

FUEL LINE

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DESC SUPPORTS THE WARFIGHTER DURING OPERATION ENDURING FREEDOM AND OPERATION IRAQI FREEDOM



Fuel Line

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*Fuel for Today's Forces
Energy for Tomorrow's
Mission*

From the Director

Hello, DESC Family. This is the first *Fuel Line* since major military operations in Iraq ended. Once again, your support to the warfighter earned recognition from two combatant commands for outstanding support.

In May, DLA Director, Vice. Adm. Keith Lippert, held a town hall meeting to recognize our many achievements. Here are some of those achievements in my words:

* Lt. Col. Ralph Wells, Donnie Robinson and the entire DESC Middle East (DESC-ME) crew distinguished themselves in every country of the Gulf, plus Jordan, ensuring that the ever changing requirements of the coalition were met at all times.

* I recently received a thank-you note from Air Force Maj. Gen. Craig Rasmussen, U.S. European Command's Director of Logistics and Security Assistance. He praised our DESC Europe (DESC-EUR) team, Col. Anthony Kazmierski and his staff, for the great job they have done in support of Operation Iraqi Freedom, particularly in Turkey. Col. Anthony Kazmierski, Rocky Krill, Steve Pray, Dan Schmidt and all the DESC-EUR community can be proud of their extraordinary efforts.

* Bulk Fuels, Direct Delivery Fuels and Facilities contributed enormously to the support effort. Col. Keith Stedman, head of bulk fuels and commander of Americas; DESC-ME, and A.J. Lynch of Facilities made extraordinary efforts to ensure U.S. requirements in Jordan were met. Mark Iden, deputy in bulk fuels, not only oversaw much of the acquisition and distribution work, but also traveled to Kuwait with DESC-ME to facilitate the Army's efforts to upgrade Kuwaiti infrastructure to support ground forces' needs.

* John Bartenhagen and his direct delivery team leaders, including Kathryn Fantasia, worked many time-sensitive issues from Europe throughout central Asia.

* We had great legal support from all the counsel staff, including Tim Raezer, who is part of the international agreements team.



Carol O'Leary and Jean Lynch kept the obligation authority available through some difficult times caused in large part by the artificially low standard price of fuel.

* Col. Steve Passero kept everyone together as a team—something I knew I could depend on him to do from his great track record in Europe. And Capt. Stu Funk not only stepped in for me anytime it was necessary, but he carried a large part of the daily load.

I can't thank everyone personally, but I want you all to know that DESC is the very best logistics organization anywhere in the world. Nothing gets in the way of doing the job. The customer is number 1 and it takes everyone's help to make this type of teamwork a reality.

You all know that changes are coming. Under enormous fiscal pressure from the Office of the Secretary of Defense, DLA's Director has decided that the two hardware inventory control points and the hardware group in Philadelphia will all report to a single commander. Some of the functions common to all DLA primary level field activities will operate differently in the future: comptroller, support services and IT will become increasingly centralized over the next two years. There is a lot to do to make these changes work, but our vision will never change: the customer is the sole reason we have jobs and all changes will benefit the customer. That's the ultimate test of success, and DESC, as always, will make these changes work!

OPERATIONS ENDURING AND IRAQI FREEDOM

Direct Delivery Fuels and Bulk Fuels Support the Warfighter

By Lana D. Hampton
Corporate Communications

The Defense Energy Support Center (DESC) continues to fuel the warfighter during Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF). Two Commodity Business Units (CBU) supporting these operations are Direct Delivery Fuels and Bulk Fuels; both provide the warfighter comprehensive fuel support in the most effective and economical manner possible.

The Direct Delivery Fuels CBU provides worldwide support to the military, Department of Defense (DoD) activities, federal agencies, state and local law enforcement agencies and designated foreign governments with acquisition and support services for ground, aviation and ship propulsion fuels delivered directly to the customer from commercial vendors. The CBU's Ground Fuels Division provides military and federal civilian facilities throughout the world with commercial ground and utility fuels through the Posts, Camps and Stations program. Customers include the military, U.S. Postal Service, General Services Administration, Amtrak and the U.S. Department of Transportation. The Specialty Fuels Division contains three branches to support its customers: Into-Plane, Ships' Bunkers and the Fuel Credit Card Team.

Into-Plane contracts allow authorized government aircraft from military and federal civilian agencies to purchase fuel and refueling services on commercial airports at substantial discounts from the posted airport price. Customers receive aviation fuel services, subject to strict quality and safety standards, at approximately 500 into-plane contract locations worldwide.

The Ships' Bunkers Fuel Program provides various grades of ship propulsion fuels for

combatant ships, Coast Guard vessels and various classes of U.S. government-owned and chartered ships at commercial ports worldwide. Bunkers contracts are in place servicing customers at 91 ports domestically and 85 ports overseas.

The Fuel Credit Card Team manages the DoD Fleet Credit Card, which enables drivers of DoD vehicles to buy fuel at commercial gas stations using purchase cards. The Credit Card Team also manages the Aviation Into-Plane Reimbursement Card Program, which allows aircrews to obtain fuel and authorized ground services at commercial airports.

The Bulk Fuels CBU provides contracting, distribution, transportation, inventory control, quality and technical support for bulk fuels worldwide, accounting for about three-fourths of all fuel supplied by DESC.



Fuel specialists at Tallil Air Base in southern Iraq unroll a 210,000 gallon fuel bladder. The bladder allows the airmen to fuel aircraft and vehicles used by the Air Force, Army and Marines. (U.S. Air Force photo by Maj. Jon Anderson).

OPERATIONS ENDURING AND IRAQI FREEDOM

Commodities managed by Bulk Fuels include JP-5 and JP-8 jet fuels, F-76 diesel fuel, motor gasoline, jet fuel additives and lubricants for domestic and overseas users.

Bulk Fuels also procures and solicits for the sale of crude oil for the Department of Energy, which manages the Strategic Petroleum Reserve Program. The Bulk Fuels CBU has divisions that manage contracting, inventory and distribution, transportation rates and policy. This CBU also provides quality and product technology support for all of the CBUs at DESC.

Direct Delivery Fuels

In support of both Operation Enduring Freedom and Iraqi Freedom, the U.S. Air Force contacted Ground Fuels Division I in January 2003 regarding supply of Aviation Gasoline (AVGAS). The Air Force requested AVGAS to Seeb Air Base, Oman, in support of their Predator mission. (The Predator is a medium-altitude, long-endurance unmanned aerial vehicle system utilized for reconnaissance, surveillance and target acquisition.) The Air Force established Seeb Air Base as the hub for distributing AVGAS to various locations throughout the theater. Although AVGAS is commercially available throughout most parts of the world, DESC and the Air Force Petroleum Office identified a supplier that was capable and willing to produce a special batch of military specification AVGAS to meet the Air Force's product specification requirement. From January to April 2003, Ground Fuels Division I supported the Air Force by purchasing 1,119 drums of AVGAS (59,307 gallons) under five separate open-market purchase contracts totaling an estimated \$437,004. DESC continues to support the Air Force and its Predator mission in support of post-Iraq operations.



The Predator was designed to provide intelligence, surveillance and reconnaissance information to the warfighter.

“The amount of pre-planning done made this successful,” said George Atwood, chief of ground fuels division I. A 10 to 12-hour work-day and working at the office on weekends became the norm for personnel supporting the warfighter. “We were able to get the job done through established relationships, as well as newly formed ones,” said Atwood.

In support of Operation Iraqi Freedom, Direct Delivery Fuels conducted extensive market research of potential military grade AVGAS suppliers. This research included the market's capabilities and anticipated deliver timeframes of drummed product to Diyarbakir, Turkey. In anticipation of the Turkish Parliament's approval of U.S. troops deployment on Turkish soil, Direct Delivery Fuels awarded contracts for truck-to-truck and direct delivery of ground fuels products to the Port of Iskenderun and to Kiziltepe, Turkey. Direct Delivery Fuels also extended the current Turkey commercial service station fuel coupon contract and ordered additional coupon printings to allow troops the capability to refuel tax-free at commercial service stations en route.

DESC awarded several into-plane contracts in

Turkey that were not used because of the Turkish government's decision to not allow the U.S. military access to their bases. As a result, DESC added Burgas, Bulgaria, on very short notice to supplement en route traffic into Iraq. This involved coordination of additives. The contractors added a line-item at Rhein Mein International Airport to supplement the government-owned contractor-operated (GOCO) facility at Rhein Mein via the commercial airport to support en route traffic. Constanta, Romania, was another location added in the absence of Turkey's support. Several smaller locations were added to provide additional support when the Defense Fuel Supply Points (DFSPs) (fuel storage facilities) were taxed to the limit. Excess Fuel System Icing Inhibitors (FSII) were purchased from an into-plane contractor in the event of potential shortage of FSII, a jet fuel additive used to prevent the fuel from freezing or jelling up during high-altitude flights.

Described by Kathryn Fantasia, chief of the specialty fuels division, as the "first line of defense," Direct Delivery Fuels' Into-Plane Branch established critical supply points in Tajikistan, Turkmenistan, and Kyrgyzstan in support of Operation Enduring Freedom. "These locations are in former Soviet countries and presented numerous challenges in negotiating, awarding and administering the contracts," said Fantasia. Ashgabat, Turkmenistan, Manas International Airport (Ganci Air Base) and Kyrgyzstan are still active contract locations providing Russian grade aviation fuel (TS1). As of May 6, DESC lifted more than 12 million gallons of fuel at Ashgabat and approximately 28 million gallons of fuel at Manas International Airport.

The Bunkers Branch added support at Souda Bay, Greece. Initially, a Marine Gas Oil (MGO) line-item to support Military Sealift Command (MSC) traffic through Souda Bay was added. Due to force protection issues, MSC wanted to re-fuel at Souda Bay because it is a safe harbor.



Navy Airman Lorena Tiscareno from Mesa, Ariz., re-fuels an F-18 "Super Hornet" in the hangar bay of USS Nimitz (CVN 68). Nimitz Carrier Strike Force and Carrier Air Wing Eleven (CVW-11) are currently deployed in support of Operation Iraqi Freedom. (U.S. Navy photo by Airman Timothy F. Sosa).

