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Base Civil Engineer

FACILITY MANAGER PROGRAM

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This instruction establishes policies, practices, and procedures for a comprehensive facility manager program for all organizations and agencies at Robins Air Force Base. It provides the Facility Manager (FM) with procedures to accomplish assigned duties. Further guidance can be found in AFPAM 32-1125 Volume 1, Chapter 11 and AFPAM 32-1004, Volume 3, Chapter 2.3. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using Air Force (AF) Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afirms/afirms/>. See Attachment 1 for a glossary of references and supporting information.

SUMMARY OF CHANGES

This document has minor revisions to Chapter 15.3 Portable Space Heaters.

Chapter 1—GENERAL INFORMATION	5
1.1. Appointment Procedures.	5
1.2. Training for FMs.	5

Chapter 2—SUMMARY OF MAJOR RESPONSIBILITIES	6
2.1. Commanders/Civilian Leaders.	6
2.2. FM.	6
Chapter 3—GENERAL RESPONSIBILITIES	7
3.1. Data Card.	7
3.2. Weekly Inspections.	7
3.3. Brief Occupants on their Responsibilities.	7
3.4. Hands-On Maintenance of the Facility.	7
3.5. Facility Excellence.	7
Chapter 4—FM RECORDS	9
4.1. General.	9
4.2. Continuity Binders.	9
Chapter 5—KEY AND LOCK CONTROL	11
5.1. General.	11
5.2. Key Records.	11
5.3. Avoiding Duplications.	11
5.4. Personnel Changes.	11
5.5. Controlled Areas.	11
5.6. Additional Keys.	11
5.7. Storage Safes.	11
Chapter 6—SPACE AND SYSTEMS FURNITURE MANAGEMENT	12
6.1. Recent Issues and Concerns.	12
6.2. Responsible Office for RAFB.	12
6.3. Systems Furniture.	12
6.4. Multi-Use Facilities.	13
Chapter 7—PHYSICAL SECURITY OF THE FACILITY	14
7.1. Published Rules.	14
7.2. Facility Manager Responsibilities.	14
7.3. Procedures for Unsecured Facility.	14
Chapter 8—FIRE PREVENTION	15
8.1. General.	15
8.2. Daily Closing Inspection.	15

8.3.	Monthly Fire Inspections.	15
8.4.	Scheduled Fire Department Inspections.	15
8.5.	Fire Extinguishers.	16
8.6.	Fire Prevention Records.	16
Chapter 9—CUSTODIAL SERVICES		17
9.1.	General.	17
9.2.	Contract Terms.	17
9.3.	Oversight of Custodial Contractor.	17
9.4.	Unsatisfactory Performance.	17
Chapter 10—BASE BEAUTIFICATION AND LITTER CONTROL		18
10.1.	General.	18
10.2.	Responsibilities.	18
10.3.	Area Policing.	19
Chapter 11—ENERGY CONSERVATION		20
11.1.	General.	20
11.2.	Energy Policy Act of 2005 (EPAAct).	20
11.3.	FM Responsibilities.	20
Chapter 12—ENVIRONMENTAL DIVISION		21
12.1.	General.	21
12.2.	Specific Guidance.	21
Chapter 13—PROCEDURES FOR REQUESTING CE SUPPORT		22
13.1.	Procedures for All Facility Occupants	22
13.2.	Identification of CE Work Requirements.	22
13.3.	Submitting E332 Work Requests to CE.	23
13.4.	Methods of Accomplishing Work Requested to CE.	24
13.5.	Prioritizing In-House CE Work.	24
13.6.	Prioritizing Contracted CE Work	25
Chapter 14—SELF-HELP PROGRAM		27
14.1.	General.	27
14.2.	Benefits to Organizations.	27
14.3.	Self-Help Examples.	27
14.4.	Requesting Approval.	28

14.5.	Considerations for Approval.	28
14.6.	Material Support.	28
14.7.	CE Inspections.	28
14.8.	Communications Support.	28
Chapter 15—MISCELLANEOUS PROVISIONS		30
15.1.	Signs – Interior and Exterior.	30
15.2.	Non-Fair Wear and Tear of Air Force Real Property.	30
15.3.	Portable Space Heaters.	30
Attachment 1—GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION		32
Attachment 2—SAMPLE FACILITY MANAGER APPOINTMENT MEMO		34
Attachment 3—KEY TELEPHONE NUMBER LISTING		35
Attachment 4—FACILITY MANAGER’S WEEKLY WALK-THROUGH CHECKLIST		36
Attachment 5—SAMPLE FACILITY MANAGER LOG		38
Attachment 6—KEY CONTROL LOG		39
Attachment 7—FACILITY MANAGER DATA CARD		40
Attachment 8—CIVIL ENGINEER WORK REQUEST PROCESSING FLOW CHART		41
Attachment 9—WHERE CE FUNDS GO		42
Attachment 10—SAMPLE FACILITY ABUSE LETTER		43
Attachment 11—TIME CALCULATION GUIDE FOR PERFORMING FACILITY MANAGER DUTIES		44

Chapter 1

GENERAL INFORMATION

1.1. Appointment Procedures.

1.1.1. For each facility assigned to a wing or tenant unit, the organization Commander/Civilian Leader appoints, in writing, a primary and alternate FM. Provide a memo with the content in Attachment 2 for each new FM appointment, or any change in FM appointment.

1.1.2. Where practical, the primary duty assignment of the individual appointed as the FM should physically reside in the facility for which he/she is the manager (outlying facilities, such as navigational aids, communication facilities, etc., are the exception).

1.1.3. The FM will be an Officer, Non-Commissioned Officer (NCO), or civilian with sufficient authority and ability to perform the assigned duties as the authorized representative of the Commander/Civilian Leader. The FM should have at least 12 months retainability at the time of appointment to lessen the impact of changes on all affected personnel.

1.1.4. When a facility is occupied by more than one organization, the major user of the facility will appoint the primary FM. All other organizations using a portion of a multipurpose facility will appoint an alternate FM for their area.

1.1.5. 78 CEG (CE) provides support to tenant organizations in accordance with the host-tenant agreement. This agreement informs the FM of support to be provided by CE and any potential limitations.

1.2. Training for FMs. CE provides online training for newly appointed FMs and the required annual refresher training. This training will be documented in the Automated Civil Engineer System Real Property (ACES-RP), and a completion certificate will be generated. Additional one-on-one training can be scheduled with CE Customer Service personnel at building 1555, DSN 327-7447.

Chapter 2

SUMMARY OF MAJOR RESPONSIBILITIES

2.1. Commanders/Civilian Leaders. The organization's Commander/Civilian Leader is ultimately responsible for the care, custody, and protection of assigned real property. The FM is the day-to-day caretaker of their assigned facility and the official representative whenever the facility needs CE work accomplished.

2.2. FM.

2.2.1. The appointed FMs have full authority to act as a liaison with CE on behalf of the Commanders/Civilian Leaders who appointed them.

2.2.2. The FM, in cooperation with occupants and users of the building, is charged with the responsibility for care, custody, and protection of the assigned facility. Every effort should be exercised to safeguard the property from damage or loss.

Chapter 3

GENERAL RESPONSIBILITIES

3.1. Data Card. Post a completed Facility Data Card (see attachment 7) at main ground floor entrances to the facility. The information should be readily visible to all occupants as they enter the facility.

3.2. Weekly Inspections. Use the FM checklist (see attachment 4) to conduct weekly inspections of each facility.

3.3. Brief Occupants on their Responsibilities.

3.2.1. Brief the occupants or users of the facility on their collective responsibility for care and protection of real property to include identifying any maintenance or repair issues to the FM.

3.2.2. All occupants of the facility will submit work requirements to the FM for consolidation and submittal to CE *unless it is an emergency, which can and should be called into CE immediately by anyone (see Chapter 12 for examples of emergencies).*

3.4. Hands-On Maintenance of the Facility. FMs must take an active role in remedying minor maintenance deficiencies within the facility to include:

3.4.1. Replacing burned out light bulbs (either tubes or incandescent bulbs) suspended 10 feet or less from the floor.

3.4.2. Replacing stained, damaged, or broken ceiling tiles 10 feet or less from the floor (tiles can be obtained through the CE Bench Stock).

