

THE CENTERLINE

Third Quarter 2002
Vol.38, No. 3

Published for the employees and families of the
Navy Public Works Center San Diego.

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John Prado,
a High Voltage Electrician,
sets the power circuits on the CO2
machine in preparation to clean a
high voltage unit onboard a pier
at Naval Base San Diego.



Top Side Quality Line

We are at a critical stage in evolving our processes as we strive to reach our vision of becoming a world-class provider of public works services and products. As we close the fourth quarter of our fiscal year and we begin to assess the successes of the past year (and as we plan for the challenges of the near future), two of our core business lines are under Commercial Activity studies. Informally known as CA-76, our Maintenance and Environmental Business Lines have just begun the process mandated by Congress to assure the American public that the tax dollars our clients use to purchase products and services from PWC San Diego are being used efficiently and effectively. In other words, are we the best in the business or can our clients get a better deal elsewhere?

Developing best business practices (that also happens to be the expected outcome of core strategy #3 in our Strategic Business Plan) is an activity each of us can participate in on a daily basis. We have 36 product and service lines in this Command delivered by almost 1700 personnel, ranging from the people who hook up shore power for the Fleet to hazardous waste response teams to landscape architects who draw up plans to beautify Navy owned facilities. Everyday hundreds of us are given opportunities to put our best foot forward in fulfilling our clients' needs. Everyday all of you are given opportunities to provide your subordinates, peers and



supervisors feedback that could change the way we deliver products and services to our clients. Can you imagine a more proactive mechanism for succeeding at satisfying our clients than to really listen to their concerns and then to act upon them? That's what it means to implement best business practices.

This may be a critical stage in our journey towards being a world-class provider of public works services and products, but we've faced tough challenges before, and succeeded. In order to lead our industry, our operations must be flexible enough to meet client demands, we must manage our budget execution responsibly, and we must have a business strategy to face the challenges coming our way. Only then can our operations be truly competitive in today's markets. You can make that happen in your daily endeavors.

THE CENTERLINE

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THE CENTERLINE

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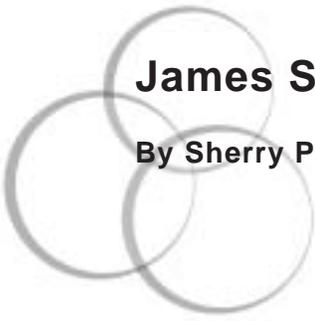
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While strategic planning is an important element, it alone cannot get us there. In order to truly succeed, we need the good will created by each of you with a "can do" attitude. Please continue to do everything you can to satisfy our clients and make PWC San Diego successful. And please, remember to take care of yourselves and take care of each other. Thanks for your continuing support!



James Sanfedele Receives Spring 2002 Leadership Award

By Sherry Patrick, Public Affairs Specialist

Chemical Engineer, James Sanfedele, with the Environmental Business Line, received the Leadership Award for Spring 2002. This award is given twice a year to managers in recognition of contributions made in creating, maintaining and developing the Center's culture of superior and supportive customer service.

Mr. Sanfedele manages the Industrial and Oily Waste Treatment Services Division of the Environmental Business Line. Mr. Sanfedele joined Navy Public Works Center San Diego in 1994. He is a graduate of the University of Washington in Seattle where he received a bachelor of science degree in chemical engineering and is a professional civil engineer.

Mr. Sanfedele's leadership skills challenge and instill in his staff a desire to provide quality, timely and cost effective products with several new processes and Standard Operating Procedures.

Mr. Sanfedele said, "I was honored to receive this award and I accept it on behalf of all the employees in Code 920. I will quote the former General Colin Powell, 'The day soldiers (or in our case employees) stop bringing you their problems is the day you have stopped leading them. They have either lost confidence that you can help them or concluded that you do not care. Either case is a failure of a relationship.'"

Congratulations, James on your Leadership Award!



Command Evaluation

Did you know that if you place a fraud, waste, and abuse hotline call to the DOD IG or Navy IG hotline number they would task the investigation to the PWC Internal Review Office? This tasking process can take up to six months before I receive the complaint. If you want an investigation to begin promptly, call the PWC San Diego hotline number (619) 556-8477. All calls remain anonymous!



