

SAMSA

INDICATOR PROTOCOL SHEET

Strategic Objective (3.2)

To contribute to the mitigation of maritime security risks between 2015 and 2020

Programme Performance Indicator

Maritime security incidents attributable to inadequate processing of Pre-Arrival Notifications (PANs)

{Financial Reporting Period}

2015-16



INDICATOR PROTOCOL SHEET	
Indicator title/Name	Maritime security incidents attributable to inadequate processing of pre arrival notifications
Short Definition	<u>Brief explanation of what the indicator is, with enough detail to give a general understanding</u> Zero security incidents attributable to inadequate processing of pre arrival notifications
Purpose / Importance	<u>What the indicator intends to show and why it is important</u> One of the South Africa's ISPS Code requirements for vessels' pre-arrival information, under the Merchant Shipping (Maritime Security) Regulations, 2004 is that masters of affected vessels have to submit a Pre-Arrival Notification Report (PAN) at least 96 hours before the ship's expected time of arrival (ETA) at the first South African port. <i>See attached applicable Marine Notice at Annex A.</i> The Centre for Sea Watch and Response's (CSWR's) Maritime Rescue Coordination Centre (MRCC) in Cape Town is the first point of contact for pre-arrival information from Telkom Radio. The MRCC does not security-clear vessels; its function is to check pre-arrival information reports to ensure completeness. The MRCC forwards the checked PAN reports to the Maritime Security Co-ordination Centre (MSCC). The MSCC is responsible for informing port security officers (PSO) about vessels' security clearance status via a vessel clearance list – <i>sample attached.</i> MSCC uses the PAN information for clearing vessels requesting permission to enter South African ports. This is done for security reasons to verify whether vessels have reported their correct information and do not pose a security threat to the country. The forwarding of PANs should not unduly be delayed by MRCC, allowing the MSCC to timeously grant permission for vessels to enter South African ports.
Source of Data Collection	<u>Where the information comes from and how it is collected, and frequency of collection.</u> PANs are received at MRCC via e-mail from Cape Town Radio (Telkom Maritime Services) as and when Masters of vessels submit a PAN for entry into a South African port.
Method of Calculation	<u>How the indicator is calculated (Simple count or specific calculation formula)</u> Time measured from receipt of e-mail from Telkom until PAN is forwarded via e-mail to MSCC.
Data Limitation	<u>Factors (beyond the entity's control) that limit indicator data</u> <ul style="list-style-type: none"> • E-mails offline at Telkom, MRCC, or MSCC • Data capturing error • Search and Rescue (SAR) activities receiving priority at the time that PAN messages are received by the MRCC
Type of Indicator	<u>What the indicator intends to measure (Input, activity, output, outcome / impact, efficiency, effectiveness, equity or economy)</u> Efficiency
Calculation Type	<u>Whether the reported performance is cumulative, or non-cumulative</u> Accumulative

Reporting Cycle	<u>Whether the indicator is reported quarterly, annually or at longer time intervals</u> Quarterly
New Indicator	<u>New indicator, significantly changed indicator or old indicator without change from previous year. (Yes/No)</u> No
Desired Performance	<u>The desired target performance for the reporting period. Whether actual performance that is higher or lower than targeted performance is desirable.</u> <ul style="list-style-type: none"> • Zero security incidents attributable to adequate processing of pre arrival notifications. • Quarterly report from MSCC as per the survey questionnaire - <i>sample attached; Annex B</i>
Indicator Accountability	<u>The individual/role accountable for the indicator</u> Executive Head: CSWR
Indicator Responsibility	<u>Role/ Individual who is responsible for managing or reporting on the indicator</u> Head: Maritime SAR Operations
Other Information	<u>Other relevant information not captured in the above headings i.e. alignment with the SMART principles</u> Monthly spreadsheet compiled indicating processing time from e-mails received from Telkom to forwarding to MSCC - <i>sample attached; Annex C.</i>

Duly Signed by:

Key Performance Indicator Owner



Capt. Karl Otto:
Executive Head: Centre for Sea Watch and Response
South Africa Maritime Safety Authority (SAMSA)

