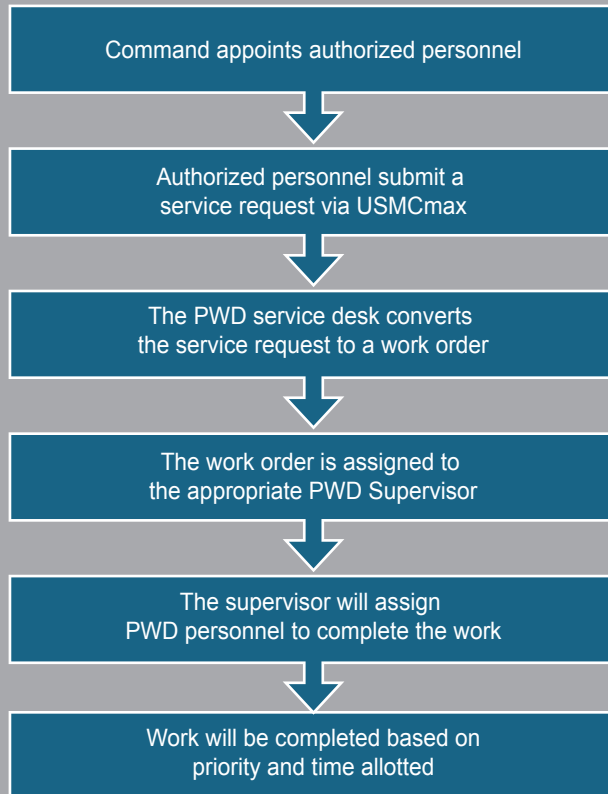


## PWD SERVICE REQUEST PROCESS



## PWD SELF-HELP PROGRAM

Self-Help is limited to those types of tasks normally undertaken by prudent tenants, using minimum craft skills and simple hand tools. Materials for these efforts will be requested via service request to PWD. Training will be provided upon request.

### ***PWD will supply:***

- Restroom fixtures
- Paint
- Minor repair parts
- Light bulbs

For more information on the Self-Help Program, please visit our website and download the PWD Instruction Manual.

## SERVICE DESK

- 24/7 phone number: **760-830-6271**
- Normal business hours: 0730 to 1600
- Located in building 1130 on 1st & Brown

### Emergency Service Call

- Response approximately within 1 hour, completion within 24 hours.
- Situations which require immediate attention to:
  - ◇ Prevent loss or damage to government property
  - ◇ Restore essential services that have been disrupted
  - ◇ Eliminate hazard to personnel
  - ◇ Restore essential operational capability

### Urgent Service Call

- Situations which do not require immediate action but extended delays of repair could result in damage to government property, or could affect security, health, well-being of personnel or interruption of service.
- Completion time within 5 working days.

### Routine Service Call

- Situations that do not qualify as emergency or urgent, but still need to be corrected to maintain the agreed-upon facility condition.
- Completion time within 30 calendar days.

### After-hours EMERGENCY Calls

- **FACILITIES EMERGENCY CALLS ONLY!**
- After 1600 or before 0730 M-F, weekends and holidays (We still work when you don't!)
- After-hours phones: **760-830-6271**
- For all other emergencies, please call **911** or **760-830-3333**



