



**MARITIME SAFETY/SECURITY**  
**INFORMATION BULLETIN**

**(MSIB) 05-03**

**16 February 2005**



**Coast Guard Marine Safety Office San Francisco Bay**  
**Department of Homeland Security**

**MTSA/ISPS HELPDESK MODIFICATIONS**

The Maritime Transportation Security Act of 2002 (MTSA) and International Ship and Port Facility Security Code (ISPS) Helpdesk has been a tremendous success since the beginning of the Coast Guard's implementation effort and has received much positive feedback from its customers. The intent of this MSIB is to clarify new procedures to follow in order to access the MTSA/ISPS Helpdesk.

Since July 1, 2004, there has been a high volume of visits to the MTSA/ISPS internet website. Recently, however, there has been a large drop in the number of phone calls and e-mails. Therefore, the MTSA/ISPS Helpdesk has been modified to offer a phone tree that will directly route customer questions to appropriate subject matter experts within Coast Guard Headquarters through a toll free number. The Helpdesk will no longer be separately staffed.

The Coast Guard will continue to maintain a resourceful internet website as it is one of our primary tools for communication with all customers. The toll free number to reach the MTSA/ISPS phone tree for assistance is 1-877-MTSA-AID (1-877-687-2243).

For additional information, contact the 24-hour MSO Command Duty Officer at 415-399-3547.

GERALD M. SWANSON

Captain, U.S. Coast Guard

Captain of the Port / Federal Maritime Security Coordinator