

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

AL 6030.10C

ALASKAN REGION

October 19, 1992

SUBJ: PROCESSING OF MAINTENANCE WORK REQUESTS

1. **PURPOSE.** This order establishes procedures, responsibilities, and guidelines to be used in the submission of all work requests (including facilities and equipment (F&E) project requests), and the management, administration, and accomplishment of Maintenance Projects and Field Maintenance Program (FMP) work.
2. **DISTRIBUTION.** This order is distributed to division level in the regional headquarters, to branch level in Airway Facilities (AF) and Air Traffic (AT) Divisions, and to all AF and AT field offices and facilities.
3. **CANCELLATION.** Order AL 6030.10B, Processing of Project Requests, dated July 26, 1971, is canceled.
4. **RELATED DOCUMENTS.**
 - a. Order 2500.55, Call For Estimates--Facilities and Equipment.
 - b. Order AL 2500.3, Budget and Fiscal Management
 - c. Order 2500.8, Operations vs F&E Funding.
 - d. Order 6030.39, Management of Maintenance Project Work.
 - e. Order 6030.45, Facility Reference Data File.
 - f. Order 6033.1, Field Maintenance Program (FMP).
 - g. Order AL 2766.7, Systems Maintenance Project Cost System.
 - h. Order 2500.10, Operations Appropriation Call for Estimates
5. **DEFINITIONS.**
 - a. Regional Maintenance Projects (RMP) are projects for the modification, repair, or maintenance of an individual facility or equipment, including housing repair projects, which:
 - (1) Are totally funded and controlled from regional operations resources;
 - (2) Are accomplished within the resources of the maintenance program;
 - (3) Are not impacted by special maintenance projects (SMP) funding restrictions; and
 - (4) May have work contracted.

Distribution:

Initiated By:

b. Special Maintenance projects are specifically justified and specially funded projects for the modification, repair, improvement, or replacement of facility equipment components, roads, buildings, and utility system components. SMP's are normally completed by special work crews or contracts so as to have a minimal impact on sector resources. Work performance by sector personnel and the limited use of facility stock material are permitted. SMP work is specialized work beyond the scope of FMP work. It is regionally controlled and usually requires engineering and contracting support. SMP work is controlled as a project, as opposed to FMP work which is controlled by a task/work order.

c. F&E projects are projects to provide a new NAS system or make improvements to the NAS system, projects covered and funded under a national F&E program, or projects defined in the national "F&E Call for Estimates". See Order 2500.8, Operations vs. F&E Funding, for examples. This includes sustaining maintenance programs like housing, refurbishing structures, and hazardous materials.

d. Field Maintenance Program work is environmental maintenance outside of the normal day to day facility activities. The work is task/work order specific and includes:

(1) Work that requires specialized equipment or skills and/or is beyond the capabilities of the assigned technicians or mechanics, such as:

- (a) Pure construction.
- (b) Repair and replacement maintenance.
- (c) Sector assistance on a will-call (as available) basis.
- (d) Emergency repairs, as well as class B and C off road vehicle maintenance.

(2) Technical inspection clearances, based on sector requests.

e. Sector work is day-to-day maintenance, such as routine, scheduled maintenance activities, and includes the following:

- (1) Certification.
- (2) Preventative maintenance.
- (3) Corrective maintenance.
- (4) Other routine work (i.e., caulking, vegetation control, snow removal, cable splicing, etc.).

f. Operations Project Review Board (OPRB) is a scheduled monthly conference of designated key individuals. The intent of the board is to establish a priority ranking and to review costs for the approved projects. This may include a discussion of the project scope and funding year of the work requests. The board is made up of the manager or his/her designee from the Resource & Planning Branch, AAL-420 (chair); the Establishment Engineering Branch, AAL-450; the Systems Maintenance Engineering Branch, AAL-460; the AF sectors; the Air Traffic Division, AAL-500; and the Logistics Division, AAL-50.

g. Field Maintenance Program Review Board (FMPRB). Representatives from the following organizations make up the FMPRB and meet to define the priorities for the region: AAL-466 (chair), AAL-510, SA AFS, NA AFS, AAL-422 (non-voting), AAL-462 (non-voting), and ZAN AFS (Ad Hoc). This group will meet on a monthly basis to review and modify the FMP work priorities in response to changing regional requirements.

