

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, REDSTONE  
4488 MARTIN ROAD  
REDSTONE ARSENAL, ALABAMA 35899-5000



**IMCOM**  
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**Redstone Arsenal Garrison Catalog # 7**  
**Effective 1 October 2012**

## US Army Garrison - Redstone Arsenal Common Levels of Support (CLS) and Reimbursable Services Catalog for FY 13

***Our Mission – Continuously provide superior installation operations support and quality of life to enable Team Redstone's mission success.***

***Leading Change for Installation Excellence***



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**4488 MARTIN ROAD**  
**REDSTONE ARSENAL, ALABAMA 35898-5000**

REPLY TO  
ATTENTION OF

IMRE-RM

MEMORANDUM FOR US Army Garrison – Redstone Supported Organizations

SUBJECT: US Army Garrison – Redstone Arsenal Common Levels of Support (CLS) and Reimbursable Services Catalog for FY 13

1. Welcome to the US Army Garrison at Redstone Arsenal. We designed this catalog of base operations services to familiarize customers with the services available from our Garrison and to let you, the customer, know what to expect for the next fiscal year in terms of common level of support or reimbursement requirements.
2. We are committed to providing requested support to Army, DoD, and non-DoD Federal activities to the extent that capabilities exist and mission assignments permit, within the best interest of the United States Government.
3. Services will be delivered in accordance with directed capabilities, which are based on funding levels. Redstone Arsenal has developed the following categories based on IMCOM's CLS structure:
  - A = Red
  - B = Amber
  - C = Green (Green ratings are usually "Must Funds," and include Electrical, Water, and Emergency Services)
4. The Garrison cannot exceed the assigned capability levels for each service assigned by IMCOM. Customers may request service above the IMCOM-directed levels; however, the customer must provide funding for the incremental increased cost. If the Garrison receives additional funding or directions to increase a capability during the fiscal year, the level of service to Army customers will be adjusted.
5. Some of the more significant changes in services for FY13 are as follows:
  - a. The Directorate of Logistics (DOL) will be transferring to Army Materiel Command/Army Sustainment Command on 1 October 2012, and the following DOL services will no longer be available through the Garrison.
    - (1) Service 300 – Clothing and Equipment (Central Issue Facility)
    - (2) Service 301 – Retail Supply

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(3) Service 302 - Asset Management (Property Book)

(4) Service 304 - Laundry Service

(5) Service 306 - Materiel Support Maintenance

(6) Service 308 - Transportation Services (to include the Destruction Truck)

(7) Service 907 - Ammunition Supply Services

b. Service 100 - Headquarters and Headquarters Company, Personnel Administration Center (PAC) - loss of all authorizations to perform this function.

c. Service 600 - Physical Security - tenant interior guard services discontinued.

6. Support Agreement points of contact are as follows:

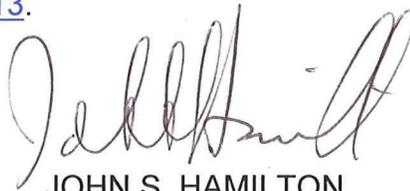
a. Garrison Chief, Manpower and Agreements - Ms. Theresa Falcetano, 256-876-2871

b. Garrison Support Agreement Coordinators:

(1) Ms. Vera Ousley, 256-876-2975

(2) Mr. David Penland, 256-876-1608

7. If you have questions or concerns, please do not hesitate to contact me or the Garrison points of contact provided for each service throughout this catalog. The Interactive Customer Evaluation (ICE) is also available to capture the "Voice of the Customer." We welcome your comments at [https://ice.disa.mil/index.cfm?fa=site&site\\_id=513](https://ice.disa.mil/index.cfm?fa=site&site_id=513).



JOHN S. HAMILTON  
COL, LG  
Garrison Commander

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**Section I  
Common Levels of Support (CLS)**

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**Common Levels of Support**

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[Service 500 - Electrical Services](#)

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[Service 505 - Compliance Services \(Environmental\)](#)

[Service 506 - Conservation Services](#)

[Service 507 - Pollution Prevention Services](#)

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(Click on the topic for quick access)

[Service 702 - Multimedia/Visual Information](#)

[Service 800 - Military Personnel Services](#)

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**ISR Service 100 (CLS Service 91)  
Installation Management  
Garrison Headquarters – Building 4488 – Martin Road  
256-876-8863 or 256-876-8861**

**Common Level of Support:**

**Assigned Capability Level: A**

1. Exercise Command and Control. This program provides for the following: Vision & guidance for the Garrison planning process and oversight of support to military operations & business operations, sustainment of a positive climate of command. Establish and maintain the strategic direction for the Garrison.
2. Maintain and Improve Installation Infrastructure. Provide oversight necessary to build and sustain state of the art infrastructure to support readiness and mission execution and enhance the well-being of the military community.
3. Provide for Public Safety and Security. Provide oversight and engagement necessary to engender a safe environment to live, work, and play.
4. Provide Services/Programs to Support Training and Enable Readiness. Provide oversight necessary and engagement to provide all applicable BASOPS services for training and training services to mission commanders and support combat training centers and institutional training/UIT schools. Developing strategic partnering relationships with the community “outside the gates.”
5. Execute Community and Family Morale, Welfare and Recreation (FMWR) Support Programs. Provide oversight and engagement necessary to execute community and FMWR support programs.
6. Provide Sound Stewardship of Installation Resources and the Environment. Provide oversight and engagement necessary to optimize resources and employ innovative means to provide premier facilities and quality services.

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**ISR Service 106 (CLS Service 83)**

**Religious Services**

**Office of Chaplain**

**Point of Contact: Chaplain (MAJ (P)) Paige Heard, 256-842-2174**

**Building 376**

**E-mail: [Paige.k.heard@us.army.mil](mailto:Paige.k.heard@us.army.mil)**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

1. Provide Worship Services and Religious Events, Including Essential rites, Sacraments, and Ordinances. This program provides complete worship experiences comparable to the Civilian community (integrated within the military community) to meet the needs of the authorized population for the free exercise of religion. Examples include: worship services, Jumma prayers, baptisms, bar/bat mitzvahs, communion, confirmations, confessions, weddings, funerals, memorial services, prayer breakfasts, initiation rites, and other ceremonies.
2. Provide Required Religious Education. This program provides for the teaching and training of religious formation and principles comparable to the Civilian community (integrated within the military community) that complements worship experiences. This includes weekday, as well as weekend, activities.
3. Provide Pastoral Care and Counseling Services. This program provides individual and group faith-based counseling and complementary faith-based activities.
4. Provide Family Ministry Services. This program provides faith-based training and programs, under Chaplain leadership, that build and maintain strong Family structures, relationships, and values.
5. Provide Spiritual Fitness and Professional Development Training. This program provides two types of training programs:
  - a. Spiritual fitness training programs to Soldiers (including chaplains and chaplain assistants).
  - b. Professional development of chaplains, chaplain assistants, directors of religious education, and other Civilian religious support personnel to maintain professional credentials, military skills, and professional competencies.

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**ISR Service 107 (CLS Service 84)  
Public Affairs Office (PAO)  
Point of Contact: Ms. Sharee Miller, 256-842-0558  
Room 5143, Building 5300  
E-mail: [sharee.m.miller.civ@mail.mil](mailto:sharee.m.miller.civ@mail.mil)  
Hours of Operation: 0700-1730**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Execute Strategic Communications and Provide PA Advisory and Policy Support to the Command and Staff. This business process leads the development and execution of strategic communication planning efforts as outlined in the DP91 implementation guidance and provides PA advice and policy support to the command, staff, and supported tenants. Includes advising the commander and planning. All public affairs plans should be reviewed in the strategic communications planning process for Strategic Communications opportunities.
2. Execute Media Relations Activities. This business process provides an information conduit to provide initial response to specific (general public) inquiries and establishes and maintains relationships with Civilian news media representatives to optimize the reporting of accurate information. It also includes the provision of media training to prepare installation representatives to speak to the media when required.
3. Produce Command Information (CI) Products. This business process provides, prepares for, manages, and coordinates the release of relevant and accurate information and strategic communication messages targeted to specific audiences using CI products.
4. Execute Community Relations Activities. This business process provides for developing and maintaining relationships with local community leaders and stakeholders. It requires events and activities designed to directly communicate Army and installation strategic themes and messages and interaction with key individuals and groups who determine or influence relationships between the Army, the installation, and the general public.

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**ISR Service 109 (CLS Service 92)  
Equal Employment Opportunity (EEO) Services  
Equal Employment Opportunity Office  
Point of Contact: Mrs. Becky Miller, 876-8890  
Building 3494, Room 155  
E-Mail: [martha.c.miller12.civ@mail.mil](mailto:martha.c.miller12.civ@mail.mil)  
Hours of Operation: 0800-1630**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

1. Provide Compliance and Program Services. Requires the Commander to issue written policy statements ensuring a workplace free of discriminatory harassment and a commitment to equal employment opportunity.
2. Provide Advisory Services. EEO Program officials advise and provide appropriate assistance to managers/supervisors about the status of EEO programs within each manager's area of responsibility.
3. Manage the EEO Complaint Program. Process EEO Complaints of discrimination IAW AR 690-600 and other applicable directives and provide required reports.
4. Provide Training and Education. Requires that the Commander make early efforts to prevent discriminatory actions and eliminate barriers to equal employment opportunity in the workplace. Includes but is not limited to the following: EEO for managers/supervisors; certification training; newcomer briefing; remedial/sanctioned training; ADR training; and Special Emphasis Program training.
5. Manage the Special Emphasis Program (SEP). Direct, monitor, and implement employment related, career development actions for special emphasis groups and provide required reports.

**Customer Responsibilities:**

- a. Request training as needed and maintain record of employee attendance.
- b. Participate in planning and implementing Model EEO Office goals and objectives.
- c. Provide data requested by Investigators/Judges in a timely manner, and be present as required.

**Directed Performance** – Employee can expect assistance and guidance with policy statements and procedures to support equality in the workplace. Advice and appropriate assistance will be provided to Managers and Employees as well from the EEO Staff as a neutral party. Complaints are processed in accordance with regulatory guidance with efforts to resolve at the lowest levels always attempted at both informal and formal avenues. ADR is encouraged but

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never forced. Counseling and informal mediation is handled in-house by qualified/certified counselors/mediators. All mandatory EEO training is made available yearly. Special training, sensing sessions, assistance with climate surveys, and other special requests are designed with the requesting organization. Special Emphasis monitoring, affirmative employment, and career development are analyzed quarterly through statistical data. Assistance is available upon request.

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**ISR Service 112 (CLS Service 95)**

**Installation Safety**

**Safety Office**

**Point of Contact: Mr. Michael Moore, 256-313-8308**

**Building 4488**

**E-mail: [michael.b.moore64civ@mail.mil](mailto:michael.b.moore64civ@mail.mil)**

**Hours of Operation: 0700-1600**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Explosives Safety: Review and process Explosive Safety Site Plans, Certificate of Risk Acceptance, Explosive Safety Submission, Standard Operating Procedure. Conduct annual Ammunition & Explosives Facility inspections. Issue Explosive License. Conduct Explosives Safety Training as required. Provide Ammunition and Explosives Training Certification Program. Maintain Historical Records.
2. Radiation Safety: Review and Process Standard Operating Procedures. Conduct annual Radiation Inspections. Conduct Radiation Safety Training as required. Issue Radiation Permits. Maintain Ionizing and non-Ionizing inventory. Disposal of Radioactive Waste. Maintain Historical Records. Building Decommissioning of Radioactive facilities
3. Inspect and Evaluate Medium & High Hazards: Conduct annual High and Medium risk facility and workplace inspections. Inspect each assigned organization for safety discrepancies. Each organization will receive a discrepancies report on violation after initial inspection is conducted, with a 30 day follow-up notification of corrective action to be reported to the Safety Office.
4. Inspect and Evaluate Low Hazards: Train Collateral Duty personnel (CDSO's) on facility inspection procedures. Manage the collateral duty safety inspection program for low hazard facilities and activities that do not require a safety professional as outlined in AR 385-10.
5. Accident Investigation and Reporting: These services will include support of accident investigations; such as, workplace and construction accidents. Safety will review and process accident reports as necessary. Maintain the OSHA 300 log for all reported accidents.

Customer Responsibility: Comply with the Installation Safety Program. Allow access to tenant-occupied facilities and infrastructure for the purpose of conducting inspections, assessments, and surveys. Implement and administer a safety program in accordance with 29 CFR 1910, 1926, and 1960 and AR 385-10. Provide information to the Garrison Safety Office concerning the customer's safety program, inspection and accident data/statistics and reports (ISR, PMR) as requested. Provide a copy of the customer's annual safety program evaluation, Safety-SOP, and facility inspection reports, including supporting documentation.

Directed Performance – All requests for reviews and reports will be met at the directed capability level of 30 days.

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**ISR Service 113**

**Administrative Services Division - Mail Service**

**Directorate of Human Resources**

**Point of Contact – Mr. Donald Battise, 256-842-8051**

**Building 3465 (Zeus Road)**

**E-Mail: [donald.r.battise.civ@mail.mil](mailto:donald.r.battise.civ@mail.mil)**

**Central Mail Facility is located in Building 3710**

**Hours of Operation: 0800-1600**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Process incoming official mail and distribution for the installation in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following:

- Receive, sort and sanitize incoming mail
- Process accountable mail
- Distribution of internal mail, flyers, bulletins, etc.
- Provide counter service to customers picking up their own processed mail.

2. Process outgoing official mail and distribution for the installation in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following:

- Sorting
- Affixing postage
- Processing accountable mail
- Processing consolidated mail.

3. Provide pickup and delivery of official mail to the administrative offices of each organization on the installation in accordance with AR 25-51 (paragraph 1-5g), DODI 4525.8, DOD Manual 4525.8-M, 18 USC, and 39 USC. Includes the following:

- Pickup internal outgoing mail from installation units (requires vehicle/driver)
- Deliver incoming mail in bulk to unit administrative offices (requires vehicle/driver)
- Comply with accountable mail receipt procedures

Directed Performance

a. Provide same day delivery of accountable mail from United States Postal Service to Redstone Arsenal activities.

b. Provide same day delivery of accountable mail from Redstone Arsenal activities to the United States Postal Service.

c. Deliver and pick up intra Redstone Arsenal mail and distribution. Schedule may vary by building, based on volume.

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Customer Responsibilities: Provide the Central Mail Facility (Building 3710) with a memorandum that includes POC names, telephone numbers, security levels, and signature samples of personnel authorized to receive classified and accountable mail. Ensure official mail usage is in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC.

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**ISR Service 113 (CLS Service 17)**

**Administrative Services (Freedom of Information Act (FOIA), Army Records Information Management System (ARIMS), and Records Holding Area (RHA)**

**Directorate of Human Resources**

**Point of Contact – Mr. Donald Battise, 256-842-8051**

**Building 3465 (Zeus Road)**

**E-Mail: [donald.r.battise.civ@mail.mil](mailto:donald.r.battise.civ@mail.mil)**

**Hours of Operation: 0800-1600 (Records Management); 0630-1700 (FOIA)**

**Common Level of Support for Army Customers: Assigned Capability Level: A**

1. Process Freedom of Information Act (FOIA)/Privacy Act (PA) requests with significant help and a knowledgeable POC from the pertinent organization.
2. Provide Army Records Information Management System (ARIMS) training.
3. Operate Records Holding Area (RHA) for installation-wide Army customers, as required, in accordance with AR 25-400-2. Includes, but is not limited to, the following:
  - Storage of CD-ROMs, paper, microfiche, etc.
  - Processing of incoming records
  - Processing of requested records
  - Arrange for the transfer and destruction of records, as necessary
  - Review and validate Standard Form (SF) 135s

Customer Responsibility: Be responsible for execution of Records Management Program for the organization in accordance with AR 25-1, AR 25-30, AR 25-50, and AR 25-400-2. Manage perspective records management program. Provide significant help and a knowledgeable point of contact for FOIA requests.

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**ISR Service 113 (CLS Service 17)  
Administrative Services – Forms and Publications  
Directorate of Human Resources  
Point of Contact – Mr. Donald Battise, 256-842-8051  
Building 3465  
E-Mail: [donald.r.battise.civ@mail.mil](mailto:donald.r.battise.civ@mail.mil)  
Telephone Number @ Publication Warehouse – 256-876-6359  
Hours of Operation: 0700-1530 (Tuesday & Wednesday )**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Provide initial review, edit, and authentication services for installation-level forms and publications.
2. Provide advice on the acquisition and procedures for obtaining local printing and Reproduction services through the Document Automation and Production Service (DAPS), as required, in accordance with AR 25-30 and Title 44 of the USC.
3. Stock, warehouse, and inventory certain forms and publications for the installation in accordance with AR 25-30 and Title 44 of the USC. Includes stock, warehouse, and inventory of local garrison and certain forms and publications for the installation. Stock, warehouse, and inventory hard copies of certain DA, DD, DOD, OPM, SF and other forms that are not available electronically.

Customer Responsibility: Request blank forms IAW regulations. Maintain publications account.

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**ISR Service 200 (CLS Service 52)  
Unaccompanied Personnel Housing, Permanent Party (UPH, PP)  
Management  
Directorate of Public Works (DPW)  
Point of Contact – Kenneth Carter, 256-876-1445  
Building 3494, Room 115  
E-Mail: [kennith.e.carter.civ@mail.mil](mailto:kennith.e.carter.civ@mail.mil)  
Hours of Operation: 0700-1200 and 1300-1600**

**Common Level of Support for All Customers:                      Assigned Capability Level: B**

This service implements policies for eligibility, assignment, and occupancy of UPH; provides planning, programming, budgeting and execution for permanent party barracks with regard to UPH; and plans and executes the acquisition of UPH (PP) replacement furniture.

UPH Housing is no longer available on Redstone Arsenal. E-1 through E-5 unaccompanied soldiers are required to check in at the Housing Office to receive a Certificate of Non-Availability.

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**ISR Service 201 (CLS Service 50)  
Army Family Housing  
Directorate of Public Works (DPW)  
Point of Contact – Kenneth Carter, 256-876-1445  
Building 3494, Room 115  
E-Mail: [kennith.e.carter.civ@mail.mil](mailto:kennith.e.carter.civ@mail.mil)  
Hours of Operation: 0700-1200 and 1300-1600**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

This service provides management and oversight of privatized housing services; management and oversight of Government housing referral services for off-post housing; as well as programming, purchasing, repair or replacement of GFOQ selected furniture, appliances, equipment, and authorized items.

On-Post Housing services are privatized and are managed and maintained by Hunt/Pinnacle. All housing requirements will be coordinated with the partner. The Garrison Housing Office provides oversight of the project, and will provide assistance with any issues that cannot be resolved with the RCI Partner.

Directed Performance - Customer requests for furnishings and equipment will be met within the standard of 4 days.

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**ISR Service 250 (CLS Service 9)  
Substance Abuse Programs  
Directorate of Human Resources  
Point of Contact – Ms. Ruby Turner, 256-842-9895  
Building 3466  
E-Mail: [ruby.j.turner.civ@mail.mil](mailto:ruby.j.turner.civ@mail.mil)  
Hours of Operation: Monday through Friday, 0700-1630**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

1. Provide military biochemical testing services. This program allows for the operation of a forensically secure Installation Biochemical Testing Collection Point. The program identifies and deters drug use and enhances individual readiness.

Directed Performance – Ensure specimens are shipped to the supporting Forensic Toxicology Drug Testing Laboratory

2. Provide civilian biochemical services. This program allows for the operation of a forensically secure Installation Biochemical Collection Point. The program identifies and deters drug abuse and enhances individual readiness IAW drug-free workplace and applicable regulations.

Directed Performance – Random selection of employees in Testing Designated Position accomplished quarterly; applicant testing is accomplished as requested; all specimens collected are tested; testing is accomplished with minimal discrepancy or error.

3. Provide substance abuse prevention and education services for military personnel. This program plans, manages, directs and evaluates substance abuse education and training activities. This program promotes marketing, networking and consulting strategies for military personnel.

Directed Performance – Factual up-to-date drug and alcohol provided within acceptable time line.

4. Provide Employee Assistance Program (EAP) services for civilian employees. This program, as required by Public Law in support of the Drug Free Workplace program and DA Pamphlet 600-85, plans, manages implements and evaluates a program designed to assist Civilian employees, Family members, and military retirees with substance abuse and other personal problems affecting their well-being and job performance.

5. Provide Alcohol and Drug Abuse Prevention Training (ADAPT) Course. This program is an educational/motivational intervention which focuses on the adverse effects and consequences of alcohol and other drug abuse. The ADAPT course is 12 hours of material IAW AR 600-85.

Directed Performance – Ensure referred individuals receive a minimum of 12 hours of ADAPT training.

6. Provide risk reduction program for active Army units. This program plans, manages, directs and evaluates the identification of Soldier high risk behaviors and trends, analyzes risk data and recommends and implements intervention strategies to mitigate Soldier risk behaviors and enhance mission readiness.

