

RRA Action Task List  
Draft 3rd Read  
(updated 9-18-08)

No.	Ref.	Pg.#		Action	RRA Action Task List	Status
1	3.1	4	Ocean Life & Marine Animals & Plants		It should be clarified that during the designated whale season, speeds of 25 knots or less be maintained in all waters less than 100 fathoms, regardless of whether the HSF is operating inside or outside of Sanctuary waters.	<i>Vessel's operating manual specifies travel at 25 knots or less when within the 100 fathom curve, whether HSF is operating inside OR outside of Sanctuary waters. In addition, based on whale location maps posted on the bridge, courses are taken that minimize the potential for contact with whales. A log book is maintained by the Captain, identifying the course taken on each leg, and evasive maneuvering, if any, that was required to avoid whales.</i>
2	3.1	4	Ocean Life & Marine Animals & Plants		In order to maintain a consistent level of vigilance beyond the RRA process, a third party observation team should be implemented whereby observers are brought onboard the HSF at random intervals to ensure compliance with whale avoidance protocol during future whale seasons.	<i>Vessel operating manual specifies procedure for whale observation team of two able-bodied seamen posted as whale lookouts on the bridge wings.</i>
3	3.1	5	Ocean Life & Marine Animals & Plants		The requirement of maintaining a 500-meter minimum distance from sighted whales should be reevaluated.	<i>Federal law is 100 yards (or 91.44 meters). HSF concurs with recommendation that the 500 meter minimum distance be reevaluated.</i>
4	3.1	5	Ocean Life & Marine Animals & Plants		A binocular night vision device with a head harness should be used to free up hands and avoid fatigue, and use of the night vision equipment should be standardized so that it is used consistently and continuously following sunset.	<i>An Advanced night vision and infrared-thermal imaging system has been purchased and is being installed on the ship and will be employed, in addition to goggles, during night operations in winter.</i>
5	3.1	5	Ocean Life & Marine Animals & Plants		A study should be performed to demonstrate the effectiveness of the night vision system at detecting whales using scientifically accepted methods.	<i>HSF commissioned a Current Corporation study on the IR camera system.</i>
6	3.1	5	Ocean Life & Marine Animals & Plants		The requirement to use radar and bow-mounted cameras should be reevaluated until the utility of this equipment in detecting whales has been clearly demonstrated. At present, during daylight hours, all whale avoidance measures should focus on visual detection.	<i>Visual detection is the focus with two lookouts posted for whale detection.</i>
7	3.3	8	Vehicular Traffic		Traffic control should be implemented at Nimitz Highway (e.g., flagger to direct traffic) in order to avoid queuing of outbound vehicles on Kukahi Street.	<i>Implemented. A traffic control contractor has been contracted for high volume loads, in addition to HSF staff, who are stationed to direct traffic during outbound and inbound voyage times.</i>

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8	3.3	8	Vehicular Traffic		The coning operation along Nimitz Highway should be continued during future peak demand days to facilitate traffic flow of the concurrently embarking and disembarking vehicles.	<i>A traffic control contractor has been contracted for high volume loads, in addition to HSF staff who are stationed to direct traffic during outbound and inbound voyage times.</i>
9	3.3	8	Vehicular Traffic		The number of TCOs at Kahului should be reduced in order to maintain off-loading efficiency.	<i>Implemented. As of <u>Sept. 2nd</u>, TCO at Kahului will be called on an as-needed basis.</i>
10	3.3	8	Vehicular Traffic	Roy/Neil	While manually controlling the traffic signal at the Intersection of Pu'unene Avenue and Ka'ahumanu Avenue, TCOs should maintain a regular signal timing pattern to allow for more efficient operation of the intersection.	<i>HSF concurs and will coordinate with TCO's.</i>
11	3.3	8	Vehicular Traffic	Roy	Signage should be posted on both the Diamond Head and 'Ewa directions of Nimitz Highway which clearly marks upcoming turns for the vehicle entrance and the passenger pick-up/drop-off area. In addition, a sign should be suspended over Kukahi Street at Gate 3 (the commercial vehicle entrance) indicating that general passenger vehicles proceed to Gate 1.	<i>Diamond Head bound signage has been installed. HSF is meeting with state officials concerning improved signage in the Ewa bound directions. Recommend immediate state approval of temporary signage.</i>
12	3.3	8	Vehicular Traffic	Roy	Signage on the 'Ewa-bound Nimitz Highway should indicate that vehicles turn at Pacific Street, rather than U-turn at Kukahi Street, in order to avoid the potential traffic safety hazard of vehicles cutting across all lanes of Nimitz Highway to turn into the passenger pick-up/drop-off area. If signage proves to be insufficient, a barrier should be installed to limit access to the right lane of Nimitz Highway.	<i>HSF is in the process of meeting with state officials concerning signage in Ewa bound direction. Recommended immediate state approval of temporary signage on the Ewa-bound Nimitz Hwy..</i>
13	3.3	8	Vehicular Traffic	Roy	A sidewalk should be constructed from Nimitz Highway into the HSF passenger terminal to safely accommodate passengers that arrive on foot.	<i>HSF is continuing discussions with the state's Highways Division on ways to improve the accessibility of walk-on passengers. State has the sidewalk for action.</i>
14	3.3	8	Vehicular Traffic	Biz/Toby	Commercial vehicles should be required to arrive early, possibly even before the general public, in order to avoid the potential conflict with disembarking vehicles (particularly in Kahului).	<i>System in place. Five months of operations have refined commercial vehicle on load/off load procedures (last on/ first off). Vehicles are now staged separately.</i>

