

United States Coast Guard
Cruise Ship National Center of Expertise
Cruise Ship Rider Performance Guide



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CRUISE SHIP RIDER PROGRAM PERFORMANCE WORKGUIDE

Objective:

To provide direction and standardized experience for Coast Guard Port State Control examiners working toward their Foreign Passenger Vessel Examiner (FPVE) qualification and participating in a Cruise Ship Rider Program by establishing tasks to maximize their onboard experience.

Discussion:

Coast Guard members participating in a Cruise Ship Rider Program have been provided a unique opportunity to briefly step away from their normal Coast Guard duties and into the life of a crewmember aboard a cruise ship. The average timeframe for a cruise ship ride is normally one week. This is a great opportunity to experience the operations of the ship while underway and entering/departing port, embarking and disembarking passengers, and during turnaround operations. Through the completion of the performance items, FPVE's will greatly enhance their understanding of cruise ship operations and the responsibilities of the officers, staff and crew. These performance items are a guide, which should be utilized throughout the duration of the ship ride in addition to any tasks assigned by the vessel's officers. This program is designed to provide a firm foundation during the completion of a member's FPVE qualification. This Cruise Ship Rider Program is separate from the Passenger Ship Safety Certificate Survey Training as outlined in [CG-543 Policy Letter 11-13](#) in the sense that this program is geared toward the break-in FPVE, however can also be used by already qualified FPVE's. Mutual Training Agreements (MTA's) do not need to be established with individual cruise lines because the Coast Guard has signed a national MTA with Cruise Lines International Association (CLIA). The [CLIA MTA](#) can be accessed on the Cruise Ship National Center of Expertise internal website. Completion of a cruise ship ride will meet the FPVE PQS prerequisite requirement. Cruise lines points of contacts can be obtained by contacting the CSNCOE.

Actions:

The performance items questions and activities are designed as a guide to ensure participants in the make the best use of their time onboard the vessel. **Those items with an asterisk (*), shall be completed. Other items should be completed as time permits but are not required.** There are a considerable number of tasks listed in this guide and it will require very careful scheduling in order to complete as much as possible within a one week. FPVEs shall meet with the executive group onboard the vessel at the start of their trip to explain the purpose of the program; specifically it is not for an audit/survey. FPVEs shall coordinate with a senior officer and request he/she be appointed as a liaison in order to facilitate the successful completion of the program. Following completion of a Cruise Ship Rider, FPVE's shall forward a summary of their experience to the CSNCOE via their chain of command. Any suggestions for changes or improvements should also be sent directly to the CSNCOE.

Encl: Cruise Ship Rider Performance Guide

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I. Vessel Particulars

**Fill in the blanks*

Vessel Name:	
IMO #:	Callsign:
Owner:	Operator:
	Port of Registry:
Delivery Date:	Keel Laid Date:
 	
# of Required Licensed Officers:	# of Required Crew – Unlicensed:
Maximum crew capacity:	Maximum passenger capacity:
 	
Gross Tons:	Net Tons:
DWT Tons:	
 	
LOA:	LBP:
Beam:	Depth:
	Propulsion Type:
Maximum Speed:	Cruising Speed:
Number of Generators:	Generator Type:

II. Management and Ships Business

1. * Crewmember's role and responsibilities:

- Explain how management styles differ when managing people of different cultures, backgrounds and nationalities

2. * Identify the roles and responsibilities of the following personnel? Who are their supervisors and subordinates? What is the working relationship between each position? What safety duties do they perform and what function do they perform in the event of an emergency?

- Master
- Staff Captain
- Chief Officer
- Safety Officer
- 1ST Officer (MAY BE MORE THAN 1; IDENTIFY ALL)
- 2ND Officer (MAY BE MORE THAN 1; IDENTIFY ALL)
- 3RD Officer (MAY BE MORE THAN 1; IDENTIFY ALL)
- Environmental Officer
- Security Officer
- Chief Engineer
- 1ST Engineer
- 2ND Engineer (MAY BE MORE THAN 1; IDENTIFY ALL)
- 3RD Engineer (MAY BE MORE THAN 1; IDENTIFY ALL)
- Chief Electrical Engineer
- Chief Reefer Engineer (may or may not exist, might be a collateral duty)

Although not required under SOLAS, the following positions are also integral to the proper functionality of the vessel. Identify their roles and responsibilities, the safety duties they perform as well as the function they perform in the event of an emergency.

