

# QTEAM

Quality Total Evaluation & Assessment Management  
*and*  
Tampa Cooperative Safety Initiative



“Networking for Safety”

[www.t-c-s-i.org](http://www.t-c-s-i.org)

# Tampa Port Authority

The Tampa Port Authority is a landlord port and enters into leases or licenses to use its lands with maritime tenants or licenses who perform maritime services.

In May of 2006, the Port Authority entered into two separate terminal operations agreements with an international terminal operator, P&O Ports (now known as Ports America-Tampa), to handle break-bulk terminal operations and container terminal operations.

# **QTEAM** (cont.)

## (Quality Total Evaluation & Assessment Management)

The Tampa Port Authority included in these agreements a provision requiring the operator to develop a comprehensive customer services plan to investigate and resolve issues and complaints received from shippers, steamship lines, cargo interests, stevedores, and any other customers and vendors who do business at the terminal facilities.

Ports America-Tampa and the Tampa Port Authority developed the **QTEAM** as a tool to fulfill these requirements.

# Ports America

- ❖ Largest terminal operator and stevedore in the United States—managing cargo handling at more than 80 locations in 42 ports.
- ❖ Distinct competitive advantage, combining the flexibility of global connection with the efficiency of local expertise.
- ❖ Expertise to manage the handling of all types of cargo. In a typical year, we handle more than 12.7 million TEU, 4.3 million vehicles, 8.9 million tons of general cargo and 1.6 million cruise ship passengers.
- ❖ Operations include bulk, breakbulk and project cargo facilities, world-class cruise terminals, and RoRo handling.

# TCSI & QTEAM Meetings

The format is simple! An agenda is promulgated for all the meetings

Part of the agenda includes comments from the floor.

The meetings are very informal but minutes are kept.

Samples of items discussed are road closures, debris along the roadways, gate accesses and hours, available training, port signage, lighting, slow gates, etc.

The subject matter is only limited by reference to port operations.

**All problems are met with a positive attitude with a goal of fairly and satisfactorily resolving each problem.**

The meetings are well advertised and kept informal but not unruly. Attendees are from all walks of industry including shipping lines and agents.



# SAFETY



# Walkabouts & CONTACTS

# Safety Management Program

## Leadership

- Personal Safety Leadership Contracts
- 'Best Practice' visits
- Embrace your own safety programs or if you don't have one START one ASAP
- Incident Investigation
  - Near Miss/CIR

