

# Marine

## News

JULY 2012

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## Wake Up America!

Mass Maritime's RADM Gurnon weighs in on the value of a technical track education & the maritime academy formula that makes it happen

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**A**t a point in time when there are seemingly so many uncharted variables looming just over the horizon for the marine sector, it is also a good time to be in the business of bringing the news to industry. There is plenty to write about. For starters, regulatory pressures that previously impinged only upon the bluewater, deep draft, International sectors have now been pushed down to the workboat and inland markets. The impact of this heightened oversight is especially daunting for domestic small platform operators, their mariners and the business models that shape it. You'll need help. *MarineNews* has answers.

In response to external pressures, management of waterborne assets in this sector has reached a new level of sophistication. The job can no longer be done by juggling a few spreadsheets, and/or generally continuing the status-quo. Management software for the workboat sector is here and its utility in day-to-day operations, compliance matters and finance cannot be denied. But, if that's true, then the real time dissemination of this data to those who need it – on board and ashore – is also a critical part of the puzzle. Hence, you can no longer talk about software without also mentioning SATCOM in the same conversation. Inside this edition, you'll find out why.

The American merchant marine now comprises about 40,000 hulls, of which about 39,500 can be classified as shallow draft, workboat or inland transportation platforms. The maritime educational system that for so many years operated on a bluewater blueprint is also responding to change. As the demand for workboat mariners increases, so too must the quality and relevance of the training that new personnel are exposed to. The Massachusetts Maritime Academy is one such place where these changes are palpable and the fruits of those efforts are already being realized in industry. Our article which outlines the new face of maritime training in the United States is therefore a real eye-opener. Not to be outdone, domestic shipyards – also yearning for qualified, skilled labor – are not sitting on their hands, either. Susan Buchanan provides details of their game plan.

We round out this month with timely coverage of technical developments affecting the workboat markets in way of deck machinery and propulsion. First; three distinctly different winch technologies, all important for different reasons, caught our eye. And, Raina Clark's description of new propulsion options for catamaran workboats is a unique look into how work missions are defining propulsion packages for a variety of special purpose boats. Out in front of shipyard itself, end users are now defining exactly what they want in a vessel. The change in course therefore results in a smarter hull, eventually allowing safer, more efficient operations.

Software, SATCOM, cutting edge propulsion, markedly improved maritime education for brown water mariners and demonstrable gains in winch technology: if all of that sounds too good to be true, then think again. We shoehorned all that good news into one issue of *MarineNews*. Don't worry; it will fit into your workboat, too.



Joseph Keefe, Editor, keefe@marinelink.com

### Online Resources

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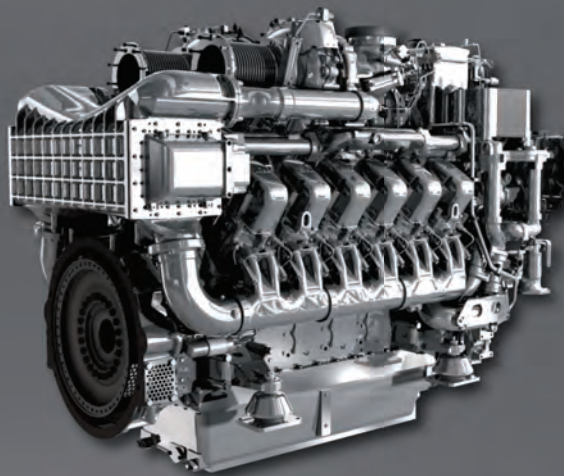


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## Jeffrey Joyce

*Director, Operational Training – British Columbia Ferry Services, Inc.*

A native of British Columbia, Jeff Joyce was accepted into the Canadian Navy in 1983 through the Regular Officer Training program and progressed through his post-secondary learning (B.Sc UBC) and Naval education, graduating from both in 1987. He completed his Certificate of Competency as a Bridge Watchkeeper, and then qualified as a Navigating Officer. Throughout his Naval career, Jeff excelled in many operational roles, but always felt most fulfilled when involved in training and education. He taught navigation and operations as a young Lieutenant, and then returned to the Naval Officers Training Center as the Senior Instructor and Head of Department. While so employed, he returned to school and completed his MA in Leadership and Training at Royal Roads University in 2003. After a 6-month stint as the Canadian Commodore's Senior Watchkeeper for Coalition Forces during the Gulf conflict, Jeff proceeded on exchange for three years with the Australian Navy. Subsequently, after successful tours at sea as Executive Officer of HMCS Calgary, and as Assistant Chief of Staff for the Commander of Maritime Forces Pacific, Jeff took retirement from the Canadian Navy just prior to his current appointment as Director, Operational

Training for British Columbia Ferry Services, Inc.

Joyce's view of maritime training therefore encompasses many angles, but his efforts to maintain a compliant, up-to-date – and perhaps most importantly – a safe workforce for British Columbia Ferries has set a new benchmark for the firm. Follow along as he discusses the “BC” way of training:

**TRAINING INITIATIVES ARE ALWAYS MORE SUCCESSFUL WHEN LED FROM THE TOP. TALK ABOUT YOUR LEADERSHIP STYLE.**

I couldn't agree more – and to me, 'led from the top' also means 'supported at the very top' as well. Without the CEO's buy-in and advocacy, building sustainable training programs would be a serious challenge indeed ... fortunately this is a non-issue at BC Ferries. I do my best to lead with transparency and sustainability as my mantra, as I go through some semblance of the following steps:

- Know the people
- Clarify the objective
- Facilitate the vision
- Support the process
- Challenge the team
- Make it fun and keep it fun



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**WHAT ARE SOME OF THE CHALLENGES WITH RESPECT TO TRAINING AT BC FERRIES AND HOW DO YOU ADDRESS THEM?**

BC Ferries is a large company with 35 vessels operating on 25 routes out of 47 terminals spread over 1,000 miles of coastline. With this much complexity, you can likely appreciate that the training demands are broad and deep in nature. My goal for the department is to provide relevant and sustainable resources to our training clients, which is accomplished through a three-pronged approach:

- Maintain a virtual Academy to provide training calendars, career path information, training schedules, training resource material, etc.
- Harness the collective wisdom of our employees by seeking out those with the experience, attitude and aptitude as Trainers. These volunteers are then equipped with Train the Trainer courses and adult education principals as well as ongoing mentoring support.
- Seek external expertise and partnerships that will benefit our training programs. We are partnered with local marine and community colleges and oftentimes, a fresh perspective is what's needed to make a breakthrough in training.

**WHAT ARE THE MAJOR TRAINING INITIATIVES YOU ARE WORKING ON AT BC FERRIES? WHY DID YOU START WITH THESE?**

The department manages over 95 training programs, but here are two examples:

- Bridge Team Simulation program, which started delivering curriculum in October 2011. The equipment for this program includes Kongsberg simulators located in three of our major terminals, the associated visual databases and hydrodynamic models and three full-time Master Mariner instructors. Since October 2011, we will have delivered over 40 separate two-day courses.
- The Standardized Education and Assessment (SEA) project is about 50 percent complete and continuing to gather speed and accolades along the way.

We wanted to roll out programs that would be immediately impactful to our employees and address the highest areas of risk in our operations. Navigating vessels

through constrained coastal and pilotage waters enroute to terminals of a wide variety of shapes and sizes within which tens of thousands of passengers embark and disembark every day necessitates training programs that are flexible, relevant, sustainable and provide the best value for effort. The Bridge Team Simulation program ensures a zero-risk environment while providing the bridge teams structured opportunities to hone their individual and team skills in simulated environmental conditions. The SEA program generates customized familiarization programs that are specific to the job, vessel, route, and/or terminal in question. Its Learning Management System facilitates this dynamic generation of learning material and leverages the advantages of a blended learning approach.

**WHAT IS SEA, AND WHAT ARE ITS GOALS?**

Prior to SEA, job-shadowing was the approach to familiarizing employees with their job. This had inherent problems including lack of standardization, inconsistencies in delivery, and a general lack of structure. The intent of SEA is to address those issues with a web-based, structured, blended approach to learning. SEA consists of several phases as laid out below:

<p><b>Phase 1 – Self-study</b> – the student is given access to an online resource that focuses on the Fleet-wide information.</p>
<p><b>Phase 2 – Onboard education</b> – a blended learning approach is used here, whereby the trainer follows a structured agenda with the candidate. The information is specific to the vessel (or terminal), the route and the job. A Practical Consolidation phase is included here where the candidate hones practical skills and learns the practical routines they will soon be following.</p>
<p><b>Phase 3 – Clearance</b> – this is the assessment phase – the candidate must pass a number of tests, including written, practical and oral.</p>
<p><b>Phase 4 – Continuous Improvement</b> – this phase is broken down into an initial skill enhancement phase, during which the now-cleared employee is continuing to learn and has a structured checklist of activities that must be completed. The second phase provides a path to promotion and includes a custom set of developmental courses as appropriate to the position.</p>

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Benchmarking and assessment in the SEA program is conducted in every phase of the program using a multi-modal strategy and blended learning approach. Phase 1 involves objective, multiple-choice self-assessments and a summative exam are randomly generated by the LMS for the self-study phase. Phase 2 involves onboard or on site education, managed by the trainer who creates an agenda that ensures all relevant learning material is delivered. Additionally, the learner has the “Coles Notes” version of the learning material from which to study. During the Practical Consolidation phase, an approved checklist is provided to the candidate to help lead them through their new routines and duties. In Phase 3, the candidate is assessed using both an objective randomized written exam as well as the more subjective assessment of the candidate’s practical skills and responses to a series of verbal scenarios. Finally, a series of checklists that are specific to the rank and department lead the candidate through the Skill Enhancement and Career Progression phases. We will be developing an online Career Progression tracking tool over the next year to add greater transparency to the managers and leaders as their employees progress through these stages enroute to higher positions in the company.

HOW MANY TRAINERS DO YOU HAVE, AND HOW DO YOU SUPPORT THEM?

The Company has more than 160 part-time trainers right now and that pool continues to grow as SEA rolls out across all four operational lines of business (Deck, Terminals, Catering, and Engineering). The candidates are put through a selection process and are then supported by attending regular training conferences and Train the Trainer sessions. Additionally, the SEA program has an associated SEA Trainer Community linked to the Learning Management System (MarineLS), which is continuing

to gain momentum and utility as the trainers turn more and more to this community for resources, support and collaboration with other trainers.

HOW DO YOU MEASURE THE ONGOING SUCCESS OF THE SEA PROGRAM?

The LMS associated with SEA does most of the number-crunching work for us. The Learning Logs and Analysis section of the website tracks a myriad of metrics for us that really streamline our assessments of success and areas for improvement. Additionally, my staff gathers feedback on an ongoing basis through our traditional means, ie. trainer conferences, feedback forms, and surveys. Finally, the Trainer Community is really gathering momentum in this regard as well. It facilitates online discussion, collaboration, polling, and questionnaires.

DO YOU SEE THIS BLENDED LEARNING APPROACH BEING APPLICABLE BROADLY ACROSS THE MARINE INDUSTRY? IF SO, COULD IT BE CODIFIED OR MADE PART OF A REGULATORY PROTOCOL?

Most definitely – I cannot advocate this strongly enough. The marine industry has a history of pulling its learners up through the hawse-pipe in what is rarely a nurturing and forward-looking way. A blended approach that combines online material and examination combined with face-to-face practical learning and demonstrations housed within a sustainable LMS will, in my opinion, always result in greater retention of learning for the candidate, greater confidence in the skills and knowledge of the graduates for the Company, and greater sustainability and transparency of process. There is no reason that structured familiarization programs like SEA, supported by MarineLS or equivalent LMS couldn’t be codified. In fact, SEA and its LMS would likely make codification much simpler as all competences are clearly articulated and then supported by appropriate learning material.

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## Inland Water Transportation in the United States

Industry research specialists IBISWorld recently took a detailed look at the domestic, inland water transportation sector, and predicted “calmer waters” for the sector and that “Rising consumption will support demand for water transportation.” That’s good news for the industry that comprises establishments that provide inland water transportation of passengers and cargo on lakes, rivers or intracoastal waterways. But, this sector faces many challenges; today and down the road. IBIS World’s report excludes Great Lakes system shipping. The industry is a complicated one; subject to regulation by the U.S. Coast Guard, Maritime Administration, Army Corps of Engineers (USACE), Departments of Transportation and Homeland Security, in addition to other federal and state laws. The in-depth (41-page) report drills down to great detail on all matters, but some key statistics are depicted below:

### Industry at a Glance (Inland Water Transportation in 2012):

Annual Growth (07-12):	- 0.8 %	Top Companies	PCT of Market Share
Annual Growth (12-17) (*):	3.0 %	<b>Kirby</b>	<b>20.9 %</b>
Profit (2012):	\$ 734.4 m	Ingram	13.3 %
Profit Margin (2012):	11.7 % of revenues	ACL	12.3 %
Wages 2017 (*):	\$ 1.4 bn	AEP	12.2 %
Wages, PCT of Revenue (2017):	21 %	All Others	40.4 %
Revenues:	\$ 6.3 bn	<b>Number of Businesses:</b>	3,076
Revenues (2017):	\$ 7.3 bn	<b>Businesses Predicted (2017):</b>	3,187 (*)

(\*) *estimated growth.*

The Inland Water Transportation industry dipped as the economy sank into recession. Consequently, fewer goods have been transported along domestic inland waterways, decreasing revenue. As a result of the recession, capacity utilization for industry companies fell, reducing operators’ revenue, profit and efficiency. In 2012, industry revenue is expected to increase 3.2% due to an increase in freight transportation. Revenue growth is forecast to continue over the next five years, with revenue growing at an average rate of 3.0% annually to \$7.3 billion in 2017. In 2012, IBISWorld estimates that profit margins (earnings before interest and taxes) will represent 11.7% of industry revenue. While this represents an increase of 2.5% over 2009, profit has fallen from its peak of 14.0% in 2007. Nevertheless, in the five years to 2017, revenue for the Inland Water Transportation industry is expected to return to more normalized growth, with revenues growing at an average annual rate of 3.0% over the next five years to total \$7.3 billion.

