



✧ Next Generation ✧

Welcome to another edition of the Pipeline Newsletter. First, I'd like to thank you for all you do for the American Red Cross. Hurricane Season is right around the corner and we need to be as prepared as possible. To that end I'd like for all of you to go into the new Volunteer Connection and make sure your contact information and availability are up to date. This is very important in order for us to be able to deploy you when the next disaster strikes.

The Volunteer Connection has replaced the DSHR system and is accessible at <https://volunteerconnection.redcross.org/>. If you have trouble logging into your Volunteer Connection account, contact your Chapter or Regional Disaster Workforce Administrator.

Disaster Services is undergoing a reengineering process. This newsletter will continue but I will no longer serve as the Director of Disaster Field Logistics. This position is being eliminated at the end of the current fiscal year, June 30, 2013.

In addition, the positions of Senior Associate Transportation and Senior Associate Facilities/Procurement/LSAP have been eliminated. John Kappert, Keith Harris and Tejas Patel will remain as the LOG Activity Leads at National Headquarters. Further details will be forthcoming.

The organization is moving toward a policy of allowing more decisions to be made in the field, thus there's less need for personnel at NHQ. There's a section in Crossnet dedicated to Reengineering. If you read through this, some of your questions may be answered. This is a very fluid situation and more changes are coming.

As always, if you have any questions please contact us at NHQ at 202-303-4099 or DLC@redcross.org.

Chris Jordan



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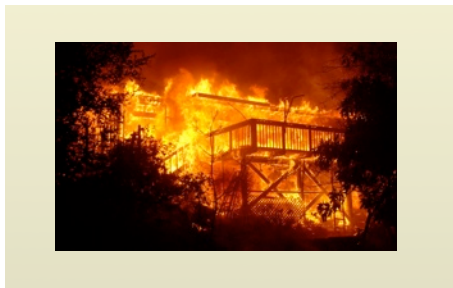
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Meet Trevor Rikken



Mr. Trevor Rikken is the Vice President, Disaster Operations of the American Red Cross. In this role, Trevor is responsible for planning, implementing and managing scalable relief operations to meet the direct needs of disaster clients for all domestic events, including those in the U.S. Territories of Guam, the United States Virgin Islands and American Samoa as well as the Commonwealths of Puerto Rico and the Northern Marianna Islands.

Trevor oversees the Disaster Operations Center and the principal functions of emergency sheltering and feeding, the distribution of critical supplies, welfare information, client casework, disaster health and mental health services.

Prior to his position in Disaster Services, Trevor served as the national coordinator for congressional involvement for Habitat for Humanity International. He has also served in leadership positions with community based organizations in both Illinois and the Washington, DC metro area focused on literacy, crime prevention, poverty reduction, education and emergency planning for public school districts.

Trevor earned his B.S. in Political Science from the University of Illinois and a Masters in Public Policy and Nonprofit Management from Georgetown University.

Online Resources - Neighborhoods

IKD

<https://crossnet.redcross.org/chapters/fundraise/other/inkind.asp>

Mass care

<https://neighborhoods.redcross.org/response/mascar/default.aspx>

Logistics

<https://neighborhoods.redcross.org/sites/logistics/default.aspx>

Disaster Services Technology

<https://neighborhoods.redcross.org/sites/rtt/default.aspx>

Supply/warehousing

<https://neighborhoods.redcross.org/sites/logistics/sw/default.aspx>

NFO/Transportation

<https://neighborhoods.redcross.org/sites/logistics/trans/default.aspx>



New ARC Division Alignment



WEEKLY GOVERNMENT OPS WEBINAR

What: Weekly webinar hosted by the Government Operations Team.

How: Log in to <https://connect.hsin.gov/arcgovops> and call in to 800-320-4330 (code 746583).

Who: Anyone wanting to learn more about the broader scope of the American Red Cross

~ More information available at https://crossnet.redcross.org/chapters/services/disasters/gov_ops/index.asp ~



Be Ready In A Flash

If there were a fire, flood, or other disaster that destroyed your home, where would your important documents be? Protect yourself by scanning all your important documents and storing them on a Survival Flash Drive.

1. Purchase a USB Flash Drive (also called a memory stick or thumb drive)
2. Use a permanent marker, sticker or label to put the word "**ICE**" (In Case of Emergency) on it
3. Scan your important documents and store the files on the Survival Flash Drive

What To Put On Your Flash Drive

All Government Issued IDs, Licenses, Permits and Certifications for Each Family Member

- Driver's License/ID
- Birth Certificate
- Social Security Card
- Passport
- Marriage Certificate
- Gun Permit
- Veteran/Discharge Papers
- Work Permits/Licenses
- Immigration Papers



Keep It Up To Date

Remember to keep the information on your Survival Flash Drive current by updating it regularly.

Password Protect/Encrypt the Information

For an added level of security, you can password protect the files or encrypt the drive using software. Keep in mind that emergency workers would have a hard time opening protected files.

Store It In A Safe Location

Store your Survival Flash Drive in a small sealed plastic bag to prevent damage from the elements. Attach it to your key chain, put it in your purse, put it in a fireproof + waterproof safe, put it in a drawer at work, or put it in the glove box of your vehicle. Keep a copy wherever you think it will be safe and available in an emergency away from your house (in case of fire or flood).

Special Medical Conditions

Create a document on your computer that includes all the details medical personnel may need to know in an emergency. Name the document "**ICE**" (which stands for **In Case of Emergency**). Save a copy of the ICE document on your Survival Flash Drive.

Meet One Of Our Partners

DISASTER OPERATIONS VOLUNTEER ESCAPEE (DOVE)



DOVES are members of a service group that is sponsored by the Escapees, an organization that supports the RV lifestyle, and partners with the American Red Cross to provide disaster services.

DOVES can move on a moment's notice to a disaster and may be available for extended assignments. Many have mobile communications available and some are ham radio operators.

DOVES have a strong desire to promote the mission of the Red Cross, driven by a deep passion for helping others in times of need. Because of this commitment, they willingly sacrifice time, money, and energy wherever needed.

~ Because DOVES love, DOVES serve ~

Hurricane Sandy Response

- Number of DOVES that volunteered - 37
- Average number of days deployed per DOVE - 24
- Average number of volunteer hours per DOVE - 291
- Total number of days deployed - 896
- Total deployment hours - 10,752



DOVE Larry Paton presents DOVE Karen Jacobs with the award for winning 2nd prize in individual driving during ERV competition in March 2013.



DOVE Don Klein demonstrates ERV at Lake Havasu Hot Air Balloon Festival, March 2013



DOVES John and Anita Laffey with their RV and "toad," Jeep. This is typical of how DOVES live and travel to disasters.

Who Are the DOVES?

What are DOVES? They are RV'ers who belong to the ESCAPEES RV club, join a local American Red Cross Chapter, and are available for disaster relief when they are near a disaster. They are in all aspects of the Red Cross, working side by side with other volunteers and workers. They are educated and well trained in their areas of expertise. JC Cobb and his wife, Vicki, are one such couple that volunteer when a disaster arises.



