

Mission Support Alliance

Streamline

Spring/Summer 2013



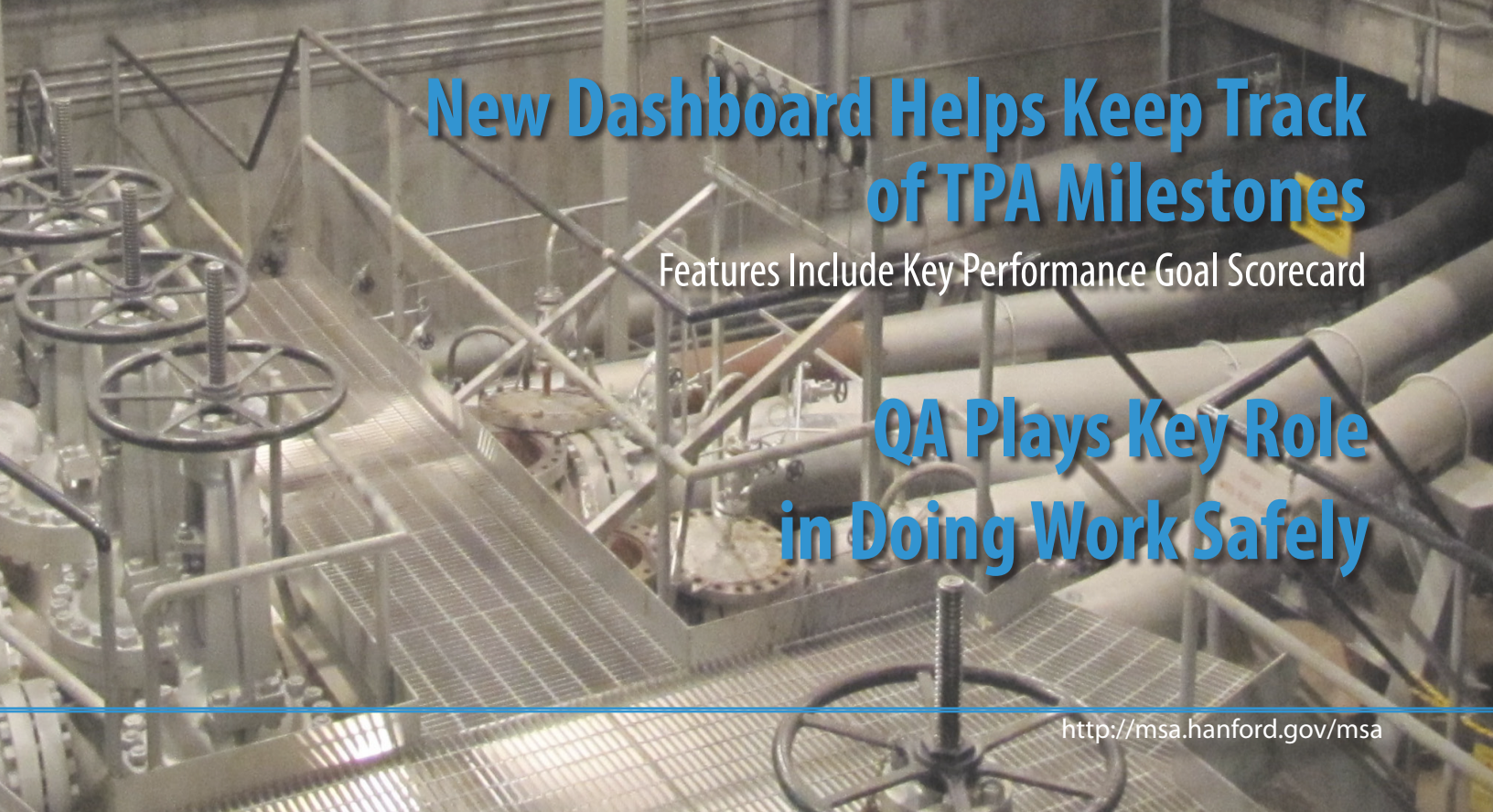
B REACTOR

Historic Reactor Closer to Becoming Part of
New National Park

New Dashboard Helps Keep Track of TPA Milestones

Features Include Key Performance Goal Scorecard

QA Plays Key Role in Doing Work Safely





Message from the President

As we enter into the last quarter of this fiscal year, rounding the corner on MSA's fourth year, I am reminded of the significant contributions our team has made at Hanford. You've been instrumental in the implementation of innovations that have streamlined services, facilitated cleanup and made the job safer for all Hanford workers.

As a team, you've worked hard to ensure that DOE has the best possible infrastructure, enabling cleanup contractors to meet their milestones while protecting the environment. You've partnered with other contractors, anticipated their needs and provided them with quality customer service.

And for all this, I thank you. I am proud to have a strong, dedicated team who focuses on continual improvement; a team who knows what it takes to get the job done and is committed to delivering with quality.

I look forward to our future successes as we continue to provide innovation solutions to enable a safe and productive future for Hanford cleanup.

Thank you for all that you do. I appreciate the difference you make.

