AD-A168 265 USE OF THE MARINE SAFETY INFORMATION SYSTEM DATA BASE IN PROGRAM MANAGEMENT(U) ARMY WAR COLL CARLISLE BARRACKS PA R C NORTH 01 MAY 86 1/2

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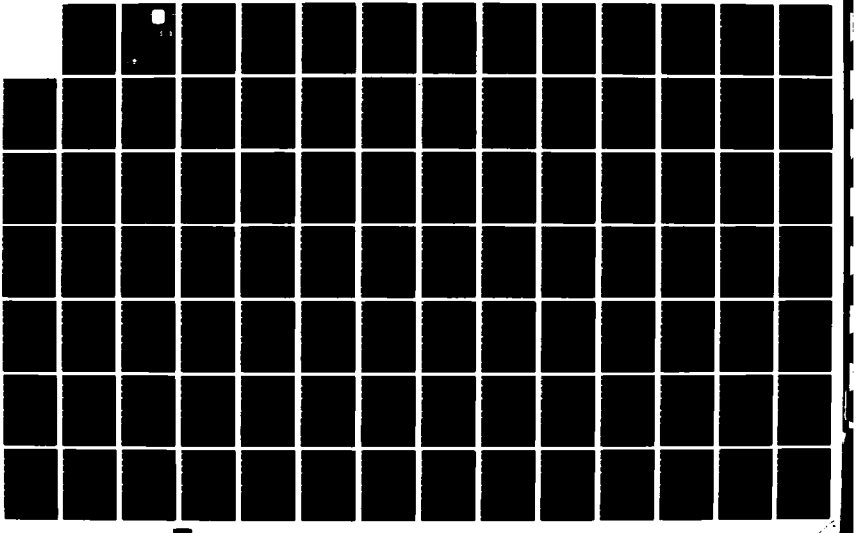

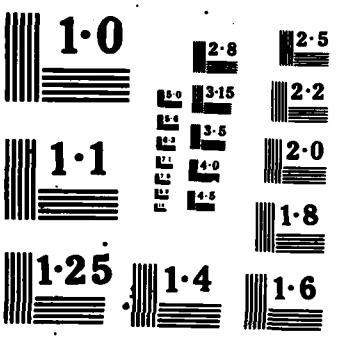

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AD-A168 265

STUDY PROJECT

USE OF THE MARINE SAFETY INFORMATION SYSTEM DATA BASE IN PROGRAM MANAGEMENT

BY

COMMANDER ROBERT C. NORTH, USCG

1 MAY 1986

US ARMY WAR COLLEGE, CARLISLE BARRACKS, PA 17013

UNCLASSIFIED

SECURITY CLASSIFICATION OF THIS PAGE (When Data Entered)

REPORT DOCUMENTATION PAGE		READ INSTRUCTIONS BEFORE COMPLETING FORM
1. REPORT NUMBER	2. GOVT ACCESSION NO. A168 265	3. RECIPIENT'S CATALOG NUMBER
4. TITLE (and Subtitle) Use of the Marine Safety Information System Data Base in Program Management		5. TYPE OF REPORT & PERIOD COVERED STUDENT PAPER 6. PERFORMING ORG. REPORT NUMBER
7. AUTHOR(s) Commander Robert C. North, USCG		8. CONTRACT OR GRANT NUMBER(s)
9. PERFORMING ORGANIZATION NAME AND ADDRESS US Army War College CArlisle Barracks, PA 17013-5050		10. PROGRAM ELEMENT, PROJECT, TASK AREA & WORK UNIT NUMBERS
11. CONTROLLING OFFICE NAME AND ADDRESS SAME		12. REPORT DATE 1 May 1986 13. NUMBER OF PAGES 127
14. MONITORING AGENCY NAME & ADDRESS(if different from Controlling Office)		15. SECURITY CLASS. (of this report) UNCLASSIFIED 15a. DECLASSIFICATION/DOWNGRADING SCHEDULE

16. DISTRIBUTION STATEMENT (of this Report)

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

17. DISTRIBUTION STATEMENT (of the abstract entered in Block 20, if different from Report)

18. SUPPLEMENTARY NOTES

19. KEY WORDS (Continue on reverse side if necessary and identify by block number)

20. ABSTRACT (Continue on reverse side if necessary and identify by block number)

The Marine Safety Information System (MSIS) is an automated data base designed as an integrated system for providing information to support the operation, management, and decision functions of most of the US Coast Guard's marine safety activities. In order for MSIS to fulfill its designed purpose, the information in the data base must be limited to that of value to users at the field unit, district, and headquarters levels, and there must be sufficient Marine Safety Program activity feedback available to users for

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program and resource management purposes. While currently available feedback is useful for some operational, management, and decisionmaking functions, a perceived need exists for additional data to be extracted and made available to marine safety field units and district (m) division staffs. Additionally, questions have arisen as to the value of the current data base elements and whether more elements should be added. Information for this study was gathered primarily through a questionnaire distributed to marine safety field units, district (m) divisions and Commandant (G-M) and (G-W) staffs, supplemented by personal and telephone interviews. MSIS is fulfilling its designed function but specific additional activity feedback is desired by field units and district (m) division staffs. MSIS would further enhance program management if the current data base were modified by the addition and deletion of data elements and simplification of some system software processes.

USAWC MILITARY STUDIES PROGRAM PAPER

USE OF THE MARINE SAFETY INFORMATION SYSTEM DATA BASE IN PROGRAM MANAGEMENT

AN INDIVIDUAL STUDY PROJECT

by

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1 May 1986

ABSTRACT

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TITLE: Use of the Marine Safety Information System Data Base in Program Management

FORMAT: Individual Study Project

DATE: 1 May 1986 PAGES: 123 CLASSIFICATION: Unclassified

The Marine Safety Information System (MSIS) is an automated data base designed as an integrated system for providing information to support the operation, management, and decision functions of most of the US Coast Guard's marine safety activities. In order for MSIS to fulfill its designed purpose, the information in the data base must be limited to that of value to users at the field unit, district, and Headquarters levels and there must be sufficient Marine Safety Program activity feedback available to users for Program and resource management purposes. While currently available feedback is useful for some operational, management, and decision making functions, a perceived need exists for additional data to be extracted and made available to marine safety field units and district (m) division staffs. Additionally, questions have arisen as to the value of the current data base elements and whether more elements should be added. Information for this study was gathered primarily through a questionnaire distributed to marine safety field units, district (m) divisions and Commandant (G-M) and (G-W) staffs, supplemented by personal and telephone interviews. MSIS is fulfilling its designed function but specific additional activity feedback is desired by field units and district (m) division staffs. MSIS would further enhance Program management if the current data base were modified by the addition and deletion of data elements and simplification of some System software processes.

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CHAPTER I

INTRODUCTION

BACKGROUND

The Port and Tanker Safety Act of 1978, in amending the Ports and Waterways Safety Act of 1972, mandated Coast Guard development of an information system concerning domestic and foreign flag merchant vessels that carry hazardous materials in U. S. waters. The system was to include, as a minimum, vessel registration information, ownership interests, details of compliance with the financial responsibility requirements of applicable statutes and regulations, accident histories, serious repair problems, and a record of all inspections and examinations of such vessels.[1] The result, the Marine Safety Information System (MSIS), is an automated data base including not only all vessels as originally envisioned, but all other U. S. flag commercial vessels as well as documented yachts. Additionally, the type of information in the data base was expanded to include details of vessel systems and equipment and also incorporate data concerning other functions such as marine casualy investigations,

marine violations, marine pollution incidents, and vessel documentation.

Today, MSIS is designed as an integrated system for providing information to support the operation, management, and decision functions of most of the Coast Guard's marine safety activities.[2] Its purpose is to build safety performance histories of vessels, marine facilities, involved parties, and hazardous cargoes; and, using those histories in analysis of safety degradation patterns and equipment failures, to focus and redirect marine safety activities and resources.[3] Two Coast Guard Offices serve as Marine Safety Program[4] managers and use MSIS: the Office of Merchant Marine Safety (G-M) and the Office of Marine Environment and Systems (G-W). Those Offices and Marine Safety Divisions (m) of the staffs of 12 District Commanders support 54 field units and their detachments in the performance of Marine Safety Program functions. MSIS has been in use in the 8th Coast Guard District in an experimental stage since 1979 and was expanded for use throughout the Coast Guard in 1984. Each district (m) division and marine safety field unit now has access through unit hardware clusters to the MSIS production data base for entry, update, and retrieval of information.

Battelle Laboratories, Columbus, Ohio, serves as the MSIS "Host Facility" and houses the system central processing units. Battelle is responsible for providing physical facilities for the computer system, operating computers and peripherals and

providing support for applications software, data base management, systems software, terminal software, and telecommunications.[5]

MSIS merges information from field activity reporting into a common information data base which can be shared by all users at the Headquarters, district and field levels of program activity.[6] It is designed to support the following functions: Vessel Inspection; Marine Casualty Investigation; Marine Violations; Port Safety; Marine Pollution Response; and Vessel Documentation. The Seamen Licensing and Documentation and Waterfront Facility Inspection functions are not included in MSIS nor in plans for system expansion. The merchant seamen Suspension and Revocation Proceedings function is planned for implementation in the future.[7]

The production data base is divided into the following "product sets": Port Safety (PS), Marine Violation (MV), Marine Pollution (MP), Marine Casualty (MC), Vessel Inspection (VI), Vessel File (VF), Vessel Documentation (VD), Cargo File (CF), Port File (PF), and Party Name (PN). The VF, PN, PF, and CF products are "subject" files and are continually updated by information entered into the "activity" files, product sets VI, PS, MC, MV, VD, and MP. Collectively, the product sets incorporate 120 "product screens" which display various detailed "data elements". Appendix A is a complete listing of all MSIS product screen codes by product set.

STATEMENT OF THE PROBLEM AND PURPOSE OF THE STUDY

In order for MSIS to efficiently fulfill its designed purpose, the information in the data base must be limited to that of value to users at the field unit, district, and Headquarters levels and there must be program activity feedback available to users for program and resource management purposes.

Currently, the PS, MV, MP, MC, VI, VF, PF, VD, and PN products are fully or partially functional. Through those products, MSIS is able to receive field activity reports and file information and make the same raw data available to users as well as numerous "reports" and activity "logs". While the raw data, reports and logs are useful for some operational, management, and decision making support, a perceived need exists for additional data to be extracted and made available to field units and district offices in some sorted and summarized format. Although Coast Guard Headquarters has some capability to extract, sort, and summarize MSIS data, no such feedback has been routinely provided to field units or district offices, nor has there been any determination as to what data, in what form, and at what frequency is needed by them. Additionally, questions have arisen as to the necessity for all of the current MSIS data elements, their value to System users, and whether certain data pertaining to program activity not currently included in MSIS should be added.[8]

The purpose of this study is provide Commandant (G-MP-4) with recommendations concerning what MSIS data, in what form, should be provided to district office (m) divisions and marine safety field units for M and W workload analysis and resource management at those levels; and, to provide recommendations for revision of MSIS data elements to increase the value of the data base to users at all levels.

INVESTIGATIVE PROCEDURE

The problem was investigated primarily through a questionnaire distributed to all marine safety field units and district (m) divisions. The questionnaire was designed to determine: what type of MSIS data and other data is being used by field units and district (m) divisions to monitor activity and manage resources; their views of what MSIS data, in what form, should be returned to them for resource management purposes; and, their views as to the value of existing data elements and what data elements, if any, should be added to the data base. A similar questionnaire was distributed to Commandant (G-M) and (G-W) staffs to determine what information in the MSIS data base is used at that level. In conjunction with the questionnaires, visits were made to several field units and Coast Guard Headquarters and telephone interviews were conducted to follow up on some questionnaire responses. The questionnaires were

developed with the assistance of personnel from G-MP and G-WP in providing information as to potential formats and methods of MSIS data feedback. The questionnaire design and respondent profiles are discussed in Appendix B.

In addition to the questionnaire, information was collected concerning current methods of workload reporting and analysis by G-M and G-W and their relation to the MSIS data base, present and planned.

ORGANIZATION OF THE REPORT

This report summarizes the responses to the questionnaires and other information gathered during the study, and then, based upon that information, develops conclusions and recommendations. Chapter II examines current methods of Commercial Vessel Safety (CVS), Port and Environmental Safety (PES), and Marine Environmental Response (MER) Program workload reporting and analysis and their relationship to MSIS. Chapters III and IV examine how currently available MSIS feedback is used by field units and district (m) divisions and what modifications they recommend to enhance its usefulness. Chapter V reports the recommendations of field units and district (m) divisions for additional MSIS logs and report products and MSIS generated letters. Chapters VI and VII focus on field unit and district (m) division views concerning what additional MSIS data feedback

should be provided concerning functional activity and corresponding manhour utilization. Chapter VIII examines what MSIS data is used at the Headquarters level. Chapter IX draws conclusions from the information in chapters II through VIII, and develops recommendations concerning: the use of current MSIS feedback; what additional MSIS data, in what form, should be provided as feedback to field units and district (m) divisions; and, what modifications to the MSIS data base should be considered.

CHAPTER I

ENDNOTES

1. Public Law 95-474, 95th Cong., 17 Oct. 1978. "Port and Tanker Safety Act of 1978.

2. U. S. Coast Guard, Commandant Instruction M5230.11, 13 Aug. 1985, p. 1-2 (hereafter referred to as COMDTINST M5230.11).

3. COMDTINST M5230.11, p. 1-1.

4. "Marine Safety Program" is a broad title that includes the Commercial Vessel Safety Program carried out by the Office of Merchant Marine Safety, and the Port and Environmental Safety and Marine Environmental Safety Programs carried out by the Office of Marine Environment and Systems.

5. COMDTINST M5230.11, p. 2-2.

6. COMDTINST M5230.11, p. 1-2.

7. Interview with LT Richard R. Kowalewski, US Coast Guard Office of Merchant Marine Safety (G-MP-4), Washington, 27 March 1986.

8. Interview with LCDR Wayne R. Hamilton, US Coast Guard Office of Merchant Marine Safety (G-MP-4), Washington, 22 Oct. 1985.

CHAPTER II

CURRENT METHODS OF ACTIVITY REPORTING AND WORKLOAD ANALYSIS

Currently, Marine Safety Program field activity is reported to Commandant (G-M) and (G-W) through written reports. However, the MSIS activity files also provide a means of reporting Program field unit activity to Commandant, and, as MSIS matures, plans call for it replace most written reports. This Chapter reviews the current required reports and what plans exist for MSIS to replace them. Also, an overview is provided of the use of the reported data by the G-M and G-W staffs to conduct workload analyses and determine field unit staffing requirements.

COMMERCIAL VESSEL SAFETY PROGRAM

Written Reports

Field units submit the following written workload activity reports to Commandant:

* Report of Material Inspections, Form CG-2801. A monthly report that summarizes numbers of different types of vessel and factory inspections conducted within a field unit's zone according to vessel service and gross tonnage breakdowns.

* List of Merchant Vessels Under Construction or Conversion, Form CG-2801A. A monthly report listing by name or other identification, such as builder's hull number, each vessel in the unit's zone under construction or conversion that is subject to Coast Guard inspection and certification along with the manhours spent either in actual Coast Guard inspection activity or oversight of inspection activity conducted by the American Bureau of Shipping (ABS) on behalf of the Coast Guard.

* Report of Merchant Marine Investigations and Hearings, Form CG-2802. A quarterly report listing numbers of closed investigations of reportable marine casualties, violations of laws and regulations relating to marine safety and environmental protection; and investigations of merchant marine personnel for alleged acts of misconduct, incompetence, negligence and incompetence.

* For each completed licensing transaction that occurs at a Regional Examination Center (REC) a Licensing Information System (LIS) card, form CG-927, is completed and submitted to Commandant (G-MVP) where the information is keypunched into the LIS. The use of the License Transaction Report Form, CG-940 has been discontinued for reporting merchant marine licensing activity to Commandant (G-MVP); however some district (m) officers require its submission to monitor district REC activity.

* Annually, at the end of fiscal year, the Seaman Documentation/Shipping Commissioner Activity Report, Form CG-4777, is submitted by each Regional Examination Center to report the number and type of merchant mariner documents and endorsements issued.

* Monthly Report of Vessel Documentation Transactions, Form CG-5105. A monthly report submitted by each of the sixteen Regional Documentation Offices listing the number of various transactions that occurred during.

* Field Admeasurement Workload Report, Form CG-5328. A monthly report of vessel admeasurement activity.

MSIS and CVS Activity Reporting

Commercial Vessel Safety Program activity is entered into MSIS through the VI, MC, MV, PF, and VD product sets. Data entered into those product sets also map over to the VF, PF, and PN product sets. Presently, the PFRS product collects workload data concerning vessel inspection activity and ultimately will replace the Report of Material Inspections, CG-2801, as the medium for reporting vessel inspection activity to Commandant. It is designed to improve the validity of workload analysis by shifting the focus from functional output (e.g., number of inspections completed) to actual manhours expended, including administrative and travel time.

