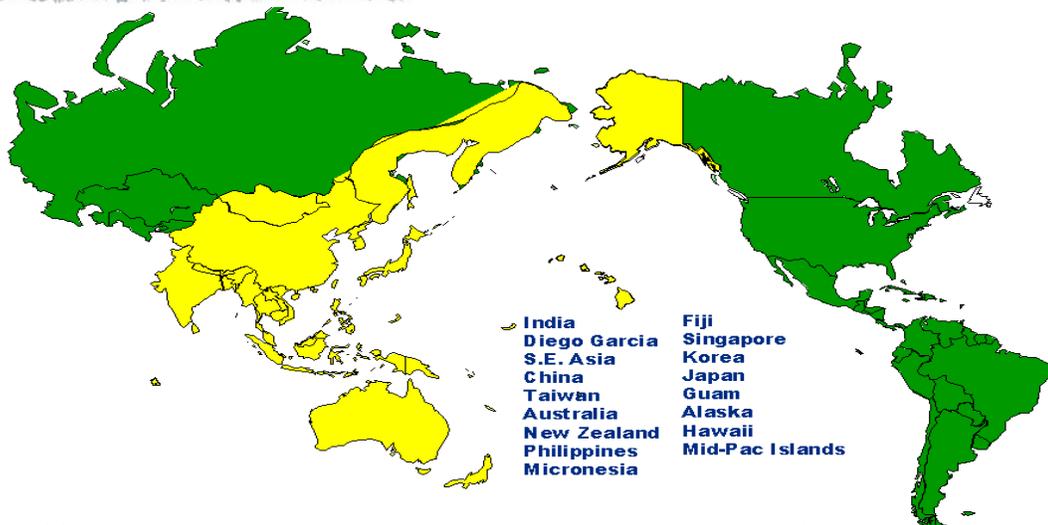


FUEL LINE

Defense Energy Support Center
www.desc.dla.mil

Spring/Summer 2004
Vol. 2

DESC Pacific Supports The Warfighter



Fuel Line

In this Issue:



From the Director.....3 Defense Energy Support Center

News

Exercise Cope Tiger.....4
DESC Japan.....6
DESC Korea.....7
DESC Pacific.....8
DESC Alaska.....9
DESC Iraq.....11
DESC Americas East.....13
Bulk Fuels.....14
Small Business Office.....16
Manpower & Workforce Development.....17
Safety & Health Office.....18
Army Petroleum Center.....19
185th Quartermaster Battalion.....20
NOLSC.....21
NFESC.....23
FISC San Diego.....24
NS Guantanamo Bay.....26
NFEC-SW.....27
NAS Fallon.....28
Air Force Space Command.....29
Malstrom Air Force Base.....31
Around DESC.....32

Newsmakers

Employee of the Quarter.....33
Awards34
Retirements.....35

Around DLA

Open Forum.....36
Customer Relationship Management.....38

DESC 2004 Worldwide Energy Conference, Sept. 28-30see page five for the details.

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Fuel Line is an official publication distributed quarterly by and for the Defense Energy Support Center and fuel-oriented clientele. Contents of this publication are not necessarily the official views of, or endorsed by, the U.S. Government, the Department of Defense or the Defense Energy Support Center. Fuel Line is prepared by desktop publishing applications. Address correspondence to: ATTN: DESC-DEB, Defense Energy Support Center, 8725 John J. Kingman Road, Suite 4950, Fort Belvoir, Virginia 22060-6222. DSN 427-9691, Commercial (703)767-9691. Address email to: FuelLineEditor@desc.dla.mil.

From the Director

I have been in the Director's seat for almost one year. I can honestly say that I am very proud to be the Director of DESC as I look back on all that we have accomplished in a short period of time. As I am writing this, our third DESC-Iraq team is in place to provide humanitarian assistance for the Iraqi people in support of Task-Force Restore Iraqi Oil (TF-RIO). Our first two teams, led by Jim Cotton and Capt. Brad Bellis, did a remarkable job for DESC and for DLA. Our third team is led by Lt. Col. Dan Schmidt from DESC-Europe, and I know that our third and final team looks forward to completing this mission for DESC. There are also many who supported the TF-RIO mission here at headquarters and our field offices and I can tell you that your teamwork made a difference. DESC received letters of appreciation from Iraq Coalition Provisional Authority Administrator Paul Bremer's office and Vice Adm. Lippert could not be more proud of DESC. You all have made a difference!



I have done some traveling over the last several months and have appreciated the opportunity to meet with many of you. I want to pass on "a job well done" from our customers in the field. Everywhere I go, our customers and partners in private industry convey a reoccurring theme of DESC's superior support and professionalism. In mid-May I traveled to Americas East, and while there I visited the ExxonMobil refinery in Baton Rouge, Louisiana; U.S. Strategic Petroleum Reserves in Bayou Choctaw, Louisiana; and U.S. Southern Command in Miami, Florida. Following my trip to the south, I traveled to Korea for a change-of-command ceremony. Two weeks later, I flew to Germany, Italy and Turkey to meet with petroleum suppliers supporting the Iraqi humanitarian mission and held a town hall meeting with DESC-E personnel. I also visited U.S. Transportation Command (TRANSCOM) in July. Gen. Handy expressed appreciation for the continued TRANSCOM/DLA/DESC partnership.

We are also preparing for DESC's 2004 Worldwide Energy Conference to be held at the Regency Hyatt Crystal City in Arlington, Va. We will host a dynamic trade show in conjunction with the conference. This year's conference theme is "Tomorrow's Energy Solutions." The conference objective is to exchange information on an array of energy topics of interest to our customers and suppliers in industry -- topics that will help us all stay current in defense and federal-wide programs and the latest technologies in use in the private sector. This is a very special opportunity for attendees to learn from top industry and government experts about the challenges and needs that lie ahead. I look forward to this opportunity to exchange information and to open the dialog between DESC, our suppliers and our customers.

Again, I am proud of the job that you all do for DESC, and I look forward to meeting more of you as I continue to travel throughout the DESC community.

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

DESC Pacific Supports Exercise Cope Tiger

By Maj. Joseph Williams, USA
DESC Pacific

Cope Tiger is the annual Thailand-U.S. Pacific Command-sponsored joint-combined multilateral training exercise involving forces from the United States, Thailand and Singapore. The U.S. Air Force and U.S. Marine Corps have maintained close relations with both Thailand and Singapore for many years, and exercises like Cope Tiger, Cobra Gold in Thailand and Commando Sling in Singapore, demonstrate the three nations' interest in fostering relationships beneficial to regional peace and stability.

Formerly named CASEX, the exercise was renamed Cope Tiger in 1992 to incorporate the home of the tiger motto of the Korat Royal Thai Air Force base (RTAFB). The tiger is respected in Thailand for its beauty, strength and skill as a hunter. Cope Tiger 04 was a regularly scheduled exercise series, unrelated to any real world events. Cope Tiger has continuously strived to promote and enhance cooperative relationships with participating nations, as well as with bordering nations. This was the ninth time the three nations have participated in a single multinational exercise.

Cope Tiger is conducted in two phases in the Asia-Pacific region. The first phase is a tactical seminar/command post workshop where aircrews from the three countries participate in mission planning and a mission commander

symposium. The second phase was the airborne training exercise that took place at RTAFB near the city of

Nakhon Ratchasima (commonly called Korat), 110 miles northeast of Bangkok. More than 1,350 people participated, including approximately 750 U.S. service members and 600 service members from Thailand and Singapore.

Forces participating included aviation units from the U.S. Air Force, U.S. Marine Corps, Thailand and Singapore. U.S. Marine Corps units included: fighter attack squadron 212 (VMFA-212); tactical electronic warfare squadron 3 (VMAQ-3) from Marine Corps Air Station, Iwakuni, Japan; and the aerial refueling squadron 152 (VMGR-152), from Marine Corps Air Station, Futema, Japan. U.S. Air Force units included: the Air Force's 12th fighter squadron, 90th fighter squadron, and 962nd airborne air control squadron from Elmendorf Air Force Base, Alaska; and 961st airborne air control squadron, 33rd air rescue squadron, and 909th air refueling squadron from Kadena Air Base, Japan. The Royal Thai Air Force units included: 101st and 103rd squadron, Korat RTAFB; 203rd squadron, Koke them RTAFB; 231st squadron, Udorn RTAFB; 701st squadron, Surat Thani RTAFB; and 401st and 403rd squadron, Takhli RTAFB. The Republic of Singapore units included the Air Force's 111th, 122nd, 125th, 140th, 145th, 149th squadrons from Paya Lebar Air Base and Tengah Air Base, Singapore.

Forces exercised dissimilar basic fighter maneuver training; dissimilar air combat tactics training; close air support training; large force employment training; airborne and land-based control of mission packages; air refueling; search and rescue procedures; and common operational procedures at the unit level. Two joint teams were formed and consisted of the flying forces from each of the participating countries. These two opposing teams flew air-to-air and air-to-ground combat missions using a variety of aircraft weapon systems.

This was the first year that DESC actively



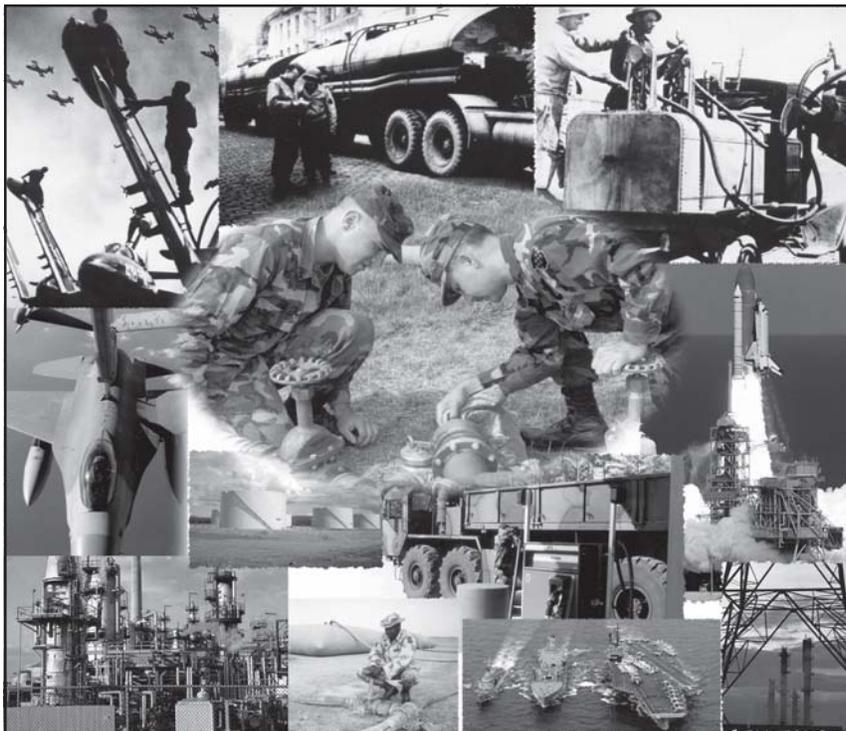
Air Force F15 Eagle.

supported the Cope Tiger exercise. We contracted for and provided quality assurance surveillance of fuel obtained from the Petroleum Authority Thailand (PTT). By providing a quality assurance representative (QAR) for the exercise, we directly supported the 13th Air Force fuel teams with accountability, inventory and quality assurance at the Korat Air Base and Utapao refinery. DESC's involvement resulted in a savings of over \$1 million in fuel costs that would have been paid out of exercise operation and maintenance funds. We effectively eliminated the U.S. Embassy's need

to be involved with fuel issues for military exercises in Thailand. This involvement also provided DESC with closer ties with PTT for future contingencies and exercises.

Cope Tiger is fully supported by both Thailand and Singapore as a valuable training venue, while nurturing solid relationships with nations and companies in the region. The exercise continues to provide worthwhile and realistic training in a multilateral environment for U.S. forces and those of key allied countries.

DESC 2004 Worldwide Energy Conference



September 28 - 30, 2004
Hyatt Regency Hotel,
Crystal City
Arlington, Va.

