



TMTA July 30, 2019 Membership Meeting Delta Hotels

Meeting called to order at 6:15pm
Pledge of Allegiance – Marguerite Bates-Frier (MBF)

MBF opened the meeting with run down of upcoming events, nominations open for BOD positions-please reach out to orange tagged attendees who are BOD members to express interest/get more info. TMTA TRAC input needed by each member, please utilize. We monitor and relay concerns to POV or applicable body, need to know what we can do to help you.

Danny Glover gave a political committee update-Spoke with Secy Valentine and Chris Jones re: fuel tax. Call DG if you have any questions. Fuel Tax is 3.5% now, goes to 6.75% in December and then to 13.5% in July 2020. Talk to your reps to get changed. License plate fee going up \$500 in July 2020, to \$543.

Introductions around the room as dinner was served, reconvened at 6:55pm.

Vance Griffin: stressful last Fall, bad turn times during Peak Season, with the biggest difference this year is that VIG was not complete last Peak Season but is complete now. Had 25 stacks, now have 28. Now have expansive mandatory reservation hours, adding extra time in November. 19 RMGs then, 21 now in service, more stacks now, and refurb still going on. Old stacks refurbished, major deep dive, stacks stripped clean. 5 stacks dedicated to rail. Sep-NIT-capacity reduced to convert stacks, NIT mostly good, import balance-mostly at VIG. NIT didn't have many imports. Flexibility now that they didn't have before. Compressed gate hours, expanded mandatory hours, don't default any longer to just adding gate hours, find other ways to increase capacity, adding hours not the "go-to" solution any longer. Off deck chassis yard operational to RSA-pull chassis off VIG, put drop empty stack in that place, service movements from VIG to Nit gone. RMG stacks – 3 more online Aug 3, more in Sept. 18 stacks at VIG. 19th August-chassis yard, on the 12th can no longer leave or pickup chassis at VIG, referees still have issues but turn times improving. 30,000 moves/week, recently and going fairly smooth.

Patrick Jefferson: Yard gate operations at VIG and NIT facilitating dual moves-his team works with TRS team. VIG dual moves, uses PPCY-team updates matrix keeping in mind vessels needs, increasing dual moves and reservation system. Looks for pain points where we need to stop reservations. Stacks at capacity – 10 lanes capacity, 5 in lane, 5 waiting-safety concerns in having over 10 folks in line. Drivers being asked to leave port-same message should be coming from clerks-go to drivers assistance to call customer service-drivers/dispatchers can call customer service, any driver on terminal will be serviced no matter how late.

Justin Dale: reservation system allows them to know what we are arriving to pickup, so they spread congestion across lanes instead of one or two lanes, everything prior to reservation was based on probability, not actual planning like they can do now.

Mark Higgins: Director of MC experience – passionate about the reservation system. Trouble tickets – reverification process making sure reservation still good and then you are validated and listed as trouble, let us know how that is working. Testing changes to user interface, add vessel, yard location, so you can see where you need/want to go. POV got \$3.1M grant, used on reservation system. Helping you to know where your box is and when it will be in stack, using grant \$ to give you visibility on your freight. Creating a platform to share data with everyone using TradeWinds as pilot/beta. Created generic import last fall, trying to do same with exports.

John Jackson: efforts since last peak should be making things better, everyone at POV wants a good service experience at POV. His team handles points of friction for drivers. Other options – Propass, terminal cameras, the reservation hotline rings first in customer service, then over to Nancy's team. Cross training TRS and CS so they can handle all issues and reduce friction for your drivers. Marine Traffic website is a useful tool in determining when ship is coming in/where? Sept 9-14 is driver appreciation week.

Q&A from audience, meeting adjourned at 8:25pm after 50/50 raffle.