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| IALA (Draft) Guideline |

mEASURES TO EVALUATE THE EFFECTIVENESS OF VTS

Edition 1.0

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# INTRODUCTION

Vessel Traffic Services are recognised internationally as a navigational safety measure through the International Convention on the Safety of Life at Sea 74/78 (SOLAS). However, the establishment and on-going operation of a VTS is a considerable investment. To achieve the purposes for which it was implemented it needs to be effective and routinely evaluated to ensure that the operational objectives are being met, the technical and operational performance is acceptable and the issues identified and defined in determining the need for the VTS have been either alleviated or at least reduced to an acceptable level.

## 1.1 International Framework

There are several resolutions and guidelines related to the requirements for the competent authorities and VTS authorities to use to establish VTS services and the subsequent auditing and assessment of those services.

International Convention on the Safety of Life at Sea 74/78 (SOLAS)

The provisions in SOLAS Chapter V (Safety of Navigation) Regulation 12 provides for Vessel Traffic Services and states, amongst other things, that:

* “Vessel traffic services (VTS) contribute to safety of life at sea, safety and efficiency of navigation and protection of the marine environment, adjacent shore areas, work sites and offshore installations from possible adverse effects of maritime traffic.”
* “Governments undertake to arrange for the establishment of VTS where, in their opinion, the volume of traffic or the degree of risk justifies such services.”

SOLAS also states that contracting Governments planning and implementing VTS shall, wherever possible, follow the guidelines developed by the International Maritime Organization.

IMO Resolution A.857(20) Guidelines for Vessel Traffic Services

Recognising that the safety and efficiency of maritime traffic and the protection of the marine environment would be improved if vessel traffic services were established and operated in accordance with internationally approved guidelines the IMO Assembly adopted IMO Resolution A.857(20) Guidelines for Vessel Traffic Services. The Resolution describes the principles and general provisions for the operation of a VTS and participating vessels and the roles and responsibilities of contracting governments, competent authorities and VTS Authorities.

Specifically, IMO Resolution A.857(20) Guidelines for Vessel traffic Services states that in planning, establishing and operating a VTS, the Contracting Government or Governments, Competent Authority and VTS Authority should:

* Ensure that objectives for the VTS are set (Refer 2.2.2.2).
* Determine the type and level of services to be provided, having regard to the objectives of the VTS (Refer 2.2.2.5).
* Ensure that the VTS authority is provided with the equipment and facilities necessary to effectively accomplish the objectives of the VTS (Refer 2.2.2.7).
* Ensure that the objectives of the VTS are met (Refer 2.2.3.1).

Further IMO Resolution A.857(20) states that the Guidelines should be used in conjunction with the IALA VTS Manual.

IMO Member State Audit Scheme (IMSAS)

Under the general provisions of treaty law and of IMO conventions, States are responsible for promulgating laws and regulations and for taking all other steps which may be necessary to give those instruments full and complete effect so as to ensure safety of life at sea and protection of the marine environment.

Key IMO documents regarding IMSAS include:

Resolution A.1067(28) on the Framework and Procedures for the IMO Member State Audit Scheme

The purpose of this framework is to describe the objective, principles, scope, responsibilities and capacity‐building aspect of the IMO Member State audit, which together constitute the strategy for the audit scheme.

This framework is supported by the procedures for the IMO Member State audit and the IMO Instruments Implementation Code (III Code).

Resolution A.1070(28) on IMO Instruments Implementation Code (III Code)

The objective of this Code is to enhance global maritime safety and protection of the marine environment and assist States in the implementation of instruments of the Organization. The Code seeks to address those aspects necessary for a Contracting Government or Party to give full and complete effect to the provisions of the applicable international instruments to which it is a Contracting Government or Party, including SOLAS Chapter V (Safety of Navigation) Regulation 12. This Manual has been developed as guidance to assist in the planning, conducting and reporting by auditors in the execution of their duties as defined in the Framework and Procedures for the IMO Member State Audit Scheme, which was adopted by the Assembly through resolution A.1067(28)

IMO Circular Letter No. 3425 ‐ Auditor’s Manual for the IMO Member State Audit Scheme (IMSAS)

This manual has been developed as guidance to assist in the planning, conducting and reporting by auditors in the execution of their duties as defined in the framework and procedures for the IMO Member State Audit Scheme, which was adopted by the Assembly through resolution A.1067 (28). Specifically the Manual refers to demonstrating measures are in place to evaluate the effectiveness of VTS, for example:

1. Measures to evaluate effectiveness in implementing IMO mandatory instruments

Please describe the measures, if any, taken to evaluate the effectiveness in implementing SOLAS regulations V/12).

