

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) March 18, 2021**

### **Attendees:**

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Charles Glover – GTL Transport

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Kevin Price – Sr. VP Operations

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

Mark Higgins – Director, Motor Carrier Experience

### **Absent:**

Greg Edwards – Communications

Allen Campbell – National Sales Manager, Givens Transportation

### **Start Time**

11:00 a.m.

### **End Time**

11:58 p.m.

### **Location**

*Held VIA ZOOM Conference*

### **Next Meeting**

Thursday, April 1, 2021

## **Notes/Findings**

### **Metrics**

Turn times remain below 40 minutes. Volumes are high. Mandatory and nonmandatory period performance is good.

Same day reservations remain high which means performance could be even better if more boxes were groomed with prior day reservations. Due to the large number of same day reservations the Port has asked us to provide input on the reasons behind the large volume of same day reservations. Each TMTA member is asked to submit a TRAC incident discussing their use of same day reservations.

Missed reservations are running at 5.4% for FY2021.

### **Volumes**

Volumes dropped 8% in February over January but remain strong. Year over year volumes are much higher.

Reefer volumes are up but turn times remain below 1 hour.

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

Fix has been identified and first version has been coded. Initial testing identified additional coding.

March 18 update - Software received from the Vendor this week. New round of testing underway. If no major issues found could be in production by April.

### **Appointments Stuck in Verified Status**

Motor Carrier noted reservations not going from Verified to Validated. This will be addressed in the fix to false duplicates issue.

### **ProPass Error Message**

Error message in ProPass "Returned information from N\$ not numeric." This will be addressed in the fix to the false duplicates issue.

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

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

March 18 update – Ready for initial testing with a few motor carriers. Any volunteers contact Mark Higgins.

### **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.

March 18 update – work ongoing. Still expecting completion in April.

### **Items Carried Over**

#### **Export/Empty Reservation Availability First Hours of the Day**

The Pier Committee has asked the Port to analyze first hour reservation attempts and determine if more export/empty reservations can be allocated.

#### **Dual Moves**

The Pier Committee asked the Port to review the % of single moves and determine whether there are options to increase dual moves.

#### **Phantom Demand**

The Pier Committee has asked the Port to track and look at reservation attempts that did not complete.

#### **Container already on Wheels**

The Pier Committee asked the Port to look at giving motor carriers the option to drop a Port chassis when doing a dual move picking up a container that has already been mounted to a Port chassis. This would avoid a flip. Port will evaluate pluses and minuses and respond.

**No Export and Empty Drops Available Early Morning but Imports Readily Available**

The Pier Committee noted that Export/Empty drops are being fully booked the first hour of most days while Imports appear to be underutilized. The Port will look at the mix and see what adjustments can be made. All agreed maximizing dual moves is desired and improvements will be looked for.

**Chassis Billing Errors**

Motor Carriers are noting incorrect billing for chassis they have EIR for. Port to work with vendor to resolve.

**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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