External Communication FY 1995
Site Support Program Plan
WBS 6.10.6

Prepared for the U.S. Department of Energy

Westinghouse Hanford Company
P.O. Box 1970
Richland, Washington

Hanford Operations and Engineering Contractor for the
U.S. Department of Energy under Contract DE-AC06-87RL10930

Approved for Public Release

DISTRIBUTION OF THIS DOCUMENT IS UNLIMITED

Disclaimer

This report was prepared as an account of work sponsored by an agency of the United States Government. Neither the United States Government nor any agency thereof, nor any of their employees, nor any of their contractors, subcontractors, or suppliers, nor any person acting on behalf of any of the above, assumes any liability for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed, or represents, warrant, endorses, or otherwise recommends the use of any information, apparatus, product, or process disclosed herein, or any information, apparatus, product, or process developed in whole or in part by the United States Government, any agency thereof, their contractors, subcontractors, or suppliers. Reference herein to any specific commercial product, process, or service by trade name, trademark, manufacturer, or otherwise does not necessarily mean its endorsement or recommendation by the United States Government or any agency thereof.
<table>
<thead>
<tr>
<th>Document Number:</th>
<th>WHC-SP-1132, Rev. 0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Title:</td>
<td>External Communication FY 1995 Site Support Program Plan</td>
</tr>
<tr>
<td>Release Date:</td>
<td>Published September 1994</td>
</tr>
</tbody>
</table>

This document was reviewed following the procedures described in WHC-CM-3-4 and is:

APPROVED FOR PUBLIC RELEASE

WHC Information Release Administration Specialist:

Y. L. Birkeland  9/15/95

TRADEMARK DISCLAIMER. Reference herein to any specific commercial product, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government or any agency thereof or its contractors or subcontractors.

This report has been reproduced from the best available copy. Available in paper copy and microfiche. Printed in the United States of America. Available to the U.S. Department of Energy and its contractors from:

U.S. Department of Energy
Office of Scientific and Technical Information (OSTI)
P.O. Box 62
Oak Ridge, TN 37831
Telephone: (615) 576-8401

Available to the public from: U.S. Department of Commerce
National Technical Information Service (NTIS)
5285 Port Royal Road
Springfield, VA 22161
Telephone: (703) 487-4650
Site Support Program Plan
Approval Sheet

6.10.6 External Communications

Assistant Manager-Contracting Officer’s Representative

K. K. Randolph, Director RL-Communications

(Signature)  9/23/94

WHC Director & Program Manager

B. S. Kuntz, Director External Communications

(Signature)  9/23/94
1.A Vision/Mission

| Westinghouse Hanford Company External Communications SMS/WBS No. 6.10.6.1 | FY 1995 Site Support Program Plan Date Prepared: August 1994 |

1.A Vision/Mission Statement

Provide common sitewide communications services to DOE-RL, DOE-HQ, Westinghouse Hanford Company, ICF Kaiser, Battelle Pacific Northwest Laboratory, Bechtel Hanford Company, Hanford Environmental Health Services, among others to include daily news clip services and management of the Hanford emergency public information programs and facilities for RL-COM.
|--------------------|-------------------------------------------------|---------------------------------------------------|

1.A Vision/Mission Statement

Establish a positive working relationship that builds confidence and enhances trust between Hanford and its stakeholders.

Assist Hanford cleanup progress by facilitating an informed consent process that is sensitive to the values of affected publics, stakeholders, and regulators and assures high-quality public input to decision-making.

Emphasize a proactive communications strategy that is productive and responsive to RL requirements and public/stakeholder values and which insures effective public interface and Hanford progress.

Integrate external communications programs and services into the following WHC projects: 1) Facility Transition, 2) Tank Waste Remediation Systems, 3) Nuclear Spent Fuel, 4) Waste, Analytical & Environmental Services, and 5) Administration.
PRIMARY CUSTOMERS

The primary customers of External Communications are:

1) Richland Operations Office, Communications Department
2) Stakeholders
3) Tank Waste Remediation Systems
4) Spent Nuclear Fuel Project
5) Facility Transition
6) Waste, Analytical & Environmental Services
7) Administration
8) Hanford Advisory Board
9) WHC General Manager and Office of the President
10) WEC

PRODUCTS/SERVICES PROVIDED

The primary services provided by External Communications are strategic program/project communications planning; comprehensive public involvement; local, regional and national media relations; public information programs and products; community relations; site tours; speakers bureau; crisis communication response; advertising/exhibits; governmental relations/liaison; program communications services; and public communications publications and videos.

MAJOR ACTIVITIES PERFORMED TO DELIVER PRODUCTS AND SERVICES

The significant activities performed by External Communications are in four areas: 1) Management; 2) Project Communications Services; 3) Community and Public Outreach; 4) and Public Involvement Services.
COST OF PERFORMING SERVICES

The cost of performing external communications services for fiscal year 1995 is $3.9 million from indirect funds. Four customers (Tank Waste Remediation Systems, Spent Nuclear Fuel Project, Facility Transition and Waste, Analytical and Environment Services are expected to direct fund information products specific to their projects.)

UNIT COST OF SERVICES

The unit cost of products and services for External Communications in FY94 is not applicable.

EVALUATION OF MAJOR ACTIVITIES (COST, VALUE-ADDED, ETC.)

External Communications activities provide value to the company, its projects, and DOE by achieving compliance to more than 30 DOE orders, DOE directives, policies, state and federal laws. Through the systematic development of informed consent involving Hanford management, stakeholders, the general public and regulators, Hanford cleanup is better able to proceed in concert with the values of the involved parties.

External Communications provides further efficiencies as the single point of contact for media interactions which otherwise would be scattered throughout WHC programs.

Enhanced efficiency is expected from the realignment of multi-purpose communication teams which are dedicated to five key programmatic areas: TWRS Communications, Transition Facilities Communications, Spent Fuels Communications, Waste, Analytical and Environmental Services Communications, and Program Communications Services.

FACTORS WHICH INFLUENCE RESOURCE CONSUMPTION (CHANGES TO COST AND VOLUME)

The factors that influence cost and volume for External Communications are significant. While External Communications can plan for an expected level of activity that is based on historical levels, it is impossible to predict nor control the events which will require direct communications response.
For example, the recent identification by the Secretary of Energy of the three tribes as co-regulators of Hanford directly impacts the level of effort and cost of achieving planned public involvement.

**FACTORS THAT INFLUENCE CHANGES IN TYPES OR NATURE OF PRODUCTS and SERVICES**

The factors that influence changes in the nature of External Communications services are directly related to management decisions both within WHC and at DOE and stakeholder expectations.

