

# CTMP Registry FAQ

## Frequently Asked Questions

### A. Secure Truck Enrollment Program (STEP) FAQ

- 1. Who needs to file a Secure Truck Enrollment Program (STEP) Agreement with the Port?**  
All Licensed Motor Carriers (LMCs) who dispatch truck drivers to the Seaport must file a STEP Agreement.
- 2. Am I an LMC?**  
An LMC is defined as an entity that hires, contracts with, and dispatches truck drivers to pick up or deliver cargo at the Seaport.
- 3. What is the definition of a Seaport facility?**  
Seaport facilities are defined as marine terminals, rail yard, and other facilities where drayage trucks operate in the Seaport, not including truck parking and maintenance facilities. Please refer to the Seaport map and table in the Port Registry Fact Sheet.
- 4. What happens if I don't file a STEP Agreement?**  
All LMCs must file a STEP Agreement with the Port and register their trucks in the Port Registry database in order to access the Seaport. LMCs who are new to drayage at the Seaport must file a STEP Agreement immediately. Trucks without proof of STEP registration may be denied access to Seaport facilities starting June 1, 2010. Temporary access may be permitted by obtaining a STEP Day-pass at the Ports Customer Service Center (See FAQ #43)
- 5. Are there fees associated with the program?**  
No, there are currently no fees. In the future, the Port may charge registration fees to cover administrative costs of the Port Registry.
- 6. Is this program associated with the California Air Resources Board (CARB)?**  
No, this program is not associated with CARB. CARB and its regulations are independent of the STEP Port Registry. The STEP Port Registry is a safety and security component of the Comprehensive Truck Management Program.
- 7. Is this program associated with the Ports of Los Angeles and Long Beach?**  
No, this program is not associated with the Ports of Los Angeles and Long Beach.
- 8. When can I find specific information about how to register?**  
Registration information has been posted on the Port's web site at [www.oaklandseaport.com](http://www.oaklandseaport.com) and follow the link to Port Registry. When necessary, information will be sent by email and regular mail to LMCs for which the Port has contact information. If you would like to be placed on the LMC notification list, please call @ (510) 267-1801 or toll free at 866-332-7026 or email @ [csc@oakportregistry.com](mailto:csc@oakportregistry.com).
- 9. Will Independent Owner Operators (IOOs) currently operating at the Port be impacted?**  
In order to continue doing business within the Seaport, IOOs and their trucks must be registered in the Port Registry by the LMCs they drive for. This is also true for company (employee) drivers. The CTMP and Port Registry do not require that IOOs become employee drivers.

### B. Port Registry FAQ

- 10. Will my Company information be protected?**  
Yes, the system has been designed to support security polices including industry standard data and transmission encryption, data and user account audit trails, antivirus/malware software protection,

network segmentation/firewall, intrusion detection monitoring and alerting, and regular network penetration security audits.

**11. Who will have access to my Company information?**

LMCs will only have access to information on trucks and drivers that are registered by them and that drive for that LMC. The STEP agreement stipulates that the information contained in the Port Registry is private information and is not to be shared with any agencies or entities unless authorized by the Port. Under certain security conditions, the Port may authorize law enforcement agency access to Port Registry information.

**12. Who can register a truck?**

Only LMCs can register a truck. Independent Owner Operators must be registered by their LMCs.

**13. How will my Company access the Port Registry to enter our truck and driver information?**

An email with a weblink to the Port Registry together with your Company Administrator's User ID and Password information will be sent to the email address you provided to the Port in your Company's STEP Agreement application.

**14. The person entering the data for our Company will be different from the person listed in our STEP Agreement. Can we add a user(s)?**

Yes, your Company administrator can do this or you can call the Port's Customer Service Center for help.

**15. The password you sent me is difficult to remember, how can this be simplified?**

When you log in for the first time the system will prompt you to change your password. Simply copy and paste the system assigned password that you receive in the welcome email into the password field on the login page. Then create your new password.

