

TMTA Pier Committee

Meetings with Port of Virginia (POV) at VIG March 29, 2019

Attendees:

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Allen Campbell – National Sales Manager, Givens Transportation

Charles Glover – GTL Transport

Kevin Price – Sr. VP Operations

Vance Griffin – VP Operations

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Tom Christman – Reservation System VIT and NIT

Absent:

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Mark Higgins – Systems

Start Time

1:30 p.m.

End Time

3:05 p.m.

Location

VIG

Next Meeting

Tentatively, Thursday, April 18, 2019

Notes/Findings from 3-29-2019 Meeting

PMT

PMT reportedly has new equipment issues. Port to investigate and report for next meeting.

Operating Hours

The Port discussed continuing drop in early morning transactions and desire to make all facilities operate on consistent hours. Expected start time to be rolled back to 5 a.m. soon and Saturday hours curtailed.

Port was provided with a question submitted through TRAC regarding loss of Saturday Reefer hours.

VIG Stacks

New construction is almost finished. Refurbishment program on old stacks however will take approximately 15 months. Each pair of stacks takes roughly 12 weeks. This differs from the original estimate as the refurbishment program has been changed to be more comprehensive.

Currently Stacks 2, 3 and 16 down; 14 will be completed 3/31; 15 will be completed around 4/20; and 10 and 11 thirteen weeks after that.

Stacks 4-9, 12 and 13 have not been started (total of 8).

Worst performing stacks are being given priority.

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%. The Port will report data through March at the Motor Carrier Committee meeting on April 3rd.

The Pier Committee will refocus on the remaining causes of turn times >2 hours at the April 18 meeting and continue to monitor performance.

At VIG the ROS Group office has been equipped with monitors that will constantly show dwell times. It is no longer necessary for clerks and supervisors to switch between systems to see the dwell times. The Committee toured the ROS Group office and talked with an Exception Clerk noting the information now readily visible to the clerks and managers, function of the system and workflow.

Missed Appointments

Missed appointments are trending down. Tom Christman has worked with all large carriers to bring their percentages down. Next will be medium size carriers. The Committee encourages all carriers to look at their miss rates and bring them down for the benefit of all.

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.

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

- Assess reasons for remaining appointments with >2 hour turn time.
- Begin evaluation of types of reservations not being used by carriers to identify patterns and opportunities.
- Review operating statistics.