



RHUMB LINES

Straight Lines to Navigate By



May 4, 2010

Flooding at Naval Support Activity (NSA) Mid-South

"There is a lot that goes on here that affects everybody. I also want to make sure everybody understands we are going to do everything necessary to get Millington and the Navy personnel system back in battery, back in business and back to serving the fleet."

– Adm. Gary Roughead, Chief of Naval Operations

NSA Mid-South in Millington, Tenn., encountered [substantial flooding](#) throughout the base May 1 due to torrential rains and thunderstorms that caused creeks that run adjacent to the base to swell beyond their protective levees.

NSA Mid-South

[NSA Mid-South](#)'s priority is getting [families](#) back into their houses and getting the functional mission of the base back up and running.

- NMCI is unavailable for all personnel served by NSA Mid-South servers including Navy Personnel Command (NPC) and Navy Recruiting Command (NRC).
- Military members and their families who suffered loss or damage to personal property due to the flooding may be able to [file a claim](#) with the [Navy](#).

Department of Navy

The flooding [impacted critical NPC](#) and NRC information technology (IT) systems. To limit long-term damage, an orderly shutdown of IT systems was ordered to protect the [systems](#).

- BUPERS online (BOL), Physical Readiness Information Management System (PRIMS), web enabled record review (WERR) and the NPC website are offline.
- Career management system/interactive detailing (CMS/ID), Perform To Serve (PTS), FleetRIDE, enlisted assignment information system (EAIS) and officer assignment information system (OAIS) are online.
- Sailors can continue conducting reenlistment and detailing activities as normal using CMS/ID, although detailers have no access to these systems.
- With the loss of NMCI connectivity, Sailors will be unable to contact their detailers via email, but local telephone systems have been restored allowing communication with detailers as they return to work, pending building availability. Orders cannot be issued due to the loss of the Navy messaging system.
- Selection board services and electronic military personnel records system (EMPRS) are also down, therefore statutory and screening boards must be temporarily placed on hold, including the E-8 selection board.
- For immediate casualty related matters, deployed ships and in-theater commands should contact the Commander, Navy Installations Command headquarters battle watch at (202) 433-0259/0226. All other commands should contact their regional casualty contact office. The personnel casualty reporting number, 1-800-368-3202, is currently out of commission.

Key Messages

- The safety of our Sailors and their families is our primary concern.
- NSA Mid-South's priority is getting families back into their houses and getting the functional mission of the base back up and running.
- It may take some time to restore many of the services Sailors and their families rely on, so your patience is greatly appreciated.
- The entire Navy team will support our shipmates in Millington as they recover in the days ahead.

For the Latest

- On local restoration efforts in Millington:
<http://www.facebook.com/NSAMidSouth>,
http://twitter.com/NSA_MidSouth,
www.jag.navy.mil, (888) 897-8217 (claims helpline).
- For DoN updates: www.navy.mil,
<http://www.facebook.com/USNavy>,
<http://twitter.com/NavyNews>,
<http://twitter.com/npcpao> or NPC Customer Service
1-866-U-ASK-NPC or 866-827-5672.