

KPI
port of
marseille Fos **port**
transit
2014

Via **Marseille Fos**

Two years ago we set up a series of indicators to measure improvements in our performance. We were able to compare the results of the 2013 indicators with those of 2014, and in all areas we have maintained and even improved our scores.

It is additional and compelling evidence of the reliability and efficiency of our port.

Let's continue down this path and consolidate the newfound confidence of our customers.

Hervé Ballardur
President of Via Marseille Fos

In 2013 the port of Marseille Fos, alongside the professionals working there, was the first French port to make performance indicators for the container segment available to its customers and partners.

Our aim is to transparently and factually demonstrate the efficiency of our port through both our operational results and the performance requirements associated with our expertise. The port of Marseille Fos is a major gateway to Europe from the Mediterranean in the interest of customers! Our operational performances must therefore be measured against your requirements.

The 2014 results were positive: the average volume of TEUs handled increased, the fluidity of vessel calls improved, as did our performance in terms of high-volume modes, which play an important role in serving the hinterland; storage period for import cargo fell. The steps towards improvements will continue by listening to you with the aim of proactively supporting you on all international markets.

You will now be able to form your own opinion. We hope to see you soon via the port of Marseille Fos!

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
- 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), SFRIS (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

Average volume handled per day

Fluidity of calls

Vertical handling productivity

■ Transport performance

Use of mass transports from/to the port

Smooth flow of river / port throughput

Smooth flow of rail / port throughput

Smooth flow of road / port throughput

■ Cargo performance

Average storage period by container at import

Time between the "berth arrival" (VAQ) and obtaining the "berth departure" (BAS)

Time between obtaining the BAS and the removal date

Average storage period by container at export

Simplified administrative procedure

Average customs clearance time per declaration

Physical customs inspections

Physical inspections at the Community Entrance Point (CEP)*

Physical inspections at the Border Inspection Post (BIP)*

*The results of these indicators are being developed to make them more relevant in terms of performance for 2015.

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-handling.

The 2015 changes are briefly presented on p.16 of this report.



the KPIs in Figures

Results 2014 / 2013

Maritime performance

Average massification per vessel call

Number of TEUs handled / number of stopovers **723 TEUs** ↘
[-30 %]

Average volume handled per day

Number of TEUs handled per day **3179 TEUs** ↗

Fluidity of calls

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

Vertical handling productivity

Hourly performance of vertical handling operations under usual operating conditions [average net productivity / maximum productivity of the most efficient gantries] **[29/45]** ↗

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The expertise and efficiency of port professionals in processing vessels has made it possible to absorb the increase in the daily volumes being handled (up 8%) and in the number of container terminal stopovers (+11%) in particular by:

- improving the reception of vessels (over 92% of vessels are processed without delay),
- maintaining the high level of performance of the gantries (29 movements per hour).



Transport performance

Use of mass transports From/to the port

Proportion of rail and river modes (less transhipments) **17%** ↗

Smooth Flow of river / port throughput

Proportion of barges accessing a berth without waiting **81%** ↘
[- 3 pts]

Smooth Flow of rail / port throughput

Proportion of trains accessing the terminals without waiting **100%** →

Smooth Flow of road / port throughput

Average truck waiting time on the terminal before the container is delivered by the stevedores to the haulier **26 min** ↘
[+ 1 min]

Although the number of TEUs using mass transport links rose by 17% between 2013 and 2014, the number of trucks also increased by 6%, increasing waiting times on terminals by only one minute (on average).

However, the significant increase in the number of maritime and river calls has had an impact on river throughput fluidity (down 3 points).

Finally, despite the industrial disturbances in the railway sector (in June), the terminal access performance was not affected.

Cargo performance

Average storage period 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 “berth arrival” (VAQ) and obtaining the “berth departure” (BAS)

Average time between the “berth arrival” and obtaining the terminal “berth departure” **1,8 day** ↗

Time between obtaining the BAS and the removal date

Average time between obtaining the “berth departure” and the date the container is removed from the terminal (CEN) **2,4 days** ↗

Average storage period by container at export

Average time between the “berth reception” being issued by the stevedores and obtaining the terminal “berth departure” **1 day** ↗

Simplified administrative procedure

Use of rail and river maritime procedures for mass transport on imports **21%** ↘
[- 0,05 pts]

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The performance of the port of Marseille Fos professionals has improved against a background of an increase in the volumes handled on the container terminals in comparison with 2013:

- the length of stay for imported cargo was further reduced,
- the average time required for a container customs clearance declaration is still less than 5 minutes.

The indicator related to the use of the river-maritime procedure is stable (down 0.05 pts), although the attractiveness of this procedure is greater with an increase in the volume transiting under the simplified procedure (up 27%).



Average customs clearance time per declaration

Average processing time for the cargo customs declaration on the customs computer system 4,53 min. →

Physical customs inspections

Proportion of physical inspections by customs in customs declarations processed by DELTA 0,3%

**We welcome your feedback at
clubkpi@marseille-port.fr**

In the next edition, the indicators will have evolved:

- indicators related to the performances of the Border Inspection Post and the Community Entry Point,
- indicators related to changes in the number of vessels / trains / barges / trucks processed by the container terminals,
- an indicator relating to the proportion of customs declarations processed in less than 5 minutes.

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