*This brochure was printed on 100% recycled paper using soy ink.*



**MAGTFTC, MCAGCC G-4  
PUBLIC WORKS DIVISION**

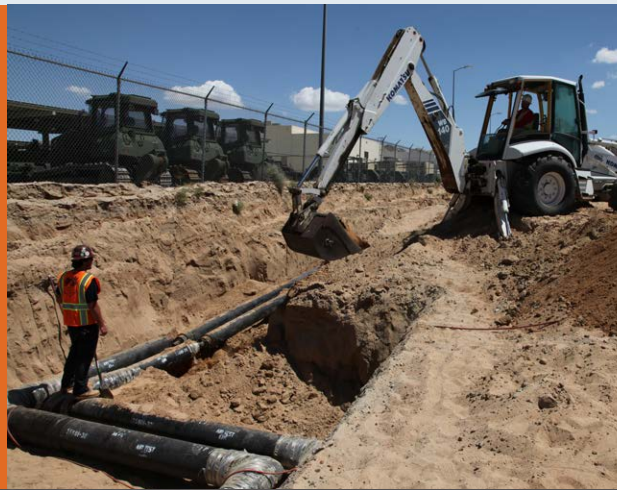


## ORGANIZATION

The Public Works Officer (PWO), head of the PWD, controls all planning, coordination and supervision of facilities acquisition management, sustainment, restoration and modernization, and providing all utility services to facilities. All space planning, construction, repair, alterations, site approvals and dig permits must be approved by PWD prior to work starting. Involving PWD early in the planning process is the key to successful project accomplishment.

## PWD MISSION

Our primary mission is to support the warfighter through reliable infrastructure, facilities and utilities.



## FACILITIES MAINTENANCE BRANCH

- Is responsible for facilities critical to installation operations and quality of life. Services are highly visible and have an immediate and daily impact upon clients and their critical missions.

### Facilities Shop

- Maintains all plumbing, doors, windows, floors, natural gas, boilers and air compressors.
- Manufactures signs on a reimbursable basis.
- Base locksmiths make new keys and locks, and unlock locked doors.

### HVAC Shop

- Maintains and repairs heating and air conditioning units for facilities.

### Electrical Shop

- Electrical maintenance for all of MCAGCC, including traffic lights and high-voltage lines.

### Roads and Grounds Shop

- Maintains the roads and fences around the base.
- Delivers all fuel and controls heavy equipment.
- Maintains the portable stage available for command events.

## RESOURCE MANAGEMENT BRANCH

- Responsible for financial and fiscal management at PWD.
- Purchases supplies and materials for FMB to repair and maintain facilities.



## DEFINITIONS

**Facilities Management Specialist** — PWD personnel who interact with customers about their facility requirements.

**USMCmax** — Computer program into which authorized customers input service requests for processing as work orders at PWD.

**Service request** — A customer request from an organization for minor and major repairs, replacement, new construction, contract support services and renovation of facilities or infrastructure.

## ASSET MANAGEMENT BRANCH

- Facilities Management Specialists serve as liaisons between base customers and PWD, which leads to planning and development of construction projects.
- Validates customer requirements utilizing work orders submitted via USMCmax.

### Geospatial Information & Services (GIS)

- Develops maps of any location in direct support for Marine Corps training. Visit PWD's website to request a map.

## OPERATIONS BRANCH

- Processes all customer requirements through USMCmax work orders.
- Service desk serves as the customer service center for PWD, which includes received incoming calls and providing USMCmax work order status.
- Production controller serves as PWD's customer liaison, facilitates workflow and assists customers with USMCmax-related questions.
- Manages projects with PWD's local budget.

## UTILITIES BRANCH

- Responsible for production and distribution of all utilities aboard MCAGCC: Electricity, potable, potable water wastewater collection and treatment, centrally generated heating and hot water and centrally chilled water for cooling.
- Responsible for managing energy usage and spending aboard the installation.

## FEAD BRANCH

- FEAD is responsible for acquisition planning and contract administration of construction and service contracts from design to delivery.

### Acquisition

- Solicits and awards contracts for construction, repair and maintenance with contractors.
- Monitors and manages ongoing construction projects.

### Engineering

- Project package development — When a work request is initiated into the PWD's work induction system (WIS).
- Design management and Request for Proposal (RFP) preparation — An RFP for design build (DB) design-bid-build (DBB) contract vehicles can be prepared in-house with qualified design engineers and engineering technicians.
- Engineering consultations, support, design, technical competency — The NAVFAC/FEC IPT typically is the PWD reach-back resource for engineering consultations and design technical competency.

### Facilities Service Contracts

- Provides contract surveillance/oversight when utilizing the private sector to provide services that are not inherently government in nature.

Please visit us at our website for more information and to download the PWD Instruction Manual:

<http://www.29palms.marines.mil/Staff/G4-Installations-and-Logistics/Public-Works/>