### Top 10 States by PCT Inland Revenues

State	PCT Revenues	State	PCT Revenues
<b>Louisiana</b>	<b>17.0</b>	Illinois	5.1
Texas	12.7	New Jersey	4.6
Kentucky	8.7	Washington	3.9
Tennessee	8.3	Maryland	3.3
New York	5.7	Minnesota	3.0



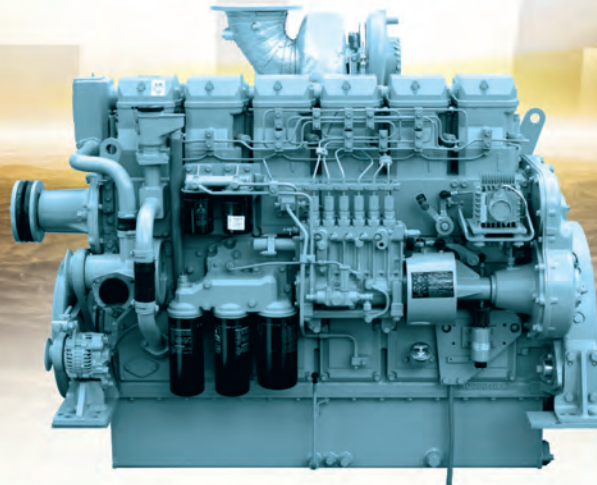
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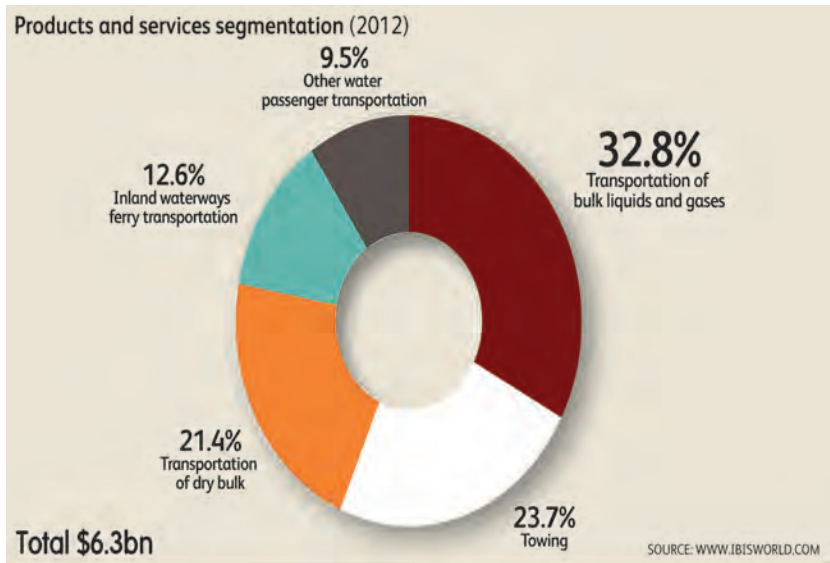


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## BY THE NUMBERS

The top ten states represent 72% of all inland marine revenues. This is a highly regional industry, primarily clustered around major waterways in the south and east. A notable exception is the state of Washington. Barge transportation has superior fuel efficiency to trains and trucks in terms of the distance a ton of cargo can be transported on a single gallon of fuel. Barge use also offers benefits in terms of congestion and infrastructure savings; taking more trucks off of the road will mean less pollution, and highways will require fewer repairs. Additionally, water transportation is safer and more reliable than rail transportation with respect to accidents and the increased promotion of trade. However, the Inland Water



Transportation industry's revenue is relatively small compared to ground and rail transportation. The enormous cost of developing man-made waterways limits most forms of inland water transportation, such as barges, ferries and tugboats, to traveling on natural bodies of water. As a result, the Inland Water Transportation industry will continue to face competition from other modes of transportation, especially rail and road.

This industry has low startup costs. Even so, the number of firms operating in this industry has declined at an estimated annual average of 1.3% to 3,076 in the five years to 2012. This decline is largely the result of major player acquisitions and owner-operators leaving the industry during the recession. Small operators are generally more susceptible to price-based competition and rising costs. And, the introduction of stricter regulations such as subchapter "M" and other inspection protocols is expected to make it more difficult for smaller operators to keep pace amid rising costs related to these regulations. Nevertheless, IBIS forecasts an increase in the number of operators by 2017 at an average annual rate of 0.7% to 3,187. Most of this growth will come from large players contracting business out to smaller firms. And, the top five transportation companies by percent of market share control 60 percent of the total market, leaving just 40 percent for the remaining ~ 3,000 players. The Jones Act, which prevents foreign-owned players from providing services on inland waterways, protects industry participants. This protection gives the domestic industry lucrative benefits and is not expected to change over the next five years. IBIS cites potential terrorist threats and other security concerns as the major driver for this.

### Inland Drivers

By volume, this industry's largest market is coal and iron ore. The demand for coal remains steady because it generates more than half of all domestic electricity. Coal traffic on barges has increased in the last few years after losing market share to railroads in the mid-1990s; however, this process is expected to reverse over the next 20 years. This change is mainly because it is cheaper to move coal using inland water transportation, depending on the destination. IBISWorld estimates that revenue attributed to barging operations has increased over the past five years and contributes about 29% of revenue.

Not all segments are anticipated to grow in the next five years. The inland passenger-ferry segment is expected to contract because governments are reluctant to provide large subsidies for ferry services between urban areas.

Cargo (by volume)	PCT Revenue	Cargo (by volume)	PCT Revenue
Ferry Transport (passengers):	12.6 %	Other (misc.):	9.5%
Dry Bulk Cargo:	21.4 %	Towboat & Barge:	23 %
Bulk Liquids / Gas:	32.8 %	<b>Top Cargo: Coal &amp; Ore:</b>	<b>20.9 %</b>

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# IBISWorld

**WHERE KNOWLEDGE IS POWER**

Governments will continue to provide reasonable subsidies so essential ferry services can be maintained, largely because alternatives, which include building bridges and tunnels, are too expensive. State governments are not likely to initiate funding such large capital investments due to the current cash-strapped position of many state budgets. And, despite massive ARRA funding and Tiger Grants to the transport sectors meted out by the federal government, very little of this ever makes it to the waterfront. *So much for America's vaunted "marine highways" ...*

The looming dark cloud for this industry is contained in the knowledge that, as of 2007, 117 of the 240 locks operating on the inland waterways were more than 50 years old, considerably beyond their originally intended lifespan. One Ohio River was forced to close for two months during 2003, due in part to aging infrastructure. IBISWorld estimates that these occurrences will become more common unless substantial investment is made to modernize waterways infrastructure. The limited new river infrastructure effectively prevents new geographical markets for this industry. And yet, the proposed budget for the USACE is 5% less for the coming fiscal year. What is a mother to do?



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# Will the American University System Follow in the Wake of our Merchant Fleet?

By RADM Richard Gurnon



Everyone who came to America knew that the most reliable path to financial success and status was hard work and higher education. That formula even worked for those born here. The rush to higher education started in 1947 when the GI Bill sent millions of Americans to college. In fact, for years, almost half of all those entering college were veterans (note: Merchant Mariners were *not* included in that benefit.) Higher education was seen by the public as both affordable and valuable. Within five years, the percentage of Americans with a bachelor's degree doubled and it has been climbing ever since; spurring much of the economic activity and many of the technological advances that vaulted America to a position atop the world. Now the pace has slowed and we are losing that competitive race toward a highly educated, technologically adept society.

Today, the national news is filled with discussions about the detail that student loan debt has surpassed total credit card debt in America. This has spurred a broader discussion about whether college is even worth the investment given that 50% of *last* year's graduating class is either unemployed or underemployed with the Class of 2012 just now hitting the streets. There is certainly much to be concerned about as our economy struggles to recover but cutting back on our investment in college education, both the financial and the human investment, is absolutely the wrong direction for this country. If we are not careful, our exemplary higher education system will fall from global prominence in much the same way as our merchant fleet slipped from its position as first in the world.

Already America no longer has the highest percentage of young citizens (25-34 year olds) with a college degree (we are in 11th place, behind Korea, Japan, Norway, Ireland, Sweden and others). In fact, the United States is one of very few countries where the older generation has a higher level of educational attainment than the younger. Although we still are the number one host country for

international students, our market share of those bright foreigners has dropped from 23% to 18% in just the last few years. Anyone in business can tell you that's not a good sign. Of more concern is the declining number of Americans who pursue a degree in science, technology, engineering or math; the so called STEM subjects. Only 16% of our college students are in STEM fields while our international competitors are producing many more science and engineering degrees (55% of the degrees awarded in Singapore are STEM). Another fact: almost half of the science and engineering degrees awarded in American universities go to international students who are here on F-1 visas ... and often these students are required to return to their own country upon graduation - even if they want to stay and make their fortunes here. Contrast these depressing data points with a small, but bright light.

Each of the six American state maritime colleges is enjoying the largest enrollment in their history and long wait lists are common for those wishing to enroll. Costs to attend are low, graduation rates are high and the school's reputations are excellent. Top graduates from these colleges can earn enough in their first year or two out of school to repay all of their student loans. Plus, American maritime colleges despite their diversified course offerings all have STEM heavy curricula. The program of study at all six maritime colleges is centered on three pillars:

- *high academic standards with a STEM focus;*
- *months of on-the-job experience with internships/coops;*
- *disciplined, regimental environments that develop teamwork and leadership.*

They represent an educational model that is an unquestioned success. In fact, the Chinese, who supply the largest number of international students to the world, are desperate to copy the American maritime education model and have been sending students and faculty to our maritime academies in increasing numbers. Massachusetts

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**Already America no longer has the highest percentage of young citizens (25-34 year olds) with a college degree (we are in 11th place, behind Korea, Japan, Norway, Ireland, Sweden and others). In fact, the United States is one of very few countries where the older generation has a higher level of educational attainment than the younger.**

***Although we still are the number one host country for international students, our market share of those bright foreigners has dropped from 23% to 18% in just the last few years.***

Maritime Academy (MMA) began a student exchange program with Shanghai Maritime University (SMU) in the late winter of 2009 with a group of ten SMU cadets (five Marine Transportation and five International Maritime Business majors).

After the first group of SMU cadets had been here for two weeks, my Academic Dean asked me to meet with the faculty who were assigned to teach classes where the Chinese students were interspersed with American cadets. The faculty was concerned that the Chinese were in over their heads and doomed to fail. The Chinese sat in class, didn't respond to questions, took notes and didn't participate in the classroom process. The faculty was sure that they were unable to process the complicated information presented at a rapid pace in heavily New England-accented English. The faculty recommended we switch the grading to pass/fail for Chinese students or abandon the project. We pressed on.

At the end of the semester, although the Chinese cadets were in a new country with a different culture, learning

challenging college-level technical subjects in a new language, they ranked in the top five spots in almost every class they were in, besting their American counterparts in such subjects as Stability and Trim, Dangerous Liquid Cargo, Principles of Finance, Port/Terminal Operations, Vessel Chartering, and Business Law.

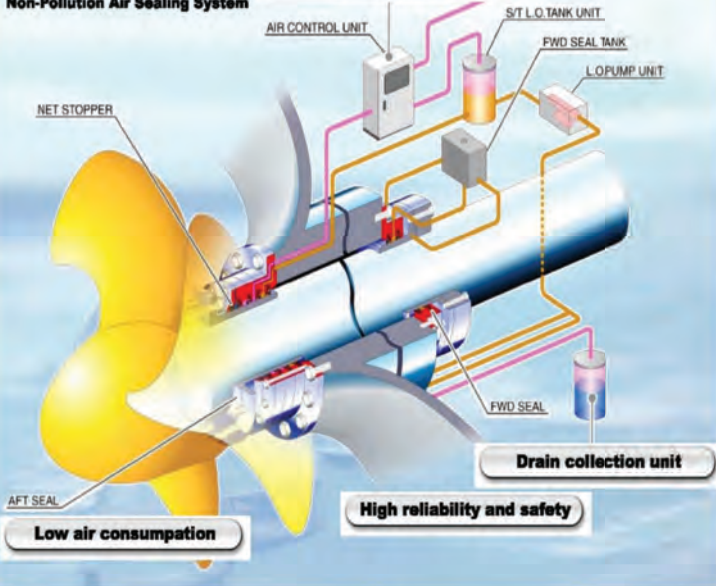
We in America need to take a lesson from the Chinese and relearn the "hard work and higher education equals success" lesson or we will certainly suffer the consequences. One answer to our declining place in the world of higher education may well be more choices modeled after our own maritime colleges: an emphasis on STEM subjects, teamwork/leadership training, and months of practical applications to reinforce skills. It may be ironic that the antidote to the sickness sweeping our educational system might come from a moribund maritime industry but if we don't do something quickly, the Chinese will be the first of many countries that surpass the US in higher education opportunities and national success.

***Rear Admiral Richard Gurnon, USMS, is the President of the Massachusetts Maritime Academy. Massachusetts Maritime Academy has been training business leaders, ship captains, engineers, and professional officers in the 19th, 20th, and now the 21st century. A 1970 graduate of the United States Naval Academy, Gurnon flew the multi-engine P-3 Orion anti-submarine aircraft throughout the Atlantic and Mediterranean. He was a plane commander, mission commander and instructor pilot for Patrol Squadron 26 in Brunswick Maine and Patrol Squadron 92 in Weymouth, Massachusetts. In 1981 he earned a Master's Degree from Bridgewater State College.***



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# Marine Insurance Pitfalls

Making Sure That You Are Adequately Covered – Attorney Larry DeMarcay Weighs In

By Larry DeMarcay



As one of the oldest forms of insurance, marine insurance has taken on many shapes and forms in this modern world. Under the simplest circumstances, selecting proper insurance is a difficult task. For companies involved in offshore construction and dredging operations, the procurement of proper insurance is of the utmost importance. Your insurance requirements are more complicated than the average marine operator due to the construction aspect of your operation. In order to make informed decisions when procuring insurance, it is important to know the basics of what types of insurance are available as well as what each type of policy covers.

Marine insurance protects vessel and cargo owners from losses sustained as a result of “the Perils of the Sea.” Marine insurance can be separated into three categories: hull and protection and indemnity coverage, cargo coverage, and marine liability coverage. Hull coverage protects the vessel itself and its machinery. These policies typically cover physical damage, salvage costs and also provide collision liability – also known as a “running down clause”. Protection and indemnity coverage, also called “P & I” coverage, covers bodily injuries and property damage caused by a vessel. It not only covers collision liability not included in a “running down clause,” but also covers other important potential liabilities. Essentially, while P & I policies insure the vessel owner’s incurred liability, it is important to find out what exactly is and is not covered by the policy in order to make an informed decision about what additional coverage you need to purchase.

### HULL INSURANCE

When looking to obtain hull insurance, there are some important issues to be aware of. Some policies have deductibles, or deductible-like provisions, which create a minimum amount of damage before the insurer pays on the policy. A deductible in a marine policy works just as it would with any other insurance policy. An insured must pay a certain amount themselves, and the insurer will cover any amount above that to repair the injury.

