



The Marine Assistance Industry Journal

A Quarterly Newsletter

Volume XXXVI- April 2019

Chairman's Address



Since the C-PORT Conference in November, as companies have been showing the video of our risk management course to their staff, I've received a number of pictures of my face on TV screens all over the country. Thanks to everyone who took the time to let me know you were thinking of me. It's a shame we didn't start doing these videos back when we had a more photogenic chairman.

In all seriousness, this latest course has been remarkably well received, and it's gratifying to see that many of you thought so much of it that you're bringing it to your captains and crew. Those companies that engage in regular and comprehensive training know two things. First, training requires time, patience, and money. Second, the investment of all three pay dividends in the long run.

How many companies have a training program? If you do, is it standardized for all new hires? Are the required tasks and accomplishments documented? Do you engage in regular yearly re-training as your employees grow and businesses grow and change? If you do all these things, congratulations. If not, C-PORT can help you with this.

Just as we pay for business and liability insurance for our companies, training is insurance against future mistakes and potential claims. By putting forth the time and effort to develop and utilize a training program, you are not only developing a qualified and prepared staff, but also protecting them, yourself, and your company for years to come.

Fair winds and following seas,

Phil LeBlanc
C-PORT Chairman

SAVE THE DATE!

33rd C-PORT Conference and Membership Meeting

January 20-22, 2020

Rosen Plaza Hotel, Orlando FL

There's a Whole **FLEET** of Reasons to Partner with BoatU.S.



TowBoatU.S. is the largest, most experienced towing fleet in the Nation.

- Partnership with nation's largest boating association with over half a million Members
- Preferred service provider to the BoatU.S., Seaworthy and GEICO Insurance Programs
- Profit sharing program
- Direct billing to BoatU.S. with guaranteed payment for towing services
- Free promotion of your company through our extensive national advertising program
- Co-op advertising funds to help your local business promotion

Thank you C-PORT and Members for years of excellent service to boaters!



For Towing You Can Trust
1-800-888-4869 BoatUS.com/towing



PROUD TO BE HELPING BOATERS SINCE 1983.

Join a Network of on-water assistance professionals.
Why wait? Become a Sea Tow Franchisee!

- Year-Round Revenue
- Family Owned Business
- Multiple Insurance Relationships
- Fair Franchise
- Corporate Support
- Membership Revenue Share

Join our fleet of experts as a franchise owner, contact Matt Wilson:
631-876-5005 \ mwilson@seatow.com



westmarinepro.com

Your 24/7 destination that's packed with the features you need to get the most out of your time and money.



Fast Page Loads



Increased Inventory Availability



Streamlined Checkout



Quick Order



Multiple Account Sign-Ons



Improved Search



Easy Invoice Look-Up



Requisition Lists

All backed by the power of West Marine Pro.

- Over 135,000 products for your business
- 28 regional distribution centers
- Free van delivery in available markets
- Over 240 stores
- The most-knowledgeable and seasoned sales representatives in the industry



1-800-621-6885 • westmarinepro.com

SIMRAD
Go With Confidence

Rediscover Radar Our Safest Radar Yet



The new HAL024 packs proven Halo™ radar performance into a compact 24-inch dome.

60 RPM rotation for an almost real-time view, and with instant availability from standby, HAL024 is our safest dome radar yet.

Avoid collisions with VelocityTrack™ technology to highlight approaching hazards, plus industry-leading

SIMRAD-YACHTING.COM

American Salvage Association (ASA) Meeting - In February, Tina Cardone, executive director, attended a meeting in Alexandria, VA hosted by the American Salvage Association (ASA). This meeting focused on SMFF (Salvage and Marine Fire Fighting) and OPA 90 requirements. Discussion centered on the current Coast Guard requirements and Subchapter M effects to SMFF contracts. We gained insight and offered assistance.

California Boating Congress (CBC) - C-PORT lead a group of California members and participated in the 4th Annual California Boating Congress held March 6, 2019 at Sacramento CA. Attending from the marine assistance industry were Tina Cardone, C-PORT executive director with Phil Delano, TowBoatU.S. San Francisco, Paul Amaral, TowBoatU.S. Ventura, Monte Ash, TowBoatU.S. Santa Cruz, Sahra Otero, TowBoatU.S. Lake Tahoe, and David LaMontagne, one of the industry’s founders and owner of TowBoatU.S. Newport. All legislative meetings were productive. “We walked away with more guidance on how to bring our issue to closure,” commented Cardone. The California legislative session begins in December and by March, bills are filed with little opportunity to amend them. Legislators, understanding the need to modernize portions of the Harbors and Navigation Code, suggested a timeline to bring industry concerns forward.



