

ACI Risk Management Conference

Collecting Data & Putting it into Context
January 16, 2020



Faith Group

Project Case Study

- ◀ Airport X Collects a lot of Safety Data
 - ◀ Incidents, Accidents
 - ◀ Citations
 - ◀ Spills
 - ◀ Aircraft Cut-off
 - ◀ GSE condition
 - ◀ ETC.
- ◀ Airport X Hired a Safety Mgr. Two Years ago



Project Case Study

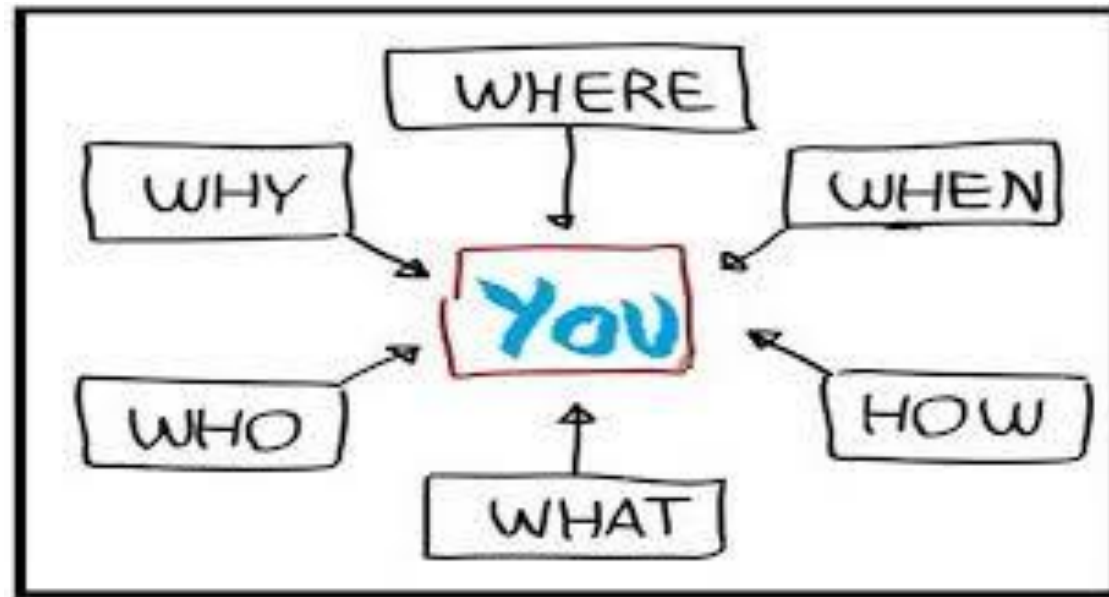
Senior Management Asks:

**Why are the Numbers going in the
“wrong” direction??**



Project Case Study

◀ Conversation Takes Place About:
Putting Data into Context



A Project is Born

- ◀ Operational Data (Examples)
 - ◀ Aircraft turns per gate
 - ◀ Bussing operations
 - ◀ # of GSE
 - ◀ # and location of Common Use gates
 - ◀ Locations of VSR crossing movement areas
 - ◀ Review of all data available for the past three years
 - ◀ Over 3,400 individual reports
 - ◀ **Focused on approximately 1,400**

Only 20 mins old



Already fed up with
people

insured.com

The Internet Scavengers



A Project is Born

- ◀ Effort will result in a **Safety Assurance Component for SMS**
- ◀ Effort will or may **Modify Reporting to Senior Management**
- ◀ Effort has Resulted in identifying **Hotspots and other Findings**