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**ISR Service 251 (CLS Service 10)**  
**Army Community Service (ACS)**  
**Directorate of Human Resources**  
**Point of Contact – Mrs. Susan Paddock, 256-876-5397**  
**Building 3338, Redeye Road**  
**E-Mail: [susan.paddock.civ@mail.mil](mailto:susan.paddock.civ@mail.mil)**  
**Hours of Operation: Monday through Friday, 0700-1630**

**Common Level of Support for All Customers:**

**Assigned Capability Level: C**

1. Support and enhance all ACS programs by expanding their resource base through promoting and utilizing available tools and resources.

Directed Performance – Provide accurate information and coordinated referral 100% of the time.

2. Provide Personal and Family Life Readiness prevention and intervention programs and services for a wide range of support from individual life situations. Includes the following: Spouse and child abuse prevention, intervention, and treatment; victim advocacy services; New Parent Support Program; parenting classes; anger and stress management classes; Sexual Assault Prevention and Response Program; advocacy and liaison to services for Exceptional Family Members (EFMP); EFMP Support Groups and Coordinating Committees; EFMP Respite Care; and emergency placement care.

Directed Performance – 100% of requests for assistance and support through prevention and intervention programs are provided upon request.

3. Provide mobilization and deployment programs and support activities designed to assist leaders, Soldiers, their Families and Department of Army Civilians who deploy and their Families to successfully manage the challenges of mobilization and deployments before, during, and after they are mobilized regardless of their geographic location.

Directed Performance – 100% of requests for training and briefings are provided upon request.

4. Provide transition support services (financial, employment, and relocation readiness) assistance to include timely and effective transition support programs and services to include building personal and/or Family financial readiness.

Directed Performance – Full availability of mobility and economic readiness programs to include requests for education, assistance, and resources.

5. Provide long-term specialized support for wounded and fallen Soldiers and their Families.

Directed Performance – Support services for wounded Soldiers and Survivors of Fallen Soldiers are available to meet all identified needs and requirements within a timely manner.

6. Programs to promote and sustain Army volunteerism and Army volunteers. Includes the following: Plan and coordinate Army Volunteer Corp Programs; assess and coordinate volunteer opportunities within the Army community; increase awareness of military and civilian resources; recruit, train, and retain Army volunteers; conduct marketing and outreach activities associated with Army volunteerism; and conduct annual Army Family Action Plan (AFAP) conference.

Directed Performance – All support services for volunteers are available for client population. All AFAP processes are in place and working.

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**ISR Service 252 (CLS Service 11)  
Child, Youth and School Services  
Directorate of Family and Morale, Welfare and Recreation  
Point of Contact – Mr. Andre Terry, 256-955-8035  
Building 1500  
E-Mail: [bryford.a.terry.civ@mail.mil](mailto:bryford.a.terry.civ@mail.mil)  
Hours of Operation: The Parent Central Services Registration Office for all  
CYS programs is open Mon-Fri; 0700-1630 and is closed on weekends.**

**Common Level of Support for All Customers:**

**Assigned Capability Level: C**

Provide Child, Youth and School Services. Deliver Child and Youth Services for eligible children to reduce the conflict between parental responsibilities and mission requirements. Services delivered using integrated Child and Youth System based on a “child and youth space” as a unit of service and associated funding.

Directed Performance – Provide affordable, quality Child, Youth and School Services programs. Programs help to reduce the conflict between mission requirements and parental responsibilities, allow spouses to work, contribute to the economic viability of families, and support Army Transportation and sustain the all volunteer force.

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**ISR Service 253 (CLS Service 12)  
Sports, Recreation, and Libraries  
Directorate of Family and Morale, Welfare and Recreation  
Point of Contact – Mr. Mike Chemsak, 256-876-2315  
Building 1500  
E-Mail: [michael.a.chemsak.naf@mail.mil](mailto:michael.a.chemsak.naf@mail.mil)  
Hours of Operation: Varies by Facility**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Provide physical fitness facilities.

Directed Performance – One main facility is open at a minimum of 90 hours per week. Additional facilities are opened to support peak usage periods and scheduled fitness programs.

2. Provide intramural sports/outdoor facility maintenance.

Directed Performance – Intramural sports offered to participants.

3. Provide aquatics training.

Directed Performance – Seasonal facilities are operated at a minimum of 30 hours a week, weather permitting, lifeguard staffing meets established guidelines, and equipment and supplies are provided for instruction.

4. Provide library/information services. This program provides and assists authorized patrons with access to information resources for educational support (to include distance learning) and recreational purposes

Directed Performance – Dedicated facility operated at a minimum of 40 hours per week

5. Provide community/recreation programs.

Directed Performance – Dedicated facility operated at a minimum of 40 hours per week

6. Provide Outdoor Recreation Program.

Directed Performance – Dedicated facility operated at a minimum of 40 hours per week

7. Provide automotive skills programs which are designed to promote skill development in maintaining personal vehicles.

Directed Performance – Dedicated facility operated at a minimum of 30 hours per week

8. Provide recreational swim program.

Directed Performance – Seasonal facilities available 30 hours per week weather permitting, lifeguard staffing meets established guidelines

9. Provide arts and crafts program.

Directed Performance – Dedicated facilities available at a minimum of 30 hours per week

10. Provide discount ticketing services to authorized patrons for entertainment and leisure activities.

Directed Performance – Service is available at a minimum, 30 hours per week

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**ISR Service 254 (CLS Service 13)**

**Business Operations**

**Directorate of Family and Morale, Welfare and Recreation**

**Point of Contact – Mr. Mark Germonprez, 256-842-0876**

**Building 1500**

**E-Mail: [mark.a.germonprez.naf@mail.mil](mailto:mark.a.germonprez.naf@mail.mil)**

**Hours of Operation: Varies by Facility**

**Common Level of Support for All Customers:**

**Assigned Capability Level: C**

1. Provide a bowling program (greater than 12 lanes) that is growing to meet industry standards as a leisure and recreational destination which delivers a quality product while achieving Army financial standards.

Directed Performance – Provide a variety of products and programs to attract both casual and repetitive bowlers; provide ala carte and catering food and beverage services and have certified lanes.

2. Provide clubs, food, beverage and entertainment operations. These operations may include theme operations, catering, snack bars, dining, beverage, social events, entertainment, and other services normally associated with a restaurant and entertainment center, as well as hospitality support for official events. Programs may include Bingo, snack bars, themed programs, special activities, recreational machines, etc.

Directed Performance – Provide the customer with the overall quality and perceived value of the dining and/or entertainment experience.

3. Provide a golf program with playing conditions and services comparable to a mid to high level municipal golf course where there is sufficient market demand to ensure self-sufficiency.

Directed Performance – Provide a full range of services to include lessons taught by a highly skilled golfer, Pro Shop, practice facilities, clubhouse with food and beverage services.

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**ISR Service 400 (CLS Service 53)  
Facilities Engineering Services Management  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Greg Calvert, 256-876-3713  
Room A-304, Building 4488  
E-mail: [greg.a.calvert6.civ@mail.mil](mailto:greg.a.calvert6.civ@mail.mil)  
Hours of Operation: 0800-1630**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

Provide work management, planning, programming, and engineering support services for the real property inventory. Develop strategies and objectives for planning, prioritization, program integration, project acquisition strategy, and project prioritization system (PPS) to meet the organization's mission. Provide Engineering and Real Property Management advisory services to the Garrison Commander and tenant activities.

Provide engineering design, supervision, and inspection services for non-mission unique facility projects as defined in service 409-421.

**Non-Army customers must reimburse for this service.**

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**ISR Service 401 (CLS Service 68)  
Fire and Emergency Response Services  
Directorate of Emergency Services  
Point of Contact: Chief Ragnar Opiniano, 256-876-1893  
Building 4424 – Rideout Road  
E-mail: [ragnar.n.opiniano.civ@mail.mil](mailto:ragnar.n.opiniano.civ@mail.mil)  
Hours of Operation: 24/7**

**Common Level of Support for All Customers (Except Marshall Space Flight Center)  
Assigned Capability Level: B**

1. Provide Emergency Response Services for Structure Fires.  
Directed Performance - First responding units will arrive on scene within 7 minutes.
2. Provide Emergency Response Services for Aircraft Rescue Fire Fighting.  
Directed Performance - First responding units will arrive on scene within 3 minutes for unannounced emergency, and 1 minute response time for announced emergency.
3. Provide Emergency Response Services for Hazardous Materials and Chemical, Biological, Radiological, Nuclear, and High Explosive Incidents.  
Directed Performance - First responding units will arrive on scene within 7 minutes.
4. Provide Emergency Response Services for Wildland Fires.  
Directed Performance - First responding units will arrive on scene within 7 minutes.
5. Conduct Rescue Operations. This includes rope rescues, structure collapse, high angle, confine space, trenches, and water rescue.  
Directed Performance - First responding units will arrive on scene within 7 minutes.
6. Provide Fire Prevention Services. Project and plan review, inspection of fire protection systems, equipment and facility fire risk management surveys.
7. Provide Specialized Services and Training to Support the Installation. This includes facility manager's training, building fire evacuation drills, CDC/Youth Center fire safety training, and newcomer's fire safety orientation training.

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**ISR Service 402 (CLS Service 57)  
Custodial Services  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Howard Berryhill, 955-6228  
Room A-312, Building 4488  
E-mail: [howard.d.berryhill.civ@mail.mil](mailto:howard.d.berryhill.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

Provide custodial services as outlined in the chart below to be performed at the frequency indicated as the standard. Only non-cleared custodial personnel are provided to perform these services.

<b>Service</b>	<b>Frequency for Service Level A</b>
Bathroom Cleaning/Resupply	2 x per week
Trash Removal	1 x per week
Clean Drinking Fountains	2 x per week
Sweeping/Vacuuming	1 x per week
Spot Clean (includes glass doors, mirrors, walls, etc.)	1 x per month
Clean Entry and Elevators	2 x per week
Wet Mop Floors	1 x per month
Dusting	4 x per year
Spray/Buff Floors	N/A
Strip/Finish Floors	1 x per year
Clean/Shampoo Carpet	1 x per year

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**ISR Service 403 (CLS Service 60)  
Refuse Removal  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Howard Berryhill, 955-6228  
Room A-312, Building 4488  
E-Mail: [howard.d.berryhill.civ@mail.mil](mailto:howard.d.berryhill.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

Manage refuse removal program, providing core technical expertise and basic waste management planning, reporting, and community education.

Operate Construction /Demolition Landfill.

Collect and dispose of Food Services Waste, Bulk Waste, and Municipal Waste in a manner that is in compliance with Federal/state/local laws and makes sense from an environmental and economically advantageous perspective.

The Garrison will determine the appropriate dumpster size and pick-up schedule necessary to preclude an unacceptable build-up of waste. Normal everyday trash will be collected to ensure dumpster capacity does not exceed 95%. Food Services Waste will be collected daily.

Containers will be cleaned, repaired, painted or replaced as required.

The standard does not include services for mission unique, short-term, or one-time requirements.

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**ISR Service 404 (CLS Service 40/41)  
Grounds Maintenance  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Ronnie Brooks, 256-842-0006  
Room A-312, Building 4488  
E-Mail: [ronnie.e.brooks2.civ@mail.mil](mailto:ronnie.e.brooks2.civ@mail.mil)  
Hours of Operation: 0630-1600**

**Common Level of Support for Army Customers: Assigned Capability Level: A**

Provide grass cutting, trimming services, and other improved and unimproved grounds maintenance tasks as outlined in the chart below to be performed at the frequency indicated as the standard. Grass clipping removal and leaf removal are not a part of the standard for normal visibility areas.

Service	Frequency for Service Level A
<b>High Visibility Grounds Areas</b>	
Grass cutting including grass clipping collection, litter/debris removal, prep of area, trimming & cleanup	1 x per 2 weeks
Edging around & vegetation control in adjacent surfaced areas	Semi-annually
Removal of storm debris and dead animals	Reimbursable Only
Provide tree pruning and tree removal	Safety Only
Provide periodic lawn treatment to include fertilizer, liming, over seeding, aeration, & weed control	Reimbursable Only
Landscaping to include trimming shrubbery removal of dead debris, planting of perennials and annuals, mulching, borders, maintenance of landscape fabric, ground cover, etc. Maximum landscaped area is 3% of HV area.	Annually
<b>Normal Visibility Grounds Areas</b>	
Grass cutting including litter/debris removal, prep of area, trimming & cleanup	1 x per 3 weeks
Cantonment grass cutting for security clear zones. Includes litter/debris removal, prep of area, trimming & cleanup	2 x per year
Edging around & vegetation control in adjacent surfaced areas	Annually
Removal of storm debris and dead animals	Reimbursable Only
Provide tree pruning and tree removal	Safety Only
Provide periodic lawn treatment to include fertilizer, liming, over seeding, aeration, weed control, herbicides, and /or growth retarders	Reimbursable Only
<b>Semi-Improved Grounds Areas</b>	
Grass cutting in active outlying cemeteries, outlying recreation/picnic and jogging trail areas. Includes litter/debris removal	Every 21 days
Grass cutting for igloos, ranges, and security perimeter fence. Includes removal of fallen trees and limbs	3 x per year
Grass cutting for test areas	Reimbursable
Road shoulders	2 x per year
Vegetation control to include invasive plants, woody vegetation, Utility ROW, substations and switching stations, and growth in pavement cracks	Annually

**The following services will be provided to all customers at no cost:**

- Roadside litter and dead animal collection
- Storm debris collection as required
- Removal of trees that impose a safety hazard (as determined by the Garrison)

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**ISR Service 405 (CLS Service 54)  
Master Planning  
Directorate of Public Works (DPW)  
Point of Contact – Craig Northridge, 256-955-8504  
Room B-311, Building 4488  
E-mail: [craig.t.northridge2civ@mail.mil](mailto:craig.t.northridge2civ@mail.mil)  
Hours of Operation: 0800-1630**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Develop and maintain the Installation's Real Property Master Plan. The Master Plan establishes the basic framework for developing and managing real property on the installation IAW AR 210-20. This includes developing the installation's overall plan for using and investing in real property to support installation missions and DA objectives. The Master Plan describes permanent comprehensive/holistic solutions, as well as short-term actions necessary to correct deficiencies and meet real property requirements.
2. Conduct Real Property Planning Boards. Real Property Planning Boards integrate real property master planning into the Army's budgetary and operational planning processes throughout the current Program Objective Memorandum (POM) period IAW with AR 210-20. The Installation's Military Construction (MILCON) priorities are established through these Real Property Planning Boards.
3. Provide Major Construction Programming Services. These services include the analysis, preparation, and submission of major construction projects IAW AR 210-20, AR 415-15, AR 420-10, and other applicable regulations. Included are the development/submissions of DD Forms 1391, execution of programming charrettes, review of design documents, and acceptance of real property.
4. Submit Construction Approval Requests. This service includes the analysis preparation, and submission of requests for the approval of vertical construction, Lab Revitalization projects, relocatable facilities, construction site plans, and other approvals required by higher headquarters.

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**ISR Service 406 (CLS Service 55)  
Real Property/Real Estate Administration  
Directorate of Public Works (DPW)  
Point of Contact – Arthur Cole, 256-842-0233  
Room B-303, Building 4488  
E-mail: [arthur.j.cole4.civ@mail.mil](mailto:arthur.j.cole4.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

Provide management of utilization and facility inventory inspections for approximately 2,000 facilities on Redstone Arsenal. Provide real property support and guidance on real property matters for all Army Real Property customers on the installation.

1. Provide Accountability Services. This program documents real property assets in compliance with CFO Act, DODI 4165.14, 10 USC 2721, and other federal, state, and local laws. Provides status, cost, area, capacity, condition, use, and management of real property.
2. Provide Customer Support and Staffing Actions. This program researches, gathers, and analyzes real property information, prepares pertinent documents, and makes recommendations in response to statutory requirements.
3. Grant Use of Army Real Property. This program manages the process of granting termed use of Army property to other entities.
4. Dispose Real Estate, Facilities and Real Estate Interests. This program involves the documentation, coordination, and process associated with disposal actions of real estate, facilities, and real estate interests IAW federal, state, and local law.
5. Acquire Real Estate, Facilities and Real Estate Interests. This program involves the documentation, coordination, and process associated with acquisitions of real estate, facilities, and real estate interests IAW federal, state, and local law.

Customers are required to:

1. Submit a letter to the Commander for request of space with approved stationing plan
2. Provide documentation for space justification
3. Submit a work order to the JOR system for tracking purposes.

Manage the GIS program as defined in ISR Service 114, Geospatial Information. Production of maps and other documents is included as part of Service 114 on a reimbursable only basis.

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**Service 410-421 (CLS Service 31-39 and 42-43)  
Facilities and Surfaced and Unsurfaced Area Maintenance  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Les Miller, 876-4245  
Room A-307, Building 4488  
E-Mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)  
Hours of Operation: 0800-1600**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

Provide service order, preventive/recurring maintenance and facility sustainment projects necessary to keep real property inventory in good working order.

- Service orders are defined as maintenance and repair activities costing less than \$2,000 in materials and less than 40 hours in labor. These are maintenance and repair activities for lighting, heating, ventilating, air conditioning, plumbing, electrical and roofing system required to minimize the downtime associated with system and building defects.
- Preventive/recurring maintenance is scheduled maintenance and repair activities required to maintain the real property inventory at its present condition.
- Facility sustainment projects are maintenance and repair activities costing more than \$2,000 in materials and more than 40 hours in labor. These maintenance and repair activities include repairs or replacement of facility components, accomplished by Individual Job Order (IJO), that are expected to occur periodically throughout the life cycle of facilities.

Historically, we complete approximately 25,000 service orders per year and carry a backlog of approximately 400. We also complete approximately 2,000 IJO's per year and carry a backlog of approximately 2,500.

Additional services are available on a reimbursable basis. See Section II of this catalog for details.

Non-Army customers must reimburse for the above services.

Maintenance of Surfaced and Unsurfaced Areas - the Garrison will maintain roads, road shoulders, ditches, and paved areas adjacent to facilities assigned to all customers (with the exception of Marshall Space Flight Center) as funds are made available.

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**Service 500/419 (CLS Service 47)**

**Electrical Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307A, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**Hours of Operation: 0800-1600**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: C**

Provides electrical distribution and supply services for lighting, heating, ventilation, cooling and building equipment throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.

Maintain 3 primary substations, 22 unit substations, and approximately 5,000 miles of electrical distribution lines on the installation to provide electrical services for approximately 2,000 facilities and 95 customers on Redstone Arsenal in a manner to minimize unscheduled outages.

**Non-Army customers must reimburse for this service.**

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**ISR Service 501/419 (CLS Service 44)**

**Heating/Cooling Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307A, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**(Installation, Maintenance and Repair of Utilities Service)**

**Hours of Operation: 0800-1600**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: C**

Provides natural gas, propane, and steam for heating, cooling, domestic hot water and/or facility processes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.

Maintain 45 miles of natural gas lines and 55 miles of steam lines on the installation and provide operations and maintenance for 51 boilers, 13 heating plants, and 375 duplex condensate pumping systems on the installation in a manner to minimize unscheduled outages.

**Non-Army customers must reimburse for this service.**

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**ISR Service 502/419 (CLS Service 45)**

**Water Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**(Installation, Maintenance and Repair of Utilities Service)**

**Hours of Operation: 0800-1600**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: C**

Provides potable water for domestic purposes and non-potable water for industrial purposes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the plant operation costs for producing or procuring the commodity.

The Garrison maintains 3 water treatment plants and operates 2 water treatment plants with a capacity to produce 6.7 million gallons of potable water per day; 7 storage tanks with a total volume of 1.9 million gallons; 2 pump stations; approximately 265 miles of potable water main distribution lines; and 40 miles of industrial water main distribution lines in a manner to minimize unscheduled outages.

**Non-Army customers must reimburse for this service.**

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**ISR Service 503/419 (CLS Service 46)**

**Waste Water Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307A, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**(Installation, Maintenance and Repair of Utilities Service)**

**Hours of Operation: 0800-1600**

**Mr. Ronnie Brooks, 256-842-0006, Room A-312, Building 4488,**

**E-mail: [ronnie.e.brooks2.civ@mail.mil](mailto:ronnie.e.brooks2.civ@mail.mil) (Portable Latrines)**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: C**

Provides domestic and industrial waste water treatment services via a Utilities Privatization contract. Includes costs to operate, maintain, repair, and recapitalize the plants and collection systems.

We provide operations and maintenance services for the waste water system on Redstone Arsenal, not to exceed 10 feet from a facility's exterior. The services are provided for approximately 2,000 facilities on the installation and include operations and maintenance for 55 septic systems; 3 lift stations interior to facilities; 14 grease traps pumped bi-weekly; 29 oil/water separators; and the base oil/water separator.