Date: 2016/03/11

Marine Notice No. 12 of 2008: The Merchant Shipping (Maritime Security) Regulations 2004

South African Maritime Safety Authority



Marine Notice No. 12 of 2008

The Merchant Shipping (Maritime Security) Regulations, 2004

TO MASTERS AND OPERATORS OF INTERNATIONALLY TRADING SHIPS BOUND FOR SOUTH AFRICAN PORTS, THEIR AGENTS, SOUTH AFRICAN ASSOCIATION OF SHIP OPERATORS AND AGENTS, HARBOUR MASTERS, CAPE TOWN RADIO, THE MARITIME RESCUE CO-ORDINATION CENTRE (MRCC) AND OTHER INTERESTED PARTIES

Marine Notices Nos. 20 of 2004 and 33 of 2005 are cancelled

Summary

This marine notice gives guidance to the industry on the application of the *Merchant Shipping (Maritime Security) Regulations, 2004*, and the International Ship and Port Facility Security (ISPS) Code.

1 South Africa has implemented the Maritime Security requirements contained in Chapter XI-2 of the International Convention for the Safety of Life at Sea, 1974, and the International Ship and Port Facility Security (ISPS) Code through the *Merchant Shipping (Maritime Security) Regulations, 2004*. These regulations apply to South Africa's seven major ports, namely Saldanha Bay, Cape Town, Mossel Bay, Port Elizabeth, East London, Durban, and Richards Bay. They also apply to passenger ships, cargo ships of 500 or more gross tonnage and mobile offshore drilling units (MODUs) on international voyages. However, they do not apply to fishing vessels, vessels used solely for sport or recreation, government ships engaged solely on non-commercial voyages, coasting ships, and ships transiting South Africa's territorial waters.

Certification of South African ships

2 The South African Maritime Safety Authority (SAMSA) is responsible for approving ship security plans for South African ships, for verifying compliance with plans, and for issuing the International Ship Security Certificate (ISSC) and Continuous Synopsis Record (CSR).

Security Level in South African territorial waters

3 Security Level 1 applies in South Africa's territorial waters. Any change of security level or its area of application will be notified by Marine Notice, Navigational Warning and Notices to Mariners.

Port security

4 Security Level 1 is the default security level applying to South Africa's seven major ports (and the port facilities in these ports). Any change of security level will be declared by the Director-General: Transport, who is required to give proper notice of the declaration.

5 In accordance with Regulation XI-2/9 of the International Convention for the Safety of Life at Sea, 1974, and paragraph B/4.39 of the International Ship and Port Facility Security (ISPS) Code the Director-General: Transport has under the *Merchant Shipping (Maritime Security) Regulations, 2004*, determined the requirements for **pre-arrival** and **pre-entry information**. The full official text of the determination is published by Government Notice No. R. 1412 in Government Gazette No. 27048 of 10 December 2004.

6 Pre-arrival information is required from foreign passenger ships, cargo ships of 500 or more gross tonnage and mobile offshore drilling units (MODUs) on international voyages bound for South African ports.

7 These requirements do not apply to fishing vessels, vessels used solely for sport or recreation, government ships engaged solely on non-commercial voyages, coasting ships, and ships transiting South Africa's territorial waters, including ships calling off-limits at a South African port for the transfer of stores, crew, landing an ill crew member, etc. However, for ships calling off-limits voluntary compliance is encouraged and may avoid delay in the event, for example, of transfer operations having to be done within port limits because of adverse weather conditions.

8 Reports are not required from ships making voyages between South African ports (i.e. coasting). If a ship makes a voyage to a port in another country (e.g. Maputo - Mozambique or Walvis Bay - Namibia), a pre-arrival/pre-entry information report must be made before any subsequent call at a South African port. Also, when a ship is coasting between South African ports and interfaces with another ship between ports, the master must transmit a pre-arrival/pre-entry information report as soon as possible, but at least 5 hours before the ship's ETA.

9 **The format and content of the pre-arrival/pre-entry information report is given in Annex A.** Masters are advised to exercise care when drafting reports, particularly when using a single / or double //. The report comprises groups of words and numbers identified by a prefix, with a double // used to separate the groups and a single / used to separate words or numbers within a group. It should be noted that in the format of the report field "B" is the time of making the report and field "J" is the ETA at the first port of call. There should be at least a 96 hours difference in the times.