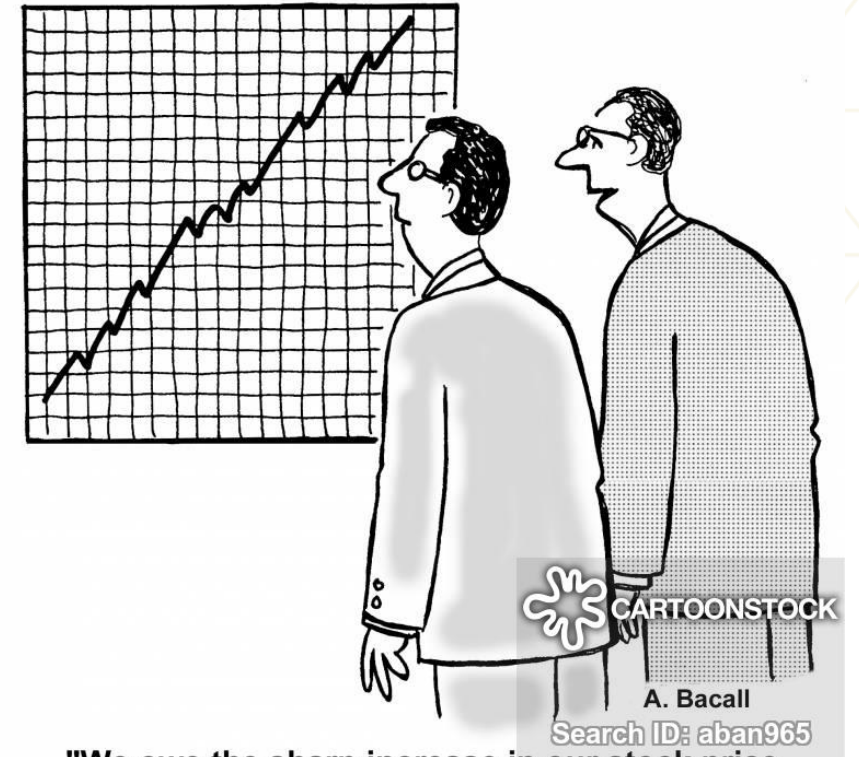
Findings

- ◀ Hotspots
 - ◀ Majority of aircraft cut-offs occur in two locations
- ◀ GSP need individual accountability for employees
 - ◀ Citation system that follows the employee
- ◀ Common use gates produce the majority of issues
 - ◀ Foreign Flag Carriers



Findings

- ◀ Data base works
- ◀ Too much change too often
 - ◀ ONE THING AT A TIME
- ◀ Increase Communications BACK to stakeholders
- ◀ Communications need to be more regular
- ◀ LEVERAGE CURRENT STAKEHOLDERS SMS

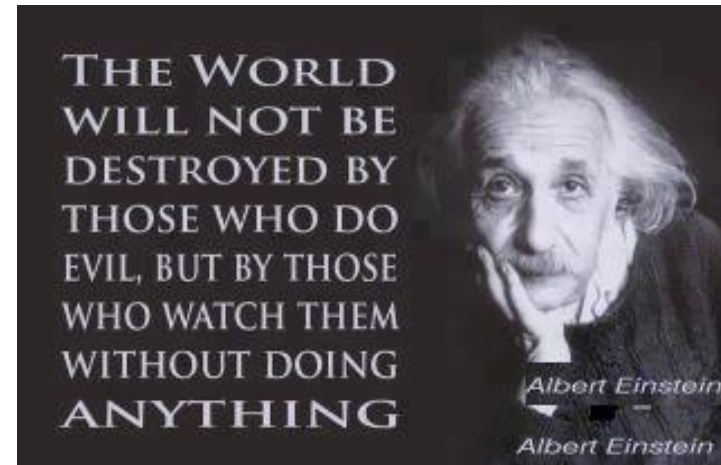


"We owe the sharp increase in our stock price to leveraging the Internet to create a global footprint. Of course, some creative accounting helped."



Benchmarking

- ◀ Tough because the industry is still evolving SMS
- ◀ National exchange of information and data is what's needed
- ◀ NOTE: exposure, # operations, and confined areas lead to more bad things!



Closing

- ◀ Find the “big levers” by putting your data into context
- ◀ Remind leadership of the changing landscape and challenges
- ◀ SHARE DATA with and from stakeholders



ACI Risk Management Conference Tools



Topic Overview

- Technology and Risk Management
 - Knowing Key Stakeholders
 - Aware of technology solutions
 - Origami/RMIS Other Applications
 - Incident reporting
 - Near miss
 - Emergency Preparedness
- Fleet Management/Environmental Strategy
- Working with IT - Considerations



Origami Extensions

- Using Origami/RMIS for Other Applications
 - Incident Reporting
 - Near Miss Reporting



Business Insurance

- Recent articles in Business Insurance Magazine (November 2019 Edition)
 - Influx of Apps Transform Hazard Reporting
 - Too Close for Comfort



BUSINESS INSURANCE

www.businessinsurance.com

INSURTECH 2019

INSURTECH IN THE CLOUD

Firms access more
computer power

PAGE 4

SPARKING NEW IDEAS

Insurers establish
creative hubs

PAGE 6

SAFETY GOES MOBILE

New apps help
reduce accidents

PAGE 8

Influx of apps transforms hazard reporting

BY LOUISE ESOLA

lesola@businessinsurance.com

The world of workplace safety is surpassing the humdrum of required training sessions and mandatory forms, going at lightning speed to where anyone, anywhere, can report a job site hazard or near miss — occurrences and situations that could lead to disaster.

How? There's now an app for that. Many, in fact.

Walk any exhibition floor at any safety conference, and one will see screen shots on display of smartphone and tablet apps that aim to provide an easy way for workers to warn each other of potential hazards on the job.

"It's just a matter of time before those little issues become big ones," said Melissa Schultz, co-founder and training and customer development leader at Chicago-based SitePatterns LLC, which offers a program she helped develop that aims to help safety personnel at construction sites manage claims early and on-site by punching in data and taking photos.