Conference Highlights:

- > More than 100 exhibitors displaying state-of-the-art energy products and services.
- > More than 750 Air Force, Army, Navy, Marine Corps, Coast Guard, and civilian agencies represented.
- > More than 50 educational workshops.
- > Outstanding networking and marketing contacts.

For more information contact Deborah Bowling at
(703) 767-4108 or worldwide@desc.dla.mil

DESC Japan Celebrates 10-Year Anniversary

By Lt. Col. Robert Letourneau, USAF
Commander, DESC Japan

DESC Japan was established in April 1994 with the signing of a memorandum of understanding (MOU) between the Defense Fuel Region, Pacific (DFR PAC), the United States Army Japan/IX Corps (USARJ), the U.S. Fleet and Industrial Supply Center (FISC) Yokosuka, and U.S. Forces Japan (USFJ). That MOU transferred responsibility for the management of the Inland Petroleum Distribution Mission (IPDM) on the main islands of Japan, excluding Okinawa, from USARJ to DFR PAC and FISC Yokosuka, effective April 1, 1994. It also established the Defense Fuel Office Japan (DFOJ).

On May 3, 1994, the Defense Fuel Supply Center (DFSC) hosted a formal ceremony marking the activation of a new Defense Fuel Office in Japan. Air Force Col. Leon Wilson, DFSC director, uncased the unit colors and passed them to Navy Capt. Fred Chitty, DFR PAC commander. Chitty then passed the colors to Air Force Maj. Don Flowers, the first commander of DFOJ.

The initial staff included Sgt. Victor Harper who moved from the Army Transportation Office in Yokohama where he was the Chief of the Traffic Operation Section to Yokota Air Base. Harper is now a Sgt. Maj. serving at Fort Bliss, Texas. One of his first orders of business was to hire Tomoko Saito as the administrative specialist and Christina Nishie as the budget analyst. Saito now works for the USFJ/Yokota Legal Office. Nishie is still a critical member of our team today and continues to provide outstanding support and much needed continuity. Flowers, now a Colonel, recently completed a tour at DESC as the director of Facilities and Distribution Management. The initial staff worked diligently to transition the IPDM and establish a foundation of outstanding mission support.

The DESC Japan mission has grown and evolved over the years and we have built upon

the foundation of excellence to support a new and significant Posts, Camps and Stations (PC&S) mission, add a quality assurance mission and serve as the largest facility program in the Pacific. Our staff is still small and effective, but now has 10 personnel composed of military, civil service and local nationals. The team supports 15 Defense Fuel Support Points (DFSPs) and more than 108 geographically disbursed PC&S customers. DESC Japan executes an annual \$486 million fuels program involving administration of seven major contracts and a switching agreement with the Japan Freight Railway Corporation. The staff also manages the storage and distribution of over 11 million barrels of petroleum products annually.

DESC Japan provides the vital link between the Defense Energy Support Center and the Japanese area of responsibility supporting U.S. Pacific Command, U.S. Forces Japan, its component commanders and their 130,000 military, civilian, dependant and local national personnel on 91 facilities across Japan. The positive operational impacts of this mission support are felt daily across Japan and reach directly into the Global War on Terrorism.



DESC Japan team from left to right. **Front:** Reggie McCaw (deputy director), Yumi Morita (supply requirements/distribution clerk), Christina Nishie (budget analyst), Lt. Col. Rob Letourneau (commander). **Back:** Jeff Connell (distribution facility specialist), Sgt. First Class Cory Van Ry (petroleum operations supervisor), Rick Fiorey (quality assurance specialist). **Not pictured:** Quin Bragasin (lead quality assurance specialist), Akiko Okino (administrative specialist), and Lee Green (inventory manager).

Follow-on Bulk Petroleum Support for U.S. Forces Korea

*Lt. Col. Heidi Graham, USA
Commander, DESC Korea*

May 18th marked the beginning of the end of the 34-year history of the Trans Korean Pipeline, commonly known as the TKP. Built by Bechtel Corp for the U.S. Army in 1970-71, the TKP pipeline system has transported and provided all of the fuel for U.S. forces operating in Korea. Lt. Col. Joe Volpe, the commander of the Petroleum Distribution System Korea (PDSK) in 1970, led the effort in design and construction of the TKP. In 1980, the Uijongbu extension was completed connecting Kangnam terminal to Taeggiwan and Uijongbu.

The TKP spanned 283 miles from Pohang to Uijongbu. It had eight terminals for storing U.S.-owned fuel, and five pump stations with Solar Turbine driven Byron Jackson pumps, capable of delivering 1,400 gallons per minute at 1150psi. Pohang was the base terminal with over 500 thousand barrels of storage. It was the origination point for fuel going into the TKP. The TKP was also tied into and received product at Daegu junction from a commercial pipeline that ran from Ulsan to Daegu. In its heyday, the TKP operated first by the PDSK and then the 2nd Quarter Master (QM) Group, employed over 1,100 U.S. soldiers, civilians and Koreans and annually provided more than 200 million gallons of diesel, mogas (automotive gasoline) and jet fuel to U.S. Forces Korea (USFK).

Total throughput, including commercial product, was 675 million gallons a year. It was the only high-pressure commercial type multi-product pipeline owned and operated by the Department of Defense. The TKP carried nine different products for U.S. forces and Korean

commercial oil companies. From 1971 to 1992, the TKP cost \$12 million a year to operate. It made a \$6 million profit for the U.S. Treasury through tariff charges for moving commercial product.

The TKP has been the training ground for a score of soldiers, many of whom are working for the Defense Energy Support Center (DESC) today.

One PDSK commander went on to become a commander of DESC, Brig. Gen. James Bickford. PDSK (2nd QM Group) was divided into three operating districts: Southern, which was changed to 20th QM Petroleum Operating Company; the Central, which was changed to 78th QM Company (PO); and the Northern, which was changed to 114th QM Company (PO).

In 1992, the U.S. Army transferred ownership of the TKP to the Korean Government, inactivated the 2nd QM Group and turned management of USFK's wholesale fuel support over to DESC (then known

as the Defense Fuel Supply Center). In 1996, the Korean government built a modern pipeline called the South-North Pipeline (SNP) and, under pressure from the Korean public, who wanted use of the land on which the TKP was built, announced that it would close the aging TKP. It asked USFK to transition their fuel requirements to the SNP. To do this, the two governments faced the challenge of determining how to provide the U.S. access to a deep water port, and link the pipeline systems that directly supported DESC's main customers. Since 1996, the two governments have worked toward an agreement that would provide USFK the support they needed to continue day-to-day operations, while also allowing them to rapidly expand in the event of hostilities. After many false starts, the



The two joint working group co-chairs, Michael Anderson and Min Kyong-ho, signed the Agreed Recommendation on May 18.

negotiators finally came to a mutually support-able compromise in 2004.

Much of the credit goes to Michael Anderson who has been involved in the TKP for most of his career both in the Army and while with DESC. He figured out how to simultaneously negotiate with the Korean commercial fuel industry and the Korean government by using a process outlined in the status of forces agreement (SOFA). Anderson co-chaired a joint working group (JWG) that included representatives from the Korean industry (the Daehan Oil and Pipeline Corporation (DOPCO) and SK Corporation); the Korean government (the Ministry of National Defense (MND) and the Ministry of Foreign Affairs and Trade (MOFAT)); USFK (the J4, Legal and SOFA Directorate) and DESC (Bulk, Facilities, Resource Management, Legal and DESC Pacific).

Over a period of two years, the JWG met regularly to work out required services, pricing, responsibilities and operating procedures used by the parties involved. The final agreement allows for DESC to deliver JP-8 from offshore through the Port of Ulsan, transport it up the SNP and store it at three terminals located close to DESC Korea's main customer hubs. This

very complex agreement brings together the interests of six diverse organizations into one support system that will link USFK to a state of the art bulk fuel infrastructure and ensure continuous and uninterrupted support for years to come.

The signing ceremony held May 18 at the headquarters of MOFAT, culminated many long nights, intense meetings, briefings and rewritten documents. Anderson, co-chair for the U.S. government and Director Min Kyong-ho, co-chair for the Korean government, signed the Agreed Recommendation amid much applause and flashing camera bulbs. After the two co-chairs signed the English versions of the agreement, Director Kim Sang-Yeol from DOPCO and Yang Sung-ho from SK Corps corporation, signed as the joint working group's industry partners. Actual transition of DESC's fuel from the TKP to the SNP won't begin until the agreement is ratified by the South Korean legislative body and signed by the two chairs of the SOFA Joint Committee. DESC Korea will oversee a seven-month transition as the new infrastructure is made ready, stocks are transferred and systems checks are completed.

DESC Pacific Supports Air Force One

*By William Brinning
DESC Pacific*

The secure voice speaking to me from the Presidential Flight Support Office detailed only the basic requirements; location and pounds of jet fuel required for Air Force One and the alternate plane. Much of the details concerning the schedule were yet to be released to the public, so "mum" was the word. The President was traveling to the Asia-Pacific Economic Cooperation Conference in Thailand and planned additional brief stops in Tokyo and Manila on the way. After the two-day conference in Thailand additional, but brief visits, were planned for Singapore, Bali, Indonesia; Canberra, Australia; and finally Hawaii. Secure fuel was planned for all stops thus requiring a quality assurance representative (QAR) to witness the sampling and testing of the fuel.



DESC Pacific supports Air Force One refueling sites.

Once samples were taken, the tank truck or system containing the fuel was sealed and placed under armed guard. Due to U.S. Pacific Command's mandatory force protection measures, buddy travel was required for the Philippines and Indonesia, which resulted in eight

DESC Pacific QARs being assigned to perform this mission. Region quality personnel were identified to work each of the Air Force One refueling sites with names and contact information submitted back to the Presidential Flight Support Office, who in turn provided this information to each of the respective lead agents at the various sites. The following Region quality personnel provided support at the identified locations: Quincy Bragasin, DESC Japan, at Tokyo, Japan; Roger Torgeson and Master Sgt. Michael Van Dongen, DESC Korea, at Manila, Philippines; Sgt. First Class Richard Knapp, DESC Alaska, at Bangkok, Thailand and Canberra, Australia; Ron Coleman and Staff Sgt. Curtis Morgan, DESC Korea, at Bali, Indonesia; Mark Firmani, DESC Middle Pacific Singapore, at Singapore and Canberra, Australia; and Ron Bell, DESC Middle Pacific Hawaii, at Honolulu, HI.

As the personnel deployed to the various sites, obtained cell phones, established contacts and identified required support, it became apparent that one site was more problematic than all the others. Laboratory contacts were made easily and early for all sites except Bali, Indonesia. Our attempts to air transport the samples from Bali to another familiar laboratory

in the region were refused due to political relationships within the region and other reasons. The Defense Attache Office (DAO) requested that we test the samples within the country, so Ron Coleman and Staff Sgt. Curtis Morgan set out to survey laboratories previously identified by the DAO but unknown to us. The first laboratory surveyed near Jakarta proved to be less than satisfactory for the desired tests. The second laboratory surveyed was located in southern Indonesia and could only be reached by limited commercial air service. It proved to be very capable, so arrangements were made for the samples to be tested in this lab. After a lengthy delay in obtaining a wooden shipping crate, Coleman and Morgan were finally able to depart with samples as baggage on the flight south. The samples were delivered, tests witnessed and test reports furnished to the lead agent permitting refueling of Air Force One without delay.

Air Force One was refueled as scheduled at all seven sites using commercial as well as military assets. This was truly a team effort among all the DESC Pacific offices as well as the supporting military services.

Weather Extremes in Alaska

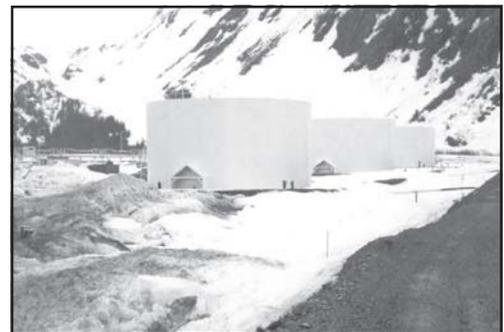
*By Sgt. First Class Richard Knapp, USA
DESC Alaska*

Probably the greatest challenges to living and working in Alaska are created by its weather. Extremes in snowfall, cold, ice and wind all work to complicate human activity. These forces of nature make the value of fuel for heating and transportation priceless and many times a matter of life and death. The weather conditions Alaskans endure are often severe and unpredictable.