3.4.3. Replacing cracked or broken cover plates for outlets and switches.

3.4.4. Tightening door handles and knobs.

3.4.5. Attempting to correct minor clogs of toilets, urinals and sinks prior to calling CE.

3.4.6. Filling, placement, and removal of sandbags prior to and during emergency conditions. CE will provide sand as required.

3.4.7. Labeling circuit breaker panels. FMs or area supervisors should turn off all circuit breakers and then turn them on one-by-one, noting which areas receive power. For technical assistance, submit a E332 (The electronic, web-based system that replaced the manual processing of the hard-copy AF Forms 332) to CE identifying the specific problem. Prior to opening a breaker panel, all personnel must adhere to Level 0 PPE standards, accomplish Arc Flash training (available on the CE Customer Service Share Point site), and have the training documented on their AF Form 55, Safety and Health Record.

3.5. Facility Excellence. FMs and building occupants are responsible for adhering to facility excellence standards by taking an active role in cleaning their areas and presenting a professional work environment. Inspect work areas for such items as:

3.5.1. Dead or dying plants.

3.5.2. Open drawers and overhead cabinets.

- 3.5.3. Cluttered and strewn paper on desks.
- 3.5.4. Overflowing waste receptacles.
- 3.5.5. Numerous and/or filthy small appliances, including unclean coffeepots and microwave ovens may represent a health and pest hazard and can lead to excessive energy use.
- 3.5.6. Unframed pictures and/or posters.

Chapter 4

FM RECORDS

4.1. General. Keep all records that will provide a chronological history of the facility.

4.2. Continuity Binders. Continuity binders should contain these tabs at a minimum for each facility:

4.2.1. FM Assignment memo

4.2.2. FM Training Slides

https://geobase.robins.af.mil/ceg/78CES/FACMGRTRAINING_files/frame.htm

4.2.3. Keep copies of the following:

4.2.3.1. This instruction

4.2.3.2. AFI 32-9005, *Real Property Accountability and Reporting*

4.2.3.3. AFPAM 32-1004, Volume 3, *Working in the Operations Flight Facility Maintenance*, Attachment 4.

4.2.4. FM weekly checklist, (Attachment 4)

4.2.5. Group/Squadron and Facility Security Manager Letters

4.2.6. Fire Prevention. The tab will contain the following:

4.2.6.1. RAFBI 32-2001, The Fire Protection Operations and Prevention Program.

4.2.6.2. AFOSH Standard 91-56.

4.2.6.3. FM's checklist (must be completed monthly).

4.2.6.4. Permits or waivers.

4.2.6.5. AF Form 1487, AF Form 332 related to Fire Prevention, and other fire related correspondence.

4.2.6.6. Fire drill record and other training forms.

4.2.7. Log of e-mails for Direct Scheduled Work Orders.

4.2.8. Copies of AF 332s.

4.2.9. Construction projects data.

4.2.10. Key control log

4.2.11. Self-Help requests, approvals, and actions.

4.2.12. Space usage changes – requests, approvals, and actions.

4.2.13. Systems Furniture – requests and approvals

4.2.14. Communications system requests, approvals, and actions.

4.2.15. Custodial contract problems/complaints.

- 4.2.16. Grounds maintenance problems/complaints.
- 4.2.17. Energy conservation initiatives and AF 332s.
- 4.2.18. Parking and reserved spaces drawings, diagrams and AF 332s.
- 4.2.19. Miscellaneous correspondence – occupant complaints, Security Forces DD Forms 1569, Non-fair Wear and Tear letters.

Chapter 5

KEY AND LOCK CONTROL

5.1. General. As a FM, you are responsible for the security of all basic keys that service your facility. Stringent control and accountability of facility keys cannot be overemphasized. Newly assigned FMs should obtain the facility keys from the previous FM.

5.2. Key Records. See the chapter on FM records for key record responsibilities.

5.3. Avoiding Duplications. Establish security procedures to make sure there is no duplication of keys without your personal knowledge or official written approval.

5.4. Personnel Changes. Repossess all keys from personnel going to a permanent change of station, as well as, those personnel who are departing due to discharge or termination of employment. Keys issued to personnel going on extended leave or on a temporary duty assignment for over 30 days should be held for safekeeping.

5.5. Controlled Areas. The organization Commander/Civilian Leader should appoint a custodian other than the FM for keys that control specialized areas in the facility. These are areas that organizations use for safeguarding their specialized equipment, sensitive documents, personal tool kits, etc.

5.6. Additional Keys. Requests for additional keys will be submitted on the E332 signed by the FM. Request for master keys will not be processed without the concurrence of the Unit Commander.

5.7. Storage Safes. Safes are not Air Force real property, therefore CE should not maintain or repair safes. However, because of the amount of safes at Robins AFB and because GSA certified locksmiths are not readily available off base, CE provides this service. Requests for work to be performed on safes must be submitted on the E332 and will be considered routine and worked on a first come first served basis.

Chapter 6

SPACE AND SYSTEMS FURNITURE MANAGEMENT

6.1. Recent Issues and Concerns. Over the past several years Robins AFB has experienced a population growth with new mission beddowns, acquiring BRAC workloads, hiring contractors to fulfill mission requirements and several reorganization efforts. Continued growth has forced CE and hosted units to lease workspace off base. We must maintain cognizance and control over all base facilities to ensure there is adequate space to accomplish all mission requirements.

6.2. Responsible Office for RAFB. The Workspace Management Office, 78 CES/CEAOS, is the OPR for all space requests, temporary or permanent. The Air Force takes space management very seriously and has required that the following situations be coordinated through the responsible office and approved per RAFB policies:

6.2.1. Vacant Space. If your organization has space that is no longer required, identify it to 78 CES/CEAOS. Ensure the facility is left orderly and clean when vacated. The FM's responsibility will be formally terminated by inspection when the property is vacated by using organizations. Cleanliness of the facility will be considered during the final inspection performed by 78 CES/CEAOS.

6.2.2. Desire for Additional Space. If you have a space requirement, 78 CES/CEAOS will work with you and associated organizations to satisfy your needs. In conjunction with CE, each wing is expected to take proactive approach to their workspace management issues by assigning internal workspace management oversight duties as applicable. 78 CES/CEAOS will actively work with the FM to resolve workspace needs.

6.2.3. Renovating Existing Space. On a different but related issue, CE has experienced several instances of unauthorized modification or removal of systems furniture workstations and the building of private offices and conference/training/computer rooms without proper coordination. These actions have resulted in a net loss to our administrative workspace and cause building infrastructure problems.

6.2.4. Contractor Space. Prior to committing space to contractors, each organization must submit a request to 78 CES/CEAOS for approval even though space may be available to prevent committing space to contractors that is required for government employees.

6.3. Systems Furniture. Finally, each WR-ALC and 78 ABW organization must coordinate with 78 CES/CEAOS before purchasing new systems furniture or modifying installed systems furniture.

6.3.1. Coordinate with 78 CES/CEAOS prior to purchasing and installing systems furniture to ensure maintainability and compliance with Robins facility excellence standards.

6.3.2. Accomplish advanced approval for such action via AF Form 332 with recommended electrical vendor(s).

6.3.3. Ensure any purchase includes the installation of electrical power from existing facility electrical outlets to the systems furniture.

6.3.4. If vendor source is unknown, 78 CES will provide recommended sources.

6.4. Multi-Use Facilities. FMs must be involved in all space management decisions within multi-use facilities.

Chapter 7

PHYSICAL SECURITY OF THE FACILITY

7.1. Published Rules. The FM shall publish rules for opening and closing the facility, including security measures to be observed during normal duty hours and for after duty hours.

7.2. Facility Manager Responsibilities. Security of the facility is another responsibility of the FM.

7.2.1. Establish a standard procedure for making sure the facility is secure from illegal entry at all times. Double-check all doors and windows when departing, and ensure all locks are in good working order.

