



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
BEAUFORT, SOUTH CAROLINA 29904-5001

IN REPLY REFER TO:
ASO 11014.8H
S-4

AUG 18 2020

AIR STATION ORDER 11014.8H

From: Commanding Officer
To: Distribution List

Subj: PROCEDURES FOR AFTER-HOURS FACILITY MAINTENANCE

Encl: (1) After-Hours Facility Maintenance Procedures
(2) After-Hours BEQ Lock-Out Procedures
(3) Emergency Facility Issue Examples
(4) Public Works After-Hours Contact List

1. Purpose. To provide guidance for handling facility maintenance issues outside of normal working hours aboard Marine Corps Air Station (MCAS) Beaufort.

2. Cancellation. ASO 11014.8G.

3. Information

a. Facility maintenance aboard MCAS Beaufort is performed by contract. The facility maintenance contractor is required to provide a local telephone number that is answered 24 hours a day, seven days a week. A maintenance contract supervisor staffs the after-hours phone and will dispatch a technician for emergency work requirements.

b. During normal working hours (Monday through Friday, 0730 through 1600), facility maintenance issues are received by the contractor's work reception desk at (843) 228-7527.

c. Outside of normal working hours, facility maintenance issues are still reported to the contractor's work reception desk. However, the call will be automatically forwarded to the on-call contract maintenance supervisor's cell phone.

d. In the event that a facility maintenance issue is reported to the Station Duty Officer (SDO) at (843) 228-7121, the SDO will follow the procedures outlined in the enclosures.

4. Action

a. Logistics Officer

(1) Ensure the facility maintenance contractor has established procedures to receive all after-hours facility maintenance issues.

(2) Ensure the SDO calls contract maintenance personnel for emergency situations only, or as the Public Works Officer (PWO) directs.

(3) Ensure the enclosures are filed in the duty turnover binder.

(4) Ensure the PWO or a Public Works Supervisor responds to major emergencies when notified by the SDO.

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(6) Resolve any coordination or non-response issues reported by the SDO by tenant commands or other parties.

b. Station Duty Officer

(1) Using enclosure (4), contact PW if unable to determine whether a facility issue is severe enough to be an emergency.

(2) Notify the PWO of all severe facility maintenance emergencies.


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After-Hours Facility Maintenance Procedures

When the SDO receives a call regarding an after-hours facility maintenance issue, the SDO shall:

Step 1: Record the time, caller's name, caller's phone number, location of the issue, and a thorough description of the issue in the SDO logbook. DO NOT HANG UP.

Step 2: Determine who is responsible for the issue:

a. If the issue is located inside a housing residence at Laurel Bay, and the issue only affects one house, instruct the caller to contact Tri-Command Communities' Maintenance at (877) 509-2424. Record the action taken in the SDO logbook.

b. All other issues are the responsibility of the Air Station.

Step 3: Determine if the issue is a Marine locked-out of their Bachelor Enlisted Quarters (BEQ) room (use enclosure (2)) or if it is a maintenance emergency (use enclosure (3)):

a. If the issue is an emergency, inform the caller that you will be contacting contract maintenance personnel. Hang up and immediately dial 228-7527. Identify yourself to the contract maintenance person and relay the information you have received. Respectfully ask for a call back when the emergency has been resolved. If you get a recording when you dial the number, leave a detailed message, and then call (843) 812-5223.

b. If you are in any way unsure whether the issue is an emergency, inform the caller that you will seek guidance and call them back. Begin calling the numbers listed in enclosure (4), starting with Maintenance Control. Record their instructions in the SDO logbook, follow those instructions, then recall the original caller back and inform them of the outcome.

c. If the issue is not an emergency, instruct the caller to contact the PW reception desk (228-7257) during normal working hours. Record the action taken in the SDO logbook.

Enclosure (1)

After-Hours BEQ Lock-Out Procedures

Step 1: If a barracks Marine gets locked out of his/her room:

a. The Marine must report to his/her respective barracks duty noncommissioned officer (DNCO) to gain access to the room using their master swipe card.

b. The DNCO will instruct the Marine to report the discrepancy to the BEQ Office the next business day.

c. Make an entry in the DNCO logbook.

Step 2: If the master swipe card does not work:

a. The DNCO must call the SDO at 228-7121.

b. The SDO will let the Marine into his/her room using the barracks master hard key, and call the after-hours emergency maintenance number (228-7527) to report the discrepancy.

c. The SDO will instruct the Marine to report the discrepancy to the BEQ Office during the next business day.

d. Make an entry in the DNCO and SDO logbooks.

The only time the SDO should be contacted is in the event the lock on the door fails to open after the barracks duty has tried the master swipe key.

For assistance during normal business hours, contact the BEQ Office at 228-6205/7217/6905/7990.

For any questions or concerns, contact the MCAS BEQ Manager, Mrs. Shawn Dimauro at 228-7217 or shawn.dimauro@usmc.mil.

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Emergency Facility Issues Examples

1. Laurel Bay Infrastructure (houses): Loss of utility services to multiple houses in the same area (i.e., a cluster of power outages or sewage backing up into houses along the same street).
2. Laurel Bay/MCAS Beaufort/Townsend Bombing Range Infrastructure (7-Day store, schools, youth center, swimming pool, waste water treatment plant, sewage mains, water mains, water tower, or electrical distribution):
 - a. Broken water pipes.
 - b. Overflowing drains or toilets that cannot be stopped.
 - c. Gas leaks outside (person calling should call 911).
 - d. Electrical service failure, electrical outages, issues with the electrical distribution service, or broken electrical components that may cause fire or shock to persons.
 - e. Failure of a heating unit when temperatures are below 50 degrees.
 - f. Failure of an air conditioning unit when temperatures are above 90 degrees.
 - g. Failure of a heating or air conditioning unit in any BEQ or Bachelor Officer Quarters (BOQ).
 - h. Failure of a heating or air conditioning in Mess Hall.
 - i. Failure of a heating or air conditioning unit in Chapel over the weekend.
 - j. Loss of hot water in any BEQ, BOQ, or temporary lodging facility.
 - k. Loss of steam, any water outages, or sewage drainage issues in the Mess Hall.
 - l. Boiler failures during hours of operation at the clubs.
 - m. Spills that enter storm drains, ditches, or creeks that cannot be contained or cleaned up using basic control measures by the unit responsible for the spill.
 - n. Repairs to equipment essential to the mission of the Air Station, such as failure of the airfield lighting service during airfield operating hours. Air Operations will determine whether or not lights are necessary.
 - o. Any facilities condition that prevents unrestricted aircraft movement in or out of the hangar or airfield.
 - p. Any condition that impacts Air Traffic Control's mission (utilities, heating, ventilation, air conditioning, unexpected power outages).
3. If you have any questions regarding whether or not the facility issue is an emergency, contact PW from the contact list in enclosure (4).

Enclosure (3)

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Public Works After-Hours Contact List

For PW assistance, call in the following order:

1. Maintenance Control Supervisor (Cell): (843) 321-6720.
2. Deputy PW Officer (Cell): (843) 812-6623.
3. PW Officer (Cell): (843) 476-6587.

Enclosure (4)