

LANL

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Lab's ERP initiative gets new name, picks vendors

by James E. Rickman



The Laboratory's much-anticipated initiative to improve business functions has a new name. Formerly called Enterprise Resource Planning (ERP), the initiative is now simply known as the Enterprise Project.

"Our new name reflects our enthusiasm for our future prospects and our commitment to getting the work force excited about this project and engaged with it," said Charles Slocomb, director of the Enterprise Project.

The Laboratory is in the process of standardizing its operations through an enterprise resource planning system — a computer-based system that will improve the way the Laboratory handles administrative functions, including financial records, time-and-effort reporting, project management and facility maintenance.

The Laboratory began the process of implementing an ERP system in August 2001. A team of Laboratory employees led by Slocomb has been evaluating how best to design and implement an effective ERP solution and has selected software and hardware vendors for the project.

The Laboratory selected Oracle Corp. of Redwood Shores, Calif., to supply software through a contract that is worth nearly \$4 million over four years. In an initial contract worth nearly \$2 million, IBM will provide computer hardware that will replace the Laboratory's entire administrative computing infrastructure.

The next step will be to select an integrator who will work with Enterprise Project team members to begin the final design, business-process reengineering and implementation of the system.

In addition, Mike Payne, previously from Bechtel-Nevada, has joined the Enterprise Project as deputy leader (see related story this page).

"Mike brings a wealth of knowledge and experience to our team," said Slocomb. "He has worked with other Department of Energy organizations implementing ERP systems, and his presence on the team should help ensure smooth implementation here."

Implementing an ERP system will help the Laboratory meet its objective of being a customer-focused, unified laboratory. An ERP system will allow the Laboratory to integrate business practices and financial controls and give managers access to timely data and facts. The full implementation includes financial and budget reports, project management, human resources and facilities management and could take five years or longer.

continued on Page 5

Lured back by an irresistible challenge

by Michael Carlson

After a three-year absence from the Laboratory, Mike Payne has returned to take on a challenge he said he couldn't resist.

As the new deputy director of the Enterprise Project, Payne will help implement computer software applications that will support a wide variety of Lab functions including personnel, project management and financial and procurement services and facilities management.

As part of a nine-year tenure at the Lab, he was a group leader in the former Automated Data Processing (ADP) Division as well as the Business Operations (BUS) Division.

During his absence, Payne worked on an enterprise resource planning project for Bechtel Nevada, a Department of Energy contractor at the Nevada Test Site in Las Vegas.

"We have the opportunity to implement an entirely new suite of integrated business system applications. By using this commercially



Mike Payne

continued on Page 7



Laboratory report card:

'Outstanding' science and technology



**Director
John
Browne**

The Department of Energy's evaluation of the Laboratory for the last fiscal year had several pieces of good news for us but also presented a number of areas that will require our attention and action for continued improvement.

It was particularly gratifying to see our rating in the area of Science and Technology regain the level of "Outstanding" — the highest level obtainable — with particular emphasis given to the quality of our science and its relevance to national needs and missions. In a cover letter accompanying DOE's report, it was stated "LANL delivered a high quality of science, engineering and technology development achievements that are considered world class." Since S&T accounts for half of the Lab's overall score, this was an important achievement.

In operations and administration, most areas demonstrated an upward

trend, and our safeguards and security work was called out for an Outstanding rating. This achievement is a tribute not only to our security professionals but to all the employees who have embraced our Integrated Safeguards and Security Management program and rededicated themselves to this vital component of our work activity.

Environmental restoration, project management and regional involvement activities all were called out for special mention because of their positive results.

Several key areas require our attention, however, if we are to fulfill our objective of being a unified, customer-focused lab with outstanding performance in all areas, recognized as the National Nuclear Security Administration's "laboratory of choice." Communication with our customers remains an issue and underlies many of the other performance issues referenced in the report. Poor communication that leads to inappropriate expectations and,

ultimately, surprises can undermine our positive efforts — no matter how outstanding — in the eyes of the customer.

