

FUEL LINE

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DESC Director Retires



Fuel Line

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Defense Energy Support Center

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The DESC 2004 WorldWide Energy Conference is scheduled for September 28-30, 2004. See page 26 for the details.

From the Director

In my first director's message to the DESC family, I will take this opportunity to re-emphasize what I believe is the backbone of our success at DLA in general and DESC in particular —effective communications. Within two days of becoming director, I held a town hall meeting. I'm sure many of you wondered why so soon or maybe you asked yourself what answers could I provide to you after being in my new position for less than a week. It was my goal to share with you my philosophy (although I was able to answer a few of your questions).



I believe to identify a highly effective organization you simply need to ask the workforce the three following questions:

1. Are you treated with dignity and respect?
2. Are you encouraged and given the tools to make a meaningful contribution, not only to your job, but to your life?
3. Does anybody notice?

Let's take a look at these questions individually.

The first question: Are you treated with dignity and respect? This is a simple one. How are you being treated by your supervisor, subordinates and co-workers and how are you treating them? If you believe you're not being treated with dignity and respect you need to address this issue through effective communications. We must all focus on treating each other the way we want to be treated.

The second question: Are you encouraged and given the tools to make a meaningful contribution, not only to your job, but to your life? It is not enough that we simply give you a job - we, as managers, need to make sure you are *trained* and *equipped* to perform that job at your peak level. Then, we all need to *encourage* others to contribute — the DESC workforce is what truly makes us great and you all play important roles. And it will astound you, when you are engaged and contributing in your job, how much it affects the rest of you life.

Last, but not least: Does anybody notice? Here I'm not just talking about cash bonuses and awards. Sure, these are great and we all like them. I'm speaking of something different. How often do we all, supervisors and employees, get up from our desks, walk over to a subordinate or colleague and say "Thanks, you did a great job for us?" Try it, it won't cost you a dime but the results can be priceless.

I want all of us to be able to answer these three questions with a resounding yes!! To do so, all of us need to commit to achieving this goal.

There are many exciting things happening in DESC. Many of you probably know that DESC recently acquired a new mission in support of Task Force-Restore Iraqi Oil. We now have a new customer (Iraqi civilians) and a new product (Liquified Petroleum Gas). A DESC team has deployed to Baghdad to ensure we effectively execute this mission. You'll learn more about this new mission in this issue of Fuel Line.

I'm happy to have the opportunity to work with all of you and I'm looking forward to meeting everyone as I travel throughout the DESC community.

30 Years of Federal Service: “Not Part Of the Plan”

By Lynette Ebberts
Corporate Communications
Cover photos by Thomas Wilkins

Jeffrey A. Jones, Defense Energy Support Center's director since March 2000, retired from the federal government after 30 years of dedicated service during a ceremony at Andrew T. McNamara Auditorium Oct. 28, 2003.

During the ceremony attended by family and friends, distinguished guests and colleagues from years past, Jones was awarded the Defense Logistics Agency Distinguished Career Service Award, The Silver Letter, and a retirement plaque by DLA Director Vice Adm. Keith Lippert.

“It's a distinct honor to present Jeff with these prestigious awards,” said Lippert. “His dedication and hard work are unparalleled. He and his team have answered the call each and every time, providing the war fighter with the energy and resources required to succeed. We are grateful for his 30 years of dedicated service.”

In a recent interview, Jones recalled Oct. 24, 1973, as his first day as a civil servant. He recites this date as the second day of the Israeli Airlift during



DESC Director Jeffrey A. Jones (right) receives his 30 Year Civil Service Award plaque from DLA Director Vice Adm. Keith W. Lippert. (Photo by Thomas Wilkins)

the war of 1973. “I never saw any of the people who hired me for two weeks. I came in a crisis,” Jones said.

Working for the federal government was “not even close” to the career goals Jones had planned for himself once out of college. “My career goal was to stay in the government until I really got myself going as a writer, then bow out and do what I really enjoyed,” Jones said. “When I got my 10-year pin, I was so mad that I hadn't gotten where I wanted to go, I threw [it] in the trash, and I've never seen it since, obviously.”

But he calmed down after that, and got used to the idea

that he could actually do a lot inside the government and provide things he never even considered himself being interested in providing. “So, it's a different career than I expected to have, but it's been every bit as rewarding,” Jones said.

In addition to his role as director from March 2000 to October 2003, Jones also served DESC (then the Defense Fuel Supply Center) from 1981 to 1984 as deputy director of supply operations with worldwide responsibilities for military supply and storage operations.

Jones also worked at the

Pentagon for the Office of the Secretary of Defense in many capacities. From 1984 to 1990, Jones served as director of energy policy, and from 1990 to 1992 his duties as director of supply management policy, director of international logistics and director of energy policy overlapped. But it was what happened between the years of 1986 and 1987 that reminded Jones of one of his proudest moments.

“One of the things I did and surprised myself in actually accomplishing was stopping the ‘Coal to Europe’ Program where we were obliged to carry U.S. coal to Europe and burn it in the German boilers that we had inherited from the German regime after World War II,” Jones recalled. “It was used to heat U.S. barracks and facilities.”

This program started under President Kennedy in 1961, and it took a “huge battle with Congress,” which Jones spearheaded personally, almost getting himself fired more than once trying to end this program and finally succeeded. “This was an extraordinary lesson in how the Hill works, you know, how lobbyists manage to maintain influence even when they are personally very much disliked, even by the members,” Jones said.

“Germany had the coal to support the United States, so it was silly for us to ship coal overseas,” Jones added. “In

exchange for votes, a gentleman’s agreement was made between a few members of Congress and anthracite miners in northern Pennsylvania which resulted in the Department of Defense spending more than \$1 billion every 10 years to send coal overseas.”

Jones received support and thanks from the Army when this program ended, and throughout the ordeal earned undeniable trust and confidence from then Secretary of Defense, Casper Weinberger, “who basically signed almost anything I wrote back to Congress on this issue,” Jones said.

Jones left the Pentagon when Vice Adm. Edward Straw, DLA director from July 1992 to October 1996, asked him to come to DLA. “It made a big difference in my life,” Jones said. “I found DLA a lot closer to reality as far as the things that needed to be done.”

Jones is particularly proud of the people he has served with at DESC during the last two years. “I don’t think I’ve ever seen an organization focus so rigorously on the mission at hand as this group has done, since the beginning preparations for Operation Enduring Freedom,” Jones said. “I credit the organization for having the right focus, the right values, the right understanding of the job and the fierce determination to succeed. It’s been interesting and challenging to try to get fuel delivered through some of

the cultural and military obstacles we’ve had in the last few years. So, once again it comes right back to this organization and the fact that the people here are willing to take on any challenge, and when they do, they succeed, sometimes, beyond, I think, their own expectations.”

As Jones reminisced about the past few years, he said this was the perfect time to be at DLA. “I’ve gotten a great deal of support, and I’m very happy about the way things have worked out for me here,” Jones said. “The leadership has been continually focused on all the right things. The senior leadership at DLA allows DESC the latitude to do what it needs to do even if we don’t do everything as conventionally as other parts of the Agency might do them.”

Jones held his last Town Hall meeting Oct. 20 as director of DESC. During the meeting he told the DESC work force his job as their director was the best job of his career. “You are the best at what you do,” he said. “You all make a direct contribution to the warfighting ability of the United States, and you need to continue to do the right thing ... that’s all it will take.”

Jones also asked DESC managers and leaders to focus on the people. “Without the people,” he said, “DESC is just furniture.”

Jones told the DESC work

force he has one regret. “I didn’t focus on the importance of cultivating the next generation of leadership,” Jones said. “All of us will leave sometime, and we need to know who will take our places. The No. 1 priority is for every manager and leader in DESC to find or develop your replacement early on. I didn’t do that.”

