

Sample Process for Evacuee Accountability

In a Mass Rescue Operation, the response organization MUST establish a process for accountability early in the response.

This document provides a sample process to consider in your MRO accountability planning process. Recommendations to improve this sample document are encouraged and welcomed. Please send recommendations to:

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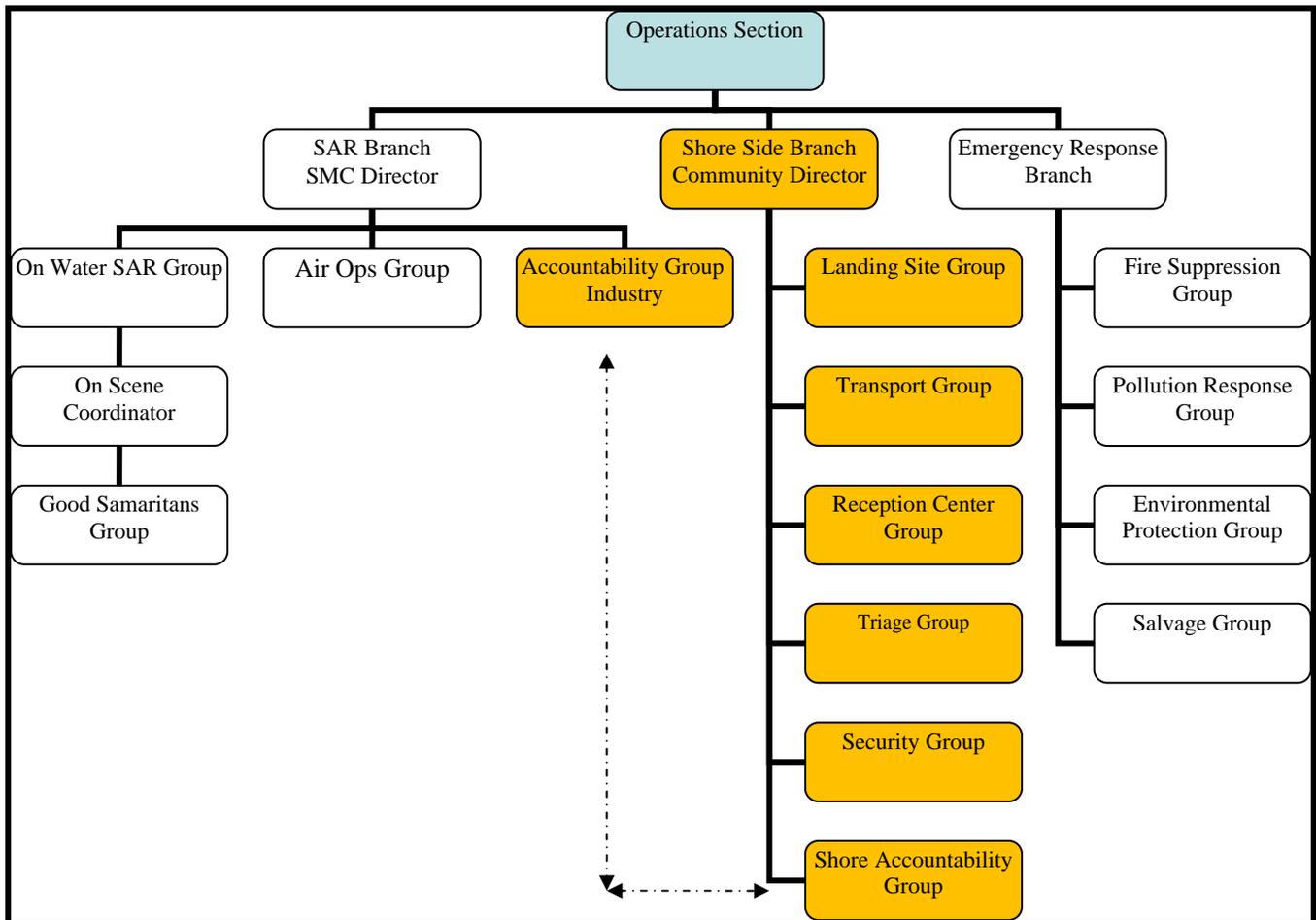
A. Overview:

