

# STREAMLINE

Winter 2015

## LONG-TERM STEWARDSHIP

Successful Inspection  
of F Reactor

## HANFORD PATROL and HANFORD FIRE

Partnering for Safety

## MSA LEADERSHIP TRAINING

Stepping Outside the Box





## MESSAGE FROM THE PRESIDENT

Given the significant accomplishments made by MSA employees over the years, it is with great anticipation and enthusiasm that I look towards 2015. The overall attitude of continuous improvement and the desire to succeed is evident in much of the work we do here at Hanford.

MSA is continually on the forefront of process improvement and innovation. Through your leadership and creative thinking, we have been able to consistently deliver excellent service to our clients, as evidenced by our consistent high ratings in customer feedback. Our craftspeople are highly skilled and always strive for quality. We have brought Hanford to the cutting edge in information technology implementations. Our safeguards and security teams are considered world class. And across MSA's organization, our employees are our greatest asset.

Thank you for your continued commitment to our success. I am confident that 2015 will be another strong year for MSA and the Hanford Site.

J. Frank Armijo

# mission forward



Mission Support Alliance supports the Department of Energy's Hanford cleanup activities by providing key sitewide services and critical infrastructure support to the site's contractors. Partnering with DOE, Hanford contractors and the community, MSA is committed to achieving the vision of a prosperous future for the Hanford Site and to continue building a community that is economically strong, culturally rich and environmentally conscious.

**Mission Support Alliance: Partnering to move the mission forward**

<http://msa.hanford.gov/msa>

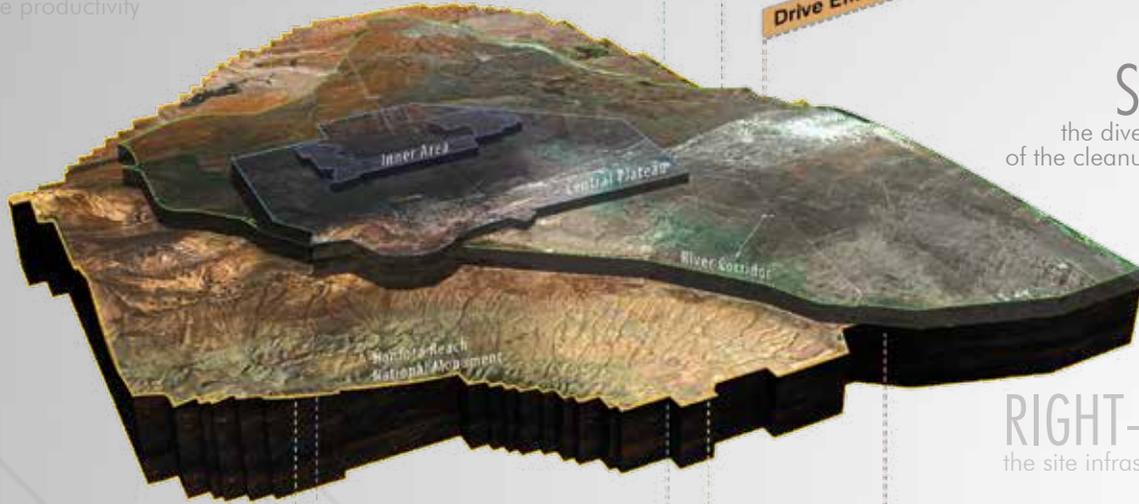


# PROTECT

the assets and employees of the site

# INTEGRATE

the Hanford Site services and infrastructure to optimize productivity



Support WTP and Waste Complex Operations

Excel in the Safe Performance of Work

Drive Efficiencies and Cost Savings

# SERVE

the diverse needs of the cleanup mission

# RIGHT-SIZE

the site infrastructure

Lead Sitewide Integration

Right-Size the Infrastructure

# TRANSFORM

site services and infrastructure for energy efficient operations

Prepare for the Future

Be a National Leader in Clean Energy

Implement Commercial Service Delivery Model

# STANDARDIZE

the standards of service excellence

# MODERNIZE

the infrastructure to ensure reliable service to all projects



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# STREAMLINE



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## Cover Photo:

The F Reactor entry and inspection was the first in a series of five inspections scheduled at other cocooned reactors over the next year.



A Closer Look

*Streamline* is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Please email your ideas, suggestions and specific news items for consideration to:

[MSACSo@rl.gov](mailto:MSACSo@rl.gov) or call (509) 376-0469

*“We calculate and track miles on more than 1,000 vehicles per month.”*

Paula Bates, MSA Fleet Management employee

## EMPLOYEES & CUSTOMERS



### Meet Paula Bates

#### MSA Fleet Management’s “Utilization Queen”

Paula Bates is known to her customers as the “utilization queen.” Bates works in MSA’s Fleet Management organization and is responsible for tracking usage of the company’s government-leased and government-owned vehicles.

