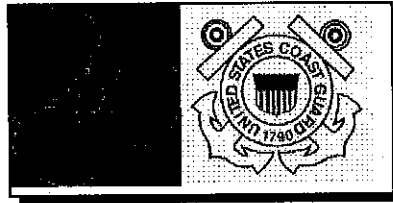


# AWO / USCG Industry Training Program



## AWO – USCG Quality Action Team

January 19, 2000

Atlantic Region Quality Steering Committee

**Re:** USCG – AWO INDUSTRY TRAINING PROGRAM

Dear Committee Members:

This is the report from the Quality Action Team (QAT) that was chartered under the Coast Guard – American Waterways Operators (AWO) Safety Partnership to develop a tugboat and barge industry training program for Coast Guard personnel. In accordance with the charter, two programs were developed that reflect the areas of operations and expertise of the towing industry and are flexible enough to accommodate company, Coast Guard, and individual schedules. Although the program is primarily designed for tug and barge industry training, the principles of the program can be applied to any type of industry training program. The program was developed at a series of six meetings by the QAT at the AWO offices in New York. The initial program design has also been prototyped by USCG Activities Baltimore in cooperation with Dann Marine Towing, and the feedback from the prototyping has been incorporated into the program design. Along with the program design, and as directed by the team's charter, an implementation and evaluation plan are enclosed for your consideration.

In addition to developing the industry training programs, all participants of the QAT have gained new insight of the value and positive effects of personal interaction between the Coast Guard and tugboat and barge industry.

Sincerely,

AWO – USCG  
Quality Action Team

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**T.** (teach) - **O.** (observe) - **W.** (win)

# USCG / AWO

## Industry Training Program

ID	Task Name	Duration	June	July	August	September	October	November	December	January	February	March
1	Develop Goals & Objectives of	32 days										
2	Determine Length of Training P	32 days										
3	Define Selection Criteria for Pr	32 days										
4	Develop Preliminary Program	54 days										
5	Finalize Program Design	49 days										
6	Develop Measurement & Feed	49 days										
7	Develop an Implementation Pla	49 days										
8	Prototype	11 days										
9	Package Program for Delivery	98 days										
10	Develop Presentation for QSC	28 days										

Task  
Split  
Progress  
Milestone

Summary  
Rolled Up Task  
Rolled Up Split  
Rolled Up Milestone

Rolled Up Progress  
External Tasks  
Project Summary

Project: AWOgant  
Date: Tue 1/18/00

## AWO-USCG

### Industry Training Program

LCDR Brian Poskallits - US Coast Guard

Captain Mark Halliwell - Dann Marine Towing

T (teach) O (observe) W (win)



USCG - AWO  
Quality Action Team

## Quality Action Team Members



From Left to Right:  
CDR Keith Grant - USCG 9th district,  
Mark Halliwell - Dann Marine Towing,  
CDR John O'Brien, Jr - USCG 1st  
district, Kevin Tone - Reinaug  
Transportation, Kevin Nugent -  
Bouchard Transportation, LCDR Brian  
Poskallits - USCG Activities Baltimore,  
Kevin Harte - AWO New York, Bob  
Lambourne - Allied Transportation

T (teach) O (observe) W (win)



USCG - AWO  
Quality Action Team

## Charter

- Develop a tugboat & barge industry training program for CG personnel.
- Two programs of differing scale
  - 2 to 4 weeks
  - 1 day orientation

T (teach) O (observe) W (win)



USCG - AWO  
Quality Action Team

## Objectives

- Meets the needs of 1st, 5th, 7th, & 9th CG Districts.
- Reflects areas of operations & expertise of industry.
- Define specific goals & objectives for participants.
- Flexible accommodate all schedules.
- Establish selection criteria.
- Outline a schedule for implementation.
- Develop measures of effectiveness and satisfaction.

T (teach) O (observe) W (win)



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## AWO - USCG TOW Program

- A cooperative venture to enhance the safety and success of the maritime transportation system.