During his 30 years as a civil servant, Jones has literally traveled around the world. While not revealing a favorite place to travel, Jones admitted to “getting certain things out of certain places, even though these trips weren’t for pleasure.” For instance, he found some parts of the Middle East far more interesting than he would have ever expected. “I find Oman a fascinating country, the people are fascinating ... it’s just different,” Jones said. “Asia is one of my favorite pastimes; you can probably tell from the décor in my office that I have an affinity for China and Japan and the cultures and the art, but I have to say, until I get a chance to travel for pleasure, I can’t pick a favorite.”

Jones believes there is little people don’t know about him; he did, however, think of one exception regarding his career. “In a way, I’ve never been a good fit for the kinds of work I do because my interests have usually been in the arts and sciences. So, I find myself working in a business environ-

ment, and all my aptitude tests in school proved I had no particular interest or aptitude for the business world, and I’ve spent my whole career in it,” Jones admitted. “Retirement however, will provide me with the opportunity to free myself from this [30-year] contradiction and go back to what I really like ... writing.”

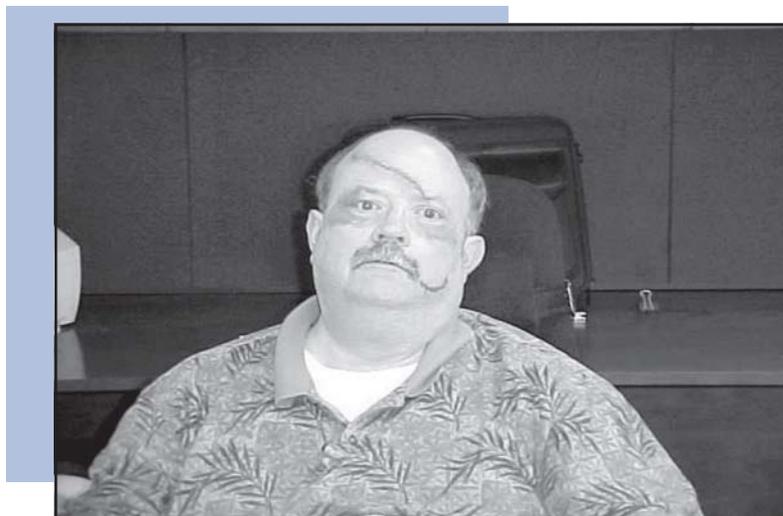
Most people don’t know that Jones is a writer. “I began writing my novel in 1970, which hasn’t been published yet,” Jones said. “First thing I need to do is put my manuscript in a format that I can go back to and revise.” Jones wrote his original manuscript using thermo fax (a heat transfer process that preceded Xerox), a typewriter and hand-written notes — a far cry from today’s technology.

During retirement, Jones “absolutely” plans to pick up where he left off in 1971 with

writing and publishing his novel, a true story, about a doctor working in the swamps of South Carolina with people who are malnourished. “I started writing the story over 30 years ago, and after circulating it for about a year and a half and not getting it published, I decided I needed to go back and make it a little bit more entertaining,” Jones said. “It’s a great story, and it’s one that needs to be told, but I need to work more to tell it right.”

In addition to writing during his retirement, Jones also plans to do part-time consulting to continue his professional interests in Washington, D.C.

Jones retired to Sarasota, Fla., with his wife of 33 years, Ilana. Their daughter Danielle, in her last year of medical school, is seeking residency in this part of the country.



DESC Director Jeffrey Jones’ last day was on Halloween. He wore a painted face depicting black eyes and bruises. (Photo by Robbie Robinson)

Connelly Now Part of DESC Family

By DLA Public Affairs

Richard Connelly, former director of Defense Logistics Agency (DLA) Support Services, assumed responsibilities Nov. 3, 2003 as the new director of the Defense Energy Support Center at a ceremony held in the McNamara Headquarters Complex Auditorium.

DLA Director Vice Adm. Keith W. Lippert opened the ceremony saying, "He [Connelly] is the right person for the DESC directorship. He has superior expertise in leadership, management, communication skills and logistics. During the time of significant transition with the Agency, he has provided his leadership and direction as the administrator of the Defense National Stockpile Center and as the director of DLA Support Services."

With family and colleagues in attendance, Connelly assumed responsibility and accountability as the new director of DESC in the traditional and symbolic transfer of organizational colors passed on to him by Lippert.

"Connelly's leadership, coupled with his willingness to assume ever-increasing duties and responsibilities," Lippert said, "has helped shape strategic initiatives for the Agency, and I am sure he will continue to do superb work at DESC."

According to Lippert, "Dick will enjoy being with his new DESC family. As a result of DESC's success in military logistical readiness, DLA is recognized as a leader in providing all petroleum resources used worldwide by our military forces. They are a wonderful group of outstanding professionals, and they have done a phenomenal job in support of Operation Enduring Freedom and Operation Iraqi Freedom."

Thanking Lippert for his trust and confidence to put him into the directorship at DESC, Connelly said, "Any recognition I have received over the years is from the accomplishments of the employees in the stockpile and DSS, for whom I am eternally grateful."

"To my fellow employees at DESC," Connelly closed, "what you do day in and day out for our military services and for our nation is nothing short of remarkable. I am proud and excited to be a member of your team, and I can't wait to get to work."

Connelly is a career executive with a long history of service to DLA and the nation. He came to DLA in 1972 as a management intern in the budget office. In 1986, he was appointed to the Senior Executive Service and was named the



Connelly assumed responsibility as director of DESC in the traditional and symbolic transfer of organizational colors passed on to him by Vice Adm. Lippert. (Photo by Thomas Wilkins)

chief of the budget division. He later served as DLA Comptroller, as Administrator of the Defense National Stockpile Center, and as the Director, DLA Support Services.

He graduated from Boston College in 1968 and served in the U. S. Army until 1971. He is a graduate of Officer Candidate School at Fort Sill, Okla. and served one year in Vietnam.

Connelly attended Stanford University Graduate School of Business as a Sloan Fellow and received a Master of Science degree in Management in 1978.

In 2003, he was selected for the Presidential Rank Award of Meritorious Executive.

TASK FORCE-RESTORE IRAQI OIL

DESC Stands Up New Mission In Iraq

*By Maj. Joy D. Griffith
DESC-Iraq*

The New Year wasted no time in presenting DESC with new and interesting challenges. On December 23, 2003, the Office of the Secretary of Defense (OSD) officially tasked DESC to provide the necessary expertise and support to the Task Force-Restore Iraqi Oil (TF-RIO) mission for the importation and distribution to specified fuel depots of identified petroleum

products in support of the Iraqi civilian populace. TF-RIO works with the Iraqi oil industry to rebuild the petroleum infrastructure and to jump-start the country's petroleum production again in order to support the country's petroleum needs and to generate state revenues via oil exports. Until Iraq is self-sufficient with petroleum production, the country needs fuel imports to meet the demands of its civilian populace. For the last 8 months, Kellogg Brown & Root (KBR) provided these imports via a contract with the Army Corps of Engineers. However, per the new OSD tasking, DESC will now take over this mission to procure and import fuel to eight designated distribution centers throughout Iraq, effective April 1, 2004.

This new tasking represents a whole new realm of customers for DESC whose primary focus is energy support for Department of Defense requirements. This first step into the area of civilian humanitarian aid represented an entire new business area for DESC, and one in which the challenges have just begun.