h. Emergency work requests. Requests of an urgent nature which are required to correct a hazard related to property, equipment, or safety are considered emergency projects. Those requests of an emergency nature are normally completed to the extent required to solve the emergency within an appropriately assigned timeframe.

i. Critical work requests. Those requests which are considered essential to meet urgent conditions or which could not be identified during an earlier submission, and which cannot await the normal budgetary cycle, are considered critical

projects. These projects are considered for current-year funding and accomplishment if the resources can be made available by reprioritizing project schedules.

j. Quality Assurance Inspection (QAI). A QAI is a verification by the receiving organization that the indicators below have been accomplished to their satisfaction. The accepting organization signs the ACCEPTING ORGANIZATION block on the work request form. This is a verification that the:

- (1) Work meets the requirements of the work request.
- (2) Work accomplishes the intended function.
- (3) Work meets applicable standards.
- (4) Work is of an acceptable quality of workmanship.
- (5) Documentation is complete.

6. Budget/Scheduling.

a. Facilities and Equipment.

(1) Budget. An F&E Project is a project which falls within the scope of a particular F&E national program and the Capital Investment Plan, is normally introduced in the regional F&E budget cycle, and which is scheduled and funded in a National F&E project authorization (PA) issued by the responsible FAA Washington Headquarters program manager to the Alaskan Region. Order 2500.24, F&E Call for Estimates, outlines the budget process for F&E.

(2) Scheduling. Scheduling is determined by the accomplishing organization. AAL-450/AAL-460 project scheduling is normally determined by the accomplishing organization with input from the sectors and in coordination with the AAL-420 program managers. A monthly F&E Work Plan Meeting is conducted to discuss the planning activities in the entire F&E program. All involved organizations are invited to participate in the meeting. A local project assignment (local PA) from AAL-420 specifies the amount of funding authorized, the organization receiving the funding, the work to be performed, and the effective schedule period. The assigned F&E project is then entered and tracked in the Regional Project Management System (RPMS) with update data entered by the accomplishing organization. RPMS automatically adjusts all dates affected by a schedule change and also records actual costs versus original or revised estimates by interface with the Departmental Accounting Financial Information System (DAFIS). Based upon the local PA, work orders may be issued to the various organizations accomplishing the work as well as issuance of procurement requests and contracts.

b. Special Maintenance Project.

(1) Budget. SMP is a specially funded program that requires budget submissions for future years. Work requests requiring SMP funding are normally submitted two to three years in advance of requirements. All line-item project information must be submitted on a timely basis to ensure inclusion in the budget. There is an annual "Call for Estimates" for the budget submissions. Project requirements which are not submitted in the normal budget submission phase must be designated as "emergency" or "critical" requests and must contain full justification to support the "critical" designation. Future-year budget preparation is submitted by the region to the Office of the Secretary of Transportation (OST) in mid-January each year. Requirements must be received in time for reviews leading to that submission. The "Call for Estimates" goes out within the region in July and are due to AAL-420 (through AAL-462) in November of each year for prioritization, presentation, and submission to FAA headquarters and to OST.

(2) Scheduling. SMP work request prioritization for the fiscal year plan must be submitted by the sector organization in time for the June OPRB meeting at which time the next FY fiscal plan will be determined. The prioritized list will be developed from work requests that have been submitted from AAL-460. This will allow the engineering organizations time to develop an activity plan for accomplishing the year's work prior to the beginning of the fiscal year.

c. Field Maintenance Program.

(1) Budget. The FMP program requirements are included with AAL-460's budget requirements. The FMP budget is based on past year's program expenditures, and is submitted to AAL-420 from AAL-460 by November of each year in accordance with budget instructions.

(2) Scheduling. The annual work plan for FMP will be drafted by the FMPRB not later than September 1 for the upcoming fiscal year. Recognizing the fluidity of the FMP work requirements, the FMPRB will meet on a monthly basis to review current requirements and modify the work schedule if necessary.

