



104<sup>th</sup> AAPA Annual Convention  
Enhance Efficiency In and Around Your Port  
November 3, 2015

# Difficult Times



NY-NJ Container Terminals Hit By Chassis Shortages

July 17, 2012



Sandy's Tidal Surge Causes Major Damage to NY-NJ Terminals

October 29, 2012

Navis implementation at NY terminal plagues Maher

Friday, June 28, 2013



Long lines of trucks at Ports of Newark and Elizabeth causing financial strain, traffic jams

February 20, 2014

Brutal Winter, Labor Shortages Make For Mess At New Jersey Po

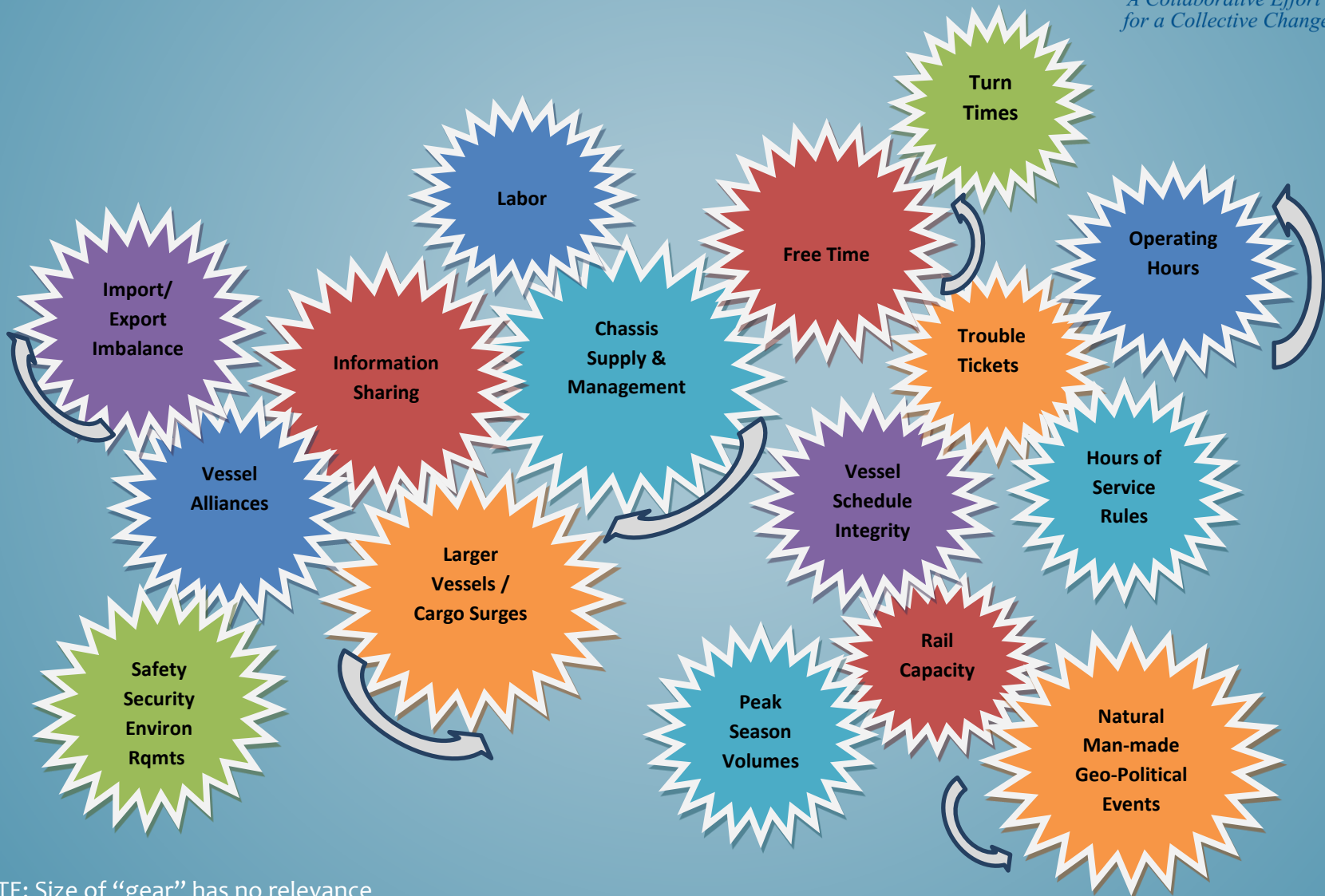
February 26, 2014





**KEEP CALM  
AND DON'T  
LET A GOOD CRISIS  
GO TO  
WASTE**

# Gears of an Efficient and Reliable Port



NOTE: Size of “gear” has no relevance

# Business Relationships (Landlord Port Authority)



*A Collaborative Effort  
for a Collective Change*



**FF / CHB  
NVOCC / 3PLs**



**Shipper**

Contract of  
Carriage



Stevedoring  
Contract



Lease

**THE PORT AUTHORITY  
OF NY & NJ**

Labor  
Contract



Merchant Haulage



Merchant Haulage

Carrier Haulage

Lease or  
Rental