To implement this new mission, DESC deployed a team of six personnel to Baghdad to stand up a new office and work along side the TF-RIO and the Coalition Provisional Authority staffs in the Republican Palace. Officially designated as DESC-Iraq, the team works in conjunction with an especially established team at HQ DESC to set up the new office, acquire and validate the contract requirements, initiate a competitive acquisition process for four different contracts, and establish a funding mechanism for future reimbursement procedures between the new Iraqi Government and DESC. These contracts will procure the fuel for import to the

DESC-Iraq Team

Jim Cotton
Team Chief
cottonj@orha.centcom.mil

Lt. Cmdr. Stephen Grace
Deputy Team Chief
graces@orha.centcom.mil

Maj. Joy Griffith
Operations Officer
griffithj@orha.centcom.mil

Shedric Crump
Contracts Manager
crumps@orha.centcom.mil

Arthur Hebert
Requirements Manager
herberta@orha.centcom.mil

Master Sgt. Harry McKay
Non-commissioned Officer-in-Charge
mckayh@orha.centcom.mil

north and south sectors of the country, establish transportation for the fuel to be imported, and provide a management oversight agent who will facilitate all aspects of the regional contracts. All contracts are to begin on April 1, 2004.

On the human-interest side of the story, the DESC-Iraq team is having the experience of their lives. Living and working in the Republican Palace is a daily reminder of just how much was denied the Iraqi people so Saddam Hussein could live in decadence. Massive crystal chandeliers, unbelievable amounts of marble in the floors and walls, and intricate ceiling art dominate practically every room. A prime example of this is the group sleeping room the team lived in for the first few weeks until they could get into trailers. Approximately 150 men and women lived in one room under a dozen large crystal chandeliers and a ceiling mural of clouds, stallions, and a heavenly palace. This peaceful scene contrasted dramatically with the wall mural of chemical-tipped SCUDs in flight. As for the experience of living in a giant unisex dormitory, the best description is a Starship Troopers experience but without the hard bodies.

On the serious side, the DESC-Iraq team is working hard with TF-RIO to assist the Iraqi populace in their efforts to rebuild their infrastructure and economy in order to become a self-sustaining nation. DESC-Iraq can be reached via the following contact information.



DESC-Iraq Team: Jim Cotton (seated). Left to right: Arthur Hebert, Shedric Crump, Lt. Cmdr. Stephen Grace, Master Sgt. Harry McKay and Maj. Joy Griffith.

Energy Enterprise Executes Difficult Mission

*By Jim Cotton
Director, Energy Enterprise Office*

It may come to a surprise to many DESC employees that in the same Headquarters building where the bulk purchase of petroleum products takes place for continental U.S. and non continental U.S. locations, a new growth area in the DESC mission of “providing energy support to the warfighter” has begun to take shape and is rapidly forming itself into an exciting new proposition for DESC.

The Energy Enterprise Office (DESC-E) is focused primarily on the sale of utility infrastructure from military bases to the private sector (utilities privatization) and secondarily on the purchase of energy conservation measures for military installations (energy savings perfor-

mance contracts). Briefly defined, utilities privatization is a two-part transaction: (1) the sale of a utility system or a part of a utility system, under the jurisdiction of the military service secretary to a municipal, private, regional, district, or cooperative utility company or other entity and (2) the acquisition of utility service from the party to whom the system was sold. Special statutory authority allows these contracts to have a maximum length of up to 50 years.

With our Office of the Secretary of Defense (OSD)-mandated mission to complete privatization evaluations on all continental U.S. military utility systems by September 30, 2005, the challenges have certainly been complex and the rewards all the more gratifying once

achieved. DESC-E supports the military services and the Deputy Under Secretary of Defense (Installations & Environment) in this area with contracting and program management ownership of the preponderance of remaining Department of Defense utility systems. To date, DESC-E is the preferred contracting agent for the Air Force and Army handling 87 percent (338 systems) and 90 percent (273 systems) of their requirements, respectively. DESC-E also serves as the contracting agent for numerous Naval Sea Systems Command sites and Defense Logistics Agency depots. (Note: typically four systems equate to one request for proposal).

In order to meet the aggressive program milestones of OSD and military services within our procurement lead time of 575 days, DESC-E reorganized its 34 individuals into a strong cadre of sales force talent segmented by military service customer teams for the Air Force, Army, Navy, and Defense Logistics Agency. These teams represent a multi-functional pool of contracting, engineering, pricing, and program management talent that join forces to meet the mission set forth by OSD.

Given the extensive procurement process involved with the utilities privatization program, the successes of the DESC-E team continue to occur because of the dedication of each person to deliver superior value and customer satisfaction to their military service customer interfaces. To date, the total awards for utilities privatization have a combined dollar value of approximately \$407 million over 50 years with a collective cost avoidance of approximately \$20.9 million annually over 50 years.

While the successes have been hard-earned, the program expertise, business acumen, and progressive development of our team have culminated into the development of a CBU whose primary focus is customer relationship management. Central to the continued success of DESC-E in the future is the embrace of change with new emerging energy trends whose central structure will be the ability to deliver value to each customer, to the Center overall, and to one another. It is this simple customer-driven focus that enables each DESC-E team member to have a hand in the craftsmanship of building a top-notch energy business for DESC.

DESC Pacific Supports Air Force One

*By William Brinning
Defense Energy Support Center, 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.

Once samples are taken, the tank truck or system containing the fuel is 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 informa-

tion 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, Hawaii.



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.



DESC Funds Six Navy Deep-Water Fuel Depots

*Francis J. Boyle
Facilities and Distribution
Management*

As the Navy looked to the future, supply chain management and logistics

integration were major factors in their plan to streamline and adapt to the logistics needs of “The Fleet of the 21st Century.” To that end, Commander, Naval Supply Systems Command (NAVSUP), proposed a shift in the funding for their six deep-water fuel depots from the Navy, to Defense Energy Support Center (DESC). This would benefit the overall fuel enterprise from improved visibility of the costs of the infrastructure. It would also better

represent the critical role that these unique facilities play in the fuels and lubes supply chain for the entire Department of Defense (DoD). This proposal was only natural since fuels and lubricants are the most mature supply chain in DoD. This supply chain has matured through over 20 years of

capitalization from military ownership to central management and ownership by DESC.

The six Navy deep-water fuel depots are located at



Capt. Marvin Wenberg, II, Commanding Officer of the Naval Petroleum Office, (front left) and Col. Donald Flowers, Director of DESC’s Facilities and Distribution Management Commodity Business Unit, sign final Memorandum of Agreements (MOAs). Larry Long of NOLSC D.C. (rear left) and Tom Griggs of Facilities and Distribution Management, coordinated the writing of the MOAs.

NAVSUP Fleet and Industrial Supply Centers (FISC) organizations in San Diego, Calif.; Puget Sound, Wash.; Pearl Harbor, Hawaii; Norfolk, Va.; Jacksonville, Fla. and Yokosuka, Japan. These depots are composed of one or more Defense Fuel Support Points (DFSPs) and have a critical role

as the wholesale distributor for a large percentage of the petroleum products used by all military in the above geographic areas. A key benefit will be to provide DESC with a

complete picture of the costs of these deep-water fuel depots, thereby preventing sub-optimal resource allocation decisions. This decision also offers the opportunity to better portray the true costs of the fuel supply chain and link the funding of these wholesale DFSPs to the fuel commodity which they receive, store and issue.

Because the Navy does not own the fuel that is dispensed at the deep-water terminals, it cannot burden the price of fuel. Thus, the cost of operating these fuel terminals must currently be obtained by burdening a Navy-owned commodity.

These terminals, except for those in Japan that are primarily funded by the Japanese government, have completed the Office of Management and

Budget A-76 Circular outsourcing initiatives recently. Following these outsourcing initiatives, the current terminal operations represent both effective and efficient enterprises that achieve operational success while also ensuring they remain low-cost. To ensure these operations remain both efficient and effective, DESC-managed assessments will be used to gauge performance.

