



# MASS RESCUE OPERATIONS

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Joint Rescue Coordination Miami

# TOP 6 OF 13 MASS RESCUE SCENARIOS

- ✓ Passenger Vessel Requires Evacuation
- ✓ Large Passenger Vessel Sinks
- ✓ Natural Disaster Requires Air, Land or Sea Rescue
- ✓ Mass Casualty Aboard Ship
- ✓ Rescue and Interdiction
- ✓ Airliner Crash

#10 Offshore Rig Sinks



# Mass Rescue Operations are Low-Probability, High-Consequence Events...



# AREAS OF EMPHASIS FOR FY 2018

- ▶ Encourage units to utilize exercise names for exercises just as they do for actual operations.
- ▶ Focus exercise on low probability/high consequence scenarios.
- ▶ Identification of vulnerabilities, interdependencies, best practices and remediation requirements.

# AREAS OF EMPHASIS FOR MRO EXERCISES

- ▶ Accountability:
  - ▶ Crew and passenger lists
  - ▶ Rescued passengers and crew until they can return to their homes
  - ▶ All persons associated with the rescue and aftermath operations
  - ▶ Lifeboats, including empty boats or rafts
  - ▶ High freeboard issues for likely rescue facilities.
- ▶ Available Resources

# AREAS OF EMPHASIS FOR MRO EXERCISES (CON'T)

- ▶ Notification Processes
- ▶ Information Exchanges
- ▶ Safe Transfer and Care of Passengers
- ▶ Communications
- ▶ Coordination with community partners
- ▶ Test MRO Plans

# WHAT SHOULD WE CONTINUALLY BE DOING?

- Partnerships
- Planning
- PRACTICE

# INDUSTRY INVOLVEMENT



- Cruise Lines International Association (CLIA).
- Passenger Vessels Association (PVA).
- International Maritime Organization (IMO)

*"We continue to work very closely with the cruise lines... These ships are maintaining the highest standards... Cruise lines are doing everything they can to minimize the risk..."*

