



West Coast Marine Terminal Operators

Appointment Discussion
For Import and Export Cargo



Agenda

- What is an appointment?
- Why use appointments?
- Who makes appointments?
- Where are appointments required?
- Common business rules
- Survey results
- Feedback



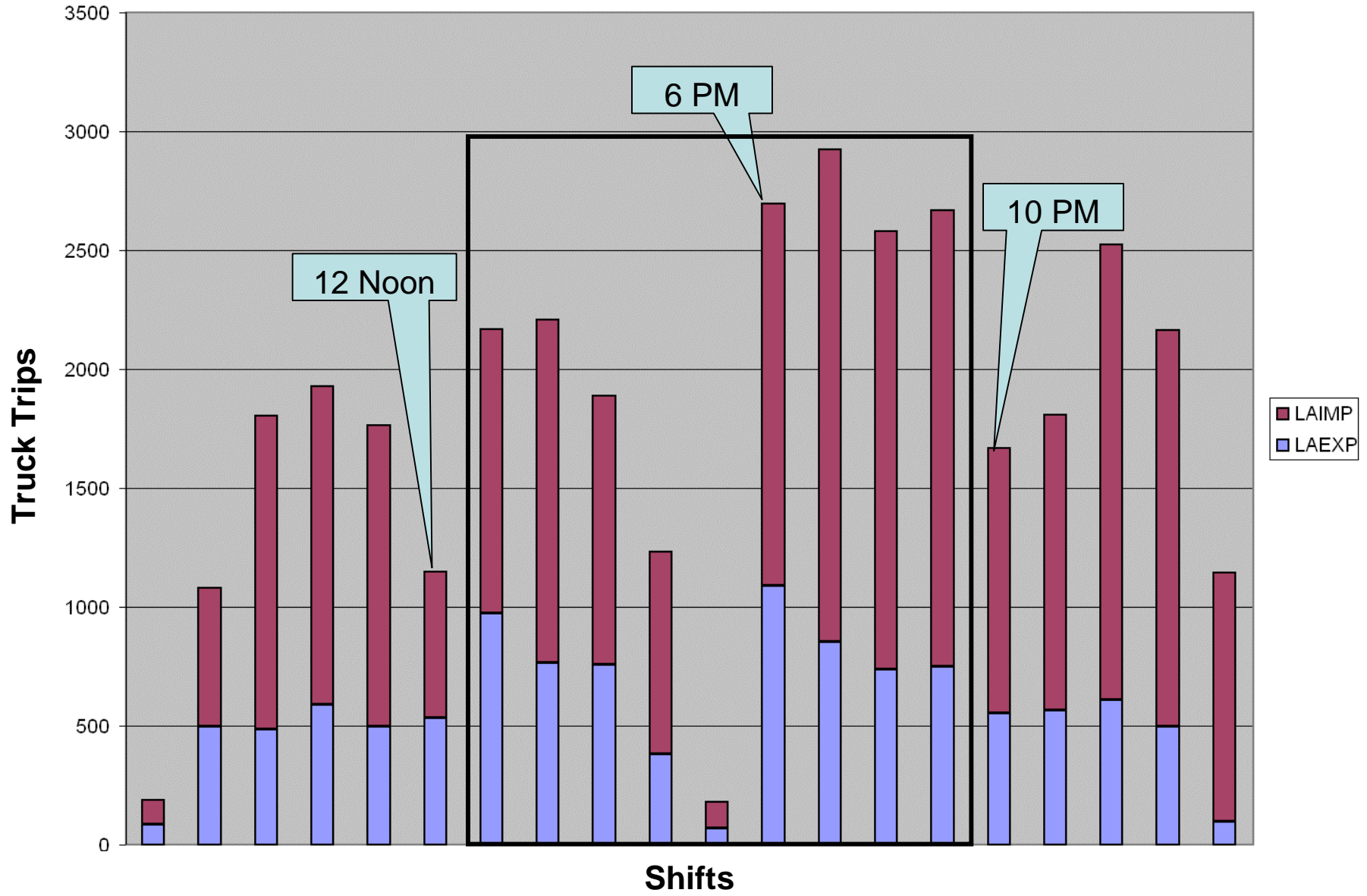
What is an Appointment?

- Imports
 - Setting a time to arrive for a container
 - Limited time window
 - Possible empty return
- Exports
 - Setting a time to arrive to deliver a container
 - Limited time window
 - Possible empty pick up
- Empties
 - Setting a time to pickup or deliver an empty container
 - Limited time window



Why Use Appointments?