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>





INTEGRATE

the Hanford Site services and infrastructure to optimize productivity

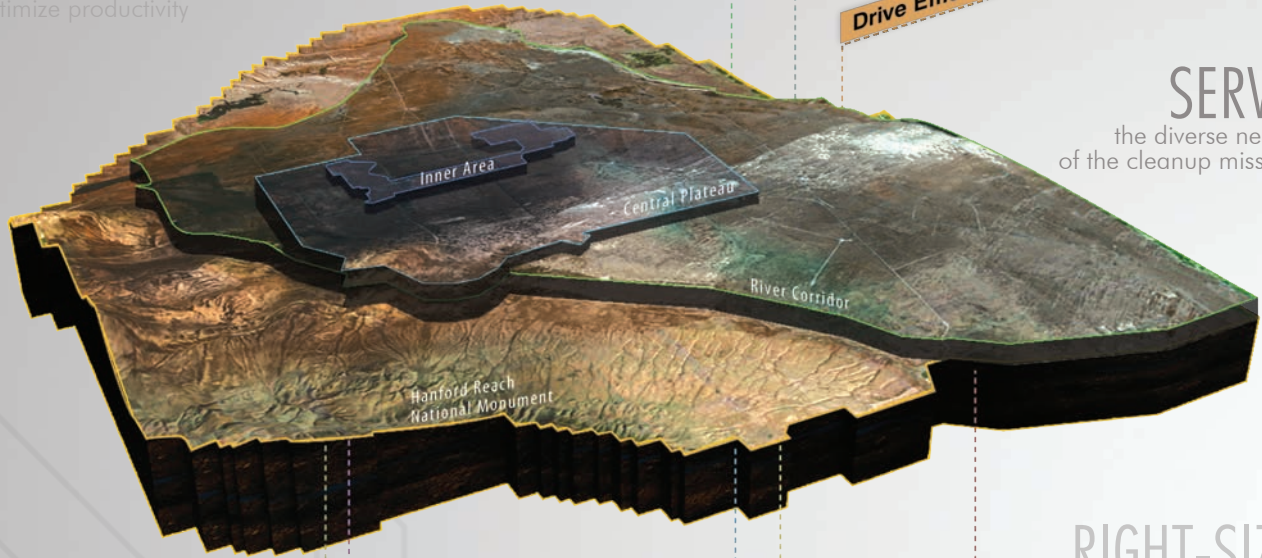
PROTECT

the assets and employees of the site

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



Lead Site-Wide Integration
Right-Size the Infrastructure

TRANSFORM

site services and infrastructure for energy efficient operations

RIGHT-SIZE

the site infrastructure

Be a National Leader in Clean Energy
Implement Commercial Service Delivery Model
Prepare for the Future

STANDARDIZE

the standards of service excellence

MODERNIZE

the infrastructure to ensure reliable service to all projects



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Mission Support Alliance Streamline

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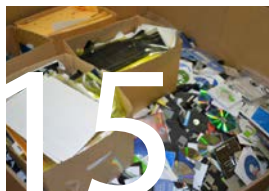
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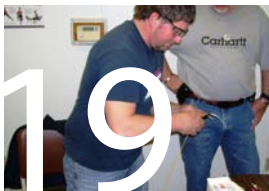


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Contributing Writers/Communications:

Ginger Benecke, Jeff Dennison, Lauren Johnston, Karen Sinclair and Deanna Hawkins (*Editor*)

Other Contributors:

Julie Atwood, Dave Balmer, Mike Blair, Chet Braswell, Bruce Cameron, Andy Foster, Mitch Giddens, Paula Kelly, Aaron Lambert, Wendy Mitcheltree, Mike Neville, Marlene Oaks, Scott Oswalt, Melissa Ruth and Michelle Thompson

Cover Photo:

Visitors learn about the operations in valve room during a tour of the historic B Reactor.



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



Employees & Customers



Tom Watson, with curation services, holds a wallet found near Hanford's N Reactor. The wallet belonged to John Arthur Logan who was a sheet metal worker at Hanford in the 1960s and is believed to be part of the crew that built the reactor.

Photo Courtesy: PAUL T. ERICKSON—Tri-City Herald

Mystery of 50-Year Old Wallet Found at Hanford Solved

In April 2012, Tom Watson of MSA's Curation Services department received a wallet that had been found by a Washington Closure Hanford (WCH) employee in 2010. It had no money, no photos. It did have documents identifying the owner as John Arthur Logan, born Dec. 5, 1905.

Watson spent the last year calling everyone locally who might be related and chased leads as far away as Hawaii.

The wallet contained a government vehicle I.D. card issued in August 1960, which identified him as a sheet metal worker. It also contained a receipt dated March 6, 1963, that would put him at the Hanford N Reactor complex about the time it was being built.

"It's an interesting find, but the wallet is not DOE property," said Watson.

Watson worked with MSA Communications to contact reporter Annette Cary with the Tri-City Herald to see if she and her editors would do a story that might help find Logan or someone who knew him.

After the story ran, the Herald learned that Logan was a long-time Tri-City resident who died in 1995, leaving no children.

According to the Herald, about a dozen or so history and genealogy enthusiasts responded, digging up information on Logan.

He originally was from Minnesota, moving to Kennewick in 1950 where he met and married his wife, Goldie.

Goldie died in September 1995 at the age of 91 and Logan died a month later at age 89, according to obituaries found by Tom Moak of the Kennewick Library.

That all has led to Watson being contacted by a man developing a family history for Richard Reuteler. Logan's father and Reuteler's great grandfather were brothers growing up in Le Sueur County located in Minnesota.

Watson is now in the process of returning the wallet and its contents to Reuteler.



New Recognition Program Launched

Recognizes Achievements and Contributions of Exceptional Performers

MSA has implemented a monetary recognition program called “LIVE,” which is intended to recognize achievements and contributions linked to exceptional performance in one of these four categories:

- **L**eadership
- **I**nnovation
- **V**aluable customer service
- **E**thical behavior/integrity.

Employees may submit nominations through the Employee Recognition webpage. The LIVE Recognition Committee will review nominations on a quarterly basis. Nominations are being accepted effective June 12, 2013, and MSA will announce awards the first week of October.

LIVE Awards are limited to one per employee in a given calendar year. Chosen recipients will receive a \$150 award, less all applicable taxes. All employees are eligible to submit nominations, although management nominations are limited to submittals from other management-level employees only.

For specific details about the LIVE Award program, please refer to MSC-POL-11462, or visit MSA’s Employee Recognition webpage (also located on msc.rl.gov/ims under Quick Links).



To: Nat Pearson, Rick Brown
MSA Electrical Utilities

After energizing AN farm at 0830 hours Friday morning, we were unable to energize our main breaker to the farm. Once we determined that the charging motor for the breaker did not charge itself, it was determined that we would have to isolate the farm once more. The support of Nat Pearson and Rick Brown really went above and beyond expectations for a Friday. Not only was a second package and switching order obtained, the linemen were at the job site at 1300 hours. The isolation (1304 hours), hanging the LOTO, manually recharging the breaker motor, removal of the LOTO and re-energizing (1323 hours) the farm took all of 19 minutes. I cannot think of another time when all of the above could be done as quickly and efficiently as was done on Friday. KUDOs to all of Electrical Utilities for their support. THANK YOU!”