However, some policies use a different provision called a

franchise. A franchise is a minimum amount of damage that must be incurred before the insurer covers the loss – but then the full amount of damage, including the franchise, is covered, up to the policy limit. These deductibles and franchises protect insurers from liability for the normal wear and tear a vessel suffers due to its everyday use.

Two other important clauses to be aware of in hull policies are “Inchmaree Clauses” and “Sue and Labor” Clauses. An Inchmaree Clause covers latent defects in the hull and machinery. This protects the buyer of a vessel from injuries caused by flaws in the design, or in the manufacturing of the vessel, which may take time to become apparent, but can be the cause of an accident or injury.

Sue and Labor Clauses dictate that a vessel owner is required to take necessary measures to repair the vessel after damage occurs. If the repairs are successful, the owner is compensated for the reasonable costs of the repairs. If the repairs are unsuccessful, the insurer must pay for both the total loss of the vessel, and the repair costs the owner incurred in attempting to save the vessel from further injury. While it may sound counterintuitive for insurers to do this, it forces vessel owners to attempt to salvage a damaged vessel before the insurer becomes liable for the total loss of the insured vessel.

If you are purchasing a vessel that has the potential to fluctuate in price, or could be costly to replace, some insurers allow vessel owners to purchase “Increased Hull Cover” or “Hull Interest” policies. These policies allow an owner to take out a policy for an amount greater than the fair market value of the vessel. This protects an owner against fluctuations in price throughout the year, while also providing the owner with money that may be needed to cover administrative costs incurred while procuring a replacement vessel.

### CARGO INSURANCE

Cargo insurance covers goods on vessels in transport. It is usually obtained shipment by shipment, but can also be purchased for a set period of time. Cargo policies can be separated into three types of coverage: “all risk policies,” “with average policies,” and “free from particular average policies.”

“All risk” policies offer the most protection, covering all losses attributable to external causes. Though called “all risk” policies, misconduct and fraud normally prevent



recovery. Additionally, insurers can also specify additional risks not to be included in the coverage.

“With average” policies provide that, unless a stated percentage of the insured’s cargo is lost due to injury, the insured is not entitled to coverage. An “average” is just another word for a partial loss. In an effort to protect themselves from losses sustained due to the inherent susceptibility of the goods, and/or the nature of shipping goods on vessels, insurers came up with the “average.” For example, when shipping glassware or when shipping perishable goods, some will break and some will perish – but not due to a peril at sea. This average, or partial loss, is also called a “trade loss.” If more than the assigned percentage is damaged, the inference is that a peril at sea caused the loss - not the cargo’s inherent susceptibility to injury. It is important to note that the required percentage acts as a franchise, and not a deductible. If the loss is greater than the assigned percentage, the insured is compensated for the entire loss, because it is inferred the loss is due to a covered peril at sea.

In plain language, “free from particular average” (“FPA”) coverage provides that an insured is not covered for a

partial loss to his insured cargo unless it results from some enumerated event, occasion, or peril. These policies provide less protection for cargo by only covering partial losses if, and when, certain perils or events occur. Some FPA policies require the loss to be a direct result of the enumerated cause, while some only require that an event occurs, followed by a subsequent injury. It is important to talk to your broker about which provision your policy contains.

If cargo will be going from a warehouse to another warehouse, or other inland destination, you may consider making sure your policy contains a “warehouse to warehouse” clause, which insures the cargo while being transported, moved, or loaded from, or onto, land. Depending on the carrier, this may also be called a “shore clause,” and is made for anyone knowing their cargo will be moved inland in the course of its transport.

**SPECIFIC COVERAGE FOR SPECIFIC NEEDS**

As you can see, marine liability policies are tailored to address the specific needs of vessel operators. While you may or may not need certain coverage, it is important to know that they exist so that you can make an informed



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## INSURANCE

choice when purchasing insurance. In addition to this basic hull, cargo and P&I coverage, many insurers have specialty policies for stevedore liability, wharfinger (wharf owner) liability, terminal operator's liability, ship repairer's liability, ship builder's liability, charterer's liability, etc. and cover different exposures specifically related to the nature of each industry.

In addition to these traditional marine policies, many insurers are beginning to offer what is called a "Marine General Liability" policy. This policy combines a traditional "Commercial General Liability" policy with other coverage specific to the marine industry, such as P & I coverage, or different legal liability coverage. While these policies address the unique needs of vessel operators, it is important to watch out for insurers limiting the policy coverage which you would normally expect from a Commercial General Liability policy. So, while a Marine General Liability may look and feel like it is providing typical Commercial General Liability coverage, it may in fact have many limitations on the insurer's possible exposure to liability.

### THE LAWYER'S PERSPECTIVE

As the Courts have been slowly opening the door to awards of punitive damages in certain admiralty cases, you may want to look at the possibility of purchasing liability insurance coverage that does not exclude coverage for punitive damage awards. Almost all standard for insurance contracts exclude coverage for punitive damage awards. However, some insurers, for a price, will "buy back" the punitive damage exclusion of coverage. This buy back may be expensive, but if your operation puts you in a position where such an award may be more likely – such as operations that may be offensive to the non-maritime public – it may make financial sense for your company.

For the prudent vessel owner, many insurers provide excess and umbrella insurance policies. Although both

policies provide additional coverage, Excess Policies provide coverage over the limits of a specific policy and Umbrella policies provide excess coverage over several underlying policies. In the marine market, an excess policy may also be referred to as a "Bumbershoot Policy." These policies provide higher limits for primary liability coverage, such as general liability, P&I, legal liability, etc. Once the primary coverage is exhausted, the excess insurance policy steps in and provides coverage.

Offshore construction contractors should talk to their insurance broker about the possibility of obtaining a builder's risk policy for any significant projects that it works on. Builder's risk policies provide coverage for the structure being built and include coverage for the materials to be used in the construction of the project once they are in route to the construction location. This type of insurance is purchased on a project by project basis. It is also important to note that a builder's risk policy does not provide any liability coverage.

### AN OUNCE OF PREVENTION

While this article is by no means an exhaustive explanation of the intricacies of marine insurance, it aims to inform offshore contractors, dredging companies and vessel owners about some of the common policies available, and what to be aware of when obtaining insurance. Due to the increasing cost of insurance and the payment of claims, this is an area where a little knowledge can go a long way towards maintaining the profitability of your company.

*Mr. DeMarcay is a partner in the law firm of Fowler Rodriguez Valdes-Fauli. His areas of practice include Commercial Litigation, Admiralty, Personal Injury, Transportation, Real Estate, Construction and Corporate Law. [www.frvf-law.com](http://www.frvf-law.com)*

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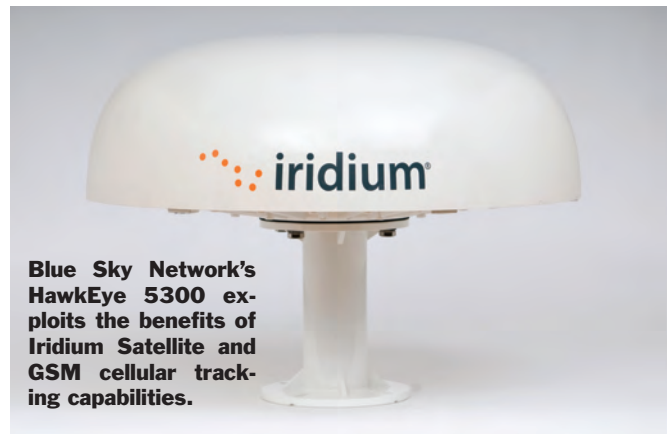
# Fleet Management & Operations

## Software and Communications (too)

The complex task of operating any marine enterprise isn't getting easier. These problems are exacerbated by the sheer number of smaller, workboat operators struggling to catch up with increasingly sophisticated business and regulatory requirements. Keeping track of the new subchapter "M" rules, for example, presents another headache, but that's just one of many facing today's operators. Increasingly, inland, workboat and OSV firms are turning to fleet management and operations software. Beyond the myriad software choices lurks the real issue for users: selecting a viable and affordable communications vehicle to transmit data, back-and-forth. You really can't mention one (software) without involving the other (communications). It also turns out that, like your own unique marine operation, no two solutions are exactly alike.

### **COST-EFFECTIVE INSTANT DATA COLLECTION: REDUCING COSTS WHILE INCREASING FUEL EFFICIENCY**

Managing vessel fuel costs, due to the combination of escalating fuel prices and ship-sourced emissions regulations, is now a critical issue for operators. This trend continues as new regulations and "ECA's" go into effect. That said; it is essential for maritime businesses to conduct assessments of each vessel's fuel system to determine the steps necessary to operate according to regulations while running the ship effectively. This requires real-time monitoring of the vessel's fuel storage, settling and service tank arrangement, as well as determining how to manage fuel switching when trading in areas where emission limits are in effect. Kemilinks International Pte Ltd. works with customers to develop ways to facilitate cost-effective tracking, monitoring and telemetry communications between a customer's onshore office and their assets at sea. Their proprietary Fuel Monitoring System, which comes with a Microcontroller Unit fully embedded with software application to collect and analyze fuel and engine data, is one way to counter the growing cost of navigating in international waters. The Fuel Monitoring System interfaces with any flow meter model and other sensors such as engines' control panel, anemometer, GPS, etc., to capture data regarding engine RPM, load, propeller pitch, propeller load and rudder angle. This data generates



graphical trending reports for analysis at the vessel's corporate headquarters.

In early installations, the Fuel Monitoring System sent reports to a shared folder and the ship's captain would email them at predetermined intervals back to the onshore office using satellite equipment that supported both broadband and voice services. But due to the airtime pricing structure of these satellite terminals, it was not cost-effective to send the fuel reports in near real-time. Customers wanted the fuel reports to arrive more frequently and automatically, without human intervention, allowing them to be able to analyze the operational efficiency of the vessel during a passage. However, they didn't do this because sending multiple data files from sea using the satellite broadband terminals increases their operational expenses.

As Kemilinks searched for a cost-effective way to manage transmission from international waters, SkyWave Mobile Communications, a global provider of communication services for machine-to-machine (M2M) applications, was introducing the IsatData Pro satellite service that enables remote management of fixed and mobile assets anywhere in the world. IsatData Pro is designed for transmitting telemetry information and remote management and control of equipment. Offering a significant increase in payload capacity, it delivers up to 10,000 bytes of information to the device and up to 6,400 bytes from the device. Other global M2M satellite services currently available offer data connectivity at between 270 and 340 bytes.

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detailed information in M2M applications. The Fuel Monitoring System continually collects data and sends the information back to the Kemilinks hub at predetermined intervals. Using IsatData Pro, the Fuel Monitoring System automatically sends reports without any human intervention. The onshore office can also perform on-demand polls to extract “at the moment” data.

A principal competitive advantage of IsatData Pro is that it offers a flexible airtime usage plan. A company can subscribe to the low data rate service to manage and communicate with more than one remote asset around the world. And, since hardware and airtime plans for IsatData Pro are significantly lower than those for satellite broadband terminals, smaller vessels that typically would not have onboard internet or voice capability can now have access to Kemilinks’ fuel monitoring service. Lastly, satellite airtime can even be pooled between vessels to reduce overall airtime costs.

**BLUE SKY NETWORK BRINGS FLEET MANAGEMENT TO THE CLOUD WITH SKYROUTER**

Blue Sky Network recently announced the launch of New SkyRouter, a fleet management portal for marine applications. New SkyRouter is a feature rich, cloud-based solution designed to support connectivity with remotely dispersed mobile assets including Blue Sky Network’s advanced Dual Mode GSM and Iridium tracking and communication hardware. This solution enables seamless connectivity with assets in problematic cellular reception areas and in remote locations. SkyRouter requires no installation or purchase of specialized hardware or software.

Today’s fleet managers require around-the-clock communication and overall safety and fleet efficiency can be achieved through alerts, monitoring of position data,

and unique event reporting. New SkyRouter leverages the integration of Blue Sky Network’s industry leading HawkEye 5300 which exploits the benefits of Iridium Satellite and GSM cellular tracking capabilities to deliver dual-mode tracking and event reporting of assets located anywhere in the world. Fleet managers can receive real-time updates which include GPS location information, messages, and on board diagnostic (OBDII) alerts, among others. Working in combination with Blue Sky Network’s robust certified hardware, SkyRouter can be easily installed on marine assets. Features include over-the-air parameter settings, automated event reporting, and local sensor data capture, and two-way messaging capability.

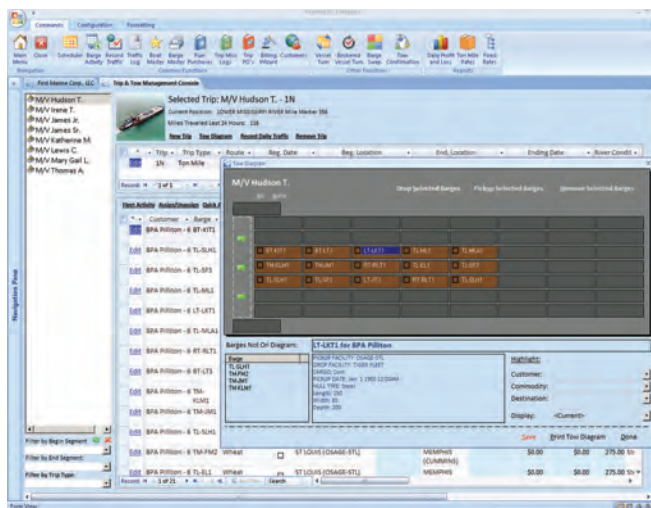
Jon Gilbert, CEO and Founder of Blue Sky Network told MarineNews in June, “This new platform in concert with our superb products means more mobile asset sectors can benefit from smooth integration of tracking hardware with a cloud based portal for seamless command and control across multiple asset types and deployments.”