During the DESC and Defense Logistics Agency review of this proposal from NAVSUP, a detailed DESC process to screen military service fuel terminals for funding and periodic review was developed. The acceptance criteria for DESC to fund a military fuel terminal is:

1. Has DLA capitalized the stored petroleum product?
2. Does the nominated

terminal function as an intermediate distribution terminal?

3. Does the U.S. fund the cost of operations?

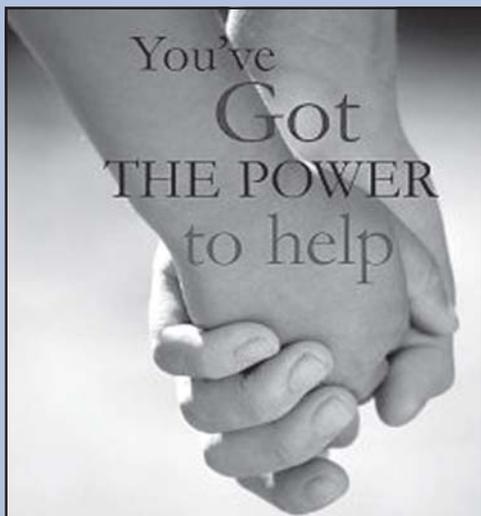
4. Does DESC need the facility for DoD mission support?

If the answer to all of these questions is yes, DESC will normally accept the terminal for funding. The two most common type of periodic review are A-76 and optimization studies.

To maintain a Navy-to-Navy working relationship for fuel, the Naval Operations Logistics Support Center D.C. (NOLSC D.C.) Detachment (formerly Navy Petroleum Office), agreed to serve as DESC's management agent providing interface between DESC and FISC for operation and maintenance of the fuel facility operations. To clarify the responsibilities and proce-

dures under which DESC, NOLSC D.C. and the six FISCs will execute the operations and maintenance of the bulk fuel terminals, Memorandum of Agreements (MOAs) were developed with each of the FISCs. The MOAs cover every aspect of fuel operations and maintenance required to operate a bulk wholesale fuel terminal in accordance with DoD 4140.25-M and the A-76 Performance Work Statement.

DESC will begin funding the operations of these DFSPs in FY04. The FY04 budgets have been reviewed and approved and will be funded as reimbursables. These Government-Owned-Government-Operated DFSPs will be incorporated into DESCs regular budget process for Government-Owned-Contractor-Operated DFSPs.



Thanks DESC for your support of the 2003 Combined Federal Campaign.



CRM Processes – Creating a Unified Picture of the Customer

*By Kelly Morris
Director, Customer Support*

Both private companies and public sector enterprises have numerous business processes that help drive logistical support to customers. Before investing in a technical solution, identifying business processes or activities we perform to that provides value and service to the customer is critical to implement a successful Customer Relationship Management (CRM) program in the Defense Energy Support Center (DESC). We must carefully examine these processes to determine if they are working correctly, or are broken or redundant. An effective CRM solution should identify processes that support the customer and integrate customer-focused processes throughout the entire supply chain to create a unified picture of the customer.

CRM Business Processes

In the private sector, typical “customer touch” business processes, those processes where customers interact directly with the business, include sales force automation, marketing, call centers and E-commerce (web). These processes generate revenue, leading to increased profits for the business. Back office processes, those processes where a business has internal applications that support the customer, might include an enterprise resource planning system with customer analytics, behavioral analysis, and data warehousing. Integrating the “customer touch” processes with back office functions helps to create a customer profile or a complete picture of the customer. This enables a business to share data across the organization and analyze ways to better serve the customer, such as collaborating with a customer to plan or more effectively forecast its requirements.

While all these processes do not have an exact correlation to what we do in DESC, parallels do exist. For example, in the natural gas, electricity, utilities privatization and missile fuels programs, customers are not all required to obtain their supplies and services from DESC. Our specialists must market and demonstrate to our customers that we can best support their requirements. The help desk, a call center function, supports user applications in the fuels automated system (FAS) and information technology problem resolution. Additionally, many customers and suppliers obtain critical information via our 1-800 number and the DESC web site. FAS and other related data base applications like requirements manager, petroleum quality information system, laboratory information management system, and customer depot complaint program also collect critical customer information.

In early 2003, a DLA team looked at specific CRM processes to help establish a business case for CRM. They also looked at several functional areas proposed by logistics management institute (LMI), our CRM transition advisor. Areas of focus included processes under customer touch, intelligence, front and back office integration, and operations (See Figure 1 on next page). More simply put, these areas included processes on how we interact with customers and what we do with the information we collect from customers internally.

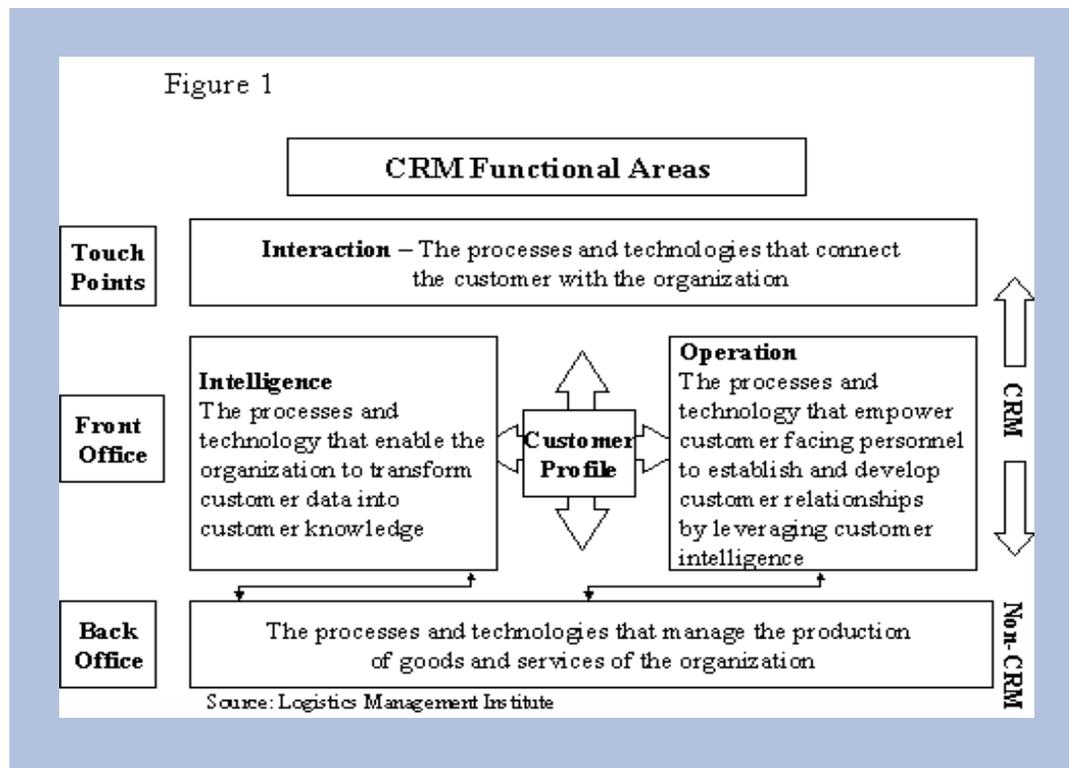
Examining Current Processes

In DESC, we are currently examining customer-focused processes in preparation for CRM implementation. These include examining how customers interact with DESC personnel via multiple customer touch channels such as the 1-

800 number, DESC home page, FAS help desk and Regional and commodity business unit personnel. We also looked at how this customer contact information was shared and integrated throughout the organization. Key findings in the reports done by contractors PMC and Booz Allen Hamilton showed that customer-facing processes in DESC are not broken. However, some processes, such as data sharing and customer profiles need improvement and should be included in a CRM solution. Additionally, DESC personnel pride themselves with developing personal relationships with customers to support their unique requirements. Unfortunately, much of the information and methods to support these personal relationships with customers are not consistently documented or shared throughout DESC.