Similar products for other Commercial Vessel Safety functions are planned with the ultimate objective of integrating all Commercial Vessel Safety Program workload reports with MSIS, with the exception of Vessel Admeasurement, Merchant Marine Licensing and Seamen Documentation functions.[1,2]

CVS Workload Analysis

Workload analysis for the purpose of field unit staffing and other resource allocation currently utilizes only the data provided by field units through the written activity reports previously described.

The total output for each field unit in each measured function (number of vessels of a specific type given a specific inspection, number of marine casualty investigations completed, number of licenses issued, etc.) over a 12 month period is multiplied by an estimated manhour requirement for each function specified in the Commercial Vessel Safety Operating Program Plan (CVSOPP).[3] To that raw score is added estimated supervisory hours, travel hours and clerical support. The result represents the unit's staff hour requirement.

The staff hour requirement is divided by 1688 to determine staff years required.[4] Additionally, each billet and civilian position is identified with an estimated percentage of time to devote to internalized Coast Guard functions such as performance evaluation, administrative reports, attending administrative meetings, etc. Using that adjustment, a staffing level is determined by billet code and civilian position to support the functional requirements of the unit.

When PFRS becomes fully effective as the reporting medium for vessel inspection activity, the real time manhours that it contains will replace the CVSOPP estimated functional manhour requirements in workload analyses and in determining field unit staffing requirements.

PORT AND ENVIRONMENTAL SAFETY AND MARINE ENVIRONMENTAL RESPONSE PROGRAMS

Written Reports

Field units submit the Port and Environmental Safety/Marine Environmental Response Quarterly Activities Report (QAR), form CG-4957, to Commandant (G-WP-2) via the district commander (m) on a quarterly basis. The QAR consists of four pages covering the full range of PES/MER activity. It reports functional output in terms of the numbers of various activities accomplished as well as the actual manhours expended by regular marine safety field unit personnel, Coast Guard Reservists, and other Coast Guard personnel in accomplishing those activities. The QAR also includes a section entitled "Additional Work Hours" covering activity relating to PES/MER actions not otherwise specified on the report as well as "miscellaneous" time.

MSIS and PES/MER Activity Reporting

Port and Environmental Safety/Marine Environmental Response activity is entered into MSIS through the PS, MV, and MP product sets. Data entered in those product sets also map over to the VF, PN, and PF product sets. The PS product set includes data currently reported on page 1 of the QAR. Additionally, the MP

product set includes the data reported on page 3 of the QAR relating to pollution response activities.

A "resource supplement" for the PSBR product, similar to the PFRS product used for vessel inspection, is planned for future implementation. Ultimately, activity reporting will shift from the QAR to MSIS for all functions for which MSIS activity and subject files exist. That would leave Facility Inspection, Patrols, Vessel Movement Control, Drills/Exercises, Miscellaneous Activities, Accident Investigations, and Additional Work Hours for continued reporting by the QAR.[5]

In a preliminary effort toward shifting the reporting of vessel boarding activity from page 1 of the QAR to MSIS the G-WP staff has compared MSIS data summarized from the PS product set with the same data reported on the QAR. A comparison for the 3rd quarter of FY 1985 showed that only 53% of the QAR-reported events were accounted for in MSIS, servicewide. The comparisons were provided as feedback to each unit and resulted in many comments and questions from the field concerning the reasons for the discrepancies. A comparison of 4th quarter figures showed about a 10% improvement. As a result, two programs have been written to edit check most values reported for a given quarter. A printed edit check report will be sent to units to provide feedback as to how well their QAR and MSIS data agree and assist in ironing out whatever problems are causing the data variance.[6]

PES/MER Workload Analysis

Presently, activity reporting by the QAR provides the data base for PES/MER workload analysis and resource allocation. Data from the QAR's is keypunched into a VAX computer and evaluated using a COTP resource allocation model developed by the G-WP staff. Through the model, each field unit's activity data is evaluated to determine a "base" staffing corresponding to the unit's current level of mission performance standard accomplishment. Using the average manhours to accomplish each type of function based on the manhours reported on the QAR, the "base" staffing is adjusted to determine resources needed to accomplish the desired mission performance standard level at current marine industry activity levels for the field unit zone under consideration. Projections of future staffing requirements are made using the same method and assuming an increase in activity based upon US Army Corps of Engineers projections for US waterborne commerce growth.

The QAR data is also evaluated using the VAX and SPSS software to develop workload trend information for each field unit and district, such as: facility inspection violation rate, facility casualty rate, oil and hazardous chemical spill rate broken down by type of source and volume, percent of oil and chemical spill responsible party response, number of Coast Guard emergency response activities, and number of bulk liquid transfers broken down by vessel class and cargo type.[7]

CHAPTER II

ENDNOTES

1. US Coast Guard, Commandant Notice 5230, 27 June 1985, pp. 1-2.

2. Interview with CDR Jack W. Scarborough, US Coast Guard Office of Merchant Marine Safety (G-MP-1), Washington, 22 Oct. 1985.

3. The initial functional manhour requirements were developed in 1972. Data was collected from field units on inspections and investigations performed during the period 1967 - 1972. The manhour requirements were revised in 1980 and again in 1982 through field surveys to update inspection and investigation hours and include the remaining CVS functions.

4. US Coast Guard Commercial Vessel Safety Operating Program Plan FY 85-94. The CVSOPP standard staff year consists of 211 work days per year at eight hours per day after accounting for annual leave, holidays, etc. It's the amount of time that a person is expected to be available for duty during a year. Although the number 1688 is cited in this report as the standard year, it may be adjusted from time to time.

5. Interview with LCDR Robert J. Brulle, US Coast Guard Office of Marine Environment and Systems (G-WP-2), Washington, 22 October 1985.

6. R. K. Gress, US Coast Guard Office of Marine Environment and Systems (G-WP-2), letter to author, 13 February 1986.

7. Interview with LCDR Robert J. Brulle, US Coast Guard Office of Marine Environment and Systems (G-WP-2), Washington, 3 April 1986.

CHAPTER III

USE OF CURRENTLY AVAILABLE MSIS DATA BY FIELD UNITS AND DISTRICT (m) DIVISIONS

This chapter reports how MSIS data feedback currently available to district (m) division staffs and field units is used by them; in conjunction with Chapter IV, what modifications they recommend to enhance its value; and, how non-MSIS software provided for use with the MSIS hardware clusters is employed by field units and districts (m) divisions.

"Currently available MSIS feedback" is considered to be the logs and reports that are identified by the products PSPC, PSSP, PSHO, PSVP, PSBS, PSPL, MVRS, MVRL, MVSD, MVDL, MPSP, MPPL, MCSP, MCPL, VISI, VIOI, VISP, VIPL, VIFR, VFVI, VFVB, VFMP, VFSP, VFCG, VFDL, PFMR, PFIT, PFIF, and PFIML; the MSIS generated letters VIFLN, VILEC, VILER, VILIN, VILIR, and VILON; and,individual subject files. Although the letters are not "feedback" per se they were included since they enhance activity management by reducing paperwork and automatically prompting activity.

MSIS LOG AND REPORT PRODUCTS

Usefulness of Existing Log and Report Products

Each questionnaire listed the log and report products and asked the respondents to rate them on a scale of 1 to 5 as to the degree that their organization uses each product in monitoring workload and managing marine safety activity; a "1" indicating that the product is never used and may be discarded; and, a "5" indicating that the product is always used as a part of their management system. Intermediate ratings were described by the questionnaire as: "2" - seldom used; "3" - sometimes used; and "4" - frequently used. Table 3.1 on page 19 is a summary of all field unit responses. Table 3.2 on page 20 is a summsry of district (m) division responses. For each product, the tables show the mean or average rating of the units responding, the standard deviation of responses from the mean, and the mode or most frequent response. Where the mode is reported as a double number, such as 3/2 for PSPL in Table 3.1, both numbers, 3 and 2 in this case, appeared with equal frequency in questionnaire responses. In developing table 3.1, consideration was given to the fact that not all field units would normally find all reports and logs useful, i.e. MIO's would not normally use the MP or PS product logs and repo·ts, nor would COTP's normally use the VI logs and reports.

PRODUCT	MEAN	STD DEVIATION	MODE
PSPC	4.3	1.2	5
PSSP	3.7	0.9	4
PSHO	3.8	1.4	5
PSVP	2.6	1.1	2
PSBS	3.2	1.5	5
PSPL	3.3	1.0	3/2
MVRS	3.7	0.9	3
MVRL	3.0	0.9	3
MVSD	2.2	1.0	2
MVDL	1.9	0.9	1
MPSP	3.8	1.0	4
MPPL	3.2	1.0	3
MCSP	3.5	0.9	3
MCPL	2.8	0.9	3
VISI	2.7	1.2	2
VIOI	2.3	1.0	2
VISP	3.4	1.2	3/4
VIPL	2.5	0.8	2
VIFR	2.5	0.9	3
VFVI	2.7	1.1	3
VFVB	2.4	1.0	2
VFMP	2.3	0.9	2
VFMC	2.3	0.9	2
VFSP	2.0	1.1	1
VFCG	3.2	1.1	3
VFDL	2.3	1.2	2
VFVL	2.1	1.0	2
PFMR	4.2	1.1	5
PFIT	2.1	1.2	1
PFIF	1.5	0.8	1
PFIML	4.5	0.9	5

TABLE 3.1 Field Unit Use of Logs and Reports

PRODUCT	MEAN	STD DEVIATION	MODE
PSPC	2.2	1.1	1/2
PSSP	2.1	0.6	2
PSHO	1.1	0.4	1
PSVP	2.2	0.8	3
PSBS	1.4	0.5	1
PSPL	2.7	0.8	2
MVRS	3.8	1.1	5
MVRL	3.3	1.0	3
MVSD	3.9	1.0	4/5
MVDL	3.1	1.0	3
MPSP	3.1	0.9	3
MPPL	3.0	0.7	3
MCSP	2.7	1.1	2/3
MCPL	2.5	0.8	3
VISI	1.5	0.7	1
VIOI	1.4	0.5	1
VISP	1.8	0.8	1
VIPL	2.3	1.1	2
VIFR	1.9	0.8	2
VFVI	2.5	0.8	2
VFVB	3.2	1.1	2/4
VFMP	2.3	0.8	2
VFMC	2.3	0.6	2
VFSP	2.2	0.9	2
VFCG	3.5	1.1	3
VFDL	2.4	1.0	3
VFVL	3.6	1.1	3
PFMR	4.9	0.3	5
PFIT	1.5	1.1	1
PFIF	1.6	1.0	1
PFIML	4.3	1.2	5

Table 3.2 District (m) Use of Logs and Reports

Modification of Existing Log and Report Products

In response to a question concerning the need for the modification of existing logs and reports, 55.5% of the field units and 58% of the districts indicated that some modification, in the form of the addition and deletion of data elements, would enhance the usefulness of existing logs and reports. The

following is a list of modifications recommended by the field unit and district (m) staffs indicated:

Field Unit Recommendations

* Add location to MCPL and MCSP. MSO Paducah
* VIPL should have a purpose code. MSO Valdez
* All VF logs should include case number, port, date, and case type. MSO Cincinnati
* VISI should self-cancel if VIMR isn't initiated within a fixed time. MIO New York
* Add letters of compliance and certificates of compliance to VIOI. MSO Port Arthur
* Add overdue inspection requirements to VIOI. MSO Mobile
* VISI contains more data than needed. The entry should be one line with an option to select VISF. A format similar to VISP would be better. MIO Houston
* MCPL should include the date for cases closed to file. MSO Wilmington
* MCPL, MVRL, and MVDL should key to the date case closed to enhance workload analysis. MSO Corpus Christi
* In MVDL substitute "unit submitting" for IPN to permit analysis of district workload and improve unit case tracking. MSO Corpus Christi
* MPPL, VIPL, and VFCG should key to incident or boarding date rather than validation date so that the contact log shows the mosrt recent activity for making boarding decisions. MSO Corpus Christi
* Modify VFVI to track annual and quarterly control verification examinations. MSO Miami
* VFVL open and closed case portions should be on the same page.

* PSPL should indicate which vessels are of "particular interest". COTP New Orleans

* PSSP, PSPL, MVRL, MVRS, and should show the type of boarding and manhours used to aid in developing the Quarterly Activities Report, Form CG-4957. MSO Honolulu

* Add inspector identification to VISP. MSO Corpus Christi

* List vessels in VISP by inspection date vice MSIS entry date. MSO San Francisco

* Add location to VIPL and PSPL to enhance workload analysis. MSO Corpus Christi

* Add inspector/boarding officer identification to PSPL. MSO Corpus Christi

* Expand the VIFR number of vessels field to accomodate ports with a fleet in excess of 999. MIO New Orleans

* PSPC should be modified to include either the case number or arrival port vice zone as vessels sometimes call in more than one port in a zone. MSO Milwaukee

* Modify VI to generate a case without using the scheduler function. MSO Cleveland

* Modify MSIS to automatically deactivate a vessel after two years have elapsed since the expiration of its certificate of inspection. MSO Cleveland

* Identify vessels required to provide advance notice of arrival. MSO Portland, ME

District Recommendations

* In MVDL delete "date opened" and "date closed". Add breakdown of cases by identity numbers, resolution status, and amount paid. CCGD8

* MVSD doesn't need identity number since a case in considered open until all identities are resolved. CCGD8

* Modify MVSD and MVDL to include amount of penalty pending or paid and how cases are finally closed. CCGD14

* Add vessel name or reference VR case number in MVSD. CCGD12

* Disposition of items on MVCD shpuld map over to VFVL or some other place where deficiencies could be tracked to final resolution. MVCD could also be enhanced by receiving information such mapped over from other products, such as, place and date of boarding and the person and unit conducting the boarding. CCGD5

* MVRL should show a breakdown of identity numbers by case number, total initial citations, unit letters of warning, number of violations cited by program, number of warnings by (dj), and number paid. CCGD8

* Separate MVRR and MVCD between pollution, port safety, and commercial vessel safety cases. CCGD11

* Modify VFCG to include data element indicating cases resulting in violations. CCGD17

* PSPC should be modified to highlight high priority vessels . CCGD13

68.8% of the field units and 66% of the districts stated that the ability to obtain existing reports and logs sorted according to vessel service or some other criteria would increase their value as a management tool. Field units and district (m) staffs recommended that the logs and reports be sorted in the following ways:

Field Unit Recommendations

* Sort by vessel service, inspection type, and manhours to replace written field unit activity reports or assist in their compilation. MSO Providence, MSO Boston, MSO Louisville, MSO Memphis, MIO New York

* Sorting must be an interactive process with the sorter being able to select the parameters for sorting. MIO New York

* PSBR by type of boarding. MSO Milwaukee

* PS by cargoes. MSO Memphis

* PS by vessel service and cargo. MSO Wilmington, MSO Jacksonville

* VI/VF by vessel service and applicable CFR subchapter. MSO Wilmington, MSOMiami, MSO Jacksonville

* MC by casualty location to identify high risk areas. MSO Memphis, MSO Paducah

* MC/PS/MP/VI by owner/operator. MSO Memphis

* PS by vessel service, owner, location, cargo, etc. to assist in PS resource management. COTP New York

* Sort vessels by service, route, length, number of passengers carried, and gross tonnage. MSO Chicago, MSO San Francisco, MSO Portland, OR, MSO Anchorage, MSO Savannah

* Sort all logs by date, case number, and alphabetically. MSO Portland, ME, MSO Hampton Roads

* VIFR by service, hull material, and date built. MSO Mobile, MSO Detroit

* MVRS by violation date and case type. MSO Port Arthur

* Alphabetize VIFR. MSO Portland, ME

* By hazardous materials endorsements. MSO Port Arthur

* By character string. For example: "CUNARD". MSO LA/LB

* By vessel service. MSO San Diego, MSO Puget Sound

* MP by vessel service, geographic area, quantity, time, CHRIS code, and cleanup contractor. MSO Portland, OR

District Recommendations

* By nationality, vessel name, and service. CCGD7
* The option to retreive information based on vessel service or class should be included in the basic MSIS service either retrievable at the unit level or forwarded to the unit from Headquarters. CCGD1
* MVSD by port and resolution status. CCGD8
* VI by type of inspection, CFR subchapter applicable to vessel, and manhours expended. CCGD11
* Vessel service. CCGD5
* Port call log by vessel. CCGD5

MSIS GENERATED LETTERS

Usefulness of Existing MSIS Generated Letters

The questionnaire asked MIO's and MSO's to rate the existing MSIS generated letters on a scale of 1 to 5; a "1" indicating that the letter is never used and may be discarded; and, a "5" indicating that the letter is always used in notifying vessel owners/operators of outstanding deficiencies and pending CVS inspections. Intermediate ratings were described by the questionnaire as: "2" - seldom used; "3" - sometimes used; and "4" - frequently used. Table 3.3 on page 26 is a summary of all field unit responses. For each product, the table shows the mean or average rating of the units responding, the standard deviation of the sample responses from the mean, and the mode or most frequent response.