Carrier Haulage



**GOAL: Final  
Destination**

Only through collaboration can we reach the goal.

# Port Performance Task Force



- ✓ In late 2013, the Port Authority formed the Port Performance Task Force (PPTF) comprised of industry executives to:
  - Provide a framework for constituents in the Port of NY and NJ to discuss areas of common interest
  - Identify challenges to port efficiency and service reliability
  - Recommend potential solutions and Key Performance Indicators in order to maintain the Port's position as a preeminent port of the United States
- ✓ 23 recommendations to improve performance in the Port
  - Divided in three tiers based on impact, scale and ease of implementation.



# 23 Recommendations



## Tier 1

- Chassis Management System
- Truck Management System
- Port Community System
- Align gate hours
- Measure truck movements

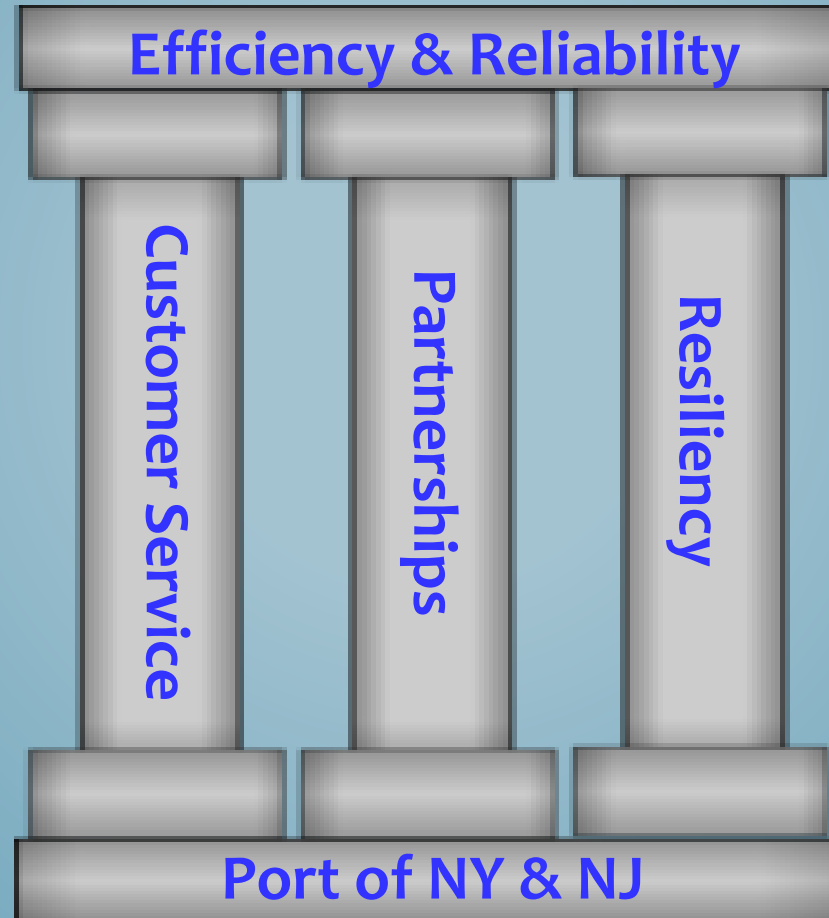
## Tier 2

- Customer service availability
- Guidelines for free time
- ExpressRail support track
- Street turn system
- Daily bulletin board of conditions
- Key Performance Indicators