1. Evaluation and review

Please describe the measures taken to evaluate effectiveness of AtoN and VTS (e.g. vessel tracking analysis, incident analysis, service availability, AtoN planning and inspection).

IALA Recommendation V-119 on The Implementation of Vessel Traffic Services

This recommendation states that:

1. operational objectives should be established with the ultimate aim of alleviating the defined problems (Refer 2.1.1);
2. It is important for the Competent/VTS Authority to carry out an evaluation after introduction of the new or re-assessed VTS, to ensure that the VTS operational objectives have been met, and the problems identified and defined in the Preliminary Assessment phase have been either alleviated or at least reduced to an acceptable level (Refer 4); and
3. The evaluation should ensure that the VTS operational objectives are met (Refer 4).

IALA Guideline 1101 on Auditing and Assessing VTS

This guideline states that to achieve the purposes for which it was implemented, a VTS “needs to be effective and routinely evaluated to ensure that the operational objectives are being met, the technical and operational performance is acceptable, and the issues identified and defined in determining the need for the VTS have been either alleviated or at least reduced to an acceptable level” (Refer 2).

# Overview

The measures to evaluate the effectiveness of VTS can have implications to both internal operations and the interaction between VTS centres and external allied services. The ongoing review and assessment of a VTS service can improve the external efficiency of related allied services by providing timely and accurate information for their planning and resource management. Consequently this will reduce their overall cost base while optimizing the logistical chain of intermodal transport of cargo.

# AIMS AND OBJECTIVES

The aim of this document is to provide guidance for Competent Authorities and VTS Authorities to evaluate the effectiveness of a VTS. In particular, the guidance focuses on providing assistance to:

1. Meet their obligations in accordance with Regulation 12 of Chapter V of SOLAS (Vessel traffic services) and IMO Resolution A.857(20) Guidelines for Vessel Traffic Services with regards to ensuring that objectives for a VTS are set (Refer 2.2.2.2.2) and that these objectives are met (Refer 2.2.3.1).
2. Respond to the IMO Resolution A.1067(28) Framework and Procedures for the IMO Member State Audit Scheme with regards to how they implement and enforce SOLAS Chapter V (Safety of Navigation) Regulation 12. In particular, to ensure measures are in place to evaluate the effectiveness in implementing SOLAS regulations V/12 and the effectiveness of VTS.

# Setting Objectives

## 4.1 Introduction

The objectives set for individual VTS’s may vary significantly, noting the diversity of VTS services provided by individual VTS’s (e.g. High traffic areas, types of service provided, low risk/high consequence scenarios, primary focus of the VTS (e.g. efficiency compared to protection of the environment, etc.). Setting appropriate objectives requires careful consideration, noting that:

1. Often no one ultimate criteria exists
2. Organisations pursue multiple and sometimes conflicting goals
3. Effectiveness may change over time and with organisational and system maturity
4. Criteria may be different at different levels within the organisation.
5. Criteria relate to outcomes and well as processes.