Tracking near misses is just another function, she said.

"Traditional claims software is missing all those near misses and less severe incidents," she said. "Everybody has a phone in their pocket, so there is no excuse not to take a photo and report."

The Campbell Institute at the Itasca, Illinois-based National Safety Council in 2018 caught on to the notion that keeping tabs on the smaller incidents — which traditional and mandatory incident reporting does not require — is likely to have an effect on overall safety.

In its research, the institute noted that since 1993, the total recordable incident rate has dropped from a high of about 8.5 recordable incidents per 200,000 working hours to less than three incidents per 200,000 hours in 2016, according to U.S. Bureau of Labor Statistics data from 2017, the most recent available. However, "workplace injuries should not be overshadowed by another more disturb-



TOO CLOSE FOR COMFORT

A "NEAR MISS" is described as an unplanned event that did not result in injury, illness or damage but had the potential to do so. "Only a fortunate break in the chain of events prevented an injury, fatality or damage" — in other words, a miss that was nonetheless a close call.

Source: National Safety Council

ing trend in workplace safety, namely that the number of life-altering injuries and fatal incidents has been on a much slower decline," institute researchers wrote in a paper in 2018.

The message to safety professionals? Pay attention to the near misses that can lead to major incidents. They all have what the institute called "serious injury and fatality" potential, according to the paper published by the council.

Apps, which are widely available, are making it easier for employers to track hazards and to make necessary changes immediately, said John Dony, the Campbell Institute's director.

Apps "put the power in the workers' hands to do the reporting" and failing to give a worker a method for immediate reporting "hinders reporting" of unsafe conditions, he said.

"You are getting intelligence right away on what is happening in the field," Mr. Dony said. "You are able to get real-time (data) on your near misses and potentials, and (this) gives you the opportunity to fix something before there's an event. That's why organizations are adopting (apps)."

Reporting near misses and hazards — which allow users to time-stamp a report, submit a photo or geotrack a location — wasn't the original goal of most of the safety apps that aim to make reporting incidents quicker and more efficient, according to experts and developers.

Lost or late paperwork is troublesome because such issues can lead to incident or accident claims going unreported or key facts getting lost, according to experts.

"Most of the time when there is an issue in workers comp, it means there were people in the field and then other people in a remote office, in environments where it is not always easy to pull out a sheet of paper and take notes," said Pankaj Malviya, founder and chief executive officer of San Jose, California-based Pulpstream, an app developer.

"Apps allow them to capture the information quickly, and it's rich information, on an incident, he said, listing several points of data that a reporting app can capture: global positioning, photographs, sketches of what occurred, signatures of witnesses and more. Reports, if necessary, can go to the U.S. Occupational Health and Safety Administration or a claim adjuster.

Safety audits are also made simpler, he said. "They used to do all the audits and assessments on paper, and the paper would come back to the office, and they'd have three copies, scan one, then fax. This is consuming time they could devote to something else."

Steve Piatkowski, Philadelphia-based senior vice president of environmental risk at Chubb Ltd., said the industry caught the trend early on, following development of an "instant alert" web form that made reporting incidents simpler. Then came the app, he said.

"You are able to get real-time (data) on your near misses and potentials, and (this) gives you the opportunity to fix something before there's an event."

John Dony,
Campbell Institute

"Now that everybody has a smartphone, the app is now an instantaneous report an incident," he said of safety and reporting app, which is popular with policyholders. That program provides real-time tracking on responses and claims handling.

"We are seeing the cost savings of being involved (within) minutes."

The costs for the apps vary, with some companies quoting \$20 to \$100 per month, depending on the app's features.



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Source: National Safety Council

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report

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Compass



Executive Director's Desk: End of Year Message



2020 budget now available



Commission meeting updates



Light rail riders asked to prepare for 10 weeks of disruptions

Health and Safety



Click for the Safety Moment of the Week

Start Safe. Work Safe. Finish Safe.

[Go to Safety page](#)

Incident Reporting



- [Near Miss/Hazard Report](#)
- [Employee Injury/File a Claim](#)
- [Facility Assessment Report](#)
- [Personnel Accountability Report](#)
- [Risk/Liability Incident](#)
- [Safety Observations](#)
- [Safety Forms](#)
- [Safety Engagement Award Nomination Form](#)

Latest News

NEW Today 1 | Yesterday 2 | Week 4 | [Show All \(17\)](#)



Add Port Holidays to your Outlook Calendar

As 2019 rushes to an end, we are already looking forward to 2020! At the end of every year, ICT provides a script to add all Port observed holidays onto your Outlook calendars.

Click the button below to follow the step-by-step on how to download and run the script.

Please use Microsoft IE (Internet Explorer) or Edge.

Be sure to only use the script once to avoid double entry in your Outlook.

