

Customer Handbook
Directorate of Public Works
U.S. Army Garrison, Fort Leavenworth

April 2014

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Section 1 - Introduction

Purpose:

The purpose of this handbook is to help the customers of the U.S. Army Garrison Fort Leavenworth Directorate of Public Works (DPW) to understand how we can help you in the best way possible to accomplish your requested work and mission.

DPW Responsibility:

The over 120 professionals of the DPW, Fort Leavenworth, are at your service to provide engineering, master planning, environmental protection and compliance, unaccompanied personnel housing and maintenance, repair and construction of all facilities, roads, grounds, utilities and structures located at Fort Leavenworth. This responsibility includes such things as the maintenance and repair of buildings, barracks, roads, sidewalks, ranges, streetlights, electrical systems, HVAC systems. We are also responsible for providing continuous reliable and safe water, sewer and electrical services to all Fort Leavenworth facilities.

Our in-house professionals are “subject matter experts” and will assist you in determining how the DPW can best meet your needs.

If we cannot accomplish your work requirements with our in-house personnel, we will determine if a contract with a civilian contractor can be established to have the work accomplished.

Non-DPW Work:

There are certain things that the DPW is not responsible for providing maintenance/repair support, such as items on a hand receipt, exercise equipment, safes, furniture, vehicles, etc.

The most important key to being a satisfied DPW customer is to get the DPW involved as early as possible in any plans that will require our support in order to make your plans successful.

Please contact the Director of Logistics Readiness Center for advice on how to obtain maintenance/repair for these items.

Departmental Contact Information

The following DPW Divisions are available to assist you. We have listed their contact information along with the services they provide at Fort Leavenworth.

Section 1 - Introduction

DPW HQ

Location: 820 McClellan Ave, 1st Floor, Building 85

Phone Number: 684-5646 (normal duty hours)

Operations and Maintenance Division

Services: Demand maintenance orders, facility maintenance and repair, in-house work orders, grass cutting, snow removal, road and grounds maintenance, entomology and pest control
Workers include carpenters, pipe fitters, plumbers, HVAC technicians, electricians, maintenance workers, and laborers.

Phone Number: 684-5555 (normal duty hours and also during non-duty hours)

Email: usarmy.leavenworth.imcom-west.mbx.leav-dpw-service-orde@mail.mil

Engineering Division

Design Services: Develop and manage the Post's annual Sustainment Restoration and Modernization (SRM) program; Prepare engineering design plans and specs and complete project management. Coordinate designs of all MILCON projects. Inspect and administer SRM contracts. Maintain record drawings of all Army owned facilities. Coordinate annual truss, dam and bridge inspections.

Contract Management Services: Construction contract oversight, contractor relations, Contracting Officer Representative (COR) services, liaison between customer, contractor and Contracting Officer, provide customer with status updates on projects

Business Operations and Integration Division

Services: process customer Work Order (DA 4283) requests, coordinates Installation Status Report-Infstructor (ISR-I) with building occupants, coordinates DPW ceremony support.

BOID email: usarmy.leavenworth.imcom-central.mbx.dpw-boid@mail.mil

Section 1 - Introduction

Master Planning Division

Services: Installation master planning, military construction (MILCON) programming, real property file management, key control, space utilization including providing needed space to tenants, Real Property Planning Board, Geographic Information System and Mapping and coordination with the Kansas State Historic Preservation Office (SHPO)

Housing Division

Housing Services Office (HSO) -- Services: provides relocation assistance and housing referral services for off post housing to Service-members, Families and Civilians.

Residential Communities Initiative (RCI) -- Services: On post housing for accompanied Soldiers and ILE students

Energy Division

Services: Post energy manager, Building Energy Monitor Coordinator (BEMC), energy sustainability monitor, Garrison utility sales, ensure compliance with AR 420-1 for new facilities, ensure all Sustainment, Restoration and Modernization (SRM) and MILCON projects comply with Army energy and water conservation standards

Environmental Division

Services: Environmental compliance, pollution prevention, asbestos/lead/haz material sampling, hazardous waste management, recycling and reuse program, natural resource management.

Section 2 – How to Get Help from DPW

Operations and Maintenance Division

The maintenance team is made up of professional workers from various trades such as carpentry, plumbing, electrical, HVAC, etc. If you need work completed or have a maintenance issue that needs to be addressed, then you will need to initiate a Demand Maintenance Order. Based on the scope and complexity of the work to be done, the DPW will determine if the work is to be accomplished through a Demand Maintenance Order or a Facilities Work Request, DA Form 4283 (also known as a Project Work Order).