“We calculate and track miles on more than 1,000 vehicles per month,” said Bates. In addition to cars and trucks, MSA tracks the use of tractors, and all-terrain vehicles, as well as forklifts, backhoes, excavators, cranes and generators. “We have more than 3,000 pieces of equipment listed in our Vehicle Fleet Management system.”

With the variety of equipment in MSA’s fleet database, Bates interfaces with numerous people across the site – both MSA and other Hanford contractors – on various matters regarding vehicle utilization. Her friendly personality fits perfectly with the job.

Prior to her current position, she worked more than 15 years at the Tri-Cities Auto Auction, working her way from a part-time driver to the auction’s operations manager. “I loved my time at the auto auction,” she said. “I made life-long friends during that time in my life.”

In her free time, Bates enjoys spending time with her son, Paul, and his family, including two grandkids, ages 11 and 5. Another favorite interest is football – most notably the Seattle Seahawks.

“I try to get to at least three to four games a year,” she said. Her office at 2490 Garlick reflects her loyalty to the football team, which includes a Seahawks logo and other blue and green paraphernalia. During the season, you will see her donning Seahawks gear most every day – right down to her custom-made Seahawks Converse tennis shoes.

For any assistance with government vehicles, Bates can be contacted at 376-5600. ■

#### To: Vikki Ballew, MSA HAMMER Operations



Vikki provides extra incredible training customer service.

She has been helpful over and above expectations to DOE for training on multiple occasions over the past year. Yesterday she gave several of us impromptu training on the MSA ELM system. She is knowledgeable, patient and a pleasure to work with.

Doug Aoyama  
Deputy Chief Financial Officer, DOE-RL



Employees listen to Frank Armijo at the 2355 warehouse broadcast location during MSA's all employee meeting. This was MSA's first all employee meeting broadcasted as a live video feed to additional locations on site.

## A New Approach to All Employee Meetings

It signaled the dawn of a new era as MSA held its first all employee meeting via live broadcast to several locations across the Hanford Site. More than 85 percent of the employees on day-shift turned out for the meeting.

It was a huge success," said Dave Ruscitto, MSA's Chief Operations Officer. "It was important for us to be sure that employees received a consistent message and could ask questions. I think we accomplished that."

MSA decided to conduct a broadcast meeting after a survey revealed employees wanted a meeting that provided a consistent message and didn't require travel to an offsite location.

*"This allowed me to reduce my drive-time. I enjoyed hearing about the accomplishments of the other teams at MSA. We get so focused on our own tasks we forget about the other parts of the MSA family."*

MSA employee

"It went smoothly—there weren't any major hiccups and the technology worked well," said SRT Commander Steve Meyer. "We believe employees appreciated being able to provide questions to the boss on an anonymous basis."

"The feedback we received from the employees is important as we look for areas of improvement in the future," Ruscitto said. "I want to thank everyone who participated and contributed to making sure we were able to accomplish this."

A link to the meeting is posted on the rotating banner on the MSA internal website. ■

**To: Russ Fabre, MSA  
Manager of B Reactor**



At short notice, Russ gave us (myself and two visiting auditors) a mini tour of the reactor, which was outstanding.

Russ is a real professional and great representative for MSA. I really appreciate his time and effort.

Doug Wertz  
CHPRC Estimating & Program Support

*“The generosity of our workers and support of this effort each year is amazing. It’s a great opportunity for employees across the site to come together to help those in need.”*

Calvin Dudney, manager MSA Motor Carrier Services

## COMMUNITY OUTREACH



Hanford employees and Tri-Cities Food Bank staff and volunteers unload groceries at the Kennewick food bank.

### 29th Annual Hanford Food Drive

Since 1986, Hanford employees have collectively helped spread holiday cheer by donating food as part of the annual Hanford Community Food Drive.

This year’s drive was held December 1-16. Collection boxes were placed across the Hanford Site, and employees gathered more than 15,000 pounds of non-perishable food items to donate.

“The generosity of our workers and support of this effort each year is amazing,” said Calvin Dudney, manager of MSA’s Motor Carrier Services organization and co-lead for the Hanford food drive since 1998. “It’s a great opportunity for employees across the site to come together to help those in need.”

In addition to employee donations, further cash contributions came from MSA, CHPRC, WRPS and HAMTC to buy frozen turkeys and purchase additional food items. A number of Hanford employees, along with members of the Hanford Patrol Explorer

Post (young men and women from the ages of 14-20 who are interested in working in law enforcement) volunteered their time and energy to help load trucks and deliver the food.