7.2.2. Cooperation. Impress upon all personnel the importance of facility security. Without cooperation, the function of FM will become much more difficult. Regardless of who is responsible for the breach in building security, the FM has to correct it.

7.3. Procedures for Unsecured Facility.

7.3.1. Security Police Law Enforcement Patrols conduct regular security checks on base facilities. If the facility is required to be secured after duty hours and is found open during a check by the 78th Security Forces Squadron, the FM must be present prior to re-securing the facility.

7.3.2. A follow-up DD Form 1569, *Incident/Complaint Report*, will be sent to the Unit Commander for action. Unsecured buildings are a Support Wing Commander's interest item at Robins.

7.3.3. If there are questions concerning facility security, contact the Security Police Crime Prevention Section, the Resources Protection Section, or the Law Enforcement Desk at extension 468-2187.

Chapter 8

FIRE PREVENTION

8.1. General. Each FM has specific duties and responsibilities to maintain fire safety conditions in the facility. In the FM's continuity binders, keep a copy of Robins Air Force Base Instruction 32-2001, *The Fire Protection Operations and Prevention Program*.

8.1.1. Ensure all buildings within the FM's area of responsibility are numbered visible from the road.

8.1.2. Correct fire hazards and deficiencies in a prompt manner. If necessary, ask the fire inspector for advice.

8.1.3. In case of fire, ensure employees already know how to perform these actions:

8.1.3.1. Make sure a fire alarm is activated. All automatic fire alarms must be treated as a fire unless otherwise determined by the Fire Department.

8.1.3.2. Evacuate the building or area immediately.

8.1.3.3. Notify the Fire Department by dialing 911.

8.1.3.4. Use portable firefighting equipment to extinguish a fire if discovered in its early stages.

8.1.3.5. Meet the fire vehicles and direct the firefighters to the fire.

8.2. Daily Closing Inspection.

8.2.1. Make a closing inspection at the end of each workday or activity period to ensure areas are left in a fire-free condition.

8.2.2. Public assembly managers must complete the closing items listed in RAFBI 32-2001, Chapter 11, and call the base Fire Department at 468-3487 to obtain a closing code.

8.3. Monthly Fire Inspections. Perform monthly fire inspections and accomplish follow-up on all discrepancies and irregularities noted during fire and safety inspections to ensure corrective action.

8.4. Scheduled Fire Department Inspections.

8.4.1. The primary or alternate FM will accompany the fire inspector during scheduled inspections and initiate corrective action for fire hazards noted during the inspection.

8.4.2. After these inspections, the fire inspectors may note fire hazards and deficiencies on AF Form 1487, *Fire Prevention Visit Report*, and provide instructions for required corrective actions.

8.4.3. If this information is not received during the inspection or in a follow-up report, contact the base Fire Department for assistance.

8.4.4. During inspections, fire prevention inspectors pay particular attention to:

8.4.4.1. The occupant's knowledge of fire reporting, evacuation, and use of fire extinguishers. Ensure evacuation plans are posted in a highly visible area of the facility.

8.4.4.2. The adequacy of safe practices to prevent fires.

8.4.4.3. The control of smoking and the proper disposal of smoking materials.

8.4.4.4. The condition of electrical equipment and connections. Be sure not to overload electrical outlets to also include systems furniture. A typical system furniture configuration is limited to 60 amps per four cubicles or 15 amps per cubicle; once this has been exceeded, the circuit breaker will pop. The typical computer is 3-4 amps while a 4-cup coffee pot or space heater is 15 amps. Occupants must manage their equipment accordingly (a person can plug in a computer, printer, monitor, phone, and a small radio or one other low amperage device; for example, a LMR battery charger = 2 Amps). It is strongly recommended not to plug in a coffee pot or space heater. This is a fire hazard and amperage levels may be exceeded.

8.4.4.5. The adequacy, condition, and accessibility of fire exits and fire doors.

8.4.4.6. The adequacy, condition, location, and accessibility of portable fire extinguishers.

8.5. Fire Extinguishers. Return extinguishers to Building 150, Exchange Shop, when the annual inspection is due, a problem has been noted, or as directed by the fire prevention specialist(s).

8.5.1. When fire extinguishers are outdated and out of the hydrostatic date or are no longer serviced by building 150; FMs and using organizations must budget for the purchase and maintenance of such fire extinguishers.

8.6. Fire Prevention Records. The FM must keep records on fire prevention per the Chapter on Records.

Chapter 9

CUSTODIAL SERVICES

9.1. General. If a facility receives contract custodial services, make timely and effective custodian services inspections to ensure that all custodial services performed for the organization are accomplished in accordance with the custodial service contract.

9.2. Contract Terms. Each FM should be familiar with the terms of the contract, areas to be serviced, frequencies of service, and the days that services are scheduled. The 78 CES Contract Management Custodial Contract monitor will brief FMs on the terms of the contract. For information or questions concerning this service, contact the Contract Management Element at DSN 327-8909.

9.3. Oversight of Custodial Contractor. Although 78 CEG has Quality Assurance evaluators for contracts, there are only enough authorized positions to support a single inspector for evaluating the work of the custodial contractor in the 1,653 facilities on Robins. FMs, therefore, should inspect custodial services work daily, or as service is provided, and report any unsatisfactory work to the CE Customer Service Section.

9.4. Unsatisfactory Performance. Immediately report unsatisfactory performance by the contractor to the 78 CES Contract Management Custodial Contract monitor. Address all concerns with the custodial service to the custodial contract monitor and not with the contractors or their personnel. It is the responsibility of the Custodial Contract monitor to settle discrepancies or problems with the contractor.

Chapter 10

BASE BEAUTIFICATION AND LITTER CONTROL

10.1. General. This section establishes policies, assigns responsibilities, and outlines procedures for the maintenance, repair, and improvement of grounds at Robins AFB, thus establishing an active base beautification and litter control program.

10.1.1. Austere funding and manning dictates all base organizations to take an active part in the base beautification and litter control program.

10.1.2. A grounds maintenance contractor is responsible for maintaining nearly all grounds on Robins AFB, however, FMs may be required to conduct minor maintenance on a periodic basis depending on plant growth.

10.2. Responsibilities.

10.2.1. CE will:

10.2.1.1. Provide grounds maintenance services through a contract and in-house forces in accordance with HQ AFMC standards, and provide Quality Assurance and surveillance for the grounds maintenance contract. These areas are shown on the GeoBase website (<https://geobase.robins.af.mil/geo/maps.asp>) and generally include large open areas where tractor-powered equipment can be used, and areas not assigned to other organizations.

10.2.1.2. Maintain improved, semi-improved, and unimproved grounds, and trees and shrubs in unoccupied areas.

10.2.2. Organization Commanders/Civilian Leaders will:

10.2.2.1. Enforce grounds maintenance and litter control in their areas of responsibility beyond the technical specifications of the grounds maintenance contract. Occupant responsibility (to include parking lot islands) extends to the halfway point between adjacent facilities, to the natural boundary or, in the absence of both, to a point 50 feet from the facility. Under no circumstances is an occupant required to maintain grounds in excess of 50 feet from a facility.

10.2.2.2. Ensure FMs in their area of responsibility and personnel assigned to their organization are familiar with this chapter.

10.2.2.3. Provide policing as required to ensure adequate and complete coverage. Keeping refuse containers policed and all covers closed are inherent in these responsibilities.

10.2.2.4. Enforce base mowing and grounds maintenance responsibilities beyond contractor responsibilities predicated on facility occupancy. The organization having FM responsibility inherits overall mowing responsibility, and an obligation to develop plans for support from other occupants of the facility. In facilities with multiple FMs representing multiple organizations, overall mowing responsibility will be designated to the organization owning the largest amount of square footage in the facility.

10.2.2.5. Provide grounds maintenance in addition to mowing, to include weed control; trimming, edging, and watering of grass; and tree/shrub care.

10.3. Area Policing. Policing will be accomplished to the extent the area is cleared of trash, small surface rocks, waste and any foreign material or debris which might constitute a hazard to flying operations, interfere with operation of mowers or other maintenance equipment, or present an unsightly appearance.

