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The Cruise Ship Round Turn

Issue 26

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A Word from Federal Maritime Commissioner Louis E. Sola

Cooperation & Precautions Key to Successfully Restarting Cruise Operations



As a non-commissioned officer in the U.S. Army I learned two important lessons. The first was the criticality of adapting to the operational conditions of the day. The second, and no less important, was to carefully review each incident to assimilate the experience and apply newly gained knowledge to future similar circumstances. This is a useful background to apply to how port authorities, cruise lines, and the U.S. government responded to changes in passenger vessel operations resulting from COVID-19's spread to the United States.

Pleasure cruising is an important economic engine for ports, cities, and states throughout the nation. It creates tens of thousands of direct and indirect jobs, and for some communities generates hundreds of millions of dollars in revenue. In some locations, particularly in Alaska, cruising is the leading - if not sole - source of income for municipalities and their residents. Shutting down this industry is simply not a viable option, too much is at stake. Finding ways to manage risk while allowing the industry to operate has been my goal from the first

day I took on the responsibility of leading the Federal Maritime Commission's Fact Finding 30 investigation of COVID-19's Impact on the Cruise Industry. I could not have asked for better qualified or more motivated partners to take on this task than the men and women who rose to the challenge of determining paths to keep this industry operating.

Port authorities and cruise lines responded quickly and aggressively to implement changes to provide passengers with the confidence and comfort that it would be safe to get on vessels again. Terminals were redesigned to incorporate safety protocols, increase sanitation standards, achieve proper social distancing standards, and to prioritize moving people rapidly from curb to vessel. Ships were retrofitted with improved ventilation and circulation systems. Sick bays were enhanced on all vessels and agreements were established between facilities, health authorities, lines, and ports on how to handle sick passengers. Crews and shipboard workers have been vaccinated and the lines are committed to maintaining 100% vaccination rates for these personnel. To the credit of Florida's Governor, surplus vaccines were offered to mariners calling ports in that state. From the first day the Centers for Disease Control lifted their "No Sail" order, ports and cruise lines were prepared to accept passengers and operate vessels.

These efforts have yielded positive results. People are booking voyages, the industry is rebounding, and performance is strong. Getting on a cruise ship

is not an entirely risk-free proposition, but nothing ever is. Whether going to the grocery store, taking a flight, or engaging in any one of the countless activities necessary to lead our lives, there is always the possibility of being exposed to COVID or any other communicable disease. Our goal must be to establish protocols and procedures that minimize risk to the point we are not forced into isolation. We must approach life and business with the mindset of living with something that is endemic, not pandemic. That is what has been accomplished in the passenger cruise sector.

A true partnership has been established between industry, local authorities, and the federal government that not only provided positive results in response to the challenges of COVID but has created the groundwork for continued cooperative efforts between these key players. Everyone is committed to continuous learning from their experiences, and contingencies will continue to be adjusted with the shared goal of always making it as safe as possible to enjoy cruising again. The serious minded and goal oriented manner in which people approached the task of creating safeguards and protocols for resuming cruise operations is a case study in finding ways to solve problems and achieve positive results.

Louis E. Sola is a Commissioner with the U.S. Federal Maritime Commission. The thoughts and comments expressed here are his own and do not necessarily represent the position of the Commission.

Promoting Safety Culture in Cruise Operations

by Captain Jan Solum

Area Manager / Director, DNV Cruise Center



The cruise industry is amid a full return to operations, and many steps must be taken to do so safely. A critical component is crew training and competence, and operators need to invest more in this area to strengthen their organization's safety culture.

In January, the Cruise Line Industry Association (CLIA) released its Cruise Industry 2022 Outlook Report, forecasting that 100% of cruise lines will have resumed operations before years' end. Despite the expectation of new COVID-19 variants appearing, and the impact of the war in Ukraine, 2022 has been a positive year for the cruise industry. As of this summer, most major cruise lines have returned their entire fleet to service. In addition, with health authorities further relaxing COVID-19 travel restrictions and consumer confidence on the rise, cruise lines have gradually moved to eliminate occupancy caps onboard. However, the return to passenger operations does not come without challenges.

For operators, one of those challenges is training and building up the competency and knowledge of their crew. Operational safety has always been a top priority in the cruise industry. Still, it is more of a struggle for the industry to maintain its safety culture in the present climate. While vessels continue to return to service, significant risks are hiding in plain sight. It is paramount that cruise ship operators direct further attention to their crew to promote the safety culture vital to the industry's successful return.