Nancy Forsman, Washington River Protection Solutions (WRPS)



Employee’s Photo Chosen in Earth Week Photo Contest

RJ Debevec with MSA’s Safety, Heath, Quality and Training organization, recently had one of his photos selected as a winning entry by DOE in their Earth Week Photo Contest held in April.

Debevec says most of his friends and colleagues know about his interest in photography, so when his friend Barb Minton sent him the flyer announcing the photo contest, Debevec decided to enter one of his photos.

“Photography is a serious hobby of mine, and after thinking about it and going through hundreds of my photos, I chose one and submitted it.”

Along with having his photo published by DOE, Debevec also received a recognition plaque signed by the Energy Department’s Chief Health, Safety and Security Officer, Glenn S. Podonsky.



Portfolio Management



Peschong (left) and Dowell work with the new dashboard interface created by PFM for DOE-RL River and Plateau. It consolidates and delivers strategic information from a variety of resources in one place and can be accessed remotely by an iPad or a tablet.

New Dashboard Helps Track TPA Milestones

Features Also Include Key Performance Goal Scorecard

MSA's Portfolio Management Team (PFM) recently developed and delivered a new customized analytical and management dashboard for DOE.

When Jonathan Dowell, DOE-RL's assistant manager of River and Plateau (AMRP), identified his organization's project management needs for increasing use of the Integrated Data Mart and getting easy access to the right data, PFM went to work creating a dashboard interface that presents data from both the contractor and DOE in a visual and accessible format. The newest item in the toolbox is called the AMRP Dashboard that is tailored for streamlining project metrics and reporting elements for AMRP staff and management.

The new dashboard provides an overview of the scope, cost, schedule, and project condition for DOE-RL at a glance, and consolidates and delivers strategic information from a variety of resources in one place. It is a user friendly web-based tool that can be accessed remotely by iPad or tablet.

The dashboard also simultaneously reports the updated figures of prime contractors' funds and spending forecasts, cost and schedule performance indexes and safety metrics. "It is a one-stop shop for all the information I need and it is somewhat unprecedented in my career," said Jon

Peschong, DOE-RL's deputy manager for the River and Plateau.

Key features of the AMRP dashboard are the Key Performance Goal scorecard and the Tri-Party Agreement (TPA) milestone tracker. These features effectively illustrate the overall project condition by identifying items of specific importance within the 'big picture' of the program. The filtering and selection controls are straightforward to use within the dashboard, which meet the project-specific needs of the different users within the various projects areas. "PFM's team, led by Julie Atwood, delivered exactly what we needed to help us more effectively manage our cleanup mission," Peschong said.

The new groundbreaking tool enhances transparency by improving the communication between AMRP staff and contributing contractors. "This new method may very well be the new reporting standard in project management, because not only does it save time, it also improves the communication between DOE and the contractors by eliminating the suspicion, which can sometimes surround metrics," said DOE-RL's Jim Payne.

The PFM team's upcoming efforts are aimed at developing more dashboards for each cleanup project with 'AMRP-like' capabilities that are specifically tailored to the needs and relevant data for each project.



Safety, Health, Quality & Training



Joyce Schwier (left) and Mike Fish prepare to conduct a QA inspection on boxes containing HEPA filters at the 2101M warehouse located in Hanford's 200 East Area.

Their inspection process includes checking for damaged boxes, ensuring the boxes are stored and stacked properly, and examining expiration dates on stored HEPA filters.

QA Plays Key Role in Doing Work Safely

MSA's Quality Assurance Programs/Assessments (QA Programs) organization plays a key role in MSA's philosophy of "doing work safely." The QA program defines the quality requirements for MSA products, activities and services to ensure they meet the company's contractual requirements with DOE.

"Delivering high quality products and services is part of our commitment to DOE in helping to safeguard our workers, the public and the environment," said George Mata, manager of MSA's QA programs.

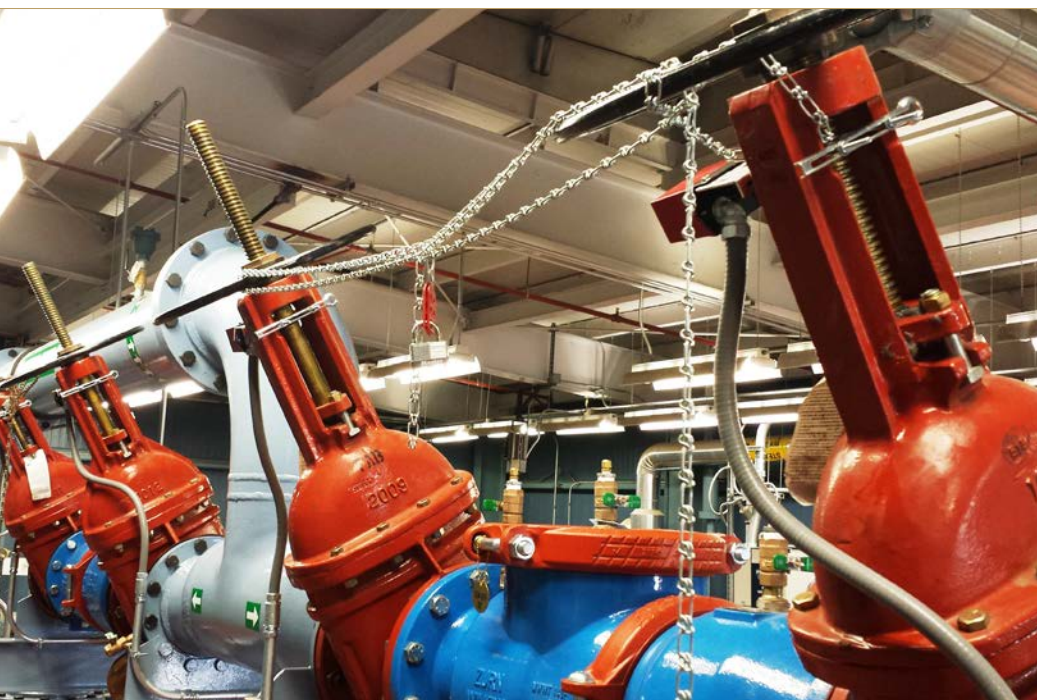
Residing within MSA's Safety, Health, Quality and Training organization, the seven-member QA programs team, along with their intern, are responsible for overseeing a variety of quality assurance functions. Among these are developing MSA's QA-related procedures and documents, assessing MSA's engineering, procurement and construction activities, performing quality assurance surveillances and overseeing the quality of computer software. The group

