



**DP WORLD**

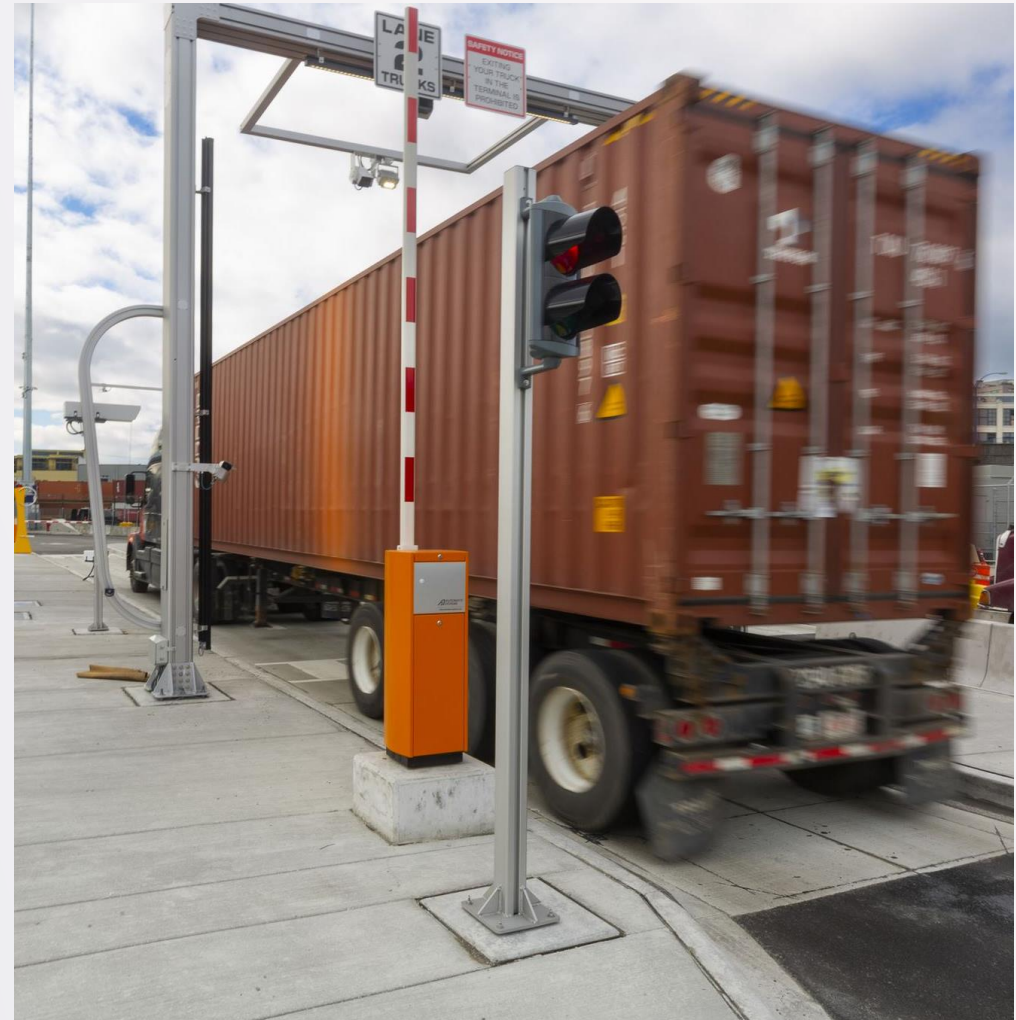
# DP WORLD VANCOUVER TRUCK GATE RESERVATION FEE CHANGES

May 19, 2023



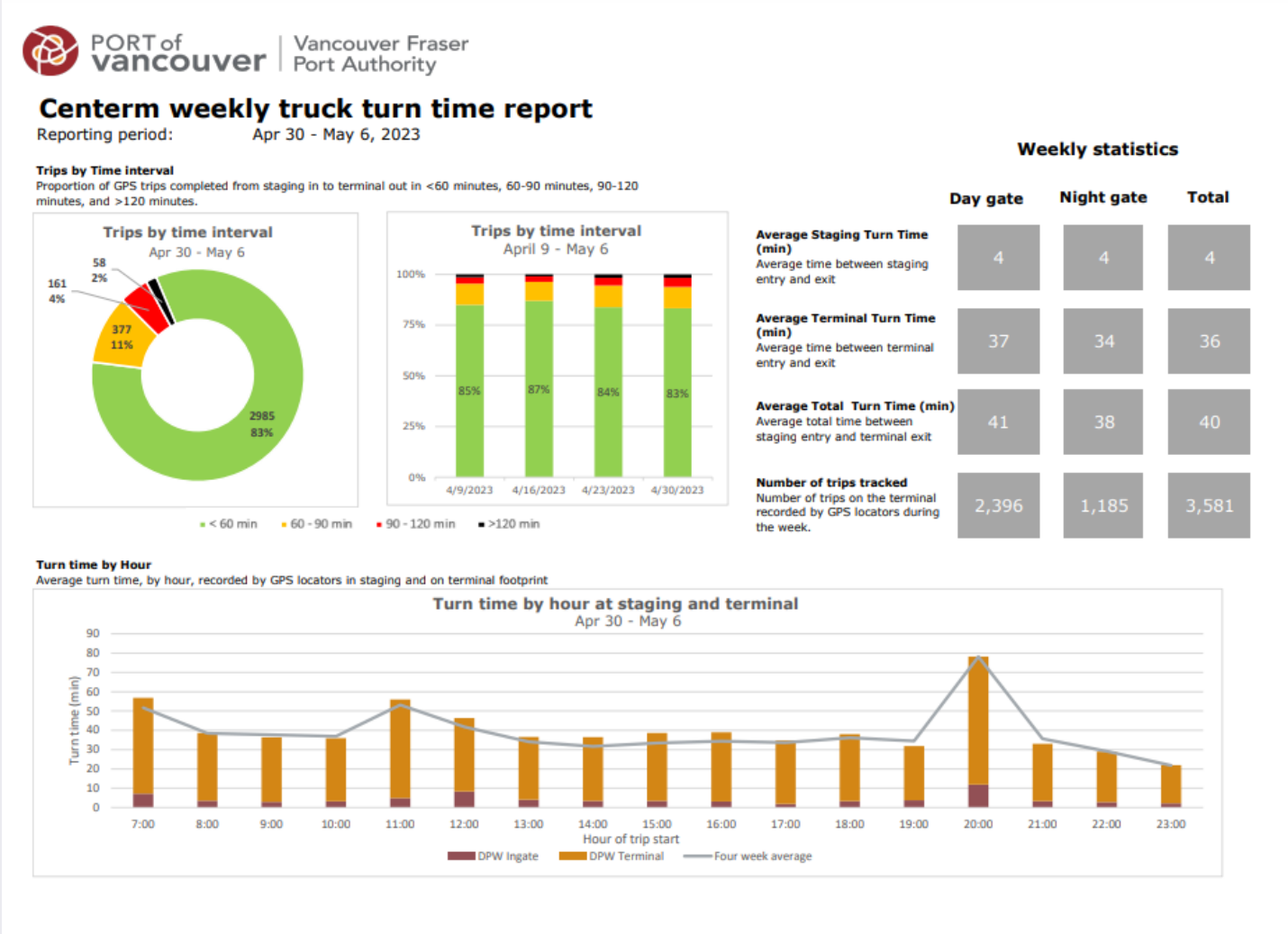
# INTRODUCTION

- DP World Vancouver has completed a major investment to expand terminal capacity
- On-terminal construction reached Substantial Completion in Jan 2023
- Part of the terminal expansion included a state-of-the-art truck gate and appointment system
- The new gate has improved terminal access for the trucking community
- Since the new truck gate was implemented, the on-terminal truck turn times have been substantially reduced
- The truck gate reservation fees at DP World Vancouver have remained unchanged since they were introduced in 2014
- On June 1, 2023 there will be changes made to the container truck gate reservation fees