Understanding a complex situation

On March 14th, 2020, the U.S. Centers for Disease Control and Prevention issued its no sail order for cruise vessels due to the risk cruise ship travel may intro-

duce, transmit, or spread COVID-19. Similar words went out from authorities worldwide, and soon the global cruise industry was screeching to a stop.

This was a completely unprecedented situation. When passenger operations stopped, revenue stopped coming in, and cruise companies were forced into making difficult decisions. Those decisions included sending vessels into lay-up, reducing crew and staff, and taking on significant debt to maintain liquidity. No one had a clue how long the no sail period would last, but it was fifteen months before the first cruise ship set sail again from south Florida. I had one executive tell me at that time when operations were restarting that if it had been clear at the beginning of the pandemic how long the industry would be out of commission and just how bad things would get, there wouldn't be any cruise companies left today.

Much work was needed to bring the industry back online. Given that most vessels were at reduced manning levels, many shipboard and shore-based positions needed to be filled, making hiring among the top priorities for operators. Those who lost their jobs during the pandemic found employment opportunities elsewhere. Many of them didn't return when the industry restarted again or not to their previous role. So, to fill the personnel gap, operators had to widen their search and look at candidates with the right credentials, but perhaps not the experience in the cruise industry.

Balancing health and safety

Reflecting on the return to cruise operations, I see a difference in the safety culture present in the industry and part of the difference is because of the new COVID protocols and pro-

cedures established to reduce the health risks. Naturally, much attention is going to the new protocols because the pandemic has gripped our lives for such a long time. A public perception developed in the early days of the pandemic that cruise vessels were Petri dishes for COVID, and that perception is something the industry has worked hard to shake. Cruise lines are actively striving to demonstrate that cruising is safe, but only by enforcing the health procedures and protocols is that possible. Insufficient emphasis on the new protocols increases the risk of a COVID outbreak occurring on board, which will damage the public's perception of the industry and make it more challenging to sell cruises and secure future revenue.

Operators should be mindful that the extra attention and emphasis placed on passenger health does not overshadow attention to other areas of safety. There is an uptick in the number of near-misses reported, and we've seen more unusual mistakes made onboard vessels. Not the kind of mistakes commonly made by experienced, seasoned crew either. The new procedures are not the only contributing factor to the increase, but the trend is unsettling.

The human factor

As vessels transition from lay-up to operation, the responsibilities of onboard personnel change. For those working throughout the lay-up period, the new manning arrangement required a mental adjustment. While your responsibilities may change instantly, we are human beings, and we can't just flip a switch. There is a period where subconsciously, you might find yourself compelled to continue doing what you were doing

“Ultimately, you cannot rest on your laurels with safety culture. It's an area that requires continuous effort and attention, and a focus on training and increasing the competence and knowledge of staff and crew can go a long way towards improving it. .”

before. There is also the fact that every vessel has at least some crew members onboard who joined recently from outside the cruise segment, and they may not be accustomed to how things are done in the industry. It is imperative that operators provide continuous training to and investment in their personnel. This is where the value of running exercises and drills comes in. You don't want to train in real-life situations. You want to see how the crew reacts in drills so that you can assess mistakes and correct them.

It's essential to recognize this starting point when seeking to improve. DNV's Maritime Advisory Services targeting safety, risk, and reliability can assist an organization seeking to improve or foster the desired safety culture. By performing a HOT assessment to evaluate the interdependencies between the human (H), organizational (O), and technological (T) dimensions, it is possible to iden-

tify the underlying causes of weaknesses in safety performance and reveal where discrepancies exist between the intended processes of the organization's safety management system and what happens in reality.

Solid foundation for safety

In some respects, the cruise industry has had to reinvent itself coming back online. You could equate the situation to tearing down your house and rebuilding it from scratch. Before you begin construction, you need to examine the foundation to check what needs reinforcing. If you don't, you may overlook something critical that could threaten the integrity of the structure you are building.

Ultimately, you cannot rest on your laurels with safety culture. It's an area that requires continuous effort and attention, and a focus on training and increasing the competence and knowledge of staff and crew can go a long way

towards improving it. It's essential to take the time to look at your near misses, investigate how they occurred, understand the risks that you have and ask yourself how you can choose to address them. Reducing the number of near misses, statistically speaking, will lessen the risk of one of those incidents escalating to something greater. In our current reality, we must focus on the risks and combat COVID-19, but we can't lose sight of the bigger safety picture as we do.



