

delinquent,” said Schmidt. “We send out reminders to cardholders and offer to assist cardholders at 30 and 45 days past due. Supervisors are notified of cardholder delinquencies at 55 days past due.”

So far, the plan has worked. In October, DDC’s delinquent accounts were .6 percent, which is well within the two percent standard set by DLA. That means that of more than 1,600 cardholders at DDC, only ten of those accounts became delinquent.

Drill tests DDSP’s ability to react

By Sherre Mitten-Bell, DDSP Public Affairs

At 7:48 a.m., a Police dispatcher answered a call and heard this: “There is a male yelling and screaming in the Reserve Center ... and he possibly has a weapon.”

The caller was actually activating a Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE) - Mass Casualty Drill at the New Cumberland military installation.

The drill was conducted by the Defense Distribution Depot Susquehanna, Pa. (DDSP), Public Safety Office, which includes police and fire emergency services. The scenario, featuring role play and simulation, progressed from a hostage situation at the Reserve Center to a sarin gas release, and ultimately led to the evacuation of a portion of the installation.

The exercise terminated at 11:20 a.m.

DLA distribution centers are considered targets of opportunity for the potential use of Weapons of Mass Destruction (WMD). As a result, an exercise of this sort is held annually on the New Cumberland installation to assess current security practices and posture. The training tests and improves coordination efforts toward stopping a WMD attack or minimizing the destruction it may cause. Preparation for these drills has included National Incident Management Systems (NIMS) training of the DDSP Public Safety personnel, command group and managers, the

installation’s collocated Army Health Clinic and DLA Information Operations staff. The NIMS training, conducted by consultant Greg Noll of Hildebrand and Noll Associates, Inc., along with new equipment and technology, was funded by DLA.

The training scenario and participants differ each year. This year the participant list was expanded beyond Public Safety. Following the initial call to dispatch, key personnel were activated from other functions on the installation including the DDSP Commander and Deputy, Information Operations, Health Clinic and DDC Command Affairs Office. These additional players were deployed to be part of the IMT, or Incident Management Team, working within the Incident Command Center, a designated room recently created within the Public Safety facility.



Decontamination team prepares to enter the building.

Confined inside, the IMT decision-making was based on verbal communications received from a Tactical Command Center set up outside the scene of the incident. The IMT conducted analysis of the incoming situation reports and developed recommended courses of action for DDSP Commander CAPT Jim Naber, SC, USN, designated as the Incident Commander, to approve and direct.

A time log, description of actions planned and taken, as well as designated areas of responsibilities were kept on status boards as the situation matured. A strategic plan was developed focusing on the actions that would be required at six, 12 and 24 hours after the incident began.

The participants at the scene experienced a different environment than the IMT. They were reacting to both live and simulated actions, while

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communicating to each other and the IMT mostly by radio. The suspect, hostage, and victims were role-played. Police and investigative personnel responded to the scene by vehicle and took positions. The suspect was apprehended and interrogated, screaming victims ran out of the Reserve Center holding their eyes, and children were evacuated from the Child and Youth Services building. Fire Emergency personnel responded with their equipment and prepared decontamination and triage areas. The suspect, hostage, and victims were walked through the process of both these areas. However, the use of backup units such as SWAT and canine, along with the evacuation of employees from the distribution center, was simulated.

“I appreciate everyone who participated in the exercise, with a special thanks to the visiting fire chiefs from Defense Distribution Depot San Joaquin, Calif. (DDJC), Defense Supply Center Columbus (DSCC), Defense Supply Center Richmond (DSCR), and the DLA Enterprise Services Public Safety personnel who assisted as observers or controllers,” said CAPT Naber.

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