*David Forney, Chief of Vessel Sanitation Program*

# Planning

Identify  
risks and  
MRO  
scenarios  
and plan  
accordingly



MRO Planning documents available to you

# Planning

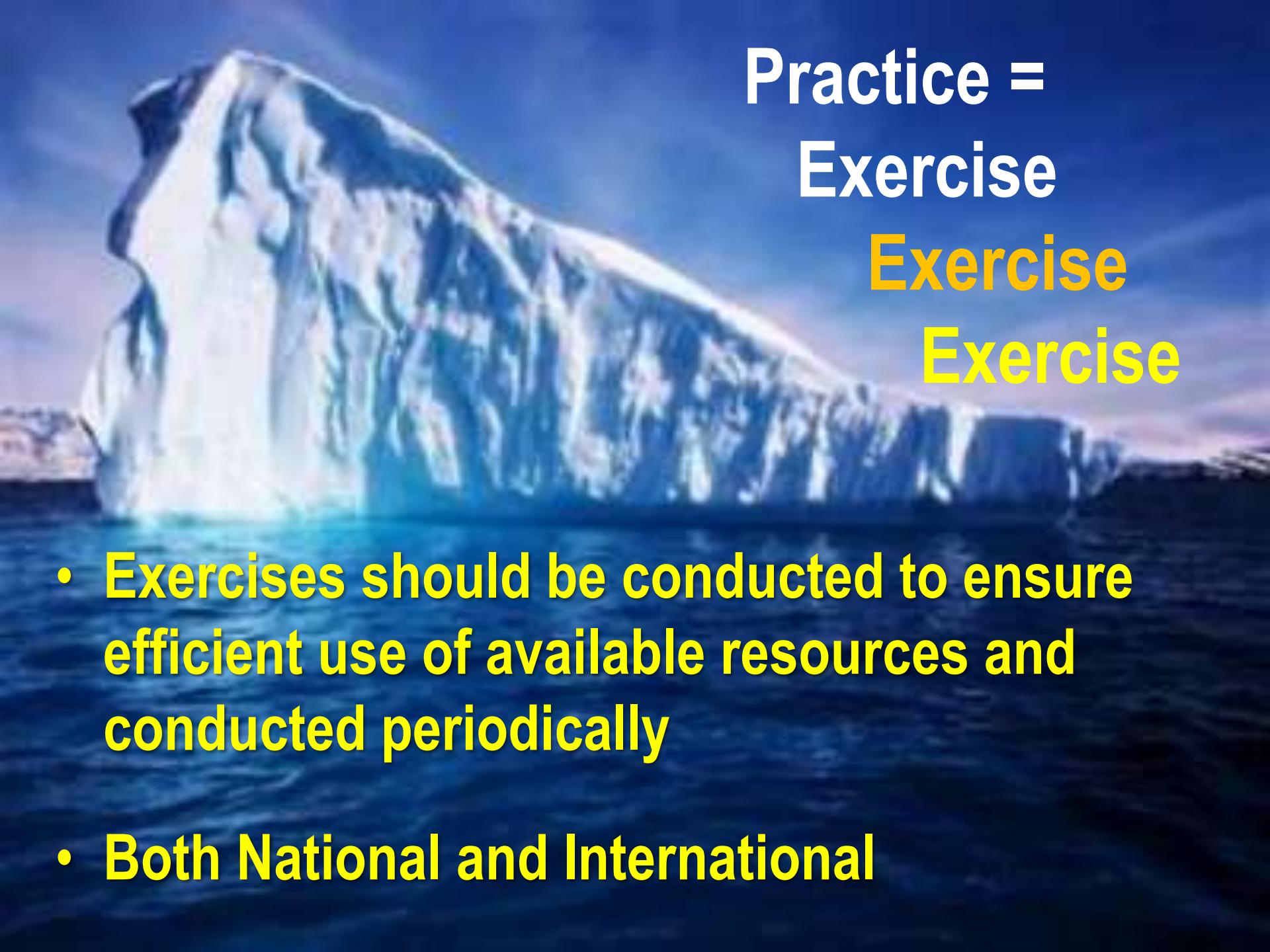
*Local  
Volunteers  
Tribal  
&  
Tour  
Operators*

*Other  
Support  
(e.g., CLIA,  
PVA, &  
AMVER)*

*National  
(RCCs,  
NAPs)*

*International*

- Identify possible scenarios (air, sea and land)
- Plan for scenarios using all available resources

A large, white iceberg with blue veins is shown floating in a dark blue ocean under a cloudy sky.

Practice =  
Exercise  
Exercise  
Exercise

- Exercises should be conducted to ensure efficient use of available resources and conducted periodically
- Both National and International



# M/V CARIBBEAN FANTASY FIRE

## AUGUST 17, 2016



# CARIBBEAN FANTASY



- Built in 1988
- Ro-Ro
- Passenger/Cargo
- LOA: 188m (614ft)
- GRT: 28,112
- Panama Flag

- Max Passengers: 1030
- Max Crew: 120
- Total capacity: 1150
- 3 lifeboats
- 2 MES
- 23 IBAs

# INITIAL NOTIFICATION



0730: Phone call 9-1-1  
Emergency Service Center

Vessel broadcast VHF CH16  
“SECURITY, Vessel is not in  
command, all vessels in vicinity  
please assist”.

Vessel never called for  
“MAYDAY”

1.9 miles offshore San Juan  
harbor entrance.

