

U. S. Coast Guard Sector San Juan, Puerto Rico



MASS EVACUATION SHORESIDE OPERATION (See also Appendix U: Air Layouts)

A mass rescue operation (MRO) is civil search and rescue activity characterized by the need for immediate assistance to a large number of persons in distress, such that the capabilities normally available to search and rescue authorities are inadequate. This appendix is focused in the assistance of a large number of passengers that have been evacuated into a terminal ashore from a cruise ship or large passenger vessel, for extraordinary emergency situations, such as: fire, equipment malfunctions, or biological epidemic illness.

Maritime mass rescue operations (MROs) are low probability high consequence activities. Since real life MRO experience may be limited, response planning and coordination is required for success. The efficient operation of landing sites, emergency medical services, transportation and evacuee care will depend on our pre-incident planning. Several agencies may find themselves working together for the first time and the potential for confusion and competing priorities can result.

Sector San Juan stakeholders required to coordinate with industry, state, and federal response partners to ensure respective MRO Plans complement one another. Basic familiarity training and local joint exercises to evaluate the plans will be required.

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Table of Contents	Page
Quick Response Checklist	4
1.0. PURPOSE AND SCOPE	5
2.0 ASSUMPTIONS	5
3.0. CONCEPT OF OPERATIONS	6
4.0 POLICIES	8
5.0. LOCAL EMERGENCY RESPONSE ACTIONS	9
TAB A: Sample Incident Notification Checklist	14
TAB B: Sample Critical Information Needs	17
TAB C: Potential Landing Sites	18
TAB D: Potential Reception Centers, Shelter, and Family Assistance Center	19
TAB E: Potential Incident Command Post Locations	20
TAB F: Sample Unified Command Priorities, Objectives and Tasks	21
TAB G: Standard Process for Evacuee Processing and Accountability	23

MRO QUICK RESPONSE CHECKLIST

USCG Command Center (Initial incident notification comes directly from a passenger vessel, cruise ship, 9-1-1 Dispatch or any other means).

- Record incident information (See sample : Tab A or use local reference)
- Refer to Mass Rescue QRC located in the Mass Rescue Operations Plan
- Ensure USCG District 7 Command Center or U.S. Coast Guard Sector San Juan
- Notify Sector San Juan Passenger Vessel Safety Specialist, CIV Joel Morgado (787) 729-2391 (work) and Mobile (787) 460-0863 (24/7).
- Notify Puerto Rico Emergency Management Agency (PREMA)
- Notify Fire Department (FD)
- Notify Emergency Medical Services (EMS)
- Notify Police Department (PD)
- Contact Port Control
- Contact Pilots
- Contact ships agent (if available)
- Access the Search And Rescue Cooperation Plan at:
<https://www.gov.uk/government/publications/international-sar-co-operation-plans-index>
- Establish communications with the vessel and/or vessel owner/operator (information available in the SAR Cooperation Plan.
- Clarify USCG role with local emergency response and Unified Command expectations.
- Determine initial level of involvement, expected times for arrival of evacuees, types and number of rescue craft, medical or special needs concerns.
- Clarify the “critical information” needs for the USCG. Refer to Tab B for sample critical information needs.
- As appropriate, consider extra staffing and initiate plans for extended operations.
- Monitor situation to determine appropriate time to demobilize facilities and personnel resources

Logistics Specialist

- Staff Unified Command Positions, as needed
- Set up EOC or command post at Sector San Juan
- Support landing site set up.
- Coordinate with USCG Borinquen Air Station for air support.
- Coordinate with Sector San Juan Station to deploy USCG small boats to monitor water nearby vessel and security zone.

Public Information Officer.

- Participate in Joint Information Center.
- Prepare / participate in press releases