also administers the qualification and certification of inspection and test personnel in a variety of disciplines, such as electrical, instrumentation, mechanical and receiving inspection, for CH2M HILL Plateau Remediation Company (CHPRC) and WRPS, as well as for MSA.

"We're a full service quality assurance organization," said Mata. "I'm proud of the efforts of our team, and MSA's value in providing services and products in a safe, consistent, and environmentally sound manner."



Partnering to Move the Mission Forward



Plateau Raw Water System

An infrastructure improvement project in the 200 East and West Areas includes the conversion of the plateau's three million gallon raw water reservoirs into the primary source of raw/process water for the 200 Area Plateau.

By utilizing the 200 East and 200 West potable water fire pumps to supply both the potable and raw water distribution grids, the existing reservoir pumps now can be re-purposed to cost effectively meet the cleanup mission needs of the 200 Area plateau customers. This project is nearing completion with final system testing planned for July and August this year.

Pictured: New piping, valves, and reduced-pressure backflow prevention assemblies were recently installed in the 200 West Area to interconnect the potable water fire pump with the raw water distribution grid.

Fleet Maintenance Gets Surprise Visitor

On May 21, a Hanford Patrol F350 truck was brought to MSA Fleet Maintenance for preventative maintenance. The lube technician, Paul Bouche (not pictured), noticed something moving. Upon further investigation, he noticed a bull snake residing on the vehicle radiator condenser. Bouche called Juan Rodriguez (left) from MSA's Biological Control who captured the snake. David Dean (right), a light equipment mechanic, helped Rodriguez capture the snake, which was then taken to a safe location and released.



MSA Teamsters support CHPRC

MSA teamsters supported CHPRC by hauling a regulated excavator from 100K to the Effluent Treatment Facility located in the 200 East Area to aid in cleanup activities.



Pictured: MSA teamsters Ron Kuck (far left, wearing blue hat) and Todd Schrader (far right, wearing white hat).

Other MSA teamsters involved, but not pictured, were Jason Bailey and Gerald Gaines.

MSA and DOE Employees Receive Green Belt Training

The Operating Excellence team implemented Green Belt training for MSA and DOE employees the week of March 4–8.

Twenty-five employees completed the course and will be working to complete their certification through facilitation of process improvement activities on the Hanford Site.

These employees also will have the knowledge to support their own organizations in identifying priorities for improvement in their programs, projects and processes.





WCH workers found a homemade time capsule hidden within a wall of a building they were preparing for demolition near Hanford's D Reactor on February 22, 2013.

The can was packed with newspapers from September 1955 and a brief note with three workers' names.

Time Capsule Found Near Hanford's D Reactor on February 22, 2013

While working near D Reactor in a building being prepared for demolition, a couple of WCH workers spotted a coffee can tucked inside a wall behind some asbestos-board paneling. When their supervisor unpeeled the electrical tape that sealed the metal lid, they found a gift from past workers. The green MJB coffee can was a time capsule of sorts, stuffed with newspapers from September 1955. Along with the papers was a note on a "Don't say it...Write It" memo form used for decades at Hanford. The form was dated "9-26-1955 A.D." and was addressed "to whom it may concern." That's all, other than three signatures: K. Edward Thomas, Monte D. Dickinson and Henry L. Matear. The coffee can and its contents are now in the hands of MSA's Curation Services department that will eventually bring the contents before a DOE Hanford artifact committee that determines what to do with historic items from the Hanford Site.

Tom Marceau, with MSA Cultural and Historic Resources, carefully unfolds one of the delicate newspapers found inside the coffee can. Marceau's group handles artifacts found on the Hanford Site and performs walk-throughs of existing buildings before they are demolished in order to tag items that DOE's artifact committee may be interested in listing as historic items.

REMEMBER - It is very important to notify the appropriate personnel when you come across something that may be an artifact or have historical meaning.

If you have questions, please contact Tom Marceau at 376-0605 or email at Thomas_E_Marceau@rl.gov. or Tom Watson at 376-5450 or email Thomas_L_Watson@rl.gov.





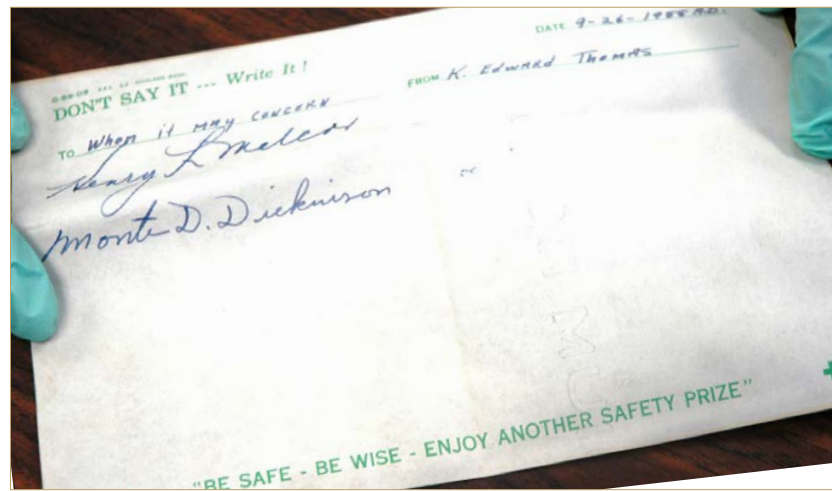
Columbia Basin News

September 26, 1955

Another newspaper found in the coffee can, the Columbia Basin News, runs an article questioning whether then President Eisenhower, who suddenly fell ill, would run for president again.