- Minimize congestion peaks within the work shift
- Improve LMC expectations on turn around
- Improve BCO confidence on delivery time
- Help MTOs manage costs
- Provide operational foundation for future growth





Who Makes Appointments?

- Trucking company only
 - Via internet
 - Advent, Navis, eModal systems
 - Available containers & bookings only
 - Limited to times/slots available
 - Responsible for cancelling if necessary
 - Will require some additional planning for truckers/BCOs



Where Are Appointments Required?

- Will be at most container terminals
 - Appointments at 3 terminals already (TTI, WBCT and STS)
 - PCT, LBCT, Pier A, GGS, APMT, CUT and YTI may implement appointment systems starting July through September
 - Major IT programming effort
 - All shifts



Common Business Rules

- Appointments are for full import containers
- Container must be off the ship at a minimum
- Appointments for exports, empties and chassis are optional at this time
- Appointments are required for full import containers on all shifts
- Appointments are not transferable to another trucker or container
- Appointments can be cancelled or rescheduled to open time slots
- Appointments can be made same day, same shift for open time slots
- Appointment window is 2.0 hours plus a grace period of 30 minutes on each side
- Truckers without appointments will be asked to leave or go to a waiting area for resolution, at the Terminals discretion



Survey Results



Survey Overview

- Sent to approximately 500 truck companies
- 127 responses (25%)
- Open for 2 weeks
- Anonymous



Appointments

- Have you used an appointment system before?
 - Yes 88.9%
 - No 11.1%
- Have you found appointments helpful?
 - Yes 24.2%
 - No 75.8%



Appointments

- How many appointments would you need each day?
 - 0-10 34.1%
 - 11-20 13.5%
 - 21-50 23.8%
 - 51-70 17.5%
 - 71-100 3.2%
 - 101+ 7.9%
- How many appointments would you need each night?
 - 0-10 30.2%
 - 11-20 19.0%
 - 21-50 17.5%
 - 51-70 15.1%
 - 71-100 5.6%
 - 101+ 12.7%



Appointments

- How large an appointment window would you need for import containers?
 - 1 hr 11.9%
 - 2 hr 28.0%
 - 3 hr 34.7%
 - 4 hr 25.4%
- How large an appointment window would you need for export containers?
 - 1 hr 12.2%
 - 2 hr 29.6%
 - 3 hr 32.2%
 - 4 hr 26.1%



10 am and 10 pm

- Would you book appointments before 10 am?
 - Yes 81.7%
 - No 18.3%
- Would you book appointments after 10 pm?
 - Yes 76.2%
 - No 23.8%



Customer Delivery

- Which best describes the most frequent appointment times most of your customers want to pick up their **import** container from the port?
 - 5-10 am 31.9%
 - 10-2 pm 16.8%
 - 2-6pm 1.7%
 - 6-10 pm 46.2%
 - 10pm+ 3.4%
- Which best describes the most frequent appointment times most of your customers want to deliver their **export** container to the port?
 - 5-10 am 10.2%
 - 10-2 pm 16.9%
 - 2-6pm 16.1%
 - 6-10 pm 55.9%
 - 10pm+ 0.8%



Trucking

- Which best describes the hours of service for the majority of your truck drivers?
 - 8am-7 pm 47.5%
 - 10 am-9 pm 13.3%
 - 12 noon-11 pm 6.7%
 - 2 pm-1 am 2.5%
 - 4 pm-3 am 12.5%
 - 6 pm-5 am 17.5%
- How many trucks do you control/operate each day?
 - 0-5 6.5%
 - 6-20 35.3%
 - 21-50 30.6%
 - 51-75 9.7%
 - 76-100 4.0%
 - 101+ 13.7%



Service

- What area do you primarily service?
 - Harbor area 46.4%
 - Inland Empire 22.4%
 - East Los Angeles 6.4%
 - Outside Ca 4.8%
 - Other 20.0%
- How much advance notice do your customers provide you prior to the requested container deliver or pick up time?
 - Less than 4 hrs 25.4%
 - More than 4 hrs 23.8%
 - More than 8 hrs 9.8%
 - More than 12 hrs 16.4%
 - More than 24 hrs 24.6%



Issues and Access

- What issues would you anticipate that would prevent a driver from making an appointment?
 - Late shipper notice 5.8%
 - Freeway traffic 9.1%
 - Other Terminal congestion 76.0%
 - Other 9.1%
- Do you have internet access at your work to make appointments?
 - Yes 97.6%
 - No 2.4%



Wait Times

- Terminal Operators have noticed long truck queues outside their gates at certain times of the day and evening. Has this congestion impacted your business?
 - Yes 96%
 - No 4%



Survey Comments



Feedback