

Customer Handbook

**Directorate of Public Works
U. S. Army Garrison, Japan**

01 Dec 05

DPW: Your *Dedicated Professional Workforce*

Table of Contents

	<u>Page</u>
SECTION 1. INTRODUCTION -----	3
Purpose -----	3
DPW Responsibility -----	3
SECTION 2. HOW TO GET "HELP FROM DPW" -----	4
Service Orders -----	5
Work Orders -----	8
Proprietary Approval -----	10
Who pays; the DPW or the customer? -----	10
SECTION 3. WORK ACCOMPLISHMENT -----	11
In-House -----	11
Service Contracts -----	12
Contract Projects -----	13
SECTION 4. SELF-HELP MAINTENANCE PROGRAM -----	13
SECTION 5. OTHER INFO YOU NEED TO KNOW -----	15
SECTION 6. CUSTOMER FEEDBACK -----	19

SECTION 1

Introduction

PURPOSE: The purpose of this handout is to help you, our customer, to understand how the Directorate of Public Works (DPW), U. S. Army Garrison, Japan (USAG-J), can help you accomplish your requested work and mission.

DPW RESPONSIBILITY: The 1,000-plus professionals of the DPW, USAG-J, are at your service to provide engineering, master planning, environmental protection and compliance, family and unaccompanied personnel housing; and maintenance, repair, and construction of all facilities, grounds, roads, utilities and other structures located at USAG-J installations throughout the islands of Honshu and Okinawa, Japan. This responsibility includes such things as the maintenance and repair of buildings, family housing quarters, roads, sidewalks, streetlights, electrical outlets, utility distribution systems, grounds/landscaping, and signs. We are also responsible for providing continuous, reliable, and safe water, sewer, and electrical services to all USAG-J installations.

Our in-house professionals are “subject matter experts” and will assist you in determining how the DPW can best meet your needs.

We have dedicated professional workers in such areas as carpentry, painting, sheet metal work, electrical work, plumbing, janitorial services, etc.

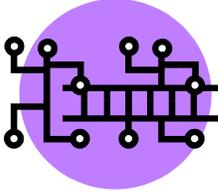
If we cannot accomplish your work requirements with our in-house personnel, we will determine if a contract with a civilian contractor can be established to have the work accomplished.

The most important thing in being a satisfied DPW customer is to get the DPW involved as early as possible in any of your plans that will require our support in order to make your plans successful.

Non-DPW work: There are certain things that the DPW is not responsible for providing maintenance/repair support such as items on a hand receipt, electrical cipher locks, safes, furniture, vehicles, etc. Please contact your local Director of Logistics for advice on how to obtain maintenance/repair for these items.

In addition, the DPW frequently receives requests to install/repair telephones and/or TV cables. Please contact your local Signal Battalion for advice on how to obtain support.

SECTION 2



How to get "HELP" from DPW??

The following DPW activities are responsible for providing facilities engineering support at the USAG-J installations:

Camp Zama and Sagamihara Family Housing Area

Office: Customer Service Center, DPW
Location: 2nd floor, Building 646, Camp Zama

Phone No: 263-4613/4274 (normal duty hours)
263-4613/4274 (emergencies during non-duty hours)

Sagami General Depot

Office: Sagami Sub-Facility Engineer
Location: Building 161-1, Sagami General Depot

Phone No: 268-4931/4870 (normal duty hours and also during non-duty hours)

Yokohama North Dock (YND) and Akasaka Press Center (APC):

Office: Yokohama Sub-Facility Engineer
Location: Building 347, Yokohama North Dock

Phone No:
YND: 269-6245 (normal duty hours)
269-6598 (emergencies during non-duty hours)

APC: 229-3168 (normal duty hours)
269-6598 (emergencies during non-duty hours)

Akizuki Ammunition Depot:

Office: Akizuki Sub-Facility Engineer
Location: Building 100, Kure Pier 6

Phone Numbers for Akizuki, Kawakami, Kure, Hiro, Ondo Housing Area:

