed. However, during a recent survey of Building Managers high praise was given to the BOS Contractor Status Desk for the level of effort and research conducted to supply an accurate response to Building Manager queries. This resource should not be by-passed or ignored! The **PWD Web-Site** is your best resource for Service Ticket information!

Your Role in the Service Call Process

Submitting a Service Ticket:

To place the Service Call you will, at a minimum, be required to furnish the following information:

- Location (e.g. Building and room number, left hallway, east or west corner)
- Priority of Call (e.g. Emergency, Priority, Routine (see the FAQs in Appendix D for a definition of service call prioritization))
- Description of Trouble (e.g. unable to secure faucet on sink): Be sure you describe the problem to be fixed and not the fix! The descriptors associated with the service problem are critical to help the BOS Contract Service Provider understand the scope of the problem. Describing the problem with specifics such as “making constant noises” or “heavily leaking” are better than “not working properly”.
- Who funds the Service Ticket (See Appendix L for examples of funding responsibility)
- Additional Information (e.g. water flow causing sink to overflow continuously)

Obtain Tracking Number:

The [CAC](#) will provide you with a tracking number specific to your Service Call. This tracking number will help you obtain status of your call from submission to completion. See [Service Call Status Request](#) in the previous section to understand how to obtain the status of your service call.

It is recommended that you obtain a Service Ticket Log that contains individual ticket information for status tracking and documentation purposes. An example of a Service Ticket can be located in Appendix “H”.

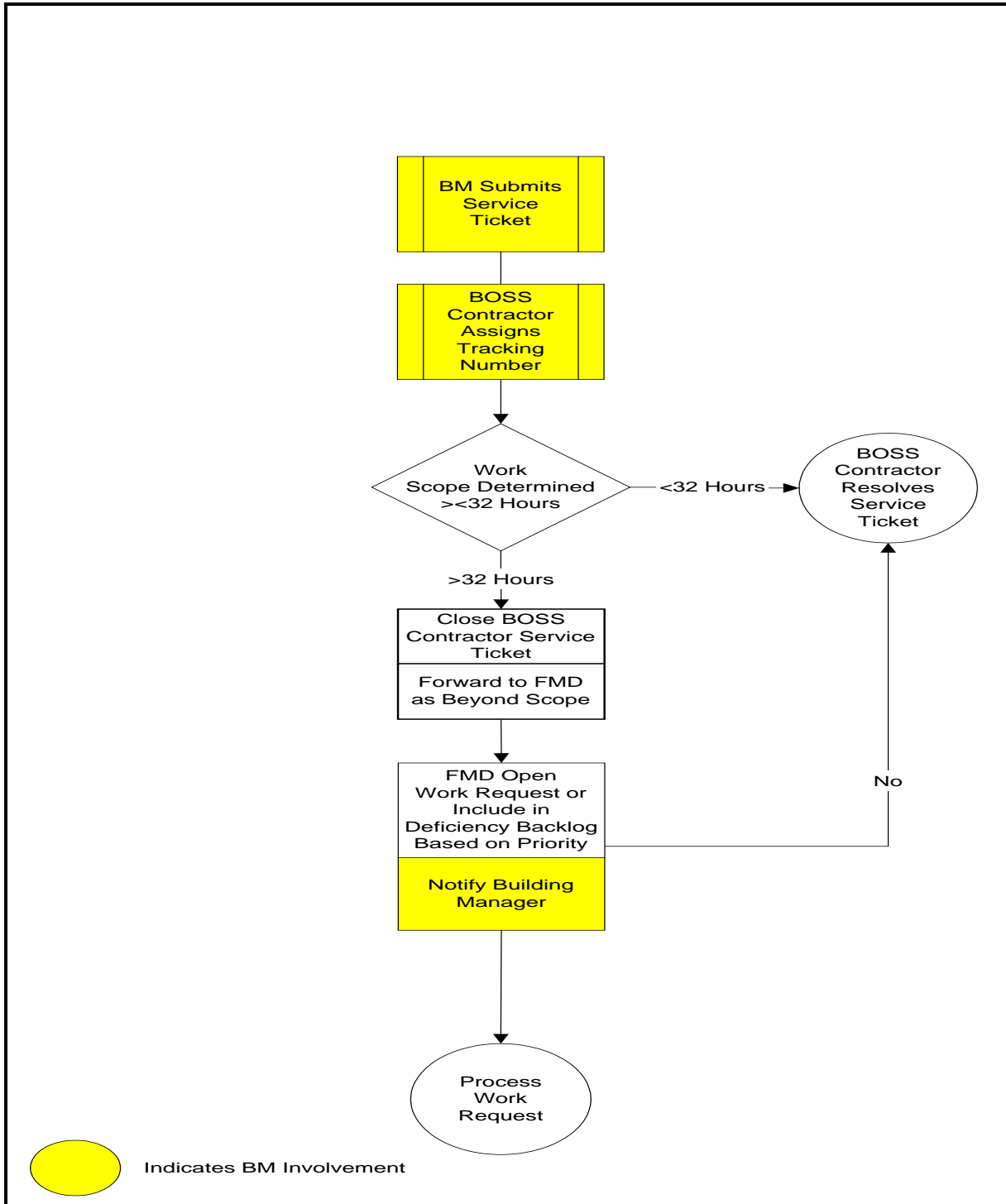
Categories of Service Work

There are three categories of service level work. These categories are primarily defined by funding responsibility and contractual coverage with the BOS Service Contractor. These specific categories are:

- Not covered by BOS Contract (Service Tickets do not apply).
- Covered by BOS Contract and funded by NASP.
- Covered by BOS Contract and funded by the Tenant.

A partial listing of items falling within this category is provided in Appendix L.