In the next few months, the DESC Customer

Support Office will be working with Bearing Point, who was awarded the DLA CRM external service provider contract. They will help us identify and examine other customer-related processes to include identifying gaps and recommending the best CRM practices and solutions to enhance these processes. DESC will be able to better serve our customers and partners (contractors and military organizations) that are an integral part of the energy supply chain between DESC and the ultimate end user by understanding key customer-related processes. These processes can then be optimized by CRM technology, which will help us share information with customers and between DESC personnel. With greater knowledge about our customers, we can build stronger relationships, make better business decisions and create value, not only for the customer, but also for DESC.



Defense Fuel Supply Point Opens in Qatar

By Jeffery Feltner
DESC-Middle East

The Defense Energy Support Center – Middle East (DESC-ME) office continues to provide quality fuel support to U.S. and Coalition forces operating in the Central Command’s area of responsibility, the “tip of the spear.” Three years following the award of the contract to CALTEX to construct the 750,000-barrel fuel storage terminal, the new Defense Fuel Supply Point (DFSP) Mesaieed, Qatar, was officially commissioned on Aug. 5, 2003. This facility proved



Defense Fuel Supply Point Qatar ribbon cutting ceremony held on Aug. 5, 2003.

to be a tremendous increase to the Middle East Region’s ability to sustain fuel support to the war fighter. The Contractor-Owned-Contractor-Operated facility is operated by QATEX, a partnership between Qatar Petroleum and CALTEX. The DESC-ME quality manager, Jeff Feltner, performed the acceptance inspection on the facilities. The first load of Jet A-1 was delivered into the tanks on Aug. 9, 2003, via Military Sealift Command vessel, the Lawrence Gianella. All facility certification tests were completed shortly thereafter.

DESC-ME had the honors of representing the DESC Director at the history setting ribbon cutting ceremony. A preliminary ribbon cutting ceremony took place on Aug. 5, 2003, with CALTEX, Qatar Petroleum and DESC represented by Lt. Col. Scott Carlson and Donnie Robinson of the DESC-ME offices. The official inaugural ceremony took place on Sept. 23, 2003, at the DFSP. In attendance at the official opening were dignitaries from Qatar Petroleum, QATEX, Caltex, Qatar Fuels and Mesaieed Industrial City. Robinson and Feltner represented DESC and DESC-ME at the ceremony and presented a plaque to the general managers of Qatar Petroleum and CALTEX on behalf of DESC. The terminal began daily deliveries of JP8 to Al Udiid Air Base on Nov. 5, 2003.

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

DESC Middle East Conducts Site Visits

*By Jeffery Feltner
DESC-Middle East*

Defense Energy Support Center - Middle East (DESC-ME), with its headquarters located on the island of Bahrain, provides fuel oversight and contract monitoring for DESC Headquarters located at Fort Belvoir, Va. One of the many functions of the regional office is to make periodic site visits and conduct semi-annual Into-Plane surveillance audits. The semi-annual surveillance of DESC contracted Into-Plane locations are necessary to ensure that fuel providers are fulfilling their obligations under the terms of the contract with DESC and providing quality fuel support to DoD customers landing at these locations. DoD and military aircraft crews accepting fuel, rely on this validation procedure when landing at contract locations. The DESC-ME quality assurance representatives and petroleum logistics officers, under the guidance of the quality manager, Jeff Feltner, conduct these visits and audits periodically.

During this past quarter, DESC-ME Commander, Lt. Col. Scott Carlson, and Feltner, made site visits and conducted semi-annual "Into-Plane" surveillance audits in the northern sector of Central Asia, commonly referred to as the "Northern Stans." The countries visited include Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan. These countries were invaluable to the success of Operations Enduring Freedom and Iraqi Freedom and continue to play major roles in the stability of the Middle East region.

During this visit, the team noted major safety violations with the fuel-servicing pit at Ashgabat, Turkmenistan, into-plane site. Specifically, it was discovered that the hoses in use at the time of the audit were "water servicing" hoses. Further, the hoses were dry and rotting and reports revealed that there had been six hose ruptures in the last two months. During two of the hose

ruptures, fuel was sprayed onto military personnel, resulting in skin burns. Additionally, pressure relief suppressors and pressure regulating valves in the system need to be calibrated to facilitate system shutdown, should the pressure reach a higher limit than the hoses are authorized. This would prevent the hoses from rupturing during aircraft refueling operations. The fuel pit was taken out of service and placed on quality hold, pending correction of the safety discrepancies. In the interim, aircraft refueling trucks will service all aircraft.

DESC-ME worked closely with DESC Direct Delivery Commodity Business Unit, Central Air Force (CENTAF), Air Mobility Command, Air Force Petroleum Office, and the Into-Plane contractor to determine appropriate and effective corrective action. Feltner and Raymond Bunch (CENTAF) subsequently traveled to Ashgabat where they teamed with the contractor, determined required modifications and developed a parts list to correct the discrepancies. The parts are being purchased and sent to the facility to be installed.

Into-plane audits continue to prove to be a valuable tool for ensuring quality and safety services are supplied to our warfighters and DoD personnel.



Ashgabat fuel pit in Turkmenistan.

Hurricane Isabel Hits Defense Fuel Support Point Craney Island

By Bill M. Campbell
Fleet and Industrial Supply Center Norfolk

On Sept. 18, 2003, Hurricane Isabel roared through the Hampton Roads, Va. area. Defense Fuel Support Point (DFSP) Craney Island absorbed a major hit from the storm. During the storm's tidal surge, the waters of the Elizabeth River completely flooded the southeast portion of the terminal. The waters rose to a level of over five feet on the southeast portion of the terminal and did extensive damage to the facilities. A half-mile of the main access road into Craney Island was washed away, limiting access to the terminal. Many portions of the electrical system were flooded causing extensive damage to installed equipment. The most intense damage was to Pier D, the main fuel pier. Pilings and fenders totaling 900 feet were torn from the pier and strewn about the facility by the surging waters.



Damaged Pier Delta.



Damaged Pier Alpha.

On Sept. 19, 2003, the government and contractor (Trajen) staffs began cleanup and recovery actions. Debris was cleared, systems were tested and damage assessments were prepared. On Sept. 20, 2003, fuel operations began with truck deliveries to emergency generators on the Norfolk Naval Base and the arrival of the USNS Patuxent for refueling.

The estimated value of damage at Craney Island is \$4.8 million. Despite the damage, DFSP Craney Island has continued to conduct fueling operations. Tanker schedules are closely coordinated with Military Sealift Command, U.S. Atlantic Fleet and Port Ops to ensure pier availability. Although there is now an element of inconvenience with pier usage, DFSP Craney Island continues to provide outstanding service to all customers. The success of the recovery and restoration at Craney Island is due to the cooperative efforts of government and contractor staffs, Navy Petroleum Office and the Defense Energy Support Center.

309th Airlift Squadron Installs SCAT System

By Master Sgt. Henry M. Ellis, USAF
309th Airlift Squadron
Chievres Air Base, Belgium

Chievres Air Base, Belgium (U.S. Air Force), supports the Supreme Allied Commander Europe, the Supreme Headquarters Allied Powers Europe, 19 NATO countries and 24 Partnership for Peace countries. On Aug. 12, 2003, we broke ground for the installation of a self-contained above-ground tank (SCAT) system. After 50 years of use, the underground system began to fail integrity testing. Although no leaks in the tanks were found, the tank shells were beginning to show severe signs of deterioration. NATO replacement was initially approved and funded, but indefinitely delayed while awaiting a decision on rebuilding the runway. This delay risked an environmental disaster. After entering negotiations with the Defense Energy Support Center it was decided that a SCAT was the answer.