The donations were delivered to Veterans of Foreign Wars (VFWs) and food banks located in the Tri-Cities and Yakima communities where Hanford employees reside. ■

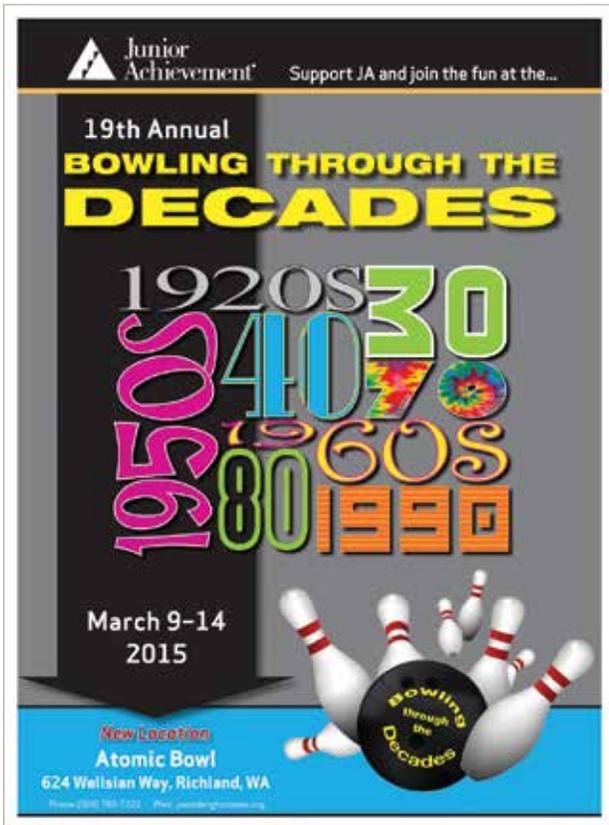


## MSA Employees Support JA's 2015 Fundraiser "Bowling through the Decades"

MSA employees will soon be joining other Tri-Citians, lacing up their bowling shoes for the 19th annual Junior Achievement (JA) Bowling Classic fundraiser, March 9-14. This popular community event is a fun way to spend time with co-workers, family and friends, while raising money to support JA programs in southeastern Washington.

MSA will be fielding more than 30 teams at this year's event, which takes place at the Atomic Bowl in Richland. Teams are encouraged to get into the spirit of the theme, Bowling through the Decades, sporting clothes from their favorite era. Even if you are unable to bowl, come out and cheer on your favorite team!

For more information on MSA's support of the JA bowling classic, contact Karen Sinclair at 376-2151 or Karen\_M\_Sinclair@rl.gov. ■



## 2014 Red Cross Turkey Trot

Turkey Trot participants said it felt almost balmy compared to the teen temperatures during last year's race. The warmer weather may have contributed to the turnout of over 3,500 participants in the 11th annual Red Cross Turkey Trot, bringing in more than \$92,000! Over 20 MSA employees and their friends and families took part in the Thanksgiving morning event. ■



Runners get ready to trot at the annual Turkey Trot. (Photo courtesy of KNDO/KNDU news.)



Pictured L to R: Rhonda Renz, Andrea Villarreal, Lynn Ramos, and Jessica Esparza of MSA Human Resources, take a selfie at the Nov. 27 Turkey Trot.

## Supporting the Community

### Badger Mountain Trail Work

Lori Fritz, MSA's vice president of Public Works, was challenged by CHPRC to support trail work as part of CHPRC's Community Legacy Project for the Friends of Badger Mountain. Fritz met the challenge, organizing nearly 20 MSA employees for volunteer work on Badger Mountain trails.

"This activity was a great opportunity for MSA employees to work together to support the community," said Fritz.

In turn, Fritz extended a challenge to MSA's Todd Eckman, vice president of Information Management, to also support Badger Mountain trail work. Eckman has accepted the challenge and will be looking for MSA employees to help work on the project in the spring of 2015.

"The Badger Mountain trails are a great asset to our community," said Fritz. "We're happy to support it." ■



L to R: MSA employees Mike Winkel and Greg Berlin work on a section of the Badger Mountain trail.

*"We managed to clear, level and gravel our section of the trail and had fun doing it."*

Ann Shattuck, MSA director of Environmental Integration Services and trail work volunteer.



MSA employees volunteer their time by working on the Badger Mountain trail.

## Hanford Fire Department Gives Community Fire Education

Hanford firefighters Bob Hodgson, Bill Daniels, Lt. J.J. Fiander and Cpt. Gerry Hickson spent time teaching the fundamentals of fire safety to first and second graders at Sacajawea Elementary School. It is important that children know what a firefighter looks like in full uniform so they are not frightened in a rescue situation.

“The last thing you want is for a child to hide under a bed or in a closet when searching for him,” said Hodgson.

Hanford firefighters may spend up to two hours with a class going over fire safety topics such as stop, drop and roll, family plans and meeting places should there be a fire. “Learning the basics will help save lives,” states Hodgson. ■



Hanford firefighter, Bob Hodgson plays “dress the fire man” so students become familiar with what a firefighter will look like in a rescue.

Hodgson has a Sacajawea student show his classmates how to cover their faces when they stop, drop and roll if clothes are on fire.



*“The successful startup of the systems, programs and services necessary to support DFLAW can only be accomplished by coordinating and integrating the activities and scope performed by all the Hanford Site contractors.”*

Martin Wheeler, manager, WTP Startup/DFLAW program

# SITE SERVICES & INTERFACE MANAGEMENT



Hanford Waste Treatment and Immobilization Plant's Low-Activity Waste Vitrification Facility.

