Port of LONG BEACH
THE PORT OF CHOICE

Information Management
IM: Innovative Technology

American Association of Port Authorities
2020 Application for Information Technology Award

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PORT DESCRIPTION

The Port of Long Beach is the Port of Choice – the premier U.S. gateway for trans-Pacific trade and a trailblazer in innovative goods movement, safety, environmental stewardship and sustainability.

As the second-busiest container seaport in the United States, the Port handles trade valued at more than $170 billion annually and supports 2.6 million trade-related jobs across the nation, including more than 575,000 in Southern California.

In an intensely competitive industry, the Port of Long Beach distinguishes itself for top-notch customer service and operational excellence, and in 2019 industry leaders named it "The Best West Coast Seaport in North America."

Founded in 1911 with a single municipal dock at the mouth of the Los Angeles River, the Port today encompasses 3,200 acres with 35 miles of waterfront, 10 piers, 80 berths and 66 gantry cranes. In 2019, the Port handled 7.6 million container units, the second best year in its history.

1. INTRODUCTION - HIGHLIGHTS

The Pilot Slips Application is a process improvement to Port of Long Beach (POLB) operations for enhanced data flow. The online and secure computer website application allows Port staff from multiple Port divisions/departments and locations to electronically search and review the Ship Pilot activities at the Port of Long Beach and related ship moves at the Port of Los Angeles. The replaced process was paper-based, required manual pickup and delivery of paper slips, and could only be distributed by typing the slip information into an e-mail or Excel spreadsheet.

The Port of Long Beach's Tenant Services Division historically received paper Pilots Slips each morning, hand delivered by Port Security. A Pilot Slip is created by a boat pilot with Jacobsen Pilots after every ship movement. Jacobsen was changing over to an electronic system and Tenant Services originally

wanted to view the Pilot Slips electronically via a web browser with search functionality. The Port's Information Management Division created a custom web application where Pilot Slip data could be entered daily to replace the paper Pilot Slips, eliminating a labor-intensive process with an efficient electronic process.

The Information Management Division is constantly looking for new innovations in technology to enhance data flow for port operations and the movement of goods into and out of the Port of Long Beach complex.

The Port of Long Beach appreciates the opportunity to present the Pilot Slips application for consideration of the 2020 AAPA IT Award. While it is understood that all ports have had worthy accomplishments over the past year, we believe that the Pilot Slips application is an exceptionally strong candidate for this year's award.

2. GOALS AND OBJECTIVES / BUSINESS PROBLEMS

The Port of Long Beach's Tenant Services Division historically received paper Pilots Slips each morning, hand delivered by Port Security. A Pilot Slip is created by a boat pilot with Jacobsen Pilots after every ship movement. Jacobsen was changing over to an electronic system and Tenant Services originally wanted to view the Pilot Slips electronically via a web browser with search functionality. The Port's Information Management Division created a custom web application where Pilot Slip data could be entered daily to replace the paper Pilot Slips, eliminating a labor intensive process with an efficient electronic process.

3. DISCUSSION

3.1 BACKGROUND & PROJECT DESCRIPTION

The Pilot Slips Application is a process improvement to Port of Long Beach (POLB) operations for enhanced data flow. The online and secure computer website application allows Port staff from multiple Port divisions/departments and locations to electronically search and review the Ship Pilot activities at the Port of Long Beach and related ship moves at the Port of Los Angeles. The replaced process was paper-based, required manual pickup and delivery of paper slips, and could only be distributed by typing the slip information into an e-mail or Excel spreadsheet

3.2 OBJECTIVES AND METHODOLOGY

The Port of Long Beach's Tenant Services Division historically received paper Pilots Slips each morning, hand delivered by Port Security. A Pilot Slip is created by a boat pilot with Jacobsen Pilots after every ship movement. Jacobsen was changing over to an electronic system and Tenant Services originally wanted to view the Pilot Slips electronically via a web browser with search functionality. The Port's Information Management Division created a custom web application where Pilot Slip data could be entered daily to replace the paper Pilot Slips, eliminating a labor-intensive process with an efficient electronic process.

There are several beneficiaries which include Jacobsen Pilot Service and Ocean Carrier and several Port Divisions/Departments that work closely with our external stakeholders.