Demand Maintenance Orders

Demand Maintenance Orders (DMOs) are initiated by the following methods:

Demand Maintenance Order (DMO)

Phone: 913-684-5555

Email: usarmy.leavenworth.imcom-west.mbx.leav-dpw-service-orde@mail.mil

In Person: 440 McPherson Ave, Bldg 304 (0700-1600)

DMOs are used for minor facility maintenance and repair work accomplished on Government-owned facilities and equipment. They are limited to \$3000 in cost or forty (40) man-hours of labor. When submitting a DMO, please provide the following information:

1. Clear description of the problem
2. Exact location (building number and room number).
3. Name and phone number of the POC or person familiar with the problem or need
4. Unit or activity

To assist in eliminating the duplication of service requests, it is highly recommended by DPW that larger activities or units have an assigned POC to handle all DMO calls.

Section 2 – How to Get Help from DPW

In case of an emergency, after normal duty hours, the Customer Service Phone (913-684-5555) is transferred to the Department of Emergency Services (DES). The phone line is equipped with a call sequencing system mechanism. If both customer service lines are busy, then you will receive a recording advising you to hold, and that the customer service clerk will assist you as soon as he or she is available.

Demand Maintenance Order Priorities

DMO priorities are established by the DPW and will be accomplished based upon the following priority system:

Emergency (Priority 1):

Emergency work takes priority over all work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency. Usually, work will be classified as emergency when it consists of correcting failures/problems, which constitute an immediate danger to life, health, mission, security or property. Examples include: overflowing drains, broken water or steam pipes, and power failures, broken electrical components which may cause fire or shock, and stopped up commodes when only one is available for use). Normal response to emergency work is within 30 minutes during normal business hours and 2 hours after hours. Once started, work will continue until completed or until temporary repair is made.

Urgent (Priority 2):

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and hot water supply outages, or air conditioning system failures. As a general rule, the DPW will make every effort to accomplish all urgent work within 7 working days of receipt of the request.

Routine (Priority 3):

Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue to be an inconvenient or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Every effort will be made to respond to and complete routine work within 30 days.

Demand Maintenance Orders Converted to Project Work Orders

Most of our service calls constitute small-scale maintenance requests; however, if the work is determined to cost more than \$3000 or require more than 40 man-hours of labor, then the work must be converted to a work order. This means that a Facilities Engineering Work Request (DA Form 4283) must be completed and a project will be developed to complete the work if approved.

Section 2 – How to Get Help from DPW

It is often difficult to determine if an item of work should be a DMO or a Project Work Order before the official estimate is completed. The DPW staff can assist with this, since we have experience from past projects. DMOs are also converted to PWOs if the item of work requested is not maintenance or repair of a facility which DPW is responsible to maintain or if the requesting organization intends to fund the work.

Refuse Removal

Removal of recyclables and salvageable items, municipal solid waste, and construction/demolition debris is completed via a service contract on Fort Leavenworth. If your dumpster is full and needs dumping, or you need to request a refuse container, please email the general refuse email at

usarmy.leavenworth.imcom-west.mbx.leav-refuse-collection@mail.mil

Grass Cutting and Grounds Maintenance

DPW is responsible for grass cutting and grounds maintenance on the installation for all areas except the housing and DFMWR areas. **Building occupants are responsible for pruning, watering and caring for shrubs and flowers. Occupants are also responsible for keeping flowerbeds clean.** Building occupants are authorized to use their GPC to purchase rakes, pruners and brooms needed to maintain their buildings.

Snow Removal

The DPW road maintenance crew is responsible for removing snow from all roadways and parking lots on the installation. Snow clearing and removal operations will begin once snow accumulations reach 2 inches and snow continues to fall during normal duty hours. The order of operations is based on a snow removal SOP which prioritizes roadways and parking lots. The DPW will schedule parking lot snow removal and provide notification to building tenants when vehicles will need to be moved. Snow removal operations for after hours, weekends, and federal holidays will be determined by the Directorate of Public Works.

Building occupants are responsible for clearing steps and sidewalks of snow and ice.

This would include all walks around the building/facility and all entryways. The DPW will maintain the public use sidewalks that run parallel to the streets. Building occupants are authorized to use their GPC to purchase snow shovels as needed to maintain their buildings. Calcium Chloride, ice control pellets, is available in 50 pound bags for building occupants. Bags can be picked up during the winter season, from 0800-1400, at the DPW Roads and Grounds Tool room located in the center of Building 237 at 735 West Warehouse Road.

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Utility Locates

Before Digging the following **two** requirements are necessary:

1. Do a Kansas One Call -- Dial 811 a few days prior to digging. Additional information is available on line at <http://www.call811.com/default.aspx>
2. You must also obtain an excavation/dig permit from DPW prior to any excavation/digging. DPW will review and approve all requests for excavation/digging submitted by the activity performing the work within 7 working days from the date of receipt. DPW will review site plans for the area of excavation to assure that any existing utility lines or other underground systems will not be damaged during excavation.

