

MEMORANDUM OF AGREEMENT
BETWEEN
UNITED STATES ARMY SUSTAINMENT COMMAND (ASC)
AND
UNITED STATES ARMY CADET COMMAND (USACC)

SUBJECT: Memorandum of Agreement (MOA) between ASC and USACC for Logistics Readiness Center (LRC) Support

1. References:

a. Memorandum of Agreement between United States Army Materiel Command (AMC) and United States Army Training and Doctrine Command (TRADOC), Subject: Memorandum of Agreement (MOA) for Logistics Readiness Center (LRC) Support between AMC and TRADOC, 8 January 2014.

b. Memorandum, Department of the Army, Subject: Implementation of Logistics Readiness Center Baseline Service Standards Beginning Fiscal Year 2017.

c. Memorandum, US Army Installation Management Command, Subject: Guidance for Supporting U.S. Army Cadet Command Organizations, 6 May 2005.

d. DoD 4500.9-R, Defense Transportation Regulation (DTR), Parts I-VI, various dates 2014-2017.

e. DoD 4500.36, Management, Acquisition and Use of Motor Vehicles, 7 July 2015.

f. DoD 7000-14R, Financial Management Regulation (FMR), Volumes 11A (November 2014) and 11B (April 2013).

g. DoD 1338-10, Department of Defense Food Service Program (DFSP), 2 December 2014.

h. DoD 4140.25M, Vols. 1-3, Various Dates. DoD Management of Bulk Petroleum Products, Natural Gas and Coal.

i. DoDI 4000.19, Support Agreements, 25 April 2013.

j. AR 5-9, (Area Support Responsibilities), 16 October 1998.

k. AR 58-1, (Management, Acquisition and Use of Motor Vehicles), 12 June 2014.

l. AR 200-1, (Environmental Protection and Enhancement), 13 December 2007.

m. AR 210-130, (Laundry and Dry Cleaning Operations), 22 February 2005.

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- n. AR 30-22, (The Army Food Program), 24 July 2012.
 - o. AR 385-10, (Army Safety Program, Rapid Action Revision), 24 February 2017.
 - p. AR 600-55, (The Army Driver and Operator Standardization Program Selection, Training, Testing and Licensing), 1 May 2017.
 - q. AR 700-4, (Logistics Assistance), 23 March 2017.
 - r. AR 700-84, (Issue and Sale of Personal Clothing), 22 July 2014
 - s. AR 700-13, (Worldwide Ammunition Logistics/Explosive Safety Review and Technical Assistance Program), 27 November 2012.
 - t. AR 710-1, (Centralized Inventory Management of the Army Supply System), 28 November 2016
 - u. AR 735-5, (Policies and Procedures for Property Accountability), 9 November 2016.
 - v. AR 740-1, (Storage and Supply Activity Operations), 26 August 2008.
 - w. AR 750-1, (Army Materiel Maintenance Policy), 3 August 2017.
 - x. DA PAM 750-8, (The Army Maintenance Management System (TAMMS) User's Manual), 22 August 2005.
 - y. DA PAM 710-7, (Hazardous Material Management Program), 23 March 2017.
 - z. DA PAM 385-64, (Ammunition and Explosive Safety Standards, Rapid Action Revision), 10 October 2013.
 - aa. Scope(s) of Work/Performance Work Statement(s), EAGLE Contract vehicle for Fort Knox, KY and other installations supporting USACC.
 - bb. Information Paper, US Army Tank-Automotive Lifecycle Management Command, 19 March 2014, subject: The Organizational Clothing and Individual Equipment (OCIE) Central Management Office (CMO) Regional Logistics Support Center (RLSC), Austin, Texas.
2. Purpose. This MOA prescribes the support relationship, roles, and responsibilities of ASC and USACC for Cadet Summer Training (CST), the Senior ROTC (SROTC)

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programs at universities and colleges and the Junior ROTC (JROTC) programs located at high schools at both CONUS and OCONUS locations.

3. Background.

a. The MOA between AMC and TRADOC, dated 8 January 2014, establishes the operating intent for the installation baseline services (BLS) ASC, through its subordinate LRCs, will provide USACC.

b. USACC's unique geographically dispersed organizations require thorough support planning to ensure consistent quality Cadet training. USACC is comprised of eight Brigade Headquarters, more than 274 university-based SROTC programs and over 1,700 JROTC high school programs located in both CONUS and OCONUS locations. Due to their geographic dispersion, USACC's subordinate units and programs require support on a geographic basis from ASC, USAR, ARNG and Joint Bases in selected cases.

c. USACC conducts annual Cadet Summer Training (CST), deployment and redeployment activities between 15 April – 31 August annually at Ft. Knox, KY training over 8,000 Cadets. Approximately 5,000 cadre and staff from FORSCOM, USAR and USACC support CST. During this period, ASC's supported customer base at Ft. Knox surges by approximately 13,000 customers. The logistical planning cycle for CST requires year-round assistance from ASC.

4. Scope. This MOA sets the framework for logistics support provided by ASC to USACC to include support to units/organizations in close proximity to installations such as joint bases, Army National Guard (ARNG) and United States Army Reserve (USAR) post camps and stations. This MOA applies to all ASC and USACC subordinate commands/organizations.

5. Mission Command/Support Relationships.

a. USACC is the supported command.

b. ASC is the supporting command and executes its responsibilities through Army Field Support Brigades (AFSBs).

c. HQ, ASC and USACC G4 coordinate sustainment requirements for SROTC and JROTC activities.

6. Roles and Responsibilities of USACC.

a. Provide program training and support requirements to AMC.

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b. Participate in decision making, information dissemination, data review and analysis, working groups, meetings/conferences, and councils regarding logistics support.

c. Program, coordinate and fund requirements above the defined BLS.

d. USACC will utilize existing LRC contracts to the maximum extent possible. When services required are outside the scope of existing LRC contracts USACC will contract for the service/supplies through its supporting Mission and Installation Contracting Command (MICC) office located at Fort Knox, KY.

e. Develop and publish an annual training schedule which outlines the daily execution of CST, including RSOI and stand up of CST supporting units and infrastructure.

7. Roles and Responsibilities of ASC.

a. Provide logistics support. Annex J identifies baseline services and the services available by installation.

b. Develop a geographic support plan to provide direct logistics support to USACC's geographically dispersed brigades, universities and high school programs located both in CONUS and OCONUS. At locations where ASC is unable to support USACC, it will assist USACC in developing a concept of support. If requested, ASC will assist USACC with developing support agreements and coordination with OTA, ARNG and USAR Posts, Camps and Stations.

c. ICW USACC G4, establish business rules for subordinate LRCs to standardize support procedures to the greatest extent possible, enabling USACC to disseminate consistent procedural guidance to its subordinate organizations.

d. ASC lacks an organic Sustainment Automation Support Management Office (SASMO) but will utilize its Communications-Electronics Command (CECOM) contract vehicle for support.

e. To the extent practical, ASC will synchronize and establish a "normal" 8-hour duty day for the months outside CST (1 September –31 March). Any services provided outside the normal duty day may be provided on a reimbursable basis.

f. The Fort Knox LRC is the entry point for USACC to coordinate all contract bus requirements for its organizations.

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g. During the CST period (1 April – 31 August), the Ft. Knox LRC will adjust its normal operating hours to provide functions/services required by USACC according to the CST Training Schedule, curriculum, supporting operations and the HQDA EXORD. LRC services will be provided on a non-reimbursable basis.

(1) ASC will assist USACC as needed throughout the year in the detailed planning of logistical support for specialized Ft. Knox efforts such as summer training cadre/request for forces (RFF) units that are not organic elements of USACC.

(2) ASC understands that CST operates under a HQDA approved program of instruction. However, elements of the Training Schedule may change from year to year in response to Army doctrine. Future iterations of this MOA may include additional information concerning curriculum changes as well as capture associated logistical requirements (IAW AMC TRADOC MOA, para 7.e,7.f).

8. The parties will establish reimbursable support costs/payment requirements and schedule(s) for support. ASC will assist USACC, if needed, in establishing such schedules for OTA, RC or Joint support providers.

9. Personnel. Except to the extent that reimbursement is provided for in this MOA, each party is responsible for all costs of its personnel, including pay and benefits, support and travel and other direct costs as incurred. Each party is responsible for supervising and managing its personnel, to include replacing individuals who do not meet contract or other specified standards for performance and behavior.

10. Availability of Funds. This MOA does not document obligation of funds. Any obligation of funds in support of this MOA will be accomplished using a Military Interdepartmental Purchase Request, DD Form 448 or by establishing a direct-charge Work Breakdown Structure (WBS) and using the General Fund Enterprise Business System (GFEBS). The obligation of funds by the parties is subject to the availability of appropriated funds pursuant to the DoD Financial Management Regulation.

11. Effective date. This MOA is effective the date the last party signs and will remain in effect no longer than 6 years from the effective date.

12. Amendment, Modification and Termination.

a. USACC and ASC staff will review this MOA annually for financial impacts and every three years in its entirety. It is also subject to review if a major change in curriculum of either the SROTC, JROTC or both programs affects its terms. USACC will also advise ASC of school closings and other program changes that impact ASC's support requirements.

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b. Both parties may propose amendments to this agreement following full staffing and written consent. Amendments will be published as addendums to this agreement.

c. Either party may terminate this MOA by providing written notice to the other party. Termination shall be effective 180 days following notice, unless a different period is agreed upon or if the expiration falls within the CST period of execution (April - August annually.) In the event of termination, the parties will remain responsible for their respective costs incurred under this MOA and for costs associated with terminating, modifying or closing out ongoing contracts.

13. Disputes. Any disputes relating to this MOA are subject to any applicable law, Executive Order, Directive, or Instruction and will be resolved by consultation between the parties or IAW DoDI 4000.19.

14. Transferability. This MOA is not transferable except with written consent of all parties.

15. Entire Agreement. It is expressly understood and agreed that this MOA embodies the entire agreement between the parties regarding the MOA's subject matter.

16. The undersigned serve as the principle leads for MOA implementation. Upon reasonable notice to the other party, organizations may update their POC information

a. Functional POCs are: for HQ, ASC, Mr. Matthew L. Sannito, Acting Executive Director for Support Operations; and for HQ, USACC, Mr. Woodson Landry, Chief, Logistics Division, G4.

b. Financial POCs are: for HQ ASC, Ms. Cheryl A. Vincent, Deputy Chief of Staff for Resource Management, G8; and for HQ, USACC, Ms. Judy K. Thomas, Deputy G4.