**U.S. Coast Guard Sector San Juan
PASSENGER VESSEL SHORE-SIDE MASS EVACUATION OPS PLAN**

1.0 PURPOSE and SCOPE

- 1.1** The purpose of the Plan is to provide for a rapid, organized, and coordinated shore-side response to a mass evacuation operation of a large passenger vessel while docked at port, when it is determined that U.S. Coast Guard Sector San Juan, PR, MSD St. Thomas and RIO St. Croix does not have the resources to respond; and is the local emergency response authorities and stakeholders the best and/or only option to support response operations. It is geared heavily toward a marine disaster involving a cruise ship with displaced passengers and crew, but can readily be applied to any incident that results in mass rescue operations.
- 1.2** In support of mass evacuation operations ashore , the local emergency response and stakeholders may be requested by the U.S. Coast Guard to provide the following:
- Participation in the Unified Command, and staffing support for the organization.
 - A location for an incident command post. Refer to Appendix S for potential sites.
 - Shore-side marine fire-fighting support (air, foam, water).
 - Shore side emergency medical services (EMS).
 - Identification and management of designated landing sites (set up, security, crowd control, ground transport coordination to an pre-identified passenger reception center (PRC). See TAB C and MRO Plan Annex B
 - Assistance and / or coordination of evacuee transport from the landing area to a Passenger Reception Center (PRC) for accountability and processing.
 - Identification, activation and staffing of the reception area until it can be fully staffed by volunteer, industry, or other NGO personnel. See TAB D.
 - Assistance in evacuee accountability and reporting. See TAB G.
 - Assistance in locating available lodging and/or shelter.
 - Staffing support for the Joint Information Center (JIC).

2.0. ASSUMPTIONS

- 2.1. Scenario.** This plan applies to Sector San Juan Area of Responsibility (AOR) in support of maritime MRO incidents that may occur from the list below.
- A large passenger vessel (>150 on board) shipboard fire, grounding, collision, or any emergency that requires an in port emergency evacuation.
 - Commercial airline ditching /crashing in the marine environment.
 - Natural disaster that results in a mass waterside evacuation of land based personnel.

- 2.2. Available Resources. A maritime MRO emergency will require local community resources and volunteers operating under the initial direction of the Puerto Rico State and Federal resources which may be required will operate under the direction of the Unified Command.
- 2.3. Emergency Medical Services. Medical needs in a MRO emergency will overwhelm the ship's medical staff and require shore side support. Providing EMS will be a primary local EMS role, and coordinated local medical assistance will be essential.
- 2.4. Responsible Party (RP) or Agent. For larger ships, the local maritime agent for the vessel will be the first person to respond for the company. The agent will mobilize local cruise industry resources until company representatives arrive.
- 2.5. Unified Command. A Unified Command initially consisting of the RP, Coast Guard, state and community will be formed to direct the response.
- 2.6. Search & Rescue. Search and Rescue (SAR) IF NEEDED) and on water operation will be directed by the US Coast Guard. Initial efforts will focus on SAR actions. Once SAR actions are completed, the response will shift its focus to vessel safety, preventing or mitigating pollution, and law enforcement.
- 2.7. Communications during an Emergency.
- Vessel will report incident to both USCG and home office.
 - Notifications to other stakeholders will proceed in accordance with existing plans.
 - U.S. Coast guard will notify directly to PR Emergency Management Agency (PREMA).
 - PREMA is responsible to notify and request support of all ESFs and emergency support stakeholders.
 - Contact phones and between command posts are quickly disseminated.
 - MSD St. Thomas and RIO St. Croix will notify Sector San Juan ComCen about incident.
 - Telephone and cell phones may be overloaded with incoming calls. Expect calls to bottleneck telephones lines until calls can be re-directed to a call center.
 - The Sector San Juan Passenger Vessel Safety Specialist must be notified about any large passenger vessel emergency evacuation incident.

3.0. CONCEPT OF OPERATIONS

3.1 Incident Command System (ICS) / Unified Command (UC).

- 3.1.1. The response will be managed using the National Incident Management System. A Unified Command will be established to coordinate response operations.

3.1.2 Joint Information Center (JIC). A JIC will be established to provide the “best” source of accurate and consistent information and external communications. This will not lead to a restriction of public information; rather, it will provide an opportunity for all responding parties to check the accuracy of their information before going public with details of the response.

3.2. Roles and responsibilities.

3.2.1. Unified Command. The Unified Command is comprised of all agencies, which have jurisdictional responsibilities during response to an incident. Tab F provides a list of pre-identified priorities and objectives to initiate the process Anticipated members comprising the UC for a maritime MRO incident include:

- Responsible Party (RP)
- USCG
- Commonwealth of Puerto Rico
- PREMA, VITEMA, British Virgin Islands, Emergency Support ESF

3.2.2. Incident Commander. Once the organization is established, the IC will be chosen by the Unified Commanders.

3.2.3. The Puerto Rico and U.S. Virgin Islands Local Emergency Response: Will have a significant shore-side role in the operation of landing sites, EMS, and Passenger Reception Center (PRC) management. Depending on the location, the local response should be prepared to initiate actions while UC resources are enroute.

