



UNITED STATES MARINE CORPS
U.S. MARINE CORPS AIR STATION
YUMA, ARIZONA 85369-5000

StaO 11014.1L
3JE
09 APR 92

STATION ORDER 11014.1L

From: Commanding Officer
To: Distribution

Subj: PROCEDURES FOR FACILITIES MAINTENANCE AND OPERATION SERVICE
REQUEST

Ref: (a) MCO P11000.7C
(b) StaO 11000.3B
(c) StaO 11000.2F
(d) StaO 11014.3C
(e) MCO P11000.8B
(f) StaO 6280.4
(g) StaO 7000.6B

Encl: (1) Signature Authorization Form
(2) Instruction for the Preparation of Work Requests NAVFAC
Form 9-11014/20
(3) Procedures to Determine Work Request Priority

1. Purpose. To establish procedures for submitting and processing requests for work or service to be accomplished by the Facilities Management Department.

2. Cancellation. Station Order 11014.1K.

3. Background. References (a) through (d) establish basic policies and objectives pertaining to Real Property, Facilities Maintenance Management. These include insuring maximum return for manpower and funds invested. Increasing labor and material costs, the increasing average age of facilities, and a relatively level budget require the majority of available manpower and financial resources be directed toward required maintenance and repair work as opposed to minor construction/alterations. In order to enhance the Marine Corps Air Station Yuma Facilities Management Department's capability for accomplishing essential work, the procedures described herein will be followed for the submission, processing and priority rating of requests for work or service.

4. Definitions. The Facilities Management Department (FMD) is responsible for providing maintenance and repair to real property on the plant account records of the Station. Items of personnel support equipment (i.e., desks, refrigerators, stoves, chairs, filing cabinets, public address systems, podiums, etc.) are not under the cognizance of the FMD nor are they funded with maintenance and repair of real property funds. Reference (g) delineates this responsibility to the Supply Officer. The following definitions describe FMD responsibilities:

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a. Alteration. Any improvement, modification or new work which changes or increases size/capacity of a facility.

b. Special Project. A single task which costs in excess of \$100,000 for alterations or \$300,000 for repair work. Such work must be described in a special project format per reference (a) and approved/funded by the Commandant of the Marine Corps, Washington, D.C. Special project submissions are prepared by the FMD.

c. Cyclic Maintenance. Routine work to a facility to maintain the basic fabric of the structure and weather-tightness. The FMD performs cyclic maintenance at no cost to reimbursable customers but any work beyond cyclic maintenance is chargeable to the reimbursable customer.

d. Engineering Service. A request for concept development, cost, special or military construction project documentation, or engineering/architectural analysis. Potential circumstances that could slow the completion of this request include:

- (1) Coordination required between City, County, State, Federal, or quasi-public organization.
- (2) Site approval required.
- (3) Waiver required from NAVAIR.
- (4) Electromagnetic risk evaluation required.
- (5) Two year restraint on changes to new construction.
- (6) Coordination with other Station departments.
- (7) License or easements may be required from NAVFAC field office.
- (8) Incorporated with project currently in work.
- (9) Design required by contract or in-house staff.

e. Environmental Documentation Requirement. Any work which may adversely impact the environment will require environmental documentation as described by reference (e). The preparation and funding of the documentation is the responsibility of the organization or individual proposing the action. If environmental documentation is needed, FMD will return the Work Request and require that it be resubmitted with the environmental documentation attached and prepared in accordance with reference (f).

