Operations Manual 2012

The policies outlined in this document apply to all authorized Fleet Operators, including drivers, mechanics, Captains, Deckhands and operations personnel when operating a vehicle owned by Ride The Ducks International.

Contents

Acronyms:

CFR	Code of Federal Regulations
CFR	Code of Federal Regulations
COI	Certificate of Inspection
DOT	Department of Transportation
eCFR	Electronic Code of Federal Regulations
EMS	Emergency Medical Services
EMT	Emergence Medical Technician
FMM	Fleet Maintenance Manager
GM	General Manager
MOB	Man Overboard
MOD	Manager on Duty
NVIC	Navigation and Vessel Inspection Circular
OCMI	Officer in Charge of Marine Inspection
OM	Operations Manager
OSHA	Occupational Health and Safety Administration
PA	Public Address System
PFD	Personal Floatation Devise
PSI	Pounds per Square Inch
RPM	Revolutions Per Minute
RTDI	Ride The Ducks International
SOP	Standard Operating Procedure
USCG	United States Cost Guard

Overview

Scope

Ride The Ducks International (RTDI) is fully committed to safe and efficient operations that are fun, family-oriented and unforgettable. We create "Quacktastic" memories for families. Your dedication to this mission, in whatever capacity you serve, is crucial to our success.

The policies outlined in this document apply to all authorized Fleet Operators, including drivers, Mechanics, Captains, Deckhands and operations personnel when operating a vehicle owned by RTDI. This guide is intended to standardize certain operations across the fleet and provide support and clarification of your day-to-day operations.

The content of the following manual may need to be amended by location to fit the environment, the facilities and bodies of water in which we operate. Forward approval requests for local Standard Operating Procedures (SOPs) to Fleet Operations before implementation by using the "Approval for Local Procedures" form found on Duck Central.

Safety

Guest and employee safety is our number one concern and it is the primary focus for every area of our operation. All employees will adhere to RTDI Safety Procedures, will be trained on the equipment that they use and will know who their local Safety Representative is. Safety Procedures, Authorized Operator training and safety briefing topics are located on Duck Central. Foremost, every employee should know that he/she is responsible for safety- every day. Any RTDI employee has the responsibility and authority to stop any act that appears unsafe. The Ride The Ducks Authorized Operators Program is a training and certification program to ensure all employees have initial training and a yearly review in specific operating procedures, processes, equipment operation, compliance programs, or work methods. This training details actions to be taken or avoided to reduce the potential of injury or illness. Authorized Operators are personnel who have been trained on operating and safety procedures for this equipment and have signed off the applicable safety forms.

Refer to the Safety Procedures Manual and Authorized Operator Manual for further guidance.

Driving Safety is imperative. Be intensely aware of other vehicles, pedestrians and road/weather conditions. All of these things need to be considered when judging speed, braking distance and your position in traffic. The Duck itself has its own reaction from other people. Drivers may pull out in front of you or may get too close. Always be ready; expect the unexpected. Whether you are a returning driver or a first-time driver, drivers shall take a practice trip without passengers to get comfortable at the beginning of the season. Pay attention to driveways, intersections, roads with no shoulders and tight areas. Each location is different. Driver's training is further discussed in the 2012 Training Plan.

Duck Central

Duck Central is our internal website and is a crucial tool for linking our operations across time and space. It is always available to you and should be used as a resource for each department.

Fleet Operations information is located under the "Fleet Operations" tab on Duck Central. Site content is on the left column. Announcements, documents and discussions are in the center of the page. Pertinent links to other websites are on the right side of the page. Not all employees have access to a computer to regularly log into Duck Central. In this case, it is important for supervisors to keep line employees informed about pertinent changes and relevant information. Announcements, in particular, should be posted or otherwise made available to all employees.

Regulations

This manual is prepared by RTDI Fleet Operations. Because of the nature of our operations, RTDI adheres to applicable regulations including, but not limited to:

- Department of Transportation (DOT)
  - http://www.dot.gov/ and
  - http://www.fmcsa.dot.gov/
- US Coast Guard (USCG)
  - http://www.uscg.mil/ and
  - http://homeport.uscg.mil/mycg/portal/ep/home.do and
  - http://www.navcen.uscg.gov/
- Navigation Rules (International-Inland) (also known as "Rules of the Road")
  - http://www.navcen.uscg.gov/?pageName=navRulesContent
- Title 46, Shipping of the Code of Federal Regulations (CFR) (Printed: 46 CFR ...)
  - http://tinyurl.com/63anjc7
- Occupational Health and Safety Administration (OSHA)
  - http://www.osha.gov/
- State and local regulations

Duck Hotline

RTDI has a Duck Hotline, at 1-[redacted]. It is a resource available to anyone at any time. You may call this number to be connected to a manager who will direct your questions to the appropriate resource. (Typically Brian Deckard answers this phone.)

Operating Procedures

Local Procedures

RTDI operates in cities with different environmental and operating conditions. Due to the unique character of each city, General Managers and their staff are responsible for creating procedures that meet their needs. All local procedures and manuals MUST be approved by RTDI HQ in Branson via the "Approval for Local Procedures" form. This form must be completed and kept on file with the applicable local procedures/manuals at each city.

Examples of items that should be developed for local procedure are:

- Radio call procedures and emergency notification procedures
- Training plans and certifications for personnel (if applicable above and beyond RTDI procedures)
- Reporting for duty sequence
- Deckhand procedures
- Tour route, narration and entertainment procedures
- Customer service and crowd control procedures
- Dates and agendas for USCG training, crew meetings, training and safety sign-offs

- Procedures for employees in the event of a personal emergency that involves the need to vacate their crew duty position
- Associations with local authorities, USCG Auxiliary, Pilot/Maritime Associations or other fellowship meetings
- Procedures to ensure that the crew members have essential daily operating information (weather, vessel traffic on their waterway, local Notices to Mariners, traffic information, tour route concerns, security concerns, VIP/group information, etc.)
- Local roadside safe areas in case of emergency maintenance or breakdowns, necessary rest stops, shelter during bad weather or areas to meet EMS
- Adverse weather plans (notification procedures, how operations will be handled, etc.)
- Any other procedure to supplement or explain local regulatory issues or management needs

Duty Requirements for Maintenance and Operations Team Members

- Respect your fellow team members and RTDI vehicles and property.
- Properly fill out all daily forms in accordance with DOT, Coast Guard, local and company guidelines.
- Properly inspect your vehicle before operation per the Pre-Trip Inspection and local procedures.
- Ensure the vehicle is clean and presentable before every trip.
- Operate the vehicle in a safe manner in accordance with DOT, Coast Guard, state, local and company guidelines.
- Deliver a safe, informative and entertaining guest experience.
- Report defective or unsafe activity and equipment to your supervisor.
- Properly inspect the vehicle at the end of the day per the Post-Trip Inspection and local procedures.
- Properly stow all equipment and secure the vehicle at the end of the day.

Compliance

If, at any time, a procedure, process, or inspection described in this manual is unable to be completed in the manner in which it is prescribed, immediately notify Fleet Operations in writing via the chain of command at your city. Explain the nature of your exception, delay or inability to comply so that Fleet Operations and the Safety Director can assist with the appropriate WHO resources, be kept abreast of concerns and alleviate problems when possible. Nothing either written or verbal shall supersede safe judgment in a safety situation. Fleet Operations, Safety personnel and the local management teams will work together to rectify any unusual situation.

Training Program

The Captains, Deckhands and Drivers play an important role in RTDI Fleet Operations. These are the front-line entertainers who fulfill our guests' goals. They also have safety, customer service and managerial responsibilities. These employees shall be trained to the highest standards. Because of the diversity of the different geographical markets, most of the training will take place at the local level and will be the responsibility of the General Manager.

Captains who are qualified in Duck operations shall be trained in systems knowledge, safety procedures, land and water procedures and emergency procedures in accordance with this manual and applicable regulations as discussed throughout.

The mechanics, technicians, cleaners and other shop personnel play an important role in RTDI Fleet Operations. These are the back-shop maintainers who have a multi-level obligation to fulfill our operational goals in addition to having safety, employee-service and managerial responsibilities. These employees shall be trained to the highest standards. Because of the diversity of the different geographical markets, most of the training will take place at the local level and will be the responsibility of the Fleet Maintenance Manager under the guidance of the General Manager.

It is important to note the significant relationship between operators and mechanics. Success and safety can only be achieved when we work together to provide the type of program we espouse.

Additionally, RTDI has established a Training Plan for 2012. This document outlines the training requirements for essential crew positions.

Master's/Captain's Requirements

These are the minimum requirements for operational and emergency procedures that go along with your COI requirements. The following is a partial excerpt from the CFRs:

§ 185.420 Crew Training.

(a) The owner, charterer, master or managing operator shall instruct each crew member, upon first being employed and prior to getting underway for the first time on a particular vessel and at least once every three months, as to the duties that the crew member is expected to perform in an emergency including, but not limited to, the emergency instructions listed on the emergency instruction placard required by §185.510 of this part and, when applicable, the duties listed in the station bill required by §185.514 of this part.

(b) Training conducted on a sister vessel may be considered equivalent to the initial and quarterly training requirements contained in paragraph (a) of this section.

(c) Crew training shall be logged or otherwise documented for review by the Coast Guard upon request. The training entry shall include the following information.

(1) Date of the training; and

(2) General description of the training topics.

§ 185.504 Passenger Count.

The master of a vessel, except a vessel listed in §185.502(a) of this part, shall keep a correct, written count of all passengers that embark on and disembark from the vessel. Prior to departing on a voyage, the passenger count must be communicated verbally or in writing, and available ashore at the vessel's normal berthing location or with a representative of the owner or managing operator of the vessel. The passenger count shall be available to the Coast Guard upon request.

§ 185.506 Passenger Safety Orientation.

(a) Except as allowed by paragraphs (b) and (c) of this section, before getting underway on a voyage or as soon as practicable thereafter, the master of a

vessel shall ensure that suitable public announcements are made informing all passengers of the following:

(1) The location of emergency exits, survival craft embarkation areas, and ring life buoys;

(2) The stowage location(s) of life jackets;

(3) Either:

(i) The proper method of donning and adjusting life jackets of the type(s) carried on the vessel including a demonstration of the proper donning of a lifejacket, or

(ii) That passengers may contact a crew member for a demonstration as appropriate, prior to beginning an oceans or coastwise voyage;

(4) The location of the instruction placards for life jackets and other lifesaving devices;

(5) That all passengers will be required to don life jackets when possible hazardous conditions exist, as directed by the master; and

(6) If the vessel is operating with reduced manning or equipment requirements in §176.114 of this chapter.

(b) As an alternative to an announcement that complies with paragraph (a) of this section, the master or other designated person may—

(1) Prior to getting underway, deliver to each passenger or, on a vessel that does not carry vehicles and that has seats for each passenger, place near each seat, a card or pamphlet that has the information listed in paragraphs (a)(1) through (a)(6) of this section; and

(2) Make an abbreviated announcement consisting of:

(i) A statement that passengers should follow the instructions of the crew in an emergency;

(ii) The location of life jackets; and

(iii) That further information concerning emergency procedures including the donning of life jackets, location of other emergency equipment, and emergency evacuation procedures are located on the card or pamphlet that was given to each passenger or is located near each seat.

(c) Ferries operating on short runs of less than 15 minutes may substitute bulkhead placards or signs for the announcement required in paragraphs (a) and (b) of this section if the OCMI determines that the announcements are not practical due to the vessel's unique operation.

(d) The master of a vessel shall ensure that a passenger, who boards the vessel on a voyage after the initial public announcement has been made as required by paragraphs (a) or (b) of this section, is also informed of the required safety information.

(e) On a vessel on a voyage of more than 24 hours duration, passengers shall be requested to don life jackets and go to the appropriate embarkation station during the safety orientation. If only a small number of passengers embark at a port after the original muster has been held, these passengers must be given the passenger safety orientation required by paragraphs (a) or (b) of this section if another muster is not held.

§ 185.508 Wearing Of Life Jackets.

(a) The master of a vessel shall require passengers to don life jackets when possible hazardous conditions exist, including, but not limited to:

(1) When transiting hazardous bars and inlets;

(2) During severe weather;

(3) In event of flooding, fire, or other events that may possibly call for evacuation; and

(4) When the vessel is being towed, except a non-self-propelled vessel under normal operating conditions.

(b) The master or crew shall assist each passenger in obtaining a life jacket and donning it, as necessary.

§ 185.510 Emergency Instructions.

(a) The master and crew of a vessel will be familiar with the content of and have mounted at the operating station, emergency instructions containing the actions to be taken in the event of fire, heavy weather, or man overboard conditions.

(b) Except when in the judgment of the cognizant OCMI the operation of a vessel does not present one of the hazards listed, the emergency instruction placard should contain at least the applicable portions of the "Emergency Instructions" listed in §185.512. The emergency instructions must be designed to address the particular equipment, arrangement, and operation of each individual vessel.

(c) If the cognizant OCMI determines that there is no suitable mounting surface aboard the vessel, the emergency instructions need not be posted but must be carried aboard the vessel and be available to the crew for familiarization.

§ 185.512 Recommended Emergency Instructions Format.

An emergency instruction placard containing the following information will satisfy the requirements of §185.510.

(a) *Emergency instructions —*

(1) *Rough weather at sea, crossing hazardous bars, or flooding.*

(i) Close all watertight and weather tight doors, hatches, and airports to prevent taking water aboard or further flooding in the vessel.

(ii) Keep bilges dry to prevent loss of stability due to water in bilges. Use power driven bilge pump, hand pump, and buckets to dewater.

(iii) Align fire pumps to use as bilge pump if possible.

(iv) Check all intake and discharge lines, which penetrate the hull, for leakage.

(v) Passengers must remain seated and evenly distributed.

(vi) Passengers must don life jackets if the going becomes very rough, the vessel is about to cross a hazardous bar, or when otherwise instructed by the master.

(vii) Never abandon the vessel unless actually forced to do so.

(viii) If assistance is needed follow the procedures on the emergency broadcast placard posted by the radiotelephone.

(ix) Prepare survival craft (life floats, (inflatable) rafts, (inflatable) buoyant apparatus, boats) for launching.

(2) *Man overboard.*

(i) Throw a ring buoy overboard as close to the person as possible.

