

TMTA Pier Committee

Meetings with Port of Virginia (POV) at VIG February 27 and March 14, 2019

Attendees:

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Charles Glover – GTL Transport

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Kevin Price – Sr. VP Operations

Vance Griffin – VP Operations

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Mark Higgins – Systems

Tom Christman – Reservation System VIT and NIT

Absent:

Allen Campbell – National Sales Manager, Givens Transportation

Start Time

11:00 a.m.

End Time

1:15 p.m.

Location

VIG

Next Meeting

Tentatively, Thursday, March 28, 2019

Notes/Findings from 2-27-2019 and 3-14-2019 Meetings

The Committee has been meeting with the POV almost weekly since November 2018. Recently the Committee reduced the pace of meetings to biweekly to allow the Port time to make progress on several items.

PMT

The February 27 meeting was devoted to operations at PMT. Max Sanderling joined the meeting specifically for this purpose. We discussed:

1. staffing levels at PMT in the early morning hours – Max commented that staffing levels for the entire facility are appropriate and he will place additional emphasis on staff being in all sections and ready to work at the start of the day.
2. Turn times
 - a. equipment was suffering gear failures due to poor road conditions. Road repaving was completed in February to address the problem
 - b. an improved preventive maintenance program is being instituted at PMT
 - c. PMT does not require reservations but Carriers can send PMT staff their planned container moves in advance (1-3 days) and they will groom the stacks to improve turn times.
 - d. PMT experiences irregular demands for service. No two days are the same so there isn't a pattern that can be planned against. At times the number of trucks exceeds the facilities capacity. There are no plans however to implement a reservation system.
 - e. Gate staff is being improved.
3. Max asked us to relay to the community that extra care should be taken to inspect empties for damage. There has been an increase in the number of damaged empty containers the facility could not accept.

Operating Hours

The number of transactions processed in the first hours of operation at VIG have continued to drop. At some point the POV will need to eliminate those hours until volumes pick up again.

The RSA Reefer yard is down to 5 moves on Saturday. Saturday hours are likely to be eliminated.

On March 15, 2019, POV issued a “Gate and TRS Hours Infographic” email. The Committee had requested a simple easy to use visual guide to Port operating hours and services to help answer questions coming from the community. This is intended as a basic easy to use guide and may be helpful for new employees and drivers. Detailed information on operating hours and services are still best found on the POV website.

Ship Arrivals

On time ship arrivals continue to fall leading to vessel bunching and rescheduled calls. Problems in other ports are having an impact on Port of Virginia and us. POV makes adjustments daily in an effort to reduce the impact to us.

VIG Stacks

Stack 16 should be in operation by early April. Stacks 4 through 15 have not been refurbished. Stacks 5 and 6 have had issues and are running at reduced capacity. In mid-March Stack 10 had one crane down and the second crane worked both ship and land side which lead to unsatisfactory performance for trucks and the vessel. In the slower moving stacks appointments per hour are reduced to match crane capabilities. The POV expects that we will see increased capacity as stacks 4 through 15 refurbishments are completed.

The refurbishment program for stacks 4-16 will get underway by April. Up to three stacks at a time will be worked on. In the meantime, POV is shifting volumes into faster stacks to the extent possible.

Turn Times

The Committee has focused first on turn times over 2 hours. Longer turn time transactions are the ones that will slow down overall turn times the most next peak. The percentage of >2 hour transactions has been falling but is not yet at the target of 1%. In February, only NIT fell below 1% while VIG and PMT were between 3 and 4%. POV has added staff to analyze these and identify the root cause. The Committee will continue to monitor for improvement.

At VIG the ROS Group office is being equipped with monitors that will constantly show dwell times. It will no longer be necessary for clerks and supervisors to switch between systems to see the dwell times. The monitors should be in place by May.

VIG Early Arrivals

There are drivers arriving early for appointments who enter the Portal then park on the facility awaiting their reservation time. There are multiple issues with this:

1. If the driver does not exit the Port and reenter the Portal during their reservation period (including grace period) the entry is flagged as a potential TSIP violation that requires Port staff to review. Turn times are also exaggerated.

2. If the driver exits and reenters the Port staff must perform two damage inspections.

Drivers are asked to arrive during their appointment time (including grace period) and if early use a nearby off Port roadway to wait. The Port will likely issue additional guidance on this in the near future.

Missed Appointments

Missed appointments are trending down. Tom Christman is reaching out to the carriers with the highest miss rates. POV increases the overall number of available appointments to compensate for missed appointments but it is not a perfect process. POV cannot know which stacks will experience missed appointments. The Committee encourages all carriers to look at their miss rates and bring them down for the benefit of all.

Reservation System - TRS enforcement / TSIP Citations

Drivers arriving at the wrong time has declined substantially. Tom Christman is making calls to motor carriers when a violation occurs and discussing the circumstances of each violation. No punishments have been levied.

Reservations Not Available

The Committee is continuing to work to identify situations where POV says appointments are available, but carriers report they cannot make a reservation. The Committee needs data to present to POV to investigate. TMTA has provided the TRAC system to report issues with the Port. The TRAC reporting form can be found at <http://www.tmtava.org/trac/>

Please use this system. General complaints are not an effective way to produce better results at the Port. We need specifics.

Members of the Committee will meet with several carriers with known challenges in an effort to identify improvements that can be made.

VIG Bathrooms

VIG bathrooms will reopen soon (hopefully by April) with TWIC Scanners on the doors. Scanners are being added due to health and safety issues that arose several months ago.

Service Trucks/Exception Clerks

The white customer service trucks have been equipped with all the systems and hardware necessary to allow the exception clerks to solve bunching and other problems for truckers. Report any problems with their service level on TRAC.

Traffic Light Systems in New and Refurbished Stacks

The Committee reviewed and commented on the POV's guide to the new light systems being installed in the stacks. The color combinations are slightly different than the old systems. The POV issued its guidance on March 15, 2019, after receiving our comments.

Future meetings

The Port was asked to present progress to date and opportunities/risks for Peak 2019 at the April 2019 TMTA Membership Meeting.

Next Meeting

- Review progress on initiatives worksheet.
- Outline presentation to MCC on April 3, 2019.
- Review operating statistics.