## Tier 3

- Continuity of the PPTF mission
- “Guide Book”
- Daily “Planning Guide”
- Establish inland ports
- Container Transfer Fee
- Labor metrics
- Develop a unified customer service/411 center
- Performance standards for empty and chassis depots
- Block stowage
- Touch pads at gate pedestals
- Weekend rail cargo
- Crisis communications plan

# Balancing the Three Pillars of Port Performance





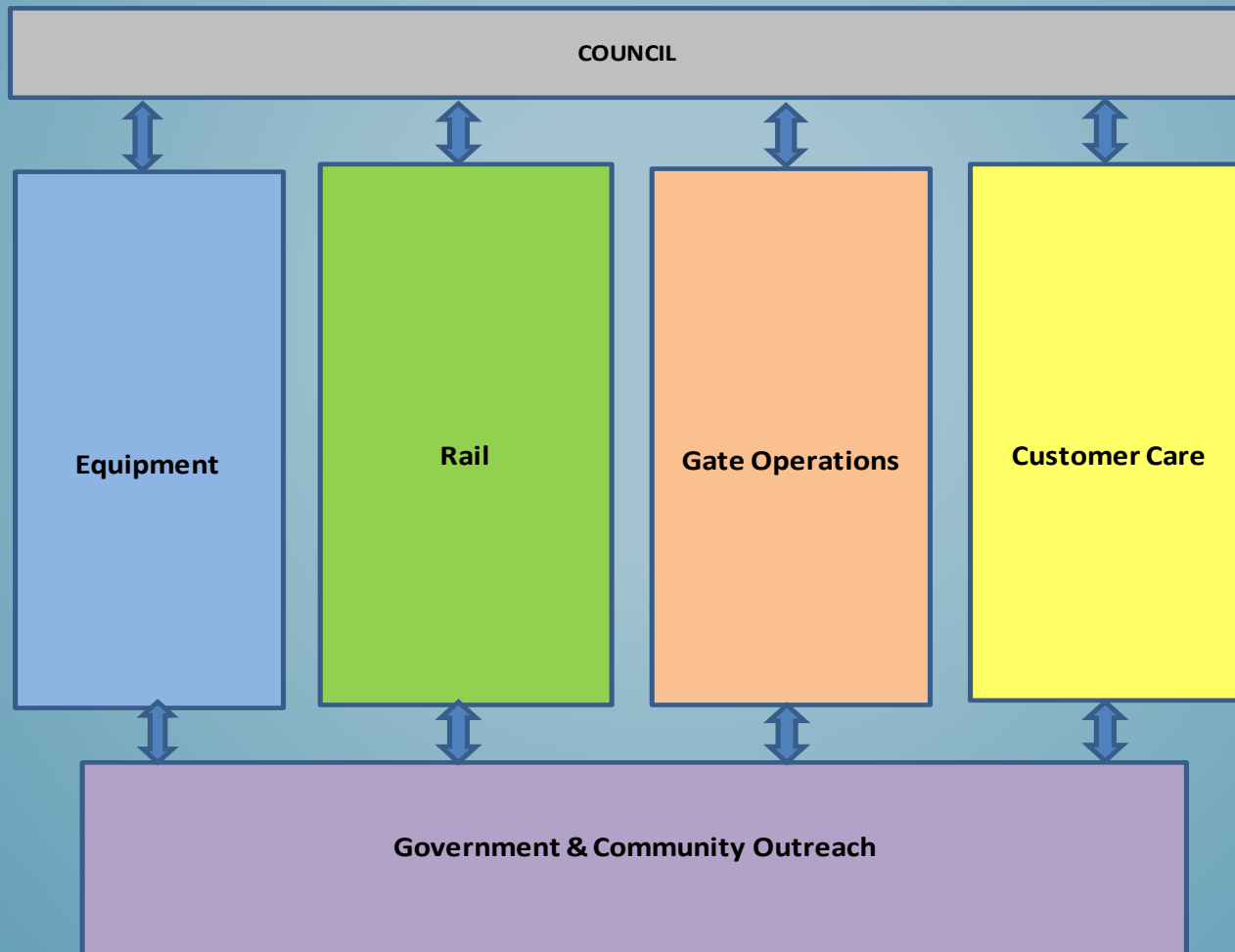
# Council on Port Performance (CPP)



The Council shall:

1. Work to implement the recommendations contained in the Port Performance Task Force (PPTF) Final Report dated June 2014.
2. Work to protect and advance the common interests of the diverse stakeholders in the Port.
3. Advocate for changes in policies, programs and procedures that will improve the Port's preeminent position.
4. Promote information sharing and relationship building for the benefit of all port stakeholders and work to ensure an understanding of the Port's importance to the regional and national economy.
5. Identify and address any emerging issues that impact the competitiveness and efficiency of the Port.
6. Provide oversight on matters that impact day-to-day operations.

