



TMTA October 2, 2018 Membership Meeting Sheraton Waterside

Meeting called to order at 6:10pm

Pledge of Allegiance – Marilyn Ryan (MR)

Marilynn opened meeting with an update on what the TMTA BOD have been working on. Introductions were made around the room.

Marguerite Bates-Frier-call for nominations to BOD-8 directors with 2 year terms, 5 officers.

Kara Matzko spoke about the HRGCC Scholarship up to \$10,000-partnering with ODU for scholarship. An ODU class will write a case study and present to the TMTA. Open to students in Maritime program, need a mentor and topic in the next two weeks.

Propeller International-club is holding its annual meeting in Norfolk, please participate. Art Moye and EOC contact for evening events. Wed-Spirit of Norfolk, Thurs-Oyster Roast on Wisconsin, Fri-Gala at The Main.

Port Day at ODU- 2nd Annual-recognition of port community, afternoon game, hospitality tent with TV-VMA website has info

Adjourn to dinner at 6:35pm

Resume meeting at 6:55pm. MR spoke about port issues and how we all have the same goals of getting freight off ports to customers. Let's find out what's going on and why and work together to fix it. She then introduced Rich Ceci (RC).

In the N-4 conversion, the port missed the importance of tracking information and in fixing that issue uncovered a cyber-security issue that had to be fixed before they have a major security breach. They have a structured approach to fixing things and he wants suggestions from membership.

They have put CS personnel in the driver's seat to prioritize list and have financing in place if needed. Have focused on fixing easiest things first. The port has invested \$750M in improvements. Stack numbers increasing, there will be another 8 by this Friday, 3 more by 12/1 last stacks go live in Jan.

New cranes will be functional by Mar-Apr.

April-May 2019 VIG will be finished-4 new lanes, 85% complete.

NIT 3 stacks coming online next week-mid October

3 more 1st week of Nov

3 more 1st week of Dec

3 more by Jan 20th

Middle of 2020 all new stacks will be up. Stacks at NIT faster than VIG.

DOT had advanced log grant, the POV applied for it and was awarded. Focus groups coming. Project will last 2 years, \$3M.

What needs to be done to make truck RSVP better? Data sharing resources, data feed every 15 mins, alerting you to container availability/location.

Global in NJ was the blueprint for RC port project. The good news was that he could anticipate needs, the bad was that our needs are different from NJ.

Nicole Sapienza-the appointment system restricts the number of appointments, can no longer move 10 containers in one day like could in past.

MR asking for early AM NIT/VIG appointments. Cannot get early AM appointments. By 3-4pm each day there are no AM appointments left. Need clarity, transparency and honesty. RC said he has never seen an hour where there are no appointments left, so he doesn't understand why we can't get appts. They are overbooking by 13% to allow for 13% of missed appointments. Why are there no appointments at NIT until after 10am?

How do you set # of slots/hour? Need a report on how many people tried to make an appointment but couldn't. reports show real missed. Empty returns matrix difficult to do. NIT and VIG separate reports.

How is there a 15% missed rate at 2 am at VIG, when no other port is open?

Per RC there are limitations in the system but he has to get approval from operations to make corrections. Is there a reward/penalty system for missed appointments? Would be a good deterrent. RC said they will implement an encouragement system including reintroducing calls to companies about missed appointments. Tom Christman is administering the reward program. RC says he is hearing that some of the things implemented in NJ should be considered here. If you are chronically missing appointments, they cut you off in NJ.

From audience-Asked to defend how people get turned away when in grace period window. The board is accurate but the interchange clerk is not. Readers at interchange misreading at both terminals. Placement of readers on truck may be the issue, but examples thrown up from audience suggest that is not the case. One day a driver can have a problem, leave terminal, come back without adjusting equipment and get through the second time so what is different from the first time? Nothing on the truck, only inside the POV equipment/operators.

Can't edit the last half hour of an appointment...why? Rules are subject to change and need to make sure we can change the policy. Can't hold slot for a box that isn't available. When do we cancel an appointment so someone else can have it? Suggested Sunday at midnight. RC asked for patience. 20% error rate is a crime, should be 1%. Must come up with a way to handle the surge of large boats.

3pm should be the time open appointments show up, matrix is posted at 3pm, then Nancy Christian can slot appointment, must match empty return matrix. Time slots will be up by 4pm.

EOC thinks the POV should work 24/7 like truckers.

Why can't you show us how many appointments are left? Why is it such a secret? RC says he is not sure of the ramifications of showing data or why they are not. Vance Griffin has a density report he can share, audience stated "if we had the data we could help you better". We have angry customers because shiplines say containers off ship, but we can't get appointment to pull and our customers don't understand why.

RC says the term times look great, MR and others in the audience disagree! Heated debate ensued.

Meeting adjourned @ 8pm after 50/50 raffle.