



# The Facilities Communicator

“Winter Edition”

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## First Round of VSIP Offered

The performance of the commercial activity (CA) study in the Family Housing and Facilities Maintenance Departments (FMD) at Camp Pendleton continues. This study is governed by the Office of Management and Budget's circular A-76. The Human Resources Office (HRO) at Camp Pendleton has been working alongside with the Business Reform Office

will bid on, was completed. The KPMG consultants hired to work on the study, the BRO, and the facilities and housing subject matter experts, formed the PWS and the Business Process Improvement Teams, worked very diligently to ensure that the PWS accurately reflected the work performed by the functions under study before submission to contracting. The MEO Team, formed with other subject matter experts from housing and facilities, worked alongside the consultants, BRO, HRO to formulate the highly competitive MEO. The Federal policy specifies that the performance work statement be sent to contracting for solicitation. Both the MEO and the contractors will bid on the work that is in the PWS. Boards were established for source selection, qualification evaluation and technical and price evaluation as established and required by the A-76 process. Final bids are due 3/26/01.

Workforce reductions can be dealt with by voluntary attrition or voluntary separation incentives (VSIP) and reduced hiring. Reduction in Force's (RIFs) are costly, disrupt the work force and are damaging to morale and productivity and for these reasons we will try to avoid using RIFs. In order

to provide a softer-landing plan for the employees, everything that can be done will be done.

There will be several rounds of Voluntary Separation Pay offered. Round one for Voluntary Separation Incentive Pay (VSIP) has been approved for a few occupations to begin the process of getting closer to the MEO. Round one will be effective in the March 2001 timeframe.

During the next fiscal year, as we draw closer to MEO implementation, we will offer round two to certain other occupations. This round will be effective sometime in November 2001.

Separation incentive pay is a lump sum incentive equivalent to an employee's severance pay entitlement up to a maximum of \$25,000 paid upon the voluntary resignation, early retirement or optional retirement of designated eligible employees.

**Employee Eligibility and Conditions:**

(1) Only U.S. citizen employees defined by 5 USC 5597, and corresponding NAF employees are eligible for separation pay. In addition, employees

(2) Must be serving under an appointment without time limitation, and must have been em-



*“Go as far as you can see, and when you get there you will always be able to see farther”*

ployed the Federal Government for a continuous period of at least 12 months.

(3) May not be a reemployed annuitant, and

(4) May not have a pending or approved application for disability retirement.

Requests will be accepted from eligible employees using fair and objective procedures. The HRO at Camp Pendleton will advise employees on the procedures and all the provisions of the separation incentives program upon request.

VSIP is offered by seniority, utilizing service computation date for leave.

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(BRO) and FMD to ensure that all personnel issues associated with the CA study are addressed.

The performance work statement (PWS), which is the package that the contractors and the Government's in-house organization, referred to as the most efficient organization (MEO)

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<http://www.cpp.usmc.mil/jpao/facilities/index.htm>

## DEALING WITH A-76/PRIVATIZATION

Submitted by Sandy Guendert

Today we are living in an ever changing environment. Some of us thrive on change, others adapt slowly, and some of us are totally resistant. To help us cope with all the coming changes, classes are being offered to provide us an opportunity to gain tools necessary to move forward and to take charge of our own destinies.

A brief synopsis of the class and the class schedule are

listed below. Please contact your supervisor if you are interested in attending any of the sessions. Seating is limited for all classes.

Dates: 20-21 March  
27-28 March  
2-3 April  
4-5 April

### How to Survive the Forthcoming Change

There is a transformation going on in organizations all across America. It is part of a struggle for survival of the fittest in increasingly difficult environments.

A-76/Privatization studies have become a part of that transformation. In government old rules no longer apply. The bar has been raised. Significant changes are imminent and every worker will be affected.

This seminar is designed for federal employees facing an A-76/Privatization study to better cope with imminent change. The

course prescribes attitudes and actions necessary for personal survival in a new world of work.

