

**KPI**  
port of  
marseille Fos **port**  
**transit**  
**2019**

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*Via* **Marseille Fos**



Our performance indicators have provided the guideline for measuring our quality of service since 2013. Every year, they bring confirmation that the Port of Marseille Fos operators are achieving a high level of performance.

Despite some adverse conditions, 2019 was no exception. Once again the results prove that our collective performance not only held up but even improved on 2018, while the container sector made further progress, with a growth rate of 4% over the past year.

Thus with its partners, Via Marseille Fos, the association promoting the port community, is encouraged by these results and will continue its work by in particular highlighting our know-how and our actions for a greener economy.

**Philippe Zichert**

Président de Via Marseille Fos

With overall traffic levels up at 79 MT, Marseille Fos has maintained its position as French leader. For the 8th consecutive year, the container sector has continued to grow with an increase of 4%, and the modal shift is gaining ground with a good increase in pre and post massified shipments (modal share of 22% in 2019 against 17% in 2018).

These results are the consequence of the combined actions of the port community, and the confidence of the port customers. Our objective is to demonstrate the efficiency of our port in a transparent and factual way through our operational results and the high standards of performance associated with our know-how.

Our Port is and will continue to be a major gateway to Europe from the Mediterranean in the service of its customers!

And through this 2019 annual report, I would like to thank those who have contributed to these results, confirm my commitment to supporting this industry of the future, and express my hope that 2020 will be better still.

**Hervé Martel**

Directeur général du port de Marseille Fos



# The port of Marseille Fos measures port throughput performances

To build the trust of the port's customers and to highlight the quality of the services provided on the container terminals, Via Marseille Fos (an association promoting the port) regularly publishes performance indicators covering the following categories:

- Maritime
- Inland transport
- Cargo

The results are posted on the website [www.marseille-port.fr](http://www.marseille-port.fr) and sent to the port's customers and partners by Via Marseille Fos.

This approach has been made possible thanks to the commitment of a number of different players involved in the port throughput process: stevedoring companies, customs, the veterinary and health inspectorate, Marseille Gyptis International (MGI), river transport companies and the port of Marseille Fos Authority.

Through this commitment to transparency and measurement, the port's stakeholders aim to demonstrate the performance of their services and the competitiveness of the Port of Marseille Fos.



# the KPIs in brief



## Maritime performance

Average massification per vessel call

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Average volume handled per day

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Fluidity of calls

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Vertical handling productivity

## Inland transport performance

Use of mass transport modes for pre and post carriage

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Smooth flow of road / port throughput

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Smooth flow of river / port throughput

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Smooth flow of rail / port throughput

## Cargo performance

Average processing time on the terminal for an import container

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Time between the "unloading confirmation" (VAQ) and obtaining the "Gate Out Authorization" (BAS)

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Time between obtaining the "Gate Out Authorization" (BAS) and the "Gate Out the Terminal" (CEN)

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Average processing time for an export container

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Simplified administrative procedure

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Proportion of customs declarations released in less than 5 minutes

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Proportion of AEO certified "port" operators

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Fluidity of phytosanitary inspections

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Average processing time of containers subject to physical phytosanitary inspections

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Average processing time of containers subject to physical veterinary inspections

These indicators are intended to present a shared vision of the port's performance:

- by giving a concrete vision of maritime productivity;
- by providing a better understanding of the fluidity of landside transport links;
- by providing an objective view of administrative and physical fluidity of cargo.



**the KPIs  
in Figures**  
Results 2019



# Maritime performance

## Average massification per vessel call

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Number of TEUs handled / number of calls **982 TEUs** ↗

## Average volume handled per day

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Number of TEUs handled per day **3815 TEUs** →

## Fluidity of calls

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Ships accessing a berth without waiting **95%** →

## Vertical handling productivity

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Hourly performance of vertical handling operations under usual operating conditions **[29/45]** →

[average net productivity / maximum productivity of the most efficient gantries]

The container cargo segment maintained momentum with more than 1.5 million TEUs in 2019 (4% up on 2018), with traffic growth on both the Marseille and Fos harbours.

In this context and despite a year-end slowdown due to social action, maritime and port indicator performances were still strong:

- Improvement in the average massification indicator results on calls and daily volumes handled;
- Performance maintained on indicators covering ease of access to maritime wharves and handling operation productivity.

The new handling equipment delivered to the container terminals in Fos will help consolidate and improve these performances.