**16. I am now in the system. What do I do next?**

You can start by adding your trucks. Click on the trucks menu option. To add a truck click on the 'Add Truck' button located just below the 'Search' button in the upper right corner of the Trucks page.

**17. What can I do if I am having difficulty entering my fleet information into the Port Registry?**

You can use the help features that are built into the Port Registry application to obtain additional information or you can contact the Customer Service Center at (510) 267-1800 between the hours of 7:30am and 4:00pm to speak with a customer support representative. Help is also available on every page by clicking the Help/FAQ option on the top menu.

### C. Truck Data Entry FAQ

**18. I am an LMC. Do I have to enter all my trucks into the Port Registry?**

You are only required to enter information for trucks and drivers serving Seaport facilities at the Port of Oakland.

**19. Do I have to enter a STEP 'Decal Number' for each of my trucks?**

No, each STEP decal number will be entered for you by the staff at the Customer Service Center.

**20. What should I enter in the 'Truck Label' field?**

You are not required to enter anything in the 'Truck Label' box. This has been provided for your convenience, should you find it useful to add Company specific information related to the truck.

**21. What should I enter in the 'MTO RFID Tag Number' field?**

Enter your 8 digit RFID tag number here. As you know, RFID tags are required to access all Marine terminals at the Port of Oakland.

**22. Why is the RFID tag field not a required field in the system?**

It is a required field for ALL trucks entering marine terminal facilities. However, some trucks only serve off-dock facilities at the Seaport where RFID tags are not required. Off-dock facilities at the Seaport will utilize STEP decals to confirm STEP compliance and allow entry.

**23. Why does the 'Access' field show 'Red/No' when I save a truck?**

The Access field will turn 'Green/Yes' once a STEP decal number is assigned to a truck by the CTMP Customer Service Center.

**24. If my VIN is valid why do I get a 'VIN does not exist' message and what do I do?**

Some trucks, especially newer ones, may not be recognized by the automated VIN validation service.

Please contact the Customer Service Center and be prepared to provide your vehicle registration information so that the staff can resolve this issue for you.

25. **Do I have to re-enter truck information for an Independent Owner Operator (IOO) whose truck information has already been entered by another LMC?**  
No, once you enter the VIN for the vehicle, the system will automatically populate the rest of the truck information for you. You simply verify the data and click finish to associate the truck with your Company.
26. **I recently purchased a new truck and will not receive my license plate from DMV for up to 60 days, what do I do?** Please enter a temporary license plate number for your new truck in the Port Registry. All temporary license plate numbers should follow the 7 digit format, 'TEMPNNN' where NNN = the last 3 digits of the truck VIN. Once you have entered your temporary license plate number, the Port Customer Service Center will issue you with a temporary STEP Certificate and STEP Decal for your new truck. Please remember to contact the Customer Service Center immediately you receive your permanent license plate number from DMV. Customer Service personnel will then be able to update your license plate information in the Port Registry and issue a permanent STEP Certificate and STEP Decal for your new truck.

#### D. Driver Data Entry FAQ

27. **Which number do I enter in the 'TWIC Card Number' field?**  
Please enter the TWIC serial number'. This is the number located on the back of the TWIC card, in the bottom left hand corner directly below the barcode.
28. **Do I enter information for my Independent Owner Operators as well as my Company Drivers?**  
Yes.
29. **Where do I go to add a driver?**  
To add a driver click on 'Company Profile', click 'Drivers' then click 'Add Driver'.
30. **Do I have to re-enter driver information for an Independent Owner Operator whose information has already been entered by another LMC?**  
No, once you enter the Drivers License number and State for the driver, the system will automatically populate the rest of the driver information for you. You simply verify the data and click save to associate the driver with your Company.