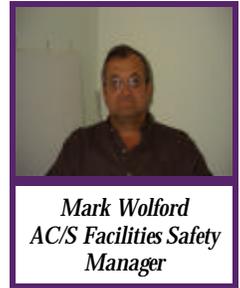
### Objectives

Upon completion of this seminar attendees will be able to:

- \* Compare and discuss feelings and perceptions about A-76/Privatization with others facing A-76/Privatization studies.
- \* Describe the history of, purpose, scope and rationale of A-76/Privatization studies.
- \* List and evaluate options for personally dealing with the A-76/Privatization studies.
- \* View the forthcoming A-76/Privatization study as a personal challenge in an ever-changing world.
- \* Draw and explain a model which visually depicts the change process.
- \* Communicate better during times of change.
- \* Cope better with unwanted change by effectively managing yourself during and after the A-76/Privatization study.

## Safety Talk

by Mark Wolford



Mark Wolford  
AC/S Facilities Safety  
Manager

Prevention and control of workplace hazards OSH Act requires Federal employees be provided with a safe and healthful place of employment.

Identification of hazardous conditions may be accomplished at the planning and design stage as a result of workplace inspections, or by worker reports. OSH hazards should be eliminated or controlled as quickly as possible subject to prioritization based upon risk assessment codes.

The preferred method of hazard abatement shall be through application of engineering controls or substitution of less hazardous processes or materials. The use of administrative controls, possibly in conjunction with PPE, is acceptable only when all other methods are proven not to be technically or economically feasible.

### Mishap Prevention

Early detection of unsafe or unhealthful working conditions and prompt correction of these and related hazards, are major elements in the OSH program. Correction at the lowest possible level is an essential element of mishap prevention. All military and civilian personnel shall participate fully in AC/S Facilities OSH program by reporting either orally or in writing any unsafe or unhealthful working condition. It is essential to inform supervisors or facilities safety personnel of the existence or potential for unsafe or unhealthful working conditions.

Any military or civilian personnel, or employee representative, observing unsafe or unhealthful work practices, conditions or violations of established OSH standards, shall advise workplace supervisor of the condition noted, either orally or in writing. Initial oral reports are required for imminent danger situations. Reprisals against personnel for submitting hazard reports is prohibited.  
**AC/S Facilities Safety Hotline 725-3068**

Happy 40th Birthday CDR Hemstreet!



"The foundation stones for balanced success are honesty, character, integrity, faith, love and loyalty."

## The Base Recycling Program

By Charles Bradshaw, Recycling Manager

Our team of 13 has the monumental task of identifying Camp Pendleton's recyclable waste streams, educating Base occupants on what, where and how to recycle, developing methods to capture and collect, separate and process that material to make it marketable, and to sell that material as a commodity when the markets bring the best price. The overall goal of the recycling section is to reduce the volume of recyclable waste being disposed in our landfills, saving

valuable landfill space, and preserving the earth resources. In addition to the environmental savings, the Base recycling section has made enough money to be "self-sufficient" in 7 of the last 9 years, and has been able to give thousands of dollars back to Camp Pendleton since 1991 that has been used for pollution prevention, safety projects, the Mobile Library, and



Charles Bradshaw,  
Recycling  
Manager

Morale, Welfare and Recreation.

Our efforts can be seen all around you. From billboard messages to collection containers, recycling is a part of the Camp Pendleton lifestyle, and everyone has a chance to participate. Did you know that you could make a tremendous impact by placing cardboard boxes in the white dumpsters labeled "cardboard only"? How about paper? Where are

you putting that paper when you throw out those old files? Beverage containers are instant cash. Thousands of dollars are thrown away into the landfill daily, right here on Base. By managing our recyclable trash, we can make a difference.

The Base Recycling Program has three facilities to serve you. Our newest facility is located in the 13 Area, across the street from the Auto Hobby Shop. Serving activities and units north

(Recycling, page 4)

# News from the Top . . .

By Colonel David L. John



Each of us in our personal lives experience incidents that tend to be "Moments of Truth". These moments arise when we must make decisions and judgments when a tragedy hits, or when faced with a medical crisis at home. During these times we are called upon to take decisive action, make timely decisions, or convey appropriate remarks that reveal our "real self". These moments of truth identify us for what we truly believe and stand for. They substantiate how we measure up. In the same manner, every business and organization that provides a service or a product has "moments of truth" with its customers.

