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Preventer File

Generic Model for Marinas

4th Edition

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**A
Generic
Model
For
Marinas**

Panic Preventer File

Fourth Edition

Don Jackson
Project Coordinator



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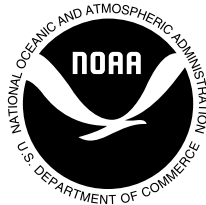
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Preface to Fourth Edition
February, 2007

In addition to a section on Hurricane/Storm plans added in the second edition, the third edition had a new section on Security. This fourth edition has a new section on **Tsunamis** and another on **gas leaks**. Other changes are based on feedback from users and reviews of actions taken at various marinas. Please look over this new set for applicability to your marina. Then you'll need to make up a custom set to fit your situation, size of staff, and local factors. Remember that a simple plan will work better than an elaborate plan that never leaves the shelf.

At the least, be sure that every employee knows that the Panic File exists, where to find it, and also encourage each person to look through it occasionally. Better yet, do a training session for each new employee as they come onboard, and a reminder session at least annually for all regular employees.

You are encouraged to make a gaudy, bright colored cover and spine for each copy of the Panic File at your marina. Customize it so that it stands out from other binders and books on a shelf. The cover and spine (and all materials in the entire Panic File) are on the CD furnished with each copy.

Use this electronic version to build each page to fit your local situation. Each form must be fitted with phone numbers and very specific directions for the staff at each different location.

Your comments are welcome and encouraged. Please contact us at any time with suggestions for improvement. What works in one place will probably work in another, and we'd like to share your experience and knowledge. You may contact the author at:

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PLANNING FOR EMERGENCIES – THE PANIC FILE

A number of situations may occur in your marina that could require immediate response. Calling 911 may be appropriate in some instances, but some staff response is also called for in nearly every situation. Without pre-planning, important steps can be overlooked, and without a quick reference guide, the best of intentions may not produce the best actions for solving the occasional, but intense problem. Managers owe a duty to the public and their own employees to have a contingency plan in-hand before minor or major disasters occur.

The “Generic Panic File” has been developed as a model, but it must be adapted to your needs. You must make a commitment to prepare for emergency and “hurry-up” situations by following the four-step process outlined below.

Your Panic File must be customized specifically for your marina. It should be organized logically and concisely, following the general layout of the model Panic File. Your customized version should cover all common situations and also those possible events that might require a quick or specialized response. Panic File binders should be gaudily marked and available at a number of locations around the marina and at key residences for use during off-hours emergencies. Caution – don’t make more copies than necessary, or they’ll be hard to keep track of for updating and checking for full contents.

The Four Step Process

Follow this four-step process to assemble a working Panic File specific to your marina.

1. Generate basic information
 - Think through all the “What-ifs” – make a list.
 - Confer with all emergency responders in your area.
2. Compile a set of procedures, organized under easily understood headings in a binder.
 - Follow the general layout of the model plan.
3. Acquaint all employees with the contents of the customized Panic File.
 - Discuss locations of the Panic Files
 - Discuss staff responsibilities for each situation – go over each one.
 - Don’t overlook this step!***
4. Review and evaluate the entire plan at least annually.
 - Review the contents with all employees, including all temporary people, at least once each year.
 - Review the accuracy of all data annually.
 - Evaluate the effectiveness and re-write any sections as appropriate.
 - Keep it current!

Costs for preparing a localized Panic File for your marina are minimal. The time to accomplish the visits to responders, to write your customized version and then to train all employees is the main consideration. The result will be a more responsible operation, and a much better product from

emergency response organizations. Having a well prepared emergency plan in hand before problems arise is not only prudent, it is also good common sense, good public relations, and shows concern for your employees and the public.

Step One - How to Build Your Marina's Panic File

The data in this "generic" version of a Panic File is useless - until customized for your individual marina. There is some homework needed before anyone can use this set of data fruitfully. There will be two main pieces of information on each form.

- Who will be responding when you ask for help, and
- What can the staff do prior to their arrival and during the time of the emergency.

First - think through the "What-ifs" with a few of your staff members. They'll have encountered the common situations that can create a flurry of activity, and will know of some that aren't so common. Following is a list that has evolved from contacts with over 1,000 marinas over the past several years. Delete those that don't apply, and add some that you can think of that aren't on this list.

Medical Emergency
Structural Fire
Wildfire
Boat Fire
Dock Fire
Boating Accident
SCUBA Injury
Drowning
Poisoning
Hurricane/Storm
Propane/Gas Leak

Auto Accident
Missing Person
Overdue Boater
Downed Power Lines
Power Outage
Fuel Spill
Holdup/Robbery
Aircraft Down
Bomb Threat
Tsunami
Security

Other headings may become necessary once your staff thinks through the "what-ifs". Some might be:

Alligator/Moose/Rabid Animal/Snake
Flood or other weather related phenomena,
such as extra-high storm-related tides
Injured Wildlife
Sewage Spill/Overflow

Teen Gangs
Mudslide
Ice Damage
Construction Cave-in
Climbing Accident

Next – identify the local responders who might come to your aid for each of these situations. Find the local telephone numbers for fire, police or sheriff's office, poison control center, hospital, U. S. Coast Guard and other sources of emergency information and notification as needed. More importantly, some face-to-face contact with providers of emergency help will go a long way toward quicker and more appropriate responses when you do have an emergency situation. So, here is what to do now, before an emergency occurs and while you are still thinking about the "What-ifs."

Go to 911!

If you are served by use of a “911” phone call, go to the supervisor of that operation and share some information about your marina. They will be interested in the exact location, the best routes for fire, ambulance and police response, and what level of confidence they can put in a report coming from your marina to the 911 switchboard. Showing them this panic file will build their confidence in your ability to organize the information they will need. They’ll have their own protocols for gathering information in each different type of emergency, but in most cases, the data you gather on the forms in your Panic File will dovetail with or provide exactly what they need.

Go to the Fire House!

Go to your nearest firehouse and talk to the folks who will be responding to your call for help. If they are also the source of ambulance response, you can discuss two situations with one visit. Both fire and rescue people will be interested in your ability to describe a situation accurately, which will allow them to dispatch appropriate resources.

Better yet, invite the fire department to do a drill at your facility. Be their host for more than one drill, if possible. The better they know your facility and the peculiarities of your place, the better they’ll be at solving your emergencies. They’ll be interested in several things:

Where are the fuel and electrical shutoffs?

What special hazards are there? For instance, where are solvents, chemicals, fuels, and pesticides stored?

What are the quantities, in what types of containers, and how are they stored?

Ask for advice on prevention programs that you can carry out with your staff. Mention pre-suppression programs that you have in place, and ask for advice on what else you can do to be ready for a fire or injury occurrence.

Go to the Hospital!

Talk with someone in the emergency room. Ask them what they would **need** to know, and would **like** to know if you ever had the occasion to send an employee or guest there. Let them know what special problems a marina might generate, such as:

SCUBA diver with the bends

An employee overcome by fumes from a special project with odd solvents or applications. (Inside a covered boat hull is essentially an enclosed space.)

A liveaboard overcome by carbon monoxide - again an enclosed space.

Go the U. S. Coast Guard

These may be the folks you work with frequently, or they may be some distance away and will only be involved in your area occasionally. If they have jurisdiction, discuss your particular interests that might concern them. Some special items for discussion might include:

Search for an overdue boat

Rescue for people overboard

Assistance for a boat taking on water (outside of your slips)

Drug traffic on the water, near your marina

Firefighting for any boat fire outside of your marina (and perhaps within it)

Any waterborne Homeland Security issues

Invite the Coast Guard to drill in or near your marina. The better they know your area and your facilities, the quicker and more appropriate will be their response in case of an emergency.