Cruise Ship Shore Power in the Port of San Diego

by Mr. Adam Deaton

Cruise Business Manager, Port of San Diego

The Port of San Diego operates two cruise ship terminals in San Diego Bay at B Street and Broadway Piers. Located at the doorstep of downtown San Diego, passengers have the convenience of nearby air, interstate, and rail transportation as well as several world-famous attractions to visit such as the U.S.S. Midway Museum, Seaport Village, The Rady Shell at Jacobs Park, and the San Diego Zoo. What makes San Diego one of the premier travel destinations also makes it the perfect place to begin a cruise vacation. This perfect location also places the cruise ships within a short distance of residential and commercial populations. The Port of San Diego

recognizes this and makes it a priority to provide a safe and clean environment for those that work, live, and play on and around the bay.

Specifically, the Port has been prioritizing air quality improvements for well over a decade. In fact, the Port installed its first cruise shore power system in 2011, three years ahead of state requirements, and is currently installing an additional system. Shore power allows ships to connect to the electrical grid while at berth rather than running their diesel engines.

The first shore power installed at B Street and Broadway Piers cost \$7.1 million dollars and was partially funded by a \$2.4 million California Air



Shore Power Installation at Port of San Diego

Resource Board Carl Moyer grant. However, the system only had enough power and supporting transformer infrastructure to connect one cruise vessel at a time; there-

fore, on dual call days, and rare triple call days, only one vessel is connected.

The single shore power system has served the Port well and has allowed cruise lines calling in San Diego to meet the State of California's At-Berth air emissions reduction regulations. From 2014 through 2016, cruise lines with at least five calls in San Diego were required to utilize shore power for at least 50 percent of all their calls. That requirement went up to 70 percent in 2017, and then to 80 percent in 2020.

Starting on January 1, 2023,

all cruise vessels must connect to shore power while in a California port, with few exceptions - cruise ship terminals with less than 20 calls per year will not be required to connect passenger vessels, and terminals or cruise fleets may, for technical or operational limitations, not connect for up to five percent of their previous year's ship call count.

In preparation for this updated regulation, the Port is expanding its shore power system, effectively doubling capacity and allowing two cruise vessels to simultaneously connect

to the electrical grid. The \$4.6 million Shore Power Phase 2 project is partially funded by the sale of \$500,000 in Low-Carbon Fuel Standard credits. These credits are obtained when electrification, such as shore power use, eliminates carbon that would have otherwise been released into the air. These credit funds must go back into electrification, and Shore Power Phase 2 was a perfect candidate for these dollars. The project will be completed and ready to accept its first dual cruise ship calls in September.



5-Star Review of FPVE Course



by Ms. Caterina Danuta
ERP Lead, Carnival Cruise Line

It's Sunday. 1:00pm. I felt a bit nervous while heading to the training lounge on Carnival Freedom for the opening session of "Foreign Passenger Vessel Examiner Course" organized by the United States Coast Guard. The lounge was anything but tired: the pulse was electric, and there was a sense of confidence heating up the room. I took a deep breath and entered. 17 USCG Inspectors, 7 Industry representatives and 5 instructors all together for 6 days of intense preparation in how to better conduct ship examinations. Even with diverse backgrounds and experiences, there was one common goal in mind: to maintain high levels of safety for passengers and crew onboard.

The discussions started immediately, and it was almost unanimously agreed that the proficiency of working teams is based on well-defined structures, standard examinations across organization and utilization of technology. Classroom discussion blended with several walks mimicking the 4 groups conducting inspections helped participants understand: room categorization, identifying and

addressing deficiencies, as well as observe and practice crew examinations. Those 6 days flew by so fast and now being ready to leave the ship, all I can think is what an amazing opportunity it was and how much there is to share when going back to the office.

Grateful for the opportunity

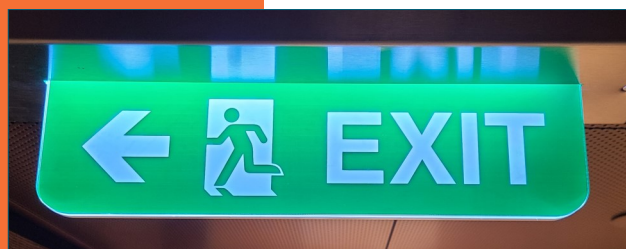
to see how the USCG Inspectors get trained, applauding the transparency in preparation and willingness to bring the cruising industry to the table. An experience for the lifetime that allowed me to connect and build relations that will prove fruitful in the years ahead.