17. Agreed.

For ASC:

DUANE A. GAMBLE
Major General, USA
Commanding

(Date)

For USACC:



CHRISTOPHER P. HUGHES
Major General, USA
Commanding

(Date)

MAR 26 2018

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Annex A: Ammunition Supply Services

1. General.

a. Installation Ammunition Supply Point (ASP) services are provided IAW Army Regulations and policies.

b. JROTC. Air Rifle Marksmanship team non-lethal ammunition (e.g., pellets) is supplied directly to approximately 1,100 high schools from Army-approved vendors based on requisitions from USACC.

2. Non-reimbursable support.

a. All Programs.

(1) Provide geographically based ASP services via TAMIS to include receipt, storage and issue of required munitions during established duty hours.

(2) HQ, ASC assists USACC in establishing an overall amnesty program.

(3) Restock, with fee based on local labor rates and costs for packing materials, supplies, and unpacked/unexpended ammunition turned in due to circumstances outside the control of USACC.

(4) Assist when required in the preparation of explosive safety documents/site plans supporting USACC training.

(5) Maximize training opportunities for ammunition handlers and supervisors during regular working hours.

b. Cadet Summer Training (CST)

(1) During the months of CST (1 April – 31 August), the Ft. Knox LRC will adjust its normal operating hours to provide ammunition support/services required by USACC according to the annual CST Training Schedule, HQDA CST EXORD, supporting operations, and curriculum.

(2) Services provided in accordance with the CST Training Schedule or services required by circumstances outside the control of USACC will be provided on a non-reimbursable basis.

(3) Provide ASP services (access, receipt, storage and issue) for required training munitions IAW the CST Training Schedule and during scheduled training hours.

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(4) Support the Senior Commander Ammunition amnesty program.

(5) Maximize training opportunities for ammunition handlers and supervisors during regular working hours.

(6) Assistance in the preparation of explosive safety documents/site plans as required for CST and if needed for IP pre/post-deployment activities.

3. Reimbursable support.

a. University-based programs conducting training on active and USARC Army installations.

(1) Receive or issue munitions outside of the published plan or ASP operating hours requiring overtime, or in the event the requirement stems from inadequate USACC forecasting or circumstances within its control.

(2) Shipping, at the short ton rate, to return excess stocks to the depot or receipt of stocks due to inadequate USAAC forecasting or circumstances within its control.

(3) Shipping, to return excess stocks to the depot or receipt of stocks due to inadequate USACC forecasting, or less than 72 hours' notice of training schedule changes.

4. Ammunition Surveillance and Quality Assurance Specialist Ammunition Surveillance (QASAS) Services. Ammunition surveillance services provided will be IAW Army Regulations and policies

a. Non-reimbursable support.

(1) All programs.

(a) IAW AR 702-12, Table 3-1 (QASAS Technical Assistance) and supporting (adjusted) LRC BLS, conduct visual inspections at ASP(s), holding areas, lightning protection system (LPS), and shipping vehicles (inbound/outbound) inside or in support of the ASP.

(b) Verify suspensions/restrictions prior to clearing documents for issue.

(c) Assist in the preparation of safety documents, range/training area storage plans and transportation compatibility for use on both an installation and other training area.

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(d) Provide Installation range support, to include malfunction investigations and assist with range safety inspections, conducted during established business hours.

(2) Cadet Summer Training (CST)

(a) Services provided in accordance with the USACC Training Schedule or services required by circumstances outside the control of USACC will be provided on a non-reimbursable basis.

(b) Range support, including malfunction investigations, and assistance with range safety inspections IAW the CST Training Schedule and during scheduled training hours.

a. Reimbursable support.

(1) University-based programs.

(a) Range support, including malfunction investigations, and assistance with range safety inspections if conducted after established business hours.

(b) Safety inspections of ammunition storage areas outside of, or not adjacent to, the geographically-supporting ASP, arms rooms, Ammunition Holding Areas (AHA), and other similar facilities, depending on capability and codified in local SA.

(c) Conduct visual inspections of holding areas and LPS under USACC control during training events.

(2) Cadet Summer Training (CST)

(a) Receive or issue munitions outside of the Training Schedule requirements or in the event the requirement stems from inadequate USACC forecasting or less than 72 hours' notice of Training Schedule changes.

(b) Any support required not IAW USACC CST Training Schedule or if a change to the Training Schedule is within 72 hours' notice.

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Annex B: Retail Supply Support Activity

1. Installation Supply Support Activity (ISSA). Receive, store, issue, and turn in materiel IAW Army Regulations, policies and directives on installations where retail supply services are provided.
2. ASC will assist USACC in identifying a geographically supporting ISSA for issue, inspection, coding, and turn-in of materiel for all elements of the ROTC program for CONUS and OCONUS locations. Where feasible, ASC will assist USACC in developing and coordinating support agreements with OTA, ARNG and USAR Posts, Camps and Stations.
3. ASC will provide external SOPs for USACC SROTC and JROTC organizations to utilize ASC-owned ISSAs. ASC will periodically develop support to address excess within the command.
4. USACC will pack/crate and deliver at its expense the supplies/materiel being turned-in to the identified ASC ISSA IAW its external SOP.
5. The Ft. Knox ISSA supports FORSCOM, USAR and ARNG units that provide direct support to CST IAW CST DA EXORD.
6. Non-reimbursable support.
 - a. University / High School based programs.
 - (1) ISSAs provide geographically based supply point distribution or remote loaded support (direct vendor/depot delivery) and turn-in support to SROTC/JROTC programs for CL II, III (P), IV, VII, VIII and IX supplies and parts.
 - (2) Support customer reconciliation for SROTC/JROTC programs as outlined in the ISSA external SOP or upon request by the program.
 - (3) With prior coordination, ASC agrees to temporarily load DODAACs at LRC ISSAs to support training outside of home station areas.
 - b. Cadet Summer Training (CST)
 - (1) Ft. Knox ISSA provides CL II, III (P), IV, VIII, and IX support to USACC. ASC will coordinate with USACC HQ to develop supporting ASL to support readiness.
 - (2) The Ft. Knox ISSA will adjust its normal operating hours to provide non-reimbursable functions/services required by USACC according to the CST/Training Schedule, curriculum, and HQDA EXORD. ASC will adjust contractor operating hours

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based on the Training Schedule; however, requirements creating overtime may be reimbursable. ASC will identify requirements that may generate overtime to USACC.

7. Reimbursable support.

a. Services provided to university and/or high school based organizations that are outside normal operating hours.

b. Services provided during CST outside of the published plan in the event the requirement stems from inadequate USACC forecasting or less than 72 hours' notice of Training Schedule changes.

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Annex C: Central Issue Facility (CIF) ISO Cadet Summer Training

1. Non-reimbursable support.

a. General.

(1) Manage and operate the supporting CIF IAW Army regulations and policies, Common Table of Allowances (CTA), and United States Army TACOM Life Cycle Management Command (LCMC) Central Management Office (CMO) guidelines to support requisition, issue, receipt, storage, and turn-in of organizational clothing and individual equipment (OCIE).

(2) Support HQDA directed fielding of new OCIE as required.

(3) Exchange OCIE as required. Establish issue and turn-in procedures.

(4) Issue non-standard/commercial items if the items are POI supported and/or in the Institutional Training Resource Model (ITRM).

b. Cadet Summer Training (CST).

(1) LRC will adjust its normal operating hours to provide functions/services required by USACC according to the CST Training Schedule, curriculum and HQDA EXORD. Services provided in accordance with the CST Training Schedule will be provided on a non-reimbursable basis.

(2) Issue and receive in bulk to CST International Programs select OCIE to fulfill unique, country-specific requirements for deployment IAW approved CST TS and/or changes to the Training Schedule with a minimum of 72 hours' notice.

(3) Establish and maintain CIF records for Basic Camp (BC) participants who retain OCIE and take it back to the university.

(4) Receive OCIE and clear Cadet CIF records.

(5) Prepare shipment of dirty OCIE at the end of CST to be cleaned by contract facility and returned to stock.

(6) The LRC in coordination with the Central Management Office (CMO) will ensure CIF stocks are available for CST.

(7) Provide Direct Exchange (DX) services to Cadets, Cadre, and supporting units ISO CST.

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(8) ASC IAW USACC identify shortages to CMO prior to CST for action.

2. Reimbursable support.

a. Issue and receipt of OCIE outside the approved CST Training Schedule window and/or changes to the Training Schedule within 72 hours' notice.

b. Obtain and manage OCIE menu items and locally procured items not managed by CMO.

c. Issue non-standard/commercial items if the items are POI supported and/or in the Institutional Training Resource Model (ITRM).

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Annex D: Cadet Clothing Initial Issue Point (C-CIIP) co-located at Ft. Knox with CIF in support of Cadet Summer Training

1. **General.** The purpose of the C-CIIP (to be established) at Ft. Knox, KY is to provide clothing bag items to Cadets participating in CST.

2. **Non-reimbursable.**

a. ASC receives stores and distributes Cadet clothing bag items in support of CST.

b. ASC will use a USACC approved CST menu to issue clothing bag items to Cadets participating in CST.

c. ASC will follow fitting instructions IAW TM 10-227 or the latest Army published guidance.

d. ASC will accommodate the introduction of new Cadet clothing bag items, to include storage of items, until the implementation date or date identified in the CST Training Schedule.

e. Exchange clothing bag items for Cadets IAW Army, TRADOC and USACC Policy.

3. **Reimbursable.**

a. Issue non-standard/commercial items if the items are POI supported and/or in the Institutional Training Resource Model (ITRM).