Figure 2: Service Call (Ticket) Submission Diagram

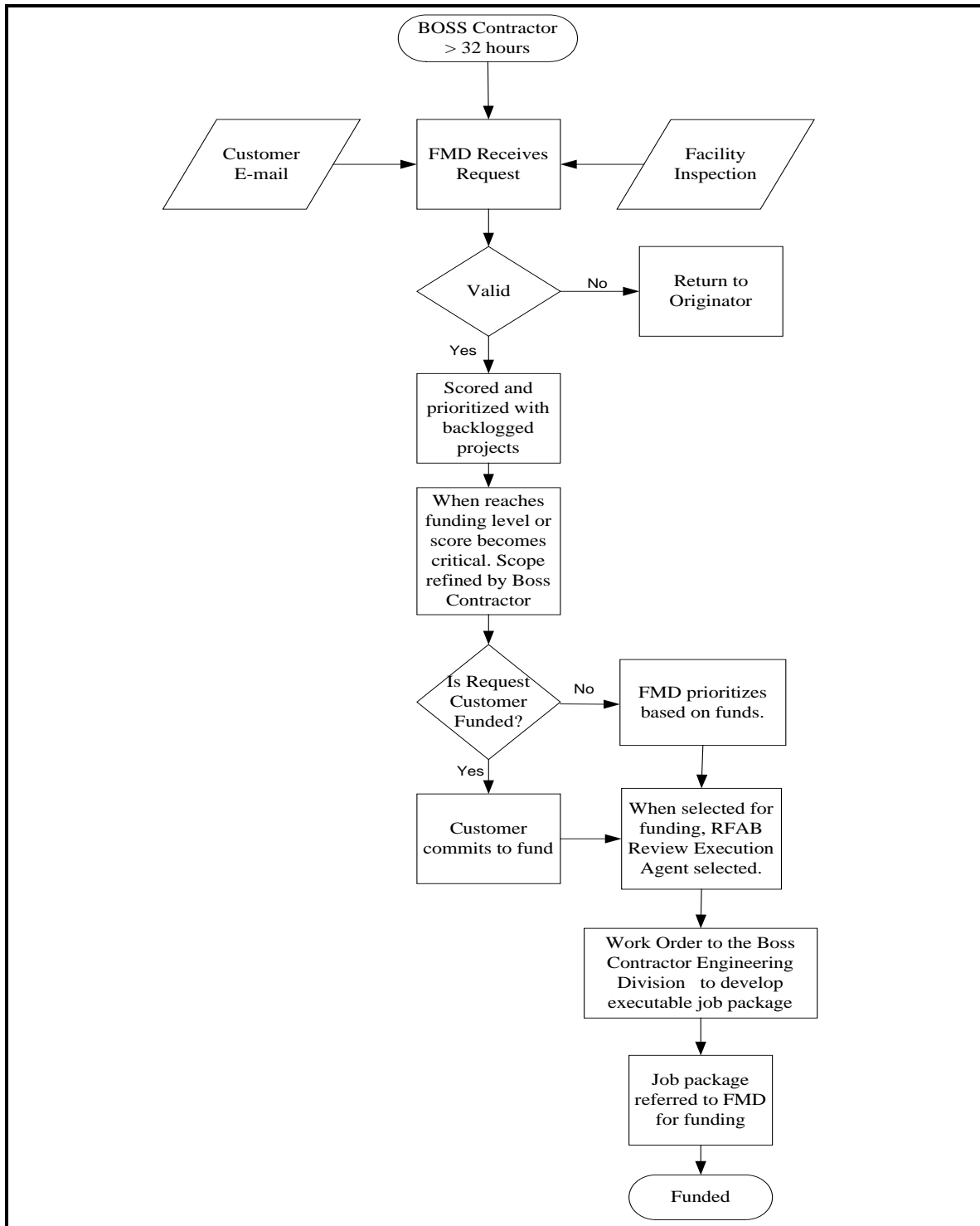


Work Requests

Governance: None

Work Requests, unlike Service Calls, are heavily regulated and are prioritized based upon a variety of criteria. When submitted, the first question is, “Can this be done as a self-help project (does it exceed 32 hours?)”? Is the work considered an emergency, is it mission essential, and is the work essential to quality of life? Once that determination has been made, there is a question of funding. Does the requestor fund it or is it to be funded by PWD? If funded by the requestor, where does it fall within the current backlog of work for that particular shop or trade? These are just some of the issues surrounding the input of work requests. Figure 3 represents the process flow for Work Requests.

Figure 3: Work Request Process Diagram

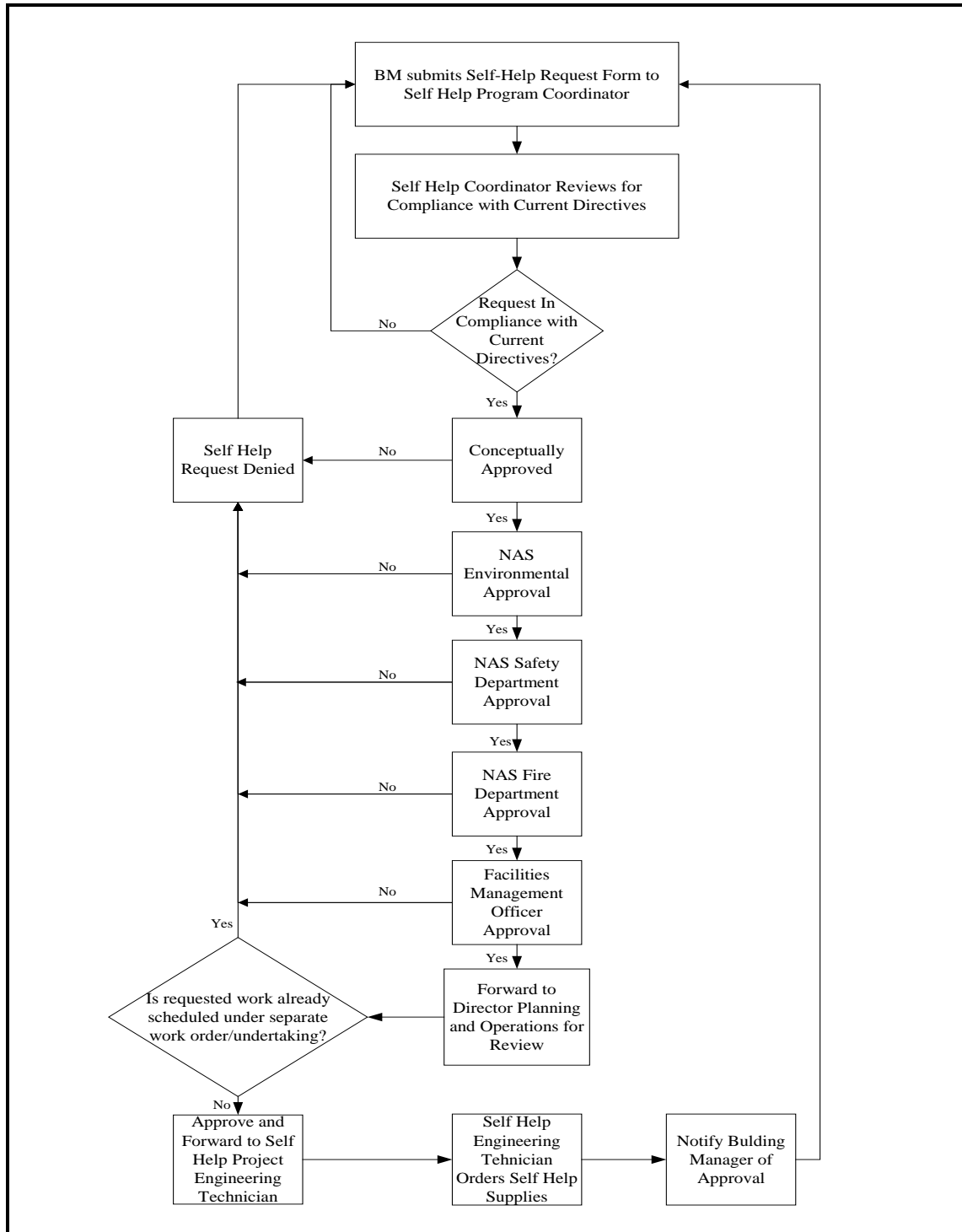


Self-Help

Governance: NASPINST 11014.8

Much of the time, the issue facing the Building Manager is a matter of routine upkeep. Self-Help is designed specifically to facilitate the Building Manager accomplishing routine maintenance matters without external intervention. For example, painting is the number one self-help project. Other examples might include construction of flowerbeds, or replacement of damaged ceiling tiles. To support these actions, the program addresses many standard self-help issues. The Self-Help instruction includes a listing of authorized paint colors, self-help routing forms, paint/HAZMAT request forms, self-help project documentation for the “Bronze Hammer” award nomination form and more. Additionally, the instruction contains templates for submission of the annual self-help project plan. Figure 4 is the basic self-help approval process.

Figure 4: BASIC Self-Help Request Approval Diagram



APPENDIX A: POINTS OF CONTACT

Facility Service Contract (FSC)

The Facilities Management Facilities Support (FMFS) function is to provide Quality Assurance for the government by surveillance and documentation of performance of the BOS Contractor Service Provider and many other service contracts. Services are governed by Performance Work Statements (statement of work), which is broken into sections (Annexes) in the BOS contract. To address status of service work with the BOS Contractor there is a status desk, 452-5051, Fax 452-5550. The FMFS comment process ensures a timely and uniform method of resolving most customer issues. Performance Assessment Representative (PAR) does the surveillance and investigates customer complaints.

When to contact a PAR:

A PAR may be contacted for the following reasons:

- The service ticket that has not been accomplished within the specified time based on the call classification – emergency, priority, routine, or scheduled.
- The service ticket has been closed without satisfactory performance of the work.
- Other general customer comments about service provider expectations and performance, positive or negative.

How to contact a PAR:

To contact a PAR please refer to the table below and perform the following:

- Write down discussion points for your complaint or comment.
- Have MAXIMO ticket number available.
- Identify the work area that you would like to discuss. For example, if it concerns a priority service call ticket for a trouble call on a facility would fall within the Scheduled Services Call work area.
- Call the PAR and refer to the work area that you would like to discuss.