# CPP Structure



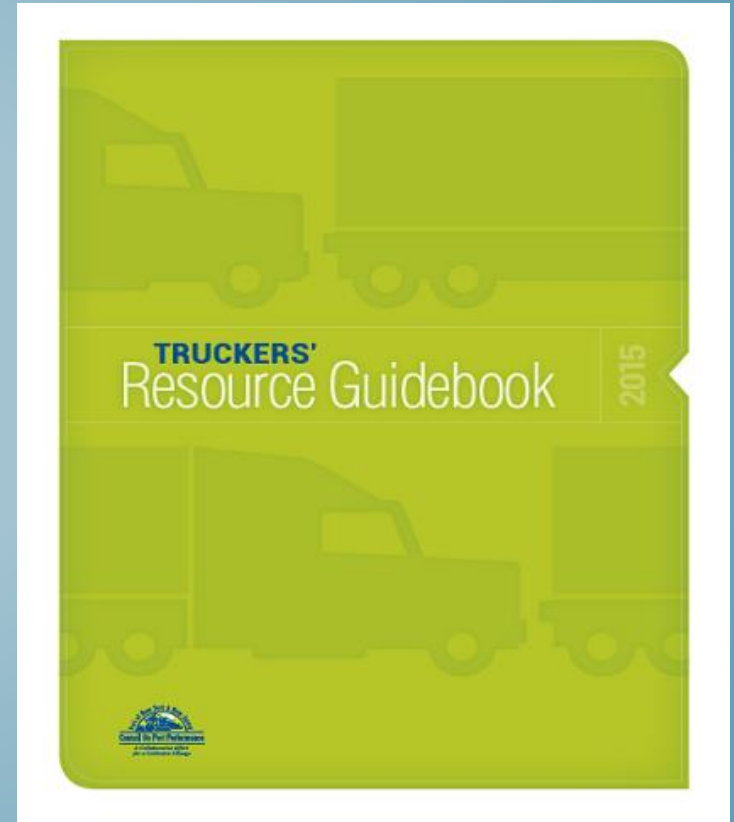
# Accomplishments – PPTF Report Card



Tier	Initiative	Status	Stakeholder Benefit
3	Continuity of PPTF mission		Clear, consistent information sharing and continued collaboration amongst numerous stakeholder communities.
1	Integrated Port Community System (PCS) Utilization		The Terminal Information Portal System (TIPS) provides streamlined access to information on container availability, booking status, vessel schedules and empty returns. Go to <a href="http://www.porttruckpass.com">www.porttruckpass.com</a>
3	Guidebook		Published in July 2015, the Truckers' Resource Guidebook on how to navigate through the Port of NY & NJ's six marine terminals to ensure a successful visit, including important phone numbers, a list of Do's and Don'ts, FAQ's, and terminal maps.
N/A	Winter Weather Plan		Provides predictable actions for adverse weather including conditions for free time, demurrage and per diem extensions or waivers.
N/A	Increased communication		Ensure customers have accurate information to support day to day decision-making and port selection.
N/A	Streamlined eAlerts System		Improved the customer experience by eliminate several steps for registering and developing pre-scripted messages.
N/A	Customer Service Contacts Database		Consolidates key points of contacts for port stakeholders in one simple to use PDF document.
N/A	Alignment of Truck Service Center (TSC) Hours		Access to information and resources during holidays that terminals are open.
N/A	Traffic Management Plan		Provides predictability during high volume days providing standardized action and messaging.
N/A	CPP Website ( <a href="http://www.councilonportperformance.com">www.councilonportperformance.com</a> )		All current and archived information on CPP activities available as well as an online suggestion form.

# Trucker's Resource Guide

- Aid in the education of truckers and dispatchers
- Objective is to reduce trouble tickets in order to improve turn time
  - Top ten trouble ticket issues are listed with suggestions on how to avoid occurrence
- Translated into Spanish and Mandarin
  - Polish under development
- Guide is available in hard copy at the Truck Service Center and can be downloaded and saved in iBook applications.