10.3.1. Organizational policing responsibilities are the same as for grounds maintenance (50 feet from the facility). To assure proper grounds maintenance and policing, Commanders of all organizations adjacent to and utilizing parking facilities will be responsible for providing personnel to assist in grounds maintenance and policing upon request by the responsible unit.

10.3.2. Maintaining all areas of the base in a clean condition is everyone's responsibility. Commanders must frequently inform their personnel of the provisions of this directive so there is no legal lack of knowledge in the prosecution of violations. Unlawful discarding of litter is a violation of this directive and will subject violators to judicial or nonjudicial punishment. Utilization of recycling program is mandatory.

10.3.3. Refuse should be discarded only in receptacles identified for this specific purpose. Recyclable products must be segregated and placed in appropriate recycling containers. Small refuse cans and central collection receptacles, commonly known as "dumpsters," are conveniently located throughout the base. Call 78 CES/CEOS to have dumpsters emptied when full, although a normal, periodic trash pickup schedule has been established.

10.3.4. Litter, trash, and other foreign objects such as, but not limited to, paper cups, paper containers, bottles, glasses, and beverage containers, will not be thrown, dropped, or otherwise deposited upon the streets, sidewalks, or grounds of Robins AFB at any time. Place such objects only in authorized refuse or recycling containers provided for this purpose.

10.3.5. Violators of this prohibition are subject to disciplinary action. In the case of dependents, violation of this regulation may result in withdrawal of appropriate base facility privileges.

10.3.6. The base Security Forces will monitor acts against littering and, when appropriate, submit a DD Form 1569, *Incident/Complaint Report*.

Chapter 11

ENERGY CONSERVATION

11.1. General. This section establishes responsibilities and general procedures for the FM to monitor and actively promote the conservation of electricity, natural gas, water, and other utilities in the facility.

11.2. Energy Policy Act of 2005 (EPAct). This federal law requires federal agencies to reduce energy usage by FY2015 to a level 30% below that of FY2003. Some of this reduction will come from CE applying new technologies within facilities. However, the majority of the reductions will come from each individual on base actively participating in reducing energy usage by turning off unused lights, changing temperature settings, closing outside doors propped open, limited personal appliances in their work space, and so forth.

11.3. FM Responsibilities. Robins AFB will be issuing and revising the ALC energy conservations policies; each FM will be the lead on meeting the goals. Follow these mandates, and keep a section in the continuity binders on energy conservation to document actions.

Chapter 12

ENVIRONMENTAL DIVISION

12.1. General. Environmental compliance requirements are covered by several federal laws and carry serious penalties for violators. The FM is the primary person responsible for ensuring adequate environmental protection at each facility.

12.2. Specific Guidance.

12.2.1. Coordinate with Unit Environmental Coordinators (UEC) to ensure compliance with federal, state, AF, and base environmental requirements.

12.2.2. The Natural Resource Management Flight (78 CEG/CEAN) will provide assistance and support as requested on specific areas of concern. Contact 78 CEG/CEAN at 468-9645, for assistance.

12.2.3. Provide recycling containers at the facility. Contact 78 CEG/CEAN if additional containers are needed.

Chapter 13

PROCEDURES FOR REQUESTING CE SUPPORT

13.1. Procedures for All Facility Occupants

13.1.1. Facility occupants shall not work independently of the FM to alter the facility in any manner; or move, remove, or alter the arrangement of permanent water, heating, lighting, ventilating, air conditioning, plumbing, water coolers, and related fixtures or other installed equipment.

13.1.2. All occupants of the facility will channel CE work requirements through the FM for consolidation. This central control will prevent duplicate requests.

13.1.3. While occupants should route all routine work to the FM, *emergencies can and should be called in to CE immediately by anyone to DSN 468-5657* (see paragraphs below for examples of emergencies).

13.1.4. The FM will post procedures for reporting emergency work to CE at the phone number above on various bulletin boards in the facility; use as examples those emergency requirements as cited in paragraphs below.

13.2. Identification of CE Work Requirements. If required or desired work is beyond the scope of the FM's hands-on maintenance duties as described in a chapter above, then a work request must be forwarded to CE.

13.2.1. General. It is the FM's responsibility to identify and report all known work requirements to CE. It is CE's responsibility to estimate, plan, program, schedule, and accomplish the requested work in a timely manner in accordance with base priorities.

13.2.2. Government Purchase Card (GPC). Federal law mandates cost thresholds for certain types of work that can result in disciplinary action if violated. It is imperative that customers coordinate with CE Customer Service (78 CES/CEOIP); located in the front left of building 1555, prior to accomplishing any construction, maintenance, and/or repair work using the GPC. This will ensure Robins does not exceed the cost thresholds stipulated in AFI 32-1032, *Planning and Programming Real Property Maintenance Projects Using Appropriated Funds (APF)* and help to ensure that the contractors chosen to accomplish the work are technically competent and reliable.

13.2.3. Contacting CE. Note that descriptions of the different work priorities are detailed in other paragraphs below.

13.2.3.1. Telephone Calls. Emergency and urgent service calls are called in to DSN 468-5657.

13.2.3.1.1. Emergencies should be called in immediately, regardless of time of day. The customer service function operates 24 hours a day, 7 days a week, in order to receive and act promptly upon emergency needs.

13.2.3.1.2. Urgent needs should be called in during normal duty hours of 0700-1630.

13.2.3.2. Written Communication. All work other than emergency and urgent service calls should be sent to CE on the E332.

13.2.4. Effective communication between the FM and customer service personnel is an important part of the FM's job.

13.2.4.1. Be sure to enter in the continuity binders the control numbers for each form that is submitted to CE.

13.2.4.1.1. Status on DSW requests will be provided by 78 CES/CEOIP on a return e-mail.

13.2.4.1.2. Status of E332 requests can be obtained from the E332 system or from CE's GeoBase system at:

https://rgemwb9002.robins.af.mil/CFQuery/Geobase/SelectBldgReport.cfm?Bldg_no.

13.3. Submitting E332 Work Requests to CE.

13.3.1. The FM will prepare an E332 form available by link through the CE website for routine maintenance and repairs, modifications, alterations/renovations, or new work of any kind, to buildings, structures, or component equipment systems.

13.3.2. All requirements for a single facility should be included on a single E332 submission. This is a very important duty for the FM. Piece-mealing work drives up the overall cost, which is a detrimental approach during these times of austere funding for real property needs.

13.3.3. Description of Work. Provide a complete description of work with uploaded sketches, plans, diagrams, photographs, specifications, drawings, and any other data or information which will provide a clear and concise description of the location and scope of the work requested. Include any referenced regulations and/or instructions with the request. **Note:** If there is known lead and/or asbestos present in the area requiring work to be performed.

13.3.3.1. *Focus specifically on describing the requirement and its impact on the mission, not the solution to the requirement.* CE engineers have frequent difficulty finding the appropriate solution to a work request because the requirement has not been adequately defined. CE solutions may not meet customer needs simply due to misunderstandings in the scope of the work as described.

13.3.4. Justification of Work. In these austere funding times, it is vitally important that the FM provide a full justification for the work. Details must be complete and factual and should indicate the urgency of the request, and include impact on the organization/mission if the work is not accomplished. If the request is a Safety or Fire related issue, please attach a copy of the safety or fire write-up. The statement of requirements must be clear and concise so it can be fully understood by reviewing and approving authorities not having ready access to any reference documentation cited on the form. Clearly justify required or desired date of completion.

13.3.5. Work approval is based solely on the following criteria:

13.3.5.1. The request is not a duplicate of an existing requirement.

13.3.5.2. The request does not ask for work strictly prohibited by Air Force instruction, regulation, or policy, or other legally binding requirement.

13.3.6. After approval, the prioritization of the work and the method of work accomplishment will vary depending on funds availability, complexity, scope of work, and availability of in-house man-hours. See the attachments for a summary of the processing for work requests.