LETTER	MEAN	STD DEVIATION	MODE
VIFLN	3.7	1.4	5
VILEC	3.4	1.5	5
VILER	3.8	1.3	5
VILIN	3.7	1.4	5
VILIR	4.2	1.2	5
VILON	4.2	1.3	5

TABLE 3.3 Use of MSIS Generated Letters

Additionally, 57.5% of the units responding indicated that the ability to develop their own wording for MSIS generated letters would make the letters more useful.

USE OF MSIS DATA

Asked how MSIS data is employed to carry out program functions and manage resources, questionnaire responses indicated wide use of the logs, reports, and other products in the MSIS data base by field units for targeting high priority boardings; scheduling and preparing for vessel boardings and inspections by reviewing vessel histories, status of vessel certificates, and outstanding deficiencies; planning personnel work assignments; tracking PS, MV, and MP cases; analyzing marine casualty rate of occurrance and workload; obtaining vessel data to complete violation reports and conduct hazard assessments during marine casualty and pollution response activities; and, general workload analysis and preparation of periodic activity reports for submission to Headquarters.

USE OF NON-MSIS SOFTWARE

97.7 % of the field units and 100% of the districts responding to the questionnaire indicated that they used non-MSIS software with MSIS hardware clusters for various data base, spreadsheet, and word processing applications for unit administrative functions as well as monitoring workload and managing resources. The following are examples of common uses:

* Word processing: All types of correspondence, contingency plans, and forms
* IQL: Unit roster, mailing lists, marine casualty logs, pollution case logs, inspection activity logs, facility data base, pollution equipment inventory
* Multiplan: Unit financial accounting, track workloads and calculate data for unit workload reports.
* ISAM vessel documentation data base

The use of IQL to maintain logs similar to those provided by MSIS may seem redundant but it is done to provide a means of sorting and summarizing activity logs since MSIS does not provide that capability.

CHAPTER IV

MODIFICATION OF OTHER EXISTING PRODUCTS

This chapter reports the views of field units and district (m) divisions, as indicated by their questionnaire response, concerning the modification of existing products other than the log and report products already discussed in Chapter III. The information is reported by product, within product sets, with field unit views appearing in the first part of the Chapter and district views following. If a specific product isn't addressed, there were no modifications recommended. After each suggested modification the field units or districts suggesting the modification are listed to provide a reference to specific questionnaires for more information. Where suggested modifications were the same or very similar, recommendations were consolidated to minimize duplication and volume of material.

FIELD UNIT VIEWS

Port Safety Product Set (PS)

General Comments

* Modify products to allow display of last boarding and any outstanding deficiencies to allow quicker scan of vessel history. MSO St. Louis

* The COTP has a need to track all vsls in the port for reasons beyond scheduling boarding activity. A local form is prepared daily to summarize information concerning location, vsl type, ETA/ETD, etc. The PS product set should generate this information. Combine information from PSAS, PSPC, and PSBS into a summary usable for tracking vessels in port. This will eliminate the need for separate paper records for arrivals that don't get boarded or examined. Allow access to "EPIC" so that vessels on hot list can be tagged with a VPI notice. MSO Boston

* Create a product to print out a standard boarding package when a boarding is scheduled. The package would include a vessel history; a boarding form, in the same format as PSBR, to be completed by the boarding officer; current involved parties with blank spaces for additions and changes; a vessel history; and space for updating documents and vessel particulars. MSO Hampton Roads

PSBR

* Expand boarding type list to include activities actually done. MSO Providence.

* More specific cargo codes are needed. MSO Chicago

* Remarks section needs more lines. MSO Boston

* Need capability to delete PSBR. MSO Cincinnati

* Add code H.P. for use in boarding scope to signify a high prioity boarding. MSO Paducah

* Amend to reflect reboard and administrative time expended. MSO Hampton Roads

PSAS

* Not used due to PSPC implications. COTP New York

* Add data blocks for vessel agent and cargo/s; unlock facility block; allow for more than one activity (e.g., lighter than move to shore facility); allow scheduling of all vessel types to allow tracking of barges, small freight vessels, etc. MSO Boston

* FINS for facilities should be inserted in this product as they are being inserted for MP products. MSO Jacksonville

* Add data element to cancel. MSO Charleston

* Need notification of a new PSBR being initiated by subsequent port of call prompted via PFMR. When a vessel has outstanding deficiencies, it's now possible to do a PSBR with no deficiencies and not clear those outstanding. If PSBR automatically prompted PSDF this would help key new port to outstanding deficiencies. MSO Portland, OR

PSBS

* Need ability to change arrival status rather than PSPC. MSO Hampton Roads

PSDR

* More room in comment section. MSO Boston, MSO LA/LB

* Remove redundant two-letter code that must be reentered as part of item code. MSO Boston

* Link to VF letters. MSO Cincinnati

* Modify to allow expansion of 4-line free form narrative. MSO Wilmington

* PSDR and MVRR are redundant. A single product combining the two would be much more efficient. MSO Detroit

* Should be able to scroll up and down to correct errors. MSO Hampton Roads

PSPL

* Should list vessel types and be opened or closed at port. COTP New York

PSVH

* Documents showing old expiration date are still shown as valid in the status column. Link expiration date and status block to show expired documents. The boarding status entry shows validation date of the PS case not the last boarding causing confusion when making decisions about boarding priority. MSO Boston

* When MSIS doesn't recognize a VIN it should automatically allow the user to go to VFID to use soundex. MSO Jacksonville

* Should reflect actual boarding date rather than validation date. History often indicates a date weeks later than the actual boarding. MSO Hampton Roads

PSPC

* Add data element identify boarding officer to ease search for specific cases. MSO St. Louis

PSPI

* Modify to allow selection of expiration date rather than present automatic period of one year. MSO Wilmington

Marine Violation Product Set (MV)

General Comments

*

MVRR

* Provide a monthly list of total MVRR's with the % of cases that resulted in letters of warning and the % of cases referred to district. MSO Hampton Roads

* Provide the ability to reopen cases closed in error without having to go through Commandant. MSO Hampton Roads

* Shouldn't have to enter twice to validate. MSO Portland, ME

* Add manhours. MSO Louisville, MSO Milwaukee, MSO Jacksonville

* Add in PFRS. MSO Miami

* Provide a resource supplement to account for administrative time associated with MVRR following validation of PSBR and MPIR. MSO Detroit

* Need more lines for evidence field, description field, and CO's endorsement. MSO Savannah, MSO Chicago, MSO Toledo, MSO St. Louis, MSO Wilmington, MIO Houston, MIO New Orleans, MSO LA/LB, MSO San Francisco, MSO Puget Sound, MSO Portland, OR, MSO Honolulu, MSO Hampton Roads

* Add third page for narrative summary like 2636. MSO St. Louis

* Modify MVRR to include all information on CG-2636 to make it acceptable to hearing officers. Include blocks for authority and penalty USC cites and space for vessel agent. MSO San Francisco

* Inability to close cases to file locally forces units to delete case from MVRR yet maintain a record locally of the allegation. MIO New Orleans, MSO LA/LB

* System should not permit the ability to delete allegation and disposition. MSO Chicago, MIO New Orleans

* Expand comments section. MSO Boston, MIO Sturgeon Bay

* Make citation data element longer to include both CFR & USC or make them separate data elements. MSO Memphis, MSO Paducah

* In order to update MVRR or read in update mode, the unit/district endorsement page must be bypassed. Reverse page order. MSO Nashville

* Expand initial IPN data blanks from 2 to 4 since many cases require owner, operator, agent and master. MSO Wilmington

* Allow exit from product without completing IPN information since many times PNEI must be accessed to create or retrieve IPN. Completion of IPN would be mandatory prior to allowing validation of case MSO Wilmington

* Modify entry requirements. Currently, all case information, including IPN, is needed to enter a violation. Modify so case can be opened (as MCIR) and other information added as it becomes available. MSO Puget Sound

* IPN's should only be required upon validation. MSO Puget Sound

* Consider allowing access to MVRR by free forming. MSO Jacksonville

* Use MVRR for all violations. MSO Jacksonville

* Discontinue the requirement of using IPN's in MVRR. The information relating to possible violators is already documented in MVRR making IPN's redundant. The current information in the data base concerning party names and addresses is unreliable to the extent that Commandant has stated that it shll not be used when involved in any type of legal action. MIO New Orleans

* Modify so that "description" in MPIR maps over to MVRR in a way similar to PSBR. MSO Milwaukee

* Modify to allow the obtaining of a case number and entry of data without first validating PSBR.

* Modify to allow free access between sections. MSO LA/LB

MVCD

* Add manhours. MSO Louisville

MVRS

* Should list vessel types and be opened or closed at port with district separate. COTP New York

Marine Pollution Product Set (MP)

General Comments

* Put it all on one page, currently takes forever to enter or retreive. MSO Memphis

* Modify entire product set to fully integrate CG-3639. MSO Puget Sound

MPIR

* "Cleanup Act" data element should include code: "no pollution observed". MSO Providence

* Waterbody codes should be expanded to include: Narragansett Bay, Rhode Island Sound, Buzzard's Bay, and major harbors within those areas. MSO Providence

* Provide for identification of locations such as local creeks and ditches. MSO Toledo

* Change MPIR procedures to accept unknown for source in MPVS. MSO Galveston, MSO Wilmington, MSO Jacksonville

* Add contractor hours under Federal cost information. MSO Galveston

* Add local case number; expand comment section.; allow for materials not assigned a CHRIS code (waste oil, bilge slop, etc.). MSO Boston

* Provide a longer case description field to aid in identifying actions taken by providing clearer narrative. MSO Paducah, MSO Detroit

* Modify to indicate if pollution is in a pre-designated OSC area to assist in determinating if the current area requires revision. MSO Paducah

* Same page problem as MVRR. Finish work on supplements and it kicks you out of the case. MSO Nashville

* To send a POLREP you need a MP number - use MSIS as means of communications to district in lieu of or in addition to message. MSO Nashville

MPRC

* Pollution training hours are not accounted for. MSO Cincinnati

MPRN

* Add response hours for non-CG time. MSO Savannah

Marine Casualty Product Set (MC)

General Comments

* Add a system for tracking personnel action cases similar to the functions contained in MC. MSO Boston.

* Provide ability for system to record information concerning masters/pilots and methods to track them and identify repeat offenders. Suggest using master/piloy SSN as tracking element. MIO New Orleans

* LOGTOIQL software doesn't give sufficient capability to search desired fields. Can only search fields provided in software. It's so unusable that the unit manually searches through incident reports. MIO New Orleans

* Provide an "aging" schedule for casualty cases to identify those 30, 60, etc. days old and the average of open cases. MSO Hampton Roads

MCIR

* Report "type" data element should be modified so close-to-file doesn't automatically close cases without validation. MSO Providence

* Enlarge subject line. MSO Savannah

* Add a "time spent on case" data element. MSO Jacksonville, MSO Milwaukee

* Add apparent cause block for completion by G-MMI once case is approved. MSO Detroit

* Provide an easily accessible record of completed cases at the unit level to allow for comparison of investigation activity between units. MSO Detroit

* Add VIN. MSO Portland, OR

* Delete "local file number". Block is unusable by field units because MSIS generates its own case number. Some units no longer use unit numbers. MSO Valdez

* Add more space for weather to allow use of more than one type to provuide a more accurate weather picture. MSO Valdez

* Add more water body codes. Red Sea and Indian Ocean are missing. MSO Valdez

MCPS

* Add type of casualty. Field could be placed in MCIR to reflect this. MSO Mobile

MCVS

* Add data element for estimated $ damage and actual $ damage. MSO Boston

* Not enough codes to cover frequently encountered vessels such as fishing and towing. MSO Corpus Christi, MSO Honolulu

* Casualty event should be modified to allow linking a specific vessel with a code that best describes why the vessel is included. A collision with one vessel resulting in a fire on another vessel can only have one code. This is misleading to a user getting the vessel on a casualty history. MSO Corpus Christi, MSO Valdez

MCFS

* Recommend deletion and that needed information be added to MCVS by removing requirement for a mandatory VIN. Casualty event codes are identical for both products. MIO New Orleans

MCPS

* Add more casualty event codes and permit use of more than one code per casualty. MSO Valdez

Vessel Inspection Product Set (VI)

General Comments

* Generate ALL CVS forms as MSIS outputs. MSO Galveston

* Create a product to provide inspection checklists. At this point, MSIS is neither the primary vessel inspection system or a true support system for the CG-840 inspection book series. The system should become the center for inspection records to eliminate the ambiguity of its purpose in inspection activities, decrease the amount of "hard-copy" inspection records required to be retained, and to provide its potential service to field units. MSO Duluth

* Create a product to print an inspection book including the vessel file data to replace the CG-840 series. MSO Hampton Roads

* Add a "copy down" feature like that in multiplan for repeat entries.

VISF, VIMR

* Purpose of inspection code lists "OT" as available but it isn't accepted. Either make OT available for use or provide another code for special inspections not covered by "credit". MSO Providence

* Add inspector identification. MIO Houston

* Same information entered in VISF is relevent to VIMR and should map over. MSO Anchorage

VISF

* Carry forward inspection location to VIMR and allow modification if needed. MSO Boston

* Provide an additional field to allow entry of inspection start date and estimated completion date. Estimated completion date would map over to VIMR as inspection date currently does. This would facilitate use of VISI in that it's not presently possible to discern between long term inspection and one that was scheduled but never occurred. MIO New Orleans

* Delete, only used to obtain a case number. Alternatively, should be modified to allow two special inspections to run concurrently. MIO Sturgeon Bay

* Add telephone number. MSO Portland, OR

VIMR

* Add lines to comment section. MSO Savannah, MSO Jacksonville, MSO Galveston, MSO Puget Sound

* Delete "comments" data element. MSO Paducah

* Add 5-10 lines at bottom for a diary entry by inspector to log actions from special inspection. MSO St. Louis

* Lock drydock date in same manner as inspection for certification and mid-period reinspection dates. Specials, etc. completed before drydock date but entered after drydocking has been validated generate a drydock in "future error" MIO New York

* Differentiate between hauling out and alternate internal examination in lieu of drydocking or underwater survey. MIO Houston

* Include areas for diary entries. MSO Duluth

* Combine inspection scope and comments into one block. MIO Sturgeon Bay

* Add a space for inspector's identification for administrative purposes. MSO San Francisco, MSO Valdez

* Include PFRS in VIMR screen. MSO Puget Sound

VIMR/VICOI

* Add data element to record last alternate internal for tank barges that maps to COI above the drydock date. MSO St. Louis

VICOI

* Modify this product and printing program so COI's may be printed on one page in cases where entries are few enough to fit. MSO Wilmington

* Combine with VICF with a choice to go either way. MSO Charleston

* Delete as not needed. Use overlay on VICIF to review drafts. MIO Sturgeon Bay

* Modify product to produce document identical to the COI using plain paper. Several data fields are presently left off such as where and when the inspection occurred. The reason for this is that "proxy" in current form looks so unlike COI as to be nearly useless. VICOI, unlike VICIF, also requires each page of COI be printed individually. Modify to allow entire COI to be printed in one command. MIO New Orleans

* List boiler MAWP. MSO Detroit

* Include the location of inspection and port of issue on VICOI in order to prevent mistakes on the printed COI. MSO San Francisco

* Create a temporary COI. MSO Hampton Roads

VICA

* Add lines in narrative section. MSO Savannah, MSO San Francisco, MSO Puget Sound

* All amendments are dropped when a new COI is issued, but still may be pertinent. Example: record of alternate internal examination in lieu of drydocking. MIO Sturgeon Bay

VICA/VICIF

* Modify to provide ability to predate and print COI's and amendments without having to use word processing. This would allow COI delivery to a vessel on the final visit eliminating the need to prepare temporary COI's and mailing delays. MSO Milwaukee

VISD

* Tailshaft next due date should be modified to accept N/A for T-boats that don't have scheduled due dates. MSO Mobile

* Make part of VIMR or VF product set. MSO Charleston

VISP

* Indicate those vessels where a VIMR has been opened. MSO Hampton Roads

VIDR

* Remove location block as this can be placed in the deficiency narrative and usually is. MSO Chicago

* Compliance date block should be able to accept codes other than calendar dates to cover 835's to be completed prior to foreign voyage, carriage of passengers, etc. MSO Toledo, MIO Sturgeon Bay

* Product requires entering a compliance date in the future, not the date of inspection, but date the entry was made or later updated. For overseas insp or MODU's loading is difficult and doesn't show actual compliance date. MSO Boston, MSO Charleston

* "System" data element should be deleted as it's in "subsystem". MSO Paducah

* Delete the entry of systems and subsystems. MIO Sturgeon Bay

* "Type" and "Cause" don't adequately address wooden vessels. Expand description for another line of type. MIO New York

* Consider adding data element for CFR citation for Headquarters use in regulation review. MIO New York

* Need more space in the narrative section. MSO Puget Sound

VISE

* VISE/VISN are identical. Delete one. MSO Paducah

* Combine into one product. MIO Houston, MIO Sturgeon Bay

* Delete. This should be formally addressed by either a CG-835 or a letter from the OCMI to the owner. VISN serves the purpose. MIO New York

* Add one more line to VISN for better explanation of concept noted. MSO SAN FRANCISCO

* Add more lines to VISE and VISN. MSO Portland, OR

VISS

* Should provide feedback on vessels with outstanding deficiencies providing total number, type and from which port. MSO Chicago

* Modify to display information from VISD. MSO Paducah

VIRI

* Provide log or summary of deficiencies. MSO Boston

VISD

* Pressure vessels added to VFBD causes the system to dump all last/next dates from VISD. MIO New York

* Allow ability to delete tailshaft drawn on T-boats. MSO Portland, OR

VIDF

* Modify product so that the case number need not be filled in for each deficiency item. This presents a hardship

when the user performs follow-up action on several deficiencies with the same case number. MIO New Orleans

* Should show that the issuing port will be notified. MIO Sturgeon Bay

VICIF

* Modify to include all information contained in the Hull and Boiler Equipment Lists, Forms CG-840AA and CG-840BB. It would eliminate two cumbersome forms that are difficult to maintain or modify. Modify to include a form for the Vessel Inspection Record endorsements. These modifications will place all current Coast Guard inspection ducuments on one form (the COI) and make maintaining the form easier for vessel personnel. MSO Duluth

* List boiler MAWP. MSO Detroit

VICP

* Both COTP and CVS deficiencies track to outstanding requirements block. Suggest that one of them be transferred to block marked "TBD". MSO Valdez

VIPL

* Add the purpose code to give users the ability to tell why listed inspections were made. MSO Valdez

VIFR

* Delete those vessels no longer in the fleet from the data base entirely, except those sold foreign. MSO Hampton Roads

VIOI

* Delete vessels in the MARAD ready reserve fleet. MSO Hampton Roads

Vessel File Product Set (VF)

General Comments

* Add a "copy down" feature like that in multiplan for repeat entries.