#### E. STEP Registration Documents

31. **When will STEP Certificates and STEP Decals be issued for our Company?**  
STEP registration documents will be issued after you complete entering your Company's truck and driver information in the Port Registry (as verified with you by the Customer Service Center).
32. **How will my Company receive our STEP Certificates and STEP Decals?**  
You will receive your package of registration documents via regular US mail. The package will be mailed to the designated point of contact at the mailing address of record that you provided in your STEP Agreement.

#### F. Implementation at Seaport Facilities

33. **What am I required to show as proof of Port registration?**  
The STEP registration process will include distribution of a Certificate of Registration and a Registration Decal that may be applied to the truck to show proof of registration
34. **I am a truck driver, how can I find out if I am registered in the Port registry?**  
Please contact the Customer Service Center and provide them with your license plate number and your driver license number.
35. **I am a truck driver and my truck is not registered in the Port Registry, what happens?**
  - o As of January 1, 2011, marine terminal operators must deny entry to non-STEP registered trucks.

- Other Seaport facility operators may deny entry or allow entry by recording certain information and reporting that information to the Port.
  - If you are denied entry from a Seaport facility, you may go to the Customer Service Center to resolve the issue or you may call the Customer Service Center at (510) 267-1800 for more information.
36. **Are there other requirements I need to comply with to be entered in the Port Registry?**  
A condition of the STEP Agreement is that only vehicles that comply with all applicable local, state, and federal laws and regulations may be dispatched to Seaport facilities. You must also comply with all Port safety and security requirements.
37. **What if I don't have insurance?**  
In accordance with applicable state and federal laws and regulations, you must have proof of valid insurance at all times while operating a truck. This same requirement applies to the Seaport area.
38. **What happens if I violate the terms of the STEP Agreement?**  
The Port may levy fines, take administrative actions or suspend STEP registration for repeated violations of safety and security requirements contained in the Agreement. Suspended registrations may be reinstated upon implementation of actions to correct the repeated violations.
39. **What if I drive for more than one LMC?**  
If you drive for multiple LMCs, one of them will have to initially enter information on you and your truck. Other LMCs will be able to activate your "truck file" to associate your operation with them.
40. **What happens if I switch between LMCs or drive for another LMC?**  
Switching or driving for another LMC is allowed as long as the new LMC registers you and your truck as one of their fleet in the Port Registry.
41. **Do I need to have a Transportation Worker Identification Credential (TWIC) to be entered in the Port Registry?**  
In accordance with federal security regulations, you will need to have a TWIC to gain access to regulated marine terminals, which includes all container terminals in the Port of Oakland. A TWIC is not required to be entered in the Port Registry if the driver accesses intermodal rail yards or non-container terminals in the Port of Oakland exclusively.
42. **Can infrequent truckers get a "day pass"?**  
Infrequent truckers can obtain a Temporary STEP Pass. A maximum of 10 Temporary STEP Passes will be issued per calendar year for any one driver and truck.
43. **How is this program going to change in the future? How much will this cost me as the program grows?**  
In the future, LMCs may need to install positioning technology on each truck owned or contracted by the LMC, and to pay for the truck positioning unit if so directed by the Port or any other local, state, or federal agency. In the future, the Port may charge registration fees to cover administrative costs of the Port Registry.
44. **Where should I send my truck if it has been turned away from the gate at a Seaport facility?**  
Any truck turned away from a Seaport facility for STEP non-compliance, should proceed to the Ports Customer Service Center for assistance. The Ports customer Service Center is located at 2475B West 12th Street, which can be found at the intersection of Maritime Street and 14th Street opposite Ports America marine terminal.
45. **How is STEP compliance being administered at the marine terminals?**  
The Port provides the marine terminals with an electronic list of STEP compliant trucks at 10.00pm each night. This list is also updated during the day as new STEP compliant trucks are added to the Port Registry. Each marine terminal uses an RFID reader at the gate to recognize the RFID tag attached to each truck. The truck will be allowed to enter the marine terminal if the truck information associated with the RFID tag matches the information on the electronic list of STEP compliant trucks provided by the Port. STEP non-compliant trucks will be directed to the Port CSC for assistance.
46. **How is STEP compliance being administered at off-dock facilities?**  
Truck access at off-dock facilities is determined by visual inspection of the STEP Decal or the STEP Certificate at the gate. STEP documentation should be kept with the truck at all times to facilitate this process. STEP non-compliant trucks, turned away at the gate, will be directed to the Port CSC for assistance.