10 **The report must be made at least 96 hours before the ship's expected time of arrival (ETA) at the first South African port.** If the ship is arriving from a foreign port where the voyage time between ports is less than 96 hours, the master must ensure that the pre-arrival/pre-entry information is sent in compliance with the 96 hour requirement and updated when the ship clears the last foreign port.

11 An amended report must be made if:

- .1 the ETA date for the ship changes; however, a change in time on the same day need not be reported; or
- .2 there has been a ship-to-ship or ship/port interface after the original report was made; or
- .3 any other information in the original report changes, excluding those noted in 11.1.

12 The Maritime Rescue Coordination Centre (MRCC) in Cape Town is the second point of contact for pre-arrival/pre-entry information. **The pre-arrival/pre-entry information report must be in English and in writing, and is to be transmitted to the MRCC via Cape Town Radio, (the first point of contact).** The MRCC will only accept reports directly from the ship via Cape Town Radio; no reports by voice communication will be accepted. The role of the MRCC is to scrutinise reports for correctness and completeness.

13 The MRCC does not security-clear ships. Its function is to check pre-arrival/pre-entry information reports to ensure relevance and completeness. If MRCC has any queries regarding the ship's report, it will communicate with the ship via Cape Town Radio. The MRCC forwards checked

reports to the Maritime Security Co-ordination Centre (MSCC), which is responsible for informing port security officers (PSO) about ships' security clearance status. **Ships' agents should, therefore, obtain security clearance information from the relevant PSO directly.**

14 The preferred means of ship-to-shore communication for pre-arrival/pre-entry information reports is via telex. The telex system assures receipt of the message at Cape Town Radio. **The report can be transmitted on telex number 095 511600 or alternatively on 095 521846.** (The prefix 095 is the international dialing code). If Inmarsat C is used, the ship's officer can confirm receipt by selecting the option "request delivery confirmation" on the ship's terminal. A ship's agent can also confirm receipt 6 hours after transmission by contacting Cape Town Radio on the help line 0800 222 208.

15 Transmission by means other than telex has resulted in communication difficulties which, in turn, have caused delays to ships. Only in exceptional cases such as faulty or unavailable satellite communication, will Cape Town Radio accept a forwarded e-mail message from a ship's agent (provided the agent confirms receipt of the e-mail with Cape Town Radio). Cape Town Radio will not forward an e-mail message to the MRCC without this confirmation. When e-mail is used, **reports must not be sent as e-mail attachments**, but must be in the e-mail body text because the Cape Town Radio IT system strips attachments from e-mails. Cape Town Radio's e-mail address is maritimeradio@ixmail.co.za

16 Pre-arrival/pre-entry information required by this notice for maritime security purposes is similar to port entry information required by the National Ports Authority (NPA) for berth planning purposes. However, the format and use of this information differs considerably. Masters and agents are advised to ensure that information for the MRCC is not confused with that required by the NPA.

17 **Masters are cautioned that failure to timeously transmit complete and correctly formatted pre-arrival/pre-entry information may result in delays and, in appropriate cases, denial of port entry. Ships whose masters refuse to give pre-arrival/pre-entry information will be denied port entry.**

18 The following table provides information about port security officers (PSOs) at the seven major ports. The contact number in **bold print** in the table is the 24-hour contact number for the PSO.

Port	Name	Telephone	Facsimile	Mobile
Saldanha Bay	Mr S Gaika	(022) 703 5478	(022) 703 5484	083 285 3505
Cape Town	Mr T Gagavu	(021) 449 4270	(021) 449 2274	083 376 8826
Mossel Bay	Ms D Joyce	(044) 604 6273	0866 487 739	072 708 4378
Port Elizabeth	Mr M Mwelase	(041) 507 1773	(041) 507 1963/56	083 652 4705
East London	Ms N Sinxoto	(043) 700 2060/2313	(043) 700 2070	083 417 3920
Durban	Mr H Strydom	(031) 361 3771	(031) 361 8393	083 387 1491
Richard's Bay	Mr W Ndlanzi	(035) 905 3146	(035) 905 3126	083 286 2094

The international dialling code prefix for South Africa is +27. The local area code prefix is shown in brackets in the table above. When dialling from outside South Africa, dispense with the 0 in the local code prefix.