JC Cobb serving in Joplin, MO

This story is from JC: "The most memorable experience working as a Red Cross Volunteer for me was working in Joplin, Missouri after the tornadoes. I'm a retired Coast Guard search and rescue pilot and have been to floods, fires, tanker explosions, airliner crashes and earthquakes, everything but a train wreck, so I thought I would be unfazed by Joplin. I was wrong. The magnitude and intensity of the destruction is difficult for me to wrap my mind around and the memory of the smell of the debris haunts me."

Vicki's most memorable experience was being thrown into being an ERV coordinator at the startup of a kitchen in New Jersey for hurricane Sandy. She had cooks preparing 3000 meals. Twelve ERVs showed up without information about areas, routes or crews and they had to make up the operation on the fly from the back of an eighteen wheeler trailer with no supplies or equipment. She continued in the job for three weeks. Support improved but everything revolved around her and the kitchen manager kept her at that job because she was so good at it.



DOVES Anita Laffey and Steve Masterson prepare to distribute clean-up supplies following the Waldo Canyon fire in Colorado Springs, Colorado, 2012.

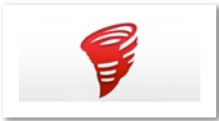
Vicki says, "I became a Red Cross Volunteer because I've been on the other side of an ERV window. I was in Bay St Louis, Mississippi after Katrina doing repair work on a friend's flooded house and every day this red and white truck would drive down the street blowing a horn. I would walk out to the window and a nice lady would say "How many?" I would say 4 and she would hand me meals, snacks and a drink. Free. I really appreciated that."

"Vicki and I love travel. We lived on a sailboat for two years and then started land cruising in our RV. It's a natural thing to combine RVing and Red Cross response. We bring everything we need to the disaster and impose minimal demands on the operation or the community. It also provides us flexibility to relocate if needed and saves Red Cross money."

by Janet Newman

For more information visit <http://www.dovebof.org/>

Red Cross Mobile Apps



[Tornado App](#)

Get your family and home ready for a tornado with the official Tornado App from the American Red Cross. The Tornado app puts everything you need to know prepare for a tornado – and all that comes with it – in the palm of your hand.



[Hurricane App](#)

Monitor conditions in your area or throughout the storm track, prepare your family and home, find help and let others know you are safe even if the power is out – a must have for anyone who lives in an area where a hurricane may strike or has loved ones who do.



[Shelter Finder App](#)

The Red Cross Shelter Finder is available in the [iTunes store](#) and works on iOS devices. The Shelter Finder displays open Red Cross shelters and their current population on an easy to use map interface.



[First Aid App](#)

The official American Red Cross First Aid app puts expert advice for everyday emergencies in your hand. Available for [iPhone](#) and [Android](#) devices, the official American Red Cross First Aid app offers videos, interactive quizzes and simple step-by-step advice it's never been easier to know first aid.



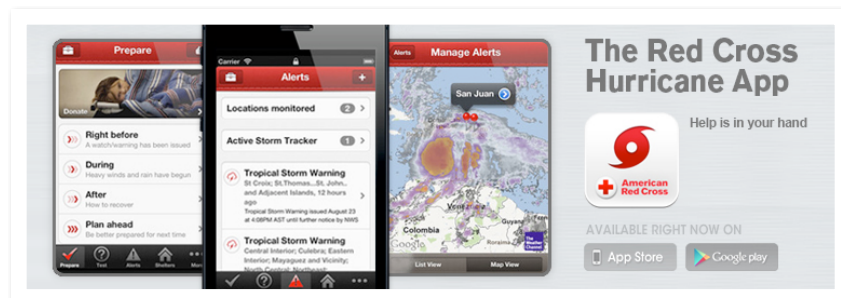
[Earthquake App](#)

Be ready for an earthquake with Earthquake by American Red Cross. Get notified when an earthquake occurs, prepare your family and home, find help and let others know you are safe even if the power is out – a must have for anyone who lives in an earthquake-prone area or has loved ones who do.



[Wildfire App](#)

Be ready for wildfires with the official Red Cross wildfire app. "Blaze Warnings" lets you see where NOAA has issued wildfire warnings, "Blaze Alerts" notify you when a new wildfire occurs and the "Blaze Path Tracker" gives you a current view of the wildfire's track and perimeter. You can also let loved ones know that you are safe even if the power is out



Coaching Teams



We have a variety of Logistics people with an assortment of expertise that have been authorized by National Headquarters to offer procedural advice and support to those needing help. Feel free to call these people if you have questions, being courteous of their time zones. The DLC remains available for assistance 24/7.

ACTIVITY	NAME	PHONE (TIME ZONE)
CHIEF	ALICE WILKERSON	256-476-1841 (CST)
CHIEF	DONNA ZEILMANN	573-690-0745 (CST)
GENERALIST	ED O'SHAUGHNESSY	937-657-2372 (EST)
GENERALIST	EDDIE GILBERT	858-357-6220 (PST)
FACILITIES	GREG RIPPENGALE	520-444-3489 (MST)
FACILITIES	JOHN FOUTS	517-420-4326 (EST)
LSAP	MARTY MORAN (HAWAII TIME)	925-550-3659 (HST)
LSAP	TERRY BROOKS	812-401-9632 (MST)
NFO	DAVID & LINDA AUCK	202-680-0194 (CST)
NFO	FRANK & AVON MONKS	202-603-9923 (CST)
PROCUREMENT	SKIP MATSON	404-406-4524 (EST)
PROCUREMENT	KRISTY BISHOP	503-288-2927 (PST)
SUPPLY	BETTY MATSON	404-213-4844 (EST)
SUPPLY	SHAWN SCOTT-FITZGERALD	563-663-2672 (EST)
TRANSPORTATION	MATT STEINKERCHNER	908-208-8830 (EST)
TRANSPORTATION	JANET BUCKWALTER	202-578-2456 (PST)
WAREHOUSE	LEON SHAW	620-717-2053 (CST)
WAREHOUSE	WOODY MORGAN	850-570-0022 (EST)

HAWAII - HST

PACIFIC - PST

MOUNTAIN - MST

CENTRAL - CST

EASTERN - EST



P-Card Reconciliation



In the coming weeks all Red Cross Purchase Card holders will become responsible to reconcile their own card. This will no longer be done by NHQ staff.

This switch will be processed in batches of 10 cardholders at a time. The DLC will contact you with password information and all the tools needed to perform this routine reconciliation. The bank and DLC will be available to answer any questions you might have.

