

# STREAMLINE

Spring 2015

## MSA HONORS NIGHT

Celebrating  
Outstanding  
Performers

## HANFORD FIRE MARSHAL'S OFFICE

Fire Safety & Prevention at its Best

## HAMMER TRAINING EVENT

Partnering with  
the National Training Center



# STREAMLINE



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## Cover Photo:

Mission Support Alliance was proud to recognize the efforts of 28 outstanding performers and eight teams with the 4th annual Honors Night, held at the Terra Blanca Winery.



## 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 or call (509) 376-0469



*"The longer I am here, the more excited I am about our team, the important work we do here, and our future."*

Bill Johnson, president of  
Mission Support Alliance

## MEET OUR NEW LEADERSHIP



Left: Bill Johnson, president of MSA and Bob Wilkinson, chief operations officer of MSA.

### Meet Our New Leadership

For the new MSA leadership team, Bill Johnson, our new president, and Bob Wilkinson, our new chief operations officer, although their time at the helm has been short so far, it has certainly been productive, and maybe even slightly hectic at times.

Bill is not only new to MSA, but also to the Tri-Cities. And Bill's first impressions have been good ones. "The community as a whole has been so friendly and welcoming. I've joined the board of TRIDEC and have had the opportunity to attend several community events, such as the Red Cross Real Heroes Breakfast and the WSU Tri-Cities Scholarship Banquet. I'm looking forward to learning more about the Tri-Cities and participating in community activities."

Bob has lived in the Tri-Cities on and off (mostly on) for most of his life and has nearly 18 years of Hanford

experience. He was named the 2008 Manager of the Year by the Mid-Columbia National Management Association. Bob has a passion for leadership development and believes strongly in helping people of all ages and at all stages in their career develop their leadership potential, both personally and professionally.

Together, Bill and Bob bring more than 40 years of high-level experience to lead our team at MSA and are committed to continuing to provide the best possible services to our customers. Since joining MSA, Bill and Bob have made it a priority to spend some time each week in the field, meeting employees and learning about our services and operations. Both have been impressed by the quality and integrity of MSA's workforce and the collective efforts of our organization in becoming a significant influence to the Hanford mission.



For those that haven't had the opportunity to personally meet our new leadership, Communications staff sat down with them for a chat.

### How would you describe MSA to someone who isn't familiar with the organization?

**Bill:** MSA acts as an integrator, providing common services to Hanford. We have a remarkable commitment to the Hanford mission across all types of services - patrol, fire, public works, information management, road and transportation, facility maintenance, environmental compliance, cyber security, clean energy solutions and more. What I have seen in the first month is how dedicated the employees are to all of these services - our employees represent a broad base of skill and talent. There is an amazing amount of dedication to the cleanup mission, a passion for safety of our employees, and a commitment to coming together as a team to overcome challenges.

**Bob:** We are an organization that has taken great steps to becoming a user-based, right-sized company, striving to be a strategic integrator for the site. Our vision and mission guide our employees daily as they help DOE, other contractors, taxpayers and each other bring forth the best value in moving the mission forward.

### Who or what has had a significant impact on you as a leader?

**Bill:** I have had several mentors throughout my career. It was those mentors who guided me through tough assignments. I believe that the most challenging situations provide the most opportunity to grow, both personally and professionally, and having the opportunity to experience those things have shaped who I am as a leader today.

**Bob:** There have been an enormous number of people throughout my life, beginning with my parents. In high school, I had the chance to have Ed Troxel as a coach; his influence on my character and who I am as an individual was lasting. My wife has had a significant impact on how I lead each and every day. I've also had several managers at various companies who have mentored me and ignited my enthusiasm for leadership development in myself and others. These mentors went out of their way to help me and to offer me opportunities when they didn't have to. They helped me realize that the legacy I want to leave is that of a leader with a caring and family nature. My intention is to emulate that within MSA.

### One of the most important questions we know that MSA employees want to know the answer to: which NFL team(s) do you cheer for?

**Bill:** It has been suggested to let the past go, so I am now a Seattle Seahawks fan!

**Bob:** The Seattle Seahawks, of course!

### We also got Bill & Bob to give us "Two Truths & One Lie" - only two of the following statements

(for each of them) are true. See how well you think you know them and guess which one is the lie.

Answers at the bottom of the page.

#### Bill Johnson:

- \* I've traveled to six of the seven continents.
- \* I skied in the 1984 Olympics in Sarajevo.
- \* I experienced four back-to-back hurricanes.

#### Bob Wilkinson:

- \* I had an appointment to West Point.
- \* I have been hit in the shoulder by a javelin.
- \* I ran track in college.

Ultimately, both Bill and Bob echoed a similar sentiment. They are both here to not only lead our team, but to learn from us. They will continue to support MSA's focus on safety and each plan to spend time in the field whenever possible. Bob said that he is "humbled to be in this role and feels very fortunate." He remembers where he started and will work to empower employees and develop future leaders. Bill divulged that, "as much as I was looking forward to coming to MSA, the longer I am here, the more excited I am about our team, the important work we do here, and our future." Welcome to the MSA family Bill & Bob! ■

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#### Two Truths & One Lie Answers:

**Bill's Lie** - He never skied in the Olympics, although a different Bill Johnson won a gold medal.

**Bob's Lie** - The appointment to West Point didn't come to pass, which is where the track scholarship would have come in, so I didn't actually run track in college.

*"Thank you to the entire  
Safeguards team for your  
consistent hard work and efforts."*

Craig Walton, vice president  
of Emergency Services

## EMERGENCY SERVICES



Top row, left to right: Mike Hackworth, Bernie Woehle, Gerry Griffin, Terri Welsh and Bill Evans. Bottom row, left to right: Albert Torres, Randy Lee and John Spencer. Not pictured: Glenn Hickman.

From a national level, information is tracked through the Nuclear Material Management Safeguard System, a national database for DOE and the U.S. Nuclear Regulatory Commission.