Table 1: Facilities Management and Facilities Services (FMFS) Contact List

ANNEX	WORK AREA	SUB-ANNEX	CONTACT NAME (S)	CONTACT NUMBER	E-MAIL ADDRESS
				452-3131	
0200000	Management & Admin.		All	X 3047	kenny.makin@navy.mil
1501000	Facility Management	Engineering Services	Ron Mangum	X 3048	ronald.mangum@navy.mil
1502000	Facility Investment	Service Calls/PM	All		
	Chillers				
	HVAC				
	Fire Prot		TBD		
	VTE		Ron Mangum	X 3048	ronald.mangum@navy.mil
	Electrical		Doug Del Aguila	X 3044	douglas.delaguila@navy.mil
	OWS				
	Grease Traps				
	Exh. Hoods				
	Insp. / Test		Kenny Makin	X 3047	kenny.makin@navy.mil
	Hotel Services – S. to S.		Doug Del Aguila	X 3044	douglas.delaguila@navy.mil
1503020	Pest Control		Ron Mangum	X 3048	ronald.mangum@navy.mil
1503060	Pavement Sweeping		Jim Taber	X 3052	jim.taber@navy.mil
1603000	Natural Gas		Doug Del Aguila	X 3044	douglas.delaguila@navy.mil
1604000	Waste Water		Shelby Rice	X3046	shelby.rice@navy.mil
1605000	Steam		Jim Taber	X 3052	jim.taber@navy.mil
1606000	Potable Water		Doug Del Aguila	X 3044	douglas.delaguila@navy.mil
1700000	Transportation		Jim Taber	X 3052	jim.taber@navy.mil
1800000	Environmental		Kenny Makin	X 3047	kenny.makin@navy.mil
4040000	Safety		Kenny Makin	X 3047	kenny.makin@navy.mil

Public Works Department (PWD) FMS

The Facilities Management Specialist (FMS) are assigned in the specialty grouping by which we classify our buildings.

Table 2: Facilities Management Specialist (FMS) and Self-Help Program Coordinator

Specialty Assignment	Name	Phone	Cell Number	E-Mail	Title
Supervisor Requirements	Larry Maxwell	452-3131 X3038	449-9257	larry.maxwell@navy.mil	Supervisor
FMS Lead Tech/MATSG/Air Force/Reserve Center Mobile/BQ/MWR/NSTS/BCO	Marvin Denney	452-3131 X3030	777-0826	willian.m.denney@navy.mil	FMS
CID/PPD/PSD/HRO/NA SC/PAO/Security/Navy Lodge/BMH	Katrena Eldridge	452-3131 X3022	449-0797	katrena.eldridge@navy.mil	FMS
Sm Tenants/DFAS/SPAWAR/ Air Ops/ISSO/PWD3560/ Airfields	Phillip Niedzwiecki	452-3131 X3023	449-0666	phillip.niedzwiecki@navy.mil	FMS
FBOP, Saufley, Museum, NEX, NETP, NAVC, Fire Dept.	Andrew Harris	452-3131 X3037	293-3469	michael.a.harris1@navy.mil	FMS
NASP HVAC/Back Flous/PO/Elevators/Saudi Training	Vacant				FMS
Grounds/CNIC Credit Card/Del-Jen/Weapons/RSSI/PW/Prestige Areas/Roads	Norman Feinberg	452-3131 X3035	554-5676	norman.feinberg@navy.mil	FMS
FX Program Mgr/Supply/Recycling/ HAZMAT/NATTC/Red Cross/NETC/Signage/Pest Control	Cindy Rodrique	452-3131 X3018	449-9258	cindy.rodrique@navy.mil	FMS
FMS/Boilers/HVAC/ Corry/Saufley/Galley /NCIS	Weldon Bartush	452-3131 X3034		weldon.bartush@navy.mil	FMS

PWD Services Points of Contact

Table 2: Public Works Department Services Points of Contact

Specialty Assignment	Name	Phone	Cell Number	E-Mail
Building Manager Coordinator	Katrena Eldridge	2-3131 X3022	449-0797	katrena.eldridge@navy.mil
Cultural Resources	Carrie Bourgeois	2-3131 X3011	318-663-8883	carrie.bourgeois@navy.mil
Energy Management	Sabrina Williams	2-3131 X3021		sabrina.williams@navy.mil
Excavation Permits	Irby Engineering	452-5525		
Exterior Signs	Cindy Rodrique	2-3131 X3018	449-9258	cindy.rodrique@navy.mil
Grounds Maintenance <i>Grounds Maint. Coordinator (Regional Inmate Coordinator Contract)</i>	Norm Feinberg	2-3131 X3035	554-5676	norman.feinberg@navy.mil
Janitorial Services	Cindy Rodrique	2-3131 X3018	449-9258	cindy.rodrique@navy.mil
Maintenance/Repairs and Alterations	PWD FMS			<i>See PWD FMS List in Table 2</i>
Refuse Collection	Cindy Rodrique	2-3131 X3018	449-9258	cindy.rodrique@navy.mil
Site Approvals	Lawrence Clifton	2-3131 X3031	554-5677	lawrence.clifton@navy.mil
Space Management	Conor Grace	2-3131 X3063	361-7897	conor.grace@navy.mil
Swimming Pool Maintenance	Cindy Rodrique	2-3131 X3018	449-9258	cindy.rodrique@navy.mil
Mechanical Systems (NASP)	Vacant			
Mechanical Systems(Corry)	Weldon Bartush (Bart)	2-3131 X3034	449-0913	weldon.bartush@navy.mil
Special Projects/Milcon	Bob Davis	2-3131 X3013	554-7547	bob.e.davis@navy.mil
Environmental	Winifred Jones	2-3131 X3015		winifred.jones@navy.mil
Natural Resources	Mark Gibson	2-3131 X3008	554-5650	mark.w.gibson@navy.mil
Natural Resources	Mike Hardy	2-3131 X3016	554-5649	mike.hardy@navy.mil

Command Support Activities

Command Support Activities are command entities that require interface with Building Managers individually outside of normal PWD support.

Table 3: Command Support Activities POCs

Name	Location	Phone	E-Mail	Specialty
Alan "Burt" Fenters	Emergency Management	455-4481	alan.fenters@navy.mil	Emergency Management
Craig Lewis	Fire	452-2898	craig.lewis1@navy.mil	Fire Inspection
Donald Krehely	Industrial Hygiene	452-5670 X 201	donald.e.krehely@pcola.med.navy.mil	Industrial Safety
BCO Jerry Olson	NASP BCO	452-3454	None	Base Telephone Control
Aaron Sanford	Regional Telephones (NCTS)	452-4409	aaron.sanford@navy.mil	Regional Telephone Control
Cindy Santos	Regional Telephones (NCTS)	452-7907	cindy.santos@navy.mil	Regional Telephone Control
John Winters	Safety	452-3100	jonathan.winters@navy.mil	Safety and Occupational Health Specialist

Table 4: Frequently Used Numbers (To be Completed by Building Managers)

Name	Location	Phone	E-Mail	Specialty

Notes:

APPENDIX B: REFERENCES

Many of the following references were used in the creation of this document. Other reference material included here are valuable in the day-to-day function of building management. These resources should be used to support and guide the performance of your Building Manager duties, in addition to the direction and leadership of the Facilities Management Specialist (FMS) and the various organizations that comprise the PWD Building Management Team.

The following references guide the Building Management Program for the Pensacola Naval Complex.

