

Unified Command General Objectives

1. Address safety of passengers, crew and responders.

- Identify hazards & risks.
- Provide coordinated response.
- Account for all personnel.
- Evaluate and treat injuries.
- Establish shore side operations.

2. Respond to potential and actual security threats.

- Evaluate cause of casualty.
- Make timely notifications.
- Mobilize outside security as needed.

3. Stabilize the Incident

4. Mitigate threat of pollution.

- Control source—minimize amount spilled.
- Arrange for response contractor to protect sensitive areas & recover and dispose of pollutant.

5. Manage Information

- Internal communications—Establish effective flow of information to and from scene, and between command post and response partners.
- External communications—Joint media coordination to provide "best" information source.

6. Restore Maritime Operations.

Unified Command Response Expectations

- Notification at earliest time.
- Accurate reports of situation—damage, injuries, pollution, cause if known.
- Immediate update of significant events & timely information sharing.
- For involved party, a local response representative with authority to act on behalf of owner / operator.
- Timely arrangements for pollution and salvage response.
- Accountability of all passengers and crew.
- Coordination with communities to support shore side operations for evacuee care.
- Participation in Joint Information Center.
- Participation in the Incident Command System (ICS).

KNOW YOUR RESPONSE PARTNERS!
SEE INSIDE FOR MORE ACTIONS.

U.S. Coast Guard

Mass Rescue Operations



Multi-Agency Quick Start Guide for Passenger Vessel Emergencies



A
Unified Command
Reference Document

Version 5.0

Multi-Agency Quick Response Guide for Passenger Vessels Emergencies

Rescue Coordination Center (RCC):

- Verify information. Complete notifications & briefs.
- Assume or appoint SMC. Initiate response checklists.
- Minimize communications to ship. Contact owners, agents for background info to permit Master to address emergency.
- Assign dedicated communicator. Maintain open line with company/agents as required for rapid info exchange.
- Coordinate with company on response plans & to determine status for souls on board, injuries, missing, etc.
- Obtain PAX/Crew List from company, agents, NOAA/SANS.
- Launch / divert assets. Issue UMIB / AMVER notices.
- Designate On Scene Commander (OSC) and broadcast.
- Obtain SAR Plan of Cooperation (large cruise ships only).
- Coordinate w/ owner & agents for commercial resources.
- Evaluate safety/security zone need. Coordinate w/ Sector.
- Evaluate temporary airspace restriction. Contact FAA.
- Alert State & communities expected to receive evacuees.
- Coordinate with UC (Sector, communities, company) to activate landing and triage sites and reception centers.
- Coordinate Passenger Accountability procedures with UC. If foreigners involved, consult CBP.
- Dispatch RCC Liaison officers to UC, company office, and other sites as needed.
- Alert Public Affairs
- Complete ICS 201 form for situation brief to UC and other non-USCG partners.

Vessel Owner:

- Activate Crisis Action Team & response plans.
- Complete federal, state and local notifications.
- Establish comms with ship and USCG RCC. Maintain open line as needed.
- Assist Master with stability analysis and response support.
- Request local USCG Liaison officer. Share incident information with USCG regularly.
- Commence logistics for possible passenger evacuation and shore side support.
- Initiate passenger accountability process. Assume leadership role. Provide accurate "Souls on Board" list to Agent and others who need it.
- Coordinate actions with Unified Command. At earliest, provide UC representative.
- Contact Flag State, Class, underwriters.
- Initiate spill and security response plans.
- Activate JIC process w/ USCG – release initial media statement.
- Establish 800 number for family/friends.
- If no agent, initiate actions below.

STATE

- Activate EOC and pollution, medical, and law enforcement actions / support as needed.
- Provide State OSC to UC IAW existing plans.

USCG Sector Command

- If also SMC, see RCC list.
- Complete notifications.
- Evaluate "Away Team" activation.
- Comms with ship thru SMC or company EOC conference call.
- Initiate Unified Command as needed. Consider conference call for initial UC meeting.
- Distribute contact information.
- Support ICP activation.
- Coordinate initial Liaison Officer needs with response partners.
- Support shore side accountability process. Sent reps to landing sites.
- Initiate pollution / salvage response. Review ACP checklists.
- Initiate investigation process.
- Establish & enforce safety or security zones.
- Execute applicable provisions of Area Maritime Security Plan.
- Coordinate terrorism investigation with FBI (if appropriate).
- Coordinate SSC.

Unified Command

- Assume command.
- Establish liaison with SAR SMC.
- Set organization, priorities, objectives. Initiate response planning.
- Establish effective internal and external communications process.
- Stand up JIC w/industry. Issue joint release at earliest time.
- Coordinate with law enforcement for investigative and security support.
- Maintain link to industry EOC. Dispatch liaison officers from nearest USCG command as needed.
- Coordinate with Customs Border Protection Service for foreign evacuee clearance.
- Establish and maintain effective liaison with key stakeholders.
- Ensure passenger accountability process established and understood by all.
- Establish landing sites in coordination with SMC: disembarkation capability, decon, triage, medical and survivor transport, crowd control, media access.
- Monitor/assist evacuee transport.
- Establish and secure reception center for survivors.

Vessel suffers disabling casualty.

IMMEDIATE

WITHIN ONE TO FOUR HOURS

Ship:

- Contact CG and company at earliest time.
- Provide dedicated communicator for reports to company & USCG. Provide regular updates of status and changes.
- Initiate damage control. Contain / extinguish fire.
- Assess vessel stability. Report.
- Treat injured personnel. Report numbers.
- Request MEDVACs as required.
- Evaluate cause of casualty for security threat. Report.
- Determine potential need for evacuation of personnel. Initiate actions as required - prepare survival crafts, PFDs, etc.
- Keep passengers informed of situation.
- Initiate crowd control procedures as required.
- To extent possible, ensure evacuees have identification and medications prior to evacuation.
- Maintain comms with SAR OSC. Share intentions.
- Mitigate potential release of fuel oil to best ability.

Agents:

- Establish comms with ship owner & USCG.
- Support requests from master or owner.
- Send liaison to RCC and Sector Command.
- Update the UC on resources dispatched and ETA.
- ID other available commercial assets. Contract as required.
- At owner requests, assume leadership of shore side accountability process.
- Support shore side logistics for evacuation.
- Coordinate with community on reception center activation and operations.
- Locate interpreters.

Port Community

- City Mgr notified
- Activate Shore-side Emergency Plans.
- Hospital(s) recall available staff
- Harbormaster prepares City-owned port facilities for landing sites. Assist with landing site ops.
- Id and assist w/ establishment of reception center(s).
- Alert Red Cross / Salvation Army.
- Provide triage, medical treatment, patient transport for injured persons landed ashore.
- Provide representative to UC.

- Coordinate/supervise special teams support (EOD, Strike Team, CSST, NOAA, FEMA, etc.)
- Coordinate marine firefighting support.
- Supervise spill response (source control, containment, recovery, protection of sensitive areas, disposal and decontamination).
- Evaluate damage survey/ approve salvage plan/supervise salvage operation.
- Coordinate requirements for damaged ship transit, port entry.
- Provide interpreters as required.
- Establish decedent affairs process: NOK notifications, mortuary ops, etc

- **SAR OSC:** Support master, direct rescue resources on scene, serve as single POC for master, recover people in water, establish check in / out for resources, track evacuee numbers and destinations, provide status updates to SMC/Sector.