

Truck Service Statistics

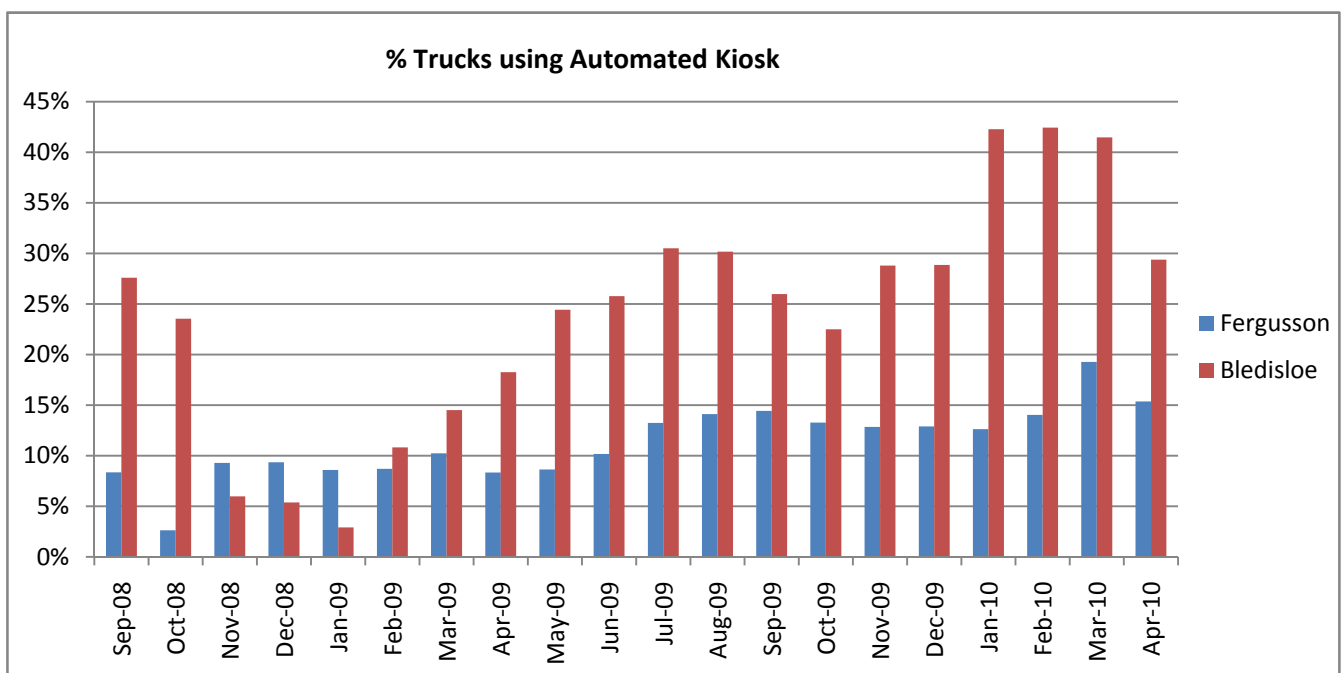
Ports of Auckland's Container Terminals handled approximately 270,000 truck calls during the 2009 calendar year. We are committed to efficiently providing a consistent and timely service to road carriers, enabling cargo to be removed from the port as soon as possible after discharge from a vessel.

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

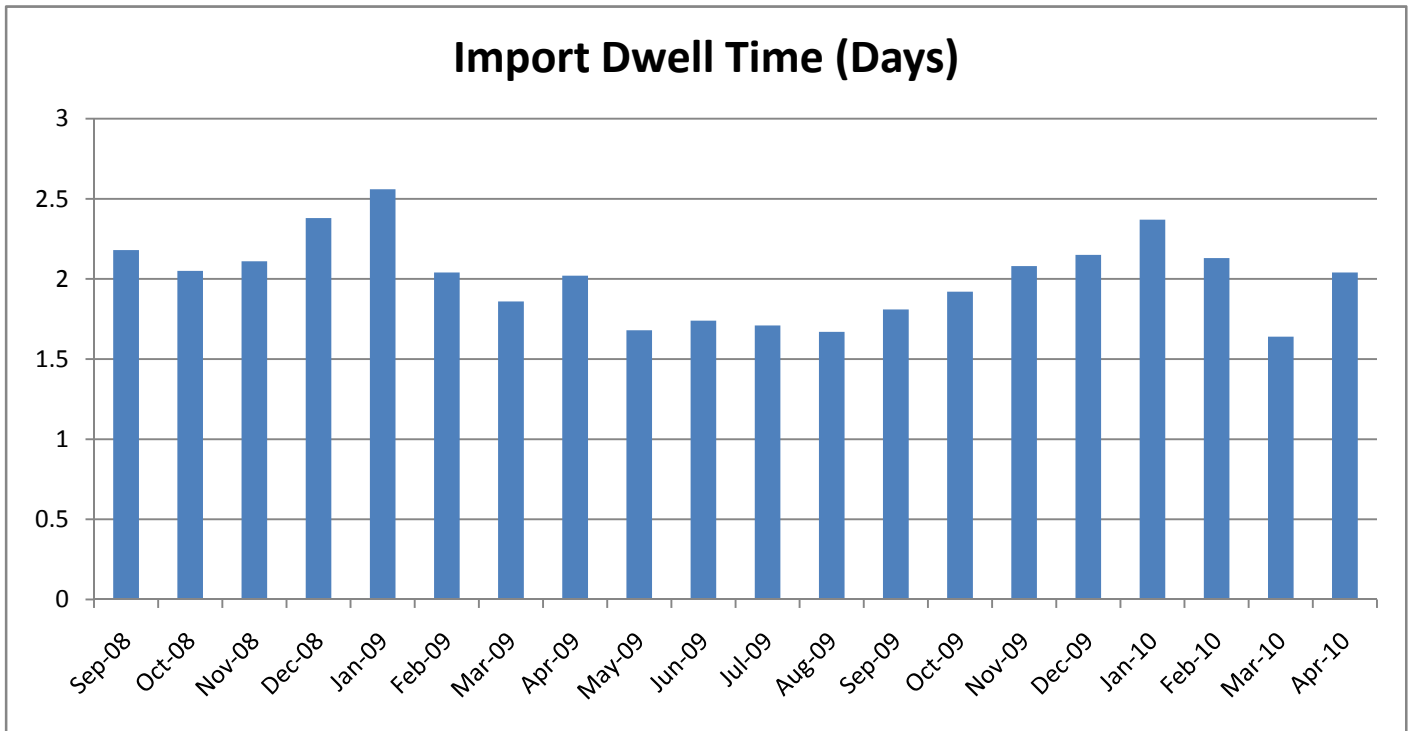
- the proportion of truck visits entering via the self service kiosks (rather than by manual process in the Road Office)
- the average time taken to turn a truck
- the proportion of truck visits turned within 30 minutes
- the average quantity of containers exchanged per truck visit
- the average dwell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