7. PROCEDURES.

a. General Work Request Processing. Work requests shall be submitted through supervisory channels using AL Form 6030-1, Work/Project Request, as shown in appendix 1. All previous editions of AL Form 6030-1 (formerly called the Alaskan Region Project Request/Authorization) are obsolete and shall not be used. Part 1 of the work request form shall be completed by initiator. Work requests should be submitted as soon as the need for work is identified.

b. Work requests of a complex nature that may require an engineering study or a full engineering package should be submitted reflecting this need. This approach will result in a better definition of the scope and a more accurate cost estimate.

c. Justification which will support delaying and/or cancelling budgeted or previously approved projects/work due to funding or workforce limitations shall be provided for work requests which are "critical" or "emergency". Submit emergency projects/work, clearly marked and justified, for changing priorities to AAL-460 for verification and action. The project/work will be presented to the OPRB/FMPRB at the earliest opportunity, though funding and accomplishment may proceed upon submission where justified. Full project/work justification and an explanation of why the project cannot be delayed for the normal budget submission must be included in the work requests.

(1) In order to allow review prior to the establishment of the FMP work schedule for the current year, work requests must be submitted to AAL-460 prior to July 10, for budget purposes. After the work schedule begins on October 1, the schedule will be reviewed on a monthly basis for changing priorities. It is recognized that urgent needs cannot all be predicted prior to the beginning of the fiscal year. Urgent needs that arise through the year should be forwarded to AAL-460 for review and accomplishment.

(2) Within 45 days of receipt of the work request, the AF sector manager shall complete administrative processing and analysis of the request, advise the originating office of the disposition of the work request, and forward the request to AAL-460 for processing and inclusion in the budget.

(3) As soon as possible, but not later than 45 days from receipt of the work request, AAL-460 shall complete part II of the request form and provide feedback to the initiator.

d. The OPRB/FMPRB will decide on the priority of projects/work for current-year funding. The FMPRB will determine the priority for the project/work request. The initiating sector, branch, or division shall sign the APPROVED block prior to submission to AAL-462. All work requests shall be forwarded to AAL-462, which is responsible for proper distribution of the work requests and for undertaking or coordinating the technical review. Refer to appendix 2 for the appropriate flow of an AF work request.

e. SMP projects are identified and submitted for funding through the Operations Budget Call for Estimates. Although specific projects are identified in the budget formulation, the region retains the flexibility to insert urgent or emergency projects within the authorized funding levels. This entails a shifting of priorities, so some budgeted projects get deferred each year.

(1) Approved SMP projects are prioritized for funding by the OPRB during monthly meetings.

(2) The accomplishment of SMP/F&E projects are funded by local PA's from AAL-420 and are authorized by the issuance of work orders by AAL-460 to the accomplishing organizations.

f. Work Requests by Air Traffic Field Personnel. The AT manager shall submit all work requests to the local AF manager. The AT manager must complete the Work/Project Request, AL Form 6030-1, as shown in appendix 1. The AT work request number must be obtained from the System Requirements Branch, AAL-510. The Air Traffic manager submitting the request shall indicate the date of coordination/submission of the work request and which AF SFO office received it, and send a copy of the work request marked "Information Only" to AAL-510.

(1) AAL-510 enters the work request information in the AT Project Tracking Database (APTD) with suspense dates for follow-up action. AAL-510 is responsible for initiating inquiries to AAL-450 or AAL-460 concerning the status of F&E and SMP projects.

(2) When AAL-420 advises that a project will be funded under the F&E, rather than Operations, appropriation, the appropriate AAL-510 specialist shall prepare FAA Form 2500-70, F&E Cost Estimate, and complete any required coordination prior to the next scheduled Inter-Divisional Working Committee (IDWC) meeting.

g. Work Requests to Meet AT Evaluation-Identified Requirements. Project requirements identified in the facility evaluation process, or by management staff action, will be routed to and initiated by AAL-510. AAL-510 will coordinate with the appropriate facility manager to ensure that required work requests are submitted and processed.

h. Work Requests by Other Divisions. Organizations within divisions other than AF or AT, which recognize the need for a project shall initiate action through supervisory channels by preparing the Work/Project Request form, as shown in appendix 1. The work requests shall be sent to the manager of their division for review. If appropriate, coordination will be provided with the AF sector. The division manager shall sign the APPROVED block and forward the completed work request to AAL-460.

