

SERVICE REQUEST PROCESS & UPDATES



PWD BUILDING MANAGER'S TRAINING

09 Feb 2021

AGENDA



- Introduction
- What's New **(Changes)**
- Types of Work Classification with Examples
- Self-Help Procedures and Work Permits **(Changes)**
- Service Request Process **(RCC During COVID)**
- Direct Expenses to Tenant(s) **(Updated)**
- Locksmith Actions Process
- Local Forms for Various Requests
- How to become a Building Manager/Authorized Caller
- How Building Managers can get Maximo account for view rights

AGENDA (Continued)



- Customer Service Satisfaction Program (CSSP)
- Building Manager Coordinator and Building Manager Handbook
- Points of Contact
- BEM Training
- Zone Inspections and FSC Training
- Q & A

INTRODUCTION



- This training is designed to help you become more informed and effective as a Building Manager/Building Energy Manager/Authorized Caller
- PWD and other agency personnel that BM's/AC's should know

Main personnel/roles to be familiar with:

- Building Manager Coordinator (BMC) - administers the Building Manager program. Handles all updates related to program and administers training.
- Facility Management Specialist (FMS) - specialists in facilities maintenance, repair and construction. Assists the BM with generation and submission of requests.
- Regional Call Center (RCC) - receives all service requests and prioritizes them. Located in Jacksonville, Florida; this is a central location for the SE region.
- Security Office - locksmith actions - reviews, verifies and approves/disapproves the request.
- All other POC's located in Building Manager's Handbook (www.cnmc.navy.mil)

What's New! (Changes)



- BM Handbook (Revised 11 June, 2020)
- Buildings requiring escort: Secure facilities, UH/NGIS (for any occupied room). Escort shall be provided within 10 minutes of technician arriving to provide service.
- BM's turning in multiple tickets for the same issue (multiple BM's assigned to the building) may be reduced by 1 BM assigned per building.
- Daily SC TBD List: Tickets without funding authority will be **closed** after 7 days. (FMS will request funds once the SC is established and deemed reimbursable)
- **Self-Help Procedures and Work Permits** (Refer to Handbook)

What's New! (Changes)



- Resetting Mechanical Equipment: BM are **NOT** authorized to touch or re-set the equipment or breakers. (We need the fault codes that get lost if reset)
- Monthly Status Reports MAXIMO: Get view rights so you can track status; (staffing will not allow us to provide) Log-In every 30 days!
- Security Access Control Form replaced Key Request Form (Physical Security)
- PW will NO LONGER submit service calls for Alarm Failures. (Service call will have to be submitted to the RCC by either the Security Department or the Fire Department for their respective alarms issues).
- If you require changes to your services (MFC), requires a TF-1 through your FMS. (Grounds cutting schedules can only be altered with FSC approval.)
- If service(s) provided are inadequate, contact FSC.

TYPES OF WORK CLASSIFICATION



- **Emergency** - defined as any facility deficiency that immediately compromises the **mission or life, health and safety, damages property**. Always includes, but not limited to, fire protection, environmental control(s), or security alarm systems.
 - Response time is within 1 hour (**during working hours**), personnel arrives on-scene and resolves emergency. ****Resolve**- means the emergency has been mitigated/arrested. If there is a additional work, a new work order will be created for an urgent or routine work order to complete the work.
- **Urgent** - defined as any deficiency that does not immediately endanger personnel or property, but extended delays or repairs could result in damage to government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service or system.
 - Service completion within (5) working days
- **Routine** - defined as any deficiency that does not qualify as emergency or urgent, but is needed to maintain the facility condition. To maintain means to restore to intended purpose and normal working condition. Does not include improvements, (get with FMS for improvements).
 - Service completion within (30) calendar days

WORK TYPE EXAMPLES



- The following examples are not all inclusive ...
- **Emergency** - “immediately compromises the mission or life, health and safety”
 - High Voltage issues
 - Broken water lines
 - Smoking/arcng electrical outlets
 - Entire Building has power outage

EXCEPTION TO THE RULE: For ANY GAS LEAK OR FIRE, the person who identifies the issue calls the **Regional Dispatch Center (RDC) DIRECTLY** at 911 (All Emergencies)

- **Urgent** - “extended delays or repairs could result in damage to government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service”
 - Only light source in room/area inoperable
 - **All HVAC**
 - All Key/Lock issues as it pertains to locksets
 - Electrical outlets inoperable in room
 - Tripped breaker
 - Exterior leaking faucets/hose bibs
- **Routine** - “does not qualify as emergency or urgent, but is needed to maintain the agreed upon facility condition.” To maintain means to restore to intended purpose and normal working condition. All other maintenance issues.

TYPES OF WORK

“CHANGES to the SOP (HVAC)”



Emergency Call (E) - A service call shall be classified as an "emergency" when the work consists of correcting a failure which constitutes an immediate danger to personnel, threatens damage to government property, or threatens to disrupt an essential activity operation or training mission. Examples of situations qualifying as emergency service call include, but are not limited to:

- ☐ Electrical defects which may cause fire or shock (Call 911 first!)
- ☐ Gas leaks (Call 911 first!)
- ☐ Outages in a utility system which provides vital services or supports training equipment
- ☐ Severe (other than steadily dripping) roof leaks
- ☐ Broken water pipes
- ☐ Electrical power outages
- ☐ Loss of heat when the interior temperatures of occupied facilities fall below 50 degrees F. (extending past 6 hours).
- ☐ Loss of A/C when the interior temperatures of occupied facilities are anticipated to exceed 85 degrees under continued outage conditions (extending past 6 hours).

TYPES OF WORK

“CHANGES to the SOP”



The service provider shall respond, once the call is approved in Maximo, within one (1) hour following receipt during service provider regular working hours and within (2) hours if **after** normal working hours. The service provider shall work without interruption and shall correct, remedy, or take other action as required to arrest or contain the emergency condition. The goal is to have all emergency trouble call work mitigated/arrested as soon as possible, but under worst case, within 48 hours.

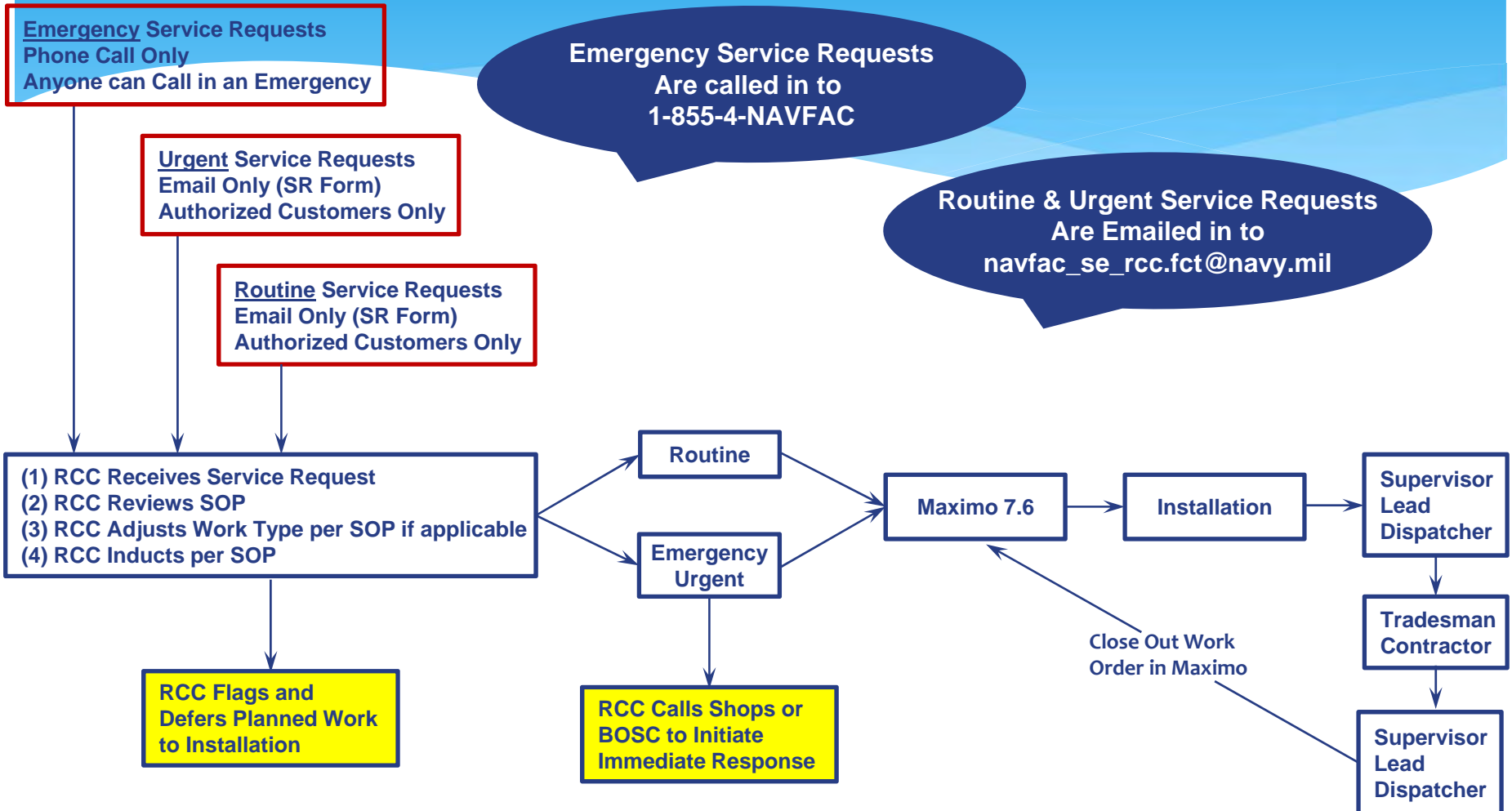
Be judicious; most buildings will cool some in the evenings most of the year.