And while the report lauded our planning process, it also dinged us for not executing those plans as well as we should. Sometimes the plans defined results that couldn't be achieved with the funding, time or technology available and consequently created unrealistic expectations. Sometimes we compounded that error by not

continued on Page 4

Nominations being sought for 2002 Pollution Prevention awards

by Lecole Trujillo


The Environmental Stewardship Office (E-ESO) is seeking nominations for 2002 Pollution Prevention awards. Nominations are open to all University of California Laboratory employees and subcontract personnel.

Pollution Prevention awards recognize Lab individuals or teams that have minimized waste; conserved water, electricity or natural gas; reduced air or water pollution; or procured products with recycled content.

All nominations require the endorsement of Lab managers (group leader or above); teams may consist of up to 20 employees.

The official nomination form for the 2002 Pollution Prevention Awards can be found at http://emeso.lanl.gov/eso_projects.p2_awards/02_nom.pdf online and should be sent to Barbara Bushong at bbushong@lanl.gov via e-mail. Nominations are due by 5 p.m. March 29.

The Pollution Prevention award winners will be notified by April 17. There will be a ceremony for the award winners at 11 a.m. April 25 in the Physics Building Auditorium at Technical Area 3.



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Los Alamos National Laboratory is operated by the University of California for the National Nuclear Security Administration (NNSA) of the U.S. Department of Energy and works in partnership with NNSA's Sandia and Lawrence Livermore national laboratories to support NNSA in its mission.

Los Alamos enhances global security by ensuring safety and confidence in the U.S. nuclear stockpile, developing technologies to reduce threats from weapons of mass destruction and improving the environmental and nuclear materials legacy of the cold war. Los Alamos' capabilities assist the nation in addressing energy, environment, infrastructure and biological security problems.



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Spot Award Program helps recognize top performers

by Shelley Thompson

Laboratory managers have a new avenue to give on-the-spot recognition to University of California employees who do something special to support their organization.

Last fall, Laboratory management implemented the Spot Award Program, which recognizes Lab workers who contribute significantly to the mission or values of the organization but aren't eligible for normal incentive award programs. Spot Awards recognize accomplishments that are more limited in scope and duration than accomplishments acknowledged by the Los Alamos Award Program, according to the Human Resources (HR) Division.

The Spot Award program was piloted in the Threat Reduction Directorate last year.

"The TR directorate established a small-scale awards program for those 'pat on the back' events, when we wanted to take note of the many special contributions that help TR in its mission," said Don Cobb, associate Laboratory director for threat reduction. "Sometimes that's recognition for a major effort for an important visit, and sometimes it's just for being the person who consistently helps a group or division get through the daily hurdles in a more effective way. We value our people and wanted more ways to show them our appreciation."

Awards will be noncash gift certificates in \$25 increments, with a value

of up to \$75 per award. The award program is managed at the division or group level depending on the division's preference.

The award criteria for the Spot Awards will be developed by each division/directorate and are to reflect Laboratory values. Examples of situations in which Spot Awards may be used include when an employee produces exceptionally high-quality work under tight deadlines, demonstrates exceptional courtesy or responsiveness in dealing with customers or colleagues or comes up with an original and innovative resolution of a critical issue.

Employees can submit a nomination to their group or division leaders through the organization's internal process for a Spot Award. The Spot Award can be given to employees at any time during the year.

Pilot grants start-up funding for new hires

by Michael Carlson

Lab managers now have additional financial support when hiring technical staff members or converting postdocs to full-time, regular employees.

A new pilot activity designed to grant start-up funding to Lab groups and divisions has been created using institutional funds. Under the program, Lab managers can fund new hires for a limited time before a group's own budget is available.

Money from this pilot activity can fund renovation of work space, scientific instruments needed by the new hire, office equipment or even pay the salary of a new hire until group funding becomes available.