For example, stakeholder interest in an issue will require increased information and interaction be provided. Technological influences are also present as demonstrated by the unanticipated FY94 request to implement a multimedia information program. Integration into the information highway is expected to be an influence in FY95.

**ASSESSMENT OF PROBLEMS, ISSUE AND OPPORTUNITIES**

External Communications faces a significant challenge to streamline its operation, be more cost effective and provide services directly to key WHC programs. At risk, however, are the efficiencies realized as a centralized overhead organization. To ensure both efficiency and effectiveness are maintained, the department will retain both an overhead function and a program services cost center. Services provided directly to projects will be paid for by the projects.

Maintaining communications between stakeholders and WHC program management is at a critical stage at this time. Without the confidence of stakeholders, the public and regulators that cleanup progress is being made safely and cost effectively, future resources may be restricted and third party intervention likely.

The leadership of both the Department of Energy and Westinghouse have committed to assure public input to the decision-making process. The systematic development of informed consent process is now assuring open, two-way communications with Hanford stakeholders, among others. Without the facilitation of this process by External Communications, customer expectations will not be met.

Crucial to progress and informed consent is information. New and innovative communications strategies and tools responding to the information needs of a technologically driven audience are being developed. For example, the CD ROM communications products have proven highly successful in their demonstrations, but further development is needed. Internet capability is anticipated to be a required information service.

External Communications 5
The issues facing Westinghouse Hanford External Communications can be summarized into three broad categories: 1) Assure public involvement in Hanford decision making; 2) Make public access to information easier; 3) Consult with Native American tribes as sovereign nations to ensure Hanford related tribal goals are incorporated in Hanford decision making.

Hanford Site Communications Plan

A formal process to establish common goals and objectives with the DOE customer, in partnership with the other contractor public affairs directors, was started in February 1994. To support this process, a formal meeting was held jointly with the Richland Operations Manager and each contractor principal to discuss expectations concerning communications. Additionally, the DOE-HQ Strategic Plan and the Hanford Summit II commitments were reviewed to define communications requirements and impacts. The draft FY 1994-95 Hanford Site Communications Plan reflects these inputs. It also focuses on the strategies and actions that the RL and contractor communication staffs are using to increase stakeholder and Native American understanding of and involvement in DOE's Hanford decisions.
The External Communications Department has recently restructured to align directly with the four major Hanford cleanup programs. However, the fundamental goals, objectives, and missions remain unchanged. The management goal for the Department is to assure public involvement in Hanford decision making, make public access to information easier and consult with Native Americans on Hanford decisions.

The organizational goals of the Department are to be recognized as a team of professionals who are proactive, responsive to customer needs, and are experts in their field.

The objectives of the Department are to develop and implement program-driven, external communications services that:

- Increase public understanding of the Hanford environmental and waste management mission;
- Increase public involvement in the decision-making process through open, two-way communications with all stakeholders and WHC/DOE program management;
- More frequently communicate program achievements and issues;
- Establish and maintain effective working relationships with local, regional, and national media to ensure accurate and timely communication of key Hanford issues.
- Respond promptly to information requests from all stakeholders, media, regulators, government and elected officials, tribes, labor leaders, community leaders, and business leaders;
- Establish community goodwill and recognition that Hanford is a good neighbor;
CUSTOMER SUPPORT STRATEGIES

Multi-purpose teams capable of providing a full range of communication services will be refined and
dedicated to four key cleanup programs and one administrative area. Services provided will include
strategic planning, public involvement, public information and media information.

Services essential for the functioning of the Hanford Advisory Board and Tri-Party Agreement public
involvement requirements will be dedicated to those entities.

Customer needs and satisfaction will be assessed through one-on-one interactions with DOE-RL and
stakeholders and through group meetings as needed.

PRODUCTION STRATEGIES

Information required is determined by the cognizant communication group whether it be the manager or
the project team. Development of the information is then "contracted" with the appropriate source.
For efficiency, External Communications has developed an internal Information Products Center of
Excellence which serves as a full service resource for electronic and printed information products.

ORGANIZATION and MANAGEMENT STRATEGIES

The organization and management strategies are carried out though the teams described in the "Customer
Support Strategies" section. The team will be supported by the department as a whole which will
provide broad services i.e. Speakers Bureau, tours, information product development, government
relations, etc. Managers will serve as "coaches" to the teams as well as senior experts in their
areas of expertise. Department activities will be coordinated both in the project team level and at a
management level. Teams will have the flexibility to "borrow" resources temporarily from other teams
to address high volume workload issues.
| 1.E Assumptions | Westinghouse Hanford Company  
External Communications  
SMS/WBS No. 6.10.6.2 | FY 1995  
Site Support Program Plan  
Date Prepared: August 1994 |
---|---|---|

The External Communications Department's goals, objectives and strategies are driven primarily by the Hanford Strategic Plan and the Tri-Party Agreement, both of which call for Hanford to build partnerships with its stakeholders, and the commitment by Department of Energy and Westinghouse leaders to assure stakeholder participation in Hanford's decision-making process.

The draft Hanford Site Communications Plan also provides a basis with its emphasis on public participation and feedback, enhancing public understanding of Hanford’s mission and making public access to information and facilities easier.

The development of the department's goals, objectives and strategies also assumes that staffing will be consistent with funding levels; funding will be received from the ERC for communications services provided to it; and the process through which the three co-regulator tribes will be involved in decision-making will be clarified.
The External Communications Department's achievement of its mission will depend greatly on something beyond its control: the ability of the Department of Energy and Westinghouse to prevent unanticipated events which damage working relationships and reduce stakeholder confidence in Hanford.

Management decisions intended to be positive also may become an issue at the External Communications level. A key example is the recent decision about tribal interaction and involvement in the decision-making process, which may require more public involvement and other communications support than has been anticipated.

Providing direct communications response to an unanticipated event will likely use resources earmarked for other planned products and services. There is little choice, however, for an ineffective communications response likely would add to the damage caused by the event or decision to which the department was responding.
<table>
<thead>
<tr>
<th>1.6 Performance Measures</th>
<th>Westinghouse Hanford Company External Communications SMS/WBS No. 6.10.6.2</th>
<th>FY 1995 Site Support Program Plan Date Prepared: August 1994</th>
</tr>
</thead>
</table>

The performance of External Communications Department strategies will be measured through informal surveys of stakeholder perceptions and the reflection of those perceptions in the department's planning; the strength of stakeholder partnerships and degree to which those partnerships contribute to visibility, understanding and achievement of Hanford's mission' and the adoption of new practices learned from these interactions.