Information regarding port facility security officers (PFSOs) can be obtained from the PSO, the port facility operator or the local ship's agent.

19 The MRCC is also the contact point for ships seeking information on maritime security (excluding confirmation of receipt of the ISPS report) within South Africa's territorial waters. A ship

under threat in the territorial waters can communicate with the MRCC, who will forward the alert to the appropriate authorities. The MRCC's Duty Officer can be contacted via Cape Town Radio or as follows:

Telephone : +27 (021) 938 3300
Facsimile : +27 (021) 938 3309
E-mail : mrcc.ct@samsa.org.za

20 A ship under threat at a South African port can communicate with the local Port Control, the PSO, PFSO or the MRCC.

21 A ship security alert signal from a foreign flagged ship will go to the ship owner or flag State and will only be received by the MRCC if the flag State or owner forwards the alert to the MRCC.

SAFREP

22 In the interests of safety all ships are encouraged to participate in the South African Ship Reporting System (SAFREP). This system assists in search and rescue by providing up-to-date information on shipping in the event of a maritime casualty. It is modelled on IMO Resolution A.851(20) regarding general principles for ship reporting requirements. It makes use of movement reports submitted to Cape Town Radio by ships within the South African search and rescue region. Participation in the system is voluntary. Information regarding SAFREP may be found in the Admiralty List of Radio Signals.

Anchoring outside port limits

23 Masters, owners and operators are reminded that it is an offence in terms of the Marine Traffic Act, 1981, to anchor or stop a ship (for repairs or otherwise) in South Africa's territorial or internal waters outside port limits without permission from SAMSA. Permission to anchor or stop may be obtained by submitting to the MRCC a pre-arrival information report together with a request to anchor or stop. The MRCC will forward the request to the local Principal Officer for decision.

24 A ship that has to anchor or stop in an emergency must inform SAMSA as soon as possible, but at least within one hour after anchoring or stopping. Masters are reminded that SAMSA has the authority, even in an emergency, to set conditions for anchoring or stopping.

30 January 2008

SM6/5/2/1
SM7/3/2/1/2

Issued by and obtainable from:
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Web Site : www.samsa.org.za

ANNEX

FORMAT AND CONTENT OF PRE-ARRIVAL/PRE-ENTRY INFORMATION REPORT

Code prefix	Content	Explanation
A	Ship name/Call sign/Port of registry/Current security level on board	Ship name, call sign, port of registry of the ship, current security level e.g. /SHIPNAME/ABCD/MONROVIA/1//
B	Time	Time of report in UTC. 6 digit date time group giving day of the month and hours and minutes in UTC followed by the month e.g. /291000 SEP//
C	Position	The position of the ship at the time of reporting. 4 digit group giving latitude in degrees and minutes suffixed with "N" (north) or "S" (south) and 5 digit group giving longitude in degrees and minutes suffixed with "E" (east) or "W" (west) e.g. /1212S 00527W//
D	Ship type	Type of ship written in full e.g. /CONTAINER VESSEL//
E	Course	3 digit group for the present true course being steered e.g. /052//
F	Speed	The ship's speed in knots with the decimal omitted e.g. 16.8 knots = /168// or 8.7 knots = /087//
G	IMO number	IMO ship identification number e.g. /IMO1234567//
H	ISSC confirmation on board/Issuing authority	Confirmation yes or no (Y/N) and issuing authority e.g. /Y/LIBERIA//
I	Business name of ship's agent at intended first SA port of call	Shipping agent company name e.g. /STURROCKS//
J	First SA port of call and ETA and all subsequent SA ports of call with ETAs and first port of call after SA	Name of first SA port of call with ETA as per (B) above and all subsequent SA ports of call in voyage order until departure from SA waters with ETAs and first port of call after SA e.g. /DURBAN – 291000/PORT ELIZABETH – 301900/CAPE TOWN – 010500/SINGAPORE//
P1	Last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /MUMBAI – INDIA/01062004/1/NIL/Y//
P2	Second last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Second last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /PORT LOUIS – MAURITIUS/28052004/1/NIL/Y//
P3	Third last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Third last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /MOMBASA – KENYA/20052004/2/APPOINTED SECURITY COMPANY/Y//
P4	Fourth last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Fourth last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /DAR ES SALAAM – TANZANIA/14052004/1/NIL/Y//