Also see:

- [2020 Payday/Holiday Calendar](#)

[Click Here](#)

Q4 Safety Award Nominations now open!

[Go to Safety page](#) →

Incident Reporting



- [Near Miss/Hazard Report](#)
- [Employee Injury/File a Claim](#)
- [Facility Assessment Report](#)
- [Personnel Accountability Report](#)
- [Risk/Liability Incident](#)
- [Safety Observations](#)
- [Safety Forms](#)
- [Safety Engagement Award Nomination Form](#)

[Go to Safety page](#) →

Executive Director's Desk

Please use Microsc

Be sure to only use
in your Outlook.

Also see:

- [2020 Payday](#)

Click Here



Q4 Safety Award
Nominate an employee
Engagement Award



ORIGAMI RISK

Report a Near Miss/Hazard, Report a work related injury or file an L&I Claim

Log Out and Exit

You are required to report your workplace incident within 24 hours.

Contractor injuries and Risk/Liability incidents are not reported on this form.

Near Miss/Hazard: To report a near miss or workplace hazard, please select the option below labeled "Report Near Miss/Hazard".

Employee Injury (No medical treatment): Employees are required to submit an incident report for any work related injury, illness or exposure.

If you are not seeking medical treatment at this time, please select the "Report Employee Injury-Not Seeking Medical Treatment" option show below to report your injury.

You have one year to file a claim should you decide to seek medical treatment.

Employee Injury (Seeking medical treatment): *Employees are required to complete an SIF-2 (Self-Insured Accident Report form).*

Please select the "Report Employee Injury-Seeking Medical Treatment" option shown below.

Once you have electronically filed a claim, you will receive an email with your SIF-2 claim form attached. Please print the form, populate any information that may be missing and sign where indicated. The signed claim form must be interoffice mailed to: H&S @ P69.

Once you seek medical treatment, a work release is required.

You will not be permitted to return to work without a work release.

Report Near Miss/Hazard

Report Employee Injury-Not Seeking Medical Treatment

Report Employee Injury-Seeking Medical Treatment

12:40 PM

Microsoft Outlook interface showing a list of folders on the left, a list of emails in the center, and a detailed view of an email on the right.

Left Panel (Folders):

- ▶ Favorites
- ◀ HollingsworthJ@por...
- ◀ **Inbox 138**
- AAPA 1
- ▶ ACI
- Adobe
- Alert
- AOB Conf Center
- ARM Classes
- ▶ Art Program
- ASSE
- ▶ Audit
- AUF and Hardstand
- ▶ Aviation - Non
- ▶ Aviation Div
- ▶ Baggage Optim
- Bangs
- Bellevue Chamber Lease 1
- Bellevue Lease
- ▶ Benchmark Groups

Center Panel (Email List):

Search Current Mailbox | Current Mailbox

All | Unread | By From |

Ninburg, Lily
RE: Tenant: Lineage Lo... 12/6/20...
I believe the light pole he called
In Folder: Inbox

Noreen Lara
Noreen Lara
[EXTERNAL] Clearin... Mon 12...
WARNING: This is an external email. Do not click on links or

noreply@lytx.com
noreply@lytx.com
[EXTERNAL] DRIVECA... Thu 12/...
WARNING: This is an external email. Do not click on links or

notifications@origamirisk.com
notifications@origamiri...
New Property incident ... 12:36 PM
The following property incident has been created:

notifications@origamiri...
Monthly Vehicle Relate... Wed 9:3...

Right Panel (Email Detail):

Reply | Reply All | Forward

Wed 1/1/2020 9:39 AM

notifications@origamirisk.com

Monthly Vehicle Related Near Misses and Hazards YTD

To: Hollingsworth, Jeff

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

VehicleRelatedHa20200101509dbcc1c0484661ae5372c8b6372878.xlsx
9 KB

Jeff,

This is a monthly report that contains all vehicle related hazard reports.

Juan

Portwide Executive Report

Safety Performance Measures

November 2019



Leading Indicators



42% of reported safety hazards YTD were mitigated by the reporter.

Falls remain the most frequently reported safety hazards at 30%.

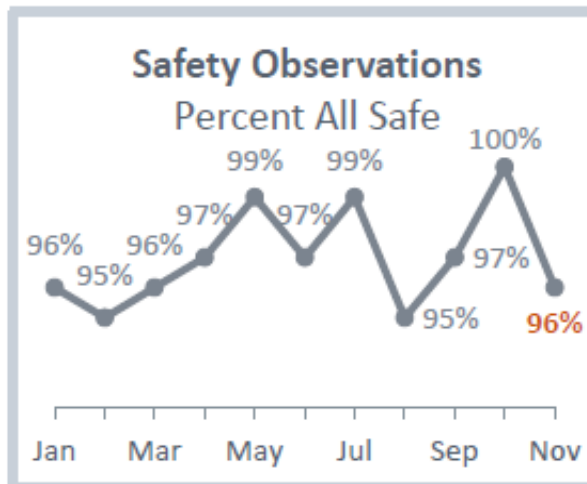
“Exterior lighting on the western stairs is very poor. Employee missed last step when exiting the building. No injury occurred.”