5. Action

a. All Work Requests shall be submitted in accordance with this Station Order.

b. Only Work Requests from departments or units signed by the Commanding Officer, Officer in Charge, Department Head, or their designated S-4 or service representative will be accepted by the FMD. Each department shall provide one Maintenance Service Representative and one alternate authorized to submit Work Requests and Service Calls for Maintenance and Repair. These representatives shall be updated by the fifth day of each quarter in writing. Enclosure (1) is a sample signature authorization form. Maintenance Service Representatives shall perform the following work:

- (1) Act as the single coordinator and contact point with the Facilities Management Department.
- (2) Receive, screen, consolidate, record and forward to the FMD all Work Requests from the department or activity.
- (3) Obtain and log service call numbers from the FMD Customer Service Desk.
- (4) Review monthly the outstanding Work Requests for possible cancellation due to changing requirements or circumstances which may have eliminated the need for the requested work.

c. The Operations Director or the Supervisory Planner/Estimator shall review all new Work Requests, assign priority designators, and process them, and all outstanding Work Requests, in accordance with this Station Order.

6. Method of Requesting Service

a. Emergency Work is defined as work requiring immediate action to accomplish any or all of the following involving the FMD and/or public utilities:

- (1) To prevent loss or damage to Government property.
- (2) Restore essential services that have been disrupted by a breakdown of utilities.
- (3) Eliminate hazards to personnel or equipment.

Emergency service calls may be made by telephone to the FMD Customer Service Desk at extension 2222 during working hours as well as non-working hours or holidays. Any person cognizant of an emergency situation may submit work of this category.

b. Service Work is defined as relatively minor in scope, not of emergency nature, normally estimated to require 16 hours or less, needs no more than two work centers to accomplish, and does not exceed a \$1,500 material cost limitation. Service work will be submitted to

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the FMD Customer Service Desk by telephone (extension 2222) or in person. Personnel authorized by Department Heads, Commanding Officers, and Officers in Charge of tenant activities shall submit work of this category.

c. Work Requests, NAVFAC 9-11014/20

(1) Maintenance and Repair Work is of a larger scope than Service Work (i.e., more than 5 man days) and is normally generated by the Controlled Inspection of facilities by FMD Operations Division personnel. This category of work may be submitted by NAVFAC 9-11014/20. Requesting activities shall provide complete justification and details in "Block 8" of work desired, and shall include available prints, drawings, sketches, and any other information, including the name and telephone extension(s) of a single point of contact.

(2) Minor Construction should be requested by NAVFAC 9-11014/20, as described above. These requests will be submitted to the FMD, Attention: Operations Division (Code 3JE), for review and subsequent approval by the FMD Commanding Officer, in accordance with Station Order 11000.3F. Approved work which can be performed with activity funds will be scheduled along with maintenance and repair work. Approved requests which cannot be funded within the Commanding Officer's authority or fund availability will be processed for special funding or as part of the activity's Special Projects or Military Construction Programs, as appropriate. Departments or activities which are reimbursable customers desiring to fund construction/alteration work from their OPTAR funds should provide a fund citation upon receipt of a cost estimate. In as much as this effort diminishes the FMD's capability to perform required maintenance and repairs, the cost estimate will include not only labor and material costs but the contract's overhead and profit to enable the work to be accomplished by contract.

(3) Submission of NAVFAC 9-11014/20. Only those personnel identified on a signature authorization form shall initiate Work Requests, NAVFAC 9-11014/20. The requests shall be sent to the FMD Operations Division. Enclosure (2) provides detailed instructions for the preparation of NAVFAC 9-11014/20.

7. Priority of Work Requests. The requestor will assign a priority designator. Priority designators are as follows:

"Critical" - Work if not accomplished would restrict the activity's immediate operational capabilities.

"A" - Work if not accomplished would restrict the Department or Tenant current operational capabilities.

"B" - Maintenance or repair work if not accomplished would affect health, welfare and/or safety of personnel or property.

"C" - All other types of work including minor construction and alteration.

Work Requests within each designator will be processed in sequence of receipt by the FMD.