Code prefix	Content	Explanation
P5	Fifth last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Fifth last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /MOMBASA – KENYA/10052004/1/NIL/Y//
P6	Sixth last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Sixth last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /NACALA – MOZAMBIQUE/02052004/1/NIL/Y//
P7	Seventh last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Seventh last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /BEIRA – MOZAMBIQUE/10042004/1/NIL/Y//
P8	Eight last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Eighth last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /MAPUTO – MOZAMBIQUE/06042004/1/NIL/Y//
P9	Ninth last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Ninth last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /LUANDA – ANGOLA/30032004/1/NIL/Y//
P10	Tenth last port of call/Departure date/Ship security level/Security measures and procedures/Ship to ship measures	Tenth last port and country of call/Departure date in 8 digit group (DDMMYYYY)/Security level/Any special or additional security measures taken by ship during the ship-port interface/That the appropriate security procedures were maintained during ship to ship activity in this port (Y/N) e.g. /WALVIS BAY – NAMIBIA/24032004/1/NIL/Y//
Q	Registered owner (or bareboat charterer) and contact details	Name of registered owner (or bareboat charterer)/Contact address/Telephone number/Fax number/E-mail address (if available) e.g. /SA SHIPPING/POBOX111CAPE TOWN/+21546783/+21546787/SHIPPING@SHIPPING.NET.ZA//
R	Ship security officer details	Name of ship security officer/Rank of ship security officer e.g. /SMITH/CHOFF//
S	Company security officer details	Name of company security officer/Contact telephone number/Mobile telephone number/E-mail address(if available) e.g. /HOUTON/+215467824/0824352614/JHOUTEN@SHIPPING.NET.ZA/ /
U	Details of cargo	General description of cargo on board and hazardous cargo as per IMDG Code e.g. /72CARS/624 CONTAINERS WITH GENERAL/2 CONTAINERS CLASS 4.1/ 6 CONTAINERS CLASS 2.2/1 CONTAINER CLASS1.1//
W1 – W(x)	Details of crew members	Information about persons on board designated as crew showing surname, name, gender, birth date (DDMMYYYY), nationality, travel document number, document expiry date e.g. /SOAP, JOE, MALE, 01121954, BRITISH, C2361, 23012007//

Code prefix	Content	Explanation
X1 – X(x)	Details of passengers	Information about persons on board designated as passengers showing surname, name, gender, birth date (DDMMYYYY), nationality, travel document number, document expiry date e.g. /SWART, HANS, MALE, 07041970, SOUTH AFRICAN, C78965, 15052005//
Y1 – Y(x)	Details of persons on board, other than passengers or crew, with the reason for being on board	Information about persons on board who are not passengers or crew showing surname, name, birth date (DDMMYYYY), nationality, travel document number, and reason for being on board (if available) e.g. /BLOGGS, HENRY, 06111949, SOUTH AFRICAN, C12345, SURVIVOR//

