CargoSprint

eModal

Port Everglades Terminal Scales with Cargo Growth using CargoSprint's eModal Community Portal

Leveraging Technology to Support Growing Cargo Volumes

> "Our goal is to provide a facility that prioritizes safety, service and productivity with a commitment to continuous improvement. The eModal solution makes that possible."

> *- Javier Miranda, Director of Customer Service and Continuous Improvement, Port Everglades Terminal*

OVERVIEW

Port Everglades Terminal (PET) is a key logistics hub in South Florida, playing a crucial role in international trade and efficiently managing high volumes of containerized cargo. As global supply chains evolve, PET continues to innovate to keep cargo moving and meet growing trade demands.

Through its partnership with CargoSprint and the integration of the eModal Community Portal, PET has streamlined appointment scheduling, reduced congestion and enhanced traffic flow, creating a more predictable and efficient logistics process. By improving visibility, optimizing productivity and ensuring regulatory compliance, the platform helps PET maintain seamless operations while meeting stakeholder needs.

THE CHALLENGE

Overcoming Operational Challenges of a High-Volume Terminal

As one of the most active cargo ports in the United States, PET has always embraced innovation to keep cargo moving efficiently. In 2004, the terminal became the first marine terminal operator in South Florida to implement online payments for tariff-based services, setting a precedent for modernization.

However, as container volumes surged and trade patterns evolved, new operational challenges emerged. Managing the competing needs of multiple stakeholders became increasingly complex. Truckers faced long wait times due to scheduling variability, leading to congestion at terminal gates and surrounding roadways. Beneficial Cargo Owners (BCOs) and shippers needed predictable scheduling and faster cargo movement to avoid costly delays.

A consistent challenge was the unpredictable nature of truck arrivals. PET frequently experienced traffic spikes, with as few as 20 trucks in line early in the morning, swelling to over 100 by midday. Without a structured appointment system, trucks lined up before dawn, leading to gridlock, bottlenecks at key access points and inefficiencies in resource deployment.

"Fluid truck movement is essential," said *Rick Blackmore, CEO of PET. "Without managing truck volume effectively, gridlock occurs, creating unsafe conditions and operational delays."*

Like other major marine terminals, PET also faced geographic constraints. Limited land availability made it critical to maintain a steady truck flow to avoid congestion and delays. At the same time, PET's fee management process needed updates to reduce administrative burdens and disputes, as traditional payment methods sometimes resulted in additional costs and processing delays for both terminals and shippers.

Recognizing these challenges, PET sought a comprehensive pre-gate and appointment system provider that could deliver real-time scheduling visibility, regulate truck traffic and streamline fee collection without disrupting operations.

THE SOLUTION

Selecting and Implementing CargoSprint's eModal Solutions

PET had been evaluating TMS alternatives when CargoSprint emerged as the ideal partner. The terminal had shared container data with CargoSprint for years, building a strong working relationship before fully deploying its suite of services.

By 2018, PET was actively exploring appointment systems but found that few providers could scale effectively or integrate seamlessly with existing industry platforms. CargoSprint stood out as one of the only community platform solutions capable of meeting PET's needs while ensuring interoperability with its existing terminal operating system (TOS) solution. PET had recently gone live with Tideworks Mainsail 10, Tideworks' next generation marine TOS.

Multiple factors influenced the decision to adopt the eModal Community Portal, including the platform's scalability, integration with PET's TOS and its proven stability with operational success in other terminals.

"Our long working relationship with CargoSprint dates back to shortly after PET's opening in 2004," said Javier Miranda, Director of Customer Service and Continuous Improvement at PET. *"For over a decade, we provided container data to CargoSprint and its proven success across various port communities made it a strong partner choice. Its powerful PreGate appointment solution provided a solid foundation we could integrate and enhance within our operations."*

Given the variety of integrations and users, deployment was intensive. PET transitioned the eModal system on July 28, 2023 over a single weekend. They shut down the previous platform on Friday and launched PreGate, eModal's comprehensive appointment scheduling tool, the same evening. This rapid transition required immediate slot scheduling to ensure a smooth rollout.