T (teach) O (observe) W (win)



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## Goals

- Knowledge
- Understanding
- Awareness
- Partnership

T (teach) O (observe) W (win)



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## Program Highlights

- Two programs developed
  - Long (~2 weeks)
  - Short (~2 days)

T (teach) O (observe) W (win)



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## Program Highlights

- Long Program (2 weeks)
  - Targets individuals who normally deal with Tugboat & Barge industry
  - Flexible enough to accommodate both Industry and Coast Guard field unit schedules

T (teach) O (observe) W (win)



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## Program Highlights

- Long Program (2 weeks)
  - One week - Shore-based: Overview of company office/management practices
  - One week - Field Activities: Actively participate in company operations

T (teach) O (observe) W (win)



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## Program Highlights

- Week one - Shore Based Activities
  - Safety/Regulatory
  - Operations
  - Maintenance
  - Personnel

T (teach) O (observe) W (wla)



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## Program Highlights

- Week two - Field Activities
  - Oil/Chemical Transportation
  - Ship Assist
  - Harbor Services

T (teach) O (observe) W (wla)



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## Program Highlights

- Week two - Field Activities
  - Active Observer - Trainee should attempt to participate in as many different types of operations/positions that are available at the sponsoring company.

T (teach) O (observe) W (wla)



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## Program Highlights

- Short Program (2 days)
  - Targets mid to high level managers as well as entry level personnel
  - Flexible enough to accommodate both Industry and Coast Guard field unit schedules

T (teach) O (observe) W (win)



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## Program Highlights

- Short Program (2 day) - Manager level
  - 1 1/2 days shore-based: overview of company management practices
  - 1/2 day field activities: observing company operations

T (teach) O (observe) W (win)



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## Program Highlights

- Short Program (2 day) - Entry level
  - 1/2 day shore-based: reviewing company office practices/policies
  - 1 1/2 days field activities: participating in company operations

T (teach) O (observe) W (win)



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## Prototype Program

- Nov. 1-15 the 2 week program was prototyped by USCG Activities Baltimore in cooperation with Dann Marine Towing.
- Validated program development efforts
- Provided excellent feedback for final program development.

T (teach) O (observe) W (win)

USCG - AWO  
Quality Action Team



## Where do we go from here?

- Implementation Plan
- Measurement Plan

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USCG - AWO  
Quality Action Team



## Implementation Plan

- Atlantic Area Instruction
- Program Brochure
- CG notification of field units
- AWO notification to members
- Official Rollout

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## Performance Plan

- Trainee Survey
- Company Feedback to AWO
- Subjective ranking of value

T (teach) O (observe) W (win)



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## Issues to resolve

- Ethical considerations
  - Food
  - Travel
- Liability
  - Personal Injury
  - Damage

T (teach) O (observe) W (win)



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## Final Recommendations

- Make it happen.
- Atlantic Area track program progress and issue annual feedback report to Coast Guard field units and AWO.
- Atlantic Area make adjustments to program as necessary based on feedback.

T (teach) O (observe) W (win)



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# CG-AWO INDUSTRY TRAINING PROGRAM

## Executive Summary

The Atlantic Region Quality Steering Committee chartered a Quality Action Team (QAT) to develop a tug and barge industry training program for U. S. Coast Guard personnel. Both the AWO and the U. S. Coast Guard believe an industry training program would be mutually beneficial providing CG personnel with hands on knowledge of industry operations while also allowing them to see first hand and better understand the conditions facing the present day Merchant Mariner. Although a formal six month to a year Industry Training program managed by Coast Guard Headquarters presently exists, the QAT was charged with designing two shorter programs that could be implemented at the local level with minimal disruption to CG resources and industry operations. The nine member QAT consisted of five industry representatives and four Coast Guard representatives. The QAT held meetings in New York at the American Waterways Operators offices from June to December 1999 to develop the programs. Two programs of differing lengths would be needed to accommodate the operational constraints and diversity of the industry, and the different experience levels and rank structure of the U. S. Coast Guard. A long program of two weeks is outlined that is designed for Coast Guard junior officers with limited experience or mid-level to senior petty officers. A short program of two days is also outlined that is designed for entry level Coast Guard personnel or senior to mid-level Coast Guard managers. The programs are designed to accommodate the types of operations and expertise of the towing industry in the Coastal & Great Lakes Trades. More specifically, they are designed to reflect the following areas of operation.

