In This Issue:

1. Quantum Headquarters Suffers Setback
4. T.E.A.M. System Provides Support Following Disaster
6. Security During Tornado Recovery
8. Employees Suffer Storm Damage
10. Operation Prom
11. Quantum Loses a 20 Year Employee
12. Are You Prepared for a Disaster?

Warning polygons of 92 tornadoes issued by the National Weather Service for North Alabama on April 27, 2011.

Aerial View of Carter’s Gin Subdivision in Toney, AL, after an EF-5 tornado leveled homes. Toney is located 8-10 miles from Quantum Corporate Headquarters.

(Photo credit: Michael Mercer, 30 April 2011 issue, The Huntsville Times © 2011. All rights reserved, reprinted with permission.)
Wednesday, April 27, 2011 will forever hold a place in Alabama history as the day one of the worst, if not the worst, tornado outbreaks ripped across the state. Cities and rural areas from as far south as Tuscaloosa all the way to the Tennessee state line suffered extensive property damage and 236 deaths.

The storms began as early as 5:00 AM and lasted throughout the day and into the early evening. Quantum employees located at Redstone Arsenal and the corporate headquarters in Huntsville spent a large part of the day keeping an eye on the sky and an ear to the radio, as several waves of storms moved through Alabama. Then, just after 3:00 PM, the Huntsville area was hit by a large tornado with an EF-5 rating and a path width of up to a half mile for much of its track east-northeast.

Although downtown Huntsville was spared a direct hit, the surrounding neighborhoods and communities suffered widespread devastation. Fortunately, Cummings Research Park, home of Quantum’s corporate headquarters, sustained only scattered tree limbs. However, electrical power to the area was interrupted when the main transmission lines from TVA’s Browns Ferry Nuclear Power Plant were destroyed. The power loss, which lasted until late in the afternoon of May 4, 2011, affected the Quantum wide area network, including the email system, and the headquarters telephone system.

With no network, telephones, or lights, Quantum’s headquarters was effectively shut down, placing a tremendous burden on those employees working proposals. Numerous employees across Quantum went to great lengths to work around the network and email outage.

The Arlington Office, working the G-8 proposal, established a hotspot to communicate internally and with Quantum’s partners. Business Office personnel worked from home in those areas where power was restored. Quantum personnel located at other sites worked off-line and used their personal email accounts to communicate.

In the end, what had to get done got done, and we as a company learned a few lessons about disaster preparedness, teamwork, and communication. And most importantly, not one single Quantum employee or family member lost his/her life or suffered a serious injury as a result of the storms of April 27, 2011.
Widespread Damage Across North Alabama

Volunteers from all across the Southeast aided in recovery and clean-up after tornado damage in North Alabama.

(© 2011 The Huntsville Times)

Devastation in the Anderson Hills subdivision located in Harvest, AL (5-6 miles from Quantum Headquarters).

(© 2011 The Huntsville Times)
Throughout the day of April 27, 2011, North Alabama suffered through several waves of storms. The Madison County area was no different from the rest of the region, pelted by storm after storm and receiving several tornadoes. Late in the afternoon, a massive tornado struck resulting in severe damage to the cities of Madison, Harvest, Toney, and Anderson Hills community. During the worst of the storms, the Huntsville Madison County Emergency Operations Center (EOC) lost internet and phone service. At that point Quantum employee Paul Ballance, using an amateur radio, took the proactive step of offering the use of Quantum’s T.E.A.M. system to restore communications to the EOC. Inexplicably the EOC turned down the offer, as they would do twice more over the next six hours.

On Thursday morning, April 28, 2011, Paul offered the use of the T.E.A.M. system to Alabama’s Emergency Management Agency anywhere in the state they needed it. Shortly after noon, Paul’s son Drew Ballance, an engineer with the US Army Space and Missile Defense Command, started receiving numerous cell phone calls requesting his assistance transferring overhead imagery of the disaster areas into Virtual Alabama for use by first responders. Virtual Alabama is an internet-based mapping and imagery system based on Google Earth. Paul and Drew used the T.E.A.M. system to access the internet and allow Drew to communicate with officials to get the information required by responders.