(ii) Post a lookout to keep the person overboard in sight.

(iii) Launch rescue boat and maneuver to pick up person in the water, or maneuver the vessel to pick up the person in the water.

(iv) Have crew member put on life jacket, attach a safety line to him or her, and have him or her stand by jump into the water to assist the person overboard if necessary.

(v) If person is not immediately located, notify Coast Guard and other vessels in vicinity by radiotelephone.

(vi) Continue search until released by Coast Guard.

(3) *Fire.*

(i) Cut off air supply to fire—close items such as hatches, ports, doors, ventilators, and louvers, and shut off ventilation system.

(ii) Cut off electrical system supplying affected compartment if possible.

(iii) If safe, immediately use portable fire extinguishers at base of flames for flammable liquid or grease fires or water for fires in ordinary combustible materials. Do not use water on electrical fires.

(iv) If fire is in machinery spaces, shut off fuel supply and ventilation and activate fixed extinguishing system if installed.

(v) Maneuver vessel to minimize effect of wind on fire.

(vi) If unable to control fire, immediately notify the Coast Guard and other craft in the vicinity by radiotelephone.

(vii) Move passengers away from fire, have them put on life jackets, and if necessary, prepare to abandon the vessel.

§ 185.524 Fire Fighting Drills And Training.

(a) The master shall conduct sufficient fire drills to make sure that each crew member is familiar with his or her duties in case of a fire.

(b) Each fire drill must include:

(1) Summoning passengers on a vessel on an overnight voyage to muster or embarkation stations;

(2) Summoning the crew to report to assigned stations and to prepare for and demonstrate assigned duties; and

(3) Instruction in the use and location of fire alarms, extinguishers, and any other firefighting equipment on board.

(c) Each fire drill must, as far as practicable, be conducted as if there were an actual emergency.

(d) Fire fighting drills and training shall be logged or otherwise documented for review by the Coast Guard upon request. The drill entry shall include the following information:

(1) Date of the drill and training; and

(2) General description of the drill scenario and training topics.

§ 185.530 Responsibilities Of Licensed Individuals.

Nothing in the emergency instructions or a station bill required by this subpart exempts any licensed individual from the exercise of good judgment in an emergency situation.

NOTE: 175.550 Special Considerations

The OCMI may give special considerations to authorizing departures from the specific requirements when unusual circumstances or arrangements warrant such departures and an equivalent level of safety is provided. The OCMI of each marine inspection zone in which the vessel operates must approve any special consideration granted to a vessel.

In the event your facility has been given special considerations for any part of this manual you are to ensure to make note of those changes and train according to the new requirements provided to you by your local OCMI.

Crew Training

- Ref. code 46 CFR 122.420 and 185.420
- Crew training on emergency procedures shall be done at a minimum of once every three months.
- OMs shall maintain records as to date of training and general description of topics and will be ready to present these documents for review by the Coast Guard or Fleet Operations in written format, tutorial, demonstration or all three.
- There is also the refresher training at the beginning of the year prior to taking your first trip. You must do a ride out in which you will demonstrate your ability to perform all emergency procedures, identify emergency equipment and demonstrate systems knowledge. You shall also identify safe areas and areas of caution along the route.
- Captains will also be trained and demonstrate their ability to successfully maneuver the Duck in the event of a loss of steering or mechanical failure (i.e. loss of propulsion).
- Pre-demonstration requirements:
  - Familiarize yourself with the location and all the procedures applicable to the particular Duck you are operating.
  - Ensure that you are trained on additional requirements that may have been set forth by the USCG that are not directly indicated in this manual.
  - Practice, study and be prepared for testing.

NVIC 1-01 and NVIC 1-91

Following the Miss Majestic tragedy of 1999, the United States Coast Guard published a circular in response to concerns over the safety of amphibious passenger vessels. The focus of this circular is the DUKWs, given that the Miss Majestic was a non-converted DUKW. The Navigation and Vessel Inspection Circular No. 1-01 (NVIC 1-01), serves as a supplement to the Code of Federal Regulations and the guidelines contained therein for inspecting passenger vessels. This is due to the many differences between amphibious vessels and traditional passenger vessels. It has become the nationally recognized standard for inspecting amphibious vessels. Note that the Stretch Duck has been substantially modified to incorporate most of the recommendations contained in the NVIC. The NVIC also provides several specific recommendations which are in conflict with the CFR. This is important, especially in zones which may have never had an amphibious operator, as these USCG inspectors may not be

familiar with the NVIC. Any questions about this topic should be addressed with the Manager of Fleet Operations.

Some operations' Certificates of Operation (COI) require a Deckhand to accompany the Captain for Duck passenger operations. NVIC 1-91 was developed to provide recommended qualifications for small passenger vessel Deckhands. The Coast Guard, in conjunction with the industry, has determined that the best approach to improving Deckhand training and qualifications is to allow the industry to undertake a voluntary training program which will provide an increased level of knowledge and skill for their crew members.

To fully understand the importance of safety as it relates to the long-term success of RTDI, each member of the Fleet Operations team shall read NVIC 1-01 AND NVIC 1-91.

USCG Inspections

Each RTDI Duck is issued a Certificate of Inspection (COI) from the USCG. This five-year certification is reviewed annually by a local USCG inspector. RTDI procedures for inspection are outlined in the next section.

The USCG's Passenger Vessel Safety Program (http://www.uscg.mil/pvs/SPV.asp) outlines Small Passenger Vessel Requirements, including inspection procedures that are detailed in CG840 Book Subchapter T (http://www.uscg.mil/pvs/docs/CG-840_TI.pdf). Guidance on how to conduct inspections on U.S. flagged Small Passenger Vessels can be found in Marine Safety Manual (MSM) Volume II, Chapter B1: Inspection of Vessels for Certification (http://www.uscg.mil/directives/cim/16000-16999/CIM_16000_7A.pdf). The USCG Marine Safety Manual describes, in detail, procedures for vessel inspections. Our thorough inspection program, outlined in this Operations Manual, covers the necessary courses of action. Any questions should be addressed to the Manager of Fleet Operations (Frank English) via your local chain of command.

RTDI Duck Inspections

RTDI Fleet Maintenance Managers are entirely responsible for understanding the procedures to be completed for vehicle inspections. Resources at your disposal are the RTDI Maintenance Manual, regulations cited in this manual, and your Fleet Operations team. RTDI requires the following inspections to be performed on their applicable timelines:

- Annual Inspection
- 250-hour Inspection
- Captain's/Driver's Pre-Trip Inspection
- Captain's/Driver's Post-Trip Inspection
- Mechanic's Post-Trip Inspection
- COI (following successful completion of the Pre-COI Inspection)
- State-mandated and Department of Transportation inspections applicable to your local operation
- Fleet Operations/Safety Audits (as determined by the VP, Fleet Operations)

Additional inspections may be performed at the discretion of the General Manager and the Fleet Maintenance Manager. Additional inspections may be performed and/or recorded in any manner that the local leadership feels is appropriate with regard to safety and operational

efficiency. Only the aforementioned inspections are required by RTDI. If any assistance is needed in determining the best courses of action for a particular situation, contact Fleet Operations.

DOT Annual Inspection

The Annual Inspection is a comprehensive inspection performed once per year, usually during the winter seasonal down time or in conjunction with the COI date. This inspection is required by the DOT and can be referenced under 49 CFR Transportation Part 396. The inspection takes approximately 120 hours to complete. This inspection is outlined in detail in the RTDI Maintenance Manual. This inspection may lead to mechanical repairs on the vehicle based on the findings of the inspector. However, it should be noted that this inspection is a tear-down, invasive examination and rebuild, and the time allotted does not account for subsequent maintenance to repair any deficiencies discovered during the inspection.

The intent of the Annual Inspection is to get the fleet in "like-new" condition for the ensuing season. This means that all concerns, including cosmetic, should be addressed. It is particularly important for the vehicle to be kept well cleaned and painted to avoid the rust and corrosion that threatens the structural integrity of the hull. Attention to paint and cleanliness (particularly if the vehicle is exposed to salt) is imperative throughout the year. The General Manager at each location will work with the Fleet Maintenance Manager to develop the schedule for each vehicle's Annual Inspection and resulting maintenance.

ANY hull integrity issues must be immediately reported to the Manager of Fleet Operations. The Manager of Fleet Operations should also be made aware of specific dates that each vehicle will be float-tested prior to reentering service to allow for proper coordination with the Coast Guard (if necessary) and to support your local operation (if necessary).

250-Hour Inspection

The 250-Hour Inspection is performed after 250 hours of road time in each Duck. The inspection takes approximately 20 hours to complete. This inspection is outlined in detail in the RTDI Maintenance Manual. This inspection may lead to mechanical repairs on the vehicle based on the findings of the inspector. However, it should be noted that this inspection is a visual inspection only, and the time allotted does not account for subsequent maintenance to repair deficiencies.

Captain's/Driver's Pre-Trip Inspection

In order to uphold quality standards of excellence, each Duck will be inspected at the beginning and end of each day. These Pre- and Post- Trip Inspections will be a joint effort between maintainers and operators. Local Operations Managers and Fleet Maintenance Managers shall establish daily procedures for the upkeep and general care of their vehicles. The Pre-Trip inspection form will be filled out before each Captain/Driver takes the vehicle out for the day. Any deficiencies will be clearly annotated on the form and immediately brought to the attention of maintenance personnel. A thorough inspection shall be performed in accordance with the documents and procedures in the RTDI Maintenance Manual. All areas of the vehicle, including the interior, exterior and underbody are to be examined. It is also intended for the Captain/Driver to identify the unique differences of the particular vehicle he/she will be driving that day (for instance, the location of lights, switches and fire closures, to name a few).

Deficiencies that would prevent the safe and legal operation of the vehicle will be corrected prior to operating the vehicle with passengers. The decisions pertaining to daily operation shall be left to the Fleet Maintenance Manager, and any questions or concerns should be brought to the attention of the Senior Maintenance Manager or the Manager of Fleet Operations as well as your Operations Manager or Manager on Duty.

The Fleet Maintenance Manager or Operations Manager shall maintain the Pre-Trip Inspection forms indefinitely. Documents older than one year should be scanned and maintained digitally. Questions concerning documentation should be addressed to the Fleet Operations.

Cleanliness and overall vehicle appearance are very important to our customer-focused entertainment business. Even when not required by an inspection form, vehicles shall be maintained to the highest possible standards to represent the care our company has for our equipment. Vehicles shall be free of trash and debris and kept as unsoiled as is reasonably possible. Always look at the vehicle as a family would see it- the Duck is the pride of our company and should represent the pleasure we have of creating Quack-tastic memories for families. We should strive to show off our Ducks!

DOT §396.13 (Driver inspection) states that before driving a motor vehicle, the driver shall:

- Be satisfied that the motor vehicle is in safe operating condition;
- Review the last driver vehicle inspection report; and
- Sign the report, only if defects or deficiencies were noted by the driver who prepared the report, to acknowledge that the driver has reviewed it and that there is a certification that the required repairs have been performed. The signature requirement does not apply to listed defects on a towed unit which is no longer part of the vehicle combination.

Initial Walk Around:

- When beginning the Pre-Trip Inspection, start at the same point on the vehicle. Approaching the vehicle, look for damage to the vehicle, trash/debris, dents, scratches, leaks and anything out of the ordinary or unsafe. You should be looking for cotter pin and propeller nods, as well as the sight glasses for lube levels on differentials.
- Check all of the lug nuts for rust streaks and lug nut indicators (if applicable) pointing the wrong way, indicating that the lugs may need to be tightened.
- Look for fluid leaks on the inside of the wheels. This would indicate a bad wheel seal or torn knuckle boot.
- On the bow, check front plugs and debris in the exhaust pipe covers.
- At the rear of the Duck look for the rear plugs.
- Shake the rudder. You should be looking for play in the assembly and shaft Thordon bearing in the V strut. There should be some play but it should not be excessive.
- Check under the Duck to inspect mid-section plugs and drive tube assemblies. Push up on the tube at the outer end. There should be play and you should be able to feel the keeper ring on the inside of the tube. You should be able to feel the action of the keeper ring stopping the travel of the tube, not the ring itself.
- Inspect the drive line boots, clamps, hinge assembly, and cotter pins. Make sure they are all in good condition and in place.

- Check the tire pressure. It should be 90 to 100 psi.
- Check the knuckle boots to ensure the clamps are tight. They should not be torn, ripped or leaking fluid.
- Inspect keel coolers for leaks and also check for trash or debris on coolers.

Aboard The Duck:

- The stair latch is on the left side of the stairs. Use your left hand to push it up and your right hand to support the stairs as they come down. Be careful not to let the stairs drop.
- Once aboard, give the Duck a quick once-over. When you walk up the aisle, you should look at the seats for damage, the floor for trash, windows for cleanliness, etc. Put your equipment/personal belongings at the front, then begin to work your way back, counting PFDs.
- There should be 38 Adult PFDs and the appropriate amount of Child PFDs.
  - We are required to have Child PFDs for at least 10% of the passenger capacity (4 for RTDI) but NOT LESS THAN one available for every child onboard.
- Check for loose seats.
- Ensure the two water-tight door gaskets are serviceable and that the door shuts properly.
- Check the First Aid Kit for appropriate, current items.
- Check placards and warning signs. The PFD placard is on the rear port side canopy.
- At the back, make sure you have all the emergency equipment under the floor board:
  - Three fire buckets.
  - Hand bilge pump.
  - Three triangle reflectors.
  - Chock block.
  - Any other materials required by your COI.
- Ensure fire extinguishers are charged, pinned and tagged.
- Check the wheelchair lift to ensure proper operation (if installed).
- As you return to the front, pull up the floorboard to check the sprocket and keyway on the Higgins pump (if applicable).
- Return to the front, sit down in the Captain's chair, look to your right at the 10 lb handheld fire extinguisher and check the Ansul fixed CO2 fire suppression system. It should be pinned and tagged. Ensure all ventilation closures are in the open position.
- Turn the battery switch on. Start the duck on the both position and run on 1 for odd days and 2 for even days of the month.
- Check all signs and placards.
- Push on the brake pedal. You should hear the backup brake system motor come on and see the corresponding light on the dash.
- The backup alarm must be operational.
- Stretch Ducks: Make sure the Duck is in neutral and the emergency brake is on. Turn the ignition switch to "blower" for three minutes to vent any fumes.
- When you turn the switch to "ignition" ensure the fume detector cycles back to green. The fume detector self tests every time power is applied.