# Inland transport performance

## Use of mass transport modes for pre and post carriage

Proportion of rail and river modes (excluding transshipments) **22%** ↗

## Smooth flow of road / port throughput

Average waiting time for trucks on the terminal before the container is delivered by the stevedores to the haulier **40 min.** ↘  
Of which the number of trucks **[-5%]**

## Smooth flow of river / port throughput

Proportion of barges accessing a berth without waiting **92%** ↗  
Of which the number of barge calls **[+16%]**

## Smooth flow of rail / port throughput

Proportion of trains accessing the terminals without waiting **90%** ↗  
Of which the number of railway traffic **[+13%]**

The use of massified rail and river transport rose by more than 5 percentage points in 2019:

- River transport grew 10%, confirming the upturn observed at the end of 2018;
- Rail transport also grew 35%, thanks to the concerted measures to optimize the networks that have been rolled out over the last few years.

With regard to road transport, a number of discussions are underway with regard to maintaining a satisfactory level of fluidity. While it is essential to step up the use of massified modes, road transport is still the main means for pre- and post-shipment by land to/from the Port of Marseille Fos for logistics and industrial companies near the Port and the PACA Region in particular.



# Cargo performance

## Average processing time on the terminal For an import container

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Average time between the official reception of a container on the terminal and the actual date it leaves the terminal **4 days** ↗

## Time between the “unloading confirmation” (VAQ) and obtaining the “gate out authorization” (BAS)

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Average time between the “unloading confirmation” and obtaining the terminal “gate out authorization” **2 days** ↗

## Time between obtaining the “gate out authorization” (BAS) and the “gate out the terminal” (CEN)

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Average time between obtaining the “gate out authorization” and the date the container is removed from the terminal **2 days** →

## Average processing time For an export container

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Average time between the reception confirmation by the terminal operator and the loading authorization from the terminal **2 days** →

## Simplified administrative procedure

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Use of river maritime simplified procedures for mass transport on imports **suspended**

The average length of stay for imports was stable at around 4 days, but slightly improved in relation to the administrative procedures between dock receipt (VAQ) and exit authorization (BAS). Meanwhile, the average length of stay for exports was stable at 2 days.

In this 2019 report and in subsequent reports, the indicator relating to the use of the administrative simplification procedure will unfortunately no longer be presented. This is because the regulatory and operational changes linked to the application of the new EU Customs Code that has now come into force render the indicator irrelevant.



MADE IN  
CHINA  
GROSS WT  
TARE WT  
NET WT  
CU. CAP

FSCU

417842  
42G1

30.480 KG  
67.200 LB  
3.720 KG  
8.200 LB

26.760 KG  
59.000 LB  
7.7 CU.M  
390CU.FT

### **Proportion of customs declarations released in less than 5 minutes**

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Proportion of customs declarations released in less than 5 minutes **95 %**

### **Proportion of AEO certified port operators**

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Proportion of AEO certified "port" operators **87 %**

### **Fluidity of phytosanitary inspections**

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Proportion of batches or certificates that have been released on simple document checks **66 %**

### **Average processing time of containers subject to physical phytosanitary inspections**

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Length of stay between the unloaded container declaration and the exit authorization requested by the forwarding agent for the purposes of carrying out phytosanitary inspection **1 day**

### **Average processing time of containers subject to physical veterinary inspections**

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Length of stay between the unloaded container report and the exit authorization requested by the freight forwarder with a view to conducting the veterinary inspection **2 days**

2019 was marked by a change in the organization of controls by State services (customs and veterinary/phytosanitary services) in the Marseille harbours. To provide better quality of service, these will henceforth be grouped together on a single site within the port area in direct contact with the operators. It should be noted that the high proportion of consignments released on the basis of simple documentary checks is the result of applying European regulations that specify those products eligible for this specific check.



# One KPI under the microscope!

## **Fluidity of sanitary inspections**

Port controls in general are a mandatory part of port transit and can influence the Port's competitiveness. Health controls are all the more important since they deal with a very specific sector - perishable goods (Fruit and vegetables, products for human or non-human consumption, plants, etc.) - that does not tolerate long waiting periods.

Following the recommendations made in the Daher/Hemard report, a national experiment is underway to implement a Single Control Point (SCP) in the two Port of Marseille Fos harbours. The ultimate aim of this experiment is to improve the conditions for processing these inspected goods by revising the associated physical and organizational system. With a view to suggesting the best possible system, the project, which began in early 2020, will continue.