# THE FIRE



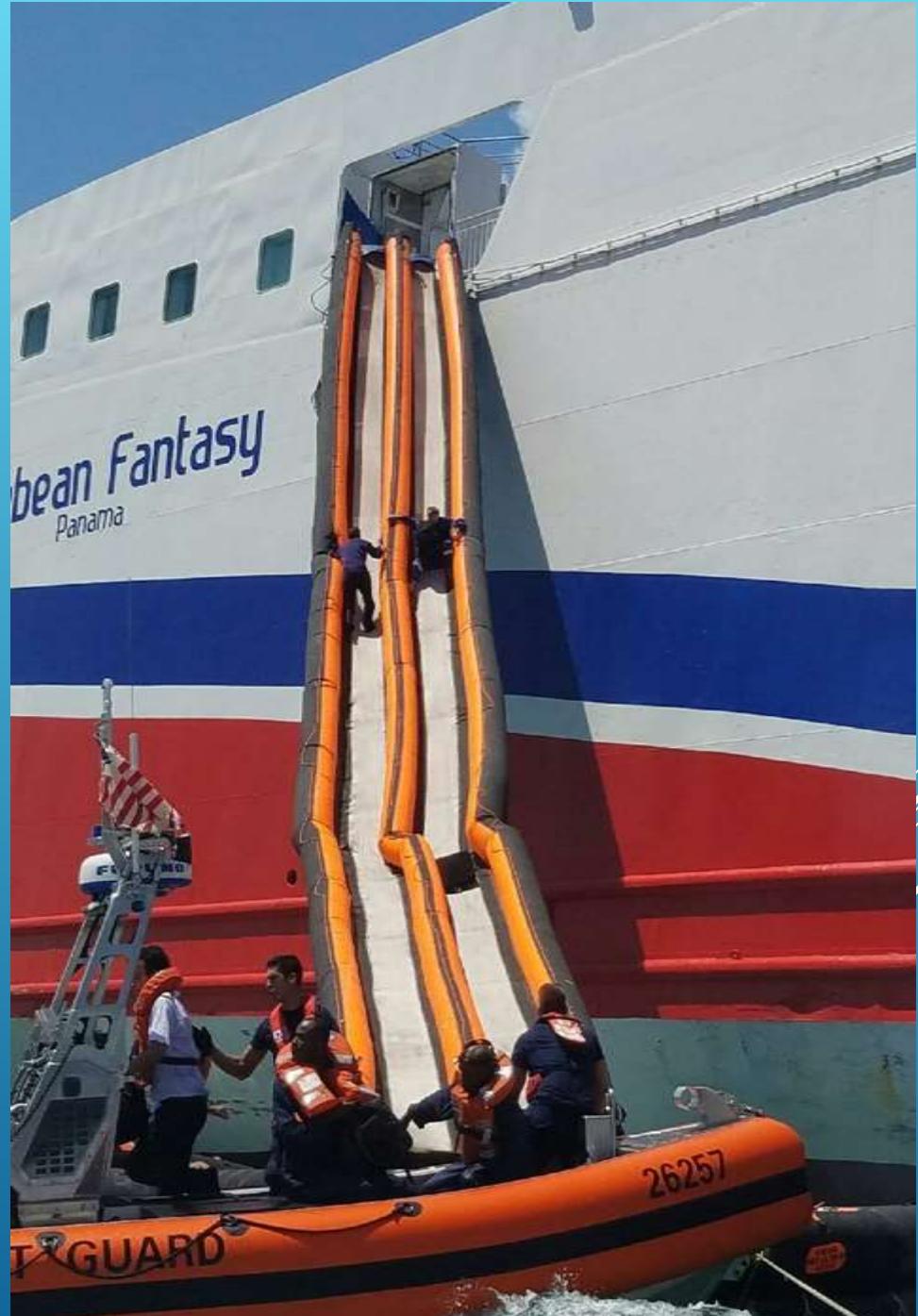
# ABANDON SHIP



# ABANDON SHIP



# MES EVACUATION



# RESPONSE ON-SCENE



# On-Scene Response

DIANE MORAN

CARIBBEAN FANTASY

Atlantic Ocean



Bing Aerial

Basemaps

CG RICHARD DIXON

DON ALFREDO

HONCHO

HONCHO

TRITON

BROOKLYN McALLISTER

MAGGIE

ANAMARINA

BET MAGGIE  
MAGGIE  
ALISTE  
CG 6754  
DON ALFREDO  
DIANE MORAN  
TITAN  
CG 5485  
M788  
TEZANOS  
CG 26250

JOSEPH TEZANOS  
CG JOSEPH TEZANOS

