

KPI
port of
marseille Fos **port**
transit
2017

Our container performance indicators have been measuring the quality of service offered to Port of Marseille Fos marketplace customers since 2013. Over the years these indicators convey messages about our reliability and performance.

For several years now, our Port has been offering a high standard of service leading to positive results with growth rates above the European average.

This year 2017 will have confirmed the trend as our Port is good among the biggest European ports and doubtless one of the very first is south European ones.

Via Marseille Fos will pursue in 2018 with her partners its promotional campaigns, in particular relying on figures that are extremely encouraging for our customers.

Hervé Balladur
President of Via Marseille Fos

In 2017, the Port of Marseille Fos met the goals it set itself and once again exceeded the growth averages for European ports, in particular on the container market.

Container activity as is up for the sixth year in a row (by 10%), and our Port continues to win market share on the Northern Europe. In 2017, once again the indicators demonstrate this development and the competence of our Port and logistics partners.

They are also a signal of the trust of our shipper customers, more and more of whom are choosing our Port, France's leading port and his its Medlink network, which is France's leader maritime and river ports entity.

I would like to thank warmly all those who helped to accomplish these good results, and confirm that efforts will continue in 2018.

Christine Cabau Woehrel
Chief executive officer of Marseille Fos port authority

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 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

Average volume handled per day

Fluidity of calls

Vertical handling productivity

■ Inland transport performance

Use of mass transport modes for pre and post carriage

Smooth flow of road / port throughput

Smooth flow of river / port throughput

Smooth flow of rail / port throughput

■ Cargo performance

Average processing time on the terminal for an import container

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

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

Average processing time for an export container

Simplified administrative procedure

Proportion of customs declarations released in less than 5 minutes

Proportion of AEO certified "port" operators

Fluidity of phytosanitary inspections

Average processing time of containers subject to physical phytosanitary inspections

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 2017

Maritime performance

Average massification per vessel call

Number of TEUs handled / number of calls **828 TEUs** ↗

Average volume handled per day

Number of TEUs handled per day **3 681 TEUs** ↗

Fluidity of calls

Ships accessing a berth without waiting **92%** ↘

Vertical handling productivity

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

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

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2017 posted a new container traffic record on all maritime terminals with nearly 1.4 million TEUs handled. In this context, on container terminals:

- volumes handled per day and per call increased by 9%;
- ships continue to enjoy good conditions at the dock (92% Fluidity);
- handling equipment on the terminals maintained their productivity (on average 29 movements per hour);
- purchasing and commissioning new equipment, as well as the work to extend the wharves in Fos undertaken by the Port Authority, will help maintain high standards of performance.

Inland transport performance

Use of mass transport modes For pre and post carriage

Proportion of rail and river modes (excluding transhipments)	17%	→
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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	36 min. [+ 2 min.]	→
Of which the number of trucks	[+ 9 %]	

Smooth flow of river / port throughput

Proportion of barges accessing a berth without waiting	86%	→
Of which the number of barge calls	[- 12 %]	

Smooth flow of rail / port throughput

Proportion of trains accessing the terminals without waiting	90%	↘
Of which the number of railway traffic	[- 10 pts] [- 5 %]	

17% of the TEUs handled on the container terminals were pre or post shipped using massified modes of transport (waterways & railways). If this share remains stable, these volumes increase by 6% to reach nearly 210,000 TEUs. The rail mode confirms it is an efficient tool to connect to the port hinterland and traffic achieved 14% growth in 2017, after an increase of 8% in 2016.

River transport reduced its downward trend in 2017. Better prospects are coming in 2018 thanks to the implementation of new operational solutions (special barge handling windows and the upcoming development of an exchange zone between terminals).



Cargo performance

Average processing time on the terminal For an import container

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)

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)

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

Average time between the reception confirmation by the terminal operator and the loading authorization from the terminal **1 day** →

Simplified administrative procedure

Use of river maritime simplified procedures for mass transport on imports **27%** ↗

The Performances linked to import and export processing times remain at good levels, at 4 days and 1 day respectively, in the 2017 context of volume growth. The operators of Marseille Fos Port area maintain a high quality of service and support the increase in volumes under the best conditions.

The introduction of the new CI5 information system, which will replace AP+, will certainly be an additional factor in the Port's competitiveness to improve the fluidity between Port transit operators.

Finally, in a relatively difficult context for river transport, the increased use of import administrative simplification procedures (up 3 points) - and the increase in the related volumes - is worth noting.



Proportion of customs declarations released in less than 5 minutes

Proportion of customs declarations released in less than 5 minutes	93%
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Proportion of AEO certified port operators

Proportion of AEO certified "port" operators	85%
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Fluidity of phytosanitary inspections

Proportion of batches or certificates that have been released on simple document checks	58%
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Average processing time of containers subject to physical phytosanitary inspections

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
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Average processing time of containers subject to physical veterinary inspections

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
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The Port of Marseille Fos is the largest French port of entry for phytosanitary flows (fruit and vegetable traffic of 500 Kt). The total volume inspected at the Fos-sur-Mer Border Inspection Point / EU Entry Point by the border inspection service ranges from 3,000 to 4,500 containers per year.

After tendering procedure, the Port of Marseille Fos chose "STM Entreprise" - a subsidiary created by the Freight Forwarders union in Marseille - to manage this facility for a period of 5 years.