* Reevaluate soundex to choose names more similar in spelling to name you're trying to identify. COTP Houston

* Provide standard definitions and/or regulatory citations for all data elements. MSO Milwaukee

* Why are equipment serial numbers necessary? MSO Miami

VFLD

* Add FCC station license and FCC safety installation certificate. MSO Providence

* Shows many expired documents. Should not allow product set to be completed without connection. MSO Jacksonville

* Should automatically tickle "invalid" status. MIO Houston

* Modify product to allow entry of Oceanographic Research Vessel designation letter. Presently, no method is provided showing that a vessel is designated as ORV.

* Certificate of Financial Responsibility should be updated daily by Headquarters. MSO LA/LB

VFMD

* Delete and incorporate data elements with VFDS. MSO Providence

VFOD

* Increase available entry space in route and conditions of operation. MSO Providence

* Modify to allow access to the store phrase and recall phrase portion of local C3 word processing software. As currently designed, it is equally time consuming to correct/amend VFOD section of COI in MSIS as it would be to do by hand. The narrative entries in VFOD such as route endorsements seldom change, yet they must be it each and every time. Sheer volume of COI's produced lends itself to typographical errors. Countless hours are spent reviewing endorsements in VFOD which should be able to be assumed correct. MIO New Orleans

* Include 12 hour manning clause and fill in the blank section for each service. Blank under "deckhands" doesn't work. Can't enter automated, unattended machinery space manning properly, (e.g.: one 1st/2nd asst engr and one 2nd/3rd asst engr and the substitution of specially

trained OS for AB). Need a list of boiler plate phrases from MSM to choose from. MIO New York

* Add word processing capability to product and modify to allow vessel service as "Ferry" and still enter number of passengers permitted. MIO Sturgeon Bay, MSO Hampton Roads

* Needs 3rd assistant engineer data element. Other required crew should be in VICIF. MSO Portland, OR

VFND

* Delete serial numbers and equipment changes. MSO Providence

* Need more space for equipment identification and description of communications from bridge. MSO Portland, OR

VFPP

* Modify so as not to overwrite to VISD when data is entered in tailshafts data element. VISD allows for this data input. MIO Philadelphia

* Modify to show propulsion assist on MODU's on COI. MSO Boston

* Delete data on reduction gears. Even the manufacturer cannot classify reduction gears using the aavailable codes. MIO Sturgeon Bay

* Need more space for rpm and tailshaft clearances.. MSO Portland, OR

VFRI

* Search for vessel by name, add category for length and year built. MSO Miami

* Add tonnage/dimentions, when/where built, homeport, name of owner as previously published in "Merchant Vessels of US. MSO Mobile

* Screen summary resembling VDES or access to VDES from VFRI would be helpful. MSO Boston

VFBD

* Expand pressure data element to allow for 3000 psi air receiver. MSO Boston., MSO Anchorage

* Record and transfer MAWP of auxiliary boilers from VFBD to VICIF/VICOI. MSO Detroit

* Need more space for safety valve approval number.

VFCS

* Data elements for "Cargo Tank Arrangement" should be modified to identify each individual tank location, capacity, type, and grade of cargo authorized. Information would be valuable when assessing potential hazard posed by vessels involved casualties. MSO Paducah

* Add gallons at all blocks for volume to avoid confusion - some ports use barrels. MSO St. Louis

* Enter by MMT when vessel is new, if this information is even needed. MIO Sturgeon Bay

* More space required for total volume, segregated capacity, tanker ballast, cargo gear description, and central cargo control system MSO Portland, OR

VFHD

* MMT should enter when vessel is new if this information is even needed. MIO Sturgeon Bay

* Need more space for features. MSO Portland, OR

VFIP

* Delete, amend PNVA to include and allow access from VF menus. MIO New York

* Need soundex capability. MSO Jacksonville

* Database and supporting software should be modified so that VFIP is only location where vessel owner/operator is maintained. In other words, do away with IPN concept. While IPN concept is good data base theory, it doesn't work in reality. Ability to change owner and operator of numerous vessels with one change in PNID is causing more work than it ever intended to save. Additionally, a space for the narrative entry should be provided in VFIP to allow communication between last user who modified it and next user who calls up product. MIO New Orleans

* Consolidate with VFID. MSO Valdez

* Should include all of the information in PNID. MSO Hampton Roads

VFSL

* Delete unless MMT is going to start entering the information. MIO New York

VFDC

* Needs ullage readings, more room for "authorization". When tank vessels are converted to another use can't delete VFDC from vessel even though the product is now N/A. MIO New York

* Need more room in "authorization" data element; need room for at least 250 cargoes. MIO Houston, MSO Portland, OR

* More room for chemical tankers. Should have unlimited number of page ones. MSO LA/LB

* Modify product so only CHRIS codes for legitimate Subchapter "O" cargoes are accepted as a valid entry. It's currently possible to enter non-subchapter "O" cargoes in dangerous cargo authority. System should also automatically sort the codes in alphabetical order, regardless of order in which entered. At present, the user must physically move all following codes in order to insert new one in proper order. MIO New Orleans

VFID

* Add GT, HP, length. MSO Charleston

* Add a soundex type function to identify a vessel prior to assigning a CG number. MSO San Franscisco

* Soundex should be modified to use vessel nationality or service as means of separating possible vessels. MSO Puget Sound

VFDS

* Add contract date and keel laying date. MIO Houston

VFND

* Delete equipment identification data elements. We only need to check off for required equipment. MIO Houston

VFSS

* Modify product to contain only essential information regarding various systems equipment. MSIS currently captures more detailed information than could ever conceivably be used. We should decide as to the minimum amount of equipment data we can live with and delete everything else. The present degree of detail makes initial collection and loading of vessel data horrendous and it then sits in the data base and collects dust, thereby becoming outdated and even more useless. For example, it is important to know that a vessel has two fire pumps; but not necessary to have at your fingertips that the port fire pump is a centrifugal pump, manufactured by Acme pumps, runs at 500 RPM, has a 20 HP electric motor, and delivers 250 cfm, etc. Same comments apply to review of VFFD, VFLS, VFBD, VFCS, VFHD, VFPP, VFSD, VFND, VFED, VFPD, and VFDM to scale down or delete products. MIO New Orleans, MSO Corpus Christi

* Should print out complete products in the group, not just selected items. MIO Sturgeon Bay

* Need more room for total volume and shaft rpm. MSO Portland, OR

VFPD

* Designation of pumps as primary and secondary is meaningless. MIO Sturgeon Bay

* Need more room for location. MSO Portland, OR

VFDM

* Delete as unnecessary. MIO Sturgeon Bay

VFFD

* Modify to indicate the that fire extinguishers are only required during transfer, etc. on barges. MIO Sturgeon Bay

* Need more lines for hand portables. Need A-60 and A-0 codes. MSO Portland, OR

VFLS

* Modify to allow display of all lifesaving equipment required and all that is aboard, if different. MIO Sturgeon Bay

* Need more room for subchapter Q number. MSO Portland, OR

Port File Product Set (PF)

General Comments

* Add a "copy down" feature like that in multiplan for repeat entries.

PFIML

* In the print mode there should be a "print & kill" mode together to eliminate calling the product up again to kill. There should also be a slot for number of copies requested. MSO Portland, ME

PFRS

* Add mileage and a means to identify the inspector. MSO Chicago

* Unit should be able to retrieve statistics locally.

* Connect to all reports. MSO Cincinnati, MSO Pittsburgh

* Need to capture non-vessel factory and shop inspection and plan review hours. MIO Houston

* Modify to include following data elements: number of inspectors (qualified and trainee), miles traveled, and transportation mode. MIO New Orleans

* Need a summary retrieval of data. MIO Sturgeon Bay

PFID

* Modify to type out alternate or acting OCMI when coded A. MSO Memphis, MSO Pittsburgh

* Unworkable. Need acting authority foe OCMI's. MIO Sturgeon Bay

PFMB

* Need word processing ability. MIO Houston, MIO Sturgeon Bay

* Need ability to address to more than one addressee. Should have ability to hold outgoing message after it is entered to permit command approval before sending. A validation type format would suffice. MIO Sturgeon Bay

PFUA, PFPM, PFUL

* For system security purposes, modify to show passwords only when prompted. Conducting password activities are risky because the passwords currently are viewable by other personnel in the area. Having a private terminal for the MSIS manager isn't always feasible. MSO Duluth

PFPA

* Not user friendly. MIO Sturgeon Bay

PFPM

* Not user friendly. MIO STurgeon Bay

PFSO

* Should be modified for letters to be qued en masse but printed individually so that normal bond paper can be used for second pages. MSO Duluth

Party Name Product Set (PN)

General Comments

* List of IPN's would be useful even if only for foreign vessels. MSO Portland, ME

PNID

* Add code for manager and managing owners. MSO Savannah

* Allow more space for complete company and individuals name. Improve or explain soundex rules in more detail. MSO Boston, MSO Honolulu

* Present soundex leads to duplication of involved parties. Modify. MSO Paducah

* Modify company name data element to allow a variable number of characters to avoid use of abbreviations and help prevent duplication of parties. MSO Paducah

* Party name could use an additional 10 spaces to avoid multiple abbreviations for the same party name by different ports. MSO Miami

* Should permit printout of a particular segment of alphabet to see if party or vessel was previously entered. MSO Nashville

* PNID retrieval mode needs a soundex. MIO New York

* Should be modified to prevent or warn of duplicate IPN's. MSO Jacksonville

* Do away with IPN concept and delete PNID. More time is spent searching for existing IPN's, eliminating duplicate IPN's, assigning new IPN's, etc. than would ever be spent simply typing in the owner's name and address. The problems associated with using IPN's are insurmountable. Any user can modify an IPN to meet their requirements and unknowingly alter the owner/operator of a vessel they never heard of. This causes more problems than just on COI's, the IPN change also affects violation reports, etc. MIO New Orleans

* Modify soundex to print anything that has a proper name in it such as Wilson or Canonie not everything that has Inc., Ltd., shipping, or steamship, etc. MSO Milwaukee

* Expand PNID to allow for entry of lengthly foreign addresses. MSO Detroit

* Soundex needs an upgraded character string search, such as "All containing Cunard", to reduce duplicate parties and find those with minor errors like Co, Inc, Line/Lines, etc. MSO LA/LB

* Modify current soundex function to search for wider range around a name. It's currently set up to assign a new IPN without finding existing IPN's in too many cases. MSO San Francisco

* Soundex should be modified to use the vessel nationality or service as means of separating possible vessels. MSO Puget Sound

* Many fishing vessels and yachts are documented by using the owner's name as a company name in PNID. Modify to select a name from either individual or company. MSO Puget Sound

* Prints country abbreviations on letters not recognizable to postal organizations, for example: "SG" for Singapore. MSO Honolulu

Other Miscellaneous Comments

* All elements coded to accept unknown should accept one code vice three: U, UN, UNK. MSO Louisville

* Need a soundex for every main menu. Include roman numerals on soundex. MIO New York

* All morning reports/advisory memos should list a vessel name, VIN and case number to allow for ease of identification. Currently, special notices originated as ADMIN cases cannot be tracked. MSO Wilmington

* All vessel file product data elements that contain effective date entries should be modified to allow completion without entering a date when not applicable. MSO Wilmington

* Add capability to all product sets for open and closed case listing as done for MC. MSO Jacksonville

* Recommend a system of issuing each unit a block of MC numbers and MV numbers. This will assist the unit in keeping track of case status. The computer generated case numbers, issued sequentially Coast Guard wide don;t enable the individual unit to keep track of case without a seperate inhouse numbering system. MIO New Orleans

* A list of persons identified as involved parties in violation cases separated by role and port would provide a listing of masters having questionable records. MSO Detroit

* Need word processing capability for large narrative portions, especially VFOD. Should allow copying from one vessel to another. Should have ability to input from C3. Should have standard routes in a VF glossary and copy to VFOO. MSO Hampton Roads, MIO New Orleans, MSO Valdez

* Develop a product to generate a certificate of compliance. MSO Port Arthur, MSO Corpus Christi

* Create a suspension and revocation product to replace the current MERMARPER system. MSO Hampton Roads

DISTRICT VIEWS

Districts recommended the following modifications:

Port Safety Product Set (PS)

PSDR

* Delete or remove as a part of the automatic callup to a PSBR. CCGD3

* Add data element indicating when and where deficiencies were corrected. CCGD5

PSAS

* Delete. CCGD12

PSVH

* Delete all data carried over from IMSIS. It can't be trusted. CCGD12

* Would be more useful if it contained more information about vessel history and less about physical characteristics such as tonnage and length. CCGD1

Marine Violation Product Set (MV)

MVRR

* Computer generate a complete CG-2636 at the field unit for mailing to the district with all necessary information covering all elememnts of the violation. CCGD3

* Add lines to evidencs section. CCGD12

* MVRR is the biggest stumbling block to the system. It produces too much information which is clumsily read by district (m) staff and even more difficult for the violator to read. The MVRR should be concise; give the boarding report number, the violation report number, and the marine violation number (MV); and, should be generated

by the field unit and forwarded with extraneous information for processing.