- Oil/Chemical Transportation: Operations that involve the transportation of fuel and chemicals including oil, gas, chemicals, and coal.
- Ship Assist: Operations that are involved in ship docking and undocking.
- Harbor Services: Operations that involve bunkering or lightering of ships.

Both programs are structured in a format to be easily utilized by Coast Guard field units and Industry sponsoring companies. The programs are flexible so sponsoring companies and Coast Guard field units can adapt them as guidelines and structure the details of the programs around their organizational structure and operating schedule.

# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Goals of the CG-AWO Industry Training Program**

### **Goal One**

#### **KNOWLEDGE**

- ◆ Provide Coast Guard personnel with a practical understanding and knowledge of the tug & barge segment of the maritime transportation industry.

### **Goal Two**

#### **UNDERSTANDING**

- ◆ Provide an opportunity for Coast Guard personnel to gain practical day-to-day insight of industry operations and concerns in a non-regulatory environment.

### **Goal Three**

#### **AWARENESS**

- ◆ Provide Coast Guard personnel with a heightened awareness of the consequences of their actions/decisions learning how Coast Guard actions/decisions affect the tug and barge industry.

### **Goal Four**

#### **PARTNERSHIP**

- ◆ Partner with Towing Industry in a shared effort to encourage a mutually beneficial and professional working relationship.
-

# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Selection Criteria**

### **LONG PROGRAM**

#### **Two (2) Week Program**

- ◆ Personnel at the middle to senior Petty Officer level that have some operational background & qualifications in marine safety.
- ◆ Qualified Marine Inspectors and/or Marine Inspector Trainees that have completed at least a portion of their qualifications.
- ◆ Personnel in the Investigations Department and/or in an Investigating Officer position. An Investigating Officer qualification is not required.

### **SHORT PROGRAM**

#### **Two (2) Day Program**

- ◆ Personnel filling a senior to mid-level staff position at a Marine Safety Office or Activity such as the Executive Officer, Division Chiefs, Assistant Division Chiefs, or Branch Chiefs.
- ◆ Personnel at the entry level positions in the marine safety field. New Officers or Petty Officers desiring a career path in Marine Safety. No technical qualifications are required.

### **BOTH PROGRAMS**

#### **Guidelines**

- ◆ Prioritization for selection to the program should be based on the amount of interaction with the towing industry. Preferably personnel in a marine safety field of expertise such as a Marine Inspector, Investigating Officer, Licensing Officer, or Port Safety Officer.
- ◆ Individuals selected for the program will be representing the Command to the local industry and thus should be high performers and good representatives of the Coast Guard.
- ◆ Selectees shall be in full fit-for-duty status.
- ◆ Selectees should have a significant amount of time remaining at present unit (2+ years). This will allow for the building of a professional relationship between the sponsoring company and the selectee.

## **TWO WEEK PROGRAM**

# CG-AWO INDUSTRY TRAINING PROGRAM

## Two (2) Week Industry Training Program

### Preparation

### Prior to the Two Week Training Period

- ◆ The following activities should be completed immediately prior to the two week training period:
    - Assignment of Sponsor: A sponsor from the operating company should be assigned to assist the selected trainee with details before, during, and after the training period. Sponsors should make personal contact with the trainee prior to the beginning of the training period.
    - Expectations addressed: The sponsoring company and the trainee should clarify their expectations of the training period by reviewing and sharing their perspectives on the objectives of the program
    - General ground rules should be outlined: Ground rules for the training period should be discussed. Interactions with employees of the company or visiting customers can be outlined. Required gear and/or dress codes to conform to during the training can be outlined. NOTE: Coast Guard personnel shall supply their own personal protective equipment/safety gear. An immersion suit and personal flotation device (PFD) will be provided by the sponsoring company during the operational section of the training.
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# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Two (2) Week Industry Training Program**