PROPER SUBMISSION





- During COVID, **ALL** service requests must be emailed. First word of the subject line should be “**Emergency**” for those requests.
- All routine and urgent service requests should be emailed to the RCC at navfac_se_rcc.fct@navy.mil
 - RCC is a 24/7 Operation
- You can call or e-mail routine requests, but if you e-mail requests, it must be accompanied with an RCC form filled out completely and sent as an attachment. Only four RCC request forms per e-mail.
 - **Emergency Requests MUST BE called in at 1(855) 462-8322.**
- When filling out the forms, be as **specific as possible**. Include room numbers, identify what issue is located by, if this is the only light source, mission stoppage, etc. or any thing that will help eliminate delays with response.
- The S/C MAY be **cancelled** if in-sufficient information exists to execute.

RCC Work Reception and Induction Process



Service Request Form

Click "Enable Content" 



NAVFAC
Naval Facilities Engineering Command

NAVFAC Southeast Regional Call Center Routine and Urgent Service Request Form
****EMERGENCY SERVICE REQUESTS MUST BE PHONED IN TO 1-855-4-NAVFAC (1-855-462-8322)****
 ROUTINE and URGENT Service Requests must be emailed to navfac_se_rcc.fct@navy.mil
 Fill out the yellow shaded cells below
 Click button at bottom to email Service Request Form to NAVFAC SE RCC

Date mm/dd/yyyy:		JON/CLIN Number:	
Work Type:	— Drop Down Menu	MAXIMO Work Order Number:	
Installation:	— Drop Down Menu	Customer Reference Number:	
Special Area:			
Facility/ Building Number:			
Detailed Location:			
Submitted By (Authorized User):		Telephone:	
		Extension:	
On-Site Point of Contact (POC)		Telephone:	
		Extension:	
Service Requested:			
For Internal RCC Use Only			
Person Notified: (Emer/Urgent Only)		Time Notified:	
		DOWNGRADE EMERGENCY WORK ORDER TO: URGENT ROUTINE N/A	
		APPLICABLE: COMLOG SHOP PRT TO	

Click "Enable Content" in yellow Security Warning bar at top to activate email button

Click to Email Service Request Form to NAVFAC SE RCC

REV:0911-30-2020


- When a call is received, this form is used by all RCC personnel to record required information
- * This standardized form is used by all Installations for all emailed service requests
- * Emergency service requests are to be called in to: 1-855-4-NAVFAC
- * Routine and Urgent service requests are to be emailed to: navfac_se_rcc.fct@navy.mil
- * Service Request Form functionality
 - Work Type drop down menu
 - Installation drop down menu
 - Ten digit phone number requirement
 - Date format requirement
 - Click to email option
 - All CAPS enabled

Service Request Form

Example of a properly completed Service Request Form

Customer must populate all fields shaded in yellow

- Date is mm/dd/yyyy
- Select Work Type from drop down menu
- Select Installation from drop down menu
- Special Area is for NOSCs, annexes, outlying areas, outlying fields, etc.
- Use Facility Number for facility requiring repair
- Detailed Location is for location of issue such as a room, hallway, floor, area of facility so contractor/craftsman can quickly locate problem area for repairs
- Submitted By is an authorized user and must match name on email
- On-Site POC will be the person the contractor/craftsman will contact
- Service Requested is a clear and concise description of the issue

 NAVFAC Naval Facilities Engineering Command			
NAVFAC Southeast Regional Call Center Routine and Urgent Service Request Form **EMERGENCY SERVICE REQUESTS MUST BE PHONED IN TO 1-855-4-NAVFAC (1-855-462-8322)** ROUTINE and URGENT Service Requests must be emailed to navfac_se_rcc.fct@navy.mil Fill out the yellow shaded cells below Click button at bottom to email Service Request Form to NAVFAC SE RCC			
Date mm/dd/yyyy:		JON/CLIN Number:	
Work Type:	— Drop Down Menu	MAXIMO Work Order Number:	
Installation:	— Drop Down Menu	Customer Reference Number:	
Special Area:			
Facility/ Building Number:			
Detailed Location:			
Submitted By (Authorized User):		Telephone:	
		Extension:	
On-Site Point of Contact (POC)		Telephone:	
		Extension:	
Service Requested:			
For Internal RCC Use Only			
Person Notified: (Emer/Urgent Only)		Time Notified:	
		DOWNGRADE EMERGENCY WORK ORDER TO: URGENT ROUTINE N/A	
Click "Enable Content" in yellow Security Warning bar at top to activate email button			
Click to Email Service Request Form to NAVFAC SE RCC		APPLICABLE: COMLOG PRT TO SHOP	

- Telephone field is 10 digit format, no spaces, dashes, or parenthesis
- Extension is only required as needed

Service Request Descriptions – What to do

- Enter a clear and concise description of the Service Requested
- * Only one trade per service request

Service Requested:	PEST CONTROL NEEDED FOR ROACHES AND SPIDERS
Service Requested:	INV/RPR HVAC, TEMP. IS ABOVE 80 DEG.
Service Requested:	RPR URINAL CONTINUOUSLY RUNNING
Service Requested:	RPR/RPL DOOR FRAME HINGE, DOOR IS FALLING OFF

Service Request Descriptions – What not to do

Service Requested:

HELLO! LAST APRIL, WE HAD SERVICE FOR A TERRIBLE ROACH PROBLEM. IT APPEARS THAT THEY HAVE BEEN SECRETELY HIDING, BIDDING THEIR TIME DOING OCCASIONAL RECOGNIZANCE MISSIONS AND NOW HAVE DECIDED TO DECLARE WAR. WE SEE A HANDFUL OF ROACHES EVERY DAY IN ALL OF OUR OFFICES. WE ALSO THINK THEY HAVE FORMED AND ALLIANCE WITH THE SPIDERS WHO ALSO HAVE INFILTRATED OUR SAFE ZONES. PLEASE HELP.

Service Requested:

INVESTIGATE INOPERABLE LIGHT FIXTURE IN R107. REPAIR/REPLACE ALL ASSOCIATED HARDWARE AS NECESSARY, INCLUDING BUT NOT LIMITED TO BULBS, BALLASTS, LIGHT COVERS, ETC. SEE ON SITE POC MS MYERS (9124647180) PRIOR TO COMPLETION TO ENSURE ALL DISCREPANCY SPECIFICATIONS HAVE BEEN ADDRESSED AND RESTORED TO SATISFACTORY CONDITION.

Service Requested:

THE FIRST SERGEANTS OFFICE HAS TOO MUCH AIRFLOW. MEMBER MUST DON COLD WEATHER GEAR TO EXECUTE OFFICE FUNCTIONS DESPITE EXTERIOR TEMPS OF OVER 80 DEGREES. ALTHOUGH MEMBER HAS EXCEPTIONAL TYPING SKILLS, THE USE OF GLOVES IN THE WORK CENTER HAS RESULTED IN AN INCREASED KEYBOARDING ERROR RATE. ADDITIONALLY, THIS COULD BE A WASTE COOLING CAPACITY AND ENERGY USAGE.

Service Requested:

BEES, BEES, BEES!!!

THINGS THAT DO NOT QUALIFY AS A SERVICE REQUEST



NOT PERFORMED BY PWD SHOP MAINTENANCE :

- Any broken glass items (i.e. doors or windows), should be reported to your Facility Management Specialist (FMS) for action. If a service request is required, your FMS will notify you. **If the broken glass presents a danger to occupants submit Emergency request for the Shops thru RCC and someone will come out to secure area.**
- Telephone Maintenance, Cable TV or NMCI issues.
 - Contact BCO for Telephone issues (228-871-2056), Cable One (private) for TV connection issues or IT department for NMCI/IT concerns (228-871-2030).
- Class III items: such as free standing lockers, safes, ice machines, projectors & screens Swipe cards and other appliances (microwaves, toasters, etc..). These are not a PWD responsibility and we do not provide funds. **PWD can work on these items but separate funding provided by the customer is required.**
- Janitorial and Grounds maintenance issues.

