



Protecting the Life of Your Business™

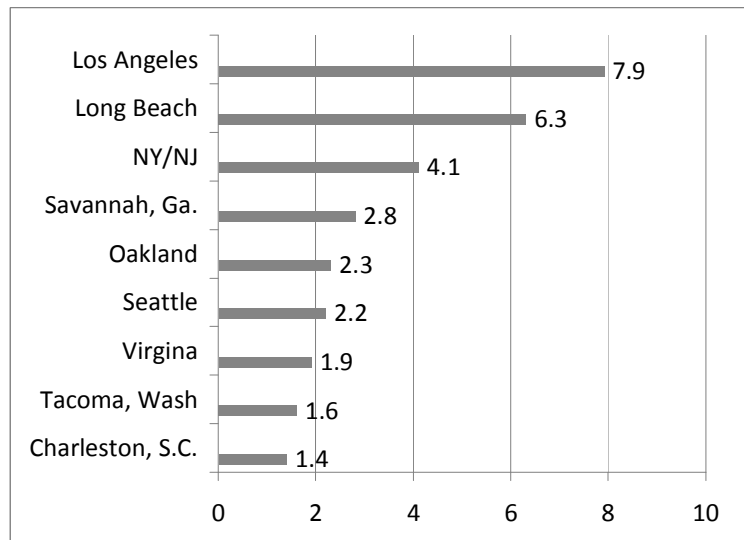
The Best Life-Safety Training for The Busiest U.S. Port

BSS Guardian™ proves up to the challenge of providing the Port of Los Angeles with continuous code compliance.

Port of Los Angeles

Of the nation's key ports, the Port of Los Angeles is the largest. It is the dominant gateway for Asian trade. The Port of Los Angeles (POLA) moves approximately 7.8 million TEUs (Twenty-foot [container] Equivalent Units) of cargo a year. In 2010 the Port had one of its biggest single-year increases of container traffic in 25 years, up some 16.7%. If you lined up the 20-foot containers that move through POLA in one year and placed them end-to-end, they would circle the globe. The chart below illustrates the number of containers that passed through each of the nation's major ports during 2010:

“BSS Guardian™ proves up to the challenge of providing the Port of Los Angeles with continuous code compliance.”



Source: Los Angeles Times

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“Because of the Port’s size, its number of personnel, its three shifts of operation, and the unsurpassed volume of cargo passing through it ... life-safety training is a major operation.”

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Behind its ability to move more cargo than any other port in the nation, POLA has an army of people—from employees to contractors to vendors—over 1,000 in all. These human resources are spread over acres of piers and housed in diverse facilities, from high-rise buildings to maintenance sheds. The responsibility of keeping all these people safe falls on the shoulders of the Port’s Emergency Manager, David Malin.

Dave is responsible for ensuring that everyone involved with the Port’s operation, even the Port’s police department, receives life-safety training. In the event of an emergency—be it fire, earthquake, bomb threat, or something else—it is critical that all personnel know how to respond to that emergency, regardless of where they are located in the Port’s infrastructure or even at home. Training over a thousand people is no easy task, especially when you always have changes in personnel and changes in the personnel’s location within the Port’s infrastructure.

Challenges

Delivering an effective life-safety program at the Port of Los Angeles is no simple task. Because of the Port’s size, its number of personnel, its three shifts of operation, and the unsurpassed volume of cargo passing through it, ensuring that all Port personnel have received life-safety training is a major operation.

POLA has faced and overcome multiple challenges in operating an effective Life Safety Program, such as:



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- Managing the sheer number of people to be trained.
- Coordinating with multiple work shifts: first, second, and third.
- Ensuring personnel understand the material presented to them.
- Having the resources to present the material.
- Having the facilities available where the material can be presented.
- Ensuring that accurate reoccurrence training is performed.
- Tracking and reporting who has been trained by department and who still needs to be trained.
- Keeping track of personnel that need evacuation assistance, and the type of assistance needed.

“Addressing all of these challenges was no easy task,” says Malin. “I tried a number of solutions, from showing videos to reduce the dependence on human resources required to present the material, to holding sessions at alternate locations on the Port’s campus to address facility availability.” The Port found that it was very difficult to match the training schedule with all the Port’s personnel schedules, especially because of the multitude and diversity of jobs and projects that were always underway. All too often, personnel would sign-up for a training session, only to have a work-schedule conflict cause them to miss the scheduled session. Dave would then have spent time on scheduling and preparing for the training session but still not have achieved his objective. In addition, the Port operates multiple shifts; and non-prime-shift employees also needed to be trained. That also tied up additional human and facility resources.



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Another major challenge was the management and reporting of the Port’s life-safety training activity. Maintaining current and accurate records of personnel who have been trained, who are due for refresher training, and who need evacuation assistance requires a sophisticated information tool. Knowing the type of assistance needed for proper planning of Floor Warden training is another critical component of the Port’s Life-Safety Program. And oftentimes, no sooner would a report be published than a change would occur; and the report would be out of date. “Management and reporting required an enormous amount of my time”, said Malin. Keeping track of the Port’s life-safety training program activity is important not only for compliance to local code; but even more importantly, it is vital to ensure all personnel are empowered to save themselves in the event of an actual emergency.

The Solution

To address all the issues the Port was faced with, Malin and his team made a list of the functions and features that they needed in a life-safety training solution:

- It should insure compliance.
- It should enhance training.
- It should reduce the administrative work load.
- It should be easy to use.
- It should always be accessible.

The system should also provide a process and all the documentation that the Port would need in order to avoid or manage any issues related to a lawsuit.



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The ideal solution would provide 24/7 access to a life-safety training program, to accommodate all three shifts. The solution would keep track of participation and provide a set of standard reports, with the capability of customization for special requirements. It would provide some form of testing to ensure the participants understood the material. It would provide a vehicle for self-registration for evacuation assistance. And most importantly, the program would be structured to maximize learning on the part of the participant. “With the new system we would install, I wanted to ensure no one could say training wasn’t available”, said Malin.

The Port reviewed and evaluated multiple solutions then currently in the market place. They considered all their operational requirements, plus provider reputation, provider support, and provider references. “The character of the company is just as important to me as their solution”, said Malin.

After an extensive analysis, the Port selected Building Safety Solutions, a Pasadena, Calif., based firm with trophy property clients across the country. The product they installed was BSS Guardian™—an online, full-function system tailored to the Port’s unique characteristics and requirements. BSS Guardian™ “provides us with the capability to deliver life-safety training using the most advanced training techniques,” said Malin. And it “contains a management tool that saves me tons of administrative time.”



*“BSS Guardian™ ...
is the only way to
go. I am totally
satisfied.”
—David Malin,
Emergency
Manager, Port of
Los Angeles*

BSS Guardian™ provides:

- 24/7 access via any terminal connected to the Internet.
- Application hosting, so no information-systems resource is required of the client.
- Content tailored to a specific facility or campus.
- 3D graphics and other cutting-edge learning technology.
- A quiz function, to test comprehension.
- A comprehensive management tool.
- Self-registration for evacuation assistance.
- Extensive notification capability.
- Launch-support services.
- Client support, via both e-mail and telephone.
- Peace of mind, with installations in trophy properties across the country.
- NFPA 1600 compliance.

BSS provided the best total solution—from application function and support to company reputation and code compliance.

Conclusion

Today, the Port of Los Angeles remains the busiest port in the nation. It also maintains complete compliance with all life-safety training requirements. When Dave Malin was asked if he would recommend BSS Guardian™ to another Port or anyone who had to meet compliance requirements, he said, “This is the only way to go. I am totally satisfied.”

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