**BROADBAND FLEET MANAGEMENT:  
THE BOATRACS AND KVH SOLUTION**

Fleet management software can be a game-changing tool for maritime companies to compete more effectively and run their operations more efficiently. According to Boatracs, the critical driver of any software solution is capturing and accessing good data. In the marine world, this involves vessels and shore operations communicating – both the software that is used as well as the network that is used to transmit the information. Customer requirements can vary dramatically. The Boatracs approach fits the solution to the customer’s needs as opposed to asking a company to change the way they do business. Since 1990, Boatracs has provided narrowband satellite solutions with shore side fleet management software to enable vessels to communicate consistently with operations. This system, Boatracs OmniTRACS, meets the needs of those companies who have minimum data sharing needs and require simplicity and ease of use in an extremely affordable satellite solution. The fleet management software can be accessed from any PC or mobile device with internet connectivity. For those customers who operate within cellular coverage but require greater coverage and reliability, the recently developed and economical OmniTRACS solution makes transmitting the data as cost effective as possible. OmniTRACS already serves thousands of vessels, but the number of customers with requirements for uninterrupted internet connectivity and high-speed data transmission is growing. More vessels have PCs on board utilizing a variety of software applications, and satellite broadband has become a viable

option due to a steady decrease in airtime rates combined with a decrease in the size of antennas.

Responding to the market, Boatracs recently announced a partnership with KVH to offer a Broadband Fleet Management Solution. The Boatracs Broadband Fleet Management Solution is a unique end-to-end combination of fleet management software with mini-VSAT broadband connectivity to make data collection and transmission smooth, easy and affordable. The solution combines Internet and Voice over IP with vessel tracking, two-way messaging and custom forms to satisfy the needs of crew and operations staff, in one complete package. Components include Boatracs BTConnect, a web-based fleet management software that pulls data in from any vessel hardware to display positions and messaging on one integrated user interface, Boatracs BTForms, a custom smart forms software that converts the paper forms crew and operations are adept at using into dynamic forms that standardize data transfer and TracPhone V3, the smallest maritime VSAT antenna that uses the reliable KVH global mini-VSAT Broadband service with data plans 1/10th the cost of comparable alternatives.



**Tow Management Console: A console in MarineCFO used by companies that manage barge tows.**

**FLEET OPERATIONS & FINANCIALS: AN AGNOSTIC APPROACH TO DATA COMMS**

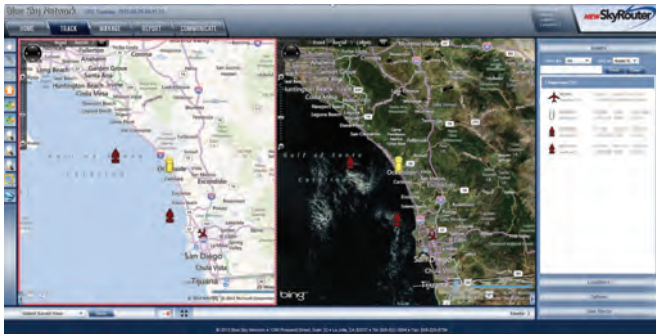
Embracing a full Enterprise resource planning (ERP) approach, MarineCFO's products encompass fleet operations and financials, and accounting, too. Dean

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**Blue Sky SkyRouter picture with Marine Assets Tagged**

Shoultz, MarineCFO's Chief Technology Officer describes it simply, as "a holistic approach – our software touches every aspect of the business." Shoultz adds that a key strength of MarineCFO's turnkey solution is its flexibility and adaptability to existing client systems. And, MarineCFO provides a flexible architecture allowing companies to describe the business rules, workflows and alerts required to manage and conform to internal or external regulations, such as the USCG 46 CFR Subchapter "M" regulations.

For clients who don't want the financials (60 percent run the full suite), MarineCFO comes with pre-built adapters for Oracle, SAP, and most of the top and mid-market accounting systems. Shoultz adds, "Even the 40 percent who don't use our financials derive tremendous benefits because we run our financials behind the scenes."

With modules that range from the full gamut of marine operations to financials, human resources and fleet management, Shoultz points to the MarineCFO dashboard, which provides a WEB-based view of Key Performance indicators (KPI's). Busy executives don't necessarily have to jump into the software; they can instead look at the web-based KPI's. The software's framework provides for analysis of what makes each client unique. MarineCFO's Vessel Operations Live! Suite resides on the vessel with a local database and no dependency on outside connection. Connectivity is then established through what Shoultz describes as a replication strategy. He explains, "This is highly configurable. Anything that be done on shore can also be done on the boat and that data is replicated, back and forth."

When it comes to data communications, however, Shoultz

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diverges with many competitors. “We’re provider agnostic – obviously, we prefer more bandwidth, but we’re configurable too. For example – if one portion of the fleet with use air cards, we can set things up differently than for SatCom transmittals. We’ll set up with an eye towards knowing whether they are being charged by the data byte or another fashion. The consequence of having less bandwidth (or more expensive bandwidth) is deciding what data is absolutely critical to going back and forth, when and how. We can configure so that the customer has more control over their costs. You analyze what you need it for and then decide – is it worth it to pay more for additional bandwidth?”

Beyond communications, MarineCFO provides even more choices. These include server-based (Enterprise type – behind the firewall) traditional software and a MarineCFO Live! true cloud-based application, oriented toward smaller operators who have similar billing and compliance challenges even if they only run one or two boats. The latter choice is designed for operators who typically can’t afford IT infrastructure and staff. Hosted on robust data servers, users pay a small monthly fee to access the application. Intentionally simpler, assuming that some firms have less sophisticated needs, the latter option is based upon the same framework. Some larger customers use portions of the cloud-based version because it sometimes makes for sense. MarineCFO Live! is positioned as a turnkey product, with no IT investment required. Shoultz adds, “You give us a small check each month, and we’ll give you a system that works. Small operators like that. For Enterprise customers, we can mix the two solutions, to give them a more robust, versatile solution. They both write to the same data model.”

#### DIFFERENT BOATS;

#### DIFFERENT LONGSPICES

In ever-increasing numbers, Workboat operators who dip their toes into the operations and monitoring software game are quickly discovering that the software itself is only one part of the ultimate solution.

Without a doubt, communicating

that data – back-and-forth – is the final piece of the puzzle.

Beyond this, and perhaps just as importantly, no one solution or combination thereof is right for every operator.

That said, the solutions outlined in this article – and others, too – are a good place to start.

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# At the Leading Edge: *Innovative Brown Water Programs*

Arguably the best equipped and most environmentally sound maritime campus in the country, Mass Maritime also finds itself (not by accident) at the leading edge of a fundamental change in how maritime academies deliver education in a changing marketplace. At the heart of that effort is a comprehensive workboat simulation and training program.

*By Joe Keefe, Editor*

#### **SAME ROOTS: DIFFERENT INDUSTRY DEMOGRAPHICS**

Clinging tightly to its maritime roots and firmly anchored in the crystal clear waters that surround its picturesque campus, the Massachusetts Maritime Academy last month sent the largest graduating class in its 212-year history out into the workplace. Not all of today's graduates aspire to go to sea, but about one-half of cadets still participate in traditional curriculum, culminating in a Coast Guard license allowing them to work at sea in the engine room or on deck. Significantly, many of those are also opting to maximize their knowledge in workboat training through a unique and comprehensive training module now available on campus. The programs reflect the changing demographics of the U.S. merchant fleet where virtually 99 percent of the approximate 40,000 domestic hulls can now be classified as brown water workboats. Leveraging that statistic and adjusting to the times, MMA finds itself out in front as inland and coastwise operators call out for competent mariners.

#### **STATE-OF-THE-ART & ENVIRONMENTALLY AWARE**

At Mass. Maritime, classroom buildings surrounded by LEED Gold certified dormitories and the recently completed ABS Information Commons which houses a full mission Transas Bridge simulator (made largely possible by a \$3 million donation from the American Bureau of Shipping) highlight the modern infrastructure on the Buzzards Bay



Mass Maritime's 360-degree tug simulator

campus. Towering above all of it is the Academy's futuristic wind turbine which not only supplies a fair percentage of the Academy's hotel load but also sends power in one form or another back into the grid and returns money to the school's coffers. Once just a mere curiosity and a boon to MMA's bottom line, the turbine may someday put today's cadets out in front of the pack as the U.S. wind energy market tries to gain some headway. In the meantime, the tug and workboat curriculum is already yielding fruit for the academy – and industry, too.

The showpiece state-of-the-art, DNV-certified and DP capable full mission simulator housed in the sparkling ABS Information Commons may well be the most visible training upgrade on campus, but another simulator – in place for two years – serves as the heartbeat of the academy's rapidly expanding brownwater programs. Bolstered by the T/V "Ranger," a 1981-built, 80' LOA, twin screw training vessel, the two assets are today providing repeatable, real

life training for cadets. In fact, Mass. Maritime's elective courses (Tugs & Towing I and Tugs & Towing II) are now among the most popular with deck cadets, second only to "diesels for deckies."

Acquired in the mid 1980's, RANGER has been training students for 25 years. Arguably the perfect training platform for this type of training, it was originally built and intended for service in the U.S. Gulf offshore oil industry as a "standby boat" in the oil field. But, the boat never saw service and the academy purchased the RANGER at an attractive price. Today, RANGER is underway as many as 5 days a week, further dispelling the notion that the nation's maritime academies provide much in the way of book learning and little in the way of practical knowledge.

**THE CURRICULUM EVOLVES**

The RANGER supports two deck courses: Applied Shiphandling I and Applied Shiphandling II; each limited

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Cadets work the mooring lines  
on the T/V RANGER



to a maximum of 16 students at any one time. Through the program, half of the class train in the academy's 360 tug simulator for 4 hours, while the other 8 students are underway on the RANGER for the same time frame. The 8 student groups alternate weekly between the RANGER and the 360 simulator. RANGER also provides training to the two semester electives Tugs & Towing I and Tugs & Towing II. In terms of seamanship skills alone, the weekly instruction goes far beyond that possible on the larger, traditional bluewater style training vessel. And, the vessel's engineroom provides a suitable platform for cadets involved in the "diesels for deckies" course; obtaining hands-on training in lining up, starting and bringing down a typical diesel engine. In an inland maritime market where many vessels do not require an engineer to get underway, the head start for these future brownwater mariners is invaluable.

MMA professor (Captain) Patrick Modic, alluding to the almost daily hands-on training afforded by the vessel, describes the Ranger as "... possibly the best simulator we have." Nevertheless, the academy's 360 vision Transas tug simulator is also an undeniably valuable asset.

Appropriately, I rounded out my visit to the academy by operating a tugboat in "Z Drive" mode for a short time in the simulator. I managed not to wreck anything, but then, had I done so, this was arguably the perfect place to do it. Truly a "plug and play" training aid, the simulator is also fitted with flanking and steering handles for western rivers applications, single and double screw applications, a towing winch and full view aft.

Controllers for all applications can be switched out in minutes to simulate different types of equipment. With the programs and equipment constantly receiving upgrades, Modic also reported that whenever industry demands a particular brand / type of equipment for continuing education / professional training, the cadets win, too. Eventually, the tug simulator will be interconnected with the full mission simulator in the ABS commons building to create realistic interaction between larger tonnage and ship assist tug operations.

Looking to further expand faculty capabilities to augment towing training, the academy actively seeks qualified towing professionals to round out an already robust staff. Finding those skills, matched with the academic credentials necessary for a

university level atmosphere, is a rare combination to find.

Rounding out the training package at the academy is their Electronics Navigation laboratory, where as many as 8 “own ship” exercises can be conducted at the same time, using 40” projection monitors, and Radar and ECDIS overlays. The academy’s ECDIS course, conducted in this simulation environment, recently received its approvals. The curriculum, bolstered by up-to-date equipment, ensures that the Academy will remain firmly rooted in maritime training for generations to come.

**LOOKING INLAND; NOT INWARD**

As the academy’s complement of modern training assets and personnel continues to expand, so too, does the school’s continuing education menu. Partnering with local hotels to provide convenient and cost-effective housing for visiting professionals, the location, equipment and instructional personnel all add up to quality education on many levels. A key component of this metric is the academy’s recognition that maritime training has to change, not only to reflect new technologies, but also to reflect the demographics of the industries they serve. That process is always evolving in Buzzards Bay.

Inland and Brown water operators such as Kirby Marine, Edison Chouest, Hornbeck, Ingram, Otto Candies, Reinauer and a raft of others have taken notice and in recent years, snapped up dozens of graduates. As the curriculum evolves even further, that trend will continue. For the greater maritime industry as a whole, change – regulatory, environmental and economics –seems to be the only constant.

This time, and emanating from the Buzzards Bay campus of the Massachusetts Maritime Academy, it is change they can finally embrace.

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## Shipbuilders Train to Fill Craft Jobs

**New construction of a 266-ft. PSV requires many skills and an attention to safe ops.**

**Inset: Vocational technical students touring a Bollinger Shipyards facility in Louisiana.**  
(Courtesy of Bollinger Shipyards)

With skilled craftsmen in short supply, shipbuilders faced with an aging workforce turn to internal training programs. Because fewer young people are entering shipbuilding out of high school, good jobs for shipfitters and welders go begging. Industry leaders say it is time to spread the word about these opportunities. *By Susan Buchanan*

### HUNTINGTON-INGALLS REQUIRES PLENTY OF SKILLED LABOR

Pascagoula, Miss.-based John Lotshaw directs Operations Workforce Training and Development at Huntington-Ingalls Industries (HII). “The vessels we build are pretty large, and we need lots of skilled labor – welders, pipe fitters, and carpenters – but they’re very difficult to find,” he said, adding, “Most people with strong skills already have jobs. All shipbuilders, regardless of where they are in the country, face these challenges. Most companies train their own people.”

HII designs, builds and maintains nuclear and non-nuclear ships for the U.S. Navy and Coast Guard and provides services for military ships. Business divisions include Newport News Shipbuilding in Virginia and Ingalls Shipbuilding in Mississippi, Louisiana and California. The firm has nearly 38,000 employees.

Lotshaw said “we base our training on craft skills sets. These defined skill sets, or competencies, allow for a structured approach to the rest of training – to the development of

curriculum, hands-on exercises, and assessments to ensure that students grasp the concepts being taught.”

He said “these competencies are the basis of how we assess incoming personnel to determine their qualifications and wage rates.” HII makes sure new employees meet its standards before putting them to work in operations. “We want to maintain consistent quality,” Lotshaw said. “If someone doesn’t meet expectations, we ask why.”

HII has training programs for all its crafts, and employees get paid while they’re being trained. “As an example, our ship fitter training programs are three years in length, and at the end of it, you’ll be making about \$50,000 a year including benefits,” Lotshaw said. “In comparison, a teacher starting out makes much less and can have \$80,000 in college loans.”

The company looks for a pyramid of skills. Lotshaw said “it starts with the basics: can the candidate show up on time, can we rely on them, are they drug free? Can they talk to others respectfully, can they take direction?” Those are life skills required in any business, he noted. “From there, we’re concerned about whether they do basic math, read and follow written instructions.”