Through STM Entreprise, sector operators aim to improve the performance of the entire system.



One KPI under the microscope!

Vertical handling productivity

Maritime terminals play an important role in the intermodal chain. At maritime transport interface, they can be either the first or the last inland link.

The vertical handling productivity KPI regards the interface of these two links, between the container ship and the storage yard.

Performance of this indicator is important not only for ship owners for whom a shorter call period means they can optimize their vessel rotations and develop their offers, but also for importers of (perishable) products, in particular because it allows them to remove the goods as quickly as possible.

Against the background of maritime container traffic growth (up 28% since 2012, i.e. an additional 300,000 TEUs) and with an average of 29 movements per hour per gantry-cranes, Port of Marseille Fos terminal operators have for several years achieved continuously high standards of performance.

The Port of Marseille Fos is:

- 14 gantry-cranes as well as 100 material-handling on the storage yard
- 3681 TEUs processed per day on average
- 828 TEUs handled per call
- 92% stopover fluidity rate

Trends



2016

2017

Maritime performance

Average massification per vessel call	762	828	↗ [+ 9 %]
Average volume handled per day	3 377	3 681	↗ [+ 9 %]
Fluidity of calls	93 %	92 %	↘ [- 1 pt]
Vertical handling productivity	[29/45]	[29/45]	→

Inland transport performance

Use of mass transport modes for pre and post carriage	17 %	17 %	→
Smooth flow of road / port throughput	34 min.	36 min.	↘ [+ 2 min.]
Smooth flow of river / port throughput	86 %	86 %	→
Smooth flow of rail port throughput	100 %	90 %	↘ [- 10 pts]

Cargo performance

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 days	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	1 day	1 day	→
Simplified administrative procedure	24 %	24 %	↗ [+ 3 d]
Proportion of customs declarations released in less than 5 minutes	90 %	93 %	
Proportion of AEO certified "port" operators	85 %	85 %	
Fluidity of phytosanitary inspections	55 %	58 %	
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	

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First port in France at nearly 81 Mt of traffic through its two harbours, the Port of Marseille Fos is also first port complex in France with 103 Mt of total traffic within the Medlink network ports on the Mediterranean Rhône Saône axis.

Container business in the Port of Marseille Fos is up for the 6th consecutive year (by 10%) and the rise of pre post shipment containers transported by train has even been higher (up 14% ; 200 commercial rail offers currently connect the Port).

This development is supported by strong interest among shippers and logisticians to be located close to terminals and major distribution routes. Thus, in 2017, 55 ha of logistics space and warehouses were developed and commercialized.



Important actions in 2017 on the port of Marseille Fos

- New container handling record on the Port of Marseille Fos: 1.4 million TEU (up 10%).
- New gantry-cranes commissioned at Fos sur Mer container terminals.
- Since 1 July 2017, vessels (container ships and cruise ships) whose environmental performance exceeds regulatory requirements receive a premium.
- The Mât de Ricca service area for trucks near the container terminals and the Distriport logistics area in Port-Saint-Louis-du-Rhône went into service.
- STM Entreprise (a subsidiary of the Syndicat des Transitaires de Marseille Fos) was newly appointed to manage the container terminal BIP / EU entry point for the Fos harbours.
- Medlink Ports received the Port's «Initiatives et Shortsea et Intermodalité 2017» trophy for its Medlink Safe process.
- Preparations are well underway for the introduction of CI5, the new Cargo Community Systems, in October 2018 (operational replacement of AP + by CI5).
- The development of Channel 5, a new information channel and decision support system (port status indicators and automated risk management support), began.
- Preparations are underway for creating a one stop shop of state control services within the Port of Marseille. Scheduled for mid-2018, it will bring customs, veterinary, phytosanitary and fraud prevention services together in one physical location.

Professionals testify

ALTEO - Specialty alumina - Gardanne

The ALTEO supply chain (world leader in specialty alumina) manages around 7,000 TEUs a year for export, all leaving from the Port of Marseille / Fos and destined for more than 60 countries.

Since 2015, ALTEO has managed its port logistics via among other things its own fleet which ships 80% of the containers to the Port.

The performance KPIs provided by the Port give ALTEO a macro view of container activity in Marseille / Fos.

These are therefore important tools, which help confirm and even develop logistic choices.

These indicators are studied and analysed, especially those concerning road or rail port transit flows.

In fact, as 100% of ALTEO's pre-shipment is currently by road, data on road port transit flows is therefore extremely important.

This information allows ALTEO to determine the proportion of pre-shipments that can be entrusted to its own fleet and the proportion to be entrusted to carriers.

Finally, these indicators have enabled ALTEO to validate a rail pre-shipment container massification strategy.

Rail port transit flows have been stable for several years – what was just an idea turned into a strategy and project to transport 25% of all containers by rail by the end of 2020.

This strategy aims to ensure the landing for our containers and reduces our greenhouse gas emissions.

Thanks to the Port of Marseille Fos for publishing its performance indicators, which demonstrates not only its ability to self-evaluate but also its transparency, ALTEO has the tools to efficiently manage its export activity.

Carole Rongier
Supply chain manager

**Professionals and customers,
please give us your ideas and information
about your processes:
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All these results are published on
the Port of Marseille Fos website:
www.marseille-port.fr / Performances /
All indicators

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