Go to your Harbor Patrol

If you are located within a port authority's jurisdiction, or there is an active harbor patrol nearby, check in with them now. Ask them if they are equipped to assist with any emergencies, and if so, which ones? You may already know the answers, but it will help to review these questions from time to time. Some have firefighting capability, nearly all have fuel or chemical spill containment supplies, and many are very sophisticated in emergency response. If it turns out that they are not particularly well equipped for all emergencies, you may need to pursue other organizations or improve your own response capabilities. Don't wait for a spill or other emergency to determine someone else's range of abilities and equipment.

Go to the Marine Patrol

If you are served by a state or local marine patrol, arrange a meeting with the person in charge of the unit serving your area. Discuss their policies and their capability to respond to an emergency at your marina. Their resources in any particular area of the state may be more or less than you might imagine until you talk directly with someone in charge. Marine Patrol capabilities may include:

- Firefighting for a boat fire (inside or outside of your slips?)
- Search for overdue or missing boats or boaters
- Drug problems near your marina
- Verification of boat ownership
- Boating Under the Influence apprehension
- Speeding, reckless operation, and other operational problems on the water
- Contact for sewage, fuel, or chemical spills

Go to your local Law Enforcement Agencies

If your marina is within city limits, go to the local police. If your marina is outside city limits, go to the sheriff's office. You might want to check in with the state police as well. You may have to go to all three agencies.

Discuss any issues that they or you may have regarding law enforcement and any emergency situations that you can imagine. Invite them to do a "vulnerability" check of your security functions.

Ask them for advice on safeguarding property and people. Ask them for advice on traffic flows into, out of, and within your facilities. Ask them what steps you and your staff can take that will assist them when there is an emergency operation in progress. You may be able to provide traffic direction, block off access somewhere within your parking areas or roadways, or assist in other ways. Ask about prevention programs that might work on your premises.

Some specifics you might discuss:

- Trespass on grounds and on docks
- Pilferage and Shoplifting

Theft of services – from moorings to pumpouts to fuel “drive-aways”
Loitering and Vandalism

Other Agencies and Organizations?

There may be other agencies or organizations that have jurisdiction or responsibilities in your area. An example might be the FAA if you have significant seaplane activity or an airstrip.

If your place of business is located in or near a National Park, rangers may be your first responders for any emergency, or at least for part of them. Work with the rangers (they’ll already have a Panic File of their own), to be sure that all your “What-ifs” are covered. The responsibility for response may vary in State Parks, so be sure to check with the local park staff.

Another contact you might pursue is with a military installation, if one is nearby. The military people may or may not provide emergency response, but may be a part of a mutual assistance agreement with your county or local government. Even if they were to serve only as backup to local emergency forces, it would be good for you to have contact, and if possible, an on-site visit to your marina by one of their officers.

Federal Emergency Management Administration (FEMA) may have an office nearby. Check with them to see if there are any foreseen emergency situations that could have an effect on your marina. Floods and landslides are possibilities if you are on or near the mouth of a river. Your county will have an emergency management office also, and they might be an excellent source of information for you to learn about possible events that, while not of your making, might have an effect on your operations.

If your local hospital does not have a hyperbaric chamber (most do not), you may wish to find the nearest chamber, and open a discussion on protocols that would work in case a SCUBA diver in or near your facility should come in with the bends. You might pursue this through your local emergency room. If they are not up to speed on this topic, you might share what you do learn from discussions with operators of the nearest chamber. This same discussion might start with a local dive shop if the people there are knowledgeable on the subject of hyperbaric chambers. A dive shop that offers SCUBA training may have details already worked out for use of the nearest chamber.

In General

There is some homework due before this Panic File will be of much use to you. Contacts and relationships prior to emergency situations will produce more appropriate responses. If your call for assistance requires a second “who is calling”, you may not have done enough pre-problem legwork.

What Should the Staff Be Doing While the Responders are Responding?

An important piece of information on nearly every form will be directions for staff activity during an emergency. While the fire department is on the way, what can be done to safeguard the public and employees? When an ambulance is on the way, what can be done to direct traffic around the area of congestion that invariably seems to occur? You must write some directions for staff response for nearly every situation (What-if?).

Step Two

Now you are ready to organize the information into a working document.

Tab headings should be color-coded:

- Red tabs** - Life threatening emergencies – require immediate attention
- Yellow tabs** - Situations that have potential to be emergencies
- Green tabs** - Unusual, less common, and environmental situations

Arrangement of topics from front to back should be individualized for your marina. Use your knowledge of past occurrences initially. *Be sure there are at least a half-dozen copies of each form in the binder at all times.*

Make very visible front cover and spine pieces. Go wild! The spine needs to be bright and obvious when on a shelf with other binders. The cover should also be bright colored and must stand out when left among other materials. Even the back cover should be a bright color, so the Panic File can be found easily no matter where it is placed. Use a “view” binder so your artwork will be visible

Step Three - How to Use Your Panic File

This customized collection of information is really a **Panic-Preventer File**. When an emergency or unusual incident occurs, you’ll have essential phone numbers to call, information on what your staff should do, and a few reminders that may help to solve out-of-the-ordinary problems.

What you need to do now – train the staff:

Acquaint all employees with what is covered in your entire customized Panic File. Have them think through the “**What-ifs**” at your marina once again. Ask them, “What if this or that happened – how would we cope with the problem, and whom would we call to deal with the specialized aspects of the incident? And, what would our staff assignments be during the situation?” Directing traffic, shutting off fuel switches, locking the cash drawer or even closing the ship’s store may all be individual assignments while fire, police or other responders are on the way. There will always be things the staff could be doing rather than just waiting.

What to do when a situation arises – instructions to the staff:

- 1) If someone is reporting a problem to you, tell the person you can help and that you will need to ask him or her a few questions. Turn to the appropriate heading in your Panic File and ask those questions that will assure a quick and efficient response from whoever you may call for help. Always maintain contact, or know where you can reach the person reporting an emergency. First-in information is often not complete, and further contact may be critical.
- 2) Gather as complete a set of information as possible.
- 3) Relay the information to the appropriate response people immediately.
- 4) Dispatch other staff members as suggested in the Panic File or as seems prudent.

Step Four

- Verify the information in this Panic File at least once a year. Check the phone numbers and other contact information. If you have had an incident, check to see that the staff protocols in the Panic File did work and are still valid.
- Review the entire Panic File with the staff at least once a year. This could coincide with other training, or could be in the form of a “tailgate” safety session. Each new employee who comes onboard during the year should become acquainted with the contents of the Panic File, either through a direct training session or self-study soon after entrance on duty.

Well – we lied. There are really 5 steps. An important piece of information for yourself, your staff and especially for responding emergency personnel is a map of your layout showing several critical pieces of information. The most critical are:

- Roadway system
- Location of fire hydrants on or near your premises
- Access to water for drafting by a large fire truck (at low tide)
- Storm drain system, including outflow if on-site
- Fuel system cutoff switches
- Electrical system cutoff switches
- Storage locations and quantities of:
 - Fuel
 - Solvents, thinners and flammable paints
 - Pesticides of all types
 - Spill Containment Equipment and supplies
 - Hazardous materials
- Residential or otherwise overnight occupied spaces

If your site is large and complex, you may need several maps, each showing different features. Think simplicity for the sake of someone (including yourself) trying to find a particular feature on a small piece of paper, in the dark, with smoke and excitement pushing for action.