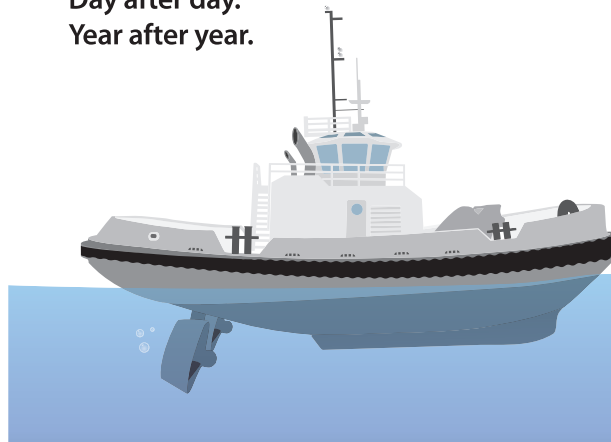
Lotshaw continued, saying “we have significant gaps in our educational systems today. But if you meet our basic qualifications, we’re going to want to talk to you.” He said today’s young people are strong in computers and other technology. “While entry-level craftsmen don’t spend much time on computers, as people move up the ranks, they spend more and more time on them.” Someone in a skilled trade who also knows computers is an all-around, valuable player, he said.

HII has worked with local community colleges and technical schools, advising the schools what it expects in terms of education,” Lotshaw said. “On occasion, we’ve

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**Huntington Ingalls Industries training Instructor Calvin Johnson (left), Samuel Avina (center) and Shawn Shoemaker in Pascagoula. Newly hired craft personnel are evaluated prior to joining HII's work force.**

provided an instructor or other staff for these programs in their early phases. And when asked, we work with those schools to develop curriculum and standards that will help their graduates be competitive for our jobs.”

Though it is looking for workers, HII has also had layoffs. The company owns Avondale Shipyard on the Westbank of Greater New Orleans. More than 1,500 workers, or more than a third of the Avondale staff, have lost their jobs in recent years. HII spokesman Bill Glenn said all of HII's Gulf Coast shipbuilding will be consolidated in Mississippi by the end of 2013. “This very difficult decision was made to better align our industrial footprint with the Navy's 30-year plan for shipbuilding and to increase efficiencies that will make our future ships more affordable,” he said. Nevertheless, HII is working with Louisiana Governor Bobby Jindal's administration to find other uses for the Avondale facility.

#### **TRAINING AT BOLLINGER COVERS ITS ENTIRE BUSINESS**

At Bollinger Shipyards, Inc. in Lockport, La., “We provide training for a wide variety of levels of employees starting with new hires, all the way up to the executives,” said Robert Socha, executive vice president of sales and marketing. The company's Repair/Conversion, New Construction and ancillary services groups all participate in training programs. Over one hundred areas of training at Bollinger range from respiratory protection, fatigue and fire prevention to overhead crane awareness, hazardous waste handling, oil spills and ethics. The company using its own trainers, along with third-party organizations, for staff development.

“Our training programs cover every aspect of our business,

and include reminders to our employees about issues they encounter away from work, such as using cell phones when driving,” Socha said. Bollinger Shipyards is a leading builder of ocean-going double-hull barges, offshore oilfield support vessels, fast military patrol boats, tug boats, rigs, lift boats, push boats and barges. The company operates 10 shipyards between New Orleans and Houston. In fact, Bollinger has the largest vessel-repair operation along the Gulf of Mexico with 28 dry-docks in Louisiana and Texas.

Skill enhancement and cross training make the company more versatile, Socha said. “The goal of our training programs is to increase employees' skills and continue serving our customers with quality employees, so that Bollinger maintains current obligations and wins new jobs,” he said. Continuous staff improvement is key to making sure customers are satisfied. Bollinger employees have participated in training programs sponsored by the Louisiana State Incumbent Worker Training Program, the National Shipbuilding Research Program and Gulf States Shipbuilders Consortium. “Programs at each of these organizations provide valuable, industry-specific expertise, curriculum development and knowledge sharing, and contribute to our ability to maintain a highly skilled workforce,” Socha said. Notably, and with the help of grants from the Louisiana State Incumbent Worker Training Program and because of its commitment to safety, environmental and skills training, Bollinger was named the Safest Shipyard in America by the Shipbuilders Council of America (SCA) for the last six years in a row. Bollinger's current headcount is 2,100 employees, and all are involved in shipbuilding.





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### QUALITY SHIPYARDS LOOKS FOR SHIPFITTERS AND WELDERS

Joseph Badeaux, general manager and vice president at Houma, La.-based Quality Shipyards--a subsidiary of Tidewater Inc., said "shipbuilders along the U.S. Gulf and on the East and West Coasts need more skilled people. Even though some yards are slow now, there aren't enough people to do the work. I could hire another 30 shipfitters and welders, and have been trying for six months to get them in. We have people working more than 40 hours a week, earning overtime. Quality Shipyards has 160 employees.

"We mostly hire experienced people," he said. "But it's hard to recruit and retain people. Workers will leave a job for another 25 cents an hour somewhere else. There aren't a lot of high school graduates coming into our industry so we have an aging workforce." Badeaux said "we haven't been allowed to hire foreign, seasonal workers under H-2B visas since 2009" by federal law. "The industry used to have an H-2B program that was good for us." Tidewater is currently building one boat in Houma, Badeaux said. Quality Shipyards provides new vessel construction, conversion and repair services at yards on the Intracoastal Waterway at mile marker 57 near Houma. In the 40 years since it founding, Quality has built more than 270 vessels. New Orleans based Tidewater Inc. owns and operates one of the world's biggest fleets serving offshore oil and gas.

### NATIONAL MARITIME EDUCATION COUNCIL FORMED

Industry leaders formed the National Marine Education Council this year. "The objective is to establish a formal, maritime workforce-development system," Badeaux said. He noted that the state of Alabama has a Marine Training Center, which opened in late 2010 in Mobile and provides resources to shipbuilders to train workers.

NMEC chairman Lotshaw said "building the educational infrastructure to support industry is very important these days. The NMEC has kicked off an effort to develop standardized definitions of craft and standardized curriculum for those crafts. The idea is to attract a broad cross section of industry to participate in what's required to train incoming craftsmen." Lotshaw also insists, "while we have a strong nucleus, we need more participants to be successful." The NMEC doesn't have an office yet but it's likely to be in Florida.

"We're looking at what the craft needs are, what to teach, what the complaints are," Lotshaw said. "And we're partnering with an organization, NCCER, that has a strong track history of doing similar things in the construction industry. The goal is a strong nationwide curriculum, taught consistently, that results in credentialing of those who complete it." The National Center for Construction Education and Research or NCCER is a foundation based in Florida.

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## ONLINE TRAINING IS PRODUCTIVE

Companies often turn to organizations for help with training. Captain Stephen Polk, director of the Center for Maritime Education at the Seamen's Church Institute in Houston, said "We've noticed a big need for companies to comply with required Occupational Safety & Health Administration training." Instead of holding a class at an off-site location or having in-house classes or staff meetings, employees can be trained online. "Through our web-based, e-learning programs, OSHA and maritime compliance-related training is available on the internet, allowing employees to learn online when it's convenient for them," Polk said. "Employers can track an employee's strengths, performance gaps and gauge whether refresher training is required. "The Seamen's Church Institute, based in New York and New Jersey, is the nation's largest mariners' service agency. More information on the Institute's OSHA and other training can be found at: [http://www.smmr01.com/10\\_102](http://www.smmr01.com/10_102)

Polk gave another example of how computers are used in training, specifically in naval architecture, today. "The specs of a planned vessel can be created and operated in a simulated environment in order to resolve problems or modify the results," he said. "Additionally, you can use these models to make sure that the shipyard is capable of building that vessel."

## RAISING AWARENESS ABOUT GOOD SHIPBUILDING JOBS

The nation's commercial shipyards employ more than 50,000 workers, building and maintaining non-Navy vessels, according to SCA. Add to that workers producing Navy ships, and Americans employed in shipbuilding exceed 100,000. That may sound like a lot but it's only a fraction of the country's earlier shipbuilding force, which peaked at 1.7 million in the 1940s. Over the next decade, many thousands of craftsmen will be retiring from the industry, Lotshaw said. He added "we need to replace these people."

The industry hasn't done a good job of getting the word out about its opportunities. "Those of us who are baby boomers have wanted our kids to go to college, and there hasn't been enough emphasis on learning skilled trades," Lotshaw said. But shipyards have good jobs and need people. "As a journeyman, you can make \$45,000 to \$50,000 a year, plus benefits, and with overtime it's \$60,000 to \$70,000," he said.

Shipbuilding needs craftsmen and craftsmen in turn have skills that they can always fall back on, Lotshaw said. "We will always need people who can build things." If that sounds like a remedy for high employment, then shipbuilding might just hold part of the key to economic recovery. But before the job training can occur, the general public needs to also be educated about the career possibilities awaiting those willing and able to go out grasp the brass ring. The latter part has

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Photo courtesy All American Marine

# Quad Propeller Propulsion

## A New Option for Catamaran Workboats

By Raina Clark

In 2011, Teknicraft Design of New Zealand designed and engineered what is believed to be one of the first quad propeller propulsion systems for a catamaran hull in the U.S. Designed for a newbuild, 134-foot research vessel recently delivered to C & C Technologies, Inc. of Lafayette, LA, the propulsion system had to accommodate many multi-missioned tasks. These will include shallow water hydrographic surveys, deep water offshore surveys and AUV operations.

“It’s been about a three or four year story for me,” said Scott Croft, Vice President of the Geosciences Division of C & C Technologies, speaking of the design and build process. The concept for the Sea Scout started with the general arrangement drawing of a NOAA catamaran vessel called the Manta. Croft said this was the type of vessel C & C Technologies was looking for. The company chose a catamaran hull because it features more deck space than

conventional vessels, allowing C & C Technologies to carry all the survey equipment it requires to serve its customers. To get enough deck space on a conventional monohull would have meant a heavier ship and the need for greater horsepower. In addition, the company wanted fuel efficiency at a variety of speeds including slow surveying at just a few knots and high transit speeds to and from the work site. “The concept of quad propeller propulsion was part of the conversation early on,” Croft said. The initial proposals were for a two engine, two propeller vessel using electric engines run by generators for low speeds and conventional diesels for full speed. However, said Croft, “it was never proved out in concept that it could work for C & C’s application.”

Croft said they also looked at jet drives at one point, **ABOVE: A view of the stern of the R/V Sea Scout and its four propellers during the build process.**

however, he added, "part of the reason we went with propellers is slow speed control." Jet propulsion, he said, would be difficult to control at surveying speed.

Ultimately, All American Marine, partnered with naval architect Teknikraft and won the bid to build and engineer the boat with the unique quad propeller propulsion design. The builder-designer team proceeded to grapple with how to fit the system into a catamaran hull.

**OVERCOMING THE DESIGN CHALLENGES**

"Getting four propellers in a cat hull was a challenge, but it worked out very well," said de Waal. It also adds to redundancy in the vessel's systems he pointed out. "We placed the engines in a staggered configuration - one in front of, and to the side of, the other. One engine faces aft and the other faces forward. This arrangement allowed generous space around each individual engine for servicing and cleared space for the generator to fit in between the main engines." The vessel design includes two Caterpillar C6.6 170 kW generators.

"Space constraint was a particular problem," he said, "but the most challenging was to engineer the propellers and more specifically the location of the propellers and the rudder to work in unison, considering that the two propellers on each side had to be very closely spaced from each other below the catamaran demihull. This created a situation which required significant design work, including computational fluid dynamic analysis to ensure that the wake from one propeller is superimposed on the other propeller in a positive order. To maximize efficiency, we did not locate the propellers side by side, but staggered them at different longitudinal spacings and height. The system had to be designed for various operational scenarios, whereby all four propellers

work together at high transit speed, or where one pair of propellers work while the other pair of engines are shut down in other modes of operation. There were many permutations which needed to be considered and solved."

Another unique aspect of the propulsion system is the use of composite instead of steel shafting

between the engine and the gearbox. The gearbox is remotely mounted and not attached to the engine.

"The composite shaft is far better in terms of noise reduction and its ability to prevent any whipping (shaft vibration)," said de Waal, which is important in research vessel operations.

"There were many different

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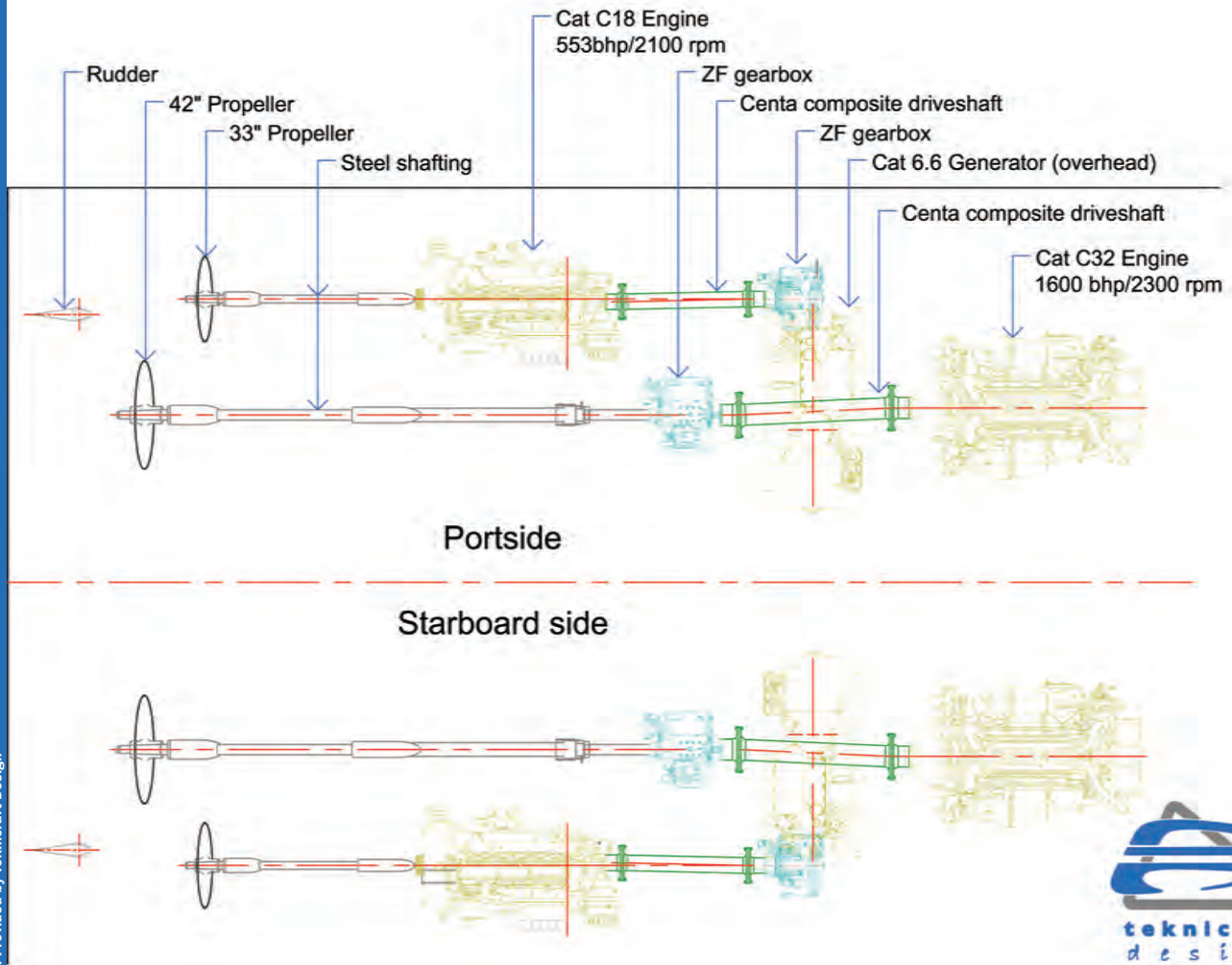
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## M/V Sea Scout - Plan view on propulsion arrangement



A drawing of the quad propeller propulsion system installed in the R/V Sea Scout's catamaran hull.

operational scenarios to cope with in terms of propeller design," he said. Consideration had to be given to the increased drag created by the vessel's long range fuel tanks and the heavy loads that may be carried for some types of operations. Propeller placement also had to take into account retrieval of the AUV. "It's quite tricky to get it back on board especially in rough seas because it gets very close to the stern of the boat," said de Waal. Consequently the propellers also had to be placed well away from the transom.

