

Appendix D

Operating Forces Support

Air Operations Port Operations Operations Support

Supporting Integrated Process Teams (IPTs)

Macro Metrics

Capability Level Descriptors

Air Operations

Supporting Integrated Process Teams (IPT)

Air Operations IPT

Macro Metrics

Air Operations

- **Airfield Hours of Operation:** Cost/Hour of Operation X Required Number of Field Operating Hours

"Macro Metrics" were created as a means to determine POM/PR resource requirements for each major SIM program. Prior to the development of Macro Metrics, pricing of program components was based largely on prior year and historical execution data that was then adjusted for known programmatic changes and/or inflation.

The Macro Metric identifies the required number of units to be provided and the cost per unit. The Macro Metric has two elements:

The first element is an expression for the requirement in terms of units of output.

The second element of the Macro Metric provides the cost per unit of output for each Capability Level (CL1/2/3/4).

| | | |
|------------------------|---|--|
| REQUIREMENT (UNITS) | X | COST per UNIT of OUTPUT (at CL1/2/3/4) |
|------------------------|---|--|

Air Operations

| | Airfield Operations Capability Level Descriptors | | |
|---|---|---|--|
| | CL 1 | CL 2 | CL 3 |
| Air Field Logistics and Transient Line | Full Support to tenants and transients provided during established field hours with capability to flex to 24 hour ops. T-Line airfield support equipment available and fully operational. Full service available for short-term operations during extended field hours. | Full Support to tenant and transients during established field hours; limited ability to flex to 24 hour ops. Full service logistics operations outside normal field hours not normally provided. Minor delays to transient aircraft support requirements. Redundant airfield support equipment not always available. Limited capability to provide airfield logistics support during extended field hours. | Full services to tenants available only during established field hours and with routine delays. No ability to flex to 24 hour ops. Logistics service normally not provided outside normal field hours. Limited transient aircraft directing and servicing with routine delays during normal working hours. Limited airfield support equipment available. |
| Aviation Fuel Support | Timely full aviation refueling/defueling support provided. Adequate fuel supply maintained for aircraft to accomplish station's mission. | Full aviation refueling/defueling support provided during normal field hours. Possible delays during peak usage. Limited fuel support outside established field hours with priority given to tenant commands. | Full aviation refueling/defueling support provided with delays during normal field hours. Routine delays during peak usage. Limited fuel support outside established field hours only for tenant commands for emergencies and urgent operational requirements. |
| Air Traffic Control | Full service ATC operations provided only during normal field hours. No capability to flex to 24 hour ops. | Full service ATC operations normally not provided outside normal field hours. Limited capability to flex to 24 hour ops. | Full service ATC operations provided only during normal field hours. No capability to flex to 24 hour ops. |
| Ground Electronics | All required (primary and redundant) ground electronics equipment fully operational during established field hours. Enroute NAVAIDs and emergency equipment available 24 hours. Capability to support extended operational hours when required. | All primary ground electronics equipment are available during established field hours. Backup and redundant systems may not be available. Equipment outages may be required outside established field hours to facilitate maintenance. In the event of system failure mission degradation may occur due to lack of redundancy or back up systems. | All primary ground electronics equipment generally available during established field hours. Backup and redundant systems will frequently not be available. In the event of system failure mission degradation will likely occur due to lack of redundancy or back up systems. Equipment outages may be required during established working hours to facilitate maintenance. |