Fire departments may or may not do pre-suppression visits. If they do, they may have already prepared a diagram or map of your premises showing the items mentioned above. They will also map water supply flow and pressure rates and record hydrant tests in the area for their own use.

Place this map(s) that you prepare near the front of the Panic File and have it ready to hand to emergency responders if they should request it. Keep several copies in the binder so you can tear more than one out if needed.

These are common headings used in many marinas, and in the probable order of sequence. These can be duplicated and used directly on clear tabs if desired. "Alligator" is included in this list to prompt thoughts on other "What-ifs" that may be appropriate in your location.

↓ **Red Tabs** ↓

Medical Emergency

Structural Fire

Dock Fire

Boat Fire

Poisoning

↓ **Yellow Tabs** ↓

Down Power Line

Propane/Gas Leak

Aircraft Down

Bomb Threat

Security

↓ **Yellow Tabs** ↓

Boating Accident

Drowning

Overdue Boater

Auto Accident

Missing Person

Wildfire

↓ **Green Tabs** ↓

Fuel Spill

Power Out

Hurricane/Storm

Tsunami

Holdup/Robbery

Alligator

↓ **White Tab** ↓

Phone Record

Note: Use a color printer, or erase the highlighted colors for B/W tabs
Do not make a tab for "Other" or "Misc". Be specific so a person in a high adrenalin situation can identify exactly what they are after.

Medical Emergency - Phone 911

Give operator address: _____
Exact location within complex: _____
Nature of emergency: _____

Stay on line for further questions

Details to provide when calling for medical assistance:

Location of victim: _____

Approx. age: _____ Male ___ Female ___ Wt. _____ Ht. _____

Breathing now? Yes ___ No ___

Bleeding now? Yes ___ No ___

Conscious now? Yes ___ No ___

Apparent problem is: _____

What is being done now? _____

Is CPR needed?

Has bleeding stopped?

If hazardous material is involved, pull the Material Safety Data (MSD) sheet and follow directions.

Have MSD sheet available for EMS personnel when they arrive.

If a **possible poisoning**, see section on "Poison"

Staff actions while responders are on way:

Report taken by: _____ Date: _____ Time: _____

Report relayed to: _____ by: _____ Time: _____

Structural Fire - Phone 911

Give operator address: _____ Give operator exact location within the complex: _____ Stay on line for further questions
--

- Alert all occupants to **evacuate** the building immediately
- Assign someone to **direct emergency vehicles** in from the main road
- Consider **stepped-up security** in remainder of the complex during the emergency
- Other Staff actions while responders are on way:

Information you may use - or pass on to the responding emergency service people

If in building (*by name or number*) _____

Electrical cutoff switch is located _____

Fuel cutoff switch is located _____

Fire extinguishers are located _____

Hazardous materials in this building include: _____

(list all flammables & chemicals that pose a hazard to firefighters)

[repeat this information on each building or structure in the entire complex]

Report taken by: _____ Date: _____ Time: _____

Information relayed to: _____ by: _____ Time: _____

Fire at or on Dock - Phone 911

Give operator address: _____ Give operator exact location of fire on the dock: _____ Stay on line for further questions

- Alert all people to **evacuate** the dock immediately
- Assign someone to **direct emergency vehicles** in from the main road
- Consider notifying **boaters to stand off** on Channel 16 VHF or CB 9
- Consider **stepped-up security** in remainder of complex during the emergency
- Other staff actions while responders are on way:

Information you may use - or pass on to the responding emergency service people

If on _____ dock: (*name the dock if more than one exists in the marina*)

Electrical cutoff switch is located: _____

Fuel cutoff switch is located: _____

Fire extinguishers are located: _____

Fire hydrant that serves this dock is located: _____

Hazardous materials on this dock include: _____

[Repeat this information for each separate dock, if appropriate]

Report taken by: _____ Date: _____ Time: _____

Information relayed to: _____ by: _____ Time: _____

Boat on Fire

Call U. S. Coast Guard at: _____, or on VHF Ch. 16
or Phone 911

If boat is not at dock:

<p>Give location of boat as reported to you: Lat/Lon. _____ - _____ or Loran Coordinates _____ - _____ or Local Landmarks _____</p> <p>Give exact number of people on board, if known: _____ Is boat taking on water? Yes ___ No ___ Don't know at this time ___ Give any other information that you know about the situation: _____ _____ _____</p> <p>Give your name: _____ Your location: _____</p> <p style="text-align: center;">Stay on line for further questions</p>
--

- 1) **If in radio contact, instruct all aboard to don life jackets and to leave the boat.**
- 2) **Rescue or arrange for rescue of anyone on board or in the water**

If boat is at dock: Go back to previous section on "Dock Fire"

Date today: _____ Time of report to you: _____

Reporting person's name: _____

Reporting person's address: _____

_____ Phone: _____

What did this person say when first reporting the fire? _____

Report taken by: _____ (staff person)

Report relayed to: _____ at time: _____

Report of Possible Poisoning

Time now: _____

Date: _____

Poison Information Center -- 24 hours -- _____

If victim is unconscious or not breathing, STOP and call 911 NOW !

Where is victim right now? _____

When did poisoning occur? _____

What substance was ingested? _____

How Much? _____

Describe substance and container – smell, liquid, pill, etc. _____

Rescue Squad & Emergency Room people need the following information:

Has victim vomited? _____ How often? _____ Burns around mouth? _____

Are any injuries apparent? _____ If yes, describe: _____

Pulse rate is: Slow ___ Fast ___ Strong ___ Weak ___ or actual is _____ per minute

Skin: Cold but dry ___ Cold but clammy ___ Normal ___

Is there any odor to breath? _____ If yes, describe odor: _____

Pupils of eyes: Normal ___ Dilated ___ Constricted ___ Equal size ___

Does victim have recent medical problem? (look for I.D. bracelet, wallet card, etc.) _____

Heart trouble? _____ Diabetic? _____

Any medication on or near victim? _____ If yes, describe: _____

Has anyone else been notified? Yes ___ No ___ If yes, who: _____

Local rescue squad phone is 911 (or _____)

Hospital Emergency Room: (_____)

Report taken by: _____ Phone: () _____ - _____

Address _____

This information relayed to: _____ by: _____ Time: _____

Boating Accident

Phone U. S. Coast Guard: _____ or **VHF Ch. 16**
or Phone 911

Give exact location of accident by:

Lat/Lon. _____ - _____ or

Loran Coordinates _____ - _____ or

Local landmarks: _____

Give exact number of people on board - if known. _____

Injuries known? _____

Is boat taking on water? Yes ___ No ___ Don't know at this time ___

When did the accident occur? _____

Are any people missing? Yes ___ No ___ Don't know at this time ___

Are any boats on fire? Yes ___ No ___ Don't know at this time ___

Current weather _____

Current water conditions _____

Captain or crew available on VHF, CB or cellular phone? _____

if so, call sign or name of boat or phone number: _____

Descriptions of boats involved:

Boat # 1 _____

Boat # 2 _____

Commercial Tow/Rescue to call, if not your own resource: _____ (phone)

Staff actions?

Report of Drowning - Phone 911

Say: "I want to report a possible drowning"

Give operator **exact location** of incident: _____

Stay on line for further questions

Details to provide operator, if possible:

Single or multiple victims? _____

Time when drowning occurred: @ _____

Depth of water _____ ft.

