



National Academies Study on Alcohol at Sea

2024

Passenger Vessel Association



WHO IS PVA?





WHO IS PVA?

- For 53 years PVA has been the national association representing the domestic passenger vessel industry
 - U.S Flagged Vessels
 - U.S. Built Vessels
 - U.S. Crewed
- 200 million passengers per year (Pre-COVID)
- Over 550 member companies
 - Approximately 90% of market segment
- PVA provides legislative, regulatory, and safety program support
- PVA/Coast Guard Quality Partnership—Non-Regulatory Communications



WHO IS PVA?

- PVA is committed to continuous safety improvement industry-wide.
 - Active PVA Safety and Security Committee
 - Safety resources available to members:
 - Coast Guard Accepted Safety Management System—FLAGSHIP
 - Online Crew Training Tools and Resources
 - Coast Guard Approved Alternate Security Program



PVA Mariners/Employees

- The majority of PVA Mariners and Employees go home at night after their shifts.
 - An estimated 80% or more of PVA member employees are not credentialed mariners.



CAPTAIN JOHN LAKE

NATIONAL DIRECTOR OF MARINE OPERATIONS FOR CITY CRUISES BY HORNBLOWER

As the National Director of Marine Operations at City Cruises, I serve as a leader on the companies National Marine team supporting our marine operations nationwide. In this role, my focus is on safety, security, and regulatory compliance to ensure the highest standards of training, operational readiness, workplace safety and customer satisfaction across the fleet. I lead our SafeCruise program working to keep safety as our #1 priority, by managing our internal incident reporting system, and ensuring compliance with external reporting requirements including SASH, OSHA, USCG and DOT reporting

As a longstanding member of the Passenger Vessel Association, I actively contributes to the advancement of marine safety and security standards as a member of the organizations Safety and Security committee. I also currently hold a seat on the board of directors at PVA.

I am a credentialed mariner holding a U.S.C.G. Master 100-ton Inland License

HORNBLOWER GROUP

- **We are Hornblower Group, the global leader in world-class experiences & transportation.**
- **We operate in across the US, Canada and the UK.**



Dining, Events & Sightseeing

Land Experiences

Ferry & Transportation



RESPECT



OUR MISSION

We Create Amazing Experiences.

OUR GUEST PROMISE

Service Beyond At every touchpoint, guest experience beyond expectations.

Curated Experiences Authentic, deeper experiences, brought to life through human encounters.

Lasting Memories Special places, shared experiences, and new friends.

OUR VALUES

Our Operating Principles: **HORNBLOWER 12**

RESPECT

ENVIRONMENT

SAFETY #1

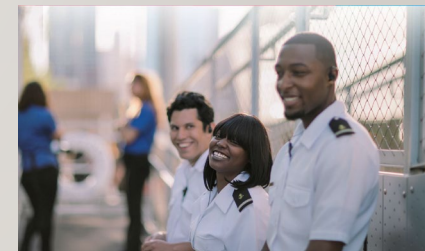
PROFESSIONALISM

EXCEED

COMMUNICATION

TEAMWORK

1. Foster diversity and inclusion.
2. Practice conservation and environmental responsibility.
3. Cultivate a safe and secure workplace.
4. Be on time. Come prepared.
5. Make data-driven, fact-based decisions.
6. Be decisive with 80:100 solutions (80% right, 100% implementable).
7. Expect to win — but compete as an underdog.
8. Embrace innovation and reinvention.
9. Listen and be responsive.
10. Strive for efficiency and transparency without politics.
11. Win as a team. Play your role.
12. Work hard, have fun, celebrate successes.



Who are we?

Small Passenger Industry-Maritime&Hospitality

- Our company, like most of the small passenger industry is very different than other segments of the industry. We are in the business of creating amazing experiences for our guests on everything from a 20 minute water taxi ride to a 3 hour dinner cruise or a private event for a special occasion such as a birthday or wedding.
- Less than 20% of our employees are licensed mariners. Most of crew are unlicensed marine crew, and food and beverage (hospitality) staff.
- This creates a very different environment than that of the blue water fleet or workboats with live aboard crews. Our vessel staff work aboard but go home after their shift.