### THE BENEFITS & SYSTEM SPECS

"We designed the vessel to have a very specific two-week mission plan," said Croft. "It has the engine configuration to leave the dock and transit to the work site at top speed." This, he explained, is accomplished with all four engines online. "Then we shut off the two larger engines and run on the smaller engines for fuel economy during the two weeks on the survey site." Finally, all four engines are brought back online to transit back home at full speed. Fast transit gives the

company more time on the survey site and allows them to go farther and be more competitive in the bidding process.

"A work site that used to take a day and a half to get to will now take half to three-quarters of a day," said Croft. "It lets us reap the benefits of time and money."

Nic de Waal, Managing Director at Teknicraft Design in Auckland New Zealand was the main architect on the job. "The particular application of this propulsion is for a vessel that needs to operate at large variations in speed," he said. "In this case, the vessel needs to transit to the survey area, which may be 100 nautical miles out to sea, at high speed, but once it arrives and start survey operations, it could be operating at displacement speed or lower for up to 300 hours non-stop. The quad propeller design allows the vessel to operate at maximum efficiency in both modes of operation."

The propulsion package includes two Caterpillar C32 ACERT 1600 bhp engines mated to two ZF 3055A transmissions and two C18 ACERT 553 bhp engines mated to two ZF 550V transmissions. ZF Marine also provided the

“The particular application of this propulsion is for a vessel that needs to operate at large variations in speed. In this case, the vessel needs to transit to the survey area, which may be 100 nautical miles out to sea, at high speed, but once it arrives and start survey operations, it could be operating at displacement speed or lower for up to 300 hours non-stop. The quad propeller design allows the vessel to operate at maximum efficiency in both modes of operation.”



*Nic de Waal  
Managing Director  
Teknicraft Design*



shafting, bearings and custom propellers. The large engines are connected to 42-inch propellers and smaller engines to 33-inch propellers. The smaller C18 engines also feature shaft brakes. When the vessel arrives on site, the large engines are shut down and the vessel runs on the two smaller power packages that employ trolling valves. The trolling valves combined with SmartCommand’s AutoTroll functionality enables the crew to set exact vessel speeds, down to individual

shaft rotations, reported ZF Marine.

**THE FUTURE OF QUAD PROPELLER PROPULSION**

Since its delivery, the Sea Scout has been engaged in survey work updating NOAA nautical charts in the ship shoal area to the southwest of Fourchon, La. “We are interested to see how it will be operating in actual missions and in different types of sea conditions,” said de Waal. “We will be keeping

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So far, Croft reports that "it's doing very well. With three engines in each hull [counting gensets] the maintenance is a little higher than if you run single engines. Lots of oil and oil filters, but the fuel economy appears to be meeting expectations," he said, although that statistical data was not available in time for this edition of *MarineNews*. Croft said the Sea Scout has demonstrated a maximum speed of 26 knots (light ship), and, he adds, "We can hit 24 knots with a full load any day of the week."

Cruising speed is about 17 to 20 knots depending on the sea state and load. Croft reports a fuel burn rate on the C18's alone at a speed of five to six knots is about four to five gallons per hour. Following the completion of the Sea Scout, some other vessel operators have expressed interest in how the quad propeller propulsion system might benefit their fleets. "Other

typical examples which would benefit from this design are windfarm support vessels which have to travel out to the windfarm at high speed, but then travel slowly between the wind turbines for many hours while loading and offloading personnel and equipment. Coastal patrol vessels which loiter for many hours, but need the capability of high speed for interception, are also prime candidates for the design," said de Waal. "There is probably no limit on how large a vessel the propulsion design can be applied to, but from a physical space point of view it would probably not be practical in boats smaller than 65-ft."

"I think it is early days yet," said de Waal, "but I expect significant interest once more information on the operation of the vessel becomes public."

All American Marine has reported several inquiries about the design from survey companies around the world. "We have been building quad engine/



**“A work site that used to take a day and a half to get to will now take half to three-quarters of a day, it lets us reap the benefits of time and money.”**



Scott Croft,  
V.P. Geosciences Division,  
C & C Technologies, Inc.

quad jet catamaran applications for years, but customers are intrigued by the potential of pairing of two different horsepower engines with propeller propulsion,” said Joe Hudspeth, Business Development Manager at All American Marine. Hudspeth said other applications for this propulsion system might include whale watching tour operators and high speed ferries that spend a significant amount of time transiting speed restricted harbors or low wake zones.

The design and engineering work performed on this system, as a start, represents a measured advance in propulsion technology in catamaran hulls. Only time will tell what kind of field performance data will be gathered from the Sea Scout, but another propulsion option is a welcome addition to the boat building world, especially given the many different kinds of vessels that now work the coastlines and the (increasingly) varied missions that they are called upon to accomplish. In that scenario, then, quad propeller propulsion might just be the ticket.



*Raina O Clark is a journalist and communications consultant for the maritime industry.*

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# Anchored on Deck



CAST6-125 in the assembly area of Markey's factory during successful testing

**MarineNews takes a look at three winch manufacturers, collectively drawing on more than 400 combined years of experience. Each, in its own way, brings safety, quality and trademarked innovation to the marine industries.**

If winches, capstans and hoists are not the most exciting part of the marine industry, then it is also true that these critical devices span all manners of waterborne applications. And, it doesn't matter what aspect of the business your particular firm is in – salvage, towing, research, ship assist, etc. – there's an application made to specifically fit your needs. Right here at home, three manufacturers servicing the wide array of inland and near coastal needs have each done so for more than 100 years. All of them today continue to deliver cutting edge products for specific sectors.

This month, *MarineNews* examines emerging and innovative technologies for the oceanographic / research sectors, inland towing and ever-present need for robust capstan applications. Each has its place on deck, backed by decades of reliability, fresh ideas and grateful customers.

## MARKEY MACHINERY'S CAST6-125 DEEP SEA RESEARCH WINCHES

Seattle-based Markey Machinery Company is today one of the most recognizable deck machinery companies in the country. The firm takes its roots back to 1907, when Charles Markey, fresh from a two-year trading expedition on the Alaska and Siberian coast, started up the C.H. Markey Machinery Company, a general contracting company serving both the marine and logging industries. That effort set the stage for today's Markey Machinery Company.

During World War II, Markey built new steel fabricating and machine shops in two new plants in order to handle the massive government contracts awarded to the company. Markey regularly built capstans and windlasses for small



Jeep carriers as well as for Liberty ships. Demand was so great that at this time Markey had 400 employees on the payroll. In 1996, Markey passed the presidency over to Blaine W. Dempke, a draftsman and an engineer with 18 years of experience behind him. Eventually, Dempke and Robert A. LeCoque acquired the business from the Markey family in 2001.

Markey has also been supporting the oceanography industry since WWII. It was, then, perhaps no surprise that Markey was recently awarded an order for a complete suite of winch systems onboard AGOR-27, a new academic research vessel under construction at Dakota Creek Industries. This award furthers a plan to renew America's aging fleet of academic research vessels and Markey's participation continues the company's strong tradition as a supplier of deck machinery for these vessels, having previously supplied equipment to the AGOR-14 "Melville" (SIO), AGOR-15 "Knorr" (WHOI), AGOR-22 "Moana Wave" (retired), AGOR-23 "Thomas G. Thompson" (UW), AGOR-24 "Roger Revelle" (SIO), AGOR-25 "Atlantis" (WHOI), and the AGOR-NOAA vessel "Ron Brown."

Markey joins the team of Dakota Creek Industries and Guido Perla Associates as ship board handling systems integrator during the competitive design phase for the vessel in 2010. The scope of the order is for one ship set, including

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Single speed transmission coupled w/AC variable-frequency speed controllers	Improves reliability and are more efficient, while requiring less maintenance than hydraulic powered machines.

two type CAST6-125 Deep Sea Research Winches with active motion compensation, a type DETW-9-11 All-Electric Traction Winch System with two storage drums, one instrumented flagging block, one ship board wire monitoring system and a type WES-23 Electric Anchor Windlass with two wild cats and two warping heads. All equipment furnished will be built by Markey at its Seattle, Washington, USA location utilizing its in-house, experienced American workforce.

The type CAST6-125 is a third generation winch that can support research and explore depths with its drum capacity rated at 10,000 meters of 0.393 inch diameter electro-optical-mechanical cable. The winch features a close tolerance low mass moment of inertia drum for precise motion control of CTD/Rosette sampling instruments in sea state 5 environments. This eliminates unwanted ship motion, thus extending the life of cables for improved safety.

The winches use direct coupled vector-duty 125HP non-proprietary, readily available electric motors. These vector-duty motors are sourced in America and possess a substantial history of reliability in marine applications. The winches exceed new fleet design standards and wire rope factors of safety promulgated by United States academic institutions.

**CHANGES FOR PATTERSON’S YOYO WINCH COMING**

Another firm with deep roots in the marine industry and catering to inland transport requirements since 1858 on the banks of the Monongahela River in Pittsburgh, Paterson Manufacturing began designing and manufacturing towboat and barge winches in the 1950’s. Today this output is what the company is best known for. The firm’s product line includes all sizes of winches, including winches with capacities from 20 tons to 90 tons and in three operating formats: manual, electrical, and hydraulic.

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Patterson's YoYo Winch

Over the years, Patterson improved its product by listening to the needs of the end user. The resulting winches – led by its most famous entry, the YoYo Barge winch – boast increased safety and reduced maintenance requirements. At one time, the ratchet was the only choice for making barge connections. Then came the winch. Patterson's patented

YoYo winch, designed to make barge connections safer, faster, easier is, according to Patterson, completely different from anything else on the market. Its single-stacking design eliminates springcoil, fouling, and uncontrolled spooling, working 50% faster than ratchets. Operation is simple and safe, with a patented double-dog design that allows easy maximum line tensioning. And the YoYo's contained springcoil eliminates injuries due to rope memory. Patterson even pushes an "ROI" calculator that calculates the lifetime value of the winch to your bottom line.

In June, David Grapes, CEO of Patterson Manufacturing took time to look back on the history—and the future—of the YoYo Barge winch, an innovative product that is changing the industry. According to Grapes, the YoYo was invented in 2002 and Patterson received its first order in 2006. He continues, "Our first really big order, from American Electrical Power, came in 2009. That happened after we made a few modifications and fine-tuned the design after testing. AEP had been using ratchets and winches, but once they saw the YoYo, they knew this was the technology they needed."

Grapes says that the idea for the YoYo evolved from within his firm. "One of our employees thought our customers might be interested in a YoYo power winch, and we talked to AEP about it. The people at AEP were very interested, but what they really wanted was a manual winch, for barges. We expanded the idea from there, and everybody in the industry has embraced it. What's funny is that several of our customers have asked if we could create an electric winch using the YoYo design."

Because customers were open to the idea of a completely new winch design, Patterson started by making up a prototype and sharing it with some customers and then listened to their feedback. Those conversations provided the basis for modifications until Patterson had a formula that the customers really liked. Grapes adds, "It was definitely a process."

Patterson then asked a customer to track and test the YoYo for two years—an unusual amount of time for a beta test – but both wanted to get it just right. Key metrics such as ease of use, time savings, injury reduction rates, ROI, and savings were all compiled. In the end, Grapes says that they'd figured out they could literally save millions by switching to the YoYo, and the deckhands loved the product. This resulted in an order of 400 units in 2009. Since then, they've bought thousands more.

Grapes points to the ongoing popularity of his innovative winch as proof of its utility. "Right now, all of our biggest customers are using it, including two of the biggest towing companies in the industry. They all saw the value inherent in the design. Their cost of ownership is vastly reduced, and then the speed and safety aspects of the winch make it

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the right choice. The reduced downtime brings even more savings, plus it's just so much easier to use—the deckhands all prefer the YoYo.” Patterson has also introduced another version; the 40-ft. YoYo. The 40-ft. capacity YoYo is a larger version for tank barges, offering 40 ft. of takeup, so it's the right choice for tank barge connections. It also uses a brake to help control the winch. Grapes says, “We picked up some new users this year, and all reports from the customers are excellent.” He added, “There are more new developments coming for the YoYo in the near future. We're taking the new design into beta testing by the end of June, and we're hoping to introduce the innovations in December.”

**SLM CORPORATION'S M-2000 CAPSTAN**

The Superior-Lidgerwood-Mundy Corporation (SLM Corp.) came to be as the result of the combining of three companies who were engaged in similar activities. The Lidgerwood Manufacturing Company (Est. 1873) was originally located in Brooklyn, NY. Subsequently, additional plant facilities were necessary and, as a result, Lidgerwood purchased the Superior Iron Works of Superior, WI, and Mundy Hoisting of Newark, NJ. Now all manufacturing and administrative activities of Superior-Lidgerwood-Mundy are accomplished at Superior, WI, which has over 65,000 sq. ft. of manufacturing and warehouse space.