Performance measures also include the number of new communication products; number of ineffective products eliminated; amount of proactive public information provided; time needed to respond to inquiries; and number of customers served.
### Work Breakdown Structure and Responsibility Assignment Matrix

<table>
<thead>
<tr>
<th>RL WBS</th>
<th>Activity</th>
<th>Title</th>
<th>Manager</th>
<th>Org. &amp; Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.10.6</td>
<td></td>
<td>External Communications</td>
<td>B.S. Kuntz</td>
<td>External Communications</td>
</tr>
<tr>
<td>6.10.6.1</td>
<td>Site Communications Services</td>
<td>News Clips, Joint Information Center, Multi Media, Technical Library Assessment</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
</tr>
<tr>
<td>WBS800</td>
<td></td>
<td>Hanford News Clips</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
</tr>
<tr>
<td>WBS700</td>
<td></td>
<td>Emergency Public Information</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
</tr>
<tr>
<td>WBS500</td>
<td></td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td></td>
<td>TWRS Communications</td>
<td>B.S. Kuntz</td>
<td>External Communications</td>
</tr>
<tr>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td></td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td></td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td></td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td>WBS300</td>
<td>Media Relations</td>
<td></td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
</tr>
<tr>
<td>WBS400.1</td>
<td>Community Relations</td>
<td></td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td></td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td>WBS500</td>
<td>Information Products Center</td>
<td></td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
</tr>
<tr>
<td>WBS900</td>
<td>Site Tours</td>
<td></td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td>WBS1100</td>
<td>Public Information</td>
<td></td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
</tr>
<tr>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td></td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
</tr>
</tbody>
</table>

*External Communications 12*
<table>
<thead>
<tr>
<th>RL WBS</th>
<th>Activity</th>
<th>Title</th>
<th>Manager</th>
<th>Org. &amp; Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.10.6.2</td>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS300</td>
<td>Media Relations</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
</tr>
<tr>
<td></td>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
</tr>
<tr>
<td></td>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS1100</td>
<td>Public Information</td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
</tr>
<tr>
<td></td>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
</tr>
<tr>
<td>6.10.6.2 (01100)</td>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS300</td>
<td>Media Relations</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
</tr>
<tr>
<td></td>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
</tr>
<tr>
<td></td>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS1100</td>
<td>Public Information</td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
</tr>
<tr>
<td></td>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
</tr>
<tr>
<td></td>
<td>WBS300</td>
<td>Media Relations</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
</tr>
<tr>
<td></td>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
</tr>
<tr>
<td></td>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
</tr>
<tr>
<td></td>
<td>WBS1100</td>
<td>Public Information</td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
</tr>
<tr>
<td></td>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
</tr>
</tbody>
</table>

External Communications 13
<table>
<thead>
<tr>
<th>RL WBS</th>
<th>Activity</th>
<th>Title</th>
<th>Manager</th>
<th>Org. &amp; Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS300</td>
<td>Media Relations</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS1100</td>
<td>Public Information</td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
<td></td>
</tr>
<tr>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Project Communication Services</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td>WBS300</td>
<td>Media Relations</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Public Involvement Services</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS300</td>
<td>Media Relations</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communication Services (01110)</td>
<td></td>
</tr>
</tbody>
</table>

External Communications 14
<table>
<thead>
<tr>
<th>RL WBS</th>
<th>Activity</th>
<th>Title</th>
<th>Manager</th>
<th>Org. &amp; Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS1100</td>
<td>Public Information</td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
<td></td>
</tr>
<tr>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td><strong>6.10.6.2</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS100.1</td>
<td>Public Involvement, Coordination</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS100.3</td>
<td>Public Involvement, Liaison</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS300</td>
<td>Media Relations</td>
<td>D.J. Dillman</td>
<td>Project Communication Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS1100</td>
<td>Public Information</td>
<td>P.S. Hale/P.M. Phelps</td>
<td>Public Involvement/Project Communications (01130/01110)</td>
<td></td>
</tr>
<tr>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td><strong>6.10.6.2</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS100.2</td>
<td>Public Involvement, Strategic Analysis</td>
<td>P.S. Hale</td>
<td>Public Involvement Services (01130)</td>
<td></td>
</tr>
<tr>
<td>WBS400.1</td>
<td>Community Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS400.2</td>
<td>Tribal Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS500</td>
<td>Information Products Center</td>
<td>P.M. Phelps</td>
<td>Project Communications Services (01110)</td>
<td></td>
</tr>
<tr>
<td>WBS600</td>
<td>Government Relations</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS900</td>
<td>Site Tours</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS1000</td>
<td>Speakers Bureau</td>
<td>D.J. Dillman</td>
<td>Community &amp; Public Outreach (01120)</td>
<td></td>
</tr>
<tr>
<td>WBS1200</td>
<td>Strategic Planning</td>
<td>B.S. Kuntz</td>
<td>External Communications (01100)</td>
<td></td>
</tr>
<tr>
<td>ACTIVITY NUMBER &amp; TITLE</td>
<td>DESCRIPTION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS100.1 Public Involvement, Coordination</td>
<td>Plan, coordinate, and conduct public involvement activities which 1) support program decisions and 2) assure compliance with the spirit and intent of environmental laws and agreements with regulators and stakeholders.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS100.2 Public Involvement, Strategic Analysis</td>
<td>Facilitate the strategic analysis process that identifies key decisions that need stakeholder participation.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS100.3 Public Involvement, Liaison</td>
<td>Serve as WHC liaison with stakeholders and special interest groups. Arrange appropriate interaction forums. Initiate the sharing of project status information with stakeholders and special interest groups.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS200 Hanford Advisory Board</td>
<td>Provide public involvement and administrative support to DOE-RL in support of the Hanford Advisory Board and its four subcommittees. Activities include preparing draft issue papers, logistics, meeting notes and records, cost accounting, travel services, and meeting management.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS300 Media Relations</td>
<td>Provide comprehensive media relations services to WHC programs. Research, develop, distribute news releases, fact sheets, and visual products concerning technical accomplishments, events and issues. Represent WHC as company spokesperson to the media. Manage press conferences and special media events.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS400.1 Community Relations</td>
<td>Maintain open, two way communications with community leaders, site neighbors, regional publics, stakeholders, and elected officials.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS400.2 Tribal Relations</td>
<td>Maintain open, two-way communications with affected tribes.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS500 Information Products Center</td>
<td>Produce written, electronic and visual information products which clearly communicates cleanup progress and issues.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS600 Government Relations</td>
<td>Monitor legislative and congressional activities that relate to Hanford programs. Coordinate congressional and legislative briefings. Conduct site tours for elected officials and their staff members. Respond to requests for information.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS700 Emergency Public Information</td>
<td>Coordinate the Hanford Site Emergency Public Information Program to include management of the Hanford Joint Information Center. Assure compliance to DOE Order 5500.4B and other related guidance.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS800 Hanford News Clips</td>
<td>Provide daily newspaper clippings to DOE-RL and site contractors concerning Hanford related newspaper articles.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS900 Site Tours</td>
<td>Coordinate site tours to include publishing agendas, badging, access requests, program coordination, briefer selection, transportation, briefing material preparation and reports.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS1000 Speakers Bureau</td>
<td>Coordinate the Hanford Speakers Bureau Program including developing presentations, scheduling presentations, training and providing follow up information.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS1100 Public Information</td>
<td>Provide proactive information to the general public and stakeholders. Respond formally and informally to public inquiries. Research, develop, distribute fact sheets, letters and visual products to fulfill requests.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WBS1200 Strategic Planning</td>
<td>Provide a proactive communications strategy that is productive and responsive to RL requirements and public/stakeholder needs and values which insures effective public interface and progress at Hanford.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milestone Type</td>
<td>WBS Number</td>
<td>Milestone Description</td>
<td>Due Date</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>------------</td>
<td>-----------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>NA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### FY 1994 Cost Baseline (Dollars in Thousands)

