

Public Reporting Requirements

Open Access Regime element	Reporting requirement	Public reporting
Access application process	Applications for contracted rail windows received and applications satisfied, by number of windows and TEU per annum.	Yes
Rail capacity utilisation	Total rail capacity in TEU per annum.	Yes
Truck capacity utilisation	Total truck pick-up slots provided per annum.	Yes
Ancillary services	List of ancillary services provided to Associated Operators and to Third Party Operators within the reporting period.	Yes
Rail window allocation	Total number of rail windows requested by customers ¹ and the number allocated per annum.	Yes
Train access and loading/unloading	Total number of trains arriving on time received and loaded/unloaded at the terminal within the allocated rail window per annum.	Yes
Truck turn around	Average truck turnaround time for trucks delivering/receiving containers at the terminal.	Yes

¹ A request for a rail window is a request from a customer or operator (whether Associated Operator or Third Party Operator) who has secured the necessary train paths from ARTC and rail windows at the port to be able to use the requested Terminal rail window