13.4. Methods of Accomplishing Work Requested to CE.

13.4.1. Direct Scheduled Work (DSW): Accomplished by in-house CE personnel, a DSW is a single or multi-craft (more than one technical trade) request which takes less than 50 man-hours to complete. Examples include replacing electrical outlets and/or switch covers, adjusting door closures, repairing inoperative light fixtures, repairing running or overflowing toilets, etc. They are also used for documenting emergency and urgent work. DSWs represent the most common type of request FMs will encounter, and are primarily accomplished in-house. All DSWs will be initiated by the FM unless it is an emergency.

13.4.2. Planned Work Orders. Due to forced reductions in CE staff over the last decade, this method of accomplishment is seldom ever seen anymore. Also accomplished by in-house CE personnel, a planned work order is a single or multi-craft request which takes more than 50, but less than 240 man-hours to complete. Examples include installation of a new electrical panel, installing a drinking fountain, etc.

13.4.3. Simplified Acquisition of Base Engineering Requirements (SABER). SABER is a contractual method for accomplishing work requirements of smaller scale that do not require professional design documents. The purpose is to supplement CE's in-house ability to accomplish non-complex construction, maintenance, and repair projects in a responsive manner.

13.4.4. Other Contract Projects. All other contract projects are for single or multi-craft requests that must be designed by professional designers to be accomplished by a contractor. Examples include partial or whole-building renovation, construction of new facilities, replacing a roof, etc.

13.5. Prioritizing In-House CE Work. There are four priority levels for CE in-house work:

13.5.1. Priority 1—Emergency DSW: Work required to correct an emergency condition that is detrimental to the mission or reduces operational effectiveness and completed (or downgraded to Routine) within 24 hours of notification. ***Emergency work can include, but is not limited to:***

13.5.1.1. Utility line breaks.

13.5.1.2. Power outages or electrical shorts.

13.5.1.3. Complete loss of heat or cooling systems if the temperature extremes require operation during appropriate season.

13.5.1.4. Facility deficiencies, if not corrected, that will cause further damage, fire, or safety hazards which cannot wait until the next duty day.

13.5.1.5. Other facility deficiencies which would drastically affect the health and welfare of personnel (to include environmental compliance violations such as hazardous material releases or spills).

13.5.1.6. Fire or other disaster.

13.5.1.7. Natural gas leaks.

13.5.1.8. Dining hall food service equipment malfunction or failure that would result in the loss of critical food service functions.

13.5.1.9. Malfunctioning refrigeration equipment that could result in food spoilage.

13.5.1.10. Structural damage creating hazards or affecting security compromise.

13.5.1.11. The elimination of hazards that have been assigned a Risk Assessment Code (RAC) of one or a Fire Safety Deficiency Code (FSD Code) I

13.5.2. Priority 2—Urgent DSW: An Urgent request is not any emergency but requires immediate action or attention. The work will be responded to and completed within five workdays of receipt or within five workdays after receipt of materials. This includes elimination of fire, health, or safety hazards assigned a Safety RAC of two or three, or FSD Code II. Urgent requests might include broken windowpanes, faucets/toilets/urinals running continuously, missing roof shingles, or inoperative lights within an office.

13.5.3. Priority 3—Recurring Work Program (RWP): Recurring work applies to Real Property Installed Equipment (RPIE) and other types of equipment in all facilities maintained by CE. Recurring work consists of operations, recurring maintenance, and service work that is scheduled regularly and for which the scope and level of effort remains the same each time the work is scheduled. Examples include replacing HVAC filters, changing the oil in motors, running emergency generators at least once a month, annually checking grounds for lightning protection systems, and so forth. Recurring work keeps warranties in force and extends the useful life of critical facilities, equipment, and utilities.

13.5.4. Priority 4—Routine DSW: A routine request is work that does not qualify as emergency or urgent, but must be accomplished within 30 calendar days after identifying the requirement or after receipt of material. When practical, routine requirements are grouped into work packages and accomplished as a single undertaking. Routine requests might include cracked windowpanes, dripping faucets, missing or broken ceiling tiles, or inoperative light over 10 feet, etc.

13.6. Prioritizing Contracted CE Work

13.6.1. General. This is a complex subject that is only summarized in this RAFBI. For a more complete description of the policies and procedures, consult AFI 32-1021, *Planning and Programming Facility Construction Projects*.

13.6.2. Funded Projects.

13.6.2.1. Funded work is given the highest priority by CE, however, CE highly encourages organizations to provide funding for their project needs whenever they can. 78 CES/CEOIP may contact the requestor to ensure that they do indeed have the amount of funds required to accomplish the work by contract. Misrepresenting the facts on funding of work requests can result in CE closely examining all future requests from that FM and/or organization.

13.6.2.2. DMAG projects. 402 MXW funds their projects, however, CE works with them to establish the priorities for designing their projects and sending them to Operational Contracting for bidding and award.

13.6.2.3. Other Unit-Funded Projects.

13.6.2.3.1. Many of the Host (Associate) units on Robins AFB must fund their project work if the work falls into the Minor Construction category, which is usually for new construction under \$750,000.

13.6.2.3.2. Other units on Robins AFB may choose to fund maintenance and repair projects that are too low in priority to use the limited shared funds from HQ AFMC.

13.6.3. Unfunded Projects. Unfunded contract work for O&M projects must compete for the dwindling funds from HQ AFMC that are shared by a large number of organizations. Working the procedures for these projects takes thousands of labor hours every year. For an overview of the procedures for prioritizing these unfunded projects, refer to the Policies and Standards section of the CE website. Under the 778 CES/CEP programs folder is a briefing on Sustainment, Restoration, and Modernization Prioritization, which is the method that HQ AFMC strictly follows for dispensing their funds.

13.6.4. Military Construction Program (MILCON) Projects. MILCON projects are for new construction usually over \$1,500,000 and have their own prioritization method at Robins AFB per the WR-ALC Commander's policies. They are line-item managed by HQ AFMC and validated, ranked, and line-item managed by the Air Staff and, ultimately, Congress. Congress reviews MILCON submittals from all services and selects projects for funding in the annual federal budgets.

Chapter 14

SELF-HELP PROGRAM

14.1. General. There are many instances where CE cannot accomplish work in the time frame requested by the individual or organization. In these instances, the requester has the option of furnishing the labor and/or material funds from the organization's resources.

14.2. Benefits to Organizations.

14.2.1. Self-help work is an excellent way to do some important “people projects” that, when competing with mission requirements, would normally receive a low priority. This is a great way to upgrade your work area and not compete for CE man-hours.

14.2.2. The FM must ensure that unauthorized self-help work is not being performed within the building. Personnel assigned to your facility need to be aware that all self-help projects must be approved on the E332 before starting any work, regardless of source of materials.

14.3. Self-Help Examples. The following is a list of typical minor maintenance and construction tasks which may be authorized for accomplishment. The list is not all-inclusive, since the size and complexity of jobs will depend upon the capability of the individual self-help donors. Some examples are:

14.3.1. Replace ceiling tiles.

14.3.2. Replace clothing hooks.

14.3.3. Install/replace door hasps.

14.3.4. Replace doorstops.

14.3.5. Repair small holes in drywall.

14.3.6. Replace/install door stripping and window/door insulation.

14.3.7. Replace door hinges and screws.

14.3.8. Replace door closures.

14.3.9. Replace broken door hinges.

14.3.10. Replace towel racks.

14.3.11. Replace toilet paper holders.

14.3.12. Perform minor rust prevention and treatment.

14.3.13. Replace faucet washers if cut-off valves are available.

14.3.14. Replace faucets (swap with old parts, if available).

14.3.15. Replace commode seats.

14.3.16. Do touch-up painting.

14.3.17. Replace broken floor tiles (after area has been cleared of asbestos containing materials).

14.3.18. Replace 110V receptacle covers.

14.3.19. Replace 110V switch covers.

14.3.20. As a general rule, no self-help electrical work (wiring, installation of panels and outlets, etc.) will be allowed. Personnel will not be authorized to perform maintenance on equipment items such as furnaces, boilers, air conditioning system, exterior electrical systems, or other utilities, such as gas, fuel, water, and sewer lines.

