



TMTA February 2018 Membership Meeting

February 28, 2018
Town Point Club

Meeting called to order at 6:17pm

Pledge of Allegiance – Marilyn Ryan (MR)

Marilynn opened meeting with some general announcements and introductions by table. She asked board to stand and thanked them for their hard work. She directed us to the Anti-Trust Statement she placed on the tables and asked everyone to read and adhere to them. She encouraged folks to join the TMTA and help us become a bigger voice. She asked Charles Glover (CG) to come discuss the analytics from the TRAC system. About 30 folks have begun actively using. Data will be helpful in bringing attention to issues that need addressing and fast resolution. Tracking trends. Primarily intermodal, but not port exclusive. Anything that impacts us and our business. Members input data that can be extrapolated into reports to help spot trends. Brooke Deems asked if we could have images uploaded and we have added that option. Comments are part of a trackable incident that is reported. Kara Matzko asked if opening up to Richmond or rail, CG said definitely can add, thinks there is already rail. Taking suggestions on what you want built into. MR trying to focus our efforts where the issues are. Also need data in order pinpoint issues.

Dale Bennett alerted us to issues from legislature, one of concern - bill for a “truck only” toll on I-81. Please look at the legislatures website or the VTA’s website to see how to reach your delegate.

50/50 Raffle proceeds are distributed as follows: 50% to winner, 25% to Food Bank and 25% to TMTA.

Dismissed for dinner 6:40pm: resumed meeting at 7:05pm

MR discussed efforts of TMTA to introduce incremental change throughout the trucking community. One request at a time, she hopes that all stakeholders will work together to advance these changes. We must be dogged in our determination to improve things and not go backward.

BOD did ask the port for a few small items and MR introduced Vance Griffin (VG) to announce/discuss them – PMT gate hours and expansion of capacity in gate hours-effective this Sat and every Sat in the foreseeable future, will have Sat gate hours from 8-12.

Know PMT has been open in past weeks off/on and been inconsistent. House drayage operation utilizing that and will keep using if have standard gate hours. Utilize internally and to store chassis.

If you know your workload with that Sat gate and you will tell us, we will organize our work, plan the yard to meet your demand. Will help with planning for appropriate staffing as well. Import delivery is the

key, so if you know your import pickup activity please share with the email address for that operations group. That will help assist port turn times for your drivers.

Will message gate hours and reporting emails tomorrow so everyone has that information?

Floor question – when will you stay open until 6pm? Another when will you start opening at 6am? VG asked if those were important times and he took note of them.

One of our requests to POV was these Saturday hours and they are trying to accommodate, the first step is these four hours, but other business models with different needs, such as morning or late afternoon hours will receive consideration.

Nicole Sapienza (NS) stated, will there be a wider set of empties to be received with these additional hours than we have seen in the past? On the first weekend of the month we can drop off empties at PMT, but later in the month that gets more restricted and we have to drop our empties elsewhere and then go to PMT to pick up our box, making two ports exits when it would be much better if we could just do one.

We get a notice that PMT is open on Saturday, but then the matrix shows empty going to NIT over weekend, but the Monday matrix at PMT shows, but then are told to take your empty to NIT and come back PMT for your box. VG we have matrix posting for each day. Can't bring too many empties into marine terminals. Empty yard – flows of empties to port is a critical aspect to everyone.

Over a number of weeks, VIG showed a change with the midnight gates and a decline in turn time. Midnight to 6am had 512 gates. Midnight hour being used and draws off peak hours. FB-Midnight to three, how is that working? How many of those 500 moves are done in those first 3 hours? CL-first three hours = 150 moves in those 3 hours. VG-midnight – 1am = 76avg; 1-2am = 40avg; 2-3am = 62avg; 3-4am = 103avg; 4-5am = 129avg; 5-6am = 147avg. From 2/6/18.

