



Canadian Coast Guard Auxiliary - Pacific

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Operations Memorandum

To: All Unit Leaders

CC: Board of Directors

From: Ryan Woodward
Director of SAR/Operations

Date: November 19, 2004

Re: Incident Reports

On reviewing a number of recently submitted SAR Reports that reflected the good work that our members are doing at the "business end" of our organization, a number of consistent problems were noticed from a significant number of different coxswains and units. All persons completing SAR Reports are being asked to do their best to ensure that the reports are completed as much and as accurately as possible. Some of the issues noted include:

-Penmanship. Believe it or not, this is a significant issue. Please remember that there are a number of people who need to be able to read your completed reports; these people in some cases have a very difficult time in trying to determine the most basic information from the reports. If someone from your crew can't read the report after you've just completed it, imagine the problems it's going to pose after it's been through a fax machine (or two).

-Estimated vessel/property values. We capture the total value of property saved and assisted by the actions of our crews. This is one of the important statistics we can use to demonstrate an impact in the communities we serve and as a Region. If your Coxswains are not familiar enough with vessels and their values to be able to make an estimate themselves, please encourage them to ask the vessel owner or operator.

-Lives Saved versus People Assisted. Many Units are having trouble consistently reporting for these two categories. Lives Saved would only apply in the most severe situations, otherwise reporting in People Assisted would be more appropriate.

-PCOC. This field was added to capture incident data in relation to possession of the PCOC. To date, there has not been widespread use of this field with a very limited number of reports actually containing any data – and most of those indicated "unknown". Please have your coxswains ask the vessel owners, proof isn't required.

-Significant Events. The vast majority of the reports submitted still do not include an adequate amount of detail in this section. Often, what was reported as a four or five hour incident will be documented with only three or four lines of detail. If necessary, please use Annex 1 and tell us what happened!

-Incident Numbers. While there is no active process of checking incident numbers submitted against numbers issued by the JRCC *prior* to payment, periodically the JRCC's log is compared against the incident reports received by the CCGA-P Office. A significant amount of time goes into tracking down and correlating reports with incorrect numbers.

-Late reports. Please remember that the reports need to be submitted no later than 60 days from the date of the tasking. As the fiscal year winds down (March 31 is the end of the fiscal year) we very much appreciate getting the reports on a much more frequent basis (submitted weekly or sooner) as it allows us to effectively manage the limited fixed funds available to the organization. Around this time of year – it would be of great assistance to us if reports could be submitted at intervals not exceeding two weeks.

-Incident Duration. Please remember that the CCGA-P pays dock to dock for SAR taskings (which does not include time spent fuelling) and the minimum claim time for an incident where the vessel got underway is 1 hour. After 1 hour, round up in quarter hour increments (eg 1.25, 1.5, 1.75 etc). Claims should not be received with durations such as: 30 minutes, 0.7 hours, 1h36m etc.

-Use of the correct forms. Using the correct revision is important as it includes fields for data we are making an effort to capture as it reflects the results of our work. There are a surprising number of Units that have yet to make the change to the **April 2004 revision** of the SAR Report, and a handful that are still using reports that were obsolete in 2002. Please ensure that the current version is in use with your entire unit (don't forget about those owner operators!) and please dispose of any old revisions that you may still have around. **Reports submitted for incidents taking place on or after December 1, 2004 on out-of-date forms will no longer be considered for payment** please ensure that your Unit has made the switch by that time.

While we suspect that there are very few members who actually enjoy completing the paperwork after an incident, it is an extremely important part of what we do. The reports you all submit are the paper record of your efforts – they should reflect the same level of professionalism and capability that our crews consistently demonstrate on the water. These reports are used to generate statistics used by your Units, Supporting Societies and the Region as performance indicators and for fundraising and marketing work.

If you have any questions please contact Ryan Woodward at 604-214-8206 at home, 604-961-8206 cell/pager or by email at ryan.woodward@ccga-p.ca