<table>
<thead>
<tr>
<th>WBS #</th>
<th>Title</th>
<th>Dept. OH</th>
<th>CSP/Oversight</th>
<th>SLP</th>
<th>G &amp; A</th>
<th>Direct $</th>
<th>TOTAL $s</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Totals**

### FY 1995 Cost Baseline (Dollars in Thousands)

<table>
<thead>
<tr>
<th>WBS#</th>
<th>Title</th>
<th>Dept. OH</th>
<th>CSP/Oversight</th>
<th>SLP</th>
<th>G &amp; A</th>
<th>Direct $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.10.6.1</td>
<td>Site Communications Services</td>
<td></td>
<td>631</td>
<td></td>
<td></td>
<td></td>
<td>631</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TWRS Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>595.4</td>
<td>755.4</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TrP Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>184.9</td>
<td>266.9</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Spent Fuel Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>55.1</td>
<td>289</td>
</tr>
</tbody>
</table>

External Communications 19
<table>
<thead>
<tr>
<th>WBS #</th>
<th>Title</th>
<th>Dept OH</th>
<th>CSP/Oversight</th>
<th>SLP</th>
<th>G &amp; A</th>
<th>Direct $</th>
<th>TOTAL $s</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.10.6.1</td>
<td>Site Communications Services</td>
<td>631</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>631</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TWRS Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>612.7</td>
<td>777.3</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TrP Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>190.3</td>
<td>274.7</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Spent Fuel Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>56.7</td>
<td>297.4</td>
</tr>
</tbody>
</table>

* Direct funding details/are found indirect program long range planning documents and are not included in this SSPP.
<table>
<thead>
<tr>
<th>WBS#</th>
<th>Title</th>
<th>Dept:OH</th>
<th>CSP/Oversight</th>
<th>SLP</th>
<th>G &amp; A</th>
<th>Direct $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.10.6.1</td>
<td>Site Communications Services</td>
<td>631</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>631</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TWRS Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TrP Communications</td>
<td></td>
<td></td>
<td></td>
<td>196.2</td>
<td>87</td>
<td>283.2</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Spent Fuel Communications</td>
<td></td>
<td></td>
<td></td>
<td>58.5</td>
<td>248.2</td>
<td>306.7</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Waste, Analytical and Environmental</td>
<td></td>
<td></td>
<td></td>
<td>208.6</td>
<td>112.5</td>
<td>321.1</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Project Communications Services</td>
<td></td>
<td></td>
<td></td>
<td>1,015.4</td>
<td>1,015.4</td>
<td></td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Community Public Outreach</td>
<td></td>
<td></td>
<td></td>
<td>700.6</td>
<td>64.7</td>
<td>765.3</td>
</tr>
</tbody>
</table>

**FY 1997 COST BASELINE** (Dollars in Thousands)

<table>
<thead>
<tr>
<th>WBS#</th>
<th>Title</th>
<th>Dept:OH</th>
<th>CSP/Oversight</th>
<th>SLP</th>
<th>G &amp; A</th>
<th>Direct $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.10.6.1</td>
<td>Site Communications Services</td>
<td>631</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>631</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TWRS Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>TrP Communications</td>
<td></td>
<td></td>
<td></td>
<td>196.2</td>
<td>87</td>
<td>283.2</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Spent Fuel Communications</td>
<td></td>
<td></td>
<td></td>
<td>58.5</td>
<td>248.2</td>
<td>306.7</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Waste, Analytical and Environmental</td>
<td></td>
<td></td>
<td></td>
<td>208.6</td>
<td>112.5</td>
<td>321.1</td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Project Communications Services</td>
<td></td>
<td></td>
<td></td>
<td>1,015.4</td>
<td>1,015.4</td>
<td></td>
</tr>
<tr>
<td>6.10.6.2</td>
<td>Community Public Outreach</td>
<td></td>
<td></td>
<td></td>
<td>700.6</td>
<td>64.7</td>
<td>765.3</td>
</tr>
<tr>
<td>Public Involvement</td>
<td>Executive Communications</td>
<td>TOTALS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------</td>
<td>--------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6,10.6.</td>
<td>6,10.6.</td>
<td>631</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4,283</td>
<td>682.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,025.8</td>
<td>4,280.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5,573.3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 2.C.2 Cost Basis | Westinghouse Hanford Company  
External Communications  
SMS/WBS No. 6.10.6 | FY 1995  
Site Support Program Plan  
Date Prepared: August 1994 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>
### Full-Time Equivalent Staff by Job Description

<table>
<thead>
<tr>
<th>JOB FAMILY</th>
<th>MANAGERS</th>
<th>ENGINEERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MANAGERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First line</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General/executive</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Project/Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENGINEERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chemical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Civil</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industrial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mechanical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nuclear</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Petroleum/Mining</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCIENTISTS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chemists</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE: Job Family Only After 1996**
<table>
<thead>
<tr>
<th>FY 1995 SSPP</th>
<th>6.10.6</th>
<th>EXTERNAL COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FORM 2.C.3 FTEs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Time Equivalent Staff by Job Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental</td>
<td>Geologists</td>
<td>Life</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JOB CATEGORY</td>
<td>FULL-TIME EQUIVALENT STAFF</td>
<td>NOTE: JOB FAMILY ONLY AFTER 1996</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FORM 2.C.3 FTE'S**