In gate processing time – did some analytic work on turn times – VIG is at 6 ½ mins on avg; NIT is 4 ½ mins on avg.

More work being done to further pull the empty containers out of the RMG stacks and put them into perimeters outside. A doubling of that expansion is taking place between now and Monday. Chris Lambert (CL) can tell you more about that later.

Empty yard 0 criticism for using reefer area for dry boxes. Done deliberately. PPCY took a lot of volume at 1600 and 1700 gate level, a terminal like VIG burdened with taking on empties that weren't needed for empty evacuation. This was the solution within the PPCY and surrounding areas footprint. This benefits the marine terminals when they don't need the empties and needed to find a way to keep Harper clear and not use Harper as a queue or 164 as a queue. Now doing 2000 a day from 15-1600, 1650 to 2000 a day keeping them off Harper, increasing some equipment resources and RSA property for dry box activity. Dry box activity didn't crowd the RSA because the reefer activity has tapered off some. Not same volume there any longer. Lot of empties over there and growing. The evacuations will resume soon. Empties in port over all is 22,000 overall. Down to 14-15,000 prior. Turn time has increased to 22 mins or so. That facility is handling 2000 lifts a day.

More signage being put on Harper directing you to RSA. RSA will be its own location in the matrix. Still part of empty yard. Eventually will equal better turn times. 10,000 lift weeks happening there now.

Adding two lanes, lane and half if you will, to the physical gate process of the empty yard and a third lane at RSA to delineate reefers from dry boxes. Adding maintenance shed there.

Had to put speed bumps in, no way to get drivers to slow down otherwise. Main yard only, not RSA.

Driver engagement a big thing, doesn't think they were doing a good job touching the drivers who have started to dwell on port. We are aware of the dwell on the drivers, but we weren't doing enough to engage with them and let them know we knew they were there having issues we were trying to correct. We need better communication in this regard and are striving for improvement. Increase engagement landside, touch more often, definitely at 2 hours, 1 hour where we can. Ed O'Callaghan (EOC) concerned that this continues to be a problem since 2014. Needs to happen this time, without question.

Can't do all this touching without adequate staffing.

Reservation system begins this week on March 1st, excited about it being a positive experience.

Frank Borum (FB) asked when we will see an improvement in the equipment at VIG. Everyday there are equipment failures and reduced capacity on several stacks. Port has had the money for over a year to revamp these cranes and get them in working order. Why hasn't this been made a priority? Everyone could have foreseen the service failures when they made the decision not to move ahead with refurb. So it was decided with all the upheaval of the construction you could put off revamping the cranes and hope for the best. Now it's a perfect storm over there with service failures on multiple levels, look where we are...we are in distress and he doesn't understand why the port doesn't recognize it.

VG-Taking a crane down for service with the volume we have is a very hard thing, but we have been doing it, just not fast enough to keep up with mechanical problems and demand. Refurb process has been happening piecemeal on a crane by crane by importance basis. Original plan for refurbishment wasn't followed as FB indicated, but it was hard to tolerate that schedule with the facility demand. Is it an issue on turn times, absolutely. FB says it THE issue.

NS adds, we all came together to stop port privatization so we could better control how the profits were spent on the port and now we find out there are budgetary constraints keeping us from making these positive necessary changes. We came together to help the port in need and now that we are out here hemorrhaging, no one seems concerned about us. We are throwing money at our drivers to keep them from leaving the industry and not all of us can recoup that from our clients. You are making drivers decide whether to stay on port in hopes of getting a box and getting paid, but when he waits too long, he might be stuck on port overnight due to hours issues and missing a family event. You are making them choose between making money and having a personal life. NS lost 10% of her fleet due to port congestion. Why can't you temporarily commit to extra hours, extra staff on the ground? You can concern yourself with your budget, but your decisions have blown my budget, so join in this fight with me and help solve this for everyone NOW. The port is supposed to be an economic engine not a barrier. Why not add some more free time to these containers so we aren't penalized for the ports congestion? Why do we have to go to the ship line to ask for extra days, the ship line says we have to go to you and you tell us to go back to the ship line. Why can't you go straight to the ship line and get these extra days to solve your issues? Why do we have to do your dirty work? If a stack is down for 7 hours, every box on that stack should get an extra day.

