


Truck Turn Time FAQs

1. **What are truck turn times?** – A truck turn time is the duration a truck spends on a marine terminal conducting his/her transaction(s).
2. **How are truck turn times calculated?** – Each truck that enters a marine terminal is required to have a Radio Frequency Identification (RFID) tag. The tags are read at the entrance and exit security booths of the marine terminal beginning at 0600 every day, with turn time calculations commencing at 0700. The time it takes each truck to get from the security entrance to security exit is the truck turn time.
3. **What is Current Average Turn Time?** – The current average truck turn time is calculated by averaging all of the truck turn times for the preceding 30 minutes. If no trucks have existed the marine terminal in the preceding 30 minutes, no turn time will be displayed.
4. **Is any data excluded?** – As a pre-defined business rule, the calculations eliminate Turn Times that are reported as less than 15 mins or more than 4 hours.
5. **What if a truck doesn't exit the same gate it entered?** – The truck turn time associates with marine terminal gate it came in from. As an example, if a truck enters OICT West gate and exits at OICT East gate, the turn time is applied to the OICT West gate.
6. **What are the color codes for?** – The color codes are defined as below:
 - Green = 0 to 1H 15M average turn times
 - Yellow = 1H 15M to 1H 30M average turn times
 - Red = over 1H 30M average turn times
7. **How often is the data refreshed?** – The data for RFID reads is refreshed every 5 mins, but the dashboard can be refreshed any time for new information using the “” icon.
8. **How are labor breaks at the Marine Terminals handled?** – Turn times are based on the total time spent by a truck in a marine terminal, regardless of breaks.
9. **Is it possible to see how many turns are being utilized in the average turn time calculations?** – This information will be provided in a future release in early 2019.
10. **Is it possible to see a percentage breakdown of the turn times used in the average calculation that are under 75 minutes, between 75 and 90 minutes, and over 90 minutes?** – This information is in development and will be available in early 2019.
11. **Is it possible to query a database of the turn time calculations for each terminal based on a specified date/time range?** – This information is under development and is expected to be released in early 2019?

Disclaimer

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