Center Operations
FY13
Service Reductions and Eliminations

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Facility Services

- Reduced response and repair time to field problems by 30%
  - Response time to mitigate repair work from 24hrs to 3 days
  - Routine repair work from 30 days to 90 days to complete repairs
  - Reducing Hot/Cold call response from 2hr to 48hrs

- Eliminated outages and repairs outside normal working hours. (A broken water pipe at 4pm on Friday will be shut off, and repairs will begin on Monday morning)

- Eliminated 35% of all equipment maintenance. Removed all assessment and predictive type maintenance

- Major failures (single occurrence) under $75k will be funded by JA. Repairs over $75k will require alternate funding before work can begin (This used to be a $200k threshold)

- Severely reduced funding for Special Events: Ballunar Fest, Open House, Christmas Decorations, I&I Day

- A/C hours changed to 7am to 5pm. Lights stay at 6am – 6pm

- Reduced infrastructure designs by 50%

- Reduced trash pickups by 33%. Moving to single centralized location to pick up trash versus individual offices. Impacts all JSC/EF/SCTF Buildings.

- Reduced recycling pickups by 33%

- Reduced restroom cleaning by 40% (from 5 times/week to 3 times/week).

- Reduced floor cleaning and waxing to one time per year.

- Reduced mowing across center by 50%

- Eliminated tree replacements and planting.

Facilities Reduction Potential Impacts:

- Reduced reliability – Run to failure. Even with redundancy, combining longer repair times with no maintenance increases probability of failure.
• Increased user impact and energy costs. Reduced visibility (i.e. PT&I) can result in reduced operational efficiency. Difficult to determine when to repair or replace equipment due to operational efficiency alone.

• Increased incident of unscheduled outages. Potentially impacting user critical tests. Example: Hard electrical faults can affect adjacent feeders thereby reducing power quality that affects sensitive test equipment.

• Safety - Long term reduced maintenance affects electrical protective device clearing times that increases the incident energy. Potentially creating a greater hazard than the established PPE requirement assigned to that protected area.

• Recovery from lost experienced craft - Significant loss of site-experienced crafts that will be unavailable should funding for maintenance be restored. New hires require additional training and initial lost productivity of existing crafts to escort and train.

• Increased Cost and Time - Minor failures not prevented by early detection result in greater repair costs and extended user impact.

• Increased Cost and Time - Major failures of aging and obsolete equipment result in additional interim mitigation costs with long lead replacement parts or acquisition of new equipment required.

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**Logistics Services**

• Just-In-Time (JIT) Office Supplies
  - The JIT catalog content of office supply items will be reduced.

• Furniture Operations
  - Furniture repair services previously performed within 2 work days will now be preformed within 10 workdays.

• Disposal Operations
  - Disposal pick-up services previously performed within 5 work days will now be preformed within 30 workdays.

• Work Stoppages (Supply)
  - Supply-related work stoppages for stock items previously provided customer hand carry items within 15 minutes and delivery of non-hand carry items within 4 hours, will now provide all items the same work day,
if received before 2:00 p.m. (Requests received after 2:00 p.m., the item will provided the following work day.)

Transportation Services

- Quick Dispatch Services (provided immediate delivery of envelopes and other non-bulk items) will no longer be provided.
- The weekday morning Metro Stop Shuttle is cancelled.
- Driver Services will only provide support to the External Relations Office, the astronaut office, and educational organizations.

Packing & Shipping Operations

- Outbound Freight
  - Routine Shipments — Routine shipments previously processed within 4 workdays will now be processed within 5 workdays.
  - Priority Shipments — Priority shipments previously processed within 3 workdays will now be processed within 4 workdays.

- Inbound Freight
  - Routine shipments not requiring inspection previously processed within 2 work days will now be processed within 10 workdays.
  - Routine shipments requiring inspection previously processed within 2 work days will now be processed within 15 workdays.
  - Priority shipments not requiring inspection previously processed the same day will now be processed within 3 workdays. (Requests received after 2:00 pm, will be processed within 3 workdays, beginning the next day.)
  - Priority shipments requiring inspection previously processed the same day will now be processed within 5 workdays. (Requests received after 2:00 pm, will be processed within 5 workdays, beginning the next day.)

Work Stoppages (Central Receiving)

- Inbound freight delivery work stoppages for shipments in Central Receiving, Bldg. 420, previously were processed to have the item available for either customer pick up or customer delivery within 4 hours. All inbound freight work stoppages, will now processed to provide items within 2 workdays, if received before 2:00 p.m. All work stoppages requests are processed for a single item and in the order received. (Requests received after 2:00 p.m. will be processed and provided within the following 2 workdays.)
General Moves:

- Inter-Center General Moves that were previously were scheduled and performed in the 5-day workweek will now only be performed 3 days per week (Tuesday, Wednesday, & Thursday).

- Special Events: The level of Logistics support for Center-wide special events will be reduced, and support for the large Center-wide events; Total Safety & Health Day, Chili Cook-Off, Open House/Ballunarfest, will require a 1-week set-up preparation time, prior to the scheduled special event, and 1-week set-up tear down time following the event. During these weeks many transportation-related services will be not be performed, due to the reduced workforce.

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Security Services

- Gates 1 and 4 checkpoints will have two officers instead of 3 or 4.

- SCTF and the main gate at EF will not have officers posted at the gatehouses from 10pm to 6am.

- There will be a reduction in badge clerks at B110

- Roving patrols will be reduced.

- Support for events will be call-out only, no roving officers.