## MSA Provides Project and Services Support to DOE's Office of River Protection

In 2011, DOE's Office of River Protection (ORP) created the One System organization to help ensure a successful and efficient startup of the tank waste treatment and disposition mission. The One System organization is an integrated team composed of two contractors:

- Washington River Protection Solutions (WRPS), the tank operations contractor.
- Bechtel National Inc. (BNI), the Waste Treatment and Immobilization Plant (WTP) contractor.

The team is tasked with safely and efficiently coordinating and integrating all of the activities necessary to allow the initiation of transferring tank waste to the WTP for vitrification and immobilization for long-term storage.

Both MSA Public Works (PW) and Site Services & Interface Management (SS&IM) organizations provide

project and services support to WRPS and BNI. PW and SS&IM also collaborate with One System on the potential set-up and integration of services to be provided to ensure safe and efficient startup and commissioning once WTP construction is complete.

Over the past three years MSA has worked closely with One System to plan and implement modifications and upgrades to ensure dependable electrical and water distribution systems. MSA has already made several improvements to the infrastructure on the Central Plateau to help move the tank waste mission forward, including:

- Completing raw water distribution system upgrades to improve service delivery to the 242-A Evaporator and improve pressure control to the WTP.
- Completing preventative and corrective maintenance on the A6 substation to maximize reliability.
- Ongoing design and construction of electrical distribution system upgrades to support A Tank Farms waste feed and delivery.
- Ongoing design and construction of 13.8 kV electrical distribution line upgrades to support 200E tank farms facilities.
- Providing technical expertise to BNI and ORP in the evaluation of a second preferred power source to the WTP.

(cont'd on next page)

# INDEPENDENT OVERSIGHT



Note: The characters and dialogue used in the above example are purely fictional for illustrative purposes only.

## Ethics and Social Media

Social media use is rising every day. Four out of every five people use some type of social media, which includes Facebook, Twitter, YouTube and many more. Even texting and email are considered forms of social media.

The lines between our professional lives and personal lives are blurring. We need to use common sense when posting comments, pictures and videos on the internet. Remember, your comments are public. Employees are expected to treat their peers with respect both in the physical workplace and online. Negative comments about co-workers or work processes online may violate MSA's ethics policy.

For questions or concerns regarding business ethics and compliance, please contact MSA's Independent Oversight office or refer to MSC-RD-10348, *Legal and Ethical Conduct*. ■

## SITE SERVICES & IM (cont'd)

MSA and One System have also begun the planning efforts necessary to support the direct feed of tank waste to the Low-Activity Waste Vitrification (DFLAW) facility.

"The successful startup of the systems, programs and services necessary to support DFLAW can only be accomplished by coordinating and integrating the activities and scope performed by all the Hanford Site

contractors," said Martin Wheeler, manager of WTP Startup/DFLAW program. "MSA has a crucial role in ensuring the timely establishment of infrastructure projects and services that will allow all the other elements of DFLAW to be successfully started up and commissioned."

For more information please visit MSA's WTP/ORP Integration page on the SS&IM website. ■

*“Respect is gained through consistent actions and at Hanford trusting one another is what gets us home safely and accomplishes the mission.”*

Brad Edwards, MSA director of contracts

## BUSINESS OPERATIONS



Grant Gollieher demonstrating leadership techniques to the MSA Leadership class.

### MSA Leadership Training

#### Stepping outside the box to learn essential leadership skills

Once a month a group of 22 MSA managers participate in a class focusing on the foundation of leadership. The course provides managers with tools, techniques and skills essential for leadership. Each class focuses on a different aspect of leadership such as change management, coaching approaches for leaders and how to have difficult conversations.

In October, the class travelled to a local farm to participate in a demonstration by cowboy Grant Gollieher, who uses horse-training to teach management and leadership to numerous corporate teams across the country. Through interactions with the horses, Gollieher, referred to as a horse whisperer, demonstrated leadership techniques, including providing rewards for completing desired results and honoring the slightest positive change.

Director of Contracts with MSA, Brad Edwards said one of the lessons he took away from the demonstration was that trust can't be gained without respect.

“Respect is gained through consistent actions and at Hanford trusting one another is what gets us home safely and accomplishes the mission,” says Edwards. “Never gain the first and you have to force the second.”

Other lessons demonstrated by Gollieher included be as soft as you can but as firm as you need, admit when you make a mistake and the importance of non-verbal communication. ■



## MSA's Employee Education Reimbursement Program

### Encouragement for continued education

MSA's Employee Education Reimbursement program has assisted nearly 150 employees in achieving their educational goals. The program provides reimbursement for eligible costs associated with college/university classes. In order to qualify for reimbursements employees must:

- Work for MSA for at least six consecutive months before applying.
- Be seeking a degree in a field utilized on the Hanford Site.
- Maintain a "C" grade or better for undergraduate courses or a "B" or better for graduate courses.
- Be enrolled at an accredited college/university.
- Have management approval for both budgetary compliance and correlation with work under the Mission Support Contract.