Approximately 100 portable latrines are provided in remote areas and where restrooms are not available.

**Non-Army customers must reimburse for this service.**

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**ISR Service 504 (CLS Service 48)**

**Other Utility Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Mark Smith, 256-842-0014, Room A-306, Building 4488,**

**E-mail: [mark.d.smith1.civ@mail.mil](mailto:mark.d.smith1.civ@mail.mil)**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: C**

Provide energy audits of facilities to identify projects to reduce utility consumption and improve energy efficiency. These projects will be accomplished via alternative financing methods, i.e., Energy Savings Performance Contracts (ESPC) and Utility Energy Services Contracts (UESC).

**Non-Army customers must reimburse for this service.**

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**Environmental Program Management and Planning**  
**Directorate of Public Works, Environmental Management Division**  
**Point of Contact: Mr. Terry Hazle, 256-876-6122**  
**Room A-321A, Building 4488**  
**E-mail: [terry.w.hazle.civ@mail.mil](mailto:terry.w.hazle.civ@mail.mil)**  
**Hours of Operation: 0630-1600**

**Common Level of Support for All Customers:**

- a. Implement and maintain an Environmental Management System (EMS) for Redstone Arsenal, IAW ISO 14001 standards.
- b. Provide environmental support to the development and implementation of the Installation Master Plan.
- c. Schedule and conduct quarterly Environmental Quality Control Committee (EQCC) meetings IAW AR 200-1.
- d. Submit environmental requirements (BASOPS and tenant non-mission environmental requirements) through the Environmental Program Requirements (EPR) database (EPR Web) or follow-on requirement systems in accordance with HQDA-issued directions and guidance.
- e. Identify environmental training/certification required by law and regulations and notify tenants of such training.
- f. Participate in technology testing and fielding as required.
- g. Coordinate External Environmental Performance Assessment System (EPAS) audits.
- h. Perform regular internal assessments; coordinate audits with all tenants.
- i. Review all documentation required by the National Environmental Policy Act for activities occurring at Redstone Arsenal.
- j. Conserve natural and cultural resources for the sustainment of the natural ecosystem, cultural history and continued Army mission at Redstone.

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**Environmental Program Management and Planning (Continued)**

**Customer Responsibilities:**

- a. Participate in the installation's planning efforts.
- b. Ensure personnel receive required training.
- c. Coordinate needs for testing and fielding of new technology with the installation.
- d. Participate in internal assessments and corrective actions.
- e. Coordinate non-ITAM needs with environmental office and ITAM needs with DPTM.
- f. Participate in installation internal and external audits (e.g. EPAS, as required).
- g. Fund unit environmental requirements not covered in the standard installation services or the ISSA.
- h. Execute actions required under the Redstone Arsenal's EMS.
- i. Participate in installation EMS.
- j. Submit mission-specific, environmental requirements to the MACOM HQ.
- k. Submit non mission-specific environmental requirements to the Garrison Commander for inclusion in the installation's Environmental Spend Plan submittal.
- l. Participate in the installation Environmental Quality Control Committee (EQCC).

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**ISR Service 505 (CLS Service 66)  
Compliance Services (Environmental)  
Directorate of Public Works, Environmental Management Division  
Point of Contact: Mr. Michael Stierwalt, 955-8505  
Room A-328, Building 4488  
Email: [michael.j.stierwalt.civ@mail.mil](mailto:michael.j.stierwalt.civ@mail.mil)  
Hours of Operation: 0630-1700**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

1. Advisory Services, Installation Planning, Project and Activity Review and Impact Assessment. Provides for timely and accurate review of installation plans, projects and activities for potential impacts related to environmental laws and regulations. Includes review of installation plans, projects (i.e., 1391s, work orders, planning charrettes and design reviews) and activities for potential environmental impacts and advise customers.
2. Provide for Recurring Installation Environmental Permits. Allows the customer to accomplish their mission by successfully acquiring and maintaining the appropriate permits. Includes the following: Apply for, renew, modify, comply with, and terminate all environmental permits required for the installation. Gather, maintain, and report data required by the permit (includes inventory, sampling, analysis, etc.); negotiate with regulators; participate in or conduct public meetings as required by permit; fund required fees, provide recordkeeping and training required by permit related to compliance; conduct inspections required by permit. Create, update required Management Plans (e.g. Storm Water Pollution Prevention Plan) and other action required specifically by the permit. Establish components of the Environmental Compliance Officer Training for Permit Compliance.
3. Provide Regulated Waste Management Services. Provides management and disposal services for hazardous waste and other waste that requires special handling, for customers as defined by HQDA's Environmental Policies and Guidance.
4. Provide Non-Permit Environmental Statutory Requirements Services. Provides technical oversight, developing management strategies, and preparing/updating or reviewing management plans for non-permit environmental statutory requirements for customers as defined by HQDA's Environmental Policies and Guidance.
5. Support Overall Environmental Goals and Objectives and Sustain Environmental Stewardship. Provides the customer with increased awareness of installation environmental programs; the ability to incorporate best business practices and activities needed to support overall planning based assessments, requirements, and results of audits to enhance execution of the Environmental Programs beyond compliance; and training and educational activities including community outreach not required for compliance.

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**Customer Responsibilities:**

- a. Comply with all Federal, State, and local laws, policies, regulations, and directives. Follow all DoD, Army, IMA, and US Army Garrison- Redstone policies, regulations, SOPs, and environmental protection program guidance and directives.
- b. Request technical assistance, as necessary, to ensure operational compliance with all environmental programs.
- c. Obtain concurrence from the Directorate of Public Works, Environmental Management Division, US Army Garrison - Redstone, for all standing operating procedures, plans, and operations involving disposal, handling, storage, and use of any materials which could possibly impact the environment in any media (air, water, ground, noise).
- d. Assist Federal, State, and Army environmental regulators and inspectors in gaining entry to customer's premises for the purpose of conducting environmental audits and inspections.
- e. Prepare or fund the preparation of any environmental documents required under the National Environmental Policy Act.
- f. Accomplish any required environmental mitigation identified as necessary in National Environmental Policy Act required environmental analysis of customer's activities.

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**ISR Service 506 (CLS Service 64)**

**Conservation Services**

**Directorate of Public Works, Environmental Management Division**

**Point of Contact: Mr. Danny Dunn, 256-876-4572**

**Room A-330, Building 4488**

**E-mail: [daniel.j.dunn24.civ@mail.mil](mailto:daniel.j.dunn24.civ@mail.mil)**

**Hours of Operation: 0700-1700**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

1. Advisory and Planning Services, Project Review and Impact Assessment – Provide timely and accurate initial review of required actions or tasks in accordance with cultural resources and natural resources laws, policy, guidance, and regulations and FGS.
2. Conservation (Cultural and Natural) Resources Planning and Coordination. Provide required actions or tasks in accordance with cultural resources and natural resources law, policy, guidance and regulations and FGS equivalents.
3. Endangered Species Act Compliance, implementation, management, oversight, and monitoring on Redstone Arsenal.
4. Other Natural Resources and Cultural Resources Compliance, Legal Requirement Implementation, Management, Oversight, and Monitoring on Redstone Arsenal (other than ESA).
5. Conservation (Cultural and Natural Resources) Stewardship. Promotes environmental awareness and provides enhanced quality of life for users through sustainable stewardship of cultural and natural resources. Includes the following:

**Customer Responsibilities:**

- a. Comply with all Federal, State, and local laws, policies, regulations, and directives. Follow all DoD, Army, IMA, and US Army Garrison- Redstone policies, regulations, SOPs, and environmental protection program guidance and directives.
- b. Request technical assistance, as necessary, to ensure compliance with all Federal, State, and local laws, policies, regulations, and directives.
- c. Obtain concurrence from the US Army Garrison, Directorate of Public Works, Environmental Management Division, for all standing operating procedures, plans, and operations which could possibly affect the environment, including but not limited to natural resources, forest, wildlife, migratory birds, fish, and wetlands, any body of surface water, endangered species, archaeological resources, or historic structures.

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d. Assist Federal, State, and Army environmental regulators and inspectors in gaining entry to customer's premises for the purpose of conducting environmental audits, inspections or management activities.

e. Accomplish any required natural or cultural resource mitigation requirements resulting from customer's activities or actions affecting the environment.

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**ISR Service 507 (CLS Service 67)  
Pollution Prevention Services  
Directorate of Public Works, Environmental Management Division  
Point of Contact: Mr. Michael Stierwalt, 955-8505  
Room A-328, Building 4488  
Email: [michael.j.stierwalt.civ@mail.mil](mailto:michael.j.stierwalt.civ@mail.mil)  
Hours of Operation: 0630-1700**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

1. Comply with Emergency Planning and Community Right to Know Act (EPCRA) to include reports and recordkeeping. Provides the customer with the ability to meet EPCRA compliance requirements.
2. Provide Decision Making Tools (Plans, Studies and Surveys) to reduce pollution and compliance burden and save resources. Provides the customer with data and analysis about waste streams and resources to support program decision making.

**Customer Responsibilities:**

- a. Comply with Garrison guidance for maintaining generation, usage, and storage records for hazardous materials and waste at customer's facilities.
- b. Comply with Garrison guidance for usage and support of the hazardous materials and waste management system.
- c. Maximize operational and cost effective pollution prevention and recycling activities within customer operations.
- d. Utilize the Redstone Arsenal Recycling Program unless recycling initiatives are approved for direct sale by the Directorate of Public Works, Environmental Management Division.

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**ISR Service 509 (CLS Service 65)  
Installation Restoration Program  
Directorate of Public Works, Environmental Management Division  
Point of Contact: Ms. Terry de la Paz, 256-955-6968  
Room A-338, Building 4488  
E-mail: [terry.m.delapaz.civ@mail.mil](mailto:terry.m.delapaz.civ@mail.mil)  
Hours of Operation: 0700-1630**

**Common Level of Support for All Customers:**

Clean up contaminated, protected, disrupted sites on the installation. Includes management and administration of DERA funded projects.

<http://aec.army.mil/usaec/cleanup/index.html>

**Customer Responsibilities:**

- a. The Chiefs of the primary organizational elements are responsible for providing access for sampling and cleanup activities as necessary to comply with the Hazardous Waste Permit. The organizational elements are also responsible for complying with all Land Use Controls established as part of the cleanup provisions as stated in the Hazardous Waste Permit. Finally, the organizational elements are responsible for complying with the provisions and procedures of RSA Regulation 200-7; Redstone Arsenal Environmental Site Access Control Program by appointing points of contact in writing to the EMD to facilitate the control of activities on or adjacent to environmental sites within their area of control and other areas used by their organization for training.
- b. The Chiefs are responsible for ensuring that all entry or activities on or adjacent to environmental sites are consistent with the required controls contained in the current hazard ranking and required controls matrix (see RSA 200-7 Appendices).
- c. Ensuring that all MSOs or IJOs conducted at environmental sites within their area of control and other areas used for their mission are implemented IAW RSA Regulation 200-7. Any physical alterations to real property or land use must be coordinated through the Directorate of Public Works to ensure environmental project review procedures are met.
- d. Reporting any adverse human health or environmental incidents during the course of environmental site entry, including, discovery of any unexploded ordnance (UXO); personnel injuries or illness; unexpected tanks, vaults, or piping; or discovery of any signs of the presence of Chemical Warfare Material (CWM), immediately. Work shall be stopped at the point of discovery/incident. Because of this potential hazard or impact, an Environmental Site Work Plan Evaluation Checklist (Appendix C, RSA Reg. 200-7) must be completed by Public Works -

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Environmental personnel before any activity commences on or adjacent to an IRP environmental site. MSO repairs may be authorized by ISS/Utility Provider contractor environmental or safety personnel.

**Funding Responsibilities:**

If the project must move forward based on mission requirements, then immediate site actions may be required. These actions may include but are not limited to implementing the defined controls with or without modification, implementation of a interim measures action, or reprioritization of the cleanup action to meet project requirements. This could result in a request for funds from the project proponent to offset the difference between the funding needed for the action necessary to accommodate the project and the action that has been programmed under the IRP. All approved actions, contingent on the controls noted being implemented, must be properly coordinated through the Installation Restoration Division and the Alabama Department of Environmental Management (ADEM) before they begin.

**Violations:**

a. The US Army Garrison – Redstone has the authority to issue a Stop Work Order as per the Occupational Safety and Health Act (OSHA), 29 CFR Part 1910.120 (Hazardous Waste Operations and Emergency Response) and the National Oil and Hazardous Substances Pollution Contingency Plan (NCP), 40 CFR Parts 300.150 (Worker Health and Safety) and 311 (Worker Protection) for any unauthorized intrusive activities ongoing within any IRP site access control boundary.

b. In the event there are regulatory fines or penalties resulting from non-coordinated intrusive activities within an IRP site boundary the Redstone Arsenal Garrison will act as principal negotiator with regulatory agencies to determine specific fines and penalties. Redstone Arsenal Garrison will determine tenant culpabilities pertaining to regulatory NOV's.

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**ISR Service 510 (CLS Service 58)  
Indoor Pest Management  
Directorate of Public Works (DPW)  
Point of Contact – Ms. Jo Anne Miller, 256-955-0296  
Room D-318, Building 4488  
E-Mail: [jo.a.miller36.civ@mail.mil](mailto:jo.a.miller36.civ@mail.mil)  
Hours of Operation: 0800-1600**

**Common Level of Support for Army Customers:                      Assigned Capability Level: A**

Provides the core expertise to implement an Indoor Pest Management Program.

This program provides response and completion of service orders to evaluate and correct pest problems that are a threat to mission, health, safety, and to prevent property damage classified as emergency or routine based on pest type. Includes venomous arthropods (e.g., spider, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, & snakes); and wood destroying insects and fungi.

Includes:

- Quarterly surveillance and control of cockroaches and ants.
- Annual surveillance and control of termites and other wood destroying pests
- Animal control by trapping, netting, applying toxicants for removal of snakes, squirrels, skunks, bats, starlings, or other pests as requested.

**Non-Army customers must reimburse for this service.**

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**ISR Service 511 (CLS Service 59)  
Outdoor Pest Management  
Directorate of Public Works (DPW)  
Point of Contact – Ms. Jo Anne Miller, 955-0296  
Room D-318, Building 4488  
E-Mail: [jo.a.miller36.civ@mail.mil](mailto:jo.a.miller36.civ@mail.mil)  
Hours of Operation: 0800-1600**

**Common Level of Support for Army Customers:                      Assigned Capability Level: A**

Provides the core expertise to implement an Outdoor Pest Management Program.

This program provides response and completion of service orders to evaluate and correct pest problems that are a threat to mission, health, safety, and to prevent property damage classified as emergency or routine based on pest type. Includes disease vectors (e.g., mosquitoes & ticks); venomous arthropods (e.g., spider, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, & snakes); and invasive insects and animals.

Includes:

- Quarterly surveillance and control of cockroaches and ants.
- Annual surveillance and control of termites and other wood destroying pests
- Animal control by trapping, netting, applying toxicants for removal of snakes, squirrels, skunks, bats, starlings, or other pests as requested.

**Non-Army customers must reimburse for this service.**

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**ISR Service 600 (CLS Service 78)**

**Physical Security**

**Directorate of Emergency Services (DES)**

**Point of Contact: Kevin Dykema, 256-876-6815**

**Building 3623**

**Email: [kevin.w.dykema.civ@mail.mil](mailto:kevin.w.dykema.civ@mail.mil)**

**Hours of Operation: 24 X 7**

**Common Level of Support for All Customers Except Marshall Space Flight Center:  
Assigned Capability Level: A**

1. Execute Physical Security (PS) Program.

- Installation Physical Security Inspections & Surveys
- Master planning and construction design reviews
- Physical Security Planning, Coordination and Assistance
- Intrusion Detection Systems (IDS) Administration/Management/Monitoring
- DA Guard Operations Management
- Assess Tenant PS programs and provide PS Staff assistance visits

2. Manage Installation Physical Security Equipment (PSE) Requirements.

3. Execute Installation Access Control Point (ACP) Operations.

- Process visitors (Vet, Issue Badges)
- Conduct Vehicle and Weapons Registration Operations.

Note: Above services highlight designated functions which are not all inclusive.

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**ISR Service 601 (CLS Service 77)  
Law Enforcement (LE) Services  
Directorate of Emergency Services (DES)  
Point of Contact: Art Riley, 256-842-2441  
Building 3623  
E-mail: [arthur.e.riley2.civ@mail.mil](mailto:arthur.e.riley2.civ@mail.mil)  
Hours of Operation: 24/7**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Conduct Law and Order Operations.
2. Provide Centralized E911 Emergency Dispatch Services.
3. Respond to Law Enforcement Service Requests.
  - LE Response to Emergency Situations
  - Conservation Enforcement (Wildlife and Animal Control)
  - Alarm Response
4. Conduct Law Enforcement (LE) Investigations.
  - Lost and Found Property
  - AWOL/Deserter Apprehension
5. Promote Deterrence by Detection and Enforcement.
6. Provide Police Administration Services.
7. Provide Specialized LE Services.
  - Designated Training (e.g., Active Shooter)
  - Military Working Dogs (Health and Welfare)
  - Special Reaction Team

NOTE: Above services highlight designated functions which are not all inclusive.

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**ISR Service 602 (CLS Service 22)  
Antiterrorism (AT) Services  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact: Mr. Timothy D'Ambrosio, 256-842-2148  
Building 4488, Room B-133  
E-mail: [timothy.d.dambrosio.civ@mail.mil](mailto:timothy.d.dambrosio.civ@mail.mil)  
Hours of Operation: 0700-1630**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

Develop and implement the Installation AT Program and perform administrative tasks associated with the Antiterrorism Executive Committee (ATEC) and Antiterrorism Working Group (ATWG). Develop and coordinate local Force Protection Conditions (FPCON) and Random Antiterrorism Measures (RAM), coordinate contract compliance with AT standards, ensure proper dissemination of threat information, and participate in the Threat Working Group (TWG). Conduct required risk management to mitigate vulnerabilities or accept risk. Conduct AT training and conduct a comprehensive AT exercise as prescribed by guidance.

**Customer Responsibilities:**

1. Prioritize Antiterrorism Program activities annually ranging from Random Antiterrorism Measures for High Risk Targets & Mission Essential Vulnerability Areas. Provide points of contact (POC) to support Antiterrorism Working Group, Bi-Annual Antiterrorism Executive Committee Meetings, Threat Working Group Meetings, and annual requirements to validate/update the Installation Antiterrorism Plan.
2. Implement installation AT directives, notify installation AT officer of special AT requirements, participate in installation AT exercises, report terrorist threats/incidents immediately to the Directorate of Emergency Services, and disseminate threat information to the lowest possible level.

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**ISR Service 603 (CLS Service 21)  
Installation Security Management Program  
Directorate of Plans, Training, Mobilization & Security  
Point of Contact: Ms. Ruby Childers, 256-876-1345  
Building 3494, Room 115B  
E-mail: [ruby.s.childers.civ@mail.mil](mailto:ruby.s.childers.civ@mail.mil)  
Hours of Operation: 0700-1530  
Fingerprint Hours: 0730-1530 Tuesday, Wednesday, and Thursday**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

**Personnel Security** - Program facilitates unit readiness by ensuring that appropriate personnel have been vetted and cleared for accessions, employment, deployment, information systems access, and other mission requirements. This service includes administration, investigation and analyses of personnel security investigations conducted as the bases for both suitability for military, civilian and contractor personnel for base and IT accesses and personnel security clearance eligibility for military and civilians. Fingerprinting services will be provided to organizations that utilize the Garrison Personnel Security Office to submit their investigations for processing. Fingerprinting services will be provided on a reimbursable basis to organizations that do not utilize the Personnel Security Office to submit their investigations for processing. Contractor personnel must contact their Facility Security Office for fingerprinting requirements.

**Customer Responsibilities** – Provide a single security point of contact for ensuring compliance with providing in and out processing forms, notification of an employee's transfer, resignation, retirement, or other changes in employment. Customers must ensure employee's timely submission of periodic reinvestigations and timely reporting of adverse issues regarding their employees. Customers shall provide prompt notification of special investigative requirements, i.e., Special Access Programs.

**Security Education, Training, and Awareness (SETA)** - Promote work force understanding of security program policies and procedures and their contribution to mission success. Develop and facilitate the implementation of a security training programs.

**Customer Responsibilities** – Provide a member to the Garrison SETA Working Group Meeting to provide their unique organizational requirements for annual mandatory SETA Training. Ensure employees attend mandatory SETA training sessions and update attendance in the Training Information Program System (TIPS).

**Information Security** - Protect classified and sensitive/controlled unclassified information that safeguards Army operations and activities, critical infrastructure, equipment and military, civilian, and contractor personnel. Program ensures access to classified and sensitive/controlled unclassified information is limited only to authorized persons and that all classified and sensitive/controlled information is properly marked, stored, reproduced,

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transmitted, transported, and destroyed. Includes the identification, control and protection of classified and unclassified sensitive information from unauthorized disclosure or release to the public, i.e, public release reviews, freedom of information reviews and other activities.