A Utility Locate Request can be obtained by calling 684-8928.

The customer is responsible for initiating the excavation permit and obtaining all necessary approvals.

Pest Control Service

Call 684-5555 to report pest problems and initiate an order. Pest Management in the housing areas is handled by MMH.

Work Evaluation

The DPW reviews the performance of work accomplished by our professionals. Whenever we do any work for you, we would greatly appreciate your feedback. Feedback can be completed by contacting DPW or by completing an ICE comment. To complete an ICE comment, please visit the website below. You can either cut and paste the link or click on the ICE logo.



https://ice.disa.mil/index.cfm?fa=card&sp=95717&s=445&dep=*DoD&sc=5

Engineering

The Engineering Division is responsible for providing engineering support for maintenance and repair of all infrastructures on the installation. This usually means that the Engineering Division works on larger scale projects that require engineering expertise. All new construction on the installation must be coordinated through the Engineering Division. This work is done through Project Work Orders.

Section 2 – How to Get Help from DPW

Project Work Orders

Maintenance, repair and construction work that exceeds \$3000 in cost or requires over 40 man-hours and all new work is completed with a Project Work Order or a Facility Engineering Work Request (DA Form 4283). A copy of the form can be seen below.

There are four types of work requests that can be submitted on a DA Form 4283. They are as follows:

Maintenance:

This is work that is required to preserve and maintain a real property facility in such condition that it may be used effectively for its designated functional purpose. Maintenance includes work done to prevent damage which would be more costly to restore than to prevent. Maintenance includes work to sustain components. Examples include: renewal of disposable filters, painting, caulking, refastening of loose siding, and sealing bituminous pavements. See (AR 420-1).

Repair:

This is work that is required for restoration of a real property facility (RPF) to such condition that it may be used effectively for its designated functional purpose. Correction of deficiencies in failed or failing components of existing facilities or systems to meet current Army 504 AR 420-1 • 12 February 2008 standards and codes where such work, for reasons of economy, should be done concurrently with restoration of failed or failing components. A utility system or component may be considered “failing” if it is energy inefficient or technologically obsolete. (AR 420-1). This work is classified as “K” work.

New work:

Work which results in the creation of an addition to an existing facility, or of a building component or system which did not exist prior to the work, irrespective of whether the work is funded from a construction or an operation and maintenance (O&M) account (CAC & FT LVN Reg 420-17). This work is classified as “L” work.

Equipment-in-place (EIP):

Equipment that is required to support the specific, unique mission of a particular activity, classified as a property book accountability item which is hand receipted to an activity and would move with that activity should it relocate to another building. The functional activity is responsible for funding the installation (including whatever facility modifications are required, if any) and annual maintenance and repair thereafter for all their EIP. This work is classified as “M” work and has no funding limitations. **DPW is no longer funded to perform EIP projects.**

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If the project is for equipment that does not require any changes to the building such as moving or installing walls, electrical power, communication lines or HVAC, then you do not need to coordinate with DPW.

Methods of Accomplishment

Projects initiated on a DA 4283 can be accomplished via credit card, simplified acquisition, major contract, and job order contracting. The DPW in-house work force is primarily focused on performing demand maintenance order scope requirements and no longer performs work on a DA Form 4283.

The DPW Engineering Division will determine the best method for accomplishing a project based on the estimated cost, complexity of the project, time needed to prepare a statement of work which may involve engineering design time and available staff. Projects will be prioritized to be worked on based on when they are needed.

Any construction that affects the real property must be approved by DPW on a DA Form 4283. All construction must also meet the requirements of the Installation Design Guide (IDG). All IJOs are presented to the Work Control Board (WCB) for approval. These work requests require the submission of a DA for 4283. See the BOID section for details on how to submit a DA Form 4283.

Change Orders

Once the contract has begun, it is too late for the customer to provide input or make changes. Any changes to the design of a project after contract award are called change orders and have proven to be very costly at this installation. Only unforeseen site conditions justify changes after award. It is imperative that the customer attend design review meetings and provide input to the engineers during project development before the contract is awarded.

Who Pays; The DPW or the Customer?

This is a critical question. In the majority of cases, the DPW is responsible for funding most of the routine maintenance, repair, and minor construction for all Fort Leavenworth assigned Real Property. However, there are exceptions, and they have to be addressed on a case by case basis. In addition, there are various customers (i.e. units, activities, directorates) that are required by law or official directives to fund work when requesting the DPW to perform it for them. These customers have been officially designated as “Reimbursable Customers.”

