

How to Submit a DSW Work Request

1. Call CE Customer Service at **228-3171/3172** and identify your requirement (Direct Scheduled Work): DSW is a quick method to authorize work that does not require detailed planning.

- **Emergency:** Includes, but is not limited to, the failure of any utility, fire protection, environmental controls, security alarms, or a clogged sewer. It may also include elimination of fire, health, or safety hazards that have been assigned a risk assessment code (RAC) 1 or fire safety deficiency code (FSDC) I. Emergencies should be completed within 24 hours.
- **Urgent:** Includes elimination of fire, health or safety hazards that have been assigned RAC 2 or 3, or FSDC II. The goal is completion within 5-7 days based on material availability.
- **Routine:** Includes hazards that have been assigned RAC 3 or FSDC III or IV. The goal is completion within 30 days of approval based on material availability. Only Facility Managers may call in or e-mail routine requests.

AF Form 332 Work Requests

An AF Form 332 is used to identify work that will require detailed planning, such as: renovation, major repair work, new work, or replacement of Real Property Installed Equipment (RPIE) such as heating and air conditioning systems. It is also used for sign and key requests. There are several ways to submit an AF Form 332 to CES:

1. Deliver the form to CE Customer Service complete with all required signatures. Include a copy of any applicable regulations or copies of any inspection-related write-ups used in the justification block of the form. Also, include a sketch, diagram, or map to help illustrate exactly what and where the requested work is to be accomplished. The AF Form 332 package will be assigned a work order number and be brought to the next Work Order Review Board (WRRB) after the initial review by the in-house personnel. If approved, coordination will be accomplished at that time. The WRRB meets on a weekly basis at 0830 hrs on Tuesdays in the 355 CES Conference Room in building 5315. Customer participation is highly encouraged.
2. AF Form 332 packages may be sent to CE customer service by fax at 228-5192. Make sure to include all supporting documentation. The package will be assigned a work order number and brought to the WRRB.

Work Order Prioritization

Squadron commanders are responsible for assigning priorities to each work request they submit. When you submit a work order here are a few things to remember:

- All requests must include the squadron's priority

- No duplicate priorities are allowed
- 355 CES will note the priority in the Interim Work Information Management System and will provide a current list of open work orders to each commander or FM upon request
- Infrastructure requests are prioritized by CES
- All Work Orders must be submitted by the Facility Manager
- SQ/CCs sign in coordination section – to include request for master keys
- Squadrons are encouraged to advocate for their priorities at the Work Order Review Board

Work Clearance Requests

When necessary, an AF Form 103 will be completed and attached to the 332 package. The AF Form 103 is commonly referred to as a digging permit. Processing and obtaining the approval signatures is the responsibility of CE Customer Service. **The form is required when excavating more than 4 inches, or for any work requested that will disrupt aircraft or vehicular traffic flow; base utility services; fire or intrusion alarms systems; or routine activities of the installation.** Digging must start within 30 days of AF Form 103 approval, or it becomes invalid. One copy remains with the original 332 package and the other will stay on the job site at all times. The FM can pick up an AF Form 103 at the 355 CES customer service section (Bldg 5315). It's the Contractor's responsibility to maintain markings throughout the project.

Unit Commander's Responsibilities

The Unit Commander will designate in writing an officer, E-4 and above, or civilian equivalent as primary and alternate facility managers for each facility assigned to the organization. In multipurpose facilities, the major user should assign the primary FM. Any other organization using a portion of the facility is allowed to appoint an alternate FM for its area. Alternates can process actions with CE, but must coordinate with the primary FM.

- The commander will ensure a current appointment letter for all assigned FMs is on file with CE Customer Service and that all FMs are trained.
- The commander will ensure no alterations, additions, or new construction is done without CES approval, or wing approval if required. CES approves all work in real property facilities regardless of the execution method used. Therefore, work sourced using an AF Form 9 or GPC will require CES approval.
- The commander will ensure no change is made to the real property without the approval of CES and the Facilities Board.

- The commander must ensure real property and RPIE are not removed, relocated, altered, or otherwise changed without CES approval.