Seasonal Alaskan snowfall has fluctuated greatly in recent years. By Jan. 21, 2004, Anchorage received 74.7 inches of snow, compared to 40.8 inches in 2003. Snow build-up on mountain peaks has grown to dangerous levels, which during spring months can trigger avalanches. On steep slopes, slabs of snow eventually sheer and accelerate down avalanche

chutes. Where the Seward Highway follows Turnagain Arm, seasonal avalanches often

cover rail lines, approach or cover the two-lane highway, and even stretch toward the Turnagain waterfront. Visible along the Seward highway are bases used to mount 105mm avalanche



Shed-style protection installation protects the valves of the above ground storage tanks from falling ice.



Temporary valve protection and boat (useful during break-up).

cannons, used to bring about “controlled” releases of unstable snow.

Cold is another factor to be reckoned with. Radio stations often include regular “North Slope” weather reports for northernmost locations like Prospect Creek Camp (lowest temperature recorded: -80 degrees Fahrenheit without wind chill). Severe cold quickly reveals weaknesses in both piping and facilities. A severe cold snap after a couple of mild winters might also require the relearning of some hard lessons such as the fact that at -45 degrees Fahrenheit, lighters do not work, fires will not start without the straw being soaked in fuel, and eyelashes and eyelids are likely to freeze shut. To quote a musher from a recent Mat-Su, Alaska, sled dog race: “It kind of scares you when you can’t open your eyelids.”

With the severe cold also comes ice, both on roads and facilities. Icy road conditions are an obvious hazard, but less apparent is the danger from ice build-up on facilities and above ground storage tanks (ASTs). During winters past, ASTs at the former Defense Fuels Supply Point in Whittier, Alaska, collected ice that broke free and fell onto the tank valves, shearing the pipe and generating a contained fuel spill. In

response, shed-like structures were placed over the valves for protection.

Heavy winds whipping through valleys and passes are still another danger. During the 2004 winter season, winds outside the Portage Glacier Highway were clocked at 140 miles per hour. The result: a full-size tractor trailer first jackknifed, then had its 53-foot container ripped loose and thrown 100 feet into Portage Lake. Earlier in 2003, sustained winds of 95 knots caused the first weather-related closure of Anchorage Airport and damaged 31 light aircraft. Moving southwest along the Aleutian Islands, winds are even more volatile, generating “williwaws” (whirlwind squalls) and unpredictable updrafts.

Alaskan winter extremes officially end with “break-up,” or the melting of snow and ice generating a lot of mud and flooding. After break-up, Alaskans then face the more manageable summertime challenges of errant moose, vacationers’ motor homes and the sport of “combat” salmon fishing. And of course, there is always the possibility of an unexpected earthquake in Alaska...the last frontier!



Errant Moose complicates operations.

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

DESC-Iraq Develops Effective Product Integrity Plan

By Maj. Daniel M. Semsel, USAF
DESC Iraq

Defense Energy Support Center (DESC) accepted the task to provide humanitarian fuel imports for the Iraqi people with contracts starting April 1. The success of this effort hinged on DESC's reputation for providing on-time, on-specification product to all of the center's customers to meet the full spectrum of mission needs and challenges.

In May, DESC Iraq developed in-depth quality control plans for a nation that previously had no plan in place. This massive effort would ensure the trucks bringing product into Iraq from three surrounding countries, Jordan, Turkey and Kuwait, would provide product that met DESC's expectations while taking care of the Iraqi people.

The nature of the beast in Iraq is that key nodes in the supply chain have varying capability to support reasonable quality and quantity verification testing of trucks, without causing delays in an already fragile oil infrastructure system. To meet this challenge, the quality and quantity verification plans were kept simple, allowing for rapid adaptation and implementation at locations that ranged from full-scale depots, down to open lots used to marshal trucks for follow-on distribution.

The approach is straight forward: each truck is sealed at the loading point and the seal numbers recorded and verified for tracking. Seal integrity is checked on a random basis at any point during the truck's passage to its final destination, which in most cases was a major fuel depot. Trucks with compromised seals are automatically subjected to further checks to include contamination such as water or sediment, proper color and proper quantity. Flash point tests were also conducted at selected sites to verify proper type of fuel. In addition, trucks with intact seals are culled out on a random basis, checked and re-sealed. Trucks found with

compromised or missing product are refused download, and the driver is sent back to his loading point without a means for payment (his delivery slip is confiscated). In addition, the fuel supplier is not paid for that particular delivery. Drivers who violate product quality or quantity are banned from future trips.

Shortly after implementation of the DESC Iraq product integrity plan, word quickly spread among DESC truck drivers. This effort quickly realized remarkable success. By early June, the percentage of trucks with questionable product quality or loss of quantity dropped from 20 percent to less than one percent.

In contrast, the State Oil Marketing Organization (SOMO), the Iraqi government agency responsible for assuming the humanitarian assistance mission, has been experiencing many quality and quantity problems. SOMO has reported that many of its trucks entering the fuel depots are being rejected due to their tanks containing everything from sandbags, to old tires to cinder blocks. These items are being inserted into the trucks' tanks to offset the weight loss due to illegal sale of fuel enroute to the depots. To address this issue, DESC- Iraq has offered SOMO the use of their management and oversight contractor along with the DESC- Iraq product integrity plan, which SOMO now plans to adapt for its use.



At all check points and download depots, random sampling is performed by the contractor to verify product quality and quantity.

DESC Provides Comfort Kiosks For Iraqi Truck Drivers

By Maj. Daniel M. Semsel, USAF, DESC Iraq
Capt. Brad Bellis, USN, DESC Iraq
Lynette Ebberts, DESC Corporate Communications

One of Iraq Coalition Provisional Authority Administrator Paul Bremer's key goals for the transition was to bring the days of supply for benzene in the Baghdad Ring up above 15 days of supply by the end of June.

To meet this target, Defense Energy Support Center (DESC)-Iraq needed to come up with ways to supplement the pipeline delivery of fuel into the Baghdad Ring with truck deliveries. The truck route from Turkey to Baghdad was dangerous and long. The drivers had to spend a seven to 14-day round trip on the road from their load point in Turkey, through customs at the border and to the depots to download fuel before returning to reload. There were no facilities on the trip to make the journey more driver-friendly, and the combination of hot weather and ongoing security situation contributed to making this trip a unique challenge.

DESC-Iraq met this need by finding a way to improve driver quality of life. The intent was to provide a rest area for the drivers bringing DESC humanitarian assistance fuel from Turkey all the way south to Baghdad. DESC-Iraq directed Public Warehousing Company, the DESC management and oversight contractor, to build the comfort kiosks at two key Baghdad Ring download points using developmental funds for Iraq from the sale of crude oil.

As a team, DESC-Iraq came up with the idea of the comfort kiosks. "We needed to motivate drivers to make the trek south from Mosul into Baghdad, and by understanding their current quality of life throughout the region, the idea of a comfort station was a guaranteed win-win for the contractor and the Coalition," said DESC-Iraq Commander, Capt. Brad Bellis.

The kiosks consist of air-conditioned tents for sleeping, a lounge tent with televisions, bathing facilities, restrooms, a kitchen and catered meals (soup, rice and chicken). The kiosks allow drivers to rest and recover while

waiting for their trucks to be downloaded. Before DESC put these up, the drivers actually lived out of their trucks and would even set up cooking fires under the trucks, an obvious safety issue.

This quality-of-life effort had an impact on morale and helped enable DESC delivery to average more than two million liters of benzene per day directly to the Baghdad Ring on top of normal imports.

Bellis said the response has been overwhelming. "From the start, every truck driver coming to Baghdad said they were from DESC, just so they could use the station. We came close to putting in security to ensure DESC drivers received priority over Ministry-contracted drivers. This is a clear indication that expansion is desired, especially with the recent increase in Ministry-contracted missions by the State Oil Marketing Organization," Bellis added.

Bellis said it was clear that the Ministry of Oil did not position life support as a high priority. "Once the kiosks were up and running, they saw first hand the advantages, and are now planning to erect additional kiosks at other major facilities, starting with the Latifiyah fuel depot," said Bellis.

The end result of the DESC-Iraq initiatives was that Baghdad rose from less than two days of supply in late May, to more than 16 days of supply on June 26, a critical point in meeting Bremer's goal.

The kiosk at Mushaeda is just outside the fuel depot, and the Rusafa kiosk is on the depot grounds. The kiosks will be turned over to the Iraqis when the DESC-Iraq mission is completed.



Comfort station dining area.

Saddam's Carpet

By Maj. Daniel M. Semsel, USAF
DESC Iraq

During his reign, Saddam Hussein would glue American dollar bills to a long carpet for his troops to march upon. During formal parades, his Republican Guard Units would trample the bills, symbolic of their desire to tread upon the American spirit. On March 19, 2003, America showed Saddam just how much spirit they had. This photo is of the members of the DESC-Iraq team with a piece of the above-mentioned carpet.



From Left to Right: Capt. Brad Bellis, Commander, DESC-Iraq, Lt. Col. Rob Jarrett, Bob Mayfield, and Maj. Dan Semsel.

309th Transportation Company Delivers Fuel To Air Force And Army Units

By Master Sgt. Ed Lisowski, USA
DESC Americas East

The 309th Transportation Company (TC), Ft Dix, N.J., manned by U.S. Army Reserve and U.S. Army Guard personnel from the 1067th Medium Truck Company, Pennsylvania National Guard, recently had the opportunity to again assist the Defense Energy Support Center-Americas East (DESC-AME) mitigate a potentially major fuel problem. During the latter part of November 2003, quality assurance representatives from DESC-AME discovered that a batch of fuel destined for Defense Fuel Support Point (DFSP) Macon, Ga., was off-specification for thermal stability and could not be delivered to our partners in the region, which included Robins Air Force Base, Moody Air Force Base, and Robins Air National Guard Base. DESC AME distribution specialists soon found that with the average JP-8 consumption of these bases, they would not be able to support ongoing operations from alternate supply sources using commercial trucks alone.

At the request of DESC-AME, Capt. Todd

Thomson, Commander, 309th TC, assembled 60 soldiers and support staff and 24 7.5K tankers and made the two-day drive to DFSP Charleston, S.C. Immediately upon arrival, the 309th began to deliver JP-8 to the affected Air Force bases, some of which were over 200 miles away.

While transporting JP-8 from DFSP Charleston to bases in Georgia, the 309th was asked to aid in another developing situation. Fort Stewart, Ga., was running low on fuel because of the increased consumption caused by a major exercise being conducted by the 3rd Infantry Division. Again, the 309th TC met the challenge by sending tankers from Charleston, S.C., to Fort Stewart to alleviate the potential shortfall. Once offloaded, the tanker then filled up at Hunter Army Air Field and returned to Fort Stewart, dropping off additional loads. In the meantime, the mission to Robins Air Force Base, Robins Air National Guard and Moody Air Force Base continued without a hitch.

When the mission was over, fifteen days after their arrival, the 309th TC had completed 269 missions.

They delivered 1.95 million gallons of JP-8, while driving over 140,000 mission miles, many of which were during inclement weather. This was truly a "joint" success story given the use of Army Reserve and Army National Guard assets to deliver to active duty and National Guard Air Force bases and an active duty Army post. The soldiers of the 309th TC played a big part in ensuring mission success, but it could not have been successful without the support received from Robins Air Force Base and Robins Air National Guard Base, along with Moody and Charleston Air Force Bases who supplied retail tankers to fill the 309th's tractors as they returned from their daily runs.



Moody Air Force Base truck off-loading facility.