Moments of truth vary from functional area to functional area on the base and similarly with the commercial business sector. Whether it be in housing billeting public works or facility maintenance, moments of truth are an everyday occurrence. In a business, a moment of truth happens when the customer asks a sales clerk for assistance. For a bakery, the moment of truth happens when the customer bites into its product. The moment of truth for a nurse is how painless a shot can be administered. Moments of truth hap-

pen within every organization over and over again on a continuous basis.

For each of us in the facilities business here at Camp Pendleton, that moment of truth comes when we answer the telephone, or personally greet someone, issue a contract, fix a house, respond to a service ticket, provide a status brief, or the 101 other tasks we perform each day. During these brief encounters with our customers (Commanders, S-4's/chiefs, units, Marines & Sailors, families, and other employees outside our own organization), they all are exposed to what we do and how we do it. As a facilities organization our services touch each and every person that comes and goes on the base. How we respond, directly or indirectly, to our customers determines how they evaluate our facilities organization. And in fact, how the customers of facility services we provide view the organization determines, to a degree how they perceive not only "Facilities" but the base as well. Consider the following simple moments of truth that come to mind:

-How fast and how well the phones are answered. Unanswered phones that ring and ring, and curt or unhelpful responses once they are answered, turn people off or make them angry. Prompt answering of phones and courteous and friendly responses make for satisfied customers.

-The appearance and cleanliness of our work areas and grounds area. While we sometimes blame the inadequate budget for less than desirable conditions we work in some cases, people typically make the difference more so than the dollars spent. Instances can be cited where organizations were pro-

vided nearly identical resources and yet the conditions of the facilities at one institution was far superior to the other. Why the difference? It was the work of a motivated and caring staff.

-How promptly customers are helped or served. When considering this item, we typically think in terms of retail establishments, but there are parallels within the facilities business as well. Do we promptly return telephone calls? Are routine trouble calls addressed in a timely manner? How long does one wait to have an answer provided? There are numerous examples that one could use.

-How routine customer questions are handled. How we address complaints, trouble calls, project briefs/status, housing and billeting issues, are critically important. We deal with a wide variety of technical issues on a daily basis and our customers should not be expected to understand the technical side of our operations. But many inquiries are made because they need to know or they are genuinely interested in what is taking place.

-Cleanliness of our work areas. I think it goes without saying when customers visit our various work areas. First impressions go along way in representing how we do facility business. Unkempt work areas leaves a bad overall impression of the organization

## News from the Bottom . . . By Ed Rogers

I have some good news and some bad news. The good news is that we have managed to keep the lights on and our buildings warm. The bad news is that our utility budget has bottom-out. Our entire utility budget has been spent and we have 8 months left. We have requested additional

and the base.

- How problems are handled. Problems will always arise even though we make concerted efforts to prevent them. Just as important as preventing problems, however, is how we respond to them. Problems should always be addressed in a courteous and timely manner.

In our facilities organization moments of truth, when you stop and think about it, do happen each and every day. How we leave and support our customers leave lasting impressions on how our organization is measured and hopefully in a favorable light. Since my arrival here, I have heard nothing but positive comments about your organization. It's a credit to all within Facilities and the support you all provide to our customers the Marines, Sailors families aboard the base. My Compliments. The above thoughts serve as more a reminder that "moments of truth" do make a difference when greeting and meeting our customer. From beginning to end, to include even providing that little bit extra that the customer didn't expect, makes a big difference. Next time you get served outside at a business... consider the same "Moments of Truth". Take that same thought process and consider that for what we do everyday aboard Camp Pendleton and let it serve as our own little reminder.

Have a Great Camp Pendleton Day!!!



funding but no one knows when, or if, that will arrive. One thing we can do is try to conserve as much energy as possible. Every little bit will help. If you see energy waste, report it to Mr. Jeff Allen at 725-0566. We need a bottom-up approach to meeting our Energy Conservation goals.