Friday morning, April 29, 2011, knowing that an emergency medical clinic had been established at Sparkman Academy, the two headed to the local school to see if they could offer assistance. Upon arrival, they found Police Officers and Sheriff’s Deputies from several outside jurisdictions that were assisting in the response. Paul quickly recognized a need for the telephone and internet access the T.E.A.M. system could provide for the medical staff and law enforcement personnel. Two hours after beginning operations, Madison County Sheriff’s Deputies arrived with additional equipment at the Sparkman parking lot. These deputies realized the value of the T.E.A.M. system and asked Paul if the system could relocate to their command post.

With the new mission, a personnel rotation was established using Jerry Lyons, Jesse Cowan, and Matt Schlagenhauf to man the T.E.A.M. system for 12 hours each day, with Frank Pitts shuttling back and forth between the command post and the EOC. There was an active curfew beginning at sunset each day and all unofficial personnel were required off the street. Although the T.E.A.M. system remained operational 24/7, Quantum personnel were able only to staff it during daylight hours (although somehow Frank was seen in several places after dark!).

The mission began as internet and cell phone support; it grew as Quantum’s partner Ground Control, a California-based company, provided four Voice over Internet Protocol telephones adding additional telephone capability to the command post; and continued to expand as Quantum personnel were asked to cross band responder radios into a common radio network. With the ever growing support mission, Quantum’s personnel began providing 24 hour coverage.

Throughout the following two weeks, May 1 to May 14, 2011, Quantum personnel continued to provide communications support to the command post, assisting the local ABC television associate with streaming live video, and acting as a backdrop during a visit and press conference by Alabama Governor Robert Bentley.
The Anderson Hills subdivision received tremendous damage while a nearby supermarket and gas station were leveled.

Paul Ballance sets up the T.E.A.M. system at a command center located near the Anderson Hills Subdivision.

Emergency responders centralized their communications support at a Redstone Federal Credit Union in Harvest, AL.

Buildings turned to piles of rubble seen in the distance.

Jerry Lyons mans the T.E.A.M. system at the command post.
Jay Hawkins, Quantum’s Senior Corporate Network Administrator, is a Sergeant in the Lincoln County (Tennessee) Sheriff’s Reserves. Like many of Quantum’s Huntsville employees, Jay spent a large part of the afternoon of April 27, 2011 watching the weather and waiting for a break in the storms to attempt to get home.

Leaving the office at 6:30 PM, Jay was unaware of the extensive tornado damage to the northeast of Cummings Research Park. As he drove towards home, he got his first indication of the damage Huntsville and the surrounding area had suffered when he was diverted from his usual route home to go around an area of downed trees and power lines. However, he would not know the true level of damage until the following morning.

Knowing that power was out in the Huntsville area, and that the populace in and around Huntsville and southern Tennessee was beginning to get out in search of gasoline and food, Jay went to the Lincoln County Sheriff’s Office on the morning of April 28th to volunteer. He was assigned to a roving patrol working the gas stations located in southern Lincoln County until the traffic coming out of the northern Alabama area became so large that Tennessee State Police were moved into the area to maintain traffic flow. This freed Sgt Hawkins, as well as other Lincoln County sheriff’s deputies, for other duties. He spent about seven hours controlling gas lines, directing traffic, and maintaining order throughout the afternoon and early evening of April 28th.

Friday, April 29th dawned with a new problem. Although some gas stations and grocery stores in north Alabama and south Tennessee were operating using generator power, they were accepting cash only. The few financial institutions in the area that managed to open were quickly drained of cash reserves. The Redstone Federal Credit Union, Fayetteville, Tennessee, branch office was one such institution. Jay and other sheriff’s deputies were assigned to escort the Redstone Federal Credit Union CEO, who was transporting an undisclosed sum of cash, from Huntsville to Fayetteville.

Later in the day, Sgt Hawkins and seven other reserve deputies were assigned to move the Lincoln County Sheriff’s Department Critical Incident Response Unit to the Madison County, AL, emergency command post, where the T.E.A.M. truck was also deployed. On arrival, all eight deputies were assigned to patrol units to assist in maintaining order and responding to emergency calls in Madison County. Jay found himself guarding one of the most heavily damaged neighborhoods, Lockhart Road subdivision. His job was to ensure order and protect tornado victims from looting. While on guard, Sgt Hawkins had to arrest one individual for violating curfew.