MSC contacted the Bunkers Branch later to add a line-item for transportation to that contract because the Greek government would not allow MSC's transportation contract to continue (they required Greek flagged ships with Greek crews). To resolve the issue, the team added a transportation line item that moved F76 diesel fuel from the DFSP at Souda Bay to MSC vessels. Because of the volume of traffic through Souda Bay, the Bunkers Branch was again tasked with finding a source of Intermediate Fuel Oil 180 (IFO 180) to support MSC vessels that could not be supported by the DFSP (IFO 180 is used to fuel vessels and ships). A contract was awarded to provide approximately 3 million gallons of IFO 180 per week. A MGO item at Sokhna, Egypt, was also added. This was a very short-fused requirement for MGO and JP-5; however, the JP-5 jet fuel requirement went away because that fuel was not available in that port. (Sokhna is a new port currently being developed as a joint venture.) The Bunkers Branch also awarded two line-items at Ash Shuaybah, Kuwait.

Bulk Fuels

In support of both Operation Enduring Freedom and Operation Iraqi Freedom, the Bulk Fuels CBU has performed a number of unique contracting actions focused on providing the warfighter with direct fuel support at forward locations.

During Operation Enduring Freedom, Bulk Fuels' Overseas Division used many innovative contracting techniques to obtain fuel support for locations throughout the U.S. Central Command (CENTCOM). Military Specification products (JP-5 and JP-8 jet fuels and F-76 diesel fuel) were obtained to meet the military's needs in various locations in the Middle East and Southwest Asia. Most notably during this Operation, Bulk Fuels arranged for short-notice re-supply to Bagram and Kandahar, Afghanistan, and Jacobabad, Pakistan. These urgent requirements emerged in an area where, historically, DESC does not have contract assets or supply chains established. Not only were contracts quickly established to provide fuel to the warfighter, but Bulk Fuels also arranged to provide transportation assets to deliver the fuel to these forward deployed bases — traditionally a role carried out by Army logistics and supply groups. The result of these contracting actions was evident following 15 months of operations. Bulk Fuels successfully maintained the fuel supply chain without interruption.

During Operation Iraqi Freedom, Bulk Fuels continued to provide direct acquisition and supply chain management support to the warfighter. The Contracting Division's biggest challenge was identifying accurate fuels requirements. "In any contingency operation, changes to fuel requirements are an issue," said Don Peschka, chief of the contracting division. "We deal with this issue by going to as many sources as possible to determine an accurate requirement," said Peschka. The Contracting Division negotiated many supplemental procurements for the acquisition and delivery of

fuel to locations in Europe and the Middle East to support both personnel and equipment deployments and operational requirements.

The Contracting Division also continued to use innovative acquisition techniques to ensure the warfighter's fuel needs were fully met. This included entering into special contract agreements with the national oil companies of three separate countries for fuel support within their borders. In addition to fuel support, the contracting division also managed the acquisition, distribution and storage of large volume deliveries of fuel additives to locations throughout CENTCOM.

As operations continue in both OEF and OIF, the Bulk Fuels Contracting Division continues to conduct administrative and supply chain management of the contracts and resources in place. These actions include resolution of receipt and payment problems, redistribution of resources from location to location and the continued arrangement for support of new requirements as the military services present them.

Providing fuel to the warfighter in support of Operations Enduring Freedom and Iraqi Freedom remains a priority for the DESC team as it continues to be recognized as the best and most effective energy support organization in the world.



An HH-60G Pave Hawk receives fuel from an HC-130 on May 5 in support of Operation Iraqi Freedom. Both aircraft belong to Air Force Reserve Command's 920th Rescue Wing at Patrick Air Force Base, Fla. (U.S. Air Force photo by Staff Sgt. Shane A. Cuomo)

Dedicated to the Goal

A story of Teamwork and the FAS Implementation

By Kathleen Milanich
Acuent, Inc.

After years of waiting for final approval and funding, developing technology and accounting standards, and prevailing over changes in the program office, the Fuels Automation System (FAS) for West Coast Bulk Fuels went live on Oct. 1, 2002! The West Coast implementation party on Nov. 5, 2002, was more than a celebration of a job well done or a milestone accomplished. It was recognition of the impor-

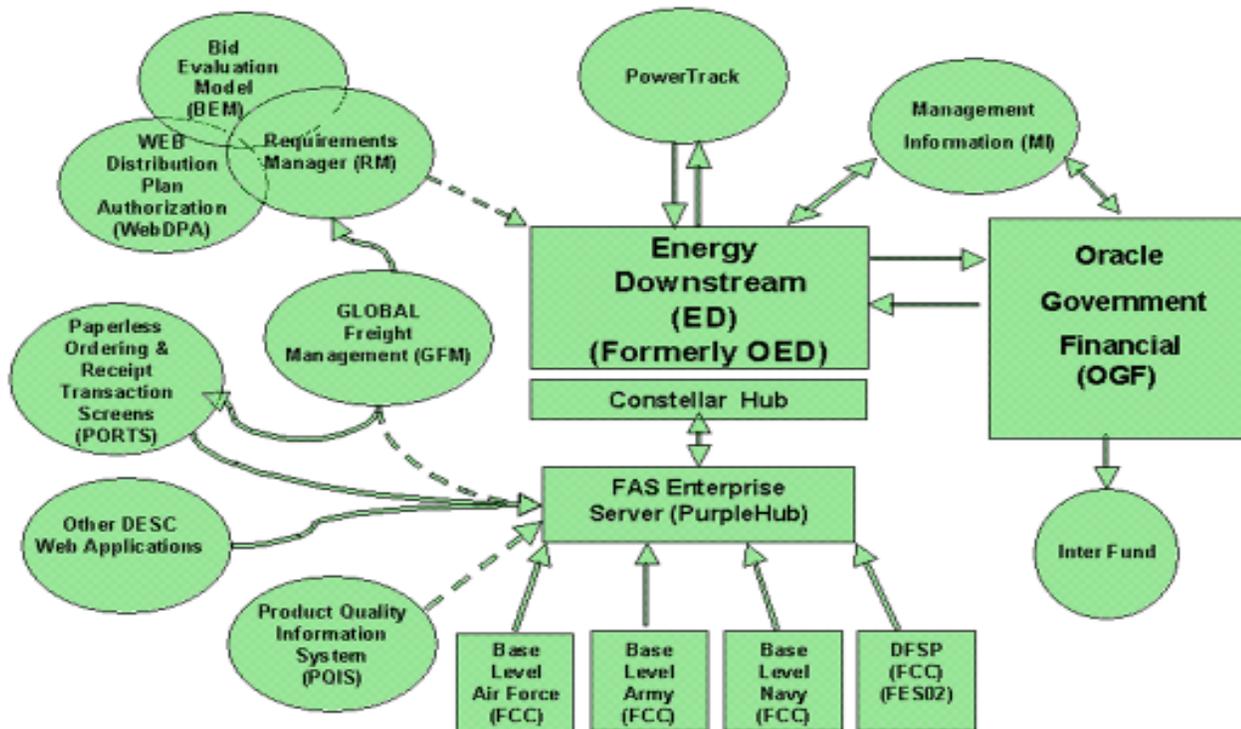
ance of FAS to the Department of Defense (DoD) and the people who made the West Coast implementation possible.

“FAS will prove to be one of our most important accomplishments,” said Jeffrey Jones, Defense Energy Support Center (DESC) Director. “We have made the breakthrough to modern database management. The technology allows us to grow faster and the service potential is greater.”

“This deployment was not just the implementation of a complete cradle-to-grave supply chain management system. It represented the achievement of a program that succeeded, despite many roadblocks,” said Larry Bell, FAS Program Manager.

“By the time Larry Bell came onto the project there had been a negative impression of the program among many,” Jones offered.

Overall FAS Components



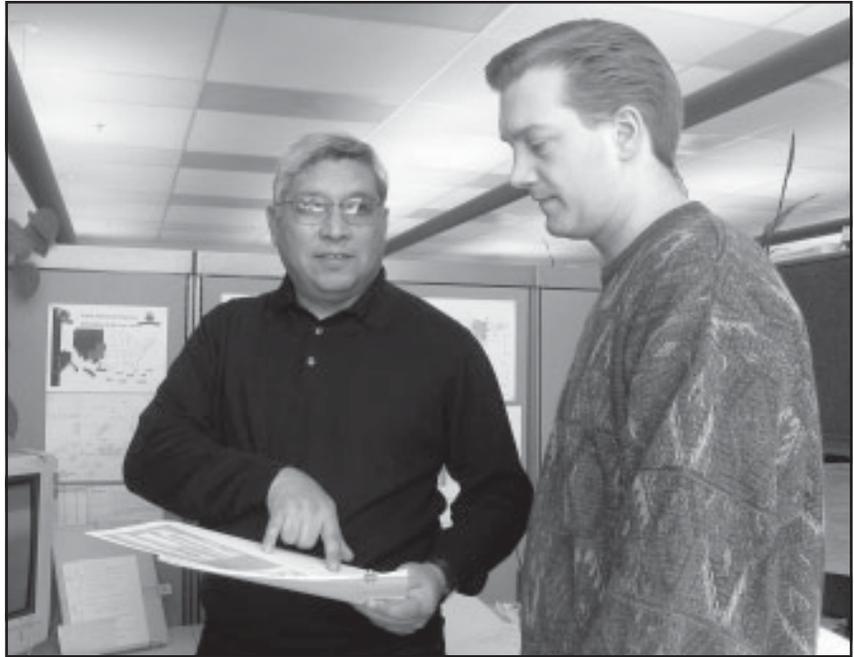
“He was exactly the right guy with the right skills who took half the time to do twice as much work as the program managers who came before him did. It was a tremendous amount of hard work by an individual,” said Jones.

Addressing his experience, Bell said, “I found the natural leaders, got them around me and listened to them. They told me what worked collectively through the organization, and I coordinated the work. I just applied the principles of program management—giving five months to solidify the requirements, followed by freezing the requirements, and then testing the program.”

“The key to the program’s success was the right kind of leadership, the team building that was done, and the tremendous amount of hard work done by all the individuals,” said Jones. “I thank everyone for pulling so hard for the initiative.”