Bulk Fuels Quality Operations Team Hosts Quality and Technical Conference

*By Dana Davidson
DESC Bulk Fuels*

It has often been said that fuel is the lifeblood of the Defense Energy Support Center (DESC). If that statement is true, then it naturally follows that one could make a case for saying that the quality community are fine examples of highly specialized physicians who help maintain and keep that lifeblood flowing. For three days, November 18–20, 2003, the DESC headquarters quality office, along with representatives from various organizations in the Army, Navy, Air Force and Coast Guard, plus quality personnel from every Region within DESC did just that. They all gathered together in a conference setting in Alexandria, Va., to jointly discuss the many issues currently confronting the quality community. The Quality Operations Division, DESC-BQ, has been hosting an annual quality conference for years but this would be the first conference held since October 2000. A conference was scheduled for 2001, but that meeting never materialized; six weeks prior to the conference date, the deadly terrorist attacks changed everything. Subsequent events took center stage and everyone within the Department of Defense tackled new priorities thrust their way with an intensity and determination to succeed. This has yet to diminish.



Mark Iden, Bulk Fuels Deputy Director, welcomes conference attendees.

But as time passed, it was felt that after such a long interval, the moment was right for the quality community to come together again, to identify, thrash out, brainstorm, and yes, even solve the various issues affecting the quality of petroleum products and missile fuels procured by DESC.

They say timing is everything and this was

proven again; after being on the job for just two weeks prior to the start of the Conference, the new Director of DESC, Richard Connelly, was able to take time out from his very busy schedule to officially open the proceedings and stay for a few of the briefings. In hindsight, his attendance seemed a bit fortuitous as the very first briefing presented was on "the Executive Agency Vision for Quality and Technical Issues," delivered by Mark Iden, Deputy Director of the Bulk Fuels Commodity Business Unit. This briefing provided an opportunity to obtain a consensus on the vision. This is a topic that definitely concerns all of DESC as well as the military services, and Connelly's personal input to the briefing was welcomed by all.

Technical and operational presentations followed and were briefed by personnel within the DESC quality community and each of the service's representatives. The service representatives contribute greatly to the conference every year by specifically detailing items that are not only targets of their own unique way of doing business, but offering up items that are of general interest to the quality community as a whole. Topics such as terminal filtration policy, fuel lubricity detection methods, single fuel initiatives, fuel system icing inhibitor deterioration use limits and alternative fuel vehicle updates were covered, just to name a few. The conference also welcomed to its dais DESC Missile Fuel Commodity Business Unit Director Sharon Murphy and Customer Support Director Kelly Morris. Both graciously took time to provide briefings on Missile Fuels and Customer Relations Management respectively. Also making a return to the conference was Christine Poston from the Office of Counsel, who offered her usual expertise on legal issues.

The end user of the products procured by DESC often takes for granted that what they receive, has been delivered ready to be utilized, never realizing there is a whole community of personnel within DESC and the services. They include the many quality assurance representatives (QARs), chemists, laboratory personnel, scientists and general petroleum experts who make up the quality community who are dedicated to ensuring their fuel is of the highest quality around the clock. For years, DESC quality and technical personnel have used this forum as a listening post for customer satisfaction issues. By coming together annually and entertaining new ideas and previous experiences, the quality community within DESC, along with their counterparts from the services, will continue to be at the forefront of providing the best quality there is for all of DESC's customers. The conference briefings can be found on the DESC quality web site at <http://www.desc.dla.mil/DCM/>



Bulk Fuels Quality and Technical Conference attendees. [DCMPage.asp?LinkID=DESCBPBQ](http://www.desc.dla.mil/DCM/DCMPage.asp?LinkID=DESCBPBQ).

Jet Fuel Usage

From Oct. 1, 2001 - Aug. 9, 2004, DESC has issued 1,897,272,714 gallons of jet fuel in support of Operation Enduring Freedom and the war on terrorism in Afghanistan.

From March 19, 2003 - Aug. 9, 2004, DESC has issued 1,109,795,046 gallons of jet fuel in support of Operation Iraqi Freedom.

DESC's First Service-Disabled Veteran-Owned Small Business Conference A Success

By Lynette Ebberts
DESC Corporate Communications

"Outstanding!" and "excellent!" were words used to describe the experience of service veterans who attended Defense Logistic Agency's (DLA) first Annual Service-Disabled Veteran-Owned Small Business Conference on June 2, sponsored by the Defense Energy Support Center (DESC).

Lee Chapman of Washington, D.C., a small-business owner and a Vietnam Veteran, provides supply and support services for natural gas. "I came here to learn how to market my business to DESC as a vet-owned small business and to understand the regulations and requirements associated with it. I've been here for only one hour, and it's been more than worth my time!"

Representing Washington, D.C. and 25 states from coast-to-coast, more than 200 conference participants came together at George Mason University in Fairfax, Va., to develop partnerships with DLA Small Business specialists and to learn more about business opportunities with DLA and its field activities.

This first annual conference was the brainchild of Kathy Williams, DESC's director of the Small Business Office. Williams said the conference was in response to an inability to locate and outreach to energy service-disabled veteran and veteran-owned small businesses. "Our performance in this category has been less than acceptable," said Williams.

In partnership with DLA, the Department of Veterans Affairs and George Mason University, the vision came together. "I think we accomplished our goal to educate small business owners and provide a means of outreaching to this category of small businesses," Williams added.

Williams did accomplish her goal according to Richard Connelly, director of DESC. "This conference started out as a DESC function and thanks to Kathy Williams and her team, it grew

into an agency sponsored project," Connelly said.

"This is another example of DESC excellence setting the standard for others to follow. I am proud of the leadership and work that the folks in the Small Business office put forth to make this event a success," Connelly added.

Attendees also participated in panel discussions, workshops and matchmaking with Defense Supply Center Columbus, Defense Supply Center Philadelphia, Defense Supply Center Richmond, DLA Support Services, Veterans Corporation, the Army, Navy and Air Force, and four of the 2003 DLA Business Alliance Award Recipients.

Johnny Bond, President of Bond and McDonald Corp., and an Army veteran, came all the way from Kansas City, Mo., to attend the conference. He is in the fuel business and summed up his experience by saying "DESC clearly has caring, informed people, and I look forward to doing business with them. This is wonderful!"



Members of the DLA and DESC Small Business Office and the George Mason Procurement Technical Assistance Center from left to right: Zhen Yang, Janel Thompson, Shelly Hall, Temple Ferrell, Tom Ray, Pat Cleveland, Javette King, Kim Bass, Alison Garcia, and Mary McGuire. Not pictured: Kathy Williams, Director, DESC Small Business Office.

Recruiting Efforts at DESC

*By Randy Roark
Manpower and Workforce Development*

It has been inferred by researchers that a happy, well-trained organization produces quality work, thus improving customer satisfaction. This said, the Defense Logistics Agency (DLA) and the Defense Energy Support Center (DESC) are tying these concepts together through several efforts to include the Balanced Scorecard System and Customer Relationship Management. Adding recruiting in with these programs lends to the development and longevity of the workforce in a systematic approach focusing on workforce development and planning, and again, customer satisfaction.

To help in this process, one of DESC's primary focuses is to invigorate the workforce planning process by bringing on board new faces annually. While partnering with Headquarters DLA Recruiting, DESC is looking at methods to expedite this process. One of them, intern recruiting, is designed to help agencies recruit and attract exceptional individuals into a variety of occupations. In general, individuals are appointed to a two-year internship. Upon successful completion of the internships, the interns are converted to competitive appointments within the agency.

The purpose of the program is to attract exceptional men and women to the federal workforce who have diverse professional experiences, academic training and competencies, and to prepare them for careers in analyzing and implementing DESC's mission. "Career Intern" is a generic term, and is allowed to use occupational titles as appropriate. The program is another step in the federal government's effort to develop professional abilities and retain them in federal departments and agencies. This program's success is further compounded, as the federal workforce's average age is within a decade of retirement, hence the need for federal employees that will have longevity in their careers.

In a proactive move, DESC is "beating the streets" to recruit our nation's best and bright-

est college graduates to fill several openings within DESC via intern recruiting. Part of the process is attending prospective university's job fair days. Representatives from DLA Recruiting and DESC attended several of these job fairs to meet with future graduates to help inject youth and energy into the DESC workforce. Virginia Tech's Fairfax campus, George Mason University, Catholic University, George Washington University and University of Texas at San Antonio were all visited to look for college students eager to offer their services to DESC and our country.

DESC's booth was a mixture of DLA illustrations intermingled with the DESC logo and photos of our people at work. We also were able to offer a folder full of information on DESC, federal government benefits and the petroleum industry. The prospects seemed especially curious about flextime scheduling and health benefits, although most questions revolved around DESC's mission.

After four weeks of recruiting, several members of DESC met to discuss and review resumes gathered from the job fairs and selecting those applicants viewed as being the best fit for the organization. Over 400 resumes were reviewed and around 40 applicants met the stringent criteria set forth by the review team. Following the review, interviews were scheduled over a three-week period to help the team make final decisions. Several universities, and men and women representing a diverse ethnic group, were chosen to interview and the group selected for interview was truly impressive. Once on board, the interns must complete a rigorous training program. It is estimated that the latest group of interns will be on board at DESC by mid-Summer 2004. It is DESC's goal to continue with this hiring practice as it allows DLA and DESC to have a formalized training process and bring employees on board that will have a long and fruitful career with the federal government.

DESC's Safety Program Achieves Results

By Lana Hampton

DESC Corporate Communications

Effectively managing a safety program is not an easy task. The goal of eliminating loss time injury cases is daunting, but for the Defense Energy Support Center's (DESC) Diane Whitney, it's a challenge she enjoys working towards. "It's the managers and employees that make the safety program successful," Whitney said.

Whitney has served as DESC's Safety Program Manager for 14 years. A job that may be taken for granted by many, she exudes a passion and enthusiasm for her line of work. Whitney manages and administers an aggressive safety and occupational health (SOH) program. She also integrates SOH values throughout DESC's culture, which will ultimately result in zero accidents and zero work related illnesses.

The objectives of DESC's 2004 safety and health office business plan include two goals that are linked to the Defense Logistics Agency 21 strategic goals:

The first goal is to consistently provide responsive, best value supplies and services to our customers. This goal is enhanced by safety and health programs which maintain a capable staff. The second goal is to ensure our workforce is enabled to deliver and sustain work performance. This goal is enhanced by safety and health programs which strive to provide and maintain safe, inclusive and healthy work environments which reduce absenteeism, improve productivity and improve morale.

Organization culture is a key component to a successful safety and occupational health program. DESC will strive to be an activity where:

- Management is fully committed and involved in providing a safe and healthful work environment.
- Safety and occupational health are integral part of our culture.
- Safety and occupational health programs incorporate continuous improvement methods.

- Employees are free of work-related illnesses and injuries and
 - We are committed to ensuring that each and every member of the operational force is free from occupational injuries and illnesses in order to attain 100 percent mission capability.

DESC intends to achieve its safety and occupational health program goals by implementing four strategies:

- Management and employees are committed and involved in preventing occupational injuries and illnesses.
- Analyze activity programs and work sites to identify opportunities for improving SOH.
- Provide information to all managers and employees to help them understand their roles and responsibilities.
- Eliminate existing hazards and establish procedures to control potential hazards.

An effective safety and occupational health plan without a means of tracking progress would result in an ineffective plan overall. DESC has three safety and health programs metrics for fiscal year 2004:

- Reduce the total number of injuries by five percent.
- Reduce the total number of lost time cases by five percent.
- Reduce the lost time case rate by .01.

DESC identified 19 safety and health program objectives for fiscal year 2004. Each objective includes a metric to evaluate DESC's progress. These objectives are within five areas: management commitment, employee involvement, activity program analysis, safety and occupational health training, and hazard prevention and control.

"It's management's responsibility to provide a safe and healthful work environment; however, it's the employee's responsibility to report unsafe acts and unsafe working conditions," Whitney said. "We have a very good program because people are not afraid to bring to me safety or health concerns."

The Tank-automotive and Armaments Command's Army Petroleum Center has a big mission that must never fail!

*By Debra Johnson
Army Petroleum Center*

The U.S. Army Petroleum Center (APC) provides the Army with technical assistance and support relative to petroleum requirements in both tactical and base support missions. The APC serves as an interface between the Department of Defense's (DoD) energy experts – the Defense Energy Support Center (DESC), Joint Petroleum Offices, Army G-4, Major Army Commands (MACOMs) and other service control points in the Air Force and Navy on various petroleum-related issues.