SAMPLE PRE-ARRIVAL/PRE-ENTRY INFORMATION REPORT

A/SHIPNAME/ABCD/MONROVIA/1//
B/291000 SEP//
C/1212S 00527W//
D/CONTAINER VESSEL//
E/052//
F/168//
G/IMO1234567//
H/Y/LIBERIA//
I/STURROCKS//
J/DURBAN – 291000/PORT ELIZABETH – 301900/CAPE TOWN – 010500/SINGAPORE//
P1/MUMBAI – INDIA/01062004/1/NIL/Y//
P2/PORT LOUIS – MAURITIUS/28052004/1/NIL/Y//
P3/MOMBASA – KENYA/20052004/2/APPOINTED SECURITY COMPANY/Y//
P4/DAR ES SALAAM – TANZANIA/14052004/1/NIL/Y//
P5/MOMBASA – KENYA/10052004/1/NIL/Y//
P6/NCALA – MOZAMBIQUE/02052004/1/NIL/Y//
P7/BEIRA- MOZAMBIQUE/10042004/1/NIL/Y//
P8/MAPUTO – MOZAMBIQUE/06042004/1/NIL/Y//
P9/LUANDA – ANGOLA/30032004/1/NIL/Y//
P10/WALVIS BAY – NAMIBIA/24032004/1/NIL/Y//
Q/SA SHIPPING/POBOX1111CAPE TOWN/+21546783/+21546787/SHIPPING@SHIPPING.NET.ZA//
R/SMITH/CHOFF//
S/HOUTON/+215467824/0824352614/JHOUTEN@SHIPPING.NET.ZA//
U/72CARS/624 CONTAINERS WITH GENERAL/2 CONTAINERS CLASS 4.1/6 CONTAINERS CLASS 2.2/1 CONTAINER CLASS1.1//
W1/SOAP, JOE, MALE, 01121954, BRITISH, C12361, 23012007//
X1/SWART, HANS, MALE, 07041970, SOUTH AFRICAN, C78965, 15052005//
Y1/BLOGGS, HENRY, 06111949, SOUTH AFRICAN, C12345, SURVIVOR//

Quarterly report from MSCC as per the survey questionnaire



**Performance Appraisal Survey on the Processing of Pre-arrival Notifications (PANs)
for the period 1 July 2015 to 30 September 2015**

Addressed: Mr Metse Ralephenya, Maritime Security Co-ordination Centre (MSCC)

From: Executive Head, Centre for Sea Watch and Response

Date: 29 October 2015

**Quarterly performance appraisal of SAMSA on the processing of pre-arrival notifications (PANs)
of vessels prior to entering South African Ports, anchorages and Off Port Limits (OPS"s):
1 July 2015 to 30 September 2015**

One of the South African Maritime Safety Authority's (SAMSA) strategic objectives is to contribute to the mitigation of maritime security risks over the years 2015 and 2020. The resultant indicator in the SAMSA annual performance plan (APP) is the timely submission of maritime security information with regard to vessel clearance to reduce the probability of maritime security incidents attributable to inadequate processing of pre-arrival notifications (PANs).

The purpose of this performance appraisal request is to obtain feedback from the Maritime Security Co-ordination Centre (MSCC) with regards to the processing of pre-arrival notifications (PAN) of vessels prior to entering South African Port anchorages by SAMSA's Maritime Rescue Co-ordination Centre (MRCC) for the period indicated above.

It would be appreciated if you, or your designated person could complete the following questionnaire. Furthermore, if you could also indicate any areas for improvement.

Kind regards

Captain Karl Otto
Executive Head, Centre for Sea Watch and Response

BOARD MEMBERS

M. Msimang (Chairperson), Ms N.M Cele (Deputy Chairperson), Mr. T. Mokhele (CEO)[†], Mr M.R Burton, Ms A.S Molemane, Dr M.H Hendricks,
Mr. F.A Jacobs [†] Executive

**Performance Appraisal Survey on the processing of Pre-arrival Notifications (PANs) by SAMSA
for the period 1 July 2015 to 30September 2015**

1. Number of ISPS reports received

Number of ISPS reports received by MSCC from SAMSA MRCC	2 794
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2. Performance Indicator

Measurement	SAMSA's Target	Response by MSCC on the number of security incidents attributed to inadequate processing of PAN messages for the relevant period
Maritime security incidents attributable to inadequate processing of pre-arrival notifications Vetting of vessels prior to entering South African Port anchorages	Zero security incidents attributed to inadequate processing of pre-arrival notifications	NONE

Remarks/Comments

2.1. Should MSCC's response be more than zero, please indicate the reason for this.

2.2. Any challenges faced during this period?

Yes		No	X
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If Yes, please indicate:

2.2.1 What was done to resolve the matter

BOARD MEMBERS

M. Msimang (Chairperson), Ms N.M Cele (Deputy Chairperson), Mr. T. Mokhele (CEO)[†], Mr M.R Burton, Ms A.S Molemane, Dr M.H Hendricks,
Mr. F.A Jacobs [‡] Executive

2.2.2 Was SAMSA MRCC involved?


Yes		No	
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2.3. Any other comments

3. Suggestions to improve service delivery

To keep on communicating even smaller issues ensures the better service delivery.

