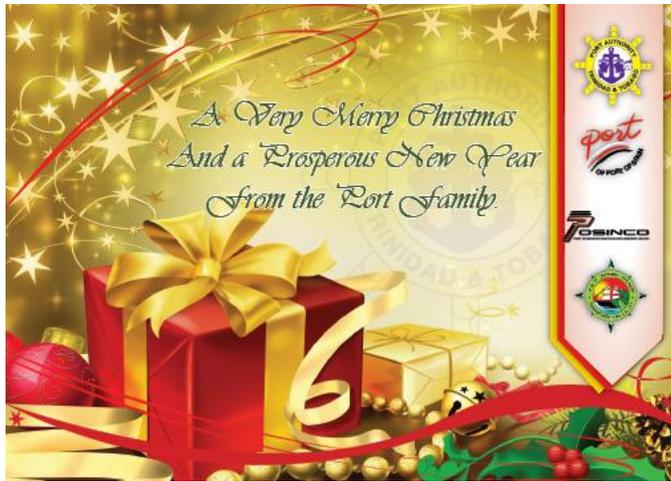




Portside Online

December 2013

SEASON'S GREETINGS AND HAPPY NEW YEAR



As 2013 comes to an end, the Board and Management of the Port Authority extend best wishes to all employees and stakeholders for a blessed and prosperous new year.

To all employees: Your dedication, commitment and loyalty to the organization for 2013 are greatly appreciated. Your efforts have been recognized and we look forward to everyone working together in 2014 to achieve even greater results in all the business units.

To our customers: Our aim is to provide you with improved customer service and customer satisfaction levels. We encourage you to provide us with feedback as we continue to build meaningful communication and relationships with you.

May you all be bestowed with joy, peace, health, love, wisdom and success for 2014. Be safe as you enjoy the festivities, and let us all aim to keep the spirit of caring and sharing alive throughout the New Year.

PPOS OPERATIONS REVIEW – 2013

There was a significant improvement in port operations in 2013 compared with that of the previous year. Key performance Indicators showed a positive trend: truck turnaround time decreased from 79 minutes in 2012 to 58 minutes in 2013; moves per berth hour went from 17.1 moves to 21.5 moves; and moves per crane hour improved from 13.3 moves to 14.8 moves. There was also a 4% increase in TEU volumes, from 365,895 in 2012 to 379,828 TEU's handled in 2013.

TRUCK	BERTH	CRANE	TEU's
2013 58 mins	21.5 moves/hr	14.8 moves/hr	379,828
2012 79 mins	17.1 moves/hr	13.3 moves/hr	365,895

The major contributors to improvement in truck turnaround time were the opening of the full container storage extension (formerly Shed 9) in October, as well as the gate appointment system implemented through the NAVIS terminal operating system. Other factors towards the improvement in the KPI's included on-going training in equipment handling, a greater focus on customer service standards and operations administration.

The focus for 2014 is not merely to meet or maintain the KPI's of the past year, but to surpass them.

DECORATING COMPETITION 2013



TTIT – Trini Christmas with bottle and spoon

After judging the annual Decorating Competition on Wednesday 18th December, the two judges - Safraz Gaffoor and Shelly Mohammed - were delighted, awed and impressed by the concentration of talent existing among port employees. Provided with just one thousand dollars each, teams were able to produce displays of the highest standards and exhibiting elements of creativity, teamwork and the joyous Christmas spirit.



Christmas in India – courtesy TTIT

One department stood out among the rest. TTIT dazzled the judges with their multi-cultural display showcasing Christmas time and customs in India, China, Africa, Europe and finally “Sweet T&T” - ending the presentation with parang and sweets.

The judges had such a hard time deciding between HR and Engineering that a tie was the only logical choice. The HR Department managed to get the judges dancing with their interactive chocolate factory display. Even Willy Wonka and his oompa loompas were present that day.



Willy Wonka pays a Christmas visit to HR department

The Engineering department was the essence of what the Port family is all about; rightfully copping the prize for the most enthusiastic team as well as tying for second place. Judges were lured in by the team’s attention to detail and also a bit tempted to take a dip in the pool that added to their “Christmas on a cruise ship” theme.



The Engineering crew with a great presentation



The judges pose in front Berthing Department's tree

The Berthing department was the hands-down winner of the 'best tree' prize with their make-believe snow and mini-town display done by a team consisting predominantly of male employees, which was a factor impressing the judges. Excellent efforts by Shed 4 and the Barrel Shop were also noted during deliberations.



Christmas painting and decoration – Shed 4



And here is Christmas in Africa – TTIT's display

In all, the race was fast and tight. Each display embodied the true meaning of Christmas and all executions of each theme were beautifully done in the spirit of friendship, fun and community.

FERRY SERVICE REVIEW 2013



With the advent of the fast ferry to the sea bridge in 2004, there is no doubt that the ferry service has proven to be a popular choice of travel between the islands. Business at the Trinidad and Tobago Inter-Island Transportation Co. Ltd (TTIT) is expanding annually with 2013 recording 951 voyages transporting a total of 697,269 passengers and 144,579 vehicles, over the period January to August 2013 (*most recent stats*).

The year 2013 also recorded a significant milestone in the history of the ferry service, with the appointment of Kerron Brebnor as the first local captain. Also, on November 19th a new arrival terminal was opened at the Port of Scarborough enhancing the experience, comfort, efficiency and customer service for passengers. Also prior to this initiative, the departure area had been extended, refurbished and updated.

TTIT is committed to continuous improvement in customer service and satisfaction and the public can look forward to an improved service in 2014, including the purchase of ferry tickets on-line.

CRUISE SHIP UPDATE 2013/2014



Passengers disembark at the POS Cruise Ship Terminal

The 2013/2014 cruise season commenced on September 20th with the arrival of the 'National Geographic Explorer' at the Port of Spain harbour, bringing one hundred and eleven (111) passengers. It was the only vessel to grace our shores that month.

The following months of October, November and December were relatively quiet with one vessel call per month. However, things are expected to heat up in February 2014 when three vessels are scheduled to arrive with 5,038 passengers on board. The 'MS Delphin' with 554 passengers is scheduled to berth on the morning of March 3rd.

'The 'MSC Divina' will end the 2013/2014 cruise season when she arrives on May 31st for a day visit.

PORT POLICE HOLDS ANNUAL DINNER

Here are some photos of the annual Christmas dinner held on December 14th by the Security department, and where its employees, family and friends shared the joy of the season together.



Estate Constable Nigel Punnette gives some greetings to guests



Head of Security, Kelvin Birch, in line for the Christmas buffet



Guests in the buffet line getting ready to enjoy the meal

SECURITY'S ANNUAL CHILDREN'S PARTY

The Security Department also hosts an annual children's Christmas party, where Santa makes a visit to share his bag of toys with the excited children. The annual party is an initiative of Security and receives sponsorship from the Port Authority and other agencies, all towards spreading cheer among the youngsters.



These two girls were on Santa's 'nice' list



Such joy and happiness with Santa



Oh what fun it is – a memorable party indeed



Enjoying the fun and games