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Annex E: Materiel Support Maintenance

1. **General.** ASC provides maintenance support for tenant activities IAW AR 750-1. ASC will program for and perform related maintenance management functions. This includes loading equipment and service schedules in approved Army Logistics Information Systems (LIS). ASC Field Level Maintenance capabilities excludes recovery and contact team support.
2. ASC understands that USACC is not authorized approved LIS software applications nor possess any organic or contract maintenance capability. ASC will assist USACC in identifying additional sources (e.g. AC/RC) of maintenance capability and services to assist in coordinating a Concept of Support.
3. USACC G4 will prioritize internal maintenance requirements and provide equipment density list as required to ASC. The Senior Commander of the installation prioritizes overall maintenance efforts of the LRC.
4. **Commercial Maintenance Expenditure Limits (MEL).** Repair of commercial equipment is subject to guidance listed in AR 750-1 and AR 58-1.
5. **Non-reimbursable support will be IAW AR 750-1.**
 - a. Labor reimbursement to ASC will not begin until USACC can present the requirement into the next 21-25 POM; based on the publication of updated AR 750-1. USACC acknowledges that they will begin providing reimbursable payments starting in FY21. ASC will provide a Rough Order of Magnitude (ROM) for past labor costs to support USACC's POM submission.
 - b. **Cadet Summer Training (CST).**
 - (1) USACC G4 will provide equipment density listing(s) by item type and NSN/LIN annually to ASC, and any updates throughout the annual planning cycle. ASC agrees that this information is subject to change and that it represents the best product at the time of submission. This includes requests for forces (RFF) units directed by HQDA EXORD and equipment contracted for CST pre/post-deployment support (e.g., busses, laundry, power generation, etc.) that is within the LRC's capability to repair.
 - (2) During execution, USACC will provide the location, quantity and type of equipment requiring maintenance, and the symptom(s) of the problem. USACC understands that the proximity of some training sites to the supporting maintenance site and the maintenance organization's ability to support the equipment are factors in meeting response standards.

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(3) USACC will provide access to its CST arms rooms (where established) when required.

(4) ASC will provide field and limited approved sustainment maintenance to RFF unit(s) as required IAW by the HQDA CST EXORD.

(5) ASC coordinates adequate support with AMC and LCMCs maintenance support or assists in obtaining maintenance for communications equipment supporting CST whether or not it is covered by a service agreement/warranty. USACC will provide a listing of items covered by agreement/warranty to ASC.

(6) ASC coordinates adequate support with AMC and LCMCs to address maintenance issues for CL IX items with long lead times such as Environmental Control Units (ECU) and Laundry Advanced Systems (LADS).

6. Reimbursable support is IAW AR 750-1.

a. Transportation costs for shipping SROTC and JROTC TDA-documented equipment to and from a supporting installation maintenance activity.

b. Non tactical/non-standard equipment maintenance. All parts and supplies utilized in performing maintenance for non-standard equipment.

c. Maintenance of Commercial off the Shelf (COTS) equipment that is not IAW AR 750-1 or the HQDA CST EXORD.

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Annex F: Transportation Services/Installation Transportation Office (ITO)

1. Non-reimbursable support-general

a. Provide CST Cadet/Cadre and selected university-based program transportation support less passenger travel and HHG from the Fort Knox LRC IAW the DTR and Army policies.

b. The Ft. Knox LRC provides USACC with centralized assistance/issue resolution support concerning local transportation vendors for all commercial transportation request.

c. Coordinate inbound/outbound equipment and personnel movement.

d. Process highway clearance and special hauling requests. Liaison with State Movement Control Center (SMCC) to process special hauling requests and waivers.

e. Provide transportation support to Cadet Summer training IAW the HQDA EXORD. This includes fuel and operators.

2. University and High School (geographic support) based requirements.

a. Process all commercial bus requests through the Ft. Knox, KY LRC providing USACC G4 one centralized office to process requests and payment.

b. Coordination of Cadet/Cadre transportation to scheduled training events in support of SROTC or JROTC programs as required.

c. Process shipment of USACC equipment supporting scheduled training events.

d. Process shipment of military equipment including less than truckload (LTL) truckload (TL), and ammunition, arms and explosives.

e. Coordinate surface/air shipments.

3. Cadet Summer Training (CST)

a. Provide transportation for Cadets and cadre to POI/CST training events and other supporting operations.

b. Process commercial bus requests.

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c. Provide Milvan/Container movement support within the contonement area. If driver is provided by USACC, the only reimbursable cost for such events is fuel.

d. Process shipment of military equipment including less than truckload (LTL) and truckload (TL).

e. Inspect all HAZMAT documents for cargo movement.

f. Coordinate surface/air shipments.

g. Facilitate arms, ammunition and explosive shipments.

4. Reimbursable support, CST and university-based programs.

a. GSA/NTV support from the TMP, in excess of what is authorized on the USACC TDA.

b. Transportation of students to and from non-POI/scheduled training events. This includes fuel and driver if provided by a geographically supporting TMP. If driver is provided by USACC, the only reimbursable cost for such events is fuel.

c. Damages incurred to LRC TMP NTVs IAW AR 58-1.0.

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Annex G: Food Service Operations - Dining Facilities (DFACs) and Field Feeding

1. General.

This MOA will incorporate policy changes that influence food service operations, including all pending contracts. All meal service will be provided IAW DoD 1338-10M Manual for the Department of Defense Food Service Program (DFSP) and Army Policies (AR-30-22, DA Pam 30-22).

2. Non-reimbursable Support.

a. General.

(1) Provide all DFAC meal service to customers authorized by AR 30-22, the HQDA CST EXORD and the Installation Commander's (authorized personnel to subsist) policy letter.

(2) Provide life cycle replacement of food service furnishings, fixtures and non-installed building equipment (IBE).

(3) Provide insulated food and beverage containers.

(4) Clean, sanitize and maintain food and beverage containers.

b. Cadet Summer Training (CST)

(1) LRC will adjust its normal operating hours to provide food service support according to the CST published plan, training schedule and curriculum.

(2) Provide DFAC meal service to all authorized CST customers (including Cadet, military and civilian Cadre, contractor, AC/RC RFF personnel, visitors and other cash payment customers) per AR 30-22, and the Installation Commander's (authorized personnel to subsist) policy letter.

(3) Activation of additional DFACs as required to support cadets in training; unless supporting cadre are tasked to subsist under the Essential Unit Messing policy.

(4) Operate the Subsistence Supply Management Office (SSMO) in support of CST according to a schedule aligned with the CST Training Schedule.

(5) Provide USACC-required administrative support for Army Food Management Information System (AFMIS) and Subsistence Total Ordering and Receipt System (STORES).

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(6) Provide CST Remote Site Feeding meal service as required and coordinated by the Training Schedule to include 'midnight chow'.

(7) Clean and maintain insulated food and beverage containers. Both parties agree to establish and follow turn-in schedules for containers requiring cleaning/sanitation unless exceptional circumstances (e.g., weather-based interruptions to training) warrant.

(8) Remote site feeding (garrison Class I support) according to the USACC-provided schedule. Provide disposable dinnerware items such as flatware, plates, cups, and napkins.

(9) DFAC hour adjustments as required by modifications to the CST Training Schedule that are made with a minimum of 96 hours' notice.

(10) Missed or non-consumed meals resulting from events or circumstances outside the control of USACC will be provided on a non-reimbursable basis.

(11) Provide food and beverage containers.

c. University and High School based programs.

(1) Provide DFAC meal service to support on-installation training to all authorized customers per AR 30-22, the Installation Commander's (authorized personnel to subsist) policy letter and appropriate ROTC program guidance.

(2) Provide USACC-required administrative support for Army Food Management Information System (AFMIS), and Subsistence Total Ordering and Receipt System (STORES).

(3) Provide to go meals.

(4) Clean and maintain insulated Food and beverage containers. Both parties agree to establish and follow turn-in schedules for containers requiring cleaning/sanitation unless exceptional circumstances (e.g., weather-based interruptions to training) warrant.

(5) DFAC support for remote site feeding service according to program training schedules. Provide disposable dinnerware items such as flatware, plates, cups, and napkins.

(6) Upon request, ASC will assist USACC in obtaining services at other than Army, Joint or Reserve Component installations.

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3. Reimbursable support.

a. Cadet Summer Training.

(1) Changes to DFAC hours and ration cycles with less than 96 hours' notice may require reimbursement. Missed or non-consumed meals resulting from events or circumstances that are within USACC control.

(2) Support requested that is not IAW the CST Training Schedule and with less than 96 hours' notice.

(3) Replacement of ASC-owned insulated food and beverage containers when equipment becomes unserviceable due to other than fair wear and tear.

(4) Support required above BLS and above this MOA or new DFAC requirements during the year of execution.

(5) Support outside normal DFAC operating hours. This includes support provided outside any ration cycle request provided by USACC to ASC and outside the contract scope or new DFAC requirements during year of execution.

4. Unit Responsibility.

a. Transport meals to field feeding site.

b. Provide headcount for field feeding site.

c. Provide or coordinate for insulated food and beverage containers not ISO CST.

D. Insulated food containers owned by ASC can be used if available.

SUBJECT: Memorandum of Agreement (MOA) between ASC and USACC for Logistics Readiness Center (LRC) Support

Annex H: Laundry and Dry cleaning Services

1. Provide laundry services for OCIE and linens IAW Army policies. This program provides washing, drying, pressing, packaging, and drop-off and direct exchange services for government owned items for cleaning. This program also provides exchange services for linens at laundry pickup points.

2. USACC SROTC and JROTC programs typically utilize local contract facilities processed through the USACC G4 acquisitions division and contracted through the Ft. Knox MICC.

3. Non-reimbursable support.

a. Support for SROTC and JROTC programs while training on Army installations and CST IAW the HQDA CST EXORD.

(1) Contract management.

(2) Laundry services for the following items:

- (a) Blankets
- (b) Pillows
- (c) Sheets
- (d) Pillowcases
- (e) Mattress covers
- (f) Bedspreads
- (g) Tablecloths
- (h) Sleeping bags
- (i) Sleeping bag covers
- (j) Shelter halves, equivalents, etc.

b. USACC will establish laundry drop-off service at designated points during CST.

4. Reimbursable support.

a. Personal clothing IAW the individual piece rate and DoD reimbursable work (AR 210-130). This includes uniforms and civilian clothing.

b. OCIE that is required to be commercially cleaned for the convenience of USACC. These items include OCIE that is not cleaned prior to returning equipment to the Ft. Knox CIF due to training schedule limitations.

SUBJECT: Memorandum of Agreement (MOA) between ASC and USACC for Logistics Readiness Center (LRC) Support

5. IAW Army policies, provide dry cleaning services, including equipment replacement/maintenance program at GOGO and GOCO sites and accountability, IAW environmental, OSHA and other applicable regulations and policies.

a. Non-reimbursable support frequency

(1) Flags and guidons.

(2) Bunting/ceremonial décor.

(3) Ceremonial uniforms.

b. Reimbursable support. Special categories, i.e., individual piece rate and DoD Reimbursable work (AR 210-130).

SUBJECT: Memorandum of Agreement (MOA) between ASC and USACC for Logistics Readiness Center (LRC) Support

Annex I: Reimbursable Support Requirements.