Despite extensive outreach efforts before deployment, a natural adjustment period followed as stakeholders became familiar with the new system. This transition reinforced the importance of ongoing engagement and education to support a seamless adoption.
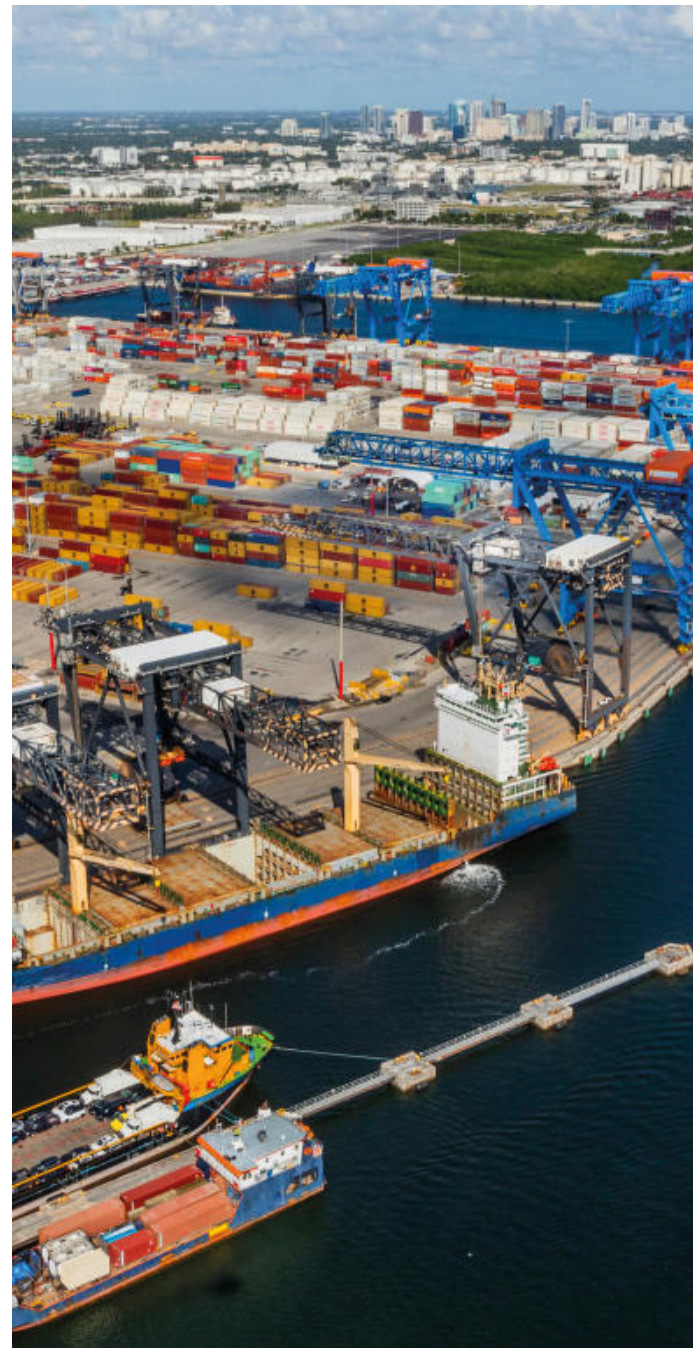
Since the TOS and PreGate appointment systems were stabilizing simultaneously, the integration required troubleshooting to ensure smooth interoperability. After this effort, PET became the first facility to successfully launch eModal with Mainsail 10, marking a significant milestone in system integration.

Strengthening the Trucking Community's Experience

Transitioning to an appointment-based system required an adjustment period for the trucking community, as some were unfamiliar with or cautious about adopting new technologies. To ease the shift, PET provided training and ongoing support to help trucking companies and dispatchers understand how the system improved planning, reduced wait times and enhanced operational efficiency.

Before deployment, PET met with trucking companies to gather feedback and refine slot allocations, ensuring the system worked for both the terminal and its partners. This proactive approach helped secure buy-in from the community and showcase benefits to driver experience and safety, not just terminal efficiency.

Trucker support has been a key factor in PET's success. Their support and adaptability to use the solution have contributed to reduced congestion and more predictable, efficient logistics processes.

"Above all, with the eModal platform, we're providing a more efficient and safer work environment for truckers and the labor force supporting our operations," added Rick Blackmore.

THE IMPACT

Delivering Faster Turnaround and Greater Visibility

Since deploying CargoSrint's eModal solutions, PET has experienced significant productivity improvements across various operational areas.

Reduced truck turnaround and congestion: The average truck turnaround time has decreased from 47.8 minutes to 36.8 minutes, reflecting a nearly 25% improvement. Traffic management has also become more efficient, as PET now has greater control over truck arrival patterns, reducing congestion at terminal gates and on adjacent roadways. With a structured scheduling system in place, backups no longer spill onto city streets and highways, leading to improved overall traffic flow and safety for the community.

Enhanced resource coordination: The increased visibility provided by eModal has also improved resource allocation. PET can now proactively adjust equipment and staffing based on anticipated truck arrivals. For example, if an influx of appointments is scheduled overnight, resources can be reallocated ahead of time to maintain smooth operations.

Optimized cost efficiency: Additionally, fee management has become more efficient with the implementation of eModal's Fee Manager, which enables direct settlements by BCOs. This shift has reduced reliance on intermediaries and eliminated unnecessary markups. Previously, shippers often faced double payments due to trucking companies marking up terminal fees, but by allowing direct settlements, PET has helped shippers achieve significant cost savings.

Improved customer experience: Beyond operational improvements, PET has also enhanced customer service, ensuring a better experience for all stakeholders. *"Customer service is a key component. Without an effective and powerful appointment system provided by CargoSprint's eModal, customer service would not be at the high level it is now,"added Miranda.*

Looking Ahead

PET remains committed to continuously improving its operations. As South Florida's trade continues to expand, the terminal is focused on ensuring its systems remain scalable, adaptable and equipped to meet evolving demands. A strong emphasis on security, support and efficiency continues to guide strategic decisions and future advancements.

"Our goal is to provide a facility that prioritizes safety, service and productivity with a commitment to continuous improvement. The eModal solution makes that possible," added Miranda.

The deployment of CargoSprint's eModal Community Portal has been a transformative step for PET, modernizing truck appointment scheduling, streamlining fee collection and optimizing logistics operations. These capabilities have improved operational visibility, reduced inefficiencies and created a more predictable, productive environment for stakeholders.

To learn about our parent company CargoSprint,
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