14.4. Requesting Approval.

14.4.1. Self-help work must be requested through the E332 system the same as for any other work request, except that the donated resources section of the form will be marked.

14.4.2. By its very definition, self-help work should require little to no CE in-house labor support. Hence, all self help work requests requiring more than 50 man-hours of CE in-house labor will be disapproved for self-help action and returned to the FM for prioritization in the planned work order or contract project program.

14.5. Considerations for Approval. In deciding whether or not to approve the self-help request, the Work Request Review Board (WRRB) will consider:

14.5.1. Whether the requester has the technical capability and resources available to do the job.

14.5.2. What Base Civil Engineer (BCE) support will be required if the requester has limited capability.

14.5.3. Whether or not it would be economical for the requester to donate the necessary labor and materials for accomplishment under CE supervision. Self-help work may not always be cost effective. The CE is ultimately responsible for work on real property and consequently may have to correct deficiencies created by self-help work. Therefore, materials furnished by the requester must meet Air Force standards of quality and be approved by CE.

14.6. Material Support. The Self-Help Supply is managed by the Material Control Section in 78 CES and provides support for minor maintenance not requiring cutting or drilling.

14.6.1. Building Managers may procure such items as light bulbs and floor tile or other non-construction materials at this activity.

14.6.2. Only FMs are authorized to obtain minor maintenance items over the counter from Self-Help Supply

14.7. CE Inspections.

14.7.1. CE will conduct weekly inspections and a final inspection.

14.7.2. All CE furnished excess material will be returned to the Material Control Section in 78 CES.

14.8. Communications Support. Work requests requiring communications support (such as to install, remove, replace, and repair of telephone circuits or communications cables) requires approval by 78 ABW/SC.

14.8.1. Approval is obtained through submission of AF Form 3215, *Communications-Computer Systems Requirement Document*.

14.8.2. The requester must contact the 78th Communications Squadron 30 days in advance for any self-help work requiring relocation of communications equipment.

Chapter 15

MISCELLANEOUS PROVISIONS

15.1. Signs – Interior and Exterior. The FM is responsible as the coordinator and requester for changes to the exterior and interior signage. FMs and building occupants are encouraged to take pride in their facility by adhering to facility excellence standards, particularly the posting of interior and exterior signs.

15.1.1. Taping temporary signs on doors, walls, or windows is prohibited. Consider use of stanchions and or frames for temporary signs (such as FPCON conditions).

15.1.2. Exterior signs must adhere to Robins Air Force Base Facility Standards.

15.1.3. Condense and consolidate information to minimize the number of signs by using designated bulletin boards or other central information centers.

15.2. Non-Fair Wear and Tear of Air Force Real Property. Non-fair wear and tear of Air Force Real Property will not be tolerated. Non-fair wear and tear can be defined as any willful damage to a facility or any of its components.

15.2.1. The FM, in cooperation with all facility occupants, has the primary responsibility to prevent facility abuse. Any damage should be reported immediately to the 78 CES/CEOIP. Unreported damage to Air Force Real Property clearly indicates that the FM is not conducting periodic inspections.

15.2.2. 78 CES/CEOIP will initiate a repair work order and forward it to the appropriate craft for estimate/repairs. In some cases immediate repairs, as opposed to an estimate, may be required in order to maintain the integrity of the facility or maintain security, safety, and/or fire protection systems.

15.2.3. 78 CES/CEOIP will initiate a Facility Abuse Letter (Attachment 10) and forward to the appropriate unit commander to investigate to determine if liability can be affixed and reimbursement for damages is made to the USAF.

15.2.4. If this damage was the result of misconduct and liability has been affixed, submit a work request into the E332 system, so that CE may prepare the required work order to gain reimbursement from the individual(s) concerned.

15.2.4.1. Upon completion of the repair action, 78 CES/CEOIP will submit cost breakdowns to the CE Resource Advisor.

15.2.4.2. The budget office will be notified for the transfer of the using organizations O&M funds to the RC/CC and EEIC provided by the CE Financial Section.

15.2.4.3. If requested for pecuniary liability assessment, an Interim Work Information Management System Cost Report can be obtained from 78 CES/CEOIP.

15.3. Portable Space Heaters. Unrestricted use of portable space heaters is not permitted due to safety, energy conservation and electrical circuit capacity concerns. Their use directly counters the energy savings we plan to achieve. The BCE may grant waivers to accommodate documented and validated special medical circumstances. In cases where a facility's heating

system is going to be inoperative for an extended period of time (greater than five days), FMs may request approval to use space heaters until the heating system is fixed.

15.3.1. All requests to utilize portable space heaters must be submitted to the 778 CES/CEOIP thru the E332 system. 78 CES/CEOIP will ensure all applicable agencies coordinate on the request to address any fire, safety, electrical, and Heating, Ventilation, and Air Conditioning concerns.

15.3.2. Individuals with a special medical circumstance must provide documentation from their doctor stating the need for the use of a portable space heater and specifying a temperature range for the individual. The FM will submit the request, along with the documentation from their doctor, for the use of a portable space heater to 78 CES/CEOIP on behalf of the individual/supervisor.

15.3.3. All space heaters must be Underwriters Laboratory (UL) listed or Factory Mutual (FM) approved. Units must have a built-in tilt switch and a screen over the heating elements. All space heaters must have an electrical rating of 110 or 120 volts with no more than 550 watts electrical heat rating, be kept at least 36 inches away from combustible materials, and will not be left unattended. Do not plug the portable space heater into an extension cord or multi-outlet strip. Safe and proper use of space heaters will be the responsibility of the user and the FM.

MITCHEL H BUTIKOFER, Colonel, USAF
Installation Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPAM 32-1125, *Working in the Operations Management Field*, 23 July 2004
AFPAM 32-1004, *Working in the Operations Flight Facility Maintenance*, 1 September 1998
AFMAN 33-363, *Management of Records*, 1 March 2008
AFI 32-9005, *Real Property Accountability and Reporting*, 14 August 2008
RAFBI 32-2001, *The Fire Protection Operations and Prevention Program*, 24 September 2004
AFOSH Standard 91-56, Air Force Occupational Safety and Health Standard, 1 July 1998
AFI 32-1021, *Planning and Programming Military Construction (MILCON) Construction Projects*, 24 January 2003

Adopted Forms

AF Form 847, Recommendation for Change of Publication
AF Form 332, Base Civil Engineer Work Order
AF Form 55, Employee Safety and Health Record
AF Form 1487, Fire Prevention Visit Report
DD Form 1569, Incident/Complaint Report
AF Form 3215, Communications Computer Systems Requirement Document

Abbreviations and Acronyms

AF—Air Force
AFMAN—Air Force Manual
AFOSH—Air Force Occupational Safety and Health Standard
AFRIMS—Air Force Records Information Management System
APF—Appropriated Funds
CE—78 CEG
CEOIP—CE Customer Service
DSW—Direct Scheduled Work
E332—The electronic, web-based system that replaced the manual processing of the hard-copy AF Forms 332.
FM—Facility Manager
FSD—Fire Safety Deficiency
GPC—Government Purchase Card

OPR—Office of Primary Responsibility

PCS—Permanent Change of Station

RAC—Risk Assessment Code

RAFB—Robins Air Force Base

RDS—Records Disposition Schedule

RPIE—Real Property Installed Equipment

RWP—Recurring Work Program

SABER—Simplified Acquisition of base Engineering Requirements

UED—Unit Environmental Coordinator

UL—Underwriters Laboratory

WRRB—Work Request Review Board

Attachment 2

SAMPLE FACILITY MANAGER APPOINTMENT MEMO

A2.1. The responsible Commander/Civilian Leader shall send an e-mail to 78 CES/CEOIP Customer Service.

Figure A2.1. Sample Facility Manager Appointment Memo

<p>SUBJECT: Assignment of Facility Manager</p> <p>Request the following individual be assigned as a Primary (or Alternate) Facility Manager for building(s) _____:</p> <p>Name: Grade: Office Symbol: Duty Phone: Home Phone: Duty Email Address:</p> <p>Outgoing primary or alternate Facility Manager: _____</p> <p>This person has authority to act in my behalf IAW RAFBI 32-9008</p> <p>(Include a statement about safeguarding Privacy Act info.)</p>

NOTE: The sample shown above is the minimum required for CE to accept the appointment.