<http://www.panynj.gov/port/pdf/PPP-2015-Trucker-Guidebook-ENG.pdf>

# Terminal Information Portal System (TIPS)



- **Single consolidated web portal for all six container terminals.**
  - Port and Terminal Information Import Container Availability
  - Export Booking Inquiries
  - Vessel Schedules (cutoffs, first available day, etc.)
  - Empty Container Return Location
- Create “watch lists” of your containers regardless of what terminal they are being handled at.
- Receive notifications when the status of your container or booking changes (i.e. holds placed/ released, balance updated, etc.).
- Additional features will be added in the future.

[www.porttruckpass.com](http://www.porttruckpass.com)

The screenshot shows the TIPS web portal interface. At the top, there is a navigation bar with 'TIPS', 'Truck Management', 'Tag Purchase', and 'Account'. The main content area is titled 'Import Availability' and features a search input field for 'Enter Container Number(s)'. Below the search field are 'Check' and 'Clear' buttons. A 'Search by Text' field and a '[Clear filter]' link are also present. The main part of the page is a table with the following columns: Container, Status, Holds, Size/Type, Line, Terminal, Last Free Day, and Date Added. The table contains 10 rows of data, with some containers marked as 'AVAILABLE' and others as 'NOT AVAILABLE' with a 'YES' hold.

Container	Status	Holds	Size/Type	Line	Terminal	Last Free Day	Date Added
AMFU853290	AVAILABLE				APMT-NWK	01 Sep 2015	28 Aug 2015 14:22
AMFU852508	AVAILABLE		40HQ	HLCU	GCTN		28 Aug 2015 14:22
ACLU9694215	AVAILABLE				PNCT		28 Aug 2015 14:21
ACLU9672221	NOT AVAILABLE	YES	40HQ	ACLU	GCTN		28 Aug 2015 14:21
AKLU8020836	AVAILABLE		20GP	KKLU	MAHR	06 Aug 2015	28 Aug 2015 14:21
ACLU9693712	AVAILABLE				PNCT		28 Aug 2015 14:21
ACLU2187991	NOT AVAILABLE	YES	40GP	ACLU	GCTB	08 Jun 2015	28 Aug 2015 14:21
ACLU5966402	NOT AVAILABLE				APMT-NWK	27 Aug 2015	28 Aug 2015 14:21

Navigation: <<First <Prev Page 1 of 1 10 Next> Last>> Total Count 8

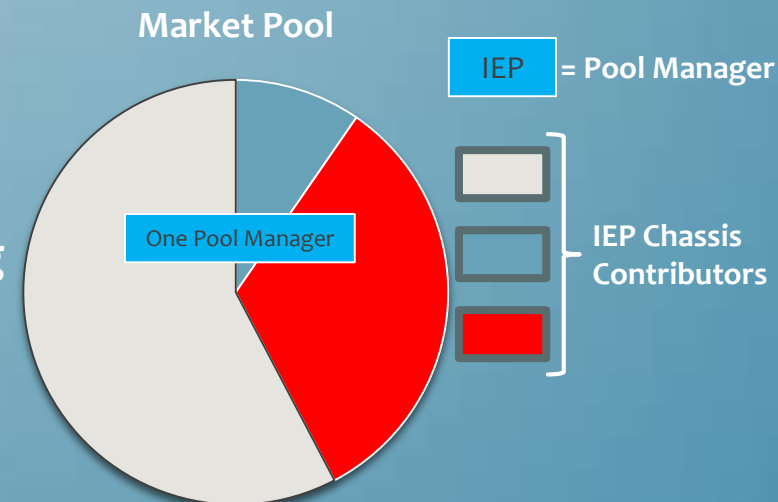
Remove

# CHASSIS MANAGEMENT SYSTEM



- **Equipment IT formed and represents key market stakeholders**
  - NYSA, PANYNJ, Motor Carriers, Steamship lines, Labor, Marine Terminal Operators & IEP's
- **Pool structures evaluated and Market Pool (Co-Op) selected**
  - Designed to serve a broad number of customers for multiple contributing IEP's
  - The pool operates with one pool manager and one set of operating rules
  - Multiple IEPs may contribute to the fleet, and chassis are “gray” across all locations in the pool