- NASPNCLAINST 5100.1, Occupational Safety and Health Program Manual
- NASPNCLAINST 11320.1, Fire Protection and Fire Prevention Regulations
- NASPNCLAINST 5090.4, Environmental Policy Management
- NASPNCLAINST 11015.1, Urban Forest Management
- NASPNCLAINST 11015.2, Natural Resources Management
- NASPNCLAINST 11010.2, Historical Archeological Resources Protection (HARP) Plan
- NASPNCLAINST 11014.8, Self-Help Program in Support of the Navy Real Property Maintenance Program
- NASPNCLAINST 11320.1, Fire Protection and Fire Prevention Regulations
- NASPNCLAINST 5500.1, Pensacola Complex Physical Security Plan
- NASPNCLAINST 11012.2, Moves Within And To Facilities
- NASPNCLAINST 11010.1, Establishment Of Station Planning Board
- CNRSEINST 4101.1B, Energy Resource Management
- NASPNCLAINST 4401.2, Interservice And Intragovernmental Support Program
- NASPNCLAINST 11240.3, Transportation Equipment, Services, and Funding
- NAVFACINST 11010.45, Comprehensive Regional Planning Instruction, Site Approval Process
- OPNAVINST 5100.23, Navy Occupational Safety and Health Program (NAVOSH) Program Manual
- COMNAVFACENGCOM, Engineering Command, Engineering and Innovation and Criteria Office ltr dtd 06 June 2003, INTRIM TECHNICAL GUIDANCE (ITG) FY03-4, NAVFAC MOLD RESPONSE MANUAL
- COMNAVTELCOMINST 2066.1, Navy Base Communications Manual

APPENDIX C: BUILDING MANAGERS HANDBOOK DEFINITIONS

The following definitions will assist in your usage of the Public Works Department Handbook:

Authorized Caller List (ACL) – Determines who may call in all Priority and Routine Maintenance Service Calls for maintenance within a specified facility.

Building Manager (BM) – Under the direction of the PWD Facilities Management Specialist and the Tenant, responsible for the upkeep and maintenance of the government facility(s) assigned to them through the submission of Service Tickets, and required Work Requests.

Building Manager Assistant (BMA) – Provide support and assistance to the BM in the performance of the duties and maintenance of the assigned facility(s). Acts in the BM's absence during times of leave, illness or deployment.

Building Manager Coordinator- Responsible for the administrative oversight of the PWD Building Manager Program.

Customer Assistance Center (CAC) – BOS Contractor Service Ticket Department.

Facilities Management Specialist (FMS) – Responsible for the guidance and support to building managers under the Public Works Department (PWD). Also responsible for assisting the Building Manager with the submission of Minor Work Authorizations (MWA) and providing direction and approval to initiate the Work Request Process.

Letter of Designation – A letter identifying the Building Manager and alternates to the Facilities Management Officer.

Primary Tenant – Command/Department who occupies the largest square footage within the same facility with multiple Tenants. The Primary Tenant/Command/Department will be determined by the PWD.

Self-Help Program – Program within the Navy Real Property Maintenance Program designed to support routine maintenance matters by the Building Manager without external intervention.

Service Calls – A trouble ticket submitted to the BOS Contract Service Provider, under the auspices of Public Works Department, to handle all maintenance calls submitted by the Building Manager.

Performance Work Statement – The work statement, categorized according to annexes, which governs the Public Works contract service provider.

Tracking Number – A number assigned to all service tickets by the CAC, which allows the Building Manager to follow the status of a service call from initiation to completion.

APPENDIX D: FREQUENTLY ASKED QUESTIONS (FAQs)

The following are some Frequently Asked Questions that have been compiled to assist you in the performance of your functions as Building Manager.

- **What is the time frame for processing a work request submitted to PWD?**

There are several entities involved in the Work Request Process; therefore, the time frame varies based on the scope of each individual project. Considering the maximum allotted days for each entity's responsibility, the average Work Request takes approximately 45 days to process. The Building Manager may contact his/her PWD FMS once funding is identified to obtain the specific time frame of the submitted Work Request or refer to the Work Request Flow Diagram (Figure 4) located in the PWD Building Managers Handbook Section titled "GETTING WORK DONE" for a detailed outline of the process.

- **How does one obtain a status once a Service Call has been submitted to the BOS Service Contractor?**

The status of a service call may be obtained by emailing the BOS Contractor Status Desk at 452-5051. The status request may also be faxed to 452-5550. Once the status request has been received, if the status is available, the Status Desk responds to the request within 24 hours. If additional research is required, the Status Desk will provide a response once the needed information is provided. If the originator contacts the Status Desk via phone and the information is available, the Status Desk will inform the originator of the status at the time of the call.

- **How does the BOS Contract Service Provider prioritize the Service Calls?**

Service calls are prioritized based on the criteria of their category. There are four different categories for service calls: Emergency, Priority, Routine and Scheduled. The criteria for each category has been predetermined by guidelines established by PWD. The guidelines ensure the buildings with critical mission functions are serviced first based on the impact of their operations. All other calls are prioritized based on their category or service (e.g. Emergency, Priority, Routine and Scheduled), then according to their building's functionality.

- **How does one obtain the status of a Work Request once it has been submitted to PWD?**

The PWD FMS provides the status of all Work Requests. Each department facility and Tenant command has been assigned an PWD Planner based on its mission or function. These missions/functions have been assigned to three basic categories: Infrastructure, Quality of Life and Training. *The Building Manager may refer to the PWD POC Table in Appendix A of the PWD Building Manager's Handbook to determine the POC for his/her facility.*

- **Why would a Service Call be canceled?**

The BOS Contractor evaluates all service calls to determine if the scope of the service request is less than 32 man-hours. If the project is determined to be out of scope, the originator is notified and the service ticket is forwarded to PWD, the BOS Contractor Service Ticket is then canceled and a work request is created by PWD. *Please refer to Figure 2 to view the Service Ticket Submission diagram.*

APPENDIX E: SAMPLE LETTER OF DESIGNATION

Date
Code/Ser

From: Command (Name)
To: Building Manager Coordinator, Public Works Department, NAS Pensacola

Subj: BUILDING AND ENERGY MANAGER (B&EM) LETTER OF DESIGNATION/REMOVAL

Ref: (a) FMD Building Manager Handbook dtd October 2012
(b) CNRSEINST 4101.1

1. This letter of designation appoints (nominee name) as the Main Primary or Alternate Building and Energy Manager for (Tenant Activity name and building number(s)) effective immediately. Contact information for (nominee name), is phone xxx-xxxx ext. xxxx, E-mail: xxxxxxx@navy.mil. This letter serves as official authorization for (nominee name) to be placed on the Authorized Call List as the command's point of contact for all facility and infrastructure issues.
2. By appointment please designate (nominee name) as the Building and Energy Manager for building (number). This person is **NOT** authorized to call in service tickets but will report all building deficiencies to the Primary/Alternate Building and Energy Manager .
3. By the appointment above, please remove (previous Building and Energy Manager) as the Primary/Alternate Building and Energy Manager effective date. This letter also serves as notification to remove (name) from the Authorized Call List as the command's point of contact for all facility and infrastructure issues.

Signature
Typed Name

Copy to:
Designated Primary/Alternate Building and Energy Manager
Removed Primary/Alternate Building and Energy Manager

APPENDIX F: EXAMPLE SPACE REQUEST

NAS Pensacola

SPACE ALLOCATION REQUEST FORM

Fill in and submit this form electronically. It can be found at Appendix F in the Building Manager's Handbook, which can be downloaded from the Public Works Department Webpage at https://auth.cnic.navy.mil/navycni/groups/public/@cnrse/@pensacola/documents/document/cnicp_a142400.pdf ITEMS MARKED WITH ** MUST BE COMPLETED.