"An important part of our initiative is to encourage and support entry-level strategic and diverse technical staff members when they apply for positions at the Lab," said Avigdor Gavron, special assistant to Deputy Director for Science and Technology William H. Press.

This money can come from the Laboratory's Directorate Research Development fund, General and Administrative Reinvestment Account and Institutional Program Development funds.

"To recruit good people, we need to provide the means to get started," Gavron said. "We encourage group and division leaders to apply for funding when they have really outstanding candidates."

For more information, contact Gavron at 7-5475 or write to gavron@lanl.gov.

DIVERSITY OFFICE



Diversity is everyone

"To maintain our position as a premier scientific institution, we must not only value diversity; we must embrace it as an essential part of our future."

—John Browne,
LANL director

Exercise caution when planning unofficial travel

by Kevin Roark

Several Laboratory employees recently have expressed concern to Internal Security (ISEC) about unofficial trips to countries on the Department of Energy's list of "Sponsors of Terrorism."

The DOE list consists of the following countries: Cuba, Iran, Iraq, Libya, North Korea, Sudan and Syria. While not on the list, Afghanistan also should be considered a sponsor of terrorism while deciding where to travel, according to ISEC.

United States' law normally prohibits such travel, but there are some exemptions for travel associated with professional research and conference attendance, academic exchange, official U.S. government business, humanitarian visits for close family, journalists, and amateur and semi-professional athletes. None of these exemptions cover tourist travel or research stemming from personal interests.

"Aside from the legality of travel to these countries, there are security and counterintelligence concerns for any Los Alamos employee undertaking such travel," said Ken Schiffer, director of ISEC. "Laboratory affiliation is, in any case, of great interest to the very active intelligence services of these foreign governments."

Because the United States has no direct diplomatic relations with many of these countries, American citizens traveling to them have no diplomatic recourse if any travelers experience unfavorable incidents or events, according to Schiffer.

The Laboratory cannot prohibit personal travel to these countries. Any employee considering such travel is encouraged to talk to an ISEC representative before departing and to be aware of the potential counterintelligence and personal security issues that might affect the traveler's decision.

For more information, contact the ISEC Office at 5-6090.

Laboratory report card ...

continued from Page 2

communicating with our customers so they knew when our plans needed to be revised and could engage with us in that process.

Another theme that emerged was our need to work better in partnership on technical challenges with our colleagues at Livermore, other NNSA facilities and industry.

Following the restructuring of the University of California management contract and our efforts to meet the new requirements in Appendix O, I have been pleased with the spirit of partnership we now witness between NNSA, UC, Livermore and ourselves. In keeping with that spirit, and in response to a request from UC late last year, senior managers from Los Alamos and Livermore met and jointly identified a set of high-level goals that will be presented to NNSA as a basis for our performance measurement.

To demonstrate continued improvement in our performance we need to respond effectively to the input we received through DOE's most recent evaluation. I am confident we can do this if we remain committed to our business objective of being a unified, customer-focused laboratory and continue on our path toward integrated management.

I thank all of you for your continued efforts on behalf of the Lab in fulfilling our mission requirements and achieving the improvements we saw in our last evaluation.

Lab's library reopens to the public

by Kathryn Ostic

The Laboratory's Research Library has reopened to the public. It was closed to the public as a security precaution following the Sept. 11, 2001, attacks. The library reopened its doors to the public in mid February. Visitor hours are from 9 a.m. to 4:30 p.m. Monday through Friday. Registered Lab badge holders will continue to have 24-hour access, seven days a week.

Additional security measures, such as cyber- and physical-security features, have been implemented including the addition of a staff person who will ensure that these strict security guidelines are met. Visitors now will be required to sign in and out and show valid identification. They will have access to the library's book and journal collections, the electronic databases and the electronic journal articles that are available to Lab staff. However, visitors will not have access to either electronic or hard copy technical reports.

Laboratory retirees, Northern New Mexico researchers and the community benefit from having access to the library's world-class research collections. The Research Library is the only scientific and technical library within a 100-mile radius; the next closest is at the University of New Mexico.