In determining appropriate objectives for a VTS consideration should be given to the three pillars that underpin the effective management of safe operations:

1. Effective hazard identification and risk management
2. Effective development of a robust safety culture and positive safety climate
3. Effective mechanisms of governance and oversight

## 4.2 What is a VTS Objective?

Proposed definition for “VTS Objectives” – a statement with direct and practical interpretation for management purposes and against which performance can be evaluated quantitatively (i.e., targets/thresholds) and measured practically. In particular, it should:

1. Be a clear statement of a specific, measurable outcome to be achieved; and,
2. Not be a listing of strategies or actions that will be performed during the fiscal year

In setting the objectives for a VTS consideration should be given to defining statements that contribute to one or more of the following:

1. The principles of VTS
2. The purpose/reason for VTS
3. Operational considerations to deliver the requisite service/s
4. The compelling need for implementing the VTS

## 4.3 Principles of VTS

The key principles of VTS include:

1. Overview of Traffic / Maintaining a Traffic Image

IMO Resolution A.857(20) states that:

A VTS should at all times be capable of generating a comprehensive overview of the traffic in its service area combined with all traffic influencing factors (Refer 2.5.2.1).

The VTS should be able to compile a traffic image, which is the basis for its capability to respond to traffic situations developing in its service area (Refer 2.5.2.1).

The traffic image allows the VTS operator to evaluate situations and make decisions accordingly (Refer 2.5.2.1).

Examples of objectives that contribute to generating an Overview of Traffic / Maintaining a Traffic Image are provided at Annex 1.

1. Interacting with the traffic

A.857(20) states that the service should have the capability to interact with the traffic (Refer 1.1.1).

Examples of objectives that contribute to ensuring the capability to interact with traffic are provided at Annex 1.

1. Responding to traffic situations developing

A.857(20) states that the service should have the capability to respond to traffic situations developing in the VTS area (Refer 1.1.1).

Examples of objectives that contribute to ensuring the capability to respond to traffic situations developing in the VTS area are provided at Annex 1.

## 4.4 The purpose/reason for VTS

That is, how the VTS contributes to the purpose of VTS as defined by the International Convention on the Safety of Life at Sea (SOLAS) Chapter V (Safety of Navigation) Regulation 12 provides. That is:

1. Safety of life at sea
2. Safety and efficiency of navigation
3. Protection of the marine environment, adjacent shore areas, work sites and offshore installations from possible adverse effects of maritime traffic (SOLAS).

Examples of objectives that contribute to the purpose/reason for VTS are provided at Annex 1.

## 4.5 Operational considerations

Key operational attributes to consider in determining objectives may include:

1. Equipment

A.857(20) states that a VTS should at all times be capable of generating a comprehensive overview of the traffic in its service area combined with all traffic influencing factors. The VTS should be able to compile a traffic image, which is the basis for its capability to respond to traffic situations developing in its service area. The traffic image allows the VTS operator to evaluate situations and make decisions accordingly. Data should be collected to compile the traffic image (Refer 2.5.2.1).

1. Staff

V-103 and Guideline No. 1045 are the main documents for providing the standard for training and certification of VTS personnel and staffing level for VTS personnel. These two standards are the basis for VTS staffing objective established. In addition, Guideline No. 1017 provides guidelines on the assessment for various training requirement.

1. Procedures

V-127 provides all the procedures needed for VTS operation.

1. Quality Management

IALA Recommendation O-132 Quality Management for Aids to Navigation Authority is the main reference document to be utilized for establishing a QMS process at VTS Centres. Additionally, the following documents are also relevant: IALA Guideline No. 1101 Auditing and Assessing VTS; IALA Guideline No.1115 Preparing for the IMO Audit Scheme VTS; IMO A.857(20) and The VTS Manual (2016).

Examples of objectives that contribute to achieving the operational considerations are provided at Annex 1.

## 4.6 The compelling need for establishing the VTS

That is, the objectives should be established with the ultimate aim of alleviating the issues identified when determining the need to establish the VTS as described in IALA Recommendation V-119 on the Implementation of Vessel Traffic Services.

Examples of objectives that contribute to addressing the compelling need for establishing the VTS are provided at Annex 1.

# setting measures to evaluate effectiveness

Once the objectives for the VTS have been set the VTS Authorities should implement a regime to:

* ensure the objectives established by a VTS Authority are met
* ensure the services are delivered in the best possible manner
* continually monitor performance against objectives
* progressively improve the delivery of service by measuring key measures, which reflect the performance of VTS with respect to process and risk reduction, to ensure appropriate measures can be adopted and introduced
* identify, monitor and enable VTS Authorities to keep pace and manage change and facilitate planning, prioritising and defining areas of emphasis

The key step to implementing an evaluation regime is establishing measures as a means to evaluate how the objectives are set for the VTS are being met.