47. **If my truck is turned away at the gate because it is STEP non-compliant, how soon can my truck return to the marine terminal and gain access?**  
If the dispatching LMC has a STEP Agreement with the Port, the truck may be added to the LMCs truck list and will be able to access the marine terminal approximately 20-30 minutes after STEP compliant status has been activated for that truck in the Port Registry.  
If the dispatching LMC does not have a STEP Agreement with the Port, CSC staff may issue a STEP Day-pass that will allow the truck to access all marine terminals at the Port on the day of issue. The truck will be able to access the marine terminals immediately the STEP Day-pass has been issued by the CSC
48. **What information does the driver need to provide at the CSC to obtain a STEP Day-pass?**  
The driver must provide CSC staff with the dispatching LMCs name and USDOT#, the vehicle license plate number, license plate state & VIN, the drivers name and driver license number. This information will be used by CSC staff to produce the STEP Day-pass.
49. **What process should my driver follow when using a STEP Day-pass to gain access to a marine terminal?**  
The driver will be requested to show his STEP Day-pass to the gate guard. The driver should retain the STEP Day-pass as he may want to access multiple marine terminals on the same day. Marine terminals have instructed their gate guards to return STEP Day-pass paperwork to the driver after inspection at the gate.
50. **Can my driver obtain a STEP pass for the entire week or just for one day at a time?**  
Each STEP day-pass is ONLY valid for the day of issue. Please note that each STEP Day-pass will be printed on 'Anti-copy' paper that will be voided if photo-copied or scanned in an attempt to create unauthorized copies or circumvent standard STEP operating procedures.
51. **Is the STEP Day-pass interchangeable between trucks or drivers in my fleet?**  
No, Each STEP day-pass will only be valid for the truck license plate and driver license number combination specified on the STEP Day-pass.
52. **What should I do with the old STEP decal when I receive the yearly updated decal (new color) for my truck(s)?**  
You may remove the old decal or cover it with the new decal.

## For More Information, please contact:

### Port Customer Service Center (CSC)

Phone: 510-267-1800 or Toll Free: 866-332-7026

Email: [csc@oakportregistry.com](mailto:csc@oakportregistry.com)

Address: 2475 - B West 12th Street, Oakland, CA 94607

### STEP Project Manager

Michael O'Brien, Port Facilities Security Officer

Phone: 510-627-1303

Email: [mobrien@portoakland.com](mailto:mobrien@portoakland.com)

### CTMP Coordinator

Ralph Reynoso, Port Wharfinger

Phone: 510-627-1313

Email: [reynoso@portoakland.com](mailto:reynoso@portoakland.com)

Address: 2475 - B West 12th Street, Oakland, CA 94607

## Contacts

**Port Facilities Security Officer**

(510) 27-1303

[mobrien@portoakland.com](mailto:mobrien@portoakland.com)

**Port Customer Service Center (CSC)**

2475 - B West 12th Street,

Oakland, CA 94607

(510) 267-1800 or

1 (866) 332-7026 - toll free

[csc@oakportregistry.com](mailto:csc@oakportregistry.com)

**Michael O'Brien**

*STEP Project Manager*

**Ralph Reynoso**

*CTMP Coordinator*

Port Wharfinger

2475 - B West 12th Street,

Oakland, CA 94607

(510) 627-1313

[rreynoso@portoakland.com](mailto:rreynoso@portoakland.com)