For more information, go to <http://lib-www.lanl.gov/> or contact the Research Library at 7-4448.

ESA, PTLA recognized at Quality New Mexico conference

by Shelley Thompson

Design Engineering (ESA-DE) and Protection Technology Los Alamos, which provides protective force services for the Laboratory, were presented with the Quality New Mexico Awards at the 2002 Quality New Mexico "Salute to Quality" Conference and Awards Ceremony March 7 and 8.

Twenty-six organizations statewide were recognized at the Albuquerque conference.

The Laboratory is a previous recipient of several New Mexico Quality awards. This year the Lab also received a Diamond Recognition Award for loaning Tony Gallegos to Quality New Mexico as part of QNM's Loaned Executive Program. Gov. Gary Johnson was slated to present the awards.

Quality New Mexico is a nonprofit



organization that engages in activities that seek to educate New Mexicans about quality; encourage and reward quality in business, education, government and healthcare; and promote an economic climate to foster and enhance the prosperity of the citizens of New Mexico. The mission of Quality New Mexico is to motivate, educate and congratulate New

Mexico organizations for achievement in performance excellence, according to QNM's Web page.

Hosted by QNM, the two-day conference fea-

tured seven tutorial presentations and 21 workshops. The tutorials and workshops provide all levels of training, ranging from an introduction to the Malcolm Baldrige principles, a national benchmark for best management practice, to intermediate and advanced training. The tutorials and workshops are divided into sectors for small business, government and education, to give participants skills specific to their needs.

Lab's ERP ...

continued from Page 1

Slocomb is quick to point out that successful implementation of an ERP system requires more than just software and hardware. Success of the Enterprise Project will require a cultural change on the part of Laboratory employees.

"In many ways, we have not given our managers the guidance and tools they need to manage effectively," said Slocomb. "This initiative moves us toward best business practices that support our goal of integrated management and productivity enhancement. But the Enterprise Project is for everyone, not only managers. This project is a fascinating blend of process improvements that will require the intelligence and energy of many people and technology improvements to make it all work."



Prevent VDT eyestrain

You can reduce the glare on video display terminal screens by keeping them away from windows and other bright lights. If lighting can't be controlled, place a glare filter over your screen. Also, the brightness of the VDT screen should match the brightness of the room. Since most offices are 50 percent brighter than VDT screens, you may have to remove some light bulbs or install dimmer switches.

NEWS FROM NNSA/DOE

New deputy administrator for defense programs

Secretary of Energy Spencer Abraham recently swore in Everett Beckner as the deputy administrator for defense programs in DOE's National Nuclear Security Administration.

Beckner will direct the program responsible for maintaining the safety, security and reliability of the nation's nuclear weapons' stockpile. NNSA's nuclear weapons complex includes three national research laboratories, of which Los Alamos is one; the Nevada Test Site; and four production plants.

A native New Mexican, Beckner graduated from Clayton High School and received his bachelor's degree from Baylor University and his master's and doctoral degrees in physics from Rice University.

DOE names assistant secretary for environment, safety and health

The Department of Energy recently announced that Beverly Cook has been sworn in as assistant secretary for environment, safety and health.

Cook will be Energy Secretary Spencer Abraham's principal advisor for worker and public health and safety at DOE sites including the former nuclear weapons production complex, the national laboratories and research and testing facilities. She will advise Abraham on national environmental goals and oversee the department's compliance with environmental laws and regulations. She also will oversee the Price-Anderson nuclear safety enforcement program and lead DOE's efforts to implement its responsibilities under the Energy Employees Occupational Illness Compensation Act.

Cook served on the staff to the Defense Nuclear Facilities Safety Board and was in the DOE's Office of Nuclear Energy, where she served in a variety of positions including principal deputy director. She was appointed as director of the department's Idaho Operations Office in 1999.

She received her bachelor's degree in Metallurgical Engineering from the University of Washington in Seattle.