3.2.4. Responsible Party: Vessel owners and operators, called the “Responsible Party” (RP) are responsible for the safety of their vessel, passengers, and crew. They are obligated to take all necessary precautions to prevent and respond to casualties. Also, responsible to deploy the passenger care teams. Contact D7 for cruise ships emergency points of contacts.

3.2.5. The U.S. Coast Guard: The U.S. Coast Guard is the lead federal agency with jurisdiction for responding to maritime emergencies in U.S. waters. Sector Command Center will coordinate SAR operations. Prevention Department is responsible for port and vessel safety and security. For maritime incidents, the Sector, acting as the Captain of the Port, assumes the role as the Federal Incident Commander for marine safety aspects of the incident. The Command Center personnel must access the Search & Rescue Cooperation Plan (SARCOP) for the specific vessel. The SARCOP plan holder and contacts are available at the MCA UK maritime authority’s website at: <https://www.gov.uk/government/publications/international-sar-co-operation-plans-index>

- 3.2.6. National Transportation Safety Board (NTSB): Has lead responsibility for the investigation of the root cause analysis for the marine incident and evidence compilation.
- 3.2.7. Bureau of Customs and Border Protection: The Customs and Border Protection (CBP) has the lead responsibility to clear foreign nationals to enter our country. In the event of a cruise ship evacuation, all passenger and crew shall remain in the reception center until cleared by CBP. U.S. Coast Guard or ship's agents are required to notify CBP. In case of emergency, CBP does not have authority to hold passengers in the vicinity of the incident just to wait to be cleared. Passengers should first be safe and only then the clearing process may be taken. EMERGENCY and SAFETY FIRST.
- 3.2.8. Commonwealth of Puerto Rico and U.S. Virgin Islands:
- PREMA and VITEMA are responsible to coordinate and provide logistic support for the State response agencies and resources. In addition, will coordinate with the Federal Government for assets that are not available from local and State resources.
 - The Environmental Quality Board EQB is the lead State agency with jurisdiction for responding to releases of hazardous material and oil spills. During a cruise ship incident the State On-Scene Coordinator (SOSC) will direct and coordinate the State's response to an actual or potential spill.
 - The State Police is the lead State agency with jurisdiction for responding when there is the possibility that the cause of the casualty was due to criminal activity. They will coordinate efforts with the FBI and Coast Guard.
 - The EMS and Department of Health will liaison with the Unified Command to coordinate requests for medical / public health assets within the State.

4.0. Policies.

- 4.1 Marine Fire Fighting: FD personnel are not trained or equipped for on-board marine fire fighting and will **not** embark a cruise ship for the purpose of fire suppression and control. Upon the request of the IC/UC, FD may provide the following support to a vessel:
- air bottles and / or air supply
 - water supply to the gangway
 - foam
 - communications and field command post support

- EMS personnel to the dock
- 4.2. **Law Enforcement:** The Police Department will not board a foreign flag cruise ship as the primary law enforcement agency. The Coast Guard, State Police and FBI will coordinate matters of security and investigation. Community will provide shore-side law enforcement and security (as able) upon request of the Unified Command. They may provide back-up for federal and state law enforcement agencies.

5.0. Local Emergency Response Actions.

- 5.1. **Notifications and Alerts:** Complete the MRO Quick Response Checklist or locally available form (see Appendix I of MRO Plan).
- 5.2. **Incident Assessment and Emergency Response Preparations / Initial Actions.** After completing initial notifications, the incident commander should coordinate with the USCG or Unified Command for a situational update and determine the requested level of support:
- To identify, prepare and initially manage vessel and helicopter landing sites.
 - To prepare for fire suppression support.
 - To prepare and provide large-scale EMS operations.
 - To identify, prepare and initially manage the reception center(s).
 - To support the evacuee accountability process.
 - To identify and prepare for longer term sheltering operations.
- 5.3 **Initiate the unified command (UC) system.** PREMA/VITEMA will arrange for emergency response agencies for participation in the UC, and as appropriate, assign an individual to serve as the Incident Commander (IC). The IC will be responsible to direct local actions required to support UC priorities and objectives and support their requests. This may include recalling staff, establishing the Incident Command Post, setting up of landing sites and reception centers, supervising safety and security, overseeing transportation arrangements
- 5.4. **Coordinate and Execute a Tactical Plan.**
- 5.4.1. The Unified Command will gather details regarding the incident, and develop a coordinated tactical plan for:
- Search and Rescue (SAR): rescue, landing, accounting and care of evacuees.
 - Fire control, containment and confinement.
- 5.4.2. The Emergency response stakeholders will provide assistance as prescribed in the tactical plan, consistent with their authorities, responsibilities, and capabilities. They will also assist the Responsible

Party as needed in meeting the shore-side needs of the passengers and crew. Anticipated tasking is listed in Section 5.2.

