

Operational Update: COVID-Level 4

3rd September 2021

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status:	
<p>Key points: As of this morning utilisation of the main yard is sitting at 77%. Over the weekend we will received approx. 3,300 import containers into the yard. As a result yard utilisation will be pushed to 100+%. There are plenty of VBS bookings available in the pool for Saturday and Sunday therefore we are asking carriers to utilise those to uplift import containers from the yard.</p> <p>Following positive feedback from the transport community, we have now turned off the pre-gate kiosks and moved on to only using 0800 number for processing trucks at Fergusson terminal. The road office team now deals with the increased volume of phone calls. Despatchers wanting to contact Driver Assist are asked to do so via email and not phone so that Drivers in the truck park using the 0800 number are not delayed.</p> <p>On Saturday 4th September we will carry out an integration platform system update with Containerchain in the off-peak from 1700 hours to 0030 hours. During this time Containerchain will be accessible to view bookings, however carriers will not be able to create new bookings or make changes to already confirmed bookings. Please ensure that you have your bookings confirmed before 1700 hours.</p>	
Marine Services	
All shifts covered. Pilot times may alter but generally running to schedule.	
Container terminal vessels at anchor -	
None	
Container Terminal Operations	
<p>Berth windows and vessel schedules – No change. Most berth windows are suspended.</p> <p>For the week ending 29th August: The delay between ‘scheduled arrival’ and ‘actual berthing time’ (ABT) was 5.1 days. This was primarily vessels advertised ETA not aligned with the actual berthing time due to delays at other Ports. Throughout the week, we had no vessels at anchor. The delay between Updated Arrival and ABT was 0.2 day.</p> <p>Vessels scheduled to arrive over the next few days (note: times may change):</p> <ul style="list-style-type: none"> • Alongside and working: ‘Kalliroe 014S’ (BAE) & ‘Maine Trader 033’ (NZS) • Berthing 4 September: ‘Ionikos 357S’ (CNS) • Berthing 5 September: ‘Nefeli 2115’ (ANL TTZ) <p>We will keep the website updated with the most current information.</p>	
Labour supply – Good, given current circumstances. There continues to be variability in labour supply because of people needing to isolate as places of interest and cases evolve which remains an ongoing risk to operations. Staff testing and vaccination rates are good.	
Yard Capacity – The terminal is 77% utilised today. Import volume continues to flow in and out of the terminal and we continue to experience high but volatile demand for export empty evacuations. Average container dwell time at the terminal for the month of August was 2.5 days for imports and 6.1 days for exports. The latter negatively impacting on our higher yard utilisation and productivity for the month.	

<p>Link/On-dock Empty Container Depot – Link facility is at 64% utilisation. It is a constant balancing task for us to manage 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.</p>	
<p>Road Services – on Wednesday and Thursday we delivered out a combined total of 1,385 import containers via road and 265 import containers via rail. Average truck turn times across both days have not exceeded 35 minutes.</p> <p>R&D operations today are running very well. There are plenty of VBS bookings in the pool for import pickups on Saturday and Sunday. On Monday VBS bookings are available <u>before</u> 0500hrs and <u>after</u> 1400hrs.</p> <p>For Late Receival approvals please apply through Customer Service Team.</p>	
<p>Productivity – still lower than normal.</p>	
<p>Rail Services – Rail operations are running as expected.</p>	
<p>Other –</p>	
<p>Multi-Cargo Operations</p>	
<p>Berth and Yard Capacity – Container/Bulk berths are currently at approx 100% utilisation. Jellicoe and Freyberg container and breakbulk yards are currently at 100% utilisation. Volumes remain high. 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>Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility are currently at 100%.</p>	
<p>Road Services – Container and Breakbulk R&D are busy. The Bledisloe Truck-grid has been congested but being managed accordingly, please raise any issues with MC directly. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas.</p>	
<p>Other – COVID-19 controls appropriate for alert Level 4 are back 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 Monday 6th September 2021.