

## Truck Service Statistics

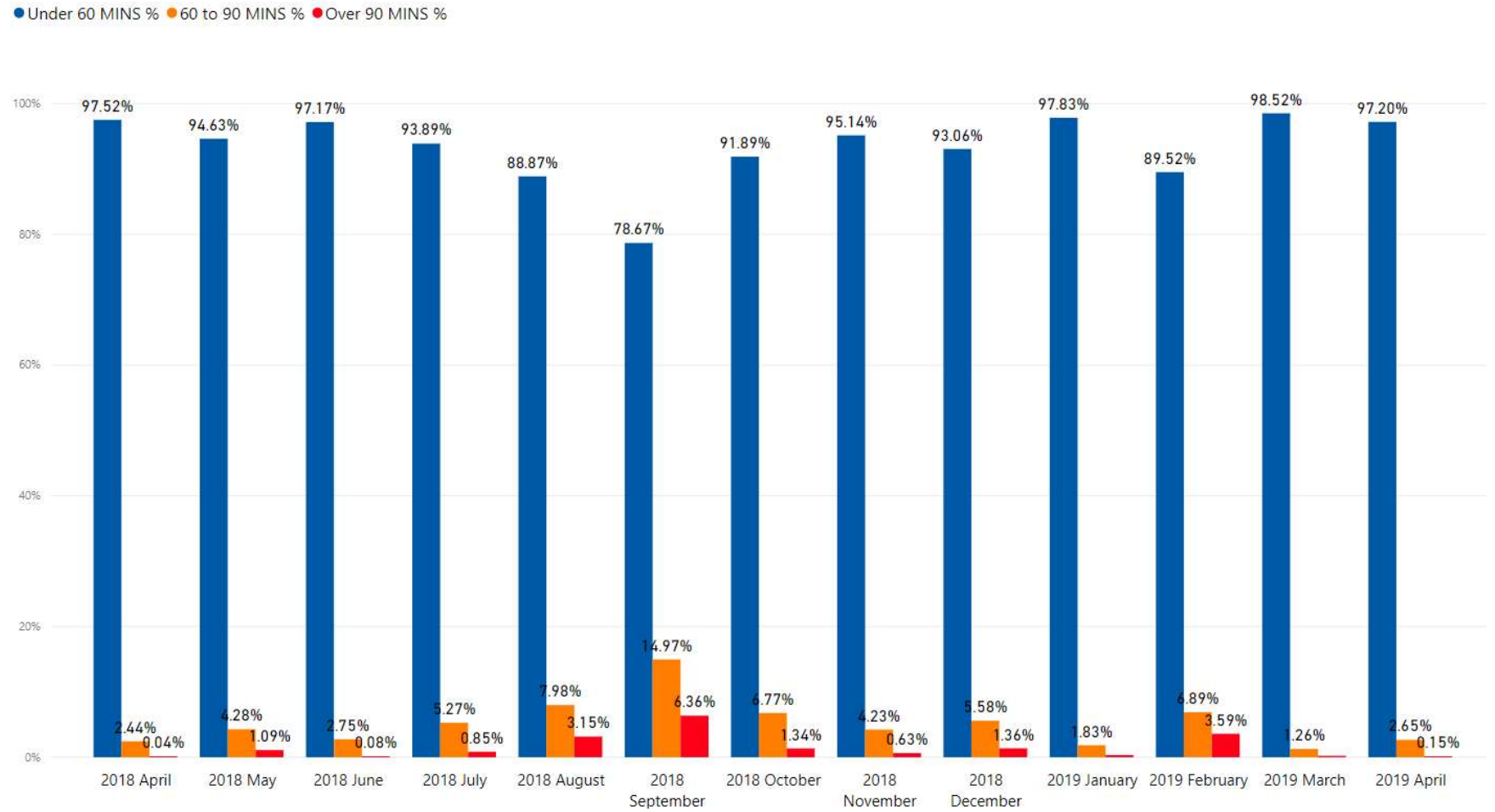
At Fergusson Container Terminal, Ports of Auckland is committed to providing a consistent service to road carriers, enabling import and export cargo to be picked up and delivered in a timely way.