- Push the starter button. When cold-starting a Duck that is carbureted, you may need to use the manual choke or apply a little gas. Ducks that have fuel injection don't require this step.
- After the Duck is started, let it idle and warm up.
- Look for oil pressure to come up and check the coolant temperature increasing.
- The volt meter should be over 12. It may need to be excited by revving the engine a little until the volt meter moves upwards.
- Look at the dashboard. Make sure no lights or alarms are still on.
- With the Duck running, push the test button on the heat and bilge alarm box. All lights and alarms should come on. Turn on the aft pumps to ensure no water is in the bilges.
- Perform a radio check.
- Check all vehicle lights with the assistance of another person outside the vehicle.
- If the vehicle was kept outside and it rained, you may need to drain the plugs.
- Complete the Pre-Trip Inspection form.

Captain's/Driver's Post-Trip Inspection and Maintenance Post-Trip Inspection

After the vehicle has completed operations for the day, a Post-Trip Inspection form shall be filled out by the Captain/Driver AND the maintenance team (there are different forms for Captains and Mechanics). This will help to maintain clear communication between the operators and the maintainers about the vehicle's condition. In addition to checking for safety and regulatory issues, it is also necessary to note any cosmetic damage (scrapes, paint issues, signage problems, missing items, or rub marks) and cleanliness issues (dirt, trash or spills). A thorough inspection shall be performed in accordance with the documents and procedures in the RTDI Maintenance Manual. All outside areas of the vehicle, including the interior, exterior, and underbody are to be examined.

The Fleet Maintenance Manager or Operations Manager shall maintain the Post-Trip Inspection forms indefinitely. Documents older than one year should be scanned and maintained electronically. Questions concerning documentation should be addressed to Fleet Operations.

It is important to keep up with cleanliness and maintenance issues throughout the day, especially on high-volume days. It is also a team effort, and all employees are expected to assist in presenting our vehicles with pride. It is therefore EVERYONE'S job to pick up after passengers and present our best product.

At the end of the day, complete the following steps:

- Park the Duck with front wheels turned uphill (if applicable) or in the manner prescribed by local operations.
- Remove trash and clean the vehicle according to local procedures.
- Close the curtains.
- Set the hand brake.
- Chock the wheels.
- Turn off the batteries.
- Secure any equipment that does not remain on the vehicle overnight.
- Close the hatch/stairs.
- Complete the Post-Trip Inspection and turn in the signed form.

DOT §396.11 states that driver vehicle inspection report(s) are required. Every motor carrier shall require its drivers to report, and every driver shall prepare a report in writing at the completion of each day's work on each vehicle operated and the report shall cover at least the following parts and accessories:

- Service brakes including trailer brake connections
- Parking (hand) brake
- Steering mechanism
- Lighting devices and reflectors
- Tires
- Horn
- Windshield wipers
- Rear vision mirrors
- Coupling devices
- Wheels and rims
- Emergency equipment

Report content: The report shall identify the vehicle and list any defect or deficiency discovered by or reported to the driver which would affect the safety of operation of the vehicle or result in its mechanical breakdown. If no defect or deficiency is discovered by or reported to the driver, the report shall so indicate. In all instances, the driver shall sign the report. On two-driver operations, only one driver needs to sign the driver vehicle inspection report, provided both drivers agree as to the defects or deficiencies identified. If a driver operates more than one vehicle during the day, a report shall be prepared for each vehicle operated.

Corrective action: Prior to requiring or permitting a driver to operate a vehicle, every motor carrier or its agent shall repair any defect or deficiency listed on the driver vehicle inspection report which would be likely to affect the safety of operation of the vehicle.

Every motor carrier or its agent shall certify on the original driver vehicle inspection report which lists any defect or deficiency that the defect or deficiency has been repaired or that repair is unnecessary before the vehicle is operated again.

Certain areas of the vehicle will require close examination in the following manner by Captains/Drivers or Mechanics, in accordance with their appropriate form and with local procedures set forth by Operations Managers and Fleet Maintenance Managers. Pay particular attention to the following areas during the inspection:

<u>Hull:</u>

- All hulls should be drained daily. No Duck will leave the maintenance facility with water in the hull.

<u>Underside (creeper) Inspection:</u>

- Inspect all hull fittings and drain plugs
- Struts / leaky wheel seals / damaged axle boots
- Cracked welds and or fractures
- Corroded areas
- Chafing hoses, air or fluid lines

- Rudder alignment to front steer axle stops. Ensure rudders are properly secure and grease if needed.
- Prop nuts and safety pin are in place and properly secure. Spin prop shaft, check blade for damage. Inspect shaft for scores and ensure Thordon bearing or Babbitt type bearing is within wear tolerance.
- Boot and drive tube inspection: ensure front and rear boots are clamped, drawn up to stop location and properly secure. The boot attached to hull has one clamp. The boot from tube to 3rd member has both ends double clamped.
- Drive tube hanger assembly. Visually inspect the hangar assembly bracket for excessive looseness, bolts in place, and cotter pins are in place.

Brakes:

- Brakes are checked with the engine running by putting the Duck in gear without acceleration then applying the brakes. Ensure hand brake light and alarm is working properly. Check electrical back up brake system by switching off ignition and applying the brakes; the electrical back up brake motor should be audible. The electrical backup can be checked before starting engine to save time and wear.

Steering:

- Steering wheel should have full range of motion and effectively turn the front wheels from stop to stop without bottoming out the rudder or helm station. Ensure rudders are straight when wheels are straight.

Gauges / Indicators:

- All dash gauges and indicators should be tested and visually inspected to make sure they are operational.

Transmission Select:

- Duck should be capable of being shifted into any gear. The gear selection must coincide with the shift selection.

Body Damage:

- Visually inspect the Duck for damage. This includes the interior seats, Captain's chair, etc. Review driver's Pre-Trip Inspection report for indications of body damage.

Engine Bay: Inspections of, but not limited to:

- Radiator
- Engine oil level
- Hose and wire chafing
- Water pump bearings
- Belts
- Master cylinder
- Emergency and safety devices, properly secured
- Excessive fluids under the engine

Tires / Wheels:

- Visually inspect all tires for abnormal wear. Check all lug nuts and studs. Look for rust streaking and proper alignment of the wheel lug indicators.

RTDI COI Pre-Inspection and USCG COI Inspection

Every Certificate of Inspection (COI) must be updated annually. This inspection is a USCG licensing requirement. The Inspection must be completed on its documented annual date (or up to 90 days early or late. The five year inspections may only be performed up to 90 days early). The vessel shall not operate with passengers without a current COI. This inspection is validated by the local Officer In Charge, Marine Inspections (OCMI) and performed by the local USCG

Inspecting Officer. RTDI management shall not schedule a USCG COI Inspection without first completing a satisfactory COI Pre-Inspection by RTDI Maintenance personnel. This is to ensure that RTDI vessels are thoroughly ready to meet and exceed USCG regulations and therefore not waste the time of the USCG Inspecting Officer.

The Inspecting Officer(s) may request that any system on board be demonstrated to their satisfaction or that the Captain perform emergency drills. It is the responsibility of the General Manager and Fleet Maintenance Manager to ensure that the vessel(s) to be inspected is/are prepared and that all systems are functioning to specifications and that the Captain to accompany the waterborne portion of the test is prepared. The CG-840 T-Boat Inspection Book and the NVIC 1-01 are the governing guidelines for this inspection. However, the following is a PARTIAL list that has been compiled based on the experiences of managers who have conducted inspections in several zones:

Safety Critical Systems:

- Dewatering systems
  - Higgins Pump
  - Electric Bilge Pumps
  - Hand Held Bilge Pump
- Early Warning Systems
  - High Water Alarms
  - Heat Sensors and Alarms
  - Vapor Detection System and Alarm
- Fire Fighting Equipment
  - Fixed CO^2 System – inspected and certified annually
  - Hand Held Extinguishers – inspected and certified annually
  - Oxygen Deprivation System
    - Side hatches
    - Hood closure system
  - Fire Buckets
- Life Saving Equipment
  - Equipment noted on Service Bulletin for Emergency Equipment
  - Emergency Curtain Release System
- Steering Systems
  - Primary Rudder System
  - Auxiliary Tiller System
- Propulsion
  - Engine Functionality
  - Propeller
  - Marine Drive Shaft
- Thru-Hull Fittings
  - Boot and Tube Systems
    - Fore
    - Aft
  - Stuffing Boxes
    - Shaft
    - Rudder Post(s)
  - Keel Coolers

Fleet Operations Audits may take place at any time and may be accomplished in conjunction with visits to a local operation that is made for other reasons. There is no specific form or format for these audits. However, some of the focus items will include the following:

- Mechanic procedures, training progress, schedules, tools and techniques
- Shop cleanliness, organization, equipment availability, and layout
- Completion of forms, documentation, filing and work order processes
- Vehicle efficiency, including parking/storage locations, ramp procedures, onload/offload procedures, mechanical priority and usage time
- Safety awareness and adherence to procedures

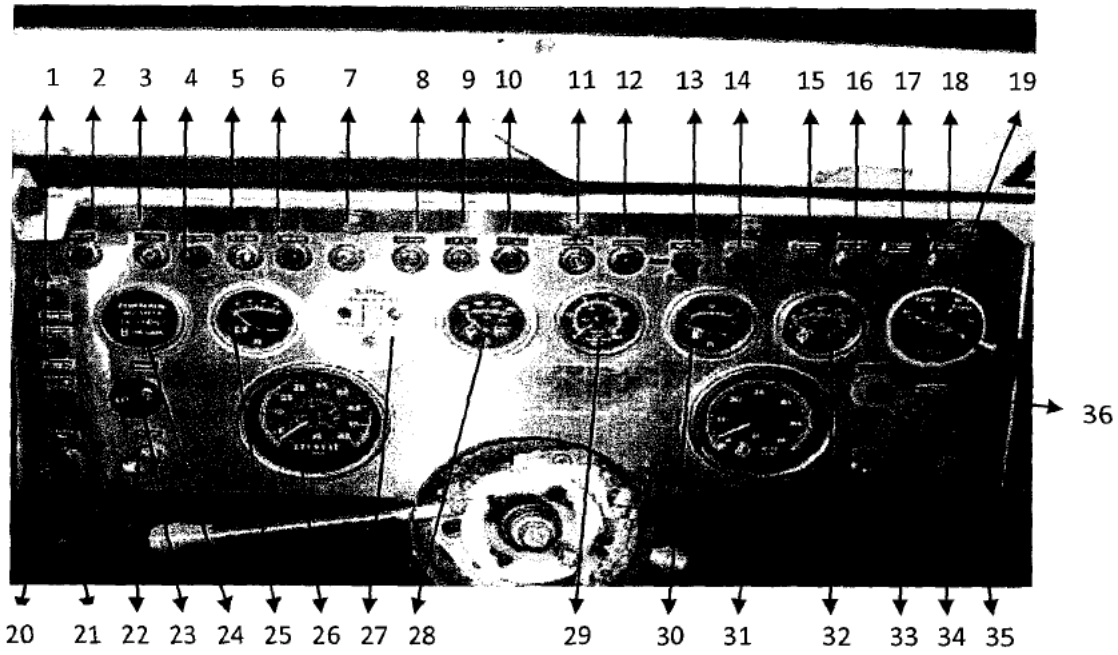
Our first priority is the safety of our employees, vehicles and guests. We also strive to ensure efficient and comfortable work conditions and training procedures that enhance operations.

Systems and Equipment

A Duck Captain/Driver is required to know the vessel. This includes, but is not limited to, all emergency procedures and company policies related to your Job Description at Ride The Ducks. The following pictures and descriptions are for components found on various versions of the Duck. However, there are many small differences between various series and models of our vehicle. Contact your Fleet Maintenance Manager if you have any questions.

Refer to your Equipment Location Manual for your series of vehicle.

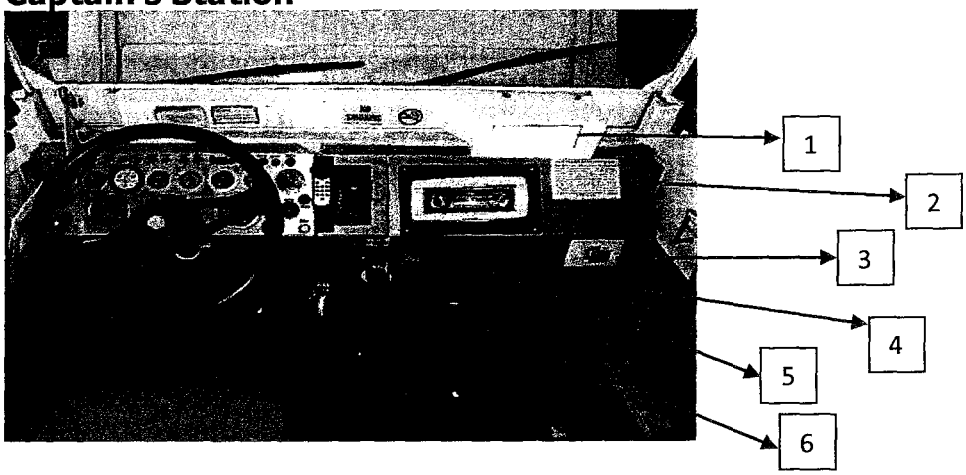
Dashboard Instrument Panel



1. Side curtain controls left and right
2. Prop light (indicates when prop is engaged)

3. Port aft bilge pump light (indicates when pump is working and is also a backup for the aft bilge alarm which indicates which side has water)
4. Aft bilge pump switch (turns on pump and must be held down for operation)
5. Starboard aft bilge pump light (indicates when pump is working and is a backup for the aft bilge alarm which indicates which side has water)
6. Headlight high beam indicator
7. Mid electric bilge pump light indicator (replaced the Higgins Pump on Ducks with a Sea Chest)
8. Parking brake light
9. Left turn signal
10. Right turn signal
11. Brake warning light (indicates a brake boost problem and the auxiliary electric boost motor had to come on and compensate-- pull over immediately and do not drive the vehicle)
12. Brake failure light (indicates a severe brake problem--you may need to use the hand brake)
13. Fuel pump switch (three positions: main, off, and auxiliary)
14. Front heater blower
15. Rear heater blower
16. PA light
17. PA switch
18. Ignition light
19. Ignition switch (four settings: off, blower, ignition blower and ignition)
20. Windshield wipers
21. Dome light
22. Navigation light switch
23. Head light switch
24. Hour meter
25. Volt meter (indicates how many volts the alternator is producing- should be 13-14 volts)
26. Speedometer
27. Fume detector (tracks levels of gas fumes /vapors inside the hull)
28. Engine temp gauge (temperature of coolant)
29. Oil pressure gauge
30. Fuel gauge
31. Tachometer (gauges speed of motor in RPM)
32. Transmission temperature gauges (indicates the temperature of the transmission fluid)
33. Choke (manually closes the butterfly valve in the carburetor so it will suck more gas to assist in cold-weather starting)
34. Hand throttle
35. In-hull light
36. Oil pressure warning light and buzzer (comes on when oil pressure drops too low)