**EXTERNAL COMMUNICATIONS**
### EXTERNAL COMMUNICATIONS

**FORM 2.C.3 FTEs**

<table>
<thead>
<tr>
<th>Full-Time Equivalent Staff by Job Description</th>
<th>NOTE: Job Family Only After 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpenters</td>
<td></td>
</tr>
<tr>
<td>Electricians</td>
<td></td>
</tr>
<tr>
<td>HVAC</td>
<td></td>
</tr>
<tr>
<td>Machinists</td>
<td></td>
</tr>
<tr>
<td>Masons</td>
<td></td>
</tr>
<tr>
<td>Millwrights</td>
<td></td>
</tr>
<tr>
<td>Painters</td>
<td></td>
</tr>
<tr>
<td>Plumbers/Pipefitters</td>
<td></td>
</tr>
<tr>
<td>Struct/Metal Workers</td>
<td></td>
</tr>
<tr>
<td>Vehic./Mob Equip Mech</td>
<td></td>
</tr>
<tr>
<td>Welders</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

**FY 1995 SSPP**
# External Communications

**Form 2.C.3 FTEs**

<table>
<thead>
<tr>
<th>Full-Time Equivalent Staff by Job Description</th>
<th>NOTE: Job Family Only After 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operators</strong></td>
<td></td>
</tr>
<tr>
<td>Chemical System</td>
<td></td>
</tr>
<tr>
<td>Drillers</td>
<td></td>
</tr>
<tr>
<td>Lt. Vehicle Drivers</td>
<td></td>
</tr>
<tr>
<td>Material Moving Equip</td>
<td></td>
</tr>
<tr>
<td>Nuclear Plant</td>
<td></td>
</tr>
<tr>
<td>Utilities Waste Proces</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td><strong>Labor &amp; Gen Workers</strong></td>
<td></td>
</tr>
<tr>
<td>Firefighters</td>
<td></td>
</tr>
<tr>
<td>Food Service</td>
<td></td>
</tr>
<tr>
<td>Hand/Help Lab Gen</td>
<td></td>
</tr>
<tr>
<td>Hand/Help Lab Spec</td>
<td></td>
</tr>
<tr>
<td>Janitors/Cleaners</td>
<td></td>
</tr>
<tr>
<td>Laundry Workers</td>
<td></td>
</tr>
<tr>
<td>Security Guards</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Cost Account</td>
<td>Cost Account Title</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>1MDD02</td>
<td>EXTERNAL COMMUNICATIONS</td>
</tr>
</tbody>
</table>

**Work Breakdown Structure Dictionary**

**Part I - Summary**

(Dollars in 000's)

<table>
<thead>
<tr>
<th>Cost Account</th>
<th>Cost Account Title</th>
<th>Fiscal Year Spending Forecast (FYSF)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>FY 1994</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Budget</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FULL-TIME EQUIVALENTS (FTEs)</th>
<th>Budget</th>
<th>Forecast</th>
</tr>
</thead>
<tbody>
<tr>
<td>. Organizational - Exempt</td>
<td>38.6</td>
<td>36.4</td>
</tr>
<tr>
<td>. Organizational - Nonexempt</td>
<td>13.1</td>
<td>11.1</td>
</tr>
<tr>
<td>. Organizational - Bargaining</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Total Organizational FTEs</td>
<td>52.2</td>
<td>48.7</td>
</tr>
<tr>
<td>Support FTEs</td>
<td>0</td>
<td>0.7</td>
</tr>
<tr>
<td>TOTAL FTEs</td>
<td>52.2</td>
<td>48.7</td>
</tr>
</tbody>
</table>

**COST ELEMENTS**

<table>
<thead>
<tr>
<th>Item</th>
<th>Budget</th>
<th>Forecast</th>
</tr>
</thead>
<tbody>
<tr>
<td>. Labor - Regular</td>
<td>2,647</td>
<td>2,606</td>
</tr>
<tr>
<td>. Labor - Overtime</td>
<td>63</td>
<td>59</td>
</tr>
<tr>
<td>0 Total Labor</td>
<td>2,910</td>
<td>2,664</td>
</tr>
<tr>
<td>1 Materials</td>
<td>127</td>
<td>139</td>
</tr>
<tr>
<td>2 Purchased Services</td>
<td>859</td>
<td>880</td>
</tr>
<tr>
<td>3 Other Hanford</td>
<td>26</td>
<td>33</td>
</tr>
<tr>
<td>4 Site Services</td>
<td>360</td>
<td>371</td>
</tr>
<tr>
<td>5 Internal Charges</td>
<td>65</td>
<td>39</td>
</tr>
<tr>
<td>6 IRM Support</td>
<td>662</td>
<td>845</td>
</tr>
<tr>
<td>7 Overheads</td>
<td>7</td>
<td>38</td>
</tr>
<tr>
<td>8 Revenue</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL DOLLARS</td>
<td>5,016</td>
<td>5,009</td>
</tr>
</tbody>
</table>

**FY 1995 Target Rate**

- 26.7

**FY 1995 Request**

- 8.6

**FY 1995 Approved Rate**

- 4.0

**FY 1994 Rate**

- 35.7

**FY 1995 Target Rate**

- 1.2

**FY 1995 Approved Baseline**

- 36.9
Establish a positive working relationship that builds confidence and enhances trust between Hanford and its stakeholders.

Assist Hanford cleanup progress by facilitating an informed consent process that is sensitive to the values of affected public, stakeholders, and regulators and assures high quality public input to decisions-making.

Emphasize a proactive communications strategy that is productive and responsive to RL requirements and public/stakeholder values and which insures effective public interface and Hanford progress.

Integrate external communications programs and services into the following WHC projects: 1) Facility Transition, 2) Tank Waste Remediation Systems, 3) Nuclear Spent Fuel, 4) Waste, Analytical & Environmental Services, and 5) Administration.

Objectives:

- Increase public understanding of the Hanford environmental and waste management mission;
- Increase public involvement in the decision-making process through open, two-way communications with all stakeholders and WHC/DOE program management;
- Communicate program achievements and issues;
- Establish and maintain effective working relationships with local, regional, and national media to ensure accurate and timely communication of key Hanford issues;
- Establish community goodwill and recognition that Hanford is a good neighbor;
The External Communications Department's goals, objectives and strategies are driven primarily by the Hanford Strategic Plan and the Tri-Party Agreement, both of which call for Hanford to build partnerships with its stakeholders, and the commitment by Department of Energy and Westinghouse leaders to assure stakeholder participation in Hanford's decision-making process.

The draft Hanford Site Communications Plan also provides a basis with its emphasis on public participation and feedback, enhancing public understanding of Hanford's mission and making public access to information and facilities easier.

The development of the department's goals, objectives and strategies also assumes that staffing will be consistent with funding levels; funding will be received from the ERC for communications services provided to it; and the process through which the three co-regulator tribes will be involved in decision-making will be clarified.