### Key results and initiatives for April 2019:

- In April the % of trucks turned under 60 minutes was 97.2%.
- % of trucks with a turn time over 1 hour was 2.8%.
- Average Truck Turn time for the container terminals was 23.7 min for April.
- Link truck turn time was 12.2 min in April.
- 29% of trucks arriving at the Fergusson Container Terminals were early with 2.13% arriving late or their VBS booking.
- % of “No Shows” in April was 7.99%.
- Average Import Dwell Time was 2.65 days, compared to 2.39 days in March 2019.

The time to turn a truck is measured from the time the driver processes at the kiosk or road office until the last move for that visit.

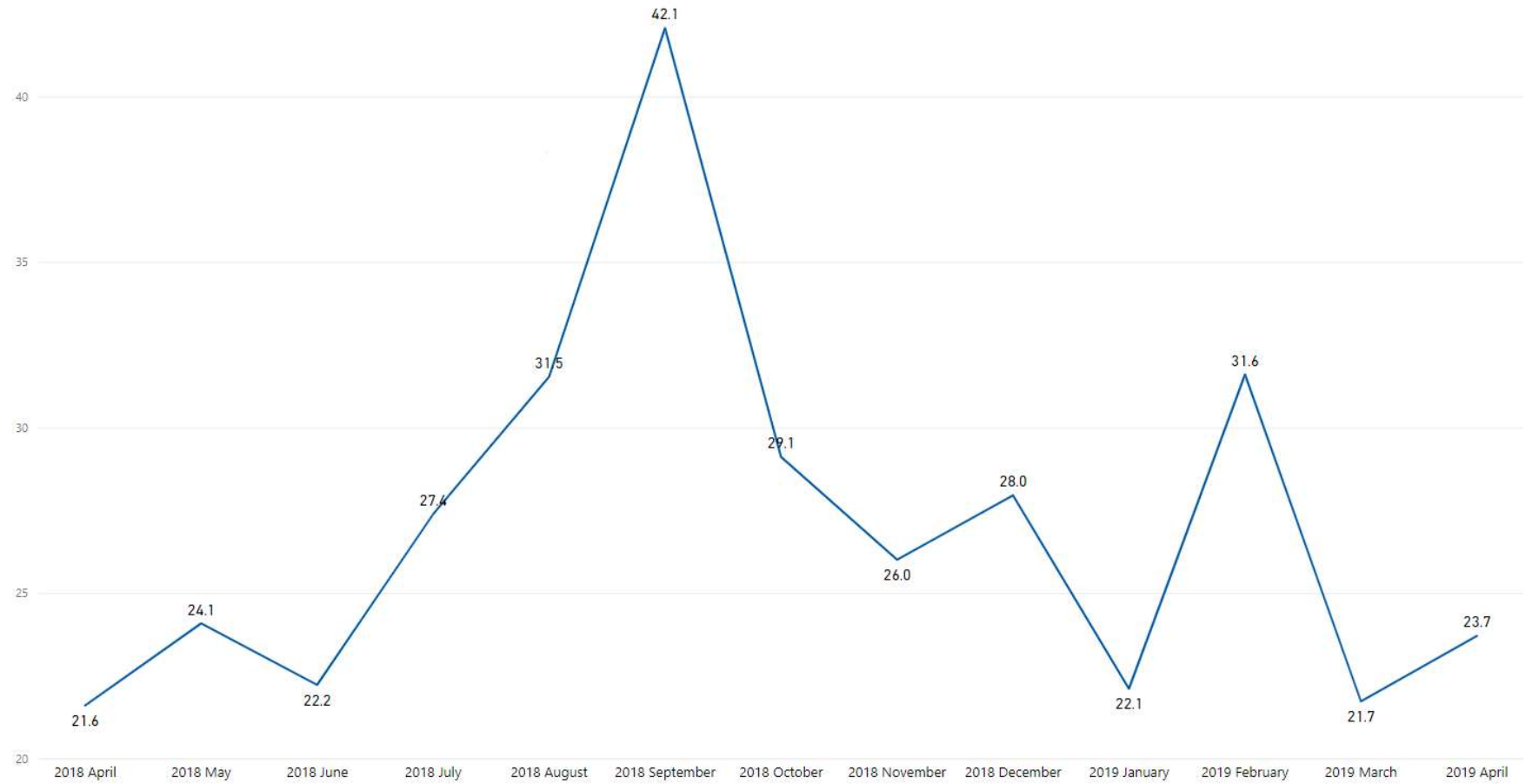
### Truck Turn Times - Fergusson Container Terminal