- **Hotel Director**
- **Surveillance Officer**
- **Staff Chief Engineer**
- **Cruise Director**
- **Food & Beverage Manager**
- **Guest Relations Manager**
- **Chief Housekeeper**
- **Executive Chef**
- **Chief Purser or Chief Financial Accountant**

III. Vessel Safety and Security

A. Safety:

1. Safety Management System (SMS) – This section is meant to provide an overview of how the ship handles their SMS, members do not need to read the SMS but should discuss the below tasks with the shipboard crew.

- **Locate the ship’s SMS, what format is the SMS provided to the crew (computers, manuals, etc) and where is it located? What does the SMS contain? Identify how shipboard inspections and non-conformities are tracked and corrected in accordance with the SMS. Provide an example.**

- **Talk with the crew. Explain how the SMS “lives” on the ship. Described how it is used by the crew on a daily basis and how it is an essential tie-in to the proper functionality of operations.**

- **Describe how the company manages the SMS. Explain the process of updating or editing the SMS**

2. Shipboard Safety Meetings (if held):

- **Identify how the company promotes shipboard safety. Explain how these meetings meet the standards regarding familiarization training in SOLAS and STCW and how they are incorporated into the vessel’s SMS.**

- **Identify any meeting you are present for related to the promotion of safety and describe the following for each.**
 - **How often are the meetings held**
 - **Who runs the meetings**
 - **Who attends the meetings**
 - **What topics are discussed**
 - **What actions are taken**
 - **What records are taken**

B. Security (You are not operating in a PSC exam capacity and shall not request to review the ship security plan or be given information prohibited by Section 9.8.1 of the ISPS Code):

1. * Ship Security Officer (SSO):

- **Identify the SSO and discuss with him/her basic duties and responsibilities?**
- **Discuss their responsibilities related to CVSSA compliance and any challenges faced**
- **Observe the SSO interaction with the Port Facility Officer during a port call (if possible)**

2. * Security Watch

- **Observe security watch while moored. Observe both, shore side and shipside gangway watch and explain the duties of the gangway security detail**
- **Observe the security team during a turnaround port. Identify the concerns and role of the security team during this evolution.**
- **What actions does the Watch Officer take in the event of the following shipboard emergencies?**

IV. * Lifesaving and Fire Fighting Systems (complete entire section)

A. Lifesaving

With the Deck Officer responsible for lifesaving equipment make a round of the lifesaving equipment listed below. Identify how often lifesaving equipment is checked and what program the vessel has for keeping track of equipment expiration dates. If available, observe scheduled maintenance of life saving equipment.

1. Lifeboats

- **Lifeboat equipment**
- **Tender equipment (if listed on the vessel's PSSC as a lifeboat)**
- **Rescue boat equipment**
- **Davit launched liferafts and equipment**

2. Marine Evacuation System (MES) (if available on-board)

- **Identify what a Marine Evacuation System is and its purpose**
- **Identify the testing requirements for the MES**
- **Identify the deployment cycle of the MES system**
- **With the designated Deck Officer responsible for lifesaving, witness and describe the basic maintenance for the MES.**
- **Describe the deployment and use of the MES with the designated Deck Officer.**
- **Describe the training requirements for each crew members, including the MES system party members**

B. Fire Fighting

1. Fire Control Plan

- **Review Fire Control Plan on the bridge and discuss how it is used during an emergency situation**

2. Fire Doors

- **With the respective officer; discuss the operation and maintenance of fire screen doors**
- **Identify the test procedures for fire doors both sliding and hinged**
- **Identify the testing interval**

3. Fixed Fire System

- **With the respective Engineering Officer, discuss the operation of all fixed fire suppression systems and their components**
- **Discuss the operation of the fire main and fire pump**
- **Discuss the operation of the CO2 flooding system and its components**
- **Identify the testing interval and whether this is done in-house or by a third party**

4. Fire Detection

- **With the respective Deck Officer discuss the operation of Smoke and Heat Detectors**
- **Describe the procedures the vessel takes if they discover one has activated**
- **Describe the testing procedures and intervals for both**