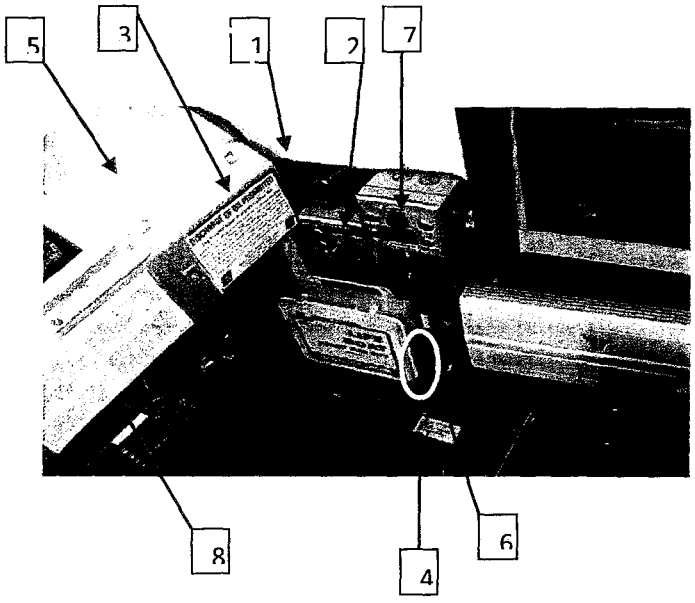
Captain's Station



1. Coast guard COI sticker
2. Oil discharge placard
3. Fuel shutoff (sign for under-dash firewall shutoff valve)
4. Inline pressure switch for CO2 system (shuts off all electric to motor and power to the ignition coil and bilge blower)
5. Fuse panel cover
6. Battery switch (Never turn the battery switch to the off position while the Duck is running. Never switch batteries while the Duck is running.) The mechanism that regulates which battery is to be utilized during the operation of the Duck is located under the dashboard / helm. Each Duck is equipped with two batteries. During normal operation, you may use one or both of the batteries depending on the need for additional power. Chose one battery by switching to "1", the second battery by switching to "2" or both batteries by choosing "both". There is also an "off" switch for when the vehicle is not in use.

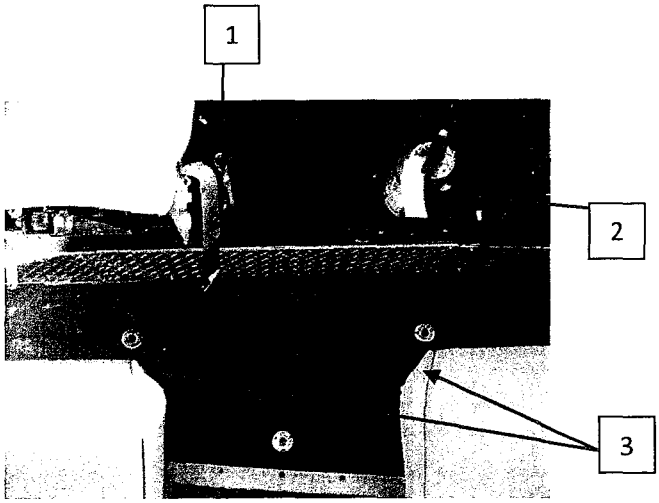
Right Side Captain's Station

1. Fire door (hold) closure latch
2. Heat alarm box
3. Oil discharge placard
4. Fuel tank shutoff valve
5. Trash placard
6. Fire door closure release latch
7. Bilge alarm box
8. Emergency procedures placard



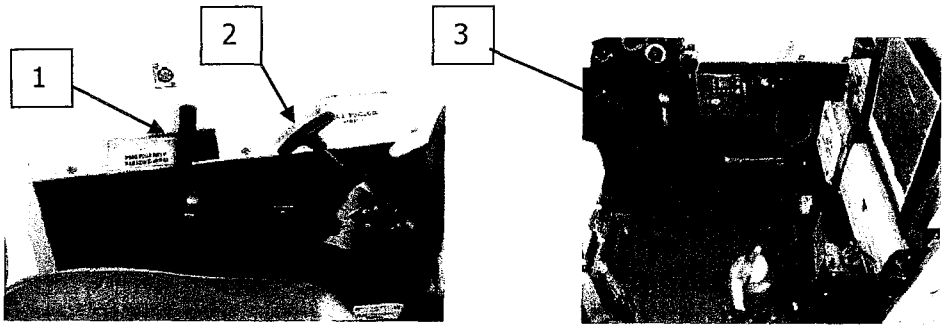
Back of Captain's Station

1. Hand parking brake
2. ABC fire extinguisher (10 pound)
3. Keel cooler shutoff valve access hatches



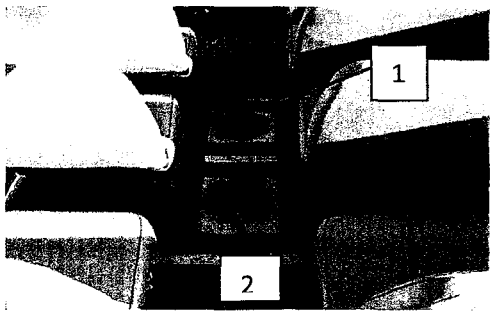
Left Side Captain's Station

1. Steering arm stowage location
2. Engine hood closure device
3. Steering arm in place on right side of Captain's station under the jump seat



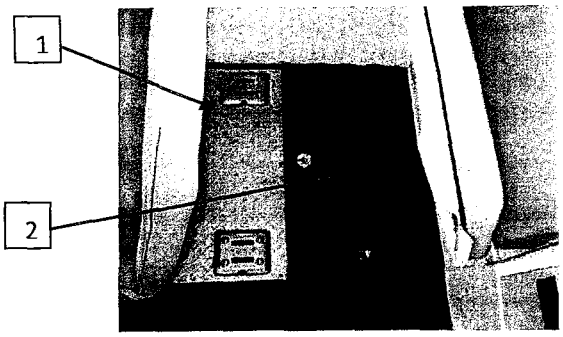
Sea Chest

1. Forward service hatch access to:
   a. Bulkhead through-hull bearing
   b. Transmission-to-transfer case drive line
   c. Transfer case-to-front differential driveline
   d. Four wheel drive reverse actuator
2. Aft service hatch access to:
   a. Transfer case-to-prop box driveline
   b. Transfer case-to-rear differential driveline
   c. Air-to-axle pressure switch
   d. Bilge alarm
   e. Bulkhead fittings



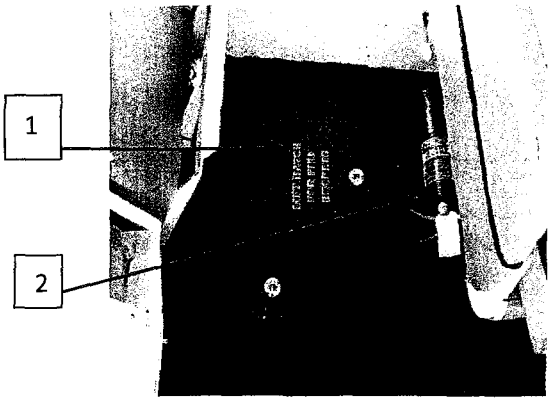
Right Side Aft Interior

1. Wheelchair lift platform
2. Access panel to wheelchair lift controls



Left Side Aft Interior

1. Emergency equipment hatch
   a. 3 fire water buckets with lanyards
   b. Reflectors
   c. Sea chest hatch opening tool
   d. Chock blocks
   e. Hand bilge pump
   f. Other emergency equipment per SOP
2. ABC fire extinguisher

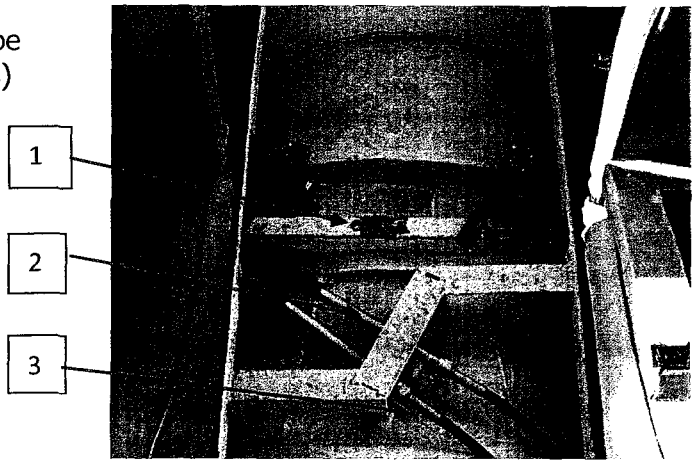


Rudder Assembly

1. Spare safety pin and key (these may be kept in the rudder well on older Ducks)
2. Main steering helm cable
3. Auxiliary steering helm cable

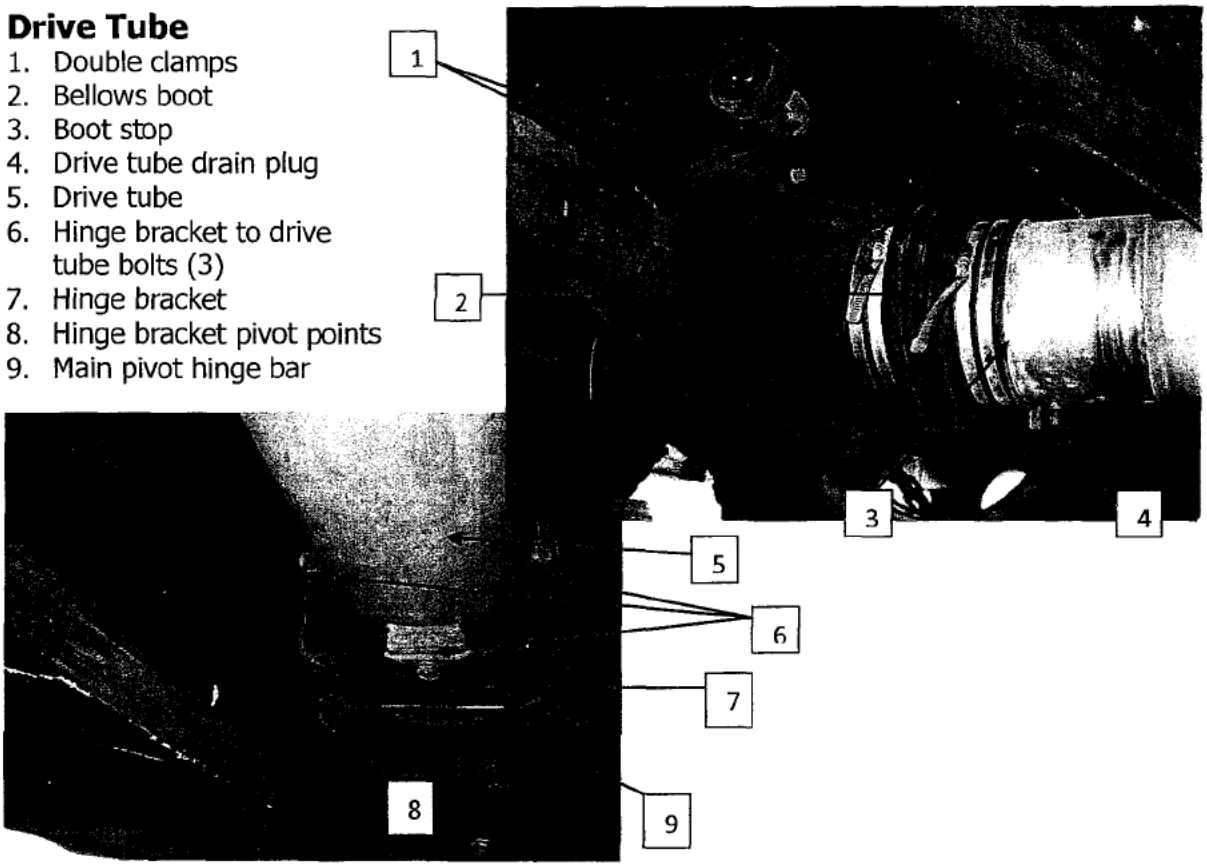
Auxiliary Tiller

There are two types of tillers: manual hand tiller and auxiliary helm station. We do not normally take the Duck out of the water with either tiller system.



Drive Tube

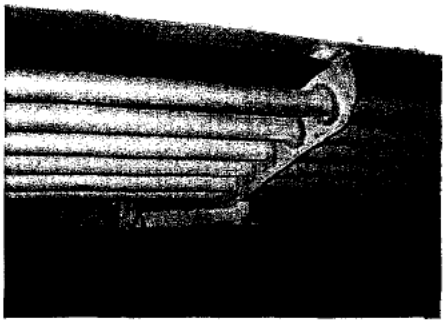
1. Double clamps
2. Bellows boot
3. Boot stop
4. Drive tube drain plug
5. Drive tube
6. Hinge bracket to drive tube bolts (3)
7. Hinge bracket
8. Hinge bracket pivot points
9. Main pivot hinge bar



Hull Fittings

Hull fittings, also known as drain plugs, are located in the rear, center, and front of the Duck undercarriage. The number of hull plugs varies from 5-9 depending upon the particular design of the Duck. Usually the number of plugs is printed just below the driver side window on the outside of each Duck. The main purpose of the plugs is to create an outlet for water that has settled in the hull. It is critical to locate and confirm the placement of these plugs before leaving the garage each day.