Jay selflessly volunteered his time to protect and serve the victims of the worst tornado outbreak in Alabama history. Quantum is proud of Jay for his service to others during this time of need.
The aftermath of a tornado through the Lockhart Road subdivision. Homes in this cul-de-sac had few walls left standing.

View of the devastation during patrol of the Lincoln County Critical Incident Response Unit.

Downed utility poles seen in the front yard of a home with the roof torn off.

Crumbled bricks and a staircase visible among the debris.

Homeowners begin collecting anything salvable.
Clean-up Continues

By Tony Smith

Driving home around 4:30 PM that afternoon during a spring thunderstorm was no big deal for me – even with tornado sirens blaring and warnings on the radio. Then I saw the big black cloud with the spectacular lightning as I was traveling up Hwy 53 toward Ardmore and the wind started to pick up. I could see what looked like debris in that cloud and then I noticed that some of the lightning might be power lines popping.

With a quickened heart beat, I tried to outrace the storm to my house in Harvest – the only problem was that I was headed right into the storm! Minutes from my subdivision, two large trees fell on the road just a few cars in front of me – the road was blocked, but there was a pattern that emerged throughout the rest of my experience.....when something bad happened there always seemed to be some providence there also. This time it was the luck that the tree blocking the road fell just after the entrance to the Cross Winds Church parking lot. Cars streamed into the lot seeking shelter. It was there that I rode out the first of five tornadoes that day.

The first one was the EF-5 that was a mile wide in Harvest – I had my parents on the phone who were hunkering down at the house. I told them the road was blocked, asked them how they were doing and if they found shelter when my Pop screamed in the phone that the house just got hit. He said the roof was gone in the back of the house, the garage door blown out and my Shrimp Shack concession stand was gone – in the neighbor’s yard; then the phone went dead!

I waited out that first wave at the church moving my vehicle in the direction of the wind to keep a low profile. I was now very worried that I couldn’t get home. I tried to go around the back way to the subdivision but the roads were now flooding and trees blocked every road. I couldn’t get through but I found a road going down into a subdivision as I sought cover from the next storm on the way. It was lucky I did – the hail was coming and the wind was fierce, I had no phone service but the radio was telling me to seek shelter. The telephone pole behind me blew over and I knew I had to back to the church parking lot to ride out the third wave of storms.

Still without phone service during a lull in the wind I planned to leave my car and run home when down the road came a backhoe! A man crushed the trees blocking the road, turned around in the church parking lot and then pushed the trees off the road. We cheered and left the parking lot followed by the other cars there.

When I got home it was devastating. There was debris everywhere and the roof was collapsing in the house. My parents were safe and we hurriedly tried to move our...
That everything was trees — everything was laid toward Highway 431,“ Jenkins said. 

That everything was trees — lots of trees.

“Out of 25 or 35 trees, I’ve got 3 left standing,” he said. “We couldn’t even walk to the driveway.”

His house was blocked in on all sides by uprooted, broken and twisted trees. But his house, aside from about a third of its roofing shingles, was untouched. His wife’s car suffered some dents but is fixable.

“We were lucky,” Jenkins said. “Down the road toward Arab … there was death all around.”

Weeding through the mass of lumber and leaves was no small task. Most of the downed trees were at least 100 years old, some as wide as 30 inches across.

Without power and without a chainsaw, they were stuck the first day. After that, they stayed with Allison’s mother for about two weeks while they made slow but steady progress through the trees and fixing the plumbing and power line problems they caused.

Jenkins’ family is happy to be back home. They are still waiting for the insurance money needed to replace the roof, but even with the inconveniences, Jenkins said he feels lucky that nothing more precious was damaged.

“We’re blessed and thankful, that’s all,” he said. “It could have been 100 times worse.”

Quantum employees Candace Taylor and Fred Jones were truly blessed on the 27th of April when their house was largely spared from damage as a tornado passed directly through their neighborhood in Cullman, Alabama. The tornado hit Cullman shortly after 3:00 PM as Candace and Fred were trying to get home between storms and ended up taking cover in a service station about three miles from their home as the storm moved through.