NEWSMAKERS



Ben Laake

Ben Laake is the new program manager for the Stockpile Support Program in Weapons Systems Engineering (ESA-WSE). Laake's responsibilities include stockpile production, maintenance, military

liaison activities and surveillance. He also will coordinate with the National Nuclear Security Administration customers and with the nuclear weapons production complex. Laake has been the acting program manager for the past year and previously served as project and team leader for Surveillance and Dismantlement.

Laake came to Los Alamos in 1986 and served in a number of weapons-related positions. Laake has a master's in mechanical engineering from the University of New Mexico and a master's in management from Purdue University.

Wayne Taylor of Actinide Chemistry Research and Development (NMT-11) and **David Jarminski** of Isotope and Nuclear Chemistry (C-INC) have received a patent for their process to recover hafnium from irradiated tantalum. The radioisotope hafnium is formed in accelerators by irradiating tantalum targets with protons. Taylor and Jarminski's method involves precipitation and ion-exchange methods to recover high-purity hafnium isotopes in a more environmentally friendly manner. The recovered hafnium isotopes have several industrial applications, including use in medical diagnosis and treatment, and for nuclear physics studies.

Laboratory publications received 20 awards in the recent Society for Technical Communication's Kachina Chapter 2001-2002 Technical Art and Technical Publications competition. Of the awards, the Laboratory received the Best of Show Award in Technical Publications for the Los Alamos

Science issue on the challenges of plutonium science.

The same issue also received an Award of Distinguished Technical Communication, as did two other Los Alamos publications, said Judy Prono of Communication Arts and Services (IM-1). The Award of Distinguished Technical Communication is the highest award the Society for Technical Communications issues, Prono said.

The Cerro Grande Fire book and the publication, "The Laboratory in a Changing World: A Los Alamos Chronology," also received Distinguished Technical Communication awards.

The reports and technical art were produced by a number of IM-1 and other Laboratory employees, said Prono.

The awards were given recently in Albuquerque.

Each year the STC sponsors competitions for technical publications; technical art; and online communication products, such as World Wide

Web pages. This year, the Kachina Chapter of New Mexico received 87 art and publications entries from California, Arizona, New Mexico and Oklahoma.

The three entries that won Distinguished Technical Communications awards have been submitted to the Society for Technical Communication's international competitions. Judging for the internal competitions will take place in March and April, with winners announced at STC's 49th annual conference in Nashville, Tenn. in May.

Lab publications receiving an Award of Excellence in Technical Publications included "Out of the Ashes: A Story of Natural Recovery" and "For the Seventh Generation: A Report to our Communities, Vol. 4."

Awards of Merit in Technical Publications were given to the Lab for "Employee Handbook: A Guide for Working Safely and Securely," "The Actinide Research Quarterly" and "LANSCE Division Technology Review:

continued on Page 7

Pan recipient of national award



Paul Pan

Paul Pan of Weapons Systems Engineering (ESA-WSE) is the recipient of the 2002 Chinese Institute of Engineer's Asian American Engineer of the Year Award. The award was presented Feb. 23.

Pan was among several Laboratory employees considered for nomination by the Lab for this prestigious national award. Members of the Lab's Asian American Diversity Working Group conducted the initial screening of the candidates and Lab Director John Browne made the final selection, which was submitted to the CIE for consideration.

"As a national laboratory, we have many high-caliber employees, and it is an honor when one of them receives special recognition. Paul has made significant contributions to our national security mission for many years. Through this award, the engineering community and the rest of the world can share our appreciation of Paul's achievements, and I am pleased at the recognition his efforts have earned," said Browne.

In addition to winning the CIE national award, in 2001 Pan garnered the Defense Program Award of Excellence Development and Certification of B61.

Pan came to Los Alamos in 1983 and has been with WSE since 1995. He provides technical and managerial leadership in designing and developing weapon components for various nuclear systems. Pan has a master's degree in chemical engineering from Syracuse University and a doctorate in nuclear engineering from Kansas State University.

continued from Page 7

Protein Crystallography Station.”