Keel Coolers



Keel Coolers are coiled stainless steel or copper tubes filled with cooling fluid. They are located on the right and left side undercarriage of the Duck. The left side (driver's side) contains anti-freeze to cool the engine, and the right side contains transmission fluid to cool the automatic transmission. The main purpose of this system is to maintain a safe operating temperature for the vehicle during its operation.

Axle air system

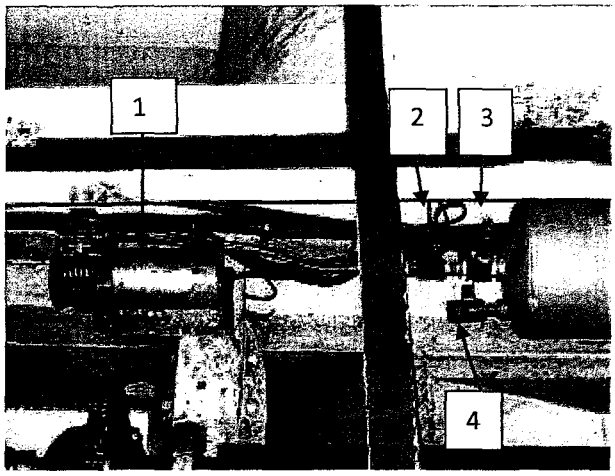
1. Air compressor
2. Compressor pressure switch
3. Pressure relief valve for main tank
4. Tank bleeder valve

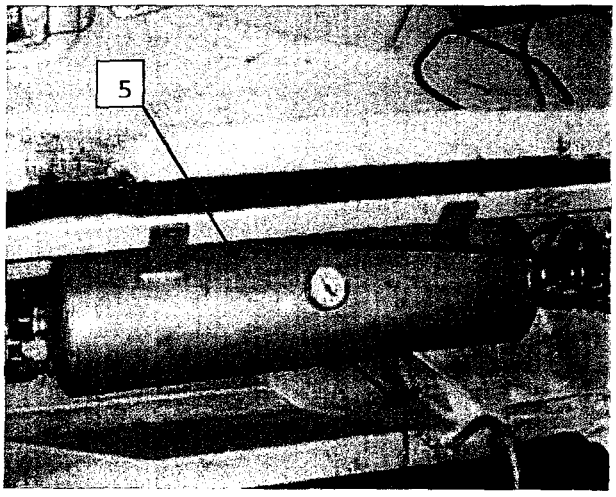
This system delivers two pounds of air pressure to the axle housing in an effort to minimize water seepage. The air compressor is activated when the ignition is turned on. It fills the air supply tank when the prop is engaged, which in turn activates the air regulator to put two pounds of pressure in all of the housings. When the prop is disengaged, it activates the relief valve for the axle housing.

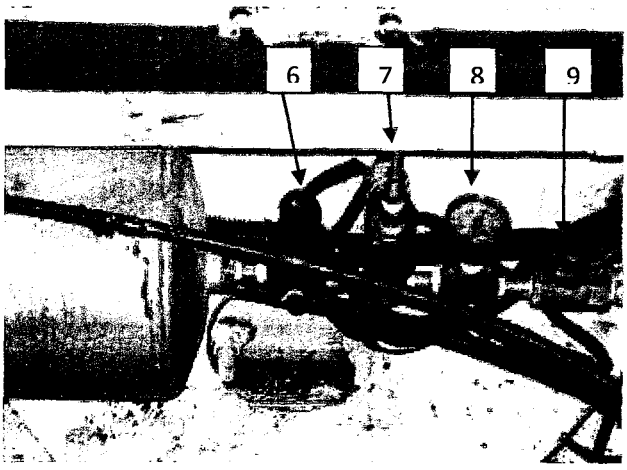
5. Air supply tank and pressure gauge

The tank must be bled daily.

6. Air pressure regulator for axle housings
7. Relief valve for axle housings when prop is disengaged
8. Inline pressure gauge
9. The ball valve must be open to check regulator pressure.

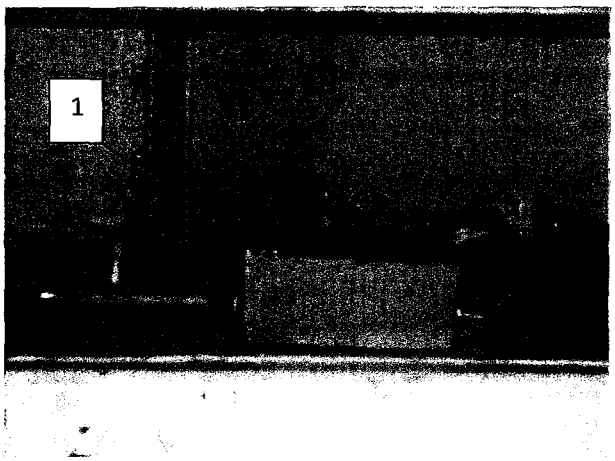






Heat Detection System

Each Duck is equipped with two heat detection probes. One is located in the engine compartment and one located at the fuel tank. Each Duck is equipped with an alarm box on the starboard side of the Captain's station. This alarm will sound in the event a sensor experiences temperatures more than 250°F or when an electrical wire becomes disconnected from the system (electronically supervised). There is also a test and mute button that function the same way as the bilge alarms.



1. Heat sensor box at the fuel tank

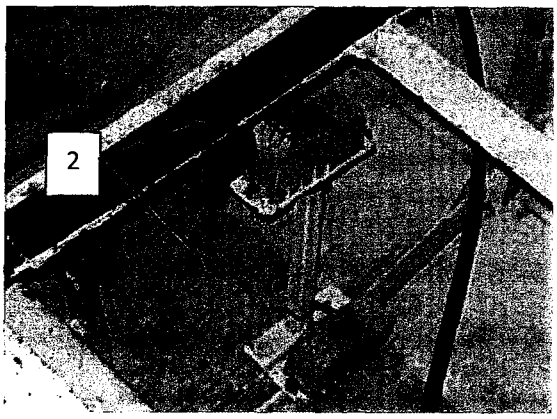
Fume / Vapor Detection System

Each Duck is equipped with two vapor detection devices. One is located in the engine compartment and one is located at the fuel tank. (Not pictured here.) These devices will sound off anytime the fumes in any given compartment reach an unsafe level. There are visual and audible alarm indicators on the Duck's dashboard. The audible device should remain in the audible position (not silenced) at all times.

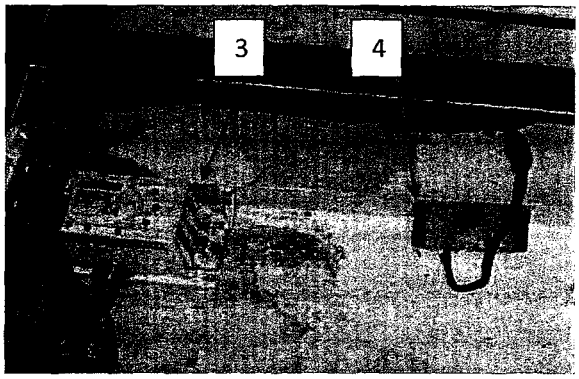
Bilge Alarm

There are various bilge pumps, alarms and sensors on every Duck. As Captain, you are required to familiarize yourself with the configuration of all bilge pump outlets, switches and alarms on any particular Duck you are operating.

All electrical bilge pumps are capable of automatic operations.



2. Both main high and low bilge alarm sensors
3. Aft starboard bilge pump
4. Bilge alarm sensor



The Higgins Pump (installed on some vessels) is a propulsion-machinery driven pump. This system is driven by a chain and sprocket off the main driveline supporting the propulsion system. It only has the capacity to operate when the vessel is thrusting forward. The volume of water expelled is determined by the amount of RPM applied to the engine or driveline. Under full power, this system can dispel 350 gallons per minute.

Bilge pump Configuration with a Sea Chest

Ducks with a Sea Chest do not have a Higgins Pump- an additional electric bilge pump has taken its place. The Sea Chest is a compartmentalized zone that mitigates the risk of flooding in the event a drive tube or boot becomes compromised. The Sea Chest has a float switch located within its compartment. When activated, it sends a signal to the alarm box notifying the operator the compartment has taken on water. The Sea Chest configuration also has a "high water" bilge alarm (the low water bilge was replaced by the Sea Chest alarm). The alarm box systems and lighting devices all work the same for any given Duck. You must always head to shore if bilge alarms sounds.

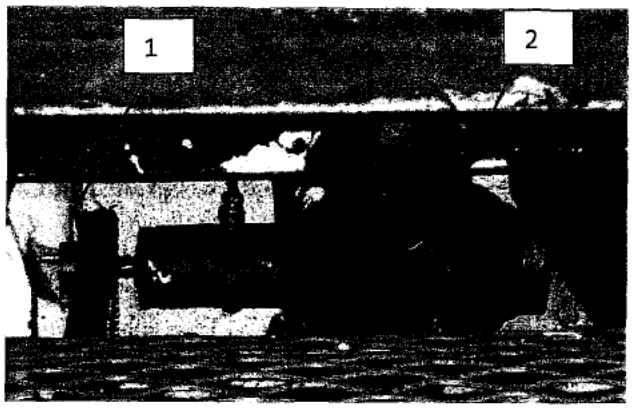
Bilge pump configuration with No Sea Chest

Older generational Ducks that do not have a sea chest have two electric bilge pumps. One pump is located port and one starboard in the rear bilges and one Higgins Pump is located in the mid section port. These electrical pumps are capable of manual and automatic activations. Manual activation of both pumps can be achieved by switching a momentary switch located on the main dash to the "on" position. Hold it "on" or it will spring back to the off position when released. The mechanical bilge pump (Higgins Pump) is operable anytime the propulsion is engaged. The bilge alarm box is located starboard of the operator's seat and is attached to the side wall. All bilge alarm boxes have four lights, an audible alarm along with test and mute buttons. The lights and audible alarm are tied to the five sensors in the Duck. In the event you experience a bilge alarm sounding, you can mute the sound alarm for approximately one minute while you evaluate. The test button is used for daily testing of the system per Pre-Trip Inspection. The sensors are located with one forward, two in the mid section (hi and low) and two in the aft (port and starboard) separated from the bilge system. This configuration can be different on all the Ducks, so always check. You must always head to shore if the bilge alarms sounds.

Higgins Pump and Keyway

Higgins Pump and keyway and sprocket must be checked on every Pre-Trip Inspection. Visual inspection of chain lube, keyway and chain alignment can be achieved after removing center corridor floor boards.

1. Keyway and sprocket
2. Higgins Pump



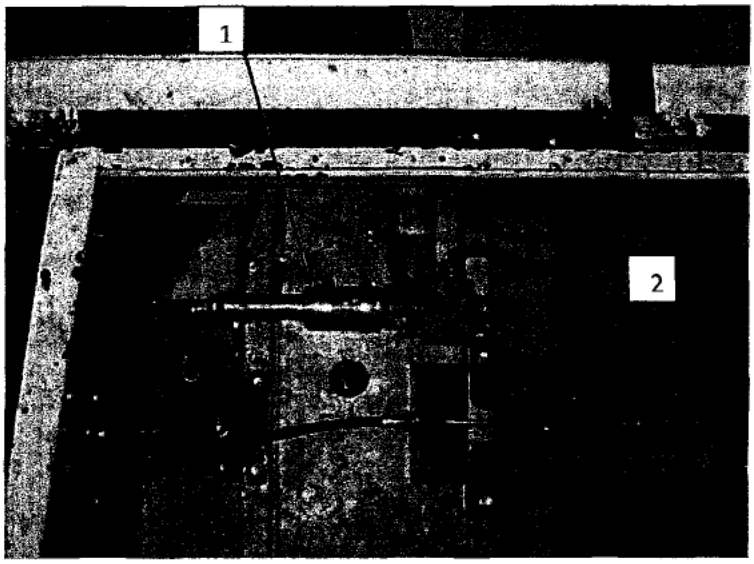
Reverse Actuator Motor

1. Reverse actuator motor on transfer case

This pulls a lever that allows the front end to ratchet freely when in reverse. It's wired through the backup alarm. It must be operational.

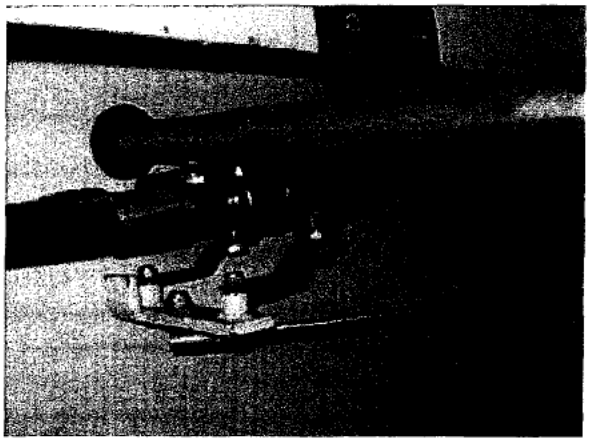
Prop Engagement Coupling

2. Prop engagement coupling



Fuel System

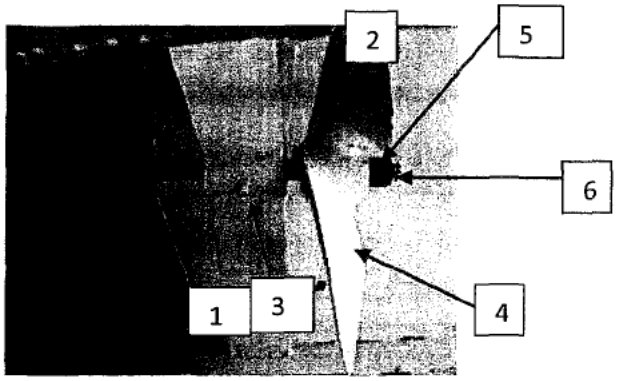
The main components of the fuel system are a fuel tank with two independent electric fuel pumps and pickups (main and auxiliary). Fuel tanks are 40 gallon capacity on most Ducks. Fuel tanks that are located in the back and are aluminum have a 49 gallon capacity. The auxiliary pickup is positioned lower than the main pickup and has access to approximately five additional gallons of fuel.



