Cruise Ships: Examining Safety, Operations and Oversight

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PRINCESS CRUISES

THE COMPONENTS OF RESPONSE

- ☐ Shipboard

- ☐ Emergency Response Center

- ☐ Management Unit

- ☐ Media Response Team

- ☐ Shore Side Planning

- ☐ Passenger & Crew Unit

- ☐ CARE Teams

EMERGENCY RESPONSE CENTER

- Purpose Built

- Available 24/7

- 12 Person Response Team

- Dedicated mission to support the ship

- Focused on the safety of those onboard and the impact on the environment.
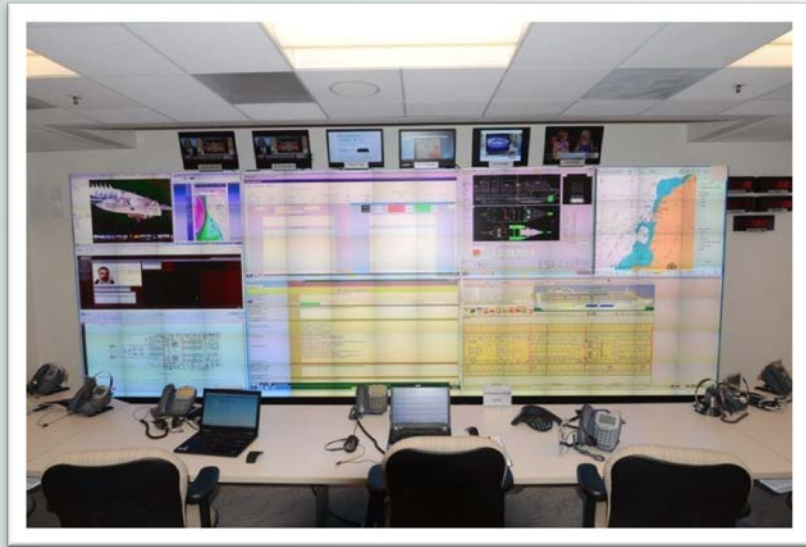
- Critical part of an overall response

EMERGENCY RESPONSE CENTER

ERC Team

- ☐ Team Leader
- ☐ Communicator
- ☐ Marine Rep
- ☐ Technical Rep
- ☐ Medical Rep
- ☐ Environmental Rep
- ☐ Crew and Passenger Rep
- ☐ Media Rep
- ☐ Recorder
- ☐ Coordinators x2
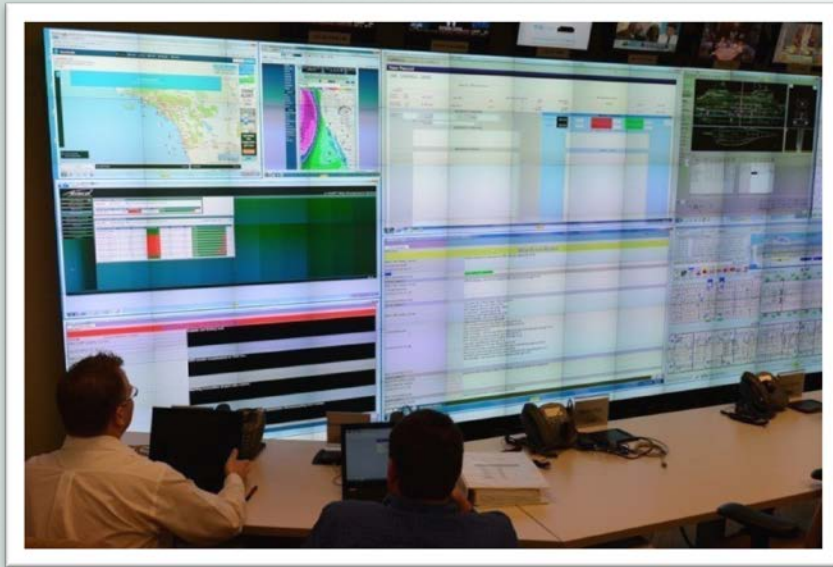- ☐ Naval Architect
- ☐ Specialist