## Behaviour & Supervision

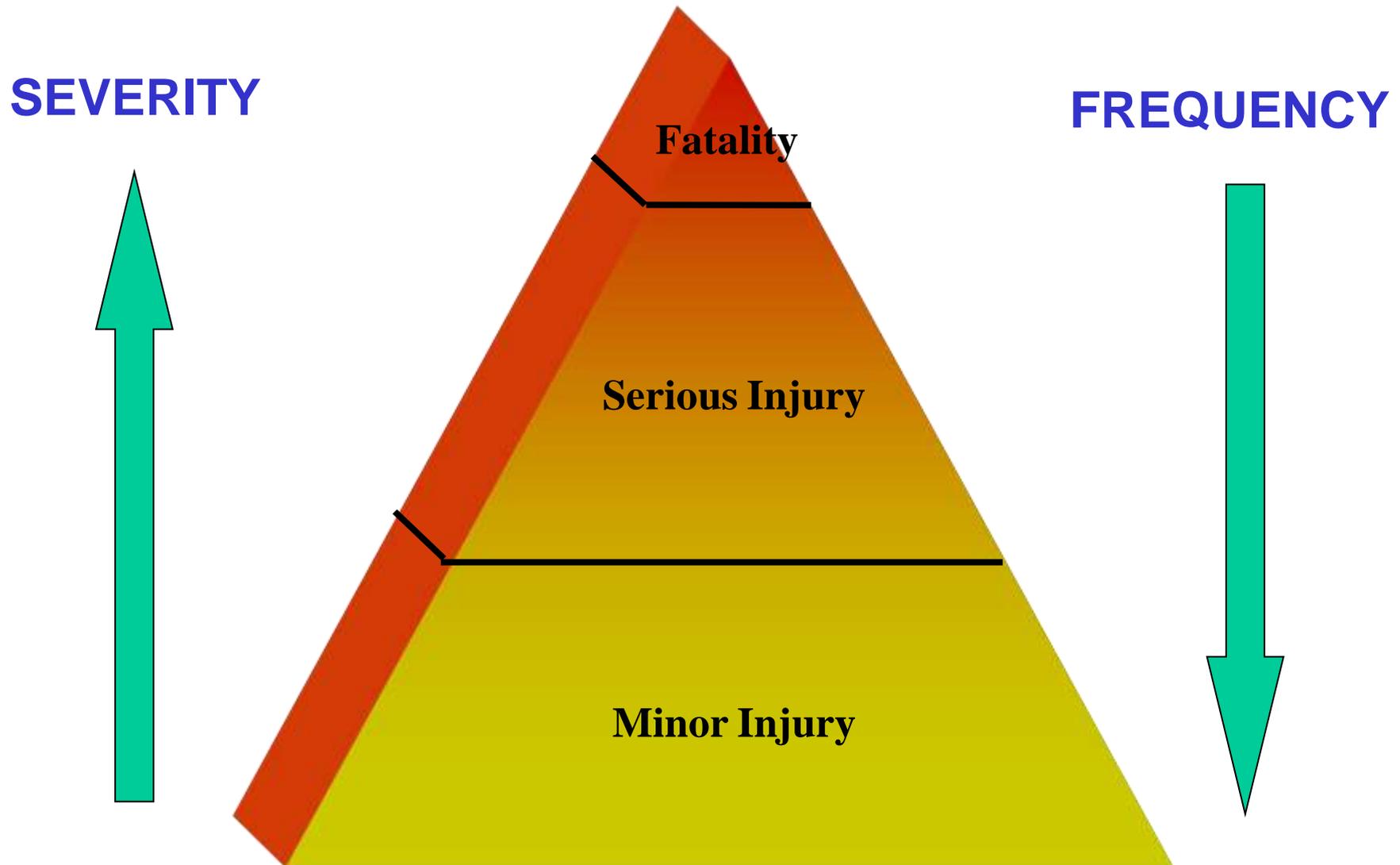
- Safety Audit/Walkabout Program
  - Improvement to Data Collection

## Support & Services

- Training
  - Incident Investigation
  - Walkabout
- Continued development of committee structure
- Contractor Pre-qualification
- Benchmarking our progress