256-2527 (normal duty hours)
090-4671-6218 (emergencies during non-duty hours)

Torii Station, Okinawa:

Office: Okinawa Public Works
Location: Building 234

Phone No: 644-4978 (normal duty hours)
644-4151 (emergencies during non-duty hours)

Based on the scope and complexity of the work to be done, the DPW will determine if the work is to be accomplished through a **Service Orders (SO's)** or a Facilities Engineer Work Request , DA Form 4283 (**FEWR**) as follows:

Service Orders



Service Orders (SO's) are initiated by calling or visiting the work reception desk located at the USAG-J installations listed above.

SO's are used for minor facilities maintenance and repair work that normally is below \$2,500 in cost or eighty hours (80hours) of labor to accomplish.

When submitting a service order, please provide the following information:

Clear description of the problem, including the exact location.

Name & phone number of a person familiar with the problem or need.

Unit or activity you are assigned to.

Before initiating a Service Order, the DPW Service Order Clerk will first provide technical assistance over the phone and/or refer the caller to the Self-Help Store for services such as replacing a fluorescent light bulb, picking up a rat or mouse trap, and other basic repair tasks that individuals should be able to perform on their own. The use of the Self-Help Store helps the DPW to use the limited manpower in a more effective manner.

If required, the Service Order Clerk will prepare a Service Order and electronically send it to the appropriate DPW trades shop for work accomplishment.

Service Orders will be accomplished based upon the following priority system:

Emergency (Priority 1) - Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency. Usually, work will be classified as emergency when it consists of correcting failures/problems, which constitute an immediate danger to life, health, mission, security, or property. Examples include: overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components which may cause fire or shock, stopped up commodes (when only one is available for use) and accidental locking of small children. Normal response time to emergency work is within one hour. Once started, work will continue until completed or until temporary repair is made.

Urgent (Priority 2) - Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and hot water supply outages, air conditioning system failures, or functional failure of ranges and refrigerators. As a general rule, the DPW will make every effort to accomplish all urgent work within three working days of receipt of the request.

Routine (Priority 3) - Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue to be an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Every effort will be made to respond to and complete routine work within 15 days. As an exception; however, minor work requiring less than approximately four man-hours and pertaining to dining facilities, barracks, or operational facilities will be accomplished within five working days, whenever possible.



Some common-type of service orders and the target times for response are as follows:



	<u>Hours</u>
Heating outage (Midwinter)	4
Complete water supply outage to a housing unit or barracks	4
Lock-in/lock-out due to defective locks	4
Inoperable commercial freezer	4
Inoperable commercial range/oven	4
Inoperable domestic refrigerator	8
Hot water supply outage to a housing unit/barracks	8
Broken/defective windows/doors that compromise security	12
Air conditioning outage (domestic)	24
Inoperable commode where other operable commode(s) exist	48



Unsatisfactory Work Accomplishment - Work that has been unsatisfactorily completed will be redone correctly. Please call our Work Reception Desk at each installation if you have any work accomplished which you feel is unsatisfactory.

Work Evaluation - The DPW reviews the performance of work accomplished by our craftsmen. Whenever they do any work for you, we would appreciate very much if you would let us know how they did. Our workers will provide you with a copy of a questionnaire. It is important that you fill out the questionnaire and return it to the DPW. It helps us to evaluate our performance and improve our services. In addition, customers are encouraged to contact our Customer Work Reception Desk to express their satisfaction/dissatisfaction with work accomplished.

Appointment Procedures for Housing/BOQ/BEQ Occupants - Normally, visits by DPW craftsmen to accomplish service order work (excluding emergencies and urgent SO's) will be scheduled in advance with the requestor. Scheduling will be limited to half-day time frames (i.e., 0800-1200 hrs or 1300-1600 hrs).

Sponsor/Spouse must be present for DPW workmen to enter quarters for service work accomplishment.