EMERGENCY RESPONSE CENTER

Information Display

☐ TV Screens

☐ Video Wall

- ▪ Normally 10–12 inputs displayed

- ▪ Very flexible with ability to move and resize objects and have prepared incident/responder templates
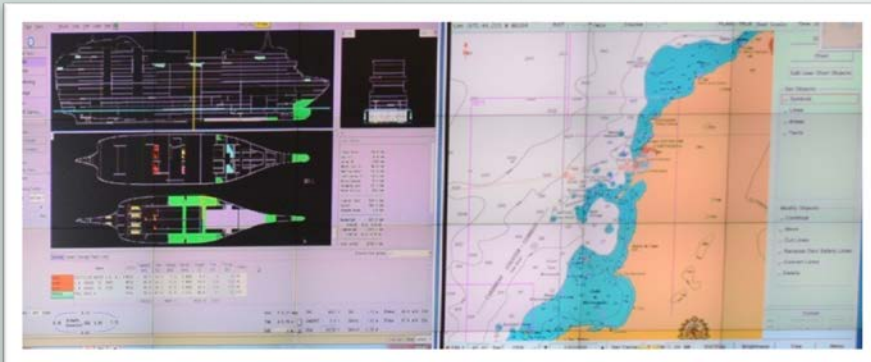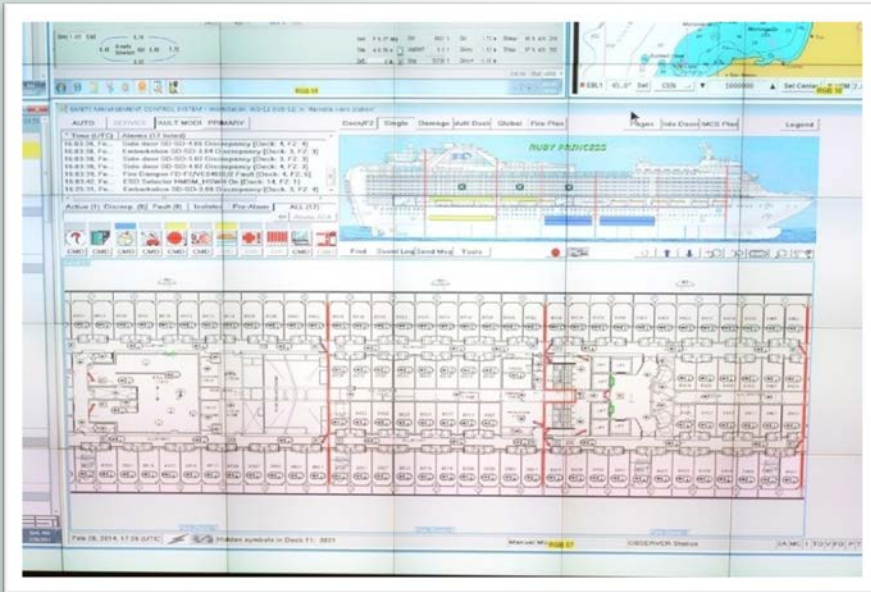
EMERGENCY RESPONSE CENTER

WebEOC

☐ Virtual Command Center

☐ Links all components of the response

EMERGENCY RESPONSE CENTER

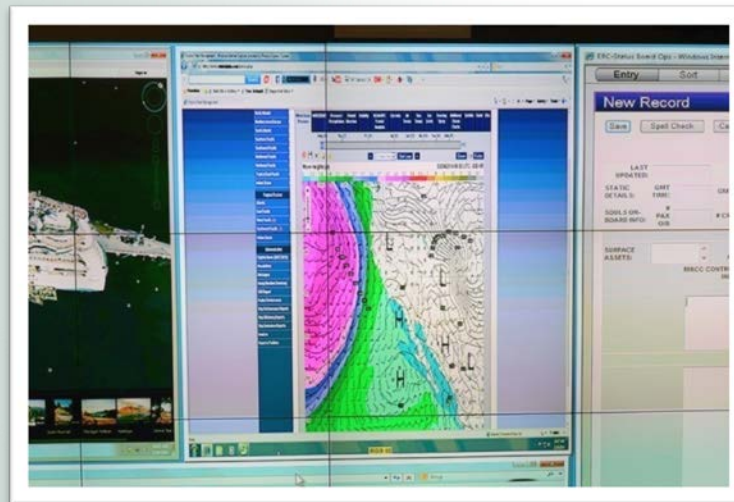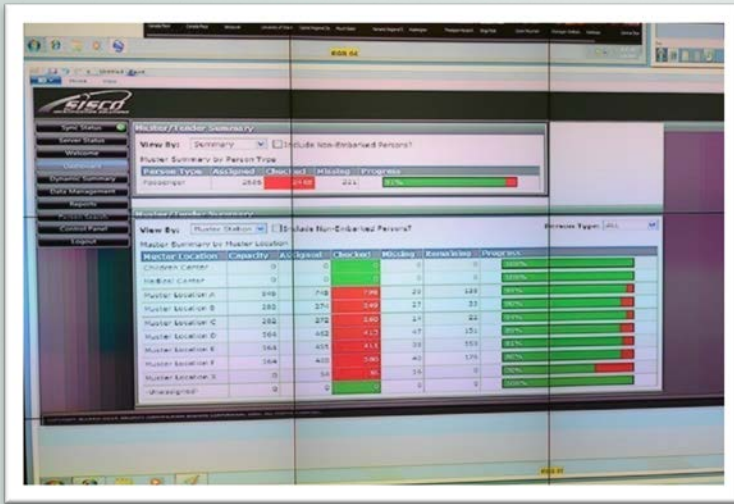## Other common displays