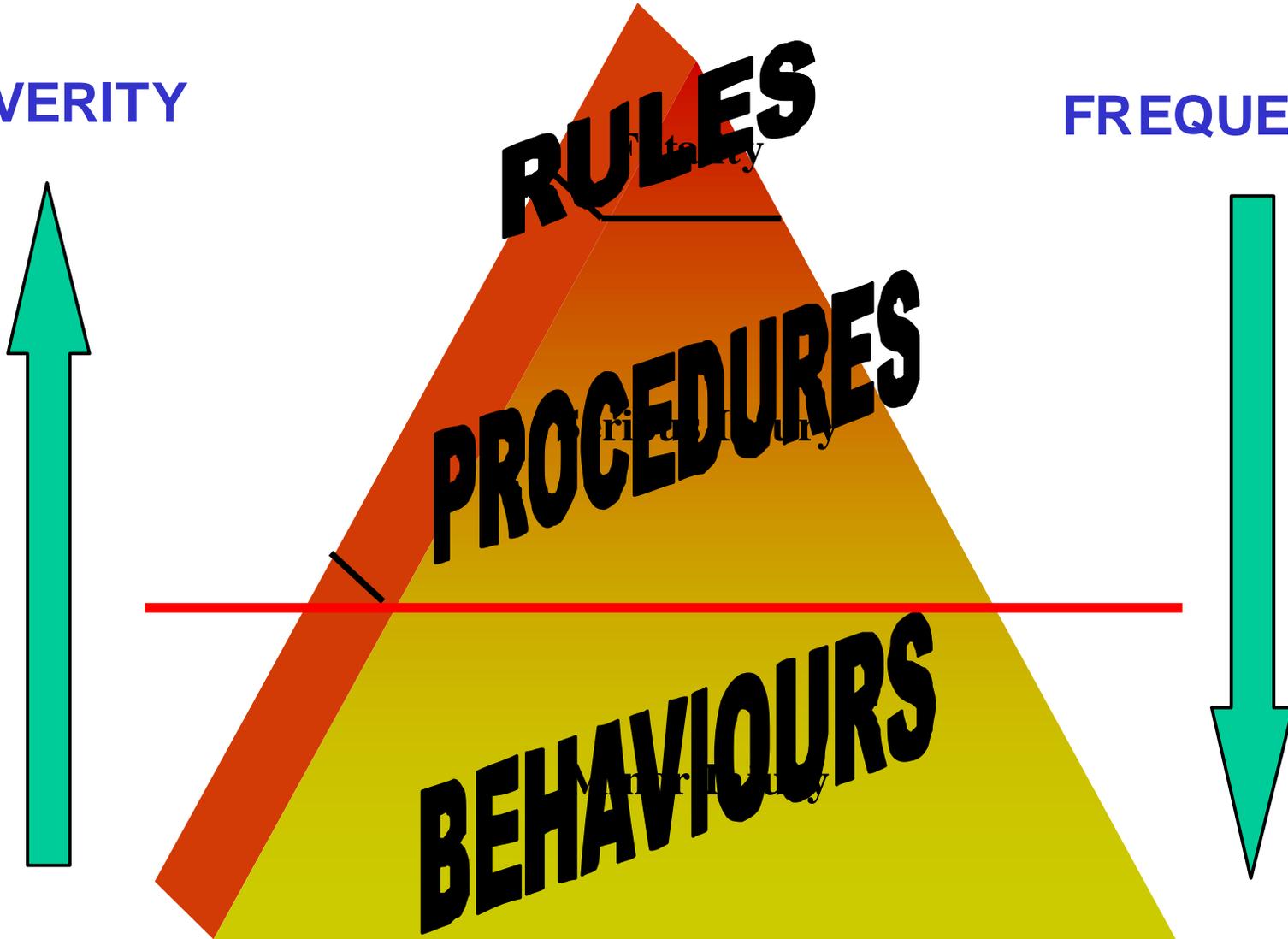


# Effective Controls; Rules Vs. Behaviours



SEVERITY

FREQUENCY



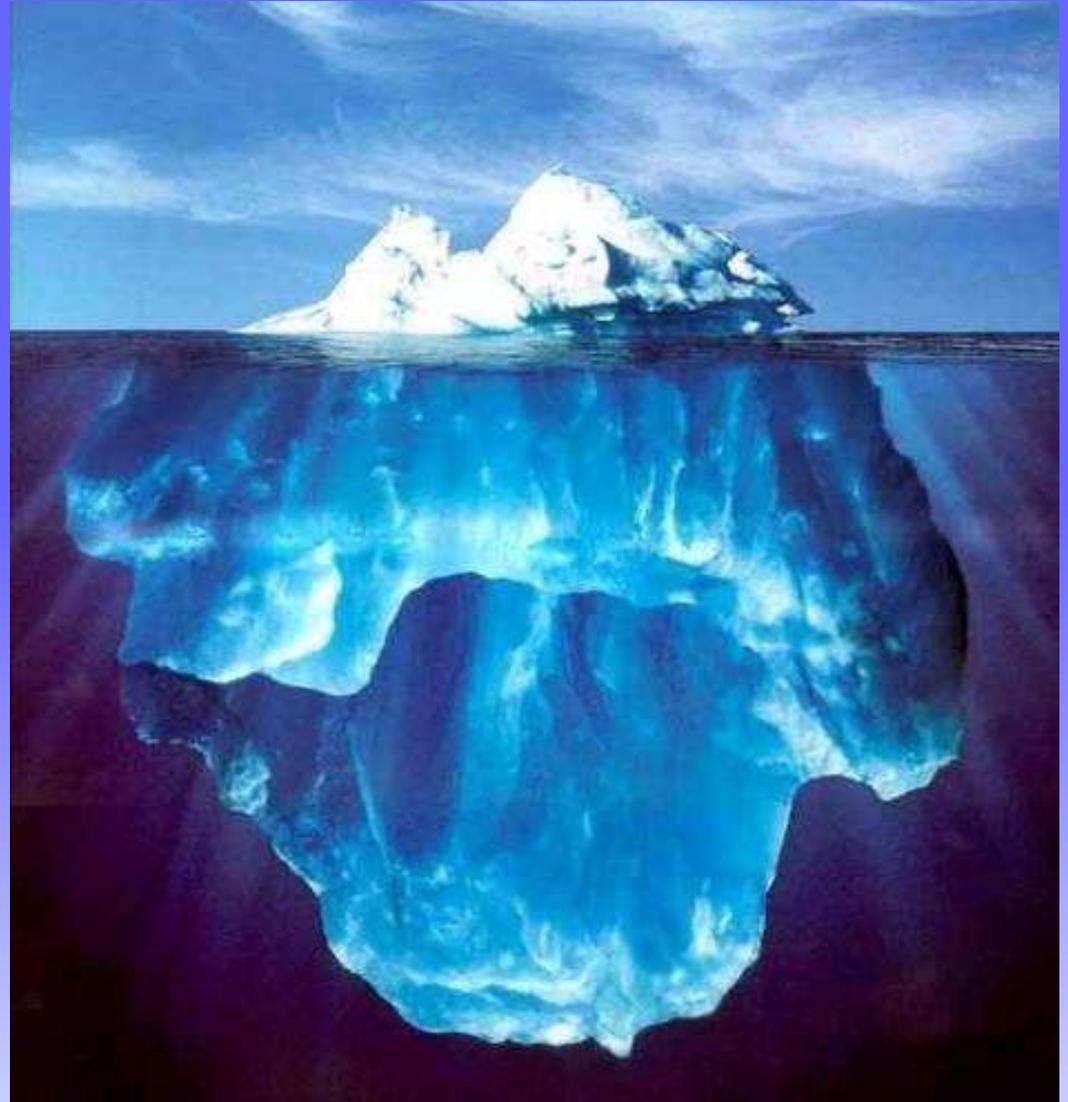
# The Iceberg Analogy



# Why Walkabouts are essential...

**Unsafe  
Conditions**

**Unsafe Acts**



# Causes of Incidents and Injuries

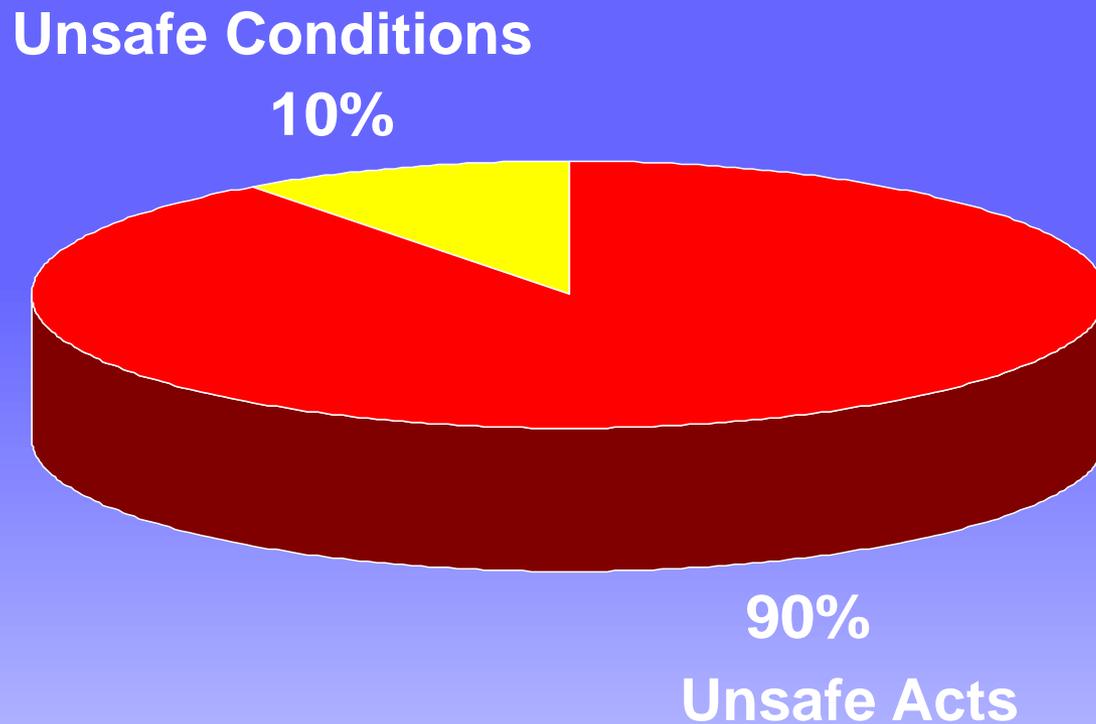


Chart 4

# A Good Auditing System

- Maintains Standards
- Measures Effects
- Confirms Safe Behavior
- Increases Safety Awareness
- An walkabout is all about positive communication...it's not an inspection/audit

# A Good Walkabout System

- Are face-to-face discussions between people doing the work and a leader about behaviour.
  - They focus on recognising and reinforcing safer behaviors and gaining commitment to change any at-risk or less safe behavior.
- Our purpose is to eliminate injuries and accidents by gaining commitment from people to practice safer behaviors.