Bernie Woehle, who retired in March, was Safeguard's lead accountant and lead for the LANMAS. "Bernie will be sorely missed after working over 38 years for Hanford," says Hackworth. The team currently includes Terri Welsh, lead accountant, statistician, and material control representative; Bill Evans, Safeguards program manager; Albert Torres, new lead for LANMAS; Randy Lee and John Spencer, network administrators that keep the LANMAS systems running. Glenn Hickman is an accountant and material control representative. Gerry Griffin is the previous Safeguards director. He also retired in March, as the deputy vice president for Emergency Services.

"Gerry was an integral part of the Safeguards team both during his time as director and as Deputy," says Craig Walton, vice president of Emergency Services. "Thank you to the entire Safeguards team for your consistent hard work and efforts." ■

### Safeguards

#### Control and Accountability of Nuclear Materials on the Hanford Site

MSA provides a wide-array of services and support to DOE and Hanford contractors—many which we are familiar with, and some that we figure someone else must handle.

MSA's Safeguards group, managed by Mike Hackworth, is one of our organizations that works so hard, yet seems to stay under the radar. Safeguards provides nuclear materials control and accountability for materials possessed by various Hanford contractors. Under the Emergency Services division, MSA Safeguards provides assurance that all nuclear materials are accounted for and that theft/diversion has not occurred.

Currently, the Safeguards team keeps account of current and historical nuclear material data on the Hanford Site for DOE and specific contractors through the Local Area Network Material Accounting System (LANMAS).

Once a facility or contractor documents a change in the nuclear material inventory, that information is recorded by Safeguards in the LANMAS system.

#### To: Robert Mead

On behalf of the Hanford Fire Department I would like to thank you and your mask issuer,

Robert Mead, for your willingness to support us on short notice. Robert was prompt and professional — an extremely important piece of this work scope.

Thanks again for your support!!

Sally Van Lear  
MSA Fire System Maintenance





Left to right: Fire protection engineers; James Collins, Rick Justice, Richard Olson, Rich Kobelski (Fire Marshal), Bob Lichfield, and Coby Sadler of the Hanford Fire Marshal's Office.

## Hanford Fire Marshal's Office

### Fire Safety and Prevention at its Best

When it comes to fire safety and prevention, the Hanford Fire Marshal's Office (HFMO) is the place to go! The MSA-managed HFMO administers and enforces fire protection programs for DOE-RL, DOE-ORP and Hanford Site contractors.

Rich Kobelski has been in the position of Fire Marshal since 2006 and has worked at the Hanford Site for over 35 years. Rich and his team of five fire protection engineers have over 155 years of combined experience in the fire protection industry!

Ensuring facility fire systems are in compliance, performing fire investigations and fire protection inspections are just a few responsibilities of the HFMO. Keeping up with today's codes and standards can be challenging at times with the many aging facilities on site, however, the HFMO always stays on top to keep Hanford employees safe.

"In my 35-plus year career of providing fire and emergency services to large federal installations, I have never experienced a more professional, knowledgeable or talented group of fire safety specialists than we have in the Hanford Fire Marshal's Office," said Norb Kuhman, Hanford Fire Chief.

In addition to ensuring compliance, the team supports Hanford employees by providing fire prevention information and bulletins. Information on planning ahead for wildland fire season, fire danger ratings, winter heating safety, fire alarms, holiday safety, and much more is communicated or available via the Fire Marshal's website. Within the last five years, there have been zero reportable fires in MSA managed facilities on the Hanford Site.

Kobelski says that although the fire protection requirements, which are contractually imposed by DOE for each Hanford contractor, are very extensive, it is the fire prevention knowledge and training of our employees that really makes a difference in fire safety on the site. "The HFMO staff is available to assist contractors and employees in meeting their fire safety requirements for life safety and property protection." ■



## Hanford Patrol Welcomes New K-9 "Chance"

MSA Emergency Services and Hanford Patrol welcome two-year-old Labrador, Chance, to the team. Chance replaces K-9, Sandy, who retired last December. Sandy spent the last eight years with K-9 handler Ed Pacheco and is now enjoying her retirement full-time with Ed and his family.

Chance, along with the other six Hanford Patrol K-9s, has gone through an extensive two year bomb detection training program at Auburn University in Alabama. Once the dogs get to the Hanford Site, they are required to complete an additional 400 hours of site-specific training. ■

Pictured: Chance (right) with Hanford Patrolman Ed Pacheco.



## Hanford Patrol Top Shooters in Washington State

Hanford Patrol officers received honors in the 2014 Washington State Governor's Top Twenty pistol competition. The program recognized the top 20 law enforcement officers for excellence in Police Pistol Combat competition. ■

From left to right: Colonel Bruce Cameron, 7th place; Captain Steve Voigt, 1st place for 33 years straight; and Special Response Team member Kurt Bearchum, 6th place, earn prestigious Governor 20 honors awarded for marksmanship excellence in police pistol combat shooting in 2014.



*"MSA's success is grounded on our collective commitment to our core values. We have a strong and well trained workforce that is committed to making sure the job is done right and safely."*

Bill Johnson, president of MSA

## INDEPENDENT OVERSIGHT



### Doing the Right Thing

By Chris Jenson, Director, Independent Oversight

When Bill Johnson took over as president of MSA, he met one-on-one with each of the leadership team as a means to better understand our respective roles and responsibilities. During my time with Bill, we had a very good discussion regarding our culture on ethics as well as our commitment to making sure employees have the necessary tools and resources to raise questions when they experience anything they don't feel is right. We discussed the importance of "doing the right thing" and how it plays a key role in the day-to-day operation of MSA.

