

## APPENDIX A

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that “. . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . .” Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

### **Service 61 – Snow and Ice Removal Directorate of Public Works (DPW) Point of Contact: 301-677-9141**

**Common Level of Support:** Remove snow and ice from roads, parking lots and sidewalks IAW Primary/Emergency routes and facilities access, Secondary roads, parking and building access and Tertiary areas.

The priority levels are based on the following concept:

1. Primary/Emergency access: Main roads and facilities that require continuous access at all times. These are facilities such as Police, Fire, Ambulance, utilities facilities, barracks and entrance roads to housing areas. We continuously plow them during the storms.
2. Secondary roads, parking and building access: These are required to reopen the Garrison following winter storms and encompass most areas. Requirement is to start clearing them when the snowfall ends and have them cleared within 8 hours (per CLS).
3. Tertiary roads, parking and building access: these areas are not required to reopen the Garrison and are cleared after the secondary areas are completed, within 12 hours after end of snowfall (per CLS).

**Receiver Responsibilities:** The receiver is responsible for the removal of snow from walkways and stairs leading to their building. Units or activities requiring ice melt for self-help application need to contact our service provider at 301-677-9291. Ice Melt will be issued at Building 2240 Pepper Road, by appointment only, Monday-Wednesday-Friday ~ 0730 – 1300. For further information about ice melt call 301-677-9467/ 9189.