



## Port of Vancouver Container Terminal Scheduling System (CTS)

**Effective March 1, 2001**  
*(to be phased in)*

### **CTS System**

Is a truck reservation system designed to provide a given number of time slots during gate hours when a carrier who holds a valid permit with the Vancouver Port Authority can reserve and be assured of being handled. **The CTS system does not eliminate or replace pre-existing scheduling arrangements with the terminals, ie: volume speed gates, bulk lanes, etc. It complements these arrangements where they continue to be mutually beneficial.**

### **Participating Terminals**

Vanterm, Centerm and Deltaport are participating in the CTS system. As CTS develops, the system will become more uniform between the three facilities. Meanwhile, variations between the terminals are listed in appendices A, B and C.

### **Reservation Entry**

A reservation electronically through the terminal's web page is made against a time slot. Each time slot has a dedicated number of reservable transactions (see appendices). These transactions are determined by the terminals and reflect the capacity that can be catered for.

### **Making a Reservation**

For information on making or canceling a reservation, please consult the appropriate Appendix A, B or C.

### **Processing Reservations**

**Reservations for import containers are compulsory:** all clearances and demurrage payments will need to be in place prior to finalizing the reservation. Container numbers may be required, dependent on the volume and terminal. Containers must be from vessels where discharge is completed.

### **Dedicated Gate Lanes**

A number of dedicated gate lanes will be available and identified at each terminal.

## **Time Slots**

Reservations will be given in hourly time slots. All trucks with reservations must be in line at least 15 minutes prior to the expiration of their reserved time slot. Should they arrive later, they must use the non-reservation lines or reschedule in the case of import containers. Special circumstances will be addressed by the terminals on a case by case basis.

## **Where can I use this system?**

This system is available at Vanterm, Centerm and Deltaport to carriers who hold a valid licence with the Vancouver Port Authority. The system will become more uniform between the three facilities; meanwhile variations between the terminals are listed in Appendix A, B and C.

## **When can I use this system?**

This CTS system can be used during normal working hours at the terminals. For gate times at the terminals, please consult the appropriate Appendix A, B or C.

**Scheduled Saturday and night gate services at all terminals will be by pre-arrangement only.**

## **What if I'm early?**

If all reservations have been completed then the truck will be processed as soon as possible. If this is not possible, then the truck must wait for its time slot.

## **What if I have a problem or arrive on time but it appears unlikely that I will be serviced within the time frame?**

Contact the following:

Vanterm – Blain Leonard – 251-9322  
Centerm – Superintendent – 252-2458  
Deltaport – Ron Brown – 215-5735

## **What if I am hauling long distance?**

The scheduling system will be available to all licenced carriers, irrespective of whether they are local or long haul. **Please note, long haul carriers are required to schedule import container pick-ups.**

## **What penalties are there?**

Carriers that over-book reservations or fail to show for their assigned time period or attempt to use the reservation line without a bonafide reservation, risk restriction or loss of access to the reservation system. Companies that persistently abuse the system risk having their licences revoked. **See Appendix D**

Terminals reserve the right to charge for re-handling or other related costs if carriers fail to appear, in whole or in part, or refuse allocated containers. **See Appendix D**

## **What recourse do I have?**

A Stakeholder Committee Chaired by the Vancouver Port Authority is available to review complaints or accept recommendations for improvement. For more information please contact the Harbour Master at (604) 665-9086.

## **What is the cost?**

There will be no cost to the system users.

## **Computer System Requirements!**

It is recommended that you have the following:

- Computer: any Pentium processor – 200 mhz (minimum)
- Operating system: Microsoft Windows 95, 98, 2000 or Windows NT 4.0
- Available RAM: 64MB (minimum)

The reservation system is currently not available for MacIntosh systems, but will be in the future.

An ISP (Internet Service Provider) is a company that provides access to the Internet. The ISP provides users with a software package, a username and a password. You can use a modem, an ADSL line, or a cable model to connect to the Internet.

You should at least have a model with a maximum transfer speed of 56k. However, for better performance, we recommend either an ADSL or a cable modem.

## **Can the system change?**

The system is a dynamic and will continue to be enhanced. The Vancouver Port Authority will notify of changes in a timely manner. Users are encouraged to offer feedback through their stakeholder representative, terminal operator or call the Port Authority directly at 665-9059.

## **What is the benefit to me?**

All trucks with reservations will be processed through the gate in priority fashion, relative to trucks without a reservation. By utilizing the CTS system, carrier and customer service requirements can be planned with more certainty.

## **More Frequently Asked Questions?**

See Appendix E.