PWC Hotline

(619) 556-8477

Steve Mahoney
Command Evaluation Office



Employee of the Quarter for the Second Quarter of 2002

Mary Anne Flanagan

By Public Affairs Office

Mary Anne Flanagan, an Environmental Engineer with the Navy Public Works Center Environmental Business Line, received the Employee of the Quarter Award for the Second Quarter. Ms. Flanagan joined the Environmental Team in 1998 after transferring from Naval Base San Diego's Environmental department where she was employed since 1993. A graduate of San Diego State University, Ms. Flanagan received a Bachelor of Science degree in Civil Engineering and is currently pursuing her professional engineer registration in California.



Ms. Flanagan received this employee recognition award for her exceptional contributions to the Center. Her willingness to help was demonstrated when, according to her supervisor Michael McGriffin, she volunteered as the Projects Team safety coordinator during their first year as a new service

work center. Ms. Flanagan service helped develop internal safety procedures for the newly established Environmental Projects Team, which remain successfully in effect today and as evidenced by the work center's history of zero mishaps.

"Ms. Flanagan has a long-standing commitment to community service. She is a member of the Board of the Cuyamaca College Foundation. This Foundation raises funds to provide students with scholarships as well as providing funds for campus improvements. She also volunteers as an emcee for a parade in her community each year," said Mr. McGriffin. Ms. Flanagan shared her thoughts about receiving this recognition. "I was thrilled and completely surprised since my boss had only told me that I was giving a presentation to the Executive Steering Committee. I am extremely grateful to my boss, Michael McGriffin, and to my coworkers."

Congratulations, Mary Anne, on receiving the Employee of the Quarter Award!

HRSC Benefits Line launches Interactive Voice Response System

By Public Affairs Office

The Interactive Voice Response System (IVRS) Benefits Line allows you to access benefits information by using a touch-tone telephone. You may conduct your own benefits transactions such as increasing your Thrift Savings Plan (TSP) contributions or changing your Federal Employees Health

Benefits (FEHB) health plan during open seasons. Or, you can get a retirement annuity estimate anytime, 24 hours a day, 7 days a week.

Good listening skills are your key to getting the most satisfaction from your IVRS Benefits Line

experience. For tips on getting the best service possible from this automated system visit the What's Hot link on the PWC Intranet or email the Human Resource Service Center at:

Benefits@sw.hroc.navy.mil

Joseph Mendez is Safety Employee of the Quarter for the Second Quarter 2002

By Sherry Patrick, Public Affairs Specialist with contributions by Irving Alicea, Model Maker Supervisor

Technical Services Division Metal Finisher and Paint Leader, Joseph Mendez, with the Maintenance Business Line was selected Safety Employee of the Quarter for the Second Quarter. Safety is Mr. Mendez' first priority, which he demonstrates with exceptional support in the Center's safety program. He insures all safety programs and regulations are followed and implemented to the satisfaction of City, State, and Federal statutes. Mr. Mendez oversees the handling and storage of extremely dangerous chemicals that are used in the Metal Finishing Shop, and has an outstanding record of no mishaps for the last three years. He demonstrates active involvement and participation in stand-up safety meetings on a monthly basis, keeping his employees up to date on any new requirements by PWC and the state of California.



Mr. Mendez exhibits a leadership role in job site safety awareness by taking the initiative to visit and inspect for any safety deficiencies that may be around his work site. He keeps all paint and safety logs up to date and is always in

compliance since he continually refines his skills by taking hazardous waste training courses on a regular basis.

Mr. Mendez also reacts quickly in emergency situations. When a leak in the plating shop resulted in a spill, he tested the water for contamination, none was found, and called the appropriate people to investigate, fix, and clean up the spill, keeping the cost and exposure to co workers to a minimum. He keeps all MSDS Safety Forms and brochures posted within the workspaces as well as in his office. Mr. Mendez verifies that all individual safety records are current including all employee physicals for the Technical Service Division.

Congratulations, Joseph on receiving Safety Employee of the Quarter!

Collect Call Warning

By Jan Whitacre, Legal Counsel

Please do not accept collect calls from persons you don't know. State prisoners are placing random collect calls to homes and offices. If you accept charges, the caller may be able to charge additional calls to your number.

