

**BY ORDER OF THE COMMANDER
35TH FIGHTER WING**

**35TH FIGHTER WING
INSTRUCTION 32-1003**



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**Civil Engineering
WORK REQUEST PRIORITY SYSTEM**

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This instruction implements AFPD 32-10, Installation and Facilities and 32-90 Real Property Asset Management. This instruction establishes the responsibilities and procedures of the Civil Engineer's Work Request Priority System (WRPS). It applies to all 35 FW units and tenants on Misawa Air Base that submit work order requirements to the 35th Civil Engineer Squadron for accomplishment.

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SUMMARY OF CHANGES

This instruction was reaccomplished to coincide with significant changes in Civil Engineer Work Request Priority System.

1. General.

1.1. An efficient and effective system for submitting and prioritizing civil engineer (CE) work is critical to ensuring limited resources are directed toward the most needed

requirements. The Work Request Priority System (WRPS) gives commanders the means and responsibility to determine what CE support is most critical in facilities under their command. An understanding of the process for identifying, prioritizing and submitting work requests to CES, as outlined in this instruction, is important for managing both workload and expectations. This instruction applies to in-house work orders, but does not include direct scheduled work (DSW: typically 50 hours or less), self-help work, or project scope work. Infrastructure work orders for mission sustaining maintenance and repair will be determined and categorized separately within CE. The following are examples of infrastructure work orders:

- 1.1.1. Airfield surfaces
- 1.1.2. Roads, parking lots and sidewalks.
- 1.1.3. Water treatment plants, storage and distribution systems.
- 1.1.4. Wastewater collection plants and treatment systems.
- 1.1.5. Base storm drainage systems.
- 1.1.6. Electrical distribution systems and substations.
- 1.1.7. POL storage and distribution systems.
- 1.1.8. Steam plants and distribution systems.
- 1.1.9. Facility painting and roofing.

1.2. The WRPS establishes an active file of 50 work orders allocated to Misawa Air Base organizations according to the breakout shown in Attachment 1. The number of work orders allocated to each organization is determined using approximate square footage of facilities within each group after accounting for large, minimally occupied facilities. Each group will develop their own methods and procedures for prioritizing work requests. Groups cannot submit requests above their allocation.

1.3. Following group prioritization, selected work requests will be submitted to CES, placed into the active file, and they will remain there until completed as an in-house work order, funded as a project, or reclassified as a DSW, self-help work order, disapproved, or otherwise cancelled in the WRPS database. If a work request is reclassified, it will be removed from the active file and the appropriate group will be notified that an allocation is open for submittal of their next work request.

1.4. CES will direct resources to work orders based upon the priority received from each group. The active 50 will be generally worked on a first-in first-out basis, but due to complexity, scope of work, availability of materials, manpower, funding and other considerations, work orders may not actually be completed in the order submitted.

1.5. Groups may insert a mission-critical work order in place of a work request in the active file; however, this is discouraged since resources (manpower, funds, materials, planning, or design for projects) will have already been committed to/expended on work orders in the active top 50. Work requests that displace a work order which already has resources committed, must have mission impact justification signed by the owning group commander and must be coordinated through the MSG commander.

2. Responsibilities.

2.1. Each organization identified on Attachment 1 will:

2.1.1. Appoint a liaison to work closely with respective facility managers and 35 CES for WRPS issues. This liaison should be the Group deputy or organizational equivalent.

2.1.2. Develop a Group system to prioritize their work requests prior to submittal to 35 CES.

2.2. 35 CES will:

2.2.1. Review and approve policy changes in the WRPS.

2.2.2. Review group mission-critical insert requests and provide recommendations/approval.

2.2.3. Chair the Work Request Review Board (WRRB) to determine final classification or disposition of work requests.

2.2.4. Maintain overall control of the WRPS.

2.2.5. Be responsible for operations of the WRPS.

2.2.6. Ensure work order packages are complete and communicate and justify the proper requirement.

2.2.7. Maintain accurate reports to track all work orders in the active file.

2.2.8. Notify the appropriate work order monitor when an allocation opens for their WRPS group and request their next priority be placed into their active file.

2.2.9. Conduct meetings as required with WRPS group monitors to advise them on status of the work orders in their active file and address any questions about the program.

2.3. Group or organization WRPS liaison will:

2.3.1. Maintain the group's prioritized work orders in the inactive file.

2.3.2. Submit the group's next highest priority work request to 35 CES when notified there is an allocation available.

2.3.3. Act as the single point of contact for WRPS issues.

3. Procedures.

3.1. Facility managers will submit work requests to 35 CES Customer Service section. If an initial review by CE personnel determines the work request to be above DSW scope or unique in nature, the work request will be routed to the WRRB.

3.2. If the WRRB determines the work request is work order scope, the CES customer service section will forward the request to the owning organization's liaison for prioritization.

3.3. If the WRRB determines the work request is project scope, the CES customer service section will send the request directly to the 35 CES Programming Flight. Projects will be prioritized at the Facilities Board.

3.4. Work requests submitted for fire, safety or bio-environmental deficiencies must have a report attached with a corresponding risk assessment code (RAC) or fire safety deficiency code (FSDC). These requests will be worked separately based of severity of the condition and will not count against Group allocations.

3.5. The Group WRPS Liaison will hold prioritized work requests not currently in the active file, until notified of an opening of an allocation for submittal of their next priority.

4. Prescribed and Adopted Forms.

4.1. **Prescribed Forms:** No Forms Prescribed.

4.2. **Adopted Forms:** AF Form 847, Recommendation for Changes of Publication.

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Attachment 1

GROUP ALLOCATIONS

The number of work orders allocated to each group is derived from square footage loaded into the automated civil engineering system real property records after accounting for large, minimally occupied facilities.

Table A1.1. Allocated Work Orders.

<u>Organization</u>	<u>Liaison</u>	<u>Work Order Allocation</u>
35 FW	FW/DS	4
35 OG	OG/CD	5
35 MXG	MXG/CD	8
35 MSG	MSG/CD	16
35 MDG	MDG/CD	2
MSOC	MSOC/CD	3
AAFES	General Manager	2
DECA	Store Manager	1
DoDDS	Appointed representative	3
Navy	NAF/Public Works	4
Army	Commanding Officer or Deputy	1
Other Tenants	Commanding Officer or Deputy	1

Attachment 2

AF 332 WORK ORDER FLOW CHART