When I was asked to provide my input on the ethics topic for the quarterly Streamline article, I struggled a bit with what to feature this time. It became very clear to me that overall, the culture of MSA's workforce as it pertains to "doing the right thing" is excellent. I regularly receive phone calls, emails or people who just stop in to ask questions or seek guidance on a variety of things, wanting to ensure they do the right thing. Occasionally, tough questions or issues will

emerge, and, when they do, I get great support and cooperation from both the workforce and management team, as it relates to resolution of the problem.

So, rather than publish another "This is what you can't do or this is what you can do" type article, I just wanted to say thank you and keep the open and honest communications flowing. ■

### What does doing the right thing mean to you?

Comments from employees answering this question:

*"Doing the right thing means taking the time to find the answer. MSA employees care about the quality and accuracy of our work and want it to be of lasting relevance."*

– Maura

*"Doing the right thing means having open and clear lines of communication while ensuring and maintaining confidentiality for employees. I also believe it's important to treat all employees as you would like to be treated yourself. You know, 'Do unto others!'"*

– Mark

*"Doing the right thing is a spiritual, and moral, motivation that highlights your character and integrity, even if no one is watching, having a clean conscience at the end of the day."*

– Bruce

*"Doing the right thing is simple, but not always easy – it's about developing a culture of trust – whether it's up or down the line – people like to know that you will do what you say you will do – and trust them to do their part."*

– Randy



*Crane & Rigging personnel recently completed a critical lift of an 87,000 pound concrete burial box for CHPRC's Waste & Fuels group.*

## SITE SERVICES & INTERFACE MANAGEMENT



### Crane & Rigging Successfully Completes Critical Lift for CHPRC

Crane & Rigging personnel recently completed a critical lift of an 87,000 pound concrete burial box for CH2M HILL Plateau Remediation Company's (CHPRC) Waste & Fuels group, at the Central Waste Complex in the 200 West Area.

The box was unearthed from the burial grounds in the 200 West Area several years ago and staged outdoors at the Central Waste Complex. After some time in storage, contamination was discovered on and around the box. It was determined that the contamination was migrating from the inside, possibly as a result of water infiltration. As part of an agreed order with the Washington Department of Ecology, DOE and CHPRC committed to have a shipping container constructed and have the burial box packaged into the shipping container by mid-January 2015.

The critical lift involved preliminary review of the lift plan, locating the required equipment, and preparation/dry-run activities. The burial box was hoisted onto a transport container base, and the container top was installed over the burial box and bolted to the base. This over-packing prevents further exposure to the elements, contains any possible leakage, and allows for safe transport within the Central Waste Complex and eventual transport to final disposition.

Completing this lift safely and on time supports the Hanford cleanup mission in two ways. In the short-term, it will prevent any further contamination release to the environment, and packaging the box makes it ready for final disposal in the long-term.

Another critical lift evolution is planned to hoist the shipping container onto a transport trailer in order to move the box so excavation of the contaminated soil can take place. ■

#### To: MSA Water Utilities

Please convey to our water utilities workers how much we (DOE) appreciate all of their hard work to keep our systems running and getting the pump back up.

We understand that it is hard to maintain systems that are aged and in need of repairs. As you know, we are all working to get the deferred maintenance down and new infrastructure in place.

The leadership displayed by your water utilities workers as we continue to transition is very much noted.

Karen L. Flynn  
Assistant Manager for Mission Support  
Richland Operations Office





*"With our improved flushing program in place, we were able to respond quickly, flush the system for about 20 minutes, and improve the quality of water at the clinic."*

Nic Croft, field work supervisor

## PUBLIC WORKS



Ed Lerma, stationary operating engineer, prepares to open a hydrant for a flush, while Rick Boarder, field work supervisor, looks on.

### Bringing the Site's Potable Water Flushing Program to Today's Standards

Ensuring the safety and quality of the Hanford Site's drinking water supply is a critically important and multi-faceted job, made challenging by an aging water treatment and distribution system. MSA's Water and Sewer Utilities (W&SU) takes pride in working around the clock to ensure the system is functioning properly and producing quality drinking water for distribution across the site.

To continuously improve the product being delivered to the customer and meet compliance requirements, W&SU recently revised and improved its potable water flushing program to combat long holding times. The Hanford Site's water system was designed during the Weapons Production Era to serve a much larger workforce and site footprint, including operations that used exponentially more water for steam-powered facilities. With far fewer workers and almost no steam production occurring today, the site uses a small fraction of the potable water it once did.

"Today's decreased water needs create a scenario in which treated, chlorinated water is held in pipes and tanks for longer periods of time before we use it," said Lynn Kelly, compliance officer for W&SU. "Chlorine is effective in controlling many harmful microorganisms, but it reacts with organic and inorganic matter present in water. Disinfectant byproducts form as a result of these chemical reactions. Some of these byproducts may pose health risks at certain levels, so by federal and state law, all drinking water is subject to testing."

Beginning in December of 2014, W&SU began implementing more frequent routine flushes of potable water hydrants across the site. Flushes are planned to route the flow of new water to parts of the system where it's needed most and to increase efficiency of operations. This strategic planning helps avoid impacts to operations and eliminates the risk of negatively affecting the environment or operations with flushed water.

Improving its flushing program also affords W&SU operators the resources and flexibility to mobilize quickly to address concerns about water quality around the site. "In mid-February we received a call from HPMC Occupational Medical Services Clinic in 200 West Area about the quality of water at the facility," said field work supervisor Nic Croft. "With our improved flushing program in place, we were able to respond quickly, flush the system for about 20 minutes, and improve the quality of water at the clinic." ■

*Mission Support Alliance was proud to recognize the efforts of 28 outstanding performers and eight teams with the 4th annual Honors Night, held at the Terra Blanca Winery.*

## EMPLOYEES & CUSTOMERS



### MSA Honors Night 2015

On January 29, MSA hosted its 4th annual Honors Night, proudly recognizing the exemplary efforts of 28 individual employees and eight teams. The event celebrates outstanding performers who have shown excellence in safety, leadership, customer service and teamwork.