8. Facilities Management Department Processing of Work Requests

a. Work Reception. Work Requests received by the FMD shall be screened by the Operations Director or the Supervisor Planner/Estimator. Work not qualifying for submission of NAVFAC 9-11014/20 shall be transferred to service work or returned to the initiator. Valid requests shall be assigned a priority designator for subsequent accomplishment.

b. Operations Division. Work Requests received by the Operations Division shall be integrated with the work generated by the Controlled Maintenance Inspection Program. The following is the order of accomplishment of planning and estimating for Work Requests:

<u>Designator</u>	<u>When Accomplished</u>	<u>Estimated Time to Complete P&E Work</u>
"Critical"	When received.	1 - 3 days
"A"	Following job presently being accomplished.	1 - 5 days
"B"	Following completion of all "A" designated work.	1 - 15 days
"C"	Following completion of all "B" designated work.	10 - 60 days

Work Requests for maintenance and repair work, designated Category "C", which are normally generated by Controlled Inspection, will be returned to the initiator with the notation that a copy of the request has been placed in the facility's folder and that it will be reviewed prior to the next Controlled Inspection. For planning purposes, initiators of Work Requests should allow from three to six months for the purchase of materials for Category "B" and "C" type work.

9. Work Request Priority Determination. Enclosure (3) outlines the procedures that will be followed to establish consistent priorities for efficient completion of work.


J. P. CHESSUM
By direction

DISTRIBUTION: B

SIGNATURE AUTHORIZATION FORM

Date:

From:

To: Facilities Management Officer (Code 3JE)

Subj: SINGLE POINT OF CONTACT AND AUTHORIZED SIGNATURES TO SIGN
WORK REQUESTS AND MEMORANDUMS

1. The following personnel are authorized to act as the single point of contact and sign work requests and memorandums for this department or unit:

MAINTENANCE SERVICE REPRESENTATIVE GRADE/BILLET SIGNATURE

ALTERNATE GRADE/BILLET SIGNATURE

SIGNED

DEPARTMENT/UNIT

ENCLOSURE (1)

INSTRUCTION FOR THE PREPARATION OF WORK REQUESTS
NAVFAC FORM 9-11014/20

1. Requesting Facilities Management Department (FMD) Services.

NAVFAC Form 9-11014/20 is the officially recognized method of obtaining FMD services. As the initial input to the FMD, the 9-11014/20 form should contain information that is as complete and realistic as possible to assist in expeditious processing through the FMD. Additional information that could enhance understanding of the services desired should be included on or attached to the 9-11014/20. The form will be forwarded and processed through the Operations Division (Code 3JE) of the FMD.

2. Preparation of NAVFAC Form 9-11014/20.

a. Part 1 is to be filled out completely by the requestor who has an authorized signature form on file with the Operations Division of the FMD. Only those personnel who have a form on file will be able to order service calls and submit work requests.

b. Part 2 of NAVFAC 9-11014/20 will be filled out by the Operations Division for cost estimate only and returned to the customer for action.

c. Part 3 will be filled out by requestor for cost estimate received and returned to the Operations Division with the appropriate checks in either block number 19 or 20.

3. Scope of Work. The requestor will ensure that the scope of work required is exactly as indicated in the request. The Operations Division will process the request according to the scope of work indicated. If the requestor has a problem selecting samples submitted by the Operations Division or wants to change the scope of work, the request will be cancelled by the Operations Division and returned to the requestor within five (5) working days of the initial appointment with the requestor. The requestor can then submit a new request with new requirements.

ENCLOSURE (2)

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The following block numbers will be filled as follows by requestor:

PART I - REQUEST

Block 1 - Identify the customer command.

Block 2 - Customer's request number followed by Priority Designator.

Block 3 - To Operations Division.

Block 4 - Date of request.

Block 5 - Check only one of the applicable blocks, reimbursable customers to check the only cost estimate block.

Block 5a- Desired start dates must be realistic. The customer should consider the following items: material long-lead, engineering requirements, contracts, extent of work and size of job, and shop capabilities. Indicate what impact on the activity will be if the work is not started by desired start date.

Block 6 - Requestor name and telephone number.

Block 7 - Check applicable block.

