

What is PROACT?

PROACT is the Air Force's premiere Environmental Information Clearinghouse and Research Service developed in 1992 to act as a direct support for installation-level professionals.

PROACT's Mission is:

- To provide timely and accurate individualized environmental research and information services to Air Force customers, and
- To disseminate environmentally friendly-related information across the Air Force.

PROACT is supported by a staff of highly trained and qualified environmental professionals who possess a full understanding of Federal, state, and local environmental regulations, as well as Department of Defense (DoD) and Air Force policy and guidance including Final Governing Standards and the Overseas Environmental Baseline Guidance Document.



Who can use PROACT?

PROACT is funded from the Office of the Air Force Civil Engineer, and is offered *free-of-charge* to all Air Force, Air National Guard, Air Force Reserve personnel, including their associated civilian employees and eligible contractors. In addition, crossfeed information is available to sister-services: the Army, Navy, Marines and Coast Guard.



How and when may I access PROACT?

PROACT may be contacted via phone, fax, e-mail and through our website. (See back page of this brochure for detailed contact information.)

PROACT staff are available to discuss your environmental concerns from 0700 to 1800 Central Time. However, you may always submit a request for support via our website at any time.

When you submit a message via e-mail or through our website, you will be contacted on the next business day by a member of our research team.

Hours of operation:
0700 – 1800 Central Time

DSN: 240-4240

DSN FAX: 240-3688

TOLL FREE: 800-233-4356

COMMERCIAL: 210-536-4240

COMMERCIAL FAX: 210-212-5432

E-MAIL: pro-act@brooks.af.mil

WEB: www.afcee.brooks.af.mil/pro-act



PROACT

Environmental Solutions, Technology and Guidance



A service provided by
HQ Air Force Center for
Environmental Excellence

What can I expect from PROACT?



- Timely responses
- Technical accuracy
- Helpful, courteous staff
- Review by Air Force experts for compliance with AF guidelines and policy.

When your request is received, one of the highly qualified PROACT staff immediately begins research. The researchers keep you informed about the progress of their efforts and provide a written response within 10 working days.

All written responses are thoroughly reviewed by in-house quality assurance personnel and then evaluated by Air Force program experts to ensure the most accurate and complete answer is provided.

Once the response has been fully evaluated for technical accuracy, a letter will be e-mailed to you followed by a hard copy with associated enclosures.

By contacting PROACT with your environmental questions, you receive personal attention, professionalism, quality and accuracy as your request is being processed.

PROACT supports the Air Force's four environmental pillars: restoration, environmental compliance, conservation and pollution prevention. Therefore, areas of research include:

- Pollution Prevention
- Regulatory Compliance
- Source Reduction
- Product Substitution
- Recycling, Reuse and Reclamation
- Waste Minimization
- Natural and Cultural Resources



Fact Sheets

In addition to the research service, PROACT has written and distributed over 100 in-depth fact sheets on specific environmental areas. Topics range from Affirmative Procurement to Water Conservation. These fact sheets can be conveniently accessed on our website at www.afcee.brooks.af.mil/pro-act.

Cross Talk

Our publication, *CrossTalk*, provides updates on current trends in pollution prevention and environmental compliance. Regular features of the publication include recently researched technical inquiries, success stories, regulatory policy and guidance updates, upcoming conferences and meetings, useful Internet resources and newly available products.

Compliance and Pollution Prevention

Success Stories

Success Stories feature U.S. Air Force installations with outstanding environmental programs. Base personnel are interviewed by PROACT staff on their environmental program innovations and successes, which are then summarized into short profiles and compiled into PROACT Success Stories.

"I appreciate PROACT and its technical representatives. They all are professional and outstanding. In the past, they have saved me hundreds of labor hours on searching through regulations and communicating with regulatory agencies. I am grateful for their service."

— Brooks City-Base, TX

"Nothing to improve — you are the best. Maintain your current expert and superior level of customer service and quick response. It was wonderful to get an immediate e-mail confirming receipt of inquiry and then a phone call from the researcher."

— Kirtland AFB, NM

PROACT FACTS

- Our researchers have answered over 25,000 inquiries since project inception in 1992.
- Over 98% of customers rate the service as very good to excellent in areas of professionalism, help-fulness, content and timeliness.
- Over 86% of customers are from base-level organizations.
- PROACT is sponsored by the HQ Air Force Center for Environmental Excellence.



"Excellent program. Only PROACT has the ability to connect all levels of the Air Force hierarchy to get the required information and answers."

— Spangdahlem Air Base, Germany