## 5.1 Measuring Effectiveness

Evaluation measures need to be determined to monitor and assess that the objectives set for the VTS are effectively contributing to alleviating, or at least reducing to an acceptable level, the issues / problems the VTS was introduced to mitigate (eg risk of collisions/groundings, navigational hazards, complexity of waterway).

Both positive (leading) and negative (lag) performance measures should be considered. This ensures that operational outcomes are measured in terms of the success of good practice and the preventative measures that need to be implemented.

Positive performance measures consider the operational outcomes; they are a measurement of the success of good practice and therefore preventive measures that avoid accidents, incidents, workplace injury and ill-health. In contrast, negative performance measures consider accidents, other adverse outcomes, injury and ill-health.

## 5.2 Defining performance measures

When testing the suitability of key performance measures the following issues may be considered:

* Are they relevant?
* Are they clearly defined?
* Are they readily measurable?
* Are they acceptable to people across the organisation?
* Are they comparable from one measurement to the next?
* Are they unambiguous?
* Are they statistically valid?
* Can it be collected in a timely and cost effective manner?

This should lead to a set of measures which:

* Accurately and consistently measure the parameter to monitor
* Are easily understood by users
* Are relatively simple to collect
* Are timely in that they support Authorities to identify and implement a response that can influence the outcome
* Readily relate to the objectives of the organisation

## 5.3 Risk Assessments

Risk assessments can provide input into the development of performance measures by identifying outcome areas that may need to be addressed. The following process can be followed:

* List the hazards that are present in the workspace that have been identified and assessed. To do this it may be wise to refer to risk assessments that have been carried out in the past.
* Identify which organisational and/or operational objective the hazard is associated with.
* For each hazard found the current hazard controls that are in place must also be identified, these will be procedures that have been implemented to improve results already.
* When these have been identified, a choice must be made as to which area it is most beneficial for the organisation to measure. This could be areas that need further improvement than the current system is providing, or those that you want to measure the operational performance from.
* Then it is a case of creating and developing the measures. It is measuring aspects of performance in a positive way, to ensure that everything that is being implemented is working effectively.
* After the measures have been developed it is necessary to develop the methodology, so select measures that are the most relevant and cost effective to collect, easily understood by the majority of people in the workplace and can be quickly and easily measured. It must be understood how the information will be collected; and also how often this information needs to be collected for it to be useful.
* Finally the performance and effectiveness of the measures must be reviewed by checking whether they are effective measures of the areas that have been identified. This review must be undertaken periodically or when processes and equipment changes, as measure management is an on-going and ever changing process.

# REVIEW

A review should be undertaken regularly, preferably annually when reviewing risk analyses or the Business Continuity Plan.

Undertaking a regular review provides the opportunity to examine the objectives set for the VTS, bearing in mind changes in operations, operational methods, personnel and the availability of technology, to ensure they remain applicable and are being achieved. This may identify areas that require attention in order for the operational objectives to be met.

# FIGURES

\*\* need to develop tables to reflect possible examples, ie.

Incident rate versus vessel movement examples

VTS1 10,000 vessels with 10 incidents

VTS2 5,0000 vessels with 10 incidents

While the objective is to reduce the number of incidents, in this example can you tell which vts is more effective than the other

# DEFINITIONS

The definition of terms used in this Guideline can be found in the International Dictionary of Marine Aids to Navigation (IALA Dictionary) at <http://www.iala-aism.org/wiki/dictionary.Acronyms>

# ACRONYMS

IMO International Maritime Organization (Acronym style)

