



GARDEN CITY TERMINAL USERS GUIDE

Client Relations Department

GPA Client Relations Center is open Monday through Friday, 8a.m. – 5p.m. Representatives are available to answer questions, provide driving instructions and assist with all problems including interchange. For container, cargo and technical support assistance (Navis and WebAccess), contact:

- **Phone:** 912.963.5526
- **Email:** customerservice@gaports.com
- **Government Related Inquires**
Email: governmentservices@gaports.com
- **webaccess.gaports.com** (24 hours/7 days per week)
- **www.gaports.com** offers printable driving instructions

CRC FAQs

- **Pre-Advice PIN:** All container moves must be pre-advised through WebAccess. Contact GPA's Client Relations Center at 912.963.5526 for more details.
- **Spouse or Child in Truck/Vehicle:** A spouse or child may not ride as a passenger unless they have a TWIC identification card. A pet may ride along, however, they are to always remain inside the vehicle while on terminal.
- **Last Free Days:** Any questions or requests regarding free days must be handled by steamship lines.
- **Gate or Holiday Hours:** For any questions regarding gate hours or holiday hours, please visit Georgia Ports Authority's website: WebAccess.
- **Container Availability:** For any questions regarding container availability please visit Georgia Ports Authority's website: WebAccess.
- **Exam Status:** For any questions regarding the exam status of a container please call the CRC, or email: governmentservices@gaports.com
- **Container Locations:** For help finding a container, please email us a request with the container number at customerservice@gaports.com. To document the process of finding a container, GPA requires the request to be through email and not over the phone.
- **Vessel ETA's:** For any questions regarding vessel estimated time of arrival, please visit Georgia Ports Authority's website WebAccess.
- **TWIC Requirements:** TWIC stands for Transportation Worker Identification Credential. Go to TWIC.gov to see locations to apply. Effective Aug. 5, 2019, the Georgia Ports Authority will go to 100 percent scanning of TWIC at all GPA access points.
- **Vessel Docking Information:** For any questions regarding vessel docking, please visit Georgia Ports Authority's website WebAccess.
- **Booking Updates:** GPA cannot update all bookings, but attempts will be made if possible. If GPA does not have access to update the booking tally, please contact the shipping line.

Container Traffic – Gates 3, 4, & 8

All lanes are scaled at gates 3, 4, and 8. Bobtail trucks can enter Gate 1 and Gate 5. Gate hours are 6 a.m. to 6 p.m. Monday through Friday and 8 a.m. to 5 p.m. on Saturday (Gate 4 only with a lunch break from noon to 1 p.m.). Last ticket for refrigerated containers will be issued at 4:15 p.m. Last ticket for dry box pickup will be issued at 4:30 p.m. and 5 p.m. for dry box drop off.

RFID Tags

Radio Frequency Identification Tags (RFID) are required on all tractors for delivery and pick-up. An RFID tag may be obtained at by visiting the GPA credentialing center. Unladen tractor weight is required for registration. Visibility of truck tag number from truck hood or cab roof ensures fluidity of container transaction.

Delivery and Pick-up Instructions

Please have the following information available and ready at the time when arriving at the pedestal:

- PIN
- Tractor license plate number
- Trucking company represented
- Load or empty
- Steamship line
- Booking number, container number or EDO Number

When complete, the system will produce a drop-off ticket and/or a pick-up ticket. Next, proceed to the interchange lanes for the inspection process.

If there is an error of any kind, the system will produce a trouble ticket. After that, proceed to the trucker's assistance kiosk. Kiosks have GPA trouble phones, security phones and a printer. Most errors can be corrected by contacting the dispatcher or the steamship line. (GPA personnel will assist in resolving issues.) At the interchange lane, an inspection of the equipment will be performed. Following inspection, the system will produce an EIR ticket.

Proceed to the container yard location specified on the electronic interchange receipt ticket.

The container handling equipment will be notified via radio data terminal of the assigned location. The RFID Tag applied to your tractor will identify your mission. When complete, proceed to the assigned area to park/swap the chassis if necessary. Then proceed to the next location to pick up another unit.

After picking up the outbound unit, proceed to the interchange lanes for inspection. When complete, the system will produce an EIR ticket.

Need a Transfer/Flip?

If a transfer or flip is required for an inbound or outbound unit, you will be directed to the driver assist area. (Insert Map Location) Flips will be coordinated at the driver assist area.

GPA Gate Assistance

Use trouble telephones at the general trouble kiosks at Gates 3, 4 and 8 between the pedestal and inspection canopy or internal kiosk. **See Map: No. 33 [J5] Gate 3 Trouble, and No. 14 [F5] Gate Trouble.**

Terminal Security

GPA's restricted marine terminals operate at Maritime Security (MARSEC) Level 1 unless otherwise posted. MARSEC Level 1 refers to the minimum appropriate security measures that are maintained at all times. An increase in the MASREC level dictates an increase in the facility's security posture and additional requirements for terminal access.

All persons entering are subject to screening prior to entry. Screening is defined as a reasonable examination of persons, baggage, personal effects, and vehicles for the presence of dangerous substances and devices, or other prohibited items listed in the facility security plan (FSP), for the protection of the facility and terminal users.