1. Effective management and use of reimbursable support is a joint responsibility of ASC and USACC. Thorough guidance and detailed, yet reasonably flexible, support agreements developed as they become necessary are key elements in ensuring USACC meets its officer production mission and training outcomes. ASC benefits from the capability to make better informed planning decisions and can better identify POM requirements and forecast its workload.

2. Reimbursable support.

a. Services/support requiring reimbursement from USACC will be implemented IAW DoD 7000-14R (Financial Management Regulation) and DoDI 4000-19, Support Agreements.

b. IAW the DoD Financial Management Regulation and DoDI 4000.19, DD Form 1144 (Support Agreements) will be used for customer support requiring financial reimbursement. The supplier prepares this form. At a minimum, written documentation should explain the basis for calculating the reimbursement charges for goods and services; a required billing process; delivery requirements; and the terms, conditions and duration of the agreement. The written agreement must be signed by authorized representatives from both ASC and USACC, indicating acceptance by the performing ASC (AMC) activity to provide the goods/services and USACC's agreement to pay for the goods/services.

**SUBJECT: Memorandum of Agreement (MOA) between ASC and USACC for Logistics
Readiness Center (LRC) Support**

Annex J: Detailed BLS (Attached)

**U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Central Issue Facility (CIF) / Clothing Initial Issue Point (CIIP)**

- Installation Status Report (ISR) Service - 300
- Management Decision Evaluation Package (MDEP) - GSUP
- Baseline Services (BLS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization; mission-essential items not managed/funded by the Central Management Office (CMO) are processed on a reimbursable basis.
- AR 5-9 Area Support Responsibilities will be adhered to. CIIP functions are provided at Forts Benning, Jackson, Leonard Wood and Sill (West Point requirements are to be addressed in a Memorandum of Agreement (MOA)).
- Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
CENTRAL ISSUE FACILITY (CIF)				

Request/Order
Request/Order standardized Organizational Clothing and Individual Equipment (OCIE)

AR 710-2, para 2-14

Request/order OCIE when inventory reaches reorder point (ROP)

Request/Order Program Manager-directed OCIE (e-order) for deployments only

Project Manager Soldier Protection and Individual Equipment MDA, para 7b(5)

Request/order OCIE no later than 30 days prior to deployment date

Receive (process in-bound shipments)

Perform inventory of received goods

AR 710-2, DA PAM 710-2-1

Contact 100% control check of inventory (from DLA, CIFs, Sierra Army Depot, etc.)

Process Transportation Discrepancy Report (TDR) or Report of Discrepancy (ROD)

TDR (DD 361) or ROD (SF 364) per AR 735-5, para 6-5

Process within 5 working days of discovery

Input receipt documents into CIF Installation Support Module (ISM)

AR 710-2, DA PAM 710-2-1, ALARACT 922013

Post receipts within 7 working days

1. Total number of receipts posted per year
2. Total number of items posted per year

Absorb/incorporate RFI items into inventory at the direction of CMO when RFI items were never received by authorized individuals (to include Soldiers, DOD civilians and DOD contractors)

Project Manager Soldier Protection and Individual Equipment MDA, para 6d(2)

Post transaction within 3 working days

Store

Reconcile on-hand inventory with accountable (ISM) records

AR 735-5 Section 4, AR 710-2, Para 1 & 2-12d(2); DA PAM 710-2-1

Maintain inventory gain/losses at 2.5% of total inventory stockage allowance annually. If required per AR 735-5 then process an Inventory Adjustment Report

1. Inventory gain/loss of 0-1% green, >1%-2.5% amber, >2.5%-5% red, >5% black

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Ship				
Process outbound shipments (i.e. lateral transfers)	AMC Command Policy Memo (Lateral Transfer of OCIE Between AMC CIFs, dtd 10 May 2016)	<ol style="list-style-type: none"> 1. Process shipments within 15 working days. 2. Process details within 5 working days 	<ol style="list-style-type: none"> 3. Total number of outbound shipments (transactions) processed per year 4. Total number of items shipped per year 	
Issue				
Maintain CIF menus for all supported customer units	CTA 50-900, AR 710-2	Review and update annually (at a minimum)		
Update and provide clothing record (DA Form 3645)	DA PAM 710-2, Chapter 10	Immediately after receipt of customer signature		
Issue OCIE bulk or over-the-counter to authorized individuals (Service Members, DoD civilians and DoD contractors)	DA PAM 710-2, Chapter 10	First time fill rate of 90% or higher	<ol style="list-style-type: none"> 2. Percentage of customer requests (transactions) filled the first time - 100%-90% green, <90%-80% amber, <80%-60% red, <60% black (CMO captures data from CIF ISM - Business Intelligence (BI) Publisher Enterprise) on a quarterly basis 	<ol style="list-style-type: none"> 5. Total number of OCIE bulk or over-the-counter requests (transactions) per year 6. Total number of items issued per year
Support fielding teams (i.e. IOTVs, ACUs, RFI, etc.) upload and assist in reconciliation of RFI into clothing record	PEO policy guidelines	CIF to provide three personnel to support RFI fielding, with one of the three being an ISM subject matter expert		
Accept Turn-ins				
Classify returned OCIE as serviceable, repairable, non-repairable, needs laundering	TM 10-9400-201-23, TM 10-9400-203-23	Clear Soldier upon receipt of clean and serviceable equipment (fair wear and tear (FWT))	<ol style="list-style-type: none"> 7. Total number of transactions per year 8. Total number of items turned-in per year 	
Process relief documents to adjust Soldiers' clothing records and property book (financial liability investigation property loss (FLPLs), statement of charges, and cash collection)	AR 735-5, AR 710-2, DA PAM 710-2-1	Process within 3 working days upon receipt of the FLPL from the unit		
Direct exchange (DX) of unserviceable or missing OCIE	AR 710-2, TM 10-9400-201-23, TM 10-9400-203-23	Provide 1-for-1 exchange		
Update and provide clothing record (DA Form 3645)	AR 710-2, Section 3; DA PAM 710-2-1, Chapter 10	Provide record immediately after receipt of customer signature		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Manage Chemical Defense Equipment (CDE) Validate each shipment against Mobility Inventory Control Accountability System (MICAS) requirements (lot number, manufacturer data, expiration date), conduct periodic inventories, and update system	AR 700-146	Maintain inventory accuracy rate at 97% or above		
Store CDE	AR 700-146, MICAS guidelines from TACOM Army Individual Chemical Equipment Management Program (ICEMP) Manager (AIM)	Ensure shelf-life is within established parameters 100% of the time		
Issue CDE	Army Regulation 700-146, ACOM policy letters	Upon validation of deployment orders, issue within 45 days of deployment		
Respond to Customer Feedback		Respond within 3 working days		
CLOTHING INITIAL ISSUE POINT (CIIP)				
Receive Validate replenishment stocks from Defense Logistics Agency (DLA) Troop Support (against manifests)	AR 700-84, AR 710-2	Validate and post receipts within 24 hours		
Store Reconcile on-hand inventory with records	AR 700-84, AR 710-2, DLA Physical Inventory Control Manual	1. Maintain inventory accuracy rate at 95% 2. Maintain inventory gains/losses at 2% of total inventory stockage		
Issue Issue OCIE: Hydration system, ballistic eyewear, wet weather jacket, fleece jacket, duffle bag	AR 710-2, DA PAM 710-2-1, Chapter 10	First time fill rate of 100%	3. Percentage of customer requests (transactions) filled the first time. 100-97% green, <97%-94% amber, <94%-and (CMO captures data from C/F-ISM - Business Intelligence (BI) Publisher Enterprise) on a quarterly basis	9 Total number of issue transactions per year
Issue new uniforms and clothing bag items	Common Table of Allowances (CTA) 50-900, Tables 1-3	First time fill rate of 100%		10. Total number of items issued per year
Update EGIS/VM and CIF ISM and provide clothing record (DA Forms 3645 & 3078) for both Phases 1 & 2	AR 710-2, Section 3, DA PAM 710-2-1, Chapter 10	Provide record upon issuance of item 100% of the time (for both Phase 1 and Phase 2 clothing items)		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Measure and size Soldiers for proper fit-providing tailoring/altering and sewing	AR 700-94, Para 6-5c, DLA Fitting Guide, TM 10-227, TRADOC 350-6	Alterations to be completed within 5 days of issue, in order to be completed 21 days prior to graduation (dependent on Program of Instruction scheduling that allows proper lead-time)		
Conduct night issue of select clothing items	TRADOC 350-9, Page 147	Issue within first night of arrival at CIIP		
Turn-in				
Exchange unserviceable or misfit clothing	AR 700-94	Upon receipt of signed DA Form 3078, process within 4 hours of scheduled company time		
				11. Total number of (turn-in/exchanges) transactions per year
				12. Total number of items exchanged per year

U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Retail Supply

- Installation Status Report (ISR) Service - 301
- Management Decision Evaluation Package (MDEP) - OSUP
- Portfolio includes Installation Supply Support Activities (ISSAs), Bulk Fuel and Hazardous Material Management Program (HMMMP), ISSAs provide service for Class II, III, IV, V, VII and IX items
- Army Baseline Services are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization.
- Unless otherwise specified, services will be available 40 hours a week, Monday through Friday, as established by the LRC.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
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INSTALLATION SUPPLY SUPPORT ACTIVITY (ISSA)

Receive and Process				
Process Direct Support System (DSS) shipments and non-DSS shipments	AR 710-2	Process receipt of shipments in 24 hours	1. Percentage of receipts (excluding retrograde) processed within 24 hours. 100%-90% green, <90%-80% amber, <80%-70% red, <70% black	1. Total number of items processed (receipts, stored, issued, repackaged) by unit of issue

Process recoverable (creditable) turn-ins from supported units	AR 710-2	Process recoverable items from supported units within the same day of receipt		
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Process non-recoverable turn-ins from supported units	AR 710-2	Process turn-ins (less recoverables) from supported units within 24 hours of receipt		
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Receive retrograde from Tactical SSA (serviceable and/or unserviceable retrograde with AR 5-9 AOR)	AR 710-2, AR 5-9	Process retrograde within 10 days of receipt of complete and accurate documentation		
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Process Unique Item Track (UIT) items from supported unit	AR 710-3	Report the balance transaction to the UIT Central Registry within 10 calendar days of the posting of the supply transaction to the accountable record		
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Store and Preserve Supplies				
Store incoming supplies	AR 710-2	Confirm put away within 3 days of receipt		