DON'T SAY IT...Write It!

The note found with the newspapers was dated "9-26-1955 A.D.," and was written on a memo form commonly used at Hanford for decades.



Hanford GE News

September 9, 1955

One of the newspapers found stuffed into the MJB coffee can was a Hanford Site newspaper produced by General Electric.





Emergency Services



MSA delivered 20,000 pounds of non-record hard media such as CD's, floppy disks and microfilm to the Waste to Energy Facility located near Spokane.

Hanford Hard Media Waste Destroyed and Recycled

20,000 Pounds Recycled Making This a Winning Security and Energy Operation

On May 1, MSA delivered 20,000 pounds of collected Hanford Site excess hard media to the Waste to Energy Facility (www.solidwaste.org) located in Spokane, Wash. This was MSA's first shipment to the facility that specializes in recycling and destruction of solid waste in accordance with state and federal regulations.

Hard media constitutes items like CDs, DVDs, thumb drives, floppy discs, videocassettes, Mylar, microfilm and microfiche.

Hard media destruction is part of an ongoing campaign by MSA's Emergency Services' safeguards and security office and the Site Infrastructure and Logistics' property and warehouse management office to securely collect and then destroy non-record hard media produced at Hanford.

As an added bonus to the collection and destruction campaign, MSA receives credit toward meeting the goals established in the Administration's Executive Order 13514, Federal Leadership in Environmental, Energy, and Economic Performance. This is because the Waste to Energy Facility burns collected media to create steam for powering a turbine, therein creating

energy. The ash byproduct is then sent to a landfill in Klickitat County, Wash.

"The secure collection and destruction of hard media not only is an essential security function for MSA, but also a great way to be part of an environmental recycling project that benefits everyone," said Chet Braswell, information protection officer for MSA who witnessed the burn.

MSA continues to collect excess hard media waste at Hanford in order to protect information and to mitigate any risks of improper disposal.

Each year, industry reports millions of exposed files, much of which is due to lost or improperly disposed of hard media. Companies and employees should never discard hard media in regular trash cans or paper recycling bins.

Please help and do your part to keep Hanford information secure and make sure you dispose your non-record hard media properly.

For more information about hard media, Hanford Site employees can download the Hanford hard media flyer at http://msc.rl.gov/ims/files.cfm/HardMedia_02262013.pdf for displaying in the workplace.



Photo Courtesy: PAUL T. ERICKSON—Tri-City Herald

Hanford Firefighters Provide Assistance to Badger Mountain Wildland Fire

Thirteen members of the Hanford Fire Department (HFD) responded on June 11 to a mutual aid call for a wildland fire raging in Kennewick, Wash. HFD responded with three brush trucks, one engine, and one grass truck. HFD assistant chief of operations, Lonnie Click, was assigned to the Incident Command team managing the fire, while the HFD crew was dispatched to assist with firefighting activities. The fire claimed approximately 1,100 acres and was started by a model rocket. No structures were lost in the fire where initially 50 homes were threatened.

Firefighters Raise \$22K During Annual Stair Climb

Hanford's Firefighters Place 10th in Overall Fundraising Efforts Worldwide

Hanford's firefighters once again proved their grit and determination by climbing 69 flights, or 1,311 steps, at Seattle's Columbia Center in full firefighting gear, which can weigh between 60-70 pounds, during the 22nd Annual Scott Firefighter Stair Climb on March 10. The 16-member team of volunteers finished the climb in less than 50 minutes.

Firefighters raised \$22,155 holding fundraising and awareness events in the community to support the Leukemia and Lymphoma Society's mission of finding a cure for blood cancers.

Hanford's fundraising efforts secured the firefighters the number 10 position in the top fundraising fire departments of 2013 and a team overall time finish of 43rd place.

The Hanford firefighters participating this year were Mitch Giddens, who led the team, Jarrod Andreas, William Daniels, Travis Disbrow, James Fiander, Joshua Hatch, Joe Isley, Gregory Kelley, Scott Kennedy, Anthony Lovato, Jr., Toma Podorean, Garratt Powers, Christopher Ranger, Devon Reese, Jared Rolan and Brandyn Wehde.

"I am very proud of our team for their dedication to the Leukemia & Lymphoma Society and for the money they raised," said Jeff Hawkins, Hanford Fire Chief. "They put a huge effort into completing this very physical and challenging event and represented the Hanford Fire Department, Emergency Services and MSA extremely well."



Firefighters wait their turn to climb the 69 flights of stairs of the Columbia Center in downtown Seattle. At 788 feet of vertical elevation, the Columbia Center is the second tallest building west of the Mississippi.

70 Years of Security at Hanford

A Remarkable Run through History



Workers in the 50s did not take their badges home, but left them at the security desk overnight. Badges were picked up the next morning from Hanford Patrol as they arrived for work.

This year marks the 70th anniversary of Hanford Patrol. This significant achievement for security is set in tradition and indeed has a very interesting and fascinating journey.

Patrol has worked under as many as 10 companies, and their mission and beginnings paralleled the construction of the world's first full-scale plutonium plants that greatly contributed to ending the WWII.

In early 1943, the Manhattan Project at Hanford was a place along the Columbia River in the desert where scorpions, snakes, and coyotes forged battle lines. Think of the role that security played during the demanding days of WWII, and what hung in the balance in terms of national security. The Atomic era had started and so had the pioneer origins of Hanford Patrol.

Hanford Patrol held the highest clearances on the site, performing everything from access control, information security, physical security, counterintelligence, and perimeter and river patrolling. They were couriers, escorts, law enforcement officers, sentries and gun control custodians. However, their main mission was preventing theft and sabotage/espionage of special nuclear materials. They worked side-by-side with the Army, police and other government enforcement agencies protecting the site and guarding the gates to Hanford, and its assets, all in a time of secrecy.