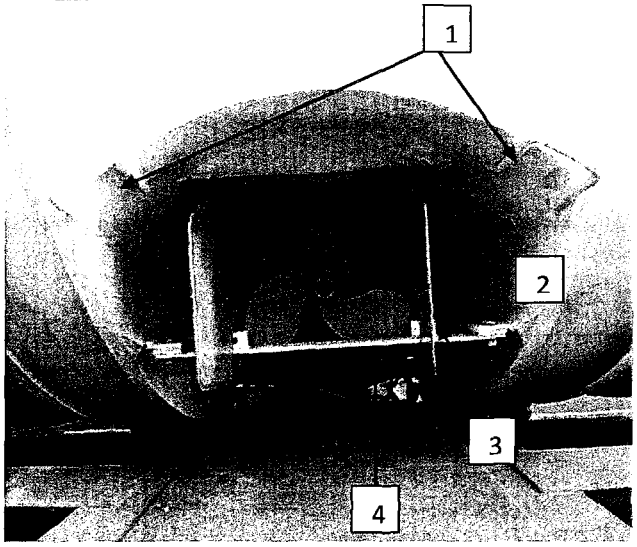
There are two inline shutoff valves, one on each pickup coming out of the tank (pictured here). These are operated by a push-pull cable. The handle is located on the floor on the right side of the pilot station. The line continues to a "Y" fitting where it is combined into a single line that goes to another in-line valve on the fire wall under the dash placard on the right side of pilot station. Both inline valves for both fuel lines are operated at pilot station.

Exterior

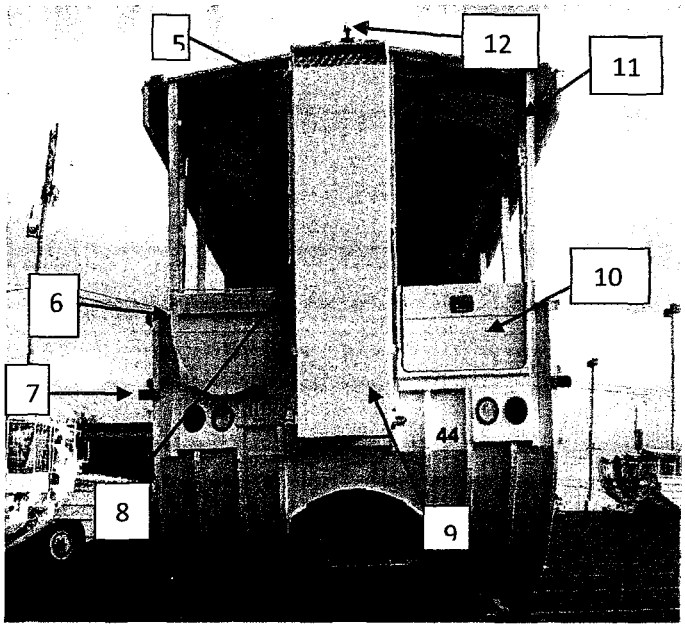
1. Stainless prop shaft
2. Thordon bearing
3. Thordon bearing set screw
4. Propeller
5. Propeller nuts
6. Cotter pin



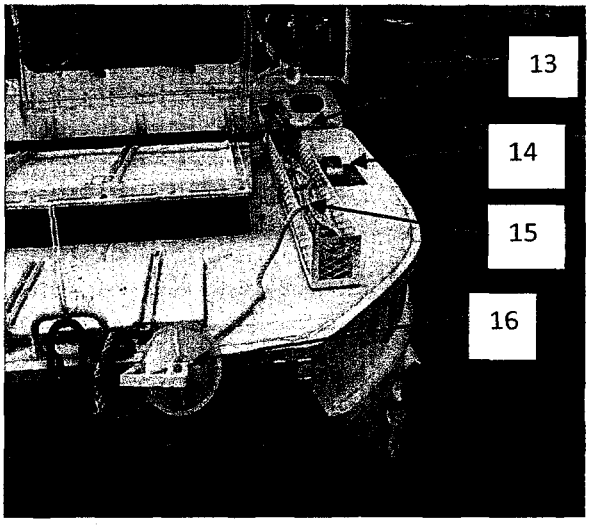
1. Tow hooks
2. Upper rudder through-hull mounting bracket
3. Rudders
4. Lower rudder mounting bracket



5. Stairway interior latch release
6. Life ring (ring buoy) holder
7. Rear water reference marks (full load)
8. Stairway exterior latch release
9. Stairway
10. Wheelchair hatch door
11. Backing alarm
12. Stern anchor light



13. Anchor
14. Engine compartment exhaust blower (If the ball inside does not rattle when blower is on, then it may be stuck.)
15. Anchor line (attached to pad eye)
16. Bow mirror



Fire Safety Systems

Portable Fire Extinguishers

There is a five (5) pound and a ten (10) pound portable fire extinguisher onboard every Duck. These fire extinguishers are type ABC, this type can be used on all types of fires, from cloth to wood to gasoline/flammable lubricants. These portable fire extinguishers are checked and/or recharged annually; however, the Captain/Driver is required to check and ensure each fire extinguisher is properly charged and tagged before getting underway.

Fixed CO2 Fire Extinguishing System

The fixed CO2 system is located under the passenger compartment floor boards and also piped into the engine compartment. The main CO2 bottle (canister) is located next to the Captain/Driver on the starboard side of the Duck. All ventilation closures are to be closed prior to activating the CO2 Bottle. To deploy the bottle, pull the safety pin and lift the handle forward and down. Once the handle has been lifted, the bottle will disperse until empty. The CO2 will be delivered equally throughout the piped system. You cannot stop the flow of CO2 once the handle has been lifted. The pressure will also activate the in-line switch to cut off the electric to the engine and then the Duck cannot be restarted until the in-line switch is reset.

Ventilation Closure System

Each Duck is equipped with a ventilation closure system for the following areas:

- Engine compartment (main engine hatch)
- Engine compartment side vent closures one on each side (port & starboard)
- If applicable, forward bow hatch closure
- Passenger compartment (natural air vent) closures: one aft and one forward on opposing sides. These floorboard vents are to be closed prior to deploying the CO2 system and/or when fire is visible or evident.

Fire Buckets

Three fire water buckets are located at the stern of each Duck. Use of these buckets should be considered secondary to the fixed CO2 system and the two portable fire extinguishers. Each bucket is equipped with a 3 to 4 foot lanyard which allows the operator to lower a bucket over the rail and scoop up water. Note: These buckets should never be used to fight an electrical fire.

Emergency Procedures for Curtain Operation and Release

All Duck Captains, Drivers and Deckhands must be trained in the location and use of the curtain release system prior to operation. The emergency curtain release system is activated manually by way of two (2) handles located in the Captain's station. These handles operate independently and are located above the Captain next to the canopy as seen in Figure 1.

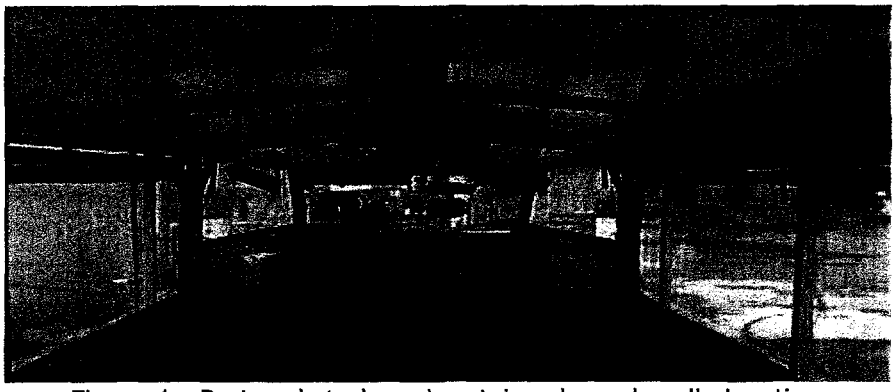


Figure 1: Port and starboard curtain release handle locations

To activate the curtain release systems, pull the pin from the appropriate handle and push or pull the handle (as indicated on the placard) as seen in Figure 2 and Figure 3 below.

Figure 2: Pin location, starboard side Captain's head)

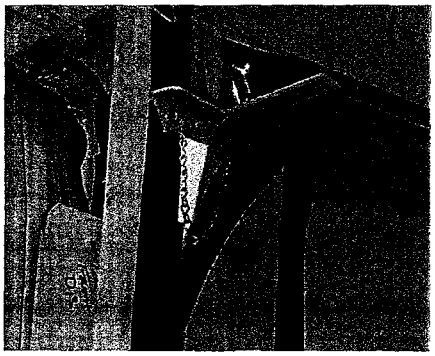


Figure 3: Pin location, port side (above

Prior to activation, make sure all passengers are clear from the drop zone. The curtains will drop quickly when released to allow for complete and unencumbered egress for the passengers. The manual curtain release system is to be used only in emergency situations. However, never hesitate to drop the curtains if it is in your best judgment to do so. Remember to use one hand on the release and one hand to push the curtain out per USCG drills.

Land Procedures

Driving Safety

Safety is our primary responsibility. RTDI drivers must abide by all traffic laws. Be intensely aware of other vehicles, pedestrians, road conditions and weather. All of these things need to be considered when judging speed, braking distance and your position in traffic. At the start of the season, each driver will take a practice ride (without passengers) monitored by the local management team. Pay attention to driveways, intersections, narrow roads and tight areas. Look for safe areas in case of breakdowns, necessary rest stops, shelter during bad weather or areas to meet EMS. Always be aware of your guests. We often carry small children, elderly people and disabled people. Be cognizant of the potential issues involved if the vehicle comes to a sudden stop or if an emergency egress is necessary. Also be aware of passengers who may be capable of assisting in case of emergency.

- Safety Equipment: Each vehicle will carry an orange road safety box (in a location that is immediately accessible to the Captain), reflective triangles, clean and properly adjusted mirrors, appropriate signage and necessary warning placards.
- Observation Skills: Drivers should develop skills which enable them to detect or anticipate hazards.
- Maintaining an Escape Route: A Driver should always position their vehicle in traffic to provide routes of escape in case of emergency.
- Safe distance Rule: Drivers should maintain the proper distance behind the vehicle in front of them. Under ordinary driving conditions, this distance is three seconds at any speed.
- Weather Precautions: Foul weather creates many hazards, such as reduced traction and vision, which require modified driving practices.
- Traffic Management: Urban areas contain congested traffic, complex intersections and limited access road ways that increase the danger of driving. Drivers should learn traffic management skills which would increase their safety in these situations.
- Emergency Reaction: Regardless of the caution exercised by drivers, unexpected actions by other drivers and unpredictable hazards can require drivers to use emergency reaction skills to avoid accidents.
- Accident Safety: Drivers are expected to know and follow procedures for reporting accidents and "Near Misses".
- Transportation of Animals: Transportation of non-service animals is not allowed unless prior arrangements are made with the management team.
- Crossing Sidewalks: Whenever crossing sidewalks to leave alleys or parking lots, drivers should bring vehicles to a complete stop to be sure the walkway is free of pedestrians. Honk the horn prior to proceeding.
- Climbing hills: Turn emergency flashers on when climbing hills.
- Turning: Be aware of tail swing when making turns. Ensure there is plenty of room to make a tight turn. The top of the Duck is the widest part of the vehicle so always watch for tall street signs. Duck overhang may swing into other lanes when turning so use caution.

- Stop signs & lights: Keep a safe distance from the vehicle in front of you. You must always be able to see the tires of the vehicle in front of you.
- Railroad crossings: As you approach any railroad crossing, slow down and stop 15 – 50 feet away, look up and down the tracks, then proceed. Do not assume that a train is not coming. Make sure there is room for your vehicle on the far side before you cross the tracks.
- Systems: For land operation, the hood must be open. Pay attention to vehicle conditions, warning lights, gauges, etc. at all times.

Safety Throughout the Tour

- Always warn passengers about sudden stops and sharp turns.
- Notify passengers when you are lowering or raising the side curtains.
- Warn passengers to keep arms and legs inside the vehicle and to remain seated at all times.
- Always monitor your passengers for unsafe activities (i.e. standing or moving).

Passenger Concerns

Passenger Observation

Always be aware of your guests. We often carry small children, elderly people and disabled people. Be cognizant of the potential issues involved if the vehicle comes to a sudden stop or if an emergency egress is necessary. Also be aware of passengers who may be capable of assisting in case of emergency.

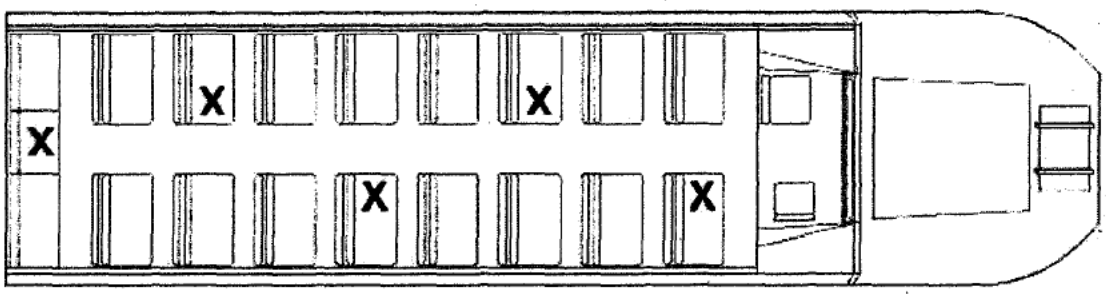
Unruly passenger

There are times when you may encounter passengers who are acting in dangerous, disruptive or combative manner. It is important to read your group before your trip. You can often disarm an elevating situation in a polite, funny way by letting them know that they need to behave. Make sure that you don't escalate the problem. Do not start the tour if you or other guests are uncomfortable. If you are on the road you can be funny, polite or even firm with passengers, but never get confrontational. Communicate directly with the tour group's leader and try to get the situation under control. Always pull over if you feel an unsafe or threatening situation is occurring. You are free to terminate the tour any time you feel safety is in jeopardy or the actions of the passengers are inappropriate. Contact Dispatch for assistance, and emergency authorities.