As a rule of thumb, work to maintain or repair existing real property is funded with Sustainment, Restoration, and Modernization (SRM) dollars. Real property consists of land, buildings and facilities, which include improvements, additions, and the utilities that support them. It includes equipment built into the facility (such as HVAC systems), but not mobile equipment (such as dining facility equipment, ice machines, etc).

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Tenant organizations can fund projects not funded with SRM dollars. All work must be coordinated with and approved by the DPW regardless of the source of the funds or method of accomplishment. This ensures that all maintenance, repair, and construction are in accordance with the installation's real property management plans. They also ensure that work accomplished does not violate federal or state laws; DOD or Army Regulations; building and construction codes, standard and criteria; installation facility standards; or exceed any local utility infrastructure capabilities.

To prevent any misunderstandings and delays, it is highly recommended that one of the first steps in your request for DPW support is to determine who will pay.

Funding Individual Job Orders-- Summary

IJOs can be done via three different courses of action depending upon the funding stream:

1. Funds: DPW Work Management: DPW

The 4283 can be submitted requesting that DPW do the work and provide the funding. Your request will be presented at the Work Control Board (WCB) for approval. If approved, the project will be prioritized with all other requests on post. DPW tries to meet the needs of our customers; unfortunately, we have a limited budget to meet all the requests of our customers.

2. Funds: Activity Work Management: DPW

If the activity is willing to pay but the work requires an engineer's design/ oversight then a DA form 4283 should be submitted stating that the activity is willing to fund the project, but engineer assistance is needed. When the project is ready to go to contract, DPW BOD coordinates with the activities' budget section to fund the project in GFEBs.

The most important key to being a satisfied DPW customer is to get the DPW involved as early as possible in any plans that will require our support in order to make your plans successful.

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3. Funds: Activity Work Management: Activity

If the activity is willing to incur the cost of the project and both design and manage the work; a DA form 4283 should be submitted stating that you are requesting proprietary approval (PA). An activity could request proprietary approval in conjunction with EIP related projects, maintenance/repair and new work projects, when a time factor is present. The PA request also requires that you provide statement of work, copies of drawings and a copy of the estimated cost. If a PA is given by DPW the activity is responsible to get the work done, but coordination with DPW for an inspection is required. Also the activity is required to provide DPW's Real Property with final costs and drawing. This is done for small jobs that do not require an engineer's expertise.

Proprietary Approval

Proprietary approvals will be granted for small self-help (requiring minimum technical expertise) projects. Exceptions will be granted to those tenant organizations that have the capability of obtaining design and procurement services through their headquarters, their own contracting authority, or have technically qualified individuals to perform the work (i.e., NAF, HSC, AAFES, DECA, etc.)

Proprietary approvals are a requirement for all Units, Activities, and Directorates located at Fort Leavenworth to obtain approval from the DPW *prior to initiation* of any maintenance, repair, or construction work that you wish to accomplish as either self-help or by contract without obtaining the assistance of a DPW Engineer to write the Statement of Work (SOW) for them.

Proprietary approvals will also required prior to the purchasing of any equipment that needs site approval, structural modifications to a facility, or facility support such as connections to utilities.

Obtaining proprietary approvals, as outlined below, will minimize any problems in the accomplishment of your project. It will help, you the customer, to meet your mission requirements in a timely manner and ensure that the DPW can support your project/equipment after project completion and or installation of your equipment. See the BOID for how to process a proprietary approval.

Contract Management

The contract management team is made up of Contracting Officer's Representatives and Quality Assurance Evaluators who oversee the construction and service contracts for the Garrison. They are the DPW construction and contracting experts, and they ensure that the contractors are providing the government what is required by the contract. If you have questions or concerns about a project that is in progress, then please contact our contract management team.

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Do not give any instructions directly to a contractor or you or your organization could be held financially liable for any associated costs!

Business Operations and Integration Division (BOID)

The BOID maintains DD Form 577 information identifying the authorized requestor and POCs for each unit / activity or directorate for all DA Form 4283, Facilities Engineering Work Requests. The BOID also assists DPW customer with DA 4283, Work Request, processing (also known as an IJO). Coordination for ceremony support from DPW is also done through the BOID. The BOID also is lead on the customer ratings of buildings for ISR inspections.

BOID Email

`usarmy.leavenworth.imcom-central.mbx.dpw-boid@mail.mil`

DA Form 4283 Signature Authority

The DPW requires all organizations on Fort Leavenworth to identify the primary and alternate Points of Contacts and Authorized Requestors to serve as Signature Authority on DA Form 4283, Facilities Engineering Work Request. This is done using a DD Form 577, Appointment/Termination Record; see directions below. Failure to provide appointees, will delay the processing of an activities work requests.