**Outstanding Contributor Award** – This award recognizes those who surpass expectations in delivering their contributions to a project. The award is given to employees that encourage and/or assist others for success, foster a positive work environment and carry out duties with a high level of commitment to delivering quality products or services, above and beyond expectations.

Outstanding Contributor Honorees: Scott Martin, Justin Wilde, Dan Neiderhiser, Erik Anderson, Wendy Mitcheltree, Bruce Agee, Mike Winkel



**Customer Service Award** – This award recognizes those who have shown dedication to consistently performing their job with a strong sense of customer service – for both internal and external customers. The award is given to employees who embody customer service, partner with customers to not only deliver what is needed, but to help them understand their needs in advance and demonstrate care in the success of their customers.

Customer Service Honorees: Bill Church, Paula Freeman, Erika Richardson, Juan Rodriguez, Jerry Cammann, Ben Moyers



**Ambassador of Safety Award** – This award recognizes those who show leadership and commitment to fostering and supporting MSA's safety culture. The award is given to employees who consistently exhibit a commitment to safety, encourage co-workers and others to follow safety procedures and have a positive attitude towards safety.

Ambassador of Safety Honorees:  
Tom Lindholm, Toby Greer,  
Chet Braswell, Jared Rolen,  
Frank Powell.  
Not Pictured: Rocky Simmons



**Leadership Award** – This award is presented to those who demonstrate leadership and initiative in their field. The award is given to the employees who contribute with new and unique thoughts, work to mentor and help others succeed and are viewed as a leader by others.

Leadership Honorees:  
Pat Aldridge,  
Steve Gunnink,  
Mary Murphy,  
Dave Richey,  
Linda DeLannoy, Rick Moren



**Most Valuable Player Award** – The Most Valuable Players are employees that embody MSA's core values found in all the awards combined – they are leaders, excellent team members, recognize the importance of safety, consistently deliver quality service and are outstanding contributors to the success of our mission.

Most Valuable Honorees:  
Jason Hammack,  
Casey De Groof,  
Daniel Saucedo





**Team Award** – MSA has accomplished a number of key projects over the past year. All were done through the effective teamwork and collaboration from various subject matter experts and team members.

Team Honorees: Representative Brian Bergum (Stevens Center Consolidation Move), Kay Humphrys (Electrical Utilities Transfer), Donna Thelen (Emergency Operations Center Enhancements), Jillian Esparza (Timekeeping Systems/Procedures Modifications), Bob Robertson (Estimating System & Processes), Mike Turner (Locksmith Services), Sam Camp Jr. (Water & Sewer Utilities), Jon Kon (Analytical Services Redeployment)



### Analytical Services Redeployment

Harry Bell (DOE-RL)	Matt Mills (WRPS)
Greg Berlin	Daniel Smith (WRPS)
Scott Boynton	Jeff Stachofsky
Jeffrey Ehliis	Amy Wells
Jonathan Kon	

### Electrical Utilities Transfer

Randy Adkins	John Juliusen
Don Ailor	Vince Leffler
Scott Baker	Steve Long
Vinny Bonotto	Rick Parsons
Michael Borchers	Nathaniel Pearson
Richard Brown	Dan Owen
Cris Carlson	Joseph Popp
Nathan Case	Jim Santo
Tyler Chapman	Kevin Schoonover
Bryan Coyne	Ronald Shelton
David Dearing	Tod Smith
Ryan Dibble	Steven Staley
Philip Doras	Sean Thomas
Jon Finley	Kerry Watts
Anthony Galaviz	Bert Winschell
Kay Humphrys	Dan York

### Emergency Operations Center Enhancements

Jackie Arendell	Melanie Hayden
Sandy Bauer	Donna Thelen
Jordyn Giulio	

### Estimating System and Processes

Adam Banta	Jennifer Ogren
Karras Brackenbury	Heidi Rybarczyk-Gomez
Keisha Garcia	Mary Tannahill
Gary Kiger	Darci Teel
Al Krogh	Robert Robertson
Pat Mastaler	Amy Wells
Nancy Ness	

### Locksmith Services

Bob Hendricksen	Tony Peluso
Pat Kirby	Philip Sanchez
Steven Owens	Mike Turner

### Stevens Center Consolidation Move

Elizabeth Allard	Carl McLaughlin
Brian Bergum	Paul Nelson
Steve Clark	Carol Payne
Marc Felch	Sean Pena
Jeff Flowers	Ted Robledo
Douglas Jackson Jr.	

### Timekeeping Systems/Procedures Modifications

Kelly Arnzen	Cindy Hernandez
Lori Chafe	Julie Lindstrom
Fred Deacy	Debbie Long
Jillian Esparza	Steven Pickering
Maureen Gore	Cindy Protsman

### Water & Sewer Utilities

Sam Camp Jr.	Daniel Parr
Manuel Chavallo	Daniel Saucedo
Matthew Goble	Gary Stevens
Richard Herrera	Rich Westberg
Jeffrey Holmes	Michael Winkler ■

## Employee Focus

### Meet Calvin Dudney

Calvin Dudney's Hanford career has come full circle after nearly 40 years. He began in 1976 as a Building Trades Teamster, then worked in numerous positions before obtaining his current position with MSA as the director of Motor Carrier Services. Currently, he manages trucking/logistics and heavy equipment operations, including the Teamsters. With more than 120 people in his functional area, managing personnel and interpersonal issues can be the biggest challenge, but also the most rewarding part of his job.

Talking to Calvin, you'll immediately notice his passion for teamwork. You never hear "I" – it's always "we." He believes that we should all take ownership and help one another to be better at our jobs, "It's not about me, it's about us. When there's a failure or a success, we do it together. Not you and not me. We."

During his time at ICF Kaiser, Calvin became a volunteer coordinator, spending almost every Saturday for 28 months helping build the Hospice House in Kennewick. He also spearheaded United Way campaigns during that time, reaching 86 percent participation from the Building Trades craft. These two projects helped cement his love for volunteerism and it soon became an important aspect of his life.