If the operator gives you the name and/or the location of the caller, please provide that information to PWC Counsel, Jan Whitacre or PWC Security Manager, Barbara Davis. With that information, we may be able to stop the calls.

Thank you.

Maintenance Business Line Renovates Air System for NADEP

By Matthew Nadeau

The Maintenance Business Line Recurring Division recently completed a chilled water system installation project to replace an outdated air conditioning system for Naval Aviation Depot. This large, energy efficient renovation project upgraded and replaced the current air conditioning purifying system in Bldg. 378 workspaces on board Naval Base Coronado. The project included replacing the three-inch water supply lines with six-inch lines and installing the 125-ton energy efficient McQuay Air Conditioning and Purifying System, to replace the older, less energy efficient 50-ton Bonn model of air conditioning system. The new chiller system will provide Naval



Aviation Depot with reduced utility expenses and energy savings, along with cooling and humidity control.

Project Leader Matthew Nadeau and his crew, consisting of HVAC technicians Marty Catron, Ken Stowell, and Chris Santos;

Pipefitters, Saul Ramirez and Welder/Pipefitter, Lee Galibut; Plumber, Robert Palstring; Metal Worker, James Riley; Welder, David Umel; and Electrician, Phil Meldrum worked diligently to complete the project. During the renovation and installation, the system was never down and the project was completed within the estimated time frame and came in under budget.

The new chiller system will provide Naval Aviation Depot with reduced utility expenses and energy savings, along with cooling and humidity control.

2002 FMA Softball Tournament



The 552 Crew are the 2002 FMA Softball Champions. The team received Captain's Cup trophy, individual trophies, and ball caps.



Second place winners of the 2002 FMA Softball Tournament were The Doggs. They all received a team trophy.

Environmental Business Line Operations

By Mary Anne Flanagan, Environmental Engineer

“You work for Environmental? Oh, you’re the ones that make my job more difficult.” I can’t tell you how many times I’ve heard that. Some people think that “Environmental” has only two functions – inspections and writing up violations. Actually, since Regionalization in 1998, the Navy Region Southwest has maintained responsibility for compliance inspections. As mentioned by Steve Sanford, the Environmental Business Line Manager, in the last edition of the Centerline, the Public Works Center Environmental Business Line has five distinct divisions – the Laboratory, the Industrial/Oily Waste Treatment facilities, the Hazardous Waste Disposal Services, the Environmental Projects Team and

the Site Assessment/Remediation Product/Service Line.

I work for the Environmental Projects Team. We came into existence during regionalization in October 1998 and perform a variety of environmental projects. Most of our work comes from outside of PWC. The Projects Team performs annual reports and inventories as well as periodic reports including Pollution Prevention plans, Hazardous Waste and Solid Waste Management Plans and various spill prevention plans. Our team has developed several innovative databases and performed surveys for various environmental media.

Within PWC, our most widely known project is the Authorized

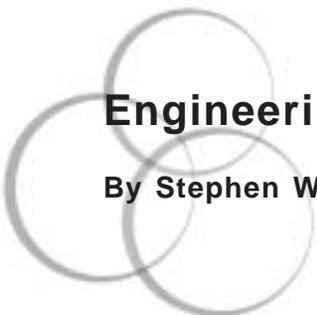
Use List (AUL), which is now available on the PWC intranet. Thanks to some exceptionally talented people in Code 190, we were able to develop an AUL program that has generated very favorable reviews from most PWC employees who have used it. We provided training to supervisors and buyers. If you haven’t looked at it, log on to the PWC Intranet, select “Business Links” and then “AUL” from the drop-down list. If you have any comments or concerns, we’re happy to respond. Just send an e-mail to “AUL, admin” in the Outlook address book.

With this program, as with all our projects, we try to make your job easier.

The Razing of Building 117



Dave Showers, (on the left) engineering equipment operator with the Transportation Business Line’s Construction Demolition Division removes debris of the old vacant Bldg. 117 for disposal. A new parking lot emerges from the ruins of Bldg. 117.