FPVE Course Instructor Mr. Brad Schoenwald showing students how to examine engineering equipment

A Deep Dive into the Marking of Escape Routes

by CSNCOE Staff



Illuminated exit sign

Excerpt from
SOLAS 2020
Edition,
II-2/13.3.2.5

...marking must enable passengers to identify the routes of escape and readily identify escape exits...

During the course of our compliance exams, PSCOs verify escape routes and means of escape throughout the vessel, and relevant escape signage. We often see and hear the terms “Exit”, “Escape”, “Emergency exit”, “Primary escape”, and “Secondary escape.” The number and width of escape routes is clearly outlined in the FSS Code. The more difficult verification item is the marking of escape routes. Let’s review the statutory requirements for escape route marking.

What are the SOLAS requirements?

The SOLAS Convention, Chapter II-2, Regulation 13 outlines the requirements for “Means of Escape.” During an exam, a qualified PSCO is, among other things, verifying that emergency escape markings are installed in accordance with SOLAS, and that the escape routes are not being impeded. Regulation II-2/13.3.2.5 prescribes the requirements for marking (i.e., labeling and signage) of the escape routes. Specifically, II-2/13.3.2.5.1 states that, in addition to the required emergency lighting and photoluminescent lighting, “The marking must enable passengers to identify the routes of escape and readily identify the escape exits...and escape route signs and fire equipment location markings shall be of photoluminescent material or marked by lighting.”

Did you know?

Prior to a vessel being issued a Certificate of Compliance

(COC), the Coast Guard Marine Safety Center (MSC) reviews the Flag/Class approved Emergency Escape Plan provided by the owner and/or their representatives. During the Initial COC exam, a Coast Guard representative carries the emergency escape plan through the ship to determine: 1) that the vessel layout mirrors the plan, 2) that the signage/markings onboard are installed in conspicuous locations (typically within 15-20 meters of each other) to allow an individual to follow the signs safely and efficiently through the designated escape routes, and 3) that designated escape routes are sufficient for an evacuation. In the event a vessel has undergone modifications which would require the escape plan to be updated, the MSC will review the plans to ensure compliance with SOLAS.

How do we evaluate escape route markings?

As we stated earlier, the design requirements for escape routes, and installation of low-location lighting (LLL), are straightforward, and are verified during the Initial COC exam. The tough part is when a PSCO’s judgement is needed to ensure that changes to the ship over time have not impacted passengers’ ability to identify routes of escape and readily identify escape exits. How do we examine the variety of exit signs installed throughout the cruise ship fleet to verify SOLAS compliance? When standing in a space, regardless of the space type where passengers would normally be, can the PSCO clearly see an emergency escape sign and the presence of LLL? If not, take a step to the left or right and re-evaluate. If the answer is still “no”, the PSCO should document this observation for further discussion with the ship’s staff.

What about spaces where

passengers are not allowed such as crew spaces and areas below the bulkhead deck? Regulation II-2/13.1.3 requires that “...additional aids for escape shall be provided as necessary to ensure accessibility, clear marking, and adequate design for emergency situations.” With regard to markings and signage, crew areas must be provided with emergency markings/signage to allow individuals to “...safely and swiftly escape to the lifeboat and liferaft embarkation deck.” If a PSCO identifies a marking/signage deficiency, or has reason to believe markings or signs are missing, and there is not sufficient markings and/or signs to assist a crew members to safely and swiftly escape, the PSCO can request to see the ship’s approved Emergency Escape Plan. Furthermore, the PSCO shall have a discussion with the Ship’s Staff to identify effectiveness of the signage and markings currently installed.

How do we document non-compliance?

When documenting a means of escape/markings deficiency in the *Scorecard*, you will use component 07120. It is important that the applicable SOLAS requirement, based on keel laid date, is selected. As with all deficiencies, Coast Guard PSCOs, regardless of the vessel type, are required to provide the most appropriate cite applicable to the keel laid date of the ship, and write the standard and how the vessel did not meet the standard. Examples of noncompliance regarding markings of escape routes include: obstructed or blocked exit signs, lights not working on



Photoluminescent exit sign

lighted signs, missing exit signs near exit doors, and inadequate signage to enable passengers to identify escape exits. Please review the Scorecard snapshot to the right to see how to document a signage issue in a passenger space. An example of a proper documented deficiency in a crew area is, "Aids for escape shall be provided as necessary to ensure accessibility, clear marking, and adequate design for emergency situations. PSCO observed lighted exit signs in the electrician workshop and crew lounge not

functional." When documenting a LLL/photoluminescent deficiency in the Scorecard, the PSCO will use the same component (07120), not 04104. In the MISLE Database, component 04104 is specific to High Speed Crafts. If a PSCO identifies a deficiency related to LLL, whether it be broken, missing, or blocked photoluminescent strips or electrically powered lighting, the PSCO will document the deficiency under the same component as escape markings/signage.

