

# Operational Update:

26<sup>th</sup> May 2021

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Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
<b>Overall status</b>		
<p><b>Key points:</b> Last night we experienced system issues that affected vessel and R&amp;D operations at Fergusson North. Our IT Team worked on resolving the issue as a high priority but the productivity on the Northern-berth and R&amp;D was affected and took some time to recover.</p> <p>Our Drivers Assist Team was in contact with affected carriers. All No Show charges for this period have been waived. We would like to thank affected carriers for patience and co-operation.</p> <p>Currently Fergusson R&amp;D Operations are running well.</p>		
<b>Marine Services</b>		
All shifts covered. Pilot times may alter, but generally running to schedule.		
<b>Container terminal vessels at anchor -</b>		
'Nordmargherita 026S' (BAE): arrived 22/05 berthing 27/05		
<b>Container Terminal Operations</b>		
<p><b>Berth windows and vessel schedules</b> – Berth windows are being phased back in between now and August. This will not be easy, as we are working in an environment where supply chain is disrupted globally. We will work closely with Lines as we try to restore berth windows.</p> <p>For the week ending Sunday 23rd May the average berthing delay time between Lines scheduled arrival and actual berthing time (ABT) was 4.2 days and when comparing updated vessel ETA to ABT was 2.9 days. The last 4-week average to 23rd May has been 4.9 days and 3.7 days respectively.</p> <p>Please see below the vessels scheduled to arrive over the next few days (note: this is an indication only and may change due to operations):</p> <ul style="list-style-type: none"> <li>• <b>Alongside and working:</b> 'Kota Lembah LEM191' (NZS)</li> <li>• <b>Berthing 27 May:</b> 'Moana Chief 4297' (PACCOS) &amp; 'Nordmargherita 026S' (BAE)</li> <li>• <b>Berthing 28 May:</b> 'Sagitta KE116A' (KEX)</li> </ul> <p>We will keep the <a href="#">website</a> updated with the most current information.</p>		
<b>Labour supply</b> – Training and domestic recruitment is going well. International recruitment is on hold.		
<b>Yard Capacity</b> – As of today, the main terminal is approx. 89% utilised and Automation yard at 50%. Please note that the average container dwell times at the terminal (month to date) is 2.2 days for imports and 6.9 days for exports.		
<b>Link/On-dock Empty Container Depot</b> – Link facility is at approx. 76% utilisation. We are balancing Terminal and Link yard capacity to optimise operations. Carriers, Lines and Depots please continue to monitor separate advisories regarding delivery instructions with updates as space is at critical levels.		
<b>Road Services</b> – between Monday and Tuesday we delivered out 1,150 import containers via road and 262 import containers via rail. Average truck turn times did not exceed 34 minutes during this period.		

Over the last 2 days R&D operations were running well. There are VBS slots in the pool between midnight and 0400am on Thursday. As usual, we will be assisting with VBS for fully cleared import DG, active reefers and export cut offs. For Late Reveal approvals please apply through Customer Service Team.	
<b>Productivity</b> – still lower than normal.	
<b>Rail Services</b> –	
<b>Other</b> –	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Container/Bulk berths are at 100% utilisation today and will be throughout the rest of the week. Jellicoe and Freyberg container and breakbulk yards are currently at 100%. Captain Cook, Marsden, Bledisloe yard and the Car Handling Facility are currently at 50% utilisation. With 4 PCC vessels this week space will come back up to 100%. There is a container vessel scheduled for Bledisloe Wharf later this week, so truck and heavy machinery movements through the area will increase throughout the week.	
<b>Road Services</b> – Container and Breakbulk R&D is still extremely busy, along with bulk transporters continuing steadily this week and into the weekend. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging area.	
<b>Other</b> - Jellicoe Wharf temporary roadway diversion in place – take care through this area.  COVID controls, including social distancing and masks (PPE) are expected. Observations will continue by POAL staff, coaching will be undertaken if expectations are not met.	

**Friendly reminders:** A reminder - Customer Services enquiries should continue to be directed to [CustomerServiceC@poal.co.nz](mailto:CustomerServiceC@poal.co.nz) The team can be reached via their normal phone number: **09 348 5100 ext.1**. 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 late running export containers please email [driverassist@poal.co.nz](mailto:driverassist@poal.co.nz).

Next update will be Friday 28<sup>th</sup> May 2021.