* Need ability to make modifications to product at the district level. CCGD13

* Virtually impossible to read. Would be better if it looked like something like the CG-2636. CCGD1

* Need more space for description. CCGD9

* Unit and port endorsement should remain on the MVRR once it is validated. A legal action of WARN on the MVRR by a field unit should close the case. CCGD7

MVRR/MVCD

* Add a block for program identification so that during review of log for unit activity districts can determine violation activity by program. CCGD2

* Add manhours data element. CCGD11

MVCD

* Computer generate complete CG-2636 at unit for mailing to district with all necessary information covering all elememnts of the violation. CCGD3

* Penalty assessments aren't broken down into individual violations. A total is assessed. MVCD requires individual amounts which isn't the usual assessment practice. CCGD9

Marine Pollution Product Set (MP)

General Comments

* Computer generate a CG-3639 at the unit for mailing to the district with all necessary information covering all elements of the violation. Current policy of duplicating reports makes this product set of little use. CCGD3

MPRN

* Change mission performance factors to sequential order, i.e.: 10, 20, 30; not 00, 30, 20, 40. CCGD12

MPVS/MPNS

* Modify to account for cleanup and disposal. Expand "pollution substance" and "quantity involved" sections to include material recovered and disposed of in addition to substance and quantity spilled. CCGD14

MPIR

* Include cases investigated by EPA and referred to the district for violation processing. The Second CGD reviews approximately 350 EPA cases per year. CCGD2

* Need additional water body codes. CCGD9

MPRC

* Provide automatic insertion of OPFAC of unit logging into MSIS. CCGD5

Marine Casualty Product Set (MC)

MCIR

* Provide comment block. CCGD17

* MCIR for casualties not requiring Headquarters validation vice district stay on district log until validated by Headquarters. When clearing out log, this requires time to call case up only to find out no action is required. CCGD7

* Add manhours data element. CCGD11

Vessel Inspection Product Set (VI)

VIMR

* Include block for inspector's name. CCGD17

* Expand list of inspection types to include: control verification, platform, lifeboat, factory, etc. CCGD11

Vessel File Product Set (VF)

VFDS

* Add data element to distinguish vessel length as feet or meters. CCGD12

VFIP

* Include PNID information. CCGD5

VFVL/VFVS

* Merge into one product. CCGD5

Port File Product Set (PF)

General Comments

* This product set holds great potential for aiding district program managers. If it could be used to generate letters of assessment , notification or warning, it would substantially reduce the workload on the district staff and hearing officer. CCGD3

PFUA/PFUL

* Combine these two products. CCGD12

PFUA

* Requires too many steps to set up authority. Would be improvement if standard product authorities were developed for different types of users that could be automatically duplicated for one or more users. CCGD5

PFRS

* Expand product to include port safety, pollution, investigation, and vessel documentation manhours. CCGD13

Party Name Product Set (PN)

PNID

* Doesn't work well on soundex. Too many similar but duplicate IPN's are being created. CCGD12

Other Miscelleneous Comments

* In the Third Coast Guard District the Hearing Officer has no staff. Therefore clerical support must be provided by the divisions thst interface with the Hearing Officer. With the advent of the ReQuest data base, many of the routine administrative chores of recordkeeping have been reduced and automated letter generation has become possible. With the field offices already supplying the low level data entry, a means of directly dumping thr data into the ReQuest data base would eliminate the need for data entry by the district. This would result in at least one clerical saving in each division that could take advantage of MSIS without increasing the workload of the field units. CCGD3

* VI/VF or other appropriate file should include approvals and terminations of approval of Coast Guard approved equipment. CCGD14

* Make more information accessible at the district level regarding vessel documentation activity. CCGD1

* More intense effort by Headquarters could be made in accounting for manpower/resource hours and let the district retain the ability to define our own parameters for manpower studies. Each district is individual and has its own needs and wants where manpower studies where conducted and may view the same study conducted by headquarters with completely different results. CCGD1

* For ease of districts and field units provide only one open case log and one closed case log; i.e.: MSSP and MSPL. CCCGD2

* Hearing officer needs training in MSIS: use as evidence, outputs. Also needs a terminal for easier processing of ROV's. CCGD11

CHAPTER V

FIELD UNIT AND DISTRICT VIEWS OF THE NEED FOR ADDITIONAL MSIS LOG AND REPORT PRODUCTS AND MSIS GENERATED LETTERS

This chapter reports field unit and district (m) division views, based upon their questionnaire response, what MSIS data in the form of additional log and report products and MSIS generated letters, not presently provided, would potentially be useful to them.

ADDITIONAL LOGS AND REPORT PRODUCTS

Of the organizations that responded to the questionnaire, 75.5% of the field units and 58% of the district (m) staffs indicated that MSIS should be modified to produce additional logs and reports that would be useful in monitoring activity and managing resources. The following is a list of the additional logs and reports recommended by field units and district (m) division staffs. Where recommended logs and reports were the same or very similar in concept they were combined to limit

duplication and volume of material. To provide for further information by reference to specific questionnaire responses, each report is followed by the identification of the unit or units that recommended its use.

Field Unit Recommendations

* IPN log to reduce response time associated with creating IPN's and reduce the possibility of duplicate IPN's. MSO Portland, ME

* "90 day tickler" report of upcoming inspections for certification, drydock examinations, and mid-period reinspections. MSO Honolulu

* Log of all previous violations by an involved party. COTP Philadelphia

* Manhour log from PFRS, sorted by inspection type for a specified period. MSO Providence, MSO Cincinnati, MIO New York, MSO Wilmington, MSO Charleston, MSO Savannah, MSO Duluth, MSO Valdez, MIO Sturgeon Bay

* Activity summary log to develop periodic reports to Commandant. MSO San Francisco

* Mailbox log. MSO Port Arthur

* Manhour log from PSBR. COTP Houston, MSO Duluth, MSO Detroit, COTP Muskegon

* Factory inspection log. MSO Duluth

* Include a personnel action log and summary in the MC product set. MSO Boston

* Port file deficiency log of all outstanding CG-835's and port safety reguirements, both current and overdue. MSO Memphis, MSO Port Arthur, MIO New Orleans, MSO Chicago, MSO Milwaukee, MSO Juneau, MSO Portland, OR, MSO Pittsburgh

* Log of vessels removed from service with a reason code. MSO Chicago

* Log of vessel arrivals by port for movement analysis. MSO Galveston

* Log to call up owner/operator of vessels in VIFR. MSO Mobile

* Party name and address log. MIO New Orleans

* Pollution report listed by MPIR case number, date of spill, location, and OSC agency. MSO Paducah, MSO Charleston

* Vessels not boarded on PSPC should go to a log and maintained on file as not boarded, with arrival and departure dates and priority status. MSO Chicago, MSO Duluth, MSO San Diego

Districts Recommendations

* Monthly district summary of PFRS by unit available from MSIS. CCGD2

* Report of number of MVRR's returned for revision for insufficient information. CCGD2

* Port safety port call log that retains data on all vessel arrivals as a permanent record for each port. CCGD5

* Log of open district violation cases sorted by port safety, pollution, and vessel inspection cases. CCGD7

* Log to cross reference local case numbers and MSIS case numbers. CCGD13

* Source fact log for timely data on delinquent licencees that may come into port. CCGD13

* Resource management data similar to PFRS for all mission tasks with historical trends. CCGD11

* PNVI should be implemented to expedite sorting previous violation histories. CCGD17

ADDITIONAL MSIS GENERATED LETTERS

55.5% of the field units and 33% of the districts that responded to the questionnaire stated that MSIS should produce letters not currently produced. The following is a list of additional letters that field units and district (m) division staffs recommended. Where recommended letters were the same or very similar in concept they were combined to limit duplication and volume of material. Each letter is followed by the identification of the unit or units that recommended its use.

Field Unit Recommendations

* Certificate of inspection and amendment transmittal. MSO St. Louis, MSO Providence, MSOCincinnati, MSO Wilmington, MSO Galveston, MSO Chicago, MIO Sturgeon Bay, MSO LA/LB

* Mid-period reinspection follow-up. MSO Paducah

* Notification of completed inspection with no deficiencies. MSO Cincinnati

* Notification of overdue boilers, unfired pressure vessels, and tailshafts. MIO Philadelphia

* Certificate of inspection suspension letter for vessels that have exceeded reinspection dates. MIO Philadelphia

* COTP letter of warning generated from MVRR. COTP New York, MSO Miami, MSO Savannah, MSO Charleston, COTP Houston, MSO Corpus Christi, MSO Chicago, MSO Portland, OR, MSO Valdez

* Letter of warning to vessel owner when master has been issued a letter of warning. MSO Milwaukee

* Federal letter of interest in pollution cases. MSO Chicago

* COTP MARPOL deficiency vessel hold order. COTP Houston

* Facility inspection letter to be generated from facility product set. MSO Charleston

* Facility certificate of adequacy issued IAW 33 CFR 158. MSO Portland, OR

* Facility letter of adequacy issued IAW 33 CFR 154. MSO Portland, OR

* MC product letter requesting Form CG-2692. MSO Wilmington, MSO Jacksonville

* COTP orders. MSO Miami

* Drydock examination extension letter. MSO Charleston, MIO New Orleans

* Pending certificate of compliance and letter of compliance inspections. MSO Port Arthur

* Generate a certificate of compliance for foreign vessels. MSO Corpus Christi, MSO Port Arthur, MSOLA/LB

District Recommendations

* Standard Hearing Officer penalty assessment letters to automatically key information into MVSD and MVDL. CCGD2, CCGD14, CCGD13

* Information on PFSO should be available to automatically generate a letter of notification for violations. CCGD3

* Facility certificate of adequacy issued IAW 33 CFR 158. CCGD14, CCGD13

* Facility letter of adequacy issued IAW 33 CFR 154. CCGD13

* Oil pollution and CERCLA letters concerning cleanup. CCGD13

CHAPTER VI

ADDITIONAL COMMERCIAL VESSEL SAFETY PROGRAM MSIS FEEDBACK

In addition to the feedback presently provided by MSIS in the form of the logs and reports considered in Chapter III, other MSIS products contain information concerning CVS Program activity that potentially could be sorted (by vessel class, inspection type, etc.) and summarized (to show total activity, manhours, etc.) and used by districts and field units as feedback in monitoring workload and managing resources. For example, for each VI case number, the VIMR and PFRS products, collectively, include data elements such as manhours used for travel, inspection hours expended on board for machinery and hull inspectors and trainees, administrative hours, and number of deficiencies found.

This chapter reports field unit and district (m) division staff views, based upon their questionnaire response, of what CVS Program activity data not presently provided should be provided as feedback from MSIS for workload monitoring and resource management purposes. The data considered is that presently

contained in MSIS as well as that which is not presently contained in MSIS but should be, according to field units and districts.

INSPECTION ACTIVITY FEEDBACK

Field Unit Views

Of the units that responded to the questionnaire, 77.5 % felt that periodic feedback of the type of data contained in the VIMR and PFRS products would be useful to them in monitoring unit activity and managing resources. 42.5% of the units suggested adding data elements and collecting and including information not presently contained in the MSIS data base. The following information was suggested by the field units indicated:

* Add mileage to PFRS. MSO Providence, MSO Cincinnati, MSO Pittsburgh, MIO New Orleans
* Include inspector identification in PFRS. MSO Chicago, MIO Houston
* Factory and shop inspection hours. MIO St. Ignace, MSO Duluth, MSO Jacksonville, MSO Wilmington, MIO New York
* Liferaft servicing hours. MIO St. Ignace, MSO Toledo, MSO Wilmington, MIO New York
* Welder qualification hours. MSO Wilmington
* Control verification hours. MSO Jacksonville, MSO Miami
* ABS oversight hours. MSO Wilmington
* CVS administration hours. MIO Houston

* Plan review hours. MIO Houston, MSO San Diego

* Hours used to respond to enquiries from the public. MSO San Diego

* Include transportation mode in PFRS. MIO New Orleans

* List of deficiencies found but corrected and not resulting in a VIDR. MSO Galveston

* Distinguish between LPG and liquid chemical cargoes. MSO Galveston

* Distinguish between domestic and overseas inspections. MIO New York

* Include number of inspectors and trainees in PFRS. MIO New Orleans

The list of additional data elements reflects a stated concern that PFRS capture data related to non-vessel inspection activity, particularly in view of the stated intent in COMDTNOTE 5230, dated 27 June 1985, to eventually substitute PFRS for the monthly Report of Material Inspections, CG-2801, as discussed in Chapter II.

The feedback content desired by field units varied but included the following data elements from VI, PFRS, and VF in addition to the data not included in MSIS that are listed above: vessel name; vessel identification number; vessel service; type of inspection and purpose; date of inspection; manhours expended broken down into onboard hours (divided into machinery and hull), travel hours, and administrative hours; number of visits; vessel age; hull material; number and type of deficiencies found; and, deficiencies outstanding.

The feedback formats specified by field units also varied but consistently involved a data sort by vessel service and inspection type with summarized data to show the total number of inspections and visits, total onboard, travel, and administrative manhours; total mileage and transportation mode; and total number and type of deficiencies found. Several units suggested sorting by the vessel categories and inspection types listed on form CG-2801. An additional format specified involved a list of inspection activity sorted by vessel service and inspection type but without summarization.

District Views

Of the districts that responded, 75% felt that periodic feedback of the type of data contained in the VIMR and PFRS products would be useful to them in monitoring unit activity and managing resources. Only one district suggested adding data elements and collecting and including information not presently contained in the MSIS data base. CCGD11 suggested accounting for manhours used to support MSIS that are in addition to hours normally required to complete the same tasks without MSIS.

The content of feedback specified by districts varied but included the following data elements from VIMR, PFRS, and VF: vessel service; inspection type; location; manhours expended, broken down into time onboard (divided into machinery and hull),

travel time, training time, and administrative time, and extra time; and, date of inspection.

The feedback format specified by districts involved a sort by vessel service and inspection type with summarized data showing total number of inspections, total manhours in each category specified above. Additionally, CCGD3 recommended that feedback distinguish between domestic and overseas inspection activity.

MARINE CASUALTY AND VIOLATION INVESTIGATION ACTIVITY FEEDBACK

Field Unit Views

67.5% of the field units that responded to the questionnaire indicated that feedback of marine casualty and marine violation activity data in addition to the logs and reports discused in Chapter III would be useful. Several units also suggested that a personnel action product set be developed to track merchant marine personnel suspension and revocation cases.

The feedback content specified by field units included the following data elements: manhours expended for investigations broken down by case type into case preparation and administrative time, travel time, and time on scene in the field; mileage expended in investigation travel; and, marine casualty location. Numerous units suggested that a resource supplement similar to PFRS be developed for the MC and MV product sets.

The format specified for feedback generally involved a sort by investigation type with a summary of total cases by type with total manhours for each manhour category, and total mileage listed for each case type. MSO St. Louis suggested a sort of marine casualty cases by casualty location.

District Views

83.3% of the districts that responded to the questionnaire indicated that marine casualty and marine violation activity data in addition to the logs and reports discused in Chapter III would be useful.

The feedback content specified by districts included the following data elements: manhours expended for investigations broken down by case type into case preparation and administrative time, travel time, and time on scene in the field; and, mileage expended in investigation travel.

The format specified for feedback generally involved a data sort by investigation type with a summary of total cases by type with total manhours for each manhour category, and total mileage listed for each case type. CCGD3 suggested that data be entered into MSIS in the same format as currently reported on form CG-2802 with the addition of manhours for each investigation category. CCGD5 recommended that feedback also include average investigation manhours for each port for each type of investigation and national averages for comparison.

VESSEL DOCUMENTATION ACTIVITY FEEDBACK

Regional Documentation Center (RDC) Views

Fourteen of the fifteen units with Regional Documentation Center functions assigned responded to the questionnaire. Of those units, four indicated that it would be useful if the Vessel Documentation Module included data elements to record manhours expended for vessel documentation activity involving the transactions currently reported on form CG-5105. They also recommended periodic feedback be provided in the form of a data sort showing the total number of completed transactions of each type, the total manhours expended for each type of transaction, and the number of personnel, or manhours available, during the same period.

District Views

Of the districts that responded, seven indicated that it would be useful to record manhours expended for vessel documentation activity. They also recommended sorted and summarized feedback. Two different methods of monitoring activity were proposed by districts. The first involved recording information currently recorded on form CG-5105 directly into an MSIS product and then applying the Commercial Vessel Safety Operating Program Plan standard for those activities to

determine the manhours expended using the process described in Chapter II for CVS workload analysis. The second involved the recording of real manhours expended for each transaction and feedback of total transactions of each type, total manhours expended for each type of transaction, and port and national average manhours per transaction type.

FEEDBACK METHOD, FREQUENCY, AND SCOPE FOR INSPECTION, INVESTIGATION AND VESSEL DOCUMENTATION ACTIVITY

The questionnaire gave the following choices of methods of MSIS feedback and asked respondents to mark them 1, 2, 3,and 4 in order of preference:

a. Printout of sorted, summarized data mailed from Headquarters.

b. Floppy disc of raw data mailed from Headquarters for summarization by the user, given suitable hardware and software at the unit or district level.

c. Printout of sorted, summarized data available directly from MSIS.

d. Some other method, as described by the respondent.

The mean ratings by field units for methods of feedback were: a-1.8, b-2.1, c-1.1, and d-3.1, indicating an order of preference of c., a., b., and d. The mean ratings by districts were: a-2.3, b-2.4, c-1.7, and d-3.5, indicating the same order of preference.

The questionnaire gave the following choices of frequency of inspection activity feedback and asked respondents to indicate their preference: weekly, monthly, quarterly, and "other", specified by the respondent. Seventeen field units preferred monthly feedback, fourteen preferred quarterly, one preferred weekly, and four preferred some "other" interval, specified as an accumulative MSIS log or report product that would provide summarized feedback anytime accessed. Six districts preferred quarterly feedback, four monthly, and two preferred weekly feedback.

The questionnaire gave the following chioces of scope of feedback and asked respondents to mark them 1, 2, and 3 in order of preference:

a. Only the respondent's unit.

b. The respondent's unit and like units within the district.

c. The respondent's unit and like units throughout the Coast Guard.

Twenty-three field units preferred feedback of their unit and other like units throughout the Coast Guard, eleven preferred feedback concerning their unit and like units within their district, and five preferred feedback of only their unit's activity. Six districts preferred feedback of their district's activity and activity within all districts, and six preferred feedback of only their activity.