Over the last 10 years, it became apparent that the Commercial Field (Tugs, Barges, Docks) could greatly benefit from their years of experience dealing with government equipment. To meet this growing need, SLM branched out to develop the M-2000 Capstan to provide a low cost, quiet, and reliable capstan that utilizes cutting edge cycloidal and bevel gearing technology. This technology allows the capstan to perform at 94% efficiency and 300% shock load capacity, which surpasses other gearing methods. The innovative capstan design provides users with the enviable combination of high performance and low cost. M-2000 Series Capstans feature the latest high performance right angle drives which can maintain a very high efficiency over a wide range of ratios. Often this



allows the capstan to give more line pull with less horse power than traditional worm and spur drives. This translates into performance and cost combinations, which until today were unavailable in the marketplace. The M-2000 Series Capstans are available in three basic sizes, with over 50 capstan models providing a variety of head size and horse power combinations, allowing you to select the load, speed, horse power, and head diameter that best fits your own specific capstan application.

With the success of the M-2000, SLM developed the commercial division, launched in January of 2012. This division specializes in the M-2000 Capstan, M-2000 Gypsy Winch (introduced in June of this year and intended to be in production by year's end), Standardized Winch offerings, Tow Haulage Systems, In-Haul Systems, and Custom Design Build Deck Equipment.

With a new website set to launch at the beginning of this month, SLM served notice that they stand poised to meet the commercial requirements for current and future commercial business partners. Anything but new to this game, SLM will nevertheless provide a new course to steer for the commercial marine sector, especially where newbuild and retrofit winch requirements are concerned.

**M-2000 Capstan Specs:**

Capstan Starting Loads:	6,330 lbs. to 21,000 lbs
Capstan Running Loads:	3,150 lbs. to 10,500 lbs.
Speeds:	24 feet per minute to 101 feet per minute
Capstan Head Diameter:	9 inch, 12 inch or 15 inch
Capstan Bollard Pulls:	25,000 lbs., 35,000 lbs., 50,000 lbs.
Motors:	5 HP to 15 HP
Electrical:	Standard or explosion proof available
Standard Electrical:	208/230/460 Volt, 3 phase, 60 Hertz

## VESSELS

Boksa Marine Design, Inc. (BMD) has provided hull, structural and outfitting design for two recent Workskiff built boats, a 25-ft. RIB law enforcement boat and a 31-ft. RIB salvage and towing vessel. BMD managed the entire design of both vessels. The first, a 25-ft. Rigid Inflatable Boat (RIB), was designed for use by the Illinois Conservation Police, part of the Illinois Department of Natural Resources. The boat design can be altered as needed, with shortening to 23-ft. or lengthening to 27-ft. The boats are capable of being trailered for easy transportation. The second boat, a 31-ft. RIB utility vessel was designed for an Alaskan based marine towing and salvage company. Like the other boat, the 31-ft. RIB design can be shortened to 29-ft. and lengthened to 33-ft. The boats, developed and built by Workskiff, recently went through successful sea trials. Workskiff of Sedro Woolley, WA is a builder of custom aluminum boats for law enforcement, government agencies, education institutions and private industry.

## Boksa Marine Design Supports New Workskiff Projects



## Kvichak Delivers Pilot Vessel to Crescent River Port Pilots



Kvichak Marine Industries, of Seattle, WA, recently delivered the M/V Samuel A. Church, a 50 x 15.5-ft. pilot vessel to the Crescent River Port Pilots (CRPPA) of Louisiana. A christening ceremony was held at the Southern Yacht Club of New Orleans before the vessel was delivered to its homeport in Pilottown, LA. Kvichak is currently building a second 50-ft. pilot boat for the CRPPA with delivery scheduled for September 2012. Designed by Kvichak Marine, the all-aluminum vessel is powered by twin Detroit Diesel 60 series engines rated for 600 BHP coupled to Twin Disc MG5114SC marine gears. Hamilton 364 waterjets are the chosen propulsors. This combination allows for excellent maneuverability and a top speed of 32 knots. The vessel has a Wing Hybrid fendering system and a roof boarding platform specifically designed for the CRPPA.

<b>Draft (RFS): 2.75'</b>	<b>Fuel capacity: 500 gallons</b>
<b>Overall length: 52.25'</b>	<b>Beam, overall: 15.5'</b>
<b>Top speed: ~32 knots</b>	<b>Furuno navigation system</b>
<b>Northern Lights 9 kW generator</b>	<b>Fresh water capacity: 15 gallons</b>
<b>2 crew and 10 passengers</b>	<b>Wing Hybrid fendering system</b>
<b>Climate controlled pilot house</b>	<b>500 lb MOB Davit w/12 VDC winch</b>

The new class of 144-car Washington state ferries currently under construction will be named after a beloved Washington landmark, the Olympics. The winning name, Olympic, was selected by Transportation Secretary Paula Hammond after a contest among Washington State Department of Transportation employees resulted in more than 130 submissions. All Washington state ferries are categorized into different vessel classifications, or vessel classes. For example, the recently-constructed 64-car ferries – Chetzemoka, Salish and Kennewick – are part of the Kwa-di Tabil class. The Washington State Transportation Commission chooses individual vessel names. As with the Kwa-di Tabil-class vessels, the commission will have a public submission process to name the Olympic-class vessels. The WSDOT Ferries Division is funded to build two new 144-

## 'Olympic' Selected as Name of New 144-car Ferries



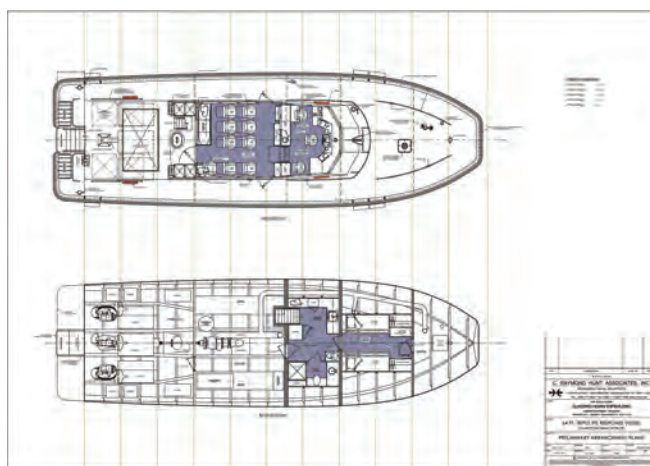
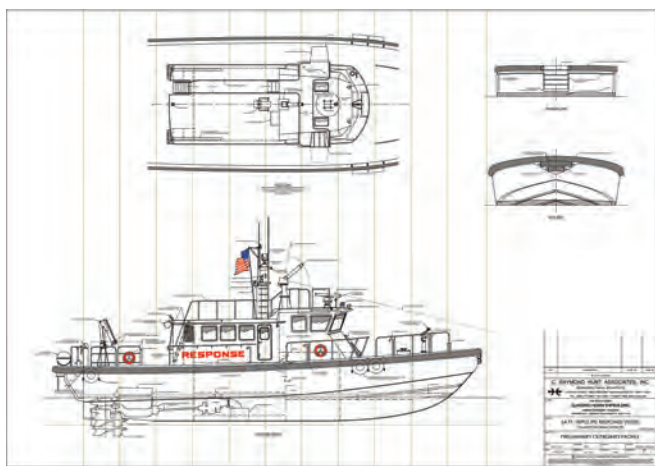
car ferries. The first ferry is under construction at Vigor Shipyard and scheduled to begin service in early 2014. Construction on the second ferry will begin in December.

## Fast-Response Boat First in U.S.

Powered by Volvo Penta IPS

Charleston Harbor salvage support company Southeast Ocean Response Services put out the call for a fast-response fireboat that could carry divers, cargo and passengers, go faster than 30 knots, measure less than 65 t. long and have an integrated foam firefighting system. Gladding-Hearn Shipbuilding, naval architects from C. Raymond Hunt Associates and Volvo Penta were able to answer that call by joining forces to create a custom response boat unlike

any other. The plans were already on the drawing board when the design team was introduced to Volvo Penta's D13-1050 power and IPS 3 drives. In addition to being more fuel efficient, maneuverable and easier to operate, the IPS pods have another advantage over traditional propellers or jet drives. The boat runs like it is on rails. A pod acts like a fin that improves tracking and stability at high speed. When entering or exiting a turn, there is no vibration or slide. Volvo Penta technicians also assisted with applications engineering and other installation details at the yard. Even after the boat is completed, Volvo Penta's network of service centers will support the power system for years to come. It is the first of its kind in the U.S.



## PEOPLE & COMPANY NEWS



Svenner



Olsen



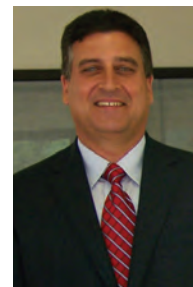
Wood



Roddy



Jensen



DiSalvo

### New MD for Damen Shiprepair

Monica Svenner has been appointed as the new MD. Ms Svenner has wide industrial experience as MD for several international companies, such as Stena Recycling and Atlas Copco. She is one of the first women to take an MD post within the ship repair industry.

### Topaz Appoints Olsen as CEO

René Kofod-Olsen has been appointed CEO for Topaz Energy & Marine (Topaz). Mr. Kofod-Olsen's career spans 18 years in the marine industry with the A.P. Møller-Maersk Group, including a period as Chief People Officer of SVITZER, responsible for the global HR function. He is currently CEO of SVITZER Asia, Middle East & Africa, responsible for a fleet of 130 vessels operating in 17 countries.

### EBDG Adds Staff

Elliott Bay Design Group (EBDG) has welcomed Mike Wood, PE and Matthew Roddy to its team. Wood will serve as Senior Naval Architect in EBDG's New Orleans office and brings over 13 years of naval architecture and marine engineering expertise to the firm. Roddy joins EBDG in Seattle as a Marine Designer. He holds a certificate in yacht design from The Landing School of Boatbuilding and a BS in Alternative Energies from Seattle Pacific University.

### Dan-Bunkering Promotes Jensen

A/S Dan-Bunkering Ltd., has appointed Bunker Trader Jim Jensen from the office in Copenhagen to Sales Manager. The Danish owned company will shortly open their latest addition to the Dan-Bunkering group in Houston, TX. Jensen will start up the office together with MD Hans Lind Døllerup.

### Laborde Welcomes DiSalvo

Laborde Products brought on David DiSalvo to handle diesel equipment sales and marketing in the Gulf Coast and inland rivers territories. DiSalvo brings 20 years of marine industry experience, previously spending 15 years as a senior sales consultant with Green Marine.

### GE Marine Promotes Barnes

GE Marine has appointed Jeremy Barnes as the Commercial Marine Marketing Director. Barnes is responsible for global commercial market development activities for GE's full line of LM marine aeroderivative gas turbines, including industry analysis, strategic planning, customer education, and channel development.

### Signal Expands AL Sales Team

Signal International, Inc. announced the appointment of Tom Godfrey to the position of Domestic Sales and Marketing at the Signal Ship Repair (SSR) facility in Mobile.

### WCI Names Colbert SVP

The Waterways Council, Inc. (WCI) Board of Directors has named Debra A. Colbert as Senior Vice President. Colbert previously served as Director of Communications and Media Relations for the organization and has served with WCI since 2004, developing the communications program of its predecessor organization, Waterways Work!

### Boldt Joins Resolve Academy

Resolve Maritime Academy (Academy) said Dave Boldt joined the company as Manager of the Simulation Group. In this capacity, Boldt is responsible for the overall day-to-day operation of the Academy's Simulation Training Center.

### Newport News Appoints Diakun

Huntington Ingalls Industries (HII) announced that Peter Diakun, vice president and chief technology officer of its Newport News Shipbuilding (NNS) division, has been appointed to vice president of energy programs. Diakun, a 26-year veteran of the shipyard, will assume responsibility for energy programs while maintaining certain aspects of his current position. Diakun has a bachelor's degree in electrical engineering from Virginia Polytechnic Institute and State University and a MBA from Rensselaer Polytechnic Institute.





**Barnes**



**Godfrey**



**Colbert**



**Boldt**



**Diakun**

### **Congressman Gibbs Honored**

Congressman Bob Gibbs (R-OH) has been named 2012 Great Lakes Legislator of the Year by the largest labor/management coalition representing workers and industries dependent on shipping on America's Fourth Sea Coast. Rep. Gibbs, who represents Ohio's 18th District in the House of Representatives, received the award from Great Lakes Maritime Task Force (GLMTF) in Washington on June 6. Gibbs was a co-sponsor of the RAMP (Restore America's Maritime Promise) Act, legislation requires the Harbor Maintenance Trust Fund (HMTF) to spend all the tax dollars it collects for dredging on dredging, as it was originally intended.

### **U.S. Flag Lakes Float up 3.1%**

Buoyed by positive Great Lakes and St. Lawrence Seaway numbers, U.S.-flag Great Lakes freighters ("lakers") carried 9.8 million tons of dry-bulk cargo in May, an increase of 19 percent

over April, and 3.1 percent better than a year ago. The May float was slightly below the month's 5-year average. Through May U.S.-flag cargos stand at 24.4 million tons, an increase of 3.4 percent compared to the same point in 2011, and 5.7 percent ahead of the 5-year average for the first five months of the year. Iron ore and limestone have registered noticeable increases over a year ago, but coal has decreased by 825,000 tons. Meanwhile, the St. Lawrence Seaway reported that North American commodities used in the steel and construction industries continued to fuel an uptick in tonnage numbers along the St. Lawrence Seaway System. International demand for shipments of iron ore and coal drove exports during the month of May. The St. Lawrence Seaway reported that year-to-date total cargo shipments for the period March 22 to May 31 were 8.9 million metric tons, up 3.7 percent over the same period in 2011. U.S. ports along the system

remain optimistic about the shipping season.

### **Harvey Gulf Acquires Bee Mar**

Harvey Gulf International Marine's CEO, Shane Guidry announced that, on June 4, 2012, Harvey Gulf signed an agreement with Bee Mar, LLC to purchase all of Bee Mar's vessels and assets. The purchase will include 10 Offshore Supply Vessels, which will increase Harvey Gulf's fleet to a total of 32 vessels – with 24 deepwater, new generation Offshore Support Vessels and 8 deepwater towing vessels. Upon closing, Harvey Gulf will have operations in the U.S. Gulf of Mexico, Alaska, Mozambique Africa, Israel and Saudi Arabia.