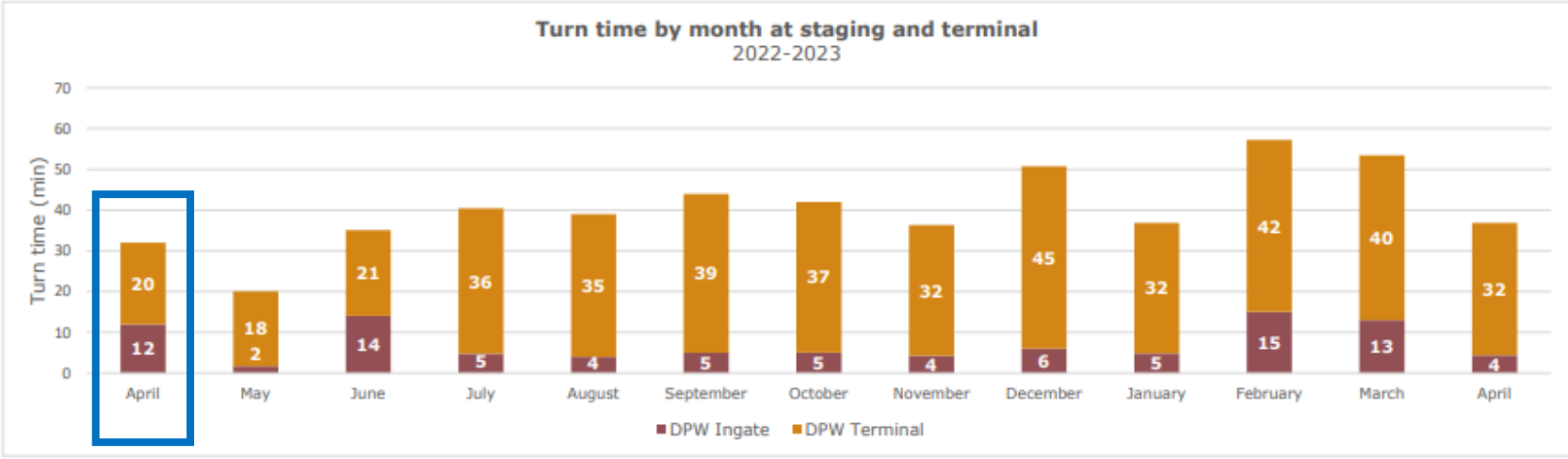
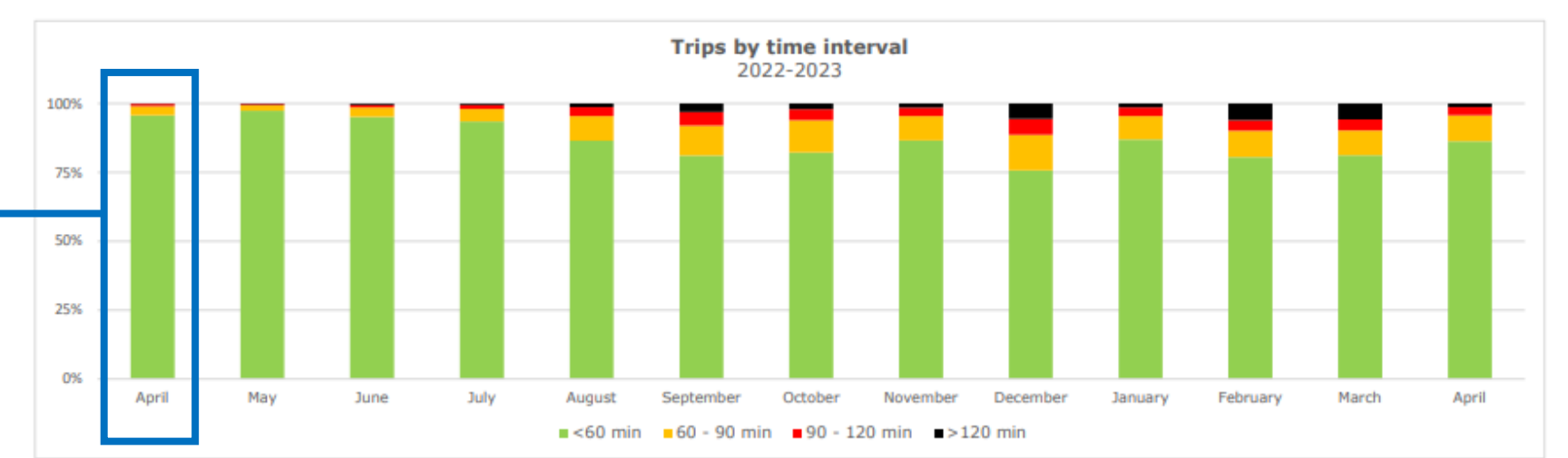
# DPWV TRUCK GATE PERFORMANCE

