

Operational Update: COVID-Level 3

24th November 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status:		
<p>Key points: Fergusson terminal operations running well. Yard utilisation at 101%, so we are managing a very full Terminal yard and appreciate all efforts to help keep containers moving off port.</p> <p>'DEBUSSY 134S' (PANZ) is delayed as she is currently in Tauranga undergoing hull cleaning to meet to MPI biofouling requirements. Please continue to monitor PortConnect for ETA updates.</p>		
Marine Services		
All shifts covered. Pilot times may alter but running to schedule.		
Container terminal vessels at anchor		
None		
Shipping		
<p>Most berth windows suspended, vessels berthing on arrival.</p> <p>Vessels scheduled to arrive over the next few days (note: times may change):</p> <ul style="list-style-type: none"> • Currently alongside & working: 'CALI KE142A' (KEX) • Berthing 25 November: 'OOCL BUSAN 480S' (CNS) & 'MOANA CHIEF 4349 (PACCOS) • Berthing 26 November: 'SEASMILE 041S (NZS) <p>We will keep the website updated with the most current information.</p>		
Labour supply – The presence of Covid in the community and the ongoing lockdown continue to present challenges.		
Yard Capacity – The terminal is 101% utilised today and building.		
Link/On-dock Empty Container Depot – Link facility is at 75% utilisation. Export empty demand remains high. Capacity will continue to be managed tightly.		
Road Services – Running well with average turn times not over 25 minutes. 1,165 import containers left the terminal via road and just under 250 import containers by rail.		
A friendly reminder to contact Customer Service Team for Late Receiving approvals.		
Productivity – still lower and subject to yard utilisation		
Rail Services – Rail operations have been running as expected.		
Other –		
Multi-Cargo Operations		
<p>Berth and Yard Capacity – Container/Bulk berths are at 100% utilisation and yard utilisation is at capacity due to vessels having large exchange volumes. MC Ops are still experiencing some issues with allocating space for export volumes.</p> <p>Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility close to full with cars/vehicles, with three more ships expected prior to the weekend.</p>		

<p>Congestion is set to continue with large container volumes being presented at R&D, and MC will remain under pressure at least for the next few weeks so we encourage carriers to continue to liaise with the shipping lines on receivals and operating hours. POAL/MC Ops team request all efforts for key stakeholders to resource for the swift delivery of cargo within its permitted free time. Extensions for free time and any additional storage will not be considered.</p>	
<p>Road Services – Container and Breakbulk R&D are busy. The Bledisloe Truck-grid continues to have congestion during busy periods but is being managed accordingly, R&D service issues must be directed to the Shipping Line and their nominated stevedore directly keeping our MC team in copy. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas and any subsequent issues.</p>	
<p>Other – COVID-19 controls remain in place. Masks must be worn on port and all visitors should use N95 masks if available as they are more effective against the Delta variant. Always stay two metres away from all other people. Do not physically approach Ports of Auckland staff or people from other organisations, please respect and maintain safe social distancing.</p>	

Friendly reminders: A reminder - Customer Services enquiries should continue to be directed to CustomerServiceC@poal.co.nz. The team can be reached via their normal phone number: **09 348 5360**. Hours of work: Monday to Friday 07:00hrs to 19:00hrs and Saturday 07:00hrs to 15:00hrs.

For Container Terminal VBS Bookings please refer to the bookings system in the first instance. For any essential cargo bookings, hazardous, active reefers or please email driverassist@poal.co.nz.

Next update will be on Friday 26th November 2021.