1. Master of vessel orders evacuation.
 - Master notifies SAR Mission Controller (SMC) and vessel owner of evacuation plan. Notification of evacuation is passed as required by planning documents and policies.
2. SMC designates an On Scene Commander (OSC), if not already assigned.
 - The OSC is responsible to coordinate all on scene rescue assets, to track lifeboats and life rafts, and to manage empty life boats/rafts.
 - Rescue units report total number of evacuees on board to OSC.
 - OSC directs the rescue units to landing sites identified by the unified command, and reports departure of each rescue unit to the SMC with total count of evacuees. The maritime rescue coordination center (MRCC) relays information to response partners.
 - Rescue units report their arrival time at landing site to the SMC, and confirm the total number of persons offloaded. SMC provides additional tasking as required to the rescue unit.
3. While the SMC manages the on-scene rescue operations, the Unified Command initiates the following actions shore side to support accountability:
 - In conjunction with local community, establishes a “Shore Side Support Branch”. See Figure 1: Sample Operations Section Organization Chart.
 - Implements an accountability process. Refer to Section B.
 - In conjunction with Shore Side Support Branch, determines/designates best landing site(s) for rescue boats, and relays information to RCC. Refer to Landing Site Job Aid for additional information on landing sites.
 - *If terrorist related incident, landing site(s) shall be inspected for explosive devices prior to the arrival of evacuees, and appropriate actions implemented taken to deter secondary attacks.*

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- In conjunction with Shore Side Support Branch, identifies best facility to serve as reception center(s) and coordinates with communities and responsible industry party for activation of the site. Refer to Reception center Job Aid for additional information.
 - *If terrorist related incident, reception center(s) shall be inspected for explosive devices prior to the arrival of evacuees, and appropriate actions implemented to deter secondary attacks.*

Figure 1: Sample Shore Side Branch within Operations Section of Unified Command



4. Shore-Side Support Branch activates and secures landing site(s):

- Branch Director designates a Landing Site Manager for each site. The Landing Site Manager is responsible for overall site management, security, safety, and ensuring protocols are followed.
- Port department or facility owner will clear docks and landing areas to facilitate operations.

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- Local community responders, supported by available industry resources, will normally operate the landing sites.
 - Local, state, or federal law enforcement will secure site and be responsible for site security, crowd and traffic control.
 - *If terrorist related incident, landing site(s) shall be inspected for explosive devices prior to the arrival of evacuees, and appropriate actions implemented to deter secondary attacks.*
 - Local emergency response services will establish required decontamination and triage areas at landing site.
5. Shore-Side Branch arranges transport from landing site(s) to reception center(s) for evacuees not in need of immediate medical attention.
- *If terrorist related incident, transport vehicles shall be inspected for explosive devices prior to the arrival of evacuees,, and appropriate actions implemented to deter secondary attacks during transport.*
6. Unified Command establishes an Evacuee Accountability Branch to manage passenger and crew tracking. Responsible Industry party and their agents will normally take the lead, but may be assisted with available resources from the SAR agency, Customs, Red Cross or other local agency.
- For a foreign flagged vessel or ship arriving from a foreign country, Customs / Immigration agencies may require all passengers and crew to be tracked from landing site to reception center. At the reception center, immigration or custom agencies may implement emergency arrival and screening processes.
 - If the situation requires evacuees to be cleared by law enforcement prior to final release, the Unified Command shall implement as quickly as possible procedures to contain all evacuees at the landing site, and to process, screen, and as necessary, interview personnel at the reception center.

B. Sample Evacuee Accountability Process and Responsibilities:

Step 1: MEDEVAC patients from the vessel are tracked by the RCC.

- Specific patient information will be gathered at the earliest time not to interfere with the transport or care of patient and reported to RCC.
- If information is not available prior to the patient being admitted to the hospital, the RCC will coordinate with hospital officials for release of patient information necessary for passenger accountability.
- Patient information will be relayed to Accountability Branch within the Unified Command.

Step 2: Evacuees board rescue vessels.

- Each life boat, tender or rescue vessel/aircraft will report to the OSC the total number of evacuees being transported. The OSC will direct the rescue

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vessel to the designated landing site. The OSC will document the departure of each rescue craft and contact information.