Rudy Mendoza, with Hanford Patrol, is taking advantage of the program while finishing his minor in security management. He has already completed his requisites for a Bachelor's degree in Social and Criminal Justice.

"I believe the Education Reimbursement program shows MSA's commitment to our workforce and encouragement for professional development. My only regret is not starting sooner. I encourage MSA employees to look into this if they are interested in going to college," said Mendoza.

Paterick Thayn, an MSA Industrial Hygienist, studied for a Master of Science degree in Industrial Hygiene from Montana Tech. He graduated in December.

"If it had not been for the Education Reimbursement program I probably would not have continued my education at this point in life. The program eliminated a lot of financial pressures associated with attending school, and I will finish my Master's degree without accumulating additional debt," said Thayn.



Rudy Mendoza has completed his Bachelor's degree through the education reimbursement program, and will finish his minor in May 2015.



Paterick Thayn said his experience with the education reimbursement program has been very positive.

An employee can seek a degree that does not pertain to his/her specific field of work as long as the degree can be applied to an area on site. All levels of degrees are considered from an Associate's degree to a Ph. D.

For more information, review procedure MSC-PRO-039, Reimbursing Education Costs, or contact Nita Crist or Daniel Seitz in Human Resources. ■

# PARTNERING TO MOVE THE MISSION FORWARD



## HAMMER Supports WRPS Needs for Tank Farms

Worker Trainer Steve Johnson gives instruction to students on use of the respirator.

HAMMER offered close to 50 additional Respiratory Training classes over a two-week period in November for Washington River Protection Solutions in response to changed respiratory requirements for Tank Farm entry. Nearly 200 students took the Respiratory Training during this time.

## Maintenance Services Supports CHPRC Milestone



MSA Heavy Equipment Operators use the guzzler truck to expose the utilities and ready the disconnect.



After completion of the work scope, MSA cement finisher, Stan Haff, supported the backfilling of the excavations.

MSA Maintenance Site Services supported CHPRC Decontamination and Decommissioning project to cut and cap fire water and sanitary water lines in the 100K Area. This work is a milestone project for CHPRC and is priority for removing trailers in the 100K Area.

## Fleet Heavy Equipment Mechanics Support CHPRC D&D Work

MSA Fleet heavy equipment mechanics, Kevin Lochridge and Brian Hills, are in the process of replacing and adjusting the cutting edges on a shear near the Plutonium Finishing Plant. The shear is mounted on an excavator and is used by CHPRC to cut up metal, wood and concrete during demolition of various buildings.



## Meteorological and Climatological Services ... A Busy Start to Winter



During the month of November, MSA Meteorological and Climatological Services staff responded directly to 229 phone calls for weather-related information. The recorded forecast phone line received 1,213 incoming calls. The website (<http://www.hanford.gov/hms>) was visited 142,616 times during the month. Nine adverse weather advisories were issued; five for high winds, two for frozen precipitation, and two for low temperatures.

## Electrical Utilities Prevents Outages by Completing Cold-Weather Surveillances



MSA Electrical Utilities began weekly cold-weather substation surveillances as temperatures dipped. With help from the Hanford Weather Station identifying weekly averages below 40 degrees, Electrical Utilities implements an additional 60 weekly actions during their normal operator rounds, including functional equipment checks. Colder weather can cause condensation to freeze or equipment to react slowly.

## New Radiological Assistance Program Facility

The MSA-managed Radiological Assistance Program (RAP) welcomes visitors to the open house of their new facility. The facility was built due to increased scope of work for the Department of Homeland Security. RAP maintains and operates a Mobile Detection Deployment Unit. The truck and trailer are used to support local, state and federal agencies with radiation detection equipment.



*“The partnerships with Cyber Security, Safeguards and Security and Abadan have been very beneficial.”*

Irma Meyer, Content and Records Management program manager

## INFORMATION MANAGEMENT



Kyle St. George, instrument specialist with Field Support Services, loads inerasable hard drives into the bench shredder.

### Reducing Security Costs without Reducing Security

#### Updates to Copier Security Continue to Keep our Information Secure

Did you know that copy machines have hard drives capable of storing images of every document copied? As you can imagine, that can be a risk to the information processed through more than 400 copy machines leased from Abadan Tri-Cities Inc.

Historically at Hanford, we mitigated this risk by maintaining ownership of the hard drives and removing them from the copiers before the machines were taken from the site for service. The hard drives were then re-installed when the copy machines were returned or they were destroyed if damaged or obsolete. As copier technology improved built-in security features, removal of the hard drives was no longer a cost effective option, in fact, it was beginning to cost more. With this in mind, members of MSA Content & Records Management, Cyber Security, Operations Security (OPSEC), and Abadan worked as a team to

minimize cost and maximize security. As a result, most copy machine hard drives may now be removed from the Site without any significant security risk.

Copiers approved for use at Hanford are subject to strong security control measures including:

- Security control settings are password protected.
- Hard drive storage is encrypted.
- Information on the hard drive is immediately erased at the end of each print job.
- Spot checks are conducted to validate these security configurations.
- New software was added enabling MSA administrators to remotely validate copier configuration after servicing by a technician and between spot checks.