– AV PMG

Promoting a caring culture with Safety Observations:

"Observed baggage team loading bags on to cart and navigating thought busy terminal. Observation created good opportunity for conversation about taking time to allow people to clear before attempting to move cart into crowd."

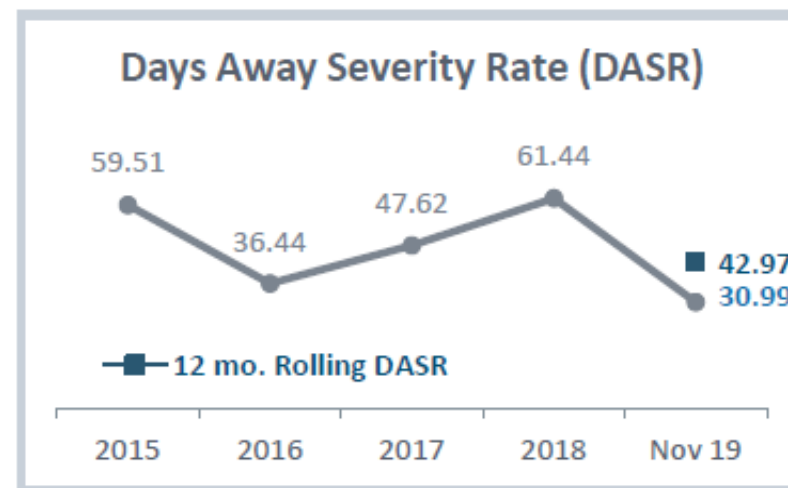
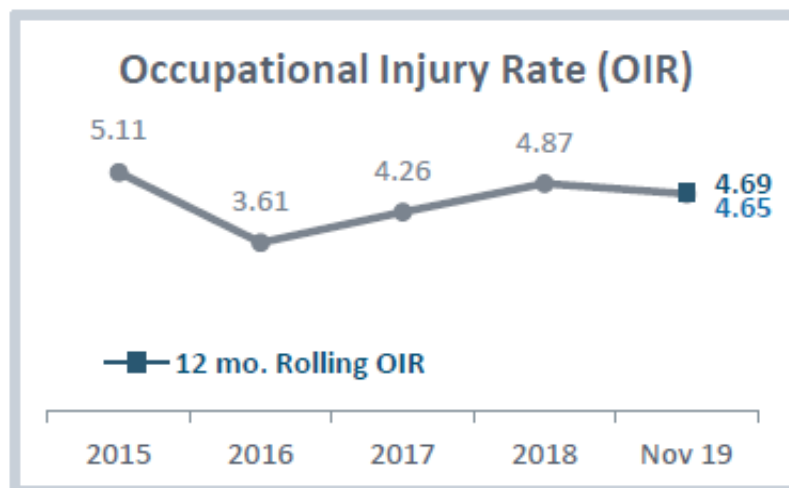
— Port Safety Observer



8 safety observations were performed in November.

96% of safety observations performed in November included no At-Risk behaviors.

Lagging Indicators



- Eleven Workers Compensation claims were filed in November 2019 with ten determined to be OSHA recordable. Click for a description of those ten injuries/illnesses. [Reported Injuries](#)
- Click for Division and Department specific results through November 2019. [OIR and DASR](#)





Please select the Safety Forms option below to complete a safety plan, permit, inspection or audit.

Available online safety forms include:

Safety Plans:

Fall Protection Work Plan
Job Hazard Analysis (JHA)

Safety Inspections:

Workplace Inspection

Other Safety Forms:

Annual Respirator Usage Review
Forklift Operator Evaluation
Lockout Tagout Removal of Lock
New Employee Safety Orientation

Safety Permits:

Confined Space Entry Permit
Hot Work Permit

Safety Audits:

Chemical Inventory Sampling Audit
Confined Space Entry Program Audit
Lockout/Tagout Program Audit


Need Assistance, Questions? Contact Tiffany Olson, 206-787-6873 or Olson.T@portseattle.org