8. APPROVAL/DISAPPROVAL PROCEDURES.

a. Work requests may be coordinated with applicable regional entities by the AAL-462 SMP Program Manager prior to concurrence by the System Maintenance Engineering Branch Manager, AAL-460. Work requests which have concurrence by AAL-460 as maintenance projects shall be assigned an SMP number by AAL-462 and funding allocation requested of Operations Plans & Program Section, AAL-422. Those maintenance projects which are allocated a funding amount from F&E funds are assigned a job order number (JON) by a local PA from AAL-422 to AAL-462 and are entered into the RPMS system by AAL-420. The JON is included in work orders issued by AAL-462.

b. Organizations receiving F&E work orders are responsible for updates to the RPMS system. Those projects which are defined for the normal F&E budget cycle and/or F&E funding will require adequate F&E documentation and justification, and will be submitted to AAL-421 for normal F&E processing. The initiating organization will submit Alaskan Region F&E Project Action Request with the assistance of AAL-462, providing adequate justification when requested by AAL-421. Disapproved/non-concurred work requests shall be discussed with the initiating organization prior to having the request returned. AAL-422 will assure that SMP projects which exceed \$100,000 are reviewed by the Washington Program Office. Work which is assigned to FMP will be reviewed by AAL-462 and sent to AAL-466 for accomplishment and tracking.

9. ACCOMPLISHMENT OF PROJECTS/WORK.

a. Special Maintenance Project. AAL-422 funds the SMP program by local PA's based on individual work request submissions. As the program is funded, AAL-462 writes work orders for individual projects to the accomplishing organizations. Changes in the program through the year are coordinated with the OPRB. Engineering will normally be provided by AAL-461 and AAL-463. Normally the accomplishing organization for electronics projects is AAL-461H, AAL-466 for environmental projects, and AAL-465 for tank replacement and hazardous materials projects.

b. Field Maintenance Program. AAL-420 funds the entire FMP program and the funding is assigned to the AAL-466 organization. Funding is provided on an annual basis and is based on past year's expenditures. FMP funding will be specific and separate and will be allocated for the fiscal year. AAL-460 will provide coordination with the sectors in determining the work priorities through the FMPRB. AAL-466 is responsible for verifying overall program cost accounting data on a quarterly basis. Engineering is not normally required on FMP work.

Minor updates on facility and equipment drawings will be accomplished by the FMP organization. Engineering work beyond the capabilities of the FMP organization will be submitted to the engineering sections or sector technical support staffs (TSS) for accomplishment. A work order will be assigned in these cases by the FMP organization. ZAN will not normally use FMP resources, but will retain the budgeting and request avenue for SMP funding in order to accomplish like requirements.

c. F&E Funded Maintenance Projects. Various work assignments for projects accomplished by AAL-460 and sector staff are funded under specified F&E PA's. These projects are assigned F&E JON's by the responsible program manager in AAL-420 according to individual project. All F&E funded work shall be entered into the RPMS by the responsible organization. That organization shall ensure that the status for its area of responsibility is updated in RPMS on a periodic basis.

d. Joint Acceptance Inspection (JAI)/Quality Assurance Inspection (QAI). JAI's shall be accomplished for all maintenance work/projects as required by Order 6030.45, Facility Reference Data File (FRDF). Work accomplishments which are excluded from the JAI process shall have a QAI completed by the receiving organization. The sector field office (SFO) manager or his designee shall sign the "Accepted by:" (QAI) block of the work request form.

e. Work Request Tracking System (WRTS). This database is maintained by AAL-462. All written work requests are received by AAL-462 and entered into the WRTS. Updates to WRTS are provided by the responsible organizations. FMP work of an urgent nature may be called in directly to the FMP Section, AAL-466. A written request must follow the verbal request, and shall be sent to AAL-462. This requirement for a written request applies whenever resources are committed to a work item, even if the work has already been completed.

f. Operations Projects Final Status. Referring to Order AL 2766.7, Systems Maintenance Project Cost System, physical and fiscal tracking and reconciliation is required by the formal DAFIS system for SMP, and by RPMS for F&E projects, with AAL-420 as office of primary interest (OPI) for guidelines.