In addition to company owners meeting with their respective legislators and helping them understand their business concerns, CBC produced a number of topic specific sessions. Follow this link for more information about the event from Marine Recreation Association (MRA), event host: <http://www.marina.org/latestnews/newsLetterMarch2019.html>

TSAC (Towing Safety Advisory Committee) - TSAC met on March 12-13, 2019 in Miami FL. Continued discussions on the implementation of Subchapter M were the focus with new tasking being taken on by the committee. RADM John Nadeau, Assistant Commandant for Prevention Policy, USCG, was present and engaged the group. CAPT Sean Brady, Chief, Office of Operating and Environmental Standards, USCG, also noted the concerns of the industry.

CDR Andrew Bender, Supervisor, Towing Vessel Center of Expertise, USCG, offered procedural suggestions and listened intently to industry’s challenges in meeting the inspection requirements. Industry and Coast Guard are partners and will continue to work together in resolution of the challenges presented with Subchapter M implementation.

Richard Wells, representing the Offshore Marine Service Association, spoke on public record regarding a recent court case where an OSV operator was towing a submersible and liability for damage occurred. He asked Coast Guard for a remedy to capture these odd towing situations in defining the act of towing. Tina Cardone, C-PORT executive director, spoke after he concluded. She again implored Coast Guard to revisit the Master of Towing licensing scheme to provide for a credential that would allow for towing of these objects and platforms, towing operations the marine assistance industry normally and properly did for decades. C-PORT is working with the Offshore Marine Service Association to accomplish this joint goal.

Florida Boating Fly-in - Hosted by National Marine Manufacturers Association (NMMA), C-PORT and a number of Florida members attended the first Florida Boating Fly-in on March 20-21, 2019 at Tallahassee, FL. This was a welcome opportunity to meet state legislators as a community of maritime businesses. Attending the event representing the marine assistance towing industry were Tina Cardone, C-PORT executive director, John Donaldson, Sea Tow Sebastian and Richard Paul, TowBoatU.S. Cape Coral, both C-PORT board members, Ryan Helmig, Sea Tow Treasure Coast, and Erich Jaeger, Sea Tow Tampa Bay.



During this busy time in Tallahassee, the group was able to meet with the House Appropriations Chair Holly Raschien and Senate President Bill Galvano. "This demonstrates the importance of meeting with legislative representatives," stated Cardone. "It is imperative that they know you and understand your business before legislation that may affect your business crosses their desk."

Major Robert Rowe, Boating and Waterways Section Leader, FWC spoke to the group regarding the law enforcement aspects of derelict vessels and other concerns on the waterway. Cardone took the opportunity to bring to light the industry's concerns with disaster and hurricane response in the state. The parties agreed to continue the conversation with the goal of resolving the issues faced by the marine industry over the past few hurricanes.



Maritime risks are vast. So is our team to see you through them.

Whether you provide marine services, or transport goods, people or cargo, you face countless property and liability risks. When you work with Travelers Ocean Marine, you'll be working with a team that has deep knowledge of the maritime industry - backed by the financial strength and power of the #1 commercial property writer in the U.S.* We're dedicated to helping you understand how to protect against the unknown. But if the unfortunate should occur, you'll be ready with the power of Travelers, including a 12,000-person claim organization; a catastrophe response team, ready to be deployed at a moment's notice; and the financial strength to handle major claims. You can rest easy knowing you're not going it alone.

*Reported by SNL Financial



travelers.com
© 2014 The Travelers Indemnity Company. All rights reserved. Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries.
14-OM-1520 New 8-14

TowCo Mobile Solutions

At the Dock...











...On the Water

In the Office...



401-367-4830
www.towcomobile.com

-  Direct Import of Digital Dispatches
-  Automated Dispatching and Case Management
-  Paperless Invoicing
-  Paperless Signature Capture
-  Fleet & Maintenance Management
-  Employee & Payroll Tracking
-  Cellular Connection NOT REQUIRED
-  Works With Windows, Mac and iOS Devices



The Growing Threat of a Data Breach to Businesses -

As the saying goes, "It's not IF you will have a Data Breach, it's WHEN." With the Marine Industry quickly becoming a more digital industry, information has become a very valuable asset. Unfortunately, this asset can also turn into a significant and costly liability if it falls in the wrong hands. You have probably heard of some of the larger, high-profile attacks such as Sony, Target, Home Depot, or Chicago Yacht Club; but it's not just Fortune 500 Companies who are being targeted. According to Trustwave research, 90% of all data breaches affect small businesses. This is primarily due to lack of controls and low preparedness levels in these types of businesses.

There are 5 potential sources in which a data breach could occur:

- Theft by malicious third parties (hackers)
- Virus threats and "malware"
- Physical and administrative mishandling (employee mistakes)
- First party "inside jobs" by a rogue employee
- Violation of Federal, State or Local Privacy Laws

Data Breach Response Costs for small businesses average between \$36,000 and \$50,000. This figure does not include costs that come from lawsuits, regulatory fines and penalties, or lost time and revenue due a damaged reputation.