*"People have many talents they don't get to use in their daily work.*

*Volunteering provides them an opportunity to put those talents to use and discover new ones.*

*They go home proud and happier people in general."*

Calvin Dudney

Calvin has been involved in countless community projects. His biggest satisfaction has come from his involvement in the convention center located in Kennewick. Being on the board since the convention center was just a concept, Calvin is proud that they came in under budget and ahead of schedule, and



haven't dipped into their reserves. Some of the other projects Calvin has worked on include: the development of the Master Gardeners Demonstration Garden; landscaping at the Children's Developmental Center; helping the Water Follies get their own facility; and graduating from Leadership Tri-Cities Class IV. Calvin was named Tri-Citian of the Year in 2005, a testament to his community dedication.

Calvin says he has made lifelong friends through volunteer work and believes volunteering can change a person's life, just like it changed his.

Calvin has two grown children and soon will have a stepdaughter when he and Heidi Jarrett, who works for MSA Portfolio Management, are married. Calvin's colleagues and friends are proud of his self-professed "weakness" – being active in the community to give back and to help create jobs. And for all that he has done, both at Hanford and in our community, we thank him. ■



# PARTNERING TO MOVE THE MISSION FORWARD



## Employees Working Above and Beyond to Keep Water Flowing in 200 West Area

Several MSA Public Works and Maintenance Services employees, including Tom Folger (pictured top) and Mike Kelley (pictured bottom), spent a Saturday in February working to replace the mechanical coupling on a raw water pump at 282W. The coupler between the pump and the motor had disintegrated, causing a loss of raw water pumping capability to the 200 West Area.

## Electrical Utilities Removes 1713H Facility Electrical Service



Electrical Utilities linemen and meter relay technicians provided support to Washington Closure Hanford (WCH) to disconnect and remove the primary service to the 1713H facility at 100H. This was originally a groundwater warehouse, but was turned over to WCH for decontamination and decommissioning.

## Roads & Grounds Address Safety Concern



MSA Roads & Grounds employees (left) Dan Record and Rudy Cisneros apply cold asphalt patches to potholes on D Avenue in the 100D Area. Although these are less traveled areas, the degrading roads were becoming a safety concern for heavy equipment and trucks using the roadway.



## Crane & Rigging Sets HVAC Unit at 222S Labs for WRPS



Crane & Rigging Services (C&R), working to a custom lift plan developed by Washington River Protection Services Engineering, and peer reviewed by C&R personnel, lifted a 39 foot long by 7.5 foot wide by 8 foot tall HVAC unit into position at 222S Labs. The unit weighs over 25,000 pounds and has 12 pick points.

The lift was performed in tight quarters surrounded by structures, steam lines, and power/communication lines.

## Fleet Services Receives Excavator Training



MSA Fleet Services recently purchased two front-end loaders, while CHPRC purchased two excavators to be used in the demolition of the Plutonium Finishing Plant. To ensure that high-quality and accurate maintenance services are provided on this new equipment, Fleet Services coordinated an Operator and Maintenance training in February, focusing on electronic controls.

## Operating Excellence Team Facilitates Kaizen Activities for DOE Headquarters Human Resources Service Delivery Initiative

MSA's Operating Excellence team completed five Kaizens for the DOE Headquarters Human Resource (HR) Service Delivery Initiative. The goal of these Kaizens is to define, standardize and streamline HR processes that will align with the HR Service Delivery Initiative, provide for seamless integration for HR service centers and business partners, and improve overall customer satisfaction.



From left to right: John Fox, DOE HQ, Paul Jenkins, DOE National Nuclear Security Administration, and Brandon Guzzone, DOE HQ Learning and Development.

**To: Jon Finley, Victor Fuentes, Bert Winschell, Electrical Utilities**



We experienced a challenging electrical problem at the KX pump and treat this weekend. During the troubleshooting and evaluation phase I received excellent support from Jon Finley, Victor Fuentes and Bert Winschell as we tried to narrow down the source of the problem.

Please express my appreciation to Jon, Victor and Bert for their support.

Phil Sheely  
P/T Operations, CHPRC

## MSA Painter Support

MSA Painters (front) Steve Stroud and Doug Hurst performed an asbestos abatement to remove damaged, loose and broken asbestos floor tiles in the 4707 building following a water leak. The tiles were removed and the area was encapsulated, then new non-asbestos floor tiles were installed. Small repairs were made in several locations throughout the facility where small pieces of the asbestos tiles were missing.



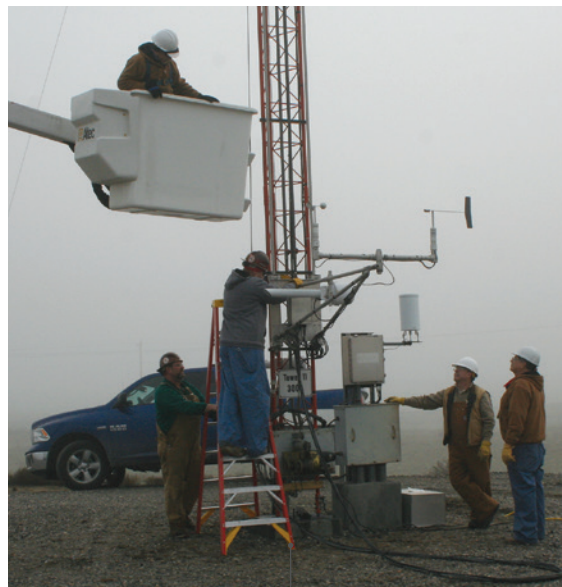
## First Shipment and Disposal of Non-regulated Equipment to Arlington, Oregon

MSA Environmental Integration Services coordinated the first shipment of large miscellaneous, non-regulated equipment (two large chiller units) to Chemical Waste Management in Arlington, OR. MSA can now offer the safe transport and disposal of large pieces of non-regulated equipment that cannot go to the Environmental Restoration Disposal Facility or to Basin Disposal, Inc.