- An accurate list of passenger names is welcomed but not vital at this stage. However, an accurate number of survivors is critical. When the rescue vessel reaches the landing site, the group will likely be split up or combined with others for transport to reception center(s). (A tender holds 100+ passengers – a bus holds 45).

Step 3: Evacuees arrive at landing site and are transported to reception center(s).

- *If terrorist related incident, landing sites and reception center(s) shall be inspected for explosive devices prior to the arrival of evacuees, and appropriate actions taken to deter secondary attacks.*
- A secure landing site is vital to keep people from walking off prior to accounting.
- Evacuees requiring decontamination or medical attention will be decontaminated /triaged by local response personnel. Evacuees in need of immediate medical treatment will be transported by local EMS to medical facilities. If possible, patient identification will be gathered prior to transport and provided to accountability branch. If information is not available prior to the patient being admitted to the hospital, the RCC will coordinate with hospital officials for release of patient information necessary for passenger accountability.
- Evacuees not requiring decontamination / medical treatment will be loaded onto buses or other vehicles for transport to reception center(s). Ideally, an responsible industry official, or other designated person, will accompany each transport vehicle. While enroute to the reception center, this official will develop an accurate list of the accountability information requested by the unified command. If it is not possible to place a dedicated official on each transport vehicle, the driver, or a reception center official, will collect required information as passengers depart the transport vehicle. Accountability information is best collected before evacuees depart the vehicle.
- For ease of data collection and comparison, a standard format for recording information is recommended, but not critical as long as information is legible and accurate.
- Throughout the process, the importance of accountability in the rescue process must be stressed to passengers to they understand the need to repeatedly collect and verify information.

Step 4: Evacuees arrive at the Reception Center(s).

- Passengers and crew are escorted into the reception center. The list of evacuees from Step 3 is delivered to the reception area check in manager. Evacuee names are checked against the approved manifest.
- Passengers are instructed to stay with their group until processed at the reception area. Accountability is again stressed to evacuees so they do not

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leave reception area until processed by the accountability team, and as required, by the immigration and law enforcement officials.

- If evacuees departed the vessel without proper identification, vessel operators and immigration officials will coordinate on requirements and process to permit clearance and travel. Vessel operators often maintain copies of passports or other identification documents for passengers and crew.

Step 5: Accountability Reporting.

- An agent appointed by the responsible industry party will consolidate accountability reports from all reception centers. The USCG and Customs may provide resources to assist in this process to speed the flow of information.
- Consolidated passenger and crew accountability information will be transmitted at regular intervals by the most rapid means available to the USCG (MRCC) and responsible industry party EOC. If desired, the RCC and responsible industry party EOC may again compare the information received to their copy of the souls on board list.
- Terminations of rescue efforts will occur only after all passengers and crew are accounted for and determined to be safe.
- Responsible industry party shall maintain accountability of passengers and crew ashore until travel arrangements are completed.

Step 6: Accounting for personnel remaining on board vessel.

- As required, once all passengers and non –essential crew are evacuated, the master of the vessel will provide the OSC a list of all personnel remaining on board to continue response efforts. This information will be relayed to USCG (MRCC), reception center, and responsible industry party EOC.

C. Reception Center Requirements.

- Responsible industry party will coordinate with agents and local community resources to identify, secure, and staff a reception center. (High volume passenger ports are recommended to have pre-designated sites)
- *If terrorist related incident, reception center(s) shall be inspected for explosive devices prior to the arrival of evacuees, and actions taken to deter secondary attacks.*
- As a minimum, reception centers should provide:

Registration and check in-out desk
Information desk
Food / Water (Red Cross / Salvation Army can assist)
Rest rooms
Security

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- The following services are desirable for the reception center if space and resources permit and can be provided in time for benefit. These services typically require pre-planning by local communities and response organizations.

Communications access: telephone, Internet
Medical Services
Mental health/stress services
Comfort kits: clothing, hygiene items, etc.
Rest areas: Cots/blankets
Recreation, if possible
Message Center
Interview rooms
Translator services

- D. As necessary, USCG, medical services, and company officials confirm next of kin notification procedures. Morgue services will be provided IAW city/state plans.