- After the installation of the new truck gate, DP World Vancouver is now able to process more than double the hourly truck volume
- In-gate processing times were reduced from 5+ minutes to <1 minute
- Truck turn times were reduced by half – 30 minutes to 15 minutes
- Centerm is outperforming other Port of Vancouver terminals by approx. 25% on truck turn times



# REVIEW OF DPWV TRUCK GATE'S CURRENT PERFORMANCE

Truck gates opening: April 3<sup>rd</sup>, 2022





# WHY THE CHANGES?



- Provide consistency for the trucks on each terminal visit
- Provide a reservation system structure that enables the efficient flow of trucks through the terminal
- Incentivize double ended moves
- Spread out the demand for reservations
- Reduce congestion at the start of the shifts
- Provide more reservation availability and increased terminal fluidity for the trucks
- Continue developing and improving the gate system in order to improve the service for the trucks

# SUMMARY OF THE CHANGES

	BEFORE	AFTER	NOTES
• Day Shift (0800 – 1600) Reservation Fees per Container	\$50	\$65	Per Container. See below premium surcharge for high-demand time slots.
• Day Shift Reservations – Double-Ended per Container	\$50	\$50	**New incentive
• Afternoon Shift (1700 – 2400) Reservation Fees per Container	\$0	\$15	Delivery reimbursement has been replaced with a fee. See below premium surcharge for high-demand time slot.
• Afternoon Shift Reservation Fees - Double-Ended per Container	\$0	\$0	**No charge to encourage double ended moves in the afternoon
• Premium for Reservations in High-Demand Timeslots per Container		+\$20	**New premium surcharge on the reservation fee for the <b>0800 &amp; 0900</b> time slots and the <b>1700 &amp; 1800</b> time slots
• Saturday Day Shift (0800 – 1600) per Container	\$50	\$65	**Premium surcharge of +\$20 applies for <b>0800 &amp; 0900</b>
• Saturday Afternoon Shift (1700 – 2400) per Container	\$0	\$0	**New weekend shift incentives and no premium surcharge on high-demand timeslots. If not fulfilled, a \$65 surcharge will be applied
• Sunday Day Shift (0800 – 1600) per Container	\$50	\$65	**No premium surcharge on high-demand timeslots
• Sunday Afternoon Shift (1700 – 2400) per Container	\$0	\$0	**New weekend shift incentives and no premium surcharge on high-demand timeslots. If not fulfilled, a \$65 surcharge will be applied