The External Communications Department's achievement of its mission will depend greatly on something beyond its control: the ability of the Department of Energy and Westinghouse to prevent events which damage working relationships and reduce stakeholder confidence in Hanford.

Management decisions intended to be positive also may become an issue at the External Communications level. A key example is the recent decision about tribal interaction and involvement in the decision-making process, which may require more public involvement and other communications support than has been anticipated.

Providing direct communications response to an unanticipated event will likely use resources earmarked for other planned products and services. There is little choice, however, for an ineffective communications response likely would add to the damage caused by the event or decision to which the department was responding.

**Milestones:**

N/A

**Deliverables:**

1. Revitalize a pro-active Hanford Speakers' Bureau.
   Due: 12/94

2. Develop a proposal for two reports; the first reflecting Hanford progress highlights and the second report showing progress tied to the Hanford Strategic Plan success indicators.
   Due: 10/94

3. Reintroduce proposals for open house and expanded tour program.
   Due: 12/94
4. Actively support DOE-HQ's declassification initiative by communicating internal/externally what documents have been declassified.
   Due: Ongoing

5. Actively seek out and use new state-of-the-art communication technologies to enhance Hanford's responsiveness to public information requests and improve public access to information. (e.g. Internet, multimedia CD ROM)
   Due: Ongoing

6. Develop a proposal for a program that will educate Hanford employees about Tribal culture and values, and its relationships to the Hanford Site.
   Due: 2/95

7. Assist DOE-RL to build separate, but equal relationships with Native American tribes so that regular and meaningful involvement occurs on a government-to-government basis.
   Due: Ongoing

8. Assist DOE-RL management in conducting regular Tribal government meetings.
   Due: As required

9. Assist DOE-RL in maintaining decision-drive public involvement (e.g., the Hanford Advisory Board) by counseling program management and providing administrative, logistical and communications support.
   Due: Ongoing

10. Provide input to DOE-RL for the development of a sitewide public involvement policy.
    Due: First Quarter, FY95

11. Support DOE-RL in the implementation of a sitewide public involvement policy by developing a public involvement strategy and plan. Both will attempt to integrate all DOE decisions and public involvement processes, both inside and outside the Tri-Party Agreement.
    - Strategy
      Due: Second Quarter, FY95
    - Plan
      Due: Second Quarter, FY95

12. Facilitate the success of the Hanford Advisory Board to promote meaningful public input on Hanford decisions:
    - Facilitate information flow between Board members and Hanford management and programs
      Due: Ongoing
WBS Element Code: 6.10.6.2
Cost Account Title: External Communications

- Establish and foster healthy working relationships between Hanford management and Board members
  Due: Ongoing

13. Implement public involvement activities called for by the Tri-Party Agreement Community Relations Plan:
  - Conduct annual TPA and special topical meetings   Due: Annually and As required
  - Develop and produce the Hanford Update   Due: Quarterly
  - Manage public comment periods   Due: As required
<table>
<thead>
<tr>
<th>Cost Account No.</th>
<th>Part II - External Communications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1MDD02</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Element Task Description</th>
<th>1994 FYSF</th>
<th>Delta</th>
<th>FY 1995</th>
<th>Delta</th>
<th>FY 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests Within Target:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TWRS Communication Project Team</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide comprehensive public involvement, public information programs and products, media information, strategic planning, community relations, site tours, speakers bureau opportunities and crisis communication response.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td></td>
<td>1.6</td>
<td>117.5</td>
<td>0.0</td>
<td>3.4</td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td></td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transition Projects Communications Project Team</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide comprehensive public involvement, public information programs and products, media information, strategic planning, community relations, site tours, speakers bureau opportunities and crisis communication response.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td></td>
<td>0.3</td>
<td>22.1</td>
<td>0.0</td>
<td>0.6</td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td></td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Cost Account No.</td>
<td>IMDD02</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>--------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Element Task Description</strong></td>
<td><strong>Part II - External Communications</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Requests Within Target:</strong></td>
<td><strong>1994 FYSF</strong></td>
<td><strong>Delta</strong></td>
<td><strong>FY 1995</strong></td>
<td><strong>Delta</strong></td>
<td><strong>FY 1996</strong></td>
</tr>
<tr>
<td><strong>Spent Nuclear Fuels Project Team</strong></td>
<td>FTEs</td>
<td>$s</td>
<td>FTEs</td>
<td>$s</td>
<td>FTEs</td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide comprehensive public involvement, public information programs and products, media information, strategic planning, community relations, site tours, speakers bureau opportunities and crisis communication response.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Labor Cost</strong></td>
<td>0.7</td>
<td>55.1</td>
<td>0.0</td>
<td>1.6</td>
<td>0.7</td>
</tr>
<tr>
<td><strong>Non-Labor Cost</strong></td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>Waste, Analysis and Environmental Communications Project Team</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide comprehensive public involvement, public information programs and products, media information, strategic planning, community relations, site tours, speakers bureau opportunities and crisis communication response.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Labor Cost</strong></td>
<td>0.2</td>
<td>14.7</td>
<td>0.0</td>
<td>0.4</td>
<td>0.2</td>
</tr>
<tr>
<td><strong>Non-Labor Cost</strong></td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Element Task Description</td>
<td>1994 FYSF</td>
<td>Delta</td>
<td>FY 1995</td>
<td>Delta</td>
<td>FY 1996</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------</td>
<td>-----------</td>
<td>-------</td>
<td>---------</td>
<td>-------</td>
<td>---------</td>
</tr>
<tr>
<td>Requests Within Target:</td>
<td>FTEs</td>
<td>$</td>
<td>FTEs</td>
<td>$</td>
<td>FTEs</td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Communications Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Produce written, electronic and visual information products which clearly communicates cleanup progress and issues.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide proactive information to the general public and stakeholders. Respond formally and informally to public inquiries, research, develop, distribute fact sheets, letters and visual products to fulfill requests.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide comprehensive media relations services to WHC programs. Research, develop, distribute news releases, fact sheets, and visual products concerning technical accomplishments, events and issues. Represent WHC as company spokesperson to the media. Manage press conferences and special media events.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td>10.2 618</td>
<td>0.0 19.5</td>
<td>10.9 637.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td>284.0 8.2</td>
<td>292.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Element Task Description</td>
<td>1994 FYSF</td>
<td>Delta</td>
<td>FY 1995</td>
<td>Delta</td>
<td>FY 1996</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------</td>
<td>-------</td>
<td>---------</td>
<td>-------</td>
<td>---------</td>
</tr>
<tr>
<td>Requests Within Target:</td>
<td>FTEs</td>
<td>$s</td>
<td>FTEs</td>
<td>$s</td>
<td>FTEs</td>
</tr>
<tr>
<td>Community/Public Outreach</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintain open two-way communications with community leaders, site neighbors, regional publics, stakeholders, and elected officials.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinate site tours to include publishing agendas, badging, access requests, program coordination, briefer selection, transportation, briefing material preparation, and reports.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinate the Hanford Speakers Bureau Program including developing presentations, scheduling presentations, training and providing follow up information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor legislative and congressional activities that relate to Hanford programs. Coordinate congressional and legislative briefings. Conducts site tours for elected officials and their staff members. Respond to requests for information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Cost</th>
<th>FTEs</th>
<th>$s</th>
<th>FTEs</th>
<th>$s</th>
<th>FTEs</th>
<th>$s</th>
<th>FTEs</th>
<th>$s</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.7</td>
<td>471.3</td>
<td>0.0</td>
<td>14.6</td>
<td>8.7</td>
<td>485.9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-Labor Cost</th>
<th>FTEs</th>
<th>$s</th>
<th>FTEs</th>
<th>$s</th>
<th>FTEs</th>
<th>$s</th>
<th>FTEs</th>
<th>$s</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>157.7</td>
<td>4.6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Element Task Description</td>
<td>1994 FYSF</td>
<td>Delta</td>
<td>FY 1995</td>
<td>Delta</td>
<td>FY 1996</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------</td>
<td>-------</td>
<td>---------</td>
<td>-------</td>
<td>---------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requests Within Target:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Involvement Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan, coordinate, and conduct public involvement activities which 1) support program decisions and 2) assure compliance with the spirit and intent of environmental laws and agreements with regulators and stakeholders.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilitate the strategic analysis process that identifies key decisions that need stakeholder participation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serve as WHC liaison with stakeholders and special interest groups. Arrange appropriate interaction forums. Initiate the sharing of project status information with stakeholders and special interest groups.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide public involvement and administrative support to DOE-RL in support of the Hanford Advisory Board and its four subcommittees. Activities include preparing draft issue papers, logistics, meeting notes and records, cost accounting, travel services, and meeting management.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Labor Cost | 4.8 | 224.9 | 0.0 | 6.5 | 4.8 | 231.4 |
| Non-Labor Cost | 174.1 | 5.1 | 179.2 |
### Part II - External Communications