# REFERENCES

1. IMO Resolution A.857(20) Guidelines for Vessel Traffic Services
2. IMO Resolution A.1067(28) Framework and Procedures for the IMO Member State Audit Scheme
3. Resolution A.1070(28) on IMO Instruments Implementation Code (III Code)
4. IMO Circular Letter No. 3425 ‐ Auditor’s Manual for the IMO Member State Audit Scheme (IMSAS)
5. IALA Recommendation V-119 on The Implementation of Vessel Traffic Services
6. IALA Guideline 1101 on Auditing and Assessing VTS
7. IAIA Guideline No 1110 – Use of Decision support Tools for VTS Personnel.
8. Standards for Training and Certification of VTS Personnel V-103
9. Staffing Levels at VTS Centres IALA Guideline No. 1045
10. IALA Guideline 1014 – Accreditation and Approval Process for VTS Training
11. Safety management System (SMS)
12. IALA Recommendation O-132 “Quality Management for Aids to Navigation Authority[[1]](#footnote-1)
13. IALA VTS Manual
14. (others?)
16. Examples of Objectives and Measures to Evaluate the Effectiveness of VTS
17. Principles of vts

| Principle of VTS | Example Objectives | Example Measure |
| --- | --- | --- |
| **Overview of Traffic/Maintaining a Traffic Image**  Refer A.857(20) |  |  |
| A VTS should at all times be capable of generating a comprehensive overview of the traffic in its service area combined with all traffic influencing factors (Refer 2.5.2.1). | That the sensor coverage and system is capable of compiling a traffic image throughout the VTS area and in a manner consistent with the types of service delivered | That the availability of the traffic image is greater than or equal to xxx (e.g. 99.8%). |
| The VTS should be able to compile a traffic image, which is the basis for its capability to respond to traffic situations developing in its service area (Refer 2.5.2.1). | Capability to compile a traffic image, which is the basis for its capability to respond to traffic situations developing in its service area | That the availability of key sensors (e.g. AIS, radar, CCTV, etc.) is greater than or equal xxx (e.g. 99.8%). |
| The traffic image allows the VTS operator to evaluate situations and make decisions accordingly (Refer 2.5.2.1). | The traffic image allows the VTS operator to evaluate situations and make decisions accordingly | The positional data from all sensors (e.g. AIS, radar, etc.) is available throughout the VTS area. |
| *Related Responsibilities under (A.857(20))*   * *establish appropriate standards for shore- and offshore-based equipment (Refer 2.2.2.6);* * *ensure that the VTS authority is provided with the equipment and facilities necessary to effectively accomplish the objectives of the VTS (Refer 2.2.2.7).* |  |  |
| **Interacting with the traffic** |  |  |
| The service should have the capability to interact with the traffic (Refer A.857(20) 1.1.1). | That the VTS communications system provides the capability to interact with traffic throughout the VTS area | That the communications system coverage provides a traffic image throughout 100% of the VTS area. |
| Provide VTS capable of dealing with and responding to developing situations | That the availability of the communications system (eg. VHF Voice, Telephones, etc) is greater than or equal to xxx (e.g. 99.8%). |
| **Responding to traffic situations developing** |  |  |
| The service should have the capability to respond to traffic situations developing in the VTS area (Refer A.857(20) 1.1.1).  Refer to:  IAIA Guideline No 1110 – Use of Decision support Tools for VTS Personnel. | That the decision support tools provide the capable to detect and escalate abnormal behaviour to the attention of the VTSO in a manner that enables a timely response to developing traffic situations. | That the decision support tools escalate 100% of defined abnormal behaviour to the VTSO that enables interaction |
| Capability to interact with a vessel to influence the decision-making process on board the vessel | % of interactions which successfully influenced the decision-making process on board the vessel |
| That the VTS system provides the capability to integrate/interface with key sub-systems (D/F, AIS, Radar, CCTV, data-processors, etc.) in order provide complex image of developing traffic situations throughout the VTS area | Availability of VTS system (The percentage availability of key sub-systems on a monthly and annual basis). |
| The VTS system should provide statistics on vessel traffic movements, types of traffic etc. | Analyse the appropriate Port / VTS area traffic statistics etc. to assess workload/traffic density |
| **Training and Certifications of VTSO’s** |  |  |
| Related Responsibilities under (A.857(20)) include the need to establish appropriate qualifications and training requirements for VTS operators, taking into consideration the type and level of services to be provided (Refer 2.2.2.9).  Standards for Training and Certification of VTS Personnel V-103  Staffing Levels at VTS Centres IALA Guideline No. 1045 | Establish VTSO training (e.g. number of days, quality of course, etc.) to meet V-103. | Regular assessment of VTSO |
| Establish QMS process which includes behavioural markers - conducting routine safety observation sessions with VTSOs using other colleagues or external parties | incident debrief/review for analysis/recommendations |
|  |  |