Date Submitted:

COMMAND/ORGANIZATION INFORMATION		
**	1	Name of Command/Organization requesting space
**	2	Command UIC
	3	Command acronym
	4	Current address
**	5	Department code
**	6	Current mission
**	7	Is this mission under CNRSE? Yes or No
**	8	Mission Claimant
**	9	Local & BSO points of contact (name/phone/e-mail)
LOADING (MANNING)		
**	10	Current number of personnel. Provide copy of manning documents.
**	11	Estimated personnel in 1 year and 5 years
**	12	Attach current & projected manning documents and organization charts to support this request.
MOVE REQUIREMENT		
**	13	What is the reason for this requirement/move?
	14	Will this consolidate requirements? Increase efficiency? How so?
**	15	Is this move BRAC related? Yes or No
FACILITY REQUIREMENTS		
**	16	Attach BSO approved BFR completed per UFC 2-000-05N for total requirement.
**	17	Type of space required. (Admin, Hangar, Warehouse, Lab, Shop, etc.)
**	18	Amount of space required (square feet)
**	19	Attach updated floor plan of currently assigned space, showing how the space is used, including the deployment of personnel & equipment.
	20	Parking (spaces)
	21	Outside laydown (SF)
	22	Describe special requirements
PROPOSED ACTION		
	23	Proposed move location (if any); describe why location is best.
**	24	Permanent or Temporary (Ending date)
	25	Alternatives (if known)
	26	Location to be vacated. State if none.
**	27	Proposed move date
	28	Provide additional information to help evaluate requirement and solution. If available, include project plans and scope of work.

NAVFAC SE Public Works Department
Building Managers Handbook

	29	Facility Exit Plan. State proposed facility condition at end of occupation (Ex: Original, Improved, demolish after use)	
ONE-TIME COSTS			
**	30	Funding source for renovations/alterations?	
	31	Cost Estimate developed? If yes, please attach.	
**	32	Funding source for move (telephone, NMCI MAC, furniture, etc.)	
	33	Cost Estimate developed? If yes, please attach.	
RELOCATION COST FOR CURRENT USER (if applicable)			
**	34	Funding Source for Preparation of New Site?	
	35	Cost Estimate developed? If yes, please attach.	
**	36	Funding source for move?	
	37	Cost Estimate developed? If yes, please attach.	
RECURRING COSTS (O&M)			
**	38	Funding source for interior maintenance and repair?	
	39	Cost Estimate developed? If yes, please attach.	
**	40	Funding source for exterior maintenance and repair (shell of the building)?	
	41	Cost Estimate developed? If yes, please attach.	
**	42	Who will be the Maintenance UIC?	
OTHER BASE OPERATING SUPPORT COSTS (OBOS)			
**	43	Funding source for Annual Utilities, Telephones, Janitorial, Security, Etc.	
	44	Cost Estimate developed? If yes, please attach.	
BUSINESS CASE ANALYSIS			
	45	Is this request supported by a Business Case Analysis? If so, please attach.	
**	46	Describe negative impact to NASP (e.g.: impacts on neighboring organizations, un-reimbursed costs, increased maintenance requirements, safety, security, traffic, air, water and noise pollution)	
CONTRACT DETAILS (for contractor space only)			
**	47	Contract Sponsor Name and Contract Number (Provide copy of contract SF-30)	
**	48	Period of Performance	

APPENDIX G: EXAMPLE EXCAVATION PERMIT

EXCAVATION PERMIT NAVAL AIR STATION PENSACOLA

An excavation permit must be obtained prior to any excavation on board Naval Air Station Pensacola, to include NOLF Bronson, Corry Station, and Sauley Field. **This permit must be displayed on the job site at all times.** To obtain a permit, fill out blocks 1-4, below, attach a site plan and other appropriate documentation, and submit this form to the NAS Pensacola Real Property Management Department, 850-452-3131 x3025, Building 3560. Instructions are on the back of this form.

PERMIT NO: _____ MAXIMO: _____		DATE: _____		SPONSOR	
1. PROJECT TITLE Title: _____		2. PROJECT LOCATION Street Address: _____ Nearest Intersection: _____ Nearest Building: _____		2a. NAME: _____ PHONE#: _____	
3. PROJECT DESCRIPTION Detailed Descriptions: _____ Proposal Start Date: _____ Duration: _____ Machinery: _____ Depth: _____ Width: _____ Length: _____ Drawing Attached: Yes / No _____		4. REQUESTOR INFORMATION Name: _____ Command/Company: _____ E-Mail Address: _____ Phone: _____ FAX: _____			
5. NASP REAL PROPERTY MANAGEMENT DIVISION 452-3131 x3026 THIS PERMIT WILL REMAIN VALID AS LONG AS CONTRACTOR MAINTAINS UTILITY MARKINGS		SIGNATURE: NCC(SW) L. Hirsch _____		DATE: _____	
6. COMMERCIAL AND OTHER UTILITIES CLEARANCE For Bell South, Gulf Power and Cable TV (Mediacon) contact Sunshine State One-Call at 1-800-432-4770. Call between two and five days prior to excavation. Ticket Number: _____ DATE: _____ TIME: _____					
7. NASP ARCHEOLOGICAL REVIEW Contact NAS Cultural Resource Manager at 452-3131 x3011 Comments: _____ SIGNATURE: _____ DATE: _____ Notes: Clearance may require extended time depending on location. * REPORT ALL INADVERTENT DISCOVERIES TO THE CULTURAL RESOURCES MANAGER *					
8. NASP ENVIRONMENTAL REVIEW Contact NASP Installation Restoration and Natural Resources at 452-4611 x3100 Comments: Protect all trees adjacent to site. SIGNATURE: _____ DATE: _____					
9. NASP SAFETY REVIEW Contact NASP Safety at 452-3100 x1442, for all projects to ensure a competent person has been assigned to each excavation and provide standard operating procedures for excavation. Contractors have the ultimate responsibility to ensure compliance with applicable occupational safety and health regulations on their project. Comments: Excavation greater than 5' depth requires approved excavation plan SIGNATURE: _____ DATE: _____ NOTE: When locating services have revealed a concentration of telephone cables and/or utilities in areas where excavation operations will be performed, a trench greater than the depth of the intended work, six (6) feet to either side and perpendicular to the intended line of work shall be hand dug to verify that all cables and/or utilities in this area have been properly located and/or identified. Machine excavation in areas of concentration shall not be undertaken until hand-digging operations have completed. One mark or flag could identify multiple utilities. Color code markings used are as established by Sunshine State One-Call conventions as provided by RPM.					
10. UTILITY CLEARANCE (Utility markings valid for 5 working days.) Date Located: _____ Contact Hill/Griffin JV at 452-5525 x3339/3340. Comments: _____ Electrical/Ground Electronics Present: YES / NO _____ SIGNATURE: _____ For Ground Electronics contact NASP at 452-2849 or Sherman Field at 452-3460 if applicable. Date Contacted: _____ For Electrical contact High Voltage Shop at 452-2648 each day of digging. Date Contacted: _____ Note: Excavations within 2 feet of marked utilities on all sides must be hand dug until utilities are fully exposed.					
11. BASE COMMUNICATIONS OFFICER (BCO) – Fiber Optic Cable and Navy Telephone Clearance Date Located: _____ Comments: _____ SIGNATURE: _____					
12. FIRE INSPECTION BUREAU: SIGNATURE: _____				DATE: _____	
FINAL PERMIT APPROVAL: SIGNATURE: _____				DATE: _____	
Comments: _____					
13. PROJECT CLOSEOUT: As-built record drawings to Real Property Management Division					
2.1 FORM 1 Rev. A	Note: This permit is void if survey markings are removed/ relocated/ altered in any way prior to start of construction.				

NASPNCLAINST 11010.3

EXCAVATION PERMIT INSTRUCTIONS

- PLEASE READ THOROUGHLY -

The point of contact for ALL excavation permits is Irby Engineering at 452-5525.

The Requestor will fill out blocks 1 – 4 and provide a detailed drawing/sketch/map with relevant detail of the project. A POC and contact phone number are mandatory. The requestor is responsible for notifying the Sunshine State One-Call and getting a ticket number for block 6, you must be assigned a permit number before calling Sunshine. Blocks 8 through 13 and final permit approval are by the NAS Pensacola BOS Contractor.

Block 1: Title of project.

Block 2: Provide street address, nearest intersecting streets AND the nearest building number.

Block 2a: Provide name and phone number of sponsor or contact person.