DIRECT EXPENSES TO THE TENANT/CUSTOMER



- Tenant's responsibility- additions, improvements, alterations, rehab for the tenant's occupancy or use, but beyond the scope of host's responsibility to maintain the existing structures. (PWD MUST APPROVE ADDITIONAL REQUEST)
- Do not purchase, install, alter or in any way make changes to ANY portion of a 'facility' without **prior** PWD approval.
- Maintenance and repairs, beyond normal wear and tear, caused solely by tenant's occupancy or use of the facility (and other customer must funds).
 - Examples:
 - Negligent damage to Roll-Up doors or any property
 - Purchase and installation of Modular Furniture
 - Additional outlets required to operate tenant purchased appliances (new outlets)
 - Repair of appliances (ice machines, book binders, or any stand-alone equipment)

DIRECT EXPENSES TO THE TENANT/CUSTOMER



- * All Class-3 Items
 - * Safes, Vaults, SIPR
 - * Appliances
 - * Ice Machines
 - * A/V Equipment and Video Cameras
 - * ATFP Barriers and all Associated Equipment
 - * Mag Locks
 - * Storage Racks and Shelving (Not built-in)
 - * UPS
 - * Food Service Equipment
 - * Simulators/Trainers
 - * Room Cook Tops
- * Access Control Devices
 - * Card Readers
 - * Swipe Card
 - * New Access Cards
 - * Card Pin Re-Sets
 - * IDS-Duress
 - * IDS Containers
- *
 - * Security Alarms
 - * All Access Control Building Alarms (Intrusion Alarms)
 - * Explosive Detection Systems
 - * Sound Masking Equipment (SCIF's)

LOCKSMITH ACTIONS



- **Key Request: (Access Control Form)**

- Building Managers/Authorized callers must submit the request directly to key custodian for their signature, once signed, send to Security office via e-mail for digital signature or hand carry to the Security office. (forms on PWD website)
- The Security Office will review, verify and approve/disapprove requests and return approved/signed form to the customer via e-mail:
 - Once the Key Custodian and Security Office signatures are on the form, the requestor (customer), will e-mail local form and RCC form to Regional Call Center inbox. Key request must be e-mailed because of required forms.
 - RCC will then create a work order number and forward to Gulfport's Locksmith for action.
- The request must have both the RCC service request form and local key form attached in the e-mail. **NOTE:**
- The BMC does not coordinate the requests; all coordination of the paperwork will be handled by the customer; forwarding to the Security office and finally to RCC for action.

- **Lock Request:**

- This will be handled the same as the key request but the Department Head or the Building Manager can sign the form. Then forward to Security office for approval/disapproval (same as key request).
- The request must have the RCC service request form and local Lock Manufacturing form with it. Lock Request must be e-mailed because of required forms.
- Card Readers do not require local forms, submit as normal service request. (are reimbursable)
 - Be specific when issue pertains to a CARD READER! If you are not clear, RCC will process as regular lock request and ask for local form. Again, form not required for card readers or card readers w/deadbolts.

LOCKSMITH ACTIONS



- What the Locksmith needs:

- Our local Locksmith must have the local form signed off by the base security office **before** performing the work. **Examples:** lock malfunction on exterior doors of buildings, lock/key sets inoperable, loss of master key or additional keys.
- If request is emergency or urgent (i.e. lockouts, loss of master keys, etc.) get the paper work to security office a.s.a.p. for required signatures.
 - Locksmith cannot proceed without proper paperwork/signature even if an emergency. To expedite work; as soon as you e-mail RCC, notify the Security Office for signatures. This eliminates delays when a Locksmith arrives.
 - **For After hours Key/Lock issues:** The paperwork will be filled out by locksmith. There are only a few examples of work that will be taken as an after hours request:
 - If the building cannot be secured
 - Forced entry
 - For safe or vault issues, the customer must contact the POC for the safe/vault or Base Security Manager. **Do not call RCC.**

- Movable/Transportable Safes:

- Are Class III Property
- Require same forms as all other Locksmith actions
- **Require separate customer funding**
- Require personnel verification for access

KEY PROGRAM



- **Key Custodian Program:**
 - The Physical Security program can be reached at 228-871-2170 or 228-224-2109
 - Program Manager does all updates/revisions to Key Custodian List and administers all training.
 - There will be instances, in which the Key Custodian will wear “dual” hats. Some Key Custodians may also be assigned as the Building Manager.
 - Security office is aware this may happen, more so for the smaller units with less manning. Security office stated it will be ok for individuals to do both duties for their organization on a limited basis.

LOCAL FORMS



- **List of forms for different requests:**
 - **Regional Call Center (RCC) routine service request form** - is formatted in PDF and excel; you must use either form for every request that is e-mailed.
 - **Access Control Form** - it is for any duplication of keys, replace lost/missing keys, etc.
 - **Self Help Work Permit Form** - BM routes WP after WIB approval for required signatures; returns final to FMS before work commences.
 - **Lock Repair/Service request form** - replacing any core, lockset or if a master key is lost
 - **Parking lot closure-power outage request form** - is mostly used internally (PWD initiates) and UEM we will notify the Building Manager /affected party of pending outages or road/parking closures. Notifications will come via e-mail from the UEM Branch.
 - **NCBC Excavation permit form (dig permit)** -. Get with the UEM POC at 228-313-9375

HOW TO BECOME A BM/AUTHORIZED CALLER



- Authorized Caller - personnel who are authorized to call or e-mail service requests into RCC. This person can be a Building Manager, Facility Manager, Emergency agencies, Quarterdecks and all PWD personnel.
 - Remember as an authorized caller, you are authorizing and obligating funds.
- How to become a Building Manager/Authorized Caller:
 - Submit designation letter (**signed by tenant CO**) to Building Manager Coordinator, cc your FMS
 - The letter is an official document to add/remove individuals as Building Managers/Authorized Callers for their organization or Command. **No changes will be made without the signed letter.**
 - Remember if current BM is leaving, deploying or just been relieved from this duty, the BMC must be notified. This is the only way we can update the ACL for RCC and keep the list(s) current.
 - If your command switches facilities; example you are BM for Bldg-119 but now your command is located in Bldg-121. I will need updated letters designating switch in facility or adding a facility.
 - Must attend Building Manager's training
 - Training is typically offered quarterly
 - If BM appointed between offered training; previous BM should train or direct you to contact BMC for training/questions/concerns on your new role.
 - The Building Manager's Handbook explains your role as well; located on the PWD website.
 - Once you receive the training, a certificate will be provided by the BMC. Put training certificate and copy of signed designation letter in a binder. The binder should also include your call log of work orders; with date of submission and work order numbers listed.

HOW BUILDING MANAGERS CAN GET MAXIMO ACCOUNT VIEW RIGHTS



- Building Managers can also request access to view all service requests they submit through Maximo. The BM can get an account created for “view only” rights. With this they can check the status of service requests at every stage of the work, from “approved” through to “completion”.
- BM must submit a current Information Assurance Certificate of training and fill out a SAAR-N form with signature from their Security Manager. Once received both documents will be submitted to the CIO to request a “view only” rights account.
- You will receive a username and temporary password; once you have both, update your password and then it will be CAC enabled. Then a date can be set up to train you on how to search for work orders in Maximo (If you request it from PWD).

**** It is CRITICAL that you log into Maximo at least once every 30 days or your account will be locked. The only person who can submit a request to unlock/re-activate an account is the Building Manager Coordinator.**

Sample SAAR-N Form:



OPNAV 5238/14 (Rev 50011) Page 1 of 4
 REPLACES (Rev 10000) WHICH IS OBSOLETE FOR OFFICIAL USE ONLY WHEN FILLED

ORNAV 525B/14 (Rev 9/2011) Page 2 of 4
 800V AC/0 (Rev. 10/2010), WHICH IS ORNAV 57E FOR ORIGINAL USE ONLY WHEN REQUIRED

OPNAV 525B/14 (Rev 50011) Page 3 of 4
 NNS-A-320 (Rev 10030) VERSCH IS OBSOLETE FOR OFFICIAL USE ONLY WHEN FILLED

OPNAV 5238/14 (Rev 9/2011) Page 4 of 6

Southeast Customer Satisfaction Overview

- * NAVFAC strives to provide timely, quality service to all customers and actively pursue improvement of customer services.
- * PWBL FM&S launched the NAVFAC Southeast Customer Satisfaction Survey (CSSP) July 2018; currently 16 FEC Southeast sites participate in the program.
- * The purpose of the survey is to help improve NAVFAC Southeast service to our Customers.
 - * NAVFAC Southeast analyzes and maintains the information provided in the survey.
 - * The anonymous interactive survey measures customer's impressions and feedback.
 - * Survey responses are assessed on a 5 point Likert Scale, allowing accurate measurements of opinions with a greater degree of evaluation than a simple "yes/no" question.