10. FUNCTIONAL RESPONSIBILITIES.

a. Airway Facilities Sector.

- (1) Provides work requests validated for need, scope, recommended solution, and priority.
- (2) Processes those requests received for AT field needs in the same way, with feedback to the initiator within 45 days of receipt of request.
- (3) Assigns project/work request number (7 character number identifying organization, FY, sequential number; ie., NAS-2-111).
- (4) Submits request to AAL-462 with Part 1 of AL Form 6030-1 completed.
- (5) TSS provides project/work engineering support within available resources.
- (6) Participates in monthly FMPRB and OPRB meetings.

b. Maintenance Operations Support Section, AAL-462.

- (1) Receives and enters into a database all project/work requests received from the field or headquarters organizations. Maintains identity of requests by the initiating organizations' request numbers.
- (2) Forwards requests for FMP action directly to AAL-466 for accomplishment and fiscal control. Determination of FMP action may be made by the initiating organization or a determination made by AAL-462.
- (3) Process project requests for SMP or F&E budgetary action or accomplishment. The process is determined by the urgency indicated in the project request.

- (4) Issue work orders for accomplishment of SMP- or F&E-funded maintenance projects based on LPAs approved by AAL-420.
- (5) Report activity status on all AAL-460 project activities. This does not include FMP activities which will be processed and reported on by AAL-466.
- (6) Maintain files on all project requests excluding assigned FMP work requests.
- (7) Provide budgeting data to AAL-420 for annual budget input for the SMP Program.
- (8) Participates in the monthly FMPRB and OPRB meetings.
- (9) Conducts pre-scope meeting, if required, to determine the scope of the requested work (does not pertain to FMP).
- (10) Provides budget cost estimate. Work order will reflect initial cost estimate provided by AAL-462.
- (11) Provide copies of the completed work/project request to the affected sector and AAL-422 for closeout and capitalization. AAL-466 will provide this information for FMP.

c. Field Maintenance Program Section, AAL-466.

- (1) Processes all work requests for accomplishment; files maintenance, cost data/accounting. This includes the issuance for field work orders to FMP crews.
- (2) Updates the database filing system for all assigned work and provides feedback.
- (3) Provides budgeting data to AAL-460 for annual budget input for the FMP Program.
- (4) Conducts monthly FMPRB meetings to address work priorities.
- (5) Completes parts 2 and 3 of the work request form.
- (6) Provides copies of the completed FMP work request to AAL-422 for closeout and capitalization.

d. Operations Plans and Programs Section, AAL-422.

- (1) Gathers data from AAL-460 for budget submission for Operations programs including the SMP-, FMP-, and F&E-funded maintenance programs.
- (2) Provides annual allotment for FMP programs to AAL-460.
- (3) Issues LPAs to AAL-460 with funding levels for SMP projects. At the beginning of the fiscal year, LPAs collectively comprise a funding level adequate to function as a basis for the annual work plan.
- (4) Issues LPAs to AAL-460 with funding levels for F&E-funded maintenance projects from the "refurbish structures" or other facility sustaining programs identified by AAL-421.
- (5) Chairs the OPRB meetings.
- (6) Provides resources to capitalize and close out projects from data furnished by AAL-460 on completed projects.
- (7) Makes determination on funding sources.
- (8) Participates in the monthly FMPRB meeting.

- e. AAL-460 Systems Maintenance Engineering Sections.
- organizations.
- (1) Provides engineering packages and drawings for projects/work in support of accomplishing
 - (2) Provides engineering expertise in resolving issues.
 - (3) Conducts pre-engineering meetings.
 - (4) Provides updated cost estimates after pre-design conference.
- f. Electronic Engineering Installation Unit, AAL-461H.
- (1) Updates the database filing system for all assigned work and provides feedback.
 - (2) Accomplishes all assigned electronic SMP and F&E work and provides closeout documents to AAL-462.
- g. Field Maintenance Program Review Board.
- (1) Meets monthly.
 - (2) Determines the funding priority of FMP projects/work for the current year.
- h. Operations Project Review Board.
- (1) Normally meets monthly, but may meet quarterly in low-activity periods to minimize both travel costs and time requirements.
 - (2) Prioritizes approved SMP projects and F&E-funded maintenance projects in a combined list for funding.
 - (3) Determines which program adjustments are made to accommodate emergency and critical projects/work.
 - (4) Reviews status of projects and provides a forum for project considerations. Discussion items are determined by a meeting agenda.