## Preventive Maintenance on Meteorological Towers

MSA Maintenance Services and Crane & Rigging crafts completed the preventive maintenance work on a 200 foot meteorological tower located in the 300 Area. The work involved an inspection of the wire connections and cable attachment points. After the inspections were completed, instrumentation on the tower was calibrated and/or replaced with new instruments, as well as a new data logger system. The data logger will obtain information from the instrumentation and send it to the Weather Station every 15 minutes.



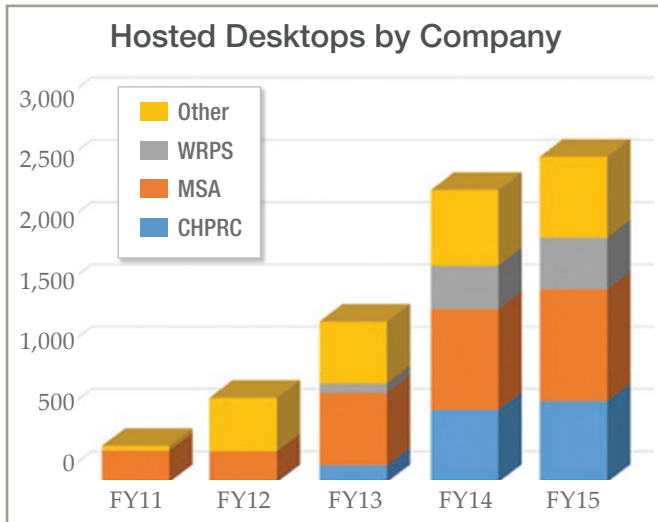
Left to right, instrument tech, Dan Breitenfeld (bucket); riggers, Dustan Hemperly and Gale Buck (climber); instrument tech Steve Mobley; and millwright, Mike Kelley.



*"We are approaching a milestone as close to half of the users who log on to a computer are logging on from a thin client."*

Todd Eckman, vice president  
of Information Management

## INFORMATION MANAGEMENT



### Popularity of Thin Clients Stretching Across Hanford

Just as we have become accustomed to hot weather in the summer and Seahawk Super Bowl appearances, thin clients are becoming a normal aspect of everyday life at Hanford. Over the last several years, MSA Information Management (IM) has been installing thin clients at an increasing rate for Hanford contractors throughout the site.

"The popularity of thin clients is really taking off," said vice president of IM, Todd Eckman. "We are approaching a milestone as close to half of the users who log on to a computer are logging on from a thin client."

Thin clients have saved Hanford contractors millions of dollars by migrating from traditional computer workstations to the less costly and better performing thin client-hosted desktops. Thin clients provide users the current Windows operating systems at a lower cost and log on time is less than one minute.

As of February 23, over 2,600 thin clients have been installed across the site. Eckman is confident this number

will increase as contractors realize the benefits that come with switching over to a thin client workstation.

"I'm really pleased with the direction we are headed in," says Eckman. "I like to compare our deployment process to that of a conveyer belt. The system is running smoothly as demand for thin clients has increased to the point where we are installing 50 thin clients per month."

If that current trend continues, an additional 600 could be installed by the end of the fiscal year. Thin clients are a perfect match for workers on the go. They allow users to access all of their files, email, website favorites and software no matter where they log on from. This is transforming the way Hanford does business.

"Thin clients continue to save me time and reduce the stress of ensuring I transferred all of the correct documents to a flash drive," says Eckman. "It's a sigh of relief for me to save a presentation to my desktop or my shared folder knowing I can open up the same file and continue working on it from a different location on site."

Eckman is hopeful to eventually have an 80 percent thin client rate across the site, but says there are some specialty groups that aren't able to implement the software into their systems. He says his team is currently looking at actions for those with unique risks. ■



*"Being readily available to our DOE customers is key to our success."*

Rob Piippo, TPA integration team leader

# ENVIRONMENTAL, SAFETY, HEALTH & TRAINING



Left to right: Michael Turner, Carolyn Noonan, Rob Piippo, Joan Woolard and Dru Butler of Sitewide Permits, Policy and Reports.

## Tri-Party Agreement Support

### History of the TPA

The Tri-Party Agreement (TPA) is Hanford's regulatory "roadmap," setting completion dates and standards for achieving much of the Hanford cleanup. It was created in 1989 by the U.S. Department of Energy (DOE), the Washington State Department of Ecology and the U.S. Environmental Protection Agency (EPA), hence the term "Tri-Party." The TPA combines federal and state environmental laws under one umbrella—all to govern, integrate and track the cleanup of the Hanford Site.

Within the TPA are hundreds of requirements and project schedules that are reflected in "TPA milestones." Each of the legally binding milestones is negotiated by the Tri-Party agencies and spell out—in great detail—the schedule, actions, and final remedy for cleanup projects and/or waste sites. The TPA itself is more than 400 pages long, and is continually modified. To date, 1,571 milestones having been completed and 211 milestones remain. That equates to the completion of a milestone every seven days since the TPA was signed!

### MSA's TPA Support to RL and ORP

MSA has been entrusted by DOE to work with the Tri-Parties to administer the TPA and the Administrative Record. MSA maintains configuration control of the TPA by supporting DOE and the other Hanford contractors, tracking milestone changes and assisting with dispute resolution and communication. MSA is an expert in the history and administration of the voluminous TPA rules, processes and history.

Dru Butler, who manages TPA Integration for MSA's Environmental Integration Services, knows how critical coordinating the TPA is. "Nearly every cleanup action occurring on site right now is mandated by the TPA. It is a complex legal and technical document and it is constantly changing with 658 approved changes to-date." Butler worked for the Washington State Department of Ecology when the TPA was first created. "One of the benefits of the TPA has been to document Hanford's compliance needs to the appropriators in Congress and to the public."

