

**11 JUNE 1999**

**Civil Engineer**



**FACILITY MANAGER'S PROGRAM**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements AFPD 32-90, *Real Property Management*, and was compiled to assist the facility manager in managing the Air Force facilities located on Elmendorf AFB. The facility manager is the key to effective management for repairs, use and care of facilities, and energy management within the facility and should call the Civil Engineer (CE) Customer Service Unit for assistance. This instruction also explains the real facility manager's responsibilities and pertinent information regarding procedures and services required to ensure they are met. The facility manager acts as "landlord" of Air Force real property and controls all keys thereto. The facility manager briefs occupants and users on the care, custody, and protection of the facility (including financial liability for loss or damage in excess of fair wear and tear). This instruction is applicable to all facility managers on Elmendorf AFB; however, it does not apply to the US Air Force Reserves or Air National Guard units and members.

**This instruction requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by 10 U.S.C. 8013 Secretary of the Air Force: powers and duties; delegation by AFPD 3290 and E.O. 9397. Privacy Act systems of records notice "F011 AF A-Locator, Registration and Postal Directory Files" applies.**

**1. Appointment:**

1.1. The Base Civil Engineer (BCE) has established the requirement and defined the responsibilities of the facility managers, including instructions for their assignment and relief. The following information should assist you in the performance of your duties as a facility manager:

1.2. Organization commanders are assigned required facilities upon approval of the Base Facilities Board. The commanders assume responsibility for the facilities used by their organization and the real property installed equipment therein. The facility manager, as the commander's representative, should have the authority and ability to perform the responsibilities.

1.3. The organization commander will designate a primary and alternate facility manager for each building assigned to that organization and advise the BCE in writing, of the assignment. Provide names, organization, duty, telephone numbers, and home phone numbers (attachment 1). Send any changes in facility managers in writing to 3 CES/CEOF, 10 days prior to the desired change date. Management support is required to keep facility manager changes to a minimum, since frequent changes adversely affect the level of support provided to the facility. Facility managers should have at least 18 months retainability at the time of appointment to lessen the impact of changes on all affected personnel.

1.4. Where there is more than one organization located in a facility, the major user will assign the primary and alternate facility managers. An assistant facility manager can be appointed in multipurpose facilities for their respective areas if necessary. Assistant facility managers will report problems within their areas to the primary or alternate facility manager. Only the primary or the alternate should initiate or coordinate corrective action through BCE. If you are the facility manager of a tenant organization on your base, the local BCE provides your support. In your case, a copy of the host-tenant agreement with the BCE should be on file in the organization. If you cannot find a copy, call the BCE Real Property section for assistance. The host-tenant agreement will tell you about support you can expect from the civil engineer.

## **2. Duties and Procedures:**

**2.1. Care, Custody, and Protection.** The facility manager, in cooperation with occupants and users of facilities, is responsible for the care, custody, and protection of the assigned real property facility. Ensure every effort is exercised to safeguard the property from damage or loss. The facility manager serves in an administrative and advisory capacity.

2.1.1. Below are some items that fall under the facility manager's areas of responsibility:

2.1.1.1. Replacement of burned out lights that are within 10 feet of the floor. You can procure bulbs and tubes from various sources.

2.1.1.2. Replacement of stained, damaged, or broken ceiling tiles. Tiles can be picked up at the self-help store.

2.1.1.3. Replacement of cracked or broken cover plates for outlets and switches.

2.1.1.4. Painting of offices and halls.

2.1.1.5. Tightening of door hinges, handles or knobs.

2.1.1.6. First attempt to correct minor clogs of toilets, urinals, and sinks prior to calling customer

service. Plungers can be purchased from various sources.

2.1.1.7. Removal of ice and snow from overhangs on one-story facilities and all sidewalks.

2.1.1.8. Replacement of door weather striping, striker plates, sweeps, handles, and stops.

**2.2. Real Property Facility Manager Log.** Facility managers will establish and maintain a folder for each facility to aid in the duties and responsibilities assigned. The folder should include: inspection log; key control log; work requirements log; customer complaint record; appointment letter; work requests; and other information added, as deemed necessary, by the facility manager.

