



# EVERGREEN LINE

## TERMINAL OPERATIONS

### Everport Terminal Services (ETS) at Tacoma, Oakland, L.A. Enhancement Update – 2019 September

September 24, 2019

In order to expedite operations and continually improve customer experience at Everport Terminal Services at Tacoma, Oakland and Los Angeles we are pleased to advise you of the following:

#### ETS Tacoma :

- ❖ **New: An eModal appointment system was deployed effective 09/23/2019.** The appointment system will help keep turn-times low by regulating traffic flow into the terminal and also allow the terminal to place effective manning orders when viewing booked appointments for future shifts.
- ❖ **Four hoot shifts (3<sup>rd</sup> shift) per week** were added several months ago to gate operations in an effort to even traffic flow to the terminal. Terminal hours are now Monday – Thursday 0300 – 1615, Friday 0700 – 1615. Since the introduction of the extra gates there rarely are wait times to enter the terminal.
- ❖ **Auto in-gate/prelodged information: Update: will be implemented during the 4<sup>th</sup> quarter** to increase gate efficiency. eModal will be the platform used by truckers, shippers and importers to enter transaction data. Information entered in eModal will be associated with a trucker RFID tag. Information entered in eModal will feed into the ETS terminal operating system. Trucker RFID tags will be read as trucks pull up to in-gate pedestals and an equipment interchange receipt (EIR) will automatically print at the pedestals.
- ❖ **RFID readers and PTZ cameras at the transfer zone lanes** are currently being installed – **Update: estimated start date will be during the 4<sup>th</sup> quarter.** This will increase efficiency at the transfer zone. Truckers will no longer have to exit their cab and scan gate passes after parking in transfer zone lanes. When trucks are backing into lanes RFID tags will automatically scan populating transaction information to labor. To handle any exceptions, labor will have access to pan/tilt/zoom (PTZ) cameras to identify containers and resolve discrepancies.
- ❖ **Real Time Location Sensors (RTLS) on terminal equipment (strads, top picks, side picks)** is currently being installed. **Update: currently under testing. Estimated start date - 4<sup>th</sup> quarter.** RTLS will significantly improve container inventory throughout the terminal by automatically updating container locations when equipment unlocks from containers. This project will help reduce trucker turn-times by automatically updating locations of import containers re-handled within the yard during import deliveries.

- ❖ **The Clean Truck Program** requiring all trucks to be equipped with RFID tags rolled out 01/01/2019. RFID readers were installed by the NWSA at the in/out-gates lanes leading up to the Clean Truck program start date. Phase two of this program will include RFID readers at the queue lot. The Clean Truck program will allow the terminal to capture complete turn-times of trucks doing business on the terminal.
- ❖ **Free Flow** - ETS Tacoma has been informing import truckers of the Free Flow program, whereby any shippers/truckers with 20 or more containers of the same size on the same vessel, using the same chassis, can have these containers placed aside by ETS Tacoma for free flow/peel-off delivery. Shippers/truckers must inform ETS of the shipment two days prior to the vessel ETA. ETS Tacoma will assign a free flow pickup code that will be emailed to the shipper/trucker when their loads are ready for pickup. All Free Flow containers must be picked up within 3 business days for ETS Tacoma to continue to Free Flow containers.
- ❖ **Free Flow is now delivered by strad carrier** when vessels are on proforma. Strad delivery makes import free flow containers immediately available upon discharge. Previously one shift was needed to block free flow containers to be delivered by top pick.
- ❖ **Power Packs** are supplied to help with peak reefer volumes. An additional 120 reefer plugs are supplied through power packs. With the addition of power packs, ETS Tacoma terminal now has a total of 774 reefer plugs.
- ❖ **ETS Tacoma Motor Carrier Outreach** - Washington Trucker Association (WTA) meetings with ETS Tacoma and the NWSA continue in an effort to help improve service at the terminal and The Port of Tacoma as a whole. ETS Tacoma will be meeting with the WTA and the NWSA quarterly to review port and terminal conditions.
- ❖ **Extended Gates** – the review process will be ongoing on a case by case basis per operational needs, in order to help reduce overall terminal congestion.

#### **ETS Oakland :**

- ❖ **Free Flow** - ETS Oakland accommodates requests to free flow/deck sort import containers. Twenty or more containers of the same length discharging from one vessel can qualify to move on chassis owned by the same trucker or leasing company. Up to six requests can be accommodated for any one vessel and they will be from the request received covering the greatest number of containers to that pertaining to the fewest.
- ❖ **Decked Requests** - Import containers that are not moving in a sufficient number to be handled as free flow/deck sort, that will be picked up by a driver using company owned chassis, or that cannot be received in any order but need to be requested by number in specific order, may be requested to be decked. Should a container that is covered by such a request be wheeled by ETS Oakland for operational expediency, a no-cost flip will be provided for the driver that arrives for the container.

(All requests for Free Flow and Decked Request need to be received by ETS Oakland, through ABPI Customers Service, in advance of vessels being planned in order to be accommodated. To ensure timely receipt, please send requests two or more business days in advance of vessels' estimated times of arrival (ETAs)).

- ❖ **Decked Networks** - ETS Oakland has increased the number of decked networks from which import containers are delivered by top-pick. Abundant appointments are available for these areas and turn-times are typically very efficient.
- ❖ **Appointment Exemptions** - In cases when no appointments remain for a particular area, ETS Oakland continues to be willing to review and approve requests for import containers to be made without an appointment, during specific periods of time when it is believed delivery can be accommodated within reasonable a timeframe and without adversely affecting our ability to serve other drivers already at the terminal or already holding appointments. Exemption requests should be submitted through ABPI Customers Service.
- ❖ **Trains-Tainers** - ETS Oakland has recently increased inventory of trans-tainers from four to eight. This important investment in container handling equipment has significantly expanded the terminal's ability to deliver greater numbers of containers over fewer days.
- ❖ **Top-Pick Fleet** - ETS Oakland also plan to increase its top-pick fleet from 13 to 15 units and anticipate rolling out the ability to pre-lodge transaction information through eModal, in the near future.

#### **ETS Los Angeles :**

- ❖ **Free Flow** - ETS Los Angeles provides free flow service and has seen increased volume of free flow from more customers. ETS continues to investigate ways to increase the free flow volume, which will, in turn, improve turn times.
- ❖ **Gate Pre-Arrival** - Programming was completed on Aug 15, 2019. eModal/ETS Los Angeles conducted a workshop meeting with our test trucking company PTID the first week of September to set up pre-arrival appointments and monitoring the process. Prior to going live, ETS will plan to have a trucking community meeting and start broadcasting through the eModal system. Expected to be launched 4<sup>th</sup> quarter 2019.
- ❖ **Yard Lighting** has been updated to LED. In cooperation with the Department of Water and Power, 65 terminal yard light poles were converted from sodium to LED lighting, creating a safer and more efficient night operation for the PierPass gates.
- ❖ **Berth Upgrade**- Construction started on a 2-year project to upgrade the existing berths to accommodate larger vessels. ETS Los Angeles expects no disruptions or service issues during this berth upgrade.

Thank you for your business and continued support.