

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) January 7, 2021**

### **Attendees:**

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Charles Glover – GTL Transport

Rob Cannizzaro – Vice President, Operations

Tom Christman – Manager, Terminal Services

Vance Griffin – Vice President, Terminal Services

Mark Higgins – Director, Motor Carrier Experience

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

### **Absent:**

Greg Edwards – Communications

Kevin Price – Sr. VP Operations

Allen Campbell – National Sales Manager, Givens Transportation

### **Start Time**

11:00 a.m.

### **End Time**

12:40 p.m.

### **Location**

*Held VIA ZOOM Conference*

### **Next Meeting**

Thursday, January 21, 2021

## **Notes/Findings**

### **Volumes and Blank Sailings**

December was strong but weaker than November as expected. Number of January blanks is concerning. December had 3, January has 11 (non-Asian services), February has 5 and March already has 5.

Volumes of imports to VIG look strong but the mix towards rail appears higher.

Some extra loaders but not enough to offset expected drop.

Vessel delays are still an issue making week to week forecasting a challenge. Vessel call schedules continue to change on a daily basis.

### **December Results**

Numbers will be reviewed at the next Pier Committee Meeting.

### **Import Containers Showing at Both Terminals in the Import Availability Screen in ProPass**

Duplicates are caused by same container returning to the Port of Virginia but at a different facility. Port keeps all history so dispute resolution and historical reporting. So, the motor carrier community may find history on the same container at multiple facilities.

The older container entry would have no data related to it.

Motor Carriers should update/purge their Import Watch list regularly or use date range filters to reduce the likelihood of the screen being populated with out of date information.

Update - Port sees a way to improve this issue and is putting on the list of projects to complete. Hoping for a rollout timeline by next meeting.

### **Deleting Bookings in ProPass**

Bookings that are deleted by the Shipping Line appear in two places in the systems. Only one is automatically deleted. The Port will work to fix this situation so both places have the same up to date information.

Tracking is more accurate than Booking side so Motor Carriers should look at the Tracking side to verify container status. In the meantime, Motor Carriers may also check Shipping Line sites although all parties realize that is less efficient than desired.

Update - Port sees a way to improve this issue and is putting on the list of projects to complete. Hoping for a rollout timeline by next meeting.

### **Adding Date and Time to PPCY Trouble Tickets**

Project completed in December and is now live.

### **False Duplicate Appointments Requiring Manual Correction**

Fix has been identified and first version has been coded. Quality assurance testing is ongoing. Hope to put in production by February.

### **Edits to Chassis or License Number on a Reservation**

The last time a change to a reservation must be completed without losing the reservation is 29 minutes into the reservation hour. For example, a change to a reservation for the 1 p.m. to 2 p.m. hour is 1:29 p.m. This includes changes from Owner's Chassis to Pool Chassis or a license plate change.

In an emergency, contact the TRS team and they will attempt to make the change for you.

Port is looking to provide more flexibility for license plate changes (more time to make this type of change). May be in production in January.

Port is also working on empty container number and chassis type (owner vs pool) but it will a longer process to roll those changes out.

### **Reefer turn times**

Discussed simplifying reefer process based on comments from Jake Darrell. Goal is to reduce the number of places the truck must go before leaving the Port. Changes have already been implemented: 1) temp check has been moved closer to genset mounting point and 2) if a chassis inspection is needed an inspector now comes over to the temp check area to perform the inspection in the temp check area.

### **RFID tags and reader problems?**

Tags have a 5 year life. Some carriers may need to begin replacing tags. If drivers experience a problem their tag can be tested at Driver Assistance by Port IT staff. A call in advance to the Gate Department to schedule the test will allow the Port to schedule the necessary IT staff to be on hand for testing.

The most common issues remain the tag mounting position and having only a single tag in the truck is critical to getting a good read.

The Port also audited several lanes with slightly lower read rates than normal and tuned up those lanes to improve read rates with good results.

If carriers continue to have problems please have the tag checked and if working properly enter a TRAC issue with lane information so the Port can tune up that lane.

### **Ability to notify ProPass users when ERD's are changed**

A motor carrier and customer checking an ERD (Early Return Date) returned two different results within the space of one hour. The change was valid. Motor Carrier would like to get notified when an ERD changes. Port wants to provide the information to motor carriers.

Any change to vessel schedule is posted to the Port web site. Port would like input on how motor carriers would like this to look.

- Should an email, text or tweet be generated for each container change or in batch?
- Is this too much additional communication?
- What is the best balance of useful information and detail?
- Should this be a standard feature or a feature you can opt into?

Please submit suggestions to TRAC.

During 2021 the Port will roll out Export Watch Lists similar to Import Watch Lists so some functionality will be available that could be enhanced to provide better information.

### **Same Day Appointments**

There was a very high % of same day reservations and cancellations on January 5 and 6. Turn times have been adversely affected rising to one hour. Carriers who made prior day reservations were adversely affected as well. Carriers are asked to share with the Pier Committee the root causes of their need to make same day reservations. Please submit a TRAC incident containing this information.

### **Missed Reservations**

Running at 5.2% vs goal of 4.5%. Unlikely 2020 goal will be achieved. Pier Committee asked for details on hours affected and a no names list of the carriers with greatest number of misses.

The Port continues to have discussions with the few carriers who are on the list. Reducing the misses would improve available reservations for the whole community.

Update – the misses are spread throughout the day. The first hour on Monday is the worst hour throughout the week. The Port is considering what the penalty program will look like for carriers with the highest percentage of misses.

### **Saturday Hours**

Saturday hour utilization continues to justify keeping Saturday hours. Port continues to look at projected volumes each week and will offer Saturday hours where it appears there may be demand.

### **EDI Information for Motor Carriers**

The Port continues to advance. Currently in testing phase. The Port hopes to complete the project by early 2021.

### **TRAC Items**

Members are asked to provide their input by putting in a TRAC case. TRAC cases are used to identify topics that need to be addressed with the Port.

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