5.5. **Incident Communications.**

5.5.1. The community shall coordinate their internal communications with the Communications Plan established by Unified Command. Consider the following communication factors during a maritime MRO incident:

- Do not communicate directly with the vessel. The emergency response stakeholders should obtain information from the Unified Command, Coast Guard, shipping agent, or cruise line operations center. The ship's master and crew will be fully engaged with controlling the emergency and will not have the time to answer similar questions from multiple agencies.
- Cell phones networks may be jammed by evacuated passengers overloading cell phone systems.
- The emergency response shall provide immediate updates on all "critical information" identified by the UC. See TAB B.

5.5.2. Joint Information Center. The Unified Command will establish a Joint Information Center (JIC) for the purpose of developing and releasing information about the incident to the news media, to incident personnel, and other appropriate agencies and organizations. Each of the parties in the Unified Command will assign a Public Information Officer (PIO) to participate in the JIC operations. Information will not be released by the JIC until the Unified Command has approved it.

The Community Public Information Officer will:

- Ensure information collected for dissemination is accurate and consistent with the facts of the incident and the response.
- Collaborate with the other agency PIO's to provide assistance to the overall function of the JIC.
- Determine if there are any limitations by the IC on releasing information.
- Develop material for press releases, briefings, and conferences.
- Prepare press releases for approval by the IC.
- Inform media and conduct media briefings.
- Obtain media information that may be useful to incident planning.
- Arrange for tours and photo opportunities.

5.6. Mass Casualty Operations Considerations.

- 5.6.1. Background. A mass casualty incident (MCI) is defined as an event with injuries that may exceed the response capability of local medical services.
- 5.6.2. Triage. Under Unified Command, the EMS Branch in the Operations Section performs triage of evacuees. This Branch is routinely staffed by local responders. Triage tags in use on ships may be slightly different than those on shore
- 5.6.3. Alternate locations for Medical Needs. The local hospital or clinic must notify the UC if they are unable to handle the quantity or level of injuries anticipated by the incident. The EMS coordinator may need to call in additional medical staff and may refer less urgent cases to local medical facilities.

5.7. Passenger and Crew Transportation. The decision to evacuate passengers and non-essential crew from the vessel rests with the ship's master. If the decision is made to evacuate the ship, the USCG shall alert the emergency response. The USCG will coordinate the on water response operations and provide communities with the arrival time of rescue craft, expected numbers, and critical information required for shore side operations. Emergency response should coordinate with the RP to arrange transportation from the landing site to the designated reception centers. Sources of local mass transportation include the following:

- School Buses
- Tour Buses
- Any form of mass transportation available provided by PREMA or VITEMA.

5.8 Tracking Evacuated Passengers and Crew.

- 5.8.1 An accurate accounting of all passengers is extremely important. Significant resources can be tied up trying to locate persons that may not be in peril; only missing from transportation/evacuee manifests. The Coast Guard will continue their SAR efforts until all known persons on board are accounted for.
- 5.8.2 The RP shall provide the USCG and Customs and Border Protection and the emergency response, including the Passenger Reception Center (PRC) a manifest with the most current "soul on board" list.
- 5.8.3 Refer to TAB G for a sample process for an accountability process. At the landing site, normally raw numbers are collected for the number of evacuees landed, numbers injured and numbers

transported to medical facilities or reception centers. Names and details are often collected on the transport vehicles or at the passenger reception center (PRC).

- 5.8.4 All uninjured crew and passengers will be transported and logged into the Passenger Reception Center for processing as well. The reception area will identify the needs of the evacuees (medical, clothing, medications, etc), provide briefings, and provide for Customs and Border Protection clearance. All passengers and crew shall be screened by CBP before they are allowed to depart the Reception Center.
- 5.8.5 If the cruise ship emergency involves a criminal act or terrorism, then the FBI will be the lead agency for ensuring all passengers and crew are accounted for and screened as potential witnesses. The reception center manager will continually update the RP, Unified Command, and Coast Guard of housed evacuees.
- 5.8.6 Injured passengers and crew will be tracked by the hospital. The hospital will update the Unified Command of patient status. The ship's agent or RP shall notify the U.S. Customs and Border Protection officials of all patients admitted.

5.9. Luggage and Personnel Belongings. The UC or emergency response will not track, account or otherwise assume responsibility for passenger belongings. This responsibility is solely from the RP.