Seating Guests with Special Needs

Appropriate measures are established for guests with special needs and their chaperones so they may have a safe and fun experience.

Ride The Ducks' group policy for individuals that are unable to don a lifejacket without assistance is to ensure a maximum ratio of 7 guests per chaperone. Chaperones should be seated every other row and staggered throughout the Duck. Passengers that wish to be seated at the very rear of the Duck must be accompanied by 1 chaperone for each 4 passengers. Chaperone should be seated in the center seat.



Top View

X: Chaperone - Seating Arrangement Positions

No Smoking Policy

Smoking is prohibited in company vehicles under the conditions of our COI and company policies.

Personal Cell Phones

It is permitted for Captains/Drivers to carry cell phones. They should be kept on vibrate or silent mode and never used on tour or in sight of guests except in an emergency. Never use the cell phone while driving.

Starting and Stopping

There is a slight hesitation when you step on the gas. The drive shaft is very long and has a lot of gears and U-joints to traverse. Go easy on the gas and never let the vehicle roll back on a hill. When stopping, as in all maneuvering, think "smooth" and always give yourself more room to stop than you need. Remember, both the vehicle and the passengers must be treated with care.

Sound Effects and Stereo Etiquette

Music and sound effects are great tools for your job. They can set the mood enhance the tour when used properly. Use your music and PA in accordance with local procedures. However, NEVER take your focus off the road. Be prepared with your music and sound bites so as to provide minimal effort during the tour. Never compromise safety when handling the PA or stereo.

All material (music and tour narration) must be approved by the General Manager. The volume of the stereo and PA need to be adjusted to the comfort level of the group you have on board AND must comply with local noise restrictions. Encourage Quacking only at the appropriate times. We never want to alienate the community or our guests.

Radio / Phone Etiquette

Always speak clearly and slowly when making radio, phone or handheld calls. Be specific with your location and the nature of your request. Remember, others can hear you and also use the same frequencies/lines.

Make sure you have all the contact numbers you need. Ensure cell phones and handhelds are charged. Never compromise safety in order to make a radio or phone call.

Community Interaction

All Captains and Drivers must be made aware of sound-sensitive areas and residential quiet zones. There areas designated "No Quack Zones" which may be incorporated into tour training. "No Quack Zones" include the restriction of all music and sound effects. These areas should be reserved for talking about the area and its attractions and/or history. "No Quack Zones" are defined solely at the discretion of Ride The Ducks' management team and reflect the specific needs of the community. Failure to respect the "No Quack Zones" reflects negatively upon us and will not be tolerated.

Many local vendors have established partnerships with Ride The Ducks. You will be briefed about the local procedures for promoting our partners. Do not include personal promotion or opinions about local businesses in the tour.

Post-Trip Safety Briefing

After the tour and before disembarkation, cover the following items:

- Keep arms and legs inside the vehicle until the vehicle has come to a complete stop.
- Keep children seated until you are ready for them to get up.
- Remain seated until your Captain/Driver comes to the back of the Duck and opens the hatch or lowers the stairs.
- Watch your step as you exit the vehicle, descend the stairs, step on to the platform (or as appropriate).

When unloading passengers, ensure an employee is at the bottom of stairs or outside the hatch to assist in unloading.

Water Procedures

Water Excursion Safety

Duck Captains are USCG Licensed Mariners. The safe operation of your vessel and the safe care of your passengers are of utmost importance. Operating safely on the water includes, but is not limited to: appropriate water entry speed, keeping safe distance from other vessels, watching the water route so as to remain within the confines of the COI and applicable restrictions, and monitoring vessel systems including the bilge pumps and freeboard. Always be aware of the unique handling characteristics of the Duck.

The Captain's experience, qualifications and preparedness are respected aspects of our operation. Nothing shall supersede the Captain's safe judgment.

RTDI Duck Safety Briefing

This Safety Briefing is to be delivered at the beginning (or prior to water entry) of all tours. This briefing should be delivered in a serious manner with no jokes.

The components of a required safety briefing are:

- Communicate and show where PFDs are located and the appropriate PFD based on guest weight.
- Communicate and show that additional PFDs are also available for an infant under 30 pounds.
- Communicate and show how to retrieve the PFD from its storage area.
- Communicate and demonstrate step by step the entire process of donning a PFD. The individual delivering the message must be wearing a PFD at the end of the demonstration.
- Identify and point out the exits to be used by guests in the case of an emergency.
- Identify and point out the location of the two ring buoys.
- Identify and point out the location of the fire extinguishers.
- Ask that guests keep their arms and heads inside the duck, remain seated unless instructed to move by the Captain and refrain from smoking while onboard.
- In Branson, instruct guests to brace for splashdown and if seated in the middle of the last row fasten the seat belt.

The following is an example of how this safety briefing can be delivered.

"Please take note of the Personal Floatation Devices above your heads. The ones located on this side (point to and touch the appropriate PFDs) are for people 90 pounds and over and the ones located on this side (point to and touch the appropriate PFDs) are for people 90 pounds and under. In addition, we do have available a Personal Floatation Device for infants under 30 pounds. These can be found... ... (point to their location).

In case of an emergency you will be instructed to pull the strap above your head releasing the flotation device.

They are easy to use. (Driver will demonstrate all actions and will be wearing a PFD at the end of the demonstration). First, pull the strap to release the PFDs. Place your head through the opening. The PFD is reversible and your head can be placed through the opening from either side. Now wrap the strap around your body and place the black hook into the D ring pulling the T strap tight. A placard demonstrating the use of the personal floatation device is located at the rear of the vessel where you entered the Duck.

In case of an emergency, the nearest opening to your seat should be considered your emergency exit. (Driver will point out exits.)

We are equipped with two ring buoys- one located here at the Captain's station, and the other on the outside rear of the Duck. (Driver will point out ring buoy closest to him/her during this segment.)

Finally, I'd like to point out the location of the fire extinguishers. One is located next to the Captain's station, and the other is located in the rear of the Duck on the floor. (Driver will point out extinguishers during this segment, and if a guest is sitting near the other extinguisher have that guest acknowledge its location.)

Please keep your arms and heads inside the Duck, remain seated unless instructed to move by the Captain and refrain from smoking while onboard.

[Branson: Please brace yourself by holding on for entry into the water and please hold on to small children. If you are seated in the center aisle seat on the back row please fasten the seat belt located in that position for entry into the water or move to an available seat. Once we are on the water please remove the seat belt.]

Before Water Entry

- Ensure the pre-water safety briefings are complete.
- Warn the passengers of the forward surge when entering the water.
- Instruct passengers to secure themselves and small children.
- Be aware of the potential capabilities or restrictions of your passengers. Young, small, disabled or elderly passengers are different than passengers who appear to be able-bodied, energetic and self-aware.
- Be prepared. Ensure the vessel, equipment, passengers, and environment are all appropriately evaluated for the water entry and a water tour.

When Not to Enter the Water

A Captain never has to enter the water if, in his/her judgment, the conditions are unsafe or unsuitable. The Coast Guard imposes regulations mandated through our stability letters and our COI, which is approved by the local OCMI. Each body of water may have different restrictions. Examples of restrictions are:

- Winds may not exceed 35 mph
- There may be no risk of down flooding
- Waves may not be higher than 2.5 feet

Refer to the restrictions of your COI or your local SOP and operate accordingly. Company polices is to forego water entry if:

- There is lightning or low visibility
- The vehicle has any mechanical issues
- Severe weather is approaching the area
- The passengers are unprepared (this is the Captain's judgment)

You do not need to enter the water if you feel unsafe for any reason. If you are on the water and any of the above situations occur, then come off the water. If you encounter unsafe water or atmospheric situations, you lose freeboard, or you have a system malfunction, come off the water and notify Dispatch as soon as possible. In some cases, a heavy amount marine traffic may cause unsafe conditions and it would be prudent to come off the water.

Prop Engagement on Land

Come to a complete stop. Pull up on the prop lever with two fingers using light pressure. If you pull too hard, both shafts will rotate together and will not engage- this may cause damage. Feather the brake while applying light pressure so it will rotate to proper alignment.

It is not mechanically appropriate to operate the prop on land, but it is necessary to check rotation prior to water entry. Therefore you should limit on-land prop engagement to a minimum necessary to check for engagement just prior to water entry.

Prop Engagement on the Water

Make sure the motor is at idle. Place your foot on the brake to keep wheels and shafts from turning. Pull up on the prop lever with two fingers using light pressure. If you pull too hard, both shafts will rotate together and will not engage- this may cause damage. Feather the brake while applying pressure so it will rotate to proper alignment. Reapply the throttle as necessary.

Water Entry

"Splash" Water Entry steps

- Come to a complete stop and set the hand brake.
- Turn around and deliver the safety briefing- if not already accomplished. Pay special attention to children, infants, seniors and the middle seat on the back row.
- Place your foot on the brake. Release the hand brake. With transmission in drive, place two fingers under prop lever and lift up lightly. Feather the brake. The prop should engage and the dash light should come on.
- Make sure that area and water are clear. Keep your head up and eyes open. Offer one last safety warning, take your foot off the brake and give a little gas to get moving.
- Once you get to an appropriate speed (fast enough to make the bow rise gently but not so fast to get passengers wet or throw them around) move your foot off the gas to over the brake. You should never go so fast that you couldn't stop before you hit the water.
- Never have your foot on the gas when you hit the water.
- At impact, the water will spray away from Duck, the bow should rise up gently and the stern should go down. None of this is of a violent nature. If you are getting people wet, you're going too fast.
- Once in the water, comply with the Stern Full Load Reference Markers Procedure:
  1. Ensure markers are in place and can be visibly seen from the driver's seat prior to operating the Duck.
  2. Once the Duck enters the water and prior to getting underway, the Captain is to allow the vessel to come to a static condition or (rest calm) and examine the condition of the stern full load markers.
  3. In a full load condition and with an assumed passenger weight of 185lbs per person, the stern full load reference markers should be **at** the water line but not submerged.
  4. If the Captain observes one of the markers submerged, he/she is to make every effort to determine the cause of list. The Captain should carefully attempt to adjust the list by transversely shifting passenger weight.

5. In the event the list cannot be adjusted, the Captain is to immediately exit the water.
6. In the event both stern full load markers are submerged, the Captain is to immediately exit the water.
7. When conditions permit and the Duck is underway, the Captain is to maintain constant visual of the stern full load markers and monitor bilge alarms and all available freeboards.

- Note: When heavy propulsion is applied, the stern full load markers may be slightly submerged. It is critical the Captain checks conditions of markers prior to getting underway.

"No Splash" Water Entry Steps

- Come to a complete stop and set the hand brake.
- Turn around and deliver the safety briefing- if not already accomplished. Pay special attention to children, infants, seniors and the middle seat on the back row.
- Place your foot on the brake. Release the hand brake. With the transmission in drive, place two fingers under the prop lever and lift up lightly. Feather the brake. The prop should engage and the dash light should come on.
- Make sure that the area and water are clear. Keep your head up and eyes open. After one last safety warning, feather the brake. With transmission in low gear, creep into the water until the front end floats. Let it roll on in.
- Once in the water, comply with the Stern Full Load Reference Markers Procedure:
  1. Ensure markers are in place and can be visibly seen from the driver's seat prior to operating the Duck.
  2. Once the Duck enters the water and prior to getting underway, the Captain is to allow the vessel to come to a static condition or (rest calm) and examine the condition of the stern full load markers.
  3. In a full load condition and with an assumed passenger weight of 185lbs per person, the stern full load reference markers should be **at** the water line but not submerged.
  4. If the Captain observes one of the markers submerged, he/she is to make every effort to determine the cause of list. The Captain should carefully attempt to adjust the list by transversely shifting passenger weight.
  5. In the event the list cannot be adjusted, the Captain is to immediately exit the water.
  6. In the event both stern full load markers are submerged, the Captain is to immediately exit the water.
  7. When conditions permit and the Duck is underway, the Captain is to maintain constant visual of the stern full load markers and monitor bilge alarms and all available freeboards.
- Note: When heavy propulsion is applied, the stern full load markers may be slightly submerged. It is critical the Captain checks conditions of markers prior to getting underway.

Wave Interaction

When you are on the water and you have a set of waves coming at you in a regular boat, you slow down and take them head on. The bow of a boat is pointed and cuts through the wave lessening the impact of the wave. However, on a Duck, the bow has no point. The width and

the amount of overhang on a Duck amplify the power of the wave. You will go up higher and drop down lower if you hit waves head-on. This can cause you to take on water over the bow. If you anticipate taking on water over the bow, drop the hood. The best technique is to take the waves at a 45 degree angle. You want the corner of the Duck to act as the point of the bow, to cut the wave and direct the water away from the Duck. In the event of possible water ingestion, drop the hood to prevent engine water ingestion. If you do drop the hood, make your way out of the water. For land operation, the hood must be open. When in doubt, contact maintenance.

On the Water

- Check the bilge pump indicators and your bilge pump discharge.
- Constantly monitor your gauges, indicators, bilge pumps, freeboards and sea state.
- Open small hatch located below your feet to ensure no water is present in the hull.
- Always be in control of your vessel and be cognizant of your surroundings.
- Always follow the rules of the road and applicable regulations and restrictions.
- Use appropriate signals and calls at all times.
- Keep your eyes on the route at all times.
- Stay on your designated route.
- Do not wander around or create a hazard for other vessels.

Note: If you experience water expelling from any bilge pump, immediately head to shore and contact the USCG or appropriate emergency authority, as well as Dispatch. If the bilge alarm goes off, follow the bilge alarm procedures. When you get out of the water, wait for replacement Duck to arrive. Report any bilge pump activity to Dispatch before the Duck goes back into service.

Use caution, good judgment and think about safety if encountering poor visibility, fog or bad weather. Never operate outside the restrictions placed on your vessel, COI or stability letter. Ensure you are familiar with the restrictions placed on your operation for the body of water in which you operate.