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15	3.4	11	Invasive Species/Cultural & Natural Resources		Updated training should be required at regular intervals to reinforce standards for prohibited items and inspection diligence, as well as to ensure that newly hired staff receives consistent training. Training should be consistent so that inspections at each harbor are consistent; distribution of the same written/printed materials used to reinforce understanding to all trainees should help provide consistency.	<i>HSF maintains initial and refresher training and internal audits of its staff to ensure compliance. In addition, Training materials and procedures are consistent between ports.</i>
16	3.4	11	Invasive Species/Cultural & Natural Resources		Standards for allowable dirt on vehicles (E.O. 07-10 condition E.5) and inspection of wheel wells (E.O. 07-10 condition E.1) seem especially in need of improvement. Training should define "excessively dirty", "muddy", "caked-on mud", and "debris", and more importantly, explain the reasons why these conditions can spread invasive species and the implications of the spread of such species. For vehicles having low clearance, HSF staff needs to be trained to make observations in low areas that are difficult to observe.	<i>Visual aids are included in HSF's training module. Training is being conducted to ensure the security inspection is consistent. A consistent inspection of vehicle undercarriages, starting from the hood and circling right of the vehicle and finishing at the hood, is implemented. Checking for excessive dirt, caked-on mud, debris and invasive species is the top priority.</i>
17	3.4	11	Invasive Species/Cultural & Natural Resources		A system that staggers vehicle arrival times (within the two-hour period in which vehicles are allowed to enter the port terminal facility) should be adopted to limit vehicle backlog and the associated decline in inspection diligence.	<i>System in place. During heavy volume of vehicles, pre-screening staging areas within the port facility are open to handle overflow of vehicles at both ports. Customers are also notified in advance and encouraged to arrive early during heavy volume weekends, with gates opened early.</i>
18	3.4	11	Invasive Species/Cultural & Natural Resources		A checklist of the required inspection actions and screening questions should be integrated into the existing electronic pre-boarding checklist so that potential invasive species risks are not overlooked.	<i>Manual checklist inspection process already in place; investigating upgrade to electronic units to include all items on the manual checklist.</i>

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19	3.4	11	Invasive Species/Cultural & Natural Resources		Depending on legal limitations, consideration should be given to increasing the number of random baggage inspections to prevent potential smuggling of plants, animals, and other biological materials. Inspections should not be limited to a type of container, e.g., coolers, as this may result in the transport of banned items in containers not subject to inspection.	<i>Implemented. Ports have increased the percentage of random baggage inspection.</i>
20	3.4	11	Invasive Species/Cultural & Natural Resources		The notification provided upon ticket purchase should put greater emphasis on the necessity to remove mud from vehicles. Additional pre-arrival vehicle cleaning procedures, including vacuuming of the interior and removal of accumulated vegetative material from under the hood, around the trunk, or inside the truck bed, should also be added to the notification.	<i>Early information concerning the condition of accepting vehicles on HSF is communicated when making reservations. Ports continue efforts to ensure that all vehicles traveling onboard are free from caked-on mud, sand, dirt, etc.; vehicles that do not pass the screening, are sent away to be cleaned.</i>
21	3.4	11	Invasive Species/Cultural & Natural Resources		A vacuum cleaner should be available to better ensure that vehicles will be clean and free of invasive species before boarding the HSF vessel. Cost for use could be charged to the passenger.	<i>Vehicles that are not in compliance are "bailed" out of the staging queue or turned away. Vacuums are available in the bailout area.</i>
22	3.4	11	Invasive Species/Cultural & Natural Resources		Informative signage should be put in place to encourage use of the boot scrubbers when necessary.	<i>Signs will be in place within 30 days.</i>
23	3.4	11	Invasive Species/Cultural & Natural Resources		Querying of passengers for banned items is inconsistently applied. Animals or other banned non-plant materials should be explicitly mentioned when conducting verbal screenings for prohibited items. Alternatively, the objective of limiting the transport of undesirable species might be more easily met by asking all passengers whether they have any plants, fruits, seeds, animals, soils, or other living items.	<i>System has been reinforced. Upon check-in, passengers are asked whether they have any plants, fruits, seeds, animals, soils, or other living items. In addition, the handheld electronic device carried by staff displays list of prohibited items to remind staff to ask these questions and indicate "yes" or "no" to complete check-in process. A training module and job aid has been developed to ensure consistency of procedures.</i>
24	3.4	11	Invasive Species/Cultural & Natural Resources		The inspection signage should be rewritten for clarity and signs should be hung from the front of the vehicle inspection stations and in passenger waiting areas where they are more likely to be seen.	<i>Signs are posted in the vehicle check in tent and passenger terminal. Additional signage will be in place within 30 days.</i>