Facilities Engineer Work Request

Facilities Engineering Work Request (FEWR), DA Form 4283 (Also known as work orders) Maintenance, repair and construction work requirements that exceed \$2,500 in cost or require over 80 hours of labor to accomplish cannot be accomplished as a Service Order and must be submitted to the DPW on a DA Form 4283. Each DA Form 4283 is identified by an individual work order numbers; for example, HF000035J:

HF: Identifies the requestor; in this case Family Housing

000035: Identification number (the last number identifies the Fiscal Year; in this case FY 05)

J: Stands for Japan

Only authorized unit/activity representatives may submit DA Form 4283 to the DPW. Each DPW Customer Service Center keeps a copy of the Authorized Requestor memorandum on file and verifies each DA Form 4283 against this authorizing memorandum. Work order(s) will not be accepted unless signed by the unit/activity authorized requestor.

You need to clearly state in the description block of the DA Form 4823 the work you need done. It's important that this be stated clearly; otherwise, misunderstandings can result in your work being unnecessarily delayed. Please clearly state your requirement as well as other pertinent information, such as whether you plan to pay for the work, if you plan to do the work as self-help, and if there are any time constraints that we need to be aware of.

When you submit your FEWR, please make sure that all necessary drawings or maps are included.



After the DPW receives your work request (DA Form 4283), the DPW Customer Service Center personnel will review your request to ensure the following information has been provided:

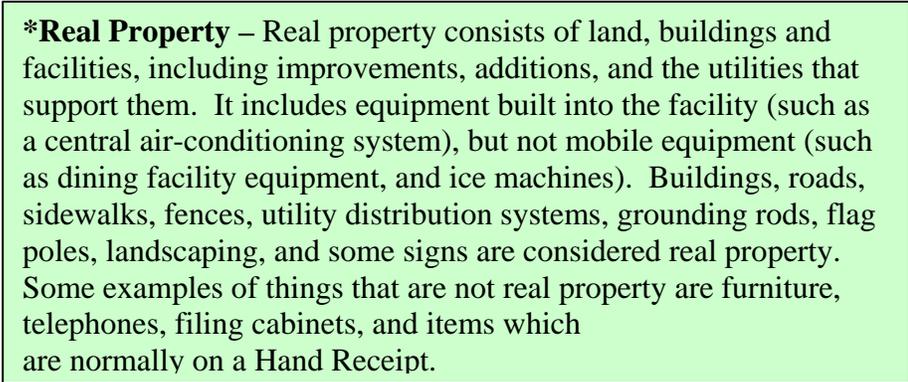
Is the DA Form 4283 the original document?

Is the authorized requestor's signature on the DA Form 4283?

Is the work requested a DPW real property responsibility (instead of repair of hand receipt equipment)? *See explanation and examples of real property below.

Is this a duplicate work order?

Are the necessary sketches and/or maps attached?



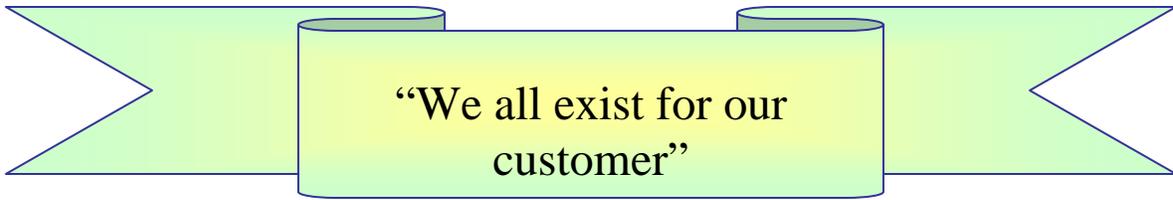
***Real Property** – Real property consists of land, buildings and facilities, including improvements, additions, and the utilities that support them. It includes equipment built into the facility (such as a central air-conditioning system), but not mobile equipment (such as dining facility equipment, and ice machines). Buildings, roads, sidewalks, fences, utility distribution systems, grounding rods, flag poles, landscaping, and some signs are considered real property. Some examples of things that are not real property are furniture, telephones, filing cabinets, and items which are normally on a Hand Receipt.