- **Pool Operating Agreement was developed**
- **A Pool Manager was selected (JV of 3 IEPs)**
- **Operating Agreement's Terms & Conditions being finalized**



# Key Performance Indicators (KPIs)

2015	Average Monthly Measurements				% Change
	Q1	Q2	Q3 (July)	Q4	
Gatemoes	70,056	75,300	77,489		
Import Inventory	38,099	38,906	31,903		
Dwell Time	5.1	4.7	4.2		
Trouble Tickets	7,536	7,855	7,462		

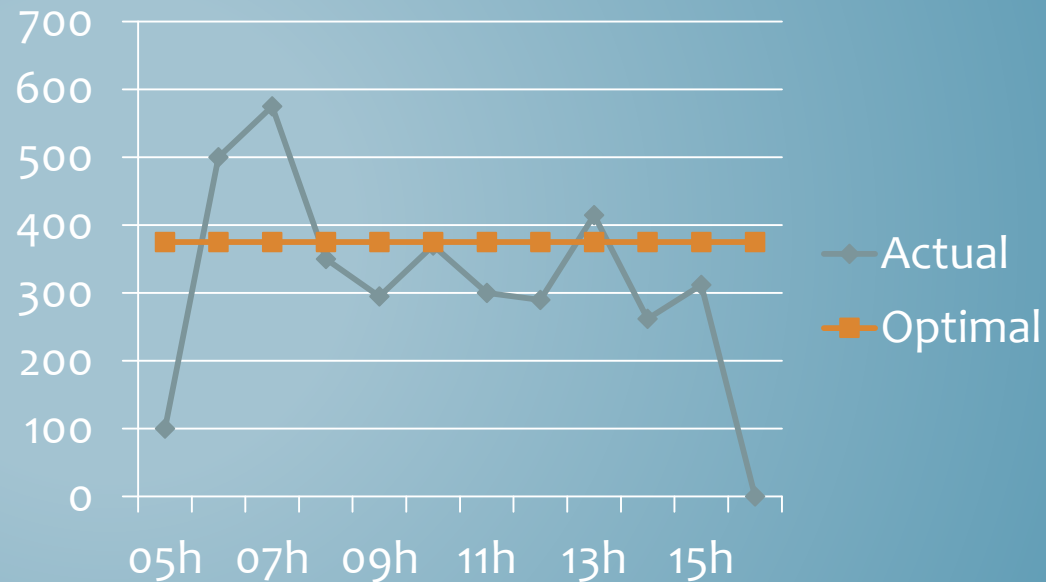
Source: Terminal Reporting

- 22 General KPIs identified (PPTF Report - Appendix D)
- 13 Additional KPIs dealing with chassis pool management
- Grouped KPIs into 7 categories and ranked based on:
  - 1) Impact
  - 2) Feasibility
  - 3) Ease of Implementation
- Next Steps:
  - 1) Definition of KPI
  - 2) Time period of reporting
  - 3) Report on aggregate or individual basis
  - 4) How to measure

# Truck Management System

- **Synonymous with Appointment System, Reservation System or Pre-Advise System**

- **All about efficiency & productivity**
- **Better align supply and demand**
  - **Decrease queue, turn time, congestion and emissions**
  - **Increase MTO efficiency**
- **Leveraging lessons learned from similar deployments**
- **Port wide system with common platform and rules**
- **Pilot at GCT Bayonne in 1Q16**

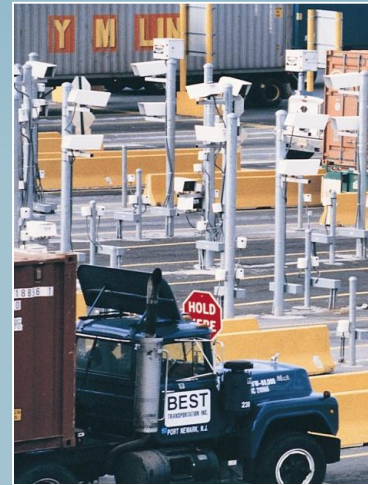




# Conclusion

- Execute the plan
- Continue the collaboration
- Communication
- Transparency

[www.councilonportperformance.com](http://www.councilonportperformance.com)





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for a Collective Change*

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