Reporter Information


Employee Last Name

Employee First Name


Reporter Email


ORG# 

Maintenance Shop 

Date Observed 


Time of Incident

Date Reported 

Location - Property 

Describe Near Miss/Hazard and Location

Reporter Mitigated ☒

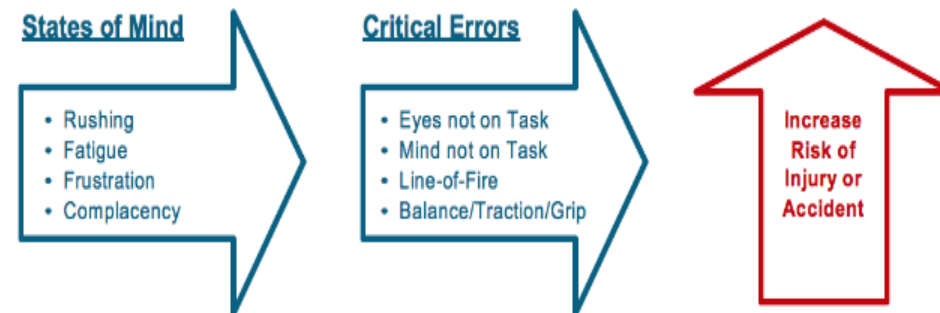
Incident Number 

Type

File Upload

 Incident must be saved before adding new File records.

[Save and Continue](#)

Review State To Error Pattern


SafeTrack



ORIGAMI RISK

Welcome!

Welcome to SafeTrack-Thank you for supporting our relentless pursuit of continuous safety improvement.

SafeTrack is a safety observation and tracking program that supports our vision – **EVERY EMPLOYEE GOES HOME SAFELY!**

By focusing on actions and behaviors to create a strong safety culture, together, we can ensure our employees go home safely.


As a trained observer, please select the option below to record and track what was safe and what was at-risk during your observation, as well as any suggestions for safety improvement.

[Submit a Safety Observation](#)

Need Assistance, Questions? Contact Tiffany Olson

Olson.T@portseattle.org

Safety Observer Information

 ORIGAMI RISK

New Incident

Safety Observer Information

Please populate the reporter first and last name.

Employee Last Name *

Employee First Name *

Observer Email *

Location - Dept *

Type of Observation *

Maintenance Shop *

Location of Observation

Date of Observation *

Location of Observation

Initial Actions

Eyes on Task

Not Rushing

Balance, Traction, Grip

Hearing Conservation

Noisy Environment ⓘ

HPD Worn ⓘ

New

Process/Equip ⓘ

Line-of-Fire

Body Position ⓘ

Emergency Preparedness

- Personal Accountability Form Origami
- Facility Assessment Form Origami



Personnel Accountability Report (PAR)

To be completed by all Port of Seattle employees when notified by Everbridge

Aside from being legally responsible for personnel accounting following an incident such as an earthquake (WAC 296-24-567, Subsection III), the Port will need a clear picture of our workforce to assist in recovery efforts. Given the unique nature of our organization and its size, completing personnel accounting quickly following an incident requires all employees to take action. It is common to feel disoriented, scared, stressed, in shock, and a whole host of feelings following an incident. The Port understands and created a personnel accountability reporting process that is simple to use under these conditions.

Facility Assessment Report (FAR)

To be completed by each facility's Emergency Coordinator or Lead Floor Warden following an incident

Following an incident such as an earthquake, the Port will need a clear picture of the status of our facilities to begin recovery efforts. To achieve this situational picture quickly, facilities' Emergency Coordinators or Lead Floor Wardens will complete a Facility Assessment Report after assisting with the evacuation.

How To

PAR & FAR training is available online in LMS*

*FAR training is pending release

All Port of Seattle employees should be familiar with the PAR prior to an incident, and facilities' Emergency Coordinators and Lead Floor Warden should be familiar with the FAR.

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Where

Download the Origami Mobile Forms application today to be prepared to use it in an emergency

ECC Direct: 787-7781

...failing to plan...is planning to fail...

Emergency Status Report



ORIGAMI RISK

Emergency Status Reports


Please use the link's below to report the status of a Port facility or to report the status of a personnel.

[Submit a Facility Assessment Report](#)

[Submit a Personnel Accountability Report](#)

You will have the ability to upload pictures and files that will be submitted with your report. You will receive an email confirmation once your report has been received.

Facility Assessment Report

 ORIGAMI RISK

New ECC

Facility Assessment Report

Please populate the Name of the Employee that is Completing this Form

Time

Reporter Last Name

*

Reporter First Name

*

Use digits only, please provide a phone number where you can be reached.



Reporter Phone



Number *

Please provide an email address we can use to communicate with you.

Reporter Email

Address *

ORG#  

Facility Location  

*


Facility Address

Additional Location

Details?

Seriously Injured and/or Trapped Personnel

Employee Accountability


 **ORIGAMI RISK**

New Employee Accountability

Personnel Accountability Report

MAKE SURE YOU ARE IN A SAFE PLACE BEFORE COMPLETING THIS FORM

Entry Date *



Time

Last Name *

First Name *

Please provide a primary phone number, use digits only.


Phone Number

Please provide a primary email address.

Email address?

