TMTA April 30, 2019 Membership Meeting
Norfolk Sheraton-Waterside

Meeting called to order at 6:15pm
Pledge of Allegiance – Marilynn Ryan (MR)

MR extolled the benefits of TMTA membership. Charles Glover (CG) gave a TRAC update and asked the members to input data for action and trend collection. EOC thanked CG for his work on developing the TRAC system, can be used by both DOT and POV issues.

Adjourn to dinner at 6:25pm, reconvened at 6:50pm.

Danny Glover introduced Dale Bennett, President of Virginia Trucking Association. Mr. Bennett gave us a Legislative Update from the 2019 General Assembly. See attached slide presentation for details.

Dale ended his presentation with note that many seats in GA will be open in 2020 and perhaps folks in this room should run so they can enact change. EOC asked who TMTA could lobby, DB recommended funding one of VTAs PAC to assist in our lobbying efforts of GA.

Bob Eveleigh took the podium to discuss work of the Pier Committee.

- Last meeting covered turn times, reservation system, gate processing issues. 65 issues were presented, POV resolved 52 leaving 13 active issues. Together we have a better understanding of both sides' issues.
- POV has reduced turn times to less than 1 hour, 1% over 2 hours.
- Gate congestion has been reduced, POV adjusted operating hours to give them 7 hours of stack grooming time to increase productivity.
- Implemented software changes, need statistics on what is in each stack.
- Missed reservations 23% in October, trending down now.
- Gate tickets now show portal time stamps. There are many software changes to fix the issues we report.
- Asked for consistent operating hours. We want all services available during all open hours. If not happening, please enter into TRAC, it is the way to help us identify problems and take to POV for resolution.
- Staff has been retrained on dwell times and actions taken to resolve.
- Customer service has now been given one number to call to fix all issues, one process to follow and this has resulted in faster resolution of problems.

Kevin Price took podium to give us update on POV.

- 160 reservations have been added to VIG. A metrics review shows VIG turn time trending down, drastic decrease in turn times to less than 1 hour. NIT turn times also trending down.
- VIG is 70% of total moves with mandatory appointments, 28% non-mandatory time. 40-50 min turn times with as much capacity/moves each hour. More moves per hour, increased # of appointments. 175 moves per hour. Huge drop in over 4 hour turn times. Missed reservations are at 5% and result in lost capacity for both sides.
- VIG phase II refurbishment process-machines working better now that 7 stacks are done. 7 weeks/stack to refurbish. Releveling stacks @ 10,000 moves, maintenance has been stepped up.
- SNIT operation-phase I complete, phase II complete by 9/19, phase III split into 2 phases, one in May, another in September. 60 lanes to queue, doing planning for peak season now. Early planning with BCOs-level imports across marine terminals, RMG stacks added at NIT and VIG.
- Flex to add gate hours for peak and remove when volume decreases.
- Reservation System-appts in AM, empties, exports, imports-turn times balance with capacity, dual moves hamper service. Asked why adding an empty, kicks out reservation? Because it reassigns you to a time when both moves can be completed. Truckers complain that hampers their ability to maximize cargo moves. K Price states working on fixing dual move issue
- ISOs different between two ports, some not using ISO codes
- Question: Is the system not smart enough to put trucks at stacks with two cranes operating?
- No queue area to get in line
- Setting up site visits to gather info on issues carriers are having.
- Brenda Woods said she is adding a generic empty to each of her initial reservations, so they don't kick out when she tries to add empty later. Cancels out of it if not needed and doesn't lose reservation.

MR thanked Kevin Price for presentation and Q&A session.

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