Attachment 3

KEY TELEPHONE NUMBER LISTING

Table A3.1. Key Telephone Numbers Listing

OFFICE/FUNCTION	OFFICE SYMBOL	TELEPHONE
Base Facility Mgmt Materials	78 CES/CEOIM	327-8525
Base Self-Help Projects	78 CES/CEOIM	327-8515
Bioenvironmental Engineering	78 MDG/SGPB	926-8860 or 327-7555
Contract Service	78 CES/CEOS	327-8906
Custodial NISH	78 CES/CEOS	327-8911
Custodial, Basewide	78 CES/CEOS	327-8907
Custodial, DMAG	78 CES/CEOS	327-8908
Customer Service	78 CEC/CEOIP	327-7447 or 327-8510
Emergency Service Call	78 CES/CEOIP	926-5687
Environmental Management	78 CEG/CEV	926-9645
Facilities Engineer Managers	78 CES/CEOS	327-8927 or 327-8932
Fire Prevention	78 CEG/CEFP	926-2145
Grease Traps	78 CES/CEOS	327-8911
Grounds Maintenance	78 CES/CEOS	327-8910
Hoods and Ducts	78 CES/CEOS	327-8916
Hazardous Materials Management	78 CEG/CEVOH	926-5794 or 926-9645
Hazardous Waste Management	78 CEG/CEVOH	926-1176 or 926-9645
Lead/Asbestos Abatement	78 CES/CEOS	327-4534
Pest Control	78 CES/CEOS	926-2082
Portable Toilets	78 CES/CEOS	327-8910
Public Health	78 MDG/SGPM	327-7613
Real Estate Management	78 CEG/CEA	327-8736, 327-8793, or 327-8735
Recycling	78 CES/CEOS	327-8906
Refuse	78 CES/CEOS	327-8906
(Facility) Resource Protection	78 SFS/SFAI	926-2266
Ground Safety	WR-ALC/SEG	926-6271

Attachment 4

FACILITY MANAGER'S WEEKLY WALK-THROUGH CHECKLIST

Table A4.1. Facility Manager's Weekly Walk-Through Checklist

Facility Manager's Weekly Walk-Through Checklist DATE: _____			
#	Item Description	Yes	No
1	Facility Manager Data Card is placed on bulletin board and in appropriate locations.		
2	Have published rules for daily closing of facility to all occupants.		
3	Have performed daily closing inspections – doors, windows, etc.		
4	Have checked to see if custodial work is performed as contracted.		
5	Have policed outside the facility at least 2-3 times each week.		
6	Have received FM training from CE within the last 12 months. (FM may lose privileges to submit on E332 system if not current).		
7	Briefed all occupants (including new ones) on facility management responsibilities.		
8	Have performed the FM hands-on maintenance prescribed in the OI. For example, all efforts are made to unclog commodes, sinks, and other drains prior to contacting CE.		
9	Checked and replaced ceiling tiles with stains, water damage, etc.		
10	Have performed facility excellence check for the facility.		
11	Ensured fire safety standards are followed IAW chapter 8 in this instruction.		
12	Visually check condition of fire doors for operability of self closures, continuity of hinges, fusible links, catches, and stay rollers. Submit E332 for any deficiency		
13	Checked fire extinguisher locations and operability.		
14	Ensured you have operational light fixtures, to include exit and emergency lights (push 'check' button to ensure operation) and exterior lighting around building and parking lot.		
15	Replaced all burnt out light bulbs as required (below 10 feet), discard properly.		
16	Set thermostat(s) to temperature settings per latest RAFB energy conservation policy, if applicable.		
17	Ensure unauthorized appliances and space heaters are not being used; lights are turned off when office is vacant.		
18	Electrical surge protectors are used properly and not overloaded or daisy chained.		
19	Established a central location for recycle pickup and disposal.		
20	Key logs are maintained, and keys are returned by exiting personnel.		
21	Space and systems furniture approval procedures are followed.		
22	No Govt Purchase Card purchases that affect the facility are made without going through CE for approval.		
23	Exterior and interior signs are in accordance with current base policies.		
24	No excessive wear and tear on the facility has occurred without notifying CE.		
25	Coordinated with CE Customer Service to ensure:	---	---
	a. FM is familiar with the Facility Investment Metric (FIM) rating.		
	b. Commanders are kept informed of infrastructure concerns and actively pursue funding for prioritized requests.		
	c. Work requests are being accomplished in minimum time with an explanation for delays, stoppages, material or parts delays, etc.		

	d. Notification is received for Fac Brd meetings.		
	e. Approval for systems furniture is received from CE prior to ordering or installation.		
	f. FM performed quarterly review and removal of unnecessary work requests.		
26	Keep copies of this checklist in the continuity binders, for the last 12 months.		