Air Operations

| Aviation Support Capability Level Descriptors | | | |
|---|--|--|--|
| | CL 1 | CL 2 | CL 3 |
| Auxiliary Airfield Support | Operating hours at Outlying Landing Fields meet mission requirements. Tenant activities are fully supported. | Operating hours at Outlying Landing Fields meet mission requirements with some delays and minimal schedule impact. Support for tenant activities adequate to meet most requirements. Limited capability to provide auxiliary airfield support during extended field hours. | Operating hours at Outlying Landing Fields meet mission requirements with routine delays and significant schedule impact. Support for transient activities is minimal as services are focused on tenant activities. |
| Cargo Handling | Able to meet all aircraft cargo handling requirements during established field hours. Cargo handling capability supported during extended field hours for essential operational commitments. | Able to meet all aircraft cargo handling requirements during established field hours with some delays. Limited capability to provide cargo handling during extended field hours. | Able to meet most aircraft cargo handling requirements during established field hours with routine delays. Extended hours of operations for cargo handling is not supported. |
| Passenger Terminal Operations | Able to meet all aircraft passenger processing requirements during established field hours. Passenger terminal operations supported during extended field hours for essential operational commitments. | Able to meet all aircraft passenger processing requirements during established field hours with some delays. Limited capability to provide passenger terminal operations during extended field hours. | Able to meet all aircraft passenger processing requirements during established field hours with routine delays. Extended field hours for passenger terminal operations is not supported. |
| | | <u>IMPACT:</u> Squadron/Aircraft Commanders can expect minor degradation to full service during established airfield hours. Aircraft operations outside normal working hours only support to meet tenant (non-transient) activities. Staffed, trained, equipped and maintained to safely and securely meet fleet requirements for the number of aircraft operations supported. Typically, full service aircraft operations outside normal field hours will not be provided. Services may be degraded with delays possible during normal hours. | <u>IMPACT:</u> Squadron/Aircraft Commanders can expect degraded service(s) during normal working hours. Arrivals and departures permitted outside normal working hours for emergencies and urgent operational requirements only. Staffed, trained, equipped and maintained to support reduced operations (arrivals and departures) during normal airfield operating hours. |

Port Operations

Supporting Integrated Process Teams (IPT)

Port Operations IPT

Macro Metrics

Port Operations

- **Ship Movements:** Cost/Ship Movement X Moves Required
- **Berth Days:** Cost/Berth Day X Days Required
- **Magnetic Silencing Operation:** Cost/Hour Operation X Hours Required
- **Spill Response:** Cost/Facility Response Team X Teams Required

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The Macro Metric identifies the required number of units to be provided and the cost per unit. The Macro Metric has two elements:

The first element is an expression for the requirement in terms of units of output.

The second element of the Macro Metric provides the cost per unit of output for each Capability Level (CL1/2/3/4).

| | | |
|------------------------|---|--|
| REQUIREMENT (UNITS) | X | COST per UNIT of OUTPUT (at CL1/2/3/4) |
|------------------------|---|--|