How to Reconcile a Purchase Card

1. Log into website www.globalmanagement.citidirect.com
 2. Select "Account Activity" tab
 - a. Choose drop down option "Transaction Summary"
 3. Select Reporting Cycle and click on "search"
 4. Midway down the page on left side, choose "expand all"
 5. Review/reconcile each individual charge record
 - a. Click on "edit accounting codes"
 - b. Reconcile all "accounting code information" dropdowns
 - i. Expense Description – Provide brief description of purchase
 - ii. Company/Fund – On DRO this is always 052 (disaster relief fund)
 - iii. FCC – On DRO this is always 37000 (Nationally accounted DR's)
 - iv. PSC – choose appropriate option
 - v. APC – choose appropriate relief operation (this will always be 4 + DRO number)
 - vi. Natural account – choose appropriate category
 - vii. Location code – choose appropriate location
 - viii. Invoice number – if you have
 6. Click "Save"
 7. If icon on right of record requests a receipt, attach an electronic copy of receipt.
- Once the review is complete and saved, it cannot be edited by you again. It will next be reviewed by NHQ staff. If changes must be made, notify NHQ.
 - All P-cards are to be reviewed no later than the 8th of each month.
 - The reporting period ends on the 26th of each month.

Behind the Scenes

The volume of “behind the scene” work is huge at National Headquarters. These are four of the people that help tame the chaos.



Keith Young

Keith has been an integral part of the invoice tracking team for the past year but has volunteered at National Headquarters for over 3 years. He works closely with various vendors, reviews all invoices and interfaces with Shared Services to ensure all bills are paid.

Evelyn Simmons

Also joining us last fall, Evelyn created a database to monitor the status of invoices. She reconciles unpaid bills and 102s. She is currently developing a database to monitor fuel cards. Her organizational skills help keep us running smoothly.



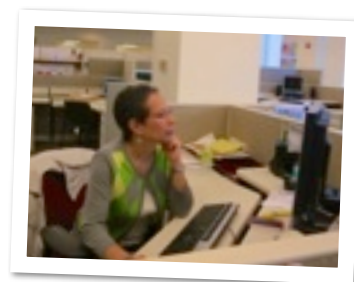
Jeanette Brandon

Last fall Jeanette joined us to help with the massive task of tracking invoices. She maintains a database that shows at a glance which bills have been processed and/or paid. Jeanette works closely with vendors and Shared Services to ensure bills are processed and paid. She assists with John Kapperts P-card receipts. Jeanette adds a touch of class with her 5 inch heels.



Joy Young

Joy came to us fresh from the fields of West Africa last September after serving a two year assignment with the Peace Corps. Her efforts have focused on the Next Generation ERV project. She works closely with the testing chapters to gather input on how to improve the ERV.



LOGISTICS: OVERVIEW REVISED

February 20, 2013

Logistics: An Overview (DIS000052) has been revised to reflect the most current information about the Logistics group and its activities. The updated version retains the same purpose, learning objectives, and course number as the original course. A new case study has been added to enhance participant engagement and make this version a stand-alone course.

This version of *Logistics: An Overview* is no longer tied to the *Logistics Simulation* course. *Logistics Simulation* (DIS000051) is being retired. The video, *Logistics: An Overview*, produced in 1997 is also being retired. *Logistics Simulation* will not be updated. New courses for the individual Logistics activities are under development and will be released later this year.

https://crossnet.redcross.org/news/chapters/services/disaster/130220_LogisticsAnOverviewRevised.asp

ARC DISCOUNTS

Flowers

Fromyouflowers.com is offering Red Cross employees, friends and family [up to 50 percent off spring roses and tulips](#), as well as 25 percent off all other flowers and gifts.

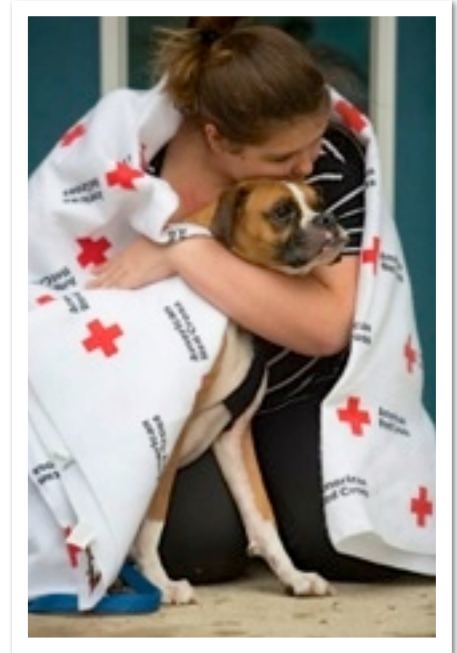
Please visit www.fromyouflowers.com/redcross to take advantage of the offer, or call 1-800-838-8853 and reference code 71G.

Complimentary One-Year AARP Membership for Employees and Volunteers

The American Red Cross is once again offering a special AARP membership opportunity as part of its effort to offer you benefits that promote health, wellness and financial security. This special opportunity includes:

- A complimentary one-year AARP membership. This offer is available to employees, volunteers and retirees fifty years of age and over. If you are not yet 50 years old, you can gift it to anyone who is eligible.
- The chance to renew your AARP membership at a special discounted rate – lower than AARP's standard renewal rate.

https://crossnet.redcross.org/news/chapters/130307_AAARMemberEmployeesVols.asp



COT INFORMATION SHEET

Standard Cot – D67 or D67-2

Specification

D67 (comes in package of 4) & D67-2 (comes in package of 2)

- 350 lbs weight capacity; D67 (27"W x 17"H), D67-2 (33.5"W x 18"H)

Ordering

- Ordering number is D67 or D67-2, Cot, Military Style



Universal Cot – D328A

Specifications

- 350+ lbs weight capacity; D328A (37.625" W x 19.5"H)

Ordering

- Ordering number is D328A



Functional Needs / Medical / Bariatric Cot

Specifications

- 450+ lbs working capacity

Ordering

- Identify if the required cot is available through the local and/or state EOC/EMA
- If not available, use either Precise Kits or Integrity Medical Solutions (Westcot) to procure the cots (contacts below)



Precise Kits

Evan Gould
Precise Kit Promotions Inc.
800-838-0480
800-454-8744-fax
egould@precisekit.com

Integrity Medical Solutions

Bob Wright
Port Charlotte, FL
866.650.1728
270-714-0127 (fax)
www.westcot.us

Bariatric Bed Rentals

- In the event that none of the above meets the needs of the client, consider procuring a Functional Needs, Medical or Bariatric Bed through a rental program.

Functional Needs Equipment, Purchased Program - MEDLINE

Order Information

- Use ReQuest for all orders. This service needs to be entered into ReQuest as a non catalog item. ReQuest Site: <http://RedCross.procurement.ariba.com>
- Medline Industries Contact: Bridget Hayes, Cell: 561-644-2654/Fax: 866-779-9885, Email: bhayes@medline.com

Functional Needs Equipment, Rental Program – HOMELINK

Order Information

- Contact Supplier Directly: Homelink via Dedicated Phone number, 877-327-8950. *All Invoices will be paid via Pcard.
- Homelink's Contact: Brent Hanson, Senior Vice President, brent.hanson@vgm.com, Cell:888-379-9668
- SCM Contact: Christina LaRubbio, Sourcing Manager, Christina.LaRubbio@redcross.org Phone: 980-328-8193



Logistics Guidance & Training Update

Guidance Update - In February we had a Kick-Off meeting for the New Logistics Handbook. The new handbook will consist of the updated guidance for the seven (7) logistics activities (Facilities, Warehousing, Transportation, Supply, Procurement, In-Kind Donations and Life Safety & Asset Protection), plus a section on chapter guidance and Logistics leadership on a Disaster Relief Operation.