# SUMMARY OF THE CHANGES

	BEFORE	AFTER	NOTES
<ul style="list-style-type: none"> <li>Empty Container Pick-Up Reservation per Container</li> </ul>	\$50	\$0	
<ul style="list-style-type: none"> <li>Empty container Drop-Off per Container</li> </ul>	N/A	\$150	Per container (given that the container lines on dock empty allocation is not already exceeded)
<ul style="list-style-type: none"> <li>Group Code Appointments (formerly Speed Gates) per Container</li> </ul>	\$51.81	\$65	Empty containers in-gating as bookings to load to the vessel will remain via the current group code appointment process
<ul style="list-style-type: none"> <li>No show fee per Container</li> </ul>	\$50	\$65	

# RESERVATION FEES BY THE HOUR – SINGLE TRANSACTIONS

		PICK-UP/ DROP-OFF IMPORT/EXPORT TIME SLOTS							
		Timeslot	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
DAY	8	Regular	Premium Day	Premium Day	Premium Day	Premium Day	Premium Day	Premium Day	Premium Day
	9	Regular	Premium Day	Premium Day	Premium Day	Premium Day	Premium Day	Premium Day	Premium Day
	10	Regular	Regular	Regular	Regular	Regular	Regular	Regular	Regular
	11	Regular	Regular	Regular	Regular	Regular	Regular	Regular	Regular
	12	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	13	Regular	Regular	Regular	Regular	Regular	Regular	Regular	Regular
	14	Regular	Regular	Regular	Regular	Regular	Regular	Regular	Regular
	15	Regular	Regular	Regular	Regular	Regular	Regular	Regular	Regular
NIGHT	16	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	17	Discounted	Premium Night	Premium Night	Premium Night	Premium Night	Premium Night	Premium Night	Discounted
	18	Discounted	Premium Night	Premium Night	Premium Night	Premium Night	Premium Night	Premium Night	Discounted
	19	Discounted	Reduced	Reduced	Reduced	Reduced	Reduced	Reduced	Discounted
	20	Discounted	Reduced	Reduced	Reduced	Reduced	Reduced	Reduced	Discounted
	21	Discounted	Reduced	Reduced	Reduced	Reduced	Reduced	Reduced	Discounted
	22	Discounted	Reduced	Reduced	Reduced	Reduced	Reduced	Reduced	Discounted
	23	Discounted	Reduced	Reduced	Reduced	Reduced	Reduced	Reduced	Discounted

		PICK-UP/ DROP-OFF IMPORT/EXPORT FILLED APP. RATES							
		Timeslot	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
DAY	8	\$65	\$85	\$85	\$85	\$85	\$85	\$85	\$85
	9	\$65	\$85	\$85	\$85	\$85	\$85	\$85	\$85
	10	\$65	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	11	\$65	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	12	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	13	\$65	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	14	\$65	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	15	\$65	\$65	\$65	\$65	\$65	\$65	\$65	\$65
NIGHT	16	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	17	\$0	\$35	\$35	\$35	\$35	\$35	\$35	\$0
	18	\$0	\$35	\$35	\$35	\$35	\$35	\$35	\$0
	19	\$0	\$15	\$15	\$15	\$15	\$15	\$15	\$0
	20	\$0	\$15	\$15	\$15	\$15	\$15	\$15	\$0
	21	\$0	\$15	\$15	\$15	\$15	\$15	\$15	\$0
	22	\$0	\$15	\$15	\$15	\$15	\$15	\$15	\$0
	23	\$0	\$15	\$15	\$15	\$15	\$15	\$15	\$0



# RESERVATION FEES BY THE HOUR – DOUBLE ENDED MOVES

		PICK-UP/ DROP-OFF IMPORT/EXPORT FILLED APP. RATES WITH DOUBLE-HEADERS							
		Timeslot	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
DAY	8	\$50	\$70	\$70	\$70	\$70	\$70	\$70	\$70
	9	\$50	\$70	\$70	\$70	\$70	\$70	\$70	\$70
	10	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
	11	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
	12	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	13	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
	14	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
	15	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
NIGHT	16	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	17	\$0	\$20	\$20	\$20	\$20	\$20	\$20	\$0
	18	\$0	\$20	\$20	\$20	\$20	\$20	\$20	\$0
	19	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	20	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	21	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	22	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	23	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