**2.3. Key Control.** Facility managers will ensure strict key control of their facility and establish procedures for turn-in of keys. Establish and maintain a key control log to use as a tool in managing effective key control. Facility managers will repossess all keys from personnel going permanent change of station (PCS), and will hold all keys issued to personnel going on extended leave or on temporary duty (TDY) for over 30 days. All requests for keys will be initiated by the facility manager and forwarded to BCE on an AF Form 332, *Base Civil Engineer Work Request*. An AF Form 332 will include facility number, room number (if applicable), facility manager's duty phone, and complete justification. Replacement keys for other than normal wear and tear will be the monetary responsibility of the individual to whom the keys were issued. The BCE will approve additional keys if justification is sufficient and with an approved request. All requests for master keys require the organization commander's signature.

**2.4. Facility Security.** The facility manager will establish a standard procedure for ensuring their facility is secure from illegal entry. The facility manager will post security rules for the opening and closing of facilities during normal duty hours and for after hours admittance. Facility manager is responsible for all breaches in building security and must take corrective action. Access to all roofs is restricted to 3 CES personnel only. The facility manager must ensure roof access points are secured at all times. Contact customer service to have locks installed.

**2.5. Emergency Conditions.** When emergencies occur, notify CE Customer Service Unit immediately, describing the problem and what interim action is being taken or is required to minimize damage or loss to real property. CE provides 7 day-a-week, 24-hour-a-day emergency service call. During normal duty hours (0715-1615 M-F), call CE Customer Service at extension 3726/7. During nonduty hours, phones are forwarded to the Alarm room at the Fire Department. Only emergencies are responded to during nonduty hours. An emergency is a condition that is, in the judgment of a responsible person, detrimental to the overall base mission, which threatens the life or safety of an individual or causes a major power or utility system failure if correction is not accomplished immediately. Any condition that could result in further damaging a facility may be considered an emergency. Facility managers should be familiar with the location and operation of utility controls so they may be shut off in emergencies. The facility manager should maintain a log with the work order number provided by the facility maintenance controller. Date and time of completion should also be annotated.

**2.6. Maintenance and Repair.** Maintenance and repair requirements will be readily identified by conducting monthly inspections of the assigned facility and its real property installed equipment, with particular attention to doors, windows, glass, lights, plumbing, heating, ventilation and air conditioning equipment, to determine the condition of the property. Annotate required maintenance and repair on AF Form 1219, *BCE Multi-Craft Job Order*. Facilities Maintenance personnel will conduct an inspection every 60 days on high use facilities and semiannually on low use facilities to identify minor maintenance and repair. The facility manager will accompany the Facility Maintenance Supervisor on these inspections.

**2.7. Work Requests.** Work requests are used by commanders to identify major maintenance and repair work; major or minor construction requirements (for example, construct new facility), reimbursable work and services (for example, repairs required due to abuse), alterations and improvements (for example, additional electrical outlets), and sign requirements. When new construction is requested, AF Form 332 should be prepared by occupants and/or users of the building and forwarded to the facility manager for review. After reviewing the request, the facility manager should date and initial in one of the coordination blocks on the AF Form 332. The facility manager should then obtain

the signature of the organization commander or their designated representative (block 13). It's very important the request provide an explicit description of the work to be accomplished (block 9). The justification must be clear, concise, and factual, and include a statement outlining the urgency of need and an impact if the work were not accomplished. Attach any required sketches, plans, and diagrams to the request. All work requests must be coordinated with the Fire Department, Wing Safety, and 3 CES Environmental Flight. At any time a hazard deficiency is quoted such as "fire," "health," or "safety," a copy of that report must be attached with the AF Form 332 at time of submittal. Once completed and coordinated, send or bring all copies to customer service. The request will be reviewed and assigned a work order number. The customer's copy of your AF Form 332 will be returned to you with a work request number annotated (block 4). Keep track of the work request number. After your work request has been reviewed, it will be reviewed by the Work Request Review Board (WRRB) for recommended approval or disapproval. You will receive a letter after your request has met the WRRB on the status of your work.