The purpose of the screening is to secure the vital government interest of protecting vessels, harbors, and waterfront facilities from destruction, loss, or injury from sabotage or other causes of similar nature. Such screening is intended to ensure that dangerous substances and devices, or other items that pose a real danger of violence or a threat to security, are not present.

All persons shall remain alert and follow all instructions of security personnel while on the premises.

Any suspicious person(s) or activity observed should be communicated immediately to GPA Police Dispatch.

Failure to observe security requirements may result in immediate removal or detention by law enforcement personnel.

Emergencies, Suspicious Activity, Incidents and Collisions

All incidents should be reported to GPA Police Dispatch.

Emergency: 912.964.3911

Non-emergency: 912.963.5588 or 912.963.5589

GPA Credentials

Persons who regularly access GPA's restricted marine terminals (5 or more entries in 1 year) must register and obtain a Georgia Ports Authority credential. GPA credentials may be issued at either GPA's Savannah Credentialing Center or GPA's Brunswick Credentialing Center. You must possess a valid TWIC to be issued a GPA credential.

Transportation Worker Identification Credential (TWIC)

A Transportation Worker Identification Credential (TWIC) is required for unrestricted access to GPA's restricted marine terminals. All TWIC holders must enroll their credential into GPA's access control system. To do so, the card holder must have his/her TWIC Personal Identification Number (PIN).

GPA Credentialing Centers Savannah Credentialing Center Garden City Terminal

100 Main Street (GPA Annex 2)
Garden City, GA. 31408

Hours of Operation:

M-F (8:00 a.m. to 4:45 p.m.); Closed holidays & weekends

Brunswick Credentialing Center Colonel's Island Terminal

25 Joe Frank Harris Blvd. (GPAPD Office)
Brunswick, GA. 31520

Hours of Operation:

M-F (8:00 a.m. to 4:30 p.m.); Closed holidays & weekends

Mailing Address:

GPA Credentialing

P.O. Box 2406

Savannah, GA. 31402

Questions regarding credential procedures should be directed to Client Relations at 912.963.5526, or email: customerservice@gaports.com

TWIC Escort

Persons seeking access to GPA's restricted facilities who do not possess a TWIC and have demonstrated a business need for entry, may enter GPA facilities with an approved TWIC escort. Escorts and visitors must always maintain side-by-side accompaniment. If an escort or visitor becomes separated from their companion, they must notify GPA Police immediately, at 912.964.3911, and an officer will respond. Failure to adhere to these procedures constitutes a breach of security and will be reported in accordance with federal law.

TWIC Escorting Services

Georgia Vehicle Escorting, LLC, is the authorized TWIC escorting vendor for GPA's restricted marine terminals in both Savannah and Brunswick.

210 Carolan Street
Savannah, GA. 31415

For information, rates and appointments:

Phone: 912.667.5631

Website: www.georgiave.com

Email: info@georgiave.com

Safety Department

Garden City Terminal is extremely busy. Everyone must comply with the following safety rules as well as all applicable GPA, local, state, and federal rules and regulations:

1. Vehicles shall yield to all pedestrians.

2. Observe all posted traffic signs and stop bars.



3. No cell phone use while driving.

4. ANSI approved Type R Class 2 high visibility/reflective safety vest shall be worn while on terminal.



5. Speed Limit is 25 mph unless otherwise posted and must always be observed. Be cautious at roundabouts. Over the Road Truck (OTRs) drivers shall reduce speed when construction or potential hazards exist.



6. Seatbelts must be worn at all times.

7. No U-turns on terminal.



8. No parking, standing or walking on RTG pad/lane



9. Do not leave any portion of vehicle or chassis on or in the path of RTG Pad/Lanes.



10. ALWAYS yield to RTGs.

11. Remain at least 20 feet behind the vehicle in front of you.

12. Do not move while being loaded/unloaded unless instructed by the operator.

13. Horn signals are: One to move forward, and two to move back.
Operators may also use intercom system for other instructions.

14. Do not cut through stacks while traveling in the yard.

15. Do not park behind a top lift.

16. OTR drivers shall not travel with unsecured container doors.

17. Do not climb on GPA equipment for any reason.

18. Do not approach any leaking container.

19. Do not litter.

Avoid Congestion

Unless authorized, OTR drivers shall NOT drive on the dock. Please use the Cross Terminal Roadway. The dock is for ship traffic only.

Clerk Safety

Maintain a distance of 20 feet or more between vehicles at interchange gates.

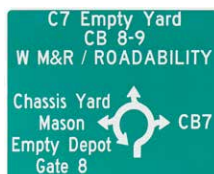
OTR Driver Safety

It is highly recommended that OTR drivers not exit their vehicles while in an RTG work zone between the pads/lanes. Tasks that require the driver to get out of their vehicle (e.g., lock chassis, inspect empty container) shall be completed at a safe distance away from a working RTG and/or top lift.

Roundabout Safety

Traffic shall obey roundabout signs. Select proper roundabout lane prior to entering the roundabout. Avoid changing lanes while in a roundabout.

WARNING – OTRs have an increased potential to rollover due to load shifts while in a roundabout.



Examples of roundabout patterns and signs that can be found on terminal

For safety, comments, concerns or questions,
please contact us at safety@gaports.com



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