Cyber Extortion (Ransomware) and Social Engineering (i.e. - willfully wiring funds to what you think is a member of your organization, customer, or vendor) are two other rapidly increasing types of losses negatively impacting businesses.

Since many small businesses aren't able to fully recover after a security breach, it is always a good option to have precautionary measures to help prevent, mitigate or protect against an attack.

The following tips can you prepare for attacks against your business:

- Work with an internal or outside IT/Network Security Company to ensure that the proper controls are in place.
- Purchase a Cyber Insurance policy (Network Security and Privacy Liability) because these events are not covered by General Liability Policies. These policies have become much broader in coverage and more affordable for Small/Mid-Size Businesses
- Be certain that your employees understand these threats and are trained as to what to look for to avoid attacks

Linda J. Wagner,
Assistant Vice President - Marine Program Manager,
Starkweather & Shepley Insurance

P:(401) 596-2212;

F:(401) 431-9661;

lwagner@starshep.com;

<http://www.starshep.com/wp/c-port/>

As a benefit of your C-PORT Membership, Starkweather & Shepley will provide a free consultation and review of your current insurance program to ensure completeness of coverage.



No matter where your life's journey may take you,
we can provide and execute a plan to insure you and your business.



STARKWEATHER & SHEPLEY
Marine Risk Solutions

800-446-5838 www.StarShep.com RI•MA•CT•FL

*The endorsed provider for C-PORT

• Personal Insurance • Business Insurance • Employee Benefits • Surety Bonding • Financial Services/Risk Solutions

Risk Management Training Courses are available on the C-PORT website, www.cport.us. The program C-PORT administers centers on these concepts:

- Risk: “possibility of loss or injury”
- Risk Management: “The identification, analysis, assessment, control, and avoidance, minimization, or elimination of unacceptable risks.

C-PORT is committed to encouraging its member’s growth and development through education and is dedicated to establishing standards for professionalism and good business practices throughout its membership. With the increase in accidents and economic pressures facing our industry, many companies have lost sight of the importance of training and proper risk management skills. Our mission is to provide our members with programs that will enable their growth and development into the future, while minimizing the impact of looming USCG regulation in response to Congressional directive and safety records.

Contact Tina Cardone at tcardone@cport.us or 954-261-2012 with any questions regarding this program.

Marine Assistance Company Operations Guideline, exclusively for C-PORT members. These guidelines promote safe operations and provide regulatory guidance. C-PORT members may obtain access to this document at the C-PORT website, www.cport.us or contact Tina Cardone at tcardone@cport.us or 954-261-2012.

Insurance Program for Marine Assistance Companies - Administered by Starkweather & Shepley Insurance Brokerage, Inc. - Designed for organizations dedicated to marine assistance and towing. This Program offers an extensive portfolio of quality insurance products and services to address a wide range of marine exposures. -800-788-8225; lwagner@starshep.com.

ACAPT- Accredited for Commercial Assistance and Professional Towing- C-PORT has developed the ACAPT program to recognize the professional who is willing to adhere to standards of service, training, and equipment.

With the growth of the marine assistance towing and salvage industry has come a strong need for assurances of towing industry professionalism and expertise. The boating public, US Coast Guard, and state and local public agencies are often unsure of the qualifications of vessels offering assistance, sometimes leading to a reluctance to accept private assistance, and to a negative image of the industry being portrayed in the press. The ACAPT distinction recognizes the professional who is willing to adhere to high standards of service, training, and equipment.

Visit the C-PORT website at www.cport.us or contact Tina Cardone at tcardone@cport.us or 954-261-2012 with any questions regarding this program.

BOSAR for Commercial Assistance- Created through the support of NASBLA’s BOAT program and the USCG Office of Boat Forces, is designed for the marine assistance operator, providing reinforcement of knowledge gained by virtue of their captain’s license and experience. It also enhances their ability to work as a true partner with local agencies and the US Coast Guard. This course is open to any marine assistance company who wants to host the training. Instructors and course materials are provided by C-PORT. Contact Tina Cardone at tcardone@cport.us or 954-261-2012 if you have an interest in hosting a class.



C-PORT was founded in 1986 to act as a liaison between the marine assistance industry and public agencies and organizations involved with boating safety, marine assistance, marine salvage and other marine-related operations. Its mission is to represent, promote, protect, and defend its member companies through communication, relationship development, and education. Our members are dedicated to providing prompt, professional and timely assistance to all boaters and to actively partner and cooperate with local law enforcement and U.S. Coast Guard. They are professionals, dedicated to the growth and development of their respective businesses and committed to furthering the advancement of our waterways and the boating community. For more information, contact C-PORT at (954) 261-2012 or visit www.cport.us.

C-PORT (Conference of Professional Operators for Response Towing
3640 B-3 North Federal Highway #136, Lighthouse Point, FL 33064

C-PORT is a 501(c)(6) organization.