

Truck Service Statistics

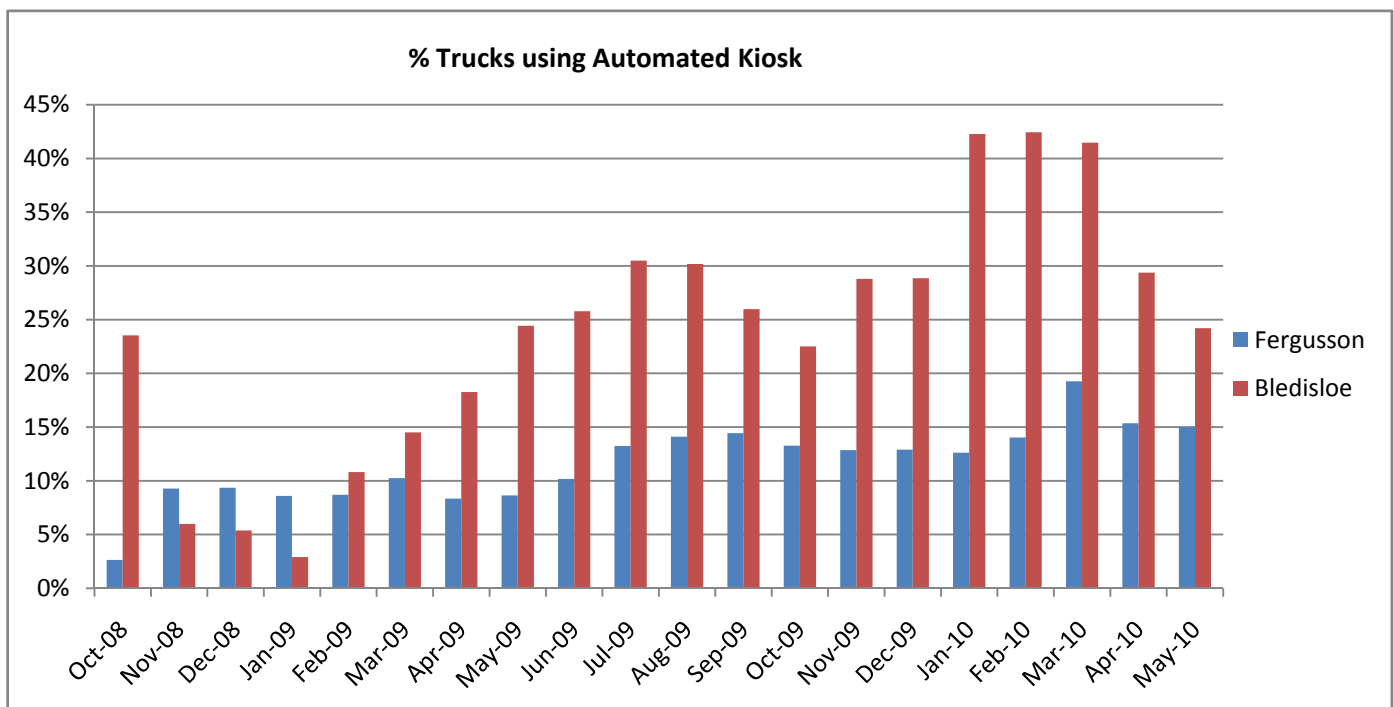
Ports of Auckland's Container Terminals handled approximately 270,000 truck calls during the 2009 calendar year. We are committed to efficiently providing a consistent and timely service to road carriers, enabling cargo to be removed from the port as soon as possible after discharge from a vessel.

Performance against this commitment is measured in several ways, including:

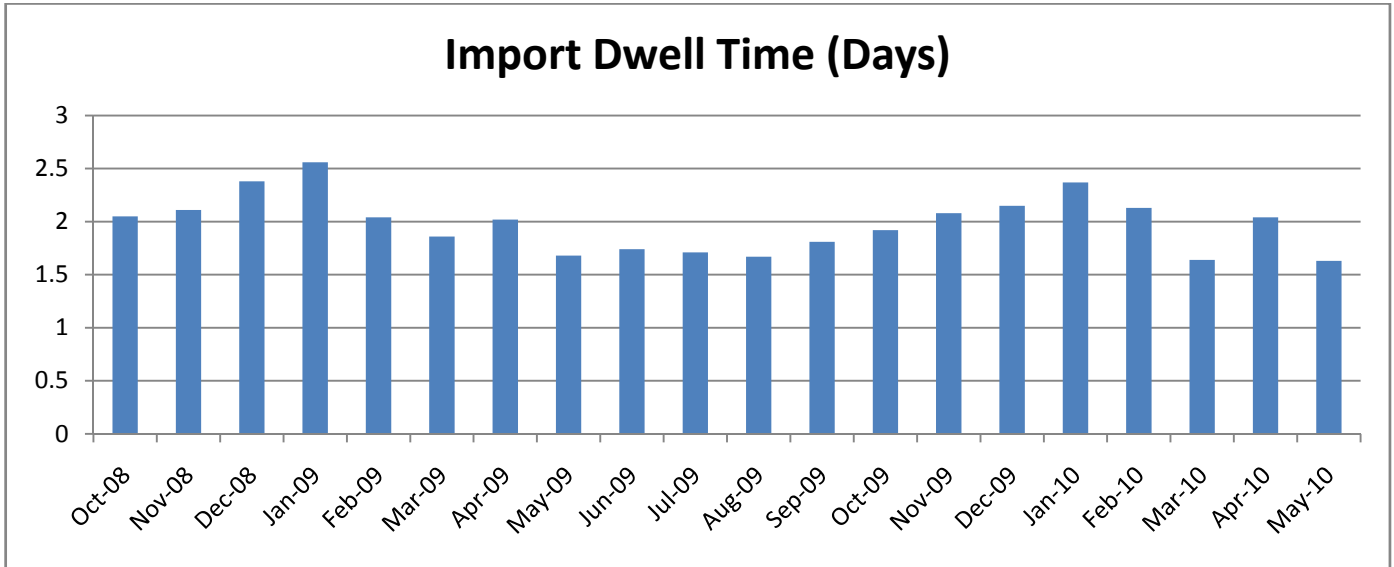
- the proportion of truck visits entering via the self service kiosks (rather than by manual process in the Road Office)
- the average time taken to turn a truck
- the proportion of truck visits turned within 30 minutes
- the average quantity of containers exchanged per truck visit
- the average dwell time of import containers in the port.

Key results and initiatives for May 2010

- Truck volume has decreased over the same period last year with POAL processing 20971 trucks.
- 79% trucks turned in under 30 minutes at Bledisloe. The combined average for trucks turned in under 30 minutes was 69%.
- During May, a large number of trucks arriving outside of the VBS booking times meant that that only 24% trucks serviced at Bledisloe road exchange and 15% at Fergusson used the self service kiosks for unassisted gate entry.



- Dwell time for import containers is calculated from the time a container is discharged from vessel until the container is removed from the terminal.
- The average Dwell Time for import containers was at 1.6 days, which is the lowest this year.



- The time to turn a truck is measured from the time that the driver receives authorisation to enter the gate, until all of the containers have been unloaded and loaded off/on the truck. The driver receives such authorisation to enter, either from the road office or at the self service kiosk, which is consistent with Australian Waterline standard.
- In May, the average time to process (turn) a truck was 27 minutes.