However, Bell warns against resting on success and with an implementation timetable that stretches until 2006, there is still much to do.

The scope of FAS is huge. It stretches across DoD from the warfighter to command management to corporate support. Once completely implemented, FAS will account for \$5 billion in fuel purchases. When the Office of the Secretary of Defense (OSD) expanded DESC’s



Chris Barnett, Bulk Fuels Commodity Business Unit FAS Team Lead (right), discusses a project with John Cerda of the Facilities and Distribution Management Commodity Business Unit.

mission to add retail to its wholesale operation, DESC was established as the single item manager for all fuels purchased by and for DoD, which makes the implementation of FAS one of the largest DESC initiatives in history.

FAS encompasses all fuel business functions—from supply, facilities and financial management to decision support for future initiatives. FAS is based on a successful commercial technology model to achieve significant improvements in fuel logistics operations and management information for DoD. When completed, FAS will combine eight different systems into one, and provide purchase, billing, payment, budgeting and

accounting for fuels.

Known as Enterprise Resource Planning (ERP), this technology integrates all departments and functions across the enterprise onto a single set of computer systems that serve the varied operational needs. Since people across the enterprise can access the same information, a positive work culture shift often occurs as individuals become more aware of their co-workers’ requirements.

Anton Raneses, Team Lead of Post, Camp and Stations, views the current environment as an opportunity to positively enhance business processes such as customer requirements, contract creation, orders and receipts, stock control,

accounts payable and sales. “This is an exciting time for us,” Ranese states. “As we work on various teams, we are becoming more aware of practices across DESC’s Commodity Business Units (CBU). As we learn more about our processes we can identify avenues for improvement.”

Barbara Todd, Regional Team Lead, DESC Americas East agrees. “Now the users are able to view the fuel supply change ‘womb to tomb.’ There is some light at the end of the tunnel because the evolving decision support tools will enable us to do a more efficient job of managing inventory.”

The FAS implementation is the result of thousands of work hours from matrixed work groups. What makes this initiative even more remarkable is that the entire program was accomplished, not with a dedicated work-function structure, but with a functional matrix of dedicated people. An important distinction, according to Larry Bell. “Everyone had other jobs to do. While the number of people constantly fluctuated, a rough estimate showed that 15 personnel from the Commodity Business Units, eight full time staff from the DLA Systems Integration Office (DSIO), part time people from J-6 and over one hundred full or part time contractors worked on FAS.”

“We had to do all this with a small cadre of people who

stuck with the project,” added Bell. “Those who could adapt and flourish in the chaos tended to grow very quickly. Even though we were short-staffed and short-funded, the matrixed team made up for it to accomplish this first milestone.”

The history of the existing system is long and filled with strong loyalties and ownership.

In 2001, OSD directed that any new system had to meet the accounting requirements of the Federal Financial Management Improvement Act. The DESC legacy system, Defense Fuels Automated Management System (DFAMS), had been developed as accounting support for fuels, but it could not provide the material management functionality necessary to meet OSD’s requirement.

At DESC, many people were comfortable with their established work habits, reporting practices and existing computer systems. “For the most part, this is the same group of people who have worked in this system since 1995,” Bell explained. “An initiative that had been set up was aborted; advances were delayed and people grew frustrated wondering if it would ever happen.”

Chris Barnett, Bulk Fuels CBU FAS Team Lead, agrees. “Many of the pieces, such as the Fuels Control Center (FCC), the FAS Enterprise Server (FES), Requirements Manager (RM), and Bulk

Paperless Ordering and Receipt Transaction Screens (PORTS) have been in place for some time. This tiered approach has allowed us to bring in new functionality under FAS. However, to set up FAS Bulk West Coast, we had to pull these pieces together and also incorporate the Energy Downstream (ED) portion. It was only then that a lot of people realized that FAS had ‘finally’ arrived.

“As we brought in packages and made adjustments, we had to support and justify these enhancements. This made us evaluate our current business practices, and choose whether it was best to change the application or to change the business process,” said Barnett. “But it didn’t happen overnight. It took perseverance to make the right choices. To get into production, the business had to do new things, which required trust. But once our [people] understood the objective and what was required of them, our organization would complete the tasks without hesitation.”

With standardization, everyone has access to the same information. The payback for the organization is significant. Since the process is standardized on one system, (FCC, FES, DFAMS and Energy Downstream work in concert) everyone, based on individual security controls, has access to the same information. This ensures better visibility of worldwide

inventory—for both management and users.

“For our users at the bases, the system is transparent,” commented Alan Brooks, Team Lead for the Facilities and Distribution Management CBU. “DESC has more flexibility and better queries for management information. There is more accurate management information, not just at DESC, but at the Regions as well.”

“As a web-based application, FAS is more accessible to everyone,” declared Todd. Beyond that, data is now more intuitive. “We now call a shipment a shipment, a sale a sale. Information is provided in plain language rather than in code.”

FAS business function support encourages efficient services. “This is a dream come true,” said Greg Andrienas, FAS RM/PORTS Team Lead. “It’s what DESC and the services have been working toward for years. We’ve been able to take business principles that were separate before—inventory management and procurement—and make them logical and rational. The system actually works. While it’s not perfect, we’ve made great strides. Compared to DFAMS, the first two months show this system runs better and is doing more.”

Lisa Yeagle, Team Lead for Finance, was pleased with the

initial result. “We made the first payment from the system to a vendor. It was with a discount and done within a half month of the live date...and no earth-shattering problems occurred. For starting up a system as large as this one is, that’s a credit to the entire team. Some day the fact that this was accomplished will be taken for granted, and that is the success of a successful operating system,” said Yeagle.

Kathy Mesa, FAS Regional Team Lead, DESC Americas West, expressed much satisfaction with the implementation team. She helped address the business processes, particularly inventory, in the planning stages. She had high hopes for the implementation and was not disappointed. “We can see corrections right away. Before we had to wait before we saw problems corrected. Now, they happen overnight. Things are working really well. The Help Desk is great. I want to praise DESC and their partners with us on the West Coast,” said Mesa.

Ease of retrieving management information offers more effective reporting.

Management information tools, such as Discoverer, present reports in a spreadsheet format that enables all users to sort and reconfigure data so that one report can be used for many purposes instead of requiring a specialized inquiry.

“The difference between

DFAMS and FAS is that while DFAMS created dependency, FAS creates freedom,” stated Todd. “With DFAMS, if you wanted to create a report or inquiry, you had to rely on a few people who knew the ‘DFAMS language’ in order to retrieve any data from the system. FAS improves this process.”

In regards to enhanced job performance, training and the future, the goal for FAS is to make people’s jobs easier and enable them to work faster through information that is accessible to all. However, as Yeagle pointed out, “It’s a cultural change and we need to give people time to get used to the new system. You still need to put FAS and DFAMS together—there is not yet one source that gives you the whole picture. People need to be cognizant of which system they’re using. For example, FAS automatically calculates tax, with DFAMS, you need to manually calculate tax.”

Getting use to the new system may go smoother because even the training is easier. “DFAMS was difficult to both teach and use. Learning FAS is easier,” said Todd. An integral component to FAS, training is offered through several venues including a training web page called “Coach” which contains a library of information and procedures, and formal classroom and field training.

What next? Chris Barnett cautioned, “we don’t want to rest on our laurels. We have a foundation upon which we can build because no system is ever done.”

In the meantime, many people have found FAS to be personally rewarding. Barbara Todd said working on the FAS implementation has re-energized her. She sees FAS as providing her with new job skills, the opportunity to seek

information, to be independent and to contribute. And, according to Greg Andrienas, so do many others. “These are people who are consumed by a vision where we should be, twenty-first century fuel managers. For a whole bunch of us, it’s quite a kick.”

The last word goes to the program manager. “This is just the tip of the iceberg. We have a schedule that must be hit. DoD fully expects great things

from us...more than fuels and combat command,” Bell reported. “We are getting demands to do more and to do it quicker. But I’ve been impressed by the ability of DESC to rise to the occasion and hit the targeted schedule and performance objectives and I can’t say that about every organization.”

White House Honors Defense Energy Support Center for Environmental Stewardship

By Lynette Ebberts
Corporate Communications

Defense Energy Support Center (DESC) was presented the White House Closing the Circle Award June 10 for its outstanding environmental stewardship work, along with other federal employees from across the United States, during a ceremony at the Eisenhower Executive Office Building in Washington, D.C.

DESC won the 2003 White House Closing the Circle Award for promoting the use of bio-based fuels in the federal government.

Pam Serino, chief of DESC’s Product Technology and Standardization Division, and George Atwood, chief of DESC’s Ground Fuels Division I, accepted the award on behalf of DESC. When asked about accepting this prestigious award for DESC, Atwood said, “This award is great recognition for DESC and its personnel who contributed and continue to support the successful procurement of bio-based vehicle fuels.”

Vice Adm. Keith Lippert, Defense Logistics Agency director, and Capt. Stuart Funk, DESC deputy director, also attended the ceremony.

Beginning in 1999, DESC staff worked with the Department of Energy and the Office of the Secretary of Defense to become proactive in the implementation of bio-based alternative fuels in federal government fleets. Specifically, DESC led the way for the military services and federal



George Atwood (left) and Pam Serino with DESC deputy director, Capt. Stu Funk during the White House Closing the Circle Award ceremony on June 10.

civilian organizations in the procurement of E85 — a blend containing 85 percent ethanol and 15 percent gasoline — and B20 — a blend containing 20 percent vegetable oil and 80 percent low-sulfur diesel fuel.

DESC staff worked with commercial standardization organizations to establish requirements for the use of B20 that would not have a negative impact on vehicles or equipment using this petroleum-vegetable oil blend and developed a procurement clause that listed a set of requirements that the B20 product must meet until a commercial specification is available.

The Center's Ground Fuels and Product Technology

Division has worked with agencies such as the U.S. Postal Service, Department of Energy, Department of Agriculture and National Park Service to purchase B20 and E85. The requirements for 2001 totaled 565,000 gallons for E85 and 1.4 million gallons for B20. This increased more than 5 million gallons in requirements of B20 for 2002.