Abadan service technicians now conduct an onsite basic wipe of the hard drive when the copier is moved to another Hanford location. If the move is to Abadan’s facilities for service or replacement, an additional wipe procedure occurs at the vendor’s facility. If the on-site basic wipe cannot be performed because the copier is non-functional, the hard drive is removed and controlled by MSA to be reissued to another on-site machine, or it is destroyed.

“The partnerships with Cyber Security, Safeguards and Security, and Abadan have been very beneficial. Abadan has been great to work with, and our MSA points of contact are always looking for ways to be more efficient and cost effective,” said Irma Meyer, program manager for Content and Records Management. ■

## Changes Coming to Site Forms Services

It's been an exciting year for MSA's Site Forms Management team. The team of three is in the process of implementing two major changes that will lead to a more efficient Site Forms database, as well as offering more options when filling out and creating forms.

The first major change is an automated audit process that will send an email once a year to all form owners asking them to verify the information is accurate and follows current guidelines and processes.

"Without the automated audit process, we wouldn't have an efficient way to make sure all of the forms include the right information," says Irma Meyer, program manager for the Site Forms Program at MSA. "With more than 2,400 forms in our system, we wanted to be proactive by coming up with a process that was easy for the owner to make changes."

### Software Update

The team is also expecting an upgrade to the Adobe Forms software. With help from Lockheed Martin Services's Enterprise Applications and System Engineering team, the upgrade is planned for February 2015.

The software may not look new to the naked-eye, but some of its features will increase efficiency and ease of use.

"We are really excited that the upgraded software will introduce features such as allowing form owners to modify and create forms from their mobile device," Meyer said. "For our purposes, the upgrade will improve the process of managing the large forms collections we have here at the Hanford Site."



L to R: Nancy Bergman and Noelle Olson offer efficient service and exceptional customer support.

Additional features will allow users to add photos and place their electronic signature on forms. Meyer says these changes couldn't have happened without the hard work and dedication of her team.

"Noelle (Olson) and Nancy (Bergman) deserve a lot of credit for implementing these new features," Meyer said. "They added these tasks to their workload while continuing to shine on their day-to-day duties. The results have been positive as they have received high remarks for their customer service and quality of work." ■

*"Our facility is only as good as the people out in the field."*

Candice Marple, MSA Environmental Integration Services

## ENVIRONMENTAL, SAFETY, HEALTH & TRAINING



Candice Marple has worked for MSA's Centralized Consolidation/Recycling Center for more than 16 years.

### Recycling Universal Waste at Hanford

When a florescent light bulb or battery is no longer usable or that near empty aerosol can of keyboard cleaner quits working, where does it all go? These items and others including mercury containing equipment (thermostats, thermometers, etc.), commonly referred to as "Universal Waste," go straight to the Centralized Consolidation/Recycling Center (CCRC) in the 400 Area to be properly disposed of.

The responsibility of the CCRC mainly falls on the shoulders of one MSA employee, Candice Marple. Marple, who has been working at the CCRC for the last 16 years, shipped out nearly 120,000 pounds of universal waste in FY 2014 to Veolia Environmental Services in Phoenix, AZ.

Before shipments can leave Hanford, Marple must verify and confirm materials are packaged per Department of Transportation regulations and meet requirements for the recycling vendor.

"Some of our shipments contain lithium batteries, which can be volatile and possibly explosive if the container is not properly packaged," Marple said. "When I receive a shipment of lithium batteries, it is verified that the contacts of the battery are properly taped with either duct tape or electrical tape."

"Our facility is only as good as the people out in the field," Marple said. "In the 16 years I have been doing this, we have never shipped a mislabeled container offsite nor have we ever heard anything negative from our recycling vendor." Marple attributes this to her customers' exceptional awareness to details and wanting to do the right thing.

In a typical year, the CRCC collects enough recycle commodities to fill three 53-foot semi-trucks. For cost efficiency, Marple ensures the shipments are full or near capacity. ■

*"I want to make sure the process for acceptance into the CCRC is in compliance with regulatory requirements, and consistent and simple for all site employees when recycling at Hanford."*

Candice Marple, MSA Environmental Integration Services

## Do You Know How to Use an Evacuation Chair in an Emergency?

More than likely you have seen them in building stairwells throughout the Hanford Site, but would you know how to use an evacuation chair in an emergency? The evacuation chair is a safety tool used to assist an individual who may be mobility impaired to exit quickly down the stairs.

Recently, Toby Greer from MSA's Telecom and Networking Department showed a group of MSA employees how to use the chair in case of an emergency. ■



1 Greer removes the cover of the chair from the wall.



2 Greer demonstrates how the chair should look once it's taken off the wall and unfolded.



3 Andy Foster and Greer demonstrate how to safely use the chair when going down the stairs.

# EMERGENCY SERVICES



Hanford Patrol Tactical Response Force Basic Class student on PTA obstacle course.