5.10 Sheltering. The Responsible Party (RP) is responsible to provide appropriate shelter for evacuees. If the RP is not available or not capable of providing, then the UC and Emergency Response will need to take the lead. For the port of San Juan, The Tourism Company is responsible for the operations of the PRC. VITEMA will appoint the resources needed for the PRC. Emergency Response stakeholders will assist in providing sheltering assistance.

5.11. Incident Termination and demobilization.

5.11.1 The Unified Command will determine when the response to the incident has adequately addressed the emergency aspects of the incident. Once that decision is made, the incident will be downgraded and the Unified Command disestablished in accordance with the incident demobilization plan.

5.11.2 When local response operations are no longer required, the emergency response PREMA/VITEMA will notify the Unified Command, and request that resources be demobilized. Once the decision to terminate an operation is made, use the checklist provided in TAB H:


- Account for all emergency response personnel.

- Conduct a debriefing session for all personnel and participate in debriefing sessions held by the Unified Command and JIC.
- Document all phases of the emergency

TAB A: SAMPLE NOTIFICATION AND INITIAL EVALUATION OF A MARINE CASUALTY

NOTE: IF TIME IS LIMITED, OBTAIN THE INFORMATION OUTLINED ON THIS FIRST PAGE.

<p>A. Basic Emergency Information</p>	<p>1. Date and Time incident occurred:</p> <p>2. Person or organization providing initial notification</p> <p>3. Call-back or contact information</p> <p>4. Vessel/facility name:</p> <p>5. Location: Latitude _____ Longitude _____ and/or Landmark location:</p> <p>6. Type of vessel incident: ___ fire; ___ explosion; ___ collision; ___ grounding; ___ oil/chemical spill; _____ _____</p> <p>7. If ship, how many passengers and crew on board? Passengers _____ Crew: _____</p> <p>8. Persons in Distress Are there fatalities/injuries? _____ / _____</p> <p>9. If ferry: Number of vehicles on car deck _____, known hazmat on board _____ _____</p> <p>10. Is the vessel anchored or moored or underway? _____</p>
<p>Yes/No</p>	<p>Is the incident location within jurisdiction?</p>
<p>Yes/No</p>	<p>Is the vessel expected to enter jurisdiction? ETA:</p>
<p>Yes/No</p>	<p>Notifications and Initial Response Has the Coast Guard been notified?</p>
<p>Yes/No</p>	

	<p>Has the Emergency Response PREMA/VITEMA been notified?</p>
	<p>What resources have responded to the emergency?</p> <p>SAR vessels</p> <p>_____ ETA</p> <p>_____ ETA</p> <p>_____ ETA</p> <p>_____ ETA</p> <p>Tug or assist vessel _____ ETA</p> <p>_____</p>
	<p>On scene weather conditions at _____ (time) from (check below):</p> <p>___ http://www.srh.noaa.gov/sju/</p> <p>Winds _____ knots from (check the appropriate point on the compass quadrant)</p>  <p>Sea conditions: Wave height _____ ft</p> <p>Circle all that apply: rain fog snow sleet/freezing rain clear</p> <p>Sea temp _____ F; Air temp _____ F</p> <p>Next high tide: _____ ft at _____ am/pm</p> <p>Next low tide: _____ ft at _____ am/pm</p>
<p>Yes/No</p>	<p>Are any crew or passengers unaccounted for?</p>
<p>Yes/No</p>	<p>Have personnel abandoned ship?</p> <p>Is anyone in the water?</p> <p>How many?</p> <p>Any special medical needs or concerns?</p>

	<p>Are SAR units en route?</p>
	<p>Number injured personnel, their location and special needs:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
	<p>Number of non-injured personnel and where mustered or gathered.</p> <p>_____</p> <p>_____</p>
Yes/No	<p>Environmental Threats</p> <p>Is the vessel spilling oil? What type of oil?</p> <p>What is type and quantity of oil carried on board?</p>
	<p>The vessel operator's intentions</p> <ul style="list-style-type: none"> • Stay on board, fight the fire or otherwise deal with casualty? • Abandon ship? (Note: normally not a planned event) • Will passengers and non-essential crew be evacuated? • Anchor? Moor? Where? <p>_____</p>
Yes/No	<p>Assistance Provided by local emergency response (PREMA/VITEMA)</p> <p>What assistance is the vessel likely to need from locals? Circle all possibilities:</p> <ul style="list-style-type: none"> • Transportation of evacuees. • Shelter for evacuees • Medical support See checklist. • Firefighting support (see next block)
Yes/No	<p>Firefighting Assistance</p> <ul style="list-style-type: none"> • Does the vessel need air bottles? (What type?) • Does the vessel need firefighting water? <ul style="list-style-type: none"> ➢ For internal compartments? ➢ For superstructure or to cool hull? • Does the vessel need foam? • Does the vessel need to recharge its CO2 extinguishing system? • Communications and field command post support?