5. Fire Patrol:

- **Join the fire team during a round of the vessel. Explain what the member is looking for in addition to fire. Explain how the fire patrol is documented.**
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C. Emergency Response:

1. Muster list and Emergency Plan

- **Describe the function of the ship’s muster list**
 - **Describe the information it provides**
 - **Describe how the “response teams” are grouped to respond to various shipboard emergencies (fire fighting, flooding, pollution, abandon ship)**
 - **Describe how the vessel accounts for crew members and contractors that have no emergency duty**
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2. Drills:

- **How often are drills conducted and how often are crew members required to participate in each**
 - **What drills are conducted on a weekly, monthly, quarterly, semi-annual and annual basis**
 - **Where are these drills logged**
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3. General and incident alarms:

Describe the ship’s alarm signals used to indicate the following and how the vessel deals with each emergency situation. Describe the differences in responding to these situations on a cruise ship vice a cargo ship.

- **Fire:** _____
 - **General emergency:** _____
 - **Abandon ship:** _____
 - **Man overboard:** _____
 - **Pollution:** _____
 - **Collision or Allision:** _____
 - **Security Breach:** _____
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4. Witness (not evaluate) an abandon ship drill (if conducted) and passenger muster; discuss the following:

- **Shadow the Safety Officer during the passenger muster and drill**
 - **Discuss the responsibilities of all teams onboard with the Safety Officer (muster stations, stairway guides, cabin stewards, special care teams, life saving prep teams and operators)**
 - **Speak with different teams about their responsibilities; Describe their duties**
 - **Speak with a muster station leader about their responsibilities; Describe their duties**
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5. Witness (not evaluate) a fire drill (if conducted):

- **Observe who runs the drill and how the fire team’s actions are coordinated**
 - **Identify what other parties are involved during the fire drill according to the ships emergency plan**
 - **How are crew cabins and passenger staterooms evacuated and cleared in the event of a fire?**
 - **Identify how the ship evaluates the different areas of the fire drill for proficiency**
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V. Navigation

A. Navigational/ Bridge:

1. * Bridge Watch-Keeping:

- **Observe a bridge watch and describe the watch stander's responsibilities**
- **Observe arrival/departure operation and describe the watch stander's responsibilities**
- **Meet with navigation officer to review voyage planning and discuss his/her responsibilities**
- **What routine items are conducted during a bridge watch**
- **Which crewmembers stand the watch and how many**
 - **Does this change for arrival/departure, low visibility, etc.**
- **What is involved when an oncoming watch officer takes over the watch**
 - **Describe the ship's procedure**

2. Port Arrival or Port Departure:

- **During arrival or departure, what are the responsibilities of the following personnel (if required):**
 - **Captain**
 - **Staff Captain**
 - **1st Officer**
 - **2nd Officer**
 - **3rd officer**
 - **Helmsman**
 - **Lookout**
 - **Chief Engineer**
 - **Chief Engineer Junior**
 - **Engineering watch-stander**
 - **Other applicable engineering personnel**

3. * Describe “Bridge Resource Management” and how it is implemented.

4. * Ask for and review the ships Decision Support System. Describe what it addresses and to what detail.

5. * Shipboard Emergencies:

- **What actions does the Watch Officer take in the event of the following shipboard emergencies:**
 - **Fire**
 - **Damage to ship**
 - **Pollution**
 - **Man-overboard**
 - **Medical emergency or evacuation**
 - **If the ship has a helo pad, have watch officer describe how it is used.**

VI. Deck Department

1. Preparing for ARRIVAL:

Identify the procedures employed by deck department personnel when preparing for arrival. Start from the time that the bridge notifies the engine room of arrival plans. Be sure to include times and descriptions of the following events:

- **Contact with the pilot station**
- **Rigging of the pilot ladder and pilot embarkation**
- **Preparing the vessel to await pilot or enter port**
- **Hoisting flags**
- **Vessel entering port**
- **Making the tugs fast alongside (if used)**
- **FWE (finished with engines) and securing systems such as steering, bow thruster, radar, ECDIS, etc**