### **Week One**

### **SHORE BASED ACTIVITIES**

- ◆ The first week of the two-week training period focuses on shore based activities that occur in support of the company's operations. In general the objective of this portion of the training is to get a good understanding of the actions required to support the sponsoring company's operations. Training in the company's office environment should cover at least the following four areas: Operations, Maintenance & Repair, Safety, and Personnel.

### **DAY ONE**

#### **INTRO**

#### **Morning (AM)**

- ◆ At the start of the first day, the Coast Guard trainee should be met by his designated company sponsor, given a tour of the company office, and introduced to the company president and staff as deemed appropriate. Preferably a top official of the company (President, Vice President, Operations Manager, or Assistant Operations Manager) should welcome the Coast Guard trainee.
- ◆ Following the tour and introductions the Coast Guard trainee should review the operations manual if he/she hasn't already done so.

#### **SAFETY/REGS**

#### **Afternoon (PM)**

- ◆ The afternoon of the first day should be spent reviewing the company's safety program. A safety orientation or brief can be given or the Coast Guard trainee can review the company's safety manual.
- ◆ The Coast Guard Trainee should also review the company's safety training program, including any record keeping the company is required to maintain.
- ◆ If time remains a review of the regulatory compliance program should be done.



# CG-AWO INDUSTRY TRAINING PROGRAM

## Two (2) week Industry Training Program

Week One  
(cont'd)

### DAYS TWO & THREE

#### OPERATIONS

Approximately two days of the office familiarization should be spent learning the company operations. The following areas of operations may be of particular interest.

- Attend the daily/morning operations meeting. Attention should be directed towards observing the decision making process and concerns that tug and barge companies regularly deal with. These meetings generally involve a multitude of issues including items like: the location of the company's tugs and jobs currently taking place, any incidents that may have occurred overnight, crew changes, daily tug discrepancy reports, safety reports, and customer relations. **Trainee should attempt to attend as many of these meetings as possible during the office section of their training.**
- Stand watch with the dispatcher. Coast Guard personnel are encouraged to be an active observer participating in the scheduling for the day. Getting a feel for what actions must take place when a request for equipment comes in or a tug is delayed or breaks down will be valuable to understanding the impact of actions the Coast Guard takes on the marine transportation system.
- Observe record keeping. Pay attention to the volume and degree of requirements the company is responsible for maintaining according to regulation or company policy. Record keeping may include safety records, personnel training requirements, safety inspections, drug test results, damage and injury investigations, ISM and ISO requirements, & state or local requirements.

# CG-AWO INDUSTRY TRAINING PROGRAM

## Two (2) week Industry Training Program

Week One  
(cont'd)

### DAY FOUR

#### MAINTENANCE

Approximately one day of the office familiarization should be spent in the company's maintenance and repair department. The following areas may be of particular interest.

- Review repair history of a tug. A review of the recent history of the tug the trainee may take on a voyage may help to better acquaint them with the particular tug. Additionally insight will be attained on the company's preventative maintenance procedures.
- Review the costs/availability of making repairs. This may help to familiarize Coast Guard personnel with the decision making process that takes place regarding when and where a tug or barge gets repaired. Explaining to Coast Guard personnel economic results for a decision and the affect it has on the company will be particularly helpful to understanding concerns with repairs.
- Observe and/or participate in repair decisions. Observe decision making and maintenance and repair procedures that take place on a daily basis in a tug and barge company. Discuss fleet maintenance costs, fuel costs, critical repairs versus time permitting repairs, outside repair services costs, and expediency of the repair versus current needs of the company.
- If available, visit a tug or barge under repair. Gain first hand experience from the port engineer's perspective of dealing with a repair at the company's or outside repair facility.