Southeast Customer Satisfaction Overview

- * The survey asks 8 simple questions and takes no longer than 3-5 minutes to complete.
- * The customer is able to rate Response Time, Quality of Work, Timeliness of Work and Communications by selecting the most correct option as follows:
 - 5 = Outstanding
 - 4 = Above Average
 - 3 = Average
 - 2 = Below Average
 - 1 = Unacceptable

How to Access the Southeast Customer Satisfaction Survey

- * The survey can be accessed 3 ways:
 - * Manually entering link on work card left at site by Mechanic (In-House Shops only)
 - * QR Code below or on link on work cards (In-House Shops Only)
 - * A system generated e-mail from MAXIMO when the Work Order status has been changed to complete (COMP) (generated 1900 EST daily)
- * Example of Maximo system generated survey email:

To help Southeast Public Works Department measure and improve customer satisfaction please complete a feedback survey for WO# BZL123 by copying and pasting the web address below into your web browser address bar.

Survey Link: <https://surveys.max.gov/757729>

Work Order Number: BZL123

Description: ROOM 1234 TOO HOT

Customer POC: MIKE SMITH

Customer Phone: 987-123-4567

Location: MEMPHI-789

Sample In-House Work Complete Card

FRONT:

 WORK COMPLETE					
Work Order Number:					
Brief description of work completed:					
Today's Date:					
<p>NAVFAC appreciates your comments and questions regarding the above work completion. You are invited to take a short online survey to express your level of satisfaction.</p> <p>To access the survey, please either use a cell phone to scan this QR code, or visit the website listed at the bottom of this card. Thank you for your time and input.</p>					
					
https://surveys.max.gov/757729					


BACK:

 WORK COMPLETE
<p>NAVFAC strives to provide timely, quality service. We trust that we've met your expectations. The following NAVFAC team members participated in this work. Thank you for the opportunity to serve you.</p>


- Cards would be left on site for customers by the Mechanic, Technician, Craftsman
- Cards include areas to write:
 - Work Order Number
 - Brief description of work
 - Date card was left
 - Mechanic names (if desired)

Sample In-House Work in Progress Card

FRONT:

 WORK IN PROGRESS	
Work Order Number:	
Brief description of work in progress:	
Today's Date:	
Unfortunately, we had to interrupt the work due to:	
<input type="checkbox"/> Material needed &/or on order.	
<input type="checkbox"/> Need to address an emergency at another location.	
<input type="checkbox"/> Authorization is needed for additional work.	
<input type="checkbox"/> Other:	
We will continue to address the issue. If you have any questions or comments about the performance to date, please speak with your Building Monitor and reference the above work order number. We apologize for any inconvenience and appreciate your patience.	

BACK:

 WORK IN PROGRESS
NAVFAC strives to provide timely, quality service. The following NAVFAC team members participated in the work performed to date. Thank you for the opportunity to serve you.

- Cards would be left on site for customers by the Mechanic, Technician, Craftsman to let Customer know the work had to be interrupted and is NOT complete.
- Cards include areas to write:
 - Work Order Number
 - Brief description of work
 - Date card was left
 - Mechanic names (if desired)

Key Points for Success

- * In order to reach the actual customers, Building Managers are highly encouraged to forward email with survey link to all customers impacted by work order.
- * MAXIMO survey emails are sent to email linked to Customer MAXIMO ID; recommend PWD's ensure SOP's are updated with Regional Call Center.
- * If work order needs to be back date; leave 'Status Date' unchanged. If changed, no survey email will be generated to Customer.
- * Customers must use a valid 6-digit MAXIMO work order number for the survey response to be linked to a PWD. If Customers do not use a valid work order number, survey response is measured as incomplete.
- * Encourage Customers to select how they reached the survey—Email Link, QR Code, or Card Link. (Work Card link are for In-House Shops only)

SERVICE REQUEST PROCESS & UPDATES



- All updates will be accomplished by the Building Manager Coordinator (BMC), contact via email or phone:
- Your FMS is back-up to the above procedure:
- **Building Manager's Handbook:** This book, refers to all agencies within PWD and other emergency agencies, processes and POCs for all requests BMs will have, such as, minor maintenance work, safety issues, outages, etc. Please read and get very familiar with the handbook. This book is a working document that may require minor revisions, but the majority of the book does not change.

<http://cnic.navy.mil/gulfport/OperationsAndManagement/PublicWorks/index.htm>

SERVICE REQUEST PROCESS & UPDATES



Point of Contacts

PWD Facility Management Specialists:

228-822-5129

228-822-5228

228-871-3983

228-871-2192

Work Induction/Building Manager Coordinator:

228-871-4288

Requirements Branch Head:

228-871-4270

Facility Management Division Head:

228-871-2190

BUILDING ENERGY MONITOR TRAINING

If you're designated a Building Manager then you
are also the Building Energy Monitor

Installation Energy Manager (IEM)
228-871-2160

09 Feb 2021



Overview

- * Energy Security Framework – *Its Changed!*
- * IEM-BEM Responsibilities
- * Preponderant User report
- * Common Checklist Items
- * SECNAV Energy Award Results
- * NCBC Energy History - Projects
- * Wrap Up



Energy Security Framework

* Three Pillars of Energy Security (NAVFAC P-602)

- Reliability (How things function normally)
 - * Outage Duration: SAIDI - 120 minutes
 - Outage Frequency: SAIFI - 2
- Resilience (How things function abnormally)
 - UFC/BFR based back up requirements
 - 1-7 day duration capability
- Efficiency
 - Energy awareness – IEM-BEM
 - Metering
 - Controls
 - Energy Use Index (MBTU/KSF) progress from baseline

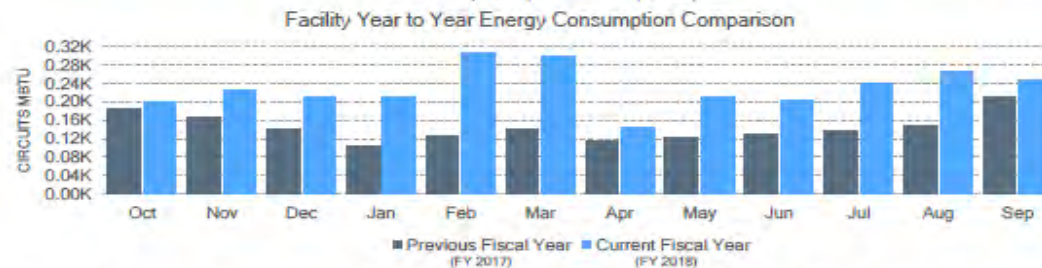
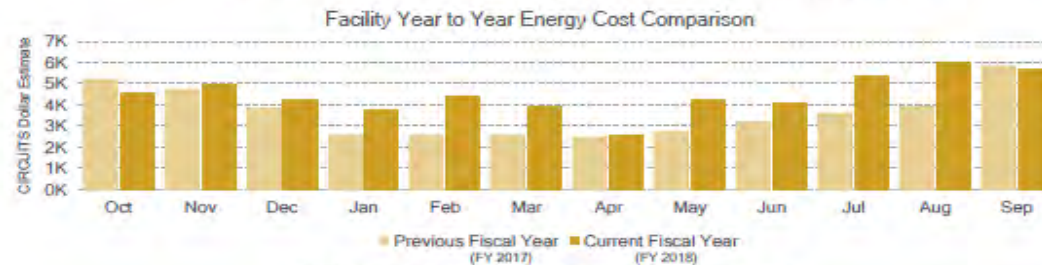
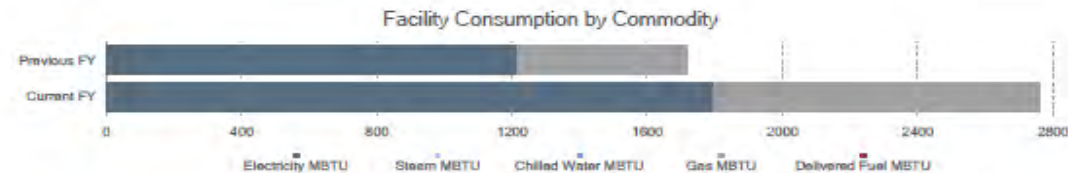


IEM – BEM Duties

- IEM - Mr. Ron Jenkins
 - * Major Duties
 - * Develop Energy efficient (reliability and resilient) projects
 - * Assist in locally developed projects (efficiency)
 - * Establish Energy Awareness Program
 - * Manage Building Energy Audit/Monitor Program
 - * BEM – That's you!
 - * Know your facility
 - * Report whatever is not working right – Trouble Call
 - * BEM Checklist – Submit Quarterly to IEM
 - * Participate in Zone Inspections
 - * Promote Energy Awareness

Preponderant User report

NPAID	NPAID00001147443	Current Consumption Progress YTD
Tenant / Bill Payer	Commander Navy Installations Command	16.92%
Preponderant User	CBC GULFPORT MS	Meter Status
Primary Building Type	Unaccompanied Personnel Housing	METERED
All Other Building Types	Unaccompanied Personnel Housing	Installation Rank by Benchmark Score
Facility Square Footage	59.99 KSF	54 / 166
NSGEM Facility Benchmark Score	-0.22	
Current Energy Usage	247.05 MBTU	
Facility Energy Use Intensity	46.01 MBTU/KSF	
Benchmark Energy Use Intensity	37.80 MBTU/KSF	
One Month EI Reduction	1.32%	
Annual EI Reduction	60.28%	
Maintenance Responsibility UIC	N62604	
Maintenance Fund Code & Desc.	A : O&M, N	



Disclaimer: Energy Use Intensity is calculated by dividing a building's consumption by its square footage (MBTU/KSF). Benchmark Energy Use Intensity is calculated based on the climate zone of the facility and prime use category code aligned with ASHRAE 2010 standards. Reduction potential is measured against an annual goal of 3% per year. Only facilities with 12 months of consumption data are included in the Installation Rank.