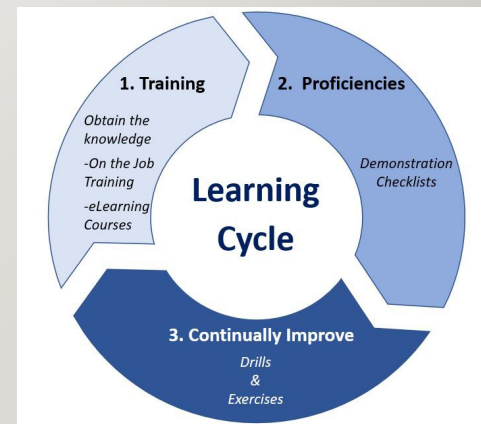
Small Passenger Industry

- Safety Sensitive Crew vs Non Safety Sensitive Crew
 - Different regulatory requirements.
- Safety Culture and Training
- Drug and alcohol policies
- USCG/SASH Reporting



Learning Process

1. Obtain the knowledge: HBU & on-the-job training
2. Demonstrate proficiency in skillsets: Proficiency demonstration booklet
3. Continually develop & improve: regular participation in emergency preparedness drills & exercises



SAFETY CULTURE



- All safety sensitive crew are required to complete DOT drug and alcohol training annually
- All supervisors are required to complete DOT Reasonable Suspicion – Drug and Alcohol Awareness Training.
- All service staff complete TIPS training
- All employees that serve aboard a vessel must complete a basic safety training course prior to working aboard.
- All employees are annually required to complete – Harassment, Preventing Bullying and Violence, De-escalation, and Active Threat training.
- All supervisors annually complete Harassment Prevention for Managers training



Drug and Alcohol Testing Program

Pre-employment

- All safety sensitive candidates must complete a drug test or have proof of enrollment in program meeting the USCG requirements before serving in billeted role.

Random Drug Testing

- At least 50% of safety sensitive crewmembers on inspected vessels must be tested annually
- Safety sensitive crew are those that occupy a position or perform the duties & functions of a position, required by the vessel's USCG Certificate of Inspection

Reasonable Suspicion

- Complete Reasonable suspicion checklist (test if required)
- Contact HR

Post Incident

- Testing of any vessel crew involved in an SMI this may include non safety sensitive crew as well as safety sensitive crew.



Drug and Alcohol Testing Program

Test Results

If a drug or alcohol test has been verified as a positive for drug use by the MRO **or** refusal to test:

Licensed Employees

- Licensed personnel shall be reported to the CG
- CG may pursue license revocation action

Unlicensed Employees

- Report does not need to be submitted to the CG however records are to be kept for 5 years

A positive drug or alcohol test or a refusal to test may result in termination. Employees are provided with the company EAP and information on the DOT return to duty process.



DAPI/EAP

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- As an organization we have a DOT program as well as company policies and procedures in place.
 - We follow the DOT/USCG program for all safety sensitive employees and company policy for all others. Our employee assistance program is available to all and cover DOT return to duty process information.



SASH – Sexual Assault & Sexual Harassment

USCG Reporting Requirements

- The responsible entity of a vessel, defined as the owner, master, or managing operator, to report any complaint or incident of harassment, sexual harassment, or sexual assault to the Coast Guard that violates company policy.
- CG relies on and stands behind Company Policies
- *CGIS Tips App, and/or the email address CGISTIPS@uscg.mil* can be used by all reporting sources, including bystanders and survivors
- Once a report is made there will generally be some follow up contact made by a CGIS agent or your local sector.
- For any employee related incident, we must complete an investigation and submit a follow up report within 10 days. The investigation and report should be completed by HR, which is why they must be notified immediately.



Have a tip? Contact **CGIS TIPS**



SASH REPORTING

- We have an incident reporting system in place that includes SASH reporting as well as injuries, security, and vessel incidents. The system allow us to track and develop corrective actions for incidents.
- In addition to that system we have other reporting options for employees through HR and leadership. We also post the information for direct report to USCG.
- USCG scope is criminal and/or action against you mariner credentials.
 - Less than 10% of our reports involve a credentialed mariner
 - To my knowledge none of our reports have been pursued criminally by DOJ
 - I am only aware of one case in which USCG pursued action against a credentialed mariner.
 - We have reported several cases that occurred outside of the work environment.
 - Many of our reports involve inappropriate behavior of a passenger towards an employee.
 - We also have reportable incidents that don't even include our employees but are passenger on passengers incidents.





Thank You