BROOKLYN McALLISTER

CBP M795

BROOKLYN McALLISTER

CG 33139  
CG JOSEPH NAPIER  
CG HERIBERTO HERNAND

MSRC BRISA RAPIDA

bing

3 Notifications

1 : 24,243

18.47523, -66.16063

# On-Scene Coordination



Bing Aerial

Basemaps

CG RICHARD DIXON

DON ALFREDO

HONCHO

HONCHO

HONCHO

TRITON

CG JOSEPH TEZANOS  
CG JOSEPH TEZANOS

CG JOSEPH TEZANOS

BROOKLYN McALLISTER

MAGGIE

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ANAMARINA

CBP M795

BROOKLYN McALLISTER

CG33139  
CG JOSEPH NAPIER  
CG HERIBERTO HERNAND

MSRC BRISA RAPIDA

# Did it all go as planned?



# No !

# RESOURCES AVAILABLE



# LANDING SITES



# LANDING SITE



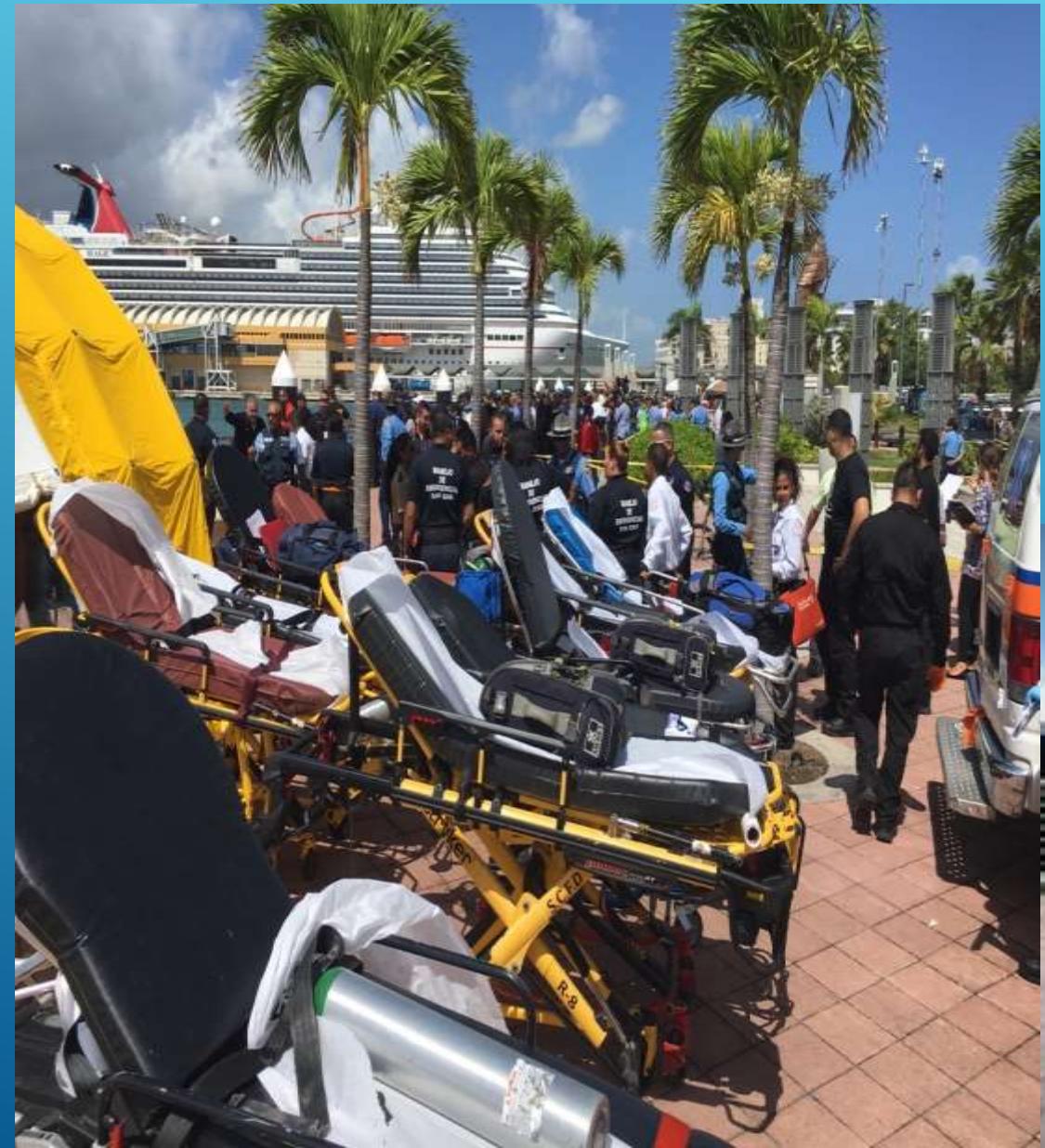
# LANDING SITE



# & MORE LANDING SITE



# TRIAGE



# MEDICAL TRIAGE



# SEPARATED CHILDREN



**Accountability**

# ACCOUNTABILITY



# ACCOUNTABILITY



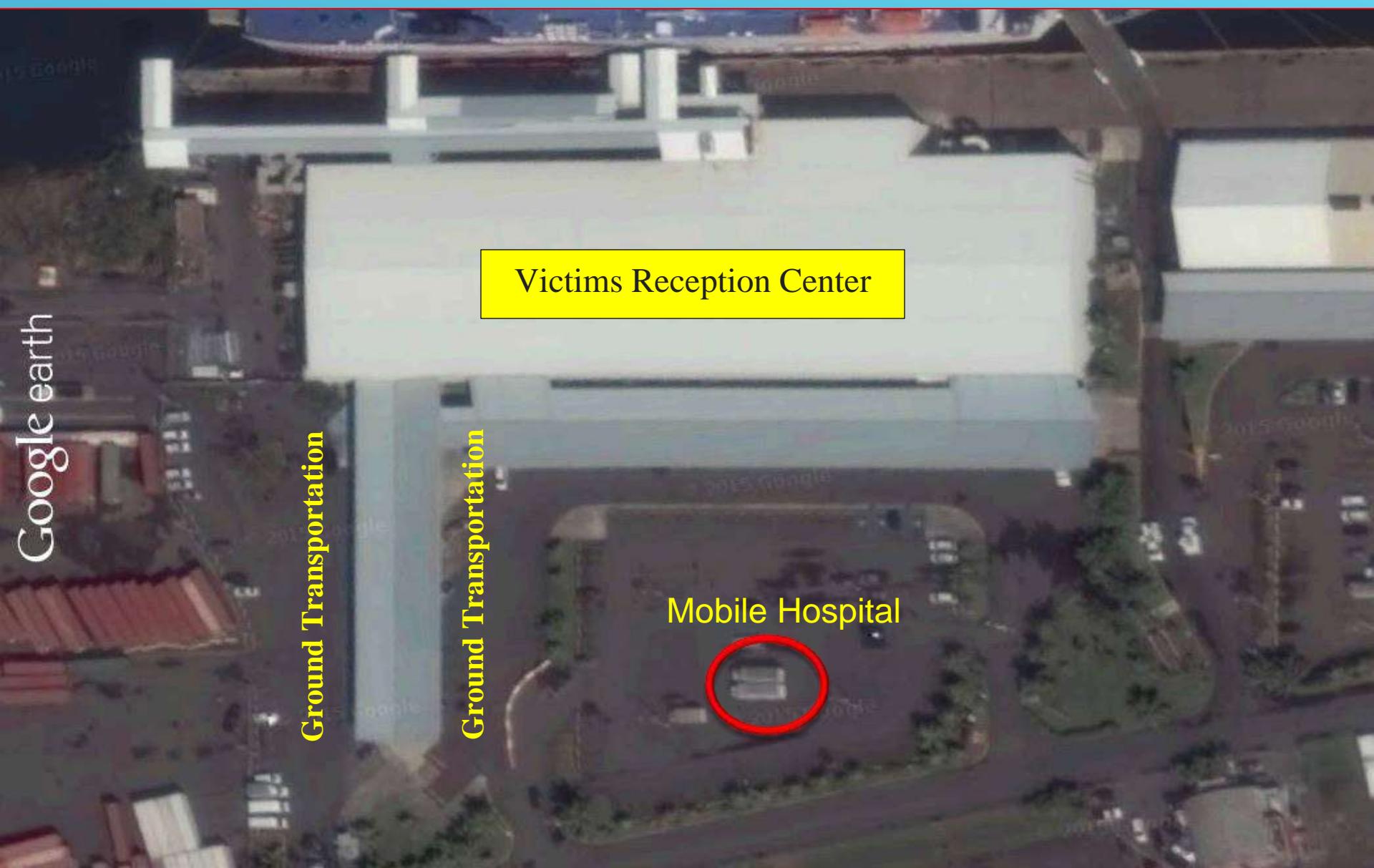
FAMILY ON-SCENE = FAMILY RECEPTION CENTER