Block 3: Detailed description of project and estimated duration. Give estimated dimensions of the excavation along with any type(s) of machinery that is/are to be used.

Block 4: The name and phone number of a POC is essential. Provide a FAX number and an e-mail address if available.

Block 5: Real Property Management Division will review all new routes/locations for acceptability.

Block 6: The contractor ACTUALLY doing the excavation must contact Sunshine State One-Call at 1-800-432-4770, not less than two days nor more than five days prior to excavation. They will provide a ticket number, which must be recorded on the permit, along with the date and time of contact.

Block 7: The Cultural Resources Manager (CRM) will evaluate site for Archeological value. Archeological clearance could require an extended amount of time depending on location of project and archeological sensitivity of the area.

*** All inadvertent archeological discoveries must be reported to Ms. Carrie Bourgeois the CRM at 850-452-3131 x3011 ***

Block 8: Evaluation of the environmental impact of excavation. [obtained by Del-Jen] (POC: Greg Campbell 850-452-3131 x3007)

Block 9: Safety evaluation [obtained by Del-Jen] (POC: Dodie Matlock 850-452-3100 x1442)

Block 10: If research indicates the presence of Ground Electronics, the excavator must notify them at 850-452-2849. If electrical lines are present, the excavator must call the High Voltage shop, 452-2648, at the beginning and end of each day of digging. (POC is Mr. Bob Nichol 850-452-5525 x3339)

Block 11: Base Communication Office (BCO) evaluation [obtained by Del-Jen] (POC: Jerry Olsen 850-452-3454)

Block 12: Fire Inspection in area around excavation [obtained by Del-Jen] (POC: Steven Burke 850-452-2898)

Block 13: Contractor MUST provide 'As Built' record drawings to the Real Property Management Division upon completion of project. The final approval block will be signed by Del-Jen Joint Venture upon satisfactory completion of all of the above blocks. A copy of the approved excavation permit is required to be posted or readily available at the job site at all times.

*** DO NOT BEGIN EXCAVATION OF ANY TYPE PRIOR TO RECEIVING FINAL APPROVAL**

APPENDIX H: SAMPLE SERVICE TICKET



Work Authorization Form

WO#524312
Job Plan
Priority: 3
Work Type: SC



REPLACE DOMESTIC WATER FILTER IN LADIES ROOM ON THE EAST END

Caller's Description:
 OF THE BUILDING. POC IS MELIA BURTON @ 452-1100

(E-MAIL REQUEST)

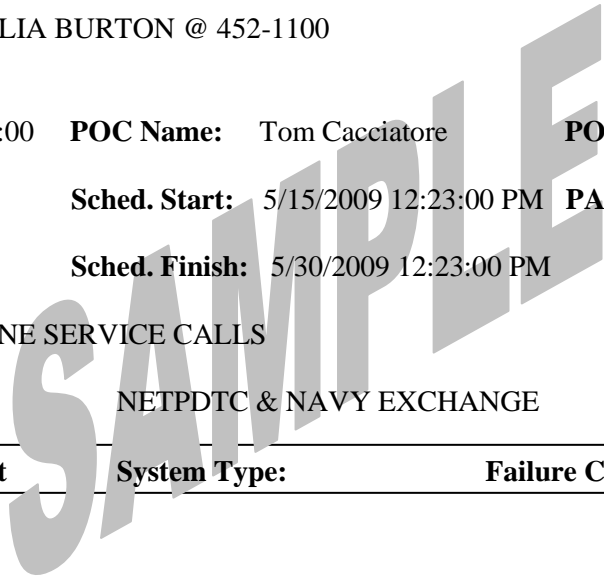
Report 5/15/2009 12:22:00 **POC Name:** Tom Cacciatore **POC Phone:** 1001X3X1805

Target Start: **Sched. Start:** 5/15/2009 12:23:00 PM **PAC:** PEN-FMD

Target Finish: **Sched. Finish:** 5/30/2009 12:23:00 PM **Status:** APPR

ELIN: P1-B033 ROUTINE SERVICE CALLS

Location: SAUFIE-802 NETPDTC & NAVY EXCHANGE



Reported By	Lead Craft	System Type:	Failure Class:	Crew ID:
AAN55003				PA3-PLUMB

LABOR

Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____
Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____
Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____
Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____
Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____
Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____
Craft:	Date:	Start:	Stop:	Total Hours:
_____	_____	_____	_____	_____



Work Authorization Form

WO#524312
Job Plan
Priority: 3
Work Type: SC



MATERIALS USED

Qty	Unit of Issue	Item No	Description
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

DESCRIPTION OF PROBLEM FOUND AND WORK PERFORMED (USE BACK IF NECESSARY):

Work is Complete? Date: _____ Craftsman's Signature: _____
Date: _____ Authorized Signature: _____

APPENDIX J: SERVICE TICKET POLICY FOR NASP REGION

Variance from this priority guidance may be provided by Public Works Officer(PWO); Deputy Public Works Officer(DPWO); NASP CO and XO; Public Works Requirements Director and Staff (FMS); Regional Engineering Command Duty Officer/CDO; Admin. Contracting Officer/ACO; Disaster Preparedness Officer/DPO and Facilities Support Contract Division Staff (FSC).

BUILDING/FACILITY PRECEDENCE

The following guidance is provide to determine the precedence of Emergency / Priority service tickets:

Order of Precedence list:

- 1) Naval Hospital / Branch Medicals / Dental (2268, 3600, 3911, 535 Corry)
- 2) SPAWAR Bldg 603, Base Communications Office (BCO) Bldg 3261, 3783 NIOC Pensacola (Located Corry), NETPDC Server Farm Bldg 2434 DFAS 801 Saufley
- 3) Armory Bldg 1735, Magazines 391/1ET4 and 703/1BT3 and 703/1BT3, 4154, 4155, 4156, 4157, 4158 (Power loss only)
- 4) Bachelor Housing, FBOP Barracks 2440, 2447, 846, NASP Brig 3873
- 5) Training Commands (3460, 3450, 3220, 3221, 633, 1853, 1854, 512, 513, 514, 516, 3744, 3748, 1099, 665, 3801, 3860, 3943 etc.)
- 6) All other Buildings and or facilities
- 7) Roads
- 8) Traffic Signals

1. CRITERIA FOR VALID HVAC E-TICKETS

Criteria is based on the facility mission such as: medical, critical communication, training where a constant humidity is required are listed (*Complete facility*), Air /Flight Operation/Runway and Port Ops support facilities, facilities which contain explosive ordnance and or materials, sensitive computer equipment rooms and weekends and holidays for most BQ's (Bachelor Housing). weekends run from 1500 Friday to 0700 Monday and Holidays.

Extreme Heat criteria: *Days when the black flag is posted (90 degree heat index or higher).*

Extreme Cold criteria: *Days when temperature does not reach 40 degree's or when below freezing temperatures are expected.*

Note: Cooling

The following criteria will be used as guidelines for the start-up of the cooling season. However, extenuating circumstances will also be taken into consideration. Examples of such item are extremely unusual temperatures, building heat loads, building layout, and quality of life for occupants.

- 1). The forecasted mean temperature for 5 consecutive days is at least 70 degrees Fahrenheit (F) and the daytime relative humidity is 80% or higher.
- 2). Exterior maximum temperatures forecasted for a 10-day period do not fall below 80 degrees F.
- 3) Exterior minimum temperatures do not fall below 55 degrees F for the same 5-day period.

Building/Facilities listed below meet the critical requirements as an emergency ticket in the event HVAC units go down. Other facilities may meet the critical requirements as an emergency ticket in the event HVAC units go down in the case of ***extreme heat or cold weather only***. In mild weather, all unlisted facilities will be classified as priority tickets or lower.