Attachment 7

FACILITY MANAGER DATA CARD

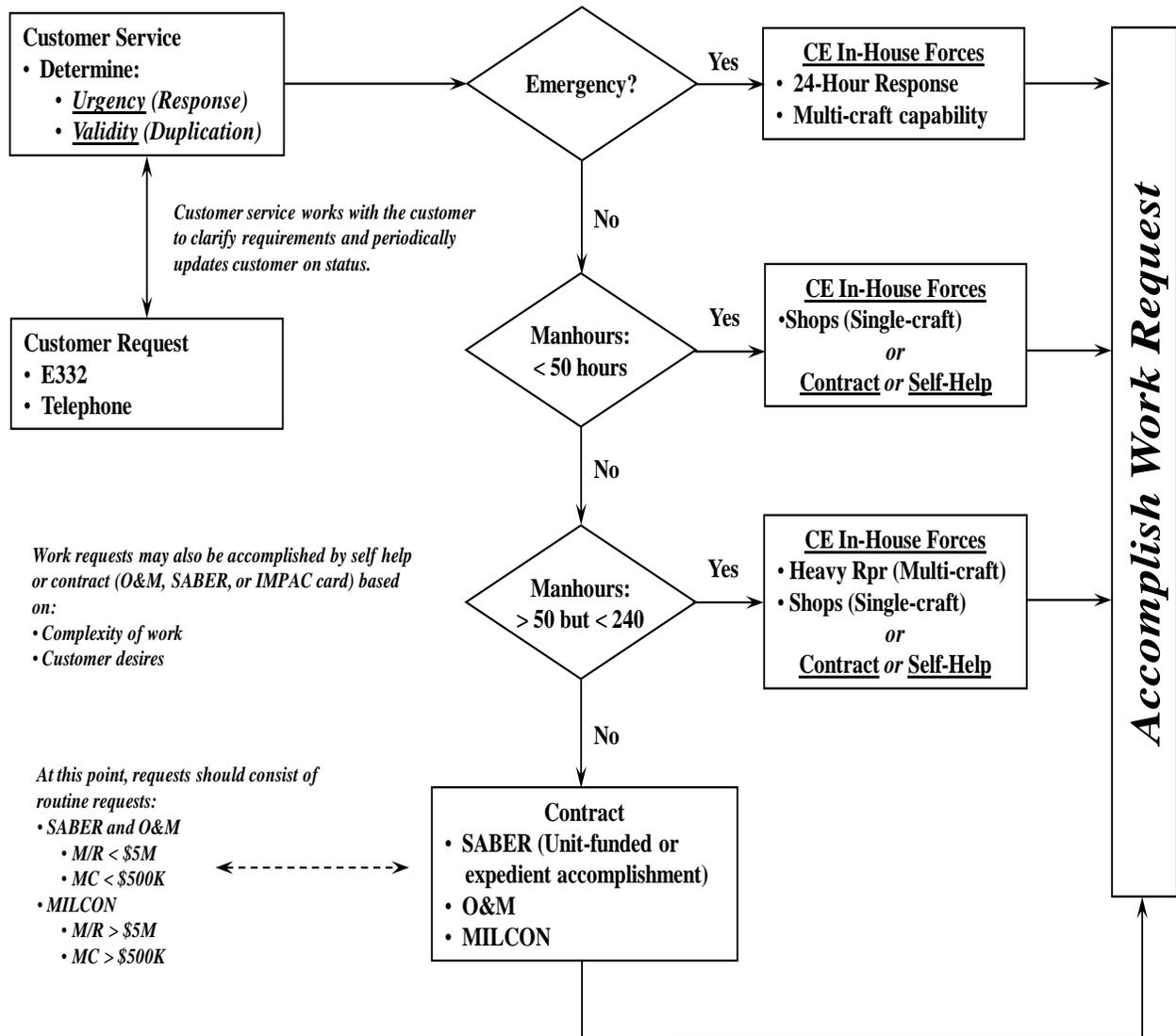
Figure A7.1. Facility Manager Data Card

<p>FACILITY MANAGER INFORMATION</p> <p>PRIMARY FACILITY MANAGER</p> <hr/> <p>(NAME AND DUTY PHONE)</p> <p>ALTERNATE FACILITY MANAGER</p> <hr/> <p>(NAME AND DUTY PHONE)</p> <p>IF YOU HAVE ANY QUESTIONS REGARDING WORK REQUESTS IN YOUR FACILITY, CONTACT ONE OF THE INDIVIDUALS LISTED ABOVE</p>

Attachment 8

CIVIL ENGINEER WORK REQUEST PROCESSING FLOW CHART

Figure A8.1. Civil Engineer Work Request Processing Flowchart



Attachment 9

WHERE CE FUNDS GO

A9.1. Most funded amounts remain constant year by year, such as for service contracts and utilities.

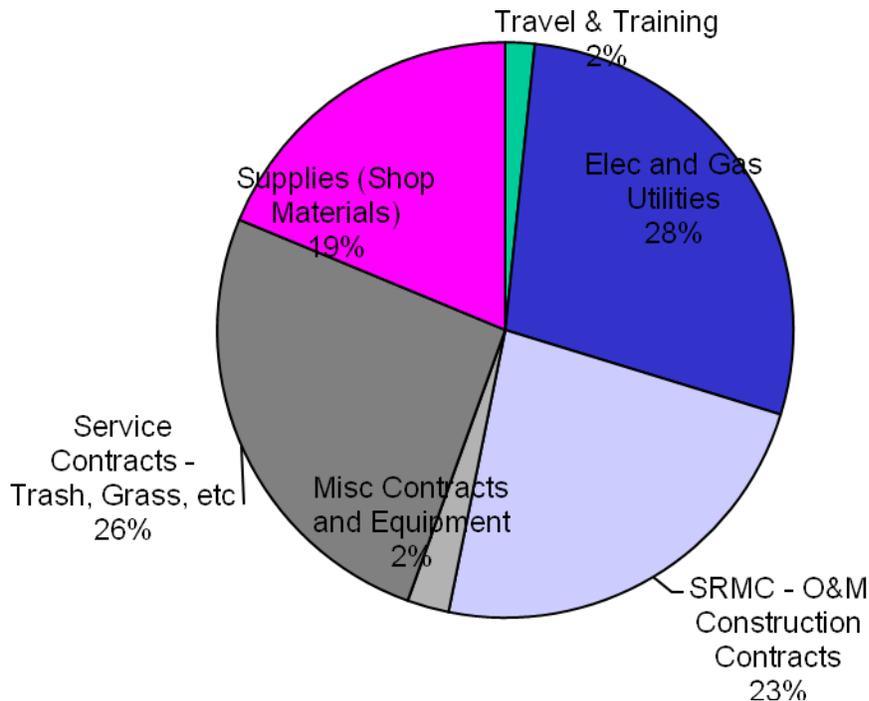
A9.2. The major changes are in the amount of SRMC and Supplies funds from one year to the next, which dramatically affects CE's ability to support the base population's facility needs.

A9.3. Supplies funding goes mostly for materials the CE Shops use to maintain and repair systems in the buildings.

A9.4. SRMC funds go to construction contracts for infrastructure (central plants, roads, and utility lines) as well as building maintenance and repair.

A9.5. DMAG funds for MXW facilities are handled separately.

Figure A9.1. Chart of CE Funds CIVIL ENGINEERING EXPENDITURES



Attachment 10

SAMPLE FACILITY ABUSE LETTER

Figure A10.1. Sample Facility Abuse Letter

----- LETTERHEAD -----

SUBJECT: Facility Damage Case Number _____

1. On _____, personnel from 78 CES were at facility number _____ to accomplish maintenance on work order number _____. It is suspected that this work order is a result of malicious damage caused by personnel within your organization.
2. As Commander of the _____ (Squadron), it is your responsibility to ensure that this incident is investigated to determine if liability can be affixed and reimbursement for damages be made to the USAF.
3. Please provide your findings to the 78 CES/CL no later than _____.
4. If this damage was the result of misconduct and liability has been affixed, be sure to submit a work request into the E332 system, so that we may prepare the required work order to gain reimbursement from the individual(s) concerned. The work requested will not be accomplished until your written evaluation is received. Only temporary emergency repairs will be made to safeguard personnel and property.

(78 CES/CL)
Director

Attachment 11

TIME CALCULATION GUIDE FOR PERFORMING FACILITY MANAGER DUTIES

A11.1. Many Commanders/Leaders and FMs have asked for a guide to estimating the time requirements to do FM duties. There are many variables, so this is very hard to nail down for any particular building or organization. Nevertheless, we understand that this is a critical need, and so we offer the following very rough estimating guide.

A11.1.1. Basic Time. Just being called an FM requires annual training, daily inspections, record keeping, sign posting, and so forth.

A11.1.2. Size of Building. Using Bldg 255 (86,000 SF) as an example of a mixed usage facility, we estimated the amount of time required to support a 100,000 SF building.

A11.1.3. Adjustment Factors. A brand new building will require more time than a building 3-9 years old requires. A building over 25 years old requires much more time than a building 10-25 years old. Occupancy level and type of organization also affect the estimates.

A11.1.4. Personnel have miscellaneous training, meetings, and activities outside of their normal duties. Also, leave and holidays reduce the time available. Therefore, our calculations are based upon a person's available time for a year being around 1,500 hours.

Table A11.1. Estimating Tables FM Time Required (100k SF Building 10-25 Years Old)

ANNUAL HOURS REQUIREMENT FM	PRIMARY FM	ALTERNATE FM	ORGANIZATION
Standard	400	100	50
By Size (100K SF Mixed Use)	1200	300	150
TOTAL	1600	400	200
Percent of Full – Time (1,500 Hr)	107%	27%	13%

Table A11.2. Building Age Adjustment Table

AGE OF BUILDING	ADJUSTMENT FACTOR
1 – 2 Years	1.0
3 – 9 Years	0.7
10 – 25 Years	1.0

A11.2. Other Adjustments

A11.2.1. Adjust upward by size if a higher percentage of space is admin.

A11.2.2. Adjust downward for mostly warehouse space.

A11.2.3. Multiply by 1.3 for most DMAG facilities. They have changing requirements more frequently.

A11.3. Example

A11.3.1. Ms Johnson is Primary FM for a mixed usage building of 30 years of age that is DMAG and has 50,000 SF.

A11.3.2. Her starting estimate is 400 (basic) + 600 (50% of 100K SF amount) = 1,000 hours.

A11.3.3. Adjusting for age gives 1,300 hours.

A11.3.4. Adjusting for DMAG usage gives 1,690 hours, which is more than the full-time level of 1,500 hours/year.

A11.3.5. She needs to be full-time to do the FM duties correctly, and she will need some help from at least one Alternate FM.

A11.3.6. The Alternate FM time initial estimate is $(100 + 150) \times 1.3 \times 1.3 = 422$.

A11.3.7. Add Ms Johnson's overage of 190 hours, and the total estimate for the Alternate FM is 612 hours, or 40% of full-time.

NOTE: Remember that these are very rough estimates only. They are provided to help our customers get a "feel" for the time commitments required to run a good facility management program.