REGIONAL EXAMINATION CENTER (REC) DATA COLLECTION

REC Views

Fifteen of the seventeen field units with REC functions responded to the questionnaire. Seven recommended that some standard method of recording and reporting REC manhours to districts and Headquarters be established. The questionnaire provided the following choices of methods of reporting and asked respondents to mark them 1, 2, and 3 in order of preference:

a. Record using a C3 program and mail a floppy disc or printout to Headquarters via. district.

b. Manually prepared CG form.

c. Other specified by respondent.

The mean ratings assigned the choices by field units were: a-2.2, b-2.2, and c-1.6, indicating an order of preference of either a or b, followed by c. The preference of "other" was described as a MSIS product or electronic mail.

Field units suggested the following categories for REC manhours recording and feedback:

* Examination room monitoring
* Travel
* Mail sorting
* Application evaluation
* Correspondence preparation

* License/document preparation
* Telephone enquiries
* Walk-in and counter enquiries
* Training
* Civilian overtime

Seven units with REC functions felt that if REC activity is reported to Headquarters feedback should be provided to REC's in the form of a printout or MSIS product. Feedback frequency and scope desired by those units was stated as the same as for vessel inspection.

District Views

Nine of the twelve districts that responded to the questionnaire recommended that some standard method be established to record and report REC activity. The questionnaire provided the same choices of methods of reporting that were provided to field units and asked respondents to mark them 1, 2, and 3 in order of preference. The mean ratings assigned the choices by districts were: a-1.6, b-2.0, and c-2.0. As choice c, "other", districts suggested a MSIS REC resource supplement and a "Manpower Resources Module" for MSIS.

Categorization of activity recommended by districts was similar to that recommended by field units or, alternatively, as outlined in the FY 85-94 CVSOPP standard. The primary difference

between the two is that the CVSOPP standard doesn't account for walk-in and telephone enquiries or other activity not resulting in an actual license or merchant mariner's document transaction.

Of the nine districts that recommended that REC activity be reported, eight also recommended that feedback be provided by Headquarters at least quarterly and feedback scope include activity of all seventeen REC's. The format for feedback was recommended as a printed summary or on-line MSIS total of manhours for each category along with category average transaction times.

MISCELLANEOUS DATA COLLECTION

Unit Views

75% of the field units that responded felt that time spent in miscellaneous activities such as unit training, administrative travel, OER counseling and writing, unit meetings, supervisory paperwork and report review, etc. should be categorized and reported to district and Headquarters. The questionnaire provided the following choices of reporting methods and asked respondents to mark them 1, 2, and 3 in order of preference:

a. Record on a C3 program and mail a floppy disc or printout to Commandant via district.

b. Manually prepared CG form.

c. Other method specified by respondent.

Mean ratings by field units were: a-1.8, b-2.3, and c-1.7, indicating an order of preference of c., a., and b. The "other" responses were described as a MSIS product or some other automation.

The following manhour categories for recording miscellaneous manhours were recommended by field units:

* Personnel management (OER's, marks, masts, boards, civilian and military personnel administratiion, etc.)
* Military readiness.
* Professional training (C schools, civilian schools, unit training)
* Military and general training (marksmanship qualifications, defensive driving, human relations, etc.)
* Administrative travel.
* Leave, liberty.
* Public relations (propellor club, speaking engagements, etc.)
* Response to public and government enquiries.
* Program administrative overhead (supervisory paperwork and report review, etc.)
* Medical/dental.
* Technical research.

Of the 30 units indicating that miscallaneous time should be reported, 22 also felt that feedback should be provided from

Headquarters at the same frequency and scope as for inspection activity. Methods of feedback proposed were as follows:

* Printout provided from Headquarters.
* Unit access MSIS product with ability to analyze locally.
* Periodic MSIS printout of comparison of like units.
* Computer graphic display provided by Headquarters.
* Feedback similar to the "QAR facsimile" feedback provided by G-WP.

District Views

Ten of the twelve districts that responded to the questionnaire stated that miscellaneous time should be reported by field units to districts and Headquarters. Given the same choices of recording methods as the field units, they rated them as follows: a-1.6, b-2.0, and c-2.2, indicating an order of preference of a., b., and c. As an alternative, CCGD3 recommended a study to determine miscellaneous manhour requirements and actual manhour available for Program activity to update the CVSOPP standards.

Districts recommended two different categorizations of activity for reporting miscellaneous activity. The first was generally the same categorization described by field units. The second recommendation was to use the same breakdown as used by the QAR for PES/MER Program miscellaneous activity reporting.

Of the ten districts recommending that miscellaneous manhours be reported, seven also recommended feedback from Headquarters. The form of feedback that they recommended was a quarterly printout of category totals of all like units within the Coast Guard.

CHAPTER VII

ADDITIONAL PORT AND ENVIRONMENTAL SAFETY AND MARINE ENVIRONMENTAL RESPONSE PROGRAM FEEDBACK

In addition to the feedback presently provided by MSIS in the form of the logs and reports discussed in Chapter III, other MSIS products contain information concerning PES and MER activity that potentially could be sorted (by vessel service, boarding type, pollution source, pollutant type, etc.) and summarized (to show total boardings, manhours used, etc.) and used by district (m) divisions and field units as feedback for monitoring activity and managing resources. For example, for each boarding case, the PSBR product includes such data elements as the date, location, boarding type, manhours expended on board by regular and reserve personnel, and the number of discrepancies found. Commandant (G-WP-2) letter 5230 dated 20 August 1985 forwarded a Quarterly Activities Report (QAR) facsimile of page 1 of the QAR derived from sorting and summarizing MSIS PSBR data. As discussed in Chapter II, at some point in the future, MSIS will replace page 1 of the QAR as the reporting medium for that information and

eliminate the need for field units to compile operations and manhour totals for reporting purposes.

This chapter reports field unit and district (m) staff views, based upon their questionnaire response, of what PES/MEP Program activity data should be provided as feedback from MSIS for workload monitoring and resource management purposes. The data considered is that presently contained in MSIS as well as that which is not presently contained in MSIS but should be, according to field units and districts.

PORT AND ENVIRONMENTAL SAFETY BOARDING ACTIVITY FEEDBACK

Field Unit Views

84.6% of the field units that responded to the questionnaire felt that while the QAR continues as the primary source of PES boarding activity data, periodic sorted and summarized feedback of PSBR data, in the QAR facsimile format, would be of value to them for resource management. 94.9% of the units that responded to the questionnaire felt that after MSIS becomes the only reporting medium for QAR page 1 data, that periodic sorted and summarized data in the QAR facsimile format would be necessary and valuable since it would provide the only activity summary of PSBR data unless field units continued to maintain local manual accounting.

Generally, the field units that responded considered the QAR facsimile format and content satisfactory for PES boarding feedback. However, according to 23% of the units that responded, there are MSIS data elements concerning PES vessel boarding activity, other than those in PSBR, that should be included. Field units recommended the addition of the following data:

* Increase the vessel categories to include vessels <1600 gross tons and fishing vessels. MSO Anchorage
* PSDR summary listing deficiencies and followup action. MSO Portland, MSO San Francisco, MSO Cleveland, MSO Port Arthur
* Create a data element for number of PES boarding visits. MSO Port Arthur
* Identify vessels required to provide advance notice of arrival. MSO Portland, ME.
* Break down manhours to show travel time, time on board, and administrative time. MSO Cincinnati, MSO Puget Sound
* Include trainee hours. MSO Puget Sound
* Create a PFRS for boardings. MSO Louisville

District Views

Of the twelve districts that responded to the questionnaire, eleven stated that sorted and summarized feedback of the data in PSBR similar to the QAR facsimile would be useful to them at this time. All twelve districts stated that the feedback would be useful after page 1 of the QAR is discontinued and MSIS becomes the only reporting medium for PES boarding activity.

The QAR facsimile format was generally found to be adequate for the report if modified by the breakdown of each manhour category to show time on board, travel time, and administrative time.

Three districts stated that feedback concerning boardings from MSIS products other than PSBR would be useful. They recommended a report be provided from the MV product set to show boardings leading to violations, and that the report be sorted by flag and statute/regulation violated and show final action and assessed compared to paid penalties.

MARINE ENVIRONMENTAL RESPONSE ACTIVITY FEEDBACK

Field Unit Views

82.1% of the field units that responded indicated that summarized feedback of data from the MP product set would be valuable in monitoring workload and managing resources. 28.2% felt that additional data elements should be added to the MP product set and be included in feedback. Recommended feedback content varied but generally included some combination of the following: source and source type; identity and quantity of polluting substance; location of pollution incident; violations resulting; penalties assessed; and, manhours expended identified by OPFAC number and broken down into travel time, time on scene, and administrative time.

The feedback format specified by field units also varied but consistently involved a data sort by type of pollutant and amount, source type and location, with a summary of total cases of each type, total manhours expended in each manhour category, total violations resulting and penalties assessed.

District Views

Eight of the districts stated that sorted, summarized feedback of the data in the MP product set would be useful. Four districts stated that additional data elements should be added to the MP product set and be included in feedback. Recommended feedback content and format was the same as that recommended by field units with the addition of a means of distinguishing federally funded cleanup activities from responsible party funded, and a report of assessed penalty averages by district.

PES AND MER INVESTIGATION ACTIVITY FEEDBACK

Field Unit Views

64.1% of the field units that responded felt that data collection and feedback for the MV product set would be useful in managing resources. The content of activity feedback specified was manhours expended for investigations broken down into case

preparation and administrative time, travel time, and time on scene in the field; mileage expended in investigation travel; and, statute/regulation violated.

The feedback format specified involved a data sort by violation case type and type of action, statute/regulation violated, and manhour and mileage summaries in the categories specified above.

District Views

Nine districts stated that activity data collection and feedback for the MV product set would be useful. The same feedback content and format specified by field units was also specified by district respondents.

PES/MER FEEDBACK METHOD, FREQUENCY, AND SCOPE

Method

The following choices were provided by the questionnaire as potential methods of MSIS data feedback for boarding, violation investigation and pollution response activities. Responding units and districts were asked to mark them 1, 2, 3, 4, and 5 in order of preference:

a. A printout of sorted, summarized data, mailed from Headquarters.

b. Floppy disc of raw data mailed from Headquarters for sorting and summarizing by the unit, given given suitable hardware and software.

c. Printout of sorted, summarized data available directly from MSIS.

d. Unit access to the Commandant (G-W) VAX computer through a modem with C3 software to enable the unit to manipulate MSIS data loaded into the VAX to suit unit needs.

e. Some other method specified by the unit.

Mean preference ratings by field units for method of feedback were: a-2.8, b-3.0, c-1.7, d-2.9, and e-4.5, indicating an order of preference of c., a., d., b., and e. The methods of feedback specified under e, the "other" option, were: G-W reply to requests for special data on a case by case basis; a combination of options a and b providing for a mailed sorted printout from Headquarters and a floppy disc mailout for unit sorting; and, access to a continuously updated QAR product in MSIS.

The mean preference ratings by districts for methods of feedback were: a-3.0, b-2.6, c-2.3, d-2.5, e-4.3, indicating an order of preference of c., d., b., a., and e. "Other" methods specified by districts under option d were: a combination of options b and c.

Frequency

Feedback frequency choices of weekly, monthly, quarterly, and "other" intervals specified by the unit, were provided by the questionnaire and units and districts asked to indicate their preference. For frequency of feedback, 20 units preferred monthly; ten preferred quarterly; seven preferred "other" and specified it as continuous availability directly from MSIS; and, one preferred weekly. Four stated no preference.

For frequency of feedback, five districts preferred monthly, five preferred quarterly, and two preferred "Other". Other was specified as: real time access; and, quarterly feedback broken down by month.

Scope

Units and districts were given the following options for feedback scope by the questionnaire and asked to state a preference:

a. Only the respondent's unit.

b. The respondent's unit and other like units within the district.

c. The respondent's unit and other like units throughout the Coast Guard.

Sixteen units preferred feedback concerning their unit and all other like organizations in the Coast Guard, fourteen units

preferred feedback concerning their unit and other like units within their district, and eight unite preferred feedback of their activity only. Three units stated no preference.

For scope of feedback, six districts preferred feedback of all like organizations throughout the Coast Guard and six preferred only their district.

DISTRICT AND FIELD UNIT MISSION PERFORMANCE STANDARD AND WORKLOAD TREND FEEDBACK

The questionnaire asked unit and district respondents to rate on a scale of 1 to 5 the degree of usefulness, in managing resources, of potentially available reports concerning their organization's accomplishment of mission performance standards; a "1" indicating that the report would be of no use and a "5" indicating an extremely useful report.

The following is a list of the proposed reports with the mean of the field unit responses in the ( ) adjacent to the report:

* (3.9) % of high priority tankships boarded.
* (3.9) % of high priority tankbarges boarded.
* (3.7) % of COPH shipments supervised.
* (3.6) % of high priority freight vessels boarded.
* (3.9) % of facility inspection standard achieved.
* (3.3) % of harbor patrol requirement met.
* (3.3) % of SIV's boarded.

* (3.9) % of oil and hazardous chemical spills investigated.

The following is a list of the proposed reports with the mean of the district responses in the ( ) adjacent to the report:

* (3.1) % of high priority tankships boarded.
* (2.7) % of high priority tankbarges boarded.
* (3.0) % of COPH shipments supervised.
* (3.1) % of high priority freight vessels boarded.
* (2.8) % of facility inspection standard achieved.
* (2.9) % of harbor patrol requirement met.
* (2.7) % of SIV's boarded.
* (3.5) % of oil and hazardous chemical spills investigated.

The questionnaire also asked field units and districts for a similar rating of potentially available workload trend and effectiveness reports.

The following is a list of those proposed reports and the mean rating by field unit respondents:

* (3.1) Facility inspection violation rate.
* (2.5) Facility casualty rate.
* (3.8) Oil spill rate broken down by type of source.
* (3.4) Hazardous chemical spill rate broken down by type of source and volume.
* (3.2) % of oil and chemical spill responsible party response.

* (3.5) Number of Coast Guard emergency response activities.

* (3.5) Number of bulk liquid transfers broken down by vessel class and cargo type.

The following additional trend reports were recommended by field units as potentially being useful:

* Pollution discharge rate according to areas within zone or specific location.

* % of manhours devoted to administrative activity vs. mission manhours.

The following is a list of the potentially available workload trend and effectiveness reports and the mean rating by districts:

* (3.0) Facility inspection violation rate.

* (2.7) Facility casualty rate.

* (3.6) Oil spill rate broken down by type of source.

* (3.3) Hazardous chemical spill rate broken down by type of source and volume.

* (3.0) % of oil and chemical spill responsible party response.

* (3.5) Number of Coast Guard emergency response activities.

* (3.0) Number of bulk liquid transfers broken down by vessel class and cargo type.

46% of the field units and 66.7 % of the districts responding to the questionnaire stated that periodic reports of average times taken to perform specific mission functions, such as monitoring bulk oil transfers, inspecting waterfront facilities,

pollution investigations, etc., would also be useful in monitoring activity and managing resources.

SCOPE OF WORKLOAD TREND AND MISSION PERFORMANCE STANDARD FEEDBACK

The questionnaire asked field units and districts to indicate their preferred scope of feedback by choosing one of the following:

a. Only their organization

b. Their organization and other like organizations within the district

c. Their organization and all other like organizations throughout the Coast Guard

Those units choosing options b or c were also asked which of the following presentations of data would be most useful in comparing organizational activity:

a. Tabular presentation

b. Bar chart

c. Geographic map

d. Mix of the above specified by the respondent

e. Other presentation specified by the respondent.

For scope of feedback, fifteen field units preferred feedback of their unit's activity and all other like units throughout the

Coast Guard, twelve preferred feedback concerning their activity and all like units within their district and ten preferred feedback concerning only their activity. Four units had no preference. Of those units preferring options b or c, ten preferred a tabular presentation, three preferred a bar chart, ten preferred a mix, and one preferred some other form of presentation. The mixes specified were: tabular and bar chart; tabular, bar chart, and geographic map; and, geographic map and bar chart. The "other" form was all methods, by desired type, at user demand from MSIS.

For scope of feedback six districts preferred feedback of their district and other districts and six preferred feedback of only their district's activity. Of those districts that preferred feedback of all district's activity, two preferred a tabular presentation, one preferred a geographic map, and three preferred a mix, specified as: tabular presentation and bar chart,and a bar chart and geographic map.

QUARTERLY ACTIVITIES REPORT MODIFICATION

The questionnaire asked field unit and district respondents, how the remaining QAR data, not included in the MP and PS product sets, should be reported when the use of the PS and MP product sets for activity reporting replace page 1 of the QAR. The questionnaire provided the following choices and asked the

respondents to indicate their order of preference by marking them 1, 2, 3, and 4.

a. Reconfigure the QAR and continue its use to report Facilities, Vessel Movement Control, Drills/Exercises, Accident Investigation, and Additional Work Hours.

b. Modify MSIS by creating additional product sets to report the remaining QAR data.

c. Record on a C3 program and mail a floppy disc or printout to Headquarters via district.

d. Other specified by the respondent.