## Appendix A

# Unique Requirements for Vanterm

### 1. Reservable Gate Hours

Reservable gate hours for Vanterm are:

0730 – 1200 Monday to Friday inclusive  
1230 – 1600 “ – “  
0800 – 1200 Saturday  
1230 – 1600 “-“

**Note: Expanded gate hours will first be addressed with Saturday service, and thereafter, night gates. Saturday and scheduled night gate service is by pre-arrangement only.**

### 2. Reservable Transactions

The following transactions per hour are available for reservation from Monday to Friday inclusive:

Imports - 20 per hour  
Empties - 15 per hour  
Exports - 15 per hour

**Note: Saturday and scheduled night gate service may be pre-arranged on an hourly basis if requested**

### 3. Making a Reservation

To make a reservation, log on to [www.tsi.bc.ca](http://www.tsi.bc.ca). Any questions, contact Blaine Leonard at 251-9250 or e-mail [helpdesk@tsi.bc.ca](mailto:helpdesk@tsi.bc.ca)

Reservations must be made electronically between 0800 and 1530 of the previous day, prior to the container movement.

Reservations for Saturday gates must be made prior to 1430 on Friday.

Along with special instructions, a reservation number will be assigned for each transaction.

Reservations will be given on a first booked basis. Terminals' reserve the right to limit the number of reservations per hour made by a single trucking company.

### 4. Canceling Reservations

Carriers may cancel reservations up to 1430 of the previous day, prior to the container movement. Recognizing that customer requirements can change with little or no notice, carriers are requested to communicate any changes that occur outside the foregoing time parameters to the terminal operators.

## Appendix B

### Unique Requirements for Centerm

#### 1. Reservable Gate Hours

Reservable gate hours for Centerm are:

0730 – 1200 Monday to Friday inclusive

1230 – 1600 “-“

0830 – 1200 Saturday

1230 – 1600 -“-

**Note: Expanded gate hours will first be addressed with Saturday service, and thereafter, night gates. Saturday and scheduled night gate service is by pre-arrangement only.**

#### 2. Reservable Transactions

The following transactions per hour are available for reservation from Monday to Friday inclusive:

Imports 12 per hour

Exports 30 per hour

Empties 15 per hour

**Note: Saturday and scheduled night gate service may be pre-arranged on an hourly basis if requested**

#### 2. Making a Reservation

To make a reservation, log on to [www.bcrmarine.com](http://www.bcrmarine.com). Any questions contact Katherine Dupuis at 252-2401.

Reservations must be made electronically between 0800 and 1530 of the previous day, prior to the container movement.

Reservations for Saturday gates must be made prior to 1430 on Friday.

Requests will be reviewed and confirmation given along with special instructions. A reservation number will be assigned with each transaction.

Reservations will be given on a first booked basis. Terminals reserve the right to limit the number of reservations per hour made by a single trucking company.

#### 4. Canceling Reservations

Carriers may cancel reservations up to 1430 of the previous day, prior to the container movement. Recognizing that customer requirements can change with little or no notice, carriers are requested to communicate any changes that occur outside the foregoing time parameters to the terminal operators.

## Appendix C

### Unique Requirements for Deltaport

#### 1. Reservable Gate Hours

Reservable gate hours for Deltaport are:

0730 – 1200 Monday to Friday inclusive  
1230 – 1600 “-“  
0800 – 1200 Saturday  
1230 – 1600 “-“

**Note: Expanded gate hours will first be addressed with Saturday service, and thereafter, night gates. Saturday and scheduled night gate service is by pre-arrangement only.**

#### 2. Reservable Transactions

The following transactions per hour are available from Monday to Friday inclusive:

Imports – 35 per hour

All other transactions - 55 per hour

**Note: Saturday and scheduled night gate service may be pre-arranged on an hourly basis if requested**

#### 3. Making a Reservation

To make a reservation log on to [www.tsi.bc.ca](http://www.tsi.bc.ca). Any question contact Roberto at 215-5800 or e-mail [helpdesk@tsi.bc.ca](mailto:helpdesk@tsi.bc.ca).

Reservations can be made electronically from 0800 – 1800.  
Reservations for Saturday gates must be made prior to 1430 on Friday.

A reservation number will be assigned with each transaction.

Reservations will be given on a first booked basis. Terminals reserve the right to limit the number of reservations made per hour by a single trucking company.

#### 4. Canceling Reservations

Carriers may cancel reservations up to 1500 of the previous day, prior to the container movement.

Recognizing that customer requirements can change with little or no notice, carriers are requested to communicate any changes that occur outside the foregoing time parameters to the terminal operators.