2. MOORING:

- **Describe the procedures used for docking and undocking**
- **Describe the procedures used on the bow or stern**
- **Identify who is responsible for the various tasks involved**
- **Describe the procedures used by bridge personnel during mooring**
- **Observe a mooring or anchor watch and describe the procedures during that operation**

3. PILOTS AND DOCKING MASTERS:

- **Describe the responsibilities of pilots and docking masters during the docking**
- **Observe any briefing information the master provides to the pilot**
- **What is the relationship between the ship's master and the pilot or docking master**

VII. Engineering Department

A. Main Engineering Space:

Briefly describe the systems listed below as the system exists on the vessel. The discussion must include the purpose of the system and description of the major components of the system as well as the arrangement and locations of the equipment.

- 1. Primary form of propulsion and the engineering particulars of the plant (e.g. diesel-electric propulsion – 6 main generators @12.6 MW/6kV each, 3 each in 2 engine rooms, and 2 azipod propulsors @17.6MW each).**

- 2. Main Engine Systems**

- Lube oil service system**
- Fuel oil service system**
- Fuel oil transfer system**
- Jacket cooling water system**
- Engine automation systems**
- Switch over requirements and how ship meets the ECA requirements**

- 3. Auxiliary Systems**

- Machinery space bilge system including the oily water separator**
- Potable Water System, including water purity devices**
- Ballast/Heeling**
- Waste water treatment systems**
- A/C systems**
- Lube oil and fuel oil purification systems**

4. Electrical System

- **Primary source of electrical power (i.e. main engines) and its rating.**
- **Describe how the power generation is segregated (i.e. how the components such as the generators, switchboards, and cable runs split between separate watertight compartments).**
- **Emergency generator.**
 - **Describe what loads are attached to the emergency bus**
 - **Describe what triggers an emergency generator to automatically start**
 - **Describe the methods of starting the emergency generator**
 - **Describe the procedure and frequency for testing**
- **Transitional power**

B. Engine Room Operations:

1. * Watch Standing:

- **Observe an engineering watch**
- **Describe the watch stander’s responsibilities**
- **Make a round of the main engineering spaces with the first engineer and describe your observations, findings and route. Describe the rules about stowage in A/C rooms and other Category 10 spaces**

2. * Engine Room Manning:

- **Describe the different positions used in manning the engine room and their responsibilities**
 - **Explain how this differs during arrival/departure, low visibility, etc.**
 - **Describe the differences between what is the required manning on the Minimum Safe Manning Certificate and what the vessel actually uses.**

3. * Bridge Control:

- **Note the bridge control alarms and engine-room controls**
- **Describe what alarms would require joint effort of both the bridge and engine room**
- **When would the engineers take over control of the vessel, if ever; Explain**

4. * Bunkering Procedures:

- **Describe bunkering procedures and precautions on board the ship**
- **Discuss the impact of the new Emission Control Area (ECA) regulations with the Chief Engineer**

5. Meet with the engine storekeeper and describe how parts are tracked on the vessel. Explain how this is incorporated into the vessel's SMS and how it is used to ensure the proper operation of the vessel.

C. * Waste Streams:

Discuss the following waste streams with the Environmental Officer and engineering staff. Describe how the systems meet compliance with MARPOL Annex I and 33 CFR 151

1. Oil Pollution Handling:

- **Oily Water Separator (OWS)**
- **Oil Transfer Procedures**
- **Bilge Water Management system**
- **Waste/Sludge Oil incineration or storage**
- **SMS procedures**
- **White Box for OWS (if equipped)**
 - **Describe what its function is, and how it interfaces with the required equipment**

2. Gray Water:

- **Prohibited sources**
- **Procedures for Gray Water Handling**
- **Sampling procedures**
- **Responsible crew**
- **Describe specific requirements the gray water system must meet with regard to 33 CFR 159 (i.e. Alaska requirements) and Vessel General Permit**

3. Black Water:

- **Marine Sanitation Device**
- **Sources**
- **Treatment (chemical/biological, flow indicators, etc...)**
- **SMS procedures**
- **Disposal procedures**
- **Describe specific requirements the black water system must meet with regard to 33 CFR 159 or the MARPOL Annex IV equivalent**