Port Operations

Port Services Capability Level Descriptors

| | CL 1 | CL 2 | CL 3 |
|-----------------------|--|--|---|
| Ship Movements | <p>Full Service to Commanding Officers in Navy Homeports and Non-Homeports provided during established work hours with capability to provide service 24 hours per day/7 days a week. Support includes pilots, tugs, mooring gear, brows, brow stands, utilities (hookup/disconnect), line handlers, crane services, etc. On-time phased replacement and procurement will be at Capability Level 1 allowance.</p> <p>IMPACT: Limited quantity (dependent on CL 2 overtime threshold) of ship movements outside established working hours. Capability Level 1 allowances is neither provided nor maintained. Impact on Fleet is reduced availability of support assets and reliability of services</p> | <p>Full Service to Commanding Officers in Navy Homeports and Non-Homeports provided during established work hours and within Capability Level 2 budgeted overtime hours. On-time phased replacement and procurement will be at Capability Level 2 allowances.</p> <p>IMPACT: Limited quantity (dependent on CL 2 overtime threshold) of ship movements outside established working hours. Capability Level 1 allowances is neither provided nor maintained. Impact on Fleet is reduced availability of support assets and reliability of services.</p> | <p>Full Service to Commanding Officers in Navy Homeports during established working hours and within Capability Level 3 budgeted overtime hours thresholds. Partial Service to Commanding Officers in Navy non-Homeports during established working hours and no overtime hours.</p> <p>On-time phased replacement and procurement will be at Capability Level 3 allowances.</p> <p>IMPACT: Limited quantity (dependent on CL 3 overtime threshold) of ship movements outside established working hours. Capability Level 1 and 2 allowances is neither provided nor maintained. Impact on Fleet is reduced availability of support assets and reliability of services.</p> |
| Berth Days | <p>Full Service Berths for 67% of homeported ships at full port loading to Commanding Officers in Navy Homeports, with the other ships nested or at partial service berths. Reduced berths for pier side ship maintenance requirements. Provide Commanding Officers in Navy Non-Homeports with Full Service Berths as defined in the Region's RSIP and the Fleet Guide for that Port. Support provided outside established work hours authorized by higher authority.</p> <p>Full Service Berth in Navy Homeports in accordance with Capability Level 1 allowances. This includes fenders, CHT, H2O, phones, IT connection, shore power, steam, oily waste, cable, security (water area), dumpsters, equipment support as required by class (brows/stands, conveyors, cranes, paint floats, etc.) and all floating assets (to include camels) as requested for as long as desired. Full Service Berths in Non-Homeport Navy Ports will be defined in the Region's Waterfront Regional Shore Infrastructure Plan, (RSIP) and the Fleet Guide for the Port.</p> <p>Full Service Berth in Navy Homeports in accordance with Capability Level 1 allowances. This includes fenders, CHT, H2O, phones, IT connection, shore power, steam, oily waste, cable, security (water area), dumpsters, equipment support as required by class (brows/stands, conveyors, cranes, paint floats, etc.), and all floating assets (to include camels) as requested for as long as desired. Full Service Berths in Non-Homeport Navy Ports will be defined in the Region's Waterfront Regional Shore Infrastructure Plan, (RSIP) and the Fleet Guide for the Port.</p> | <p>Full Service Berths for 67% of homeported ships at full port loading to Commanding Officers in Navy Homeports, with the other ships nested or at partial service berths. Reduced berths for pier side ship maintenance requirements. Provide Commanding Officers in Navy Non-Homeports with Full Service Berths as defined in the Region's RSIP and the Fleet Guide for that Port. Support provided outside established work hours authorized by higher authority.</p> <p>Full Service Berth in Navy Homeports in accordance with Capability Level 1 allowances. This includes fenders, CHT, H2O, phones, IT connection, shore power, steam, oily waste, cable, security (water area), dumpsters, equipment support as required by class (brows/stands, conveyors, cranes, paint floats, etc.), and all floating assets (to include camels) as requested for as long as desired. Full Service Berths in Non-Homeport Navy Ports will be defined in the Region's Waterfront Regional Shore Infrastructure Plan, (RSIP) and the Fleet Guide for the Port.</p> <p>Full Service Berths for 67% of homeported ships at full port loading to Commanding Officers in Navy Homeports, with the other ships nested or at partial service berths. Reduced berths for pier side ship maintenance requirements. Provide Commanding Officers in Navy Non-Homeports with Full Service Berths as defined in the Region's RSIP and the Fleet Guide for that Port. Support provided outside established work hours authorized by higher authority.</p> <p>Full Service Berths for 67% of homeported ships at full port loading to Commanding Officers in Navy Homeports, with the other ships nested or at partial service berths. Reduced berths for pier side ship maintenance requirements. Provide Commanding Officers in Navy Non-Homeports with Full Service Berths as defined in the Region's RSIP and the Fleet Guide for that Port. Support provided outside established work hours authorized by higher authority.</p> | <p>Provide partial service berths for 67% of homeported ships at full port loading to Commanding Officers in Navy Homeports, with all other ships nested and receiving partial services. Provide partial service berths as defined in the Region's RSIP and the Fleet Guide for that Port to Commanding Officers in Navy non- Homeports.</p> <p>Support provided for emergencies and urgent operational requirements only.</p> <p>IMPACT: Reduced availability of services and floating assets outside established working hours in accordance with Capability Level 3 budgeted overtime hours. Capability Level 1 and 2 allowance is neither provided nor maintained. Impact on Fleet is reduced availability of support assets and reliability of services.</p> <p>IMPACT: Reduced availability of services and floating assets outside established working hours n accordance with Capability Level 2 budgeted overtime hours.</p> <p>IMPACT: Reduced availability of services and floating assets outside established working hours n accordance with Capability Level 2 budgeted overtime hours.</p> |