The mean preference ratings by field units were: a-2.2, b-1.4, c-2.7, and d-3.5, indicating an order of preference of b., a., c., and d. "Other" preferences specified were: report via modem to a district based program; and, record on a C3 program and electromnically mail to Headquarters.

The mean preference ratings by districts were: a-2.2, b-1.7, c-2.2, and d-4.0, indicating an order of preference of b., a. or c., and d. Districts specified no "other" preferences.

Asked by the questionnaire if the remaining QAR information should be modified in any way, 38.5% of the field units stated that it should and suggested the following modifications:

* Delete information recorded elsewhere, e.g. boat operating hours are recorded in the BAMS report. COTP New York

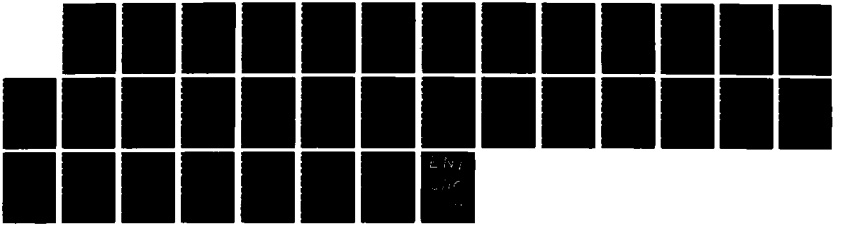
* Add Coast Guard Auxiliary assistance. MSO Miami

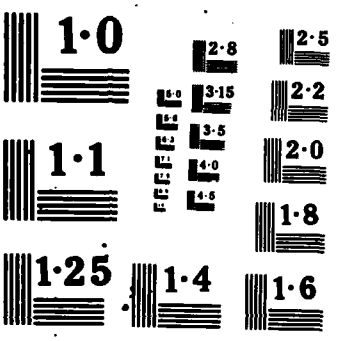
* Make the miscelleneous section more specific. MSO Charleston, MSO Cleveland

* Merge CVS Program data with PES/MEP. MSO Detroit

AD-A168 265 USE OF THE MARINE SAFETY INFORMATION SYSTEM DATA BASE IN PROGRAM MANAGEMENT(U) ARMY WAR COLL CARLISLE BARRACKS PA R C NORTH 01 MAY 86 2/2

UNCLASSIFIED F/G 5/2 NL





* Delete all manhour reporting not mission oriented, i.e. training, administration, etc. MSO Portland, OR

* Add emergency response evolutions manhours, i.e.: major marine casualty response, firefighting, bomb threats, major spill response, etc. MSO Puget Sound

Asked by the questionnaire if the remaining QAR information should be modified in any way, four districts stated that it should be and suggested the following modifications:

* Delete "No. of uncorrected discrepancies found by NCB and referred to MSO". CCGD14

* Delete FOIL. CCGD13

* Provide better guidance for completion and a further breakdown of "Admin" and "Support". CCGD13

* Incorporate CVS functions. CCGD12

* "Additional Workhours" category is too broad. Break it down to "Follow-up", "Ocean Dumping", etc. CCGD3

CHAPTER VIII

HEADQUARTERS USE OF MSIS DATA

The primary purpose of this study is to determine field unit and district needs for MSIS feedback and their views of the usefulness of existing products and data elements. However, Headquarters system user views of the usefulness of the products and data elements must also be considered so that if MSIS is modified, it continues to meet the needs of users at all levels.

The M and W staffs make use of the MSIS "production data base" of information available from accessing on-line products and also a "Headquarters" MSIS data base. The "Headquarters" data base consists of data supplied on a quarterly basis by Battelle, downloaded into the Marine Safety Office Automation (MSOA) system and evaluated utilizing "Response R" software and Wang hardware. Data is supplied by Battelle in the form of tapes of most host facility hard disc files. The hard disc files contain all of the data entered via the production data base; however, the files do not duplicate the production data base product formats.

G-MVI

G-MVI routinely uses MSOA to track inspection activity at various ports according to vessel service. Additionally, MSOA is used on an "ad hoc" basis to do various data sorts as requested by field units or to support MVI decision making. The following production data base products are used by G-MVI to track specific vessel inspection activity or to support decision making concerning problems involving specific vessels: VISI, VIOI, VIFR, VFVI, VFVB, VFCG, VFDL, AND VFVL. The PFMR and PFIML products are used extensively to communicate with the districts and field units.

Although, to date, MSIS data has not routinely been used to determine equipment failure and inspection deficiency trends, activity in that area is planned using MSOA.

G-MTH

G-MTH-1 is the primary MTH user of the MSIS data base. Use is limited to providing informational support to field units for the Letter of Compliance (LOC) program. G-MTH-1 inputs data and checks the accuracy and completeness of data entered by field units in the VFLD, VFDC, and VFID products. The PSVH, PSPI, and PSVB products are used to provide field units with vessel LOC history and highlight vessels with specific problems prior to LOC

inspections. The PSBR and VIMR products are used for the reporting of completed LOC inspections to MTH instead of mailing in a written report. The PFMR and PFIML products are used for field unit/MTH communications. The VFDD product is used to identify vessel usage as tankship, tankbarge, chemical carrier, gas carrier, or gas/chemical carrier.

As currently structured, MSIS is not used by MTH to routinely review casualty problems, trends, etc.; but MTH does searches from time to time on a vessel-by-vessel basis. Additionally, some selected vessels are tracked through MSIS to see if problems develop with a particular design feature.

G-MMI

Two separate data bases are used by MMI; the MSIS MC product set and the CASMAIN, a non-MSIS data base software designed by the MMI staff which utilizes Wang hardware. CASMAIN is the primary information system used by MMI for tracking marine casualties and for casualty trend analysis. The information in the MSIS MC product set is lesser in scope in comparison to CASMAIN. It's used to make vessel casualty histories available to field unit and districts, serve as a source of information for CASMAIN, and provide a means for MMI to monitor field unit activity.

Information is entered into CASMAIN by MMI personnel from written investigative reports submitted by field units. Data from MCIR, MCVS, MCFS, MCPS, and the VF product set is used to provide data for CASMAIN that may be missing from the written reports and is also compared to the corresponding written reports to validate the MC product set data. Currently, there is approximately a 20% error rate experienced with the MC data compared to the written reports. Although, potentially, manual inputting of data to CASMAIN by MMI personnel could be replaced by the MC product set providing direct field unit input, the error rate would have to be reduced.

The MCSP, MCPL, VFMC, and VFCG products are periodically reviewed by MMI and compared to Lloyd's Casualty Report to ensure that casualties reported by Lloyds' that are also reportable casualties for Coast Guard purposes are entered into MSIS.

The PFMR and PFIML products are used extensively by MMI for communicating with field units. For example, PFMR is used by field to notify MMI of cases completed and closed to file and by MMI to notify field units of completed Commandant actions on their cases. PFMR is also used by field units instead of messages to report the occurrance of major marine casualties to MMI.

G-MP

G-MP plans to use MSOA to analyze aggregate data concerning CVS Program workload such as vessel populations by inspection zone and resources expended in carrying out Program functions as described in Chapter II. Program effectiveness and safety performance by vessel owners and operators will also be monitored by evaluating safety performance indicators such as the incidence of deficiencies, violations, oil and hazardous materials spills, and marine casualties.

G-WER

The MP product set was designed by G-WER specifically to meet "future year" resource planning needs, among other objectives. It replaced the Pollution Incident Reporting System (PIRS) as the data system for the MER Program. G-WER plans to implement a program using the data in the MP product set to analyze basic measures such as number of pollution incidents, location, whether oil or hazardous chemical, Coast Guard or non-Coast Guard On-Scene-Coordinator, etc. Also, activity trends and their implication will be considered. Periodically, a run on specific chemicals being spilled will be used to determine if new chemicals must be added to CHRIS. A contractor, Computer Sciences Corporation (CSC) will provide the analytical capability

using data downloaded from the Battelle hard disc file tapes. Plans call for districts and field units to be able to access the CSC data base via modem.

The MPSP and MPPL products are used to by G-WER monitor timeliness of field units in entering and updating pollution incident data.

G-WP AND G-WPE

As discussed in Chapter II, MSIS will eventually replace parts of the QAR for reporting field activity. In the interim, MSIS data extracted from MSOA is being compared to QAR data to aid in the transition. MSIS data will also be used to develop workload trend information for each field unit and district, such as: facility inspection violation rate, facility casualty rate, oil and hazardous chemical spill rate broken down by type of source and volume, percent of oil and chemical spill responsible party response, number of Coast Guard emergency response activities, and number of bulk liquid transfers broken down by vessel class and cargo type.

CHAPTER IX

CONCLUSIONS AND RECOMMENDATIONS

This Chapter draws conclusions from the information presented in Chapters II through VIII, discusses the conclusions, and makes recommendations concerning data base modifications and data base feedback.

USE AND MODIFICATION OF CURRENT MSIS FEEDBACK

General

As stated in Chapter I, MSIS is designed as an integrated system for providing information to support the operation, management, and decision making functions of most of the Coast Guard's marine safety activities. MSIS is fulfilling that function at all levels in the Marine Safety Program, although perhaps to different degrees.

Questionnaire responses show reliance on the use of the logs, reports, and other MSIS production data base products by field

units for targeting high priority boardings; scheduling and preparing for vessel boardings and inspections by reviewing vessel histories and file products; tracking MC, PS, MV, and MP cases; analysing marine casualty rate of occurance and workload; obtaining data to complete violation reports, conduct hazard assessments during marine casualty and pollution response activities, and in general workload analysis and preparation of periodic activity reports for submission to Headquarters. Additionally, field units and districts have been innovative in their use of non-MSIS software with MSIS hardware to provide data analysis where MSIS is unable to do so.

At the Headquarters level, the use of the production data base is minimal in comparison to field unit use; however, the recent acquisition of Response R software has enhanced the ability of the G-M and G-W staffs to evaluate the aggregate data supplied by Battelle for safety degradation patterns, workload, and other trends. That aspect of data analysis is only beginning to take shape and should increase significantly in the near future.

MSIS provides a data base that is being employed as envisioned; and, the degree of suggested modifications indicates recognition of its value and a high interest on the part of field units and district (m) staffs to enhance its use as a management tool.

Log and Report Products

The field unit and district ratings of logs and reports reported in Chapter III indicate that the majority are useful to field units, districts or both. However, the logs and reports listed in table 9.1 are reported to be used infrequently as they now exist. They have a mean rating of less than 3.0 and a mode of 1 or 2 according to both field units and districts and are not reportedly useful at the Headquarters level. Accordingly, they should be considered for elimination to reduce the data base, or, modified to make them more useful.

REPORT	MEAN	STD DEVIATION	MODE
VISI	2.7	1.2	2
VIPL	2.5	0.8	2
VIOI	2.3	1.0	2
PFIT	2.1	1.2	1
VFSP	2.0	1.1	1
PFIF	1.5	0.8	1

TABLE 9.1 Infrequently Used Logs and Reports

Listed in Chapter III are numerous recommendations made by field units and district (m) divisions for the modification of existing log and report products to enhance their usefulness. Commandant (G-MP-4) should consider implementing those recommendations as modifications to MSIS occur.

Chapter III also lists field unit and district recommendations for sorting reports that would make them more useful. Although LOGTOIQL provides a capability to sort some

logs and reports, downloading MSIS data to file for sorting by IQL is a cumbersome process. MSIS should be modified to streamline downloading of MSIS data to file and expand the logs and reports that may be sorted by IQL. Alternatively, other more powerful data base management software such as "Request" should be considered as a replacement for IQL.

Chapter V lists logs and reports that potentially could be implemented to enhance activity management at the field unit and district levels. Their implementation should be considered by G-MP-4. A number of those proposed logs and reports deal with summaries of activity and corresponding manhour utilization. Their use will be discussed later in this chapter as part of additional CVS and PES/MER feedback.

It's realized that present system limitations may preclude some of the foregoing modifications. However, those not considered feasible today should be considered in planning the "follow-on" MSIS.

MSIS Generated Letters

The VI product letters produced by MSIS are used extensively by field units according to the ratings reported in Chapter III; and, the comments in Chapter V show a strong desire on the part of field units and district offices to expand their use.

More than half of the units that responded to the questionnaire indicated that they would like to be able to

develop their own wording for the letters. Additionally, several units pointed out that it's currently possible to modify a letter by copying to file and using the word processing software. As an interim measure that may be adequate, but, done on a regular basis, it loses much of the advantage in time savings that MSIS provides, especially where high activity levels exist. Although arguments can be made for the advantages of Coast Guard wide standardized wording, the wide spectrum of interests and activities encompassed by the Marine Safet Program demand more flexibility in communications. In the long term, MSIS should provide field units the alternatives of specifying the wording for MSIS generated letters or using the standard wording.

The interest shown by field units and districts in Chapter V in developing additional MSIS generated letters covers the full range of marine safety activity. In essence, in any activity that calls for the frequent issuance of a certificate or the use of a standard letter to transmit or request information that is related to MSIS subject or activity files, MSIS has the potential capability to generate the certificate or correspondence and should be modified to do so. Chapter V lists additional letters and certificates, which, according to field units and districts, MSIS might be used to generate.

Considerstion should also be given to MSIS generated boarding forms, special inspection forms, and inspection books to replace the CG-840 series. Several advantages are readily apparent. The boarding/inspection paperwork would be compatable with MSIS;

paperwork could be tailored to the specific vessel involved with much vessel data provided that presently must be recorded each time; and, the vessel file data provided could be verified by the inspector/boarding officer as a means of keeping the MSIS data base current.

Use of non-MSIS Software

Chapter III shows that field units and districts have made extensive and innovative use of MSIS hardware and non-MSIS software in applications involving activity reporting and analysis as well as in organizational administrative functions. Virtually every field unit that responded to the questionnaire employs Multiplan in the budget process. Most use IQL to record workload activity at least for transcription to the required written activity reports and often for local analysis. Some applications have the potential for being expanded to provide for or enhance Coast Guard wide activity reporting in some mission areas. Those applications will be addressed later in this Chapter.

Modification of Other Activity and Subject Products

Chapter IV of this report lists modifications to products, other than the log and report products, that were recommended by field units and district (m) division staffs. The intent of the

modifications is to increase the value of the data base to users at all levels and limit the data base to only information of value to users. The comments are extensive and mostly involve the enhancement of existing products by the addition of data elements to provide for more complete entries of information, or, to make the system easier to use. The MVRR and PNID products stand out as requiring significantly more modification than any of the others, with the use of the soundex feature and duplication of party names being the primary PNID problems.

Recommendations for the deletion of data elements are minimal, indicating that most of the existing data elements provide valuable information. The deletion recommendations focus on the VF detail products with the central issue being the degree of detail needed in order for MSIS to fulfill its purpose; that purpose, in part, being to build safety performance histories of vessels and to use those histories in analysis of safety degradation patterns and equipment failures. The manufacturer and model number of equipment would seem to enable the tracking of equipment failures. However, the detail entries in the data base for many items of equipment include such detail as motor serial numbers, pump capacity and rpm, etc. Extreme detail of data creates several problems. Among other things, it places a heavier burden on the marine inspector and boarding officer and keypuncher than might otherwise be necessary; it creates a greater amount of data to periodically revalidate; and, it

enlarges the data base unnecessarily or perhaps excludes other more necessary data from inclusion in the data base.

Two recommendations flow from this discussion of data base modification. First, G-MP-4 should review the field unit and district (m) division recommendations for additional data elements, other enhancements, and deletions, exclusive of those involving the VF details; determine which merit implementation, and schedule the modifications as future MSIS data base modifications occur. Second, the VF detail products should be reviewed with other G-M and G-W staff components to determine the degree of data base detail necessary to build safety performance histories of vessels and to use those histories in analysis of safety degradation patterns and equipment failures. After that is accomplished, any unnecessary data elements should be eliminated.

ADDITIONAL CVS FEEDBACK

Inspection Activity

Two vessel inspection activity summary reports should be provided to both field units and district (m) divisions. The first is a report by case number listing vessel name; VIN, date inspection completed, flag, inspection type, inspection purpose, number of visits, inspector identification, hull inspector hours,

machinery inspector hours, inspector travel hours, training hours, trainee travel hours, administrative hours, extra hours (as defined in PFRS), miles traveled, mode of transportation, number and type of deficiencies found, and number of deficiencies outstanding. As a second report, sort the list by vessel service and inspection type indicating for each type of inspection for each vessel service category: total number of inspections, total number of visits, total hours for each hours category, and total miles. Separate reports should be done for overseas activity. Factory inspections, welder qualifications, liferaft servicing, platform inspections, and plan review activity should be included in the reports with a facility identification replacing the vessel identification. The majority of the data is presently recorded in the PFRS product and VI and VF product sets.