When a regulation, policy letter or safety requirement is the justification for the requested work, please attach a copy to the work request.

If there is not enough information for the DPW to process the work request, the originator/customer will be contacted and asked to provide the missing information by a certain suspense date. If the required information is not provided by the suspense date, the FEWR will be cancelled and return to the originator. However, you may resubmit another FEWR for the same request when all of the information is attached.

If all necessary information is provided, the DPW will determine a method of accomplishment based on the scope and complexity of the work, and the FEWR will be forwarded to the appropriate DPW office for accomplishment.

Remember: The most important thing in being a satisfied DPW customer is to get the DPW involved as early as possible in any of your plans that will require our support in order to make your plans successful.



Proprietary Approval

Proprietary approval is the requirement for all Units/Activities/Directorates located at any of the USAG-J installations to obtain approval from the DPW prior to initiation of any maintenance, repair, or construction work that will not be accomplished under the direct funding or supervision of the DPW. All such requirements to perform work on any USAG-J installation must first be technically reviewed and approved by the DPW. **This review and approval must be obtained prior to the start of any work.**

All requests for approval to perform work on any USAG-J installation will be submitted to the DPW on a DA Form 4283 with the following information:

- Detailed location of proposed project.
- Scope of proposed work.
- Justification for the proposed work.
- Impact if the project is not accomplished.
- Technical details of the project to include drawings, etc.

Proprietary approval is also required prior to the purchasing of any equipment that needs site approval, structural modifications to a facility, or facility support such as connections to a gas, electrical, or water source.

Obtaining proprietary approval, as outlined above, will minimize any problems in the accomplishment of your project. It will help you, *the customer*, to meet your mission requirements in a timely fashion and ensure that the DPW can support your project/equipment after project completion and or installation of your equipment.



Who pays; the DPW or the Customer?



This is a critical question. In the majority of cases, the DPW is responsible for funding most of the routine maintenance, repair, and minor construction for all USAG-J assigned Real Property. However, there are exceptions and they have to be addressed on a case by case basis. In addition, there are various customers (i.e. Units/Activities/Directorates) that are required by law or official directives to fund for work when requesting the DPW to perform for them. These customers have been officially designated as "Reimbursable Customers".

To prevent any misunderstandings and delays, it is recommended that one of the first steps in your request for DPW support is to determine who will pay.

The DPW Budget office, 263-4390, will assist you in this determination.

SECTION 3

Work Accomplishment

Once your FEWR (DA Form 4283), is reviewed, the DPW will determine if it can be accomplished by the DPW In-House work force, or if it has to be accomplished through a Service Contract or a Contract Project.

In-House



If the work is to be accomplished by the In-house work force, the following process (internal to the DPW), will normally take place:

FEWR is forwarded to the Estimation Section. Unless it is an urgent/emergency work, the work request will be processed as a Routine (Priority 3) request and every effort will be made to complete the detailed estimate within 60days.

Our estimators will conduct a site survey and talk to the requester in order to estimate materials and labor hours required to accomplish the work requested.

Once your FEWR is approved by the appropriate authority, a Bill of Materials (BOM) will be forwarded to the DPW's Supply Branch for procurement of required materials

When all materials for your FEWR have been received, the work will be scheduled for accomplishment based on the priority of work and other work ahead of your requirement.

Commence work: A project manager will be assigned to each FEWR. He/she will be your point of contact until your work is completed.

Close out: If you are a reimbursable customer, actual cost of the work you requested will be reported to the Directorate of Resource Management, USAG-J, and they will process the required documentation to bill your activity.

Service Contracts



Maintenance work beyond the DPW In-House work force capability will be processed for Service Contract or Contract Project accomplishment. Typical Service Contract work is: elevator, automatic door, and roll up shutter maintenance, tree trimming, carpet replacement, maintenance of special equipment, etc.