Preserve and package per unit pack according to unit of issue	AR 710-2, AR 700-37, AR 700-15, MIL-STD-129 and 2073-1	1. Items with package degradation will be remediated within 24 hours. (1) Reusable containers with pink/white humidity indicators. (2) Items that are bare or have incorrect or missing packaging and are in outside storage. (3) Electrostatic Discharge Sensitive items with incorrect or missing packaging. All other items discovered having packaging discrepancies will be remediated within 45 days	2. Percentage of items with package degradation remediated within established timeframe: 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
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- Items not included in the AMC Stock Readiness Program will be processed for item manager/owner approval within 24 hours and remediated or disposed within 45 days of disposition instructions receipt from item manager

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Perform care of supply in storage (COSIS)	AR 710-2, AR 740-3, DA PAM 700-32, DDDM 4140-27, MIL-STD-2073-1	Perform required inspections that identify discrepant packaging IAW AR 740-3 and DA PAM 700-32 (e.g. 24 hours, 45 days)	3. Percentage of inspections performed within established timeframes: 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Inspect and manage shelf-life	AR 710-2	Ensure shelf-life is within established parameters 100% of the time		
Manage, Account, and Control Material				
Set stockage levels	AR 710-2	Stockage levels set annually		
Process customer requests	AR 710-2	Process customer requests within 24 hours		
Conduct reconciliations and validations	AR 710-2	Conduct reconciliations and validations by the 5th day of each month		
Submit and review reports of discrepancies (supply, packaging and transportation)	AR 710-2	Submit discrepancy reports within 3 days		
Participate in Authorized to Forecast (ATF) review boards	AR 710-2	Participate in ATF review boards annually		
Perform GCSS-A execution level 1 management tasks for the ISSA	AR 710-2	Execute level 1 management within 24 hours of receipt of action	4. Average number of days in a release strategy (customer wait time) 0-1 days green, >1-2 days amber, >2-3 days red, >3 days black	
Perform inventory adjustments	AR 735-5, AR 710-2	Prepare appropriate documents IAW AR 735-5	5. Percentage of inventory accuracy: 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Issue Supplies				
Issue supplies via supply point distribution	AR 710-2	Complete the pick ticket and do post goods issue within 24 hours of pick ticket issuance	6. Percentage of pick tickets completed within 24 hours: 100%-90% green, <90%-80% amber, <80%-70% red, <70% black	
Validate customer authorization to request and receive supplies (DA FORM 1687)	AR 710-2	Validate 1687 at time of issue		
Prepare shipment for transportation to offsite depot or SSA	AR 710-2	Prepare shipment within 24 hours of pick confirmation	7. Percentage of shipments ready for transportation within 24 hours: 100%-90% green, <90%-80% amber, <80%-70% red, <70% black	

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
BULK FUEL OPERATIONS				
Test fuel upon receipt (Type C test - ascertain type fuel is accurate)	DOD 4140.25M, AR 710-2, MIL STD 3004-E (quality)	Test fuel upon delivery and before acceptance 100 percent of the time		
Submit bulk fuel samples to Army Petroleum Lab (APL)	Army Regulation 700-146, ACDM policy letters	Submit once per month		
Submit filter effectiveness samples	AR 710-2	Submit to approved laboratory every 30 days		
Perform aqua-glo test as required (direct aviation fueling)	AR 710-2	Every 24 hours, test prior to direct issue of jet fuel to aircraft		
Issue bulk petroleum products from the bulk site (via supply point distribution) to eligible customers	AR 710-2, DA Pam 710-2-1, DA Pam 710-2-2, DA Pam 710-7, TM 10-15	Meet customer requirements 100 percent of the time	8. Percentage of customer requirements met: 100%-96% green, <98%-95% amber, <95%-90% red, <90% black	2. Total number of customer transactions processed during the year
Conduct bulk petroleum inventories by type	AR 710-2, AR 190-11, DA Pam 710-2-1, DA Pam 710-2-2, DA Pam 710-7, TM 10-15	Conduct 100% daily inventories IAW DA PAM 710-2-2, DLA Energy P-2, DLA Energy P-43	9. Percentage of daily inventories conducted: 100%-98% green, <98%-95% amber, <95%-90% red, <90% black	3. Total number of gallons of fuel issued during the year
Prepare and submit inventory reports	DA PAM 710-2-2, DLA Energy P-2 and P-43	Prepare and submit inventory report each month	10. Percentage of required monthly inventory reports submitted: 100%-98% green, <98%-95% amber, <95%-90% red, <90% black	
Conduct end-of-year closeout	DA Pam 710-2-2, DLA Energy P-2 and P-43	Conduct end-of-year closeout annually		
Maintain fuel accountability	DLA Energy P-2, P-43 and P-7	Within (+/-)1% variance of operating monthly inventory	11. Maintain inventory accuracy: 0%-1% variance green, >1% variance black	
Verify customer accounts and issue fuel keys	DLA Energy P-5 and P-8	Issue fuel keys within 5 working days of request		
HAZARDOUS MATERIEL MANAGEMENT PROGRAM (HMMP)				
Support Hazardous Materiel Management Program (HMMP) through LRC Installation Support Activity, as established by the Installation Commander (This may include assisting customers with requisition, receipt, handling, storage, use, disposal, and reporting)	AR 200-1, AR 395-10, AR 700-141, DA PAM 710-7 (in Revision), DA Pam 710-2, AUL (Authorized Use List)	100 percent compliance		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Store items with hazard classification	AR 200-1, TM 39-410	Store within 24 hours (IAW manufacturer's safety data sheets (SDS))		
Process HAZMAT received at the ISSA through Enterprise Environmental & Safety Occupational Health-Management Information System (EESOH-MIS)	IMCOM OFORD 14-114, IMCOM FRAGO 01 to OFORD 14-114, DA Pam 710-7	Process and label HAZMAT through EESOH-MIS immediately upon receipt	12. Percentage HAZMAT items labeled upon receipt: 100-95% green, <85% -80% amber, <90% -80% red, <80% black	
Manage shelf-life and turn in expired HAZMAT (material not coded condition A or B)	TM 39-410, 29 CFR (Code of Federal Regulations), DTR 4500 9R, Chapter 204, para d	Upon expiration, turn in HAZMAT IAW local, state and federal regulations and Final Governing Standards (FGS)		
Deliver HAZMAT (Joint Bases only)	Joint Base MOAs	IAW Joint Base Support Agreements		
Maintain current certification/HAZMAT training for ISSA staff	TM 39-410, 29 CFR, DTR 4500 9R, Chapter 204, para d	Maintain 100% certification		

U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Asset Management

- Installation Status Report (ISR) Service - 302
- Management Decision Evaluation Package (MDEP) - GSUP
- Baseline Services (BLS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization.
- Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Manage Property Book	AR 710-2, para 1-21	Notification no less than 30 calendar days of required inventory review		1. Total number of customer transactions (issues, receipts, and turn-in requests) processed during the year
Reconcile on-hand inventory with records, and update hand receipts accordingly	AR 710-2, Table 1-2	Reconcile/update within 7 working days upon turn-in of inventory report from customer	1. Reconcile inventory within 0-7 days green, 8 days amber, 9 days red, +/= 10 days black	
Process excess requests upon receipt of valid disposition instructions	AR 710-2, 2-13 B	Upon receipt of turn-in equipment, process excess removal within 30 working days		
Process shortage requests to ensure authorized property is on hand or on order	AR 710-2, Table 2-2	Reconcile request within 10 working days		
Process lateral transfers	AR 710-2, Table 1-2 and 2-2	Upon request, post or accept transfer within 3 working days		
Process "found on installation" property	AR 710-2, Table 1-2 and 2-2; AR 735-5, AR 190-11	Sensitive - post to property book immediately; Other - post to property book within 7 working days		
Account for Class I & V operational (go to wait) loads	AR 710-2, Table 2-2	Account for Class I & V operational (go to wait) loads as needed		
Catalog non-standard equipment	AR 710-2, Table 2-2	Upon receipt of equipment, request non-standard LIN and NSN within 1 working day		
Process adjustment documents (examples: FLIPLS, Statement of Charges, Administrative Adjustment Report (AAR), LRC-specific cusative research)	AR 735-5, Chapters 12 and 13	Upon receipt of complete/accurate Financial Liability Investigations of Property Loss (FLIPL) - provide document number within 3 working days; Statement of Charges and AAR within 5 working days		2. Total dollar amount of FLIPLs affecting IPGO managed property books
Reconcile authorization allowances with authorization documents (on TDAs, MTOEs, etc.)	AR 71-32	Reconcile once a year		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Process Unique Item Track (UIT) items from supported unit	AR 710-3	Report the balance transaction to the UIT Central Registry within 10 calendar days of the posting of the supply transaction to the accountable record		
Request/Order				
Request/order non-expendable items	AR 710-2-1, DA PAM 710-2	Order within 3 working days (dependent on customer funding availability)	2. Request/order within 0-3 days green, 4 days amber, 5-7 days red, 8+ days black	
Review all local Government Purchase Card (GPC) purchase requests to determine expendable vs. non-expendable category	Army Federal Acquisition Regulation Supplement (AFARS)	Upon receipt of GPC purchase request prior to purchase, review within 24 hours		
Reconcile open supply requests with Supply Support Activity (SSA)	AR 710-2-1, Table 1-2	Conduct on a monthly basis		
Receive				
Document all non-expendable/major end item acquisitions - Class II(N) & VII, GPC, contract, and local purchase	AR 710-2-1, DA Pam 710-2	(1) Document shortages immediately. (2) Post received items to the property book within 7 calendar days		
Inventory and document Total Package Fielding/force modernization support equipment	AR 710-2-1, DA Pam 710-2	(1) Document shortages immediately. (2) Post received items to the property book within 3 working days		
Issue				
Set-up fiduciary accounts for Government furnished property (GFP)	DDOI 5000 64, AR 735.5, AR 710-2	Setup accounts within 3 working days of contract start date (COR provides GFP annex to PBO)		
Notify Commander's Representative for pick-up of non-expendable dedicated items	AR 710-2	Notify within 3 working days of item arrival		
Accept Turn-ins				
Review turn-ins for (1) compliance IAW contractual obligations (such as with Government furnished property (GFP)), (2) serviceability, and (3) correct inventory amount, and post to the property book	DDOI 5000 64, AR 735.5, AR 710-2	Upon receipt of corrigible and accurate documentation and associated equipment, post within 3 working days		