SEVEN STEPS TO A  
SUCCESSFUL  
WALKABOUT and  
SAFETY CONTACT

# WALKABOUTS

1. Observe; then get the person's attention.
2. Comment on what the employee was doing safely.
3. Personalize the Severity
4. Discuss a safer way to do the job
5. Get the employee's agreement to work safely in the future.
6. Discuss other safety issues or concerns that they may have. Thank the employee.
7. Record the event

# **Benefits of Walk Abouts**

**Prevent injuries and property loss.**

**Reinforce positive safety behavior.**

**Raise safety awareness.**

**Establish standards.**

**Test understanding of standards.**

**Test compliance with standards.**

**Identify weaknesses in safety systems.**

**Identify and correct unsafe situations.**

**Motivate people.**

# Making a Safety Contact

1. **Observe, decide, stop the unsafe act.**
2. **Comment on safe behavior.**
3. **Discuss the potential consequences of the unsafe act ... not the act itself.**
4. **Discuss safer ways to do the job**
5. **Get agreement to work safely.**
6. **Discuss other safety issues.**
7. **Thank the employee.**

# Characteristics of a Safe Organization

- Maximum involvement
- Analysis and judgment at all levels
- Information flows up
- Information flows down
- Branches and levels work together



# What is **TCSI**?

(Tampa Cooperative Safety Initiative)

The Tampa Port Authority and Ports America-Tampa developed the Tampa Cooperative Safety Initiative (**TCSI**) to increase safety awareness in the Port of Tampa.

The concept was initially developed to coincide with safety initiatives mandated by Ports America-Tampa in all of their terminals.

The initiative was started as a subcommittee of the **QTEAM** which was formed to measure quality control effectiveness. It involved writing and developing a living and changing safety plan which is provided to all members who join the **TCSI**.

The plan includes requirements for safety standards, safety meetings (which occur after every **QTEAM** monthly meeting), and other services such as a website.



**AND IT'S FREE!!**

# Mission Plan

The plan states that the **TCSI** is not a regulatory body but a positive reinforcement tool to avoid problems with government safety standards, increase safety awareness, assist in workers compensation programs, and provide another set of eyes on all kinds of operating areas including roadways. The results of the inspections are discussed in the **TCSI** meetings and copies of the inspection format are updated by the **TCSI** senior staff.

# Services

- ❑ Safety Compliance Surveys
- ❑ Data Source for Safety Training
  - ❖ **First Aid/CPR/AED**
    - **IMDG and HAZMAT**
- ❑ Company Safety Plan and Support
- ❑ Safety Promotional Items
- ❑ Safety/Business Networking



# Tampa Cooperative Safety Initiative

## Website sponsored by:

"A. J. Arango, Inc.  
"Federal Marine Terminal, Inc.  
"J.W. Watson Trucking  
"Online Transport Int'l  
"Ports America-Tampa  
"Tampa Bay Int'l Terminals  
"Tampa Port Authority

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# TCSI Safety Award Recipient

**Rick Valdez** has been a dispatcher with J. W. Watson Trucking, Inc., for the past three years. In June 2008 he decided to take advantage of the free Safety Class offered by the Port of Tampa and the TCSI, and was he ever glad that he did! On May 9, 2009, Rick just happened to be on Pine Key “Beer Can” Island when a 33-foot Sea Ray Cabin Cruiser exploded with adults and children passengers on board. Rick was one of the first responders to the accident and assisted in helping to get all of the victims safely off the boat. He could not believe that they were able to rescue everyone. As a father of young children himself, he was able to stay with the young boy that was so seriously injured . . . talking to him and keeping him awake and his mind off of his injuries. Rick placed the tourniquet on the leg of the father who lost his leg in the explosion, and he continued to talk to him and keep him as calm as possible until the rescue teams arrived.

In asking Rick how important his safety training had been to him, in his own words, he said, “The main thing that I learned from the class was to stay calm and not panic. We made sure that everyone was in a safe spot to start working on them. I constantly checked all of the victim’s vital signs and kept telling them that all was okay. I also asked where else they might be injured other than the obvious open wounds, so that this information could be relayed to the rescue teams when they landed. I never thought that my training would become so personal.”