# Trends

	2018	2019	
<b>Maritime performance</b>			
Average massification per vessel call	887	982	↗ [+11 %]
Average volume handled per day	3 751	3 815	↗ [+2 j]
Fluidity of calls	95 %	95 %	→
Vertical handling productivity	[29/45]	[29/45]	→
<b>Inland transport performance</b>			
Use of mass transport modes for pre and post carriage	17 %	22 %	↗ [+5 pts]
Smooth flow of road / port throughput	36 min.	40 min.	↘ [+4 min]
Smooth flow of river / port throughput	86 %	92 %	↗ [+6 pts]
Smooth flow of rail port throughput	87 %	90 %	↗ [+3 pts]
<b>Cargo performance</b>			
Average processing time on the terminal for an import container	4 days	4 days	↗
Time between the "unloading confirmation" (VAQ) and obtaining the "gate out authorization" (BAS)	2 jours	2 days	↗
Time between obtaining the "gate out authorization" (BAS) and the "gate out the terminal" (CEN)	2 days	2 days	→
Average processing time on the terminal for an export container	2 days	2 days	→
Simplified administrative procedure	22 %	Suspendu	
Proportion of customs declarations released in less than 5 minutes	94 %	95 %	
Proportion of AEO certified "port" operators	87 %	87 %	
Fluidity of phytosanitary inspections	58 %	66 %	
Average processing time of containers subject to physical phytosanitary inspections	1 day	1 day	
Average processing time of containers subject to physical veterinary inspections	2 days	2 days	

With overall traffic of 79 MT, Marseille Fos has consolidated its leading position in France. For the 8th consecutive year, the container sector continues to grow with a gain of 4%. The modal shift continues to progress well, with massified pre-post rail and river shipments increasing by 5 percentage points.

In terms of industrial and logistics facilities, the Distriport zone is 100% occupied, with the 50 hectares put on the market in 2018 having found a buyer: La Feuillane is developing with the ADEO Group's decision to set up two new warehouses

Finally, in addition to attracting new customers, the Port of Marseille Fos is building loyalty among its current customers by extending and/or renewing their operating areas in the Fos industrial port area.



# Important actions in 2019 on the port of Marseille Fos

- Signature of a strategic partnership with the Port Autonome de Strasbourg
- Ramping up of the daily rail shuttle between the Perrier Factory in Vergèze (Gard) and the Port of Marseille Fos
- Ci5 celebrates its 1st year in operation
- In the context of 1st SmartPort challenge to promote innovation in the Marseille Fos maritime industry, in partnership with the Port of Marseille Fos Searoutes launched Shift by Searoutes, the eco-calculator protocol for CO2 emissions
- Launch of the blockchain project on the Mediterranean-Rhône-Saône corridor with DIMeRS, MGI, KEEEX and Buy Co
- Continued renovation of the port rail network
- Continued development of logistics in Fos with, in particular, the new ADEO Facility
- Receipt of 15 hybrid straddle carriers at the PortSynergy and Seayard container terminal

# Professionals testify

## MGI MARSEILLE GYPTIS INTERNATIONAL

« We only improve what we measure »

MGI has long supported the Port of Marseille Fos in developing its performance indicators. In 2019, the introduction of our new Cargo Community System Ci5 kept pace with the steady growth in container traffic.

The real-time availability of reliable logistics information now enables operators to effectively manage their activities, whether they be shippers, forwarders, agents and shipping companies, terminal operators, customs services, etc.

Nearly 200 public and private IT systems are already connected to Ci5 in Marseille-Fos. This «platformisation» will gather speed, in particular by generating web services.

Blockchain technology will make it possible to authenticate and certify sensitive information. The continuous deployment of the strictest cybersecurity policies will allow us to protect the integrity and confidentiality of our logistics community data.

Furthermore, the deployment of Ci5 at national level will encourage real multimodal digital corridors in the Mediterranean and the French and European hinterlands.

Finally, MGI is actively involved in establishing and applying some essential eco-responsibility indicators.

MGI is proud to contribute to the development and excellence of the Marseille Fos port community.

**Rémi Julien**  
President of the Executive Board MGI

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**Professionals and customers, please give us your ideas and information about your processes: [clubkpi@marseille-port.fr](mailto:clubkpi@marseille-port.fr)**

All these results are published on the Port of Marseille Fos website:  
[www.marseille-port.fr](http://www.marseille-port.fr) / Performances / All indicators



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