# CG-AWO INDUSTRY TRAINING PROGRAM

## Two (2) week Industry Training Program

Week One  
(cont'd)

### DAY FIVE

#### PERSONNEL

Approximately one day of the office familiarization should be spent in the personnel department. The following areas of operations may be of particular interest.

- Licensing/Documentation. Observe first hand the affects the licensing and related requirements have on company operations and decision making.
- The employment process. Observe/review the decision making process a company goes through when hiring or separating an employee.
- Manning concerns. Review the manning concerns a company has and how they apply to fulfilling Coast Guard requirements. Look at what takes place for a crew change out on a tug, licensing of wheelhouse personnel, how personnel injuries effect manning, and any company implemented qualifications.
- Union relations. If the company deals with any unions, get a feel for the concerns/effects this has on personnel policies and decisions.

# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Two (2) Week Industry Training Program**

### **Week Two**

### **FIELD ACTIVITIES**

- ◆ The second week of the two-week training period focuses on field activities. The objective of this portion of the training is to be an active observer of field operations, participating in as many types of operations that the company is involved in as possible. It is important that the trainee is an active observer on a tug that is underway and working. As an active observer and in order to get a real understanding of being part of a tug crew, the trainee should be prepared to participate in as much of the operations as safety and regulations permit. The trainee should be treated as part of the crew and be required to stand watches with a qualified watch stander, participate in drills, and observe the various manning positions and their corresponding responsibilities.
- ◆ A checklist is provided in this binder to facilitate and record participation in company operations.

### **GUIDELINES**

The following is a list of general guidelines to assist in accomplishing the objectives of the program while participating in field activities.

- ◆ Coast Guard personnel should keep in mind the objectives of the training program, in particular, that participation in field activities is meant to be in a non-regulatory environment. This does not mean that Coast Guard personnel should ignore illegal or unsafe operations. Illegal or unsafe operations should be brought to the attention of the company so corrective action may be taken.
- ◆ Coast Guard Personnel should be fit for full duty and be prepared for strenuous activities. CG Personnel should not have any physical limitations that may impede their ability to react in an emergency situation.

# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Two (2) Week Industry Training Program**

**Week Two  
(cont'd)**

### **FIELD ACTIVITIES**

#### **GUIDELINES (cont'd)**

- ◆ It is recommended that the dress code for the field activities be work-type or casual clothes such as jeans, steel-toed boots, work shirts, gloves, jacket, and foul weather gear as needed. CG Personnel should not wear uniform items, including the work trousers, shirt or ball cap. CG Personnel should check with their sponsor to see what other gear may be required.
- ◆ Work schedule for the time in the field will be flexible and may entail working the weekend of the two-week training period depending on the company's operational schedule.
- ◆ Working on a tug may entail standing a 6 on / 6 off watch or participate in the tugs daily work schedule. If ship assist work is involved, you may want to be awake during docking and undocking procedures and sleep in-between jobs. The tug Captain and the trainee should agree upon the actual work schedule.
- ◆ CG personnel should be exposed to as many type of operations as possible including but not limited to: pilothouse/navigation, making and breaking tows, docking and undocking, cargo loading and discharging, fueling/refueling, engineering, and working with pilots.
- ◆ At the discretion of the tug Captain and the trainee, and under supervision of a licensed individual on watch, CG personnel may be permitted to get a feel for handling a tug during low risk conditions.

# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Two (2) Week Industry Training Program**

### **Week Two (cont'd)**

#### **FINAL DAY**

The following is a suggested list of items that should be accomplished the final day of the two-week training period. The focus of the final day is to recap on the two-week training period and provide feedback to the sponsoring company's managers on their operations. Some time should also be set aside to complete company and program surveys while experiences during the training are still fresh.