Engineering Business Line Operations

By Stephen Worthington, Engineering Business Line Manager

Along with the Navy Public Works Center San Diego, the Engineering Business Line Operations, Code 400 has a long tradition of providing essential services to our customers. In 1963 when PWC was commissioned, the Engineering Business Line was also commissioned as one of the primary four (4) business lines. During the same period, the Contracts Department provided Public Works Construction and Facilities Services contracting. However, in 1997, the Engineering Business Line was abolished. Further, in 1999, the contract authority function was transferred to the Naval Facilities Engineering Command Southwest Division (SWDIV) and PWCS D realigned to become Maintenance Engineering and Acquisition Support Facilities group.

In 2001 we again restructured the Maintenance Engineering and Acquisition Support Facilities group organization to reestablish the Engineering Business Line, Code 400. This was part of the realignment to focus on maintenance engineering and technical support services. The new Business Line organized four Service lines, Maintenance Engineering (Code 420), Construction Services (Code 430), Facilities Services (Code 440) and Facilities Management (Code 450 in Oakland). We have developed a new Code 400 Business Plan and Business Plans for each of these Service Lines. These are available for review via our PWC San Diego web site <http://pwc.pwcsd.navy.mil/content/>

engineering.asp.

Operationally Code 400 now functions as one of five core businesses in the PWCS D, with Environmental as the fifth Business Line. The new Engineering Business Line has tighter control of costs, the ability to level resources by relocating people, and the ability to optimize the use of individual skills. We can now more effectively apply the knowledge, experience, and flexibility of our staff to provide project completion in a timely manner and within budget.

The Engineering Business Line is now focused on Engineering and Technical Support Services, while minimizing and eventually withdrawing from acquisition and contracting business services via contract administration rates effective in FY03.

As the Engineering Business Line of the PWCS D we provide virtually all facility-engineering services needed by our clients. These services include technical review, definition of technical requirements, recommendation of contracting sources, generation of government construction and/or service cost estimates, appropriate plans/specifications to provide a contractible package for contractual award and Quality Assurance Surveillance.

As the Engineering Business Line faces a future of continued Department of Defense (DoD) reduction in facilities infrastructure spending and movement of contracting

functions from the Public Works Centers (PWC) to the Engineering Field Divisions (EFD), significant changes are expected between now and FY 2005. On Oct. 1, 2002 Regional Facilities Services will become a new group in San Diego transitioning the work currently performed by the Facilities Management Group in Oakland. Oct. 1, 2003, will close our Oakland office but the regional work and associated income generated will have a San Diego base.

The Engineering Business Line will continue to focus on developing partnerships with clients and creating multi-disciplinary teams that maintain the ability to take a project from a planning stage through completion. In both daily business and one-time projects, we approach the challenges with experience, expertise, and efficiency allowing us to deliver our services at significant cost and timesavings.

With the July 2002 proposal to transition portions of Maintenance Business Line Project Management and other services to the Engineering Business Line, we look forward to the continual building of a strong team in support of our San Diego metro and California regional clients. Our support to the warfighters and Quality of Service ashore continue to motivate us to provide "world class" services consistent with our overall PWC San Diego Strategic Business plan.



From the Safety Office

Research Says Back Belts Don't Help

Back belts are not useful safety devices, according to experts who specialize in back pain and related ailments. An increasing number of employers use back belts to try to prevent back injuries, which are one of the nation's most common occupational disorders, costing the nation an estimated \$20-50 billion per year, according to National Institute of Occupational Safety and Health (NIOSH) statistics. NIOSH notes that about 4 million back belts were purchased in 1995 to try to prevent back injuries. The snug belts are purported to help strengthen muscles that support the spine, though little research has been done on them.

In 1996, a study published on back-belt use at Home Depot stores in California suggested that the belts reduced the incidence of back injuries. However, the recent study conducted by NIOSH statistician Douglas Landsittel and his team, stated otherwise and argued that the study conducted with the Home Depot was focused only on California stores and was not necessarily complete.