## Hanford Patrol Training Academy Brings in New Recruits

Students of the Hanford Patrol Tactical Response Force Basic Class undergo a variety of training at the Patrol Training Academy (PTA). After 17 weeks of some of the most rigorous training and curriculum in the DOE complex, 17 students graduated on December 11. ■



Students performing warm ups and defense tactics in PTA gym.

## MSA Hanford Patrol Armorers

Hanford Patrol Armorers play a unique and significant role for the Hanford Site in their national security mission. They are responsible for assuring the safety, operational readiness and performance of all Hanford Patrol weapons on site. Their specific duties include: maintaining, inspecting, repairing, tracking and accounting for firearms that are in support of DOE operations and training. ■



MSA Hanford Patrol Armorers, Mike Combs (left) and Steve Roberts perform inspections and service on basic class weapon systems.



Pictured L to R: HFD Cpt. Mark Cope, Hanford Patrolmen Vinnie Rizzo and Gordy Denman, HFD fireman and union safety rep. Bob Smith and safety professional Andy Foster are a few that teamed up to improve communication between the two organizations.

## Hanford Patrol and Hanford Fire Come Together to Share Ideas

### Partnering for Safety

Every year representatives from MSA's Hanford Patrol and Hanford Fire Department (HFD) hold separate safety summits to address concerns, answer questions and to offer a forum for discussion on areas of improvement. Last summer, the two organizations tried something new – they invited each other to their meetings to learn how they can improve the communication between the two organizations to benefit the safety of Hanford Site employees.

“For the first time there was a crossover where we could learn from them and they could learn from us,” says Hanford Guards Union (HGU) safety rep., Gordy Denman. “We were able to sit down and discover what each other needs in an emergency and to ensure everyone knows what their roles are.”

Denman and fellow HGU safety rep. Jeff Rice and Patrol Captain Vinnie Rizzo attended the Fire summit while Firefighter Union safety rep. Bob Smith and Fire Captain Mark Cope attended the Patrol summit. Each summit was attended by approximately 30 employees from all levels, including management.

Rice says the discussion proved useful for determining the proper protocols during an emergency situation.

“The meeting brought an added awareness of what each organization's responsibilities are during an emergency,” says Rice. “By sitting together we were able to better understand what each other's expectations are and also learn how we can better communicate.”

Bob Smith says he left the meeting with several key takeaways. “We are borrowing a page from Hanford Patrol and are in the process of creating a central database to track action items that stem from the safety summit,” says Smith. “Hanford Patrol has been doing this for a while and it has been quite successful for them. We have already completed a quarter of the actions we set out to complete.”

The idea of a partnership came to light after an emergency training drill earlier this year. Denman says they both have the same issues and a joint partnership puts everyone on the same page.

“Between us both having employees with multiple shifts and several buildings throughout the site, it made sense for us to collaborate,” Denman said.

Both organizations agree that the partnership couldn't have happened without participation from their respective management teams. The plan is to continue the partnership for future safety summits and continued improvement in communications between both the HFD and Hanford Patrol.

“Thanks to the partnership between these two hard working organizations, Emergency Services continues to improve our communications and safety,” said Craig Walton, vice president of Emergency Services. ■

*“Long-Term Stewardship is really the next phase of the Hanford cleanup project.”*

Lori Fritz, MSA's vice president of Public Works

## PUBLIC WORKS



### F Reactor Receives Clean Bill of Health after Successful Inspection

MSA's Long-Term Stewardship team took a big step forward last fall as they ground away the weld from the steel doors of the F Reactor and completed a successful entry and inspection. This was the first in a series of five inspections scheduled at other cocooned reactors over the next year.

As a part of the Hanford Site Long-Term Stewardship program, MSA completes surveillance and maintenance activities of cocooned reactors every five years to evaluate the structural integrity of the reactor and to ensure confinement of any remaining hazardous materials. The inspection found no unexpected radioactivity, no structural integrity concerns and minimal evidence of biological intrusion.

“Long-Term Stewardship is really the next phase of the Hanford cleanup project,” says Lori Fritz, MSA's vice president of Public Works. “MSA is very proud of the program, which is important as we help transition the River Corridor for DOE-RL.”

By completing the inspection, MSA satisfies a requirement outlined in the Tri-Party Agreement that stated the inspection must take place in FY 2015.

At the November President's Zero Accident Council, Dave Ruscitto, MSA's Chief Operations Officer, recognized the team with the Presidents' Safety Team Award. Ruscitto applauded the detailed planning effort that laid the foundation for the safe execution of the work.

“In terms of safety, the Long-Term Stewardship team did an outstanding job during the inspection process,” said Rocky Simmons, HAMTC Safety Representative. “These opportunities are necessary and supportive of our enhanced work programs. The set up for the next four jobs looks very promising.”