Common Checklist Items

- * Lights off in unoccupied areas
- * Lights off when daylight is sufficient
- * Exterior lights off in the daytime
- * Lights on after hours
- * Power management features should be activated on office equipment
- * Windows and doors closed during heating/cooling season
- * Ensure hours of operation aligns with EMCS for night time and weekend setback
- * Summer cooling set point 78 degrees, winter heating set point 68 degrees
- * Domestic hot water heating setting should be set no higher than 120 degrees
- * Small refrigerators, space heaters, and other personal appliances are prohibited
- * Large refrigerators are to be Energy Star and 1 for every 50 people
- * Ensure refrigerator door gaskets are in good shape
- * Exterior doors and windows should be sealed tightly
- * **Faucets and toilets should not show signs of leaking**
- * Low flow/low flush devices should be installed
- * Phone/Tablet chargers plugged in to outlet when not in use



Energy Security and Resiliency Projects

EMIG?	Project Name	Cost	Status	Annual \$ Saved
NA	MicroGrid	IKC via MPC \$3M (up to \$6M w grant)	95% const. complete	N/A
NO	UESC RM 18-0932 (56 Facilities) * All Efficiency	\$4.9M	1391 & eROI submitted	\$366k
YES	Update Secondary Feed (South Feeder)	TBD	Under Development	TBD
YES	Expand Micro Grid	TBD	Under Development	TBD



SECNAV ENERGY AWARDS CNRSE

NCBC
GULFPORT

FY13	FY14	FY15	FY16	FY17	FY18	FY19
Small Shore	Gold	Small Shore	Platinum	Gold	Platinum	Gold

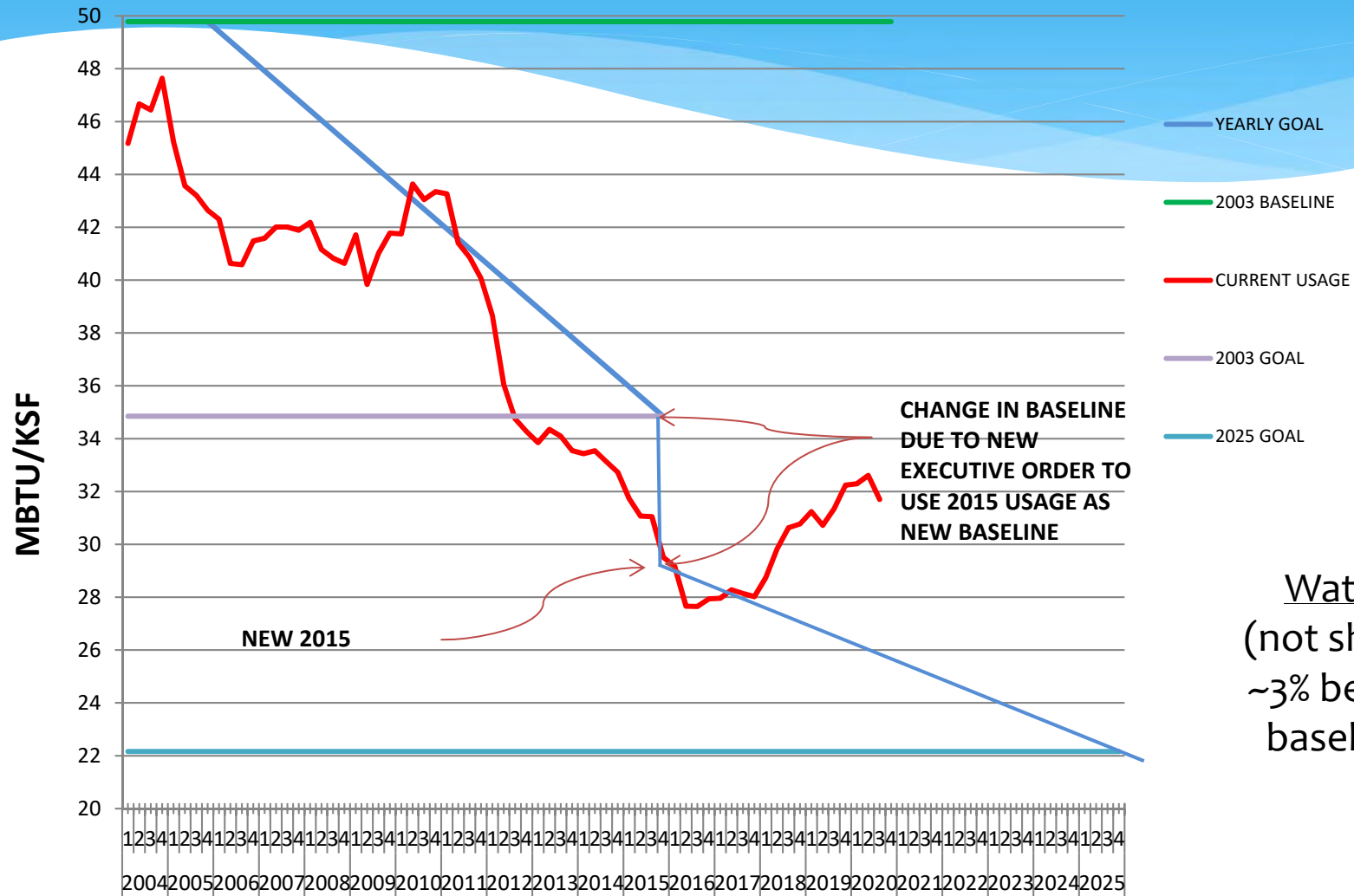
Installation (Small) Summary			Eligibility	Leadership	Management	Efficiency	Reliability	Resiliency	Rating Overall	DQ Code
SE	N60508	NAS WHITING FLD MILTON FL	Eligible	P	P	P	G	G	G	
SE	N62004	CBC GULFPORT MS	Eligible	P	G	P	G	P	G	
SE	N00639	NAVSUPPACT MIDSOUTH MEMPHIS TN	Eligible	G	B	P	G	P	G	
SE	N83447	NAS FORT WORTH JRB TX	Eligible	G	B	G	B	P	G	
SE	N00206	NAS JRB NEW ORLEANS LA	Eligible	G	G	UnSat	G	B	G	
SE	N00213	NAS KEY WEST FL	Eligible	G	B	P	G	B	G	
SE	N00216	NAS CORPUS CHRISTI TX	Eligible	B	B	G	G	P	B	
SE	N61007	NAVAL SUPPORT ACTIVITY ORLANDO	Eligible	B	B	P	B	B	B	
SE	N63043	NAS MERIDIAN MS	Eligible	B	X	P	G	B	X	1
SE	N61008	NAVAL SUPPORT ACTY PANAMA CITY	X	X	B	P	B	B	X	3,5
SE	N60201	NAVSTA MAYPORT FL	X	G	B	B	B	B	X	5
SE	N60241	NAS KINGSVILLE TX	X	B	UnSat	G	G	B	X	5
SE	N50173	NAVSUPPFAC BEAUFORT SC	Eligible	B	X	UnSat	UnSat	B	X	1

Installation (Large) Summary			Eligibility	Leadership	Management	Efficiency	Reliability	Resiliency	Rating Overall	DQ Code
SE	N00204	NAS PENSACOLA FL	Eligible	G	G	P	G	G	G	
SE	N00207	NAS JACKSONVILLE FL	Eligible	G	B	B	G	B	B	
SE	N60514	NAVSTA GUANTANAMO BAY	Eligible	B	B	UnSat	B	P	B	
SE	N42237	SUBASE KINGS BAY GA	Eligible	G	B	UnSat	G	UnSat	B	



Energy History

NCBC GULFPORT ENERGY MBTU/KSF VS. BASELINE



Water
(not shown)
~3% below
baseline



Wrap-Up

- * October was Energy Awareness Month!
- * Comments/Questions
- * Next BEM QTR 2 FY 21 TBD

Installation Energy Manager
228-871-2160

PWD BUILDING MANAGER'S ZONE INSPECTION TRAINING

09 Feb 2021

Overview

- Policy
- Procedure
- Deliverables
- Inspection Elements
- Best Energy Managements Practices
- Key Takeaways

Policy

- All NCBC departments and tenant commands on NCBC shall:
 - Conduct zone inspections of all assigned facilities once per fiscal year.
 - Review zone inspection results.
 - Ensure corrective action is initiated for all deficiencies.
 - Maintain a copy of the most recent enclosures (1) and (2) and provide copies to the Zone Inspection Coordinator (ZIC) upon completion of all zone inspections

Policy (cont.)