Landsittel, Dr. James Wassell and his colleagues studied 6,311 people whose work included lifting objects at Wal-Mart stores in 30 states. They completed both initial and follow-up interviews regarding low back pain and worker compensation claims. There is no company wide policy on belt use at Wal-Mart, the nation's largest retailer. The researchers interviewed employees at 160 Wal-Mart stores and collected worker



compensation data between 1996 and 1998. The study included 89 stores that required back belts. Belts used were made of stretchable nylon, adjusted with Velcro straps. About two-thirds of the workers in stores with mandatory belt use reported wearing them daily, compared with about one-third of those at stores with voluntary use. There were 195 worker compensation claims filed for back injury during the study, and of 6,311 employees who completed follow-up interviews, there were 1,088 reports of frequent back pain.

After adjusting for individual risk factors, "neither frequent back belt use nor a store policy that required belt use was associated with reduced incidence of back injury claims or low back pain," Wassell wrote in the *Journal of the American Medical Association*. Levels of physical exertion at work made no difference. In conclusion, employees who wore the belts

regularly were just as likely to report back pain or file claims as those who didn't wear them.

Many people are under the mistaken notion that back belts keep the back straight and prevent the user from working in an awkward or unsafe posture. In actuality, the back belts allow your stomach to press against the belt, thereby enabling the user to lift more weight. The use of back belts actually increases chances for herniation. Frequent use of back belts will cause your back muscles to atrophy and become weaker.

PWC San Diego policy prohibits the use of back belts. Back belts are authorized for use only when prescribed by a medical practitioner. When that is the case, the supporting medical documentation must be forwarded to the PWC Safety Office for approval and subsequent issue. Remember to use material handling equipment or get assistance from a co-worker when lifting heavy objects.

For more info on back support belt, visit the NIOSH web page at: <http://www.cdc.gov/niosh/backbelt.html>



Damage to Rental Cars

Important New Regulation

Navy Public Works Center personnel on temporary duty (TDY) are frequently authorized a rental car to perform their official travel. Occasionally, damage to rental cars occurs while on TDY. Recent changes in the Military Traffic Management Command's (MTMC) Government Rental Car Agreement now provide more narrow coverage for Government employees involved in an accident and/or damage an authorized rental vehicle.

Prior to November 1, 2001, damage to a rental vehicle was not chargeable to the Government or the Government driver, unless the damage was the result of a wanton or willful act. In cases of negligence on the part of the Government driver, the rental agency bore the risk of damage or loss of the rental vehicle.

After November 1, 2001, if there is credible evidence of negligence on the part of the Government driver, the Government (your command) is financially responsible for the damages to the rental vehicle.

Additionally, if a Government employee uses the rental vehicle for other than official purposes, he/she may be personally financially responsible for loss or damage to the rental vehicle.

FAQs

Q: How is negligence established?

A: Typically, negligence involving damage to a vehicle may be established when there is evidence of unsafe driving and a traffic citation was issued. The Navy Public Works Center Office of Counsel will conduct an independent review of the facts to draw conclusions as to whether credible evidence of negligence has been established.

Q: What are Official Purposes?

A: Official purposes while on TDY include using a rental vehicle to travel to and from duty sites, lodging, dining facilities, barber shops, places of worship, drug stores, dry cleaning establishments, and similar places for the traveler's subsistence, health and comfort.

Q: Does the Government Travel VISA card provide insurance coverage to the traveler?

A: Yes. It provides primary insurance coverage to the traveler for collision, theft, or damage to the rental vehicle. It does not provide coverage for third-party liability. A GOVERNMENT EMPLOYEE USING A RENTAL VEHICLE FOR OTHER THAN OFFICIAL PURPOSES WILL NOT BE COVERED BY VISA'S AUTO RENTAL INSURANCE – THE TRAVELER'S PERSONAL INSURANCE MAY APPLY.

Q: How do I activate this coverage?

A: When renting the vehicle, use your Government Travel VISA Card. VISA automatically provides auto rental





insurance to Government employees on TDY. Additionally, you must decline the car rental company's collision damage waiver (CDW/LDW) option if offered by the car rental company. **NOTE:** for travel OCONUS, consult your travel office before you begin your TDY. You may be authorized to accept the CDW/LDW.

Q: Are employees required to make their reservation through the Commercial Transportation Office (SATO)?