Key results and initiatives for May 2010

- Truck volume has increased over the same period last year with POAL processing 21583 trucks.
- 82% trucks turned in under 30 minutes at Bledisloe. The combined average for trucks turned in under 30 minutes was 73%.
- After feedback from the NRA, we are currently reviewing operating hours at the Bledisloe Terminal to bring them more in line with those of the shipping lines.
- During April, a large number of trucks arriving outside of the VBS booking times meant that that only 29% trucks serviced at Bledisloe road exchange and 15% at Fergusson used the self service kiosks for unassisted gate entry.

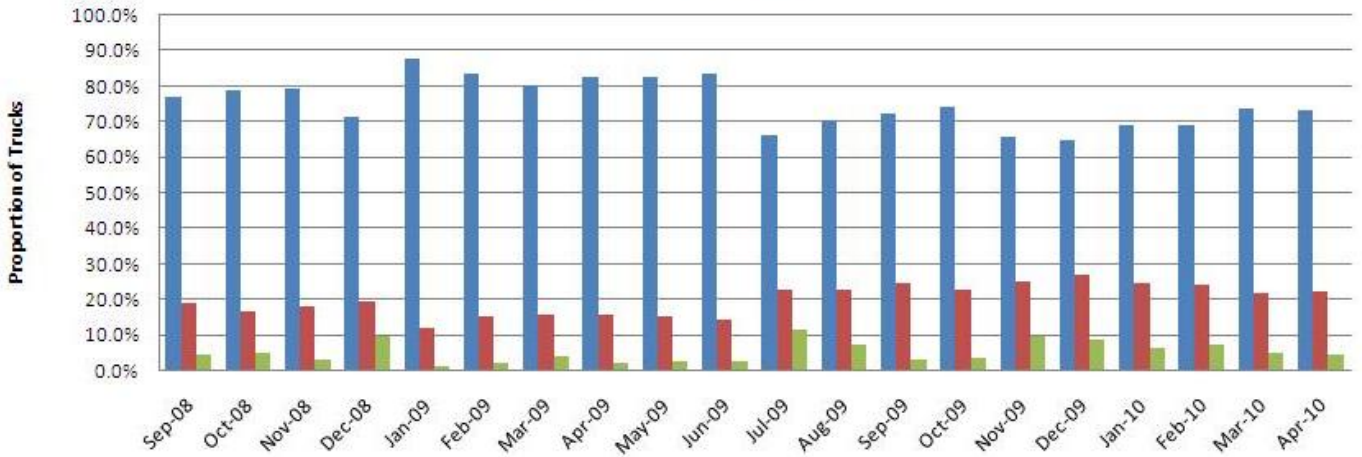


- Dwell time for import containers is calculated from the time a container is discharged from vessel until the container is removed from the terminal.
- The average Dwell Time for import containers was at 2 days, which is consistent with the same month last year.



- 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 April, the average time to process (turn) a truck was 25 minutes. Just over 73% of trucks were turned in less than 30 minutes, with about than 4.5% of trucks delayed more than an hour.
- A working group comprising representatives from freight forwarders, road carriers, and shipping lines has been established to give advice and guidance to the development of the new Pre-notification and Gate Project.

Truck Turn Time



	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
■ Under 30 mins	76.9%	79.1%	79.3%	71.2%	87.6%	83.3%	80.4%	82.6%	82.6%	83.6%	66.4%	70.5%	72.5%	74.2%	65.5%	64.6%	69.1%	68.9%	73.9%	73.3%
■ 30 to 60 mins	18.9%	16.3%	17.9%	19.2%	11.6%	15.0%	15.7%	15.3%	15.0%	14.3%	22.5%	22.4%	24.5%	22.4%	25.0%	26.9%	24.6%	23.9%	21.6%	22.3%
■ Over 60 mins	4.2%	4.6%	2.8%	9.6%	0.8%	1.7%	3.9%	2.0%	2.4%	2.1%	11.2%	7.1%	3.0%	3.5%	9.5%	8.5%	6.3%	7.2%	4.5%	4.5%

Average Truck Turn Time (Minutes)