Service Contract Process:

Environmental Division, DPW, reviews work requirement and forwards to the DPW Engineering Division.

Start design. An engineer will be assigned and he/she will conduct site survey to determine the scope of work. A Performance-based Work Statement (PWS), Government Cost Estimate (GCE), and necessary drawings will be prepared.

After completion of design, final approval will be obtained from the DPW Director and the request will be processed for funding and contract award. Service contract over \$2,500 and under \$25,000 must be reviewed by the Yokota Contracting Office prior to purchasing the service.

Assigned DPW Government Representative (GR) will make coordination with the customer/work requestor prior to the start of work.

The project will be accomplished by a contractor under supervision of the GR.

Most service contracts are provided free of charge. However, some customers are required to reimburse the DPW in accordance with established official directives such as Memorandums of Agreement (MOA) and Interservice Support Agreements (ISA). In such a case, you can submit a DA Form 4283 requesting that the DPW provide a cost estimate in order for your activity to determine if funds are/will be available to accomplish the work.

Contract Projects



FEWRs that cannot be accomplished by the DPW's In-House Shops are referred to the DPW's Engineering Division for programming, planning and accomplishment.

The Engineering Division reviews each requirement and determines if the work will be accomplished through a service contract or a construction contract.

During October of each Fiscal Year, the US Army Garrison, Japan, conducts a Real Property Planning Board (RPPB) that reviews and approves/disapproves all proposed projects over \$25,000 for both Honshu and Okinawa.

Those projects that are not approved by the RPPB for funding (and therefore, for accomplishment), can still be accomplished if the proponent provides the funds. If the proponent cannot provide funds, the project is deferred to the next Fiscal Year for reconsideration by the RPPB.

Projects that are less than \$ 25,000 do not require RPPB approval. They are approved by the DPW.

SECTION 4

Self-Help Maintenance Program

All sponsors and their adult family members (dependents 14 years or older) residing in family housing are required to attend the Self-Help Class at the Sagamihara Family Housing Area in order to obtain equipment, supplies, and materials from the Self-Help stores. Sponsors may sign up for a class once they have been assigned a set of quarters. Occupants who do not attend will not be authorized to utilize the self-help facilities. Self-Help stores provide an assortment of Garden, Power, Carpentry / Plumbing tools, Miscellaneous Items and Other Equipment. Supplies will be issued on an "as needed" basis and will be issued only to sponsors and dependents 14 years or older. A permanent record of all issues will be kept.

All loaned self-help tools/equipment must be returned to the issuing self-help store in working order or resident will be charged for damages. Yard tools and lawn mowers may be signed out. All gas powered equipment can be signed out for a maximum of 4 hours with the exception of Riding Mowers and Power Washers which are signed for a maximum of 2 hours. Gas-powered equipment checked out before office closing must be returned by 10:00 AM the next business day; all other yard tools can be signed out for a maximum of 2 days. No exceptions are authorized and violators will lose this privilege for 60 days. Seed and fertilizer are available for use. Some plants are available depending on the time of the year.

Location of the Self-Help Stores and their operating hours are as follows:

Camp Zama - Building 694

Wed – Sun: 0900 – 1800 Hours (Summer Schedule)
0830 – 1730 Hours (Winter Schedule)

Mon – Tue: **CLOSED**



Sagamihara Family Housing Area - Building 150

Sat – Wed: 0900 – 1800 Hours (Summer Schedule)
0830 – 1730 Hours (Winter Schedule)

Thu – Fri: **CLOSED**

Sagami General Depot - Building 135-4

Wed – Sun: 0900 – 1800 Hours (Summer Schedule)
0830 – 1730 Hours (Winter Schedule)

Mon – Tue: **CLOSED**



Summer Schedule: 1 May – 30 October

Winter Schedule: 1 Nov – 30 April

SECTION 5

Other Info You Need to Know

In addition to providing maintenance and repair of facilities, the DPW provides other services such as pest management, refuse collection and disposal services, appliances for Soldiers living in the barracks, portable latrines, tree trimming, elevator maintenance, fire suppression systems maintenance, industrial waste oil test/removal services, grease reduction, hood & duct cleaning for food service facilities, custodial service for authorized buildings, and maintenance & repair of automatic/manual rollup doors. These services are provided using the DPW's in-house work force or through service contracts.