Customer Responsibilities – Provide written requests for security assistance visits, open storage approval requests, and other information security services.

**Industrial Security** - Execute and oversee industrial security **User Agency** management and responsibilities for classified contracts awarded through either installation or centralized regional authority. Ensure that appropriate safeguards are in place and followed throughout the acquisition lifecycle and includes conveying classification and declassification requirements, completing DD Forms 254, providing suitability adjudications for base and IT accesses, assisting the contractor in investigation security violations and providing advice and assistance to contractor Facility Security Officers and employees.

Customer Responsibilities – Provide statement of work requiring access to sensitive and/or classified information and DD Forms 254s for review and approval of security requirements. Provide notification of any adverse issues regarding contractor employees.

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**ISR Service 604 (CLS Service 75)  
Emergency Management  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact: Mr. Timothy D'Ambrosio, 842-2148  
Building 4488, Room B-133  
E-mail: [timothy.d.dambrosio.civ@mail.mil](mailto:timothy.d.dambrosio.civ@mail.mil)  
Hours of Operation: 0630-1600**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

Maintain Installation Emergency Management contingency All Hazard Planning (EM) Capability.

- Integrate all activities necessary to develop, implement, execute, and sustain the Installation's capability to prepare for, prevent, mitigate the potential effects of, respond to, and recover from emergencies resulting from natural hazards, technological hazards, and acts of terrorism, to include CBRNE events.
- Perform Continuous EM Hazard Risk Management.
- Maintain Executable EM Plan (All Hazards).
- Conducts and supports installation level EM Training Exercises.

**Customer Responsibilities:**

1. Develop Site Specific disaster response plans (EAP's) that addresses the All Hazards pertaining to Redstone Arsenal AOR.
2. Participate in Annual Installation Full Scale Exercises and validate organization plans.
3. Provide organizational POC for executing installation CBRNE Program.

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**ISR Service 702 (CLS Service 16)  
Multimedia/Visual Information  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact – Mr. Ronald Blanson, 256-842-1889  
Building 3321, VI Services  
Building 3434, Photography Services  
E-mail: [ronald.w.blanson2.civ@mail.mil](mailto:ronald.w.blanson2.civ@mail.mil)  
Hours of Operation: 0730-1630**

**Common Level of Support for Army Customers:**

**Assigned Capability Level: A**

1. Photography Services:

- DA photos
- DoD and Official photos studio only

Directed Performance – 80-89% of photography products completed within 5 working days

2. Graphics Arts Services:

Design Graphic Art products and computer-generated art work; 30-minute consultation only

Directed Performance – 80-89% of graphic arts services completed within 6 working days

3. Command Channel and Closed Circuit TV (CCTV) Services:

Provide Audio/Video broadcast services for Command Channel 42, Satellite downlinks, and Emergency broadcast services to Redstone Arsenal.

Directed Performance – 95-97% of broadcast services available

4. Multimedia Services:

Design Production and Script Writing; 30-minute consultation only

Directed Performance – 95-97% of multimedia services available

5. Public Address System/Presentation Support Services:

Provide Public Address System support SC only for Bob Jones Auditoriums only.

Directed Performance – 75-84% of requested presentation events supported

**Non-Army customers must reimburse for these services (with the exception of board photos)**

**Customer Responsibility** – Submit all Multimedia Visual Information (MVI) service requests through Redstone Visual Information Operating System (VIOS) web page. If you do not have an active VIOS Account, contact MVI's Admin Office to have an account created.

VIOS Web link: <http://www.vios.army.mil>

Admin Office phone number 256-876-2133, fax number 256-876-1740, email

[margo.copeland@us.army.mil](mailto:margo.copeland@us.army.mil)

MVI Address Hand Deliver: Bldg 3321, Mauler Road, Redstone Arsenal, AL 35898

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**Military Personnel Services**

**Directorate of Human Resources**

**Point of Contact – Luis Fernando Ortega, 256-842-2418**

**Building 3494, Room 114E**

**Email: [luis.f.ortega.civ@mail.mil](mailto:luis.f.ortega.civ@mail.mil)**

**Hours of Operation: Monday-Friday, 0700-1630**

**Casualty personnel on call 24X7**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Provide personnel services required by customers upon arrival/departure from an Installation and other personnel actions initiated by the customer. Includes in/out processing, passport/visa, Soldier actions, Soldier boards, management of Soldier Surveys, Congressional processing, Soldier applications, and deserter control.

Directed Performance – In/out processing 5 days following arrival at installation.

2. Provide CAC/ID card services to customers as required by personnel actions initiated by the customer. Includes Soldiers, unit commanders, Family members, retirees, Civilians, and contractors.

Directed Performance – Receive ID card within 30 minutes.

3. Provides military casualty services and liaison services for Family members between local funeral personnel and military burial personnel. Includes the following: casualty affairs, mortuary affairs, memorial affairs, burial honors, and Line of Duties.

Directed Performance – Casualty notifications made within 4 hours of Casualty and Memorial Affairs Operations Center (CMAOC) notification.

4. Provide those services required to deploy and redeploy Soldiers.

Directed Performance – Actions processed by suspense date.

5. Provides personnel processing necessary to manage Soldier career development.

Directed Performance – Notification of reassignment made to Enlisted within 30 days and Officers made within 15 days.

6. Provides pre-transition services for Soldiers resigning and retiring. This includes customers requiring post-retirement services.

Directed Performance – Separation actions processed within 5 days of separation actions received.

7. Provide processing of individual personnel actions. This program provides the spectrum of military personnel support specifically for students and trainees.

Directed Performance – Student actions processed within 5 days.

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8. Provide strength reporting, distribution and accounting services between units and the installation.

Directed Performance – Actions processed by suspense date.

9. Provides a full range of Human Capital System automation support services for all applicable personnel systems.

Directed Performance – Systems are operational when needed.

10. Provides post retirement (transition) services to customers in the geographical area.

Directed Performance – Retirees serviced within 30 minutes of arrival.

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**ISR Service 803 (CLS Service 14)  
Army Continuing Education Services  
Point of Contact – Mr. Charles Williams, 256-876-0080  
Building 3222  
E-Mail: [charles.williams42.civ@mail.mil](mailto:charles.williams42.civ@mail.mil)  
Hours of Operation: Monday-Friday; 0800-1630**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Provide education counseling sessions appropriate in length and content to meet client needs as expressed during intake, validated during the counseling process, and resulting in a plan, referral, or recommendation.
2. Facilitate Soldier access to post-secondary programs and classes.
3. Provide basic skills education and GT improvement.
4. Provide academic, assessment, and certification testing.

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**ISR Service 900 (CLS Service 302)**

**Airfield Operations**

**Directorate of Plans, Training, Mobilization and Security**

**Point of Contact – Mr. John Burkhead, 256-876-4300**

**Building 4808, Room 108**

**E-mail: [john.s.burkhead2.civ@mail.mil](mailto:john.s.burkhead2.civ@mail.mil)**

**Hours of Operation Monday – Friday excluding Federal Holidays:**

**0700-1545 (Airfield Management and Base Operations)**

**0700-1800 (Aircraft Ground Support Services)**

**0745-1530 (Tower and Ground Controlled Approach)**

**Common Level of Support for All Customers:**

**Assigned Capability Level: A**

1. Airfield Management will provide operational and regulatory oversight to ensure a safe, secure, and efficient airfield and Installation aviation environment is available on Redstone Arsenal. These include Installation Air Traffic and Airspace Officer and Airfield Safety Officer functions.
2. Airfield Base Operations functions will support aircraft arrival and departure operations. Examples: posts and disseminate Notices to Airmen, transmit and record flight data, airfield advisory service, and overdue aircraft procedures.
3. Aircraft Ground Support Services will provide aircraft marshalling, operate Ground Support Equipment, and refuel and defuel tenant and authorized transient aircraft.
4. Air Traffic Control Services. Provide through Air Traffic Control services and Airspace management the safe, orderly, and expeditious flow of air traffic in the assigned airspace. These include Tower, Ground Controlled Approach, and Limited Aviation Weather Observations functions.
5. Air Traffic Control Maintenance Services. Maintain and certify Air Traffic Control and Navigational Aids systems.

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**ISR Service 902 (CLS Service 300)**

**Command and Control**

**Directorate of Plans, Training, Mobilization and Security**

**Point of Contact: Mr. Timothy D'Ambrosio, 256-842-2148**

**Building 4488, Room B-133**

**E-mail: [timothy.d.dambrosio.civ@mail.mil](mailto:timothy.d.dambrosio.civ@mail.mil)**

**Common Level of Support for All Customers:**

**Assigned Capability Level: B**

1. Installation Emergency Operations Center. Maintains 24/7 capability as required (defined as scalable through telecommunications and physical presence) for situational awareness (SA), and Classified/Unclassified Common Operating Pictures (COPs) of critical information and events. Provide an expandable operations to execute the Anti-Terrorism/Force Protection, and All Hazards Response Plan Contingency Response Operations (real world or exercises).

- Maintain communications and share COP within the installation, local, state and federal authorities, lateral, supporting and supported command, agencies and governments, and with higher headquarters.
- Establish, train, and operate the Installation Emergency Operations Center in accordance with applicable FPCON Measures and available resources.
- Train Crisis Action personnel and Installation Emergency Operations Center in accordance with applicable policy and regulatory guidance.
- Allocate adequate space to conduct Crisis Action operations.

2. Planning and Exercise. Provides technical expertise and leadership to synchronize and integrate garrison operations into support for CONPLANS, OPLANS, FUNCPLANS, SORs, OPORDs, and Stationing Actions.

**Customer Responsibilities:**

1. Comply with the National Response Framework and the Installation Management Command Force Protection All Hazard Disaster Plan, Installation Operation Security Plan and Annexes.

2. Notify the IEOC as soon as possible upon identification or execution of activities in response to emergency situation or events.

3. Provide personnel and equipment assistance to US Army Garrison Redstone Arsenal should conditions require.

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**ISR Service 905 (CLS Service 306)  
Training Support Center  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact: Steven Delcore, 256-842-2351  
Building 3775N  
E-mail: [steven.j.delcore.civ@mail.mil](mailto:steven.j.delcore.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Common Level of Support for all Military Customers:                      Assigned Capability Level: B**

1. Loan, Issue, Receive, and Store TADSS (to include MILES). Provides for the loan, issue, receipt, and storage of TADSS, to include MILES in the warehouse. Excludes training, maintenance and certification for TADSS.
2. Army-Wide and Local Design, Fabricate, Package, and Ship Training Devices. Provides initial consultation, design, fabrication, packaging, and distribution of Army-wide training devices, i.e., Training Device Fabrication Request (TDFR). (Reference AR 350-38, paragraph 7.)
3. Loan, Issue, and Print Graphic Training Aids (GTA). Provides Graphic Training Aids (GTA) stock for loan and issue and limited re-fabrication of on-line GTAs.

**Customer Responsibilities:**

1. Submit equipment requests for support 10 working days prior to a training event.
2. Provide an NCO as the hand receipt holder, a detail of 2 for issue, and a detail of 2-6 for turn-in.

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**Total Ammunition Management Information System (TAMIS)**  
**Directorate of Plans, Training, Mobilization and Security**  
**Point of Contact: Mr. Lawrence C. Rogers, 256-313-0956**  
**Building 7390, Room 114**  
**E-mail: [lawrence.c.rogers.civ@mail.mil](mailto:lawrence.c.rogers.civ@mail.mil)**

**Common Level of Support for All Military Customers:**

The Total Ammunition Manager (TAM) serves as the Total Ammunition Management Information System (TAMIS) Trainer and advisor for units forecasting ammunition for delivery to US Army Garrison Ammunition Supply Point (ASP). Coordinate scheduling of weapon training devices, simulators/simulations and ranges with customer unit. Conducts TAMIS user certification and unit level Ammunition Manager Course, one class per year. Approves the cross leveling of stocks between accounts and units. Validate requests for issue of munitions from the Garrison ASP.

**Customer Responsibility:**

1. Prepare annual ammunition requirement in a timely manner.
2. Forecast ammunition for the month of training.
3. Establish accounts with local ammunition supply point.
4. Ensure personnel assigned to request and/or receive ammunition meet the grade requirements of DA PAM 710-2-1.
5. Obtain approval for un-forecasted ammunition from the appropriate headquarters.
6. Complete all turn-ins 5 days after the completion of training.

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**Section 2  
Reimbursable Services**

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**Reimbursable Services**

**(Click on the topic for quick access)**

**[Service 109 - Equal Employment Opportunity \(EEO\) Services](#)**

**[Service 113 - Administrative Services – Mail](#)**

**[Service 114 - Geospatial Information Services](#)**

**[Service 121 - Cable TV](#)**

**[Service 400 - Facilities Engineering Services Management](#)**

**[Service 401 - Fire and Emergency Response Services](#)**

**[Service 402 - Custodial Services](#)**

**[Service 403 - Refuse Removal](#)**

**[Service 404 - Grounds Maintenance](#)**

**[Service 408 - Snow and Ice Removal \(Sweeping of Paved Areas\)](#)**

**[Service 409 - Minor Construction Service](#)**

**[Service 410 - 421 - Facilities and Surfaced and Unsurfaced Area Maintenance](#)**

**[Service 500 - 504 - Utilities](#)**

**[Service 505 - Compliance Services \(Environmental\)](#)**

**[Service 506 - Conservation Services](#)**

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**[Service 509 - Installation Restoration Program](#)**

**[Service 510 - Indoor Pest Management](#)**

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**[Service 600 - Physical Security](#)**

**[Service 601 - Law Enforcement Services](#)**

**[Service 702 - Multimedia/Visual Information](#)**

**[Service 900 - Airfield Operations](#)**

**[Service 904 - Range Management for TA 10](#)**

**[Service 905 - Training Support Center](#)**

**[Service 907 - Ammunition Supply](#)**

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**ISR Service 109 (CLS Service 92)  
Equal Employment Opportunity (EEO) Services  
Equal Employment Opportunity Office  
Point of Contact: Mrs. Becky Miller, 876-8890  
Building 3494 Room 155  
E-Mail: [martha.c.miller12.civ@mail.mil](mailto:martha.c.miller12.civ@mail.mil)  
Hours of Operation: 0800-1630**

**Reimbursable Support for Non-Army Customers:**

Expenses for on- and off-site training.

**Operating Expenses for All Customers:**

- a. Investigation of formal complaint conducted by Department of Defense, Investigations and Resolutions Division (IRD). Payment will be initiated by completing Web Pay.
- b. Expenses for court reporter services for investigations/hearings (paid for by Government credit card).

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**ISR Service 113 (CLS Service 17)  
Administrative Services – Mail  
Directorate of Human Resources  
Point of Contact – Mr. Donald Battise, 256-842-8051  
Building 3465 (Zeus Road)  
E-Mail: [donald.r.battise.civ@mail.mil](mailto:donald.r.battise.civ@mail.mil)  
Central Mail Facility is located in Building 3710  
Hours of Operation:**

**Reimbursable Service for All Customers:**

Garrison will meter receiver's outgoing official mail with postage imprint.

Customer Responsibility: Reimburse for postage and fees (includes official mail and express mail charges – usually metered rates charged to each organization) and Federal Express and related fees.

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**ISR Service 114  
Geospatial Information (GIS) Services  
Directorate of Public Works (DPW)  
Point of Contact – Arthur Cole, 256-842-0233  
Room B-305, Building 4488  
E-mail: [arthur.j.cole4.civ@mail.mil](mailto:arthur.j.cole4.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Reimbursable Service for All Customers:**

Garrison will:

1. Capture, store, analyze, manage, and present geospatial data.
2. Analyze data to support mission planning and development.
3. Produce reports, maps, and other documents to support mission requirements.

Customers are required to request services by submitting an electronic Job Order Request (JOR). Electronic submission can be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select “Work Request” from the Frequent Links to access the DPW Homepage then select “JOR Submission.” Funding for “JOR” services must be provided in advance.

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**ISR Service 121 (CLS Service 73)**

**Cable TV**

**Information Management Office**

**Point of Contact: Mr. Tom Norton, 876-1957**

**Room A-234, Building 4488**

**E-mail: [thomas.h.norton8.civ@mail.mil](mailto:thomas.h.norton8.civ@mail.mil)**

**Reimbursable Service for All Customers:**

Cable TV (CATV) is not a Common Level of Service (CLS) Garrison mission. Therefore, all CATV services (including installation, relocation, maintenance, and monthly service fees) are the responsibility of the receiving organization. Monthly service charges are reimbursable to the Garrison and all CATV installation and relocation charges are the responsibility of the requesting organization.

**Service Options:**

**Garrison Knology CATV Contract Option:**

- Type of Service: Standard Definition CATV only and Command Channel #42
- New or Additional Building Service Drops: Customer Organization Tele-Communications Officer (TCO) coordination and service request through Garrison Information Management Office (IMO) and Knology. Installation expenses must be paid by customer organization directly to Knology prior to installation.
- Interior Building Cable Installation/Relocation: Customer Organization Tele-Communications Officer (TCO) coordination and service request through Garrison Information Management Office (IMO).
  - Facilities covered by the Knology “Grandfathered Provision”. TCO submits a Line Service Request through NEC-R with Garrison IMO approval. All cost for Line Service Requests (LSRs) are payable by requesting organization directly to the Network Enterprise Center – Redstone (NEC-R).
  - Facilities not covered by the Knology “Grandfathered Provision”. TCO submits request through Garrison IMO approval. Garrison IMO coordinated request with Knology. All cost for interior installation and or relocations are payable by requesting organization directly to Knology.

**Other Options:**

- Tenant organizations have the option to pursue independently other options for CATV services. For High Definition (HD) service organizations have the option to enter an organizational arrangement for HD CATV service with Knology or with select satellite TV service vendors, such as Dish® or DirecTV®. The only drawback to satellite TV service is that the Command Channel #42 is not available.

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**ISR Service 400 (CLS Service 53)  
Facilities Engineering Services Management  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Keith Cook, 256-876-8554/Mr. Jerry Hinson, 256-955-8113  
Room A-108, Building 4488  
E-mail: [alfred.k.cook.civ@mail.mil](mailto:alfred.k.cook.civ@mail.mil)/[jerry.d.hinson2.civ@mail.mil](mailto:jerry.d.hinson2.civ@mail.mil)  
Hours of Operation: 0800-1630**

**Reimbursable Support for Non-Army Customers:**

Provide work management, planning, programming, and engineering support services for the real property inventory. Develop strategies and objectives for planning, prioritization, program integration, project acquisition strategy, and project prioritization system (PPS) to meet the organization's mission. Provide Engineering and Real Property Management advisory services to the Garrison Commander and tenant activities.

**All customers must reimburse for:**

Engineering design, supervision, contract/project management and inspection services for all customer funded and customer unique facility construction projects performed by the Garrison. The cost of these services is determined as a percentage of the total project cost. For FY13, these percentages are 5% for projects under \$100,000 and 10% for projects \$100,000 or more. The Garrison will provide a project cost estimate and a request for engineering service management funding once the project is accepted and approved by the Garrison. The purpose of this fee is to provide manpower/staff augmentation necessary to provide these above CLS services.

Customers must submit electronic Job Order Requests for all construction projects. Provide funding for engineering design, supervision, and inspection services as soon as funding is requested by the Garrison.

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**ISR Service 401 (CLS Service 68)  
Fire and Emergency Response Services  
Directorate of Emergency Services  
Point of Contact: Chief Ragnar Opiniano, 256-876-1893  
Building 4424 – Rideout Road  
E-mail: [ragnar.n.opiniano.civ@mail.mil](mailto:ragnar.n.opiniano.civ@mail.mil)  
Hours of Operation: 24/7**

**Reimbursable Support for All Customers:**

- a. All customers must reimburse for overtime, equipment and supplies for response to hazardous material incidents and for all incidents determined to be the fault of the customer.
  
- b. Provide specialized services above initial emergency response and prevention functions (e.g. Standby/dedicated fires and emergency medical services for exercises, hot work permit training and other specialized training).

**Customer Responsibility:**

- a. In collaboration with DES Fire Prevention Inspectors, customers will furnish the initial purchase, installation and maintenance of fire extinguishers in newly constructed and existing facilities. The Inspectors will determine the type, size, quantity and location of portable fire extinguishers and inspect them following installation to ensure compliance with NFPA 10 standards.
  
- b. Provide funding covering estimated requirements prior to the beginning of work or services for overtime expended. This would include any request which would require the DES to bring in personnel above what is required for the common level of support. Customer may pre-coordinate requirements with Fire and Emergency Services Division but must submit support requests through Garrison Directorate of Plans, Training, Mobilization and Security (DPTMS) no later than 30 days prior to event.