U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Laundry and Dry Cleaning

- Installation Status Report (ISR) Service - 304
- Management Decision Evaluation Package (MDEP) - QLDY
- Army Baseline Services (BLS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An
- Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
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Government-owned Linens (TRADOC, Reserve and CRC)

Wash, dry, press and package government-owned, Appropriated Fund (APF) linens:

Bed linens: sheets & pillowcases	AR 210-130	Every 5 business days, 1 for 1 exchange	1. Percentage of pieces laundered that meet TAT 100%-97% green, <90%-80% amber, <80%-70% red, <70% black. Information entered by LRCs for OLOG	1. Total number of pieces of laundry and dry cleaning processed during the year
Bed linens: bedspreads & blankets	Project Manager Soldier Protection and Individual Equipment MDA, para 7M(5)	Once every month and IAW FOI schedule, 1 for 1 exchange	2. Percentage of items los/damaged. 0%-.1% green, >1%-2% amber, >2%-3% red, >4% black	
Bed linens: pillows & mattress covers	AR 210-130	Every 3 months, 1 for 1 exchange		
Tablecloths		Turnaround Time (TAT) 5 business days		

DFAC

Wash, dry and press towels, uniforms, and table linens (table cloths, napkins, skirts, etc.) used in troop issue subsistence activities and essential mess facilities	AR 210-130	TAT: 5 business days		
Wash and dry cook whites	AR 210-130	TAT: 5 business days		

OCIE

Clean special items-Care of Supplies in Storage (COSIS) at CIF	ASG Policy Guidance, List of Non-Reimbursable Support	Cleaned prior to re-issue	3. Percentage of items cleaned prior to re-issue. 100%-90% green, <90%-80% amber, <80%-70% red, <70% black	
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Other

Launder and/or dry clean clothing of deceased military personnel	AR 210-130	TAT: 5 business days		
Launder and/or dry clean bed linens in Government-furnished quarters used by civilian firefighters during their tour of duty	AR 210-130	TAT: 5 business days		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
DRY CLEANING				
Other				
Dry clean Chaplains' vestments and altar dressings		TAT: 5 business days		
Dry clean organization draperies		No more than once per year		
Events				
Provide dry cleaning services and accountability for the following items:				
Organizational/ceremonial flags, organization colors and streamers		No more than once per year		
Burialing		No more than once per year		
Ceremonial uniforms (Special details such as presidential inaugurations and military funerals)	AR 210-130	TAT: 5 business days		

U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards Food Services

- Installation Status Report (ISR) Service - 305
- Management Decision Evaluation Package (MDEP) - OFOD
- Army Baseline Services (BLS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization. LRC DFAC support requested by non-tenant units (over 50) is subject to reimbursement. TRADOC, Cadet Command and ROTC (over 100).
- Unless otherwise specified, services will be available Sunday through Saturday, during published meal hours, as established by the LRC in conjunction with the Senior Commander. Serving periods will last a minimum of 90 minutes.
- Ice is not provided for consumption outside of the dining facility (AR 30-22, para 5-19).

Task	Regulation	Baseline Standard	DINING FACILITY (DFAC)	Performance Measure	Pacing Measure
Meet sanitation and health code requirements (through full food service (FFS) or dining facility attendants (DFAs))	DDO Food Code/TB MED 530; American National Standards Institute (ANSI)	Meet critical standards inspection items 100 percent of the time (AWW American National Standards Institute)	Establish and maintain PAR levels (fixed quantity to support daily operations) for the following six categories: -DFAC Cleaning -DFAC Food Prep Supplies -Office Supplies -Expendable Supplies -Durable Supplies -Holiday Decorations	1. Percentage of passed/corrected critical findings. 100-98% green, <98-95% amber, <95-94% red, <94% black (LHS)	1. Number of meals served 2. Number of SIK Soldiers (Top load from HQDA G-1, collected quarterly)
Provide food service operating supplies (FSOS) - from plates, cups, utensils to cleaning products	TM 4-41 12, Chapter 2	Ensure equipment replacement as required by the appropriate technical/equipment manual 100 percent of the time with a 10 percent variance		2. Percentage of equipment replaced within designated life cycle replacement standard. 100-90% green, <90-80% amber, <80-70% red, <70% black	3. Number of equipment pieces replaced 4. Number of backlogged equipment pieces for replacement (Top load from performance measure information) 5. Number of equipment pieces maintained
Conduct life-cycle replacement of non-installed equipment	TM 4-41 11, TM 4-41 12, AR 420-1, DA Pam 420-11, TB 43-0002/33/36/22	Ensure all equipment maintenance services are performed as required by the appropriate technical/equipment manual 100 percent of the time within a 10 percent variance		3. Percentage of non-installed equipment maintained (AWW technical/equipment manuals 100-90% green, <90-80% amber, <80-70% red, <70% black	6. Number of backlogged equipment pieces for maintenance (Top load from performance measure information) 7. Number of repairs
Conduct preventative maintenance (services) and repair of non-installed equipment	TM 4-41 11, TM 4-41 12, AR 420-1, DA Pam 420-11	Meets 65% SIK utilization rate, or one or more of the following operational criteria: - Serves as sole DFAC for SIK Soldiers - Located in remote and isolated area - Addresses Life, Health and Safety (LHS)		4. Percentage of DFACs meeting one or more of the operational criteria. 100-90% green, <90-80% amber, <80-70% red, <70% black	
Provide food service to meet subsistence-in-hand (SIK) requirements	DODI 1338.10, AR 30-22	Meets 65% SIK utilization rate, or one or more of the following operational criteria: - Serves as sole DFAC for SIK Soldiers - Located in remote and isolated area - Addresses Life, Health and Safety (LHS)			
Validate Meal Plans	AR 30-22, Chapter 3, DA Pam 30-22	Hold Food Service Management Board quarterly for Active/Annually for ARNG & USAR			
Prepare Meals (TRADOC)	DODI 1338.10, AR 30-22, Chapter 3, DA Pam 30-22	Utilize Soldier Fuel Initiative (SFI)-Initial Military Training (IMT) established menu guidelines 100% of the time			

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Serve Meals (TRADOC POI support)	TRADOC Regulation 350-6	Serve meals IAW TRADOC POI schedule 100 percent of the time		
Provide remote site feeding (full food service DFACs) no more than three consecutive days. Expendable supplies and paper products provided by the customer, with exception to TRADOC	AR 30-22, DA Pam 30-22, TM 4-41 11	Upon receipt of complete and accurate request (3 working days advance notice required), provide remote site feeding (outside of DFAC) to units		
Inspect/evaluate Department of the Army Civilian (DAC/Military operated dining facilities	AR 30-22, DA Pam 30-22	Inspect participating dining facilities annually, select six finalists, one per region (Philip A. Connolly Program)		
Support Culinary Training Program	AR 30-22, DA Pam 30-22	Fund one DAC/Military team per installation (max 10 participants) to attend Culinary Training Program		
SUBSISTENCE SUPPLY MANAGEMENT OFFICE (SSMO)				
Review, validate and release subsistence orders to Subsistence Prime Vendor (SPV)	AR 30-22, Chapter 5, AR 735-5, TM 4-41 11, TM 4-41 12	Upon receipt of complete and accurate request, process within 1 business day		
Order, receive, store, safeguard and issue subsistence orders for Field Feeding support	AR 30-22, Chapter 5, AR 735-5, TM 4-41 11, TM 4-41 12	Upon receipt of complete and accurate request (30 working days advance notice required), subsistence ordered and provided to customer by scheduled required delivery date (RDD)		

**U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Material Support Maintenance**

- Installation Status Report (ISR) Service - 306
- Management Decision Evaluation Packages (MDEPs): OMNT - LRCs provide the organic maintenance capability for TDA BASOPS support equipment. WSUS - LRCs provide the maintenance capability for MTOE unit tactical equipment lacking the organic capability.
- Army Baseline Services (ABS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization.
- Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC.
- Maintenance is performed for both military and commercial equipment only if it does not exceed Maintenance Expenditure Limit (MEL). IMCOM may request MEL exemption to ACSIM.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Perform Maintenance: Automotive, Construction, Combat Equipment (Tactical), General Equipment, Armament	AR 750-1, Appendix B-11		1. Number of high priority (IPD 01-03) BASOPS & reimbursable work orders completed within 5 days/Total number of high priority (IPD 01-03) BASOPS & reimbursable work orders completed during the reporting period. 100%-55% green, <55%-45% amber, <45%-35% red, <35% Black	1. Total number of maintenance work orders on which work was started during the year. (GMNT)
- Scheduled Maintenance (Maintenance Planned)	AR 750-1, Chapter 3 (Fig. 3-1)	TAT: Maintenance Priority Designator (MPD) 1-3: 5 days / MPD 4-6: 4 days / MPD 8-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics	2. Number of medium priority (IPD 04-08) BASOPS & reimbursable work orders completed within 8 days/Total number of medium priority (IPD 04-08) BASOPS & reimbursable work orders completed during the reporting period. 100%-65% green, <65%-55% amber, <55%-45% red, <45% Black	2. Total number of maintenance work orders on which work was started during the year (WSUS)
- Unscheduled Maintenance (Maintenance Unplanned)	AR 750-1, Chapter 3 (Fig. 3-1)	TAT: MPD 1-3: 5 days / MPD 4-6: 8 days / MPD 8-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics	3. Number of low priority (IPD 09-15) BASOPS & reimbursable completed within 30 days/Total number low priority (IPD 09-15) BASOPS & reimbursable work orders completed during the reporting period. 100%-80% green, <80%-60% amber, <60%-45% red, <45% black	3. Total number of maintenance work orders on which work was started during the year. (Reimbursable)
Apply Modification Work Orders (MWCO)	Project Manager Saddle Protection and Individual Equipment MDA, para 7b(5)	Complete work LAW MWO 100 percent of the time	4. Number of high priority (IPD 01-03) MTOE equipment evacuation work orders completed within 5 days (WSUS)/Total number high priority (IPD 01-03) MTOE equipment evacuation work orders completed during the reporting period. 100%-55% green, <55%-45% amber, <45%-35% red, <35% Black	4. Total number of maintenance work orders on which work was completed during the year (GMNT)
Manage Warranty Program	AR 750-1, Chapter 8-3; AR 700-139, Chapter 1-11	Monitor and execute warranties for BASOPS equipment 100 percent of the time, where applicable	5. Number of medium priority (IPD 04-08) MTOE equipment evacuation work orders completed within 8 days/Total number medium priority (IPD 04-08) MTOE equipment evacuation work orders completed during the reporting period. 100%-65% green, <65%-55% amber, <55%-45% red, <45% Black	5. Total number of maintenance work orders on which work was completed during the year (WSUS)
Monitor and comply with Ground Safety Notification System	AR 750-1, Chapter 8-18; AR 750-6, pg. 124	100 percent compliance with all safety notifications	6. Number of low priority (IPD 09-15) MTOE equipment evacuation work orders completed within 30 days/Total number Low Priority (IPD 09-15) MTOE equipment evacuation work orders completed during the reporting period. 100%-50% green, <50%-40% amber, <40%-30% red, <30% Black	6. Total number of maintenance work orders on which work was completed during the year. (Reimbursable)
Comply with Army DA Analysis Program (AOAP)	AR 750-1, Chapter 8-2; ASC Supplemental guidance to AR 750-1, 4-4	100 percent compliance with enrollment and sampling requirements	7. Number of TDA authorized (government) direct labor maintenance personnel on hand and available for work at the end of the reporting period/Total number of Table of Distribution and Allowances (government) direct labor personnel authorizations (into only). 100%-80% green, <80%-65% amber, <65%-50% red, <50% Black	
Repair non-fixed facility equipment	AR 420-1, Chapter 4-14	TAT: MPD 1-3: 5 days / MPD 4-6: 8 days / MPD 8-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics	8. Total number of work orders opened with shop code 8 (rework) /Total number of work orders in the reporting period. 0-1% green, >1%-2% amber, >2%-3% red, >3% black	
Non-deployable BASOPS storage container repair	Project Manager Saddle Protection and Individual Equipment MDA, para 6d(2) Note	TAT: MPD 1-3: 5 days / MPD 4-6: 8 days / MPD 8-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Coordinate ground recovery for BASOP9 equipment	AR 750-1, Chapter 2-12	Response time. Upon notification/request, coordinate ground recovery within 24 hours		
Provide equipment readiness reporting	IMCOM MOA, Annex L, ASC OPORD	Provide equipment readiness reporting once per quarter		
Manage a service schedule for IMCOM garrison equipment and perform scheduled services (AW appropriate equipment service manual).	AR 750-1, Chapter 20-2, DA Plan 750-B	Ensure all field level services are scheduled and performed as required by the appropriate technical/equipment manual 100 percent of the time with a 10 percent variance		

