1. Is the process for Warehouse and Plant generally the same?

**Yes, deals mainly with finished product, all trucks arriving at bay are sealed**

* 1. If not, do you handle both?
  2. What are some of the differences between the two processes? Things that the Plant will request for that the Warehouse won’t, and vice versa?

1. How do you go about requesting a part or set of parts or a trailer from the dispatcher?
   1. Do you request by parts needed, or by the trailer number?

**Request is made by part/order number. Tells dispatch which bay.**

**Calls dispatch, gives them part and time needed –**

**Waits for product to show up**

* 1. What information does the dispatcher need from you for the request?

**Part and time – they don’t know what truck has what**

1. How is a trailer’s arrival at the docks handled?
   1. Are the drivers informed of which bay they will be approaching before arriving at the dock, or directed to the bay after arriving at the dock?

**Tells dispatcher and then waits**

* 1. How long do requested trailers take, on average, to arrive?

**Varies, was told request is made and then they wait.**

**On occasion follow up has to be done to find out while trailer is late**

**The majority of times, if a trailer is needed at 1, the request is made at 10 for example. Sometimes they are late even with a heads up, but rarely.**

* 1. Is there any way of estimating the load/unload time of a trailer, or is it too highly variable? What’s the longest a load or unload has taken, to the best of your memory?

**Could take 20 minutes to 2 hours, finished product is generally less**

**Depends on the order. Could be two big engines or several small parts.**

1. How are trailer departures handled?
   1. Is there ever a situation where there are no bays available in a dock, when one is needed? Do trailers often have to wait for an available bay?

**This is not usual, usually there are multiple empty bays**

* + 1. Do the drivers have to sit idle and wait for the bay to be cleared, or are they only requested after the bays are cleared?

**Keeps track mentally**

* 1. How are available bays in each dock tracked?

**Keeps track in head, checks visually**

* 1. Is this typically caused by delays in unloading of the trailers, or the non-removal of trailers when they are no longer needed? Or a third cause we haven’t indicated?

**Question didn’t get asked.**

* 1. If there is inventory to be loaded on to an empty trailer, is it queued up nearby, ready to be loaded, or is it left in the warehouse to be located when the trailer arrives (in case the dock/bay assignment changes)?

**Truckers like to stay on their own trailers. If an order comes from a company in California, the driver will want to leave with either the same trailer or another from that same company. The drivers don’t want to leave empty handed.**

**Some trucks are owned by California company, they generally want to leave with the same trailer or leave with another of their companies trailers.**

1. How does the dispatcher get informed of a trailer no longer being needed?

**Phone call**

* 1. Is there a delay in the trailer no longer being needed, and it actually being reported as such?

**Not long, was told they deal with trailers pretty quick. As they like to keep the bays open**

* 1. How long is the typical delay between a trailer being reported as ready and a driver becoming available? How long are they unattended? Are there frequently many unattended trailers at once?

**Not very long**

1. How do you currently interact with the TTCS?

**Doesn’t at all, calls dispatch**

* 1. What processes do you do manually that the TTCS should theoretically be handling?

1. How frequently are the entire contents of a trailer unloaded vs. only a portion of the contents?

**Entire truck is always unloaded.**

**She wants to keep the trailer there until it is empty. Very rarely is it sent to the yard with product in it.**

1. How do you report to Monica Munoz? What does your work relationship entail?

**They have little contact and they like it that way.**

**Not a whole lot, if production halts then Monica Munoz will get involved. Other than that they like to keep contact to a minimum**