NAVAL HOSPITAL / MEDICAL AND DENTAL FACILITIES

- 2268 Hospital (*Complete facility*)
- 3600 NASP Medical/Dental (*Complete facility*)
- 3719 Corry Dental (*Complete facility*)
- 3911 NATTC Medical/Dental (*Complete facility*)
- 535 Medical Corry (*Complete facility*)
- 3745 Hospital Pharmacy area only (Corry Mall)

NASP SPAWAR/DFAS /PWC/BQ

- 628 Telephone switch room 1-75 (*NCTS Jacksonville, Pensacola Division personnel to make calls only*)
- 603 Communications- IT Systems/Computers(*Complete facility*)
- 633 Telephone switch room 113 (*NCTS Jacksonville, Pensacola Division personnel to make calls only*)
- 1809 Telephone switch room (no number) (*NCTS Jacksonville, Pensacola Division personnel to make calls only*)
- 3258 Server room 101 and 102 (*NCTS Jacksonville, Pensacola Division personnel to make calls only*)
- 3260 Server room 114 (*NCTS Jacksonville, Pensacola Division (personnel to make calls only)*)
- 3261 Communications- Main Telephone Facility (*Complete facility*)
- 3560 PWC Server room (room 111) NMCI Main Frame
- 3910 BQ Server and Sprint Phone System (Room 1045)
- 781- Section L, room is located in the northwest corner (server room only)
- 4125 Fire Dept. Room 117 Emergency Communications Center

SAUFLEY FIELD SPAWAR/DFAS/NETPDTC

- 801 DFAS server rooms (rooms 112, 126,159/161 and 204)
- 807 DFAS server rooms (107, 108 and 166)
- 804 Telephone switch room (No room number, northwest corner 1st floor) (*NCTS Jacksonville, Pensacola Division personnel to make calls only*)

- 851 DFAS server rooms (103 and 105)
- 2434 NETPDTC (Server farm only rooms 101, 101A-G, 102 and 106, (UPS room 104), (Server Farm Command Center/ Help Desk room 116).
- 2435 DFAS server rooms (3211 and 3240)

CORRY STATION

- 502 Server room 101E (*SPAWAR personnel to make calls only*)
- 504 Telephone switch room (No room number, southwest corner, 1st floor)
(*NCTS Jacksonville, Pensacola Division personnel to make calls only*)
- 511 Server room 111
- 512 Server rooms 115 and 125
- 513 Server room 127
- 514 Server room 103
- 1099 Server rooms 132 and 139A
- 3744 Server room 112
- 3748 Server room 204A
- 3783 NOIC Pensacola Servers are located in rooms, 120, 201, 205, 220 (*Complete Facility*)

NASP TRAINING BUILDINGS

3220 NATTC (1st Deck Rooms 105, 106, 107, 108, 109, 114, 116, 128, 131, 133, 134, 135, 139, 141, 142, 147, 148, 149, 151, 155, 157, 165, 169, 171, 174, 176, 177, 178, 181, 182, Mezzanine M109, M11, M12, Second Deck 237, 239, 241, 245, 251, 268, 273, 275, 276, 278, 286)

- 3450 NATTC server room A141
- 3460 NATTC server room 2219
- 3480 Simulators T6 and 2B37
- 3258 Griffith Hall Simulators room 102
- 3268 Training Equipment and computers (*complete facility*)
- 3801 NOMI NSTI Training Devices and Multi-station Spatial Disorientation Device (*Complete facility*)

ALL BQ'S (BACHELOR HOUSING)

Weekends and Holidays only for E-Tickets

Priority tickets from 0700 Monday until 1500 Friday.

Red highlighted/underlined BQ facilities are currently using P-Tac HVAC units and will be urgent or lower tickets at all times, all other BQ facilities are either quad units or central units and will be E-tickets on the weekends and holidays. *3246 has some P-Tac units on the 1st deck.

600	<u>*3246</u>	3469	3474	3704	3709	3717	3902	3907
601	3251	3470	3475	3705	3710	<u>1082</u>	3903	3908
602	<u>3252</u>	3471	3701	3706	3714	1084	3904	3910
623	3448	3472	3702	3707	4144	1090	3905	
626	3248	3473	3703	3708	4145	3901	3906	

FBOP Barracks

2440, 2477, 846, Weekends and Holidays only for E-Tickets

AIR FLIGHT OPERATIONS (*Complete Facility*)

3962 Control Tower Equipment and computers

3963 Radar Facility (FASFAC)

1917 Airfield Tacan

1967 Trunking and Paging Site (*Window Units*)

1852 Weather communications

1892 Radio Transmitter Site

1893 Radio Receiver Site

3255 Air Search Radar

1981 Precision Approach Radar (*Air Ops Cost, due to its equipment and not a facility*)

639 Motorola Transmitter

856A Motorola VHF trunking system

Instrument Landing Systems (ILS): (2 each) No facility number, located at north and south end of runway 7 L. (*Window units*).

FIRE DEPARTMENT

NASP Building 4125, 1878, 3374

Corry Building 504

Saufley Building 2451

Weekends and Holidays only for E-Tickets

Priority tickets from 0700 Monday until 1500 Friday

Special Requirements

PWC server room 111, temperature range 68-70 degrees with a relative humidity range not below 30% or higher than 55% with 53% being their ideal range.

Building 3480 Simulators: T6 Temperature range 59-75 degrees with a relative humidity range not below 40% or higher than 60%. Room 2B37 temperature range 68-76 degrees with a relative humidity range 0 to 50%.

Building 3258 Simulators room 102: Temperature range 60-75 degrees, with relative humidity range not below 30% or higher than 60%.

Building 3268 complete facility: Temperature set at 60-75 degrees with relative humidity not below 30% or higher than 60%.

Building 3565 Naval Museum IMAX Theater: Temperature range 65-68 degrees with a relative humidity not to exceed 40-50%.

Building 3783 NIOC Pensacola (Located on Corry): Temperatures range 65-77 degrees with a relative humidity not below 35% or exceed 60%. The rooms are 120, 201, 205 and 220. However these rooms are supplied by the two main units. Note: Room 220 is a 24/7 Operations Center and A/C is supplied from the buildings Main Chillers/cooling towers, there are 3 portable A/C units in this space to help maintain approx. 72 degrees and relative humidity 45-65%, AHU 2-2 in room 216 (zones 3, 5, 6) supply room 220.

Building 781 Section L, Located northwest corner: Temperature range 59 degrees lowest and 78 as the highest with a relative humidity not below 40 and not higher than 60%.

Special Requirements

Thermostat settings for all NAS Pensacola facilities are established by Commander Navy Installations Command (CNIC), using Common Performance Level Standards (CPLS). NAS Pensacola is currently operating under CPLS3, which requires ambient temperatures no warmer than 68 degrees during the heating season and no cooler than 76 degrees during the cooling season.

Exceptions to CPLS3 are made only when the mission cannot be accomplished within the required temperature settings due to health, safety, or equipment issues, or where the Navy/DoD has established a separate instruction dictating specific temperature/humidity requirements. Such exceptions must be documented in writing and submitted to the PWD Energy Management Team for review.

Current exceptions are listed in the table below. All other facilities should maintain the temperatures mandated by CNIC.