This meeting was between the Logistics Activity Leads, selected Subject Matter Expert (SMEs) and the Field Guidance & Communications unit of Disaster Services to establish the timeline for this project. The projected completion date is August 2013. To date we have completed all topical outlines for the seven activities and are beginning to drop content for the first review of the individual activity sections. The leadership section will follow after the activities are completed so that it can reflect only what DRO LOG leadership should be focusing on. The chapter piece is on hold until the Disaster Re-engineering has been implemented.

Disaster Field Logistics (DFLU) and Mass Care are finalizing the Food Procurement procedures for a DRO. This will be completed soon.

Training Update - In November 2012 DFLU met with the Performance Improvement (Training) unit to set the time lines for the Updated Logistics Training. The training will consist of “Logistics an Overview” and the seven (7) logistics activities (Facilities, Warehousing, Transportation, Supply, Procurement, In-Kind Donations and Life Safety & Asset Protection).

The projected delivery date for this project is January –December 2013. As of April 11, 2013 this is the current status:

- “Logistics an Overview” released February 2013.
- “Logistics Simulation” retired February 2013.
- Supply course is in the review process and should be released May 2013.
- Procurement and Facilities courses are next in the queue and we are looking at summer 2013 releases.
- Warehouse and Transportation courses for a fall 2013 releases.
- In-Kind Donations and LSAP courses for winter 2013 releases.

Keith R. Harris

Sr. Associate, Resource Planning

Keith.Harris@redcross.org

KITCHEN SUPPORT TRAILER CONTENTS



Disaster Requisition (F 6409)

I) Basic Information						
DR #:	–	DR Name:		Today's Date:		
Requisition #:		SCREM Trip #:				
Requisition Type (This requisition is for): <input type="checkbox"/> Shipment <input type="checkbox"/> Return <input type="checkbox"/> Transfer						
II) Ship to Information (To be filled by the Requester)						
Name:				Phone #:		
Address:						
City:		State:		Zip:		
Special Instructions: Kitchen Support Trailer						
Drop Trailer: <input checked="" type="checkbox"/>						
IKD: <input type="checkbox"/> (Check the box if items are needed only if sourced as an in-kind donation)						
III) Requester's Information (To be filled by the Requester)						
Prepared by (Print name):						
Prepared by (Signature):						
Group:				Activity:		
IV) Description of Item(s)						
Stock No.	Quantity (Q)	Unit (U) of Measure (EA/PK/CS/BK)	Total Qty Each (Q x U = E)	Item Description	Need by (Date)	Status
D68	120	CS/250	8400	Banquet Packs		
D41	50	1/EA	50	GAL BEVERAGE CONTAINER		
D43	150	1/EA	150	24 QUART FOOD CARRIER		
D43L	40	1000/PKG	4000	24 QT FOOD CARRIER LINE		
D308	100	1/EA	100	ICE CHEST; PLASTIC HEAVY		
D45	10	1000/PKG	10000	HOT CUPS; 6 OZ		
D196	120	CS/200	24,000	Clam Shells		
D112	2	1/EA	2	STEPS		
V) The following information must be filled in by the APPROVER ONLY						
<input checked="" type="checkbox"/> I hereby verify that the items requested above are in concurrence with the Service Delivery Plan.						
Approved by (Print name & title):						
Approved by (Signature):						

SHELTER SUPPORT TRAILER CONTENTS - PAGE 1



Disaster Requisition (F 6409)

I) Basic Information						
DR #:	-	DR Name:		Today's Date:		
Requisition #:		SCREM Trip #:				
Requisition Type (This requisition is for): <input checked="" type="checkbox"/> Shipment <input type="checkbox"/> Return <input type="checkbox"/> Transfer						
II) Ship to Information (To be filled by the Requester)						
Name:				Phone #:		
Address:						
City:		State:		Zip:		
Special Instructions: **** SHELTER SUPPORT TRAILER*****						
Drop Trailer: <input type="checkbox"/> Order 1 of 2 for same drop trailer.						
IKD: <input type="checkbox"/> (Check the box if items are needed only if sourced as an in-kind donation)						
III) Requester's Information (To be filled by the Requester)						
Prepared by (Print name):						
Prepared by (Signature):						
Group:				Activity:		
IV) Description of Item(s)						
Stock No.	Quantity (Q)	Unit (U) of Measure (EA/PK/CS/BK)	Total Qty Each (Q x U = E)	Item Description	Need by (Date)	Status
D21U	50	16/CS	800	COMFORT KIT, UNISEX CS/16		
D37	64	25/Box	1600	BLANKET, WOOL BLEND		
D45	4	1000/CS	4000	CUPS, HOT 6 OZ CS/1000		
D46	4	1000/PKG	4000	BAG, SANDWICH PKG/1000		
D67-2	400	2/PKG	800	COT, MILITARY STYLE PKG/2		
D68	8	250/CS	2000	BANQUET PACK CS/250		
D196	4	200/CS	800	CLAMSHELL, SYSCO CS/200		
D278	2	5/PKG	10	HARD SIGN, SHELTER PKG/10		
D276	1	5/PKG	5	ANNER, SHELTER, 5X3 PKG/		
D308	20	1/EA	20	HEST, PLASTIC, HEAVY DUT		
V) The following information must be filled in by the APPROVER ONLY						
<input checked="" type="checkbox"/> I hereby verify that the items requested above are in concurrence with the Service Delivery Plan.						
Approved by (Print name & title):						
Approved by (Signature):						

SHELTER SUPPORT TRAILER CONTENTS - PAGE 2



Disaster Requisition (F 6409)

I) Basic Information

DR #: -	DR Name:	Today's Date:
Requisition #:		SCREM Trip #:
Requisition Type (<i>This requisition is for</i>): <input checked="" type="checkbox"/> Shipment <input type="checkbox"/> Return <input type="checkbox"/> Transfer		

II) Ship to Information (*To be filled by the Requester*)

Name:	Phone #:	
Address:		
City:	State:	Zip:
Special Instructions: **** SHELTER SUPPORT TRAILER*****		

Drop Trailer: Order 2 of 2 for same drop trailer.

IKD: (*Check the box if items are needed only if sourced as an in-kind donation*)

III) Requester's Information (*To be filled by the Requester*)

Prepared by (<i>Print name</i>):	
Prepared by (<i>Signature</i>):	
Group:	Activity:

IV) Description of Item(s)

Stock No.	Quantity (Q)	Unit (U) of Measure (EA/PK/CS/BK)	Total Qty Each (Q x U = E)	Item Description	Need by (Date)	Status
D326	4	1/EA	4	CHAIR, SHOWER 06/07 EA		
D327	4	1/EA	4	COMMODE, 3 IN 1 EA		
D328A	20	2/CS	40	COT, MEDICAL CS/2		
D124	10	EA	10	Small Food Cambro		
D124L	2	CS/100	200	Small Cambro Liner		
D274	1	EA	1	Large Shelter Banner		

V) The following information must be filled in by the APPROVER ONLY

I hereby verify that the items requested above are in concurrence with the Service Delivery Plan.