### **GalTex Pilots Bid Adieu to Coonrod**

A seasoned mariner, (Captain) Jim Coonrod recently retired from the Galveston-Texas City Pilots after 38 years of service. After graduating from Texas A&M in 1967, he also sailed

## **Silver Bell Awards Honor Champions**

On June 7, over 800 individuals from the maritime industry celebrated with the Seamen's Church Institute (SCI) at its 35th Annual Silver Bell Awards Dinner, raising over \$865,000 for SCI's programs serving mariners. The theme of the evening, "Unsung Heroes," highlighted the essential yet unrecognized contributions the maritime industry makes to our daily lives. SCI identified three champions in the maritime industry to receive the Institute's highest honors. SCI awarded jointly James Barker, Chairman of the Interlakes Steamship Company and Paul Tregurtha, Chariman and CEO of Moran Transportation, the Silver Bell Award and honored the Right Rev. Mark S. Sisk with the Distinguished Service Award. The Silver Bell Awards Dinner, SCI's premier fundraising event, consists of a Maritime Forum, a Parade of Vessels & Blessing of the Fleet, followed by the Awards Dinner at which it honors the industry's top leaders. SCI has scheduled next year's awards dinner for Thursday, June 6, 2013.

## PEOPLE & COMPANY NEWS



**Coonrod**



**Reinhardt**



**LaHood**



**SCI at Silver Bell Awards**



**Allegretti**

third mate for Lykes Brothers and built a working knowledge of the Galveston and Texas City Ports, working for G&H Towing. Coonrod became a Galveston-Texas City Harbor Pilot in 1973. In his many years of service, he has piloted some 14,000 ships. Awarded a State Proclamation signed by Governor Rick Perry, he has twice served as Presiding Officer of the Galveston-Texas City Pilots and been the recipient of the Meritorious Public Service Award from the US Coast Guard.

### **MTU for Southern Towing**

Tognum America Inc., a manufacturer of marine and off-highway engines, will supply 12 MTU Series 4000 diesel engines to power six push boats operated by Southern Towing Company, an inland waterways barge operator on the Mississippi River system and the Gulf Intracoastal Waterway. The high-speed diesel marine propulsion engines from MTU will be used to power four new push boats and repower two older vessels.

### **BAE Cuts Steel on Dredge**

BAE Systems has begun construction on the MV Magdalen, an 8,500 cu. yd. capacity trailing suction hopper dredge for Weeks Marine, Inc. Gibbs & Cox, an independent naval architecture and engineering firm, will provide functional engineering and detailed production support during the construction.

### **Reinhardt Joins Voith Board**

Carsten J. Reinhardt has become a Member of the Corporate Board of Management of Voith GmbH, as well as President and CEO of Voith Turbo GmbH & Co.

### **Trinity Offshore Now TY Offshore**

The re-branding of the company from Trinity Offshore to TY Offshore is intended to provide clear market positioning for the Mississippi-based designer and builder of commercial tugs, offshore barges, oil spill response, patrol and oil field support vessels. The name change is also intended to delineate the company from Dallas, Texas-based Trinity Industries, Inc.

### **TIGER Funding**

U.S. Transportation Secretary Ray LaHood announced that 47 transportation projects in 34 states and the District of Columbia will receive a total of almost \$500 million from the U.S. Department of Transportation's TIGER (Transportation Investment Generating Economic Recovery) 2012 program. Applications for this most recent round of grants totaled \$10.2 billion, far exceeding the \$500 million set aside for the program. The Department received 703 applications from all 50 states, U.S. territories and the District of Columbia. Just 12 percent of the allotted funds, however, will help build port projects like the Outer Harbor Intermodal Terminal at the Port of Oakland.

[www.dot.gov/tiger/fy2012tiger.pdf](http://www.dot.gov/tiger/fy2012tiger.pdf)

### **Senate Bill Would Protect Marine Environment, AWO Says**

Legislation introduced by Senator Mark Begich (D-AK) would establish a strong, nationally consistent standard for ballast water and other vessel discharges, bringing good news for the marine environment and for maritime commerce, the American Waterways Operators (AWO) announced. S. 3332, the Vessel Incidental Discharge Act, would require the U.S. Coast Guard to implement the most environmentally protective ballast water discharge standard achievable by existing technology. In the process, it would end the overlapping patchwork of federal and state regulatory requirements for ballast water and other vessel discharges that has made compliance confusing and costly for commercial vessel operators and mariners. The bill is similar to bipartisan language contained in H.R. 2838, the Coast Guard and Maritime Transportation Authorization Act passed by the House of Representatives in November 2011. Currently, the Environmental Protection Agency regulates ballast water and other vessel discharges under the Clean Water Act's National Pollutant Discharge Elimination System permit program; the Coast Guard regulates ballast water under the National Invasive Species Act; and some 26 states have established their own redundant and sometimes conflicting rules for vessel discharges.

## RL-K 7500 – New Crane for Subsea Lifting

The RL-K 7500 subsea crane from Liebherr with knuckle boom and AHC for under water handling can lift 270 t above the surface of the water and handle loads down to a depth of 3,400 m. Ideally suited for harsh and demanding environments, the RL-K 7500 employs a unique design which enables loading to be handled more efficiently and with less time and manpower. As a heavy lift crane (without subsea functionality) lifting capacities of 300t are possible. A continuous boom configuration enables radii of 35 to 50m.

[www.liebherr.us](http://www.liebherr.us)



## In-House Dyno Enhances Marine Exhaust Service

Measuring how an exhaust system performs before it's installed helps ensure optimal results will be achieved. Using its in-house dynamometer and test engines, Marine Exhaust Systems works closely with customers to create the best solution for their application. The company began dyno testing years ago with a CAT 3126 425 hp engine, popular among its customers. Marine Exhaust Systems has since acquired four other engines to expand its development and testing services for larger pleasurecraft and commercial vessels. The most recent addition to the facility is a CAT C-18 1,150 hp engine.

[www.marine-exhaust.com](http://www.marine-exhaust.com)



## ABB Turbocharging Boosts Fuel Efficiency on Smaller Boats

ABB Turbo Systems Ltd. played a key role in bringing Wärtsilä's RT-flex technology to two-stroke engine installation onboard smaller ships. Owners of smaller merchant vessels prefer two-stroke, low speed engines in light of fuel savings, lower operating costs and emissions. Wärtsilä reconfigured the layout of the widely specified RT-flex50 version-D engine to overcome width limitations that preclude installation of an engine with an exhaust-side turbocharger attached. The space-saving step opens the way for the fuel-saving engine type to be offered for designs with slim stern sections, including smaller tankers, bulk carriers and 'handysize' container vessels.

[www.abb.com/turbocharging](http://www.abb.com/turbocharging)



## Volvo Penta helps Coast Guard Save Fuel

With the help of Volvo Penta's innovative, DNV-approved propulsion system, Swedish Coast Guard ships reduce fuel consumption by approximately 30% compared to traditional installations. The system consists of triple Volvo Penta IPS 1050 based on 3 x D13-800 Rating 4 engines at 588 kW each, giving at total propulsion power of 1764 kW and 3 x IPS 3 fully integrated pod units (gearbox, exhaust system, rudder and steering machinery). The very low fuel consumption over the whole speed range is creating great cost savings and with reduced CO2 and NOx emissions.

<http://www.volvopenta.com>



## Wearlon Marine Bottom Coatings

Wearlon Marine Bottom Coatings are easy to apply, environmentally friendly, and technologically advanced. Speed Coat-49 is a specialized hull coating, independently tested by leading universities and laboratories, used by champion hydroplane racers and in US Naval applications with optimal water-drag reduction results. The manufacturer of Speed Coat-49, Plastic Maritime Corporation, is now providing this record-breaking product direct to market. Now, Wearlon Speed Coat-49 is available for anyone who wants to go faster while using less fuel, and prevent fouling. Free coated samples available by emailing:

[info@wearloncorp.com](mailto:info@wearloncorp.com)



## Safer Transfer System for Sheringham Shoal

Scira Offshore Energy will utilize a UK-designed vessel transfer system to provide its wind farm technicians with safe and reliable access to wind turbines in a range of weather conditions. The new transfer system, known as MaXcess, produced by OSBIT Power Limited, differs from existing vessel transfer systems in that it has been engineered to restrain bow motions vertically and horizontally while allowing the vessel to roll, pitch and yaw freely therefore extending the wave height limit of personnel transfers for a range of vessel types. MaXcess allows the vessel it is installed on to quickly clamp on to a turbine and operate at low power while technician and cargo transfers take place.

[www.osbitpower.com](http://www.osbitpower.com)



## PRODUCTS

### Brighter Hazardous Area Warning Indicator

The latest addition to the BEx beacon range from E2S is an approved high output 21 Joule Xenon beacon. Available with a choice of seven lens colors, it is designed to give a high output for areas where a brighter alarm signal is required. Certified for the great majority of hazardous areas, its powerful beacon is especially suitable for use in bright sunlight. Utilizing a twin Xenon tube, it can be configured to produce a single full power flash, a double strike flash or an alternate flash; a second stage alarm is available if required. 24 and 48VDC and 115 and 230VAC voltage versions are available.

<http://shop.e2s.com>



### 100 Amp Shore Power Cable Sets

Reliability is proven over time. Hubbell Marine was the first to introduce a marinized 100 amp Ship-to-Shore Cable Set and today, its products are still performing strong. The company offers a variety of 100 amp cordsets to meet the larger power demands of modern boats. Cable sets come in 75-ft., 100-ft. and 125-ft. lengths. A 50-ft. extension cord is also available. Hubbell developed the industry standard for 100 amp, 125/250V pin-and-sleeve devices with the National Electric Code and American Boat and Yacht Council. Its watertight cable sets are 105°C rated, UL-listed and ABYC compliant.

[www.hubbell-marine.com](http://www.hubbell-marine.com)

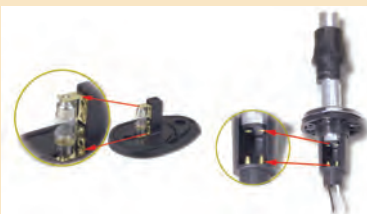


### Perko Navigation Lights: Gold Standard

Perko was the first and is one of the only manufacturers to utilize gold-plated contacts for its U.S.-made reliable connections and superior corrosion resistance.

Most metals will develop a thin oxide layer or even pit over time when exposed to air, jeopardizing a solid electrical connection. Gold resists oxidation and maintains a reliable, smooth conductive surface. Gold-plated connections are offered on hundreds of Perko navigation lights including deck-mounted lights, pole lights, pole light mounting bases and combination packages.

[www.perko.com](http://www.perko.com)



### Chart Table Lamp is Easy on the Eyes

White/Red LED Flexi Chart Table Lamps from Hella marine provide crisp, energy-efficient illumination for day or night conditions. Available in white, red, and white/red LED models, the adjustable lamps are excellent for navigation areas, berths or anywhere reading lights are needed. Dual color white/red version lamps feature precise dimming via an integrated rotary switch in the lamp head. Drawing less than 2W or less than 0.2A at 12V, the LED lamps are cool to the touch—important in close quarters. Completely sealed, the LED Flexi Chart Table Lamp is rugged, with UV-resistant black plastic housing.

[www.hellamarine.com](http://www.hellamarine.com)



### Know the Tide as Easily as the Time

The developer of the ChronGlobal Tidal Chronoscope application (app), has released a new specifically designed version for iPad users. Tide: Tidal Chronoscope HD uses the iPad's GPS to deliver tide predictions worldwide in HD graphics. The app offers a host of features to help users who are interested in obtaining tide information for most anywhere on the globe and retrieves local tide predictions from more than 9,400 worldwide tidal reporting stations. No matter where the user is, it will tell the current state of the ocean tides at their location (or any other) instantly.

[www.chronglobal.com](http://www.chronglobal.com)



### Totem Plus Mini VDR: Voyage Data Recording for Small Craft

Totem Plus recently developed the Totem Mini VDR, a recording system designed for small vessels; specifically tugboats and pilot boats etc. in ports and harbors where the local port authorities so demand. The system records in retrievable form navigational information from GPS and AIS and more, bridge audio, VHF communication, Engines RPM, and status of main control switches on the bridge console. Very small capsule is available to account for the small upper deck size. Data can be easily downloaded to USB media or via cross Ethernet cable directly to investigator's laptop.

[www.totemplus.com/minivdr.html](http://www.totemplus.com/minivdr.html)



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### Pearl Harbor, Hawaii:

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### Jacksonville, Florida:

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### San Francisco, California:

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[www.baesystems.com/careers](http://www.baesystems.com/careers)

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EEO M/F/V/D

### Service Supervisor

Job Location: USA, Deer Park

Mackay Communications, Inc. is America's largest marine electronics service company. For over 50 years Mackay has sold, installed, and serviced navigation and communication equipment onboard commercial and naval ships, in all major US ports. We sustain our industry-leading position through strong technical talent, and hiring the right people. The goal is superior results for our customers and superior careers for our employees.

Mackay Communications, Inc. is currently seeking a Service Supervisor to join our Deer Park, TX office. The successful candidate will understand the customers' needs and assign the best technician to fix it right the first time.

The Service Supervisor will:

- Manage \$4 million annual budget with Profit and Loss responsibility
- Drive the successful completion of 1,500 marine service calls per year, with assistance from two (2) experienced assistants

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- Leads, mentors, trains, and supervises 11 field technicians in two locations.
- Strengthen customer relationships by delivering excellent customer service including sending completed work orders and invoicing to customers
- Grow the business to increase staffing by 1+ technician in 2013
- Track the movement of vessels
- Call Agents to check on vessel movements
- Interface with Sales, Inventory, and World Service
- Enter jobs into the company database

- Background to support success includes:
  - Bachelor's degree in electronics, communications, or business preferred
  - 5 + years of supervisory experience of field technicians
  - 3 + years of customer service experience, international experience a plus
  - Excellent written and verbal communication skills

Mackay is an equal employment opportunity employer, a veterans-friendly organization, and veterans with the above qualifications are encouraged to apply.

Candidates must be legally authorized to work in the U.S. and pass a thorough background check.

Nicole Blum  
Mackay Communications

**Mackay offers a competitive salary in addition to health insurance, paid vacation, 401(k) plan, and a company-paid pension plan.**

**Email:** [staffing@mackaycomm.com](mailto:staffing@mackaycomm.com)  
**Web:** [www.mackaycomm.com/career.asp](http://www.mackaycomm.com/career.asp)

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