The SCAT systems are a significant upgrade from our old system. The original system built in the early 1950s consists of five single-walled tanks and one-and-a-half miles of interconnecting pipeline. All facilities were without secondary containment and cathodic protection. Using the SCAT system would fulfill our mission requirements and allow us to close our entire cut



Newly installed SCAT system.



Lt. Col. Dennis Armstrong (left) and Master Sgt. Henry Ellis during groundbreaking of Chievres SCAT System.

and cover tanks and the pipeline. When a SCAT system located at Naval Air Station, Sigonella, Italy, became available, we realized the magnitude of potential they offered. The tanks were cleaned, piping disassembled, transported to Chievres, subsequently re-assembled and placed in service in under 50 days. In the past, SCAT systems have been used as contingency support equipment. This is the first time the systems will be used in support of an operational flying mission in U.S. Air Forces Europe.

By reacting quickly, we were able to utilize the surplus SCAT equipment, which enabled us to continue offering outstanding and uninterrupted service to our customers. While providing a more reliable system, the installation of the SCAT system will end numerous environmental discrepancies that have plagued us for many years. Additionally, it will stop the ever-present threat of a major environmental catastrophe due to the antiquated conditions of our old system. We look forward to using this for the foreseeable future until the NATO implementation of a base-wide upgrade project.

Airman Honors Army Friend

By Staff Sgt. Nate Orme, USA
Special to American Forces Press Service

Tech. Sgt. Robert Moore wanted to do something for the friend he had made and lost while serving in Operation Iraqi Freedom. So he got permission to name an airport fuel storage facility after Army Sgt. Roger Rowe, an Army transportation specialist killed by a sniper July 9, 2003.

Moore, a fuels specialist who works at the facility, met Rowe when the latter delivered fuel to the airport. At the time, soldiers did not have a place to get a hot meal, so Moore and Tech. Sgt. Charles Twigg set up a place in their workplace building for the soldiers to get some hot Air Force food.

“The soldiers would eat, and then I would play a movie on my portable DVD player that was hooked up to a big television. They looked forward to coming to the airport for dinner and a movie,” Moore said.

“My sister and a few of my friends back home would send me coffee and, like everything else I had here, I would share with the soldiers. Sergeant Rowe was quite the coffee drinker, and he was very appreciative of how Sergeant Twigg and I treated the soldiers,” Moore said.

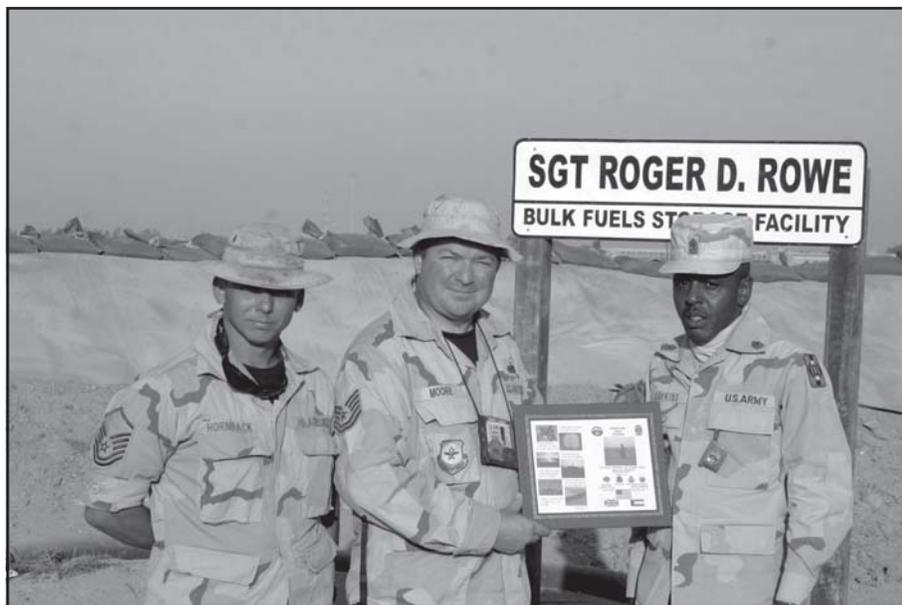
“Sergeant Twigg left in July, but I stayed behind so someone would be here to take care of all the soldiers who risk their lives every time

they deliver fuel here,” he said. “Without guys like Sergeant Rowe, the Air Force could not fulfill its mission here in Iraq.”

Rowe, a Tennessee National Guardsman with the 1174th Transportation Command, was five days short of his 55th birthday when he died.

Moore said he got squadron-level approval easily from his unit, the 447th Expeditionary Logistics Squadron, which had a professionally produced sign made to mark the site.

Rowe was a grandfather of seven and a Vietnam veteran, serving there as an Army surgical technician. His battalion commander, Army Lt. Col. Billy Taylor, presented his family in Tennessee with a Bronze Star and Purple Heart in a ceremony for the fallen soldier.



Tech Sgt. Robert Moore (center) received a certificate of appreciation and command coin from Col. Jack Vance, group commander, 49th Quartermaster Group (49th QM GP). Also pictured is Master Sgt. Hornback of Baghdad International Airport (left) and Sgt. Maj. Dawkins of the 49th QM GP. Vance recognized Moore for his assistance to the 49th Group Army fuel haulers (after their convoys) to get fuel to the Army and Air Force units in Baghdad.

AROUND DESC

Combined Federal Campaign Volunteers Recognized

*By Cheryl Anderson
Command Support*

The Combined Federal Campaign (CFC) ran from Oct. 8, 2003, thru Nov. 26, 2003. DESC Director, Richard Connelly, recognized volunteers on Dec. 4, 2003, for their support. Each volunteer received a Time Off Award and a DESC coin.

The following individuals provided support collecting donations and hosting fundraisers for the Combined Federal Campaign:

Kimberly Binns (DESC-E); Mary Cafeo (DESC-F); Cheryl Creason (DESC-C); Mary Jo Fehr (DESC-S); Quenette Ferguson (DESC-DI); Iris Fetgatter (DESC-F); Jackie Jackson, (DESC-D); Javette King (DESC-DU); Debbie Lloyd (DESC-F); Heather Lopresti (DESC-G); Marge Lucian (DESC-B); Doris Viney (DESC-P); Alice Rivenbark (DESC-DC); W. H. Alan Smith (DESC-RN); Sally Touloumes (DESC-R); Tia Ahmed (DESC-P) and Archna Oberoi (DESC-A). DESC raised \$54,988.72 to help those less fortunate. Thank you for your support!



DESC Deputy Director, Capt. Marvin Wenberg, accepts the Special Service Award from Defense Logistics Agency Director, Vice Adm. Keith Lippert during the CFC celebration ceremony held Dec. 11, 2003. Also pictured is DESC's CFC keyworkers. (Photo by Thomas Wilkins)



Defense Energy Support Center (DESC)-Pacific led a team of fuels professionals in the 2003 Swamp Romp held at Marine Corps Base-Hawaii, Kaneohe Bay, in July 2003. The team slogged five miles through waste deep mud, over an obstacle course, through breaking waves, and along the beaches en route to a successful finish in the masters division. No casualties resulted, even though Maj. Joe Williams was reported to find the deepest water hole to fall into. Participants were Maj. Joe Williams (DESC-Pacific), Master Sgt. Dean Abbott (U.S. Pacific Command), Maj. Dan Semsel (DESC-Pacific), Master Sgt. Jonathon Adams (Defense Logistics Agency-Pacific), Gunnery Sgt. Emmett Guiette (Marine Forces Pacific), and John Roundy (DESC-Pacific).