List the Organization/Department you work for

ORG# *




Injuries

CALL 911 IF YOU NEED EMERGENCY MEDICAL TREATMENT

Do you need
emergency medical
treatment? *

☐



Physical Location

2020 Environmental Strategy

Technology

- 1. Use drop-in renewable fuels**
- 2. Right size vehicles and fleet size**
- 3. Use technology to gather data and improve efficiency (Telematics)**
- 4. Educate drivers (Eco Training)**



Data Findings: Data & Technology

- **Incomplete, inaccurate data is a major barrier to effective management**
- **Anti-idling technology is appropriate for some use higher use vehicles**
 - **Possibly Police Vehicles**
 - **Work Vans and Trucks**
 - **Security and ramp patrol**

Data Findings: Data & Technology

- **Telematics—onboard GPS—can help fleet managers improve efficiency**
 - **Target under-utilized assets**
 - **Maximize pool size and utilization**
 - **Inform vehicle right sizing**
 - **Improve driver training**
- **Vehicle technology is critical to collect data, manage fleet efficiency, reduce fuel use**



3. Use Technology To Gather Data and Improve Efficiency

By 2022

- Install telematics on a portion of the fleet (FUNDED)
- Add anti-idling technology to some assets with high idle uses
- Utilize motor pool software and hardware to manage pools
- Incorporate telematics data into fleet management approaches to optimize utilization and maintenance

By 2024

- Update fleet data management software and capabilities
- Expand telematics to all appropriate assets
- Expand anti-idling technology to targeted assets using telematics data
- Leverage data to inform sustainable fleet management decisions

4. Educate Drivers

By 2022

- Incorporate eco-driver training into Port employee training modules
- Establish outreach program for sustainable driver education

By 2024

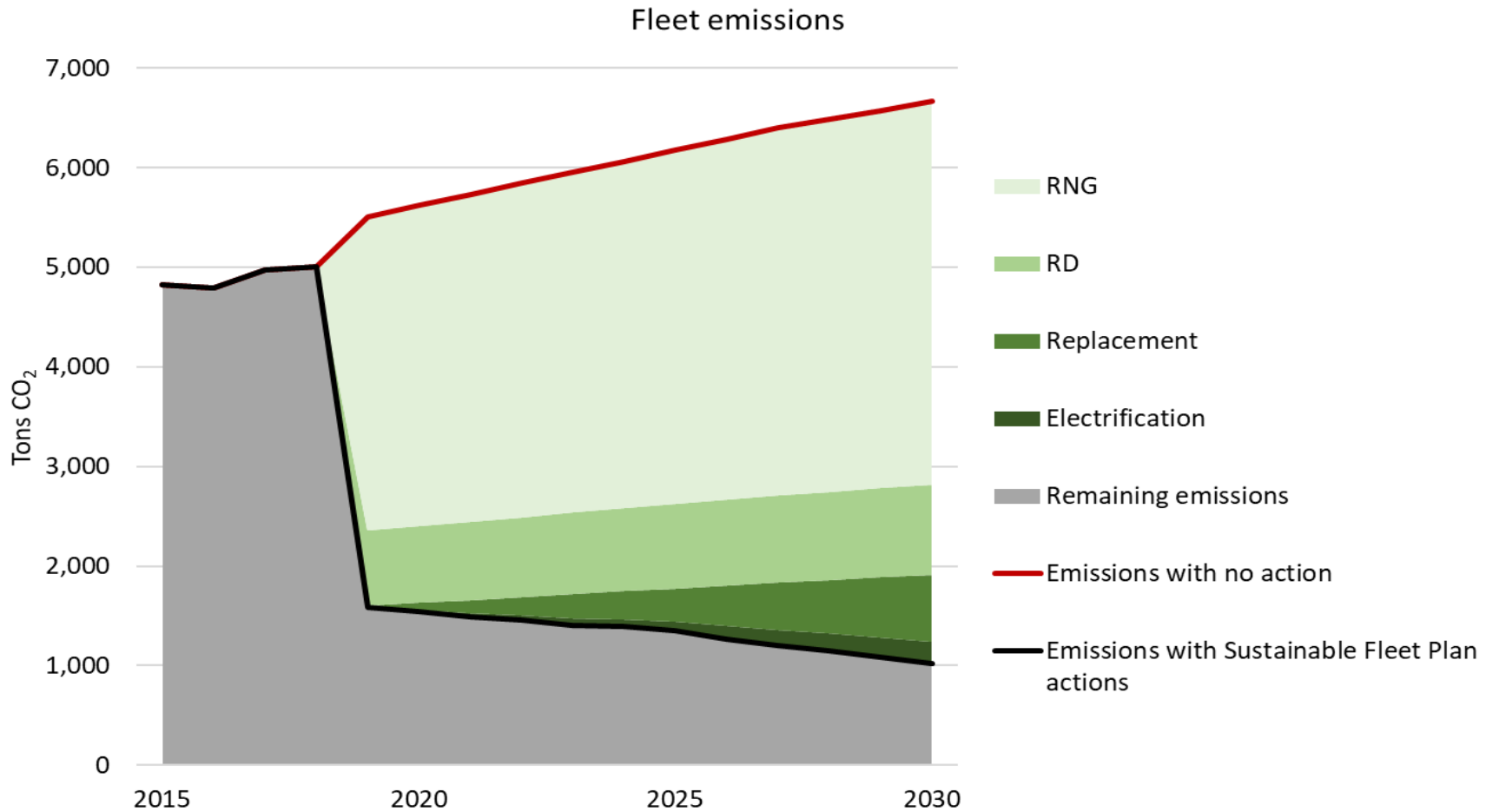
- Use telematics to target training topics and needs
- Provide department-specific driver training
- Continue employee and public engagement on sustainable fleet issues

