



# DISTRACTED OPERATIONS FOR SHORESIDE STAFF COMMUNICATION

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# AGENDA

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- Organization of Document
  - Best Practices for All Communication
  - Phone Calls
  - Emails
  - VHF Radio
  - Texts
  - Software

# PRESENTER

Angie Fay, Vice  
President of Health,  
Safety, Environmental,  
and Compliance  
at Blessey Marine

## SUBCOMMITTEE MEMBERS

The DISTOPS Guide for Shoreside Communication was completed with the help of our entire subcommittee, which included members from organizations across the country and in diverse sectors.



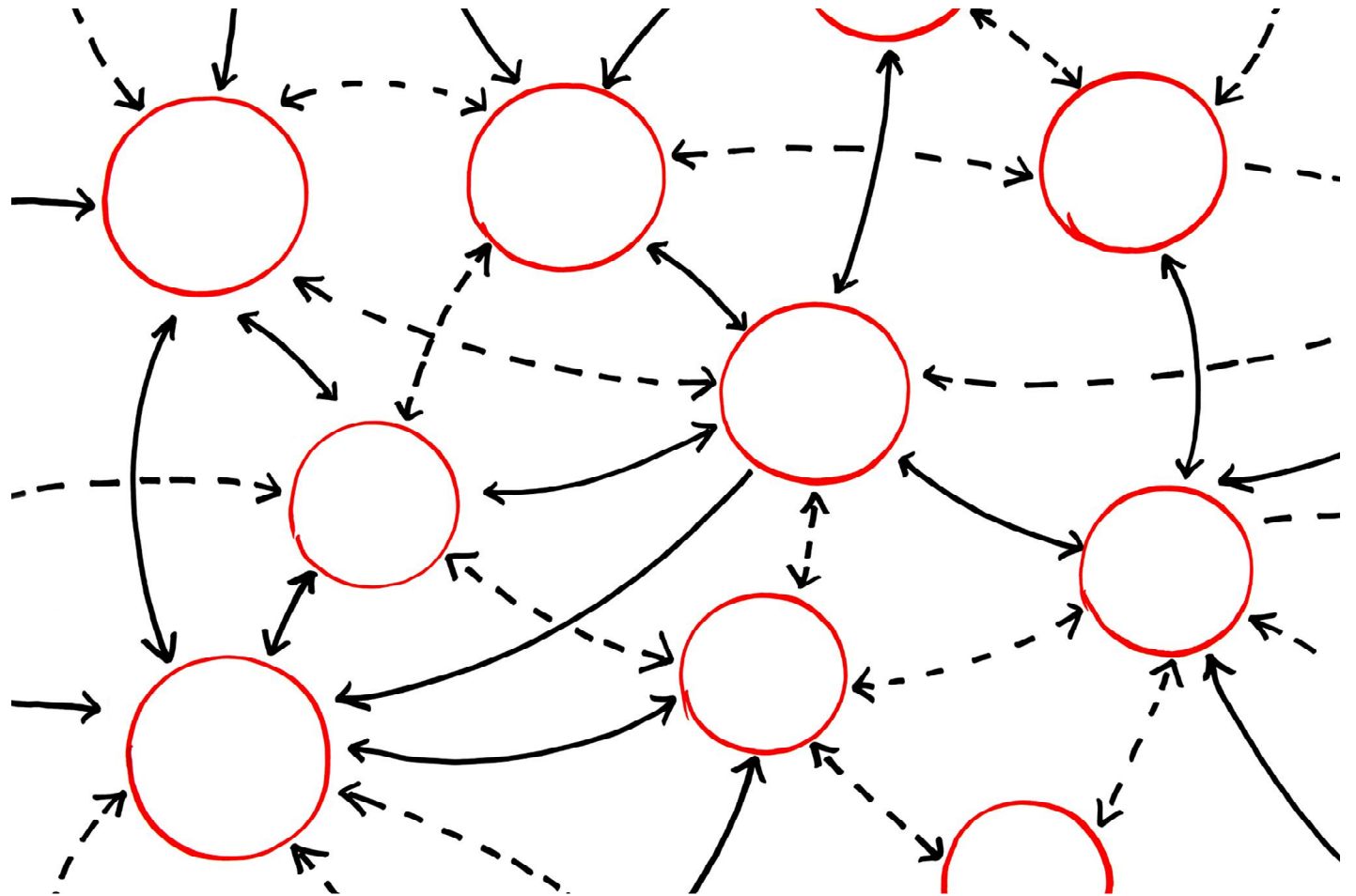
## WE ORGANIZED OUR WORK BY COMMUNICATION DEVICE

- Radio
- Email
- Cell Phone
- Other Types



# BEST PRACTICES FOR ALL COMMUNICATION

- Always ask first: Is it safe to talk?
  - Minimize distractions for crewmembers
  - Keep communication short and to the point
  - Limit direct contact with boats
  - Set up a communication tree
  - Provide educational materials for families