4. Hazardous

- **Storage/Separation**
- **Sources (photo lab, print shop, x-ray, etc...)**
- **Records and documents required for landing the waste in accordance with the vessel's SMS and requirements such as RCRA and MARPOL Annex V.**
- **Discuss the operation and procedures regarding hazardous waste of the photo lab, print shop, x-ray**

5. Non-Hazardous

- **Storage/Separation**
- **Sources**
- **Garbage Management Plan**
- **Incinerator/Grinder**
- **Records/Log and documents required for landing the waste**
- **Discuss operation and procedures of the garbage handling room**
- **Describe how the vessel meets the requirements described in MARPOL Annex V and 33 CFR 151**

VIII. General

1. * Passenger embarkation and disembarkation

- Describe the overall embarkation and disembarkation process of passengers onboard your ship
- How does the ship facilitate this process
- How does the ship interface with the facility
- What are the roles and responsibilities of the crew (both deck and engine departments), licensed and unlicensed, security team and hotel staff
- What other agencies and interested parties did the vessel crew interact with during turnaround

2. Passenger Tenders (if applicable)

- Were there any ports where the ship did not dock to a pier; where
- What means were used to transport the passengers to and from shore
- If a tender was used, describe that system
- If tender were used, were they part of the vessel's lifesaving equipment
- Attend and describe any training sessions held prior to tender operations
- What training and certifications do tender operators require and how are they certificated

3. * Passenger Safety Muster

- Describe the required safety instructions and musters the passengers were required to participate in
- Describe this process in detail

- Describe who is responsible for the organization and operation of the passenger muster
- Describe how the crew identifies and manages children and passengers with special needs such as people with walkers or mobility devices

4. Passenger Luggage

- Observe luggage operations
- Describe the loading/ unloading process of the passengers' luggage
- How did the baggage arrive in the passengers' staterooms
- Where any special screening processes employed; was it on ship or by the facility
- Describe how is luggage handled on the last night of the cruise

IX. Medical Facility

1. Speak with the ship's doctor and nurses.

- **What training are they required to complete**
- **What additional training are they required to have with regards to CVSSA**

2. Medical Equipment

- **What medical equipment does the medical staff have onboard the vessel**
- **How is it maintained**

3. Drugs

- **How are prescription, narcotic and over-the-counter drugs found on the vessel prescribed and accounted for**
- **How much anti-retroviral medication does the ship carry in accordance with CVSSA**

4. Quarantine

- **When a passenger or crewmember falls ill, what procedures does the medical staff follow**
- **When would they quarantine a patient**

X. Hotel Department

A. General

1. * Describe the hierarchy of the hotel department.

2. * Speak with the Hotel Director.

- **Describe the various inspections the hotel department undergoes; how does the department prepare for each**
- **Discuss the biggest hurdles the hotel department has on embarkation day for preparing the vessel to sail while staying in compliance with the marine regulations**
- **Discuss the biggest hurdles for the hotel department on days when a Coast Guard exam is taking place**
- **Discuss how the presence of the Coast Guard or another inspecting agency affect and impact operation throughout the hotel department**
- **Discuss any operational limitations for the hotel department that may conflict with safety requirements**
- **Discuss the involvement of the Hotel Director in the familiarization training of his personnel; How much burden does this and other training place on the hotel department**
- **Describe the role of the hotel department has in passenger safety in addition to their responsibility for the care and comfort of the passengers**

B. Laundry Operations

1. Speak with the Laundry Master.

- **Discuss the policies and rules in place in the laundry room such as managing egress routes, emptying lint traps, and firefighting procedures**
- **Discuss any specific training that laundry personnel undergo at the beginning of their contract**
- **Discuss any additional housekeeping policies in the laundry room**
- **Discuss any policies about how the laundry personnel handle hazardous material and if there is any training regarding this topic**
- **Discuss the burdens placed on the laundry master during embarkation day and during crew turnover**

C. Galley Operations

- **Observe main galley operations during a busy evening meal. Describe your observations.**
- **Discuss any specific training that galley personnel undergo at the beginning of their contract**
- **Discuss the burdens placed on galley personnel during crew turnover such as attending familiarization training; how is this managed**
- **Discuss the training that galley personnel undergo during crew turnover**