☐ Navigational Charts

☐ Ship's Stability

☐ Ship's Safety Management and Control System

EMERGENCY RESPONSE CENTER

Other common displays

☐ Passenger Mustering

☐ Weather

☐ Ship's Plans

ELECTRONIC MUSTERING

- Passenger and Crew

- Rapid and accurate accountability

- Tracking of evacuation in ERC

EMERGENCY RESPONSE CENTER

Drills

- ☐ Major Drills

- ☐ Ongoing training

EMERGENCY RESPONSE CENTER

Back up

- ☐ Power
- ☐ Electronic System Failure
  - ■ Maintained manual systems

PASSENGER UNIT/CREW UNIT

☐ Hub of Customer Response Activity

☐ Many department representatives:

- Customer Relations
- Finance/Accounting
- Away/Logistics
- Air

- IT
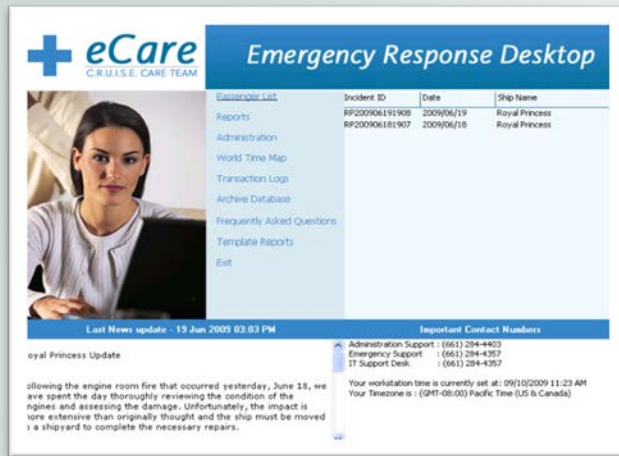- Hotel Operations (shore and ship)
- Call Center

CARE TEAM

- Sent to incident site, in-person representation who fly at a moment's notice

- Human Services Response

- Care Teams

  - 420 members trained in the US

  - Members in the UK

  - Members in Australia

  - Will soon train Asia office employees

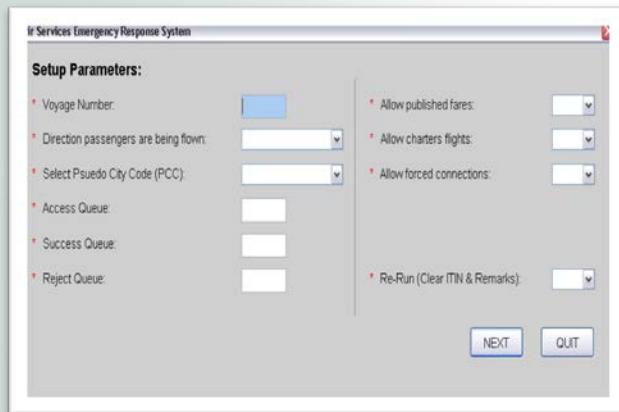- Any employee can volunteer to train and join our Care Team

TOOLS

eCare

Air Booking Tool

- Used successfully in numerous events

- Web enabled IBM application

- Used by the Logistics and Care Team to communicate hotel and flight schedules

- Whereabouts tracking (hotels, hospitals, etc.)

- Integrates with the disembarkation application onboard

- Used in large and small scale incidents

- Agile to quickly re-book air for all passengers

STAYING PREPARED

- 24/7 Emergency Response Center

- Weekly shipboard drills

- Two extensive company-wide drills per year

- CARE Team Readiness

- Recurrent training

- Cross brand collaboration