**2.8. Self-Help.** The Self-Help Store is basically a one-stop store for over-the-counter items. It is primarily for minor maintenance and repair items, such as ceiling tiles, switch plates, paint, solvents, and so forth. To receive permission for "self-help" projects in your building, fill out an AF Form 332. The Self-Help Store has request packages that aid you in meeting the correct coordination procedures. To start processing, take the AF Form 332, signed by your commander, along with required coordination to the Self-Help Store located at Building 5250, extension 5474/3956. Self-Help Store personnel will assist you in acquiring the materials and provide you with technical assistance when required. Self-Help is not normally authorized for electrical, plumbing, heating, or air conditioning work, or for the construction of real property. The facility manager will ensure unauthorized self-help work is not performed within any facility for which they are responsible. Cleaning the self-help area is the responsibility of the facility manager. Do not leave debris for the custodial contractor to clean up.

**2.9. Custodial Services.** This contract is for approved administrative areas to receive janitorial support. Timely and effective custodial services inspections by the facility manager are imperative to ensure all custodial services performed for the organization are accomplished in accordance with custodial services contract (a copy of the appropriate contract documents can be requested from 3 CES/CEOE). Each facility manager must be familiar with the terms of the contract, areas to be serviced, and frequencies of service. It's the duty of the facility manager to ensure all unsatisfactory or incomplete work is documented and reported to 3 CES/CEOE, at extension 9627/5749/5754. You may also fax an AF Form 714, *Customer Complaint Form*, to extension 3270. Any proposed changes to a contract must be sent to us for review, in writing, with at least one month of notice. Should the contractor not perform the work, the facility manager must notify the QAE before 0900 the day after service to ensure a valid complaint can be documented and a possible reperformance accomplished.

**2.10. Refuse Collection.** Each facility manager must familiarize himself with the terms of the contract and frequency schedule. If discrepancies or problems exist, contact 3 CES/CEOE at extension 5749/5754 with the dumpster number, facility number, and nature of problem. Items should not extend out of the dumpster. The contractor will not pick up items not in the dumpster. Hazardous items will not be placed in the dumpster and should be turned into your satellite accumulation point. Recyclable items will not be discarded in the dumpsters. Dumpsters must remain closed at all times.

**2.11. Carpet Installation.** Self-Help is rarely authorized for carpet installation. A carpet installation request must be on AF Form 332 and include a completed carpet package (worksheet and floor plan).

You will be contacted by 3 CES/CEOE for determination of new carpet. Asbestos checks will be required prior to carpet installation.

**2.12. Grounds Maintenance.** As a facility manager, you are responsible for establishing a routine policing, inspecting and maintaining of the grounds 100 feet from your facility or to the nearest natural boundary (road, ditch, forest, and so forth) adjacent to your facility.

2.12.1. All areas maintained will be policed of all paper, bottles, cans, and other debris.

2.12.2. Keep all sidewalks and entryways cleared of snow and ice. Remove snow a minimum of six feet around fire hydrants. Civil engineers will clear parking lots according to the snow removal plan.

2.12.3. For pothole repair, call extension 552-2994/2995.

2.12.4. Landscaping. Minor pruning of brushes and low tree limbs, and installation and maintenance of flowerbeds is required.

2.12.5. Watering. Water lawns and flower beds when dictated by weather conditions. Do not leave hoses out when not watering.

2.12.6. Lawn Maintenance. Fertilize lawns twice a year. Cut and weed eat as necessary to maintain a well-groomed appearance.

2.12.7. Facility managers will maintain tools and equipment such as lawn mowers, weed eaters, hoses and sprinklers for ground maintenance.

**2.13. Fire Prevention.** The facility managers or supervisors should ensure fire prevention orientation and training of assigned personnel is conducted. Supervisors at all levels are accountable for the enforcement of sound fire prevention practices in their work areas. Facility managers must ensure that fire hydrants adjacent to their facility are cleared of snow. Inform the Fire Protection Flight, Technical Services section at extension 2620, if any fire extinguishers are discharged or damaged and report any damage to installed fire protection systems. The facility manager or a designated representative will accompany the fire inspector during the annual fire inspection. An AF Form 218, *Facility Fire Prevention and Protection Record*, is used as a checklist during the inspection. Unit commanders, supervisors, and facility managers must take immediate action to correct fire hazards noted during fire prevention inspections. They must return AF Form 1487, *Fire Prevention Visit Report*, with corrective action taken to the Technical Services section within the time limit established by the Fire Department. Specific guidelines and procedures are contained in 3WI 32-2001, *Fire Prevention Pro-gram*.