Current _____ mph

Weather conditions now: _____

Water conditions now: _____

Other details known to you: _____

Date: _____

Time of report to you: _____

Reporting person's name: _____

Reporting person's address: _____

Phone: _____

What did this person say when first reporting the possible drowning? _____

Report taken by: _____ (staff person)

Report relayed to: _____ Time: _____

Overdue Boater

Note: Each **report** of an overdue boater **requires evaluation before action** that is appropriate. The following data will assist in determining the urgency of the situation.

Reporting name: _____	person's
Phone/contact: _____	
Home address: _____	

Ask the following questions - find out as much as possible now

1) Was a float plan filed? Yes ___ No ___ Don't know _____ (see model float plan in this section)

If yes, where is a copy of the float plan now? _____

When was the boat due back? Date: _____ **Time:** _____

Where was the boat due to appear when it came back: _____

What interim locations are listed: _____

How many people are aboard: _____ (Write names & addresses of each on back of this sheet or attach plan)

2) If no float plan was filed:

When did the boat leave port? **Date:** _____ **Time:** _____

Where did the boat leave port? _____

Where was the boat last seen? _____ on **Date:** _____ **Time:** _____

How many people were aboard? _____

When were they due back? Date: _____ Time: _____

Where did they plan to dock upon return? _____

Destination & other stops planned were: _____

What activity was planned? _____

Vehicle/Trailer associated with this party is parked at: _____

Lic. # of vehicle: _____ State _____

Lic. # of trailer: _____ State _____

Description of boat:

Name on boat: _____ Reg. # _____

Make: _____ Yr. _____ Length _____ ft.

Hull colors: _____ Trim colors: _____

Type of boat: Hand-propelled ___ Sail only ___ Sail w/ auxiliary engine ___ Monohull ___

Catamaran ___ Straight inboard ___ In/Outboard ___ Outboard ___ Airboat ___ Other _____

Radios: VHF ___ if so, call sign is: _____; CB ___ SSB ___ Cell phone # _____

Where is the boat normally kept? _____

Skipper's name: _____ Home phone: _____

Address: _____

Now - make a decision on urgency of the situation. If appropriate:
Phone U. S. Coast Guard at _____ or:

BACKGROUND DATA for FLOAT PLANS

Instructions: Fill out this side of your float plan right away and then make several copies to have on hand. Be sure either to copy the Float Plan onto the back of this sheet or staple this Background Data and the Float Plan together.

Owner/Skipper: _____ Tel. (____) _____ - _____

Address: _____

Description of Boat:

Name of boat: _____ Reg. #. _____

Make: _____ Yr. _____ Length: _____ ft.

Hull color: _____ Trim color: _____

Type: (check all that apply)

Hand-propelled Sail only Sail w/auxiliary Monohull Catamaran

Straight Inboard Inboard/Outboard Outboard Airboat Other: _____

Engine Data:

Number of engines _____ Gas Diesel Total horsepower _____

Total fuel capacity _____ gallons Auxiliary motor carried?

Equipment & Gear:

of PFD's on board _____ How are PFD's marked? _____

of Fire Extinguishers _____ # of anchors _____ # of hand-held flares _____

Smoke Signals? Y N Dye Markers? Y N Aerial Flares? Y N

EPIRB? Y N Loran? Y N GPS? Y N RADAR? Y N

RADAR Reflector? Y N Signal Mirror? Y N Horn? Y N

Raft/Dinghy? Y N If yes, how is it marked? _____ Powered? Y N

Communications:

VHF Call Number _____ CB? Y N SSB Call Number _____

Cell Phone # (____) _____ - _____

Where is the boat usually kept? _____

Vehicle: Make _____ Yr. _____ Color _____ License # _____ State _____

Where is the vehicle parked while you are gone? _____

Any other pertinent data or descriptions?

FILE THIS DATA & YOUR FLOAT PLAN W/FRIENDS FOR EVERY TRIP!

Boaters are urged to copy and use this Float Plan

Courtesy of **BOATOPS** – Performance Consultants and Trainers in Recreational Boating Management

A Unit of **PARKOPS**

FLOAT PLAN

Instructions: Fill this side out when you prepare for a trip. Leave it with someone who will be home while you are boating. Be sure to check in with them as soon as you return to shore. Failure to do so may cause a needless search.

“Close” the plan!

Today’s Date: _____

NAME OF PERSON FILING THIS PLAN: _____ Tel. (_____) _____ - _____

Name of Boat: _____ (see other side for details)

LEAVING FROM: _____ on Date: _____ Time: _____

Destination for first day: _____ Expected arrival time there: _____

Intermediate destinations with dates and times if known: _____

RETURN TO HOME PORT DATE: _____ **EXPECTED ARRIVAL TIME:** _____

■ **Latest date and time after which you wish notification procedures to start:** _____

Be sure to contact your “home party” to **close this plan** before this time ↑

Persons aboard this trip:

Skipper: _____ Age: _____ Address: _____

Crew: _____ Age: _____ Address: _____

Crew: _____ Age: _____ Address: _____

Crew: _____ Age: _____ Address: _____

Crew: _____ Age: _____ Address: _____

Crew: _____ Age: _____ Address: _____

1. Leave this float plan with someone who will be home during your trip.
2. Be certain to **close this plan** by checking in with this same party upon your return.
3. If you change your plans or will arrive after the stated time – telephone or otherwise notify your home party.
4. **If you are overdue** – your home party should notify: _____

Have the data on both sides of this Float Plan available

Boaters are urged to copy and use this Float Plan
Courtesy of **BOATOPS**, Performance Consultants and Trainers in Recreational Boating Management



A Unit of **PARKOPS**

A free copy suitable for duplicating is available by phoning (386) 758-7427

Note to Marina Operators on Float Plans

There are a number of forms of Float Plans available. You are encouraged to adopt one and to distribute copies at the marina for use by your patrons. It is your decision whether you wish to be the recipient of these float plans, and to be responsible for notifying someone when a boater is overdue. A few marinas do this as a service to their regular slip holders, most do not. It's your call.

The enclosed set provides basic data useful to any search operation. The "Float Plan" and the "Background Data for Float Plans" should always be printed back-to-back or stapled together. You should encourage your marina customers to use these forms regularly. You may wish to make them available on a counter, or use them during educational seminars.

These are the two basic steps you should get across to your patrons for their successful use of a float plan:

1. The "Background Data" sheet should be filled out right away, and as completely as possible. This is the basic data that won't change over time, and is critical for any search effort. Several copies should be made and kept available.
2. The other side of the sheet is the "Float Plan" and should be filled out with specific information for each trip, whether for a one day trip or for several days. The sheet with both sides filled out should be left with someone who will be home during the trip. This complete set of information is the key to starting a search in case a party doesn't return at the time planned. Be sure to emphasize having the captain "**CLOSE THE PLAN**" upon return. An anticipated late return should be communicated to the person holding the float plan so they don't trigger a premature search. Searches cost money and endanger other people's lives in the process. Emphasize the responsibility to **CLOSE THE PLAN**, whether an on-time or belated return.

The main selling point is that the Background Data can be made out ahead of time; then the day of a trip, the Float Plan can be filled out and both sheets left with someone on shore. Together, these sets of data will provide excellent starting information for search efforts.

Be sure to emphasize "**Closing the Plan**" at the end of each trip by contacting the home party. This is an important step in the process.

By making these forms available, your marina can be perceived as being responsible and caring. By use of float plans, whether these forms or another version, boaters will be more responsible for their own safety, and search managers will have a much better chance of locating an overdue boatload of people safely. You are free to copy these, and/or to allow customers to copy them. They are also on the CD under "float plan" for discrete printing.