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25	3.4	11	Invasive Species/Cultural & Natural Resources		The HSF should provide its staff with reliable flashlights of uniformly high quality in order to ensure that thorough inspections occur during low-light conditions.	<i>Upgraded flashlights have been procured for distribution and immediate use.</i>
26	3.4	11	Invasive Species/Cultural & Natural Resources		A trolled mirror that incorporates a bank of forward-directed lights to more effectively illuminate vehicle undercarriages should be used.	<i>Modifications to trolled mirrors are in progress to provide greater illumination.</i>
27	3.4	11	Invasive Species/Cultural & Natural Resources		The HSF should consider hidden camera surveillance (to be screened by a third party) and/or random assessments by DOT personnel (or other third parties) of the HSF inspection process in order to ensure continued inspection vigilance.	<i>Cameras are in position for surveillance.</i>
28	3.4	11	Invasive Species/Cultural & Natural Resources		The HSF should consider posting a supervisor at the inspection area to address customers who do not agree with inspectors' determinations. The supervisor would have a thorough understanding of E.O. 07-10 and could explain determinations to customers. Designating a supervisor to handle the difficulties of customer relations would allow inspectors' decisions to be based solely on criteria and trained judgment, without concern for anticipated confrontations with customers.	<i>A Port Manager/Supervisor is available via hand held radio and will respond immediately when called upon.</i>
29	3.4	12	Invasive Species/Cultural & Natural Resources		DLNR recommends that HSF develop standard written protocols for disposition of illegal contraband and prohibited items discovered during inspections. Different protocols should be made available for (1) illegal items and (2) items prohibited under E.O. 07-10, but not illegal.	<i>Written protocols are being developed in addition to continuing staff training and internal random audits.</i>
30	3.4	12	Invasive Species/Cultural & Natural Resources		DLNR recommends that HSF establish and implement a centralized inspection reporting system that reports: number, types, dates, and locations of infractions of E.O. 07-10; whether prohibited items were voluntarily disclosed or discovered during inspections; and the ultimate disposition of the items.	<i>All EO violations are recorded by HSF staff which reflect information including disposition of type, dates and locations.</i>
31	3.4	12	Invasive Species/Cultural & Natural Resources		DLNR recommends that periodic third-party assessments of the HSF inspection process be submitted to DLNR and DOA on a monthly basis, and that reports of illegal contraband be submitted to appropriate county agencies.	<i>HSF has no objection submitting a monthly report to the State for forwarding to appropriate agencies.</i>

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32	3.4 12	Invasive Species/Cultural & Natural Resources		DLNR believes a pre-boarding email or phone recorded message reminding passengers of (1) items that may not be transported and (2) the fact that vehicles should not be "excessively dirty" or "muddy" and should not have "caked-on mud" and "debris" could be helpful.	<i>Passengers are reminded via the <u>Hawaii Superferry Website</u> and on their booking confirmation.</i>
33	3.4 12	Invasive Species/Cultural & Natural Resources		In addition to revising signage pertaining to restricted and prohibited items and displaying them from the front of the vehicle inspection stations and in passenger waiting areas, the DOA and DLNR recommend that these signs also be displayed prior to entering each port terminal facility.	<i>Implemented. Signs are now located at the check-in counter at the Port Terminal Facility and will be placed adjacent to the vehicle gate.</i>
34	3.4 12	Invasive Species/Cultural & Natural Resources	Mktg.	DLNR believes that the HSF web site is currently text-heavy and that pictures would help attract customers' attention as it pertains to prohibited items. Pictures could show unauthorized items and cars that are considered "excessively dirty".	<i>Website was updated <b>July 2008</b> to be more reader and user-friendly. Next update, will include additional photo content.</i>