They provided a safe haven for the 45,000 plus workers—an enormous task given the war

environment at the time. With primitive living quarters and adverse weather like wind and geographical conditions, trailers, mess halls, barricades, and dance halls became the backdrop for all kinds of criminal activities. In the 40s, theft and assaults were daily occurrences.

In 1944 and 1945, the Japanese released thousands of specially-designed balloons with clusters of incendiary and fragmentation bombs. A little known fact is that one of those balloons reached the Hanford Site ending up on a power line. Security intercepted the balloon in time and because of their efforts, the threat was contained. Patrol removed the balloon without it exploding, potentially saving many lives and ensuring the continued operations of the plants.

From the 50s during the Korean War when there was a strong military influence at the time, through the Cold War in the 60s, the terrorism threats of the 70s and 80s, to the effects of Chernobyl and the fall of the Berlin Wall in the 90s, to 9/11 in the 2000s, and to the years of transitioning from production to cleanup, Hanford Patrol has remained a critical organization for the site.

Even as duties, protection strategies and equipment have changed over 70 years, what remains a constant is Hanford Patrol's vital role in protecting the site and its workers with one of the most elite forces within the DOE complex today. And we should all be proud of their service.



New ATV to Survey Hanford Land

MSA's Land and Facilities Management (L&FM) has purchased a new all-terrain survey vehicle to support the Long Term Stewardship and Land Conveyance Programs.

Recently, Radiological Site Services (RSS) Hanford Radiological Instrumentation Program (HRIP) performed calibrations on the new vehicle. The calibration provides a detection level for cesium-137 surface activity, a radionuclide of concern for much of Hanford.

The survey data, along with soil sampling results, can be used to support the Hanford Site's Long Term Stewardship Program, as well as compliance with DOE Order 458.1, Radiation Protection of the Public and the Environment. Over time, L&FM also will use these surveys to verify that radiological remediation areas remain stable.

L&FM primarily chose the diesel-powered Polaris Ranger for its ability to achieve walking speeds needed for high sensitivity surveys over rough terrain. Large tires and its light weight contribute to a softer footprint on off-road environments across the Hanford Site.

Initially designed to perform aircraft surveys for radioactive mineral exploration, the spectrometer system has also been used by homeland security and emergency response agencies. The system software provides both data collection and analysis functions in real-time and has an identification library for various radionuclides.

Automatic energy stabilization and startup diagnostic tests are based on naturally occurring radionuclides that are always present in the environment. GPS capability allows operators to follow pre-selected survey routes that display as overlays on



The new Polaris Ranger all-terrain vehicle is equipped with a diesel engine, posing less of a fire hazard than other options.

aerial photos or topographical map images on the system's computer.

The system combines GPS and gamma energy spectral data from the surveys for subsequent analyses and records. Using the GPS data, analysts can prepare detailed maps showing the intensity of the gamma radiation from various radionuclides over the areas surveyed.

Manufactured by Radiation Solutions Inc., the vehicle has a mounted gamma and X-ray spectrometer system and includes two large pillar-type sodium iodide detectors. A custom frame that uses the vehicle's trailer hitch supports the detectors.



Site Infrastructure & Logistics



Annually, approximately 10,000 people from around the U.S. and abroad tour the historic B Reactor. Pictured, tourists get a firsthand look at the control room inside the B Reactor.

B Reactor Closer to Becoming Part of New National Park

On June 14, the U.S. House of Representatives voted to support an amendment to the 2014 National Defense Authorization Act introduced by Rep. Doc Hastings (R-WA), that would create a new Manhattan Project National Historical Park at Hanford, Los Alamos, N.M. and Oak Ridge, Tenn. Hastings, chair of the House Natural Resources Committee, has been a longtime advocate of the National Park concept and ensured the enabling legislation had premiere billing for the B Reactor National Historic Landmark.

“Establishing Hanford’s B Reactor and these sites as a national historical park is the best way to preserve their history and ensure there is public access for decades to come. I’m pleased we were able to get this amendment approved and will continue to look for every opportunity to advocate for the historical park until it becomes law,” Hastings said.

Under the amendment, the Department of Interior would have one year to establish the Manhattan Project National Historical Park and enter into an agreement with DOE governing the respective roles in administering the facilities, enhancing public access, management, interpretation and historic preservation.

On May 16, members of the Senate Committee on Energy and Natural Resources approved its version of the bill. Introduced by Sen. Maria

Cantwell (D-WA) and co-sponsored by Sen. Patty Murray (D-WA) the bill is now awaiting introduction and a vote in the full Senate.

The B Reactor was the world’s first full-scale nuclear production reactor. It created plutonium for the world’s first nuclear explosion and the bomb dropped on Nagasaki, Japan, helping to end World War II.

If it becomes law, the Manhattan Project National Park Act calls for Hanford to potentially have six facilities in the new National Park. In addition to B Reactor, visitors could someday have access to the

“I am so proud of the way our B Reactor Preservation Project Team has readied the facility for permanent public access and expanded the available tour path nearly every year since we began. With one of history’s most compelling stories, and 10,000 visitors a year already, we will be honored to have the National Park Service bring its incomparable interpretive ability to this gem in the Manhattan Project crown.”

- Colleen French, DOE-RL Government Programs Manager and B Reactor Project Manager

pre-Manhattan Project White Bluffs Bank, Hanford High School, 1908 Hanford Irrigation District (Allard) Pump House, the Bruggemann Warehouse and, perhaps someday, limited portions of T Plant following completion of its cleanup mission.

RAM Leaps into Action

When you've got a water leak or your power goes out, you want help fast. MSA's Facility Maintenance group has created a team who can respond quickly when an emergency happens.

The RAM (Rapid Action Maintenance) team is on hand for urgent or immediate maintenance requests. Their goal is to protect site personnel and property by providing facility maintenance that is priority-based with safety and security at the top, with emergent repairs following.

Tripped breakers, water leaks, restroom or water/waste water issues and facility entrance repairs to items like steps and handrails puts the RAM team into action.

As service requests come through the Mission Service Desk, employees screen them for priority. The RAM team sets up and equips its maintenance vehicles as mobile shops that have a variety of materials on hand to cover most jobs for that specific craft.