**U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Transportation Services - Non-Tactical Vehicles / Transportation Motor Pool (TMP)**

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
<ul style="list-style-type: none"> Installation Status Report (ISR) Service - 307 Management Decision Evaluation Package (MDEP) - OTRM Army Baseline Services (BLS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization. Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC. 				
Manage Transportation Motor Pool (TMP) Operations	AR 600-55, Chapter 1-4	Every person required to drive an NTV (less than 10,000 lbs. GVW) will be tested and licensed/identified unless valid credentials are presented. (USARPAC and USAREUR only)		<ol style="list-style-type: none"> Total number of GSA-leased vehicles on-hand (Non-Reimbursable) Total number of GSA-leased vehicles on-hand (Reimbursable)
Facilitate Vehicle Allocation Methodology (VAM)/Vehicle Utilization Review Board (VURB) Process	HQDA EXORD 111-16	Co-Chair VURB Process annually during the April to June timeframe IAW HQDA EXORD 111-16	<ol style="list-style-type: none"> Percentage of GSA leased vehicles, excluding Life, Health, and Safety (LHS), meeting mileage or usage goals per Vehicle Utilization Review Board (VURB): 100%-80% green, <80%-60% amber, <60%-70% red, <70% black 	<ol style="list-style-type: none"> Total number of miles driven for GSA-leased vehicles (Non-Reimbursable) Total number of miles driven for GSA-leased vehicles (Reimbursable) Total number dispatches per year
Dispatch non-tactical vehicles owned or managed by the TMP	AR 56-1, Chapter 2.2, section 4, AR 600-56, AR 750-1, DA PAM 750-8	<ol style="list-style-type: none"> Process requests within 5 working days. Provide vehicle dispatch IAW customer's approved request. 	<ol style="list-style-type: none"> Percentage of requests filed within 5 working days: 100%-80% green, <80%-60% amber, <60%-70% red, <70% black 	
Coordinate short-term vehicle lease (120 days or less) in support of surge missions	AR 56-1, Chapter 3-10, DOD 4500.36, GSA Fleet Customer Leasing Guide	Process vehicle requests or provide Statement of Non-Availability within 10 working days	<ol style="list-style-type: none"> Percentage of approved requests filed: 100%-95% green, <95%-80% amber, <80%-65% red, <65% black 	
Coordinate/track maintenance and repair of GSA leased vehicles	AR 56-1, Chapter 2.2 and 3-10	Notification to customers of impending scheduled maintenance within 5 working days of GSA notification		
Coordinate life-cycle replacement of GSA vehicles	GSA and OACSM Guidance documents	Customer notified within 10 working days of LRC receipt of published GSA's Customer Acquisition Module (CAM) guidance	<ol style="list-style-type: none"> Percentage of customers notified within 10 working days: 100%-80% green, <80%-60% amber, <60%-70% red, <70% black 	
Notify appropriate command chain/agency head of vehicle misuse	AR 56-1, GSA Misuse Reports	Notification to organization POC within 3 working days of notification/discovery		
Process initial modification requests for vehicles managed by TMP	AR 56-1, Chapter 3-10 and 10-9, 41 CFR 101-39.304	Process initial request within 10 working days		
Provide NTV data inputs and reports	DODM 4500.36, Section 4e	Complete reports within directed suspension 90% of the time		
Reconcile GSA billing for LRC managed BOAC(s)	GSA Customer Leasing Guide	Bills paid by the 5th of each month, 90 percent of the time		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Assists and organizations with vehicle registrations when vehicles are not available in TMAP - Commercial (Non-GSA) Leased vehicles	AR 56-1 Chapters 2-2, 3-10 and 3-11	Provide statement of non-availability, alternate service provider and information within 15 working days of customer request		
Provide Installation Shuttle Services supported by Transportation Study	AR 56-1, Chapter 5-4	Adheres to approved/published schedule and routes 60% of times		
Provide transportation services (buses and drivers) - POI support		Provides transportation services (buses and drivers) for POI support 100% of the time requested	5. Percentage of programmed transportation requests fulfilled: 100%-85% green, <85%-90% amber, <90%-85% red, <85% black	
Provide and manage license plates for vehicles (Army-owned)	AR 56-1, Chapter 9	Upon proof of authorization, process license plate request within 10 working days		

**U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Transportation Services - Installation Transportation Office (ITO)**

- Installation Status Report (ISR) Service - 308
- Management Decision Evaluation Package (MDEP) - QTRM
- Army Baseline Services (ABS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization.
- Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Deployment/Redeployment Service Support	AR 525-93, 2-10; Table C-6; DOD 4500-9R	Assist and advise unit movement planning and coordination		
Process highway clearances requests	49 CFR; AR 56-3, 2-7 and 2-10 Table C-6	Process initial request within 10 working days of receipt of all complete and accurate data	1. Percent of complete and accurate requests processed within 10 working days. 100%-90% green, <90%-80% amber, <80%-70% red, <70%-60% black	
Support tanker loading/unloading training at installations where required to support freight and unit deployment operations	49 CFR; AR 56-3, Chapter 2; Table C-6	Assist or train 100 percent of unit (required personnel)		
Generate wheelset up/wheels down reports	AR 525-93, Table C-6 and C-7	Generate reports within 1 hour of wheel up/wheels down	2. Percent of wheelset up/wheels down reports generated within 1 hour. 100%-95% green, <95%-80% amber, <80%-65% red, <65% black	
Validate air and surface load plans	AR 525-93, Chapter 2, Table C-6; DOD 4500-9R	Validate within 5 working days of receipt of load plan	3. Percent of air and surface load plans validated within 5 working days of receipt. 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Assist with air and surface operations/moves	AR 525-93, Chapter 2, Table C-6; TM38-250 49 CFR; AR 56-3 49 CFR; AR 56-3 IMDG 37-14; AR 525-93	<p>Air - Meet Available Load Date (ALD) 100 percent of the time</p> <p>Rail - Meet Ready to Load Date (RLD) 100 percent of the time</p> <p>Highway - Meet Ready to Load Date (RLD) 100 percent of the time</p> <p>Sea - Meet Available Load Date (ALD) 100 percent of the time</p>	<p>4. Percent of ALDs met; percent of RLDs met. 100%-95% green, <95%-90% amber, <90%-85% red, <85% black</p>	<p>1. Number of air shipments processed</p> <p>2. Number of rail shipments processed</p> <p>3. Number of highway shipments processed</p> <p>4. Number of small package shipments processed</p> <p>5. Number of sea shipments processed</p>
Conduct inspections for air and surface movements	AR 525-93, TM38-250 AR 525-93, CFR49 AR 525-93, CFR49 MDSG 37-14; AR 525-93	<p>Air - Conduct Pre-Joint Inspection (Pre-JI) of air load 100 percent of time NLT 12 hours prior to ALD</p> <p>Rail - Conduct load inspections 100 percent of the time prior to movement</p> <p>Highway - Conduct load inspections 100 percent of the time prior to movement</p> <p>Sea - Conduct load inspections 100 percent of the time prior to movement from port-to-port</p>	5. Percentage of required inspections completed prior to movement. 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Manage containers	ATP 4-12 (Container Management) AR 56-4; DOD 4500-9R, Part VI	100 percent of containers used for movement are ISO compliant prior to use		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Ensure personnel manifests is complete and processed	AR 525-93, Chapter 302, E 1.H, DOD 4500-9R, DTR Part III	100 percent of all manifests completed prior to movement		
Cargo Movement Services				
Track/monitor Transportation Protective Service (TPS) shipments	AR 700-40, DTR Chapter 205, MFTURP (SDOC regulation)	100 percent in-transit visibility IAW regulatory guidance	6. Percent of TPS shipments tracked and monitored: 100%-green, <100%-black	
Order railcars for cargo movements	AR 525-93, Chapter 2, Table C-6; DOD 4500-9R	Process initial request within 10 working days of receipt	7. Percent of initial requests processed (for railcar orders) within 10 working days of receipt: 100%-green, <90%-80% amber, <70%-60% red, <60%-black	
Process outbound freight shipments (includes payments)	DA PAM 710-2-1	Process IAW DA PAM 710-1-2 priority standards 80 percent of the time		
Rail Operations				
Inspect equipment tie downs on railcars	49 CFR, AR 56-3, Chapter 2	100 percent inspected before railcars move	9. Percent of railcars inspected before movement: 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Operate Army owned locomotives	49 CFR, AR 56-3	100 percent of locomotive engineers must be certified (IAW Title 49)	9. Percent of certified locomotive engineers: 100%-85% green, <85%-80% amber, <80%-65% red, <65% black	
Inspect inbound/outbound railcars for serviceability	49 CFR, AR 56-3, Chapter 2, Table C-6	Inspect 100 percent before railcars are loaded	10. Percent of inbound/outbound railcars inspected for serviceability before loading: 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Personnel Movements and Travel Services				
Issue official passports and visas	FM PARG (Federal and Military Passport Agent's Reference Guide); DOD 1000.21-R (Passport and Passport Agent Services Regulations); Para C2.4 FRAGO 2 TO HQDA EXORD 052.13 ISO Regionally Aligned Forces	Upon receipt of complete and accurate Official Passport Request Memorandum, submit memorandum to Department of State (DoS), Special Issuance Agency (SIA) for approval within five business days of receipt from ASCC		6. Number of customers serviced
Reconcile centralized billing accounts (CBAs) and certify for payment by DFAS	(For FSCA) DTA 2 CTO Contract; Attachment 7, DASA Memo, dtd 1 Feb 16 titled "Updated Reconciliation, Payment, and Document Retention for Manually Reconciled CBAs"	Reconcile and submit to DFAS within 15 calendar days. NOTE: Certify CBAs within 5 working days of hard copy receipt for DTS Accounts, and 10 days for manual accounts. FMR standard of 30 days still applies for payment processing	11. Percent of CBAs reconciled and submitted to DFAS within 15 calendar days: 100%-95% green, <95%-90% amber, <90%-85% red, <85% black	
Process Inbound/Outbound Personnel Movement requests.	AR 625-93, 2-10; DOD 4500-9R, Part III, JTR	Process initial request within 10 working days of receipt of all complete and accurate data	12. Percent of complete and accurate requests processed within 10 working days: 100%-90% green, <90%-80% amber, <70%-60% red, <60% black	7. Number of tickets (all modes) issued 8. Number of passengers serviced
Arrange Personal Property Shipment and Storage				