2026+

- Measure and report on efficacy of ongoing driver training

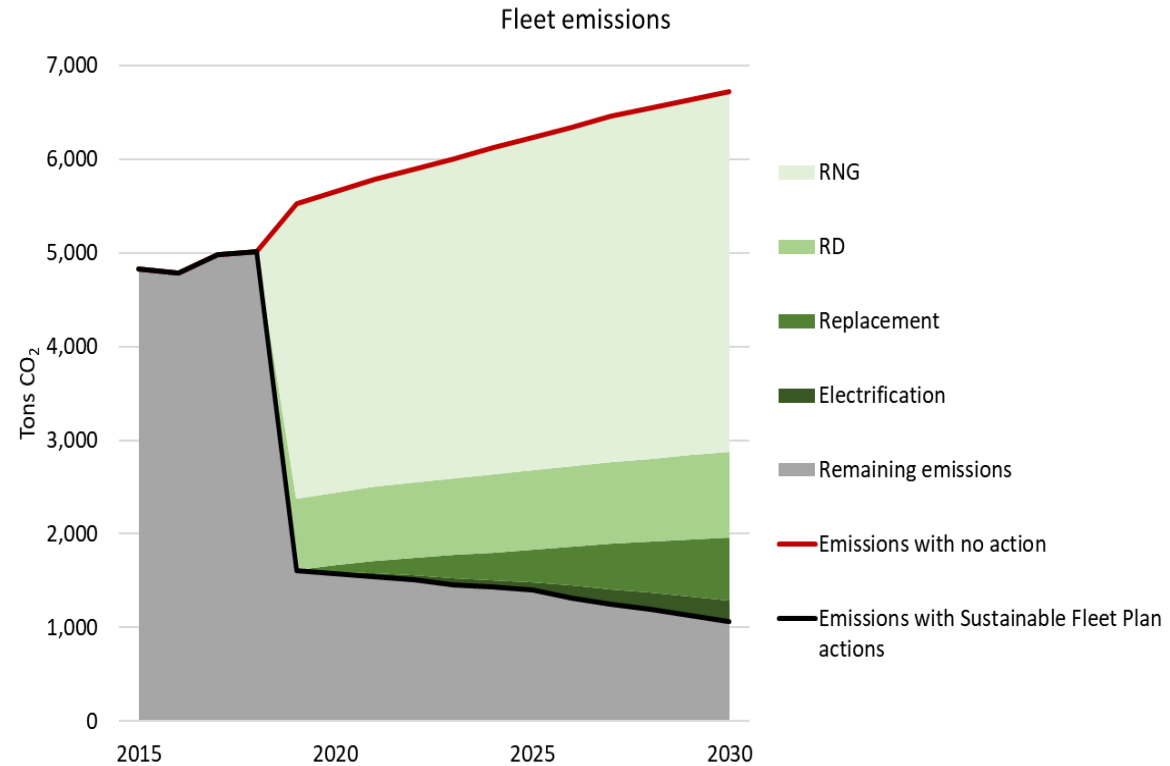


Strategy Impact: Aviation



Strategy Impact: Summary

Strategy	% Change in CO ₂ from 2030 vs No Action
	%
Est. TOTAL—No Action	0
Aviation	
Use Renewable Fuels	(79.4)
Right Size Vehicles, Fleet Size	(9.6)
Fleet Technology	TBD
Educate Drivers	TBD
Maritime	
Use Renewable Fuels	(14.1)
Right Size Vehicles, Fleet Size	(33.2)
Fleet Technology	TBD
Educate Drivers	TBD
Est. TOTAL—SFP	(84.2)



Working With Information Technology

- Risk Management and IT Collaborating
- Understanding Network Security
- Evaluation of New Software
- Buy in from:
 - Executive Leaders
 - Risk Mgt/Legal
 - ITT – Network Security