Approved by (*Print name & title*):

Approved by (*Signature*):

Please send original completed form to LOG Supply on the disaster relief operation. LOG Supply should fax the form to DLC at 202-303-0225 or email at DLC@usa.redcross.org.



Supply / Procurement / Warehouse / LSAP

**TEJAS IS CURRENTLY DEPLOYED. EXPECT INFORMATION FROM HIM IN THE NEXT ISSUE.*

Look for the Procurement Activity, as well as Food Procurement, to become more active as we move forward. It's imperative that we re-establish firm lanes for each activity to work within, i.e. Supply should not tell Procurement where to acquire product, nor should the Warehouse. We need to respect our peers and work as one unified force.

SAM'S CLUB

We are able to use our account with Sam's Club again. Please be frugal in requesting cards and follow these guidelines:

- Choose 1 person to have a Sams Club card if needed. ARC pays for each one and we only have a limited amount of slots.
- When the card is no longer needed, return it to Procurement, and then on to the DLC.
- Send all Sams receipts to the DLC once a week
- Think logically; i.e. if we are routinely buying snacks at Sams, consider ordering from US Foods



LIFE SAFETY & ASSET PROTECTION (LSAP) NEIGHBORHOOD

The LSAP Neighborhood is now up and running. All current forms and guidance are on this website, located at <https://neighborhoods.redcross.org/sites/logistics/lsap/default.aspx>

The Neighborhood has two discussion boards: Questions about LSAP and LSAP Best Chapter Practices. This site will be used as the primary communication tool for LSAP.

Anyone needing LSAP guidance can contact Marty Moran at Martin.Moran@redcross.org.



Transportation

- US Food owned trailers may only be transported by US Food tractors. ARC may not pull them.
- Budget & Ryder are the preferred vendors for box truck rentals, since we have national contracts with them.
- When renting a boxtruck, do not accept a handtruck or any other optional equipment. These items are frequently lost and add to our cost.
- Do NOT remove bench seats from vans. Again, these are too easily lost and add to our cost.

TRANSPORTATION COACHING TEAM

JIM ATWELL
202-303-8618

MATT
STEINKERCHNER
908-208-8830

JANET
BUCKWALTER
202-578-2456

DLC
202-303-4099

ACCIDENT REPORTING



One of the most time consuming and costly aspects of the Transportation activity is vehicle accidents. Due to the reduction in activity staff at National Headquarters it's critical that all accident information be captured and reported from the DRO.

The rule of thumb is that no incident is too small to report. Our insurance provider has advised us to submit an accident claim for chipped windshields, door dings and scratches.

Please look for opportunities to educate DRO drivers that part of their responsibility when driving a Red Cross owned or rented vehicle is to report any damage that occurs.

Assure drivers that their private insurance will not be contacted, nor will a negative report be sent to their chapter. We understand that accidents happen and the Red Cross has made provisions to cover these situations.

We can't report damage we don't know about. Information is much easier to gather at the jobsite than months later from Washington, DC.





“ERV STATUS” GUIDANCE

OnSheet is a web-based database that is designed to easily track and manage our ARC National Fleet Operation assets. Effective immediately we will no longer use Edit Grid.

3 levels of user permission

1. **Level one** – For NHQ and NFO use (Full read/write permission)
 - a. Request OnSheet address and password from NHQ Transportation Lead
2. **Level two** – For Regions and Custodial Chapters (Restricted read/write)
 - a. Request OnSheet address and password from NHQ Transportation Lead
3. **Level three** – Available to anyone needing ERV information (Read only)
 - a. Request OnSheet address and password from NHQ Transportation Lead, NFO Manager or DRO Transportation Manager.

It’s extremely important that you **NOT** share your user information with anyone. All database entries are permanent and must be input by authorized personnel. Critical data can be lost if this database is mishandled.

Miscellaneous

- The Custodial Chapter POC will ensure that their ERV Status information is entered accurately and timely.
- Driver information must be completely filled out, to include contact information.
- Once the ERV is enroute to a DRO, the DRO staff will maintain status entries for that ERV.
- When entering data make sure to use the correct DRO tab, since there may be several active DROs at the same time.

This database is only useful if it’s accurate and current.

NEXT GENERATION ERV UPDATE

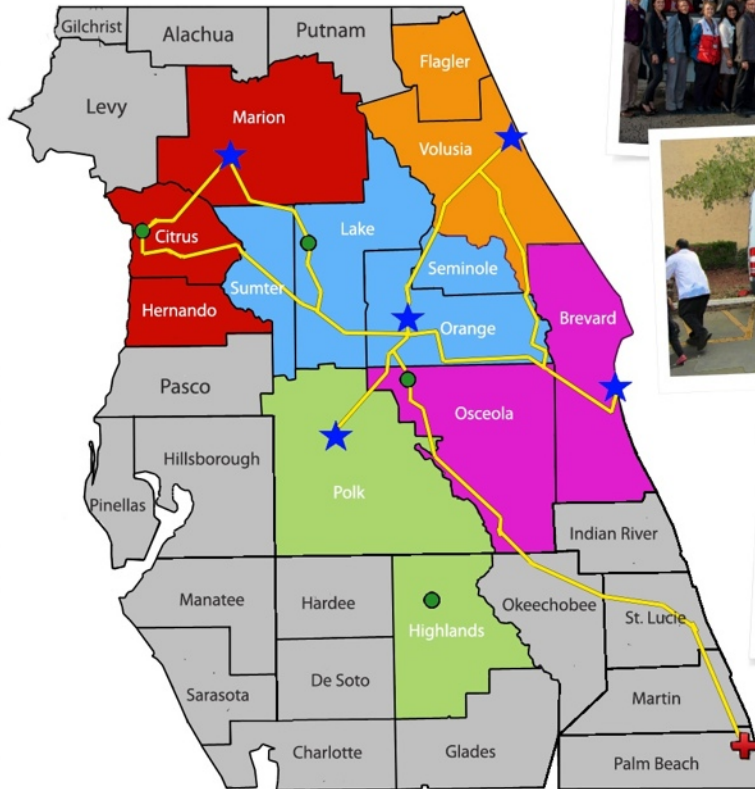
American Red Cross Mid-Florida Region Hosts "Linda"



NexGen ERV Itinerary

- February 23rd - Orlando
- February 25th - Responded to 16 unit apartment fire
- February 26th - AM - Visited Rockledge volunteers; PM - Traveled to Daytona Beach for the Volusia/Flagler volunteer meeting
- February 27th - AM - Visited Lecanto in the morning for the Citrus/Hernando volunteer and meetings; PM - Traveled to Ocala for the Marion volunteer meeting
- February 28th - AM - Stopped by the Villages, for the ARC Villages Club meeting; PM - visited with the volunteers at the Lake/Orange counties meeting
- March 1st - Attended the March is Red Cross Month kickoff event with local media, officials and emergency management
- March 2nd - Participated in the Community Shelter Exercise in West Palm Beach with the Treasure Coast Region and over 200 volunteers
- March 4th - Visited volunteers in Winter Haven for the kickoff event for Red Cross Month
- March 5th - Departed for Mobile, Alabama