Block 8

a - Specify the exact location of the work, using room number, column number or whatever is available to identify the location with the building number.

b - Define the total scope of work including the overall objective and purpose of the request. Further, break the scope down into individual line items of work. Specify quantities desired, if known, or basis of requirements.

c - Provide photographs, drawings, or sketches with measurements and other information to clearly describe requirements, if possible. Attach all fire, security, or other violations with work request.

d - Sometimes the simplest sketch will save two pages of words.

e - If the customer is to furnish material or equipment, identify the material or equipment, give description, quantities, present location, expected delivery date, or any other pertinent information.

f - State known factors that may affect the job such as security requirements and mandatory operating hours. Identify any unusual conditions or requirements.

ENCLOSURE (2)

g - State a strong justification why desired work must be done.

Block 9 - Leave blank.

Block 10- Authorized signature in accordance with enclosure (3).

PART II - COST ESTIMATE

This will be filled out completely as follows by the Operations Division for cost estimates only.

Block 11- Customer Command and requestor.

Block 12- Estimate number assigned by the Customer Service clerk of the Operations Division. When assigned, the Operations Division will return a copy to the customer. The requestor will use this estimate number as a reference for tracking their request.

Block 13- Cost estimate for scope of work identified by requestor in Block 8. Operations Division will attach a computerized cost estimate with the requestor copy once a Planner/Estimator has completed the estimate.

Block 14- Applicable block marked.

Block 15- Appropriate block check off with instructions written to requestor.

Block 16- Operations Division Director signature.

Block 17- Date of signature.

PART III - ACTION

Block 18- Operations Division (Code 3JE).

Block 19- Applicable block checked.

Block 20- Applicable block checked.

Block 21- Authorized signature only.

Block 22- Date of signature.

ENCLOSURE (2)

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WORK REQUEST (MAINTENANCE MANAGEMENT)
NAVFAC 9-11014/20 REV. 2-681 S/N 0105-LF-002-7510
Supersedes NAVDOCKS 2351

(PW Department see Instructions
in NAVFAC MO-321)

Requestor see Instructions on Reverse Side

PART I—REQUEST (Filled out by Requestor)

1. FROM Identify the customer command.		2. REQUEST NO. Cust #/Priority Desig.	
3. TO Operations Division (Code 3JE), Fac. Mgmt. Dept		4. DATE OF REQUEST Date W/R prepared.	
5. REQUEST FOR <input type="checkbox"/> COST ESTIMATE <input type="checkbox"/> PERFORMANCE OF WORK		5a. REQUEST WORK START Realistic date.	
6. FOR FURTHER INFORMATION CALL Full name and telephone number.		7. SKETCH/PLAN ATTACHED Select one. <input type="checkbox"/> YES <input type="checkbox"/> NO	

8. DESCRIPTION OF WORK AND JUSTIFICATION (Including location, type, size, quantity, etc.)

1. Exact location.
2. Scope of work - detailed but brief. (A picture/sketch helps)
3. Justification.
4. Attach all necessary documents, sketches, photos, security/fire violations, etc.

9. FUNDS CHARGEABLE Leave blank.	10. SIGNATURE (Requesting Official) Authorized signature only.
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PART II—COST ESTIMATE
(Filled out by Maintenance Control Division if estimate requested)

11. TO:		12. ESTIMATE NO.	
13. COST ESTIMATE		14. SKETCH/PLAN ATTACHED <input type="checkbox"/> YES <input type="checkbox"/> NO	
a. Labor	\$	15. <input type="checkbox"/> APPROVED. PROGRAMMING TO START IN _____	
b. Material	\$	<input type="checkbox"/> APPROVED. BASED ON PRESENT WORKLOAD, THIS JOB CAN BE PROGRAMMED TO START IN _____, IF	
c. Overhead and/or Surcharge	\$	AUTHORIZED BY 25TH OF _____ AND FUNDS ARE MADE AVAILABLE.	
d. Equipment Rental/Usage	\$	<input type="checkbox"/> DISAPPROVED. (See Reverse Side)	
e. Contingency	\$	16. SIGNATURE Operations Division Director	17. DATE Date signed.
f. TOTAL	\$		