DD Form 577 will be completed by the Director, Commander, or Appointing Authority. The building Point of Contact and Authorized Requestor should **not** be the same appointee.

Provide the following information on the form:

Section 1 - From: Commander/Appointing Authority

1. Name: Director or Commander
2. Title: Title of Director, Commander, or Appointing Authority
3. DoD Component/Organization: Directorate/Section or Unit

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4. Date: Date of Completion
5. Signature: Director/Commander

Section 2 - To: Appointee

6. Name: Appointee
7. SSN: Leave Blank
8. Title: Title of Appointee
9. DoD Component/Organization: Tenant/Section or Unit
10. Address: Organization Address
11. Telephone Number: Organization Office Number
12. Effective Date of Appointment: YYYY/MM/DD (Beginning of each Fiscal Year)
13. Position of Which Appointed: Leave Blank
14. Appointed Responsibility: Specify Primary or Alternate
 - a. Point of Contact - Responsible for submitting and tracking all DA Form 4283s leaving your office.
 - b. Authorized Requestor - Responsible for signing all DA Form 4283s submitted to DPW.
15. Leave Blank

Section 3 - Acknowledgement of Appointment

16. Printed Name: Print/Type Appointee Name
17. Signature: Actual Appointee Signature

Section 4 - Termination of Appointment

18. Effective Date of Termination: YYYY/MM/DD (Effective date of Calendar Year)
19. Appointee Initials: Initials
20. Name of Commander/Appointing Authority: Print/Type Name
21. Title: Title of Director, Commander or Appointing Authority
22. Signature: Actual Director/Commander Signature

Submitting DA 4283

Complete Part A of the DA Form 4283, Facilities Engineering Work Request, using the requestor instructions on page two. Clearly state the work you need done in the description block of the DA Form 4283. This is important otherwise, misunderstandings can result, and your work may be unnecessarily delayed. Please clearly state your requirements as well as other pertinent information, such as whether you plan to pay for the work, if you plan to do the work as self-help, and if there are any time constraints that we need to be aware of. Within the

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description also includes the justification for the work being requested. Also include drawings, maps and /or pictures so we can accurately interpret your request. If you are unsure of the extent of the problem, or if you need preliminary cost estimates for budgetary purposes, then indicate this on the DA 4283 and someone from DPW will contact you. We will be more than happy to have appropriate engineer come out and assist with completing your description.

When a regulation, policy letter or safety requirement is the justification for the requested work, please attach a copy to the work request.

Fort Leavenworth Work Request Process

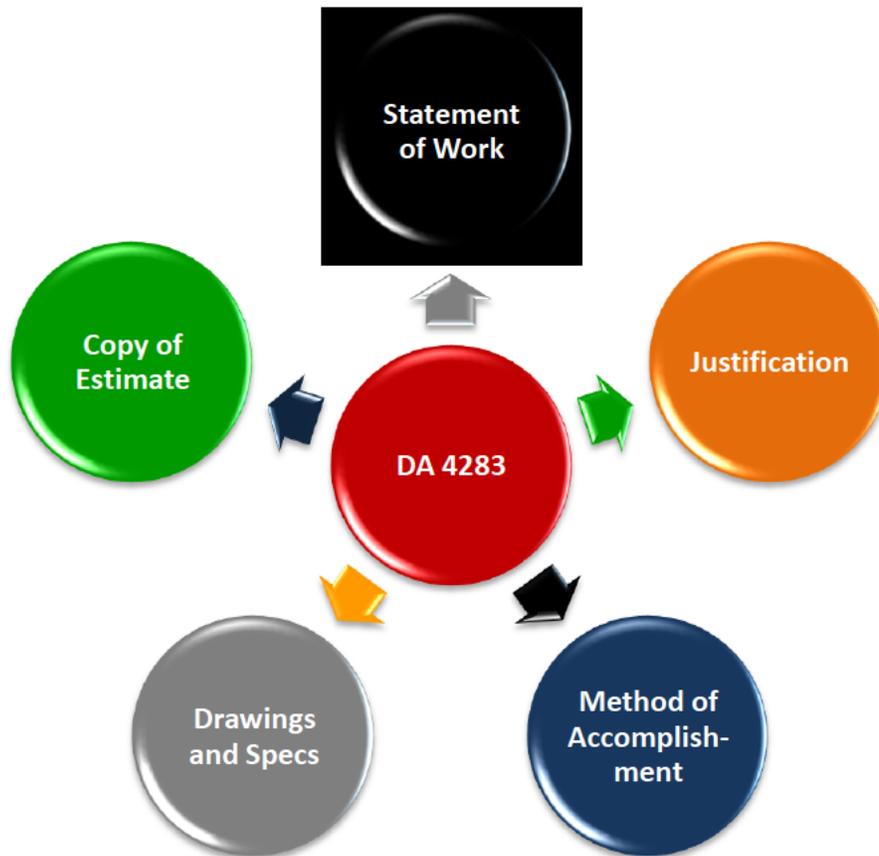
The submission process is outlined below.