- ◆ Complete the sponsoring company's surveys.
- ◆ Complete program survey. Note: Copy of program survey shall be forwarded to district office.
- ◆ Complete an out-brief to the company's operations manager or staff on the lessons learned during your training. Include any operational safety issues or discrepancies that you noted and any recommendations for improvement.
- ◆ Meet with senior management of company for a short out-brief.
- ◆ Walk through office departments and express your gratitude to staff for devoting their time to assist you.

## **TWO DAY PROGRAM**

# CG-AWO INDUSTRY TRAINING PROGRAM

## Two (2) Day Industry Training Program

### Preparation

### Prior to the Two Day Training Period

- ◆ The following activities should be completed immediately prior to the two week training period:
    - Assignment of Sponsor: A sponsor from the operating company should be assigned to assist the selected trainee with details before, during, and after the training period. Sponsors should make personal contact with the trainee prior to the beginning of the training period.
    - Expectations addressed: The sponsoring company and the trainee should clarify their expectations of the training period by reviewing and sharing their perspectives on the objectives of the program
    - General ground rules should be outlined: Ground rules for the training period should be discussed. Interactions with employees of the company or visiting customers can be outlined. Required gear and/or dress codes to conform to during the training can be outlined. NOTE: Coast Guard personnel shall supply their own personal protective equipment/safety gear. An immersion suit and personal flotation device (PFD) will be provided by the sponsoring company during the operational section of the training.
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# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Two (2) Day Industry Training Program**

### **INTRO**

- ◆ The objective of the two-day training program is to give as many people as possible that deal with the tug and barge industry a general overview of company operations. The content of the program is dependent on the position of the selected trainee. The two-day program schedule for entry-level personnel is different than for senior to mid-level staff positions. The general focus of this program is on office operations and short-term field operations. Up to two personnel may attend this program at one time. However an upper limit of a maximum of two personnel per month should be adhered to in order not to overburden industry or Coast Guard resources.

### **MANAGER LEVEL**

#### **DAY ONE**

- ◆ At the start of the first day, the Coast Guard senior or mid-level manager should be met by their designated company sponsor, given a tour of the company office, and introduced to the senior management and staff as deemed appropriate. Preferably a top official of the company (President, Vice President, Operations Manager, or Assistant Operations Manager) should welcome the individual from the Coast Guard.
- ◆ Following introductions the Coast Guard manager should focus on the company's office environment that supports company operations. Mirroring the company operations or assistant operations manager is an effective technique to ascertain the day-to-day concerns of the company. Attending the daily operations meeting will also provide a good overview of the day-in and day-out scenarios faced by the company's management.
- ◆ This period should also include a brief overview of the company's dispatching office and a look at the record keeping the company is required or opts to maintain.

## **CG-AWO INDUSTRY TRAINING PROGRAM**

### **Two (2) Day Industry Training Program**

#### **MANAGER LEVEL**

#### **DAY TWO**

- ◆ The focus of the second day is on field operations. The Coast Guard manager should attempt to get a short-term view of at least one segment of the company's operations. Most likely ship assist work or harbor services. The objective of this portion of the training is to be an active observer of field operations. Attention should be focused on the duties and responsibilities of the more senior positions in the field.
- ◆ After participating in a segment of the company's operations, the Coast Guard manager should focus on the company's maintenance and repair department. Reviewing the decision making process with a senior company official when repairs or maintenance are done on a vessel can assist the Coast Guard manager in understanding what factors a company must consider.
- ◆ The Coast Guard Manager should conclude the two day session with an out-brief with the operating company's management.

## **CG-AWO INDUSTRY TRAINING PROGRAM**

### **Two (2) Day Industry Training Program**

#### **ENTRY LEVEL DAY ONE**

- ◆ After being met by the company sponsor and receiving a quick overview of company office and field operations, the Coast Guard trainee should immediately be introduced to short-term field operations. Again, the objective of this portion of the training is to be an active observer of field operations. The trainee should be exposed to as many positions involved in the operation as possible.