"Goals are dreams we convert to plans and take action to fulfill"

**GREAT JOB!** Congratulations to everyone who received awards during the period of November 2000 through February 2001:

Quality Step Increase:

Brenda L. Diedrich; Michelle D. Gunn

Time Off

Anthony Barycki; Sharon Bryant; Louis Diaz; Allan Duenas (2); Joseph Farmer; Bruce Glenn; Thomas Godoy; Scott Hammond; Burton Holcomb; Timothy Lewis; Ronald McCullah; John Mohoi; Thomas Palmer; Eugene Pozdziak (2); Clel Ramsey; Norman Rogers; Sonia Suela; Daniel Varela

On the Spot

Thomas A. Hudson; Raymond Jones

Special Act

Mario Almozara; Glenn Burkey; David Chastain; Kenneth Dudek; Steven Harper; Ronald Hellmers; Michael Hill; Thomas Hudson; Gregory Johnson; Raymond Jones; Jim Kent; Willie Maiden; Anthony Meximan; Michael Mociler; Max Morales; James Ransdell; Edward Reed; Jose Sabino;

Ruben Salas; Patrick Salter; Mark Schumacher; Scott Tempus; Ted Thomas; Homer Willess; Patrick Williams

Federal Length of Service

10 years

Sean J. Galvez; Yvonne T. Griffin; Thomas Palmer; Dawn A. Richie; Joseph M. Shields, Jr.; Steve R. Wolfe

15 years

Jeffrey Allen; Herbert Coralde; Robert A. Feldman; Bernard L. Fletcher; Bruce Glenn; Gerald Goldsmith; Mark Hermann; Barbara M. Mann; Kitty Maurias; Stephen Scott; Barbara A. Vajda; Wayne Van Leuven; Dennis W. Wycykal

20 years

Danita G. Davis Abangan; Maurice L. Cope; Michael Davis; Darrick Delgado; Frank R. Delgado; Michael P. Dodge; Joe N. Fitts; Rickey A. Hood; Michael Hornack; Robert J. Huyler; Henry J. Johnson; Danita Killebrew; Jose T. Pentecostes; George J. Sha'de; Phillip G. Wall

25 years

David Holguin; Patrick D. Marier; George McCord; George Nicolaou; Ollie C.

Oglesby; James A. Parr; Lary T. Pearce; Scott Tant

30 years

Eugene Johnson; Sherman Felton

40 years

Bernard Jackson; Mao Lefti

45 years

Samuel Munemitsu; Donald Cockran

50 years

Floyd Weaver

Housing

From the Professional Housing Managers Association (PHMA), Cabrillo Chapter, the following employees were selected: Joe Fitts (Outstanding Officer); Mary Stetson (Outstanding Chapter Member); and Marion Dukes (Outstanding Mid-Level Housing Manager)

Billeting

Ron Pohle (Employee of the Year) Victoria Lerma and Mr. Jun Perez, (Co-Employees of the Quarter)

**Recycling**

(Continued from page 2)

of Las Pulgas Road is the 52 Area Recycling Center, located behind the Fire Station and the Car Wash. The heart of the operation is the 20 Area Recycling Center, located behind the commissary. In addition to paper, cardboard and beverage containers, the recycling program recycles metals, pallets, mattresses, used furniture, wood and plastics, including grocery bags.

For every ton of waste recycled, we save 1.56 cubic yards of valuable landfill space. Here are some recycling facts:

1. The average American in his/her lifetime will use 465 trees for paper.
2. Americans throw away the equivalent of 30 million trees of newsprint each year.
3. The average American throws away between four and five pounds of trash everyday.
4. Over 16 million tons of plastic waste is created annually in the U.S. and only about 2% of all plastics are recycled.
5. Americans throw away enough aluminum to rebuild our entire commercial air fleet every three months.

Recycling is everyone's responsibility. Are you doing your share? Please -

- \* Do not throw trash into Recycling bins and marked containers.
- \* Do not throw cardboard and paper into the trash.
- \* Report theft of recyclables to PMO and/or the recycling manager.

Our recycling program stands tall throughout the DoD, but as we all know, we can do better.



"We make a living by what we get, we make a life by what we give."



SMILE



Colonel John cuts his cake for his 50th Birthday celebration



Ms. Marion Dukes receiving her PHMA Award with Col James E. Smith, Head Facilities Branch (LFF), HQMC and Mr. Bob Haddon, President. PHMA Int'l



Ms Mary Stetson and Mr. Joe Fitts with their awards from the PHMA



Length of Service Award Ceremony  
30 Years and Above

