

Inquiring Minds...

Leadership responds to employee's questions about the business

Q: Nathaniel Baker: “How would you rate your leadership style in terms of effectiveness to company goals?”

A: Daniel Davies: “I believe that effective leadership is an extremely important part of my job function at DHA. As the lead for our business development function, my job is to build a network of relationships with clients and business partners in order to generate new business. My leadership style is to include, inform, and capture – meaning that I will include all DHA employees at some level in the business development function, I will keep all DHA employees informed of business development activities, and I will capture and build upon the already existing relationships of many DHA employees. In the past, I’ve found this to be an effective leadership style. I look forward to implementing these strategies at DHA, and getting to know all of my new DHA colleagues.”

HR Corner

Health Care Reform and the Affordable Care Act (ACT)

By now you should have received your copy of Form 1095-C (Employer-Provided Health Insurance Offer and Coverage) from DHA. The Affordable Care Act (ACA) of 2015, implements a change that impacts you directly, by requiring employers to provide health insurance coverage information to the IRS and the employee. Organizations that employ more than 50 people are required to report to the IRS on the health insurance, if any, offered to their full-time employees. The Form 1095-C includes information about the health insurance coverage offered to you and, if applicable, your family. You may receive multiple Form 1095-C if you worked for multiple, applicable large employers in the previous calendar year. You may need to submit information from the form(s) in 2016 as a part of your personal tax filing for 2015. If you have questions, please call Jo or Robyn at 202-898-1999.

Greetings from the Chairman



I am pleased to report that one of our critical positions have now been filled. Our new Vice President, Business Development, Daniel Davies joined the team at the end of March. Interviews are ongoing with candidates for the positions of President/Chief Operating Officer and Vice President, Program and Construction Management Services. We anticipate that these positions will be filled in the near future.

Working in collaboration with staff, our leadership team will develop our vision for Delon Hampton & Associates growth strategy. The incoming President/Chief Operating Officer will have the full authority to implement the changes necessary for us to regain our ENR position within the engineering industry.

This is an exciting time for DHA and I encourage your full support!

Delon Hampton, PhD, PE

Repairing Essential Large Diameter Pipelines

Shutting Down a Pipeline That Never Gets Shut Down

Critical pipelines located within DC Water’s Blue Plains Advanced Wastewater Treatment Plant (AWTP) have developed a variety of leaks over recent years. Like many complex sized treatment plants, DC Water’s large diameter pipes represent a vital asset in need of long-term maintenance. DC Water elected not to replace these pipelines at this time due to cost considerations, installation difficulty, potential disruptions to plant operations, as well as numerous other active pipes and conduits that would be interrupted and require relocation.



NitRAS underground pipe gallery conditions at Blue Plains AWTP. Photo courtesy of DC Water.

As part of the Nitrification-Denitrification treatment phase, diluted solids are pumped through twin welded steel pipes known as the Nitrification Return Activated Sludge (NitRAS) lines. These aged pipes are routed side-by-side through DC Water’s underground pipe galleries, run continuously with no bypass lines, range in size up to 84 inches in diameter and combined extend over 3,500 linear feet.

A rehabilitation solution was needed to greatly extend the service life of this 40 year old infrastructure. The solution must avoid significant impacts to the plant’s operations, as well as, address the extensive corrosion and erosion problems of these pipes.

As a member of the Wastewater Treatment Program Manager (WTPM) team with AECOM and Russell Corrosion Consultants, we assisted DC Water with structural condition assessments of these pipes, and the evaluation of various rehabilitation technologies available on the market. Most technologies were found not to be feasible given the site constraints within the congested pipe galleries and the limited access portals in the pipes.

In the end, two solutions best suited DC Water’s needs. A spray-on polyurethane or polyurea coating, which would be applied over the full length of the pipes and a carbon fiber reinforced polymer wrap to strengthen critical points within the pipeline at 45- and 90-degree elbows.

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Active BD Pursuits

- ▶ **CM Support Services at Hartsfield-Jackson Atlanta International Airport** (JV | Proposal Submitted: February 3rd | Presentation: March 23rd)
- ▶ **CM Support Services to Metropolitan Washington Airports Authority** (Prime | Proposal Submitted: March 30th | Presentation: April 27th)
- ▶ **Prince George’s County Green Stormwater Infrastructure** (Subconsultant | Proposal Due: April 20th | Presentation: Late April/Early May 2016)
- ▶ **PEPCO Harrison Substation** (Subconsultant | Proposal Due: April 21st)
- ▶ **FTA PMO Sandy MTA/NYC Transit Projects** (Prime | Proposal Due: April 27th)
- ▶ **FTA PMO Sandy New Jersey Transit Projects** (Prime | Proposal Due: April 28th)
- ▶ **WSSC Water Main Design Basic Ordering Agreement** (JV | Proposal Due: April 28th)
- ▶ **Charles County Task Oriented AE Consulting Services** (Subconsultant | Proposal Due: May 4th)

Please forward address corrections to: dhadc@delonhampton.com

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Employee Spotlight

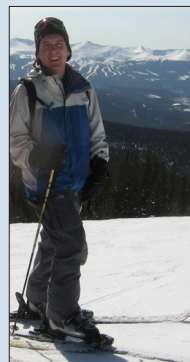
Vivian Watson, Executive Assistant to Dr. Hampton, received her 15-year pin in January.

“My fifteen years with Delon Hampton & Associates, Chartered has provided me with many opportunities to work alongside some of the best in the engineering industry. Many days filled with challenges, rewards and laughter (a great combination). I am fortunate and proud to be associated with a firm that has demonstrated engineering expertise consistently for the past forty-three years”.