1. The organization requesting the work completes the DA Form 4283 and submits a signed copy to DPW via email. The form is submitted to the BOID e-mail. The DA Form 4283 must be signed by an authorized requestor according to who is on file with the BOID.
2. Requests are presented at the monthly Work Control Board for approval. Customer should plan to attend to clarify the request requirements.
3. If approved the IJO will be sent to the appropriate division to scope the work.
4. The customers' requests are prioritized. Unfortunately, DPW is never able to funds all requests submitted; we do our very best to balance our customer needs with the building sustainment requirements.

How to Request Proprietary Approval

Requests for Proprietary Approvals for design, construction, or self-help projects will be forwarded to Customer Service, Work Management, and Business Operations Integration Division for processing. All requests for Proprietary Approval must be submitted to DPW on a Facilities Engineering Work Request (DA Form 4283). Prior to a customer forwarding a project to MICC for acquisition, the DPW must provide Proprietary Approval. In addition to the approval, the DPW may impose limitations or revised specifications for construction and inspection which will be stated as part of approval stipulation.

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The DA Form 4283 should be accompanied by a complete statement of work, justification and proposed method of accomplishment (self-help, troop, contracts, etc.), copies of all drawings, specifications, catalog cuts, and any other documentation unique to the project. A cost estimate will also need to be included.

Send all information to usarmy.leavenworth.imcom-central.mbx.dpw-boid@mail.mil.

Master Planning

Master Planning is responsible for the short term and long term planning on the installation. This is accomplished through the maintenance of Fort Leavenworth's Installation Real Property Master Plan (RPMP). The Master Plan identifies planned future development of land, facilities, and infrastructure on the installation. On Fort Leavenworth, Master Planning pursues various programs which can potentially resource CAC projects (MILCON).

Space Requirements

Master Planning determines proper space utilization through performing facility utilization surveys. To identify space shortage in real property facilities or request space on the utilization, you need to contact Real Property at 684-8938/8939.

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Geographic Information Systems (GIS)

The DPW has staff that maintains and updates a robust Geographic Information System that is used to keep track of the location data for most everything that is outside the building footprints on post. From this data the DPW can create high quality mapping products to meet your organizations' spatial visualization needs that can be delivered in virtually any format to suit the customer's needs. These maps can be requested by contacting the Installation Geospatial Information and Services (IGI&S) Manager at 684-8937.

When requesting these products please be prepared to explain the area of interest, the types of features needed to be displayed, and how the product should be delivered. While all efforts are made to make sure this data is accurate and up-to-date, the maps and analysis provided can in no way be substituted for an engineering review or to circumvent the dig permit process for things such as underground utilities.

Relocatable Buildings

Units may not purchase sprung, portable or relocatable buildings without written permission and site approval from the DPW. Such building erected by the user shall be maintained at the user's expense and will not be recorded on the DPW's Real Property account. The user will fund and procure all infrastructure requirements. Adding electricity, heat, or other utilities is not allowed. For additional information, contact the Real Property Section at 684-8938/8939

Historic Preservation

The architecture services provided by the DPW Master Planning Branch ensure the historic resources of Fort Leavenworth are managed for both their historic qualities and fulfill their dual role as vital facilities for the installation. To ensure our historic properties are effectively utilized, the Division provides the following services:

- Review submitted work and service orders to propose effective solutions for any proposed repair or upgrade to a historic structure.
- Provide design guidance for historic properties receiving upgrades and rehabilitation that meet Federal historic preservation laws.
- Provide technical assistance to occupants of historic buildings on care and proper treatments for the historic materials and spaces that make-up the defining features of the historic properties.
- Develop informational and educational history brochures, pamphlets, and multi-media materials to convey the rich history of Fort Leavenworth.
- For additional information, contact the Historic Properties Manager at 684-8940.

The Army will be a national leader in historic preservation through stewardship of our most significant historic properties and protection of the Nation's heritage.

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Housing

The housing office can help you meet your housing needs. Family housing on Fort Leavenworth is privatized, and the house division oversees the privatization of on-post family housing under the Army' Residential Communities Initiative Program. They manage the Single Soldier Quarters program under the Army's First Sergeants Barracks 2020 Program (FSBP). They can also provide a full spectrum of services to military and DOD personnel world-wide

seeking private rental housing options. In addition, the housing office completes various inspections, lease reviews, mediation, policy, education rights and responsibilities counseling database management, annual DoD Basic Allowance for House Survey and inventory analysis.