# RESERVATION FEES BY THE HOUR – NO SHOWS OR LATE CANCELLATIONS

MTY Storage Pick-up Late Cancellations or NO SHOWS will be charged the flat rate of \$65.00, except for PREMIUM slots, which will be charged \$85.00, and even if they are double-headers:

PICK-UP MTY Storage NON-FILLED APP. RATES (LATE CANCEL. / NO-SHOWS)								
	Timeslot	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
DAY	8	\$65	\$85	\$85	\$85	\$85	\$85	\$85
	9	\$65	\$85	\$85	\$85	\$85	\$85	\$85
	10	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	11	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	12	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	13	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	14	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	15	\$65	\$65	\$65	\$65	\$65	\$65	\$65
NIGHT	16	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
	17	\$65	\$85	\$85	\$85	\$85	\$85	\$65
	18	\$65	\$85	\$85	\$85	\$85	\$85	\$65
	19	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	20	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	21	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	22	\$65	\$65	\$65	\$65	\$65	\$65	\$65
	23	\$65	\$65	\$65	\$65	\$65	\$65	\$65

# SUMMARY

- DP World has invested in state-of-the-art truck gate technology in order to offer the most efficient container truck processing experience in the Vancouver Gateway
- Reservation fees at the terminal have not increased since their introduction in 2014
- The average truck gate turn times have reduced by nearly half with the new gate
- The gate transaction times have reduced from 5+ minutes to <1 minute
- These changes allow for more reservation availability, increased fluidity and efficiency, and overall better service at the terminal
- By spreading out and leveling the reservation demand thru charging a premium for the high demand time slots (0800, 0900 and 1700, 1800) – we can help with the congestion that the terminal currently sees within those times
- Incentivizing double-ended bookings
- By spreading out the reservation bookings, the South Shore corridor will remain fluid

# QUESTIONS AND ANSWERS

- Please put your questions into the Teams chat
- The DP World Vancouver Team will assist to answer questions on the call or, if further review is required, contact information will be taken
- Depending on the quantity and type of questions, DP World Vancouver will provide a frequently asked questions document to all on the call







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THANK YOU





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dpworldcanada.com

**DP World Vancouver  
Frequently Asked Questions (FAQ's)  
RE: Changes to the Container Truck Gate Reservation System Structure and Fees**

Last Updated May 30, 2023

- 1) Will the monthly invoices for reservations at DP World Vancouver now be broken down by day and hour to show which container number is associated with which reservation charge in order to differentiate the costs of the dynamic reservation pricing?**

Answer: Upon request, Gateway Compliance will be able to send an invoice summary and a detailed log of container numbers and truck appointments that would match each invoice. Development of a detailed invoice with the breakdown will be provided in the near future.

- 2) Is the empty drop off reservation fee of \$150 per transaction an increase from the previous rates or is this a new charge? If an ocean carrier issues equipment return instructions to the trucking company to return the empty to the terminal (i.e., a damaged container) will the \$150 be charged? What about lines that use "export empty drop off" for empty returns, will those transaction be charged the \$150 per transaction?**

Answer: The empty drop off reservation fee is a new rate and service. Previously DP World Vancouver would restrict the delivery of empty containers into an ocean carrier's on-dock empty inventory by truck. This new rate and service provide the option to enable empty drop off, however, it is still not encouraged (hence the higher cost). On a case-by-case basis, if the container line's empty storage on dock is under their contract allotment, then DP World Vancouver will allow on an exception basis and cost of \$150 per transaction to drop empties off for the line's inventory but only if the line has given their agreement. This cost would not apply to empty containers being returned to the terminal by truck under export bookings for a vessel or if being returned as a damaged empty to load to a particular vessel, regular applicable appointment fees will apply instead.