Automobile Accident

Any Injury or if damage exceeds \$500 * - Dial 911

Give operator exact location of accident: _____
Stay on line for further questions

Details to provide if possible:

Exact location by address, milepost, intersection, or other landmark: _____

How many vehicles are involved: _____

Are there any injuries? Yes ___ No ___ Don't know at this time _____

If so, how many people have injuries: _____

Extent of injuries, if known: _____

Are any vehicles blocking traffic now? Yes ___ No ___ Don't know ___

If so, entire road blocked? Yes ___ No ___: Partially blocked? Yes ___ No ___

Is there any evidence of fire now: Yes ___ No ___ Don't know ___

Is there any spilled fuel evident? Yes ___ No ___ Don't know ___

Are Emergency Medical Services personnel on-site? Yes ___ No ___ Don't know ___

Have you already called:

Ambulance: Yes ___ No ___

Fire truck: Yes ___ No ___

Police: Yes ___ No ___

Tow truck: Yes ___ No ___

* Check locally for dollar value of damage. Minimum threshold may be over \$500.

Report taken by: _____ Date: _____ Time: _____

Information relayed to: _____ By: _____ Time: _____

Missing Persons

Two pieces of information must be known before any search can commence for a person missing from where they are expected to be. The search team must have this information, and your first contact may be the best source. The two most important pieces of information for you to have when you call 911 are:

Where was the person last seen? _____

When was the person last seen? Date: _____ Time: _____

Maintain contact with, or know where to reach the person reporting this incident!

Name of reporting person: _____ Phone: _____

Address: _____

Name of missing person: _____ Phone: _____

Address: _____

Age: _____ Male ___ Female ___ Height _____ Wt. _____ Color of Hair _____

Clothing worn when last seen: _____

Wear glasses? Yes ___ No ___ Contacts? Yes ___ No ___ Jewelry _____ Tattoos? _____

Activity this person was planning: _____

When were they expected to return? Date _____ Time _____

Location where they were expected to return: _____

Ever lost before? Yes ___ No ___ Don't know ___ - if yes, details: _____

Is a vehicle involved? Yes ___ No ___ If so, describe: Make _____ Model _____

Year _____ Color _____ Lic. # _____ State: _____

Where is it parked now? _____

Report taken by: _____ (staff person)

Report relayed to: _____ Phone: _____

Date: _____ Time: _____

Wildfire - Phone 911

Give operator the exact location of the fire: _____
Stay on line for further questions

Your response:

- 1) Consider evacuation, including alternative routes, if appropriate
- 2) Consider fuel cutoff
- 3) Consider electric service cutoff
- 4) Consider moving boats/vehicles/RV's, etc. away from hazard
- 5) Consider constructing fire line at property edge
- 6) Step up security during nearby "emergency"
- 7) Direct traffic to allow emergency vehicles access and egress
- 8) If restaurant on premises, prepare to feed firefighters & other crews?

Date: _____ Time of report: _____

Reporting person's name: _____

Reporting person's address: _____

_____ Phone: _____

What did this person say when first reporting the fire? _____

Report taken by: _____ (staff person)

Report relayed to: _____ time: _____

Downed Power Lines - Call 911

All downed power lines should be presumed to be energized!

Give operator exact location of downed power lines: _____

Stay on line for further questions

Local power company M - F, and 8:00 a.m. to 5:00 p.m. phone is: _____

Local power company other than M-F, 8-5 phone is: _____

Ribbon off a generous area around any downed wires. **Wet soil can carry lethal current!**

Direct traffic (or stop traffic) until emergency crews arrive.

Report taken by: _____ Date: _____ Time: _____

Information relayed to: _____ By: _____ Time: _____

Propane or Natural Gas Leak

If anyone smells or suspects a propane or natural gas leak -

Vacate the building and immediate area.

Don't allow anyone to return to the building or immediate area until cleared by someone from the utility company, the propane provider, or the Fire Department.

- Put out all open flames and smoking materials
- Do not strike a match or allow an open flame
- Do not switch anything electrical on or off.
- Leave doors open
- Do not use a telephone in the immediate area. Instead, find a secure phone well away from the suspected leak. When you leave your phone number, leave the number where you can be reached while away from the leak area.
- Do not allow any nearby boat or motor vehicle to be started
- Be mindful of wind direction – stay upwind and guard the downwind area

Our local provider of Natural Gas/Propane is: _____

Daytime phone is: _____

24 Hour Phone is: _____

Emergency Phone is: _____

If the leak is anything more than a minor one, call the fire department at: _____

If there is any suspected foul play or vandalism involved, call the police at: _____

Instructions: Call your local provider and ask what phone numbers they use for emergency notification of leaks. It may be as above or just one number at any time, or they may request that you always call the fire department first. Also, ask them if they have any special instructions beyond those listed above, and if so, add them to this list.

Report of Downed Aircraft - Call 911

Name of person reporting: _____ Phone: _____

Address: _____

If in sight of the marina, we are located at _____,
and our Lat/Lon at the marina is _____

Where exactly did the plane go down?

Lat/Lon _____ Loran _____

Description of landmark _____

On land? Yes ___ No ___ Don't know ___

In water? Yes ___ No ___ Don't know ___

Military ___ Civilian ___ Commercial ___ Don't know ___

When did the plane go down? Date: _____ Time: _____

Number of people on board? # _____ Don't know _____

Is the crew with the airplane? Yes ___ No ___ Don't know ___

Is medical help needed? Yes ___ No ___ Don't know ___

Is fire under control? Yes ___ No ___ Don't know ___

Number on tail _____ Number of engines _____

What is the best route to the crash site? _____

Any other information that is of immediate value? _____

Report taken by: _____ Phone _____

Report relayed to: _____ Date _____ Time _____

Procedure for Receiving a Bomb Threat

1. Use the form on the next page to record what is said during a telephone bomb threat.
2. **Notify 911** at the first opportunity.
3. Evacuate the threatened area and do not allow anyone to re-enter once the area is cleared.
4. When contacting 911, have the following information ready:

Your name: _____

The location of the threatened area: _____

Where are you now? _____

Is the area cleared of all people now? Yes ____ No ____ Don't know ____

5. Dispatch someone to guide emergency personnel into the complex from the main road.
6. Gather as much information as possible on the form "Report of Bomb Threat" and have this ready to read over the phone or to give to the first arriving law enforcement personnel.

Report of Bomb Threat

Date: _____

*** TIME OF CALL** _____

Ask these questions exactly as written, if possible.

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____

3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____

Exact words of the caller “ _____

_____ ”

Details about the caller:

Male voice _____ Female voice _____ Estimated age of the caller _____

Describe the voice: _____

Is the voice familiar? _____ Tone: _____

Background sounds? Traffic? _____ Music? _____ Other voices? _____

If any background sounds, describe what you heard: _____

What else came to your attention while you were on the phone: _____

This information relayed to: _____ by: _____ Time: _____

Security

While a terrorist attack in a marina seems remote, there are activities that may bear scrutiny, and in some instances, reporting to appropriate authorities. The following categories will help sort out the ordinary issues of security from the unlikely but possible events.

“Ordinary” Security Concerns

Daily marina security issues:

Money and cash management

Property safeguards

Marina/Boatyard owned movable (and removable) property

Guest-owned property

Fixed property (buildings, fences, docks, etc.)