The APC has transitioned to two locations—New Cumberland, Pa., and Fort Belvoir, Va. When fully staffed, the APC will employ 34 civilian and five military personnel. The Facilities and Operations Division is located at Fort Belvoir, along with the Director, Col. Mel Frazier. Deputy Director Chuck Coan, two mission divisions (the Product Assurance Division (laboratory) and the Logistics Readiness Division), and the Systems and Resources Office are located at New Cumberland, Pa.

The Facilities and Operations Division performs several major missions:

It manages the fuels military construction (MILCON) program and the maintenance, repair and environmental (MRE) program for Army fuel facilities worldwide. Funding for maintenance, repair, minor construction projects and environmental costs at eligible fuel facilities is a key program, resulting annually in over \$20 million to support Army fuel facilities. Engineering design assistance is also available for petroleum facilities requiring modification, upgrade and new construction.

This division further manages the total fuel facility assessment (TFFA) program, which entails the evaluation of petroleum operations with an in-depth study with cost reduction and improved performance objectives guiding the review. Our recommendations in the past have

resulted in millions in savings, with the added benefit of enhanced petroleum operations, minimized environmental risk and reduced costs to the installation.

This division also manages the Army's fuel requirements and determination process for deliberate and crisis planning and supportability, coordinating with logistics planners worldwide to assure mission goals and objectives in theater support are met. This allows a unique standardization methodology in deriving accurate sustainment requirements and meeting integrated joint and Army initiatives.

The division's staff chemist provides product quality surveillance technical support to customers, including product waivers and disposition instructions. Other functions include coordination and participation on development of product specifications and standards with TARDEC, DESC, and other organizations and representation of Army on quality policy review boards and issues of joint interest.

The Product Assurance Division performs the following main missions:

This division is the Army's primary operational petroleum testing facility. The fuel used by Army units, whether for ground vehicles or aircraft, is a significant indicator of combat readiness. Our lab tests thousands of



Members of the petroleum lab test a fuel sample.

petroleum samples a year, supporting the Army and DESC quality surveillance programs. It's no "accident" that hundreds of Army aircraft fly daily with confidence using products tested by our lab. Coal testing for DoD is another critical element of the laboratory's mission.

The Logistics Readiness Division also performs several missions:

One of the primary missions of this division is to provide technical assistance for both installation and tactical petroleum, oils and lubricants units. Petroleum advisors from the Center are dispatched world-wide to review petroleum management and operational procedures. They provide guidance in environmental management, safety, quality, accountability, equipment and storage requirements for Army units and installations.

This division is also actively involved in exploring the use of alternative fuels. To accomplish this, we partner with DESC, the Department of the Army, and other agencies to develop the necessary fuels, fleets and infrastructure that are appropriate for various Army customer locations. We can provide insight on local market availability of various alternative

fuels, funding support and the technical assistance necessary to modify or build alternative fuel infrastructure where and when it makes sense.

As the Army's service control point, the APC is concerned with the performance of contracts to its customers. That is why we review and validate requirements before they are submitted to DESC for negotiation. This division serves as the Army's representative agent, insuring the customer is furnished the product requested, when and where its fuel support is needed.

This division also manages the Army's fuel credit cards and provides guidance and assistance to Army customers as it relates to packaged petroleum products.

The APC's support capabilities are expanding as we assume the role of the Army's Center of Excellence for Liquid Logistics. Our vision in Fiscal Year 04 and 05 is to explore and refine our support to meet future force requirements. As our motto states: "*Fueling Freedom's Finest*" is our duty and honor. For more information on the APC and the support and services available to DoD customers, visit us on the web at: <http://usapc.army.mil>.

185th Quartermaster Battalion Petroleum Laboratory Branch Trains at Point Loma Fuel Terminal

*By Maj. Julian Bond, USA
Battalion Executive Officer
185th Quartermaster*

A contingent of five soldiers from the Fresno, Calif., based 185th Quartermaster Battalion Petroleum Laboratory Branch deployed to Naval Base Point Loma, San Diego, Calif., to conduct training at the Point Loma Fuel Terminal. The petroleum laboratory specialists had the opportunity to utilize their 92L (laboratory specialist) military occupation specialty (MOS) with specialized petroleum laboratory equipment and professional instruction.

Petroleum lab site Naval Base Point Loma personnel provided instruction, practical exercise and various petroleum testing operations.

Specific duty related training included the full spectrum of officer, non-commissioned officer and enlisted tasks to include:

Petroleum Laboratory Officer (01/92F): Directing petroleum laboratory in inspecting and testing petroleum products.

Petroleum Laboratory Supervisor (E6/92F30): Supervising the performance of standard physical and chemical tests on petroleum products. Evaluating test results to make sure they comply with military specifications.

Petroleum Laboratory Sergeant (E5/92F20): Performing standard physical and chemical tests on fuel handled through various petroleum distribution systems.



Spc. Meyer conducting a Pensky-Martin closed cup flash point test on JP-5.

Petroleum Laboratory Specialist (E4/92F10): Performing actual testing of petroleum products under the supervision of petroleum laboratory personnel.

In addition to training and performing their petroleum branch mission, the soldiers had the opportunity to experience additional petroleum related opportunities. Events included a tour of the facility, lab equipment familiarization, petroleum testing, fuel analysis and safety training. Specific fuel testing and operations included working with JP-5 and JP-8 fuel. Orientation of

equipment included proper cleaning procedures for all testing equipment and glassware. Sustainment training included American Petroleum Institute gravity flashpoint, distillation, copper strip corrosion, existent gum, freeze point and water reaction modules.

Overall, the soldiers were impressed with the training opportunity and the knowledge of the Point Loma petroleum facility personnel and equipment utilization. Spc. Meyer (92L specialist) stated, "I really enjoyed operating the fuel equipment; the last time I had the opportunity to utilize my lab skills and use petroleum lab equipment was during initial entry training at Fort Lee." This opportunity has opened the gates for additional petroleum related training exercises for both drill weekends and potential annual training events. The utilization of the facility enabled soldiers to train on lab equipment which provided "prime time" training. Unfortunately the lab system that is authorized for their section is currently being redesigned and has not been fielded to the unit. The battalion leadership is committed to finding innovative ways to engage soldiers in qualification sustainment. Lt. Col. Brun, battalion commander, 185th QM said, "if we do not have the equipment on hand, we will find the equipment to put in the hands of our soldiers."

Naval Petroleum Office Changes Name but the Mission Remains the Same

*By Cmdr. Jeanne Binder, USN
Operations Officer, NOLSC*

As part of the ongoing Department of Defense transformation initiative, the Naval Petroleum Office stood up as the Naval Operational Logistics Support Center (NOLSC) DC Detachment on Oct. 1, 2003. NOLSC DC is a field activity that acts as a technical and functional manager for all petroleum programs in the Department of Navy (DON). This mission is accomplished through close liaison with the Defense Energy Support Center (DESC) and fleet and shore activities of the Navy and Marine Corps.

Staffed with four military and 18 civilian personnel, NOLSC DC is further separated into three divisions. The Petroleum Systems Division encompasses all matters relating to petroleum systems fuel automated systems (FAS), automatic tank gauging (ATG), automated fuels handling equipment (AFHE), etc., petroleum policy and the fiscal and administrative functions. The Facilities Engineering Division functions as the technical support and engineering services provider for fuel related military construction (MILCON) projects and maintenance, repair and environmental (MRE) projects at Navy Supply fuel activities and other Navy claimant activities (USN, USMC and Air



NAVAL SUPPLY SYSTEMS COMMAND

NAVAL OPERATIONAL LOGISTICS SUPPORT CENTER

Stations). The Fuel Management Division oversees all Navy/DESC fuel programs and provides contractual and technical assistance, i.e., technical assistance via phone and on-site visits to all Navy and Marine Corps fuel activities.

A large portion of resources within the Facilities Engineering Division is devoted to furthering DON interests in regards to MILCON projects and funding. Culminating in an annual installation planning and review board (IPRB) held at Defense Logistics Agency headquarters, NOLSC DC engineers provide the technical assistance and time required to successfully develop and promote petroleum infrastructure projects for their respective Navy and Marine Corps commands. The efforts and teamwork of NOLSC engineers and their represented commands, coupled with a critical need for improved Naval fuel infrastructure, resulted in 95 percent of the proposed funding being allotted to the Navy and Marine Corps team during last year's IPRB.

The Petroleum Systems Division implemented the initial plan to transition bulk petroleum at Naval ashore installations out of using the Navy working capital fund (BP 38) stock fund wash through. Concurrent with this effort, they developed the Naval requirements for the new FAS, which replaced the DESC legacy fuels accounting system. This system is now deployed worldwide and it allows users near real time visibility of all fuel transactions and stock point book inventories. The Petroleum Systems

Division was also instrumental in the second phase of capitalization, which resulted in the successful transitioning of Navy oiler cargo fuel from BP 38 to the defense working capital fund (DWCF). Currently in the final stage of capitalization, the end result will be the transition of bulk petroleum stocks on large deck aviation ships to DWCF. This is expected to be complete by mid-Fiscal Year 2004. As an ongoing responsibility, they ensure that all new systems fielded are compatible

with Naval business processes.

The Fuel Management Division acts as the interface for all fleet petroleum related issues. Staffed with two program analysts, they oversee requirements planning and contract compliance of the aviation into-plane reimbursement card program. From providing support and the resolution of petroleum problems for the into-plane program, to the coordination of petroleum support for Naval requirements worldwide, they provide valuable on-site and remote support to Sailors and Marines worldwide. Additionally, the Fuel Management Division has daily interaction with the fleet in regards to the use of expeditionary equipment and program management of contracted fuel facilities. A key ingredient in the recent mission success of NOLSC DC has been the evolution of teamwork between the Navy and Marine Corps. A keystone of the division is the Marine Corps Chief Warrant Officer assigned as the liaison officer to Headquarters, Marine Corps. Providing the experience and foresight necessary, he is an integral part of planning and coordination of USMC specific MILCON and MRE projects, and the management of FAS from a Marine Corps perspective.

Truly unique within their respective divisions, the men and women of NOLSC DC are the behind the scenes players that keep our ships steaming, planes flying and Marines fighting.

Naval Facilities Engineering Service Center Designs Safety System

*By Rosalie Bareng
Naval Facilities Engineering Service Center*

Naval Base Ventura County's (NBVC) three fuel sites are located within a Class Four Seismic Zone, a region surrounded by major active faults that frequently produce small and large magnitude earthquakes. The largest site is at Naval Air Station Point Mugu (NASPM), with an approximate 1.2 million gallon storage capacity. One of three 300,000 gallon tanks is online to the pump house around the clock for alongside refueler issues. These tanks are surrounded on three sides by environmentally sensitive marshlands, lagoons and waterways that directly connect with the Pacific Ocean. Several endangered and protected species of migratory birds and other marine life use this habitat for shelter.

Concerned with the possible failure of fiberglass reinforced pipe (FRP) outside of containment areas, and the potential cost for cleanup of the marshlands, Don Stits, fuel division manager, sought a reliable solution. Stits turned to the innovation and expertise of the Naval Facilities Engineering Service Center (NFESC) Energy and Utilities Branch to design a seismic shutdown system.

Responding to the challenge, the Engineering Service Center's Galen Marks, designed and installed a system that incorporates a motorized valve activated by a remote seismic sensor. The automated valve is located within tank containment on carbon steel piping before transition to FRP. The remote seismic sensor utilizes a tri-axial digital acceleration sensor with variable trigger set points anchored to the concrete floor of the nearby pumphouse. The sensor detects primary and secondary seismic energy, and is capable of filtering out industrial vibration "noise."

Additionally, the seismic safety system is interlinked to the pre-existing leak detection system, and emergency stop circuitry at the fuel complex. Upon activation by a seismic

event, leak or emergency, the valve closes and stops the flow of fuel to any pipeline outside contained areas. This minimizes the potential fuel release to that contained only in the piping downstream of the seismic valve. Due to the Department of Defense mission, circumstances that warrant the need, the seismic valve is fitted with lockable manual override.

The system utilized at NASPM could be modified to control most any device that needs to be activated and deactivated during a seismic event.