1. Purpose / reason for vts

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| --- | --- | --- |
| The purpose/reason for VTS | Example Objectives | Example Measure |
| **Safety of life at sea** |  |  |
| 1. Safety and efficiency of navigation | (\*\*\*reword below in terms of objectives) | (\*\*reword below in terms of obtainable / trackable measures) |
| VTS can improve the efficiency of vessel traffic in two ways through:   1. Reducing accidents   Prevention of an accident directly leads to an improvement in the efficiency of vessel traffic. An accident causes delays, not only for the vessels involved but also for other vessels in the vicinity. Serious accidents can lead to lengthy delays, especially when the movement of vessels is being restricted and possibly being re-routed, or in extreme cases when the VTS has to close the navigable waterways to vessel traffic.   1. Better utilisation of the infrastructure (eg waterway, locks, ports)   An infrastructure will have a certain capacity, both in the size of and the number of the vessels that can be accommodated. A VTS can safely increase the capacity by enabling:   * larger vessels to use the infrastructure (e.g. larger draught, beam, length, air draught); * longer use of the infrastructure (e.g. tidal windows, continued operation under adverse * conditions); and * more use of the infrastructure (e.g. higher traffic density, higher speed). | * Capable of responding and providing assistance to others * Improvement for the carrying capacity of vessels and reduction in delays increases the efficiency of these vessels * Achieve economic benefits to the stakeholders * increase the utilisation of infrastructure * eliminate delays or reduce the need for costly investments in the expansion of this infrastructure * correct and timely information about actual and expected vessel positions, movements, destinations and times of arrival provided to allied services | • Number of instances where VTS responded and assisted with safety of life events (eg Mayday’s, SAR, Medivac’s)  • Reduction in cost overheads by XXX [ may not be the concerns of the competent/VTS authority.]  • Turn-around time [Up time of service] XXX |
| 1. Protection of the marine environment, adjacent shore areas, work sites and offshore installations from possible adverse effects of maritime traffic (SOLAS) |  |  |
| Protection of the environment is often a substantial driving force for determining the need for VTS. It has resulted in VTS being implemented in areas with relatively low traffic volumes (where, for example, the need for safety of vessel traffic did not sufficiently justify VTS), in particular in areas where relatively high quantities of polluting cargoes are transported, especially if these areas are considered to be environmentally sensitive.  In addition to the explicit formal recognition of the contribution of VTS in SOLAS, there is an implicit recognition of the contribution VTS can deliver to the protection of the environment in UNCLOS. VTS is one of the four possible 'associated protective measures' specifically mentioned in IMO Resolution A.982(24) - ‘Revised Guidelines for the Identification And Designation of Particularly Sensitive Sea Areas’, for the establishment of 'Particularly Sensitive Sea Areas' (PSSA).  In certain ports, narrow straits and inland waterways, vessels sail in close proximity to populated areas, industrial activities and their associated infrastructure. Generally, accidents involving spills or emissions of hazardous chemicals in fluid or gaseous form are the biggest concern, but deaths, injuries and damage can be caused by vessels colliding with habited areas on waterfronts. The additional impact of a chain reaction in oil or chemical plants on a waterfront initiated by an accident with a vessel needs to be considered. | * Mitigating the consequences of incidents, accidents and disasters * Preventing incidents and accidents occurring or developing into disasters * Protection of the Adjacent Communities and Infrastructure | • % of proactive interventions by VTS Operator which mitigated potential accident / incident greater than XX.X%  • number of grounding less than XX per 10,000 transits  • number of collisions less than XX per 10,000 transits:  • number of near misses less than XX per 10,000 transits:  *VTS-2012-22 (IAIA Dictionary) Near Miss*  *A sequence of events and/or conditions that could have resulted in loss. This loss was prevented only by a fortuitous break in the chain of events and/or conditions.*  *The potential loss could be human injury, environmental damage or negative business impact (e.g., repair or replacement costs, scheduling delays, contract violations, loss of reputation).* |

