



DLA Distribution Norfolk, Va.: Providing Tidewater Region and beyond

DLA Distribution Norfolk, Va., was established in 1992 as a result of the Defense Management Review Decision, 902. At that time, the Navy Supply Center divided all functions between the Defense Logistics Agency and the United States Navy. DLA Distribution Norfolk, Va., became the sole provider of receiving, storage, packing, shipping and local delivery functions. The depot handles specialized material such as Level 1 / Sub Safe, classified, pilferable and hazardous material.

DLA Distribution Norfolk, Va., is located on Naval Station Norfolk, the world's largest naval station, occupying 4,300 acres of Hampton Roads Virginia real estate known as Sewells Point. Naval Station Norfolk is also home to 70 ships, 134 aircraft, 16 aircraft squadrons, and over 350 other tenant commands. It has 13 piers and 11 aircraft hangars.

The mission of DLA Distribution Norfolk, Va., is to provide a full range of distribution services and information, using a seamless, tailored, worldwide Department of Defense distribution network that delivers effective, efficient and innovative support to combatant commands, military services, and other agencies during peace and war. The vision is to be the customer's first choice for multi-modal distribution services, at all levels, in any environment,

under any condition.

Operation Pacer Goose

In September of 2009 DLA Distribution Norfolk, Va., assumed Intermodal Hub operations. The transfer from the Navy included a crossdock operation for the import and export of cargo, and an Ocean Terminal operation that provides sustainment ship loading planning, stevedoring, stowing, ship loading and discharging operation that supports DoD-owned and leased assets.

Having the Intermodal Hub as a member of the DLA family has provided numerous opportunities to participate in new operations. One recent successful operation was the loading and offloading of Thule Air Base supplies aboard the MV AMERICAN TERN in support of Operation Pacer Goose.

Thule Air Force Base is the U.S. Armed Forces' northernmost installation, located 750 miles north of the Arctic Circle. Resupply for the installation by ship occurs only in the summer months when the ice around Thule thins enough to be broken by a Coast Guard cutter, allowing vessels to pull into port. The yearly resupply provides the air base with military equipment, vehicles, medical supplies, dry goods, commissary and base exchange supplies, and specialized equipment to handle

jobs in ice and snow.

After being loaded with a year's worth of supplies in scorching heat by the employees of DLA Distribution Norfolk's Intermodal Hub, MV AMERICAN TERN then departed on the 3,000 mile trip to Greenland with a crew of 23. They spent approximately a week unloading in Greenland before MV AMERICAN TERN was then reloaded with used equipment and trash for the voyage back to Norfolk.

Once MV AMERICAN TERN returned pier side to DLA Distribution Norfolk's Pier 8, the large scale Pacer Goose offload of cargo of vehicles, equipment, general cargo and HAZMAT began, once again in scorching heat with heat indexes reaching nearly 115 degrees. Working extremely long days, nearly 15 hours per day, DLA employees offloaded nearly 17,000 measurement tons of cargo from MV AMERICAN TERN and ensured she got underway again on schedule.

Navy Warehouse Transfer Optimization

Earlier this year DLA Distribution Norfolk doubled its warehousing business, as a result of the Navy Warehouse Transfer initiative. Material processing and warehousing sites were added throughout Hampton Roads and Dahlgren,

ing world class distribution to the

Va., in addition to Crane, Ind., New London, Conn., and Indian Head, Md.

One of the first opportunities for optimization was the Fleet Class VIII Pharmaceutical Prime Vendor, Medical/Surgical Prime Vendor, and medical operations that were initially handled by the Intra-Fleet Supply Support Operations Team, or ISSOT. Previously, 25 personnel handled an average of 38,787 general cargo and 3,582 special handling requisitions yearly. With the implementation of the Distribution Standard System, many manual efforts were eliminated and the contracted operation with the Navy was transferred to a smaller-staffed government operation, while producing equal or better service. DLA Distribution Norfolk, Va.'s goal is to perfect the medical process and expand medicinal support to the fleet, while achieving a 99 percent accuracy and efficiency rate to our customers.

Material Procession Center Expansion

The Material Processing Center, or MPC, provides its customers with customized material sorting, receipt processing, and delivery services. These types of tailored services have led to the recent expansion of the MPC to all large afloat units in the Hampton Roads region, including the Norfolk based

aircraft carriers that had been previously supported by the Navy. Additionally, the MPC has increased its local delivery capability to not only Naval Station Norfolk, but other DoD bases located throughout the Hamptons Roads region. Customers of the MPC now enjoy the convenience of receiving their stock already sorted by storeroom locations or by type of material type such as direct turnover, open purchase, depot level repairable, high priorities, and HAZMAT, among others. Aircraft carriers can choose to use up to 18 sort options. Customers also receive Receipt in Process

CDs to help expedite receipt processing and Material Outstanding File maintenance. Additionally, Casualty Reports and critical work stoppage material are delivered twice daily. All of these services help minimize the workload on the ship. Since the expansion, the MPC has seen a steady rise in its annual productivity by 14 percent.

DLA Distribution Norfolk, Va., is embracing new opportunities with a positive workforce while meeting the challenges of a fiscally constrained



One of four tractors, each weighing approximately 57,000 pounds, is loaded onto a commercial carrier at DLA Distribution Norfolk, Va. The tractors will be used for snow removal at Thule Air Base, in support of Operation Pacer Goose.

environment. They deliver enhanced region support, the leadership is establishing an optimized workforce skill base to meet tomorrow's challenges, and employees are engaging in the solutions...One Team, One Fight! Through it all, the focus has remained on safety. The workforce continues to seek excellence in safety as they strive for their next Voluntary Protection Program Star!