During the ceremony, 26 teams from 15 states and the District of Columbia were honored for outstanding military and civilian facility efforts in such categories as environmental management systems, education and outreach, purchase of environmentally preferable and bio-based products, sustainable

design for buildings, waste and pollution prevention, and recycling.

John F. Turner, assistant secretary of state for oceans and international environmental and scientific affairs, applauded the winners' efforts and provided the keynote address. "We honor those who have chosen to get involved and take action to improve the environment for this and future generations," he said. John L. Howard, Jr. of the Federal Environmental Executive added, "The Closing the Circle Award winners have demonstrated that the federal government can lead by example. We're proud of all that they're doing to improve the quality of life in each of their communities."

Former DESC Director Passes Away

Brig. Gen. Jim Bickford, who led what was then the Defense Fuel Supply Center (DFSC) from September 17, 1987 to May 29, 1991, passed away on October 25, 2002, following a fight with cancer.

During the Persian Gulf War he served as director of DFSC and the organization was awarded the Joint Meritorious Unit Award for its performance during the war.

Bickford's 32-year Army career led him to assignments in England, Germany, France, Korea and Vietnam. He received many decorations, including the Defense Distinguished Service Medal, the Army Distinguished Service Medal, the Legion of Merit, the Bronze Star with Oak Leaf Cluster, the Defense Meritorious Service Medal, the Army Meritorious Service Medal with Oak Leaf Cluster and the Army Commendation Medal with Oak Leaf Cluster.

On December 6, 1995, Kentucky Gov. Paul Patton appointed Bickford as secretary of the Natural Resources and Environmental Protection Cabinet. In 1998, Bickford was inducted into the U.S. Army Quartermaster Hall of Fame and in 2001, he was inducted into the Defense Logistics Agency Hall of Fame.



Brig. Gen. Jim Bickford

DESC Europe Petroleum Laboratory Provides Quality Surveillance Testing

By Cleo Tafoya
Defense Energy Support Center Europe

The Defense Energy Supply Center Petroleum Laboratory is the only DESC-owned and operated petroleum laboratory in the United States European Command (USEUCOM) area of responsibility (AOR). In fact it is only one of three DESC-owned and operated petroleum laboratories worldwide. The Department of the Army originally founded the lab in 1956. Because of the boost for consolidation of military petroleum laboratories and cost cutting measures during the last ten years, DESC assumed ownership from the 993rd Quartermaster Detachment in 1993.

The lab provides quality surveillance testing of U.S. government-owned fuels, lubricants and related products. The lab not only provides quality surveillance testing of DESC owned petroleum products, but also supports U.S. Army, Navy and Air Force units, civilian agencies and Into-Plane and Bunker contractors located throughout the USEUCOM AOR, and in some cases, the United States Central Command (USCENTCOM) AOR. The USEUCOM's AOR covers more than 29 million square miles and includes 93 plus countries and territories with the majority of these countries and territories located on the continents of Europe and Africa.

The DESC Europe Petroleum Laboratory plays an important role in providing petroleum product quality surveillance testing and providing knowledge to military units serving under Operations Enduring Freedom and Iraqi Freedom throughout the AORs. Early in the war against terrorism, the lab processed petroleum product samples from as far as Uzbekistan and Qatar. Never having performed testing on Russian Grade Jet Fuel, the lab had to rapidly adapt to

new grades of fuel and specifications on a moment's notice. The lab also provides complete quality surveillance petroleum product testing in support of both the Bosnia Stabilization Forces and Kosovo Protection Forces.

Laboratory personnel consist of a mixture of three U.S. Army soldiers,

two German local nationals, and one U.S. civilian employee. This diversity offers the flexibility of interactions with other military personnel, the local economy, and American civilians. This diversity is capitalized upon when U.S. Army units and Department of Defense (DoD) personnel throughout Europe arrive for quality surveillance training at the lab on a weekly or bi-weekly schedule. It's also beneficial when U.S. Army laboratory technicians are assigned to the lab from a two-week to three-month period for



Members of the DESC Europe Petroleum Laboratory. Top row (left to right): Erlinda Hertel, Tina Blauth, and Spc. Barbara Mooney. Bottom row (left to right): Sgt. 1st Class William Davenport and Sgt. Joseph Hunnewell.

refresher training. Even more notable is the utilization of the laboratory personnel's expertise in the certification of fixed, mobile, or air-mobile laboratories to both U.S. Army and DoD standards as evidenced by the recent certification of the fixed U.S. Army Laboratory in Kosovo.

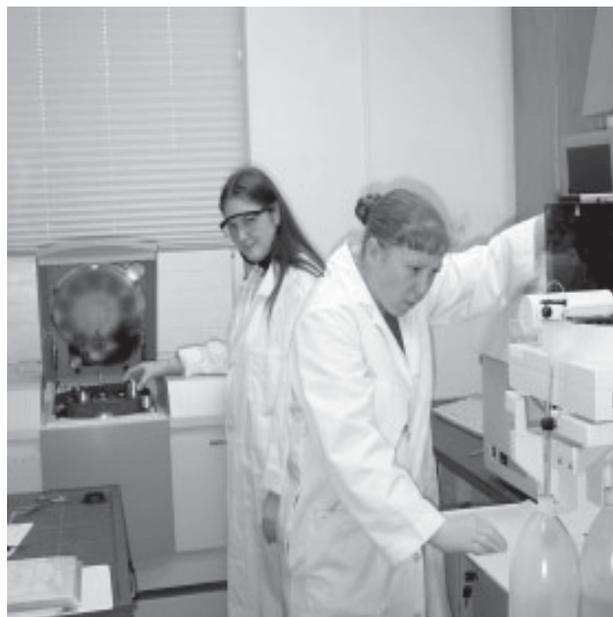
The lab provides the entire suite of test methods required to ensure the quality during the petroleum product life cycle. This is inclusive of petroleum product procurement, movement, storage and stability, product identification and suspected

contamination or deterioration. In this fast changing technical environment, the lab has had to make some major adaptation such as procurement and integration of a state-of-the art X-Ray Fluorescence Spectrometer and an Atomic Absorption Spectrometer.

In a rapidly changing world, the DESC Europe Petroleum Laboratory is committed to its mission of providing efficient quality surveillance testing of U.S. government owned petroleum product and training. The lab continues to be the premier provider of petroleum quality surveillance testing while adapting to a dynamic technological environment.



Sgt. 1st Class William Davenport (foreground) and Sgt. Joseph Hunnewell discuss petroleum distillation analysis.



Spc. Barbara Mooney (foreground) performs Atomic Absorption Spectroscopy Analysis and Tina Blauth performs X-Ray Fluorescence Spectroscopy Analysis.

Coming soon:
Defense Energy Support Center
Worldwide Energy Conference
Fall 2004
Point of Contact:
Deborah.Bowling@dla.mil

DESC Workforce Development Team Provides Customer-Focused Training

The Defense Energy Support Center's (DESC) training vision is to skillfully plan, manage and implement training program improvements. The Workforce Development Team takes that vision one step further by providing timely, responsive and consistent customer-focused training program assistance with motivation and teamwork. The strategy is to identify and deliver the proper training needs and methods using various lessons learned, multiple-delivery modes and corporate leadership support.

Strategic Workforce Development Team staff roles and responsibilities are taking on new dimensions. As they continue to form, new training goals and strategies will emerge. The drive behind all these emerging demands and leadership initiatives is largely due to the anticipated corporate culture changes ahead. The Workforce Development Team staff is posturing itself to identify, deliver and sustain first-class employee career development. The anticipated benefit is a more systematic approach to processes, learning and personal growth. All future office goals and objectives will mirror the 2002-

2007 Defense Logistics Strategic Plan and the Balanced Scorecard framework. Workforce Development staff recommendations regarding new DESC-wide processes to deliver customer outcomes effectively and efficiently still need to be proposed up the chain of command. Suggestions for new roles and responsibilities include:

- identify training strategies with high payoff from training investments to maximize each trainee/learning event.

- promote training techniques and results to benefit employees immediately and frequently.

- help trainee and supervisor overcome barriers to transfer of training on the jobs.

- support effective training delivery and learning methods that motivate and trigger immediate rewards such as achievement, recognition and career growth.

According to a 1990 American Society for Training and Development (AST) study, decisions to expand or curtail training opportunities and funding are dependent on the following criteria:

1. expertise - is the training need highly specialized?
2. timeliness - does the training staff have the time to develop and deliver the need?
3. demand - is the audience large enough for the investment? One-time in-house training has little return on investment.
4. sensitivity of the mission - what resources are available or will become available to deliver in-house training for a sensitive training mission?



Workforce Development Team members from left to right: Sheryl Miglio, Beth Johnson, Ruth Hinshaw, Shondrea Tillett and James Carter.

5. cost - should this be a secondary consideration to other criteria? the answer is, "it depends."
6. local needs and resources - is the training office size, expertise, budget or time-line suitable to meet the need?
7. outside training sources - what degree of contracting out is needed to implement new training techniques and strategies that motivate employees to learn?

Clearly, if we keep these criteria in mind, we are all strategic planning game winners! The Workforce Development Team has new leadership and staff with fresh ideas and caring attitudes. We plan to continue putting customers first. Our main goal is to deliver consistent training and administrative support wherever and whenever it is needed. We like to use the phrase "we make training needs happen" and strive to do it all through TEAMWORK.

Happy Birthday DATS!

On November 13, 2002, DESC Workforce Development Team celebrated the first-year anniversary of a highly improved Defense Energy Support Center Automated Training System (DATS). All DESC personnel rely on DATS to plan, request, approve, track, register and pay for all business-related training. Most employees have found DATS easy to learn, available 24/7 and DATS even has the potential to interface with other systems. However, DATS is best experienced if you learn how to follow the system step-by-step.

Whenever you need to contact the DESC Workforce Development Team staff about DATS training, be sure to contact the proper CBU representative: Sheryl Miglio, CBU DESC-C, F, G, M, S and Pacific; James Charter, CBU DESC-B, P, Europe and Americas; Shon Tillett, CBU DESC-A, D, E, N, R and Mid-East; Ruth Hinshaw-DAU/DAWIA.

