

# Kelly's Corner

May 3, 2013



## Self Assessment

Many of you are aware that I directed each ORO organization to conduct a self-assessment that evaluates the key processes involved in the ORO ISC's functions and services.

This self-assessment focuses on processes, procedures, roles, responsibilities, authorities, customers, continuous improvement, training, and communication. We are reviewing these elements with a firm basis in requirements deriving from federal regulations, DOE orders, and other implementing documents (e.g., Office of Science Management System [SCMS] policies and guidance).

Furthermore, we are evaluating each requirement with a focus on "what" service is needed, "who" the approval authority is, and "how" the process is being documented. This will help ORO fully understand, embrace, and clearly delineate new roles, responsibilities, and authorities resulting from the reorganization.

The results of this management self-assessment will

assist each ORO organization determine any gaps in documentation and help us clearly define our key processes and interfaces affecting the products and services we provide. Additionally, this assessment helps ensure that our services are consistent across the organization.

The assessment team, led by Mildred Lopez-Ferre, quickly realized the enormity of the task since beginning their work in April. Due to the reorganization, every ORO governing and guiding document had to be reviewed and identified for updating. Since this has been such an involved task, it has taken a great deal more effort than was expected, and our initial timeframe has proven to be a bit too ambitious. I have given the team more time to complete this task because I want a thoughtful, thorough product that provides employees the necessary information to perform their jobs.

After the team completes the re-evaluation, I will provide further updates about the results of this project. I want to thank the team for their work and continued diligence on the project.

## New Faces



### Jessica Leach

Jessica joined ORO's Procurement and Contracts Division in April 2013.

She is originally from Virginia and attended the University of Virginia, earning a B.S. degree in Business Administration.

She began her Federal career working for the Department of the Army in Warren, MI and in Durham, NC.

Jessica is married and has three daughters and two white schnauzers.

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## Monthly Calls

As a part of my "customer service" philosophy, I want to touch base with our customers every month to obtain their feedback as we seek continuous improvement.

I have set recurring conference calls, involving their senior leaders and our assistant managers (AM), with all of the sites we support to ensure the ISC is meeting their needs and promptly address and resolve any issues or concerns that occur. We want to be aware of these concerns so we can provide the best service possible.

If there are things you feel your AM should bring up on these calls, please let them know.

Remember, continuous improvement is our goal on our "journey of excellence."

## Secretary's Achievement Award

Recently, the Oak Ridge Office received the Secretary of Energy Achievement Award in recognition of the extraordinary support we provided to complete the Nuclear Footprint Reduction & Deactivation Program (NFRDP) at Argonne National Laboratory. The Secretary recognized the significance of the program's completion, the efforts of the many diverse organizations involved, and the dedication and contributions of the staff supporting the activities. He went on to say that this completion signifies DOE at its best, especially in terms of working together across programs and organizations to achieve a common goal. Roger Casteel, AMSTS, served as the Oak Ridge representative on the team.

I want to add my thanks and appreciation for a job well done to Roger and everyone in Oak Ridge who supported him on this project.

## Parking Lot Building 545

You're no doubt aware by now that on Thursday our parking situation at the 545 facility changed, as we were not able to use the parking lot owned by the Church next door. Unfortunately, the landlord (R&R Properties) nor GSA were able to resolve issues with the Church, so the lot will not be available to us for the remainder of our stay. We have worked very closely with GSA over the past 24-hours to address this problem, and they have informed us of the following:

R&R Properties began preparatory work yesterday for a new pathway/boardwalk to be constructed from the vacant facility and parking lot directly behind the 545 Building. You will notice construction efforts throughout the day and into the weekend to accomplish this

pathway/boardwalk installation. This effort will provide twenty-six paved parking spaces and an additional fifteen to twenty gravel lot parking spaces. R&R Properties has advised that this construction will be completed and the parking available on Monday morning through the remainder of the lease. One additional row of fourteen parking spaces located between the 545 Building and the SSA Building will also be available on Monday morning through the remainder of the lease. The addition of these parking spaces will provide in excess of the parking spaces no longer available in the Church Parking Lot. Additionally, as desired, the two parking lots behind the Victory Center will also remain available throughout the remainder of the lease.

*"Desire is the key to motivation, but it's determination and commitment to an unrelenting pursuit of your goal—a commitment to excellence—that will enable you to attain the success you seek."*

~Mario Andretti



## Some Fleet Reminders

As you use government vehicles, be sure you follow government fleet rules and regulations and that you are courteous and respectful to other users.

### Prior to operating a fleet vehicle, drivers should:

- Properly sign out the vehicle
- Conduct a safety inspection of items such as wipers, turn signals, and tire conditions
- Note any vehicle damage
- Familiarize yourself with the location of and operation of the vehicle's controls
- Adjust the seat and mirrors to your specifications
- Check the fuel gauge and look for any vehicle warnings or alerts

### During your trip:

- Wear your safety belt
- Drive safely, observing all traffic laws (you are responsible for any citations incurred while

operating the vehicle)

- Do not use tobacco products of any kind
- Use due diligence not to damage the vehicle or other property
- Do not text or become distracted while driving
- Use the government vehicle for official use only

### Upon return from your trip, you should:

- Re-fuel the vehicle if less than  $\frac{1}{4}$  of a tank
- Remove all personal items including any litter left in the vehicle.
- Secure the vehicle by ensuring all windows are up and doors are locked
- Immediately report any needed repairs or damage to the vehicle
- Promptly return the keys and any fuel receipts

For any questions regarding ORO's fleet, contact Tom Back at 241-8705 or Jon Romandetti at 241-8838.