Valerie Sutton from CBIFFA-we will be taking up this very issue at our March meeting and I encourage everyone to attend. Steamship lines are allowed to charge when they can't deliver a box, they can charge for anything they want for per diem. If the terminal was required to pay the fees for these delays, would things improve? If we can change our clients for standby time, we should be able to charge the port for delays. If you are responsible for these charges, you should be paying them, not us.

UNK-It takes more time to enter the port and get a box than it does to make a delivery to NC. A truck entering your terminal is in jeopardy of running out of hours while on your port.

Stacey Gilliland (SG) -labor is an issue and they know their rights, but do they know their responsibilities? Their job is to expedite freight through the gate. They get royalties when it hits the dock, rather they should get royalties when it clears the gate, then we would get some production going on.

Larry Bachtell-when you are dealing with congestion and with equipment that can't shut down long enough to get repaired, capacity suffers. SS NIT where we gutted 2/3 of the stack losing a lot of capacity, record volumes, back in 2014. He needs more people and can't get them. His folks are working and have no life, they are dedicated to getting the job done. Labor is doing everything it can. You shouldn't assume that a guy is just sitting in a machine not working, maybe he is trying to figure out how to run a machine on 4 cyl instead of 6 cyl. Everyone is trying to move this freight.

CG We are in a situation where entering one port will prohibit you from entering any other facility that day. You can insert any facility into that statement. When will this get fixed? VG When capacity gets added. Capacity is the heartbeat of this facility. Need to keep our equipment healthy. Some more equipment coming back on board in April, more capacity in stacks by September and again in January.

SG as a team we have to move this freight. Otherwise these shippers are going to move this freight to another port. Making sure your folks understand they are important to this mission and keeping freight here. PPCY sucks, per LB. No one wants to go there. Reduced manning, its not like at old NIT. One person does everything. We don't have labor, tough to bring new folks in to the industry. George Berry says you have to stop making excuses, customer service by longshoreman is inferior, they don't treat the drivers with respect and dignity. Truckers are port customers. At the end of the day the buck stops with the ILAs sense of urgency. We need assurance from you that your team is onboard with a high level of production to keep all our customers happy. LB said GB Social Media group and the ILAs Social Media group are dangerous places that perhaps we shouldn't go to. LB thanks GB for trying to diffuse situations.

Joe Daughety-I thought the two hour window was something that was already being done. My drivers don't begin to see anyone at the two hour window, some can be there as long as 4 hours before someone approaches them. VG we were good about that and slacked off. We need to get better.

BD-Need updates on NIT and PMT that you are not giving us, you are doing this well at VIG, need to model it elsewhere. VG says we will do more messaging. MBF says it helps with everyone clients if the message is coming from multiple sources and is the same. MR we need more transparency.

EOC-Nancy when you book an empty and I'm coming in with a load, does the matrix changes at night, is that appointment still honored? Yes, from both Nancy Christian and VG. If you make the effort to make an appointment, NC will do everything possible to make sure you get your container.

MBF told about being in Newark last week at Global and hearing good things about the appointment system. It has eased some her concerns and she has high hopes for it in Norfolk.

Jeff Phillips-Are we any closer to a solution when a ship is coming in Saturday and is releasing on Sunday, do I still have to come in Sunday to make my reservations or can we do it earlier? MR said that would be a nice addition. NC said we are taking all feedback and that hasn't been mentioned to date. VG said you cannot make appointment, it's just on the watch list. Its not been released to their system yet.

Meeting adjourned at 8:05pm after the 50/50 raffle.