MSA's three-person TPA integration team is led by Rob Piippo, and is co-located with DOE. "Being readily available to our DOE customers is key to our success," said Piippo. "We also assist DOE in support of the Consent Decree, which governs significant portions of the tank waste cleanup program and mandates the Hanford Lifecycle Scope, Schedule and Cost Report." ■

## MSA Safely Completes Irradiator Installation

MSA's Radiological Support Services' (RSS) Hanford Radiological Instrument Program (HRIP) and Hanford External Dosimetry Program (HEDP) are moving from the 300 Area to the 6266 building in the 200 East Area, formerly the Waste Sampling and Characterization Facility's administrative building.

Since 2012, MSA has supported both external dosimetry and the radiological instrumentation programs from the 318 building, which is operated by the Pacific Northwest National Laboratory (PNNL). MSA has operated two radiation generating devices (irradiators) at this building that calibrate radiological instruments used to measure levels throughout the entire Hanford Site.

MSA procured two Hopewell BMX-1 irradiators and delivered them to the new location. The two existing irradiators will remain in the 318 Building and stay with PNNL. The new 4,500-pound irradiators house low- and high-level Cesium-137 "sources" and are heavily shielded to protect workers.

Due to the need of transferring and installing the cesium sources on site, the work scope required a high hazard work package. The source transfer process was well-planned and tightly controlled, and the cesium sources were shipped separately in lead-lined casks. Crane and rigging crews assembled a special apparatus in the basement of 6266 to support the source transfer and installation.

Prior to the irradiators' arrival, MSA planner, Bill Bancroft, and RSS personnel worked closely with the manufacturer to gather information needed to safely install the sources. MSA's Lindsay Nelsen, a radiological control engineer, and Rich Wyer, a radiological control

technician supervisor, provided insight with precautions and limitations, pre-planning requirements, drafting the Radiological Work Permit, and prepping for the required, high-level radiological safety review.

A High Hazard Review Board was assembled to ensure safe conditions for workers. It included management, technical subject matter experts, a planner, a field work supervisor, radcon support, crane and rigging, and health and safety experts. The irradiator boxes arrived in October, allowing the team time to conduct multiple mock-ups to prepare for the actual installation. The sources arrived and the project was completed successfully in December.

*"The level of planning and the interaction of the craft and health and safety personnel enabled us to successfully plan and complete the project and ensure that all workers returned home safely."*

Sue Kon, MSA's director of Radiological Services

The irradiator installation project was a first for MSA and the Hanford Site, and the job was completed safely, within the established radiological boundaries. The project was a success thanks to the planning team and job crew and the exposure received by the workers was substantially less than anticipated.

"This project clearly illustrates our work control processes at Hanford work," said Sue Kon, MSA's director of Radiological Services. "I couldn't have asked for a better team." ■

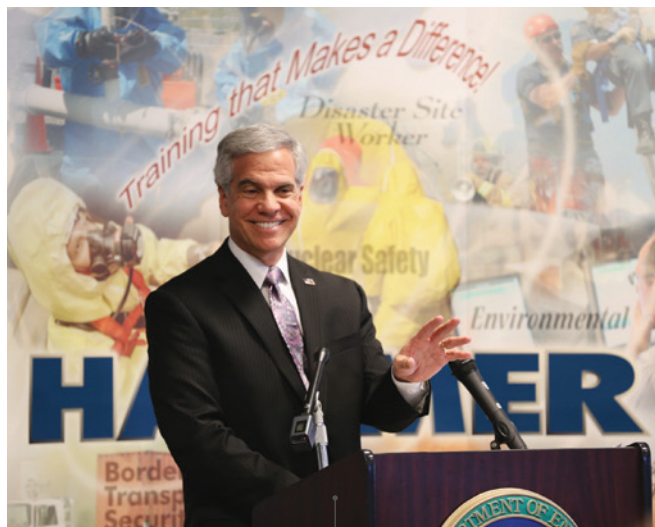


During the mock-up process, Hopewell engineer, Zack Hope, removes the shielding plug from the transfer adapter plate so riggers, John Alley and Ed Garza can position the transfer cask to eventually move the source. Note that Rad Con Technician, Brian Parsons, is getting as low as possible to reduce his exposure while still being able to monitor the process.

## HAMMER/NTC Training Event

On March 3-5, 2015, HAMMER and the National Training Center (NTC) hosted a training event in conjunction with the National Institute of Environmental Health Sciences at the MSA managed Volpentest HAMMER Federal Training Center. The event was held for training professionals to discuss current training initiatives, including improvements in DOE Worker Safety & Health training. The event drew close to 200 attendees from 23 states and included 50 unique workshops or presentations provided by experts from around the country.

Glenn Podonsky, director of DOE's Office of Independent Enterprise Assessments, offered the keynote address. HAMMER staff also provided workshops and hands-on demonstrations. Hanford Site contractors supported the event by allowing time for worker-trainers to attend. "Many sites across the DOE complex look to Hanford as a model of successful training partnerships and cooperation. We wanted to share our experiences and expertise," said Ted Giltz, manager over the HAMMER/NTC partnership and lead organizer of the event. "We appreciate our site partners coming out and supporting the event." ■



Glenn Podonsky, director of DOE's Office of Enterprise Assessments gave the keynote address for the HAMMER/NTC Training Event.



HAMMER Instructor Pat Goble (left), directs worker-trainer Ken Jones, WRPS training manager Shayne Eyre and DOE senior advisor Ashley Morris, in a hands-on training exercise.