"Our goal is for our customers to be happy with the maintenance services we are providing by having a quick response to mitigate any potential safety concerns," said Mike Blair, supervisor for facility maintenance.

Following completion of each job, RAM sends a follow-up email to the customer to ensure



MSA electrician, Scott Nicholson, quickly replaces an emergency light, correcting a potential safety issue.

they are satisfied with the job. This allows the customer an opportunity to address immediately any issues or concerns with the work. Once the request is closed, RAM sends the customer an automated customer survey form.

"Results have been great and RAM's customer service ratings have been very positive, with many customers commenting on how much they appreciate the immediate feedback," said Terry Ostrander, director for Maintenance Services.

Currently the team is involved in a pilot program to go paperless allowing supervisors to review immediately and close out the work packages electronically while craft personnel remain in the field.



MSA pipefitter, Mike Morris, uses iPad technology to close the safety work package. Once a job is complete, craft personnel have the ability to route the work package for review and closure immediately, reducing turnaround time.



The MO number on the building is assigned and tracked by MSA's Land and Facilities Management Office.

Land and Facilities Management Helping You Find Your Way

Have you been looking for a building at Hanford? To help you find your way, and more importantly, for fire and emergency personnel to be able to provide you timely assistance when you need it, Hanford is all about the numbers.

Most of us don't give a second thought to how buildings get their numbers or why buildings are tracked on site. However, the Site Facility and Mobile Office Number Management procedure (MSC-PRO-2827) is an important document that ensures that all buildings, mobile offices and structures have a unique designation so anyone can readily locate them. This includes cargo containers, sheds, shacks and hazardous material storage containers.

Whenever a Hanford Site organization relocates, demolishes or removes a facility from the site, the organization must notify MSA's Land and Facilities Management (L&FM) group so they can update the tracking system.

When an organization brings a new facility or mobile office on site, they request a Hanford facility number. Once assigned a number, L&FM provides that facility's information and location to all necessary personnel such as the Hanford Fire Department, Hanford Patrol, security and the facility organizations. The number also is

given to MSA Central Mapping Services so it can be captured on the Hanford Site base maps.

If you are in charge of a facility, it is important that you know the procedures required in order to ensure the proper numbering and tracking of your building, trailer or container.

The facility number administrator is available to help you with the proper tracking and identification when there is a relocation or removal of contractor trailers and mobile offices. If your organization has an owned/leased mobile building, or if you have a contractor supporting a project that has an owned or leased construction trailer, remember to notify the facility number administrator upon removal or relocation of those facilities.

For questions, please contact Paula Kelly with L&FM at 376-3699.

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Integrated Land Management

New Automated Process Improves Communications

You may have noticed the Land Use Request Pending signs that were placed on the northeast corner of Route 4 South and Baltimore Avenue in the 200 East Area during the month of March.

The objective of the signs is similar to those signs you may encounter in your community installed by the city or county advising you of a proposed residential or commercial development. The signs were displayed to provide notice that a project was under consideration at this intersection, which in this instance is construction of a fire station.

Last August we highlighted Phase 1 of the Integrated Land Management (ILM) program, which included establishing an organizational structure, with procedures and processes similar to local government (i.e., a city or county). A key aspect of the Phase 1 program is the use of pre-application meetings that bring the land requesting entity together with Hanford subject matter experts and other affected contractors to help identify and resolve potential issues early in the project development process.

L&FM is now rolling out Phase 2 of the program. Two key aspects of Phase 2 include:

1. The development of an automated process to initiate the application, review and approval of land use requests.

2. Improved communications to a larger Hanford audience of the projects in development.

The new automated process features the Site Evaluation Application (SEA) process. Those requesting site evaluations will complete a simple online application form that is automatically distributed to the site evaluation review team, affected contractors and interested parties for review and comment.

In fiscal year 2014, the application will be further enhanced by providing a mapping function that will allow the applicant to create a map to be attached to the application, showing the subject site and associated Hanford published mapping data displayed, such as roads, utilities, aerial photography, etc. The SEA application is intended to shorten the review process and establish a consistent record of the land use reviews occurring on the site.

Improved communications include a webpage, informational articles in employee publications and improved project maps and exhibits.



If you see a NOTICE sign and are interested in what the project may be, or if you want more information on the ILM Program, please contact Aaron Lambert with L&FM at 376-7203 or email Aaron_T_Lambert@rl.gov.



Information Management



CHPRC employees Alan Ramble, Robin Koster and John D. Williams look over the new automated workflow system created by the DMCS team.

New System Automated Business Processes

Benefits Include Increased Communications and Less Review Time

In June 2010, MSA launched its Document Management and Control System (DMCS), contracting Lockheed Martin Services, Inc. to implement the project. Since implementation, DMCS has adopted new business processes for the vendor submittal and project construction documents for Hanford Site contractors.

DMCS is a configuration control database for document management control of engineering documents and drawings for the site. It replaced legacy systems like the Hanford Document Control System, Engineering Drawing Management System, Site Drawing File, Document Tracking Application and Certified Vendor Information.

Today, DOE and contractors use DMCS daily as Hanford's configuration control system. DMCS workflows transform complex business processes into manageable activities, eliminating issues such as geographical separation and the need for hardcopy approvals. No longer does email size, an individual's location or their computer delay the review, approval or document release process.

DMCS continues providing increased functionality with the addition of automated workflows that support Hanford mission-critical processes. Collaboration with CHPRC and WRPS to provide automated, innovative solutions for managing documents

requiring configuration control is accomplished with the use of DMCS.

Hanford has seen numerous benefits since the launch of these workflows. Communication has improved tremendously, the time taken to submit and review a document has decreased and communication between different job functions such as document authors, external (DOE) reviewers and document control is more efficient.

Presently, MSA's Information Management DMCS team is working with CHPRC to create a workflow for Nuclear Safety Basis. This automation provides an innovative electronic revision, review and approval process, allows for individual editing of chapters, and delivers a final merged product in both redline strikeout and in release-ready formats. This workflow incorporates the engineering release process, eliminating the need to provide hard copies or send electronic files to document control.