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Energy Division

The Energy Office ensures compliance with all energy policies and mandate for the installation. The energy office monitors consumption of energy and water, executes building energy audits, provide building analysis for utility consumption and execute public education/awareness programs to maximize the potential for compliance with energy laws and regulations. They also ensure compliance with AR 420-1 for new facilities and ensure all Sustainment Restoration and Modernization (SRM) and MILCON projects comply with Army energy and water conservation standards. Additionally, they determine the utility sales rates for the installation and produce all reimbursable billing and mock billing. Also In Support Of (ISO) Army Directives, the Combined Arms Center and Fort Leavenworth have published the CAC&FTLV Regulation 420-3, Energy Conservation and Security Program.

Building Energy Monitor (BEM) Program

The BEM program bridges the gap between what DPW Energy personnel know about the buildings and their structure, to the missions conducted within them and the functional environment required by the personnel within each location. By having an appointed BEM facilitate Fort Leavenworth's overall energy policy throughout their organization from the inside, the Energy Office is able to have a direct impact on the behavioral contributions applied from within every location. It also affords each activity the opportunity to engage in location-specific assistance for their energy wants and needs, by having personnel familiar with the energy mission, processes, and Energy Office personnel to take action based upon the facility in which they reside and develop acceptable energy conservation measures. The BEMC can be reached at 684-8921.



The aforementioned CAC&FTLV 420-3 provides explicit duty details for all local Senior Command, the DPW, the Energy Division Chief, the Building Energy Monitor Coordinator, the Energy Engineers, and the BEMs. It was developed to ensure a global commitment at every level within each organization to dedicate that even after the BEM has been trained, they are equipped with the tools and allowed to provide all levels of organizational education, leadership by example, and the ability to facilitate the best possible strategy for their specific needs while proving to be good stewards of our energy resources and security.

Garrison Command/Leadership duties include, but are not limited to:

- Implement the Installation Management Command (IMCOM) Community Campaign Plan (IMCCP) and integrate it into Garrison business activities.
- Include energy and water conservation responsibilities in position descriptions of Directors and other positions that impact energy management compliance.

Section 2 – How to Get Help from DPW

- Establish and chair a quarterly Garrison Energy Steering Committee (GESc) composed of garrison Building Energy Monitors (BEM) and organizations from within the garrison Area of Responsibility (AOR), to review energy and water consumption activities, evaluate goals and objectives, and to develop strategies for improvement

All Activity Command/Leadership duties include, but are not limited to:

- Appoint in writing, a BEM IAW CAC and FTLV Regulation 420-3, Energy Conservation and Security Program.
- Ensure that all BEMs in the organization attend the first available BEM training opportunity and annual refreshers as they become necessary.
- Ensure consideration and involvement of appointed BEM at milestone 0 (zero) of any new or ongoing energy related activity, purchases or projects

Energy Chief and BEMC duties include, but are not limited to:

- Develop, maintain and facilitate initial and follow-up training modules for appointing Activity/Unit Leadership in order to assist in making an educated decision regarding potential appointees.
- Provide policy, practice, and purchasing advice and support to BEMs and others assigned with energy and water conservation responsibilities.
- Offer and conduct BEM Site Visits to Activity/Unit facilities to offer perspective on identifying areas of opportunity and provide a hands-on walk-through using the Weekly Checklist Reporting form and process as well as identifying circumstances appropriate for escalation to the Service/Maintenance request process.
- Conduct public outreach activities to raise awareness of energy and water conservation throughout the community.

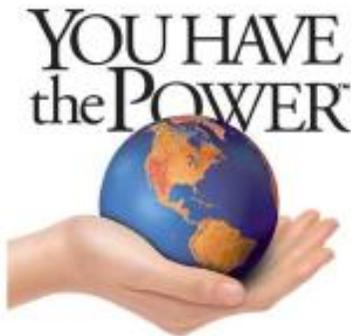
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BEM duties include, but are not limited to:

- Attend earliest possible initial BEM training.
- Conduct Bi-Weekly Checklist Inspections and provide to Building Energy Monitor Coordinator (BEMC).
- Report any energy related outages, leaks, breaks, etc to the Service Order Desk
- Communicate any awareness of areas of opportunity, ideas for improvement, or efforts/accomplishments of personnel to contribute to installation energy conservation to the BEMC.
- Educate all personnel within the appointed area of responsibility on every aspect of the Energy Conservation and Security Program.
- Update your leadership on areas of concern, energy tasks, site visits, or any energy related issues that may adversely affect the organization's mission or energy consumption.
- Act as the liaison between activity personnel and the BEMC and the Energy Office.
- Develop and maintain and internal activity Energy Program, to include all the supporting record material needed for MACOM Energy Audits and next generation BEMs.