Jacqueline L. Smith
Regional Administrator

APPENDIX 1. INSTRUCTIONS FOR PREPARATION OF WORK/PROJECT REQUEST.AL FORM 6030-1, ALASKAN REGION PROJECT REQUEST/AUTHORIZATION.

1. General. Prepare in three copies for all sector maintenance project/work requests. One copy shall be retained by the originating organization with Part I filled out, the second copy shall be used by the AF sector/division for verification of scope and sector/division manager approval. A copy of this shall be retained by the sector/division and the original approval signature copy forwarded to AAL-462.

2. Procedures.

a. Part I.

(1) Block 1. Facility type, location, project title (brief description of work scope), facility cost center, name of person submitting work request, and date request is submitted.

(2) Block 2. Describe the scope of work required to alleviate the problem listed in the justification block below. The discussion should be complete, but brief, and include any alternative methods of solving problem. Use additional sheets of paper, if necessary.

(3) Block 3.

(a) Fill in the priority number from the following priority list and provide justification statements.

- 1 Emergency/safety hazard
- 2 Facility performance
- 3 Critical
- 4 Human relations/housing/utilities
- 5 Operational efficiency
- 6 Energy conservation
- 7 Other

(b) Check the appropriate box: emergency, critical, routine. Also check the recommended FMP box if appropriate.

(c) Justification. Include a description of the problem requiring the work request. Also include information to justify the emergency or critical priority listing indicated. Use additional sheets of paper, if necessary.

(4) At this point, the work request will be forwarded for action to the AF sector office or other division planning group. That office will assign a project/work request number in block 1, validate the need against other sector priorities, have the sector manager sign and date his/her approval, and forward the request to AAL-460 for action.

b. Part II

(1) Assignment will be filled out by AAL-462 including the date received, the boxes checked to indicate the proposed action, and budget estimate filled in.

(2) If the request forwarded by the initiating organization is marked for FMP action in block I, the request will be forwarded to AAL-466 for action without the cost estimate block filled in. AAL-462 will enter the project into the project database for tracking purposes. The schedule information will be filled out only for emergency

or critical projects that can be funded in current year. Those dates will be included later as funding allocation is received. AAL-462 will provide feedback to the initiator at this point.

(3) The AAL-460 Branch Manager concurrence block will be filled out and dated upon assurance that funding for the project is on hand or being requested from current allocations.

c. Part III - Work order will be filled out for FMP projects by AAL-466 upon receipt and assignment for accomplishment.

(1) Block 1. Indicate the issuer of the work order (From), and to whom it is issued (To), date of work order, work order number (sequential number for each fiscal year), and the original request number. Enter a check-mark on the appropriate line indicating that a JAI or QAI is required upon completion of the work.

(2) Block 2. Enter the facility location, type, and project title associated with the work from part I. Special instructions for the work will be included here as well as authorization for overtime, schedule dates, and cost accounting information, funds authorized, work days authorized.

(3) The receiver of the work order will then fill out the remaining sections of part III, including actual start and completion dates, actual cost data, any comments in the remarks section, and ask to schedule a JAI or QAI, reference Order 6030.45A.

d. Part IV. The crew leader will sign the project completion upon completion of the work. The SFO manager or his/her designee, shall sign the "Accepted By" line to indicate his acceptance of the work. This signature indicates that the QAI has been satisfied. The completed FMP work order shall be sent to AAL-422 for completion, closeout, and capitalization functions within 30 days of project completion. AAL-462 will forward a copy of completion and closeout documents on other projects to AAL-422 for project closeout and capitalization.

DATE

ORDER NUMBER

APPENDIX 2. WORK REQUEST FLOW CHART