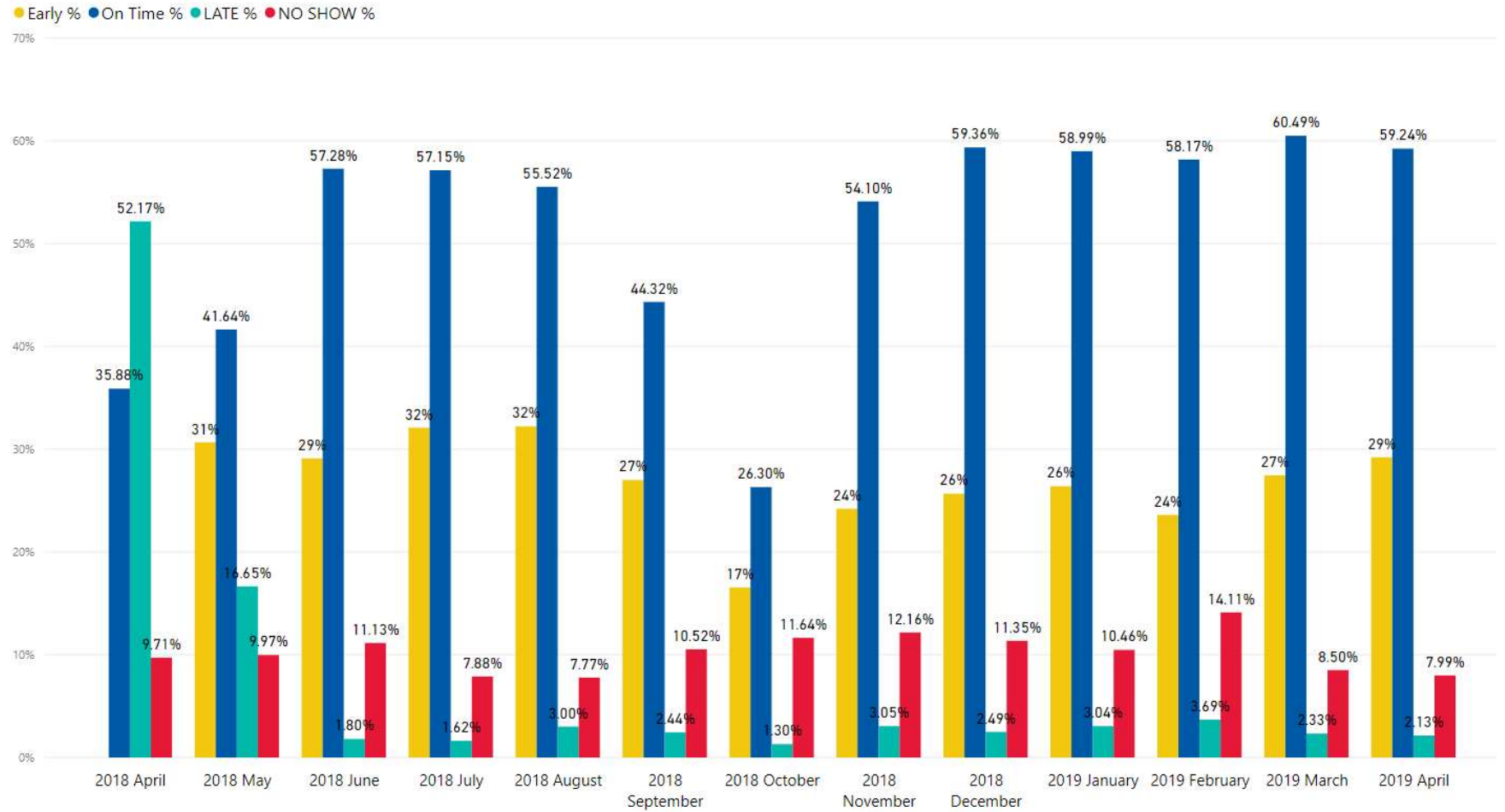
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Average truck-turn time by month at the Fergusson Container Terminal