Efficiency and reduction of errors are the key words for this project. Here are the benefits from the Project:

Jacobsen Pilot Service (JPS):

- JPS created an app for their iPads, but also needed the Port of Long Beach's web application to have the ability to go paperless by having the tool to transfer the information electronically.

- JPS system checked for errors prior to processing thus benefitting both Tenant Services Office (TSO) and Finance processing down the line.

Port of Long Beach Harbor Patrol:

- No longer needed to drive on a daily basis to pick-up slips from JPS personnel and hand deliver to the Port of Long Beach's Tenant Service Office.

- Eliminated any mishandling of paperwork from all parties touching the old pink slips (JPS, HP, TSO). This was a huge productivity and efficiency for at least 3 distinct operations that support the smooth movement of goods at the Port of Long Beach complex.

Port of Long Beach Tenant Services Office (TSO):

- Reduction in communication of staff with all parties involved with timely delivery of pink pilot slips.

- Eliminated manual sorting and scanning of pink slips for record keeping from several staff members.

- The web application allowed for quicker sorting and identifying vessels calling the POLB.

- No need for a hand writing expert to decipher the information. This was a huge savings and elimination of data errors.

- Ability to quickly produce reports for Port inquiries.

Port of Long Beach Finance:

- Streamlined the process in invoicing of Temporary Berthing Assignments.

- Reduced/removed the need to make phone calls to verify any discrepancies on a particular call, along with not having to sort through physical or scanned paperwork to resolve.

<u>Ocean Carrier/Watercraft Operator</u>:

- Although the accuracy of the data stems from the app and Pilot input, the Port web application does allow us to invoice ocean carriers/watercraft operators in both a timely and accurate manner. This is a huge productivity and efficiency win for both the Port and our ocean carrier/watercraft stakeholders.

3.3 PLATFORM SPECIFICATIONS (HARDWARE AND SOFTWARE)

Application is live: HTTPS://PILOTSLIPS.POLB.COM

3.4 PROJECT COSTS

Approximately $30,000.00

3.5 PERFORMANCE MEASURES

The project eliminated labor-intensive processes of three Port of Long Beach Divisions that work closely with our tenants and ocean carrier/watercraft operator. This resulted in better Port service for our stakeholders:

1. POLB <u>Tenant Services & Operations Division, Tenant Services Office (TSO)</u>:

   - The TSO staff used to receive paper copies of the pilot slips, and a paper summary of the vessel moves for the previous day. When TSO staff had to look for a ship, or vessel movements at a berth, the TSO staff had to go through one to few dozen sheets, and manually look for a specific vessel/berth. The new project has enabled the TSO staff to find necessary information with only a couple of clicks.

- The TSO staff had to manually sort the pilot slips. The new project has enabled the TSO staff to perform any type of sorting with a click of a mouse.

- The TSO Clerk Typist had to file the paper, daily summaries, and then purge them every six months. If the TSO staff needed information older than six months, the TSO staff would have to contact the pilots. The new project has enabled the TSO Clerk Typist to file the electronic, daily summaries in teh Port's document management system, and the whole TSO staff – to search for information older than six months.

- The TSO staff would send the paper pilot slips to the POLB Finance Division. The latter would file them away, and purge them after a certain period of time. The new project has enabled the TSO to share the filing of the daily summaries in the Port's document management system with the Finance Division, and the latter does not have to deal with paper pilot slips at all.

- Sustainable operations: the electronic method of receiving and using pilot slips saves a lot of paper. The Port of Long Beach is a proud steward of the environment and has had a long reputation as a the pioneering "Green Port" with effective green policies.

2. **The POLB Security Division**:

- A POLB Harbor Patrol (HP) officer had to come every morning to the Tenant Services Office (TSO), and physically deliver the paper, pilot slips. The new project has eliminated the need for the daily trips of HP officers increasing productivity and efficiencies that can be focused on customer service at the harbor.

4. CONCLUSION

The Port's Information Management Division created a custom web application where Pilot Slip data could be entered daily to replace the paper Pilot Slips, eliminating a labor intensive process with an efficient electronic process. This increased productivity and efficiencies for the Port of Long Beach's Tenant Services & Operations, Security Operations and Finance Divisions as well as our Ocean Carrier, Watercraft Operators. This also resulted in improved support for all stakeholders involved in the process.

This application has been "live" for over a year.