Facility Manager Responsibilities

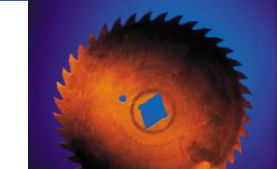
- Establish and publish rules for the opening, use, and closing of the building or facility during duty hours and for admittance or use during non-duty hours.
- Ensure security measures are observed.
- Establish a key control log.
- Establish procedures to ensure lights not in use are turned off and that heating or air conditioning temperature settings adhere to utility conservation standards.
- Establish daily policing and grounds inspection 100 feet around the building or facility.
- Ensure users of real property facilities do not remove, alter, relocate, modify, or replace facilities or RPIE without CES approval. RPIE includes electrical system components, thermostats, and CES installed heating, ventilating, and air conditioning equipment, generators or other installed equipment.
- Establish procedures to immediately notify CES customer service when emergencies occur that involve the building or facility and its supporting utility systems.
- Brief occupants on their collective building care responsibilities, including liability for loss and damage to property.
- Think of the facility as your own home. Simple day-to-day maintenance and minor repair jobs should be attempted before reporting a trouble call to 355 CES. Try correcting minor problems such as:
 - Changing light bulbs (under 10' in height)
 - Replacing broken outlet covers
 - Tightening screws and bolts
 - Plunging stopped up toilets and sinks
 - Cleaning and policing the grounds around your facility
 - Sweep Sidewalks
 - Change ceiling tiles (under 10' in height)

<https://355ces/Top%20Liner/CEFlights/5%20Operations%20light/OPSFlight.htm>



355th Civil Engineer Squadron Operations Flight

Bldg. 5315
Davis-Monthan AFB, Arizona 85707
Phone 228-3171/3172 Fax 228-5192



*The Commander's Guide
to the Work Order Process*



Millions of dollars are spent each year to maintain, repair, alter, and construct facilities at Davis-Monthan AFB. Facility Managers play a key role in determining how well these dollars are spent.

The Base Civil Engineer depends on the Facility Managers (FMs) to provide timely information concerning necessary maintenance, repair, and minor construction requirements for individual base facilities.

The information contained in this brochure will help each commander assist the 355 CES in the prudent use of our limited money, manpower, and material resources. It will also acquaint commanders with their duties and responsibilities and those of their facility managers.



355 CES is available and welcomes the chance to improve each and every occupant's quality of life while stationed here at Davis-Monthan AFB. As our customer, you have the right to expect the following performance ethics:

- Professional advice and instructions for the fastest method to accomplish customers' requests
- Professional, knowledgeable, and skilled personnel responding to customers' work requests
- Our guarantee to satisfy the customers' request to the best of our abilities
- Capture and execute long-range requirements

WHAT'S COVERED & WHAT'S NOT

355 CES operates, maintains, repairs, and constructs real property using an in-house work force and contracts. Real property includes land, buildings, structures, utility systems, and improvements (i.e., paved roads, sidewalks, curbs, gutters, and utility poles). Real property also includes real property installed equipment (RPIE) attached to and made part of buildings and structures (e.g., heating systems).

The Civil Engineer Squadron receives manpower authorizations to support real property only and cannot support other requirements without diminishing the support to authorized facilities. The following is a sample listing of items CE cannot accomplish:

- Squadron specialty and personal name signs. However, these signs must be approved by 355 CES to ensure they are in accordance with the base's architectural compatibility standards. Once approved, units will purchase signs using a Government Purchase Card (GPC) from local vendors. This also includes squadron recognition boards.
- Maintenance and repair of specialty equipment such as scoreboards, uninterrupted power supplies, and alternate power sources.
- Reclaiming freon from non-real property installed equipment. Users are required to use GPC or AF Form 9 to obtain service from a certified refrigeration firm from the local area.
- Customer installed and functionally unique equipment such as office/modular furniture.

TYPES OF WORK & EXECUTION METHODS



In-house Work Orders. Once approved, will be designed, planned, prioritized, and accomplished by 355 CES. Work will be accomplished based on safety requirements, availability of funds, and manpower. Normally in-house work orders require less than 240 man-hours to execute.

Facility Maintenance Team (FMT) Program Routine work in high-use and high-maintenance facilities such as dormitories is completed by the FMT on scheduled visits. The team consists of structural, electrical and plumbing craftsmen.

Each FM covered by the program will list any and all routine write-ups on the AF Form 1219. The FM must prioritize their repair list based on the facility needs and wants and the time allotted to the facility for maintenance. Any repairs not accomplished are carried forward to the next visit.

The FMT Chief contacts the FM 2-3 days prior to scheduled visits. In addition, we will contact the FM to schedule a facility walk-through. If the FM is unavailable for the walk-through, they must e-mail or fax their completed AF Form 1219 to 228-5192 the Monday prior to the scheduled visit. This allows time to review the requirements and procure the materials needed.