Water Exit Procedures

- Line up the Duck square to the ramp at about 60 ft out from the ramp.
- Keep steady speed at the ramp (safe for your conditions).
- About 15 ft out (about 10 ft of water depth) take your foot off the gas. Let the Duck coast onto the ramp. When the front wheels touch, apply a little gas to drive up the ramp.
- Exit the water slowly and with caution. Do not increase speed until all six wheels are on the ramp.
- Place your hand on the prop lever. Once the prop clears the water it will fall right out of gear.
- Truck Ducks have an air actuator for the front end. Take your foot off the gas and onto the brake to stop everything from turning. Flip the actuator and feather the brake. It should slip right in. To disengage, get out onto flat ground. Flip the switch, let off the gas and it should slide right out.

Emergency Procedures

Emergency Procedures on Land

The land and water emergency procedures are alike in many ways. The biggest difference between the two is that on land you can pull over and unload passengers. We need to be proficient in both situations. If at any time you unload passengers, ensure you always have an accurate head count and know where your passengers are.

For each of these procedures, the Captain/Driver needs to understand when an emergency situation exists, the equipment needed for the situation, the equipment location, the action needed to be taken and show competency in performing all drills. Let no procedure or policy in this manual come in conflict with safety and good judgment.

Mechanical Breakdown

- Stop smoothly and safely and secure the vehicle off the road, if possible.
- Notify the Dispatcher about the situation.
- Set the parking brake. If the brake does not hold, stay in your seat to wait for help to arrive.
- Inform the passengers of the situation and have them remain on the vehicle if it is safe to do so.
- Lower the stairs, set the chock blocks, and place the emergency triangles outside.
- Transfer passengers to a replacement vehicle upon arrival.

Accidents or Collisions

- Secure the vehicle off of the road, if possible.
- Ensure the passengers are safe and unharmed.
- Call for emergency services if necessary. Notify the Dispatcher about the situation and ask for medical personnel, if needed.
- Inform passengers to remain seated until help arrives.
- Lower stairs, set chock blocks, and place emergency triangles in proper position.
- Help transfer the passengers when the replacement vehicle arrives.
- Follow the incident report protocol provided in the Orange Box. Adhere to the Safety Procedures Program.
- Aid support personnel and then, if required, go for drug and alcohol testing when released from scene.

Fire

- Secure the vehicle off the road as soon as possible.
- Shut off the engine.
- Shut off the fuel.
- Quickly determine from where the fire/smoke is originating.
- If the fire is located in the engine bay or under the floorboards, close the vent closures and floor flaps and activate the CO2. After activating CO2 system, use handheld fire extinguishers, if necessary. Do not let air back into the hull.
- If the fire/smoke is above the floorboards, take any handheld fire extinguisher to the area, move the passengers away, and extinguish the fire/smoke.
- Evacuate the vehicle and make sure the passengers are in a safe area.

- Call for emergency services. Call Dispatch for help. Do not go back on the vehicle. Use a cell phone or secondary means of communication.
- Keep passengers away from traffic and wait for aid.
  NOTE: It is more important to ensure the safety of the passengers and crew than to extinguish the fire. Do not waste any time fighting the fire when you could be assisting the passengers in vehicle evacuation. It will be up to your best judgment to decide when, if, and how long to fight the fire before evacuating passengers. Your first priority is the safety of the passengers.

Medical Emergency

- If possible, determine the problem and call the Dispatcher. Call for or coordinate with emergency services.
- Secure the vehicle off the road as soon as practical and stay in touch with the Dispatcher about the situation and need for emergency medical personnel.
- Move passengers away, or if necessary, lower the rear stairs and have passengers evacuate the vehicle to a safe area to make room for the EMS.
- Administer aid until the EMTs arrive and relieve the Captain of duty.

Note: Whenever you administer first aid or CPR, keep in mind to use protective barriers to minimize contact with bodily fluids for your safety.

Severe Weather

- Secure the vehicle off the road and out of the weather as soon as practical.
- Contact the Dispatcher about the situation and provide any additional information.
- Lower the curtains and have the passengers remain seated on the Duck. Resume the trip when the weather clears.
- If the weather forces you to seek shelter for the passengers, drive to the nearest public building or predetermined safe area secure the Duck, lower the rear stairs, set the chock blocks and transfer the passengers into the building.
- Notify the Dispatcher about the situation and your location. When you resume your trip, check the head count for accurate number of passengers.

Heat Sensor Alarm on Land

- Secure the vehicle off the road in a safe area.
- Shut off the engine.
- Shut off the fuel.
- Investigate for signs of fire. If fire is present, follow the fire procedures.
- If fire is not present, call for another vehicle and wait for help to arrive. Constantly monitor for fire.

Fume Detector Alarm on Land

- Secure the vehicle off the road in a safe area.
- Shut off the engine.
- Shut off the fuel.
- Call in to Dispatch and ask for a replacement vehicle.
- Evacuate the passengers to a safe area and wait for help to arrive.

Emergency Procedures on the Water

It is imperative in *ANY ABNORMAL SITUATION ON THE WATER* that we care for the passengers and crew by ensuring three vital things happen immediately:

1. **Very quickly assess the nature of your emergency and the greatest immediate danger.**
2. **Instruct the passengers to remain calm and don their PFDs.**
3. **Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.**
4. **Make a concerted attempt to head to shore and exit the water. It is even preferable to overheat the engine or cause possible mechanical damage than to be at anchor if the Captain feels that a dangerous waterway situation may develop.**

Nothing in this manual or any other directive shall prevent the Captain from making decisions he/she judges are necessary for safety in the event of an emergency.

Abandon Ship

Abandoning or evacuating a ship should never be an option unless forced to do so. Prepare to abandon ship when:

- Uncontrollable fire exists
- High bilge alarms indication exists
- Unacceptable loss of freeboard exists

Abandon ship procedure:

- Instruct the passengers to remain calm and don their PFDs. Ensure all passengers have donned PFDs properly.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Warn the passengers that the egress is over the side in which they are seated.
- Establish a specific point to swim to and instruct the passengers.
- Assist your passengers in establishing a calm and even egress procedure.
- Once all passengers have safely disembarked, pull down the life ring to take with you and egress the Duck towards the location of your passengers.
- Direct your passengers to stay in groups and swim towards the specific point away from the Duck toward shore.
- Once you have reached shore conduct a passenger head count.

Note: If the passenger compartment floods, make your egress out the front flip-down windshield.

Anchor Procedure

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Ensure your location for anchorage is appropriate. It would ALWAYS be preferable to exit the water instead of anchoring, if the situation allows.
- Pull pin to release anchor.
- Pick up anchor from bracket.

- Feed out chain leader from basket; make sure it is free and clear.
- Toss the anchor overboard and tie it off on the first upright on the starboard side.
- If the scope needs to be lengthened, severed or anchor retrieved, it can be easily and safely done from this point. (If you cannot retrieve the anchor, notify Fleet Operations.)
- Deploy the anchor ball, emergency flag, and utilize any other emergency or signaling devise you deem appropriate for the situation. Ask able-bodied passengers to assist you if appropriate.
- Use extreme vigilance.

Bilge Alarm Soundings Procedures

Any time you here a bilge alarm:

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Immediately increase speed and head to the nearest shore or egress ramp.
- Raise the side curtains.
  - In the event the curtains are down and you need to abandon ship, follow curtain release procedures.
- While making way to shore, continuously monitor the freeboard and bilge discharge.
- If you are losing freeboard, prepare for intentional grounding.
- After exiting the water, update Dispatch on your location and condition.

Note: Identify areas to disembark passengers if grounding is not an option.

Collisions

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Check to see if any passengers or crew members have been injured or are in need of medical attention.
- Check for possible hull breach.
- Check other vessel for injured persons and get names and numbers of the injured.
- Immediately make way to the egress ramp.
- Follow the Safety Procedures manual.

Emergency Intentional Grounding

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Determine the nearest point for a safe landing, increase your RPM and head directly for shore.
- When the Duck makes landfall, make every effort to drive the Duck as far out of the water as safely possible.
- Do not disembark the Duck without assistance.

Emergency Unintentional Groundings

Stuck Fast A-Ground

- Instruct the passengers to remain calm and don their PFDs.

- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Check to see if any passengers or crew members have been injured or are in need of medical attention.
- Ensure your passenger load is evenly distributed.
- Leave the prop engaged and attempt to back the Duck off the grounding object.
- Place the transmission select into the reverse position and turn front wheels fully to the left, then slowly apply the throttle.
  - If it doesn't work, stop and repeat this process with the front wheels turned fully to the right.
  - Repeat with the transmission select in the drive position after stopping and shifting carefully.
- If you break free, monitor bilge pumps and head directly to the egress ramp.
- If you are unsuccessful in breaking free, wait for assistance and monitor your freeboard.

Note: You should make minimal efforts to back off any grounding. Continual attempts to break free may result in damaging the water-tight integrity of the vessel. One attempt forward and one back should be considered minimal effort.

Under Water Contact

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Check to see if any passengers or crew members have been injured or are in need of medical attention.
- Increase vessel speed and head towards an egress ramp. Monitor bilge pumps for discharge and freeboard.
- Once you are out of the water, notify Dispatch and wait for new Duck. Do not drive any more than necessary until damage has been determined.

Fire Procedures on Water

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Shut off engine.
- Shut off fuel.
- Close all vent closures, engine hatch, side hatches and floor flaps.
- Activate CO2.
- Call in to Dispatch to let them know that you have activated your CO2.
- Attend to your passenger's needs and wait for help to arrive.
- Monitor sea state and freeboard.
- One Manual Bilge Pump: This can be used on the same way as the buckets. Put the intake for the pump into the water and direct the discharge with the hose at the base of the fire.
- If the fire is uncontrollable, refer to the "Abandon Ship Procedures".

Note: If you have a Higgins pump, it will not work with your engine off. Also, don't ever turn your ignition switch back on, as it will turn your fuel pumps back on.

Fume Detector Alarm on Water Procedures

- If the fume detector activates, turn into the wind.

- If the alarm goes off, continue with tour.
- If the alarm is intermittent, discontinue the tour and head to shore.
- If the detector stays on, then head for shore and continue with the following procedures.
- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Monitor passengers and alarm.
- Once making landfall, follow the "Fume Detector Alarm on Land Procedures".
- The vehicle must be repaired prior to further passenger tours.

If you have a constant Fume Detector Alarm with high ventilation/smell of vapor, proceed with the following:

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Shut off the engine.
- Shut off the fuel.
- Turn on the blower.
- Quickly determine the source of vapor/fumes for ventilation if possible.
- Notify Dispatch of your situation and location and wait for help.
- Monitor the freeboard and sea state.

Heat Sensor Alarm on Water Procedures

If the heat sensor activates:

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Investigate the Duck for signs of heat or fire.
- If there is fire, perform your fire procedures.
- If fire is not present, take the Duck out of water immediately.
- Once making landfall, follow the "Heat Sensor Alarm on Land Procedures".
- The vehicle must be repaired prior to further passenger tours.

Loss of Propulsion Procedure

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Deploy the anchor when conditions dictate.
- Continue to monitor vessel traffic and the freeboard and wait for a rescue vessel to arrive.

Loss of Steering Procedure

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity, if necessary.
- Brief the passengers that there is no danger and to remain calmly seated.
- Reduce the engine RPM to slow down.

- If conditions do not permit you to wait for towing rescue, engage your auxiliary steering (by using either the Manual Hand Tiller Steering Procedures or the Auxiliary Helm Station Steering Procedures below) and maneuver the Duck towards the ramp.

Note: The secondary steering system, the hand tiller, is to be used only in a situation where the passengers are in danger and/or there is a life-threatening situation. It is the practice of RTDI that when loss of steering occurs Captains shall be ready with the steering tiller to maneuver the Duck out of harm's way if conditions dictate. The Captain should wait for the rescue vessel to arrive on the scene to aid in exiting the water.

Manual Hand Tiller Steering Procedures

- Take the Duck out of gear and reduce the throttle.
- Remove the floor board over the rudder.
- Disconnect the rudder cable.
- Retrieve the manual tiller and place it over the rudder and rudder arm.
- Place the Duck in gear with just enough throttle to operate in the conditions you are in.
- Make your way back toward land and wait for help to arrive.

Auxiliary Helm Station Steering Procedures

- Take the Duck out of gear and reduce the throttle.
- Remove the floor board over the rudder.
- Disconnect the rudder cable and slide the secondary cable in place.
- Replace the floor board move back to the pilot area.
- Retrieve the steering arm and place in auxiliary helm station.
- Make your way back toward land and wait for help to arrive.

Man Overboard (MOB)

- Immediately shout "MAN OVER BOARD!"
- Immediately throw out the closest available floatation device.
- Sound for danger with 5 short blasts of your horn.
- Locate the position of the MOB while turning hard to port.
- Have a second person spot and keep eye on the MOB.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Maneuver the Duck to keep the MOB to your port side and disengage your propeller when you get close to the MOB.
- Use your boat hook to retrieve the MOB. If the MOB gets out of reach of the boat hook, you can use the ring buoy with throw rope to retrieve MOB.
- Maneuver the MOB to the back of the Duck.
- Let down rear stairway and carefully assist the passenger onboard.
- Attend to any medical needs as able.
- Ensure passengers remain seated and stay calm.
- In the event the MOB is not immediately located, turn off the propeller and notify the USCG or appropriate emergency authorities and any vessel in the vicinity to assist.
- Never leave the scene unless you have been authorized to do so.

Medical Emergencies

- Survey the situation to find out the nature of the emergency.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity if necessary.

- Make your way out of the water. Instruct Dispatch to send medical rescue personnel to your destination.
- Ask other passengers if anyone is trained in first aid or CPR.
- Clear the area to make some room.
- Once you make land, have your passengers exit the Duck to make way for medical personnel.
- Do not leave the scene until authorized to do so.

Note: Whenever you administer first aid or CPR, keep in mind to use protective barriers to minimize contact with bodily fluids for your safety.

Severe Weather on the Water

- Instruct the passengers to remain calm and don their PFDs.
- Notify the USCG or appropriate emergency authorities. Notify Dispatch of your situation and location. Seek assistance from any vessels in the vicinity.
- Immediately increase speed and head to shore (egress ramp or closest ramp).
- Continually monitor freeboard and bilge pumps.
- If conditions expose the bow to heavy waves, close the main engine compartment hatch.
- Notify Dispatch when you are out of water and in a safe area.

Note: Under extreme wind conditions you should not lower the side curtains. Lowering the side curtains during high wind conditions creates an additional sail area which decreases the vessels maneuverability.

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