

**KPI**  
port of  
marseille fos **port**  
**transit**  
**2015**

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*Via* **Marseille Fos**

Since 2013, our performance indicators have provided a common theme in measuring our quality of service.

They have demonstrated to our customers that our messages of reliability and efficiency were on a long term.

We have therefore been able to regain the trust of our customers and to conquer new markets.

The port of Marseille Fos now offers high quality service, and proves it...

We are confident that the positive growth in volumes again observed during 2015 is a further guarantee of our professionalism, and encourages us to renew the information and communication campaigns aimed at our customers.

In 2016 Via Marseilles Fos will therefore continue to pursue and intensify its promotional activities - with these indicators doubtless being a very significant element.

**Hervé Ballardur**  
President of Via Marseille Fos

In 2015, thanks to the combined actions of the port and the confidence of its customers, the Port of Marseille Fos achieved the objectives it set itself and is growing faster and more strongly than the average French and European ports!

Medlink Ports, on the Rhône-Saône-Mediterranean area, has now emerged as the leading French river-port entity.

With a total increase of 15% over the last three years, containerized cargo traffic is at the forefront of this trend.

The port of Marseille Fos has won back market share from the ports in Northern Europe, and the phenomenon of rebalancing traffic to the benefit of southern Europe continues.

The 2015 indicator results are proof of this development. Above all, these performances reflect the competence of our Port and our logistics operators, as well as the willingness of shippers to once again choose the port of Marseille Fos.

Through these good results, which ultimately are yours, I wanted to warmly thank you for your newfound confidence and renew our commitment to continuing our partnership efforts alongside you!

**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](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), SFERIS (rail infrastructure delegated manager) and the harbour master's office.

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 KPI 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 by container at import

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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 by container at export

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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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Average customs clearance time per declaration

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Proportion of AEO certified "port" operators

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

**NEW** In 2015, new indicators complement the current indicators, particularly in terms of inland transport performance and cargo performance.



# the KPIs in figures

Results 2015 / 2014

# Maritime performance

## Average massification per vessel call

Number of TEUs handled / number of calls **763 TEUs** ↗

## Average volume handled per day

Number of TEUs handled per day **3 290 TEUs** ↗

## Fluidity of calls

Ships accessing a berth without waiting **93%** ↗

## 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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Marseille Fos container terminals saw a 4% increase in volumes in 2015:

- this growth is reflected in both an increase in the volumes processed per day (up 4%) and the number of calls (up 6%)
- handling productivity has remained steady at 29 moves per hour, with up to 45 moves

The port Facility modernization programmes will drive further improvements in the coming years.

In this context, 93% of vessels were processed without waiting. This is a high standard of performance and is the result of terminal operators establishing an efficient organization.

# Inland transport performance

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

Proportion of rail and river modes (excluding transhipments)	18%	↗
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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	29 min.	↘
	[+ 3 min.]	
Of which the number of trucks <b>NEW</b>	[+ 4 %]	

## Smooth flow of river / port throughput

Proportion of barges accessing a berth without waiting	88%	↗
Of which the number of barges <b>NEW</b>	[- 9 %]	

## Smooth flow of rail / port throughput

Proportion of trains accessing the terminals without waiting	100%	→
Of which the number of railway traffic <b>NEW</b>	[+ 68 %]	

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The use of massified modes of transport continues to grow, now representing over 18% of TEUs transported in 2015 (an increase of almost 3 percentage points compared to 2012):

- this dynamic trend was of 13% for rail and 4% for the river between 2014 and 2015
- For river transport, it is worth noting both the creation of the Medlink Ports development agency in January 2015 and the implementation of consultation meetings to improve river call performances. The river operators were granted the option by the Customs service in Marseille of early embarkation of container batches scheduled under river or rail simplification procedure.

# Cargo performance

## Average processing time by container at import

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 by container at export

Average time between the “gate in the terminal” being issued by the stevedores and obtaining the terminal “loading authorization” **4 days** ↘  
[+ 3 days]

## Simplified administrative procedure

Use of river maritime simplified procedures for mass transport on imports **24%** ↗

New indicators related to the customs aspects have been added:

- the proportion of declarations processed in under 5 minutes
- the proportion of AEO (Authorised Economic Operator) certified port logistics operators

The performances related to processing times for imports continue to be efficient (4 days), while 90% of declarations were given customs release in less than 5 minutes in 2015.

Performances should further improve with the modernization of the border inspection point / European entry point, which will increase inspection capabilities.