| Other Port Operations Capability Level Descriptors | |
|--|--|
| Magnetic Silencing | All ship periodicity requirements supported. Tech assists provided for all deployed ships and the next deploying battle group. Some surge capacity for meeting tech assist requirements for additional deploying ships. |
| Spill Response | Facility Response Team (FRT) is capable of responding to the installation's average most probable spill within 15 minutes (CFR title 33 & OPNAVINST 5090 require an immediate response to an oil spill accident). |
| | <p>70–90% of ship periodicity requirements supported. Tech assists provided for all ships and the next deploying battle group. No surge capacity.</p> <p>Magnetic Silencing facilities must prioritize ships receiving service, with deploying ships first and all other ships waiting until service becomes available. No surge capacity for meeting tech assist requirements for additional deploying ships.</p> <p>Facility Response Team (FRT) is capable of responding to the installation's average most probable spill within 30 minutes of the spill being reported.</p> <p>IMPACT: The Facility meets the legal response time requirement, but may not be able to contain certain spills in a cost effective manner due to the slower response time.</p> <p>50–70% of ship periodicity requirements supported. Tech assists provided for all deployed ships and the next deploying battle group. No surge capacity.</p> <p>Magnetic Silencing facilities must prioritize ships receiving service, with deploying ships first and all other ships waiting until service becomes available. No surge capacity for meeting tech assist requirements for additional deploying ships.</p> <p>Facility Response Team (FRT) is capable of responding to the installation's average most probable spill within 1 hour of the spill being reported.</p> <p>IMPACT: The Facility meets the legal response time requirement, but may not be able to contain certain spills in a cost effective manner due to the slower response time.</p> |

Operations Support

Supporting Integrated Process Teams (IPT)

Supply IPT

Macro Metrics

Other Operations Support

- The budget was not sufficient to warrant IPT evaluation in FY 2003

Supply

- **Transactions:** Cost/Transaction X Required Number of Transactions

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| | | |
|------------------------|---|--|
| REQUIREMENT (UNITS) | X | COST per UNIT of OUTPUT (at CL1/2/3/4) |
|------------------------|---|--|