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Process Inbound/Outbound Personal Property Shipments	JTR, Chap 5, DTR Part IV	Process 100% of valid personal property shipments/storage applications	13. Number of shipments processed by the PPSO/LPPSO	9. Number of personal property customers serviced 10. Number of short distance moves processed at LRC
Counsel personnel on entitlements and procedures for pickup, delivery and/or storage of personal property/household goods	JTR, Chap 5, DTR Part IV, Chapter 401, para H	Personnel counseled within 3 hours of arrival/walk-in time and/or 1 hour of appointment time	14. Percent of personnel counseled within 3 hours of arrival/walk-in time, percent counseled within 1 hour of appointment time, 100%-90%, green, <90%-80%, amber, <70%-60% red, <60% black	
Conduct Quality Control (QC) inspections for personal property movements	DTR Part IV, Chapter 405, para C. 1.b.	Conduct telephone or in-person QC inspections on 50 percent of personal property movements during pick-out or move in. Conduct QC inspections on 100 percent of Blue Star and Gold Star shipments	15. Percent of QC inspections conducted, 100%-50% green, <50%-35% amber, <35%-25% red, <25% black	11. Number of HHG inspections

**U.S. Army Logistics Readiness Centers (LRCs) Baseline Standards
Ammunition Supply**

- Installation Status Report (ISR) Service - 309
- Management Decision Evaluation Package (MDEP) - OSUP
- Army Baseline Services (BLS) are core base support services that LRCs provide to Army customers on a non-reimbursable basis. Services beyond what are defined in the catalog are identified as mission-funded services. An LRC will provide these services after receiving funding from the customer organization.
- All data generated in IT systems is use (SAAS, MHP, TAMIS)
- Unless otherwise specified, services will be available 40 hours per week, Monday thru Friday, as established by the LRC.

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Inspect - Ammunition				
Conduct issue (for clearance) inspection	AR 702-12, Supply Bulletin (SBI) 742-1	Conduct surveillance functions IAW mandated policies and regulations at time of issue 100 percent of the time	1. Percent of surveillance inspections conducted IAW mandated policies and regulations. 100%-98% green, <98%-95% amber, <95%-90% red, <90% black	1. Number of transaction lines in SAAS (Ammo IT system)
Conduct/reinspect/classify munitions receipt inspections for turn-in; reclassify munitions initially assigned Condition Code K to appropriate Condition Code	AR 702-12, SB 742-1	Conduct surveillance functions IAW mandated policies and regulations at time of issue 100 percent of the time; reclassify munitions initially assigned to Condition Code K to appropriate Condition Code within 45 days	2. Percent of munitions inspected and placed in appropriate CC within 45 days. 100%-90% green, <90%-80% amber, <70%-60% red, <60% black	2. Number of lines inspected (Done by OA)
Conduct shipping inspection	AR 702-12, SB 742-1	Conduct surveillance functions IAW mandated policies and regulations at time of shipment 100 percent of the time		
Conduct Vehicle Inspections and Prepare DD Form 626 and 2890 (DOD Multimodal Dangerous Goods Declaration) as required	OTR Part II Camp Movement, DA Pam 305-64	Conduct vehicle inspections within 45 minutes of scheduled appointment.	3. Percent of vehicle inspections conducted within 45 minutes of scheduled appointment. 100%-90% green, <90%-80% amber, <70%-60% red, <60% black	
Conduct/reinspect/classify munitions with overdue periodic inspection interval for serviceability; reclassify munitions showing deterioration to appropriate Condition Code	AR 702-12, SB 742-1	Conduct surveillance functions IAW mandated policies and regulations for ammunition overdue cyclic inspection 100 percent of the time; reclassify munitions according to serviceability inspection criteria	4. Percent of overdue surveillance inspections conducted IAW mandated policies and regulations 100%-98% green, <98%-95% amber, <95%-90% red, <90% black	
Inspect - Facilities				
Conduct arms room inspections	AR 702-12, SB 742-1	Conduct Arms Rooms Inspections surveillance functions IAW mandated policies and regulations every 12-15 months 100 percent of the time	5. Percent of surveillance inspections conducted IAW mandated policies and regulations. 100%-90% green, <80%-90% amber, <70%-60% red, <60% black	
Conduct magazine inspections	AR 702-12, SB 742-1	Conduct magazine surveillance functions IAW mandated policies and regulations annually 100 percent of the time		
Conduct AHA inspections	AR 702-12, SB 742-1	Conduct AHA surveillance functions IAW mandated policies and regulations every 12-15 months		

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Conduct Lightning Protection System (LPS) inspections (visual only)	AR 702-12, SB 742-1	Conduct LPS surveillance functions IAW mandated policies and regulations every 24 months		
Conduct area inspection	AR 702-12, SB 742-1	Conduct surveillance functions IAW mandated policies and regulations 100 percent of the time	6. Percent of surveillance inspections conducted IAW mandated policies and regulations. 100%-90% green, <90%-80% amber, <70%-60% red, <60% black	
Receive				
Post receipt of munitions	DA Pam 710-2-2, Chapter 24, 50 a-1	Post receipt of munitions to the stock record account (SRA) within 24 hours of receipt	7. Percent of receipts posted to SRA within 24 hours. 100%-85% green, <95%-85% amber, <85%-80% red, <80% black	
Issue				
Issue (via supply point distribution) serviceable munitions to authorized scheduled customers (from ammunition STAMIS, SAAS-MOD)	DA Pam 710-2-2, Chapter 24, 48 a-h	Issue munitions on scheduled day listed on S81 100 percent of the time	8. Percent of customers issued munitions on scheduled day (listed on S81). 100%-95% green, <95%-85% amber, <85%-80% red, <80% black	
Issue serviceable munitions to authorized unscheduled customers (from ammunition STAMIS, SAAS-MOD)	DA Pam 710-2-2, Chapter 24, 48 a-h	Issue munitions on unscheduled day listed on S81 100 percent of the time	9. Percent of customers issued munitions on unscheduled day (listed on S81). 100%-95% green, <95%-85% amber, <85%-80% red, <80% black	
Conduct joint inventory to verify munitions issued	DA Pam 710-2-1	Conduct joint inventory of munitions issued 100% of the time		
Turn-in				
Conduct joint inventory to verify munitions turned-in	DA Pam 710-2-1	Conduct joint inventory of munitions turned in 100% of the time		
Conduct customer LIVE munitions & RESIDUE turn-ins	DA Pam 710-2-2, Chapter 24, 49 a-g	Receive live munitions and residue on scheduled day listed on S81	10. Percent of customer turn-ins on scheduled day (listed on S81). 100%-90% green, <90%-80% amber, <80%-70% red, <70% black	
Reconcile issue document against LIVE munitions & RESIDUE turn-ins	DA Pam 710-2-2, Chapter 24, 49 a-g	Reconcile live munitions and residue on scheduled day listed on S81	11. Percent of documents reconciled within 5 working days from end of training date and/or test event	
Accept ammunition from installation commander's amnesty program and ammunition found on installation	DA Pam 385-64; AR 710-2, Chapter 40	Amnesty turn-ins must be posted to the accountable records within 24 hours of processing at the ASA		
Ship				

Task	Regulation	Baseline Standard	Performance Measure	Pacing Measure
Conduct PC&H (packing, crating & handling) for shipment of munitions IAW individual technical drawings		Perform 100% of the time IAW CFR 49 and individual technical drawings	12. Percent of Shipping Discrepancy Reports (SDRs) against number of shipments: 100%-95% green, <95%-85% amber, <85%-80% red, <80% black	
Ship residue components from ASP		Ship twice per year		
Process and ship National Inventory Control Point (NICP) or Theater directed shipments to depot or ASPs	DA Pam 710-2-2, Chapter 24.51 a-1	Process and ship munitions 100% of the time to depot/other ASPs IAW required delivery date (RDD) identified on Material Release Order (MRO)	13. Percent of RDD met: 100%-95% green, <95%-85% amber, <85%-80% red, <80% black	
Other				
Provide Asset Status Report to Installation Training Ammunition Manager (ITAM) in support of monthly supply study	AR 5-13	Provide Asset Status Report monthly		
Conduct munitions malfunction/incident investigation.	SB 742-1, Chapter 10-11	Report malfunction/incident immediately upon notification, and follow-up with preliminary investigation report (if required) within 10 days		