A: Use of companies and rental car locations provided by the SATO is encouraged. This ensures you get a vehicle that is covered by the MTMC Agreement. Their government rates include full liability and vehicle loss and damage insurance coverage for the traveler and the government.

Q: Is Personal Accident Insurance reimbursable?

A: The cost of personal accident insurance is a personal expense and is not reimbursable.

Q: What do I do if I have an accident or the rental vehicle is stolen?

A: (1) Seek medical attention immediately if injured;

(2) Notify law enforcement officials and provide all requested information. Request a copy of the police report or information on how to obtain a copy;

(3) Exchange the same information as if involved in an off-duty accident (names, addresses, and phone numbers of drivers, passengers and witnesses, vehicle registration information, driver's license information, insurance information). However, do not admit fault or liability.

(4) Photograph the damaged vehicle, if possible;

(5) Immediately report the accident/damage/theft to the rental car company. If practicable, return the vehicle and request a replacement vehicle for the remainder of your TDY;

(6) Immediately notify your supervisor, and the Navy Public Works Center's Office of Counsel (619) 556-1549;

(7) Notify VISA at 1-800-VISA-911 to report the accident. VISA MUST BE NOTIFIED WITHIN 20 DAYS FROM THE DATE OF THE ACCIDENT/THEFT TO FILE A VISA AUTO RENTAL INSURANCE CLAIM.

Q: How do I file a claim with VISA?

A: You, the cardholder, are responsible for reporting your claim to VISA within 20 days of the date of loss or your claim will be denied. Following your initial notification to VISA, you will receive claim information. Contact the Navy Public Works Center's Office of Counsel before submitting the requested information. They can assist you in completing the forms. The completed claim must be filed within 90 days of the accident/damage.





PURCHASE CARD FLASH #8 JULY 2002

The results of several internal and external audits of the Purchase Card Program require reinforcement in several areas and the establishment of new procedures in other areas in order to be compliant with regulations:

1. **Purchase Card Stand Down.** The purchase card stand down is scheduled for 5, 10, and 19 September in the FTC auditorium, Bldg 3291, on the dry side. Each day there will be a session in the morning at 0730, and one in the afternoon at 1200. You only need to attend one session. You can call Jim Conley at 6-1584, or Clay Gerow at 6-1578 to schedule which session you want to attend. **This is considered mandatory training for all Cardholders and Approving Officials.**

2. **Prohibited and Special Attention Items Related to Purchase Card buys.** Selected items listed here, reference PWCSINST 4491.4 Enclosure (2) Attachment (a) for complete listing.

Business Cards. General Rule: Flag Officers, members of the SES and general officers may authorize the printing of business cards limited to using existing software and agency-purchased stock for those positions that require business cards in the performance of official duties.

Cellular Phones. General Rule: Cardholders shall not use their cards to purchase cellular phones. The Material Support Division will procure cellular phones.

Day Planners/Calendars. General Rule: All requirements for the procurement of day planners and calendars including the binders and holders for these items are to be procured through the National Industries of the Blind/ Severely Handicapped (NIB/NISH) which is a required source of supply. Daymax Time Management Systems may be procured directly from NIB/NISH (www.jwod.com), directly from Daymax (www.daymax.com or call (800) 326-4509), or through GSA Federal Supply Schedule (www.gsa.gov or call (808) 525-8027). All requirements to procure other than Daymax items must be approved in writing by the AO or APC prior to purchase.

3. **Dispute Procedures.** Cardholders must attempt to correct problems on their monthly statement prior to making a determination that a charge should be disputed. Once it has been decided to initiate a dispute the following procedures must be followed.

a. The cardholder must complete a Citibank Dispute Form for each disputed charge. Notify your AO of the disputed items and fax the dispute form to him or her. The AO will fax the dispute form to Citibank. The cardholder will attach the original dispute form to their monthly statement. Each dispute form must be signed by the cardholder (black ink is prohibited). See PWCSINST 4491.4, Enclosure (2) Attachment (b), for complete information.



NAGE Information

The updated NAGE agreement booklets for Local R-12-35 are currently available. If anyone has not received their personal copy, contact Gene Franklin in the Human Resources Office, Naval Base San Diego, Bldg. 118.