The seismic shutdown system affords the highest confidence in environmental protection without compromising mission readiness.



Seismic shutdown system designed by the Naval Facilities Engineering Service Center Energy and Utilities Branch.

Trials and Tribulations of Operating a DFSP During Operations Enduring Freedom and Iraqi Freedom

By Stephen L. Frey
FISC San Diego

The Fleet and Industrial Center San Diego operates a 200-acre Defense Fuel Supply Point (DFSP) at Naval Base Point Loma. The facility was originally commissioned as a coaling station in 1904 and subsequently upgraded to an oil station when the U.S. Navy converted from steam to internal combustion propulsion.

The facility consists of 32 bulk tanks and 22 auxiliary tanks which are currently used for the receipt, storage and issue of DFM (Fuel, Naval Distillate), JP-5 and lube oil in support of the U.S. Navy, Coast Guard fleets and Navy-Marine Corps air stations located within the metropolitan foot print of San Diego. The bulk tanks were constructed between 1917 and 1954. The facility also operates three intrastate pipelines, which are used to transport JP-5 fuel to Naval Air Station North Island and to Marine Corps Air Station Miramar. Additionally, the facility is supported by another 11 miles of internal piping to and from its various tanks. This article is about a two-year trek to replace more than five miles of 70 plus-year-old underground piping while operating under an accelerated demand for product.

The original bulk tank piping was made up of 20-foot carbon steel sections that were rolled and seam welded. The pipe edges were beveled and joined together with victualic couplings. All the piping was originally installed above ground but, after Pearl Harbor, it was decided that the piping was susceptible to air attack. In an effort to protect the pipe, a large ditch was carved out so that the pipe could be "temporarily" buried. Fifty-six years later, the pipe was still buried and, as with any buried carbon steel



DFSP Point Loma in 1933.

pipe, it was vulnerable to corrosion.

Because the pipe was made up of 20-foot sections, bonding the pipe to insure cathodic protection was impractical, so the pipe had little to no cathodic protection. The rubber seals on the beveled edges were also deteriorating. Periodic metal loss detection surveys, using smart pigs, could not be conducted because of all the right angle turns within the fuel farm. The cost to uncover the piping was almost as expensive as replacing it, and while the engineers procrastinated, the pipe slowly fell apart.

In the early 1990s, the pipe began to show its age through a series of unauthorized releases. Over a six-year period, more than \$4 million was spent trying to stem a multitude of leaks. It finally became apparent that the strategy of "applying band-aid type repairs" would soon become cost prohibitive, and it was finally decided that it was time to replace the piping. The plan called for abandoning the existing piping in place, and constructing new above ground piping. Because the facility is in California, this was no small endeavor. A myriad of perplexing environmental hurdles had to be

overcome. Satisfying the state regulators on past site contamination concerns, obtaining their permission to abandon the pipe in place, coupled with a phased construction plan, were but a few of the issues confronting the development of this project.

The repair project gets underway

The project was awarded to Kinley Construction Company, and in the spring of 2001, groundbreaking for the project finally got underway. The facility operators had but one major objective and that was to be fully operational while the old piping was cut, pressure washed with water, the oily water rinsate collected and properly disposed of, and the piping



Phase I in Spring 2002.

purged with nitrogen and sealed up at the ends. All the while, new aboveground pipe was being constructed and attached to the tanks. A phased approach was used to take the tanks out of service in pairs or series while maintaining enough inventories to fulfill mission and surge requirements. The emphasis on surge can not be overstated because of the events that occurred in September 2001.

The project went on as scheduled and was completed in October 2003. The contractor did a tremendous job meeting the requirements of the facility and regulatory oversight. All throughout Operation Enduring Freedom and Operation



Phase III in Fall 2002.

Iraqi Freedom, the project proceeded on schedule. Not once during the 24 months of construction did DFSP Point Loma fail to meet the fleet's requirements despite the fact that the facility was also operating under the stringent mandates of an A-76 study and reduced capacity.

Each and every employee at DFSP Point Loma made substantial contributions to meeting the fueling objectives of short or no-notice surge support. This project could not have stayed the course without a consummate group effort from all the employees. The sum of their efforts personified the basic tenants of FISC San Diego for providing customer satisfaction, conscientious resource management, fulfillment vis-à-vis teamwork, environmental sensitivity and self-esteem of workmanship.

These accomplishments may not be as bold as some of the other logistical undertakings or accomplishments, which occurred during Operation Enduring Freedom and Operation Iraqi Freedom, but without the support of DFSP Point Loma, a significant warfighting capability would more than likely have missed its mark. No matter how big or small the accomplishments may have been, I am proud to say that the fuel team at DFSP Point Loma did its job in an exemplary manner.

Naval Station Guantanamo Bay Fuel Summit Held

*By Randy B. Frye
Naval Station Guantanamo Bay
Fuels Division*

As Naval Station Guantanamo Bay (GTMO) celebrated 100 years of existence and bears the distinction as the oldest overseas military base, much of the facilities and infrastructure that make up the Defense Fuel Supply Point (DFSP) date back to the early 1900s. The base was established in 1903 as a coaling station and to this day abides by the original treaty as a support point for refueling ships. However, modernization has for the most part escaped this isolated DFSP. With the population of this remote location totally reliant on fuel for the production of power and water, and in support of essential mission operations, a reliable and modern infrastructure becomes paramount. Several maintenance and repair projects have been scoped and brought to the forefront in order to ensure DFSP Guantanamo Bay is adequately upgraded to provide the critical fueling support that is needed and expected.

Several key representatives from around the fuels community came together October 23-24, 2003, to discuss the current fuels infrastructure at DFSP Guantanamo Bay and to develop a course of action to implement much needed improvements. This first ever "GTMO Summit" was organized and chaired by the Atlantic Fleet engineering Division (LANTDIV) and included representatives from the Naval Station Guantanamo Bay Fuel Division, Navy Petroleum Office (NOLSC), Defense Energy Support Center (DESC), Commander Atlantic Fleet (COMLANTFLT), Naval Facilities Engineering Service Command (NFESC), Commander Navy Region South East (CNRSE) and several representatives from the host LANTDIV.

During the two-day summit held in Norfolk, Va., several briefs were prepared and discussed outlining current infrastructure and operational mission, status of projects submitted, and critical funding needed and approved. Naval Station Guantanamo Bay and Atlantic

Fleet engineering division personnel recognized the importance of bringing all stakeholders together to ensure awareness of the current situation and the importance of working together to keep the repair projects on track. With each stakeholder in attendance representing every phase of the maintenance and repair process, valuable information was gained by all and solutions were reached simultaneously. Although going from conception to construction is not achieved in a two-day meeting, there were commitments made that will enable DFSP Guantanamo Bay to plan, prioritize and execute much needed repairs. Each repair project was laid out in detail and reviewed with an approved plan of action in place before moving on to the next project. Since the GTMO summit took place, the Naval Station has had several onsite visits to assess and design repair projects, which is a direct result of the commitments made and is in keeping with the professionalism of the fuels community.

Naval Station Guantanamo Bay Fuels Division would like to express our gratitude to LANTDIV for the foresight to put together the "GTMO Summit" and all the hard work it took to set up the conference and coordinate the attendance of all major stakeholders. We would also like to extend our appreciation to all the representatives who attended and for making the GTMO Summit a success.



Attendees of GTMO summit held Oct. 23-24, 2003, in Norfolk, Va.

Naval Facilities Engineering Command Applies Emission Reduction Credits Savings to Financed Energy Contract

*By David B. Deiranieh
NFEC, Southwest Division
Operations Department*

The Naval Facilities Engineering Command-Southwest Division (SWDIV) Energy Team initiated an unprecedented effort to realize the value of emission reduction credits (ERCs) into the salvage value of the equipment removed, as part of a utility energy efficiency service contract (UESC) energy savings project. The total value of the credit to the contract is anticipated to be in the range of \$1-1.5 million or more and directly credited to the financed amount of the contract.

As the team leading the effort on a \$16 million UESC cogeneration upgrade project at the Naval Medical Center San Diego, the SWDIV energy team recognized there was an opportunity for the Navy to benefit from ERCs generated from replacing three 1985 vintage turbines with one new cleaner, and more efficient unit and two standby diesel emergency generators. The replacement of these older units will result in a reduction of pollution between 10 and 20 tons per year. ERCs are bankable and tradable and can be used to offset emissions reduction requirements elsewhere within the same air basin. As such, the ERCs have value and are often bought and sold on the open market. Given that the ERCs hold value, the SWDIV energy team developed a strategy to have the project, its customer, Navy Public Works Center San Diego (PWCSO) and ultimately the installation, Navy Medical Center San Diego (NMCSO), receive this financial benefit.

The overall impact of this effort Department of Defense (DoD) wide, however, is much larger. This effort established precedent, which will likely affect Navy policy relative to Clean Air

Ashore OPNAVINST 5090B, ultimately having the potential to save Navy installations millions of dollars. Other DOD agencies may modify similar instructions as well. Navy installations now have the ability to immediately realize ERCs available from equipment replacements and the ability to apply these credits against project costs. Also, this process allows the market value of the ERCs credits to be obtained. This effort also shows the Navy has the ability to leverage its assets and take full advantage of these emerging markets and can be a competitive force in business approaches and issues.

The SWDIV energy team, with input from legal council, defined the goal as: realize the value of the ERCs into the value of the existing construction contract.

Authority to do so can be found in 40 U.S.C. 486(c) and its implementing regulations at 41 CFR Part 101-46. This allows for the sale of the old turbines where the proceeds are used to buy the new turbine, or to exchange the old turbines to get an allowance to save money on the new turbine. The consideration the contractor includes in the contract for the salvage value of these turbines can reflect the value of these ERCs.

Faced with numerous legal, environmental and inter-agency challenges, the team demonstrated diligence, creativity and dedication over a two-year period, to see this effort through, and to provide its customers with the best service and business acumen possible. The benefit of this initial effort will be extended to other government agencies as well. The overall impact is impossible to predict at this time, but if other Navy and DoD agencies follow suit, the potential for contract savings is enormous. For further information please contact David. B. Deiranieh at david.deiranieh@navy.mil.

Naval Air Station Fallon Fuels Division Enjoyed A Banner Year In 2003

By Steve Isaacson, Fuels Division Director
Naval Air Station Fallon

The Naval Air Station (NAS) Fallon Fuels Division had a banner year in 2003. Projects were completed that will effect the safety, operational capabilities and environmental friendliness of the fuel farm for at least the next 30 years. I credit these accomplishments to a lot of planning, hard work and outstanding cooperation received from other base and outside agencies throughout the year.

The Defense Logistic Agency and Defense Energy Support Center provided approximately \$7 million for projects that were completed in the fuel farm during 2003. The local public works and resident officer in charge of construction departments played key roles throughout the year getting projects started and ensuring that they were completed on time and within contract specification. Other agencies such as the fire department, base security and the safety officer also played key voices in making it all come together.

The following is just a few of the many important fuel farm accomplishments during 2003:

- Completed a two-year long \$5.4 million military construction project (P-304). The project included construction of a 1.2 million gallon above ground JP-8 storage tank with a floating pan, a commercial tank truck off-loading facility and a fuel receipt/transfer filtration pump house. The project also included significant upgrades of the fire protection and storm water drainage systems and abandoning in-place three underground JP-8 tanks totaling 1.2 million gallons storage capacity that were built in the mid-1950s.

- An excess pressure problem in the load racks was identified in January 2003. The hoses exceeded more than 125 pounds per square inch (psi) because the design lacked a pressure relief system. A driver's hand could easily be injured attempting to open the pres-

sure charged single point nozzle handle. A simple solution was devised and approximately 20 feet of one-half inch stainless tubing was installed from the load rack supply pipe in the new pump-house to the transfer pump inlet pipe. This configuration relieved the piping pressure to the issue tank and reduced the pressure on the load rack to approximately 20 psi. This modification allows the nozzle to be easily opened when not in use.

- The severe Nevada weather rapidly dry-rotted 15 new tank truck off-loading hoses valued at more than \$4,500. The deterioration was due to the extreme dry heat. The hoses were under warranty and replaced at no cost. However, aluminum storage tubes were installed on the tank truck off-loading racks during January to protect the off-loading hoses from exposure when not in use.

