



*Neither Rain, Nor Sleet, Nor Snow—not even 23 inches of snow—shall keep the DDC Customer Contact Center from Supporting the Warfighter*

*The DDC Customer Contact Center is open 24 hours a day, 7 days a week, 365 days a year. The Customer Service agents are an integral part of DDC's support to the Warfighter and nothing can stop their important work. On Sunday, February 16, 2003, two agents worked as one of the biggest storms to ever hit central Pennsylvania started to gather steam. Tim Schaming and Fred Pitts knew what they could be up against, and planned ahead. Upon arrival for their shift that day they called their boss, Logistics Support Division Chief Pat Kuntz, and offered to work through the storm. They volunteered to stay as long as required due to large volume of customer calls and to process emergency requisitions. Faxes and emails were also answered pertaining to stock availability and status on deployment requisitions. To sustain themselves while they worked, they brought extra food. After alerting base police to the presence of her team members, Kuntz approved the request and Schaming and Pitts got busy – really busy. They rerouted MROs to DDC distribution centers outside of the storm area.*



*Presidents Day Snow—More than two feet of snow fell on the Defense Distribution Depot Susquehanna, Pennsylvania (DDSP) area. DDSP was closed all day on President's Day and for first shift on Tuesday because of snowfall. As a result of the record-breaking snow, the Fitness Center roof collapsed into the gymnasium floor causing the fitness center to close for repair.*



*Snow covers cars in the housing area, roads are cleared along Warehouse 1.*



*EDC outloading has snow up to the doorways, a 5-ton snowplow clears the way for smaller equipment.*



*Gymnasium roof collapses under the weight of snow.*

*Photos by Curt Maxwell, DDSP Fire Department.*