Department of Energy
Washington, DC 20585

November 29, 2002

MEMORANDUM FOR DISTRIBUTION

FROM: John Evans, Facility Representative Program Manager

SUBJECT: Facility Representative Program Performance Indicators Quarterly Report

Attached is the Facility Representative Program Performance Indicators (PIs) Quarterly Report covering the period from July to September 2002. Data for these indicators are gathered by Field elements quarterly per DOE-STD-1063-2000, *Facility Representatives*, and reported to Headquarters program offices for evaluation and feedback in order to improve the Facility Representative Program. The definitions of the PIs from the Standard are also attached for your use in evaluating the data.

The percentage of fully qualified Facility Representatives in the DOE complex increased to 81% last quarter, up from 80% the previous quarter, and continues to meet the DOE goal of 75%. Facility Representative staffing dropped slightly to 89% from the previous quarter's level of 91%.

These PIs provide valuable measures of the effectiveness of the Facility Representative Program across the complex. These indicators should be used to guide future actions to correct weaknesses and further strengthen the role of the Facility Representatives in the Department goal of conducting work safely.

Current Facility Representative information and past quarterly reports are accessible via the Internet at our web site. Should you have any questions or comments on this report, please contact me at 202-586-3887.

Attachments

Facility Representative Program Performance Indicators Quarterly Report
November 29, 2002

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Facility Representative Program Performance Indicators (3QCY2002)

Ops Office	Area Office	Staffing per Analysis	FTEs	Actual Staffing	% Staffing	Attrition	% Core Qual	% Full Qual	% Field Time *	% Oversight Time **
AL	OASO	15	13	10	67	0	100	80	30	60
AL	OKCSO	4	4	4	100	0	75	75	25	65
AL	OKSO	12	11	8	67	0	88	50	39	71
AL	OLASO	19	18	16	84	1	100	50	47	73
CBFO	FIELD	1	1	1	100	0	100	100	60	65
CH	AAO-E	5	5	5	100	0	100	100	40	75
CH	AAO-W	3	3	3	100	0	100	100	28	58
CH	AMES	1	1	1	100	0	100	100	31	90
CH	BAO	6	6	6	100	0	100	50	19	36
CH	FAO	2	2	2	100	0	50	50	50	60
CH	PAO	1	1	1	100	0	100	100	49	80
ID	OPS	19	19	18	95	0	94	94	43	85
NV	OPS	12	10	10	83	0	100	60	40	65
OAK	OPS	10	10	9	90	0	100	67	40	70
OH	FERN	6	6	6	100	0	83	83	43	64
OH	MEMP	4	4	4	100	0	100	100	41	59
OH	WVDP	2	2	2	100	0	100	100	45	70
OR	EM	20	17	17	85	0	94	76	32	35
OR	NE	5	5	3	60	0	100	67	62	72
OR	ORNL	3	2	2	67	0	100	50	66	71
ORP	FIELD	7	7	7	100	0	100	100	47	76
RF	FIELD	15	15	15	100	0	95	95	55	75
RL	OPS	21	21	19	90	1	100	100	39	72
SR	EM	35	35	34	97	2	97	94	42	80
SR	NNSA	3	3	3	100	0	100	100	47	77
YSO	FIELD	11	9	9	82	0	78	56	48	86
	Totals:	242	230	215	89	4	95	81	41	70
	DOE Goals:	-	-	-	100	-	-	>75	>40	>60

* % Field Time is defined as the number of hours spent in the plant/field divided by the total available work hours in the quarter. The total available work hours is the actual number of hours a Facility Representative works in a calendar quarter, including overtime hours. It does not include leave time (sick, annual, or other) or holidays.

** % Oversight Time includes % Field Time

Facility Representative (FR) Accomplishments

NNSA Sites

- At LLNL, two FRs participated in the successful Operational Readiness Review (ORR) at the Radioactive Waste Storage Area, a Category 2 nuclear facility. The facility had been subject to a number of controversial newspaper articles and congressional concern and was on a tight schedule to properly initiate radioactive operations. This is the first ORR at LLNL in approximately 8 years. Also, FRs worked closely with the DOE nuclear safety team to review the flowdown of requirements from nuclear safety documents into field implementation. They reviewed fire protection and SAR requirements and how they are implemented in practice. The results confirmed that in general requirements are appropriately implemented in the field although a number of anomalies were identified and LLNL will correct the items.
- At OKCSO, FRs identified locked exit doors in a storage area and worked with the contractor to establish non-destructive testing of roof slab thickness.
- At OKSO, an FR completed a review of historical unplanned utility intrusion events and provided a lessons learned briefing to FRs, Subject Matter Experts, and OKSO Management. The FR organization developed an OKSO Management Walkthrough Program and Procedure to formalize NNSA Line Management review of contractor activities in the field.
- At SR-NNSA, an FR developed scope and cost estimates for a study for Tritium Producing Burnable Absorber Rod storage and disposal options. Also, an FR participated on a team to review and evaluate an employee concern regarding safe electrical work practices.
- At YSO, FRs worked with Subject Matter Experts to assess configuration management and maintenance programs at the Y-12 site. This consolidated approach is intended to provide an indication of performance in site-wide program activities. Several programmatic findings were generated and are being addressed as a result of these assessment activities. In addition, FRs were instrumental in ensuring adequate corrective actions were developed following the use of out-of-calibration equipment for unit certification.