Although the house received only minor damage to the roof and gutters, the front and back yards and the wooded area of their lot literally took a beating. There were about 25 trees either uprooted or broken around the house.

For the past month, Candace and Fred have been removing debris and trees from their lot, and now a landscaper has been brought in to replace the front and rear yards. Hopefully within the next three to four weeks all the recovery work will be complete, and their home will return to normal — less a few trees.
**Operation Prom 2011**

*for North Alabama Tornado Victims*

Lauren Jones, daughter of Quantum President / CEO, helps make dreams come true for local teenagers to attend prom.

Over the past few weeks, people have come together to make sure teenage storm victims would be able to attend their school proms.

Operation Prom turned an empty storefront at Insanity Skate Park in Madison, AL, to a boutique full of donated items and services to take care of everything a girl would need for prom. A group of girls from Hanceville High School made the trip Saturday [May 14, 2011].

Over the past two weeks, Operation Prom has glammed up girls from several area schools whose communities have been devastated by April’s deadly tornadoes.

Lauren Jones and two high school friends, Ashley Murray and Jade Rossetti, came up with the idea.

“We had been out volunteering around our area, picking up limbs and such, and we started talking about doing something else to help,” said Ashley Murray. “Someone mentioned that it was prom time and we hit on an idea to help because prom is expensive and now there was this disaster on top of it.”

“We were blessed in our endeavor,” she said. “We found a building belonging to Frank Pitts, which he generously offered to loan us for one weekend – it’s been three weeks now. Hanceville was our third Operation Prom. We have been very successful in pounding the pavement for dresses, shoes, jewelry, cosmetics and flowers.”

“Prom was very special for all of us. I can’t imagine going through what a lot of these students have gone through, much less having to miss a prom, so we just really wanted to make it a special day for them,” said Lauren Jones.

– From “Operation Prom Pampers Teens Affected by April’s Tornadoes”
  By Trang Do, WAFF News

As part of the phenomenon of Operation Prom, various make-up artists, hairstylists, nail technicians and other volunteers also stepped up to be a part of this joyful chance to give someone something that will be one of their best memories.

“I think this is the most rewarding thing I’ve ever been a part of,” said Murray. “Sometimes when the girls first come in they are a little shy, but after they see themselves all pampered and looking beautiful, they leave with big smiles of self-confidence.”

The trio was even able to receive a little help with tuxedos for the guys.

Hanceville High School Valedictorian, Halee Pitts was one of the first to arrive. “I felt like Cinderella,” she said, her eyes glowing. “I had been praying, ‘God, can you show me a way that I can go?’ because I really didn’t have the money.”

“These ladies who didn’t even know us stepped in like fairy godmothers,” said Halee. “Because of them, prom was awesome!”

“I think this taught the girls a lesson about giving, and about character,” said Senior Sponsor, Rachel Coan. “They were ecstatic about the whole thing. It turned out to be one of the most memorable things that has ever happened to many of them.”

– From “A Helping Hand Brings Prom Back to Life After Storm”
  By Loretta Gillespie, The Cullman Times
Quantum lost a dear and highly respected friend and colleague with the passing of Bob Keith on May 21, 2011, at Huntsville Hospital, Huntsville, Alabama, after complications resulting from Aortic Valve Replacement Surgery performed on May 5th.

A man of many abilities, interests, and facets, Bob was a patriot who proudly served his nation for over 23 years retiring as a Lieutenant Colonel in the U.S. Air Force, devoted husband and father, dedicated engineering professional well-liked by colleagues and customers alike, master scale model builder, and self-styled humorist. We were fortunate that Bob chose to join the Quantum family, where he used all of his talents and interests to contribute to our many successes and to cheer us when we suffered an occasional setback.

Bob joined Quantum in November 1989 as a senior engineer responsible for the development and application of simulation models to evaluate joint and multi-national operations for tactical missile defense and extended air defense. He also provided systems engineering support to the Ballistic Missile Defense Organization, concentrating on the performance of Theater Missile Defense Command, Control, Communications, and Intelligence (C3I) elements.

