



March 26, 2009

Appointment System Bulletin

Over the past month, the Port Metro Vancouver has facilitated several meetings with the Terminals to discuss the truck appointment system. In an effort to standardize the system Port wide, several initiatives are underway. The first of these will be implemented at Centerm, Vanterm, Fraser Surrey Docks and Deltaport effective Monday, April 6th, 2009.

Appointment windows will now be 2 hours. (ie: 30 minutes prior, the appointment hour and 30 minutes after the appointment hour.)

- As an example: 9:00am appointment can be transacted from 08:30 am to 10:30am.**

Appointments must be cancelled more than 2 hours prior to the appointment hour.

- As an example: 9:00am appointment must be cancelled by 7:00am before.**

Deltaport and Vanterm will continue to monitor Compliancy which will be standardized within all Terminals.

We will continue to work together with the Port and the stakeholder community bringing further improvements to the appointment system.

**TSI Deltaport
Michael Baker
Operations Manager**

**TSI Vanterm
Don Nonis
Operations Manager**