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## VHF RADIO

- Train VHF users in radio protocol
  - Ensure proper communication during operations
- Provide list of channels for fleets, locks, and bridges
  - Keep list easily available in the operations area



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# EMAILS

- Be concise
  - Keep the email short and to the point
- Put the purpose in the title
  - Make it clear what the email is about
- Other tips
  - Make the email easy to read for the Captain or crew member in charge



# PHONE CALLS

- Utilize vessel tracking tools
  - Tools like fleet manager and AIS tracking applications
  - Avoid calling during critical operations
- Train vessel crew
  - Do not make or answer phone during critical operations
  - Refer to Sterile Wheelhouse Guidance for Tugboat and Towboat Companies



## TEXTS

- Use Texts Sparingly
  - Avoid distractions by using texts sparingly
- Request Non-Urgent Phone Conversations
  - Use texts to request non-urgent phone conversations at a convenient time

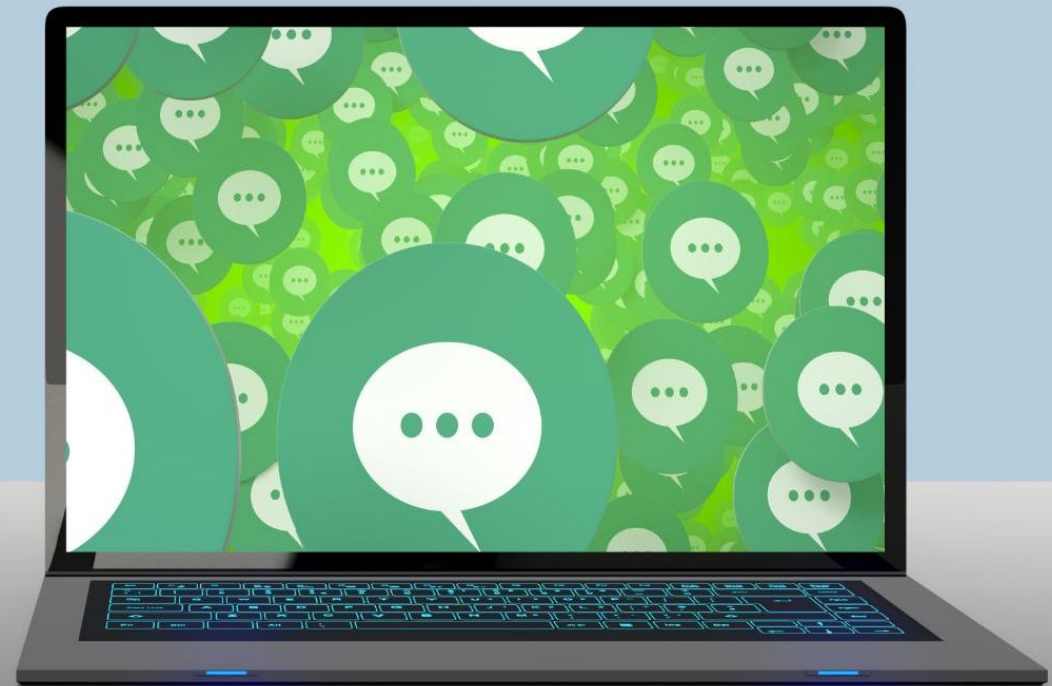




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# SOFTWARE

- Design or Utilize Software to Streamline Messaging
  - Reduces time and attention required of reader
  - Short initial forms for recording an event
- Automate Information Sharing Between Shore and Vessel
  - Reduces need for phone and radio calls, emails and texts
  - Refer to Sterile Wheelhouse Guidance for Tugboat and Towboat Companies



**THANK  
YOU!**