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**ISR Service 402 (CLS Service 57)  
Custodial Services  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Howard Berryhill, 955-6228  
Room A-312, Building 4488  
E-mail: [howard.d.berryhill.civ@mail.mil](mailto:howard.d.berryhill.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Non-Army customers must reimburse for this service.**

**Army customers must request and reimburse for increased service frequencies.**

Provide custodial services for Administrative, Classroom, and Public type areas as outlined in the chart below to be performed at the frequency indicated as the standard. Only non-cleared custodial personnel are provided to perform these services.

All customers (Army or non-Army) may purchase cleared custodial support or senior level admin (special dedicated) custodial support at an additional cost.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

	<b>Service Level A</b>	<b>Service Level B</b>	<b>Service Level C</b>
Bathroom Cleaning/Resupply	2 x per week	Every other day	Daily
Trash Removal	1 x per week	Every other day	Daily
Clean Drinking Fountains	2 x per week	Every other day	Daily
Clean Floors	1 x per week	Every other day	Daily
Spot Clean (includes glass doors, mirrors, walls, etc.)	1 x per month	Every other day	Daily
Clean Entry and Elevators	2 x per week	Every other day	Daily
Wet Mop	1 x per month	2 x per month	1 x per week
Light Dusting (under 6' 5")	N/A	1 x per month	1 x per week
Heavy Dusting (under 6' 5")	4 x per year	2 x per year	4 x per year
High Dusting (above 6' 5")	N/A	2 x per year	4 x per year
Spray/Buff Floors	N/A	6 x per year	1 x per month
Strip/Finish Floors	1 x per year	2 x per year	2 x per year
Clean/Shampoo Carpet	1 x per year	2 x per year	2 x per year

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**ISR Service 403 (CLS Service 60)  
Refuse Removal  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Howard Berryhill, 955-6228  
Room A-312, Building 4488  
E-Mail: [howard.d.berryhill.civ@mail.mil](mailto:howard.d.berryhill.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Reimbursable Support for Non-Army Customers:**

Manage refuse removal program, providing core technical expertise and basic waste management planning, reporting, and community education.

Operate Construction /Demolition Landfill.

Collect and dispose of Food Services Waste, Bulk Waste, and Municipal Waste in a manner that is in compliance with Federal/state/local laws and makes sense from an environmental and economically advantageous perspective.

The Garrison will determine the appropriate dumpster size and pick-up schedule necessary to preclude an unacceptable build-up of waste. Normal everyday trash will be collected to ensure dumpster capacity does not exceed 95%. Food Services Waste will be collected daily.

Containers will be cleaned, repaired, painted or replaced as required.

Services for roll-offs, compactors, mission unique, short-term, or one-time requirements.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

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**ISR Service 404 (CLS Service 40)  
Grounds Maintenance  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Ronnie Brooks, 256-842-0006  
Room A-312, Building 4488  
E-Mail: [ronnie.e.brooks2.civ@mail.mil](mailto:ronnie.e.brooks2.civ@mail.mil)  
Hours of Operation: 0630-1600**

**Non-Army customers must reimburse for this service.**

**Army customers must request and reimburse for increased service frequencies.**

Provide grass cutting, trimming services, and other improved and unimproved grounds maintenance tasks as outlined in the chart below to be performed at the frequency indicated as the standard.

Service	Service Level A	Service Level B
<b>High Visibility Grounds Areas</b>		
Grass cutting including grass clipping collection, litter/debris removal, prep of area, trimming & cleanup	Bi-weekly	Weekly
Edging around & vegetation control in adjacent surfaced areas	2 x per year	Bi-weekly
Removal of storm debris and dead animals	Reimbursable Only	3 Days after report
Provide tree pruning and tree removal	Safety Only	Safety & Neat Appearance
Provide periodic lawn treatment to include fertilizer, liming, over seeding, aeration, & weed control	Reimbursable Only	Reimbursable Only
Landscaping to include trimming shrubbery removal of dead debris, planting of perennials and annuals, mulching, borders, maintenance of landscape fabric, ground cover, etc. Maximum landscaped area is 3% of HV area	Annually	3 x per year
<b>Normal Visibility Grounds Areas</b>		
Grass cutting including litter/debris removal, prep of area, trimming & cleanup	Every 21 days	Bi-weekly
Cantonment grass cutting for security clear zones. Includes litter/debris removal, prep of area, trimming & cleanup.	2 x per year	Every 30 days
Edging around & vegetation control in adjacent surfaced areas	Annually	2 x per year
Removal of storm debris and dead animals	Reimbursable Only	3 days after report
Provide tree pruning and tree removal	Safety Only	Safety Only
Provide periodic lawn treatment to include fertilizer, liming, over seeding, aeration, weed control, herbicides, and /or growth retarders	Reimbursable Only	Reimbursable Only
<b>Semi-Improved Grounds Areas</b>		
Grass cutting active outlying cemeteries, outlying recreation/picnic and jogging trail areas. Includes litter/debris removal	Every 21 days	Every 21 days
Grass cutting for igloos, ranges, and security perimeter fence. Includes removal of fallen trees and limbs	3 x per year	Every 45 days
Grass cutting for test areas	Reimbursable Only	Reimbursable Only
Road shoulders	2 x per year	Every 45 Days
Vegetation control to include invasive plants, woody vegetation, Utility ROW, substations and switching stations, and growth in pavement cracks	Annually	2 x per year

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing

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the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

**ISR Service 408 (CLS Service 61)  
Snow and Ice Removal  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Leslie Miller, 256-876-4245  
Room A-307, Building 4488  
E-Mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

Service requests beyond the scope of those identified as the standard and considered mission unique requirements shall be identified in the Garrison Snow and Ice Removal Plan. Customers must reimburse for these mission-unique services.

**Reimbursable Support for All Customers:**

Sweeping of paved areas such as parking lots, hardstands, pads, etc., are done on a reimbursable basis only. Costs will be determined based on the frequency and size of areas to be swept.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

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**Service 409 (CLS Service 31)  
Minor Construction  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Keith Cook, 876-8554  
Room A-108, Building 4488  
E-Mail: [alfred.k.cook.civ@mail.mil](mailto:alfred.k.cook.civ@mail.mil)  
Hours of Operation: 0800-1600**

**Reimbursable Support for All Customers:**

Restoration and Modernization Projects - Provides resources for improving facilities. Restoration includes repair and replacement work to restore facilities damaged by inadequate sustainment, excessive age, natural disaster, fire, accident, or other causes. Modernization includes alteration of facilities solely to implement new or higher standards, to accommodate new functions, or to replace facilities that typically last more than 50 years.

Minor Construction - Engineering support, alterations, minor construction, and special maintenance, which are mission peculiar or unique to the customer. Customer must request services and provide funding for the services.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

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**ISR Service 410-421 (CLS Service 31-39 and 42-43)  
Facilities and Surfaced and Unsurfaced Area Maintenance  
Directorate of Public Works (DPW)  
Point of Contact – Mr. Les Miller, 256-876-4245  
Room A-307, Building 4488  
E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)  
Hours of Operation: 0800-1600**

**Reimbursable Support for Non-Army Customers:**

Provide service order, preventive/recurring maintenance and facility sustainment projects necessary to keep real property inventory in good working order.

- Service orders are defined as maintenance and repair activities costing less than \$2,000 in materials and less than 40 hours in labor. These are maintenance and repair activities for lighting, heating, ventilating, air conditioning, plumbing, electrical and roofing system required to minimize the downtime associated with system and building defects.
- Preventive/recurring maintenance is scheduled maintenance and repair activities required to maintain the real property inventory at its present condition.
- Facility sustainment projects are maintenance and repair activities costing more than \$2,000 in materials and more than 40 hours in labor. These maintenance and repair activities include repairs or replacement of facility components, accomplished by Individual Job Order, that are expected to occur periodically throughout the life cycle of facilities.

For the Maintenance of Surfaced and Unsurfaced Areas, MSFC reimburses the Garrison a prorata share for the maintenance of the main road arteries which include Martin, Marshall, Neal, Morris, Fowler, Rideout, and Dodd Roads.

All customers must reimburse for the following services:

- Non-fair, wear and tear repairs to facilities. This is the cost of repairing facility damage from other than normal usage.
- Maintenance for Equipment in Place (EIP).
- Customers will reimburse for all costs for leased trailers not provided as part of a construction project.

Service requests beyond the scope of those identified in the Garrison's Common Levels of Support (CLS) will require reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission can be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage then select "JOR Submission." Services requested will be reimbursed by the customer on a case-by-case basis.

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**Service 500/419 (CLS Service 47)**

**Electrical Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.smith15@us.army.mil](mailto:timothy.smith15@us.army.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307A Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**Hours of Operation: 0800-1600**

**Reimbursable Support for Non-Army Customers:**

Provides electrical distribution and supply services for lighting, heating, ventilation, cooling and building equipment throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.

The Garrison will invoice for metered electrical usage on a monthly basis. Non-metered facilities will be billed annually through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.

Non-Army customers are required to enter into a Contract for Sale of Utilities Services with the Garrison, unless a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

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**ISR Service 501/419 (CLS Service 44)**

**Heating/Cooling Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307A, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**(Installation, Maintenance and Repair of Utilities Service)**

**Hours of Operation: 0800-1600**

**Reimbursable Support for Non-Army Customers:**

Provides natural gas, propane, and steam for heating, cooling, domestic hot water and/or facility processes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.

The Garrison will invoice for metered gas and steam usage on a monthly basis. Non-metered facilities will be billed annually through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.

Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

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**Redstone Arsenal Garrison  
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**ISR Service 502/419 (CLS Service 45)**

**Water Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**(Installation, Maintenance and Repair of Utilities Service)**

**Hours of Operation: 0800-1600**

**Reimbursable Support for Non-Army Customers:**

Provides potable water for domestic purposes and non-potable water for industrial purposes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the plant operation costs for producing or procuring the commodity.

The Garrison will invoice for metered domestic and industrial water usage on a monthly basis. Non-metered facilities will be billed annually through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.

Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

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**Redstone Arsenal Garrison  
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**ISR Service 503/419 (CLS Service 46)**

**Waste Water Services**

**Directorate of Public Works (DPW)**

**Building 4488**

**Points of Contact:**

**Mr. Tim Smith, 256-955-6738, Room A-306, Building 4488,**

**E-mail: [timothy.j.smith397.civ@mail.mil](mailto:timothy.j.smith397.civ@mail.mil)**

**Mr. Les Miller, 256-876-4245, Room A-307, Building 4488,**

**E-mail: [leslie.g.miller.civ@mail.mil](mailto:leslie.g.miller.civ@mail.mil)**

**(Installation, Maintenance and Repair of Utilities Service)**

**Portable latrines - Mr. Ronnie Brooks, 256-842-0006, Room A-312,**

**Building 4488, E-mail: [ronnie.e.brooks2.civ@mail.mil](mailto:ronnie.e.brooks2.civ@mail.mil)**

**Hours of Operation: 0800-1600**

**Reimbursable Support for Non-Army Customers:**

Provides domestic and industrial waste water treatment services via a Utilities Privatization contract. Includes costs to operate, maintain, repair, and recapitalize the plants and collection systems.

The sewage collection and treatment system is owned and operated by PDR Properties, Inc. (PDR). PDR will invoice for sewage services based on metered water usage. Facilities with non-metered water will be billed by the Garrison annually through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.

Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

**Reimbursable Support for All Customers:**

Portable latrines are available on a reimbursable basis for mission unique and/or special events.

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**Redstone Arsenal Garrison  
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**ISR Service 504 (CLS Service 48)**

**Other Utility Services**

**Directorate of Public Works (DPW)**

**Point of Contact:**

**Mr. Mark Smith, 256-842-0014, Room A-306, Building 4488,**

**E-mail: [mark.d.smith1.civ@mail.mil](mailto:mark.d.smith1.civ@mail.mil)**

**Reimbursable Support for Non-Army Customers:**

Performance of energy audits of facilities to identify projects to reduce utility consumption and improve energy efficiency. These projects will be accomplished via alternative financing methods, i.e., Energy Savings Performance Contracts (ESPC) and Utility Energy Services Contracts (UESC).

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**Redstone Arsenal Garrison  
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**ISR Service 505 (CLS Service 66)  
Compliance Services (Environmental)  
Directorate of Public Works, Environmental Management Division  
Point of Contact: Mr. Michael Stierwalt, 955-8505  
Room A-328, Building 4488  
Email: [michael.j.stierwalt.civ@mail.mil](mailto:michael.j.stierwalt.civ@mail.mil)  
Hours of Operation: 0630-1700**

**Reimbursable Support for All Customers:**

- a. Contract support in the development and preparation of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments. Support includes overseeing contract, directing contractor, and managing document review.
- b. Technical planning and oversight services for the development and implementation of natural resource mitigation requirements from the receiver's activities as required under the National Environmental Policy Act.

**Customer Reimbursement Responsibility:**

- a. Reimburse US Army Garrison - Redstone for costs associated with modifications of permits, discharges, disposal and emissions related to customer operations.
- b. Pay directly or reimburse US Army Garrison - Redstone for any environmental penalties, fines and/or fees incurred as a result of customer operations/activities.
- c. Reimburse US Army Garrison - Redstone for other identifiable administrative costs incurred by the Garrison in connection with any environmental penalty, fine, and/or fee, notice of violation, consent order, or similar administrative proceeding, to include cleanup and corrective action costs, resulting from the receiver's activities.
- d. Pay directly or reimburse the US Army Garrison – Redstone for the development and preparation of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments resulting from the receiver's activities. This includes overseeing contract, directing contractor, and managing document review as well as any investigations required to complete National Environmental Policy Act Documents.
- e. Pay directly or reimburse the US Army Garrison – Redstone for technical planning and oversight services and for design and implementation for the development and implementation of environmental mitigation requirements resulting from National Environmental Policy Act compliance.

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**Redstone Arsenal Garrison  
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**ISR Service 506 (CLS Service 64)**

**Conservation Services**

**Directorate of Public Works, Environmental Management Division**

**Point of Contact: Mr. Danny Dunn, 256-876-4572**

**Room A-330, Building 4488**

**E-mail: [danny.j.dunn24.civ@mail.mil](mailto:danny.j.dunn24.civ@mail.mil)**

**Hours of Operation: 0700-1700**

**Reimbursable Support for All Customers:**

- a. Technical planning and oversight services, and design and implementation of natural resource mitigation requirements resulting from Clean Water Act, Migratory Bird Treaty Act and Endangered Species Act or other natural resource laws or regulations mitigation requirements for customer-sponsored projects.
- b. Technical planning and oversight services, and design and implementation of cultural resource mitigation requirements resulting from National Historic Preservation Act or other cultural resource laws or regulations mitigation requirements for customer-sponsored projects.
- c. Fees and/or permits, permit modifications or other mandatory consultation with other federal, state or local agencies required to meet natural or cultural resource statutory or regulatory requirements for customer-sponsored projects.

**Customer Reimbursement Responsibility:**

- a. Pay directly or reimburse US Army Garrison - Redstone for costs of natural or cultural resource related permits, permit modifications, and for all costs associated with conducting mandatory consultation, including any additional studies which may be required, with other federal, state or local agencies related to customer activities.
- b. Pay directly or reimburse US Army Garrison - Redstone for any natural or cultural resource related penalties, fines and/or fees incurred as a result of customer operations/activities.
- c. Reimburse US Army Garrison - Redstone for other identifiable administrative costs incurred by the Garrison in connection with any natural or cultural resource related penalty, fine, and/or fee, notice of violation, consent order, or similar administrative proceeding, to include cleanup and corrective action costs, resulting from the receiver's activities.
- d. Pay directly or reimburse the US Army Garrison – Redstone for technical planning and oversight services and for design and implementation for the development and implementation of natural and cultural resource mitigation requirements associated with customer's activities.

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**Redstone Arsenal Garrison  
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**ISR Service 507 (CLS Service 67)  
Pollution Prevention Services  
Directorate of Public Works, Environmental Management Division  
Point of Contact: Mr. Michael Stierwalt, 955-8505  
Room A-328, Building 4488  
Email: [michael.j.stierwalt.civ@mail.mil](mailto:michael.j.stierwalt.civ@mail.mil)  
Hours of Operation: 0630-1700**

**Reimbursable Support for All Customers:**

Transportation, storage, and disposal of hazardous waste generated on Redstone Arsenal by the customer.

**Customer Reimbursement Responsibility:**

- a. Pay directly or reimburse US Army Garrison - Redstone for disposal cost of hazardous waste generated by the customer.
- b. Reimburse US Army Garrison - Redstone for costs incurred during collection and/or storage of hazardous waste generated by the customer.

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**Redstone Arsenal Garrison  
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**ISR Service 510 (CLS Service 58)  
Indoor Pest Management  
Directorate of Public Works (DPW)  
Point of Contact – Ms. Jo Anne Miller, 256-955-0296  
Room D-318, Building 4488  
E-Mail: [jo.a.miller36.civ@mail.mil](mailto:jo.a.miller36.civ@mail.mil)  
Hours of Operation: 0800-1600**

**Non-Army customers must reimburse for this service:**

Provides the core expertise to implement an Indoor Pest Management Program.

This program provides response and completion of service orders to evaluate and correct pest problems that are a threat to mission, health, safety, and to prevent property damage classified as emergency or routine based on pest type. Includes venomous arthropods (e.g., spider, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, & snakes); and wood destroying insects and fungi.

Includes:

- Quarterly surveillance and control of cockroaches and ants.
- Annual surveillance and control of termites and other wood destroying pests
- Animal control by trapping, netting, applying toxicants for removal of snakes, squirrels, skunks, bats, starlings, or other pests as requested.

**Army customers must request and reimburse for increased service frequencies.**

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

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**Redstone Arsenal Garrison  
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**ISR Service 511 (CLS Service 59)  
Outdoor Pest Control  
Directorate of Public Works (DPW)  
Point of Contact – Ms. Jo Anne Miller, 955-0296  
Room D-318, Building 4488  
E-Mail: [jo.a.miller36@civ@mail.mil](mailto:jo.a.miller36@civ@mail.mil)  
Hours of Operation: 0800-1600**

**Non-Army customers must reimburse for this service:**

Provides the core expertise to implement an Outdoor Pest Management Program.

This program provides response and completion of service orders to evaluate and correct pest problems that are a threat to mission, health, safety, and to prevent property damage classified as emergency or routine based on pest type. Includes disease vectors (e.g., mosquitoes & ticks); venomous arthropods (e.g., spider, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, & snakes); and invasive insects and animals.

Includes:

- Quarterly surveillance and control of cockroaches and ants.
- Annual surveillance and control of termites and other wood destroying pests
- Animal control by trapping, netting, applying toxicants for removal of snakes, squirrels, skunks, bats, starlings, or other pests as requested.

**Army customers must request and reimburse for increased service frequencies.**

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting an electronic Job Order Request (JOR). Electronic submission may be accomplished by accessing the Garrison homepage, [https://garrison.redstone.army.mil/index\\_ext.asp](https://garrison.redstone.army.mil/index_ext.asp). Select "Work Request" from the Frequent Links to access the DPW homepage and then select "JOR Submission." Funding for JOR services must be provided in advance.

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**Redstone Arsenal Garrison  
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**ISR Service 600 (CLS Service 78)  
Physical Security  
Directorate of Emergency Services (DES)  
Point of Contact: Kevin Dykema, 256-876-6815  
Building 3623  
E-mail: [kevin.w.dykema.civ@mail.mil](mailto:kevin.w.dykema.civ@mail.mil)**

**Reimbursable Support for All Customers:**

**1. Intrusion Detection System (IDS) Services:**

- a. Install, test and maintain Intrusion Detection Systems
- b. Respond to alarm activations

Customer Responsibility:

- a. Payment for actual cost of IDS installation and maintenance.
- b. Cost of guard response and clearing of alarms. Includes guard time responding to alarms, providing armed security awaiting organizational response to clear alarms, and guard presence awaiting repair of IDS systems.

**2. Security Guard Services:**

- a. DASG may be availed for special events as requested by customers.
- b. Conduct security checks of customer's activities at a frequency specified in applicable regulatory requirements.

Customer Responsibility:

- a. Provide funding covering estimated requirements prior to the beginning of work or services for overtime being expended. This would include any request which would require the DES to bring in personnel above what is required for the common level of support. Customers may pre-coordinate requirements with the Physical Security Division, but must submit support requests through the Garrison Directorate of Plans, Operations and Integration (POI) no later than 30 days prior to the event.
- b. Confirm organizational security check requirements annually. Provide funding covering the estimated requirements prior to the beginning of work or services being expended.

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**Redstone Arsenal Garrison  
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**ISR Service 601 (CLS Service 77)  
Law Enforcement (LE) Services  
Directorate of Emergency Services (DES)  
Point of Contact: Art Riley, 256-842-2441  
Building 3623  
E-mail: [arthur.e.riley2.civ@mail.mil](mailto:arthur.e.riley2.civ@mail.mil)  
Hours of Operation: 24/7**

**Reimbursable Support for All Customers:**

**Police Services**

Provide Police Officers and resources, as available, for special events as requested by customer, (e.g., Convoy Escorts, Military Working Dog, Traffic Control, etc.)