## Appendix D

### Penalty Criteria and Assessment

#### Vanterm/Centerm

##### Monday – Friday

For those reserved transactions that incur operating costs prior to execution, ie: **import, specific empties**, etc., a terminal re-handling fee of **\$50.00** per container will be assessed and billed on all 'no-show' reservations. For those reserved transactions that do not incur operating costs prior to execution, ie: **export, non-specific empties**, etc., a **\$25.00** per container penalty assessment will be billed on all 'no-show' reservations.

##### Saturday

As all Saturday activity is by pre-arrangement only, carrier failure to fulfill at least **90%** of their forecast activity will incur a **\$50.00** per container penalty assessment on the short fall, at the discretion of the terminal operator. ***Please note, except in the case of long hauls and reefers, Saturday service will be refused if not pre-arranged.***

#### Deltaport

##### Monday – Friday

As reserved transactions, as a rule, do not incur any additional operating costs prior to execution, no terminal handling fee will be assessed on no-show reservations. However, if a carrier's total actual transactions for a given day are less than **65%** of his total reserved transactions for the same day, a penalty assessment of **\$25.00** per container will be assessed on the reserved shortfall.

##### Saturday

As all Saturday activity is by pre-arrangement only, carrier failure to fulfill at least **90%** of their forecast activity will incur **\$50.00** per container penalty assessment on the shortfall, at the discretion of the terminal operator. ***Please note, except in the case of long hauls and reefers, Saturday service will be refused if not pre-arranged.***

Continuous occurrences and/or non-payment of penalty assessments will result in an initial one-week suspension from the reservation system (incl. Saturday).  
Subsequent suspensions will be of a longer duration.

**Will you be limiting number of reservations per hour? Will this be flexible at all to deal with heavy import periods and or vessel activities?**

- Yes, number of import reservations per hour will be limited. Numbers to start are VT20; CT-10; DP-35. Terminals reserve right to limit per hour per company. Flexibility may be exercised dependant on circumstances. Volume speed gates, bulk lanes, scheduling arrangements still available.

**Will you be extending current time parameters to make bookings? To what? Same day?**

- VT and CT will **not** be extending current cut-off times (1530), however, may consider permitting same day reservations on export/empties. DP-Yes – time parameter to start will be expanded to period 0800 – 1800 for the day prior.

**Under what conditions, if any, can an import container be picked up without a reservation?**

- Not under any conditions can an import container be picked up without a reservation except under special circumstances, which the terminals will handle on a case-by-case basis.

**Recognizing truckers will be bringing in export loads and empties prior to picking up import loads, what consideration will be extended if they encounter delays and are unable to meet their import reservation time?**

- Consideration will be given if delays are result of 'in' terminal operations difficulties, however, not guaranteed. DP – once in gate/pregate, will be serviced.  
In the case of 'externally' caused delays, trucker should immediately contact terminal and inform them of inability to meet their reservation time. Terminals then may permit a new reservation to be made for that day providing slots are available. Special circumstances and situations will always be considered provided truckers communicate with terminals and solutions are operationally practical.

**Are customs inspection containers exempt?**

- No, at all terminals initially. Reservations must be made except in special circumstances.

**Are the terminals prepared to give 'free time' consideration on any reservation system based delays?**

- Yes, if terminal based delays; case by case.

**If trucker with import reservation experiences 'significant' waiting time through no fault of their own, is terminal prepared to compensate in some form?**

- All terminals responded negatively to this question with DP comment that they are subject to labour supply shortages not known until 0700.

**Has any consideration been given to establishing a 'no reservation required pickup time on a daily or weekly basis – take your chances?'**

- *Consensus is no to start; can review if problems arise.*

**Are you going to do an import reservation only test program?**

- *Consensus is yes, for a test program with one or two active import carriers prior to full implementation.*

**What is the next step reservation only after this? When?**

- *All or most transactions eventually; export will probably be next.*

**Are terminals prepared to accommodate 'special circumstances'?**

- *Affirmative response by all terminals provided not abused.*

**Truckers exchanging appointment times during the day.**

- *Does not refer to 'subcontracting' which is still OK providing terminal is pre-notified currently by facsimile. Would not be applicable at CT/VT as container numbers required. Deltaport requirement would be to have cancellation by one trucker and new booking by another on web.*

**Ability to make appointments for weekend discharges, particularly, with criteria that container must be grounded before an appointment can be booked. This also applies in PM shift discharge completions.**

- *Consensus to this point is terminals would post on their web site which vessel reservations would be accepted for, possible with advise to check prior to dispatching. This information would be posted by noon Friday.*

**Sea/Air containers exempt**

- *Consensus is no reservations required, but communicate.*