MISLE Activity Number	<input type="text"/>	IMO Number	<input type="text"/>
Vessel Name	<input type="text"/>		
Type of Exam	COC-FPV Annual		
Vessel System	07 - Fire Safety		
Vessel SubSystem	N/A - No Subsystem		
Vessel Component	07120 - Means of escape		
Deficiency Cite	74 SOLAS 20 II-2/13.3.2.5.1		
Deficiency Score	4.71429		
Severity	16-Rectify deficiencies within 14 days		
	<input checked="" type="checkbox"/> a. To the Satisfaction of the RO/RSO <input type="checkbox"/> b. To the Satisfaction of the Administration <input checked="" type="checkbox"/> c. To the Satisfaction of the Coast Guard		
Deficiency Write Up	The emergency escape markings must enable passengers to identify the routes of escape and readily identify the escape exits. The exit sign in the Smooth Lounge was obstructed by overhead lighting and design fixtures.		

Scorecard Entry for Deficiency

Welcome Aboard Lieutenant Commander Nate Herring

LCDR Herring reported to the Cruise Ship National Center of Expertise in May 2022 where he serves as the Port State Control Officer. He joined the Coast Guard in 2005 through Coast Guard Basic Training Center in Cape May, New Jersey. Upon arriving to his first unit, Station Washington, D.C., he was selected to attend Machinery Technician "A" School in Yorktown, Virginia. Following successful completion of "A" School, and for the following seven year, he was stationed at three different units on the east coast as well as a member of the Redeployment Assistance Inspection Detachment (RAID) in Kuwait and Iraq.

Upon earning his commission in 2012, LCDR Herring was stationed at Sector Charleston, South Carolina where he trained as a Port State Control Officer and Marine Inspector. Following his tour in Charleston, LCDR Herring was stationed at Sector St. Petersburg, Florida from 2015-2018 where he served as a Journeyman Marine Inspector, Lead Port State Control Officer, and Marine Casualty/Suspension and Revocation/Maritime Enforcement Investigator. During his time at Sector St. Petersburg, he participated

in several high-level inspection and investigation activities involving U.S. and foreign vessels, and played an integral part in spearheading the identification of and enforcement against illegal passenger vessel and charter operations.

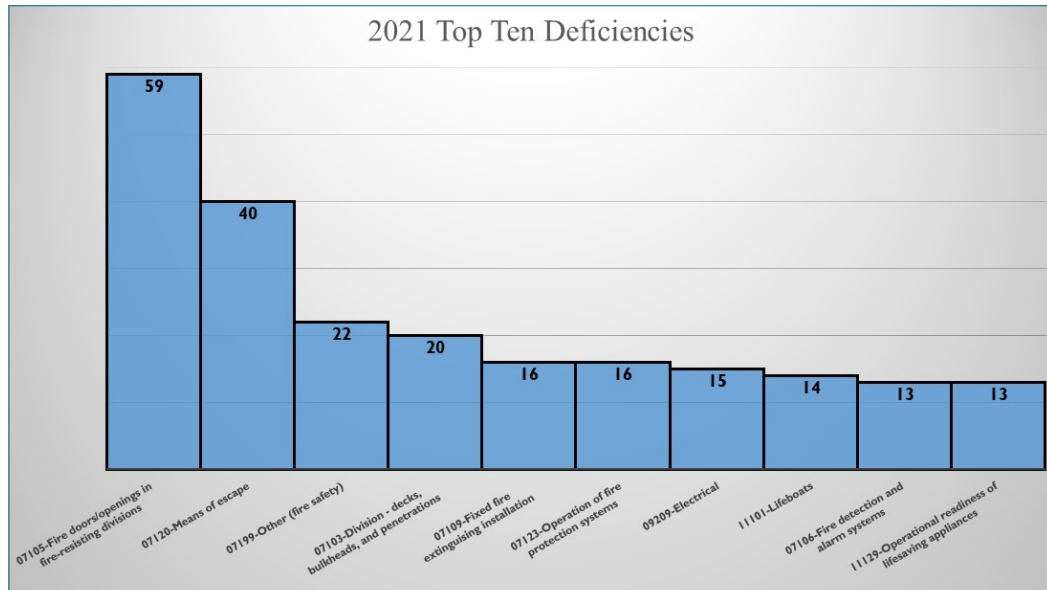
In June 2018, LCDR Herring transferred to Coast Guard Marine Safety Detachment (MSD) Ketchikan, Alaska where served as the Supervisor of MSD Ketchikan where he led a team of 10 people. He was responsible for overseeing compliance with safety and security regulations for 400+ domestic and foreign commercial vessels and 100+ waterfront facilities. He was also responsible for conducting Marine Casualty, Suspension & Revocation, and pollution investigations, as well as environmental cleanup in remote 16,000 square mile area. During his time at MSD Ketchikan, LCDR Herring was the lead Coast Guard representative at largest Alaskan shipyard where his team oversaw the \$400M new construction of two new Alaska-Class RO-RO Ferry's (H-boats) along with multi-million dollars annually in repair projects. During his time in Ketchikan, LCDR Herring was sought out multiple times where he augmented units in