1. OPERATIONAL CONSIDERATIONS

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| **Operational Considerations** | **Example Objectives** | **Example Measure** |
| **Equipment** |  |  |
| This should be compared to the availability targets determined for the key equipment as per IALA Recommendation V-128 on Operational and Technical Performance Requirements for VTS Equipment | Availability of VTS system  Technical performance of the VTS equipment | The percentage availability of key equipment on a monthly and annual basis |
| **Staff** |  |  |
| *Related Responsibilities under (A.857(20))*  ensure that the VTS authority is provided with sufficient staff, appropriately qualified, suitably trained and capable of performing the tasks required, taking into consideration, the type and level of services to be provided and the current IMO Guidelines on the recruitment, qualifications and training of VTS operators given in Annex 2 (2.2.2.8). | All staff to have V103 qualifications and regular assessment | Accident Statistics – lost time incidents |
| **Allied Services** |  |  |
| In delivering VTS services a VTS maintains close interaction and communication with its key stakeholders, that is, masters/OOW/Pilots of vessels transiting the VTS area. This provides a continuous and ongoing mechanism to receive and record stakeholder satisfaction with the delivery of service. All feedback in such circumstances should be recorded and where applicable an Opportunity for Improvement raised within the Quality Management System. | Relationships are enhanced with allied services, stakeholders and other interested parties  Regular information meetings with stakeholders  Measurement of customer satisfaction surveys  Conduct interviews with pilot exempt masters – to obtain their views on VTS operators | Formal/informal working agreements with allied services  Frequency of meetings with allied services/stakeholders and other interested parties, including numbers in attendance, meeting summary/outcomes  Client/stakeholder feedback, from multiple avenues of receipt, including: direct via email, mail, VHF radio, websites, or indirectly from social media |
| **Procedures** |  |  |
| 1. Compliance and Enforcement   *Related Responsibilities under (A.857(20))*  *establish a policy with respect to violations of VTS regulatory requirements, and ensure that his policy is consistent with national law. This policy should consider the consequences of technical failures, and due consideration should be given to extraordinary circumstances that result. (2.2.2.12)* |  |  |
| 1. Quality Management |  |  |
| All staff is subject to Quality Management System (QMS)  *IALA Guideline 1014 – Accreditation and Approval Process for VTS Training* |  |  |
| 1. Safety Management System (SMS) |  |  |
| All staff is subject to Quality Management System (QMS) |  |  |

1. The compelling need for implementing the VTS

|  |  |  |
| --- | --- | --- |
| Compelling Need for Implementing the VTS | Example Objectives | Example Measure |
| Implementing a VTS may be one solution to address potential traffic management problems such as:   * interaction of maritime traffic; * volume and composition of traffic; * protection of the marine environment and the surrounding area; * the local conditions such as geography, hydrological/meteorological, and tides; * a record of maritime casualties.   V-119  IALA Recommendation O-134  Guideline No. 1018 on Risk management  Other benefits of implementing a VTS may include:   * supporting maritime security; * supporting law enforcement; and * protection of adjacent communities and infrastructure. | Minimise the risk of maritime accident and consequential ship sourced pollution and damage to the marine environment  VTS assists with …  VTS alleviates … | Reduction in ……   * Percentage of vessels passing the VTS area without accidents / incidents / near misses * Number of vessels where VTS provided information / interacted which resolved the situation prior to it further developing. * How many times has a grounding been prevented (e.g. avoidance before entering shallow waters). * How many times has a collision been prevented   Relativity number of incidents / event by route or passage or VTS area |
|  |  |  |
|  |  |  |

1. for the purpose of this Recommendation, VTS is deemed to be an Aid to Navigation [↑](#footnote-ref-1)