**Customer Responsibility:** Provide funding covering estimated requirements prior to the beginning of work or services for overtime expended. This would include any request which would require the DES to bring in personnel above what is required for the daily mission requirement. Customer may pre-coordinate requirements with Law Enforcement Division but must submit support requests through Garrison Directorate of Plans, Training, Mobilization and Security (DPTMS) no later than 30 days prior to event.

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**ISR Service 702 (CLS Service 16)  
Multimedia/Visual Information  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact – Mr. Ronald Blanson, 256-842-1889  
Building 3321, VI Services  
Building 3434, Photography Services  
E-mail: [ronald.w.blanson2.civ@mail.mil](mailto:ronald.w.blanson2.civ@mail.mil)  
Hours of Operation: 0730-1630**

**All Customers Must Reimburse for the Following Services:**

a. Photography Services:

- Large Scale Color or Black and White Prints and Plotting
- Command Photo/Portraits/Bust
- Photography Reprints
- Photo Scanning and Reprints
- Electronic Transfer of Photo Media
- All types of Event-Driven Photography Services
  - Retirement Ceremonies
  - Award Ceremonies
  - Promotion Ceremonies
  - Graduating Class Photos
  - Change of Command/Change of Charter/Change of Responsibility Ceremonies
  - Town Halls
  - Historical Events and Documentation
  - Quarterly Retirement Ceremonies
  - Ground Breaking Ceremonies
  - Re-Enlistment Ceremonies

b. Graphics Arts Services

- Graphics Art Animation
- Custom Framing and Matting for Command Presentations
- Shadow Boxes for Command Presentations
- Large Format Graphic Images
- Graphic Displays and Exhibits that are 2 or 3 Dimensional Objects
- Graphic Art Consultation
- Design Graphic Art Products to include Plotted Graphs, Stills and Motion Imagery
- Fabricate Graphic Arts Products
- Laminate Graphic Arts Products
- Design Custom Graphic Arts Products and Rendering
- Produce Detailed Graphical Arts Diagram and Medical Illustrations

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- Produce Charts, Signs, Posters and Certificates
- Design Nameplates
- Develop Event Programs
- Create and Print Event Programs
- Create and Print Brochures and Flyers
- Produce Panels
- Develop Custom Desktop Publishing Designs and Artwork
- All other types of Graphical Art Services

c. Command Channel and Closed Circuit TV Services:

- 508 Compliance of all Media to be Re-Broadcasted on Channel 42
- Recording of Local News Commentary
- Advertisement Broadcasting Command Channel 42
- All other types of Broadcasting Service

d. VI Multimedia/Video/Audio Services:

- All Outsourced Portions of Multimedia Productions
- Produce Local Multimedia Full-Length Video Commentary Products and Reproductions
- Develop Full Length Video Commentary of Significant Historical Events, Ceremonies and Presentation
- Develop Official Department of the Army:
  - Training Videos
  - Instructional Videos
  - Educational Videos
- Provide or Develop Script for Productions
- All Digital Media Imagery Research from Outside/Commercial Sources
- Provide the Service to Duplicate Video Tapes, CDs, and Digital Video Discs (DVDs)
- Produce Audio Tapes, Files, and Video Digital Media
- Provide Video Streaming and Multicast Services
- Provide Event-Driven Video Filming:
  - Retirement Ceremonies
  - Ribbon Cutting Ceremonies
  - Ground Breaking Ceremonies
  - Official Luncheons
  - Change of Command, Change of Charter and Change of Responsibility Ceremonies
  - Historical Events
  - Quarterly Retirement Ceremonies

e. Public Address System/Presentation Support Services:

- Provide Public Address Systems and Presentation Support

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- Setup, Operate, and Provide Audio/Visual Equipment and Support for selected Conference Rooms, Theaters and Outdoor Field Environments

f. VI Media/Equipment Support Services: Mount and Install Customer-Purchased Audio/Video Equipment, ADPE Equipment and Electronic Devices in the following areas:

- Theaters
- Conference Rooms
- Auditoriums
- Offices

Audio/Video Equipment, ADPE Equipment, Electronic Devices, and parts must be purchased by the Customer. Customers must reimburse for labor.

**Customer Responsibility** – Submit all Multimedia Visual Information (MVI) service requests through Redstone Visual Information Operating System (VIOS) web page. If you do not have an active VIOS Account, contact MVI's Admin Office to have an account created.

VIOS Web link: <http://www.vios.army.mil>

Admin Office phone number 256-876-2133, fax number 256-876-1740, email [margo.copeland@us.army.mil](mailto:margo.copeland@us.army.mil)

MVI Address Hand Deliver: Bldg 3321, Mauler Road, Redstone Arsenal, AL 35898

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**Redstone Arsenal Garrison  
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**ISR Service 900 (CLS Service 302)**

**Airfield Operations**

**Directorate of Plans, Training, Mobilization and Security**

**Point of Contact – Mr. John Burkhead, 256-876-4300**

**Building 4808, Room 108**

**E-mail: [john.s.burkhead2.civ@mail.mil](mailto:john.s.burkhead2.civ@mail.mil)**

**Hours of Operation Monday – Friday excluding Federal Holidays:**

**0700-1545 (Airfield Management and Base Operations)**

**0730-1530 (Aircraft Ground Support Services)**

**0745-1530 (Tower and Ground Controlled Approach)**

**Reimbursable Support for All Customers:**

1. Services required outside of published hours or outside of Common Levels of Support.
2. Aircraft Ground Support services off Redstone Army Airfield.

**Customer Responsibilities** – Provide technical point of contact and funding information, prior to work start, for any reimbursable work. Enter into support agreement with the Garrison for reimbursable work required on a recurring basis.

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**ISR Service 904 (CLS Service 305)  
Range Management (Test Area 10 Only)  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact: Mr. Lawrence Rogers, 256-313-0956  
Building 7390, Room 114  
E-mail: [lawrence.c.rogers.civ@mail.mil](mailto:lawrence.c.rogers.civ@mail.mil)  
Hours of Operation: 0700-1600, Monday-Friday (excluding holidays)**

**Reimbursable Support for All Customers Residing in the TA-10 Area:**

Provide TA-10 Range Control Support:

- Manage visitor control and issue access badges from 0700 to 1600 daily. Requirements outside of these hours or weekends and holidays will require advance coordination and reimbursement.
- Manage Mission Operations Control Center (MOCC) fire desk for TA-10 and sustain the system in an operational status through the Redstone Test Center.
- Monitor weather for severe conditions.
- Manage work orders to DPW for common roads and utilities infrastructure within the boundaries of TA-10.
- Maintain and update access rosters.

**Customer Responsibility:**

1. Reimburse a prorata share for daily Test Area Control Support on an annual basis:
2. Provide requirements for weekend or holiday work at least 1 week prior to the work requirement and reimburse for overtime required for Garrison employees.
3. Provide visitor escort to assigned facilities
4. Provide weekly operation schedules.

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**ISR Service 905 (CLS Service 306)  
Training Support Center  
Directorate of Plans, Training, Mobilization and Security  
Point of Contact: Mr. Steven Delcore, 256-876-0035  
Building 3705  
E-mail: [steven.j.delcore.civ@mail.mil](mailto:steven.j.delcore.civ@mail.mil)  
Hours of Operation: 0700-1600**

**Reimbursable Support for All Customers:**

Local fabrication of training devices - displays and exhibits. Training support, i.e., fabrication of 2 or 3 dimensional devices and simulators is restricted to mission related fabrication. Capabilities include plastics, wood, vacuum forming, roto-casting and router designed fabrication.

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**Annex A  
Garrison Services Cost Sheet  
for FY13**

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
Garrison overtime driven by mission-unique requirements	Unit/cost contingent upon type of service provided	Unit/cost contingent upon type of service provided	Unit/cost contingent upon type of service provided	By Designated Directorate
<b>ISR Service 109 (CLS Service 92) – Equal Employment Opportunity (EEO) Services</b>				
On and off-site training		Per case basis	Actual costs	EEO Office POC: Becky Miller 256-876-8890
Formal Mediation/Investigation	Contract rate	Per case basis	\$325 per case	EEO Office POC: Becky Miller 256-876-8890
Court Reporter	Contract rate	Average per case (based on number of pages)	\$1200 per case	EEO Office POC: Becky Miller 256-876-8890
<b>ISR Service 113 (CLS Service 17) - Administrative Services</b>				
Postage and fees	Volume of mail	Metering	Standard US Postal Service rates and fees	Directorate of Human Resources POC: Donald Battise 256-876-4445
Federal Express and related fees			Standard Federal Express rates and fees	Directorate of Human Resources POC: Donald Battise 256-876-4445
<b>ISR Service 114 - Geospatial Information Services (GIS)</b>				
GIS	Man hours and materials	Actual cost determined by labor and materials associated with collecting data and formatting IAW customer requirements	Actual costs	Directorate of Public Works POC: Jason Scott 256-313-3287
<b>ISR Service 121 (CLS Service 73) - Cable TV (CATV)</b>				
Cable TV	Signal feeds	Number of signal feeds per building	\$52.50 per Knology CATV Drop per month	Directorate of Plans, Training, Mobilization and Security Information Mgt Office POC: Tom Norton 256-876-1957
<b>ISR Service 400 (CLS Service 53) - Facilities Engineering Services Management</b>				
Facilities Engineering Services Management	Cost determined per contract terms	Contract rate	5% for projects < \$100K 10% for projects > \$100K	Directorate of Public Works POC: Keith Cook, 256-876-8554 or Jerry Hinson, 256-955-8113

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 401 (CLS Service 68) - Fire and Emergency Services</b>				
Overtime for HAZMAT and at-fault Incident	Man hours	Sum of Man hours X OT Rate	\$24.32/hour	Directorate of Emergency Services, POC: Chief Ragnar Opiniano 256-876-1893
Equipment and supplies expended during a hazardous material incident or at-fault incident	Actual cost	Actual cost	Actual cost	Directorate of Emergency Services, POC: Chief Ragnar Opiniano 256-876-1893
Specialized services above initial emergency response and prevention functions (e.g. standby/dedicated fire and emergency medical services for an exercise, hot work permit training and other specialized training)	Man hours	Man hours X Service Factor	\$40/hour	Directorate of Emergency Services, POC: Chief Ragnar Opiniano 256-876-1893
<b>ISR Service 402 (CLS Service 57) - Custodial Services</b>				
Service level – A (Red) Non-Army Customer	Square footage/ per year	Unit cost X square footage	\$1.11	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Service level – B (Amber) Non-Army Customer	Square footage/ per year	Unit cost X square footage	\$1.82	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Service level – B (Amber) Army Customer	Square footage/ per year	Unit cost X square footage	\$0.71	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Service level – C (Green) Non-Army Customer	Square footage/ per year	Unit cost X square footage	\$3.09	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Service level – C (Green) Army Customer	Square footage/ per year	Unit cost X square footage	\$1.98	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Cleared Custodians (additional cost added to any service level)	Square footage/ per year	Unit cost X square footage	\$0.13	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Senior Level Admin (Special)	Each/Annual Actual contract costs	Unit cost X number of personnel assigned	\$61,976.26	Directorate of Public Works POC: Howard Berryhill 256-955-6228

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 403 (CLS Service 60) - Refuse Removal</b>				
Refuse Removal	Container	Unit cost X container(s) size X Pick-ups per week	\$76.23 per year (based on one pickup per week)	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Compactor	Container	Unit cost X container(s) X number of times emptied per week	\$7,497.36 per year (based on one empty per week)	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Roll-off (20 CY)	Container	Unit cost X container(s) X number of times emptied per week	\$3,794.44 per year (based on one empty per week)	Directorate of Public Works POC: Howard Berryhill 256-955-6228
Roll-off (40 CY)	Container	Unit cost X container(s) X number of times emptied per week	\$7,589.40 per year (based on one empty per week)	Directorate of Public Works POC: Howard Berryhill 256-955-6228
<b>ISR Service 404 (CLS Service 40) - Grounds Maintenance</b>				
Grass Cutting <b>High Visibility Areas</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$2,433.42 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting <b>High Visibility Areas</b> Service Level B	Per Acre/per year	Number of Acres X Unit Cost	\$5,300.40 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Edging <b>High Visibility Areas</b> Service Level A	Per Linear Foot/ per year	Number of Linear Feet X Unit Cost	\$0.26 per Linear Ft.	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Edging <b>High Visibility Areas</b> Service Level B	Per Linear Foot/ per year	Number of Linear Feet X Unit Cost	\$2.31 per Linear Ft.	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Landscaping <b>High Visibility Areas</b> Service Level A	Per Square Yard/ per year	Number of Square Yards X Unit Cost	\$3.50 per Square Yard	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Landscaping <b>High Visibility Areas</b> Service Level B	Per Square Yard/ per year	Number of Square Yards X Unit Cost	\$11.97 per Square Yard	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting <b>Normal Visibility Areas</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$1,218.24 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting <b>Normal Visibility Areas</b> Service Level B	Per Acre/per year	Number of Acres X Unit Cost	\$1,991.52 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting for contonment/security clear zones <b>Normal Visibility Areas</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$150.22 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting for contonment/security clear zones <b>Normal Visibility Areas</b> Service Level B	Per Acre/per year	Number of Acres X Unit Cost	\$733.44 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Edging Normal Visibility Areas Service Level A	Per Linear Foot/ per year	Number of Linear Feet X Unit Cost	\$0.13 per Linear Ft.	Directorate of Public Works POC: Ronnie Brooks 256-842-0006

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 404 (CLS Service 40) - Grounds Maintenance (Continued)</b>				
Edging <b>Normal Visibility Areas</b> Service Level B	Per Linear Foot/ per year	Number of Linear Feet X Unit Cost	\$0.26 per Linear Ft.	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Field Mows Service Level A (2 times per year)	Per Acre/per year	Number of Acres X Unit Cost	\$150.22 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Field Mows Service Level B (5 times per year)	Per Acre/per year	Number of Acres X Unit Cost	\$458.40 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Storm Debris and Dead Animal Removal High/Normal Visibility Service Levels A and B	Man hours	Contract rate determined based on man hours necessary for removal	Contract rate	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Tree pruning/tree removal <b>High/Normal Visibility</b> Service Levels A and B	Man hours and equipment	Contract rate determined based on man hours and equipment rate required for removal	Contract rate	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Lawn Treatment <b>High/Normal Visibility</b> Service Levels A and B	Man hours and materials	Contract rate based on man hours and materials required to treat lawn.	Contract rate	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting for cemeteries, recreation/picnic and jogging trails <b>Semi-Improved</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$2,014 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass Cutting for cemeteries, recreation/picnic and jogging trails <b>Semi-Improved</b> Service Level B	Per Acre/per year	Number of Acres X Unit Cost	\$3,817.08 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass cutting for Igloos <b>Semi-Improved</b> Service Level A 3 times per year	Per Igloo/per year	Number of Igloos X Unit Cost	\$180.88 per Igloo	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass cutting for Igloos <b>Semi-Improved</b> Service Level B Every 45 days	Per Igloo/per year	Number of Igloos X Unit Cost	\$407.83 per Igloo	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass cutting for Test Areas <b>Semi-Improved</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$171.12 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass cutting for Test Areas <b>Semi-Improved</b> Service Level B	Per Acre/per year	Number of Acres X Unit Cost	\$376.25 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Grass cutting for Road Shoulders <b>Semi-Improved</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$248.64 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 404 (CLS Service 40) - Grounds Maintenance (Continued)</b>				
Grass cutting for Road Shoulders <b>Semi-Improved</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$759.05 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Vegetation control <b>Semi-Improved</b> Service Level A	Per Acre/per year	Number of Acres X Unit Cost	\$82.75 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Vegetation control <b>Semi-Improved</b> Service Level B	Per Acre/per year	Number of Acres X Unit Cost	\$278.88 per Acre	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
<b>ISR Service 408 (CLS Service 61) Sweeping of Paved Areas</b>				
Sweeping of paved areas/parking lots	Per Sweep	Cost per sweep X Number of sweeps (Cost per sweep is based on contractor's estimate for number of man hours required to sweep the lot, equipment rate for required equipment, as well as when the lot is swept (nights/weekends)).	Actual contract costs	Directorate of Public Works POC: Leslie Miller 256-876-4245
<b>ISR Service 409 (CLS Service 31) - Minor Construction</b>				
Restoration and Modernization Projects	Cost determined per contract terms	Contract rate	Actual contract costs	Directorate of Public Works POC: Keith Cook 256-876-8554
Minor Construction	Cost determined per contract terms	Contract rate	Actual contract costs	Directorate of Public Works POC: Keith Cook 256-876-8554
<b>ISR Service 410-421 (CLS Service 31-39) - Facilities Maintenance</b>				
Building (Facilities) Maintenance Performed on DA 2701	Actual contract costs	Contract rate	Actual contract costs	Directorate of Public Works POC: Leslie Miller 256-876-4245
Service Order and Preventative/Recurring Maintenance and Facilities Sustainment for the following categories of facilities (applicable to non-Army customers)				Directorate of Public Works POC: Leslie Miller 256-876-4245
Admin	Square footage/ per year	Unit cost X square footage	\$2.76 per SF	Directorate of Public Works POC: Leslie Miller 256-876-4245
Aircraft RDT&E Facility	Square footage/ per year	Unit cost X square footage	\$2.22	Directorate of Public Works POC: Leslie Miller 256-876-4245
Applied Instruction Bldg	Square footage/ per year	Unit cost X square footage	\$2.72	Directorate of Public Works POC: Leslie Miller 256-876-4245
Auditorium & Theater Facility	Square footage/ per year	Unit cost X square footage	\$1.96	Directorate of Public Works POC: Leslie Miller 256-876-4245

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 410-421 (CLS Service 31-39) - Facilities Maintenance (Continued)</b>				
Automated Data Processing Center	Square footage/ per year	Unit cost X square footage	\$2.68	Directorate of Public Works POC: Leslie Miller 256-876-4245
Classroom - Organizational	Square footage/ per year	Unit cost X square footage	\$4.37	Directorate of Public Works POC: Leslie Miller 256-876-4245
Communications Bldg	Square footage/ per year	Unit cost X square footage	\$2.95	Directorate of Public Works POC: Leslie Miller 256-876-4245
Emergency Ops Ctr/SCIF	Square footage/ per year	Unit cost X square footage	\$4.30	Directorate of Public Works POC: Leslie Miller 256-876-4245
General Instructional Bldg	Square footage/ per year	Unit cost X square footage	\$4.23	Directorate of Public Works POC: Leslie Miller 256-876-4245
Lab - Operations Spt/Forensic	Square footage/ per year	Unit cost X square footage	\$3.23	Directorate of Public Works POC: Leslie Miller 256-876-4245
Library	Square footage/ per year	Unit cost X square footage	\$3.09	Directorate of Public Works POC: Leslie Miller 256-876-4245
Miscellaneous Item and Equip RDT&E Facility	Square footage/ per year	Unit cost X square footage	\$2.92	Directorate of Public Works POC: Leslie Miller 256-876-4245
Miscellaneous Operations Support Bldg	Square footage/ per year	Unit cost X square footage	\$3.90	Directorate of Public Works POC: Leslie Miller 256-876-4245
Miscellaneous Personnel Shelter	Square footage/ per year	Unit cost X square footage	\$0.76	Directorate of Public Works POC: Leslie Miller 256-876-4245
Non-Exchange Eating Facility	Square footage/ per year	Unit cost X square footage	\$3.36	Directorate of Public Works POC: Leslie Miller 256-876-4245
Operations Supply Bldg	Square footage/ per year	Unit cost X square footage	\$2.32	Directorate of Public Works POC: Leslie Miller 256-876-4245
Overhead Cover	Square footage/ per year	Unit cost X square footage	\$0.76	Directorate of Public Works POC: Leslie Miller 256-876-4245
Range Building	Square footage/ per year	Unit cost X square footage	\$2.14	Directorate of Public Works POC: Leslie Miller 256-876-4245
Range Support Bldg	Square footage/ per year	Unit cost X square footage	\$2.40	Directorate of Public Works POC: Leslie Miller 256-876-4245
RDT&E Range Bldg	Square footage/ per year	Unit cost X square footage	\$2.14	Directorate of Public Works POC: Leslie Miller 256-876-4245
SCIF	Square footage/ per year	Unit cost X square footage	\$4.30	Directorate of Public Works POC: Leslie Miller 256-876-4245
Security Support Facility	Square footage/ per year	Unit cost X square footage	\$2.98	Directorate of Public Works POC: Leslie Miller 256-876-4245