ABANDONED WASTE

If abandoned waste is discovered on USAG-J property to include hazardous waste, non-regulated waste, solid waste etc. please contact the DPW Environmental Division at Tel: 263-7197 and ask for the Hazardous Waste Program Manager.

CABLE TELEVISION

For problems concerning cable television hookups or maintenance/repairs, or reception, residents should contact the CCTV Branch of the 78th Signal Battalion at Tel: 263-2737, Extension #3.

<https://intranet.zama.army.mil/CommandStaff/others/78sigbn/index.htm>

DAY LABORERS

Providing Day Laborers is not a DPW responsibility. Activities requiring Day Laborers need to contact the Japanese Employee and Services Office (JESO) located in Building 102, Camp Zama, Tel: 263-3325.

<https://intranet.zama.army.mil/cmdstaff/usagj/jeso/index.htm>

The following information relates to Day Laborers:

- a. Make sure your unit/activity has funds to pay for the Day Laborers. The average cost is approximately ¥10,000 per laborer per day.
- b. Submit your application to JESO two weeks in advance. Use USFJ Form186, Personnel Work Order, to request the Day Laborers.

ELECTRICAL OUTAGES



The DPW will publicize through the Channel 12 all scheduled electrical power outages.

EXCAVATION/DIGGING PERMITS

You must get an excavation permit from DPW prior to any excavation/digging. DPW will review and approve all requests for excavation/digging submitted by the activity performing the work within 5 workdays from the date of receipt. DPW will review site plans for the area of excavation to assure that any existing utility lines or other underground systems will not be damaged during excavation. Part of the approval process includes checking for underground telephone or cable lines. The customer is responsible for initiating the excavation permit and obtaining all necessary approvals. A DA Form 4283 is required in order to obtain site approval and a digging permit before any digging can occur.



FIRE EXTINGUISHERS

DPW does not exchange used fire extinguishers. When the DPW turns over a new or renovated building, all fire extinguishers are provided.

HAZARDOUS WASTE TURN-IN

Please contact the DPW Environmental Division at Tel: 263-7197 and ask for the Hazardous Waste Program Manager.



KEYS AND LOCKS

Key control is a unit responsibility. Units should have a sufficient number of keys signed out to users and one additional key in their key box. That way, only a key broken off in the lock is an emergency. The Soldier, who misplaces a key or loses it, the DPW will not respond to this as a Priority 1 Service Order. Re-keying multiple locks due to lack of key control is not an urgent priority.



NEGLECT AND ABUSE

Equipment or facilities damaged through neglect or abuse will be brought to the attention of the unit Commander. Those responsible for the neglect or abuse may be held financially responsible.

PACKING AND CRATING



DPW provides packing and crating services for other than household furniture and other household goods. Packing and crating for household goods is the responsibility of the Area Transportation Office, Director of Logistics, located in Building 102, Camp Zama, Tel: 263-8980.

For packing and crating services for other than household goods, contact the Sagami Sub-facilities Engineer Customer Service Desk located at Sagami General Depot, building 161-1, Tel: 268-4720.



PLAYGROUNDS

Playgrounds within the housing areas are the responsibility of the DPW's Family Housing Management Division. Playgrounds at MWR/NAF facilities are the responsibility of the Director, Morale, Welfare and Recreation (DMWR). Family Housing occupants are responsible for removing their children's toy, bikes, etc., after their use of a playground.

