



**DEPARTMENT OF THE NAVY**  
**COMMANDER**  
**NAVAL EDUCATION AND TRAINING COMMAND**  
**250 DALLAS STREET**  
**PENSACOLA, FLORIDA 32508-5220**

NETCSTAFFINST 11014.1D  
N014  
28 Oct 2024

NETC STAFF INSTRUCTION 11014.1D

From: Commander, Naval Education and Training Command

Subj: FACILITY WORK REQUEST PROCEDURES

Ref: (a) NASPNCLAINST 11014.1J

1. Purpose. To establish procedures and responsibilities for submitting, prioritizing, processing, monitoring, and controlling work requests for facility work to be accomplished in support of Naval Education and Training Command (NETC) Headquarters staff.

2. Cancellation. NETCSTAFFINST 11014.1C.

3. Background. Reference (a) sets forth procedures and assigns responsibilities for controlling service work requests, including emergency work requests submitted by Naval Air Station (NAS) Pensacola and its tenant activities. Each activity is responsible for maintaining strict control of requests for services and for ensuring that requests are justified.

4. Types of Work Requests

a. Emergency Work Request. Maintenance or repair work which requires immediate action to:

- (1) Prevent loss or damage to government property.
- (2) Restore essential service disrupted by utilities breakdown.
- (3) Eliminate imminent hazards to personnel or equipment.

b. Routine Work Request. All maintenance, repair, alterations and improvements, or service work which does not fall within the emergency category. Common issues that should be submitted via a routine work request are as follows (list is not all-inclusive):

(1) Burnt out light bulbs.

(2) Roof leaks (unless the leak is causing an imminent safety hazard such as water leaking into a light fixture causing an electrical short).

(3) Rodent or insect infestation.

(4) Plumbing issues (toilet or urinal stoppage).

(5) Office alterations (e.g., furniture moves).

(6) Telephone work requests (e.g., voicemail reset).

(7) Key or lock issues.

5. Responsibilities. The First Lieutenant is responsible for the coordination and tracking of all work requests and will serve as the liaison with the service contractor (e.g., JAMS ) and NAS Pensacola Public Works Department. The First Lieutenant shall prepare all work requests and forward to the service contractor or the NAS Pensacola Facilities Management Department (FMD), whichever is appropriate for the work requested.

6. Procedures

a. All routine work requests must be submitted via the "1st Lt Work Request Form" located on the NETC intranet web site via MyNavy Portal (<https://www.mnp.navy.mil/group/netc-intranet/first-lt>). If the NETC intranet web site is not available (e.g., offline), an e-mail sent to the First Lieutenant will suffice ([NETCHQ1STLTOFFICE@us.navy.mil](mailto:NETCHQ1STLTOFFICE@us.navy.mil)). The following information must be included in the work request:

(1) Work type and description.

(2) Requestor's full name.

(3) Requestor's phone number and e-mail address.

(4) Location to include room number.

(5) Desired completion date (the service contractor is authorized up to 30 days to address non-emergent service requests per established contract).

b. Emergency work requests must be immediately referred to the First Lieutenant. In the event the First Lieutenant cannot be reached, notify the NETC Staff Duty Officer (SDO) and the Public Works Regional Call Center.

c. Points of Contact:

(1) First Lieutenant:

(a) Landline - 850-452-3190/3646

(b) Cell - 850-554-5283/5314

(2) SDO - 850-554-5312

(3) Public Works Regional Call Center - 855-462-8322

## 7. Records Management

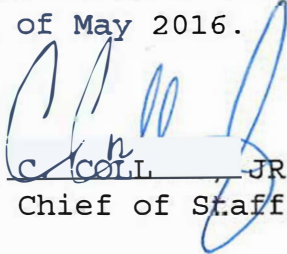
a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the Department of the Navy Assistant for Administration, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager.

8. Review and Effective Date. Per OPNAVINST 5215.17A, NETC will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 (Review of Instruction). This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is

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still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



C. COLL. JR.  
Chief of Staff

Releasability and distribution:

This instruction is cleared for public release and is available electronically on the NETC public web site ([www.netc.navy.mil](http://www.netc.navy.mil)) or by e-mail at [netc-directives@us.navy.mil](mailto:netc-directives@us.navy.mil).