#### **ENTRY LEVEL DAY TWO**

- ◆ Continue with field operations in the morning of the second day if possible. If not, spend the morning in the company dispatching office with the dispatcher. Additionally, try to attend daily operations meeting.
  - ◆ The afternoon should be spent getting a general overview of the company's office departments including Operations, Personnel, Maintenance and Repair, and Safety.
  - ◆ The Coast Guard trainee should conclude the two day session with an out-brief with the company sponsor.
-

# COAST GUARD – AWO INDUSTRY TRAINING PROGRAM

Tugboat Name: \_\_\_\_\_ CG Member's Name: \_\_\_\_\_

Captain's Name: \_\_\_\_\_ Member's Command: \_\_\_\_\_

<b>VESSEL FAMILIARIZATION</b>	<b>X</b>	<b>DATE</b>	<b>INITIALS</b>
<b>Compartments and Decks</b>			
• Wheelhouse / Upper Wheelhouse			
• Staterooms			
• Galley			
• Engineroom			
• Forepeak / storage areas			
• Weather Decks			
• Vessel Systems			
<b>Vessel Systems</b>			
• Electrical Systems			
• Ventilation Systems			
• Fuel Systems			
• Fire Main System			
<b>Firefighting and Station Bill</b>			
• Location of Potable Extinguishers			
• Location of Fire Stations			
• CO2 / Halon Flooding Systems			
• Turnout gear and SCBA			
• Portable Pump			
<b>Sea Survival</b>			
• Location of Life Jackets and Exposure Suits			
• Location of Life Raft and EPIRB			
• Location of Life Rings and Distress Flares			

<b>VESSEL FAMILIARIZATION</b> (Page Two)	<b>X</b>	<b>DATE</b>	<b>INITIALS</b>
<b>Injury Prevention</b>			
• Slips, trips and falls			
• Ladder Safety			
• Back Injury Prevention			
• Fall Overboard Prevention			
• Head, Eye and Hearing Protection			
• Tug & Barge Deck Operations and Safe Practices			
<b>Emergency Response</b>			
• Fire Response			
• Abandon Ship			
• Man Overboard			
• Personal Injury			
• Collision			
• Grounding			
• Pollution			
• Hazardous Communications			
• Critical Systems			

**Tugboat Name:** \_\_\_\_\_ **CG Member's Name:** \_\_\_\_\_

# **CG-AWO INDUSTRY TRAINING PROGRAM**

## **Implementation Plan**

**January 2000**

### **Presentation to Quality Steering Committee**

- ◆ A presentation on the program development and proposed implementation strategy will be given to the QSC by two (Industry and Coast Guard) representatives from the Quality Action Team.

**February 2000**

### **Atlantic Area Instruction**

- ◆ An Atlantic Area Instruction should be drafted to promulgate to Coast Guard field units. The training program could be loaded electronically on the Atlantic Area & AWO web pages for electronic access by Coast Guard field units and Industry sponsoring companies.

**February 2000**

### **Program Brochure**

- ◆ A program brochure was developed and should be delivered to Industry and Coast Guard units via the Atlantic Region Quality Steering Committee.

**March 2000**

### **Coast Guard Pitch to field units**

- ◆ At the completion of the Atlantic Area Instruction, District offices could visit subordinate commands to outline unit participation in program, discuss details and goals of the program as well as address regional and local concerns.

**March 2000**

### **AWO's Pitch to Members**

- ◆ Recommend the American Waterways Operators (AWO) make the initial introduction of the program to its members. AWO could send a letter to members with a brochure enclosed. AWO could also publish an article in their Newsletter and introduce program at regional and national meetings.

**April 2000**

### **Official Rollout of Program**

- ◆ Both Coast Guard field units and Tug and Barge companies could implement initial industry training visits by Coast Guard field personnel.