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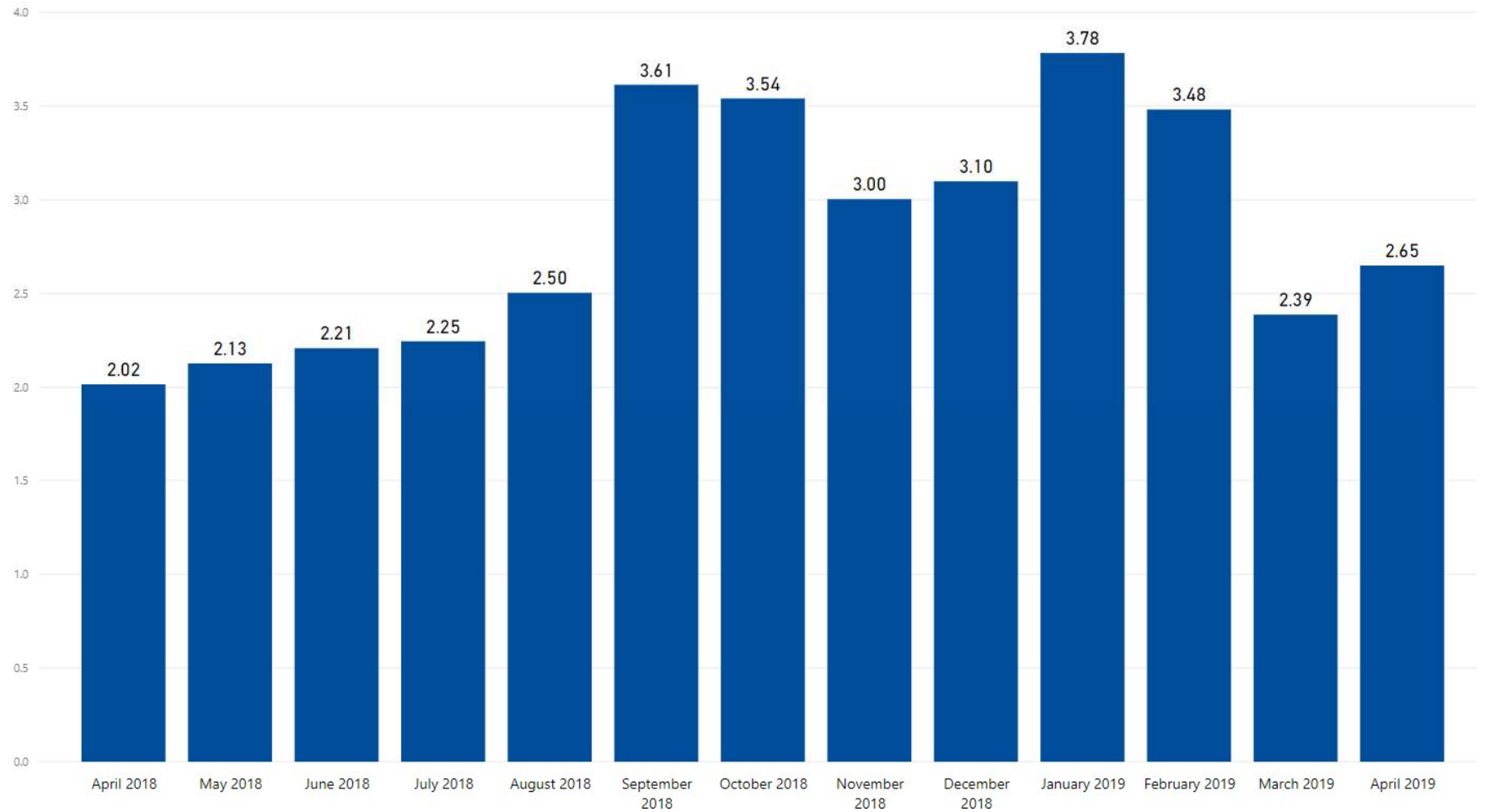
Truck on-time performance for VBS bookings.