- Installed 42 additional *Tracer*® inoculation-sampling wells to include all underground piping in the fuel farm compound in March. Previously, wells were only installed in the hot-pits. All underground JP-8 is now tested twice annually for leaks at no cost to NAS Fallon. An in-house pressure test is performed in the summer and DESC contracted *Tracer*® testing is completed in the winter.

- Installed new electrical flex conduit to all five hot-pit pumps and all loading rack station control valves in April. The old flex conduit was approximately 20 years old, did not meet code and posed danger of electrical shorting and fire.

- Initiated a no-cost modification to the alongside aircraft refueling contract in May, requiring the contractor to maintain specific bench stock items at all times and minimize equipment down-time. The Navy Petroleum Office enthusiastically embraced the idea and indicated that the requirement must be included in all future performance work statements for alongside aircraft refueling contracts Navy-wide.

- Replaced the existing 800 foot long reinforced fiberglass hot-pit supply pipeline with



Members of Reserve Naval Mobile Construction Battalion 18 install concrete containment berms around the hot-pit pumping and pipeline receiving manifolds.

stainless steel. The \$1.3 million project was completed in August. This 10-month, three-phase project was completed without impact to operational fueling support. Half the fueling

stations were open during Phase I and II to ensure all deployed carrier air group (CAG) hot fueling requirements were met. Phase III required all hot-pits to be out of service for three weeks. This phase was scheduled and executed without a CAG on-board and the hot-pits were not needed to ensure no loss of operational fueling support during this phase.

- Installation of concrete containment berms around the hot-pit pumping and pipeline receiving manifolds (\$30,000 MRE project) was completed in April. This project was completed by a detachment of Reserve Naval Mobile Construction Battalion 18, saving approximately \$10,000 by not awarding a contract for the project.

- And finally, we saved DESC and the Navy over \$540,000 in calendar year fuel expense by issuing JP-8 to all aircraft in lieu of JP-5 which is \$.02/gallon more expensive than JP-8.

Air Force Space Command Introduces Earth-Friendly Fuels

*By Charles McGarvey
Air Force Space Command*

Taking aggressive strides toward introducing alternative fuels at each of their wings, headquarters Air Force Space Command (HQ AFSPC) is now officially issuing biodiesel at F.E. Warren Air Force Base (AFB) in Wyo.; Patrick AFB in Fla.; Peterson AFB in Colo.; Malmstrom AFB in Mont. and Vandenberg AFB in Calif. This command led an effort within the Air Force by reducing consumption of petroleum products and significantly reducing emissions by implementing three alternative fuel options and also procuring or leasing General Services Administration alternative fuel vehicles whenever possible.

Biodiesel is a blend of diesel fuels and vegetable oils. Biodiesel (B20) is 80 percent low-sulfur diesel blended with 20 percent vegetable oil, recycled cooking grease and animal fats. Therefore, B20 reduces petroleum use by 20 percent, and also reduces carbon monoxide by 20 percent. Biodiesel can be used in any

conventional diesel engine and doesn't require special storage.

Biodiesel is the fastest-growing alternative energy in the United States. More than 150 public and private commercial fleets across the United States are using it because it has tremendous environmental benefits, it reduces the nation's reliance on foreign oil and vehicles don't have to be retrofitted for it.

According to research commissioned by the National Renewable Energy Laboratory, operated by the U.S. Department of Energy, vehicles that burn biodiesel have cleaner emissions. In fact, biodiesel reduces cancer risk over diesel vehicle emissions by as much as 94 percent for 100 percent biodiesel and 27 percent with B-20.

It's been called everything from "veggie power" to the "green" fuel for its environmental advantages, but biodiesel is attracting attention primarily because companies don't have to spend money to retrofit their fleets, and vehicle performance doesn't suffer.

"Headquarters Air Force Space Command's Logistics and Communication Directorate is pushing ahead on the use of alternative fuel vehicles, as well as the supporting infrastructure, which is the way of the future," said Rick Potts, chief of the Fuels Management Section. President Clinton signed Executive Order 13149 into law on April 21, 2000, requiring federal vehicle fleets to reduce petroleum consumption by 20 percent by Sept. 30, 2005.

In June 2000, Congress announced that biodiesel was the first alternative fuel to have completed the requirements of the Clean Air Act of 1990. To implement this initiative command-wide, biodiesel was first received and used at Peterson in October 2001. In addition, Peterson AFB was also our first location, and more importantly, within the U. S. Air Force, to have introduced another alternative fuel, E-85, an ethanol based alcohol mixed with traditional gasoline fuel. E-85 is 85 percent ethanol blended with 15 percent gasoline and reduces greenhouse gas emissions such as carbon-monoxide, the main contributor to global warming, by as much as 39 to 46 percent when compared to traditional gasoline. In addition to gas emissions, it also reduces the use of petroleum by 85 percent. It also burns cleaner than traditional gasoline, reducing exhaust emissions and respiratory illnesses caused by poor air quality.

Within the last two months of 2003, Vandenberg AFB and Malmstrom AFB began dispensing E-85, with Patrick coming on line in March 2004. "Implementing this product at Vandenberg was very challenging," stated Potts. "Due to very strict environmental laws, Vandenberg has been and still is working with the California Air Resources Board and the Santa Barbara County Air Pollution Control District to act as a test bed for the state in certifying the vapor recovery system," added Potts.

To make this transition at Patrick AFB, the Technological Research Development Authority



E85 tanks at Malmstrom Air Force Base in Montana.

(TRDA) provided a grant to the U. S. Air Force in the amount of \$120,000 to purchase two ethanol tanks. The process to receive third party funding is not as simple as it may appear. Several agencies and staff work had to be accomplished before the funds could be accepted. Final approval authority rested with the General Council at the Secretary of the Air Force level. Acceptance was granted on Sept. 30, 2003, and a check was presented by Randy Ball, TRDA Energy Program Manager, to Brig. Gen. Pavlovich, Commander, 45th Space Wing, on Dec. 29, 2003.

One of the greatest sources of ethanol is corn. One bushel of corn can produce 2.5 gallons of ethanol. Studies also indicate that it also generates 24-35 percent more energy than it takes to produce the corn. So the corn offers more energy than it takes to produce it. The National Ethanol Vehicle Coalition states that, "ethanol, which is non-toxic, water soluble and biodegradable, is simply a better fuel for the world around us."

The third and final alternative fuel option is compressed natural gas (CNG). Natural gas is the cleanest burning alternative fuel and emissions are much lower when compared to traditional gasoline powered vehicles. Petroleum use is reduced by 100 percent and carbon-monoxide emissions are reduced by 70 percent. CNG

vehicles produce little or no evaporative emissions, the vapors that escape from the pump nozzle or vehicle during fueling.

Alternative fuels also ensure a healthier environment through reduction of greenhouse gases and other pollutants in the atmosphere. The integrated item managers at the Defense Energy Support Center (DESC) worked extended hours to acquire the vendor contracts to make this all happen.

This viable program within Air Force Space Command would not have been possible without the teaming efforts between HQ AFSPC Fuels, Transportation and the Civil Engineers, Air Force Center for Environmental Excellence, Air Force Petroleum Office, DESC and very aggressive wing personnel.

E85 Fuel Debuts in Northern Tier

*By Lonnie Wolfe
Malmstrom Air Force Base*

Malmstrom Air Force Base has just earned the honor of being the first Northern Tier location to offer E85, or fuel ethanol, to base customers. Personnel at the base have eagerly awaited the arrival of this cleaner, "greener" hybrid fuel, which appropriately arrived the day before Thanksgiving 2003. Malmstrom AFB, nestled in the beautiful rolling hills of Central Montana, obviously hasn't lost its pioneer spirit and can now lay claim to another environmental first.

Fuel ethanol (E85) is a blend of 85% denatured ethanol and 15% gasoline. It is a comparatively renewable energy supply, as the ethanol is manufactured from grain farming. It is also an oxygenated fuel that is cleaner burning than petroleum, making it environmentally friendly. Ethanol usage was first mandated by the Energy Policy Act of 1992, and Space Command is in the forefront of implementing Executive Order 13149 of 2001, which established aggressive targets for federal fleet vehicles.

The base, which has witnessed many organizational and mission changes over the past few years, is home to the Air Force Space Command's 341st Space Wing. The very nature of the Wing's mission requires base personnel to routinely travel over large tracts of remote and rugged back-country. In severe winter weather, vehicular travel can become a major undertaking even for routine fuel support missions. We're sure the new E85 fuel capability will not only enhance the local air quality, but also provide Malmstrom AFB staff with many miles of reliable, safe and smooth-running operations.



Maj. Yolanda Jackson, Commander, 341 Logistics Readiness Squadron (LRS), is seen receiving the first tank full of E85 from the newest addition to the Malmstrom Air Force Base military service station.

AROUND DESC

Farewell To Facilities and Distribution Management Director

By Mary Cafeo
Facilities and Distribution Management

On April 28, the Facilities and Distribution Management (DESC-F) family bid Col. Donald Flowers, a fond farewell with a pot-luck luncheon. After the pinning of the Defense Meritorious Service Medal by Defense Energy Support Center (DESC) Director Richard Connelly, Regina Gray, Deputy Director, DESC-F, also presented Flowers with a collage composed of Cameron Station and the new McNamara building, a DESC plaque and personal gifts. Flowers served as the Facilities Director for 20 months. This was his second tour with DESC (July 1989 to Sept. 1992 and June 2002 to April 2004). Flowers' new tour returns him to Korea (Yongsan). Best wishes Col. and Mrs. Flowers!



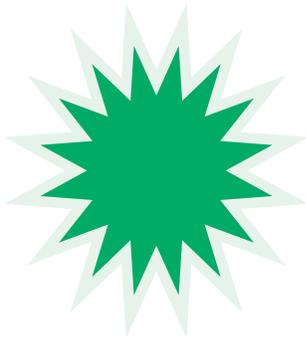
Col. Donald Flowers is awarded the Defense Meritorious Service Medal by DESC Director, Richard Connelly.



Lt. Col. Michael K. Baisden (right), Commander, Defense Energy Support Center Americas East, promoted Army Sgt. First Class Lynne S. Jackson to her current rank on Dec. 31, 2003. She was pinned by her guardian grandfather, John Gray (left). Jackson works in the command's quality division as the administrative non-commissioned officer.



DESC Director Richard Connelly presents command coins to Master Sgt. Stan Burns and Master Sgt. Angie Phillips for their outstanding efforts in support of the DESC United Kingdom mission. Throughout Operation Iraqi Freedom, they provided quality surveillance support and coordination of jet propellant thermally stable shipments to Al Dhafra Air Base, United Arab Emirates.



In January, DESC Director Richard Connelly and Air Commodore Spinks sign the Singapore Memorandum of Understanding. Air Commodore Spinks is the Director of the United Kingdom Defence Fuels Group.

DESC EMPLOYEE OF THE QUARTER

First Quarter Fiscal Year 2004

Bruce DeSoto, assigned as a traffic management specialist, Defense Energy Support Center, Fort Belvoir, Va., has demonstrated absolutely remarkable performance in the execution of his duties as traffic management specialist in the Inventory and Distribution Division of the Bulk Fuels Commodity Business Unit (CBU). Among his many achievements, he was responsible for preparing and coordinating a short-notice package through DESC-RB to secure \$187,000 in funding for an Americas Contingency Energy Solution mission in the Southeast, a result of off-spec JP-8 arising in the Plantation Pipeline system. His role in coordinating DESC support during Operation Iraqi Freedom was pivotal to successful execution of national goals in the Mid-East theater. DeSoto has proven himself to be a valuable asset to the Bulk Fuels CBU and this exceptional performance is expected to continue.