DLA Military Share Stories of Patriotism at Operation Tribute to Freedom Event

By Joy Kress
DLA Public Affairs

The Washington Capitals held their third annual Salute to Military Night Nov. 12, 2003 as part of Operation Tribute to Freedom (OTF), an initiative to provide extra recognition and support to men and women serving in the global war on terrorism.

As the Capitals battled the Carolina Hurricanes at MCI Center, 51 military people assigned to Defense Logistics Agency (DLA) attended the event, thanks to Salute to Military Night supporters who helped the Capitals donate more than 3,000 tickets to military personnel and their families for the game.

Video tributes to the military aired throughout the game to honor the strength and sacrifices made by men and women in uniform. Recruitment tables from each military branch were set up as well for young people to gain information about careers in the armed forces. Each table raffled off a prize for game participants such as autographed jerseys or tickets for upcoming Capitals games.

One of the 51 DLA attendees, Deputy Director of DLA Distribution and Reutilization Policy, Army Col. Rich Brooks, shared his thoughts on how DLA plays a significant part in supporting the troops.

“I can only speak for all the DLA ‘unsung’ heroes in the headquarters and field commands, both military and civilian, who have worked their hearts out to support the needs of the troops in combat,” Brooks said. “They are all great Americans. You name a commodity from food to repair parts, and someone in DLA has influenced getting it forward to the troops on time. I am attending the game in honor of our brave men and women devoted to keeping us safe and secure at home.”

Game attendees learned more about DLA and



Liz Moore, member of the Operation Tribute to Freedom Task Force, Mark Smith, a corporate recruitment analyst, and Darrell Sears, a management and program analyst, informed game attendees about DLA’s mission to support the warfighter. (Photo by Joy Kress)

its mission to support the warfighter at a DLA information booth set up on the concourse level of the MCI Center.

Handing out assortments of products with DLA insignia such as mousepads, badge clips and copies of Dimensions and Defense Energy Support Center corporate brochures, Liz Moore, member of the OTF Task Force, Mark Smith, a DLA Corporate Recruitment analyst, and Darrell Sears, a management and program analyst, informed game attendees about DLA.

Also attending the game, Lt. Col. Scott Pigeon of DLA Information Operations shared his experiences in the fight against terrorism. Even though he has only been with DLA for a few months, he said his initial impressions of DLA are filled with words such as professional, dutiful and patriotic.

Pigeon was brought to the forefront of the global war on terrorism when he was stationed at the Pentagon during the Sept. 11, 2001, attack.

“I watched Day 1 of the war on terrorism unfold from the 15th floor of a glass office building overlooking the Potomac in Rosslyn,” Pigeon said. “We were one of the many organizations waiting to move back into the Pentagon after restoration. Miraculously, all 60 of our personnel that morning were gathering for quarterly operations security training.”

“Immediately after the attacks and grounding of all planes,” Pigeon continued, “I watched true leadership unfold as care for our people became the ultimate mission. We made sure all personnel had car rides home, no matter what. No one was to leave before everyone was accounted for and taken care of. On Day 2, the Air Force’s Special Programs Unit embarked on a journey to field new classified technologies in theaters of operations. We tested, delivered and evaluated our requested products across the technology spectrum, real time.”

With messages from active-duty military around the world, the Capitals game, concluding the Operation Tribute to Freedom initiative, provided an evening based in patriotism and honor as the home team crushed the Hurricanes, 7-1.



The National Anthem was sung after a moment of silence was observed for all military who have given their lives for freedom. (Photo by Joy Kress)



Military recruitment tables set up along the concourse level at the MCI Center. (Photo by Joy Kress)



eWorkplace Provides Common Information Environment

DLA Knowledge Management Communication Team

Release 1.2 of the Defense Logistics Agency (DLA) eWorkplace went live Oct. 27, 2003, to most employees at DLA Headquarters Complex, as well as select Defense Supply Center Columbus workers. In addition, to expanded availability, this release includes several enhancements since Release 1.1, which was launched Sept. 23, 2003, to DLA Information Operations.

The primary goal of the eWorkplace program is to provide DLA employees with a common information environment that delivers valuable, job-related information and services. With this and future releases, the DLA eWorkplace will add value by providing:

- A single platform for information, tools and collaboration information so employees can better and more efficiently serve customers;
- Tools to enable collaboration and information sharing so teams can share knowledge, manage working documents and resolve issues;
- A means to connect and improve internal processes; and
- Cost reduction through the elimination of redundant systems.

Release 1.2 is an initial step toward these goals. Key features of Release 1.2 of the DLA eWorkplace include:

- Personalization of My Page, which lets users personalize their homepage with the information, services and intranet sites they use most often;

- Single sign-on, which will give users access to many of the DLA websites and services they use with a single password; and

- A collaboration area, which allows teams to edit and store documents in one place, have online conversations and more.

The limited users who participated in the first release, known as R1.1, as “proof of concept,” have commented on a number of features they found particularly useful. These include the ability to personalize their homepage and automatically access multiple password-protected applications with a single login and password.

Several Release 1.2 features are a direct result of feedback from those limited users during the last three weeks. User suggestions will continue to be incorporated — along with planned enhancements — in future releases of the DLA eWorkplace.

DLA employees at headquarters and DSCC, who are included in this release, should find a new icon on their desktops. To get started on the DLA eWorkplace, click the new icon and use the “Getting Started” tab first to access helpful information to get started. Those not included in this release, should await further information on Release 1.3.

More information about the DLA eWorkplace Program is at the eWorkplace website: www.dla.mil/e-workplace.

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

NEWSMAKERS

Biddle Inducted Into DLA Hall of Fame

*By Joy Kress
DLA Public Affairs*

The 2003 Hall of Fame honorees were inducted Dec. 4, 2003 by Defense Logistics Agency (DLA) Director Vice Adm. Keith Lippert to recognize former DLA members who have made significant contributions to the Agency.

“The seven individuals we are inducting today,” Lippert said, “have left a legacy of which all of us can be very proud. It is through their hard work and dedication, their innovations and their leadership that these former employees have furthered DLA’s mission in the process of supporting our war fighters.”

The 2003 honorees were selected from a field of 24 nominations. Their contributions range from advanced leadership to instituting new initiatives, from DLA military to civilian personnel.

Current Hall of Fame members were also recognized with a slide show presentation that featured pictures, distinguished titles and years of service.

Edward Bibble, Sara Bird, retired Navy Rear Adm. Edward Chamberlin, retired Army Lt. Gen. Henry Glisson, Harold Halvorsen, retired Navy Vice Adm. Joseph Lyle and retired Army Gen. Richard Thompson have all made lasting contributions to DLA and its field activities. As they were inducted, each was given a chance to comment on his or her experiences and thank family and co-workers for their support and teamwork.

Noted for his expertise in energy and contract management fields, Biddle was at the forefront of many innovations and initiatives during his 36



Edward J. Biddle accepts Hall of Fame plaque from DLA Director Vice Adm. Keith Lippert. (Photo by Thomas Wilkins)

years of federal service. He worked with the Defense Fuel Supply Center, DLA and the Department of Energy Policy Office from July 1963 to his retirement in March 1998.

“As I look back at my career,” Biddle said after receiving his award, “I think of many of the professionals I worked with who were definitely experts in their field. I truly enjoyed my time with DLA, and I felt the mission was always of the utmost importance. There was always a real sense of mission accomplishment.”