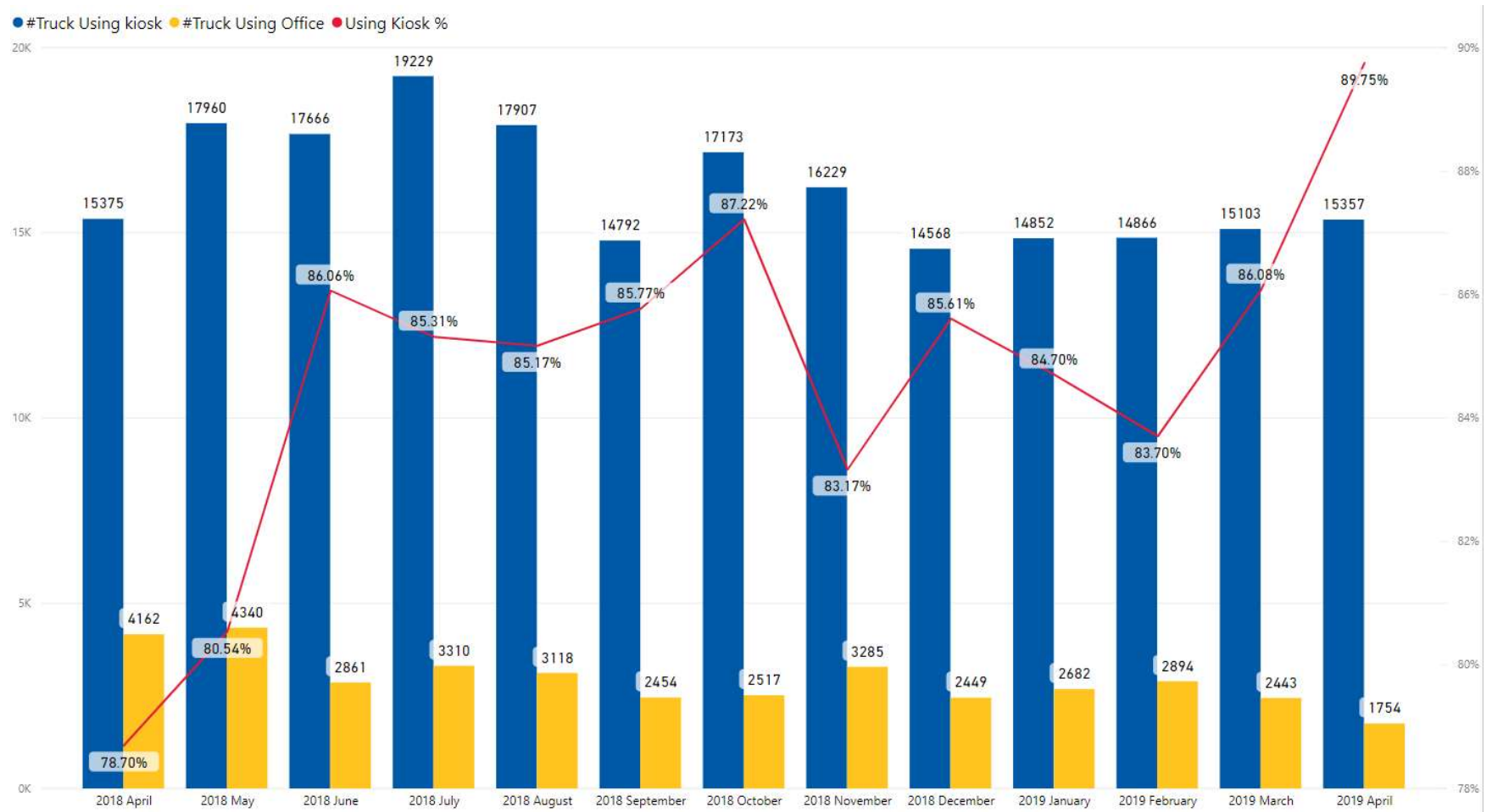
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Dwell time for import containers is calculated from the time a container is discharged from vessel until the container is delivered from the terminal.

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The proportion of total trucks visiting Fergusson Container Terminal that process using the self-service kiosks.



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Average truck-turn time for the Link Facility.

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