Rick is a great guy, who does a great job! Speaking on behalf of J. W. Watson Trucking, Inc., we are so very proud of him. We have had five of our personnel take the free safety class, and we are grateful for this wonderful training opportunity, which might have helped save a life!



Thank you TCSI!

Mary K.Lobdell, J.W. Watson Trucking Co.  
presents the Good Samaritan Award Certificate to  
**Rick Valdez**, also from J W Watson Trucking  
Company.

# What's Wrong with this Picture?



Can you say "KaBoom"?

# It's All About SAFETY!



**BEFORE**

-



**AFTER**

# It's All About SAFETY!

**Before**



**After**



# It's All About SAFETY!

**Before**



**After**



# It's All About SAFETY!



# Snippet of our Member Links

(over 50 members )

## [Ace Stevedoring Company, Inc.](#)

514 Cloverleaf Drive  
Lithia, FL 33547-1811  
Tele: 813-927-9959  
Load & Unload Cargo, Separations, Cleaning, Etc.

## [Armchem International Corp.](#)

3563 N.W. 53rd Court  
Ft. Lauderdale, FL 33309-6344  
Tele: 954-735-0029  
Fax : 954-735-0097

### [Contact: First Aid & Safety Coordinator](#)

Maintenance <> Specialty Chemical <> Safety <>  
First Aid

## [A J Arango, Inc.](#)

1516 E. 8th Avenue  
Tampa, FL 33605  
Tele: 813-248-9550  
Fax : 813-248-6013  
Custom Brokers (Licensed); Foreign Freight  
Forwarders

## [Barr Marine Services](#)

Tele: 813-476-1325  
Fax : 813-6898879  
[Contact: Jim Barr](#)

## [Bay Ship Mooring](#)

P O Box 77612  
Tampa, FL 33675-1612  
Tele: 813-727-3041  
[Contact: Lisa Ward, Owner](#)  
Mooring and Unmooring of  
Vessels

## [Best of the Bay, Inc.](#)

P O Box 1076  
Seffner, FL 33583  
Tele: 813-689-0118  
Fax : 813-651-9158  
[Contact: Ann Brees, President](#)  
Mooring and Unmooring of  
Vessels

## [B. S. T. Marine, Inc.](#)

P. O. Box 89237  
Tampa, FL 33689  
Tele: 813-247-7040  
Fax : 813-247-3278

## [Ports America Group](#)

2510 Guy N Verger Blvd  
Tampa, FL 33605  
Tele: 813-242-1900  
Fax : 813-242-1901  
[Contact: General Manager](#)

## [Carnival Cruise Lines](#)

Carnival Place  
3655 NW 87th Avenue  
Miami, FL 33178-2428  
Tele: 305-406-5221  
Fax : 305-406-8645  
Contact: Captain Domenico Tringale

## [CSX Transportation](#)

3701 Causeway Blvd  
Tampa, FL 33619  
Tele: 813-664-6272  
Fax : 813-664-6275  
[Contact: Denise S. Lynch](#)

## [Donbar Steamship Co, Inc.](#)

2381 Guy N. Verger Blvd  
Tampa, FL 33605  
Tele: 813-247-7002  
Fax : 813-247-6224  
[Vessel Agent](#)

## [Tampa Port Authority](#)

1101 Channelside Drive  
Tampa, FL 33602  
Toll Free: 800-741-2297  
Tele: 813-905-7678

# Joining TCSI

**Tampa Cooperative Safety Initiative (TCSI) has expanded our operations, by creating a website on the World Wide Web. We are inviting you to become a part of our TCSI link page. The link page consists of business and law enforcement professionals such as you, who can assist us in organizing, directing, and implementing port safety issues.**

**Membership in TCSI will entitle you to be listed on the “Company Links” page of the TCSI website (updated frequently). It is hoped that membership will indicate a general willingness to attend the meetings held every other month. Your support and participation in providing content for the website, promotion of safety, and informing others about TCSI is encouraged and welcomed.**

**If you are interested contact us at:**

**Tele: 813-241-1801**

**Fax: 813-233-3306**

**ewatson@tampaport.com**

**[www.t-c-s-i.org](http://www.t-c-s-i.org)**

# Contact Information

Bob Callahan  
813-241-1805

Sal W. Kass  
813-242-1902

Beth Watson  
813-241-1801

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**Thank You for Participating!**



**TAMPA PORT AUTHORITY**



**PORTS AMERICA**

**QUESTIONS**