

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) at VIG September 27, 2019**

### **Attendees:**

Allen Campbell – National Sales Manager, Givens Transportation

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Charles Glover – GTL Transport

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Mark Higgins – Systems

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Tom Christman – Reservation System VIT and NIT

Greg Edwards – Communications

### **Absent:**

Kevin Price – Sr. VP Operations

Vance Griffin – VP Operations

### **Start Time**

11:00 p.m.

### **End Time**

1:15 p.m.

### **Location**

Portsmouth Operations Center – 151 Harbor Drive

### **Next Meeting**

TBD

## **Notes/Findings from 9-27-2019 Meeting**

### **August Statistics**

The trends of all the statistics we follow are favorable.

Turn times are continuing to decline. Volumes remain high. 81% of container moves at VIG occur in the mandatory hours which represent 72% of operating hours. 78% of container moves at NIT occur in the mandatory hours which represent 70% of operating hours.

The original performance benchmark set by the Pier Committee in November 2018 that 1% or less of container moves should exceed 2 hours was met at each facility in August. The Port analytics group is working on presenting us data at the 90 minute mark as the new benchmark is 1% or less exceeding 90 minutes.

Misses reservations remain slightly above 7%. Primary causes 1) a dual reservation is made that includes an empty return, but the driver arrives with a different size empty or no empty and 2) driver is unable to make his reservation slot but no cancellation is submitted.

TMTA Members are reminded that they can only bring the type of move into the Port that they have made a reservation for. The Port recently encountered several loaded containers being brought to the Port on an empty return reservation.

TMTA Members are also advised that a reservation can be edited until the start of the reservation hour. So, a reservation has a grace period starting at 11:30. The reservation hour starts at noon. The motor carrier can edit the reservation until 11:59. Once the reservation hour starts at noon no changes can be made. Motor carriers may find this useful for last minutes adjustments to a reservation.

### **Stacks 19 and 20 Down**

The Port reviewed the difficulties experienced with Stacks 19 and 20. A container fell over in the stack. The cause is being investigated. The container damaged a cable on one stack. The second stack was closed due to danger presented by the fallen container.

The procedure for handling outages like this was implemented and followed successfully by the Port. Customer Service proactively reached out to shipping lines to inform them of the issue and seek additional free time. If you had a container impacted by this event that did not receive free time extension, please let John Jackson know the details.

### **Generic Export Feature**

Initial testing of the Generic Export feature produced undesirable problems in the system requiring additional programming. The Port is targeting October for release of an improved version

### **Stack congestion/driver turn out process**

The procedure is now in soft testing. Stacks 15 to 17 will be used to queue drivers for drivers with short term stack congestion problems. Drivers will receive routing instructions when they are turned out and go back to the gate. An ILA member will be there to release them to the stack when it returns to

service. The process is intended to have drivers served in the order they arrived but may not function perfectly at all times. After reviewing the process, the Pier Committee feels the process is fair, can be applied consistently and is well designed.

### **Bad Reservation**

TMTA Members are reminded if a driver is told they do not have a good reservation they should not leave the Port. An escalation procedure will be published shortly by the Port that includes the process, persons to contact and phone numbers. The process will also include the amount of time in minutes (10 to 15) each escalation should take. The basic escalation process is: 1) ILA member, 2) Assistant Operations Manager (AOM) on site, 3) Department Manager on site, 4) Customer Service, and finally Director of Operations (Patrick Jefferson).

This process is the result of requests made by the Pier Committee supported by examples logged into TMTA TRAC. Please use TRAC to log issues.

Also, Customer Service is now bringing in one staff member early to cover early morning calls/issues. This is a pilot program to determine the number and types of calls during early morning hours. The decision to continue the program will be based on the number and type of calls. If the issues are types that require shipping line involvement (and so cannot be solved until shipping lines open) the program will be cut back. Please use this resource while it is available.

A discussion followed of the value of calling TRS group versus following the escalation process. The AOM, Department Manager and Customer Service have the ability to resolve some TRS issues and can involve TRS when needed. We suggest using the escalation process to properly test the effectiveness of the process.

### **Reservations per hour**

Stack reliability and performance continues to increase. The Port has continued to review progress and added reservations as performance warrants. Last month the Committee raised concerns about the number of 'At Capacity' blocks still appearing on the daily flash reports. Over the past month the number of such blocks has continued to decrease.

The Port is testing the ability to make 2 reservation in the same hour. If successful, this will benefit motor carriers with very short runs. Please note both reservations must be for the same size equipment which we understand to be due to system limitations.

### **Reservation Issues**

We discussed sporadic issues with single move drop empty reservations. The Port has asked for examples to follow up on as motor carriers have indicated the issue is sporadic.

### **Portsmouth Chassis Yard**

We discussed at length the Portsmouth Chassis Yard which going forward is to be referred to the PCY (somewhat confusing with PPCY next door). There will be changes to the physical layout to improve spacing and traffic flow. We discussed additional changes to traffic flow that the Port will consider.

Signage will be improved. Quality of chassis is being addressed.

### **Pinners Point Container Yard**

We discussed inspections of equipment just released from another Port location and inspections of owned chassis. We also discussed the types of inspections being done and lack of repairman on site to handle issues. TMTA members are encouraged to log issues in TRAC so the Committee will know if the situation has improved over the last month or not.

### **VIG empty container yard**

So far this peak the on Port yard has not been used.

### **Full mandatory hours at VIG**

In our August 22 minutes we mentioned the probability of full mandatory hours after peak. We also asked whether there is a good reason to delay going to full mandatory hours in January 2020 and asked you to provide your thoughtful comments to the committee as soon as possible. No comments have been received.

### **Items carried over**

Status of effort to reduce reefer turn times – currently 90 minutes

<END>