Self-Help is designed to allow the customer another avenue for getting work accomplished. Self-Help is an excellent opportunity to do some projects around your facility. Normally they include repairs, minor alterations and limited upgrades to the facility. You must fill out an AF Form 332

and obtain 355 CES approval before starting any project. All hazardous material must be properly removed before any work can begin (i.e. asbestos and lead base paint).

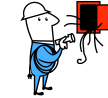
The requesting organization provides the labor and 355 CES will assist if a small amount of technical expertise is required. If the project requires an extensive amount of CES support, then the project is not a good candidate for the Self-Help program and should be submitted for accomplishment by another method of work instead. 355 CES Self Help involvement will be limited to 50-manhours per work order.

Sustainment, Restoration, and Modernization (S/RM) is repair, maintenance, or minor construction projects that have various approval levels depending on the project cost. These projects would take too much of the 355 CES personnel resources to perform in-house and are usually sent to the Engineering Flight for execution by contract. There are limited funds available to perform these projects. The Group Commanders get together at the beginning of each fiscal year to determine Davis-Monthan's priorities. This is known as the "Rack and Stack." This priority list is approved and monitored by the Wing Commander during the monthly Commander's Update briefing held on the fourth Tuesday of every month.

Simplified Acquisition of Base Engineer Requirements (SABER): This is a method of project execution to perform repair, maintenance or minor construction projects. SABER offers a compressed project schedule over traditional design and contracting methods. Depending upon the size and complexity of a project, 355 CES may choose SABER as the method of execution for projects on the "Rack and Stack" priority list.

Military Construction (MILCON) projects are new or major construction projects over \$750K requiring Congressional approval. These types of projects are normally used to construct facilities to beddown new missions. There are also special MILCON programs designed to replace dormitories throughout the Air Force. In addition, Davis-Monthan's top ten MILCON priorities are approved annually by the Wing Commander and forwarded to HQ ACC for inclusion into the command's integrated priority list. Historically, this has been an under-funded program so this is considered a last resort to get work accomplished. MILCON projects included in the Future Year Defense Plan (FYDP) are the only ones eligible for Congressional inserts or out of cycle funding.

Service Contracts: Maintenance Engineering manages Service Contracts including custodial and refuse pick up. The Facility Manager should have a copy of any Service Contracts that pertain to their area of responsibility or unit. The contracts will outline exactly what is required from each contractor working in the facility. FM should monitor service contractors ensuring the government receives the level of work it pays for. Managers should refer any questions concerning service contracts to the Service Contracts Section at 228-7374.



Direct Scheduled Work Priorities

Direct Scheduled Work (DSW) requests are for work that generally does not require detailed planning. These work requests are small and require less than 50 man-hours to accomplish and do not require capitalization. Direct scheduled work is classified as emergency, urgent, or routine and can be maintenance, repair, or minor construction. Before requesting work, Facility Managers should understand the three main types of work priority, emergency, urgent, and routine.

Emergency Work is defined as work to correct a condition detrimental to or reducing a unit's mission or operational effectiveness. The work is justified to provide adequate security to areas subject to compromise, eliminate serious health hazards, prevent fire or safety hazards and protect valuable property and equipment. Examples include but are not limited to utility failures, fire protection system failures, sparking wires, or complete shutdown of a mission due to a real property system failure. Within the first 24 hours, 355 CES will make any necessary repair to resolve the emergency condition. If additional work is needed, permanent solutions will follow under scheduled work order priorities. The Customer Service Unit (CSU) provides a means for processing many requirements. If you believe you have an emergency requirement, call the CSU. The CSU will determine if your request qualifies for an emergency or urgent classification

Urgent Work is less than emergency situations. The CSU provides a means for processing many requirements that are not classified as an emergency. You or the FM should be submitting those requirements. If you believe you have an urgent requirement, call the CSU, they will determine whether the work is classified as urgent and can be completed without a formal written request, special planning, or material support. If possible, the CSU technician will assign your requirement to urgent service. If your request does not warrant urgent support, it will be assigned routine processing and completed in five working days

Routine Work is any work required to preserve or restore existing real property. Routine work should be completed within 30 calendar days after identification and approval of requirement or receipt of materials. Examples of routine work are:

- Replacing doors
- Replacing broken or cracked floor tiles
- Repair of clogged plumbing fixtures when there is more than one fixture in the facility

The CE customer service representative classifies requests based on the information provided by the requester.