Second Quarter Fiscal Year 2004

Art Hebert, assigned as a logistics manager, Defense Energy Support Center, Task Force Restore Iraqi Oil (RIO), has demonstrated superior performance in the execution of his duties as logistics management specialist in the inventory, storage and distribution of more than 450 million liters of fuel to the people of Iraq. In addition, he was also tasked with one of Ambassador Bremer's top ten goals: creating 15 days of supply (DOS) of fuels for the Iraqi people. As an integral member of the first DESC team that deployed to Iraq, Hebert ensured the success of the mission by developing the process to order the correct quantities of product based on demand by region and product. His efforts have provided power for vehicles, heating, cooling and power generation. Hebert's selfless service reflects positively on his commitment to ensuring DESC's success in this endeavor.

Cotton, Crump Receive Meritorious Civilian Service Award for Fuel Mission

By Joy Kress
DLA Public Affairs

In the first few months of Operation Iraqi Freedom, problems arose in the availability of refined fuel for the Iraqi civilians. According to Defense Logistics Agency Director Vice Adm. Keith Lippert, the limited capacity of only one to two days worth of gasoline at Iraqi fuel stations led to riots and civil unrest.

To solve the disparity of these supplies, the Office of the Secretary of Defense in December 2003 tasked DLA to import fuel to the civilian population of Iraq.

To make the mission a success, the Defense Energy Support Center (DESC) sent a team to Baghdad to obtain money to perform the mission, develop relationships with the Iraqi Ministry of Oil, establish a logistics concept of support and synchronize the efforts with bureaucracies in four countries, many contractors and subcontractors, as well as the United States and coalition military forces.

Team lead James Cotton and forward contracting officer Shedric Crump were among the first DESC-Iraq team members deployed between Jan. 4 and April 28 during combat

operations in support of Combined Joint Task Force 7 and the Coalition Provisional Authority during Operation Iraqi Freedom.

The successful efforts of both Cotton and Crump has led to an abundance of refined fuel products throughout Iraq.

According to Lippert, DESC has had more than 8,000 trucks in country in support of the Iraqi civilian population, and to date, \$650 million has been obligated to support this effort.

"We simply would not have enjoyed the success we have without dedicated professionals like these two individuals," Lippert said. "I am grateful for their hard work, their sacrifices and everything they have done — in particular to the sacrifice of their families."

Due to their outstanding efforts, Lippert presented Cotton and Crump the Meritorious Civilian Service Award July 27 at the DESC town hall. The citation noted their leadership, courage, technical contributions and positive attitude in executing the mission to restore the Iraqi oil infrastructure, import fuel products and rebuild working relationships between Iraqi elements for the benefit of the free Iraqi people.



DESC-Iraq team lead James Cotton was awarded the Meritorious Civilian Service Award for his contributions in the supply of fuel to the Iraqi civilian population. (Photo by Thomas Wilkins)



DESC-Iraq forward contracting officer Shedric Crump was awarded the Meritorious Civilian Service Award for his contributions in the supply of fuel to the Iraqi civilian population. (Photo by Thomas Wilkins)

RETIREMENTS

Martin Retires After 38 Years of Federal Service

*Regina Gray, Deputy Director
Facilities and Distribution Management*

On Feb. 29, Catherine (Cathie) Martin ended her federal service career! Cathie had more than 38 years of government service. Thirty of her career years were with the Defense Energy Support Center (DESC) where she progressed from clerk typist to chief, inventory division in the Facilities and Distribution Management Directorate.

Over the years, Martin's career involved managing DESC's wholesale inventory under phase I in 1973. She played a vital role in the 1992 phase IIB transition, which made DESC accountable for DoD's worldwide 59 million barrel fuels inventory. An early accomplishment was the automation of the inventory management plan (IMP). In addition to the IMP, Martin was responsible for developing, evaluating and recommending DESC-funded storage initiatives in support of inventory objectives, as well as compiling and publishing the first worldwide inventory and storage plan in October 1996. This effort produced a one-time savings of over \$9.2 million and an inventory drawdown for the 1997 IMP. In her final years with DESC, she played a major role in DESC's transition from the legacy defense fuel automated management system to the DoD fuels accounting system.

Martin was a huge contributor in supporting efforts during Operations Desert Shield and Desert Storm and for the capitalization of retail and tactical sites in support of Operations Enduring Freedom and Iraqi Freedom in Kuwait, Afghanistan and Iraq. Her distinctive accomplishments, loyalty and outstanding service to DESC reflect a distinguished career of excellence and immense contribution to DLA/DESC's mission.

Pollak Retires After 20 Years of Military Service



Col. Keith Stedman pins Sgt. First Class William R. Pollak with Defense Meritorious Service Medal.

Sgt. First Class William R. Pollak retired after 20 years of service to the U. S. Army on May 21. In August 2000, Pollak was assigned to DESC as an inventory management specialist in the Bulk Fuels Commodity Business Unit. During his retirement ceremony, Pollak was presented the Defense Meritorious Service Medal by Col. Keith Stedman, DESC's Director of Operations. Pollak is now employed with the Facilities and Distribution Management Commodity Business Unit as an inventory management specialist.

AROUND DLA

August Open Forum Reveals Answers to Capacity Crowd

By Joy Kress
DLA Public Affairs

Broadcast live from the McNamara Headquarters Complex Auditorium, Defense Logistics Agency Director Vice Adm. Keith Lippert discussed various subjects Aug. 10 at the Open Forum.

Before Lippert went through his list of hot topics, mistress of ceremonies Liz Moore reiterated to DLA personnel that the process of submitting questions to the Open Forum is completely anonymous whether a person is from headquarters or the field.

Teleworking and its implementation was the first issue on Lippert's list of topics.

As a major Department of Defense and DLA initiative, Lippert emphasized his support of telework for the Agency. "It's great for retention, an excellent recruiting tool and an opportunity to improve productivity with the Agency," Lippert said.

Human Resources employees participated in a study to determine the major concerns and successes with the telework program at DLA. According to Lippert, there were many positive comments about the program, but the biggest concern for personnel is that they do not receive the support or approval from managers to join the telework force.

"There is a new generation of work force that is joining our labor force," Lippert said, coaxing supervisors to support the program. "For the Agency to be competitive in the future with the private sector and other government agencies," Lippert continued, "we must support telework to gain the quality of people in the work force that we have today."

Lippert also quelled rumors about decisions



DLA Director Vice Adm. Keith Lippert discusses telework, BSM and personnel changes before answering questions at the August Open Forum. (Photos by Thomas Wilkins)

regarding base realignment and closure. With no decisions made, 10 joint-service working groups are currently working on data cleansing and clean up as well as testing scenarios to determine military value and capacity analysis for agencies and installations.

One of the working groups, supply and storage, will be headed by Lippert who will replace recently retired Vice Adm. Gordon Holder.

Players from Defense Supply Center Philadelphia, DLA Customer Operations and Logistics Operations participated in a rock drill July 28. The drill, which incorporated scenarios with medical commodities, was designed for the Agency to make mission preparations before it is designated by the Department of Defense as the executive agent for fuel, medical, construction, clothing and textile and subsistence commodities.



DLA Enterprise Support Director Ella Studer answers questions regarding parking, safety and federal partnerships.

At the request of the Office of the Secretary of Defense (OSD) for Logistics, Materiel and Readiness, a DLA-OSD day was held Aug. 5 where 40 people from OSD provided briefings to DLA about the status of the organization. Mem-

bers of DLA senior leadership also provided updates to produce discussions about how each group can work together to improve support to the war fighter.

"It was a good session and exchange of ideas," Lippert said, "I would predict we will be doing this again in the future."

Business Systems Modernization 2.0 was implemented 10 days ago, which marks the last major upgrade until its completion and full operational capability in September 2006.

Release 2.0 increased functionality from about 50 percent to 88 percent, according to Lippert. The success of 2.0 will be assessed with more testing in real-world environments. Several smaller releases will be produced before the 2006 deadline until all 5.2 million items are brought under the BSM effort.

Lippert also noted many upcoming or finalized changes in command for DLA activities.

DLA's Joint Reserve Force Director Rear

Adm. Howard Dawson will retire in October and will be replaced by Rear Adm. Robert Ryland Percy. A supply corps Reserve officer, Percy is currently commander of the Naval Expeditionary Logistics Support Force and served at DLA from 1996 to 1998.

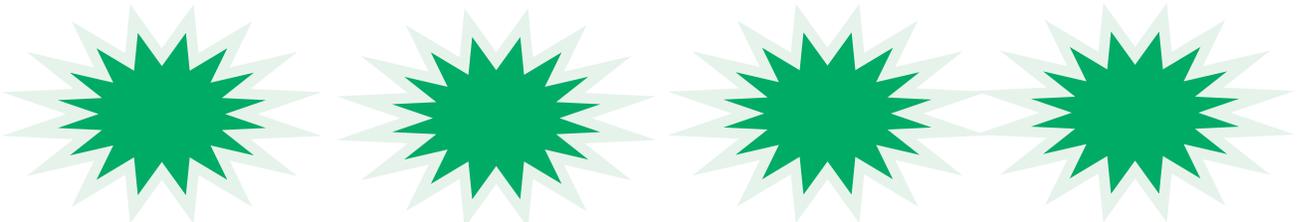
Col. Paul F. Abel Jr. also assumed a new position July 15 as commander of DLA-Europe. Former commander Col. David V. Mintus is now assigned as the assistant J-4 for the U.S. Northern Command in Colorado Springs, Colo.

Army Col. Michael J. Lally became the new commander of the Defense Distribution Center and its 23 depots Aug. 3. Former DDC commander Army Brig. Gen. Kathleen Gainey is now director for force protection and distribution, Army G-4, at the Pentagon.

After Lippert's opening comments, members of the senior executive service answered questions regarding the common access card, parking at the headquarters complex, condensed day off schedules and senior leadership buy in to enterprise-wide initiatives.



DLA Director for Customer Operations and Readiness Larry Glasco answers a question regarding civilian positions named emergency essential.



Consensus Gathered at Customer Relationship Management Summit

By Dawn Dearden
DLA Public Affairs

A special meeting of Defense Logistics Agency's Transformation Executive Board hosted a customer relationship management (CRM) summit Aug. 4-5 at the Andrew T. McNamara Headquarters Complex.

The summit was held to ensure the board's consensus of the agency's plan for implementation of the CRM program. The briefing, which focused on how the Agency can become more customer-focused as well as the broad plan for implementation, was developed and delivered by DLA's CRM program team, which comprises team members from BearingPoint, the CRM external service provider, and DLA core team members.

The DLA CRM program team's report represented the culmination of the first step in the CRM program, an eight-month process that involved every site and activity in the Agency. The joint BearingPoint-DLA team pulled together data about current customer relations programs and emerging business opportunities throughout the Agency, as well as conducted interviews with customers to begin to learn customer expectations and perspectives on how DLA does business.

The assessment concluded that while DLA provides excellent customer service in many ways, there is room for improvement by adding structure to the customer engagement processes and improving the tools available to the Agency's work force

"This first step is imperative to the CRM program's success," said Larry Glasco, DLA Customer Operations and Readiness director and a primary sponsor of the initiative. "We must know where we are to determine where we want to go."

By the end of the day-and-a-half meeting, the Transformation Executive Board had discussed and debated the CRM team's vision and strategy as well as the best ways to implement

the program. Before approving a plan for going forward, the group ensured all efforts would be managed in coordination with the operational and transformational priorities of the Agency.



DLA Director of Customer Operations and Readiness Larry Glasco (left) speaks at the CRM summit along with DLA Enterprise Transformation Director Allan Banghart. (Photo by Thomas Wilkins)

The board agreed upon an approach that mapped out the next 18 months of the CRM effort. Business process reengineering efforts will begin in September and extend through July. Systems automation efforts will follow with a first release tentatively targeted for March 2006. Beginning in September, a team will begin working to finalize and prioritize requirements for presentation to the Transformation Executive Board in November.

CRM continues the transformational change that began in business systems modernization. Its goal is to raise the level of the Agency's customer focus from transactional effectiveness to focused partnerships.

"CRM is an essential element of the agency's far-reaching goals to transform the DLA business model," said DLA Director of Enterprise Transformation Allan Banghart. "As BSM matures and the large-scale rollout begins in January, it is essential that we push forward aggressively with our CRM capabilities to fully leverage the many benefits inherent in our modernization program."

Our Mission...

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

Our Vision...

Our customers first choice for energy solutions.

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.

DESC

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