### Proportion of custom declarations released in less than 5 minutes **NEW**

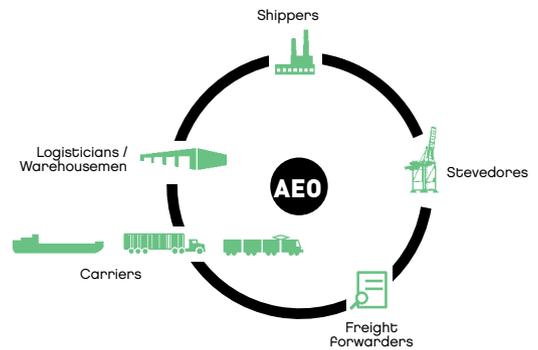
Proportion of custom declarations released in less than 5 minutes **90 %**

### Average customs clearance time per declaration

Average processing time for the cargo customs declaration on the customs Delta information system **5 min.**

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

Proportion of AEO certified "port" operators **85 %**



85% of Marseille customs service AEO certified operators work at port level. The AEO provides better security, but it also has direct benefits for operators:

- less data to be entered in the ICS declaration
- priority and choice of the place if there is a physical inspection
- the possibility of organizing and better optimizing transport by means of advance planning of any inspections
- greater transparency in relation to custom service activities thus generating greater fluidity



# One KPI under the microscope!

## Average processing time by a container at import

The container processing time depends on the performance of the several stakeholders that are involved, in particular the stevedoring companies, ship's agent, forwarder, customs service, and sometimes the health services.

The difficulty of reaching a certain level of competitiveness is consequently more complex when there are a large number of stakeholders involved.

However, since 2013 – the first year KPIs were introduced – the opposite is happening in Marseille Fos!

The various indicators for this area have almost all improved, at both macro-logistics level (e.g. time of import stay) and micro-logistics level (e.g. unloading confirmation and gate out authorization).

We are able to highlight two main factors contributing to this improvement:

- optimization of each stakeholder's processes and a new trend towards coordination between them
- the support of the AP+ Cargo Community System, the keystone in the transmission of information for these stakeholders. Its great strength is its real time responsiveness, associated with a logistics process that respects the coordinated responses of each of these stakeholders, thereby improving overall productivity

The port community of Marseille Fos is already designing even more powerful indicators for 2017, thanks to the arrival of its new tool, "Cargo Intelligence 5"!



	2014	2015	
<b>Maritime performance</b>			
Average massification per vessel call	723	763	↗ [+ 6 %]
Average volume handled per day	3179	3290	↗ [+ 4 %]
Fluidity of calls	92 %	93 %	↗ [+ 1 pt]
Vertical handling productivity	[29/45]	[29/45]	→
<b>Inland transport performance</b>			
Use of mass transport modes for pre and post carriage	17 %	18 %	↗ [+ 1 pt]
Smooth flow of road / port throughput	26 min.	29 min.	↘ [+ 3 min.]
Smooth flow of river / port throughput	81 %	88 %	↗ [+ 7 pts]
Smooth flow of rail port throughput	100 %	100 %	→
<b>Cargo performance</b>			
Average processing time by container at import	4 jours	4 jours	→
Time between the "unloading confirmation" (VAQ) and obtaining the "gate out authorization" (BAS)	2 jours	2 jours	→
Time between obtaining the "gate out authorization" (BAS) and the "gate out the terminal" (CEN)	2 jours	2 jours	→
Average processing time by container at export	1 jour	4 jours	↘ [+ 3 j]
Simplified administrative procedure	21 %	24 %	↗ [+ 3 pts]
Proportion of customs declarations released in less than 5 minutes <b>NEW</b>	-	90 %	
Average customs clearance time per declaration	5 min.	5 min.	
Proportion of AEO certified "port" operators <b>NEW</b>	-	85 %	

The year 2015 was marked by a confirmation of the anticipated trend: with container traffic increasing by 4%, Marseille Fos is gaining market share from the northern ports, which on average have seen their traffic fall (down 3%). This switching of traffic to the ports in the south (up 2% on average), which was double in Marseille Fos at the end of December (up 4%), confirms the relevance of the chosen positioning of being a southern alternative for European trade.

In 2016, the port intends furthering this movement, which is hopefully long-term. It has been encouraged in this by the massive investment made by operators, a special feature on the port in 2015.



## Important actions in 2015 on the port of Marseille Fos

- Via Marseille Fos meeting customers and partners in Rhône-Alpes, Burgundy, Lorraine, etc
- Implementation of the VAT reverse charging on imports to France
- Creation of Medlink Ports development agency for inland waterway transport
- First operational call of a marine vessel carrying 16,000 TEUs in Marseille Fos
- Modernization of the handling equipment on container terminals
- Grouping of veterinary, phytosanitary and fraud prevention services within one organization called the SIF - Border Inspection Service
- Strengthening the role of south-European logistics hub with the investments of some major new customer accounts in the two major logistics areas (Distriport and Feuillane) within the port of Marseille Fos
- Launch of AP+ shipper menu, thus improving traffic traceability throughout the transport chain
- Launch of Neptune Port single window
- Launch of the national customs single window automatically processing the CITES permits and certificates at the same time as the customs declaration

Professionals and customers, please give us  
your ideas and information about your processes:  
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