PART III—ACTION (Filled out by Requestor)

18. TO: Operations Division (Code 3JE), Fac. Mgmt. Dept.		20. WORK REQUESTED Select one. <input type="checkbox"/> HAS BEEN CANCELLED <input type="checkbox"/> HAS BEEN DEFERRED <input type="checkbox"/> WILL BE PERFORMED BY OTHERS	
19. AUTHORIZATION TO PROCEED IS ATTACHED (Check one if other than PW funds are involved) <input type="checkbox"/> NAVCOMPT 140 <input type="checkbox"/> OTHER Select one.		22. DATE Date signed.	
21. SIGNATURE Authorized signature only.			

(See Part IV on Reverse Side)

ENCLOSURE (2)

PROCEDURES TO DETERMINE WORK REQUEST PRIORITY

1. Priorities for work requests will be determined by a two-track system. The work requests will first be screened, then divided into two categories of (a) maintenance and repair and (b) other. Approximately 90 percent of Facilities Management productive effort will be spent on maintenance and repair vice improvements, alterations, etc. About 90 percent of the available funding will be allocated to maintenance and repair. The remainder will be allocated to other type of work.

2. Definition of Terms

a. Importance Level Code

(1) Emergency - Work that requires immediate action to accomplish the following:

(a) Prevent loss of or damage to government property.

(b) Restore essential services disrupted by utilities breakdown.

(c) Eliminate hazards to personnel or equipment.

(2) High Importance - Not accomplishing work will have a significant adverse effect.

(3) Reasonable Importance - Not accomplishing work will have a limited adverse effect.

(4) Low Importance - Not accomplishing work will have a minor adverse effect.

b. Work Classification

(1) Fire, safety, security.

(2) Mission-primary purpose, function, or use of real property.

(3) Preventive/corrective action needed so that the real property involved may be used for its designated purpose.

(4) Morale/welfare to insure mental state and/or working conditions of personnel.

ENCLOSURE (3)

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c. Level of Maintenance Code. A code assigned to specific buildings and systems that sets the general standard to which a building system is maintained. The code is described in NAVFAC MO-321, and listed for activities that are part of or supported by Facilities Management Department on Attachment A of this enclosure.

3. Priority Procedures for Work Requests

a. Work Requests will be assigned a priority code which will be used to determine the order in which:

(1) The Operations Division develops plans and estimates (Job Orders).

(2) Funds are authorized for purchasing materials.

(3) Manpower is scheduled to accomplish work.

b. Emergency maintenance and repair work is automatically priority number one and is normally reported by phone. Processing the paperwork has top priority, which is usually done after the major maintenance and repair emergencies work is completed. This insures that critical spares or material diverted from other jobs are re-ordered quickly.

c. Priority codes two through 20 are assigned by determining the importance level code of the work based on the work classification and work request justification (see Attachment B of this enclosure). This code is then matched to the level of maintenance code assigned to the real property (see Attachment C of this enclosure).

ENCLOSURE (3)

LEVEL OF MAINTENANCE CODE FOR FACILITY BUILDINGS AND SYSTEMS

<u>Description</u>	<u>LMC</u>
Production Buildings	A
Administration Buildings	C
UEPH	B
Cover Storage Facility	B
Commissary/Exchange	B
Post Office, Chapel, Gate Sentry	B
Recreation Field	B
MWR Facilities (Hobby Shop, Theater, Pools, etc.)	B
Water Front Facilities	A
Electricity Generating Plant	A
Air Cargo Terminal	A
Hangars	B

IMPORTANCE LEVEL CODE TABLE

		WORK CLASSIFICATION			
		FIRE, SAFETY, SECURITY	MISSION	PREVENTIVE	CORRECTIVE MORALE WELFARE
IMPORTANCE LEVEL	HIGH	2	3	5	6
	REASONABLE	4	5	7	8
	LOW	6	7	9	10

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EMERGENCY