NASP EXCEPTIONS TO MANDATED THERMOSTAT SETTINGS

Facility	Activity	DDC	Cooling Temperature Setting	Heating Temps Settings	Exempted Spaces	Date of accepted of Temperature	Verification Source
2435	NETPTDC Admin	Y	72, 50% RH	70, 50%RH	Exam Scan Room 1129	12-June-12	MFTR data
3465	Naval Aviation Museum	Y	65-68	68	IMAX (RH 40-50%)	11-May12	MFTR Standard
3465	National Aviation Museum	Y	70, 50% RH	68, 50% RH	Main Facility	11-May-12	National Archives Standards
606	Portside Gym	Y	72	68	Gym facility	11-May-12	Navy Fitness Standards & Metrics
4143	Physical Fitness Center	Y	72	68	Cardio Area	12-Jun-12	Navy Fitness Standards & Metrics
4143	Physical Fitness Center	Y	70	68	PT Area	12-Jun-12	Navy Fitness Standards & Metrics
3221	Museum-East	N	70, 50% RH	68, 50% RH	Rooms 101, 101A, 102	12-Jun-12	National Archives Standards
4149	479 th Training Group	N	70, 33-55% RH	70, 33-50% RH	Room 219	12-Jun-12	Explosives Charges-safety Req'mt
4192	Museum	N	70, 50% RH	68, 50% RH	Artifacts & Collections Spaces	12-Jun-12	National Archives

NAVFAC SE Public Works Department
Building Managers Handbook

							Standards
4143	Physical Fitness Center	Y	70	68	Spin Room	12-Jun-12	Navy Fitness Standards & Metrics
3711	Wenzel Gym	Y	70	68	Cardio Areas	8-Aug-12	Navy Fitness Standards & Metrics
3712	Navy Wellness Center	Y	70	68	Cardio Areas	8-Aug-12	Navy Fitness Standards & Metrics
All	Navy Hospital & Branch Medical Clinics	Y	73, 30-60% RH	68, 30-60% RH	All Spaces	18- Sept-12	Joint Commission Standard

April 2009

SERVICE TICKET POLICY for (PWD Utilities shown below)

- Annex 1601000 Chilled Water Systems
- Annex 1602000 Electrical Distribution Systems
- Annex 1603000 Natural Gas Distribution Systems
- Annex 1604000 Wastewater Systems
- Annex 1605000 Steam and Hot Water Systems
- Annex 1606000 Potable Water Systems

1. Building/Facility Precedence:

The following guidance is provided to determine the precedence of emergency / priority service tickets:

Criteria for Valid E-Tickets (PWD Utilities Annexes) Criteria for emergency tickets are classified as to prevent immediate danger of personnel, restoring essential services that have been disrupted by breakdown of utilities, correct failures that degrade mission capabilities and addressing emergencies that have impact relating to fire, safety or environmental issues.

Examples of valid "E" tickets are:

- * Unscheduled outages to primary electrical circuits, both overhead and underground
- * Traffic lights that are inoperable.
- * Broken water mains.
- * Water pressure problems.
- * Low level alarms on elevated water storage tanks and reservoirs
- * Chemical treatment alarms.
- * Alarms received by SCADA system at building 3561 that can't be cleared by SCADA operator and where redundant service does not exist.
- * Alarms received by DDC system at building 3561 that can't be cleared by DDC operator and where redundant service does not exist.
- * Damaged natural gas mains.

This list is not inclusive of all valid "E" tickets but represents valid examples:

Failure of equipment in Utilities Plants or Utility Distribution Systems will not be deemed an emergency if a redundant source of operation is available. When an emergency service call is requested, the person-taking the call should verify with caller that condition meets above criteria. If criteria is not met requestor should be referred to PWD Utilities Commodity Manager and the CM will initiate routine, scheduled or priority ticket if request if valid.

Persons receiving request for emergency tickets are to notify PWD Utilities Commodity Managers during normal working hours and the CDO after hours and on weekends and holidays either by phone or email of each emergency ticket submitted. Reference Process Map for Processes 84 and 96.

PWD Utilities Commodity Managers:

- | | |
|---|------------------------|
| Tom Allen (Electrical) | Ph. 452-3131 ext. 3110 |
| Hung Nguyen (Chill Water, Natural Gas, Steam & Hot Water) | Ph. 452-3131 ext. 3109 |
| Jeff Raggard (Water & Wastewater) | Ph. 452-3131 ext. 3114 |
| Steve Perlman | Ph. 452-3131 ext. 3113 |
| Mark Shull | Ph. 452-3131 ext. 3115 |
- CDO Cell 516-2098 or Pager 452-5678 (then dial 161 option 3)

Facilities Management Facilities Services (FMFS).

Jim Hasty (FMFS Branch Head)

Kenny Makin (Lead)

Doug Del Aquila

Jim Taber

Ron Mangum

INDEX

Activity Telephone Coordinator (ATC)	21
Appointment (of BM).....	8
Authorized Caller List	8
<u>definition</u>	39
Base Communications Office (BCO)	21
BASIC Self-Help	
Self-Help Request Approval Diagram.....	31
BOS (FEMS) Contract Service Provider	
definition.....	7
<u>Building Manager</u>	
definition.....	39
Building Manager (BM)/Assistant Building Manager	
definition.....	6
<u>Building Manager Assistant</u>	
definition.....	39
Building Manager Coordinator	
definition.....	6, 39
BUILDING/FACILITY PRECEDENCE	51
Categories of Service Level Work (Funding responsibility, and the BOS contract).....	57
Categories of Service Work.....	26
Command Duty Officer (CDO)	54
Commanding Officer	6
Communications.....	9
Contract Surveillance Representative.....	7
Criteria for Valid HVAC E-Tickets.....	14, 24
CRITERIA FOR VALID HVAC E-TICKETS	51, 54
Cultural Resource Manager	12
Cultural Resources	
services	11
Customer Assistance Center	
definition.....	39
Definitions	39
Emergency Service Calls	23
Energy Management	
services	12
Environmental	
services	8, 18, 19, 33
<u>Examples of valid “E” tickets</u>	54
Excavation (Dig) Permits	
services	12
EXCAVATION PERMIT INSTRUCTIONS	46
Excavation Permits	
sample permit	45
Exhaust Maintenance	
services	12
Exterior Signs	

services	13
<u>Extreme Cold criteria</u>	51
<u>Extreme Heat criteria</u>	51
<u>Facilities Maintenance Officer</u>	
definition.....	39
Facilities Management and Facilities Services	32
Facilities Support Contract Management Division	7
Contact List	33
PWD FMS	6
definition.....	39
POC	34
PWO	
definition.....	6
Frequently Asked Questions.....	41
Grounds Maintenance	
services	13
How to contact a PAR	32
Indoor Air Quality	20
Industrial Hygiene	20
Janitorial Services	
services	13
<i>Letter of Designation</i>	<i>See Appointment (of BM)</i>
definition.....	39
sample.....	43
Maintenance/Repair and Alterations	
services	13
MOLD	20
Natural Resources	
services	20
Naval Computer and Telecommunications Station (NCTS)	21
<u>Order of Precedence list</u>	51
Performance Work Statement	
definition.....	40
Pest Control	15
services	15
POINTS OF CONTACT	32
Primary Tenant	
definition.....	39
<i>PWD, Code 300</i>	54
References	38
Refuse Collection	
services	15
Regional Inmate Coordinator	13
Responsibilities.....	6
Safety	21
Security Department.....	21
<u>Self Help Projects</u>	22
Self-Help.....	30
definition.....	39

services	15
<i>Service Call Status Requests</i>	<i>See Service Calls</i>
Service Calls	6, 7, 22, 23, 28, 33, 39, 41
Obtaining Tracking Number.....	26
Priority.....	24
Routine	24
Sample Service Ticket.....	48
Scheduled	24
Service Call (Ticket) Submission Diagram.....	27
Submitting a Service Ticket	26
<i>Service Ticket Policy for NASP Region</i>	14, 24
SERVICE TICKET POLICY FOR NASP REGION	51
<i>Service Ticket Policy for PWD Utilities</i>	14, 24
SERVICE TICKET POLICY FOR PWD UTILITIES	54
Site Approvals	
services	15
Space Management	
services	16
<i>Special Requirements</i>	51
<i>Submitting a Service Call</i>	<i>See Service Calls</i>
Swimming Pool Maintenance	
service.....	16
Telephone Control Officer (TCO).....	21
Telephone Support.....	21
<i>Temperature/Humidity range for all facilities other than below</i>	51
Tenants	6
<u>Tracking Number</u>	
definition.....	40
Training	8
Transportation.....	17, 33
services	17
Trouble Tickets.....	<i>See Service Calls</i>
Unauthorized Commitments.....	22
When to contact a PAR	32
Work Request	
Work Request Process Diagram	29
Work Requests 22, 28	