

From: [REDACTED] [LT USCG \(USA\)](#)
To: [Phillips, Tracy O CAPT USCG D8 \(USA\)](#)
Subject: RE: SEACOR POWER - Follow up questions
Date: Wednesday, June 8, 2022 11:37:48 AM

Good Afternoon Captain,

How many people were on a typical D8 command center watch team at the time of the incident?

On a typical watch there will be at a minimum three people on the watch floor, the CDO, OU, and the SU.

What were the names of the different positions?

Command Duty Officer (CDO), Operations Unit (OU), the Situation Unit (SU) or the Marine Safety Watch (MSW)

What does the OU do?

The OU is in charge of receiving information through phone calls and SARSAT for the Command Center related to SAR & LE, and in the case of SAR coordinate assets, develop SAR plans, and keep the CDO informed of all activities taking place.

What does the SU do?

The SU receives all information for the Command Center that is related to marine safety and waterway events that are not directly related to a SAR case, but will still assist other members on the watch floor if able.

What does the MSW do?

The MSW fulfils a similar role as the SU, however they are more knowledgeable on Marine Safety issues such as cargo types on barges.

What were the watch rotation times for each position?

The CDO is a 24 hour watch that begins/ends at 0900 each day.

The OU and SU are 12 hour watches that begin/end at 0600 and 1800 each day.

Please describe the different computer programs or systems used to perform work in the D8 command center?

The primary computer programs that are used are Email, SARSAT, IHDB, SAROPS, CG1V, AMOSS, "PULSE" (a single source database created in house for phone numbers and other watch specific information.), MISLE, Open-Source data from the internet.

How are EPIRB alerts received?

EPIRB's send a signal to the satellites, which transmit the data to the Local User Terminal, which is transmitted to the Mission Control Center, and then are received by the watchstander through the SARSAT system.

Which of the programs can be viewed on one common picture?

SARSAT and SAROPS can be viewed simultaneously, everything else requires to be open separately, but often at the cost of computer performance.

Where are the Air Stations within D8?

Air Station Corpus Christi, Air Station Houston, Air Station NOLA, and ATC Mobile.

How many aircraft and what type of aircraft were located at each Air Station at the time of the incident?

Air Station Corpus Christi: 3-HC-144's, 3-MH-65's

Air Station Houston: 3-MH-65's

Air Station NOLA: 5-MH-65's

ATC Mobile: 3-HC-144's

Who has the authority to launch aircraft from each unit?

All Aircraft require D8 authority to launch with exception of Corpus Christi who can be launched by the Sector, though this is changing this summer.

If an EPIRB is detected by different types of SARSAT satellites, which position takes precedent?

If the LEOSAR (LOW Earth Orbit) and MEOSAR (Medium Earth Orbit) systems provide conflicting distress beacon locations prior to position confirmation, the LEOSAR position shall be given priority, taking into account the information on accuracy provided for each position. The RCC must undertake a diligent investigation to reconcile the data and ascertain an accurate distress location.

Please let me know if there is any additional information that I can provide.

v/r

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From: Phillips, Tracy O CAPT USCG D8 (USA) <Tracy.Phillips@uscg.mil>

Sent: Thursday, June 2, 2022 1:03 PM

To: [REDACTED] LT USCG (USA) [REDACTED]

Subject: SEACOR POWER - Follow up questions

Good afternoon LT [REDACTED],

Our Investigation Team has some follow up questions regarding the D8 command center. We looked back through the SEACOR POWER hearing testimony, and we could not find the answer to these items. Can you please answer these questions for us?

Thank you for your assistance.

Best regards,
Captain Tracy Phillips

How many people were on a typical D8 command center watch team at the time of the incident?
What were the names of the different positions?
What does the OU do?
What does the SU do?
What were the watch rotation times for each position?

Please describe the different computer programs or systems used to perform work in the D8 command center?

How are EPIRB alerts received?

Which of the programs can be viewed on one common picture?

Where are the Air Stations within D8?

How many aircraft and what type of aircraft were located at each Air Station at the time of the incident?

Who has the authority to launch aircraft from each unit?

If an EPIRB is detected by different types of SARSAT satellites, which position takes precedent?

From: [REDACTED] LT USCG (USA)
To: Phillips, Tracy O CAPT USCG D8 (USA)
Cc: Callaghan, Gregory A CAPT USCG SEC NOLA (USA); [REDACTED] CDR USCG (USA); [REDACTED] CWO-2 USCG (USA); [REDACTED] CPO USCG SEC NOLA (USA); Denning, Kelly K CAPT USCG D8 (USA)
Subject: SEACOR POWER: Follow up question
Date: Friday, June 24, 2022 12:39:09 PM

Good Afternoon CAPT Phillips,

Apologies for the delay – I wanted to make sure the Command Center had a chance to weigh in. Regarding the question, “Was all of the Sector Command Center equipment working properly on April 13, 2021 (the day of the incident)?”

Based on my personal experience as the Command Duty Officer and verifying against our radio logs, Sector New Orleans Command Center (SCC) experienced multiple issues with Rescue 21 RFF towers failing to produce Lines of Bearing and being unable to publish Rescue-21 audio. The SCC has had longstanding issues with our EON phone system which impacted our efficiency in the SEACOR POWER response. Most directly, the challenges experienced were interference on the line, inability for more than one watch stander to access a current call, requiring multiple attempts to conduct outgoing calls, and intermittent outages of the DVL system due to phone hardware casualties.

For general awareness, the phone system has one contracted technician that services the entire country when a problem escalates beyond our ESD’s expertise, due to the system being antiquated. For over two years, Sector New Orleans Command Center has experienced persistent phone issues. SCC and Sector New Orleans leadership have reported these issues, along with ESD NOLA, the D8 C4IT shop, and CG-741, who have all provided great assistance in attempting to rectify the issue. All phone lines in the SCC have been experiencing call out issues which has been a great hindrance to Search and Rescue prosecution. It sometimes takes 6-10 attempts to dial and make a call, often forcing our watchstanders to step off the watch floor and use cellphones to launch resources, provide briefs to Command Cadre and duty watchstanders, and even return calls to mariners in distress or reporting sources. Some desk phones have issues recording on the Digital Voice Logger, which is mandated for all SCC phone lines. Additionally, a few phones have had issues with talking on the phone and hearing the caller when answered. There have also been reports from some callers stating they had trouble connecting to the SCC when dialing our published numbers. This also raises concerns with regards to distressed mariner reaching the Command Center in an emergency.

Most recently, the Sector experienced a phone outage from 12 Apr – 03 May, a prolonged outage largely due to the antiquated Eon system requiring extensive, specialized onsite troubleshooting beyond ESD capability, with extended wait times for specialized contractors to arrive on site to rule out equipment failure before the phone companies will do higher level troubleshooting.

Please let me know if you have any additional questions and thank you!

Very Respectfully,

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From: Phillips, Tracy O CAPT USCG D8 (USA) <Tracy.Phillips@uscg.mil>
Sent: Wednesday, June 8, 2022 2:22 PM
To: [REDACTED] LT USCG (USA) [REDACTED]
Subject: SEACOR POWER: Follow up question

Good afternoon LT [REDACTED]

Our Investigation Team has one follow up question regarding the Sector command center. We looked back through the SEACOR POWER hearing testimony, and we could not find the answer to this item. Can you please answer the question below?

Thank you for your assistance.

Best regards,
Captain Tracy Phillips

Was all of the Sector Command Center equipment working properly on April 13, 2021 (the day of the incident)?