The Next Generation Emergency Response Vehicle



NEXT GENERATION ERV NOTES

BY LAUREN TWOHIG

Update:

- Excellent job by pilot chapters to maximize volunteer exposure to vehicles by including local chapters outside of their regions
- Over 277 survey responses providing valuable input on Next Generation ERV Prototype
- Prototypes tested by over 520 ARC volunteers & staff
- Prototype Testing Chapters & Volunteers “Thank you again for your role in helping to make the testing of the NextGen ERV such an amazing success, we couldn’t have done it without you”.
- Watch <http://www.youtube.com/watch?v=vFROd7HPREw&feature=youtu.be>

Next Steps:

- The Next Generation ERV design team has finished reviewing the field feedback and made final recommendations on the production units
- Engaging our contracting department to contract the build of the first 25 Next Generation ERVs.



WHERE THE PROTOTYPES WENT

- Texas Emergency Management Conference
- DR 877-13 Arkansas Tornadoes
- Seattle’s Hero’s Breakfast
- Starring role in weather channel broadcast
- Art Center College of Design ERV Recognition Day



In Kind Donations

Definintion of an In Kind Donation

An in-kind donation is a product, good or service that the Red Cross takes possession of or is directly involved in using/distributing. This definition is per the American Red Cross finance department and IRS guidance.

What does **NOT** meet the criteria of an In Kind Donation? If Bubba's Pizza sends a mobile feeding unit to a tornado site and they serve food to the clients in coordination with Red Cross, this is not an in kind donation to the American Red Cross. If Red Cross personnel do not take possession of the food product to distribute/use, it's not considered to be a donation to the Red Cross. It is service that the company is providing to an affected population/community. In this situation, the IKD unit should be informed of the generosity and Bubba's Pizza will receive acknowledgement, but not the typical letter IKD sends to those who donate to the Red Cross. Once IKD at NHQ is informed of the generosity, IKD will send the company a letter thanking them for their service. Products, goods and services not received by the Red Cross are not Red Cross donations and may not be recorded as such.



What **DOES** qualify as an IKD donation? Bubba's Pizza brings a mobile feeding unit to a tornado site. Bubba's Pizza gives the food to Red Cross staff, who then gives the food to clients, staff and volunteers. This is considered a donation to the Red Cross and should be recorded, acknowledged and processed as such.

Using the New IKD Database

The new web-based IKD database has tremendous capabilities. No longer do you have to manually create a resource record or "thank you" letter. Now these forms can be automatically generated from the data that is placed into the IKD database.

Now you can enter donor information into a live 6455 form in the database and the offer will be placed into the system. The system allows you to update and change the information as needed to ensure accuracy of donation records.



The goal that IKD is working toward is for all IKD volunteers to be proficient in using the database, utilizing all of its capabilities. Like all changes, it will take time and effort to learn all you can do with the new IKD database.

Moving forward, IKD asks that you challenge yourself not to place 6455s in the job books that you've written on, but that you update the IKD database with all the donor information and print out the corresponding 6455 for placement in the job book.

ERV BY RAIL - HURRICANE SANDY PROJECT

As part of the Red Cross response to Hurricane Sandy, nearly our entire fleet of 300+ ERVs were deployed to the New York/New Jersey. These vehicles were essential in serving more than 17 million meals and snacks and distributing more than 7 million bulk distribution items.

Since the relief operation continued for several months, the original ERV crews who arrived with the vehicles returned home by plane after their deployment. New ERV crews from other parts of the country drove those vehicles throughout impacted areas, continuing to serve meals and deliver supplies.

Weeks later, to help get the ERVs back to their respective chapters nationwide, the In-Kind Donations team at NHQ worked with four railroad companies and several railroad service companies to transport a large number of the ERVs home, free of charge.



The ERVs were loaded onto enclosed rail cars at a site strategically located between the New York and New Jersey DRO sites and were delivered to 32 unload sites nationwide. We estimate that the transport by rail reduced the mileage put on the returning vehicles by 91%, saving more than 300,000 driving miles for the 215 ERVs that travelled by train.

Just as the hurricane response required a tremendous commitment on the part of dedicated Red Cross volunteers, a number of donors stepped up to assist the Red Cross in new and innovative ways like this one. We're thankful to both the donors and the LOG teams in New York and New Jersey for making this possible.

STAFF CHANGE ON THE IKD TEAM

Michael Windle is staying with the Red Cross Development Department but will be transitioning to the Corporate Strategy Team, where he'll help develop strategies for engaging corporate donors across all parts of the Red Cross mission.

Michael's been with the IKD team since February 2011. In talking about his time with the IKD team, Michael said, "I'm so sad to leave the IKD team. The Red Cross has such a great group of dedicated IKD volunteers and it's been a pleasure to support each of them in the field. There's so much more I wish I could have done while working on the IKD team, to leave the volunteers in the best possible place for the inevitable future disasters to come. Special thanks to the volunteers that taught me so much and that work so hard after each disaster!"

IKD members everywhere will miss you, Michael. We offer our heartfelt congratulations and wish you the best in your next phase of professional growth!

Disaster Relief Emergency Communications

DST HANDS ON TRAINING

We've just completed a rigorous series of 3-day training in 9 different locations. These classes covered most facets of actually setting up a facility for emergency communication. They inventoried incoming equipment, established computer users, completed site surveys and set up the new ViaSat on day one, after which they run cable to each table to network the computers that will be setup on day two. They establish VOIP phone connectivity through the use of a PIX (Private Internet Exchange) and a 24 port Cisco switch.

The next day they learn the concepts of multiple computer environments starting with a single laptop and progressing to a laptop server and then on to the DRO Server for document and resource sharing with 4 computers. They learned to create the DOIS and Sit Rep (vital tools on every DRO). They established a system to manage all equipment through TIMS.

On the last day the class worked with Satellite phones and radios. They learned to inspect and repair the communication system on the ERVs. They packed up all equipment and shipped it back to the DSMC. If you'd like to share in this training contact DST@RedCross.org.

WHERE HAVE THE ECRVs GONE?

Disaster Services is using a new satellite provider, ViaSat. Superstorm Sandy provided numerous opportunities to field test this new equipment. Based on our experiences there, we're working closing with ViaSat to improve the system.

If you haven't heard yet, ViaSat's satellite terminals are much smaller, more portable and faster than the existing VSATs. The entire ViaSat terminal comes in a single "airline checkable" case that weighs less than 30 pounds. The terminal can be setup and operational in less than 20 minutes. The broadband speeds through the terminal are at least 3 Mbps upload and 18 Mbps download.

The new ViaSat technology is incompatible with the current VSATs. As a result, the ECRVs and DRCNs have been phased out for a more powerful and portable solution to meet the initial and intermediate needs of a DRO. Pending decisions from reengineering about the deployment of technology and resources, we expect to develop a more modular and flexible solution to replace the ECRVs and DRCNs.