In Lippert’s concluding remarks he said, “For DLA professionals in the audience today, what you see before you is a history lesson. Our jobs today are to build upon what these people have passed onto us. They are, simply put, the best of the best.”

DESC EMPLOYEE OF THE QUARTER

Fourth Quarter

Dave Sanders, assigned as a bulk fuels specialist at Defense Energy Support Center Turkey, was selected as the Defense Energy Support Center's Employee of the Quarter for the Fourth Quarter, Fiscal Year 03. Sanders has demonstrated absolutely remarkable performance in the execution of his duties. As the sole permanently assigned DESC-Turkey representative, Sanders performed an absolutely critical role coordinating support for the bulk petroleum overland distribution mission supplying military units in northern Iraq during the post-hostilities and stabilization phases of Operation Iraqi Freedom. His superb interpersonal skills allowed him to work daily with Turkish government officials to gain support for DESC. The Ministry of Defense petroleum terminal used for the DESC operation had been closed to Americans, and Sanders was able to resolve the problem within hours. He deftly coordinated with the Turkish General Staff to allow DESC to draw the requisite samples from the Turkish terminal. Sanders also intervened with Turkish Customs to secure the release of DESC fuel that had been caught up in customs bureaucracy. He demonstrated excellent teamwork by working with a multitude of agencies daily to successfully accomplish the mission. He personally coordinated complex logistical requirements with numerous organizations to manage 868 miles of Class III bulk fuel ground line of communication. A proactive, dedicated associate, Sanders is widely respected throughout his Region.



Dave Sanders, Employee of the Quarter for the Fourth Quarter, Fiscal Year 2003.

Fuel Usage

From Oct. 1, 2001 - Feb. 9, 2004, DESC has issued 1,842,602,833 gallons of fuel in support of Operation Enduring Freedom and the war on terrorism in Afghanistan.

From March 19, 2003 - Feb. 9, 2004, DESC has issued 776,988,453 gallons of fuel in support of Operation Iraqi Freedom.

AWARDS

Wilson-Mackey Named DLA Joint Reserve Forces Junior Officer of the Year

By Lana D. Hampton
Corporate Communications

Civilian and military employees of the Defense Logistics Agency (DLA) were recognized Dec. 15, 2003, for their outstanding achievements at the 36th DLA Recognition Program.

Air Force Reserve Capt. Gia Wilson-Mackey, was selected as the DLA Joint Reserve Forces Junior Officer of the Year. This was the first time that the Reservists of the Year category was included in the program.

Wilson-Mackey was recalled to active duty by DESC in support of Operation Iraqi Freedom. She is assigned as the petroleum logistics officer at the Operations Division at DESC-Europe.

Instrumental in sustaining the multi-national coalition forces required to execute Operation Iraqi Freedom (OIF), one of Wilson-Mackey's key accomplishments was expertly managing the movements of up to eight ocean-going tankers and ensuring an uninterrupted supply of 438 million gallons of fuel during OIF's 45-day air, land and sea campaign. On Dec. 1, 2003, Wilson-Mackey was awarded the Joint Service Commendation Medal by DESC Director Richard Connelly for her achievements at DESC-Europe.



Capt. Gia Wilson-Mackey accepts Defense Logistics Agency (DLA) Joint Reserve Forces Junior Officer of the Year award from DLA Director Vice Adm. Keith Lippert. (Photo by Thomas Wilkins)

On Sept. 23, 2003, the following personnel, assigned to the DESC Operations Center, were awarded Joint Service Achievement Medals for their achievements in support of Operation Enduring Freedom and Operation Iraqi Freedom:

Maj. LaTanya Y. Wilson, USAFR
Maj. Margaret J. Lovgren, USAFR
Maj. John Greco, USAF
Capt. Brent C. Arritt, USAFR
Lt. Cmdr. Luis Delgado, USNR
Lt. Cmdr. Stephen D. Grace, USN
Maj. Melvin T. Whittenburg, USAR
Master Sgt. Michelle L. Groat, USAFR

AWARDS



John Roundy receives his 10-year Federal Civil Service pin and certificate from Capt. Brad Bellis, Commander, DESC Pacific. Roundy is the DESC Pacific facility engineer.



Capt. Brad Bellis, Commander, DESC Pacific, presents a letter of appreciation to Keely Bell for her service as a summer-hire during the period of May - July 2003. Bell worked with the DESC Pacific inventory management staff, and she is a recent graduate of Gonzaga University in Washington state where she majored in Psychology. This was Keely's second summer with DESC Pacific.



Capt. Brad Bellis, Commander, DESC Pacific, presents a letter of appreciation to Steven Kardash for his service as a summer-hire during the period of May - August 2003. Kardash worked with the DESC Pacific facilities staff during his second summer with the office. He has returned to Washington State University to complete his college studies where he is majoring in Criminal Justice.

Witcher's Granddaughter Averts Potential Tragedy

By Lillie M. Witcher
Bulk Fuels

Upon lying down on Oct. 9, 2003, the mother of Alexa Wendy Weeks had put food on her electric stove, thinking that she would take a catnap while the food was cooking. My granddaughter Alexa, having gone to bed for the night, was in her bedroom. Instead of a nap, Alexa's mother fell fast asleep in the living room on the sofa. She awakened to the screams, yells and plummeting fists of her young daughter. Alexa's mother was awakened to a house filled with heavy thick smoke. The food and the pot had burned and were sending out clouds of heavy black smoke. Alexa and her mother quickly fled the smoke-filled apartment amid the loud noise of the smoke alarm. Neither the smoke alarm nor the heavy smoke that filled the room had awakened the mother. She was in a deep sleep and not aware of the potential danger. Neigh-



Alexa Wendy Weeks

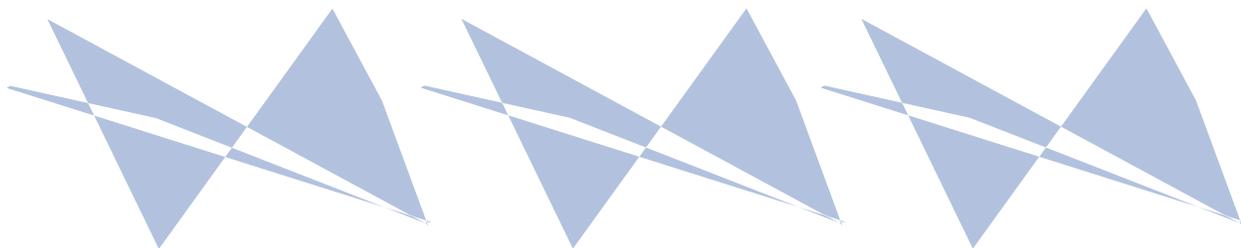
ors had been quickly scrambling trying to determine where the smoke was coming from, when they saw Alexa and her mother fleeing the building in their bedclothes.

Alexa had possibly saved both her life and that of her mother, and also had kept others who lived in the apartment building from a situation that could have been very tragic.

For this courageous deed, I feel that my granddaughter Alexa should be commended. I feel that she should receive some type of public acknowledgement for her quick thinking and response to a potentially dangerous situation. My family and I are very proud of her.



Lillie M. Witcher



Our Mission...

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

Our Vision...

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

Our Values...

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

We are committed to:

Customer Satisfaction

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

Responsible Resource Management

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

Ethical Conduct

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

Vision

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

Success Through Teamwork

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

Leadership

We demonstrate excellence through innovative programs and policies.

Continuous Improvement

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

Pride of Workmanship

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

Environmental Sensitivity

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

Responsible Citizenship

We are actively involved in our communities.

DESC

**Defense Energy Support Center
8725 John J. Kingman Road, #4950
Fort Belvoir, VA 22060-6222**

1-800-286-7633

www.desc.dla.mil