**There is nothing better than the heart of a  
volunteer!**

# PASSENGERS & CREW MEMBERS GO TO VICTIMS RECEPTION CENTER (VRC)

Google earth



# PASSENGER RECEPTION CENTER



**Witness statement collection  
Relax & communicate with family**

**Final Accountability  
Customs and Immigration Process**



# I SURVIVED ! THE VICTIMS POINT OF VIEW



# I SURVIVED !



# MEDIA AND INFORMATION CONTROL



# Were there lessons learned?



# ALWAYS

# OUTCOMES

100 % Accountability (511 souls + 5 pets)

Largest MRO incident in U.S. Waters since 1956

USCG MRO Plan validated

Good emergency response

Entire operation 4 hrs

Children were reunited with parents



# AREAS FOR IMPROVEMENT

Communications

Accountability process.

Coordination between responders.

Practice the MRO plan with locals.

Continue to pursue MRO Plan development.



# WHY WAS IT A SUCCESS?



**TEAMWORK** TEAMWORK **TEAMWORK**



# TEAMWORK IS THE KEY !



Then there are the critical case management tasks that only humans can do, some of which can be addressed by check lists but many of which are "non-procedural tasks" that require human thought, reasoning, critical thinking skills, investigative skills, briefing skills interviewing skills, and finally, but perhaps most importantly, motivation, dedication, and perseverance.

Many of these skills involve asking lots of questions, whose answers often lead to even more questions, and actively seeking answers to the questions for which answers are not immediately available. Of course, it helps to know what questions to ask, especially in the beginning. Knowing which questions to ask in turn is helped by having appropriate basic knowledge and experience bases from which to work. The phrase "you don't know what you don't know" comes to mind. IMO this can be largely overcome by asking lots of questions and learning from the answers.

The problem is that although every SAR case should be a learning experience, the middle of a SAR case is not the time for controller/responders to be engaged in self-education to develop the basic knowledge base they need. This is why previous education, training, and experience PLUS continuing local evaluation, training and education of controllers/responders thereafter are so important. Blah Blah!!

- An email I fired off because I was upset!

A wide-angle photograph of a large-scale emergency shelter or temporary hospital ward. The floor is filled with rows of green folding cots, many of which have people lying on them. Some people are sitting up, while others are sleeping. The area is a vast, open hall with high ceilings and walls. In the background, there are more rows of cots and some medical supplies. The overall atmosphere is one of a temporary facility set up for a large number of people.

Questions?