<table>
<thead>
<tr>
<th>Cost Account No.</th>
<th>IMDD02</th>
<th>1994 FYSF</th>
<th>Delta</th>
<th>FY 1995</th>
<th>Delta</th>
<th>FY 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Element Task Description</td>
<td>Requests Within Target:</td>
<td>FTEs</td>
<td>$</td>
<td>FTEs</td>
<td>$</td>
<td>FTEs</td>
</tr>
<tr>
<td></td>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Executive Communications</td>
<td>Provide a proactive communications strategy that is productive and responsive to RL requirements and public/stakeholder needs and values. Insures effective public interface and information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Labor Cost</td>
<td>2.8</td>
<td>171.9</td>
<td>0</td>
<td>5.0</td>
<td>2.8</td>
</tr>
<tr>
<td></td>
<td>Non-Labor Cost</td>
<td>794.9</td>
<td>23.6</td>
<td></td>
<td>818.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Cost Account Within Target</td>
<td>48.7</td>
<td>5008.9</td>
<td>-20.1</td>
<td>1732.6</td>
<td>28.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost Account No.</th>
<th>IMDD02</th>
<th>1994 FYSF</th>
<th>Delta</th>
<th>FY 1995</th>
<th>Delta</th>
<th>FY 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Element Task Description</td>
<td>Requests Above Target:</td>
<td>FTEs</td>
<td>$</td>
<td>FTEs</td>
<td>$</td>
<td>FTEs</td>
</tr>
<tr>
<td></td>
<td>Work Scope Detailed Description:</td>
<td>Provide project-specific public involvement, public information programs and products, media information, strategic planning, and crisis communication response. Provide .75 Exempt FTE for Project Communication Services and 1 Nonexempt FTE for Community Public Outreach.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Labor Cost</td>
<td>8.7</td>
<td>593.7</td>
<td>2.6</td>
<td>1.8</td>
<td>89.6</td>
</tr>
<tr>
<td></td>
<td>Non-Labor Cost</td>
<td>278.9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost Account</td>
<td>Cost Account Title</td>
<td>Fiscal Year Spending Forecast (FYSF)</td>
<td>FY 1995</td>
<td>Approved Baseline</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------</td>
<td>-------------------------------------</td>
<td>---------</td>
<td>------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1MDB0D</td>
<td>EXTERNAL COMMUNICATIONS SWS</td>
<td>FY 1994</td>
<td>FY 1995</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMS WBS</td>
<td>SMS Title</td>
<td>0.7</td>
<td>1.3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAM 6.10.6.1</td>
<td>EXTERNAL COMMUNICATIONS</td>
<td>0.6</td>
<td>0.5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.3</td>
<td>2.8</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FULL-TIME EQUIVALENTS (FTEs)</th>
<th>FY 1994</th>
<th>FY 1995</th>
<th>Approved Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>. Organizational – Exempt</td>
<td>1</td>
<td>1</td>
<td>0.4</td>
</tr>
<tr>
<td>. Organizational – Nonexempt</td>
<td>0.7</td>
<td>1.3</td>
<td>0.8</td>
</tr>
<tr>
<td>. Organizational – Bargaining</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Organizational FTEs</td>
<td>1.7</td>
<td>2.3</td>
<td>1.2</td>
</tr>
<tr>
<td>Support FTEs</td>
<td>0.6</td>
<td>0.5</td>
<td>1.1</td>
</tr>
<tr>
<td>TOTAL FTEs</td>
<td>2.3</td>
<td>2.8</td>
<td>2.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COST ELEMENTS</th>
<th>FY 1994</th>
<th>FY 1995</th>
<th>Approved Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>. Labor – Regular</td>
<td>95</td>
<td>117</td>
<td>93</td>
</tr>
<tr>
<td>. Labor – Overtime</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>0 Total Labor</td>
<td>95</td>
<td>118</td>
<td>93</td>
</tr>
<tr>
<td>1 Materials</td>
<td>17</td>
<td>21</td>
<td>36</td>
</tr>
<tr>
<td>2 Purchased Services</td>
<td>160</td>
<td>164</td>
<td>141</td>
</tr>
<tr>
<td>3 Other Hanford</td>
<td>13</td>
<td>10</td>
<td>40</td>
</tr>
<tr>
<td>4 Site Services</td>
<td>80</td>
<td>72</td>
<td>73</td>
</tr>
<tr>
<td>5 Internal Charges</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6 IRM Support</td>
<td>18</td>
<td>38</td>
<td>245</td>
</tr>
<tr>
<td>7 Overheads</td>
<td>0</td>
<td>(52)</td>
<td>4</td>
</tr>
<tr>
<td>8 Revenue</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL DOLLARS</td>
<td>383</td>
<td>371</td>
<td>631</td>
</tr>
<tr>
<td>Cost Account No.</td>
<td>Cost Account Title: External Communications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1MDBOD</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WBS Element Code:** 6.10.6.1

**Cost Content:**

External Communications SWS cost account is funded by SWS.