Inventory

On-display – available for casual taking

In-storage – available for pilferage

For these and other “ordinary” security issues, the marina/boatyard manager should establish procedures and protocols that assure the safeguarding of property. These protocols must be made known to all employees and in some instances to patrons. Employee orientation and training sessions are necessary in most cases, followed up with an employee handbook and refresher sessions as appropriate.

Guest information on security can be handled through slip or work-order agreements, contracts, signs, and directly in face-to-face sessions.

Basic issues such as posting of hours of operation, limiting access to work areas or portions of a boatyard and dock access by non-slip holders, also should be addressed.

The rest of this section will deal with some of the **out-of-the-ordinary** issues.

Homeland Security **Suspicious Activity:**

The marina/boatyard operator and employees are in an excellent position to know what the normal range of activities might be in the area. When something out-of-the-ordinary happens, judgement should be made on whether or not to report. Here are some examples:

- A large “go-quick” boat is fueled in the evening, and requires re-fueling the next morning.
- A boat is fitted by the boatyard or the owner with odd storage arrangements that don’t fit the usual uses of such a boat.
- Hours of operation of a boat don’t fit with the ostensible purpose claimed by the operator.
- A commercial fishing boat consistently returns with no fish to off-load while others are catching fish in the same general area.

What Should You Do?

If your “unusual” problem is waterborne or on land, call **1-800-424-8802**. This is the 24-hour national integrated response number for **all Homeland Security issues**. They will make a decision on the action, the agencies, the immediacy, and will harness all appropriate agencies, national and local as appropriate. Use this number unless there is an immediate threat to life or property, in which case you should use sections near the front of this Panic File to contact local responders.

If you wish to contact a Marine Safety Office of the USCG in Florida: (circle your closest office)

U.S.C.G. Marine Safety Office in Jacksonville, FL

(904) 247-7311 (available 24 hours)

U.S.C.G. Marine Safety Office in Miami, FL

(305) 535-4316 (available 24 hours)

U.S.C.G. Marine Safety Office in Tampa, FL

(813) 228-2191, then press “0” (available 24 hours)

U.S.C.G. Marine Safety Office in Mobile, AL (Panhandle of Florida)

(251) 441-5121 (available 24 hours)

For states other than Florida, go to www.uscg.mil to find your nearest Marine Safety Office.

The **FBI Field Offices** are located throughout the U. S. and Puerto Rico. In Florida, FO’s are located in Jacksonville, Tampa, and North Miami Beach. In addition, resident agents are located in smaller cities and towns across the country. Your nearest FBI field office can be found on the web at: <http://www.fbi.gov/contact/fo>

Write the contact information for your closest office:

FBI (city) _____

Address: _____

Website: www. _____

Phone: () _____ - _____

Unusual Packages

Anthrax and other materials have caused quite a stir in recent times. If you should receive an unusual package or envelope, especially if it contains a powdery substance, follow these guidelines:

1. Do not shake or empty the contents if you suspect the powders or fluids.
2. Don’t attempt to clean up the powder or fluids or other contents.
3. Cover the package or envelope and leave it alone
4. Leave the room, close the door, and don’t allow others to enter
5. Wash your hands and face with soap and water
6. **Report the incident to your local police**
7. Keep a list of all people who might have come in contact with the contents.
8. Follow instructions from local health or police officials

Fuel Spills

Fuel Spill in the water

Gasoline:

Quantity under 1 quart

- 1) allow to evaporate
- 2) shut off electrical power to the nearest areas
- 3) guard the area until safe from fumes and fire

Quantity over 1 quart

- 1) deploy marina spill boom, add pillows as appropriate
* booms and pillows are located in locker in _____
- 2) shut off electrical power to the nearest areas
- 3) guard the area until cleared of fumes and contaminated materials
- 3) Report details to local U. S. Coast Guard at _____
or USCG at 1-800 424-8802 and/or to: _____

Diesel:

Any quantity that produces a “sheen” over 1 sq. yard

- 1) Deploy marina spill boom, add pillows as appropriate
* booms and pillows are located in locker in _____
- 2) Exclude boats and swimmers from containment zone
- 3) Report details to local U. S. Coast Guard at _____
or USCG at 1-800 424-8802 and/or to: _____

For larger quantities than can be contained in the marina’s spill boom:

Call the nearest spill response team at _____ or
USCG 1-800 424 8802 or : _____

Fuel spill on Land:

Any fuel - if quantity is over ___ gallons, must be reported to: _____

For further details, see our “Oil Spill Contingency Plan” kept:

Local agreements include:

Power Outage

Don't call 911 !!

If localized, phone the local power company at: _____

Whether localized or general outage occurs, do the following:

Shut off all power switches; lights, especially motors such as refrigerators, air conditioning units, heating units, air compressors, fuel pumps, and sewage lift stations.

Turn these back on one at a time once power is restored.

Special Caution:

If any emergency generator is used during an outage of commercial power:

1) **DO NOT HOOK A GENERATOR UP SO IT CAN FEED INTO THE COMMERCIAL GRID. POWER LINE WORKERS CAN BE ELECTROCUTED FAR FROM YOUR PROPERTY.**

2) Make a power “budget” within the sustaining capacity (not the surge capacity) of your generator. Do not exceed this budget, even if it means “taking turns” running refrigerators or other units.

3) Be careful with placement of emergency lighting devices, especially those with liquid fuels. Check for overhead clearance and flammable materials near any open flame device.

Hurricane/Major Storm

Emergency actions may vary during a major storm event. **Preparation is not an emergency action.** Follow-up action will vary with the extent of damages, but most of follow-up is not an emergency, either.

Every marina should have a storm preparation plan. All employees should be acquainted with the details of the plan and their personal responsibilities during the “battening down” process.

Security of property is always a concern before, during and following a storm. But **there should be no question about risking human life for the sake of protecting property.** A well executed plan can avoid the panic in what is a regular weather phenomenon.

Our storm plan on the next few pages must be understood by each employee. The plan assigns some individual and group responsibilities. It outlines some sequences of actions, and provides guidance on preparations for known storm events. Public and employee safety are primary goals, and to accomplish a safe and orderly preparation, each person must know their own responsibilities and limitations.

[An alternative to putting your storm plan in the Panic File is to have a separate binder for the storm/hurricane plan. If this is done, there must be a clear understanding of the contents of that set of plans, just as there must be of the rest of the plans in this Panic File]

Model Storm Plan for Marinas

Three Days Out:

The following actions should be considered:

- _ Water supply laid in - quantity adequate for those who may stay in area
- _ Food supply - quantity adequate for those who may stay in area (ability to cook?)
- _ Plywood to cover exposed windows laid in, pre-drilled and fitted
- _ Fuel supply filled if underground
- _ Fuel supply drained if aboveground?
- _ Boats hauled and/or secured - sail boats w/sails removed, consider lowering masts
- _ Docks hauled and/or secured?
- _ Loose materials gathered from yard and secured or disposed of offsite
- _ Notice to slip renters to remove/secure/or(??) their boats
- _ Build hard box to cover outside air conditioning/heat pump units
- _ Lay in supply of lighting materials that don't depend on commercial power
- _ Gather tools that might be needed for cleanup - stockpile in safe/convenient place
- _ Move picnic tables to one location and secure with ropes and anchors or indoors
- _ Pump sewage out of all boats left in slips or at anchor
- _ Check ground and floor level storage, consider elevating

Two Days Out:

The following actions should be considered:

- _ All yard materials picked up and secured under hard cover or lashed down
- _ All windows without permanent shutters are ready for installation of plywood
- _ All boats battened down securely wherever they will be during storm
- _ Boat canvas off or lashed securely
- _ Personnel dismissed early to prepare homes and/or evacuate area
- _ Empty portable sewage pumpouts and secure indoors or lash securely

One Day Out:

The following actions should be considered:

- _ All windows shuttered or covered with plywood
- _ All tarps removed from outside materials
- _ All stockpiled materials strapped, roped, and anchored or otherwise secured
- _ Vehicles moved from under trees into lee of strong walls or buildings
- _ All yards rechecked for loose materials that could be blown into buildings
- _ Secure garbage cans and dumpsters
- _ Shut off electrical service and fuel lines to dock
- _ Shut off sewage lines to dock or disconnect at land junction
- _ Consider disconnecting water lines to dock - at least shut off temporarily
- _ Double all docking lines for boats to be left in the water or tied to shore
- _ Check scope on all boats to be left at anchor - consider messengers
- _ Charge all batteries, including cell phones and rechargeable flashlights
- _ Personnel dismissed early to prepare homes or evacuate area if not already gone
- _ Deposit all cash on hand in bank, secure or move checkbooks and fiscal records

Additional Storm Preparations for Marinas

Marina operators should consider the following, depending on each individual situation:

Contact/Contract with a crane truck - for replacing high items such as signs, masts, picking boats off shore and returning to water, etc.

Contact/Contract with bulldozer, wheeled loader or other earth moving machinery to move debris following tidal surge or wind damage on shore.

Contact/Contract with a general contractor for repair of storm damage, particularly with a roofer and for glass replacement.

Own or rent a generator or have solar capacity to allow at least minimal operation until restoration of commercial power. Marinas do not come up very high on the priority list for restoring power when the entire area is hard hit. At least enough power is needed for public safety lighting, sewerage pumpouts and lift stations, and freezer/refrigerator operations.

Arrangement with fuel supplier if tanks were emptied as a precaution prior to the storm.

Discussion prior to storm season with various suppliers for re-supply of common or at least critical items as soon after a storm as possible.

Secondary capability of contacting owners of boats left in the marina's care - to give them updates on condition of their boat and slip or moorage. This can save much unneeded phoning (Phone service may not exist anyway) or vehicle traffic at a time when restoration is the priority. This may require sending a copy of the boat owner contact list to a place that will not be hit by the storm. Then a single call from the marina to the remote area, perhaps with regular updates, can suffice to notify/inform all owners when the priority of the marina operator and staff is to restore operations to normal and to not have to deal with each separate owner/renter.

Extra spill equipment on hand in case boats are sunk, grounded or damaged and leaking fuels or sewage in the immediate area of the marina.

Extra first aid capability. Especially important if any public occupancy is possible during the storm episode. May also be needed for staff during cleanup because of unusual circumstances following a storm - debris, glass, jagged metal, broken boards with nails, etc.

Extra and portable fire extinguishing capability. This may be no more than extra extinguishers, but depending on location, may require extra pumping, hoses, nozzles, foam induction capability, and fire salvage gear. Pumping for these purposes must be able to provide high pressure.

Extra pumping capacity for draining land areas and pumping out boats or even buildings. Pumping for these purposes must be able to do high volume with trash - pressure is not the premium. The same pump may be able to provide both fire pressure and high volume for lifting water, but the ability to handle trash may not also be built into such a pump. This may require two separate pumps - one for fire (pressure) and a second for drainage/pumpout (volume).

How to Write Your Individual Storm Plan

Location Factors:

In what part of the world do you live? Determine the most likely types of storms that may hit your area. If in South Florida, hurricanes and tornadoes are a distinct possibility, but ice storms are not. If in Minnesota, the reverse may be true. Wind episodes may be violent enough in some areas in the middle of the country, especially in the Southwest, to warrant precautions even though they may not be as predictable as a named hurricane. Tsunamis can now be predicted and timed, if they originate far enough away from coastal areas.

Another location factor is the physical site of your marina. How far from community emergency services are you? What would the response time be if you called for help during or immediately after an emergency caused by a storm - given that others will be in the same need for these services? How self-sufficient are you on-site, and how available are resources such as food, water, plywood, or other common items? If you must “run to town” for supplies, the plan will be different than for a marina inside a metropolitan area.

All of these factors should be considered before building an individual plan for your marina. Look at your history; make a few predictions of your own, then launch into this plan.

Timing Factors:

A hurricane or cyclonic event usually has a warning period, up to several days. The scenarios given in this mock plan would work out nicely. But, many types of “storm” problems don’t come with the same neat warning system as do hurricanes. Tornado alerts and warnings can give a little time to prepare, but more than 24 hours ahead of occurrence would be a luxury in most cases.

So your plan must take into consideration the type of storms in your location, how far ahead of storms you might receive an official warning, and how much preparation you need to do each time. Then, write the plan accordingly.

Exposure Factors:

In terms of risk assessment, how much is exposed in terms of other people’s property? You may be responsible for boats or equipment left on your premises for service, mooring, slippage, repair, or storage. What legal agreements do you have with the owners of this property (prior to storms)? Do your rental agreements speak to liability? Do you have a written arrangement for safeguarding someone else’s property, or are you just assuming the liability because you are “suffering” it to be on your premises? Either way, you may be liable for damages incurred, even though a storm is not of your making.

Do you have a warning-to-owners system in place that enables you to request or require removal of boats from slips, for instance? If so, where are those records kept? If you don’t have them backed up in a safe place, they could be destroyed by the storm. For that matter, do you have all your records safeguarded by a backup system that is not vulnerable to the same storm? If you do keep back-up records off-premise, be sure to have the directions for contact in writing.

Contact Factors:

Do you have a boat owner contact system in place? The best plan may be to have someone off-site, perhaps in another area not involved in your storm episodes, do the contacting following a storm. Boat owners will be interested in the outcome of the storm, and especially any damage to their own property. While you are concerned with restoring normality to the marina, someone else can be the focal point for owner's inquiries. Giving regular updates, maybe even several times each day (if you do have outgoing phone or other contact methods) to one off-site source will save your time and that of your staff. Even if the boat owner always wants to talk to the "boss", the last thing you need is to answer to each owner one at a time.

The best method may be to do a very complete and individualized damage assessment as soon as possible and have that ready for the first phone calls from worried boat owners. The off-site contact can be pre-established, and might even be a part of your slip agreements and other documents given to the boat owner. Updates can be several times a day, if appropriate. If damage is extensive to your facilities, you may wish to block off vehicle or even pedestrian access until it is made safe. Local people will all but demand access to their boat, while the remote owners will fret and then bother you with inquiries.

A single source contact for the press should be established, and written into the storm plan. One person should be responsible to stay abreast of damage reports, recovery efforts, and other newsworthy information, and then should be the sole outlet to the press. The person may change from time to time during the storm episode and recovery period, but there should be one designated source for all outgoing information. This is an integral part of your storm plan.

Be sure your contacts with your insurance agents are current and their names and phone numbers are available to someone beside yourself.