**2.14. Lost or Damaged Property as a Result of Negligence :**

2.14.1. If the individual admits liability, a statement of acceptance will be typed in block 27 of the AF Form 332 and signed by the responsible individuals. The AF Form 332 will be immediately forwarded to BCE. CE Customer Service Unit will forward a copy of AF Form 332, cost estimate, and a letter requesting assistance, to the unit commander of the individual responsible for loss, damage, or destruction.

2.14.2. Unit commanders will ensure that a DD Form 1131, *Cash Collection Voucher*, is prepared and payment is effected or a DD Form 200, *Report of Survey*, is initiated prior to the discharge, TDY, or PCS of the responsible individual. BCE will, upon completion of repair or replacement, notify the unit commander in writing of the actual costs so reimbursement can be effected in that

amount. In the event responsible individuals are scheduled for discharge, PCS, or TDY, damages will be collected on estimates provided by CE Customer Service Unit. The unit commander will send a copy of the document showing evidence of reimbursement to CE Customer Service or Financial Management. CE Customer Service Unit will make follow-ups to ensure that losses due to damage or destruction of real property are fully and completely accounted for, either through payment by those responsible, or by relief through Report of Survey action.

2.14.3. Brief all facility occupants on their responsibility for the care, custody, and protection of the property including pecuniary liability for loss and damage in excess of fair wear and tear.

Encourage good housekeeping practices including conservation of utilities and establish procedures to ensure interior and exterior lights are extinguished and the facility is secured when it is unoccupied.

**2.15. Energy Conservation.** The facility managers are the key to an effective energy conservation program. A primary function of the facility manager is energy conservation. With the support of unit commanders, they can ensure the personnel using their facilities do not waste utilities or energy. The responsibilities of the facility manager for the conservation of utilities are defined in attachment 2.

**2.16. Space Management.** When vacating a facility for disposal or other reasons, ensure the facility is left in a clean and orderly condition. The facility manager's duties are formally terminated when the property is completely vacated by the using organization, accepted by the Real Estate Officer as vacant, and all keys turned in. Unit commanders are responsible for ensuring all furniture residue has been turned in to defense reutilization management office (DRMO) prior to termination of facility manager duties.

2.16.1. The facility manager should ensure occupants do not alter the arrangements of, move or remove permanent water, lights, heat, ventilation, air conditioning, plumbing, and related fixtures or other real property installed equipment. Roof access is not authorized unless fully justified and coordinated with the Civil Engineer.

2.16.2. Inform occupants that they are not to tamper with, replace, repair, or adjust electric equipment, including fuses and thermostats, heating and ventilation equipment such as radiators, registers, vents, and blowers.

2.16.3. Mechanical rooms in all facilities are off limits to all non-civil engineer personnel. They are not to be used as storage rooms! Keys to the mechanical room will not be issued to anyone; if your unit has keys to these rooms, return them to your zone foreman. Doors to mechanical rooms will remain locked at all times.

2.16.4. Prior to ordering any new equipment, coordinate AF Form 601, *Equipment Action Request*, or AF Form 2005, *Issue and Turn-in Request*, through BCE. This must be done far enough in advance to allow the technicians opportunity to check the availability of, and schedule, utility connections or disconnections. Too often, equipment on order for several months is not brought to their attention until arrival and requires immediate installation. Without adequate notification, the material required to make utility connections may not be available and the occupants will be deprived of the equipment until the material is bought and work scheduled.

**2.17. Environmental Management.** As the facility manager, you are responsible to report any environmental concerns that arise at your facility. You are also required to have the appropriate supplies

and equipment to clean up a spill. As a good management practice, walk around your facility at least once a week and perform a visual inspection of the facility and surrounding grounds for environmental problems. If you have any questions, contact the Environmental Flight at extension 2829. Awareness is the key to protecting the environment and we are here to assist you.

2.17.1. To assist facility manager with these environmental issues, the Environmental Flight (CEV) developed the following guidelines as a quick reference for facility managers.