The following recipe is sure to make you a DATS believer:

Recipe for using DATS successfully:

- * 1 DATS login account
- * 1-2 training discussions with your supervisor
- * 1 Individual Development Plan (IDP) approved yearly
- * 30 processing days for approving before course start date
- * 1 quick reference guide (supervisor or employee)
- * 1 designated point of contact per Commodity Business Unit/region
- * 1 DD-1556 for each event/course (cost and no-cost)
- * 1 criteria-based course objective (especially for college courses)
- * 1 supervisor e-mail notification for IDP or 1556 approval (Monday & Thursday)
- * 1 registration confirmation in vendor approval status (office use only)
- * 1 purchase card payment (pre/post paid)
- * 1 vendor fax and vendor telephone number
- * 1 set of registration details for point of contact typed into employee comments section or faxed to the point of contact

Mix all ingredients consistently for at least 20-30 days. DATS is guaranteed to prepare any DESC employee to attend training events/courses anywhere in the world.

Yield: Satisfied customers!

Doing More On A Broader Scale

According to the e-learning research community, 70 percent of what employees need to learn about their business environment is learned outside of formal training. The Workforce Development Team staff is actively looking into ways to link classroom training, the Defense Logistics Agency (DLA) and DESC web-based Ninth House Network initiative, and informal on-the-job training before and after courses end. This kind of an approach is one way to respond to customers who are missing out on basic procedural guidance and DATS related processes due to technical, operational and geographic barriers.

We have identified two major areas of concern when trying to inform customers about new policies, procedures and training opportunities, both informal and formal. Workforce Development Team experience has shown that using e-mail to learn and retain training related updates and procedures allows information to fall through the cracks. A much more effective communication tool must be found. Real time collaboration between “multiple learning communities” that facilitate communication about training issues and extend learning activities to include mentoring and networking are better. This broader learning experience can be realized at a reasonable cost with available commercial off-the-shelf software. Training weekly activity report items and training notices via e-mail do not adequately fill the need for a cohesive “learning environment.”

Ideally, employees would benefit from a collaborative learning environment with their peers to share training knowledge, including career experiences and career goals continuously supported by subject-matter experts. In fact, creative technology solutions do exist to manage these kinds of workforce informal training events called “communities of practice.” In the end, the ultimate strategy is to link real knowledge management and business strategies with organizational learning goals.

New and Old Initiatives

A major consideration for the entire strategy must sustain plans and make program changes for partnering with other stakeholders. Partnering with internal change management leaders and external agency models is key to our customer-focused goal. Efforts to link up with higher-level DLA Training Center goals, Columbus, DESC Human Capital Management, Information Technology and Strategic Planning teams are rapidly becoming a daily practice. Areas of particular emphasis include a tri-fold Individual Development Plan, travel cost savings, shaping future DESC leaders and safety related instruction.

IDP Improvements

Changes to what is contained in a typical employee development plan are under consideration at the Change Management level. Once these changes are approved at the executive level, the Workforce Development Team strategy for implementation will be announced to the general DESC workforce worldwide. Stakeholders have informed the Workforce office that a new Individual Development Plan (IDP) will address more than just immediate training needs. A re-structuring of the IDP will include long-range employee goals.

New Defense Acquisition University policy

Even external business strategies have impacted the DESC work force. For instance, the traditional Defense Acquisition University (DAU) classroom format will continue to evolve from instructor-led courses to web-based learning modules. Additionally, DAU is under significant pressure to control travel costs associated with training. DAU recently initiated a new “cost effective” policy to try sending attendees to campuses closer to attendees’ residences.

DESC Mentoring Program

The Mentoring Program is another strategic planning initiative that continues to change and grow. The Mentoring Program is used to ensure leadership continuity, and to positively impact recruitment, hiring, motivation and retention of the DESC work force. The DESC Mentoring Program has opened doors for personal and career growth in such areas as leadership, learning skills, sharing of knowledge, experience and individual values. Participation is entirely voluntary, with approximately 50 participants and growing. Potentially, everyone in an organization should be involved in mentoring. Recruiting steps are taken during the beginning of the new-year to coincide with yearly personal and career goal setting. The program provides a formal and informal sharing of how DESC functions on a day-to-day basis and where in DESC a mentee can find answers to a variety of questions about the mission. In fact, the program has great potential for becoming the first online “community of practice” given its natural tendencies for building community groups of subject-matter-experts on a variety of work force topics. Mentoring Program training opportunities include a mentee and a mentor orientation and a basic course in mentoring skills for all volunteer mentors. Periodic group mentoring, feedback sessions and motivational workshops are offered to keep mentoring partnerships viable. Interested mid-level supervisors are also welcome to volunteer as mentors or to participate in mentee roles.

DESC Corporate Level Training Efforts

The Workforce Development Team offers 26 internal Business Process, Environmental and Safety Courses. These courses are taught by a small cadre of personnel that have extensive experience in the Petroleum, Energy and Environmental business at DESC and the military services. A description of the courses

and schedules can be found in the DATS system and at the DESC homepage. New courses that are currently being developed and available soon include: Missile Fuels, Electricity and Procurement Policy. In addition to internal courses, development and procedural support documentation has been developed for all aspects of the Fuels Automated System (FAS). This documentation can be found in “Coach.” The “Coach” is an online environment, web-based system, displaying step-by-step guides designed to “coach” the user in applying their professional knowledge to specific FAS applications. Information can be found on areas such as Requirements Manager, Paperless Ordering and Receipt Transaction Screens, Fuels Control Center (FCC), FAS Enterprise Server (FES), Energy Downstream and Oracle Government Financials. The “Coach” is located on the web at URL: <http://ports2.desc.dla.mil/manuals/REF1111D.htm>.

2002-2003 Ninth House

The Ninth House Network pilot began in February 2002. Feedback from the initial pilot program indicated that the majority of users found the Ninth House experience to be highly effective and enjoyable. The Ninth House Network is a web-based interactive training program designed to help employees acquire business, leadership and managerial skills. Ultimately, the program will provide each DESC employee who participates, the opportunity to learn essential leadership and managerial problem solving skills in a simulated “safe” learning environment. Ninth House demonstrates how DLA and the DESC Workforce Development Team are strategically linked to becoming a model for lifelong organization for lifelong learning.

(Compiled by Sheryl Miglio and Ruth Hinshaw, Resources Management; Jim Smith, Facilities and Distribution Management; Mike Hooth, Petroleum Management Consultant).

DLA Business Alliance Awards

By Kathy Williams, Small Business Office

The Defense Logistics Agency (DLA) honored 17 industry partners, customers and individuals on Jan. 29 during a luncheon in Springfield, Va. The Business Alliance awards recognize those who have demonstrated outstanding efforts to partner with DLA and improve the agency's mission by providing supplies and services to America's warfighters. DLA Director, Vice Adm. Keith W. Lippert, presented these annual awards during a luncheon honoring the recipients.

DESC has been fortunate over the years to successfully nominate companies and agencies that have received these prestigious awards. Al Gonzalez Enterprises (AGE) Refining, Inc., of San Antonio, Texas, received the Vendor Excellence Award. The National Aeronautics and Space Administration, John F. Kennedy Space Center, Fla., received the Customer of the Year (Non-DoD) Award.

AGE was nominated by DESC to receive the Vendor Excellence Award in the small disadvan-

tagged business category. The Award is presented to large, small, small disadvantaged and women-owned small businesses that have demonstrated overall excellence in superior product quality, on-time delivery, superior customer service, reliability, dependability, consistency and accuracy.

The National Aeronautics and Space Administration, John F. Kennedy Space Center, Fla., was winner of the Customer of the Year Award, (Non-DoD) due to the efforts of its Florida Space Port Office. This Award recognized an organization that exemplified the highest degree of professionalism, met or exceeded criteria in one or more other categories and clearly stood above the rest in its commitment to DLA.

These Award recipients are merely an example of the many small and large businesses that partner with DESC to accomplish the mission. This award program provides DESC the opportunity to reward its partners through the DLA Awards Program.



Customer of the Year (Non-DoD) Award: National Aeronautics and Space Administration, John F. Kennedy Space Center with DLA Director Vice Adm. Keith W. Lippert.



Vendor Excellence Award: Al Gonzalez Enterprises Refining, Inc. with DLA Director Vice Adm. Keith W. Lippert.

DESC Personnel Visit Souda Bay, Greece

By Capt. Paul Ribeiro, USAF
Defense Energy Support Center Mediterranean

Army Col. Anthony Kazmierski, commanding officer of Defense Energy Support Center (DESC) Europe, Navy Lt. Cmdr. Patrick Turner, commanding officer of DESC-Mediterranean, and Mr. James Alvord, the quality manager and deputy director of DESC-Mediterranean, visited Defense Fuel Supply Point Souda Bay on the island of Crete, Greece, this past Fall.

Souda Bay is one of the most important fuel

depots in the Mediterranean. Naval Support Activity Souda Bay, just three and a half miles away, relies on the depot for 100 percent of its jet fuel, while U.S. Navy vessels, like the one pictured below, are regularly refueled with diesel at the depot's pier.

Souda Bay demands the attention of DESC-Europe personnel—not only is it a critical location, but it is full of challenges. One such challenge is to update an existing 1961 international agreement. On this visit, Kazmierski successfully opened negotiations on the agreement.

Another challenge is adequately improving the infrastructure. There are several ongoing projects, including improvements to pipeline distribution systems and truck loading racks. During meetings with Capt. Ianis Lignos, commanding officer of the Hellenic Navy Base at Souda Bay, Lt. Cmdr. Konstaninos Kontos, deputy commander, and Mr. Tony Tzinakis, depot manager, Kazmierski was able to communicate DESC priorities clearly to the Hellenic staff.

Since the visit, DESC-Europe has conducted follow-on meetings with them, which have been very successful due to increased rapport and the friendly working relationships that were established with key Hellenic Navy personnel.



DESC personnel meet with Naval Support Activity Souda Bay personnel in Crete, Greece. From left to right, Lt. Cmdr. Patrick Turner, Mr. James Alvord, Capt. Ianis Lignos, Mr. Tony Tzinakis, Cdr. Konstaninos Kontos and Col. Anthony Kazmierski.

DESC's Mission...To provide the Department of Defense and other customers comprehensive energy solutions in the most effective and economical manner possible.