Sample Storm Plan Checklist

Three Days Out:

Item	Who is Responsible	Date & Time Completed
All hands meeting	Manager Roscoe	_____
Water supply laid in (_____ gallons)	Ralph S.	* _____
Food supply laid in	Myrtle B.	* _____
Plywood in hand, drilled, fitted and marked for all windows w/o shutters	George & Bob	* _____
Fuel filled in underground tanks	Roscoe	_____
Boats hauled and secured	Dock gang	_____
Small Dock # 2 hauled and secured	Dock gang	_____
Loose materials picked up in yard	Yard gang	_____
Notices to slip renters to remove boats (per rental agreements)	Roscoe & Myrtle	_____
Hard box ready to cover A/C units	Ralph	* _____
Stockpile tools for cleanup	Ralph	_____
Move picnic tables to shed and anchor down w/cable	Yard gang	_____
Check all flashlights, lanterns (w/fuel & extra mantles) & place strategically	Ralph	_____
Charge all batteries for radios, flashlights, generators, emergency public lighting	Ralph	_____
Buy supply of fresh batteries – all sizes needed	Myrtle/Ralph	_____

Three Days Out:

Item	Who is Responsible	Date & Time Completed
Pump sewage from all boats	Dock gang	_____
Move all paper goods and absorbent materials off floors	Bob	_____
Back up all vital office records – send copy to brother in Kansas	Roscoe & Myrtle	_____
Fill 4 small propane tanks – set up propane stove	Ralph	_____
Test generator for 30 minutes	Ralph	_____
Manually test all smoke, fire, and CO alarms, and high-water level alerts	Ralph	_____
Check all first-aid kits for contents – refill whatever is needed	Myrtle	_____

- Can be done prior to 3-day rush - (try 6 weeks before storm season or off-season)

Repeat this checklist format for “Two days out” and “One day out” listing of things to be done

What to Do When the Tsunami Alert Sounds

- **Listen for the alert tone on the NOAA Weather Radio.** The radio is located:

- The key safety factor for public and employee safety is to evacuate everyone to a safe place on higher ground immediately upon hearing a warning. Detail who and how you will notify liveboards, casual visitors, and all employees to leave the premises for the safe place.
-
-
-

- Take the cash drawer, lock the doors, turn off the main electrical and fuel shutoffs and the water main, and the NOAA weather radio w/fresh battery – then leave.

- Know ahead of time where a safe place can be found. Our destination for employees and public should we hear a Tsunami Alert is:

- The route from the marina to our safe place is: *(describe in detail by road, trail, highway, or whatever makes sense)*

- No employees or clients should stay behind to safeguard property.
- Do not use telephones during the emergency except for bonafide emergency messages.
- Take an emergency survival kit to the safe place. Destruction at the waterfront may require use of survival food and water. Prepare as you would for any major storm or cataclysmic event with emergency lighting, clothing, food, water, medicines, and first aid equipment.
- No employees should return to the marina until the “all clear” is declared by local officials. Tsunamis are not a single wave, but a series of waves that can extend over a considerable period of time. The first wave is not necessarily the largest.

Tsunami

Background:

Tsunamis are mostly a West Coast phenomenon in the U. S., and are common throughout the Pacific Rim countries. They are not as common on the East Coast of the U. S. or in the Caribbean basin. However, they have been known to occur in many more areas than just in the Pacific Basin.

Coastal marinas are vulnerable to the effects of a Tsunami by virtue of being at the interface of land and water. Tsunamis are not one giant wave, but are a series of waves, some of which can be very large and extending over a period of time. The waves can extend inland and up rivers for great distances, depending on slope and terrain.

Most Tsunamis are triggered by earthquakes in or near the ocean. The arrival of a Tsunami can be predicted quite accurately depending on how far from your location the earthquake may have occurred. The waves travel very quickly in deep water – up to 500 mph, and are imperceptible in deep ocean, but build height in shallower waters. Waves arriving in one location may be mild compared to others not very far away. They can wrap around islands and into bays and otherwise protected waters.

Many U. S. communities on the West Coast have prepared for the possibility of Tsunamis. Check locally with emergency managers to see if your area is a “TsunamiReady Community”. They are mapped on the Internet for Alaska, Washington, Oregon, California and Hawaii at: <http://wcatwc.arh.noaa.gov/tsunamiready/tready.htm>. This also a good website for more information on Tsunamis and earthquakes.

Warnings are available through the National Weather Service. Keep a NOAA Weather Radio receiver with tone alert turned on where someone will hear the alert if sounded. A good location is near the cash register during the day and in one or two key employees’ homes during off-hours. Tsunamis can strike day or night.

Emergency warnings are also broadcast through commercial radio and television stations.

Tsunami Safety Advice

National Weather Service
West Coast & Alaska Tsunami Warning Center

Be Prepared BEFORE a Tsunami strikes:

- *Know the tsunami history and flooding elevation of your area
- *Learn the location of nearest shelter/safe area.
- *Learn the safe route to shelter.
- *Have on hand emergency supplies for at least three (3) days
- *Keep your emergency supplies in a backpack near your door.
- *Know how to turn off your utility mains.
- *Get basic first aid instruction.
- *Have family discussions about tsunamis and evacuation plans

When a "Tsunami WATCH" is issued for your area:

- *This means a dangerous tsunami has not yet been verified. If one exists, it may only be one hour away
- *Frequently monitor radio, Coast Guard emergency frequencies, NOAA Weather Radio, or other reliable source.
- *If you live in a low lying area carefully check your emergency supply kit. Especially remember any special medicine, infant needs, warm clothing, water and cash.
- *Locate family members and review evacuation plans.
- *If you have special evacuation needs (handicapped, elderly, small children), consider early evacuation.
- *Only consider taking your boat to deep water if time, weather, and its seaworthiness permit!
- *Secure important loose objects around your home/business, if time permits
- *Make ready to evacuate.

When a "Tsunami WARNING" is issued for your area:

- *This means a dangerous tsunami may have been generated and could be very close! Estimated times of wave arrival are given for selected coastal places.
- *If on the beach or near the shoreline: If you feel a very strong earthquake, evacuate to higher ground immediately! Do not wait for a formal warning.
- *If a tsunami is verified, the warning is extended to all Pacific coastlines: Closely monitor radio, Coast Guard emergency frequencies, NOAA Weather Radio, or other reliable source.
- *Follow instructions issued by local officials. *Leave immediately if ordered to do so.* Remember your emergency kit!
- *Never go down to the beach to watch for a tsunami!
- *Turn off your electric and gas service at the main, only if time permits. Do not use the telephone except in a genuine emergency.
- *Once in a safe area, do not return to the hazard zone until a competent local official has issued an "all clear".
- *All tsunamis, like hurricanes, are potentially dangerous even though they may not damage every coastline they strike.

Holdup/Robbery

Note: It is not likely anyone will be able to consult this "Panic File" during a holdup or robbery. Therefore, these protocols should be made known to all staff, and the procedures following the situation can be used as appropriate.

Our Organization's Policy Regarding Robbery

"It is this marina's policy to comply with any demands made by a person attempting to rob this business or its staff. No attempts are to be made to safeguard property or money if there is any risk of physical harm to anyone; safeguarding life is the primary concern."

Following a robbery or holdup: **Phone 911**

Give exact location of incident: _____

Details to have ready for the 911 dispatcher:

Left scene on foot: Yes _____ No _____ Left scene in vehicle: Yes _____ No _____

Description of suspect vehicle: Year _____ Model _____ Color _____
License # _____ State _____

Number of occupants _____

Direction of travel _____

Obvious marks or distinctions about vehicle _____

Description of suspect # 1:

Approx. age _____ Male ___ Female ___ Ht. _____ Wt. _____

Clothing description _____

Description of suspect #2:

Approx. age _____ Male ___ Female ___ Ht. _____ Wt. _____

Clothing description _____

What was taken: _____

(describe fully on back of this sheet)

Full details will be taken by the investigating officer. The above information will aid in starting law enforcement action prior to an investigation.