Amanda Jacob, GI Private Space Implementation Coordinator, on the DC Clean Rivers Program has been asked by the client to be a presenter at the International LID Conference in August. Amanda will discuss DC Water’s Downspout Disconnection Program. Great Job Amanda!!!

Getting to Know You...

Michael Nye, Project Manager



Nye on the slopes

If you were to write a book about yourself, what would you name it? The Juggler. I do not actually juggle as a hobby, but this describes me managing the many facets of my life – my career, my family, my friends, my faith and my house.

What do you consider your top three life highlights? 1. Marrying my wife Brooke in 2007. 2. Obtaining my Professional Engineer license in 2008. 3. The birth of my two children, my son Grayson in 2011 and my daughter Abrielle in 2015.

What is the most important thing you have learned in the last five years? I have learned to focus on the important stuff; don’t waste time on things that don’t matter in the long run. I try to remind myself of this when feeling overwhelmed.

What five things would people be surprised to hear about you? In my spare time (limited these days), I enjoy golfing, skiing, mountain biking, traveling and being active with my church.

You are on “Who Wants to Be a Millionaire?”, What coworker at DHA would you choose for the “phone a friend” option? And why? I would choose Gary Kellogg because he is an avid reader and is very knowledgeable about all sorts of things.

Business Development Insight

How can DHA and the BD dept. use information technology to improve the business development process

There are many forms of information technology that can support and improve the business development process. First off, the company website is the “virtual front door” to the company. Potential clients, teaming partners, and employees all visit our website, and their decision to engage with us is based largely on the first impression they get from our website. In addition to generating a strong first impression, our website should identify clear lines of contact via phone or email. An important initiative for 2016 will be to revamp our company website to update information, improve the first impression, and clearly define lines of contact. Watch for some changes to the website later this year.

Another major initiative of the business development department will be to implement a customer relationship management (CRM) process. As most of you know, DHA utilizes the BST Enterprise system for many of our integrated business needs including accounting and project financials, time sheets, expense reports, etc. You may not realize that BST also has a business development tab which is a form of a CRM system. To date, DHA has not utilized the business development tab of BST. At previous employers, I have seen the value of a fully functional CRM system, and I look forward to taking full advantage of the business development tab of BST in order to implement a CRM system at DHA.

You may be asking, what exactly is a CRM system. There are varying definitions, but I think the one below is a good summary of the overall intent of a CRM system:

“CRM is a term that refers to practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer life cycle, with the goal of improving business relationships with customers, assisting in customer retention and driving sales growth. CRM systems are designed to compile information on customers across different channels – or points of contact between the customer and the company – which could include the company’s website, telephone, live chat, direct mail, marketing materials and social media. CRM systems can also give customer-facing staff detailed information on customers’ personal information, purchase history, buying preferences and concerns” (<http://techtarget.com>).

Daniel P. Davies Joins Delon Hampton & Associates as Vice President of Business Development

Davies focuses on building DHA brand from inside-out



Davies

Delon Hampton & Associates is pleased to introduce the newest member of our management team, Daniel P. Davies, Vice President of Business Development. He is responsible for leading the business development and customer relationship management process for DHA, and driving the overall sales and growth of the firm.

Davies has more than 16 years of experience generating new business in the design and construction fields. He brings extensive relationships in the Baltimore/Washington area, including public and private sector owners, developers, construction contractors, architects, etc. He is experienced in managing the full pursuit life cycle, from lead identification, to pre-positioning, team building, RFP response, presentation coaching, cost proposals, and contract negotiations.

Having also spent four years as an Area Operations Manager, Davies also understands the implementation side of the business. This enables him to communicate

more effectively with perspective clients, and coordinate internally with DHA Operations Managers and project staff.

“My philosophy on business development is to build the DHA brand from the inside-out. This means getting all DHA employees on the same page as far as what we stand for, and ensuring that all employees of the company are projecting a consistent message to clients and colleagues. An effective inside-out business development approach includes all DHA employees as an extension of the company’s business development function – meaning that the knowledge and relationships of every DHA employee are valued and utilized to best build the DHA brand and generate new business.”

Davies holds a Master of Science in Management (Specializing in Marketing) from University of Maryland University College, and a Bachelor of Arts in Journalism (Specializing in Advertising).

“As the lead for our business development function, my job is to build a network of relationships with clients and business partners in order to generate new business.”

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Large Diameter Pipelines

To avoid serious impacts to plant operations and other construction projects, DC Water decided to execute the project in phases. The first phase was completed in 2013 and involved the installation of the internal carbon fiber wrap at the pipe elbows. This required a short shutdown of each pipeline.

Additionally, the shutdown allowed for a condition assessment of the pipeline’s interior, which we oversaw, and was used to provide direction to the contractor for immediate short term repairs of the defects found.

The spot repairs included welded steel plate patches, spot welds, internal joint seals, and epoxy patches. These repair methods were planned in advance with DC Water and the contractor, based on the type, extent and quantity of the defects found. The contractor’s crews were on-site and prepared to make the anticipated repairs and install the internal carbon fiber wrap upon the shutdown of the pipe.

Our project manager, Michael Nye, PE, remarked, “There were many unique challenges with this project. Rehabilitation was successful in restoring these pipes to reliable operation despite a very aggressive schedule. With thorough planning and preparation, all members of the team worked to successfully complete the project under budget and with no impact to the plant’s operating permit compliance with the US Environmental Protection Agency.”

DHA also provided engineering design and preparation of contract documents for the pipeline rehabilitation.