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## Pier 400 introduces fees for missed truck appointments

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APM Terminals has set the fees it plans to charge for cancelled and missed truck appointments.

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APM Terminals has now disclosed dollar figures for the “Late cancellation fees” it announced in December 2021. These will apply to missed truck appointments at Pier 400 from 1 March.

“Late cancellation fees to be implemented at LA/Long Beach March 1: With vessel waiting times between 25-42 days, multiple strategies are in play to incentivize stakeholder efforts to improve terminal fluidity. As such, APM Terminals Pier 400 Los Angeles will soon apply a \$25.00 late cancellation fee for truckers cancelling appointments within four hours. Missed appointments incur a \$65.00 fee. Truckers can cancel appointments using the APM Terminals Pier 400 app if necessary,” Maersk Line said in an advisory.

Addressing terminal congestion at Los Angeles and Long Beach over the last 12 months terminal operators and ILWU spokesmen have all noted that a very high number of booked truck appointment slots are no shows. The problem has proved persistent and difficult to address.

Data from Pier 400 shows that over weeks 40 to 48 in 2021 the percentage of missed appointment slots ranged from 40% to as high as 70%. With such a high degree of uncertainty terminals face a very difficult task trying to order labour to match demand and organise the yard to match the flow of trucks.

“For each dockworker labour shift, APM Terminals Pier 400 Los Angeles places orders for Port Labor based on the number of confirmed truck appointments. This ensures skilled operators are ready in the container handling equipment to support trucker pick-ups and drop-offs. Equally important to understand is – it costs hundreds of thousands of dollars to operate weekend gates,” APM Terminals said. Weekend gates have a higher percentage of missed appointments than weekdays.

Missed appointment fees have been used for years by terminal in Australia, and in October 2021 were introduced across container terminals in the Port of New York and New Jersey. APM Terminals said when it piloted the missed trucker appointment fees in APM Terminals Elizabeth, NJ it achieved a 22% improvement in trucker performance.

Missed appointment fees have also proved successful in helping reduce truck turn times, but there is also concern about how well appointments operate across multiple terminals. Truckers that are trying to complete a double move across two different terminals can miss an appointment at the second terminal if they are held up at the first. Appointment windows at Pier 400 are two hours for a grounded import box and four hours for an export container. To assist planning the Harbour Trucking Association publishes truck turn times.

Tags: [APM Terminals](#), [Appointment systems](#), [Port of Los Angeles](#)



Author: WCN Editorial



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