RECYCLING PICK-UPS

Customers may request pickup of their recyclable materials by contacting the Mechanical & Sanitation Branch, Operations & maintenance Division, DPW, Tel: 263-4035, and leaving a message stating: the name of a point of contact, telephone number, installation name, building number, room number, and types of recyclables to be picked up. Requests for recycling containers, general recycling questions, and assistance with unusual recycling situations or problems should be referred to the same activity.

Business hours for Recycling Office are:

Monday - Friday 0830-1600
Tel: 263-4035



RELOCATABLE BUILDINGS

Units may not purchase sprung, portable or relocatable buildings without written permission and site approval from the DPW. Such building erected by the user shall be maintained at the user's expense and will not be recorded on the DPW's Real Property account. The user will fund and procure all infrastructure requirements.



SCHOOLS

Department of Defense Dependents Schools (DoDDS) are responsible for funding for all facilities engineering work performed by the DPW on their facilities or assigned grounds.

SIGNS



All sign requests must be submitted on a DA Form 4283, with a typed attachment showing the correct wording/spelling you want on the sign. The DPW is responsible for real property signs, such as street signs, permanent directional signs, safety signs, building and unit identification signs, exterior hours of operations signs, and name signs for Brigade and Battalion Commanders and their Command Sergeants Major. All real property signs will be made in accordance with the Installation Design Guide. For any exterior signs for a facility that will impact the appearance of the installation, you must submit a DA Form 4283 to the DPW for Proprietary Approval before you can make or purchase these signs, including electric marquees. The DPW does not provide signs for events, deployments, exercises, internal policies and procedures, motivational signs, or other name signs. All name signs will follow the same format as the Brigade name signs. You must procure these signs with your unit funds. Installation appearance is important! One way of keeping our installation looking nice is avoiding sign clutter. Whenever possible, use pavement markings instead of signs.

SMOKE DETECTORS

You may not remove or damage smoke detectors. Unauthorized tampering or removal of smoke detectors will be brought to the attention of the unit Commander.



SPACE REQUIREMENTS

To identify space shortage in real property facilities, you need to contact the DPW Real Property Management Branch at 263-4352

TELEPHONE

DPW does not handle telephone services. For official government telephone services in your office, contact your unit Telephone Control Officer (TCO) and he/she will submit the request to the Directorate of Information Management (DOIM). Your TCO through the DOIM will assist you with your requirements. For telephone service in your Government Quarters, please contact the local DOIM telephone service desk.

<https://intranet.zama.army.mil/CommandStaff/others/78sigbn/customer.htm>



TRANSPORTATION REQUIREMENTS



The DPW is not responsible for providing transportation. For transportation needs please contact the Directorate of Logistics Transportation Motor Pool located at Building 605, Camp Zama.

<https://intranet.zama.army.mil/scripts/phone/officedirectory.asp?inpReturn=usagi/id&inpOffice=IMPA-JA-LGT-ZM&inpOSymbol=IMPA-JA-LG>

TREES

Trees are considered real property. For tree pruning work, please call in a service order. Tree removal work must be submitted on a DA Form 4283 for DPW's review and subsequent action. The requestor should provide as much information about the tree as possible such as location, diameter of trunk, and reason for trimming.



WATER OUTAGES

The DPW will publicize through Channel 12 all scheduled water outages.

REMEMBER: To get help to any of the above services/requirements, please contact the correct DPW activity for your installation as listed on pages 4 and 5.

SECTION 6



Customer Feedback



We, at DPW, pride ourselves on listening to, working with, and learning from the most important person in our business – OUR CUSTOMER! We are committed to providing our customers with the very best service. We take your comments seriously.

There are several methods we use to gain feedback from our customers:

1. Our service providers will leave a Customer Service Survey Form with you when the job is complete. Just fill it out and drop in the mail.
2. You can put your comments directly into the Garrison's Interactive Customer Evaluation (ICE) System at <http://ice.disa.mil/>. If you work with DPW via email, use the ICE link from your service provider's signature block.
3. You can also connect to the US Army Garrison, Japan website and provide comments at the <http://www.usarj.army.mil/organization/usagi/dpw/index.htm>.