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 410-421 (CLS Service 31-39) - Facilities Maintenance (Continued)</b>				
Storage - General Purpose	Square footage/ per year	Unit cost X square footage	\$2.06	Directorate of Public Works POC: Leslie Miller 256-876-4245
Storage - Covered Shed	Square footage/ per year	Unit cost X square footage	\$0.83	Directorate of Public Works POC: Leslie Miller 256-876-4245
Storage - Controlled Humidity	Square footage/ per year	Unit cost X square footage	\$1.39	Directorate of Public Works POC: Leslie Miller 256-876-4245
Storage - Ammunition Inst	Square footage/ per year	Unit cost X square footage	\$2.42	Directorate of Public Works POC: Leslie Miller 256-876-4245
Storage - Hazardous Materials	Square footage/ per year	Unit cost X square footage	\$4.93	Directorate of Public Works POC: Leslie Miller 256-876-4245
Storage - Small Arms	Square footage/ per year	Unit cost X square footage	\$2.56	Directorate of Public Works POC: Leslie Miller 256-876-4245
Tank / Auto Maintenance	Square footage/ per year	Unit cost X square footage	\$3.12	Directorate of Public Works POC: Leslie Miller 256-876-4245
Training Support Structure	Square footage/ per year	Unit cost X square footage	\$0.27	Directorate of Public Works POC: Leslie Miller 256-876-4245
Utility Bldg	Square footage/ per year	Unit cost X square footage	\$3.27	Directorate of Public Works POC: Leslie Miller 256-876-4245
Vehicle Maint Shop - Inst Spt	Square footage/ per year	Unit cost X square footage	\$2.77	Directorate of Public Works POC: Leslie Miller 256-876-4245
Weapons RDT&E	Square footage/ per year	Unit cost X square footage	\$2.85	Directorate of Public Works POC: Leslie Miller 256-876-4245
Maintenance for Equipment in Place (EIP)	Cost determined per contract terms	Contract rate	Actual contract costs	Directorate of Public Works POC: Keith Cook 256-876-8554

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 500 (CLS Service 47) - Electrical Service ***Note: Metered electrical rates are for estimating purposes only. Customers will be billed based on actual utility rates for the billing period.</b>				
Non-Government Metered Transition Months (Oct, Nov, Apr, May)	Kwh - Metered or Estimated	Actual Meter Readings	\$0.0996 per Kwh	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Metered Winter Months (Dec, Jan, Feb, Mar)	Kwh - Metered or Estimated	Actual Meter Readings	\$0.1082 per Kwh	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Metered Summer Months (Jun, Jul, Aug, Sep)	Kwh - Metered or Estimated	Actual Meter Readings	\$0.1418 per Kwh	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Not Metered Admin Space	Square footage Estimated per year	Estimate	\$3.957 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Not Metered Warehouse/Storage Space	Square footage Estimated per year	Estimate	\$1.264 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered Transition Months (Oct, Nov, Apr, May)	Kwh - Metered or Estimated	Actual Meter Readings	\$0.0792 per Kwh	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered Winter Months (Dec, Jan, Feb, Mar)	Kwh - Metered or Estimated	Actual Meter Readings	\$0.0873 per Kwh	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered Summer Months (Jun, Jul, Aug, Sep)	Kwh - Metered or Estimated	Actual Meter Readings	\$0.1187 per KwH	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Not Metered Admin Space	Square footage Estimated per year	Estimate	\$3.232 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Not Metered Warehouse/Storage Space	Square footage Estimated per year	Estimate	\$1.032 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 501 (CLS Service 44) - Heating &amp; Cooling Services (Steam) ***Metered steam rates are for estimating purposes only. Customers will be billed based on actual utility rates for the billing period.</b>				
Non-Government Metered	Klb - Metered or Estimated	Actual Meter Readings	\$34.951 per Klb (per thousand pounds)	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Admin Space Not Metered	Square footage Estimated per year	Estimate	\$2.427 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Warehouse/Storage Space Not Metered	Square footage Estimated per year	Estimate	\$1.302 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered	Klb - Metered or Estimated	Actual Meter Readings	\$31.058 per Klb (per thousand pounds)	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Admin Space Not Metered	Square footage Estimated per year	Estimate	\$2.166 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Warehouse/Storage Space Not Metered	Square footage Estimated per year	Estimate	\$1.16 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
<b>ISR Service 501 (CLS Service 44) - Heating &amp; Cooling Services (Gas) ***Metered gas rates are for estimating purposes only. Customers will be billed based on actual utility rates for the billing period.</b>				
Non-Government Metered	MCF - Metered or Estimated	Actual Meter Readings	\$9.261 per MCF (per thousand cubic feet)	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Admin Not Metered	Square footage Estimated per year	Estimate	\$0.562 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Warehouse/Storage Space Not Metered	Square footage Estimated per SF	Estimate	\$0.294 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered	MCF - Metered or Estimated	Actual Meter Readings	\$7.482 per MCF (per thousand cubic feet)	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Admin Not Metered	Square footage Estimated per year	Estimate	\$0.45 per MCF (per thousand cubic feet)	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Warehouse/Storage Space Not Metered	Square footage Estimated per SF	Estimate	\$0.238 per MCF (per thousand cubic feet)	Directorate of Public Works POC: Tim Smith 256-955-6738

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 502 (CLS Service 45) - Domestic/Industrial Water Service ***Metered water rates are for estimating purposes only. Customers will be billed based on actual utility rates for the billing period.</b>				
Non-Government Metered <b>(Domestic Water)</b>	Kgal - Metered or Estimated	Actual Meter Readings	\$3.493 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Metered <b>(Industrial Water)</b>	Kgal - Metered or Estimated	Actual Meter Readings	\$2.128 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Admin Space Not Metered <b>(Domestic Water)</b>	Square footage Estimated per year	Estimate	\$0.084 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Warehouse/Storage Space Not Metered <b>(Domestic Water)</b>	Square footage Estimated per SF	Estimate	\$0.008 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered <b>(Domestic Water)</b>	Kgal - Metered or Estimated	Actual Meter Readings	\$2.294 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Metered <b>(Industrial Water)</b>	Kgal - Metered or Estimated	Actual Meter Readings	\$1.86 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Admin Space Not Metered <b>(Domestic Water)</b>	Square footage Estimated per year	Estimate	\$0.056 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Warehouse/Storage Space Not Metered <b>(Domestic Water)</b>	Square footage Estimated per SF	Estimate	\$0.005 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
<b>ISR Service 503 (CLS Service 46) - Waste Water Service</b>				
Non-Government and Government Metered	Kgal - Metered or Estimated	Actual Meter Readings	\$5.138 per Kgal (per thousand gallons)	Directorate of Public Works POC: Tim Smith 256-955-6738
Non-Government Not Metered	Square footage Estimated per	Estimate	\$0.123 per SF	Directorate of Public Works POC: Tim Smith
Non-Government Not Metered Warehouse/Storage Space	Square footage Estimated per year	Estimate	\$0.011 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Not Metered Admin Space	Square footage Estimated per year	Estimate	\$0.123 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Government Not Metered Warehouse/Storage Space	Square footage Estimated per year	Estimate	\$0.011 per SF	Directorate of Public Works POC: Tim Smith 256-955-6738
Portalet located by the month to be serviced TWO times per week	Each/per month		\$36.75	Directorate of Public Works POC: Tim Smith 256-955-6738
Portalet located by the month to be serviced FIVE times per week	Each/per month		\$47.25	Directorate of Public Works POC: Tim Smith 256-955-6738

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 503 (CLS Service 46) - Waste Water Service (Continued)</b>				
Portalet for special events not to exceed SEVEN days and to include one day of service	Each		\$31.50	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Handwash for special events not to exceed SEVEN days and to include one day of service	Each		\$5.25	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Additional portalet service	Each		\$5.25	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
Additional handwash service	Each		\$5.25	Directorate of Public Works POC: Ronnie Brooks 256-842-0006
<b>ISR Service 504 (CLS Service 48) – Other Utility Services</b>				
Energy audits of non-Army customers facilities	Scope of audit proposal.	Actual costs	Actual costs	Directorate of Public Works POC: Mark Smith 256-842-0014
<b>ISR Service 505 (CLS Service 66) – Environmental Compliance</b>				
Modifications of permits, discharges, disposal and emissions related to customer operations	Scope of documentation project - As determined by contract terms	Contract rate	Actual contract costs	Directorate of Public Works Environmental Division POC: Michael Stierwalt 256-955-8505
Environmental penalties, fines and/or fees incurred as a result of customer operations/activities	Per each statutory violation or per each new fee or fee renewal - As established by rate schedule of regulatory agency	Established penalty or fee rate	Actual costs	Directorate of Public Works Environmental Division POC: Michael Stierwalt 256-955-8505
Identifiable administrative costs incurred by the Garrison in connection with environmental penalty, fine and/or fee, notice of violation, consent order, or similar administrative proceeding, to include cleanup and corrective action costs, resulting from receiver's activities	Amount of labor and/or supplies required to mitigate violation. Labor costs as determined from Government labor tables; equipment costs as determined from GSA rates	Actual costs	Actual costs	Directorate of Public Works Environmental Division POC: Michael Stierwalt 256-955-8505
Preparation of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments	Extent of documentation required - Cost determined per contract terms	Contract rate	Actual contract costs	Directorate of Public Works Environmental Division POC: Michael Stierwalt 256-955-8505

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 506 (CLS Service 64) - Conservation Programs</b>				
Technical planning and oversight services for the development and implementation of natural and cultural resource mitigation requirements	Cost determined per contract terms (scope of mitigation project)	Contract rate	Actual contract costs	Directorate of Public Works Environmental Division POC: Danny Dunn 256-876-4572
Fees and/or permits required to meet Clean Water Act Section 404 requirements for customer-sponsored projects	Cost of fees and permits determined by rate schedule of regulatory agency	Per permit or fee	Actual costs	Directorate of Public Works Environmental Division POC: Danny Dunn 256-876-4572
<b>ISR Service 507 (CLS Service 67) – Pollution Prevention Programs</b>				
Hazardous Waste Collection, Transportation, Storage, and Disposal	Volume and nature of hazardous waste and type of disposal required	Contract rate for customer-generated waste	Actual contract costs	Directorate of Public Works Environmental Division POC: Terry Hazel 256-876-6122
<b>ISR Service 510 (CLS Service 58) - Indoor Pest Control</b>				
Indoor	Contract rate	Unit cost X square footage	\$0.01	Directorate of Public Works POC: Jo Anne Miller 256-955-0296
<b>ISR Service 511 (CLS Service 59) - Outdoor Pest Control</b>				
Outdoor	Contract rate	Contract rate (Included in cost for Indoor Pest Control services)	Contract rate (Included in cost for Indoor Pest Control services)	Directorate of Public Works POC: Jo Anne Miller 256-955-0296
<b>ISR Service 600 (CLS Service 78) - Physical Security</b>				
Intrusion Detection Services - Installation, Maintenance and Testing	Contract labor and equipment costs	COTR Provided Cost Estimate	Actual cost	Directorate of Emergency Services POC: Kevin Dykema 256-876-6815
Intrusion Detection System Services - Respond to Alarm Activation	Man hours	Man hours X Service Factor	\$35/hour	Directorate of Emergency Services POC: Kevin Dykema 256-876-6815
Security Guard Services for Special Events	Man hours	Man hours X Service Factor	\$40/hour	Directorate of Emergency Services POC: Kevin Dykema 256-876-6815
Security Checks	Man hours	Man hours X Service Factor	\$35/hour	Directorate of Emergency Services POC: Kevin Dykema 256-876-6815
<b>ISR Service 601 (CLS Service 77) - Law Enforcement Services</b>				
Police Officer Services for Special Events	Man hours	Man hours X Service Factor	\$40/hour	Directorate of Emergency Services POC: Art Riley 256-842-2441

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 603 (CLS Service 21) - Installation Security Management Program</b>				
Fingerprinting (Reimbursable for customers who do not use the full range of Garrison Security services)	Number of personnel requiring fingerprints for security clearance or suitability determinations	Cost of card x Labor	\$10 per card	Directorate of Plans, Training, Mobilization and Security POC: Christopher Ryker 256-876-1345
<b>ISR Service 702 (CLS Service 16) - Multimedia/Visual Information</b>				
<b><u>Photography Services</u>                      Rush Work Orders will also incur a \$16.50 surcharge</b>				
On-post Event Driven Photo Shoot (Change of Cmd, Award Ceremonies, Official Functions, etc.)	Contract labor rate, contract overhead costs, and materials	\$28.60/hour		Actual Costs
Off-Post Event Driven Photo Shoot (not to exceed 50-mile radius)	Contract labor rate, contract overhead costs, and materials	\$90.20/hour		Actual Costs
Photo Prints	Labor and material	\$1.65/per print		Actual Costs
In-Studio Photo Shoot (contractor, non-Army civilian, etc.)		\$45.10 plus materials		Actual Costs
Photography Historical Monthly Footage	Contract labor rate, contract overhead costs, and materials	\$385/month		Actual Costs
<b><u>Graphic Arts Services</u>                      Rush Work Orders will also incur a \$16.50 surcharge</b>				
Design Certificate	Contract labor rate and contract overhead costs	\$14.30		Actual Costs
Print Designed Certificate	Contract labor rate, contract overhead costs, and materials	\$5.50 per certificate		Actual Costs
Design Event Programs/Brochures (consultation + CD of Graphic Artwork) 30-minute consultation	Contract labor rate, contract overhead costs, and materials	\$27.50 per half hour		Actual Costs
Print/Laminate/Mount/Frame (Customer Provided Artwork)	Contract labor rate, contract overhead costs, and materials	\$47.30 plus materials		Actual Costs
Mount and Frame (Plastic)	Contract labor rate, contract overhead costs, and materials	\$41.00 plus materials		Actual Costs
Mount and Frame (Basic Wood)	Contract labor rate, contract overhead costs, and materials	\$41.00 plus materials		Actual Costs

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 702 (CLS Service 16) - Multimedia/Visual Information (Continued)</b>				
Matte & Frame (Customer Provided all materials)	Contract labor rate, contract overhead	\$6.00 per unit		Actual Costs
Standard Matte Cutting (Single Opening &/or Coin Hole)	Contract labor rate, contract overhead costs	\$13.20 per unit plus materials		Actual Costs
Complex Matte Cutting (multi-layers, v-grooves, multi-cuts)	Contract labor rate, contract overhead costs	\$27.50 per unit plus materials		Actual Costs
Print Laminate Poster 32 X 40 and below (customer provided artwork)	Contract labor rate, contract overhead costs, and materials	\$39.60 plus materials		Actual Costs
Print Laminate Poster 33 X 40 through 64 X 40 (customer provided artwork)	Contract labor rate, contract overhead costs, and materials	\$79.20 plus materials		Actual Costs
Print Laminate Poster 65 X 40 through 96 X 40 (customer provided artwork)	Contract labor rate, contract overhead costs, and materials	\$118.20 plus materials		Actual Costs
1 Panel Set, Up to 32 X 96 (Artwork, Print, Laminate)	Contract labor rate, contract overhead costs, and materials	\$605.00 plus materials		Actual Costs
Custom Graphic Design/Support (Nameplates, Signs, Posters, etc.) <small>30-minute consultation</small>	Contract labor rate and contract overhead costs	\$27.50 per hour plus materials		Actual Costs
Bulk Printing of Programs, Brochures, Flyers, etc. (Customer provided artwork)	Contract labor rate and contract overhead costs	\$29.75 for 25 Units \$44.25 for 50 Units \$59.75 for 75 Units \$74.25 for 100 Units \$104.25 for 150 Units \$133.25 for 200 Units \$163.25 for 250 Units \$193.25 for 300 Units		Actual Costs
<b>Command Channel and Closed Circuit TV    Rush Work Orders will also incur a \$16.50 surcharge</b>				
Live Broadcast from Bob Jones Auditorium (If closed captioning is required, this is customer's responsibility; provided by 3rd party vendor)	Contract labor rate and contract overhead costs	\$27.50 per airing		Actual Costs
Broadcast Spot on Channel 42 (3 airings) - customer must provide Broadcast Quality Master	Contract labor rate and contract overhead costs	\$27.50 for 3 airings (\$16.50 per additional airing)		Actual Costs

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 702 (CLS Service 16) - Multimedia/Visual Information (Continued)</b>				
<b>VI Multimedia/Video/Audio Services      Rush Work Orders will also incur a \$16.50 surcharge</b>				
On-post Multimedia Live Video Documentation (Bob Jones Auditorium)	Contract labor rate and contract overhead costs	\$356.40 per 2-hour increment		Actual Costs
Off-post Multimedia Live Video Documentation (not to exceed 50-mile radius)	Contract labor rate and contract overhead costs	\$657.80 per 2-hour increment		Actual Costs
On-post Event Driven Video Documentation (Change of Command, award ceremonies, official functions, etc.)	Contract labor rate and contract overhead costs	\$88.00 per 2-hour increment		Actual Costs
Custom Multimedia/Videos (Scripted Productions, Custom videos) - 30-minute consultation included	Contract labor rate and contract overhead costs	\$69.30 per hour		Actual Costs
Copy Disc (Includes Disc, Jewel Case, and Label)	Contract labor rate, contract overhead costs, and materials	\$14.30 (increments of 10)		Actual Costs
Historical Monthly Footage	Contract labor rate, contract overhead costs, and materials	\$385.00/month		Actual Costs
Production/Broadcast Studio Rental	Contract labor rate and contract overhead costs	\$880.00 per day		Actual Costs
Multimedia Historical Monthly Footage	Contract labor rate, contract overhead costs, and materials	\$385.00/month		Actual Costs
<b>Public Address/Presentation Support Services      Rush Work Orders will also incur a \$16.50 surcharge</b>				
On-Post, All Other Presentation Supported Events Requiring 1 Operator	Contract labor rate and contract overhead costs	\$195.80 for 2 hours (\$66 each additional hour)		Actual Costs
On-Post, All Other Presentation Supported Events Requiring 2 Operators	Contract labor rate and contract overhead costs	\$392.70 for 2 hours (\$66 each additional hour)		Actual Costs
Off-site Presentation Support Event (not to exceed 50-mile radius) Requiring 1 Operator	Contract labor rate and contract overhead costs	\$298.10 for 2 hours (\$99 each additional hour)		Actual Costs
Off-site Presentation Support Event (not to exceed 50-mile radius) Requiring 2 Operators	Contract labor rate and contract overhead costs	\$596 for 2 hours (\$99 each additional hour)		Actual Costs
<b>VI Media/Equipment Support Services      Rush Work Orders will also incur a \$16.50 surcharge</b>				
Audio/Video Equipment Installs	Contract labor rate and contract overhead costs	\$59.40 per hour		Actual Costs

**Notes: (1) All Multimedia Visual Information unit costs are subject to change as contracts are renewed; and FY (Fiscal Year) funding is received.**

**Garrison Services Cost Sheet for FY 13**

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
<b>ISR Service 900 (CLS Service 302) - Airfield Operations</b>				
Tower Operations (after-duty hours)	Actual costs	Actual costs	\$233.48/hour	Directorate of Plans, Training, Mobilization and Security POC: John Burkhead, 256-876-4300
Tower Operations and GCA (after-duty hours)	Actual costs	Actual costs	\$393.12/hour	Directorate of Plans, Training, Mobilization and Security POC: John Burkhead, 256-876-4300
Flight Operations (after-duty hours)	Actual costs	Actual costs	\$137.74/hour	Directorate of Plans, Training, Mobilization and Security POC: John Burkhead, 256-876-4300
Airfield Alert/POL Services (after-duty hours)	Actual costs	Actual costs	\$112.90/hour	Directorate of Plans, Training, Mobilization and Security POC: John Burkhead, 256-876-4300
Airfield Alert/POL Services Off Redstone Army Airfield (AAF)	Actual costs	Actual costs	\$24.73/hour	Directorate of Plans, Training, Mobilization and Security POC: John Burkhead, 256-876-4300
<b>ISR Service 904 (CLS Service 305) - Range Operations</b>				
TA-10 Range Control Support	Square footage	Total cost to man the area divided by total square footage in TA-10	\$1.61	Directorate of Plans, Training, Mobilization and Security POC: Lawrence Rogers 256-313-0956
R0400 Access/Proximity Cards	Number of personnel requiring access to the area	Actual cost per card	\$13 per card	Directorate of Plans, Training, Mobilization and Security POC: Lawrence Rogers 256-313-0956
<b>ISR Service 905 (CLS Service 306) - Training Support</b>				
Displays and exhibits, i.e., fabrication of 2 or 3 dimensional devices and simulators	Labor (DAC/CME) + Materials	Hours to fabricate X appropriate rate + cost of materials used for job	Labor rates for CMEs - \$46.50/hr DACs - \$30/hr. Material cost vary per job performed and materials needed to complete them.	Directorate of Plans, Training, Mobilization and Security POC: Dave Clark 256-842-9024
<b>Notes: (1) All utility service rates are subject to change based on actual commodity costs.</b>				
<b>(2) All contract costs are subject to change as contracts are renewed.</b>				
<b>(3) Airfield rates are estimates only. Number of personnel necessary will be determined by Airfield for services required.</b>				

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**Annex B  
Instructions for Requesting Garrison  
Services**

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**Annex B**

**1. Instructions for Requesting Garrison Services**

a. After reviewing this catalog, customers determine their CLS requirements, and submit a completed Garrison Services Worksheet to the Garrison Resource Management Office (RMO) at least 6 months in advance of the required effective date. The RMO support agreement coordinator will notify each Garrison functional activity of the customer's CLS requirement. The Garrison functional manager and customer work out support details, as required. The customer updates their CLS requirement by submitting a new Garrison Services Worksheet to the Garrison RMO. Customers must notify the Garrison of any significant workload changes a minimum of 6 months in advance.

b. Recurring "mission unique" services that are not listed in this catalog and not commonly provided by the Garrison to Army customers will require a support agreement through the Garrison RMO Support Agreement Manager. Mission unique support is reimbursable for all measurable incremental direct support costs. Mission unique services are defined as the base support that is different from the kind of support services, supplies, and equipment commonly provided or maintained by the installation supplier as part of the CLS. To be mission unique, the support must be specialized to a particular operational assignment or task (e.g., specialized intelligence equipment maintenance; Special Operations Command-peculiar services or items; laboratory equipment maintenance for a medical unit; specialized environmental requirements for explosive ordnance or testing operations; unique security or intrusion detection requirements; unit level and DS/GS tactical equipment maintenance)

c. Increased levels of service, or "above CLS" services, also require a support agreement, but customers must first obtain approval through their chain of command before beginning the support agreement process. "Above CLS" services are also reimbursable for all measurable incremental direct support costs. "Above CLS" services are an additional quantity or frequency of a common base support service, beyond what all Army customers receive without charge. An example would be additional days of custodial service.

d. Use the Garrison Services Worksheet to notify the Garrison of the customer's support requirements. Garrison functional managers will use this data to plan, program and budget for the Garrison's CLS workload. The Garrison Support Agreement Manager will use it to develop any required agreements with estimated reimbursement costs for mission unique or above CLS services. We ask customers to tell us which services in this catalog they expect their organization to use and to what extent. These brief details will help Garrison Managers provide efficient and effective support to our customers.