TAB B: Sample Critical Information Requirements.

B1. Critical information has grave impact on the tactical plan and requires immediate notification by the most expeditious means to the unified command.

B2. Sample Unified Command “Critical Information” will normally include:

- Injuries beyond first aid, or deaths of evacuees, responders, or the public.
- Potential or actual public health impacts.
- Significant changes to the situation, i.e. numbers of evacuees, number of injured, vessel status, fire extinguished, and changes in oil released, etc.
- Changes in the status of landing sites or reception centers: i.e. sites at capacity, congestion issues, offloading difficulties, etc.
- Break downs in critical equipment, i.e. vessels, mass transport, EMS vehicles, oil response equipment.

B3. Community critical information needs. The community will also have a list of critical information that it will require to properly prepare to support the response. This list may potentially include the following:

- Estimated total number of evacuees.
- Rescue vessel arrival times and docking and offloading limitations.
- Number of evacuees on each rescue vessel.
- Number and extent of injuries or number of deceased to expect.
- Number of type of special needs evacuees: wheelchairs, walkers, etc.
- Care items required: Coats, cloths, medicines, oxygen, etc
- RP intentions and plans to transport or shelter evacuees.
- Dockside fire fighting support requirements.
- Estimated time duration evacuees will be in the community to help plan for shelter needs, food, water, entertainment needs, etc.

B4: Informational Updates. As the operation progresses, the local emergency response will likely have first access to information that will be needed by the UC. The following is a list of information that should regularly be reported to the UC.

- Arrival / Departure of rescue craft.
- Number of evacuees landed at each site.
- Number and status of injured.
- Number injured transported to hospitals or clinics. Names if available.
- Number of evacuees transport to the reception center.
- Number of evacuees at reception center.
- Logistic needs and shortfalls. Transport, Food, water, etc

TAB C: Potential Landing Site Locations**Designation of Landing Areas (see also Appendix U)**

The designation of landing areas involves consideration of many factors including weather, location of incident, distance to landing site, capabilities of rescue boats (sea keeping, speed, deck height, ability of offload evacuees), and the shore-side infrastructure (including suitable beaches or docks, and access by EMS vehicles and transportation).

Refer to the ***Job Aid for Landing Site Operations*** (Appendix B/P and basic plan) for guidance on establishing and managing landing sites.

Unified Command should consider and designate one or more landing areas for rescue boats

NOTE: (1) These sites are designated high (H), medium (M), or low (L) preference.
(2) The number of landing areas should be minimized and medical triage centralized, if possible.

High Preference

Location	Contact	Capacity / Limitations
Bahia Urbana	PREMA/Ports Authorities	6,000+

Medium Preference

Location	Contact	Capacity / Limitations
Piers 1/4	Ports Authorities	2,000 up to 6,000

Low Preference

Location	Contact	Capacity / Limitations
ATM maintenance Base, Isla Grande	ATM/PREMA	6,000

TAB D: Potential Passenger Reception Center, Shelter, and Family Assistance Center Locations

A. Potential Reception Center, Shelter and Lodging Options.

1. Centro de Convenciones San Juan (Capacity 25,000) – Contact: PREMA.
2. Coliseo Roberto Clemente (Capacity: 10,000) -- Contact PREMA.

In cooperation with the local emergency response and PR Tourism Department the Responsible Party will operate the passenger reception center; provide staffing and services.

In the initial stages of a response, the local emergency response with support of the local Red Cross or other organization may be required to initiate the outfitting and manning of reception centers while the responsible party is dealing with the immediate shipboard needs.

Refer to the Reception Center Job Aid (Appendix P) for guidance on establishing and managing the center.