The feedback to MSA regarding DMCS and any increased functionality has been positive and overwhelming with new requests for workflows coming in regularly.

For more information, demonstrations or training opportunities, email DCMS_Admin@rl.gov.

Field Support Services Manage Diverse Work

Teamwork and Work Planning Makes for Excellent Customer Service

The measure of success for many Hanford workers is if their computer and peripheral equipment works when they need it to. The job of making it work is the work scope of MSA's Field Support Services (FSS) team under the Information Management department. However, success is not an accident for the FSS group. They take a systematic team-centered approach to their work.

The FSS group's work includes almost all the technology that most Hanford workers take for granted. Most people are aware they install, repair and move Hanford's computers. What they might not realize is the FSS group also installs and maintains the VoIP phone system, the two-way radio system, the site's paging system, Hanford Site Emergency Alerting System, Hanford Federal Cloud data centers, and printers across the 560-square miles of Hanford.

It is a challenging and diverse work scope. The team assigns a ticket that is traceable through the MSA-managed Service Catalog for every job they receive. After each job is completed, customers can evaluate and score the work performed by filling out a customer survey.

Average scores for work performed by the FSS group are a 4.5 out of 5 and continually improving.

This amazing customer satisfaction 4.5 rating is no surprise to FSS manager, Kenny Ferguson. "The most important reason the group scores

so high is that they are committed as a team to planning of the work. They live by the Integrated Safety Management System and it shows in their scores and safe work record."

As the group evolves with technology, pre- and post-job planning has become an essential part of their success. An important part of the pre-

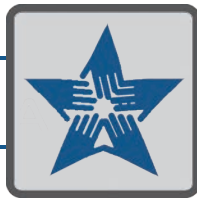
"I cannot say enough about our technical team, our managers, our HAMTC safety reps and our safety professionals," said Eckman.

job planning is reviewing the scope of work ahead of time and deciding what equipment to bring to the job, making a difference between one visit and multiple visits to get the job done.

"This group has a complex work scope and they do an exemplary job of work planning and execution," commented Todd Eckman, MSA's vice president of Information Management. "They work safely and efficiently and they do it all in the background so customers can do their jobs without interruption."



Jason Hammack (left), an FSS communications specialist, and Len Lewis, an FSS instrument technician, who recently retired, work on resolving a wiring issue.



Community Outreach



MSA Chili Feed Judges (L-R): David Oates, Matt Richardson, Elaine Cone and Adam Banta.

MSA's Relay for Life team, called the Dream Makers, raised close to \$5,500 this year for the Relay for Life and the Columbia River Relay. Overall, the group has raised almost \$120,000 over the last 10 years for the fight against cancer. Fundraising team members this year include:

Debbie Buriak	Erin Mitchem
Debbie Romine	Julie Mitchem
Karolyn Friday	Rachel Jewett
Mary Davenport	

MSA Employees Support the Fight Against Cancer with Fundraiser

MSA employees who call themselves the Dream Makers held their 10th annual chili feed in support of the American Cancer Society's Relay For Life of Columbia River. The MSA Dream Makers have been holding this competition chili feed every year for the last decade. So far, they raised just over \$200 this year.

Every chili contest needs judges. This year's panel of judges includes Elaine Cone from Benefits Accounting; Adam Banta and Matt Richardson from Project Finance; and David Oates from General Accounting.

Seven chilis were submitted for judging and the judges selected the *Turkey & Pig Spicy Cha Cha* chili prepared by Karolyn Friday as the winning entry. Friday will have bragging rights for the year. In the spring, she will turn over the trophy to next year's winner.

The MSA Dream Makers have raised approximately \$5,500 in support of the Relay For Life held in Kennewick, and the Columbia River Relay held in Richland.

The Relay For Life event in Kennewick was held June 7-8 at the Fran Rish Stadium and attended by close to 800 people.



Local Scouts Train with Hanford Safety Experts

52 Boy Scouts Earn Merit Badges at the HAMMER Training Facility

MSA hosted a unique opportunity at the HAMMER training facility during two consecutive Saturdays on April 27 and May 4 for 52 local Boy Scouts needing to earn their safety, fire safety and traffic safety merit badges.

Subject matter experts, who volunteered their personal time to mentor the boys, spent the first Saturday engaging the Scouts in real-life situations using simulated hands-on activities that provided them with training as “real as it gets.” The focus was on the safety and traffic safety merit badges.

Experts included individuals from MSA’s Hanford Fire Department and Hanford Patrol, the Hanford Atomic Metal Trades Council, Hanford Guards Union, American Society of Safety Engineers Columbia Basin Chapter, Kennewick Police Department, Hanford Patrol’s Police Explorer Post 714, and Oxarc, Inc.

“Drawing from these expert resources, there are few places in the U.S. as uniquely qualified to put on a training session as comprehensive and rigorous as what this group of professionals was able to present,” said Andy Foster, manager of health and safety for MSA and who was instrumental in coordinating the event.

The events on the second Saturday had Scouts earning a third merit badge for fire safety. Working with safety professionals and firefighters, they learned to use and handle fire safely and responsibly and how to prevent home fires. Other topics covered were burn prevention and camping safety.

All 52 Scouts completed the requirements necessary to earn their merit badges.

Each merit badge has a different set of specific requirements. Scouts must earn 21 merit badges to obtain the Eagle Scout award. There are 130 merit badges offered by the Boy Scouts of America.

“This was a great volunteer event on behalf of the Boy Scouts,” said Foster. “The Scouts were exposed to many of the workplace challenges and opportunities that are present at Hanford while earning three merit badges in a small group setting. I am very thankful for the support from everyone involved to make this happen for the Boy Scouts.”



Hanford firefighter Todd Ofsthun works with Scout Austin Neff on how to properly put out a fire using a fire extinguisher. Neff is the son of William Neff with DOE-RL's Office of Chief Counsel.

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





Mission Support Alliance, LLC
P.O. Box 650, Richland, Washington 99352