The Petroleum Quality Information System

By Kenneth Henz and Courtney Long, Bulk Fuels

The Petroleum Quality Information System (PQIS) is a database that contains shipping and test result information on deliveries of refined bulk fuels to DESC customers worldwide. Data is currently stored in an Access database located on the DESC Local Area Network (LAN). The database currently contains over 28,800 records representing 13.8 billion gallons of product purchased under DESC Bulk Fuels contracts. The main purpose of PQIS is to warehouse shipping tank test result information for use by interested parties in researching quality trends and investigating quality problems, such as the recent “Apple Jelly” investigation. Data submitted by the refineries are methodically stored in test result tables organized according to product types (such as kerosene-based aviation fuels, gasoline-based aviation fuels, gasoline and marine diesel fuel). The key to organizing the PQIS test result data is the use of test method codes, which provide the designation of the test method used and the units of measure. Codes are assigned based on the physical or chemical characteristic being measured and the number of reporting parameters. A list of these codes is provided as attachments to solicitations for all Bulk Fuels purchase programs.

Background

In the late 1980s, the results of a survey of military petroleum users indicated a need for a mainframe data repository that could be used by researchers and quality personnel for investigations and studies. Each of the military services had their own format for reporting test results. In addition, the paper copy test results provided with deliveries were filed with the DD 250s or DD 250-1s that documented the shipment. PQIS was born from the idea to create a mainframe



Team PQIS members Courtney Long and Kenneth Henz.

that would store quality data for and track batches of shipments from the refinery to the end user (“cradle to grave”) and would be accessible to both government and industry. However, this project did not receive much funding at the time and the technology was not conducive for “real-time” access to the data.

As a result of these constraints, the first version of PQIS, containing data only for JP-4, JP-5 and JP-8, was written in DbaseIV and stored on a personal computer. The first data entry was made into PQIS in September of 1990. Over the years, the database migrated through the various versions of Microsoft Access to the present-day database, which is programmed in Access 2000.

The Current PQIS Database

The current PQIS Database contains information on all bulk petroleum products purchased from refineries (quality assurance). Data is entered both manually and electronically (mostly from continental United States locations). Data is collected based on product specification and contract clause requirements. The test results, along with the linked shipment information, provide one end of a batch tracing chain from the

refinery (quality assurance) to a Defense Fuel Supply Point (DFSP), military base or end user (quality surveillance).

Data in PQIS has been used for a diverse list of projects and uses. Over the years, data from PQIS was used for the following:

- publication of an annual report, which provided historical summary statistics for selected test properties by region and year.
- publication of Air Force Research Laboratory articles in scientific journals.
- research that provided information for evaluating exceptions, deviations and waivers.
- evaluation of proposals to change commercial and military specifications.
- evaluation of contractor compliance with the requirement to submit test results for all DESC Bulk Fuels shipments.
- determination of fuel trends for future aviation engine designs.
- determination of the impact on interoperability during military exercises or contingencies by multinational organizations.
- studies supporting evidence for meeting any present or future environmental regulations.

Data Entry

Maintaining PQIS takes strong organizational skills and a lot of patience. There are many actions involved in keeping the database accurate and up to date. There is a daily influx of data sent and received by phone, fax and e-mail. This data is collected and organized according to company and contract number. Records reconciliation must be performed to keep PQIS in line with the information located in the Defense Fuels Accounting Management System (DFAMS) and the Fuels Automated System (FAS), which are the current central accounting and paying systems for the government.

A basic background into the contractors' reporting styles is helpful and can be learned in a

short time. Each refinery has its own unique way of numbering batches of fuel that they produce. Taking notice of this type of information can assist in keeping track of the current test reports and missing test reports. If there are any missing test or shipping reports, calls are made to the refineries themselves, or to the Quality Assurance Representatives (QARs) who oversee the needs of the government.

After collecting the shipping data it is ready to be entered into PQIS. Careful attention to detail must be paid to the entering process. All information on the documents must be entered exactly as it appears on the DD Form 250 and 250-1. Fuel quantities must be accurate. Shipments come in tankers, barges, pipelines, tank trucks and rail tank cars. Each mode of transportation has a unique identification number assigned by PQIS. Each shipment is then linked with its own unique test report identification number or numbers. A number of queries can be performed using these identification numbers to provide quality information on any of the various fuels contained within the data repository.

At the close of each contract period, the data must be checked for errors and missing information. Data calls are time-consuming, but must be performed to ensure that the information contained in PQIS is of the highest quality and free from errors. This process is now being supplemented by the use of the Paperless Ordering and Receipt System (PORTS) being implemented by DESC. Nearly fully implemented in the continental U.S., both shipment information and test results are entered via the PORTS screens into the PORTS server. From the PORTS server, the data is fed electronically into a copy of PQIS, where the data is screened. Once screened, the data from the PQIS copy is moved electronically into the actual PQIS database.

The Future

Several improvements and expansions of PQIS are planned. The most immediate is

accepting an electronic data feed from the refinery Laboratory Information Management System (LIMS) to the PORTS server. This will make the process of transmitting test results completely automated with no human intervention. Proposals are underway to create the quality surveillance portion of PQIS integrated with other DESC automation systems. With the advent of eXtensible Markup Language (XML), DESC is

working through the Petroleum Industry Data Exchange to incorporate the test method code structure into industry electronic commerce standards. This will allow that refineries to electronically communicate with DESC in the same manner as they communicate with each other. Finally, we hope to make PQIS web-enabled for easy and secure access by government and industry.

Gemini Filtration System Operational

Frank Wright, DESC Americas West

Defense Energy Support Center (DESC) Americas West's Gemini pre-coat high volume filter was rehabilitated and modified by the engineering firm of Sexton and Peake. Mr. Ed Dembech of Sexton and Peake was on site for the official acceptance and functional operations test. The unit performed perfectly. Instruction in the use and maintenance of the filter followed. On hand were several folks from Defense Fuel Supply Point San Pedro, DESC Americas West, Facilities and Distribution Management Commodity Business Unit, and Installation Energy Commodity Business Unit. The filter now meets international ratings that relate to pressure and flow rates. The highly versatile unit is now available for use in the continental U.S. on tank farms, common carrier pipeline distribution systems, and for the loading and unloading of ocean-going conveyances.



Participants during the Gemini Filtration System final acceptance and orientation.

Fuel Usage

From Oct. 1, 2001 - June 11, 2003, DESC has issued 1,347,308,531 gallons of fuel in support of Operation Enduring Freedom and the war on terrorism in Afghanistan.

From March 19, 2003 - June 11, 2003, DESC has issued 444,450,958 gallons of fuel in support of Operation Iraqi Freedom.

Missile Fuels Awards Expedited Bulk Liquid Helium Contract

Sharon Murphy, Missile Fuels

The Missile Fuels Commodity Business Unit awarded the Bulk Liquid Helium contract on an expedited basis for our U.S. Air Force/Titan friends at the Cape Canaveral Air Force Station (CCAFS). We accelerated award of the contract in support of a re-scheduled Titan IV launch (B-35) that successfully lifted off at Space Launch Complex 40 at CCAFS on Apr. 8. B-35's main payload was a 10,000-pound, \$800 million Military Strategic and Tactical Relay (MILSTAR) satellite. The satellite was placed into geostationary orbit about 22,300 miles above earth after more than six-and-a-half hours after the Titan lifted off. This sixth and final MILSTAR satellite will serve as a state of the art relay station for secure communications between senior U.S. leaders and military forces around the world. The Titan folks have also passed their thanks on to our folks here. In addition, we were advised of the following additional piece of interesting information - the MILSTAR constellation of satellites was responsible for relaying highly sensitive information that led to the recent rescue of former prisoner of war Pfc. Jessica Lynch. Thanks for the efforts of item manager Evelyn Salisbury and contract specialist Barbara Peterson. Peterson, who has been here for about six weeks, was the buyer on the contract that we awarded. We were especially proud of the role we played in supporting the warfighter.



The Titan 4B rocket launches with MILSTAR satellite. Photo by Russ Underwood, Lockheed Martin Space Systems.

Missile Fuels Personnel Recognized



From left to right: Item Managers Chris Morales, Robin Faifer, Selvin Rex and requirements branch chief Joe Reyes.

Northrop Grumman recently recognized three Missile Fuels item managers for their hard work in support of the U.S. Army's battlefield Mobile Tactical High Energy Laser (MTHEL). The MTHEL uses a high-energy laser to heat an artillery shell and causes it to explode in flight. It uses both Hydrogen Peroxide and Nitrogen Trifluoride of which Missile Fuels' item managers Chris Morales, Robin Faifer, and Selvin Rex supported multiple times. Missile Fuels' Joe Reyes, chief of the requirements branch, logistics management division, presented the letters of appreciation and lucite-encased MTHEL coins to each employee on Feb. 3.

Army Shows Renewable Energy Leadership in the Nation's Capital

Chandra Shah, National Renewable Energy Laboratory

The Department of the Army was recognized for their purchase of 19 million kilowatthours of renewable power this past fall at the Seventh National Green Power Marketing Conference in Washington, D.C. Through a supply agreement with Washington Gas Energy Services, Inc., more than 8 percent of the electricity needs of the Walter Reed Army Medical Center, Fort McNair and Adelphi Laboratories will be generated by a combination of wind energy and landfill gas resources through the end of 2004.

John Nerger, the Army's director of facilities and housing said, "This purchase illustrates the Army's commitment to furthering the development of domestic renewable energy resources in this region. We are pleased to see the wind industry grow in the region and around the nation."

This is one of the largest federal renewable power purchases and will assist the Army in achieving the goals of Executive Order 13123, as well as proposed federal legislation that would mandate a renewable portfolio standard. "The Army's leadership will be felt nationally, and especially in the Washington D.C., region," added Harry Warren, President of Washington Gas Energy Services, the supplier of the five million kilowatthours of wind power and 14 million kilowatthours of landfill gas annually. "The Army joins other local and regional institutions making a commitment to renewable energy."

Community Energy, Inc. will provide the renewable energy to Washington Gas Energy Services through a marketing arrangement with Exelon. "The Washington Gas Energy Services green electricity product means cleaner air to breathe and greater energy independence, a win-win decision that the Army can be proud of," said Brent Alderfer, president of community energy.