Bob left Quantum in January 1997 on a leave of absence to join the NATO Consultation, Command, and Control Agency (NC3A), The Hague, The Netherlands, where he worked as a senior scientist until May 2006. During that time, he conducted systems analysis and simulation and modeling on weapons, communications, and command and control systems. His work at NATO culminated with his assignment as the Ballistic Missile Command, Control, Communications, and Intelligence (BMC3I) Engineer for the Missile Defence Branch/Command and Control (C2) Resources Centre Systems Division. Bob performed BMC3I analysis, requirements development, and report preparation for the NATO Active Layered Theatre Ballistic Missile Defense Feasibility Study. In addition, he provided guidance to multinational contractors working BMC3I issues.

Bob returned to Quantum in May 2006 as the Senior Principal Engineer, Air and Missile Defense Support Division. He provided programmatic and technical SETA services to the U.S. Army Space and Missile Defense Command/Army Strategic Command. Bob was a positive force in everything he did and over the years he made great contributions to the defense of the US and NATO. He will be greatly missed.

Mr. Keith is survived by his wife of 47 years, Jean Keith; his son, Brad of Tampa FL and daughter-in-law Christina; his grandchildren, Ian and Jeremy; his mother, Charlotte Barnes; his sisters, Jean Gerlach and Carol Allen-Wolfe; his mother-in-law, Bennie Waddell; and his stepfather, James Barnes. He was preceded in death by his father, William Keith and his son, Robert W. Keith, Jr. (Bobby).
Emergencies can range from inconvenient to devastating. But you can take some still preparedness steps in advance to minimize their impacts on you and your family. This means having your own food, water, and other supplies in sufficient quantity to last for at least three days. Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone immediately. You could get help in hours, or it might take days. In addition, basic services such as electricity, gas, water, sewage treatment, and telephones may be cut off for days, or even a week or longer.

1 GET A KIT

- Get an Emergency Supply Kit which includes items like non-perishable food, water, a battery-powered or hand-crank radio, extra flashlights and batteries. For a list of items to include, visit: www.ready.gov/america/getakit/
- Store it in your shelter location

2 MAKE A PLAN

Prepare Your Family

- Make a Family Emergency Plan. Your family may not be together when disaster strikes, so it is important to plan in advance: how you will contact one another; how you will get back together; and what you will do in different situations. Learn where to seek shelter from all types of hazards. Identify the community warning systems and evacuation routes. For general guidelines, visit: www.ready.gov/america/makeaplan/
- Identify an out-of-town contact. It may be easier to make a long-distance phone call than to call across town, so an out-of-town contact may be in a better position to communicate among separated family members.
- Be sure every member of your family knows the phone number and has a cell phone, coins, or a prepaid phone card to call the emergency contact. If you have a cell phone, program that person(s) as “ICE” (In Case of Emergency) in your phone. If you are in an accident, emergency personnel will often check your ICE listings in order to get a hold of someone you know. Make sure to tell your family and friends that you’ve listed them as emergency contacts.
- Teach family members how to use text messaging (also knows as SMS or Short Message Service). Text messages can often get around network disruptions when a phone call might not be able to get through.
- Subscribe to alert services. Many communities now have systems that will send instant text alerts or e-mails to let you know about bad weather, road closings, local emergencies, etc.
- Take a Community Emergency Response Team (CERT) class from your local Citizen Corps chapter (visit www.citizencorps.gov for locations). Keep your training current.
- Find out how to keep food safe during and after an emergency by visiting www.FoodSafety.gov.

3 BE INFORMED

Some of the things you can do to prepare for the unexpected, such as making an emergency supply kit and developing a family communications plan, are the same for both a natural or man-made emergency. However, there are important differences among potential emergencies that will impact the decisions you make and the actions you take. Learn more about the potential emergencies that could happen where you live and the appropriate way to respond to them.

Emergency preparedness is no longer the sole concern of earthquake prone Californians and those who live in the part of the country known as “Tornado Alley.” For Americans, preparedness must now account for man-made disasters as well as natural ones. Knowing what to do during an emergency is an important part of being prepared and may make all the difference when seconds count.

Listen to Local Officials

Learn about the emergency plans that have been established in your area by your state and local government. In any emergency, always listen to the instructions given by local emergency management officials.

For further information on how to plan and prepare for a disaster as well as what to do during and after one, visit:

NOAA Watch — http://www.noonawatch.gov
American Red Cross — http://www.redcross.org