The success of the ECRV and DRCN program is not due to the equipment. Success comes from to the many volunteers over the years that gave their time and expertise to us. The dedication of these volunteers gave the ECRV program a positive and well-regarded reputation. This is not the end of the need for skilled and dedicated volunteers as we are advancing the technology, not eliminating the need for technology. We still need technologists of their skill and caliber to continue being a disaster responder. I hope they will continue to participate with us, the Disaster Services Technology group, as we evolve our technological capabilities.



“WHEN THE GOING GETS TOUGH, HAMS GET GOING”

BY MERRILL DOUGLAS

A handheld radio, portable antennas, extra batteries and cables, a soldering iron, clean clothes, snack bars and a length of rope.

That's some of what you'll find in a "go-bag." And if you're one of the many amateur-radio operators who volunteer during local emergencies, you always keep a go-bag packed. When disaster strikes, you grab it and rush to a Red Cross shelter, an emergency operations center (EOC) or some other activity hub to do what you do best - get messages through, despite all sorts of obstacles.

They don't often get a lot of publicity, but amateur-radio operators, or "hams", play an important role in emergency response.

"They're a prime example of a grassroots effort," said Keith Robertory, manager of disaster response emergency communications at the American Red Cross in Washington, D.C. "They live where the disaster occurs, and they already have the equipment, the knowledge of the location and knowledge of how the disaster would impact that location. So they're immediately there and can start doing work."

Hams often swing into action well before a storm or other event causes havoc on the ground. During hurricane season in the Caribbean, for instance, hams in that region keep their eyes on the weather out their windows, said David Sumner, chief executive officer (CEO) of the American Radio Relay League (ARRL) in Newington, Conn. They use their radios to call in observations to the National Hurricane Center in Miami.

As the storm passes, it might knock out power and damage antennas, "so they rig another antenna, start up the generator, and they're back in business," Sumner said

When hurricanes, blizzards, ice storms, earthquakes, tornadoes or other forces of nature cause widespread damage, hams get to work wherever they're needed. In some cases, they transmit messages to take the place of two-way radio or phone systems that have been rendered inoperable in the aftermath of a disaster.

For instance, as Superstorm Sandy overwhelmed parts of the northeastern U.S. last October, some hams assisted regional hospital systems that had lost the ability to communicate among their buildings, Robertory said.

"Somebody would go to them and say, 'We need this message passed to this building,'" he said. "They would get on the radio, call the amateur-radio operator in that other building, and give them the message." The second operator then carried the message to the recipient.

Amateur-radio operators also help individuals contact family members, help the Red Cross conduct damage assessments and help get shelters established, Robertory said. For instance, people in a shelter might want to register on the Red Cross's "Safe and Well" system to let family and friends know that they're okay, but the shelter might not have power or Internet access at the time.

"An amateur-radio operator can call an amateur-radio operator somewhere else who has Internet access and relay information to put into a missing-persons database," Robertory said.

Even when other networks are operating, ham operators take some of the load off those communications systems when traffic gets heavy.

“WHEN THE GOING GETS TOUGH.....CONT”

In the aftermath of Sandy, volunteers with the Greater Bridgeport Amateur Radio Club in Connecticut handled messages for three evacuation centers housing about 800 local residents.

"They were ready to take calls and dispatch people," said Dana Borgman, press information officer for Region 2 of Connecticut Amateur Radio Emergency Service (ARES), a volunteer organization. "The messages could be about supplies, logistics, any kind of reports."

Public-safety communications networks in Bridgeport were operating at the time, Borgman said. Ham radios supplemented those channels. But, if the phone system in a shelter stopped working, hams could step into the void.

"If someone in a shelter needed to make a request, they could call someone at a different point, such as the EOC," Borgman said. "They'd establish communication and say, 'I have a request from the shelter manager. We need 200 cots and more fresh water.'" An operator at the other end would relay the request to the appropriate person.

Members of ARRL's New York City-Long Island section provided similar aid after Sandy. At the time, Jim Mezey, now manager of that section, held the emergency coordinator's post. Because he lives in Nassau County on Long Island, he focused most of his attention there.

"I did a lot of traveling," he said. "I was without power for a while, so I used my mobile station to do most of my work. I also moved to the county EOC and worked with the Radio Amateur Civil Emergency Services (RACES)", another volunteer group. For the most part, however, section members provided services to the Red Cross.

Finding enough manpower during the emergency became a bit tricky, because many of the radio volunteers from Long Island live on the hard-hit South Shore, Mezey said.

"They had their own problems with floods and losing power," he said. "Their batteries lasted only so long, and that was it. No gasoline, no way to get around."

"Of course, for volunteers whose homes were flooded, taking care of their own families took top priority," he said.

Amateur clubs can swing into action quickly because they maintain ongoing partnerships with myriad emergency-response organizations. The ARRL has developed memoranda of understanding with 13 national organizations, such as the American Red Cross, the Association of Public-Safety Communications Officials (APCO), the Salvation Army and the Federal Emergency Management Agency (FEMA). Many operators also take advantage of training opportunities.

"A lot of the amateur-radio operators are now becoming CERT (Community Emergency Response Team) members," said Borgman. "Also, we encourage our members to take all of the ICS (Incident Command System) training."

ICS training teaches operators about the structure of incident command and how to use standard terminology, rather than terms specific to police, firefighters, radio operators or other specialists.

Beyond delivering messages, hams offer a lot of miscellaneous technical assistance, some of which is quite ingenious, Robertory said.

“WHEN THE GOING GETS TOUGH...CONT”

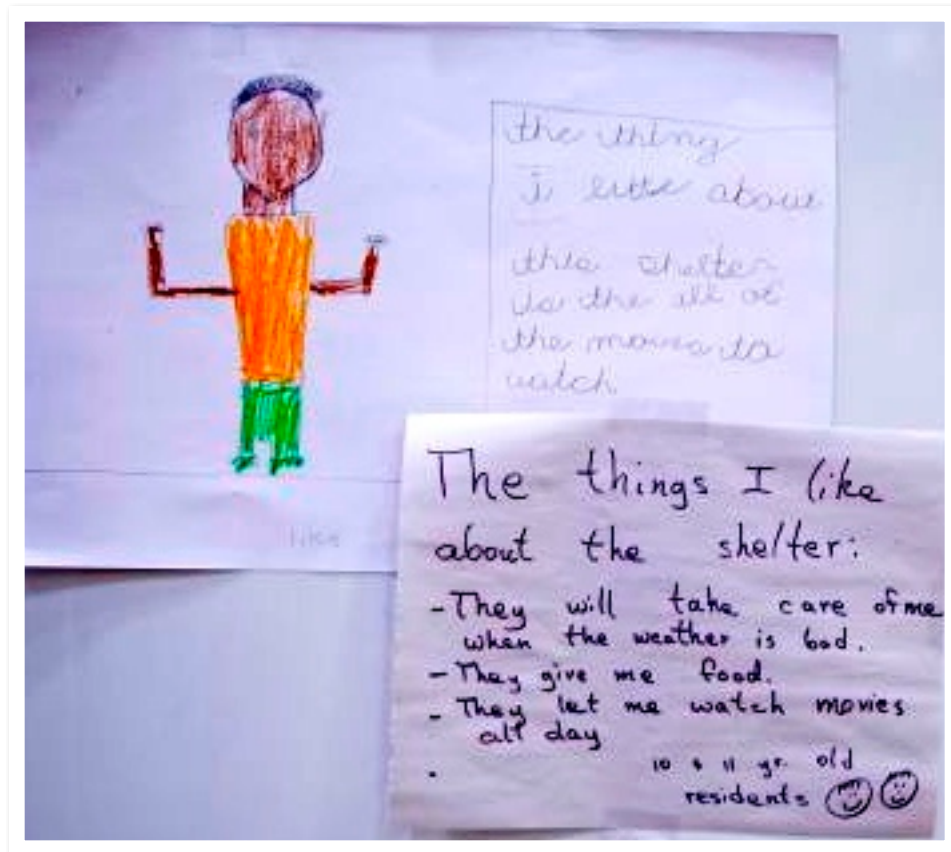
"They like to 'MacGyver' things," he said. "You'll hear a lot of amateur-radio people say, 'Give me a car battery, an antenna and a radio and I can communicate from anywhere.'"