*The 2015 Lifecycle Report is available on the Hanford Website at [www.hanford.gov](http://www.hanford.gov) for your review.*

## PORTFOLIO MANAGEMENT



### 2015 Hanford Lifecycle Scope, Schedule and Cost Report

MSA submitted the 2015 Hanford Lifecycle Scope, Schedule and Cost Report (Lifecycle Report) to the Department of Energy (DOE) in December 2014, meeting an important Tri-Party Agreement (TPA) milestone. This is the fifth Lifecycle Report since it became an annual requirement in 2010. The report reflects scope, schedule and cost status that is current as of August 31, 2014. MSA uses the Lifecycle Report in developing the Hanford Ten-Year Site Plan and the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) Five-Year Review Report.

The Lifecycle Report provides the basis for annual discussions with the Environmental Protection Agency and the Department of Ecology on how and when DOE-RL and DOE-ORP plan to complete cleanup, and how milestone changes and adjustments may affect out-year lifecycle scope, schedule and cost.

According to the 2015 Lifecycle Report, Hanford's remaining cleanup costs through FY 2090 are estimated to be about \$110.2 billion. That cost is based on completing most cleanup work by 2060 and then some continuing oversight and monitoring until 2090. The oversight, called long-term stewardship, would cost \$4.8 billion. Of the \$110.2 billion remaining, DOE-RL scope accounts for about \$53.6 billion and DOE-ORP scope accounts for about \$56.6 billion.

These estimates account for cost uncertainty because many of the final cleanup decisions have not been made. Once regulatory decisions are made, estimates will be reflected in future Lifecycle Reports.

Work on the 2016 Lifecycle Report is already underway. Any feedback received on the 2015 Lifecycle Report will be considered as future reports are developed.

The 2015 Lifecycle Report is available on the Hanford Website at [www.hanford.gov](http://www.hanford.gov) for your review. ■

*MSA has been a proud supporter of the Tri-Cities Cancer Center Foundation for many years and was once again the title sponsor of the Cancer Center's Fundraising Breakfast.*

## COMMUNITY OUTREACH



Tri-City Cancer Center Foundation Board members: Rich Olsen, P.K. Brockman and Renee Brooks, along with fellow MSA employees, attended the March 19 Tri-Cities Cancer Center breakfast.

### MSA Supports Tri-Cities Cancer Center Foundation

**Helping keep world class cancer treatment close to home**

MSA has been a proud supporter of the Tri-Cities Cancer Center (TCCC) Foundation for many years and was once again the title sponsor of the TCCC's Fundraising Breakfast on March 19. More than 25 MSA employees attended the breakfast, where a major expansion of the Cancer Center was announced. The breakfast raised more than \$91,000, all of which stays local to help keep world class cancer treatment close to home. ■

### American Red Cross Real Hero Breakfast

Keith Taylor, Blood Donation Hero and Bill Johnson, MSA president at the Real Hero Breakfast, presented by the American Red Cross of Central and Southeastern Washington. MSA sponsored the Blood Donation Hero Award. ■

# Health & Safety Expo

**May 12-13, 2015**  
**TRAC Center, Pasco**  
**Open to the Public 7am-7pm**  
**Over 200 Vendors & Exhibitors**  
Visit [www.hanford.gov/page.cfm/HealthSafetyExpo](http://www.hanford.gov/page.cfm/HealthSafetyExpo)



Left: Keith Taylor, Blood Donation Hero and Bill Johnson, MSA president.





## 2015 Bowling Through the Decades Fundraiser

MSA fielded the highest number of company teams at the 2015 Junior Achievement (JA) Bowling Classic fundraiser, with 35 teams participating in the event. In addition, MSA teams raised more than \$20,600.

Funds raised are used to support students and JA programs in southeastern Washington. JA teaches students about the importance of staying in school, helps them think about career choices and prepares students for the world of work.

This year's JA bowling classic was held March 9-14 at the Atomic Bowl in Richland. As part of the bowling fun, teams were encouraged to dress up to the theme, Bowling Through the Decades. Bowlers showed up at the lanes in costumes depicting their favorite era – donning wardrobes from 1920s through the 1990s. ■





# COMMUNICATIONS & EXTERNAL AFFAIRS

*"Hanford Site tours are a great opportunity for members of the community, and citizens across the country, to learn about Hanford."*

Karen Sinclair, MSA Communications and External Affairs



Tour participants board the tour bus after a stop at B Reactor.

## Hanford Site Public Tour Season is Here

The 2015 public tour season has arrived. Tours began April 21 and run through August 27. The tours provide U.S. citizens the opportunity to view current work activities and delve into Hanford's rich history. In 2014, nearly 1,400 participants visited Hanford through the Hanford Site Public Tour program. There are 40 site public tours scheduled during the 2015 season.

"Hanford Site tours are a great opportunity for members of the community, and citizens across the country, to learn about Hanford: its important chapter in U.S. history, as well as seeing first hand cleanup progress taking place on the site," said Karen Sinclair, with MSA Communications and External Affairs, who operates the Hanford Site Public Tours on behalf of DOE.

A popular stop along the tour route is the B Reactor, which is now on its way to becoming part of the Manhattan Project National Historic Park. Listed as a National Landmark in 2008, more than 50,000 visitors representing all 50 states and more than 70 countries have toured the reactor since 2009. If history is any

indication, the designation as a national park should only increase its popularity.

Other highlights and briefings include the 300 Area, the original Hanford and White Bluffs town sites, the Cold Test Facility, Plutonium Finishing Plant, the 200 West Groundwater Treatment System, the Environmental Restoration Disposal Facility and the Waste Treatment Plant

"Although the tours may fill up quickly at the beginning of tour season, we encourage anyone interested in attending to continue to look online for seats that become available throughout the tour season due to cancellations," said Sinclair. "Limited "walk-in" seats may also be available."

For more information about the Hanford Site Public Tour program, visit [www.hanford.gov](http://www.hanford.gov) or contact Karen Sinclair at 376-2151. ■



A tour participant tries out a glovebox.

# 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**

# BECAUSE OF THE CUSTOMER WE EXIST

Hazardous Material Training, HAMMER





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