2.17.2. All AF Forms 332 will come through CEV. If you think your work will impact the environment, complete AF Form 813, *Request for Environmental Impact Analysis*, and attach it to the AF Form 332.

2.17.3. Some buildings still contain asbestos materials in their structure. These are typically found in mechanical rooms or in floor or ceiling tiles. If these materials are intact, do not disturb them. If you're in doubt, contact CEV at extension 7305.

2.17.4. Paint removal may be a cause of concern if the paint contains lead-based paint. Lead-based paint may not be removed by self-help. Paint applied before 1977 is likely to be lead-based. If in doubt, contact 3 AMDS/SGPB (Bioenvironmental) at extension 4451.

2.17.5. Some older light fixtures have ballasts that may contain polychlorinated biphenyl (PCB) oils. Before you dispose of any of these older ballasts, contact CEV at extension 7305 for proper handling and disposal instructions.

2.17.6. If you are changing out fluorescent light bulbs in your facility, proper disposal is at the TSD facility, Building 4314.

2.17.7. Simple painting or improvement projects can result in unused excess materials. Turn these materials back in for use by someone on another project. If you finish the project with excess open cleaners, solvents, paints and/or adhesives, please look for another self-help project in another squadron to use these materials. Remember, if you use an entire container of paint, allow the empty can to dry completely prior to disposing of the empty can. Once the paint can has dried, it is no longer considered a hazardous waste.

2.17.8. Facility managers must ensure personnel in their facility are aware of the importance of reporting all leaks and/or spills. Each facility's personnel should be familiar with the site-specific spill plan. If a large spill of any substances considered hazardous (fuel, chemicals, and so forth) occurs, notify the fire department immediately by calling 911.

2.17.9. When cleaning up the site after a self-help project, make sure your facility personnel understand proper disposal procedures for the waste material (see attachment 3 for important numbers). Materials such as oil, fuel, paint, and hazardous chemicals do not go in floor drains, sinks, or toilets. Additionally, drains outside of the facilities are for storm water only and hazardous material/waste should not go down these storm drains; intentionally dumping hazardous material/waste in the storm system or dumpster is a crime, for which you can go to jail.

JONATHAN S. GRATION, Colonel, USAF  
Commander

**Attachment 1**

**REAL PROPERTY FACILITY MANAGER UPDATE**

MEMORANDUM FOR 3 CEOF

Date: \_\_\_\_\_

FROM:

SUBJECT: Real Property Facility Manager Update

1. The following Personnel are relieved as Real Property Facility Manager:

**Primary**

Name and grade:

Facility number(s):

**Alternate**

Name and grade:

Facility number(s):

2. The following personnel are assigned as Real Property Facility Managers effective \_\_\_\_\_:

**Primary**

Name, grade, and office symbol:

Facility number(s):

Duty phone:

Home Phone:

**Alternate**

Name, grade, and office symbol:

Facility number(s):

Duty phone:

Home phone:

(Squadron Commander)

**Privacy Act Statement**

**Authority:** Title U.S.C. 8013, Secretary of the Air Force: powers and duties; delegated by WI 32-9001 and E.O. **Purpose:** Principle purpose of data collection is to positively identify managers responsible for tangible assets and provide current locator with off-duty contact. **Routine Uses:** In addition to those disclosures generally permitted under 51 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C 552a(b)(3) as follows: The Department of the Air Force “Blanket Routine Uses” set forth at the beginning of the Air Forces compilation of systems of records notices in AFDIR 37-144. Disclosure is mandatory and failure to provide information could result in improper management of AF assets and disciplinary action against the individual. Privacy Act System of Records Notice “F011 AF A-Locator, Registration and Postal Directory Files” applies.

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**(FOIA Exemption #6)**

## **Attachment 2**

### **ENERGY CONSERVATION**

**A2.1.** The Real Property Facility Managers are the keys to an effective energy conservation program. A primary function of the facility manager is to ensure personnel using their facilities do not waste utilities or energy. The responsibilities of the facility manager for the conservation of utilities are as follow:

**A2.2.** Heating:

A2.2.1. Facility temperature levels will not exceed the current standard for heating (maximum 68 degrees Fahrenheit).