EM Sites

- At ID, Jim Wolski, a qualified FR, significantly contributed to the successful removal of all remaining spent nuclear fuel from wet pool storage to dry cask storage at the Test Area North facility. His involvement consisted of operational oversight of the project and included many backshift and weekend hours at the remote facility. Dary Newbry, a qualified FR, identified that the actual conditions that existed during a drill exceeded those allowed by the approved drill scenario. A USQ screen had been performed prior to initiation of the drill under the assumption that simulated waste would be moved during the drill. However, actual waste was moved to initiate the drill. A subsequent USQ screen was performed and the result was negative.
- At OH-FERN, FRs conducted 10 focused assessments (i.e., fall protection, hoisting and rigging, electrical, trenching, etc.) jointly with contractor field personnel over a three-month period. Many hazards were identified and immediately mitigated and safety awareness across the site was enhanced.
- At OH-MEMP, an FR discovered why a worker received ~20 mrem tritium dose working in T Building. The worker, not wearing a bubble suit, had entered a tent air lock that was not being monitored for tritium. After discussion at a post-job briefing, the practice was changed so that the problem would not be repeated on subsequent jobs. Also, the T Building FR discovered, during a critique, that the core team had not reviewed additional work (cutting into a pressured argon line) performed on an already reviewed work order and that lockout/tagout procedures were not followed. These problems were formally addressed, including additional training, to prevent recurrence. Lockout/tagout requirements were reemphasized and a Lessons Learned was issued.
- At OH-WVDP, FRs provided oversight of several evolutions during the completion of high-level waste processing at the site this quarter. This involved oversight of the filling, welding, and decontamination of the final four HLW canisters, the mock-up for deploying the evacuated canisters, and conducting a surveillance on the actual work evolutions. Also, an FR participated on a surveillance for the readiness to drain the Fuel Storage and Receiving Area pool.
- At ORO-EM, FRs continue to work with Bechtel Jacobs Company LLC on several issues associated with the surveillance process the contactor uses as part of its preventive maintenance process.
- At ORP, an FR found that an electrical panel had withstood high winds only because the electrical conduit

(containing energized 480-volt wires) kept it from blowing over. Calculations by the FR indicated that the foundation design was not adequate to withstand a 70 mph wind as required. The contractor later verified the calculations. Subsequent review by the contractor found other panels inadequately designed for wind loading. Also, an FR identified problems with procedures, communications, and evolution control during a waste transfer. The FR discussed the problems with management and monitored corrective actions.

- At RL, two FRs performed a lockout/tagout surveillance at K Basins and identified several significant performance issues that resulted in the contractor declaring two off-normal occurrences. Also, two FRs traveled to RFFO to meet with FRs, tour facilities, and obtain information that will be useful in performing oversight of upcoming decommissioning/deactivation activities at PFP.
- At SRS, two FRs participated in a review of the Integrated Safety Management System implementation at ORP. One FR served as a functional area team lead. Also, four FRs served on a team to review the new Documented Safety Analysis and prepare the Safety Evaluation Report for the Savannah River High Level Waste Tank Farm facilities. An FR served as the team leader for the review.

SC Sites

- At AAO-W an FR observed that many parameters for the Analytical Laboratory Breathing Air Tests were being measured and compared to a single value without an acceptance band. This was revised to establish a normal band of operation so that readings outside the band warranted consideration of further action.
- At BAO, FRs supported a DOE ORR of the Brookhaven National Laboratory (BNL) Waste Management Facility newly installed hot cell.
- At FAO, FR activities continue to focus attention on the safety posture of the Fermilab fixed price and Time and Materials construction subcontractor activities. Efforts are directed toward an upcoming SC assessment of the program.
- At OR, FRs performed surveillances of ongoing operational activities at Building 3019 and the High Flux Isotope Reactor (HFIR).

Description of Facility Representative Program Performance Indicators

STAFFING			
TYPE	INDICATOR NAME	HOW TO CALCULATE	GOAL
DOE-wide	% Staffing -- Staffing analysis positions -- Approved FTE staffing -- Actual filled staffing	Number of FacRep positions filled --- Number of FacRep positions *	100% of [#FacReps] * per DOE-STD-1063-2000 staffing analysis
DOE-wide	Attrition	Number of FacReps leaving the program this quarter.	N/A

TRAINING AND QUALIFICATION			
TYPE	INDICATOR NAME	HOW TO CALCULATE	GOAL
DOE-wide	% of FacReps Core Qualified	Number of FacReps Core Qualified --- Number of FacReps	None specified
DOE-wide	% of FacReps Fully Qualified	Number of Fully Qualified FacReps --- Number of FacReps	Greater than 75%

FULFILLING THE FACILITY REPRESENTATIVE ROLE			
TYPE	INDICATOR NAME	HOW TO CALCULATE	GOAL
DOE-wide	% Field Time (FacRep % time spent in the plant/field on plant walkthroughs, surveillances, assessments, etc.) Overtime/comptime hours count in both the numerator and denominator	Average number of hours spent in the plant/ field this quarter --- Number of available work hours this quarter*	Greater than 40% * Denominator only includes number of hours expected by DOE-STD-1063-2000, if the FacRep is a part-time FacRep.
DOE-wide	% Oversight Time (FacRep % time spent performing contractor oversight which includes time in plant/field as above, and procedure reviews at desk, ORPS activities at desk, etc.) Overtime/comptime hours count in both numerator and denominator	Average number of hours FacReps spend performing contractor oversight this quarter --- Number of available work hours this quarter*	Greater than 60% * Denominator only includes number of hours expected by DOE-STD-1063-2000, if the FacRep is a part-time FacRep.

FACILITY REPRESENTATIVE PROGRAM ACCOMPLISHMENTS			
TYPE	INDICATOR NAME	HOW TO CALCULATE	GOAL
DOE-wide	Accomplishments	Any accomplishments of note during the quarter	None specified