In the technical art competition, the Lab received six awards of Excellence in Technical Art:

“Out of the Ashes”

“Los Alamos Science No. 26: Challenges in Plutonium Science”

“Fifth LANSCE User Group Meeting” poster

“September is National Cholesterol Month” poster

“Real Space Pair Distribution Function Methods: Workshop CD” design

“The Laboratory in a Changing World: A Los Alamos Chronology.”

The Laboratory also received five awards of Merit in Technical Art:

“SMARTS Conceptual Cutaway”

“RIA Applications Workshop” cover

“Principles of Soft Matter” poster

“Ninth Annual Workshop on

Advanced Accelerator Concepts” poster

“In Vitro Transformation of Phagocytized Beryllium Oxide Particles in the Murine J774A.1 Cell” poster display.

A complete list of the award winners can be found at <http://int.lanl.gov/im1/stc01.shtml> online.

For more information, call Prono at 5-8383 or write to jprono@lanl.gov by electronic mail.

Lured back ...

continued from Page 1

available software, we intend to re-engineer many of the business processes at the Lab and deliver information to managers in ways not possible today,” Payne said. He said he likes the idea of curtailing bureaucracy at the Lab through the use of the resource planning software project, which will have a four-year implementation process.

A native of Los Alamos, Payne earned his bachelor’s degree in management information systems from Eastern New Mexico University in 1978.

After college, he worked with information systems for Ultrameter Diamond Shamrock Corp., now part of Valero Energy Corp. based in San Antonio. In the 1980s, Payne worked for IBM as a large systems marketing representative in Amarillo, Texas.

He said his new position is an enormous opportunity to make a positive impact on the administrative processes at the Lab.

Even though Payne will miss the excitement and fast pace of Las Vegas, he said he is looking forward to enjoying New Mexico’s outdoor life again. When not working on the project, he plans to catch up on his skiing, fishing, hiking and mountain biking.



LLNL employee talks about diversity

Tommy Smith, director of the Affirmative Action and Diversity Programs Office at Lawrence National Livermore Laboratory, talked about the importance of diversity recently at the Laboratory. His talk was in recognition of National Black History Month in February. The event was sponsored by the African American Diversity Working Group and the Diversity (DVO) Office. Photo by Michael Carlson

Nominations sought for Postdoctoral Publication Prize in Theoretical Physics

Nominations are sought for the Postdoctoral Publication Prize in Theoretical Physics. This biennial prize, sponsored by Leon Heller of Biophysics (P-21) and Los Alamos National Laboratory, is awarded for

the best article in theoretical physics, published or accepted for publication after Jan. 1, 2000.

Nine copies of the nomination letter and nine reprints of the article should be submitted to the coordinator of the prize, Mary Anne With, Science and Technology Base (STB) Programs-University of California, MS M701, by close of business, April 18.

For this award, “theoretical physics” is broadly interpreted to refer to any theoretical analysis of physical systems. The article should describe work performed primarily during the tenure of the postdoctoral appointment at the Lab. Former postdoctoral appointees also are eligible for the prize, regardless of their present positions.

There will be an award ceremony at which the winner will receive a certificate and \$500 and will be invited to present a colloquium about the work.

For more information regarding the competition, contact With at with@lanl.gov or 5-5306.