- 3) Why is there a premium surcharge on the first two appointment timeslots of each shift? Is it possible that the premium surcharge be deployed on a trial basis in order to review its effectiveness? Will DP World provide feedback to the trucking community and terminal stakeholders on how the premium surcharge is working out?**

Answer: The \$20 premium surcharge for the first two timeslots of the Monday to Saturday day and night shifts is being implemented to help ease demand on those first two timeslots of each shift. The intention is to spread out the reservation demand and truck traffic throughout the entire shift to help reduce congestion and provide consistent service to the trucks throughout the shift. The premium surcharge for the first two timeslots is not being deployed on a trial basis. DP World Vancouver will review the impact and effectiveness of the premium surcharge to ensure that it is having the desired effect and supply feedback to the trucking community.



- 4) If a container booking is approved for a late gate until 0900, and the trucking company needs to book a 0800 or 0900 reservation to meet the late gate, will the trucking company still be charged the premium surcharge for the 0800 or 0900 time slot? Also, if all the non-premium timeslots are booked up, clients would be left with no choice but to have to pay for the premium timeslots. Can this be addressed to not charge for the premium timeslot under these kinds of circumstances?**

Answer: Yes, if a late gate is booked and requires to be delivered during the first two timeslots of the day then the premium surcharge will apply. In cases where the non-premium timeslots are all booked up, the trucking company will have the option to book a premium timeslot at the \$20 surcharge cost or book for a following day that has non-premium timeslots available. DP World Vancouver will not waive the premium surcharge for the first two timeslots under these kind of circumstances as there are still ways to book the non-premium timeslots which are under less demand.

- 5) Will DP World Fraser Surrey be following the same Container Truck Gate Reservation System Structure and Fees as DP World Vancouver?**

Answer: There are no changes to the gate infrastructure or fees at DP World Fraser Surrey currently.

- 6) Can DP World provide visibility of when there is an imbalance of inbounds/outbounds so that perhaps trucking companies can work together to improve double-ended moves?**

Answer: The reservation system at DP World Vancouver does not presently have this capability but this suggestion has been brought back internally for further review to see, if possible, to implement this type of feature in the future.

- 7) Can DP World provide guidance around the expectations for timely responses/communication between the customer service team and the trucking community?**

Answer: We heard the concerns expressed during the presentation about the need for timely responses. Our customer service team is made up of experienced professionals from our industry who take great pride in the service provided to customers and stakeholders. Although response times may vary, especially on days of high volumes of calls/emails, we do endeavor to provide quick replies to address concerns. Please note that there is no set timeline for responses, as not all inquiries are equal and may require more/less time to investigate and address the issues.

- 8) As DP World Vancouver only serves refrigerated containers on the weekday day shifts, Will DP World Vancouver consider not charging the premium timeslot surcharge for reefers in/out gated during the premium timeslots as it otherwise leaves very few shifts available for reefers that are non-premium timeslots?**

Answer: No, refrigerated containers booked during the first two timeslots of the day will be charged the premium surcharge. In cases where the non-premium timeslots are all booked up, the trucking company will have the option to book a premium timeslot at the \$20 surcharge cost or book for a following day that has non-premium timeslots available.



**9) When will DP World Vancouver start the mass create appointment option for booking reservations?  
It is difficult in the present system for one person to make multiple reservations at the same time**

Answer: DP World Vancouver is working on developing the Cargoes Community System (CCS) to allow users to have a saved template of their previous single booking which will allow for quicker submissions when making subsequent appointment bookings. CCS has been designed to provide an equal First-Come First-Serve user experience for all users. The mass-create appointment booking would run counter to that concept, so we are not presently pursuing the functionality to enable mass-create appointment bookings.