## Training Evaluation Survey Form

Program Attended      Two Week      [ ]      Two Day (Complete Page 1 & 2)      [ ]

Name \_\_\_\_\_ Date \_\_\_\_\_

Unit \_\_\_\_\_ Last \_\_\_\_\_ First \_\_\_\_\_ M.I. \_\_\_\_\_  
 Position \_\_\_\_\_ Trainee Yes / No

Company Visited \_\_\_\_\_  
 Address \_\_\_\_\_

Date Visited \_\_\_\_\_ to \_\_\_\_\_

### OFFICE

- 1 a) Did you observe the following departments and if yes please rate your experience:  
 1 - Highly Informative      2      3 - Informative      4      5 - Slightly Informative

Dispatch Center      Please rate \_\_\_\_\_

Operations      Please rate \_\_\_\_\_

Safety and Training      Please rate \_\_\_\_\_

Maintenance and Repair      Please rate \_\_\_\_\_

Personnel      Please rate \_\_\_\_\_

- b.) Which was the most informative and provided the most useful information to you? Why?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- c.) What would you add or remove to make this program more informative and effective?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- 2.) While you were at the company, did you participate in any Operations Meetings, Repair Meetings, or Safety Meetings? If yes, did these meetings add to your knowledge of the decision making that goes on in operating a Marine Transportation Company? Please elaborate.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Tug/Barge observed \_\_\_\_\_  
Horsepower \_\_\_\_\_ Single or Twin Screw \_\_\_\_\_ Number of crew \_\_\_\_\_

Name of Tug/Barge observed \_\_\_\_\_  
Horsepower \_\_\_\_\_ Single or Twin Screw \_\_\_\_\_ Number of crew \_\_\_\_\_

Name of Tug/Barge observed \_\_\_\_\_  
Horsepower \_\_\_\_\_ Single or Twin Screw \_\_\_\_\_ Number of crew \_\_\_\_\_

3.) a.) Did you observe any of the following tug operations? Please circle and if yes, please rate your experience:

1 - Highly valuable      2      3 - Valuable      4      5 - Slightly Informative  
Ship Assist Work      Yes      No      Please rate \_\_\_\_\_  
(Ship Docking and Sailing)

Harbor Services      Yes      No      Please rate \_\_\_\_\_  
(Lightering, Bunkering, Tug Assists)

Oil/ Chemical/ Coal      Yes      No      Please rate \_\_\_\_\_  
Transportation  
(Coastal, Inland, Harbors)

b.) What was the most/least valuable and informative part of your tour on the tug? Was the crew helpful and informative? What if any changes would you make to the field portion of the program?

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c.) Overall did the Program meet your expectations? What if any changes would you make to the program?

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Overall did you find the training program met your expectations? Please circle one:  
1 - Very Informative      2 - Informative      3 - Valuable      4 - Somewhat Valuable      5 - Not Valuable

For those in the Two day training program, thank you for taking the time in filling out this form. Your assistance is greatly appreciated. Please sign your name at the bottom of this page.

Name \_\_\_\_\_

Date \_\_\_\_\_



- 5.) What was the single most important or surprising aspect that you learned, during your stay on the tugboat?

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- 6.) How if any has this program changed your opinion of the tugboat industry?

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- 7.) If you handled the tug, was this beneficial to you in understanding the capabilities and difficulties of tug with a barge in maneuvering while underway?

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**OVERALL**

- 8.) How would you evaluate your training? (Please circle)  
1 - Highly Valuable      2      3 - Valuable      4      5 - Slightly Valuable  
Comments:

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- 9.) How relevant was this training to your current assignment? (Please circle)  
1 - Highly Valuable      2      3 - Valuable      4      5 - Slightly Valuable  
Comments:

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10.) Please rate the length of this program. (Please circle)

1 - Long Enough

2 - Too Long

3 - Too Short

What areas would you change if given the opportunity?

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11.) What if any positive/ negative experiences came out of your brief tour of this company?

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12.) Overall did the Program meet your expectations? What if any changes would you make to the program?

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Thank you for the time you have spent in answering these questions. Your help and input should assist us in increasing the value of this program over time.

Signature

Date