Field units and districts prefer that feedback be provided as a product directly from MSIS. Chapter V lists the following potential MSIS log and report products that were recommended by field units and districts for implementation and reflect that desire: PFRS manhour log, sorted by inspection type for a specified period; activity summary log to develop reports to Commandant; factory inspection log, monthly report of vessel and factory inspection activity; and, monthly district summary of PFRS data by unit. The two reports described above include the same information. Current MSIS design doesn't permit report summaries of that type, but future modifications to MSIS should provide for them. Alternatively, a process similar to LOGTOIQL

using a more powerful data base management software may provide the needed analytical capability at the field unit and district level.

The second preference of field units and districts for the method of feedback is a printout of the reports mailed from Headquarters. That type of feedback is currently possible using the Battelle tape files and MSOA to sort data as described in Chapter VIII. That method of periodic feedback of PFRS product data is presently planned by G-MP-1. Those plans should continue but with the data expanded beyond that presently contained in PFRS to include the additional data specified above.

The frequency of feedback is presently limited to a quarterly basis since the contract with Battelle only calls for tapes of the Battelle files to be provided quarterly for analysis with MSOA. Accordingly, quarterly feedback should be provided to field units and districts, broken down into monthly activity.

Scope of activity feedback should include the activity of the organization receiving the feedback and all other like organizations throughout the Coast Guard. The report of activity of the other like units should be limited to the "summary" or second report specified above.

Investigation Activity

A resource supplement, similar to PFRS, should be added to the MC and MV product sets; and, a personnel action product set

should be developed to include a resource supplement. The resource supplement should include data elements to record manhours expended for each investigation broken down into case preparation and administrative time, travel time, time on scene in the field, and mileage expended in investigation travel.

If, in the development of an investigation resource supplement, it's feasible to provide for a MSIS generated activity feedback report, that should be included. Otherwise, for the reasons specified for inspection activity feedback, a printed quarterly report should be provided to field units and district (m) divisions by headquarters, sorted by investigation type, showing total cases, total manhours expended in each category, and total mileage. Also, a sort of the MC product data by casualty location should be provided to identify areas within zones with a high incidence of marine casualties.

Scope of activity feedback should include the activity of the organization receiving the feedback and all other like organizations throughout the Coast Guard.

RDC Activity Reporting

A resource supplement should be included in the VD product set to record manhours expended in vessel documentation activity. It should be modeled to reflect the transactions currently reported on form CG-5105.

If, in the development of a VD resource supplement, it's feasible to provide for a MSIS generated activity feedback report, that should be included. Otherwise, for the reasons specified for inspection activity feedback, a printed quarterly report should be provided to RDC's and district (m) divisions by Headquarters, sorted by transaction type, that lists the total number of completed transactions of each type, the total manhours expended for each type of transaction, the number of manhours available during the period of the report, the average manhours per transaction type for the port, and the national average.

Scope of activity feedback should include the activity of the RDC receiving the feedback and all other RDC's.

REC Activity Reporting

Present methods of REC activity reporting as described in Chapter II don't provide a complete picture of REC activity and also exclude district (m) divisions from the reporting chain. Although the REC's that recommended a change in the reporting method favored using MSIS, the present design and intended purpose of MSIS preclude its use for REC activity reporting. The preference of district (m) divisions for reporting REC activity was the use of a "C3 program" for use by the individual REC's to record activity as it occurs and then periodically mail a printout or floppy disc to Commandant via the district (m) division.

MIO New York and MSO Charleston employ variations of that concept using Multiplan to record REC activity for local analysis. Commandant G-MVP should examine the MIO New York and MSO Charleston applications for possible Coast Guard wide use.

Miscellaneous Activity

As with REC activity, MSIS isn't designed to record miscellaneous activity. However, MSIS hardware, employing non-MSIS software, provides a means to record manhours expended in miscellaneous activity and enhance the ability of G-MP-1 to analyze field unit workload by using real time figures instead of estimates in determining staffing. Consideration should be given to developing a software application as a means to periodically survey field unit miscellaneous manhour usage to validate the G-MP estimates, if not replace them.

ADDITIONAL PES/MER ACTIVITY FEEDBACK

PES Boarding Activity

The present "QAR facsimile" provided to field units by G-WP should be continued and eventually expanded to include vessels under 1600 gross tons and fishing vessels; a breakdown of manhours to show travel hours, on board hours, administrative hours, and trainee hours; and number of visits required to

complete a boarding. The current plans of G-WP to implement a MSIS resource supplement for PES boarding activity will fulfill the manhour breakdown need.

As a separate report related to boarding activity, a summary should be provided listing deficiencies and followup action sorted by vessel service, flag, vessel age, type of deficiency, statute/regulation violated, and assessed compared to paid penalties.

Field units and districts prefer a printout of sorted summarized data available as a product directly from MSIS. Secondarily they prefer a printout of data mailed from Headquarters or, alternatively, to develop their own reports by accessing the G-W VAX computer via modem provided that MSIS data can be entered into the VAX. Until that capability is developed, a printed report as specified above should be provided by Headquarters.

A monthly report frequency is preferred but since the source for the data is the Battelle tapes, frequency cannot be any more often than quarterly. Therefore a quarterly report should be provided, broken down by months.

Feedback scope should include the organization receiving the report and all other like organizations throughout the Coast Guard.

MER Activity

A report should be provided to field units and district (m) divisions that includes a list by case number with pollution source and source type; identity and quantity of polluting substance; location of pollution incident; violations resulting; penalties assessed; whether a federally funded or responsible party funded cleanup and manhours expended identified by unit OPFAC number broken down into travel time, time on scene, and administrative time. The report should include a summary of data sorted by type of pollutant and amount, source type, location, total cases of each type, total manhours expended in each manhour category, total violations resulting, penalties assessed, and penalty assessed averages by district.

The plans of G-WER to provide field units and district (m) divisions with access to the CSC data base described in Chapter VIII would allow field units and districts to structure their own reports. Alternatively, a printout of the data specified above should be provided by Headquarters.

A monthly report frequency is preferred but since the source for the data is the Battelle tapes, frequency cannot be any more often than quarterly. Therefore a quarterly report should be provided broken down by months.

Feedback scope should include the organization receiving the report and all other like organizations throughout the Coast Guard.

PES and MER Investigation Activity

A PES and MER investigation activity feedback report should be provided to field units and district (m) divisions consisting of a data sort by violation case type, with total manhours expended for case preparation and administrative time, travel time, and time on scene in the field; and mileage expended.

A monthly report frequency is preferred but since the source for the data is the Battelle tapes, frequency cannot be any more often than quarterly. Therefore a quarterly report should be provided broken down by months.

Feedback scope should include the organization receiving the report and all other like organizations throughout the Coast Guard.

Mission Performance Standard and Workload Trend Feedback

The following mission performance standard reports should be provides to field units and district (m) divisions by extraction of data from MSIS and/or the QAR:

* % of high priority tankships boarded.
* % of high priority tankbarges boarded.
* % of COPH shipments supervised.
* % of high priority freight ships boarded.
* % of facility inspection standard achieved.

* % of harbor patrol requirement met.
* % of SIV's boarded.
* % of oil and hazardous chemical spills investigated.

The following workload trend and effectiveness reports should be provided to field units and district (m) divisions using data extracted from MSIS and/or the QAR:

* Facility inspection violation rate.
* Facility casualty rate.
* Oil spill rate broken down by type of source.
* Hazardous chemical spill rate broken down by type of source and volume.
* % of oil and hazardous chemical spill responsible party response.
* Number of Coast Guard emergency response activities.
* Number of bulk liquid transfers broken down by vessel class and cargo type.

Periodic reports of unit and national average times taken to perform specific mission functions, such as monitoring bulk oil transfers, inspecting waterfront facilities, pollution investigations, etc. should be provided.

Mission performance standard, workload trend and effectiveness information and average time information feedback should include data concerning the organization receiving feedback and all other like organizations throughout the Coast

Guard. The format of feedback for comparison purposes should be either a tabular presentation or bar chart.

QAR Modification

In addition to the incorporation of PES boarding activity and MER activity reporting into MSIS, the remaining QAR data should be incorporated into MSIS as much as MSIS activity and subject file design will permit.

APPENDIX A

MSIS PRODUCT CODE LISTING

PORT SAFETY PRODUCT SET

Scheduling Arrivals/Boarding Actions
- VesseL Arrivals.....(PSAS)
- Port Call List.....(PSPC)
- Boarding Schedule.....(PSBS)

Filing Boarding Results
- Boarding Report.....(PSBR)
- Discrepancy Report.....(PSDR)
- Discrepancy Followup.....(PSDF)

Vessel History.....(PSVH)
- Print Tickled History.....(PSHO)

Responsible Party History.....(PSRP)
VPI/SIV Notice.....(PSPI)
- Notice Log.....(PSVP)

Port Safety Port Logs:
- Boarding Status At Port - Open Cases.....(PSSP)
- Boarding Port Log - Closed Cases.....(PSPL)

MARINE VIOLATION PRODUCT SET

Violation Processing:
- Report and Recommendations.....(MVRR)
- Violation Case Description.....(MVCD)

Violation Port Logs:
- Violation Report Status - Open Cases.....(MVRS)
- Violation Report log - Closed Cases.....(MVRL)
- Violation Status at District - Open Cases.....(MVSD)
- Violation District Log - Closed Cases.....(MVDL)

MARINE POLLUTION PRODUCT SET

Marine Pollution Information:
- Pollution Incident Report.....(MPIR)
- Vessel Supplement.....(MPVS)
- Non-vessel Source Supplement.....(MPNS)
- CG Response Report.....(MPRC)
- Non-CG Response Report.....(MPRN)

Port Logs:
- Open Pollution Cases For Port.....(MPSP)
- Closed Pollution Cases For Port.....(MPPL)

MARINE CASUALTY PRODUCT SET

Casualty Investigation Report.....(MCIR)
- Vessel Supplement.....(MCVS)
- Facility Supplement.....(MCFS)
- Personnel Supplement.....(MCPS)

Marine Casualty Port Logs:
- Open Casualty Cases for Port.....(MCSP)
- Closed Casualty Cases for Port.....(MCPS)

VESSEL INSPECTION PRODUCT SET

Vessel Inspection: Scheduler Function.....(VISF)
- Materiel Report.....(VIMR)
- Deficiency Report.....(VIDR)
- Deficiency Followup.....(VIDF)

Special Examination Requirement.....(VISE)
Special Inspection Note.....(VISN)
Inspection Status of Vessel:
- Summary.....(VISS)
- Details.....(VISD)
- Critical Profile.....(VICP)

Vessel Inspection Port Logs:
- Scheduled Inspections.....(VISI)
- Overdue Inspections.....(VIOI)
- Non-valid Certificates.....*.(VINC)
- Status at Port - Open Cases.....(VISP)
- Port Inspection Log - Closed Cases.....(VIPL)
- Fleet of Responsibility.....(VIFR)

Vessel Certificate of Inspection (Proxy Image).....(VICOI)
Certificate of Inspection Form.....(VICIF)
Certificate of Inspection Amendment.....(VICA)
Vessel Inspection Letters
- Letter of Notification.....(VILON)
- Letter of Expiration of Certification.....(VILEC)
- Letter of Extension of Requirements.....(VILER)
- Letter of Issuance of Requirements.....(VILIR)

Initial Letter of Non-compliance.....(VILIN)
Final Letter of Non-compliance.....(VIFLN)

VESSEL FILE PRODUCT SET

Identification Data.....(VFID)
Description Summary.....(VFDS)
Involved Party List..... (VFIP)
List of Safety Documents.....(VFLD)
Particulars Summary.....(VFPS)
Design.....(VFDD)
Measurement.....(VFMD)
Construction.....(VFCD)
Operating.....(VFOD)
Stability-Loadline.....(VFSL)
Dangerous Cargo.....(VFDC)
Plans Index.....*.(VFPI)
Special Class Identification (entry).....*.(VFSC)
Vessel Class Membership (retrieval).....*.(VFCM)
Systems Summary.....(VFSS)
Boiler/Pressure Vessels.....(VFBD)
Cargo/Ballast.....(VFCS)
Hull.....(VFHD)
Propulsion.....(VFPP)
Steering.....(VFSD)
Navigation System.....(VFND)
Electrical System.....(VFED)
Pumps.....(VFPD)
Deck Machinery.....(VFDM)
Lifesaving.....(VFLS)
Firefighting.....(VFFD)
Vessel File Logs
USCG Contact Log.....(VFCG)
Plan Review.....*.(VFPR)
Construction.....*.(VFVC)
Documentation.....(VFVD)
Inspection/Examination.....(VFVI)
Boardings.....(VFVB)
Marine Pollution.....(VFMP)
Marine casualties.....(VFMC)
Identity/Physical Changes.....(VFIC)
Safety Performance.....(VFSP)
Damage/Defects.....(VFDL)
Violations.....(VFVL)

CARGO FILE PRODUCT SET

Identification Data.....(CFID)

VESSEL DOCUMENTATION PRODUCT SET

Vessel Documentation Element Summary.....(VDES)

PORT FILE PRODUCT SET

Port Identification.....(PFID)
Port File Communications:
    Mailbox.....(PFMB)
    Incoming Mail Log.....(PFIML)
    Morning Report.....(PFMR)
    Scheduled Output.....(PFSO)
Password Management:
    Port product Authority.....(PFPA)
    User Product Authority.....(PFUA)
    Password Maintenance.....(PFPM)
    User List.....(PFUL)
Special Files:
    Inspection Tickler.....(PFIT)
    Inspected Fleet Dist.....(PFIF)
    Resource Supplement.....(PFRS)

PARTY NAME PRODUCT SET

Involved Party Identification.....(PNID)
Party-to-vessel Association.....(PNVA)
Party-to-facility Association.....*.(PNFA)
Party-to-vessel Incident Log.....*.(PFVI)
Party-to-facility Incident Log.....*.(PNFI)

* These products are not yet available

APPENDIX B

QUESTIONNAIRE DESIGN AND RESPONDENT PROFILES

DESIGN

The questionnaires distributed to field units, district (m) division staffs and Headquarters M and W staffs formed the primary input for this study. Since there are three types of marine safety field units, marine safety offices (MSO's) and their detachments (MSD's), marine inspection offices (MIO's) and their detachments (MIDET's), and Captain of the Port units (COTP's) and their detachments (PSD's), three different questionnaire formats were distributed. The MSO format was also distributed to district (m) divisions since also they have a M/W interest. Additionally, a serarate format was distributed to Commandant (G-M) and (G-W) staffs. Each format contained some mix of five standard sets of questions designed to develop data concerning different aspects of MSIS data use and feedback requirements.

Question Set I was designed to establish the respondent profile. It identified the organization responding, profiled the M/W field unit and staff experience of the individual or group who answered the questionnaire, profiled the experience and training of the organization's MSIS manager, and profiled the makeup of the organization's MSIS staff. This set was distributed to all respondents.

Question Set II was designed to establish what currently available MSIS data is being used by field units, district (m) division staffs and Commandant (G-M) and (G-W) staffs to monitor and analyze activity and what enhancements would make the MSIS data more useful. It was distributed to all respondents.

Question Set III was designed to establish what MSIS feedbck concerning CVS activity, not currently being provided, was desired by field units and district (m) division staffs. It was distributed to MIO's, MSO's and district (m) divisions.

Question Set IV was designed to establish what MSIS feedbck concerning PES/MER activity, not currently being provided, was desired by field units and district (m) division staffs. It was distributed to MSO's, COTP's, and district (m) divisions.

Question Set V was designed to establish how MSIS data elements might be modified to limit the data base to only that data usable to users at all levels. It was distributed to all respondents.

RESPONDENT PROFILES

Of the 40 MSO, 6 MIO, 8 COTP, and 12 district (m) division questionnaires distributed, 35 MSO, 6 MIO, 6 COTP, and 12 district questionnaires were answered and returned. Questionnaires were not distributed to field unit detachments; however, parent units were asked to include detachment input in their replies.

Responses were primarily group efforts. At the unit level the groups usually consisted of the MSIS manager and department heads. In some cases the unit commanding officer and executive officer also participated. At the district level, groups consisting of the MSIS manager and branch chiefs were the norm. The average collective level of marine safety experience of the groups in various assignments was: MIO/MIDET - 9.7 years, MSO/MSD - 16.3 years, COTP/PSD - 4.6 years, d(m) - 5.7 years, G-M - 5.2 years, and G-W - 4.7 years.

The average experience of MSIS managers in that function was 1.24 years. Of all of the units and districts that responded to the questionnaire only seven have full time MSIS managers. 68% of the field unit MSIS managers and 100 % of the district MSIS managers have completed one or more formal MSIS training courses.

DISTRIBUTION

Commandant, US Coast Guard: G-M, G-MP, G-MTH, G-MVI, G-MMI, G-MVP, G-MVD, G-W, G-WP, G-WPE, and G-WER

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