With the inspection complete, the reactor door has been re-sealed until the next entry period. In the spring, workers will inspect four other cocooned reactors – C, D, H and N. A sixth cocooned reactor, DR, was inspected in 2013 and is not included in the 2015 entry schedule. ■



## MSA Public Works Assumes Water and Sewer System Operations in the 300 Area

In July of 2014, DOE-RL gave MSA authorization to proceed in the transition of the 300 Area water and sewer system operations and maintenance from Washington Closure Hanford (WCH), following a thorough condition assessment and due diligence review. MSA's official ownership of the 300 Area water and sewer systems began on October 1.

With assistance from MSA Contracts, the Water and Sewer Utilities team began the transition by developing the necessary contracts, procedures, property transfers, and other documentation necessary to begin operations. With the help of MSA's Interface Management and Real Estate organizations, new agreements were established with 300 Area contractors, solidifying the scope of work that MSA is now responsible for.

"This was a textbook transition. Our DOE customer gave us time to perform a thorough condition assessment and cost proposal. In return, Water Utilities delivered a timely transition, on schedule and within budget," said Daniel Saucedo, director of MSA Site Infrastructure Services.



Stationary operating engineer, Richard Herrera, monitoring the weekly preventative maintenance check on the electric fire pump in the 385 Booster.



Stationary operating engineer, Matt Goble, performing the daily check of the chlorine monitor in the 385 Booster Station.

In 2011, the 385 Booster Station (supplied by the City of Richland) was constructed to increase water pressure to match the demands required by the 300 Area's ongoing operations. The 385 facility chlorinates the incoming water and frequently samples and monitors water quality levels. MSA is committed to ensuring the water supplied to the 300 Area meets or exceeds the Environmental Protection Agency's Safe Water Drinking Act.

MSA also assumed responsibility of the 300 Area sewer system. Waste water is collected and transported through a series of lift stations, which merge at the 3906C monitoring station. This location monitors the waste water which must meet clearly defined parameters to ensure compliance with the City of Richland State Waste Discharge Permit.

Infrastructure was not the only thing transitioned to MSA. Former WCH stationary operating engineers Matt Goble and Richard Herrera came on board with MSA to continue their roles in operating the 300 Area systems. "The knowledge that Matt and Richard bring is one of the reasons we were able to have a successful transition in such a short amount of time," said Mike Winkel, operations specialist with Water and Sewer Utilities. ■

*“Preparation time for reporting has been cut significantly for cleanup metrics and cost data.”*

Marisa Renevitz, PFM dashboard lead

## PORTFOLIO MANAGEMENT



The ITD team from L to R: Ryan Bird, Lynn Tanasse, Michaela Barada, Amie Oliver, Andres Montalvo, Ken Zimmerman, Craig Seal, Thomas Powers, Sierra Edmundson, Frank Wang, Mike Rieck, Marisa Renevitz, Ben Gelhaus. Not pictured: David Weirich and Jose Herrera.

### PFM Enables Data Integration at Levels Never Seen at Hanford

A tool introduced by MSA’s Portfolio Management (PFM) has literally changed the way of doing business for some Hanford contractor and DOE personnel. The PFM-developed Integrated Technical Datamart (ITD) is a comprehensive reporting and tracking tool that pulls from a single set of performance metrics and displays those metrics in a variety of different reporting platforms.

Before the integration, the systems at Hanford provided neither the scope of data nor the level of detail required to fully describe a project in terms of cost, schedule or performance in one system. Previously, creating the detailed performance reports needed for analysis was done manually and not standardized. This was time-consuming and required constant data reconciliation to verify accuracy.

Seeing the need for a system with a suite of tools that would integrate data from contractors and other DOE

sites, DOE-RL enlisted the help of MSA’s Portfolio Management team. Together, DOE and PFM determined the feasibility of integrating various sources of data into one program for processing, reporting and analysis. PFM designed the ITD to encompass RL life-cycle baseline planning and performance information from multiple Hanford Site sources.

This effort combined the Performance Measurement Initiative, for ensuring consistent and timely cost data enabling simplified and accurate reporting of cleanup metrics such as number of facilities demolished.

“Preparation time for reporting has been cut significantly for cleanup metrics and cost data,” said PFM dashboard lead, Marisa Renevitz. “We have been able to eliminate the need for the projects to maintain their own manual reports for cost data because the systems now handle that for them.”

Lynn Tanasse, lead for PFM’s Technology Group, said the integrated system took time. “It took two years. People had been reporting a certain way for years and changing that took some effort. The result speaks for itself.” ■

# BECAUSE THE CUSTOMER

HAS A **NEED**  
WE HAVE A **JOB**

HAS A **CHOICE**  
WE MUST BE THE **BETTER CHOICE**

HAS **SENSIBILITIES**  
WE MUST BE **CONSIDERATE**

HAS AN **URGENCY**  
WE MUST BE **QUICK**

IS **UNIQUE**  
WE MUST BE **FLEXIBLE**

HAS **HIGH EXPECTATIONS**  
WE MUST **EXCEL**

HAS **INFLUENCE**  
WE HAVE THE HOPE OF **MORE CUSTOMERS**

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