- Building Managers:
 - Coordinate zone inspections for all assigned facilities/areas.
 - This will require scheduling in advance with Base Safety, Fire Dept., and Facility FMS.
 - Maintain enclosures (1) and (2) for two years. (Zone Inspection Checklist and Zone Inspection Discrepancy List)
 - Record all data on enclosures (1) and (2).
 - Forward results as required to the ZIC, base safety, fire and FMS.
 - Provide quarterly updates on discrepancy statuses to the ZIC for input to the Quarterly ICO Brief to CNRSE.
 - Provide proper pass-down of documents and procedures at turnover

Procedure

- All Facilities and grounds will be inspected at least once a year. **FY2021: Wednesdays @ 1300**
- NCBC Gulfport ICO will participate in a zone inspection of every facility at least once every year.
- The Zone Inspection Team (ZIT) will be led by the **NCBC department head or tenant CO** and at a minimum shall be comprised of the following:
 - Team Leader: NCBC Department Head. For tenant commands, the tenant CO/director or designated **O4 or above** (or civilian equivalent: **GS-12 or above**)
 - Building Manager (will act as recorder)
 - Building Energy Monitor
 - FMS
 - Safety Representative
 - Fire Warden or Base Fire Inspector

Procedure (cont.)

- ZIT will jointly examine every space within the assigned facilities (interior and exterior)
- Deficiencies that cannot be corrected on site will be corrected ASAP.
- Submit identified deficiencies within 5 business days of inspection. (Reference inspection on service request)
- Forward enclosures (1) and (2) to the ZIC, NCBC Safety, Base Fire, and PWD's FMS

Deliverables

NCBCGPTINST 11000.2

ZONE INSPECTION BUILDING CHECKLIST

Date: _____ Building: _____
 Command/Department Rep: _____
 Building Manager: _____
 Energy Monitor: _____
 Base Safety: _____
 Base Fire: _____
 Other Inspection Participants (ie. CO/XO/CMDM): _____

Building Exterior Comments	SAT	UNSAT
1. Doors - surface in good condition, all hardware working; all security features in working condition		
2. Windows - frames in good condition, locks work, no broken glass		
3. Screens - no holes, all present		
4. Lights - unbroken and functional; check for flicker and dirty lenses		
5. Trash Containers - no trash on grounds, dumpsters emptied regularly		
6. Grounds - grass and shrubs well maintained, sprinklers operating correctly; sidewalks & parking clear of debris; no large debris or abandoned material near building		
7. Utilities - no utility leaks noted around facility		
8. Exterior Walls & Roof (where visible) - No vegetation growing in/on building, flashing damage, exterior damage to wall surfaces, discoloring by water leaks, etc.		
Building Interior Comments	SAT	UNSAT
1. Safety - fire extinguishers present and checked quarterly, fire exits clearly indicated and accessible		
2. Security - doors/locks in good condition, hardware working		
3. Floors - tile and carpet in good condition		
4. Walls/Ceilings - surface in good condition, no holes, marks, or other damage		
5. Plumbing - no leaks or clogged fixtures, drinking fountains in working order		
6. Lighting - adequate and working properly		
7. Pest Control - no sign of insects or rodents; food stuffs stored properly; coffee mess sanitary		
8. Stairs - handrails/treads in good condition		
9. Storage - properly secured, clean and orderly, no flammable liquids or HAZWASTE		

Enclosure (1)

Enclosure (1)
Zone Inspection Building Checklist

[illegible]

Enclosure (2)
Zone Inspection Discrepancy List

Inspection Elements

- Safety Hazards
- Housekeeping, sanitation, cleanliness, and preservation
- Energy and Water (CNRSEINST 4101.1B)
- Security: Inoperative locks or door hardware
- Facility condition/deterioration and grounds
- Appearance (ex: Bulletin Boards, signage, gear adrift)

Key Takeaways

- NCBC ICO to conduct inspections of all facilities annually
- Tenant commands to conduct inspections of all facilities annually.
 - Can be concurrent with NCBC CO Schedule
 - Tenant CO/director or designated **O4 or above** (or civilian equivalent: **GS-12 or above**) must be present
- Deliverables must be submitted within one week after inspection and quarterly thereafter

Questions?

228-871-4079

PWD BUILDING MANAGER'S QRP

FSC Manager

FSC PAR

09 Feb 2021

Qualified Recycling Program

(Updated Status / Procedures)

* All the previous services provided by the QRP “**have been**” replaced with our new (ISWM) (aka; Refuse / Recycling) contract. Currently all the tenants are able to recycle the following items; **CARDBOARD, WHITE /MIXED PAPER, PLASTIC BOTTLES /CAPS, and ALUMINUM CANS** at their current centralized building collection points and the contractor personnel will empty the centralized recycling bins into the mixed-stream recycling dumpsters located throughout the installation. **Please minimize quantity, if too heavy contractor personnel may not be able to empty.** (This does not apply to base housing)

(Recycling Dumpster Locations)

- 3 - NEX (B-448) - back side parking lot.
- 1 - Commissary (B-32) - back side.
- 1 - the east end of (B-225) - between 225 & 223.
- 1 - (B-228) - east side parking lot
- 1 - NEX Gas Station/Mini-Mart, backside, beside the refuse dumpster
- 1 - PWD shops compound, north end of parking lot.
- 1 - Galley (B-367), west side, where the 40cy (temp) dumpster is located now.
- 1 - (B-385) north end, parking lot.
- 2 - Headquarters (B-1), north side of building, in the corner of the parking lot.
- 1 - (B-295) Branch Medical, east side
- 1 - (B-122) north side parking lot, to be shared by (B-122 & B-121)
- 1 - (B-50 & B-360), south of B-50 / north of B-360, at the end of the drive
- 1 - (B-273)

PWD BUILDING MANAGER'S FSC Training

FSC Manager

09 Feb 2021

Recycling Process (Not QRP recoverable items)



You place it in
the Centralized
Collection Bins



Contracted
Personnel collects
it



Contracted
Personnel
places
it in the
nearest
Recycling
Dumpster



Refuse Contractor
Personnel empties
the Recycling
Dumpster for
Proper Disposal!

MIXED-STREAM RECYCLING

* WHAT CAN I RECYCLE?



- * YOU CAN RECYCLE
- * CARDBOARD
- * WHITE / MIXED PAPER
- * PLASTIC BOTTLES / CAPS
- * ALUMINUM CANS



Recycling Process (Metal Dumpsters)

* Metal recycling dumpsters are located in various locations throughout the installation. Current collection and emptying of the scrap metal dumpsters are on a case-by-case bases, as needed, with no set schedule for dumping and returning to site. Do not overfill. If contents is too heavy or extends above the tops of the containers, the haul will be refused and contents will need to be reduced.



Refuse Contract (Dumpsters)

DUMPSTER GUIDANCE

- **Blue Dumpsters: Recycling (Office & Shredded Paper, Cardboard and Plastic)**
- **Small Standard Brown Dumpsters: Only General Debris From Base Tenants. Household Garbage is not allowed.**
- **Large Roll-Off Brown Dumpsters: Bulk garbage for base tenants.**
- **Please Keep Dumpster Lids Shut!**

EXAMPLES OF ITEMS ALLOWED IN BROWN DUMPSTERS

- Office Waste
- Litter
- Food and Food Containers
- Unserviceable uniform items with identifiable markings removed (name tapes, ranks, warfare quals, etc.)

EXAMPLES OF ITEMS NOT ALLOWED IN DUMPSTERS

- | | |
|--|---------------------------------------|
| • Household Garbage | • Brass (Ammunition; Spent & Unspent) |
| • Hazardous Materials | • Tree Limbs/Trees |
| • Chemicals (Paint, Fuels, Spray Cans) | • Mattresses/Box Springs |
| • All Light Bulbs | • Metals (Can Be Recycled) |
| • Batteries | • Dry Erase Boards |
| • Used Cooking Oil/Motor Oil | • Fireworks (Unused) |
| • Exercise Equipment (Bikes) | • All Electronics |
| • Pallets/Pallets Jacks | • Appliances (Refrigerators) |
| • Large Pieces of Lumber | • Tires |
| • Automotive Parts | • Large PVC pipes |
| • Furniture (beds, dressers, tables, chairs, etc.) | • Plastic Drums |

?? Questions ??

Contact [REDACTED] the Public Works Department at 228-871-2943 or 228-323-1641 [REDACTED]

Multi-Functional Support Services (MFSS) Contract

* We also have a services contract combining various individual service contracts into one service contract. The MFSS Contract includes:

- Facility Support (Annex 15)
- Facility Investment (ex. HVAC)
- Custodial
- Pest Control
- Grounds Maintenance
- Utilities (Annex 16) – Wastewater (Lifts Stations) only

** Any needed and/or requested services of either contract must go through your Facility Manager (if it pertains to the facility) or the FSCM if it pertains to the services needed or being performed by the contractor.