the wake of Hurricane Michael, led a Commandant-tasks team of investigators to identify and locate mariner's with fraudulent Merchant Mariner Credentials, and assisting Coast Guard Headquarters Investigations with a significant backlog of case closures.

Following his tour in Ketchikan, LCDR Herring was selected for the Coast Guard sponsored Merchant Marine Inspections Training Program, where he had the opportunity to spend one year working with maritime industry partners and agencies to better understand the inner workings of the industry, primarily cruise line operations. LCDR Herring is a native of Kentucky, and is married to his wife, Michelle. Together they have two children, Leo and Eilish.



Top 10 Deficiencies: Breakout Season Results



Contact the CSNCOE:

We're on LinkedIn

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Detachment Chief:
CDR Jason Kling

National Technical Advisor:
LCDR Thomas Gibson

Senior Marine Inspector:
LCDR Theresa Bigay

Port State Control Officer:
LCDR Nate Herring

Senior Marine Inspectors:

Mr. Daniel Brehm

Mr. Scott Elphison

Mr. James Garzon

Mr. Eric Jesionowski

Mr. Brad Schoenwald

Training Updates

FPVE Underway Course

The next FPVE Underway Course is scheduled for the week of November 13th. Once ETQC has published the course schedules for FY23, interested Coast Guard members will need to submit an ETR through their MITO or training officer. This course is also highly recommended for cruise line Ship Managers. Please send an email to csncoe@uscg.mil if interested.

FPVE Capstone Training

The CSNCOE, in cooperation with Cruise Lines and Classification Societies, has built a Continuing Education offering for Journeyman & Advanced Journeyman FPVEs based on the legacy PSSC Survey training program. This is an excellent opportunity for Coast Guard FPVEs to gain in-depth knowledge and training from Surveyor's while observing the execution and completion of a PSSC survey. Interested members can contact Mr. Dan Brehm for further details and available opportunities.

Mission Management

FPVE Unit Audits

The CSNCOE kicked off its FPVE unit audit program this year with Sector LA/LB, Sector San Juan, and Sector New York, all of which were extremely beneficial to the individual units, as well as the CSNCOE. The purpose of the FPVE Unit Audits is to provide input and training to Coast Guard FPVEs, observe best practices in the field, and for the improvement of Coast Guard Policies and Procedures. The CSNCOE's goal is to conduct four audits per calendar year.

CSNCOE External MMS Audit

The CSNCOE recently underwent a 3rd Party FORCEOM Mission Management System (MMS) audit to identify compliance with applicable Coast Guard and IMO requirements. The auditor thoroughly reviewed the CSNCOE's training program, oversight of cruise industry standards, examinations activities, and MMS procedures

auditor in which zero nonconformities were identified and 16 positive aspects were highlighted. The CSNCOE will continue to improve our processes in an effort to better support the field and industry.

Standards Updates

In collaboration with the Liquefied Gas Carrier NCOE, we published **Industry Notice 22-02: Low Flashpoint Fuel Exams on Foreign Passenger Vessels** to clarify exam standards.

The Tactics, Techniques, and Procedures (TTP) for Initial COC exams has been replaced by the CSNCOE Work Instruction **Guide for Conducting United States Coast Guard Initial Certification of Compliance Examinations on Foreign Passenger Vessels**. In tandem, the **FPV Initial Exam Process Guide** has been updated to incorporate new exam procedures.

These documents are available on our webpage and the internal Coast Guard Portal page.