**Technical Content:**

Provide site wide communications support services, such as the Hanford daily newsclips, to DOE-RL, DOE-HQ, and contractor Senior Management. Management of the Hanford Emergency Public Information Program to include operation of the Joint Information Center in compliance with DOE order 5500.4B. Provides site wide multi-media products and services.

**Objectives:**

- Provide a high-quality news clip package to DOE-RL and contractor manager each day.
- Improve the effectiveness of Hanford's emergency public information capabilities.
- Provide equipment, training, and facilitator at the Joint Information Center (JIC).
- Provide quality multi-media products which commemorate a total, complete Hanford clean-up story.

**Assumptions/Constraints:**

- Production of the multi-media products (CD-ROM) is new scope directed by DOE-HQ and approved by DOE-RL communications.
- The acquisition of an emergency preparedness consultant has been directed by DOE-RL.

**Milestones:**

N/A

**Deliverables:**

**Joint Information Center**

1. Conduct annual re-qualification training for JIC responders, including off site entities.  
   Due: Semi-annually
2. Provide comprehensive Emergency Public Information training to all new JIC responders.
   Due: Annually

3. Maintain a full state of response readiness for the JIC to include facilities, procedures, and personnel.
   Due: Ongoing

4. Activate and participated full in all field exercised conducted by DOE-RL.
   Due: Quarterly

5. Maintain RLEP-12, Public Affairs Emergency Plan and Procedures, in compliance with DOE Order 5500.45 and
   other guidance.
   Due: Ongoing

6. Manage the JIC corrective action program.
   Due: Ongoing

7. Provide staff and support to RL and HQ EPI programs and initiatives.
   Due: Ongoing

   Due: Quarterly

**Newsclips**

1. Provide daily news clips to RL and contractor management and program offices.
   Due: Ongoing

2. Maintain a media file of clippings.
   Due: Ongoing

**Visual Products**

1. Develop and distribute multi-media products (CD-ROM) that identify the challenges and successes involved
   in Hanford clean up. (new scope)
   Due: Ongoing

2. Produce and support a new Hanford exhibit. (new scope)
   Due: Ongoing
3. Produce a new Hanford video. (new scope)
   Due: Annually

4. Produce and insert into the Tri-City Herald two supplements. (new scope)
   Due: Semi-annually
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Element Task Description</td>
<td>1994 FYSF</td>
<td>Delta</td>
<td>FY 1995</td>
<td>Delta</td>
<td>FY 1996</td>
<td></td>
</tr>
<tr>
<td>Requests Within Target:</td>
<td>FTEs</td>
<td>$s</td>
<td>FTEs</td>
<td>$s</td>
<td>FTEs</td>
<td>$s</td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Public Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage the Hanford Joint Information Center (JIC) in compliance with DOE Order 5500.4B using a .3 exempt FTE, a WHC retiree (1000 hrs), and .5 FTE clerical support.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintain a state of readiness in personnel, training, procedures, and facilities which will assure prompt, accurate and timely release of vital information from DOE-RL, site contractors and affected counties and states from the JIC. Non-labor costs include training consultants (60k), PNL technical editors (30k), materials (36k), and map making services (25k). Occupancy, 63.5.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td>2.0</td>
<td>88.1</td>
<td>-0.6</td>
<td>-26.2</td>
<td>1.4</td>
<td>62.6</td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td>229.5</td>
<td>-11.6</td>
<td>217.9</td>
<td>6.3</td>
<td>224.2</td>
<td></td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily News Clips</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide daily news clips with one non-exempt working 32 hours per week. This function requires subscriptions to approximately 35 periodicals (10k).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td>0.9</td>
<td>29.6</td>
<td>-0.1</td>
<td>-4.6</td>
<td>0.8</td>
<td>25.0</td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td>23.0</td>
<td>-13.5</td>
<td>9.5</td>
<td>0.3</td>
<td>9.8</td>
<td></td>
</tr>
<tr>
<td>Element Task Description</td>
<td>1994 FYSF</td>
<td>Delta</td>
<td>FY 1995</td>
<td>Delta</td>
<td>FY 1996</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------</td>
<td>-----------</td>
<td>-------</td>
<td>---------</td>
<td>-------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>Requests Within Target:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NEW SCOPE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Communications Information Products</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and distribute multi-media information products (CD-ROM) (196k), create a new Hanford site wide exhibit (25k), produce a site wide Hanford video (30k), and travel and expenses to support the above (44k).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td>0.1</td>
<td>5.0</td>
<td>0.1</td>
<td>5.0</td>
<td>0.1</td>
<td>5.1</td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td>16.0</td>
<td>16.0</td>
<td>16.0</td>
<td>0.5</td>
<td>16.5</td>
<td></td>
</tr>
<tr>
<td>Requests Above Target</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Scope Detailed Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NEW SCOPE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and distribute a four page semi-annual progress report.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Cost Account</td>
<td>2.9</td>
<td>370.9</td>
<td>-0.6</td>
<td>260.1</td>
<td>2.3</td>
<td>631.0</td>
</tr>
</tbody>
</table>
### Part II - External Communications

<table>
<thead>
<tr>
<th>Cost Account No.</th>
<th>IMDD02</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Element Task Description</th>
<th>1994 FYSF</th>
<th>Delta</th>
<th>FY 1995</th>
<th>Delta</th>
<th>FY 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests Within Target:</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
</tr>
<tr>
<td>Executive Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide a proactive communications strategy that is productive and responsive to RL requirements and public/stakeholder needs and values. Insures effective public interface and information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Cost Account Within Target</td>
<td>48.7 5008.9</td>
<td>-20.1 -1732.6</td>
<td>28.3 8,106.2</td>
<td>92.2 30.0 8,198.4</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Element Task Description</th>
<th>1994 FYSF</th>
<th>Delta</th>
<th>FY 1995</th>
<th>Delta</th>
<th>FY 1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests Above Target:</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
<td>FTEs $s</td>
</tr>
<tr>
<td>Work Scope Detailed Description</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide project-specific public involvement, public information programs and products, media information, strategic planning, and crisis communication response. Provide .75 Exempt FTE for Project Communication Services and 1 Nonexempt FTE for Community Public Outreach.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor Cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Labor Cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page 10