** **Never** advise, direct, or request services from the crew members / team members of **any** contractor....

Multi-Functional Support Services (MFSS) Contract

- * MFSS janitorial work includes recycling and trash removal from building.
- * The janitors will empty **centralized** recycling bins into the dumpsters, but the bins *must have a bag*. (Please minimize quantity, if too heavy contractor personnel may not be able to empty.)
- * Please avoid throwing liquid filled containers in the trash. Janitors have had issues with gallons of tea, coffee cups, spit cups, etc. leaking out of the bags and onto them and their vehicles.

Questions?

FSC Manager
228-871-3336



Fire Warden Training

09 Feb 2021

AED PROGRAM

- * IAW OPNAVINST 11320.23G, NAVY FIRE AND EMERGENCY SERVICES
 - * 16. Public Fire & Injury Prevention Education Promotion.
 - * C. F&ES prevention staff shall have an active role in the installation AED program. The F&ES prevention staff shall record all installation AEDs in the CNIC N30 designated IS. F&ES shall inspect AEDs when conducting facility inspections. F&ES staff shall include AED utilization and training as part of the public fire and injury prevention educational program.

AED INFO

- * Research indicates that CPR and defibrillation within 3-5 minutes of sudden cardiac arrest can result in greater than 50% long-term survival rates for patients
- * The Navy strongly encourages participation in the AED program
- * If your AED is assigned by the fire department, the Fire Department will support you and supply you with the AED consumables

BASIC OPERATION

- * Brief tutorial:
- * Call 911/While someone is locating AED
- * Assess PT breathing and circulation
- * Locate landmarks and begin CPR
- * Open AED and push Power button
- * Follow diagrams and voice commands



The Fire Warden Program is designed to provide Commands with an “In-House Representative” capable of identifying Fire Safety Deficiencies on a daily and monthly basis.

The Fire Warden provides “On Site” Observations to prevent Fire Safety Hazards from becoming Life and Property Losses.

The Fire Warden is the Liaison between the Fire Department and the Command. In the development of this program, our goal is to establish “Fire Safety Awareness” in all military facilities.

Designation

Fire Wardens DO NOT conduct official fire prevention inspections.

Fire Warden designations are made by the organization's Commanding Officer or Department Head.

In the event that the Fire Warden is reassigned, the Fire Prevention Office shall be notified to ensure a new Fire Warden is designated and trained.



Duties of the Fire Warden

Fire Extinguishers

- Located in common path or egress or designated areas
- Mounted and accessible
- Check physical or visible obstructions or damage
- Check that seal and locking pin are not broken or missing
- Check pressure gauge (green)
- Initial and update tag or log book (log book shall be made available to inspectors)



P.A.S.S.



- Pull the pin

- Aim the nozzle tip at the base of the fire



- Squeeze the discharge lever; this will release the agent



- Sweep the nozzle tip in a side to side motion discharging agent at the base of the fire



LOCATION _____

SERIAL NO. _____

INSPECTION RECORD

JAN			
FEB			
MAR			
APR			
MAY			
JUN			
JUL			
AUG			
SEP			
OCT			
NOV			
DEC			

NOTICE: All fire extinguishers are to be installed, inspected, maintained and tested in accordance with the standard of the National Fire Protection Association, NFPA10, *Portable Fire Extinguishers*.

FIRE EXTINGUISHER RECHARGE & INSPECTION RECORD

MONTHLY INSPECTION NFPA 10 2007 Edition (7.2.2)

Periodic inspection of this fire extinguisher includes a check of at least the following items:

- (a) Located in designated place.
- (b) No obstruction to access or visibility.
- (c) Pressure gauge reading or indicator in the operable range or position.
- (d) Fullness determined by weighing or "hefting."
- (e) For wheeled extinguisher, the condition of the tires, wheels, carriage, hose, and nozzle checked.
- (f) For nonrechargeable extinguisher using push-to-test pressure indicator, pressure indicator checked *(pushed)*.

RECHARGE RECORD

DATE OF LAST HYDROTEST _____

Fire Extinguisher Types



**Multipurpose dry chemical -
Used on class A, B, & C fires.**

- Class “A” – Wood, paper, and some plastics
- Class “B” – Flammables / combustible liquids
- Class “C” – Energized electrical equipment

Fire Extinguisher Types

Carbon Dioxide (CO₂) -

Used on class B & C fires.

- Class “B” – Flammables / combustible liquids
- Class “C” – Energized electrical equipment



Fire Extinguisher Types



Wet chemical potassium acetate –

Used on class K fires.

- Class “K” – Combustible cooking oils and fats.

Fire Extinguisher Types

2 ½ gallon water – (Pressurized Water)

Used on class A fires.

- Class “A” – Wood, paper, and some plastics.



Fire Extinguisher Types



Sodium chloride based dry powder –

Used on class D fires.

- **Class “D” – Combustible Metals**

Maintain Fire Exits, Signs & Permits

Permits & Forms

Ensure the following:

- Fire bills and evacuation plans are posted on all official bulletin boards and/or in conspicuous location.
- Authorized permits are posted.
- Coffee makers are located in visible area away from combustibles.



<p>FIRE BILL</p> <p>BUILDING NO. _____</p> <p>IN CASE OF FIRE</p> <p>1. USE HEAREST FIRE ALARM BOX OR TELEPHONE EXT. _____</p> <p>Know the location of the nearest alarm box and the nearest telephone in your area. When using telephone, REPORT BUILDING NUMBER. Then notify local Fire Department for the name of fire.</p> <p>2. SPREAD THE ALARM—PASS THE WORD.</p> <p>All personnel except fire parties clear the area.</p> <p>3. IF TIME PERMITS, CLOSE DOORS AND WINDOWS TO CONFINE THE FIRE AND PREVENT DRAFTS. DO NOT ENDANGER YOURSELF OR OTHERS IN THE EFFORT.</p> <p>4. USE PROPER EQUIPMENT AT HAND TO EXTINGUISH THE FIRE, PENDING ARRIVAL OF THE FIRE DEPARTMENT.</p>

FIRE BILL

BUILDING NO. _____

IN CASE OF FIRE

1. USE NEAREST FIRE ALARM PULL BOX AND CALL EXT. _____

Know the location of the nearest fire alarm pull box and the nearest telephone in your area. When using the telephone, REPORT BUILDING NUMBER. Upon arrival direct the Fire Department to the scene of the fire.

2. SPREAD THE ALARM – PASS THE WORD

All personnel clear the area.

3. IF TIME PERMITS, CLOSE DOORS AND WINDOWS TO CONFINE THE FIRE AND PREVENT DRAFTS. DO NOT ENDANGER YOURSELF OR OTHERS IN THIS EFFORT.

4. IF SAFE TO DO SO, USE PROPER EQUIPMENT AT HAND TO EXTINGUISH THE FIRE, PENDING ARRIVAL OF THE FIRE DEPARTMENT.



Evacuation Plans

- Building evacuation plans shall be developed by department heads or their representative (Fire Wardens) and posted for all building occupied by personnel.
- The plan shall consist of a schematic diagram of the building clearly showing all exits, escape routes, and location of fire fighting equipment and evacuation alarms.
- Plans shall be at least 8.5" X 11" in size and be prominently posted at eye level, on official bulletin boards and/or conspicuous locations.

Evacuation Plans

BUILDING EVACUATION PLAN

Bldg. 495

DD #3

BUILDING NUMBER 495	FLOOR 1st	BUILDING SUPERVISOR OR FACILITIES NAME & NUMBER
DESIGNATED ASSEMBLY AREA South-West of Bldg. 495		BUILDING FIRE WARDEN NAME AND PHONE NUMBER
Near DD-3/Pier 7 (See Insert)		FIRE CHIEF OR FIRE PREVENTION CHEIF NAME & NUMBER

PSNS 1132064 (7-93) April 2000

FIRE WARDEN FOLDER

Fire Wardens shall maintain a Fire Warden folder on file and shall provide it to their relief. This file should be purged of records dating back over 3 years, except for pertinent information, i.e. actual fire or hazardous events that are immediate to life or health. Contact one of the Fire Inspectors for more guidance of purging your files.

FIRE WARDEN FOLDER

Each fire warden folder shall contain the following forms and items to properly perform their duties as fire wardens:

- (a) Fire Warden Appointment Letter from CO/Department Head
- (b) CBCGPTINST 11320.1H (Fire Protection and Fire Warden Regulations Handbook)
- (c) Copies of all Fire Inspection and Action reports received for each building from Fire Prevention Inspectors.
- (d) NAVFAC Form 3-11310/9 (Fire Bill)



FIRE WARDEN FOLDER

- (e) Copy of Fire Evacuation Plan.
- (f) Fire Extinguisher Inspection Record
(NAVFAC11320/2 (3-75))
- (g) Fire Extinguisher Safety Seals
- (h) CBCGPT Form 11320/7 (Fire Extinguisher
Inventory Update Form)

Maintain Fire Exits, Signs & Permits

Fire Exits

- Exit doors and access to exit doors remain unobstructed.
- Ensure that exit signs and egress lights are operable in normal mode and emergency mode.
- Fire lanes remain clear.