Horseback riding therapy

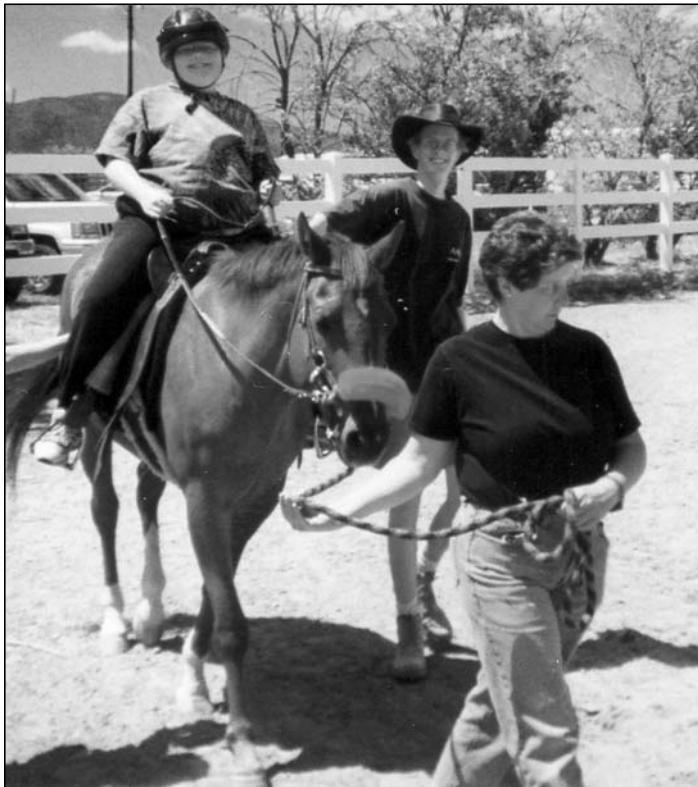
Contributing to the well-being of people

by Lecole Trujillo

Ever heard of horseback riding therapy? Well if you haven't, you aren't alone. In 1996, Susan Bargeloh of Training and Development (HR-6) moved to New Mexico from South Carolina and brought her passion to Los Alamos. She created Challenge New Mexico North Mesa Riders in March 1998.

Challenge New Mexico North Mesa Riders is a non-profit organization sponsored by Challenge New Mexico and funded by many organizations including the Lab. The group's mission is to provide equine-oriented activities, in conformance with guidelines established by the North American Riding for the Handicapped Association and to make a positive contribution to Los Alamos County community members who face physical, emotional and mental challenges. The program also strives to provide its students, volunteers and community with a better understanding and appreciation of how horses and all animals contribute to the well-being of people.

Therapeutic horseback riding is effective because the natural movement of the horse helps the rider achieve balance, better spinal position and it strengthens legs and



Members of the nonprofit organization Challenge New Mexico North provide therapeutic horseback riding to community members who face physical, emotional and mental challenges. There are 25 volunteers, four certified instructors and 18 clients involved with North Mesa Riders. Photo courtesy of Susan Bargeloh

other body muscles. Because the horse's movement is so natural, it is the closest thing to walking without actually walking, so riding exercises every muscle in the body. Riding also provides independence and self-esteem to aid in the progression or recovery of the student.

People who are five years old or older and who are unable to participate in regular riding programs because of disabilities are qualified to join. Participation is subject to physician's orders.

There are 25 volunteers, four certified instructors and 18 clients involved with North Mesa Riders. Parents and friends are invited to watch lessons and are always welcome and encouraged to volunteer. When asked if Bargeloh was interested in new members and volunteers she replied, "Absolutely, they are always welcome."

The county lets the group ride in the North Mesa "warm up arena" at the rodeo ground. People from the community also lend their horses for use in the program. The horses are carefully tested to ensure the riders' safety. Bargeloh said, "If it weren't for the stable arena and the people who lend us their horses, this service wouldn't be available to Los Alamos and Española, and I am very thankful for that."

Lessons usually entail brushing and preparing the horses for the lesson, a series of stretching and relaxation exercises and learning about the horse and the riding equipment. The last part of the lesson includes playing games; cooling-off exercises; and sometimes a trail ride, typically for relaxation for both the horse and the rider.

The program is in operation from April to the first week in September. Bargeloh said they would love to operate year round, but because there are not adequate facilities in the winter, they cannot.

Bargeloh is very pleased and honored to bring this service to the community. She heard someone say, "If a nonprofit organization survives five years, then it will continue for years to come." The riders just celebrated their third season. So Bargeloh says they have two more seasons to prove to the community they are here to stay.

Los Alamos News Letter

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