In general, the reception center should provide the following services:

- Registration desk
- Temporary shelter, including restrooms
- Temporary food service
- Comfort kits and clothing if needed
- Security
- Rest areas
- Recreation, if feasible
- Briefings to passengers and crew, including transportation and shelter plans
- Communications (telephone and internet, if feasible)
- Message center
- Interview room(s), if needed by law enforcement or accident investigation personnel
- Medical assistance for minor ailments and help obtaining medications
- Mental health/critical incident stress debrief services
- Translation services

Ideal Reception Center requirements

- Seating for 120% of the evacuees received. Multiple centers may be required.
- Cots equal to 5-10% of the evacuees received.
- Personnel to process and care for evacuees equal to 4% of the evacuees received.
- Six flip charts for messages and notices.
- Telephones
- Office space for the reception center manager and staff

Processing. All evacuees arriving at the reception center must be checked-in against the manifest delivered with the evacuees when they landed ashore. Evacuees may be required to be cleared by US Customs and Border Protection once arriving to the Reception center.

B. Lodging/Shelters.

The Responsible Party is responsible to provide lodging for displaced passengers and crew until transportation to return them home can be procured.

PREMA/ VITEMA, and with local Tourism Departments may have available the amount of hotels available and contacts with airlines.

If the inventory of commercial beds is not adequate to house passengers/crew, the Responsible Party should request the local emergency response to:

1. Solicit volunteer housing from the local emergency response; or
2. Activate mass care shelters.

TAB E: Potential Incident Command Post Location.

Refer Appendix S for ICP possible locations, otherwise determined by emergency response stakeholders (PREMA/VITEMA or USCG).

TAB F: SAMPLE Unified Command Response Priorities, Objectives and Tasks**A. Priorities.**

1. Protection and Safety of Life
2. Search & rescue
3. Passenger accountability
4. Mass Care

B. Objectives.

- Provide for the safety of passengers, crew and responders.
- Search & Rescue of all persons.
- Accountability of all persons.
- Mass care.
- Passenger sheltering.

C. Recommended action items.

1. Provide for the safety of passengers, crew and responders.
 - ❑ Conduct joint Search and Rescue (SAR) efforts.
 - ❑ Identify risks and hazards associated with incident.
 - ❑ Stabilize the vessel
 - Extinguish / overhaul fire.
 - Initiate damage control.
 - Conduct damage / stability assessment.
 - Implement salvage / tow plan.
 - ❑ Passenger and Crew Management
 - Distribute current passenger and crew manifests
 - Complete accountability of passengers and crew.
 - Complete triage of injured and transport to hospital.
 - Plan and conduct evacuation, if needed.
 - ❑ Implement passenger and crew shore side response
 - Designate landing site(s).
 - Process and account for passengers and crew landed ashore.
 - Transport passenger and crew that are landed ashore.
 - Provide temporary shelter and care for displaced passengers and crew.
 - ❑ Limit access and establish a security zone
 - Secure landing sites and reception centers.

2. Manage Information:

- Manage Internal Communications
 - Maintain effective information flow to and from the scene and to the responders.
 - Identify Critical Information Requirements.
 - Establish effective communications flow between Command Posts and between response assets.

- External communications
 - Provide first and best source of information for:
 - Families (including next of kin), passengers, and crew
 - The media:
 - Establish and implement media strategy (JIC)
 - Public
 - Stakeholders

 - Establish methodology for unified command to release common message to avoid confusion.

5. Recovery of Maritime Operations.

- Coordinate recovery with key agencies and stakeholders
- Increase security measures as appropriate.
- Stabilize and remove threats to waterways and port facilities.
- Survey channels and waterways.
- Remove hazards to navigation.
- Restore essential Aids to Navigation.
- Resume commercial shipping and port operations, with operational restrictions as needed.

TAB G: Standard Procedures for Evacuee Processing and Accountability

If large numbers of passengers and crew are evacuated from a vessel, the following procedure for accountability is recommended.

1. Master of vessel orders evacuation.
 - Master notifies USCG SAR Mission Controller (SMC) and responsible industry party of evacuation plan. Notification of impending evacuation is passed as required.
2. USCG SAR Mission Coordinator (SMC) designates an On Scene Commander (OSC), if not already assigned.
 - The OSC is responsible to coordinate all on scene rescue assets, track lifeboats and life rafts, and manage empty life boats/rafts.
 - Rescue boats report total number of evacuees on board to OSC.
 - OSC directs the rescue boats to landing site, and reports departure of each to USCG (RCC) with total count of evacuees. RCC relays information to the industry EOC.
 - Rescue boats report their arrival time at landing site to the OSC, and confirm the total number of persons offloaded. OSC provides additional tasking as required to the rescue boat.
3. Unified Command takes the following action:
 - Implements an evacuee accountability process. [See Items 7 and 8.]
 - Coordinates with communities to determine / designate best landing site (relays information to all response partners). See TAB C for list of recommended sites.
 - Designation of landing sites will depend on weather, travel distance, water depth, transportation support, ability to safely discharge passengers from rescue boats, and other local concerns or limiting factors for ground transportation.
 - Coordinates with local emergency response to identify best option for reception center(s) and coordinate with responsible industry party for activation. See TAB D for list of potential sites.
4. Local emergency response with UC support activates and secure landing site(s):
 - Unified Command designates a Landing Area Manager for each site. This will normally be a local emergency response member with normal jurisdiction over the site.