The wind energy was delivered from the Mountaineer Wind Energy Center (formerly known as the Backbone Mountain Wind Farm) in West Virginia. on January 2003. FPL Energy recently purchased the rights to the 66-megawatt wind farm, the largest wind energy facility to be built in the eastern United States, producing the equivalent electricity needed to power 20,000 homes each year. Compared to the same amount of conventional generation in the mid-Atlantic, this wind generation is estimated to avoid 200 million pounds annually of carbon dioxide emissions. That is equal to taking more than 14,000 cars off the road. FPL Energy is the nation's leader in wind energy generation, with 24 wind farms in 8 states. The Army will purchase the entire output of one of the Mountaineer facility's 1.5 megawatt wind turbines when construction is completed.

The landfill gas plants are located in Commonwealth Edison's service territory. The plants became operational after 1990, thus meeting the renewable energy goal of Executive Order 13123 (see www.eren.doe.gov/femp/resources/renewableguide.html for renewable goal guidance).

The Defense Energy Support Center (DESC) coordinated the renewable power purchase for the Army. "We were delighted to assist the Army with this purchase and will include renewable power products for customers in upcoming electricity procurements," noted DESC Contracting Officer Larry Fratis.

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Air Force Studies Microbes in Aviation Fuel

By Capt. Michelle E. Rauch-Johnson, USAF
Air Force Research Laboratory

The Air Force Research Laboratory (AFRL) Propulsion Directorate, Fuels Branch (PRTG), in collaboration with the Air Force Petroleum Office (AFPET), Air Force Institute of Technology (AFIT) and AFRL Materials and Manufacturing Directorate has been conducting research on the diversity of microorganisms in U.S. Air Force aviation fuel storage tanks.

Problems associated with microbial growth in aviation fuel tanks were initially investigated in the late 1950s and early 1960s. In 1958 refueling equipment malfunctions and difficulties in the fuel systems of B-47 aircraft were directly attributed to microbial growth. However, the 1962 introduction of ethylene glycol monomethyl ether (EGME) as a fuel system icing inhibitor had the fortuitous side-effect of acting as a biocide/biostat thereby ending the problem of microbial growth and eliminating the need for further research.

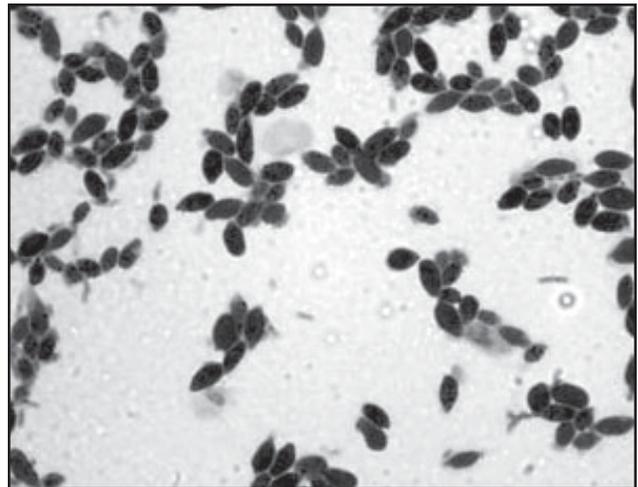
Forty years of evolution has not only improved Air Force jet fuel and additives but it is believed to have allowed the microorganisms to develop resistance as well. This hypothesis is supported by several recent field problems involving microbial contamination in Air Force aviation fuel.

A baseline study of the current microbial activity in Air Force aviation fuel supplies is currently underway. With excellent cooperation from the Air Force major commands and base units, forty aviation fuel samples were collected from twelve Air Force bases. With the exception of an overseas base, three samples were collected from each base, one from an above ground storage tank, one from a refueling truck and one from an aircraft wing tank. All samples were collected from either a sump or the lowest collection point on the tank during the first draining of the morning. Historically, microor-

ganisms have been found to favor the water/fuel interface; therefore, the collection point and time were chosen to increase the likelihood of collecting any potential condensate and possible microbial growth.

Microbes were cultured and isolated from the fuel/water samples using growth media selective for aerobic bacteria, anaerobic bacteria and fungi. Once isolated, identification of the microorganisms was attempted using gas chromatograph fatty acid methyl ester (GC-FAME) profiling. While this technique has proved to be moderately successful, further identification is being accomplished using 16S RNA gene sequencing.

Once the identification of the isolated microorganisms is complete, AFRL/PRTG hopes to transition the research into the field, allowing for recognition of contamination with as few as 30 microbial cells in as little as 30 minutes. Such a rapid, sensitive diagnosis will allow intervention before the microbial growth can become a potential problem. In addition, results from the research will be used to develop a strategy to combat any future contamination occurrences.



Transmitted light microscopic images of bacteria isolated from Air Force Aviation fuel/water samples.

DESC EMPLOYEE OF THE QUARTER

Fourth Quarter

Ellen Shannon, assigned to the Missile Fuels Contracting Division, was selected as the Defense Energy Support Center's Employee of the Quarter for the Fourth Quarter, Fiscal Year 02. Shannon has played a key role in supporting DESC's overall efforts as the lead buyer and sole Contract Specialist, to find potential sources, solicit, evaluate proposals and award a new Dinitrogen Tetroxide contract (the government's supplier for the last 23 years declared Chapter 11 bankruptcy) to support the critical missions of the National Defense and Space Programs. She was instrumental in developing a competitive base of potential suppliers, for the first time since 1979. Shannon managed the Pre-Solicitation Conference and Pre-Proposal Conference held with six prospective suppliers. In addition, Shannon developed the Bid Evaluation Model for all prices and continued to administer the Vicksburg contract, which had its own unique challenges due to the Chapter 11 filing. Her outstanding efforts resulted in an expedient award contract that provided the government the best price and whose technical proposal was determined to be the lowest risk to the government, and at a savings. Shannon is a consummate contracting professional and an exceptional performer who is valued and respected by management, her peers and DESC's customers and contractors.



Ellen Shannon, Employee of the Quarter for the Fourth Quarter, Fiscal Year 2002.

First Quarter

Dan Bard, assigned to the Facilities Management Inventory Management Division, was selected as the Defense Energy Support Center's Employee of the Quarter for the First Quarter, Fiscal Year 2003. He demonstrated outstanding job performance supporting inventory accounting for Operation Enduring Freedom and the reconciliation of other Middle East accounts dating back to December 2001. He accomplished this extra workload on weekends and during the evenings. He made insightful recommendations for handling the non-routine accounting situations and followed through on all projects no matter how difficult and complex. Bard continually contributed significantly to the mission of the Inventory Accounting Branch- East and DESC. Due to his expertise in Air Force combat fuels accounting, Bard performed two back-to-back temporary duty trips to the Middle East area. He continually displays a positive approach and attitude to all tasks and sets extremely high standards of personal performance for himself.



Dan Bard, Employee of the Quarter for the First Quarter, Fiscal Year 2003.

Gross Retires from U.S. Air Force

By Joan Turrisi, Facilities and Distribution Management



Lt. Col. Charles Gross retires after 24 years of service in the U.S. Air Force.

On October 18, 2002, Lt. Col. Charles Gross retired from the U.S. Air Force after 24 years of service. The ceremony was officiated by retired Air Force Col. Michael Broderick. Celebrating this milestone event with Gross were assorted friends and numerous family members, many traveling from out of town to mark the occasion. Maj. John Greco served as master of ceremonies and chaplain Col. James W. Daniels, Jr. delivered the invocation.

In recognition of and appreciation for Gross' honorable service to our country, Broderick presented him with the Defense Meritorious Service Medal, the President's Certificate of Appreciation, a United States flag that was flown over the Pentagon in Gross' honor, and the Certificate of Retirement signed by Air Force Maj. Gen. Mary Saunders, Vice Director, Defense Logistics Agency and Air Force Chief of Staff Gen. John P. Jumper.

Gross' 24-year Air Force career began with various squadron, group, wing and major command level assignments at Bergstrom Air Force Base, Texas; San Vito Air Station, Italy; Elmendorf Air Force Base, Alaska, and Andrews Air Force Base, Md., from 1978 to 1992. From 1992 to 1994, Gross was Commander of the 3415th Supply Squadron at Lowery Air Force Base, Colo. Following that tour and until 1997, he assumed his first tour with then Defense Fuel Supply Center as Commander, Defense Fuel Region West (later renamed Defense Fuel Office). It was during this west coast tour that Gross earned the 1997 Conservation Award and a Special Award by the Secretary of the Interior for his efforts in support of the endangered Palos Verde Blue Butterfly. This initiative was the basis for Gross' unofficial designation as the "Butterfly Boy."

In 1997, Gross took an assignment as Professor of Security Studies at the Asia Pacific Center for Security Studies, part of the United States Pacific Command organization designed to enhance bilateral relationships with the armed forces of nations in the Asia-Pacific region.

During his last tour as DESC's Deputy Director, Facilities and Distribution Management, Gross was instrumental in planning and executing emergency efforts in support of Operating Enduring Freedom. His efforts improved the process of reconciling fuel accounts, managing the \$230 million maintenance, repair and environmental budget and championing DESC's position on issues such as the U.S. Navy fuel terminal Memorandums of Agreement, alternative fuels and maintenance and repair funding. When Mr. Bartenhagen was reassigned to Direct Delivery Fuels in April 2002 and until Col. Daniel Flowers arrived in July 2002, Gross assumed the position of Director, Facilities and Distribution Management, and seamlessly led the directorate through the ever-challenging engineering, environmental, inventory accounting, global support, facilities optimization and procurement activities that comprise the mission of the Facilities Directorate.

Winters Retires After 31 Years of Federal Service

By Mike Earp, Resources Management

Mrs. Judy Winters retired in January 2003 after serving 31 years in government service. Many Defense Energy Support Center (DESC) personnel know what that means, especially financial types: it means trying to replace an institution of knowledge obtained over the span of 31 years for multiple financial management systems. Not an easy task to say the least.

Winters, whose entire government service has been with DESC, was presented with the Defense Logistics Agency (DLA) Distinguished Career Service Award for achievements throughout her career.