Points of Contact:

- Energy Manager/Energy Division Chief, 913-684-8956
- Energy Engineer, 913-684-8954
- Utility Analyst/BEM Coordinator 913-684-8921



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Environmental

The Environmental Office ensures environmental compliance on the installation. The office executes self-inspection and public education/awareness programs to maximize the potential for compliance with environmental laws, regulations, and permits. They manage 14 environmental programs via the Environmental Management System, all the while encouraging and monitoring solid waste reduction and pollution prevention for Fort Leavenworth.

14 Environmental Programs	
Asbestos	Solid Waste Reporting and Reduction
Lead	Hazardous Waste
Storage tanks	Household Hazardous Waste
Restoration	NEPA
Air	Natural Resources
Water	EPCRA
Storm water	Environmental Management System

Hazardous Waste Management

DPW also manages hazardous and universal wastes. If you will be generating hazardous waste, you need to contact the DPW Environmental Office at 684-8975. For hazardous waste service contact the Hazardous Waste Program Manager at 684-8980. Mold and other indoor air quality issues should be referred to MEDDAC Preventative Medicine.

Environmental Sampling

The Environmental Office can perform testing or reference surveys for asbestos, lead-based paint and hazardous material (not including mold). Contact the Environmental Office at 684-8975 for more information.

More Information

You can get more information about the Environmental programs and the Environmental Management System at <https://combinedarmscenter.army.mil/sites/ems/default.aspx>.

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Household Hazardous Waste Recycle and Reuse

The HHW facility will accept any home or personal waste item from residents and employees, such as paint, cleaners, pesticides and fertilizers. If the item has remaining use, then it is placed on the shelf for anyone to pick up for free. If it is true waste, then we will dispose of it properly for you.

Recycling

Fort Leavenworth provides a recycle collection yard on West Warehouse Road for paper, cardboard, mixed cans and plastics, glass, scrap metal (non-government), batteries, printer/toner cartridges, electronic waste and eye glasses. Additionally, there are several recycle dumpsters across post that accepts mixed recyclables.

Section 3 – Other Information

Section 3 - Other Information

In addition to providing maintenance and repair of facilities and the services listed in this handbook, the DPW is frequently asked about other work items. Here is some additional information.

Fire Extinguishers

DPW does not exchange used fire extinguishers. When the DPW turns over a new or renovated building, all fire extinguishers are provided.

Keys and Locks

Key control is a unit responsibility. Units should have a sufficient number of keys signed out to users and one additional key in their key box. That way, only a key broken off in the lock is an emergency. If a person or Soldier misplaces a key or loses it, the DPW will not respond to this as a Priority 1 Service Order. Re-keying multiple locks due to lack of key control is not an urgent priority.

Neglect and Abuse

Equipment or facilities damaged through neglect or abuse will be brought to the attention of the unit Commander. Those responsible for the neglect or abuse may be held financially responsible.

Signs

All sign requests must be submitted on a DA Form 4283, with a typed attachment showing the correct wording/spelling you want on the sign. The DPW is responsible for Real Property signs (i.e. street signs, permanent directional signs, safety signs, building and unit identification signs, exterior hours of operations signs, and name signs for Brigade and Battalion Commanders and their Command Sergeant Majors).

All Real Property signs will be made in accordance with the Installation Design Guide. For any exterior signs for a facility that will impact the appearance of the installation, you must submit a DA Form 4283 to the DPW for Proprietary Approval before you can make or purchase these signs, including electric marquees.

The DPW does **NOT** provide signs for events, deployments, exercises, internal policies and procedures, motivational signs, or other name signs. All name signs will follow the same format as the Brigade name signs. You must procure these signs with your unit funds. Installation appearance is important! One way of keeping our installation nice is avoiding sign clutter. Whenever possible, use pavement markings instead of signs.

Section 3 – Other Information

Smoke Detectors

You may **not** remove or damage smoke detectors. Unauthorized tampering or removal of smoke detectors will be brought to the attention of the unit Commander.

Telephone

DPW does not handle telephone services. For official government telephone services in your office, contact your unit Telephone Control Officer (TCO), and he/she will submit the request to the Network Enterprise Center (NEC). Your TCO through the NEC will assist you with your requirements.

Transportation Requirements

The DPW is **not** responsible for providing transportation. For transportation needs please contact the Director of Logistics.

Fort Leavenworth Schools

Fort Leavenworth schools are owned by USD 207 who is responsible for funding for all facilities engineering work performed on their facilities or assigned grounds.