

On September 15, 2015, industry stakeholders met for the fourth time to address methods to ensure productivity across the port. John Reinhart shared progress reports on previous action items, as well as information on topics including capital investments, customer service, and peak season performance.

The industry segments represented at the summit included: Brokers/Forwarders, Customs and Border Patrol, International Longshoreman's Association, Maintenance and Repair, Motor Carriers, Ocean Carriers, Owner-Operators/Drivers, Pilots, Railroads, Shippers, Stevedores, Terminal Operators and Warehousing/Distribution.

The issues and solutions discussed included:

1. Capital investment updates
2. Workforce updates
3. NIT North Gate construction project
4. Reservation system
5. Customer service
6. Peak season performance indicators – Turn times and chassis utilization

The following are the industry stakeholder summaries and action items submitted for consideration:

#### **Stevedoring**

- Equipment quantity, condition and consistency - in need of repair and reliable assignment and condition
- Action Item: Continue efforts for greater levels of consistency and availability of operable equipment

#### **Trucking Companies**

- Recognition of improvements and progress
- Action Item: Encourage expanded industry utilization of extended gate hours

#### **Warehousing**

- Recognition of improvements and progress
- Guardedly optimistic about continued performance

#### **Brokers/Forwarders**

- Recognition of improvements and progress
- Shared customer comments; some favorable and some less favorable
- Action Item: Requested assistance from steamship lines for the facilitation of refrigerated cargo – pre-tripping reefers and availability of gen-sets.

#### **Owner Operators**

- Recognition of improvements and progress at all facilities
- Action Item: Request increased levels of responsiveness by staff at PMT to driver's needs

- Action Item: Review the reliability of the VIG's card readers as they lack reliability when compared to the card readers at NIT.

### **Beneficial Cargo Owners**

- Recognized improvements and progress
- Action Item: Proactive communication regarding the industry initiatives implemented to ensure productivity and dispel misconceptions related to port performance
- Action Item: Request real time communication regarding vessels arrival and operations
- Action Item: Evaluate the use of a "Pier Pass" as used by West Coast ports

### **Labor**

- Appreciative of improvements and recognized value of training of new employees
- Affirmed the benefit of the early return date policy for export loads

### **Pilots**

- Recognized improvements in communication, but continues to have difficulty with line handling function.
- Action Item: Line handling issue to be addressed with ILA leadership

### **Steamship Lines**

- Recognition of improvements and progress
- Affirmed the benefit of early return date policy for export loads
- Re-iterated the need for consistent and operable equipment for the stevedores.
- Action Item: Vessel productivity in need of improvement, some of which can be provided by the steamship line operations by efficient block stowing.

### **Rail**

- Praise for VIG rail yard and the use of group code dispatch
- Concerned about possible shortage of CBP officers assigned to operations
- Concern expressed for additional radiation portals for PMT.
- Action Item: Industry stakeholders are encouraged to express their concern to congressional representatives and request adequate CBP funding.

### **M&R**

- The RSA was implemented as a result of past summit discussions and is now benefiting the community
- Additional labor within M&R has yielded positive results
- Street turn usage (Yadkin Road) has increased

Overall, the consensus among industry members was that improvements are evident and appreciated. Given this momentum, the industry seeks to maintain a focus on continuous improvement with the goal of bolstering the port's global reputation.

The industry stakeholders remain committed to continued communication and transparency. Accordingly, the VMA and The Port of Virginia will examine the summit format going forward with consideration given to future *ad hoc* Port Partners Summits. Further consideration will also be given to the establishment of two new committee structures hosted by The Port of Virginia designed to engage in an in-depth review of port operations with a focus on strategic planning, process improvement, and cooperative efforts to improve the competitive position of the port for all stakeholders.