Survey completed by:

Surname: RALEPHENYA Contact detail:
Name: METSE Tel. no. (012) 309 3032
Designation: DIRECTOR: MAR, SAFETY, SECURITY AND E-mail: Ralephem@dot.gov.za
Signature:  Date: 02/03/2016

Note: Please return the completed questionnaire to wsimakani@samsa.org.za , rnaicker@samsa.org.za (email).

BOARD MEMBERS

M. Msimang (Chairperson), Ms N.M Cele (Deputy Chairperson), Mr. T. Mokhele (CEO)¹, Mr M.R Burton, Ms A.S Molemane, Dr M.H Hendricks, Mr. F.A Jacobs ² Executive

Monthly spreadsheet compiled indicating processing time from e-mails received from Telkom to forwarding to MSCC

	A	B	C	D
1	Summary		2015/2016	
2	Time taken from receiving pre-arrival/pre-entry notification (PAN) to forwarding checked reports to the Maritime Security Co-ordination Centre (MSCC)			
4	Month		Processing time	PAN Totals
5	April	2015	00:10	926
6	May	2015	00:10	885
7	June	2015	00:18	815
8	Average for Q1		00:13	2626
9				
10	Month		Processing time	PAN Totals
11	July	2015	00:11	987
12	August	2015	00:10	883
13	September	2015	00:06	924
14	Average for Q2		00:09	2794
15				
16	Month		Processing time	PAN Totals
17	October	2015	00:07	979
18	November	2015	00:10	957
19	December	2015	00:06	910
20	Average for Q3		00:08	2846
21				
22	Month		Processing time	PAN Totals
23	January	2016	00:02	929
24	February	2016	00:02	892
25	March	2016	03:55	0
26	Average for Q4		01:20	1821
27	Annual average		00:27	10087

A	B	C	D	E	F	G
Pre-Arrival Notification (PAN) activities for the month of						
February	2016					
Time taken from receiving pre-arrival/pre-entry notification (PAN) to forwarding checked reports to the Maritime Security Co-ordination Centre (MSCC)						
Date	Name of vessel	Time Received	Time Forwarded	Processing time	GI #	Remark
	BF CALOOSA	11:36	11:37	00:01	GI19	
	SPIRIT OF CAPE TOWN	12:01	12:20	00:19	GI20	BUSY WITH SHAFEEQ(TESTING AND CHECKING MRCC TIME WITH ZSC)
	SAMJOHN AMITY	12:03	12:21	00:18	GI21	BUSY WITH SHAFEEQ(TESTING AND CHECKING MRCC TIME WITH ZSC)
	RAHI	12:11	12:21	00:10	GI22	
	MSC SARA ELENA	12:27	12:27	00:00	GI23	
	CHILOE ISLAND	12:41	12:42	00:01	GI24	ZSC WAS 4MINUTES AHEAD OF MRCC TIME
	MAERSK VALLVIK	12:55	12:58	00:03	GI25	
	SKYWALKER	13:14	13:24	00:10	GI27	
	WUGANG HAOYUN	13:24	13:34	00:10	GI28	
	SERENEA	14:30	14:31	00:01	GI30	
	MAFUTA	14:34	14:34	00:00	GI31	
	JIN MEI	15:46	15:46	00:00	GI33	
	DA QING XIA	15:55	15:55	00:00	GI34	
	KIRAN CASPIAN	16:42	16:43	00:01	GI35	
	LIBERTY ACE	16:58	17:01	00:03	GI36	
	BULK PHILIPPINES	17:07	17:07	00:00	GI37	
	CHILOE ISLAND	19:47	19:48	00:01	GI40	
	KAVO AETOS	21:25	21:26	00:01	GI42	
Average for the month				00:02		
Number of PAN received:		892				
Comments: The few incidents where the 00:15 mark are exceeded were mostly related to operational issues. The average for the month did not exceed the 00:15 requirement.						