OPERATIONS SUPPORT

| Supply Capability Level Descriptors | | | |
|--|---|--|---|
| | CL 1 | CL 2 | CL 3 |
| Procurement | Possesses required resources and expertise to execute the full mission. 90–100% of procurement actions result in deliveries meeting RDD. The government Purchase Card Program is fully implemented and properly administered. All contract performance meets the desired capability levels or product specifications. | Possesses minimum resources and expertise to execute the mission at reduced standards. 80–89% of procurement actions result in deliveries meeting RDD. The government Purchase Card Program is partially implemented. Contract performance oversight is at a reduced level. Personnel shortages cause mission degradation. | Possesses minimum resources and expertise to execute the mission at significantly reduced standards. 55–79% of procurement actions result in deliveries meeting RDD. The government Purchase Card Program is not implemented and contract performance oversight is not provided. Personnel shortages cause severe mission degradation. |
| POL Management | Possesses required resources and expertise to execute the full mission. 90% or greater maintenance actions are completed within periodicity requirements. POL resources are controlled and issued accurately with a 90–100% availability rate. | Possesses minimum resources and expertise to execute the mission at reduced standards. 80–89% of maintenance actions are completed within periodicity requirements. POL resources are controlled and issued accurately with an 80–89% availability rate. | Possesses minimum resources and expertise to execute the mission at significantly reduced standards. 55–79% of maintenance actions are completed within periodicity requirements. POL resources are controlled and issued accurately with a 55–79% availability rate. |
| Postal Operations | Possesses required resources and expertise to execute the full mission. 100% of official mail is processed 5 days a week at normal operating hours. | Possesses minimum resources and expertise to execute the mission at reduced standards. 100% of official mail is processed 5 days a week at reduced time slots and reduced operating hours. | Possesses minimum resources and expertise to execute the mission at significantly reduced standards. 100% of official mail is processed 3 days a week at reduced time slots and reduced operating hours. |
| Inventory Management | Possesses required resources and expertise to execute the full mission and meet or exceed 80% of Net Effectiveness. This performance level will achieve a Warehouse Refusal Rate of 1% or lower and a Bounceback rate of less than 3% of referrals. | Possesses minimum resources and expertise to execute the mission at reduced standards and meet or exceed 70% of Net Effectiveness. This performance level will achieve a Warehouse Refusal Rate of 3% or lower and a Bounceback rate of less than 8% of referrals. | Possesses minimum resources and expertise to execute the mission at significantly reduced standards and meet or exceed 55% of Net Effectiveness. This performance level will achieve a Warehouse Refusal Rate of 5% or lower and a Bounceback rate of less than 15% of referrals. |
| Warehousing | Possesses required resources and expertise to execute the full mission and meet or exceed standards for material receipt and issue processing. | Possesses minimum resources and expertise to execute the mission at reduced standards for material receipt and issue processing. | Issues processing – requisition input to proof of shipment/delivery <ul style="list-style-type: none"> • NAMP – 95% within 1 hour for IPG I, 2 hours for IPG II, and 24 hours for IPG III • UMMIPS – 95% within 2 days for IPG I, 3 days for IPG II, and 11 days for IPG III Receipt Processing – regular receipts (receipt to stow) and direct turnover (DTO) (receipt to delivery) <ul style="list-style-type: none"> • Regular receipts – 90% within 7 days (NAVSUP P-485 6-46) • DTO – 90% within 1 hour for IPG I, 2 hours for IPG II, and 24 hours for IPG III (NAMP) Receipt Processing – regular receipts (receipt to slow) and direct turnover (DTO) (receipt to delivery) <ul style="list-style-type: none"> • Regular receipts – 90% within 7 days (NAVSUP P-485 6-46) • DTO – 80% within 1 hour for IPG I, 2 hours for IPG II, and 24 hours for IPG III (NAMP) |

| | CL 1 | CL 2 | CL 3 |
|--------------------------|--|---|--|
| Supply Management | <p>Possesses required resources and expertise to execute the full mission and meet or exceed standards for processing Household Goods (HHG) actions and executing the Hazardous Material Reduction Program (CHRIMP).</p> <ul style="list-style-type: none"> • HHG: 90–100% of HHG actions are completed IAW established NAVSUP criteria. <ul style="list-style-type: none"> ◦ 90–100% of HHG claims are processed within standards. Less than 10% of total HHG actions result in customer complaints. • CHRIMP: Sufficient HAZMAT supplies are maintained for all station needs, accounting for all HAZMAT from receipt to disposal. | <p>Possesses minimum resources and expertise to execute the mission at reduced standards for processing Household Goods (HHG) actions and executing the Hazardous Material Reduction Program (CHRIMP).</p> <ul style="list-style-type: none"> • HHG: 80–89% of HHG actions are completed IAW established NAVSUP criteria. <ul style="list-style-type: none"> ◦ 80–89% of HHG claims are processed within standards. 11–20% of total HHG actions result in customer complaints. • CHRIMP: Maintain reduced operating hours while accounting for all station needs. | <p>Possesses minimum resources and expertise to execute the mission at significantly reduced standards for processing Household Goods (HHG) actions and executing the Hazardous Material Reduction Program (CHRIMP).</p> <ul style="list-style-type: none"> • HHG: 55–79% of HHG actions are completed IAW established NAVSUP criteria. <ul style="list-style-type: none"> ◦ 55–79% of HHG claims are processed within standards. 21–45% of total HHG actions result in customer complaints. • CHRIMP: Maintain minimum operating hours while accounting for only partial station needs. |