In times of disaster, hams tend to be extremely flexible, Robertory said.

"In the morning, they'll set up an antenna and start communicating," he said. "They'll set up a satellite dish for us, and then they'll set up a computer. They'll troubleshoot a printer, and then they'll teach someone how to use the fax machine."

Clearly, when the going gets tough, it's great to have someone on hand with a go-bag, a radio and the attitude of a ham.

A version of this article appeared in the March 2013 print issue with the headline: Ready and willing
<http://urgentcomm.com/disaster-response/when-going-gets-tough-hams-get-going>
Website of Urgent Communications





Disaster Services Maintenance Center

The Disaster Services Maintenance Center (DSMC), located in Austin, Texas, is the warehouse where all technical items used to support nationally accounted disaster relief operations (DRO) are stored, maintained and distributed from. The DSMC is a fully functioning ARC warehouse, however it's the only one of its type within the organization based on the type of items maintained there.

The DSMC is also a training center, having two classroom outfit with audio and visual equipment and is available to all functions within the organization based on availability. The site has also been used as a Headquarters for national disasters such as the Bastrop Wild Fires, as well as a call center during Hurricane Katrina. The large classroom accommodates 60 people and can be configured to fit a variety of needs. The smaller classroom accommodates 20 people and is primarily used for smaller functions or an overflow room from the larger classroom.

The DSMC has a staff of six, comprised of an operations supervisor, three technicians and two warehouse logisticians.

The Operations Supervisor is responsible for overseeing the day-to-day duties of staff and ensuring all needs are met. The Operations Supervisor also ensures that all items being distributed are in an operable condition, that support is being provided and all items are assigned and tracked. This person is also responsible for coordinating the movement of items outside the normal scope of daily shipping if needed and making the proper arrangements to meet the requested arrival timelines.

The technician roles are divided into three functions based on the equipment each one maintains and is responsible for. The three technician positions are Computer Operations Specialist (Derek Buetow), a Network Tele Communications Analyst II (Barry Boyce), and the Network Tele Communications Analyst III (Paul Roeber). Each technician ensures that all items tasked to them are in operable condition before being deployed, that all accessories are included and that the items are packed and tracked within the database being utilized at the DSMC. They also resolve any issues that arise during the use of said items.

The two logisticians are also divided into separate roles, Inventory Control specialist (Amanda Fuentes) and the shipping/receiving clerk (Craig Brewer).



DSMC continued

The Inventory Control Specialist is responsible for accurately maintaining the DSMC database. Many measures are taken to ensure all assets are accounted for. The Inventory Specialist is also required to recertify all equipment as it's released from the Technicians and place it into a shippable status, both in the database as well as its physical location within the warehouse. The Inventory Specialist assists in the needs of shipping/receiving as needed.

The shipping/receiving clerk is responsible for providing all requested equipment for DRO's and staff within the time parameters given. These shipments may consist of a single item to multiple pieces to fully support an operation. This individual is responsible for receiving all items returned to the DSMC and updating the database to reflect the transfer of items into the facility and assigning them according to the proper locations within the facility. Daily shipments can range from 20 pieces to a few hundred pieces. This clerk is also required to recertify all equipment as it's released from the technicians and place them into a shippable status, both in the database as well as its physical location within the warehouse

In recent response to Hurricane Sandy, the DSMC shipped a total of 5407 items to support the operation. Of these items, there were a total of 1062 laptops, 2367 cell phones and 75 printers sent.



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Disaster Logistics Center (Phone) 202-303-4099

Disaster Logistics Center (Fax) 202-303-0225

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DLC	4099	Please call this number first	
Christopher Jordan	8619	Director, Field Logistics Unit	DLC@RedCross.org Christopher.Jordan@Redcross.org
John Kappert	8622	Manager, Field Operations	John.Kappert@Redcross.org
Keith Harris	8689	Sr. Associate, Resource Planning	Keith.Harris@Redcross.org
Jim Atwell	8618	Sr. Associate, Transportation	DLC@RedCross.org
Tejas Patel	8624	Sr. Associate, Field Distribution	Tejas.Patel@Redcross.org
Gwyn Hamel	5455	Sr. Associate, Disaster Procurement	DLC@RedCross.org

DREC	4126		DST@usa.redcross.org
Keith Robertory		Manager, Disaster Field Technology	
Vicky Hamilton		Sr. Associate, Computer Operations	
Ed Finley		Sr. Associate, Customer Service	
Jeff Clapper		Sr. Associate, Networking	

DSMC (Austin, TX)	512-386-8700		
Ralph Valadez		Operations Supervisor	Ralph.Valadez@redcross.org
Barry Boyce		Associate, Communications	Barry.Boyce@redcross.org
Paul Roeber		System Administrator	Paul.Roeber@redcross.org
Derek Buetow		Computer Operations Specialist	Derek.Buetow@redcross.org
Craig Brewer		Shipping/Receiving Specialist	Craig.Brewer@redcross.org
Amanda Fuentes		Inventory Control Specialist	Amanda.Fuentes@redcross.org
Lorraine Ganlath		Administrative Assistant	Lorraine.Ganlath@redcross.org

IKD	5526		IKDunit@redcross.org
Meghan O'Hara	4029	Manager, IKD	Meghan.Ohara@redcross.org
Eric Williams	4017	Associate, IKD	Eric.Williams@Redcross.org

American Red Cross
2025 E Street NW
Washington, DC 20006



NOTE FROM THE EDITOR

The Pipeline is an authorized publication of the American Red Cross.
The purpose is to share information between NHQ and the folks in the trenches.

We need your stories, pictures, tips and suggestions. This is your voice.

Send all communication to Pipeline@redcross.org

Janet Buckwalter

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