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**2. Initiating a Support Agreement:**

a. Customer reviews catalog.

b. Customer identifies support required on the Garrison Services Worksheet by placing an “X” in the appropriate column. Head of organization or his designated approving authority signs the Garrison Services Worksheet at the same time the support agreement is signed. This officially documents any Common Level of Support requested by the customer which is not included in the support agreement document.

(1) Common Level of Support: Functional managers are notified that customer has requested support in this area; however, the common level of support will not be included in the Customer’s Support Agreement.

Note to Customer: The common level of service is reevaluated at the beginning of each fiscal year, and is based on funding received by the Garrison. Should the baseline change, customers will be notified.

(2) Reimbursable Support Services: Services identified in this area will become part of the Customer’s Support Agreement, and customer funding will be required.

c. Customer must also complete or update a Customer Profile Worksheet if one has not been submitted to the Garrison within the last 12 months.

d. The completed Garrison Services Worksheet may be e-mailed to [theresa.m.falcetano.civ@mail.mil](mailto:theresa.m.falcetano.civ@mail.mil) or mailed to the US Army Garrison, Resource Management Office, at the following address:

US Army Garrison – Redstone Arsenal  
IMRE-RMM  
4488 Martin Road  
Redstone Arsenal, AL 35898

**3. Staffing of Support Agreement:**

a. The Garrison’s support agreement staff will prepare a draft agreement based on information received from the customer (Customer Profile Worksheet and Garrison Services Worksheet). The support agreement draft will be staffed with each functional manager when support is requested above CLS (and necessary approvals have been received) and to the Legal Office and Resource Management for coordination and concurrence. Standard staffing time will be 3 weeks.

b. Based on input received from the functional offices, Legal, and Resource Management, the agreement will be revised and forwarded to the customer for review and approval. Customers are

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asked to review and approve or return their comments to the Garrison within 5 weeks (7 weeks if approval is required from a higher headquarters).

**4. Finalizing Support Agreement:**

a. Once requirements are documented and costs calculated, a final copy of the agreement will be forwarded to the customer for approval and signature by their Comptroller and Approving Authority.

b. When the signed agreement is returned, distribution will be accomplished by the Garrison's Resource Management Office.

**5. Annual Review of Agreement:** An annual review of the Funding Annex will be accomplished by the Garrison's Resource Management Office, and the customer will receive billing statements with updated rates/costs.

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**Annex C  
Timeline for Completion of Support Agreements**

**Timeline for Completion of Agreements:** In an effort to ensure that new agreements are processed in a timely manner and that agreements currently in place are revised in a timely manner, we have developed a tentative timeline for each step of the agreement process. We ask you, the customer, to work with us in staying within the established timeframes, if at all possible.

Please refer to the next two pages.

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**Annex C  
Timeline for Completion of New Agreement**

		# of Work Days (Does Not Include Weekends or Holidays)
Written contact (via e-mail, memorandum, etc.) from customer requesting support or notification from the DPW that a new customer is moving on post		
If customer has not identified specific services, send customer catalog of services and spreadsheet listing Garrison services. Ask customer to review and return Garrison spreadsheet indicating which services will be required.		
Upon receipt of spreadsheet from customer, review to determine if customer has requested support above the Common Level of Support. If support is requested above the Common Level of Support, prepare DRAFT agreement. Agreement number will be assigned on this day.	Day 1	14
Send DRAFT agreement to functional managers for review/input/concurrence/costs		14
Based on input received from functional managers, prepare revised DRAFT agreement		10
Staff to Legal Office for final review before submitting to customer		10
Submit revised DRAFT to the customer for their review/approval:		
Only local review required		35
Review required from higher headquarters		49
If customer has questions or requests changes, submit to the functional managers for their review		14
Final agreement in customer's hands for review and signature		14
Submit to Garrison Comptroller and Command Group for Final Signature		5
<b>Total Number of Days to Complete New Agreement:</b>		<b>116</b>

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**Annex C  
Timeline for Revising/Amending Existing Agreement**

		# of Work Days (Does not Include Weekends or Holidays)
Receive request from customer requesting that agreement be updated or Garrison determines that agreement needs to be updated	Day 1	
Prepare amendment or update agreement in its entirety		9
(Note: If agreement is updated in its entirety, the 180-day time period applies.)		
Send amendment to appropriate functional managers for review		15
Based on input received from functional managers, prepare revised DRAFT amendment		7
Submit revised agreement to Legal for review before submitting to customer		10
Submit revised DRAFT to the customer for their review/approval:		
Only local review required or		15
Review required from higher headquarters		21
If customer has questions or requests changes, submit to the functional managers for their review		7
If negotiations are necessary, schedule meeting to resolve		7
If negotiations are not successful, elevate to next level for resolution		7
Return amendment to customer for final approval and signature		5
Final amendment in customer's hands for signature		7
Submit to Garrison Comptroller and Command Group for Final Signature		5
<b>Total Number of Days to Complete Amendment:</b>		<b>100</b>

**\*If an agreement must be completely revised, the timeline for new agreements applies.**

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**Annex D**  
**Reimbursable Policy**

1. HQ IMCOM will direct-fund installation support to the maximum extent practical through the Base Requirements Model (BRM), with the goal of keeping intra-Army reimbursement transactions to a minimum.
2. Customers requesting services above the IMCOM-directed capability levels must provide funding for the incremental cost increase quarterly, in advance of services being rendered. The Garrison no longer has the ability to cash flow these costs.
3. The Army funds facilities sustainment (i.e., the “S” of Sustainment, Restoration, and Modernization (SRM)) based upon the requirements earned through the Facility Sustainment Model (FSM) for facilities included in the installation real property inventory and maintained with installation appropriation funds. This excludes real property coded in the inventory as maintained through a separate customer appropriation (i.e., a non-Army customer). Reserve Component (US Army Reserve (USAR) and ARNG), receive the sustainment credit (and funding) for facilities that are used on a full time basis at an Active Component (AC) installation. The facilities must be coded in the real property inventory to reflect the actual funding and reimbursement responsibility for those facilities. Garrisons will correct, within 180 days from date of initial notification, any identified disconnects, such as a customer found to be funding routine maintenance and repair costs, but the facility is coded as being maintained by the garrison. See AR 405-45 and DoDI 4165.14 for additional guidance.
4. Customers are required to provide funding for all facility maintenance and BOS services provided for the first 2 years after a facility is constructed. Reimbursable rates for services are in accordance with this catalog. Reimbursable rates for facility maintenance are established in accordance with the current Department of Defense Facilities Pricing Guide.
5. Operating expenses are daily expenses, supplies, administrative and logistic services that all organizations fund as their overhead of doing business. These are items of supply and support for which Army leadership has deemed more practical for individual Army organizations to program and budget. The general rule is that the organization owning the mission and the people funds the daily operating expenses.
6. All customer commands and agencies must have adequate internal controls in place to prevent subordinate activities from using mission monies to purchase non-essential increased levels of common installation support services. Customer commands should not use the government credit card to bypass Common Levels of Support (CLS).
7. Non-Army Federal and DOD organizations fund all measurable and attributable incremental direct support costs.

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8. Private and Commercial Organizations must have a reimbursable lease agreement and fund their expenses IAW the DOD Financial Management Regulation 7000.14-R, Volume 11A, Chapter 1, April 2008, Reimbursable Operations, Policy and Procedures; AR 210-22, Private Organizations on Department of the Army Installations; and AR 405-80, Management of Title and Granting Use of Real Property.
9. Bank and Credit Union agreements must follow the reimbursement policy in DOD 7000.14-R, DOD Financial Management Regulation – Volume 5, Chapter 34, September 2007, Procedures Governing Banks and Other Financial Institutions on DOD Installations.
10. Army Air Force Exchange Service (AAFES) – Per AR 215-1, AAFES operations are authorized APF for utilities at OCONUS locations and at CONUS locations designated as remote and isolated by AR 215-1. Utilities for all other AAFES facilities within CONUS are reimbursable; with the exception of wastewater (sewage disposal), which is a Garrison responsibility. Garrisons will bill AAFES for utilities supplied to facilities that are metered.
11. Reserve Officer Training Corps (ROTC) units, the Garrison follows HQ IMA Memorandum, IMAH-RMD-M, 6 May 05, subject: Guidance for Supporting US Army Cadet Command Organizations.
12. The customer is responsible for prompt payment of bills. All bills are delinquent when they are 60 days or more overdue. When bills remain delinquent over 90 days and the customer has not indicated a problem regarding delivery of services, the Garrison will not issue new orders or modifications to orders for the customer, and termination of existing services will be considered by the Garrison Commander.

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**Annex E  
Garrison Customers**

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The following pages document the customers eligible to receive the non-reimbursable services outlined in this catalog. We compiled this list using the installation's real property records and the Army Stationing and Installation Plan (ASIP).

**Customers Eligible to Receive Non-Reimbursable CLS:**

1. Alabama Industries for the Deaf and Blind (AIDB) – Building 3775
2. Army Audit Agency – Building 4488
3. Army Center of Military History – Building 8026 (storage only)
4. Army Contracting Command – Building 5303
5. Army Materiel Command (AMC) – Building 4400
6. Army Materiel Systems Analysis Activity (AMSAA) – Building 7770
7. Army Research Lab – co-located with Aviation and Missile Research, Development and Engineering Center (AMRDEC) in Building 5400
8. Army Aviation and Missile Life Cycle Management Command (AMCOM) – Building 5300
9. Aviation and Missile Research, Development and Engineering Center (AMRDEC) – Building 5400
10. Army Corps of Engineers – Mobile District – Building 3213
11. Civilian Personnel Advisory Center (CPAC) – Building 5304
12. Colleges:
  - a. Alabama A&M University – Building 3222
  - b. Athens State University – Building 3200
  - c. Columbia College – Building 3218
  - d. Embry Riddle Aeronautical University – Building 3222
  - e. Florida Institute of Technology – Building 3324
13. 81st Regional Support Command (units located on Redstone Arsenal)

Team 5, 213th Legal Support Organization (LSO)  
(UIC WS8WU5)  
**Building 111**, Redstone Arsenal, AL 35898  
(co-located with the Staff Judge Advocate's Office)

HQ, 4th BN, 321st Regiment, 7th Brigade (TS)  
108th Division (IT) (UIC W72UA1)  
**Building 3334**, Redstone Arsenal, AL 35898

Co E, 4-321, 7th Brigade (TS), 108th Division (IT)  
(UIC W72UA6)  
**Building 3334**, Redstone Arsenal, AL 35898

13th Battalion (OD), 108th Regiment  
4th Brigade (CSS), 108th Division, IT, (UIC W88BAA),  
**Building 3459**, Redstone Arsenal, AL 35898

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Det 1, CO B, 4/323, 1st Brigade, 108th Division  
(UIC W88C02),  
**Building 3459**, Redstone Arsenal, AL 35898

Det 1, 3d BN (SC), 108th Regiment, 3d Brigade (CS)  
108th Division (IT), (UIC W72902)  
**Building 3459**, Redstone Arsenal, AL 35898

14. Huntsville Fraud Team – Building 3217
15. Logistics Support Activity (LOGSA) – Building 5307
16. 902d Military Intelligence Group – Building 3646
17. Project Manager for Instrumentation Targets and Threat Simulators (PMITTS) – Target Building 3211
18. PMITTS – Threat – Building 4497
19. Program Executive Office (PEO) Aviation – Building 5681
20. PEO Missiles and Space – Building 5250
21. PEO Soldier, Project Management Air Warrior – Building 5308
22. Product Manager, Test, Measurement and Diagnostic Equipment (PM TMDE), PEO, Command, Control, and Communications Systems (CS&CSS) – Building 5435
23. Redstone Test Center – Building 4500
24. Redstone Thrift Shop – Building 3209
25. Redstone Resident Agency, US Army Criminal Investigation Division Command (USACIDC) Building 3421
26. Research, Development and Engineering Command (RDECOM), Army Armament, Research, Development and Engineering Center (ARDEC), Explosive Ordnance Disposal Division Building 3307
27. Research, Development and Engineering Command (RDECOM), Army Armament, Research, Development and Engineering Center (ARDEC), Liaison Office - Building 5302 (co-located with Integrated Materiel Management Center)
28. Reserve Officer Training Corps (ROTC) Cadet Command, 6<sup>th</sup> Brigade, Eastern Region Building 3435
29. 2d Medical Recruiting Battalion – Buildings 3439 and 3483
30. 2d Recruiting Brigade, US Army Recruiting Command – Building 3435
31. Security Assistance Command – Building 4402
32. Signal Network Enterprise Center – Redstone (NETCOM) – Building 5301
33. South Central Human Resources Region– Building 5304
34. Space and Missile Defense Command – Building 5220
35. US Post Office – Building 3710
36. US Army Command and General Staff School – Redstone Arsenal Satellite Campus – Bldg 3450
37. US Army Operations Activity – Building 3646

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**Customers Required to Reimburse for Support**

As a general rule of thumb, Garrison customers not on the list above reimburse the Garrison for all measurable incremental direct support costs in accordance with (IAW) Department of Defense Instruction (DODI) 4000.19, Interservice and Intragovernmental Support. Customers who are not eligible for the nonreimbursable CLS defined in this catalog need to submit their support requirements to the Garrison Support Agreement Manager in the Resource Management Office (RMO) to develop a support agreement (DD Form 1144). The Redstone Arsenal Garrison has identified the following customers as falling in this category:

1. Alabama Space Science Exhibit Commission
2. Army Logistics Management University – 550 Sparkman Drive, Huntsville, AL
3. Army and Air Force Exchange Service – Building 3220
4. Army Central Reservation Center (ACRC) – Building 3205
5. Arrow Product Office (Missile Defense Agency) – 106 Wynn Drive, Huntsville, AL
6. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) – Building 3756
7. Civil Air Patrol
8. Command Post Systems and Integration (formerly Tactical Operations Center) –  
145 Research Boulevard, Madison, AL
9. Commissary – Building 3224
10. Defense Acquisition University – 6767 Old Madison Pike, Huntsville, AL
11. Defense Contract Management Agency (DCMA) (Headquartered in Dallas) – Building 3646  
(south end)
12. Defense Logistics Agency, Defense Supply Center – Richmond – Building 5303
13. Defense Military Pay Office (DMPO) – Building 3207
14. Dental Clinic – Building 4100
15. Department of Defense, Inspector General (DODIG) – Building 3421
16. DISA Processing Element-Huntsville – Building 5201
17. DLA Disposition Services – Huntsville (previously known as DRMO) – Building 7408
18. DLA Document Services – Building 5688
19. 81st Regional Readiness Command (units located off the installation)

Area Maintenance Support Activity (AMSA) 145G  
2720 Patton Road SW, Huntsville, AL 35805-4337 (UIC W0FD44)

326th Chemical (CM) Company  
2720 Patton Road SW, Huntsville, AL 35805-4337 (UIC WRJGAA)

3d Brigade (CS), 108th Division (IT)  
2720 Patton Road SW, Huntsville, AL 35805-4337 (UIC W726AA)

4th BN (CM), 108<sup>th</sup> Regiment, 3<sup>rd</sup> Brigade (CS)  
108th Division (IT)  
2720 Patton Road SW, Huntsville, AL 35805-4337 (UIC W72A01)

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EN Team 6, Southeast, 416th Engineer GP

2720 Patton Road SW, Huntsville, AL 35805-4337 (UIC W8L466),

20. Army Corps of Engineers, Engineering and Support Center – Huntsville – 4820 University Square and Buildings 3447 and 3461
21. Federal Bureau of Investigation (FBI), Critical Incident Response Group, Hazardous Devices Operations Center, Hazardous Devices School – Building 7010
22. Fox Army Health Center – Building 410
23. International Specialty Products (old GAF) – Building 5565
24. Liaison Office – Australia
25. Liaison Office – Egypt
26. Liaison Office – Germany
27. Liaison Office – Greece
28. Liaison Office – Israel
29. Liaison Office – Japan
30. Liaison Office – Canada
31. Marine Corps Liaison – Building 5308
32. Marines – 4th Division, Battery K, 4th Battalion, 14th Marines – 3506 Memorial Parkway
33. Marshall Space Flight Center (MSFC) – Building 4200
34. MBDA, Inc. (old Thiokol area)
35. Missile Defense Agency (MDA) – Bradford Drive, Discovery Drive, the Jetplex, and Buildings 4505, 5222, and 5224
36. Missile Defense Targets, Joint Project Office – Building 5671
37. NATO Medium Extended Air Defense System Management Agency (NAMEADSMA) 620 Discovery Drive, Huntsville, AL
38. Missile and Space Intelligence Center (MSIC), Defense Intelligence Agency (DIA) – Building 4545
39. National Guard – Building 3793
40. National Guard Bureau
  - 1st MP Battalion, 200th Leadership Regiment, Fort McClellan, AL
  - 31st Chemical Brigade, Northport, AL
  - 115th Signal Battalion, Florence, AL
  - 61st Medical Company, Mobile, AL
  - 441st Ordnance Battalion (EOD), Huntsville, AL
  - 877th Engineering Battalion, Hamilton, AL (temporarily moving to Haleyville)
  - 1169th Contracting Battalion, Huntsville, AL
  - 1200th Quartermaster Battalion, Lineville, AL
41. Naval Mobile Construction Battalion Twenty-Four (SEABEES) – 2724 Patton Road
42. Olin – trailer west of Building 8038 – only here when sampling
43. PEO Air and Missile Defense – 215 Wynn Drive
44. PEO Intelligence, Electronic Warfare and Sensors (PEO IEW&S), Program Director, Aircraft Survivability Equipment (PD ASE) – 6726 Odyssey Drive, Huntsville, AL
45. PM Unit of Action – Building 5681
46. PM FBCB2, BFT-AVN – 650 Discovery Drive, Huntsville, AL
47. PMO, Counter-Rocket Artillery, Mortar (C-RAM), – 121 Research Boulevard, Madison, AL

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48. Rapid Aerostat Initial Deployment (RAID) Product Office, Project Manager Night Vision/  
Reconnaissance Surveillance & Target Acquisition – 106 Wynn Drive, Huntsville, AL
49. Redstone Federal Credit Union – Building 3227
50. Redstone Model Railroad Club – Building 3463
51. Regions Bank – Building 3226
52. Raytheon – 353 James Record Road
53. Science and Engineering Services, Inc. (SESI) – Building 4803
54. University of Alabama in Huntsville (UAH) – Building 6230
55. Unmanned Aerial Vehicle Systems (UAVS Project Office) – 4901 University Square,  
Suite 1, Huntsville, AL 35898
56. Vet Services – Building 3543