

PORT CUSTOMER SURVEY

Major Issues Raised



SURVEY RESULTS

- 2004 satisfaction rating 3.0
- 2008 satisfaction rating 3.6
- Overall customers satisfied with port operations but improvements still necessary
- Of 10 survey areas all showed improvement
- Of 10 survey areas PKPC ranked higher than competitors in all areas



CUSTOMER IMPROVEMENTS


- Inter personal - communication
- Port operations - environment
 - port development
 - commercial
 - tug use
 - pilot availability
- Logistics
 - port access roads
 - bridge height clearance
 - rail services ops/cost/cap



WAYS TO BETTER SERVE CUSTOMERS - NOW

- Outer harbour facilities
 - Easier access to the port
 - Provide better rail access
 - Be more open and transparent
 - Develop a greater customer focus
 - Provide more feedback
 - Changing of vessel bookings
 - Common use/break bulk facilities
 - Focus on a healthy environment
 - More land/storage facilities
 - Joint marketing campaign for general cargo containers
 - Cost management
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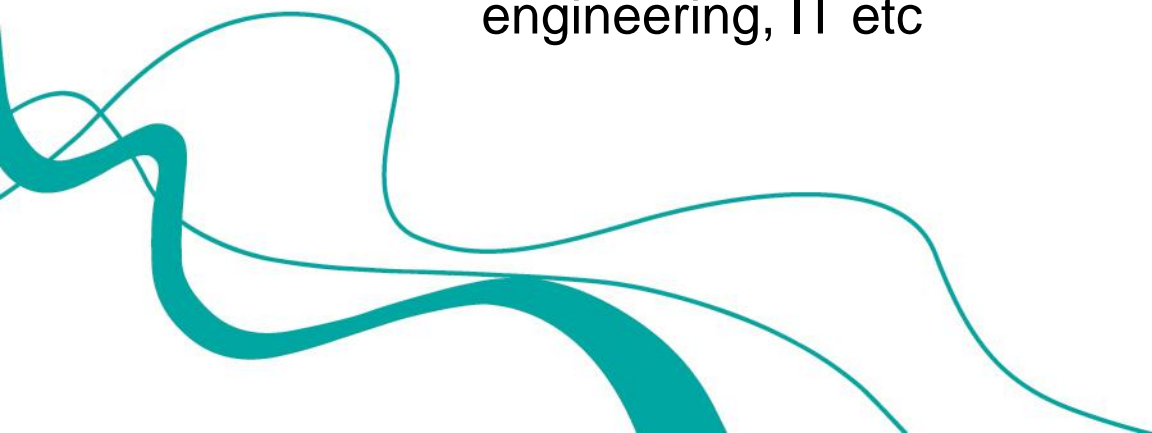
WAYS TO BETTER SERVE CUSTOMERS – 15 years time

- Traffic management in/out of the port
 - Road and rail links and capacity
 - Berth congestion
 - Storage space
 - Capacity to expand (land)
 - Port charges
 - IT expenditure
 - Communication
 - Disposal of dredge spoil
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WHY INVEST IN PORT KEMBLA?

- Very good port facilities are available now
 - Deep water port
 - Proposed green field site – developed to your needs
 - 52 hectares of land
 - 7 berths (2100 metres)
 - Good road/rail corridors
 - Easy access to Sydney – Melbourne
 - Port precinct protected for Port use
 - Growth is South – West of Sydney
 - Gateway to South – West Sydney
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SUPPORTING CAPABILITY


- Development of an inland port at Moss Vale with Hume hwy and North South rail access
 - Easy access to Sydney inter-modal terminals
 - Supports the future of Port Botany
 - Availability of skilled labour pool
 - Cost competitive support services
 - Ample low cost land available in the vicinity
 - Support and service industries readily available – engineering, IT etc
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LIVEABILITY

- World class university
- High quality TAFE colleges
- Excellent primary and high schools
- Affordable living
- Coastal and rural lifestyle with city advantages
- Good health and hospital services
- Easy access to all services and facilities



ILLAWARRA ADVANTAGE FUND (NSW Government)

- It assists:
 - new business to establish in the region
 - firms relocate to the region
 Sydney/Interstate/Overseas
 - firms to expand or improve competitiveness of existing operations
 - Payroll tax benefits
 - Relocation incentives
 - Assistance package based on:
 - direct employment generated
 - value of capital investment
 - State revenue generated
 - export potential or import replacement
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CONTACTS

- Department of State and Regional Development
PO Box 5106 Wollongong NSW 2500
Telephone (02) 42259055
- Port Kembla Port Corporation
PO Box 89 Port Kembla NSW 2505
Business Development Manager
Telephone (02) 42750100

