

TMTA Pier Committee

Meetings with Port of Virginia (POV) February 4, 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

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

Mark Higgins – Director, Motor Carrier Experience

Start Time

11:00 a.m.

End Time

11:52 a.m.

Location

Held VIA ZOOM Conference

Next Meeting

Thursday, February 18, 2021

Notes/Findings

Volumes and Blank Sailings

January volumes are strong but are starting to decline as expected. On time arrivals are falling. Snow in New York this week will impact us the coming week.

Number of blanks is up and more expected. Blanks stand at 14 in January, 8 in February, 10 in March, and 8 in April.

It appears Lunar New Year will see a drop off in volume but may not be as severe as normal. There are mixed messages coming out of China so no reliable prediction can be made.

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their Import Watch list regularly or use date range filters to reduce the likelihood of the screen being populated with out of date information.

February 4 update – expected to be resolved in the first quarter.

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.

February 4 update – expected to be resolved in the first quarter.

False Duplicate Appointments Requiring Manual Correction

Fix has been identified and first version has been coded. Quality assurance testing is ongoing. Issues in testing have to be addressed and will update at next meeting.

February 4 Update – a rewrite of the interface among the systems is being written and going through quality assurance. Ongoing effort. Testing in February. Completion date not set yet but should be first quarter 2021.

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.

Improvements have been made and are now live. If a motor carrier encounters this again please enter a new TRAC item.

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.

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.

The Pier Committee provided feedback to the Port on this issue.

Missed Reservations

The Port continues to consider what the penalty program will look like for carriers with the highest percentage of misses.

Saturday Hours

Saturday hours will end on February 6 based on recent utilization of Saturday hours and projected volumes. The Port will continue to assess volumes and add hours when needed.

EDI Information for Motor Carriers

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

Last Minute Changes to ERD impacting Truckers

A TRAC incident was entered noting last minute changes to ERD pushing out the ERD to a later date after the motor carrier had secured multiple reservation. Reservations were cancelled when the ERD moved. Motor carrier now has the equipment and must hold it 3 additional days and face holding costs. To make matters worse the container are reefers.

Port is working with the Shipping Lines to improve this scenario.

Types of Appointments Needed not matching Availability

More carriers are noting that the type of reservation they need is not readily available in PRO-PASS although other types of reservations are available. The Committee is looking into how the reservation types are allocated to determine if improvements can be made.

The Port monitors and reallocates reservation types on a daily basis. More discussion to follow.

Why is Lane 3 in the Reefer Temperature Check Zone at VIG blocked?

There are 4 lanes. Lane 1 and 2 are for standard chassis and dry box inspections. Lane 4 is for reefer Temperature Check and Chassis Inspection. Lane 3 is closed at almost all times. All drivers should avoid Lane 3 unless directed to that Lane.

Horn Blowing on Port

The Port has noted an increase in horn blowing on the Port being used to draw attention to a situation. Drivers should flag down the exception clerks if needed. At the gates the Driver should only push the help button **once** as multiple pushes cause the driver to be reset in the help queue (so they drop down in the queue and have longer wait times).

PRO-PASS Account Security

Motor Carriers should be aware that some people are sharing passwords among multiple users which is not recommended for obvious reasons. Please check to ensure your access to PRO-PASS is properly secured.

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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