- The Landing Area Manager is responsible for overall site management, security, safety, and ensuring protocols are followed.
 - Responsible party, supported by local local emergency response resources and USCG, will normally operate the landing sites. If RP is not capable, then the local emergency response should be prepared to backfill.
 - Local, state, or federal law enforcement will secure site and be responsible for site security, crowd and traffic control.
 - The local Fire Department will establish decontamination (if required) and triage areas at landing site.
 - The EMS will transport injured persons to Regional Hospital or suitable clinic.
 - Port department or facility owner will clear docks and landing areas to facilitate operations.
5. Unified Command coordinates with local emergency response to designate helicopter-landing pads as required.
- Assign helicopter pad manger for each site.
 - Informs FAA of sites.
6. Responsible party, local agents or Emergency Response assets must arrange transport from landing site(s) to passenger reception center for evacuees not in need of immediate medical attention. If the RP is not capable, the local emergency response should be prepares to support this mission.
7. Unified Command must have an Evacuee Accountability Branch at the appropriate command post or reception center to manage passenger and crew tracking. Responsible party agents will normally take the lead, but may be assisted with available resources Red Cross or other local agency.
- For a foreign flagged vessel or ship arriving from a foreign country, the US Bureau of Customs and Border Protection may require all passengers and crew to be tracked from landing site to Passenger reception center.
 - ONLY at the reception center, the Bureau of Customs and Border Protection must implement emergency arrival and screening processes, NOT AT THE LANDING SITE as this will create safety risks to everyone responding and evacuees.
 - 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 interview all evacuees at the passenger reception center and not at the landing site, and to process, screen, and as necessary, interview personnel at the reception center.

8. Recommended evacuee accountability process and responsibilities:

Step 1: MEDEVAC patients from the vessel are tracked by USCG 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, PREMA/ VITEMA/ EMS/ Health Department will coordinate with hospital officials for release of patient information necessary for passenger accountability.
- Patient information will be relayed to check-in officials at Reception Center(s) and to responsible industry party EOC.

Step 2: Evacuees board rescue vessels.

- Each tender or rescue vessel/aircraft will report to the OSC (or SAR Mission Coordinator if no OSC) the total number of evacuees being transported. OSC will direct the rescue vessel to the designated landing site.
- An accurate list of passenger names is not vital at this stage because 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 secure landing site is critical to keep people from walking off prior to accounting.

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

- 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.
- Health Department will coordinate with hospital officials for release of patient information necessary for passenger accountability.

- Evacuees not requiring decontamination / medical treatment will be transported to the reception center(s).
- Ideally, a responsible party agent will accompany each transport vehicle and develop an accurate list of full names (required), cabin numbers (required), and other requested information while enroute to the reception center.
- If 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. At a minimum, this tracking information must be taken as evacuees depart the bus or vehicle.
- For ease of data collection and comparison, a standard format for recording information is recommended, but not critical as long as information is eligible and accurate.
- Throughout the process, the importance of accountability in the rescue process will be stressed to passengers.

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 “souls on board” manifest provided by the agents.
- Passengers are instructed to stay with their group until processed at the reception area.
- Accountability is again stressed to evacuees so they do not leave reception area until processed by the accountability team, and as required, by the Customs and Border Protection Service and law enforcement officials.
- As appropriate, Customs/Border Protection may implement emergency arrival and screening processes ONLY AT THE RECEPTION CENTER.
- If evacuees departed the vessel without proper identification, the RP, Customs/Border Protection, will coordinate the requirements and process to permit clearance and travel. Vessel operators often maintain copies of passports or other identification documents for passengers and crew.

- If available, information sheets are handed out to evacuees.

Step 5: Accountability (See also Appendix J)

- A responsible party agent will consolidate accountability reports from all reception centers hospitals, and morgue. The Agent, USCG and SBP 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 RCC and responsible party EOC. If desired, the RCC and responsible 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.
- The Responsible party shall maintain accountability of passengers and crew 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 the RCC, reception center, and responsible party EOC.

End

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