A2.2.2. Unoccupied areas and facilities will be closed off and the temperature reduced to 60 degrees Fahrenheit.

A2.2.3. Minimum at night and on weekends where possible.

A2.2.4. Storm windows and doors will remain in place.

A2.2.5. Windows and doors will remain closed.

A2.2.6. Hot water will be set at 105 degrees Fahrenheit maximum, except for health requirements such as in dining facilities, and so forth.

A2.2.7. Lighting and electricity:

A2.2.8. Unoccupied rooms will have the lights turned off. Use energy conserving bulbs where possible. Do not overload the bulb rating of the fixture.

A2.2.9. Use large electrical equipment before 1100 and after 1700, Monday through Friday, to restrict the base peak electric demand.

A2.2.10. Exterior lights will not be operated during daylight hours and will only be on if required at night.

A2.2.11. Incandescent bulbs will be replaced with ones of smaller wattage to provide minimum lighting consistent with safety and security. In high use areas, replace incandescent bulbs with compact fluorescent lights (not closets).

A2.2.12. Turn off equipment in the facility during extended periods of non-use and after duty hours unless the equipment must remain on for technical reasons.

A2.2.13. Managers are responsible for stocking and replacing light bulbs in their facilities. Local source for bulbs is usually through TSD. Old Incandescent/Fluorescent bulbs will be accepted at TSD. Do not discard them in solid waste dumpsters.

**A2.3.** Air Conditioning:

A2.3.1. Air conditioning levels will not be lower than the current standard except for special areas such as computer centers and hospitals (minimum 75 degrees Fahrenheit).

A2.3.2. Thermostats will be set to 85 degrees Fahrenheit or turned off at night and on weekends where possible.

A2.3.3. Doors and windows will remain closed.

**A2.4. Water:**

A2.4.1. Running or leaking restroom fixtures will be reported to CE Customer Service Unit immediately.

A2.4.2. Drinking fountains will not be jammed open for continuous flow.

A2.4.3. Manual lawn irrigation will be applied between 0600 and 1200 only and limited to 30 minutes for any one area. **NOTE:** Deviations to this will comply with city water restriction policies for the base. Automatic sprinkler systems shall be set for the appropriate day and time.

**A2.5. Other:**

A2.5.1. Employees will be encouraged to wear clothing consistent with the season.

A2.5.2. Requests for approval of all portable electric heaters and coffeepots will be submitted to the unit commander and supervisor by the respective facility manager and coordinated with the fire department.

A2.5.3. The facility manager should request assistance on the following items from their Facility Maintenance Foreman:

A2.5.3.1. Change in thermostat settings.

A2.5.3.2. Reduction in lighting levels (if disconnection is required).

A2.5.3.3. Water, steam, and natural gas leaks.

A2.5.3.4. Broken windows and doors.

A2.5.3.5. Facility winterization (if the facility is vacant).

**A2.6.** The facility manager will centralize and minimize the use of coffeepots within his/her building, and reduce electric loads by disconnecting coffeepots when not in use. The facility manager will be contacted when any utility abuse is observed. Therefore, the facility manager should have a dynamic conservation program that reaches every occupant of his/her facility. Energy conservation saves money, pollution, and the future!

### **Attachment 3**

## **IMPORTANT PHONE NUMBERS TO REMEMBER**

### **CUSTOMER SERVICE REPRESENTATIVES**

Contract Management	552-4602/9575/4442
Customer Service Call	552-3726/3727
Energy Management	552-5638
Engineering Tech	552-2762
Fish/Wildlife	552-2282
Heavy Repair (Snow Control)	552-2294/2995
Housing Maintenance	753-2294/2298
Real Estate Property Officer	552-3139
Refuse/Recycling Collection	552-5742/5754
SABER	552-2747/4331
Self Help	552-5474/0211
Service Contracts	552-5749/9627

### **FIRE PROTECTION SERVICES**

Emergency Number	911
Extinguisher Maintenance	552-4649
Technical Services	552-2620/3267

### **FAX NUMBERS**

Bioenvironmental	552-8483
CE Customer Service	552-9620
Environmental	552-1533
Fire Department	552-8769
Security Forces	552-5785
Wing Safety	552-9824