Winters graduated from Mary Washington College in 1970 with a major in mathematics. After teaching high school mathematics for a year, she relocated to the Northern Virginia area and began her career with the Defense Fuel Supply Center in 1971 (later changed to the Defense Energy Support Center). Winters excelled as a computer analyst for 15 years with the Office of Telecommunications and Information Directorate and eventually became a Supervisor Computer Specialist within the Financial Accounting Support Branch. She spent an additional seven years in this capacity supervising a number of personnel in a variety of capacities.

In 1993, Winters joined the Directorate of Resources Management (DESC-R) as a financial advisor. During her tenure with the Directorate, she performed a variety of functions for the Comptroller, Program Management Division and the Financial Integrity & Analysis Division. Winters remained in the Directorate until her retirement.

Numerous accomplishments and accolades were achieved over the span of Winters' career. She was the primary computer analyst for the financial design and implementation of the Defense Fuels Automated Management System (DFAMS). Her efforts along with others were critical in obtaining the design certification from the General Accounting Office; no small feat. Winters also wrote system and program specifications for some of the most complex portions of DFAMS that remain intact today. Additionally, she was an instrumental player in implementing the Posts, Camps and Stations and the Bunkers program into DFAMS.

Interestingly enough, Winters ended her DESC career in much the same way it began. That is, she was a critical player in the implementation of the financial portion of Energy Downstream and Oracle Government Financials. She, among others, played a key role in designing, testing, and implementing the West Coast Bulk program launched in October 2002. This was recognized as a major milestone achievement both within DESC and the Defense Logistics Agency. This system will eventually replace the legacy system, DFAMS.

Winters possessed extra-ordinary analytical skills and was recognized within DESC as a resident expert in both computer processing and financial processing. Judy will truly be missed!!!



Judy Winters retired in January after 31 years of federal service (photo by Mike Earp).

PROMOTIONS



During a promotion ceremony held on Oct. 1, 2002, Army Master Sgt. Randall Beltran was promoted to his current rank. Beltran is the Operations Non-Commissioned Officer-in-Charge for DESC-Korea. Beltran was pinned by Sgt. Maj. Joseph Brundy of the 55th Theater Support Command (left) and Lt. Col. Heidi Graham, Commander, DESC-Korea.



During a promotion ceremony held on Jan. 3, Air Force Master Sgt. Michelle Groat was promoted to her current rank. Groat is the Reserve Readiness Coordinator at DESC Headquarters.

Facilities and Distribution Management Director Promoted

*By Mary M. Cafeo
Facilities and Distribution Management*

The eagles have been pinned! Family and friends joined Col. Donald A. Flowers in Defense Logistics Agency's (DLA's) McNamara Auditorium for his promotion ceremony on March 3. Defense Energy Support Center (DESC) Director, Mr. Jeffrey Jones, presided over the ceremony, while DLA Vice Director, Air Force Maj. Gen. Mary Saunders administered the commissioning oath. Flowers' eagles were pinned by his wife, Jena of 10 years, and his mother, Adele. Retired Air Force Col. John Piazza, and retired Air Force Chief Master Sgt. Paul Dupoise, donned the epaulettes.

As Director of the Facilities and Distribution Management Commodity Business Unit, he leads the organization through the ever-challenging engineering, environmental, inventory accounting, global support, optimization of facilities and procurement issues involving DESC's mission.



Col. Donald Flowers' rank insignia were pinned by his mother Adele Flowers and his wife Jena Flowers.

AWARDS

On October 30, 2002, the Deputy Under Secretary of Defense (Installations & Environment), Mr. Raymond DuBois, awarded Patricia Knox Bonner the Office of the Secretary of Defense Award for Excellence. Bonner received this award for her achievements while assigned to the Professional Enhancement Program with the Office of the Deputy Under Secretary of Defense (Installations & Environment) from July 2001 to July 2002. Bonner is a chemist in the Product Technology and Standardization Division of the Bulk Fuels Commodity Business Unit.



Patricia Knox Bonner was awarded the Secretary of Defense Award for Excellence.



Cmdr. David Fowler was awarded the Defense Meritorious Service Medal on Feb. 28 for his achievements as the Fuels Automation Systems Contracting Officer.



Ron Moran received his 25-year Federal Civil Service pin on Nov. 7. Moran is a Business Modernization Specialist with the Change Management Office.

DESC's Vision...To be recognized as the best and most effective energy solutions organization in the world.

COMMUNITY

Horsin' Around Raises Cash for American Heart Association

By Deborah VanKleef, Change Management

Many thanks go out to my family, friends and co-workers at DESC who contributed towards the American Heart Association's 21st Annual Horseback Ride-A-Thon held in Myrtle Beach, S.C., Nov. 13-17, 2002. All donations collected were provided to the American Heart Association (AHA) in honor of my father, James G. Wilson, who passed away on September 26, 2002 after suffering a stroke while undergoing chemotherapy treatments.

My father was an avid horse enthusiast and happened to be the one who got me started horseback riding a very long time ago. So the AHA Ride-A-Thon seemed a fitting way to honor his memory and contribute to a worthwhile cause at the same time.

Riders raised over \$114,000 and competed for prizes awarded to the top fundraisers. Since my collection exceeded the \$500 mark (thanks to you), I received a hat and t-shirt, camping chair/cooler, and a riding vest. All the monies raised, including the proceeds from admission fees, are used to help fund research to overcome America's number 1 killer, heart disease.

The AHA Ride-A-Thon began and ended on Lakewood Camping Resort, where over 800 participants rode their horses along a 20 mile stretch of beautiful sandy beach right on the Atlantic Ocean. It was a great fun-filled weekend and the folks at Lakewood Camping Resort have extended the invitation to the group for this year. Plus, event coordinators are already working with Lakewood Resort and the City of Myrtle Beach to extend the length of the event to one full week of fun.

You can bet I'm already planning on horsin'

around in Myrtle Beach again in 2003! It was a real thrill to ride my own horses on the beach, and it was great to meet so many new people who also enjoy spending time with their horses. I'll begin collecting donations for the 2003 event early, but keep in mind that you could join the horseplay too, and plan to meet me at the campgrounds in 2003 (with or without a horse). Together we'll fight to overcome heart disease and have fun by participating in this event. Either way, you'll see me horsin' around again real soon. Many, many thanks for your generous donations in 2002!



Deborah VanKleef rides Topper along the beach in Myrtle Beach, S.C.

COMMUNITY

Russell Plays Hardball at World Series

By John Russell

Facilities and Distribution Management

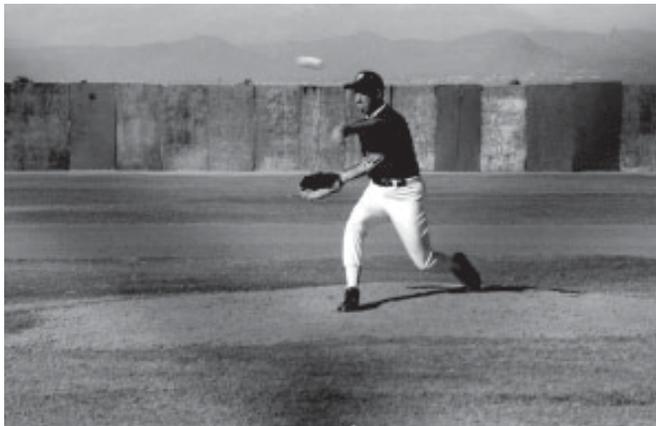
Baseball has always been a passion for me. Presently the chief of engineering of the Facilities and Distribution Management Commodity Business Unit, I began playing Little League baseball at age eight and have participated on either baseball or softball teams for more than 40 years. From the time I finished college until recently, there were no local baseball leagues for adults, so softball had to fill the void. Once I learned of the Men's Senior Baseball League (MSBL), I renewed my hardball "career."

There are several local leagues for players in age groups of 18+, 28+, 38+, and 48+. The leagues start in April each year and run until early November.

Known as "JR" to my friends, I recently visited the Phoenix and Tempe, Arizona, area where I participated in the MSBL World Series, an annual event held at the end of October each year. I played in the 48+ Federal Division with a local team called the Virginia Senators. I primarily pitch and play first base, and occasionally play some outfield.

I've noticed that each year the competition gets a little better, but the overwhelming majority of the players simply love playing baseball, win or lose, and have a great deal of respect for the other players involved. This fosters many wonderful friendships among the participants.

My goal is to play until I'm 60. After that, who knows?



John Russell pitches during the Men's Senior Baseball League World Series in Ariz.

Soul Food Potluck Celebration Held



DLA Vice Director, Maj. Gen. Mary Saunders (left) with DESC employees Cheryl Anderson and Carolyn Oni Gillum.

In observance of Black History Month, the Defense Logistics Agency's J-3 held their annual "Soul Food Potluck Celebration" at the Andrew T. McNamara Headquarters Complex on Feb 25. The event allowed employees to donate their favorite soul food dishes for sampling. DESC employee Cheryl Anderson served on the committee this year. Carolyn Oni Gillum and Master Sgt. Jerome Williams, also of DESC, displayed their private collection of African artifacts.

Our Mission...

To provide the Department of Defense and other customers comprehensive energy solutions in the most effective and economical manner possible.

Our Vision...

To be recognized as the best and most effective energy solutions organization in the world.

Our Values...

While achieving our mission, 10 basic values guide our daily activity and vision for the future.

We are committed to:

Customer Satisfaction

We provide competent, reliable energy solutions involving employees and customers in the decision-making process.

Responsible Resource Management

We make the most effective and efficient use of taxpayer dollars as stewards of the public trust.

Ethical Conduct

We demonstrate integrity in all of our dealings with industry, federal agencies, our fellow employees and the communities in which we live.

Vision

We effectively guide our organization to industry leadership in an ever-changing environment.

Success Through Teamwork

We promote achievement in a work environment that encourages creative ideas, listening and respect for people.

Leadership

We demonstrate excellence through innovative programs and policies.

Continuous Improvement

We always strive to make process improvements to do business smarter and better.

Pride of Workmanship

We produce quality work that enhances the organization's performance and provides team and personal satisfaction.

Environmental Sensitivity

We establish policies and conduct operations with a strong sense of environmental awareness.

Responsible Citizenship

We are actively involved in our communities.

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