Electrical

- Breaker panels are accessible and secured
- Panel properly labeled
- Outlets in good condition
- Cords in good condition, are not under rugs and should not be used in daisy chains



Flammables & Combustibles



- Stored in approved cabinets
- Stored properly

Fire Alarm & Detection Systems



- Detectors & Alarm devices mounted & functional
- Pull stations & Fire Alarm Control Panel accessible

Sprinkler Systems

- Sprinkler heads unobstructed
- 36" clearance around risers or valves unless approved by the fire chief
- No items attached to sprinklers & piping
- 18" clearance between storage and sprinkler head





Coordinating Fire Evacuation Drills **with Fire Prevention Inspectors**

- In accordance National Fire Codes or the Authority having jurisdiction, fire drills shall be held with sufficient frequency to familiarize occupants with the drill procedure and to establish conduct of the drill as a matter of routine.
- Activity Fire Wardens sharing buildings with other commands or groups are responsible for assuring that all other commands or groups in the buildings are notified of the scheduled fire drill.
- Building Supervisors and Facility Managers should be notified in advance of fire drills. The Fire Prevention Inspector shall conduct fire evacuation drill with the Fire Warden's assistance.

Occupants are graded on the following during Fire Drills:

- Building Evacuation**

1. Prompt & orderly evacuation
2. Accountability or muster of personnel
3. Report unaccounted personnel to the fire personnel on scene

- Knowledge of Alarm Procedures**

- Knowledge of Alarm Box Locations**

- Knowledge of Fire Bill**

- Knowledge of Firefighting Equipment**

1. 1. P.A.S.S.



ENTERPRISE SAFETY APPLICATIONS **MANAGEMENT SYSTEM (ESAMS)**

ESAMS is a computer based program that informs the command Fire Wardens of Inspections and Deficiencies. ESAMS generates 2 emails to the Fire Warden.

The 1st email informs the Fire Warden that an Inspection was completed. The 2nd email states the violations found or that no new deficiencies were issued.

EXAMPLE- Inspection Completed

Email Examples

A Fire Inspection (Id: 123456) has been **completed** for Facility 123 at NAVBASE Coronado
Fire Warden designations are made by the organization's Commanding Officer or Department Head.

If you have ESAMS access, you can review the inspection on-line at the following address:

https://esams.cnmc.navy.mil/esams_gen_2/loginesams.aspx

After logging in, click on the inspections link to view the information.

EXAMPLE - Response Required

Deficiency 123456 has been moved to “**Response Required**” on DATE & TIME by NAME of Inspector.

If you have ESAMS access, you can review the inspection on-line at the following address:

https://esams.cnic.navy.mil/esams_gen_2/loginesams.aspx

After logging in, click on the inspections link to view the information

Violation: Fire extinguisher in 2nd floor laundry room has not been inspected monthly.

Location: 2nd floor laundry room

Date Issued:

Inspector: **Phone:** (XXX)XXX-XXX **Email:** XXX@navy.mil

Person (s) responsible for abatement:

Fire Wardens Name, Phone, & Email



Abatement Section

By clicking on the abatement section on the main page of ESAMS, it will bring you to a screen where you can input information on the deficiencies.

Once typed, click the initiate abatement button. (By clicking this button, you are sending confirmation to the Inspector regarding the violation).

The fire inspector will receive a notification e-mail when updates have been made to a deficiency.

(You can and should request closure to the deficiency, **only** if the correction was completed at the time of abatement).

[Click for IDATS Abatement Manual](#)



Unable to Access ESAMS

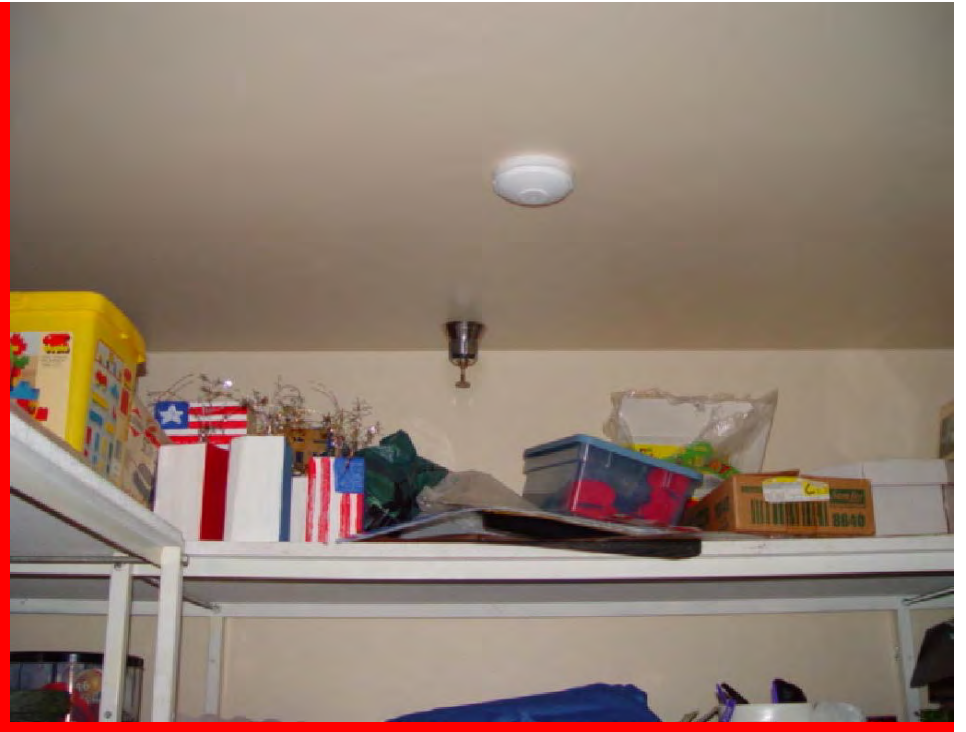
If you do not have access to ESAMS, you will continue to receive two e-mails regarding the inspection. Contact the Fire Inspector, listed at the bottom of the email, to advise of the corrective action taken.

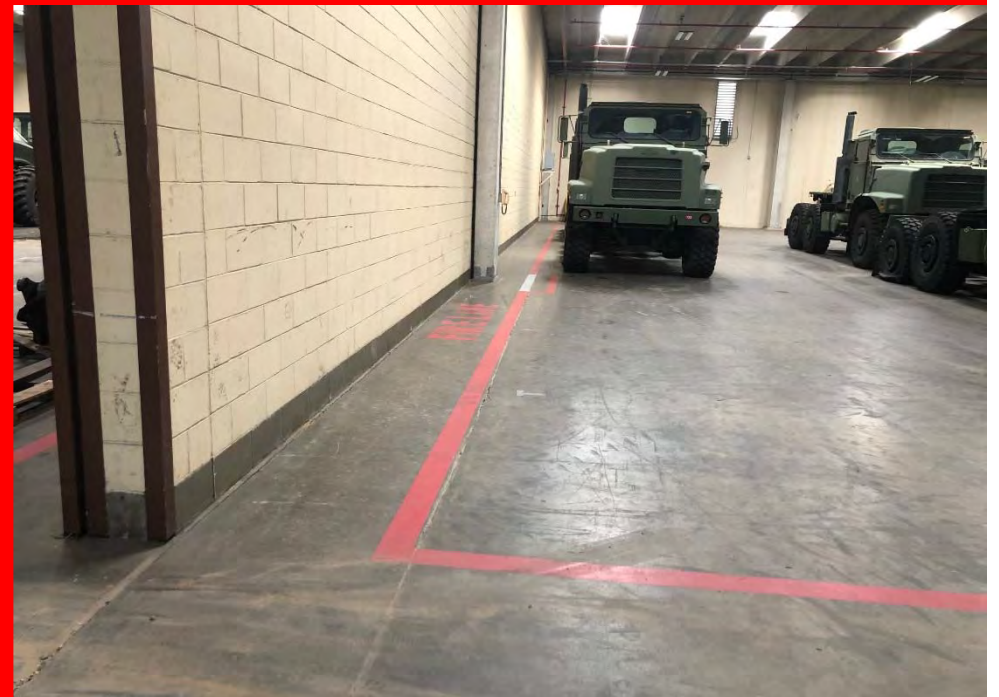
The inspector will complete the abatement through communication with the Fire Warden.

Common findings:

- * NOT SIGNING OFF FIRE EXTINGUISHER TAGS
- * Daisy chain of surge protectors and extension cords
- * Housekeeping
- * Storage of items within 18 inches of sprinkler head
- * Exit lights or emergency lighting not working
- * Missing ceiling tiles
- * Janitorial room storage
- * Coffee makers and microwave ovens and refrigerators not plugged directly into outlets.
- * **EXTENSION CORDS ARE FOR TEMPORARY USE ONLY!**













Any Questions?

NCBC Fire Prevention
228-871-2414