## Federal Building Update

I wanted to pass along to you the latest letter I sent to GSA about our situation with the Federal Building.

The letter spells out my concerns and my expectation of GSA.

I'll keep you informed of our efforts.





## Department of Energy

Oak Ridge Office  
P.O. Box 2001  
Oak Ridge, Tennessee 37831

April 25, 2013

Mr. John E. B. Smith  
Regional Commissioner  
Public Building Service, Region 4  
General Services Administration  
77 Forsyth Street, S.W.  
Atlanta, Georgia 30303-3458

Dear Mr. Smith:

I am writing to you today to express my concern with the current state of the asbestos abatement project at the Joe L. Evins Federal Building, hereafter referred to as the "building" in Oak Ridge, Tennessee. I am asking for your assistance in getting the situation resolved so that I can be rest assured that Department of Energy (DOE) employees, as well as others occupying the building, including Congressional staff members, will return to a safe and healthy environment. My concern centers on the fact that work remains unfinished. There have been two incidents to date in which my staff has discovered incomplete work.

1. During the week of March 11, my facilities maintenance staff initiated an effort to replace air filters in the fan coil units throughout the building. Almost immediately into that effort, they observed that the filters in the fan coil units had not been removed by the General Services Administration (GSA) abatement contractor as provided for in the contract. It is important to note that on February 19, 2013, GSA informed us that the abatement work on floors one through three had been completed and we were cleared to enter those portions of the building.
2. On or about April 1, GSA informed my staff that the filters in the fan coil units were removed and that we were again cleared to enter the building. On April 2, my staff began a 100 percent inspection of the areas that were to be abated per the terms of your contract with the abatement contractor. The very first area they inspected was a metal chase on the third floor of the building. My staff discovered that asbestos containing material was still located in that chase and it appeared that this particular chase had not been touched by your contractor.

In addition to these incidents, my staff has detected areas throughout the building above the ceiling tiles that have not been addressed as specified by GSA's contract with the abatement contractor.

The contract specifically requires the contractor to "HEPA vacuum all horizontal surfaces above ceilings, including ceiling tiles, grids, support structure, light fixtures, HVAC diffusers/grids/vents, sheet metal ducts, and hangars." I have included a number of photographs that clearly show this work has not been completed.

In addition to the contract provision I cited above, on February 19, 2013, I received a letter from Mr. David G. Hofstetter, Director, Client Solutions Division, GSA Southeast Sunbelt Region. A copy of that letter is enclosed. You will see in the first paragraph of that letter, Mr. Hofstetter states the following:

"Upon the conclusion of the successful abatement, the remainder of the office space would then be thoroughly wiped down to include all horizontal surfaces above the ceilings, including ceiling tiles, grid, support structure, light fixtures, HVAC diffusers/grids/vents, sheet metal ducts, and hangers..."

Despite Mr. Hofstetter's acknowledgment that "all horizontal surfaces above the ceilings" would be "thoroughly" cleaned, and the contract's mandate for the contractor to "HEPA vacuum all horizontal surfaces above ceilings," no such cleaning or vacuuming has occurred.

On April 12, a member of my senior staff communicated with Mr. Rick Hilligoss, Deputy Director, GSA Nashville Service Center, to discuss the contractor's failure. Their conversation focused on the unperformed work above the ceiling tiles and our concerns for the safety and well-being of not only all Federal Building occupants, but also specifically the maintenance workers who work in this area every day. Mr. Hilligoss responded on April 15. In part, he stated, "additional cleaning above the ceilings is not recommended. Such cleaning will produce no further benefits." Mr. Hilligoss' full response to my concerns is enclosed.

In short, in December 2012, my staff and I were briefed by GSA representatives on the scope of work to be performed at the building. We were pleased with the thoroughness of the developed scope and focused on the necessity for ensuring a safe and healthy workplace, and instilling confidence in building occupants that their health and safety would be protected. Therefore, we endorsed the contract's scope and requirements.

Unfortunately, this is the third instance in which we have discovered, and/or in this case, have been informed that contract-required work either had not been, or would not be performed. While one GSA employee has chosen to "not recommend" that the contractor be required to perform the above-ceiling work, the contract's scope and requirements require the contractor to perform that work. We also assume that the contractor's compensation must have

included completing the work the contract requires. Therefore, we expect that, consistent with GSA's and DOE's agreement, the contractor will perform the work.

I am deeply concerned over this situation and request your immediate attention to this matter. Again, our maintenance staff performs work in the areas above the ceiling tiles every day. Until that area is sufficiently cleaned according to the contract scope, they are potentially subjected to unnecessary risks, as other building occupants may be, and we will not consider the building ready for occupancy. Therefore, I would like to know whether GSA intends to ensure that the contracted scope of work will be performed and that my employees will return to a safe environment. Until this situation is resolved, I cannot begin any work in the building needed to accommodate re-occupancy by my employees and others.

I can be reached at (865) 576-4444.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry C. Kelly", with a large, sweeping flourish extending to the right.

Larry C. Kelly  
Manager

Enclosures

cc w/enclosures:

J. McBrearty, SC-3

D. Thress, CC-10, ORO