

TMTA Pier Committee

Meeting with POV at VIG Thursday December 13, 2018

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 [Son's graduation]

Kevin Price – Sr. VP Operations

Vance Griffin – VP Operations

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Mark Higgins – Systems

Tom Christman – Reservation System VIT and NIT

Start Time

11:00 a.m.

End Time

1:00 p.m.

Location

VIG

Next Meeting

Thursday, December 20, 2018

Notes/Findings from 12-13-2018 Meeting

Organizing Action Items/Consolidating Efforts

The consolidated summary of discussion items has been prepared and will guide our discussions going forward. POV discussed findings on several items and next steps as outlined below.

Priorities are being set for each area of the Port based on expected return and types of resources needed to address them.

Operating Hours

As reported last week the Port will publish hours for each facility including hours for the services available at each facility. Portal hours will be included to eliminate driver confusion over portal hours vs the hours the Port is open.

Operating hours will be scaled back as peak is now past us. Most likely the 1 a.m. start time will be pushed back to 2 p.m. as usage has fallen. The Board is invited to give the Committee feedback on other hours which are of low value to the Motor Carrier Community.

Stacks

VIG Stack 15 – A question was asked about Stack 15 always having reservations available. Stack 15 is in limited use due to a failed crane. It is open for exports, empties and occasional imports. On the availability report Stack 15 shows available but it is rarely assigned import moves.

VIG Stack load has dropped to 40% from a high of over 80%. Stack productivity suffers above 80% which we saw during peak. Empty containers are being evacuated regularly now and the count is down to 6,100 which is more manageable, but the Port is looking to reduce the number further. Loaded containers on Port is 5,000.

VIG Gates

The Port has found that too many portal transactions are not passing automatic validation. POV has identified three main situations: 1) No matching appointment can be found; 2) a Database Error; and 3) Pool Chassis not recognized. Number 3 comes in two varieties: 1) a new pool chassis that has not been recorded in all systems and 2) an owner chassis with a reservation that incorrectly was booked as a pool chassis. Numbers 1 and 2 are being addressed with the software provider. POV is pressing them to identify the problems and

solutions this month. Number 3 part 1 is being addressed internally. Number 3 part 2 is up to the Motor Carriers to improve on.

Motor Carriers are asked to submit to the Pier Committee any current examples of drivers being turned away from a gate less than 30 minutes before a reservation hour.

Reservations

We again discussed the need to align services available with reservations. The Committee asked POV to whether additional filters are needed on reefer reservations and over height reservations so those reservations are available only when the needed support services are open. For example, some carriers report obtaining early morning (5 a.m.) reefer reservation but finding the box does not have a mounted genset. No genset mount available until after 8 a.m. resulting in an extended turn time.

Motor Carriers reported difficulty cancelling and rebooking reservations. A bug fix in June addressed a common problem with this type of transaction. Motor Carriers still experiencing a problem should send examples to the Committee to take up with POV. If none are reported this item will be closed.

POV has been working with Motor Carriers having the most cancellations and no shows to bring that number down. The percentage of no shows has dropped from 25% to 15%. Goal is in the single digits.

Pro Pass

Screen refresh rate has been accelerated to 15 minutes to make the ProPass information more timely. Changes made by Motor Carriers and in POV systems show up more quickly. This addresses several challenges including license plate and RFID changes not showing up in a timely manner.

At the last meeting we reported each Committee member has one or two drivers who regularly has problems with their turn times. ProPass is mounted correctly. Mark Higgins was given an example to research to determine if there is a problem with the driver's account or transponder or something else is going on. Results will be discussed at the December 20, 2018.

POV is looking at refreshing container status data more frequently. Motor Carriers may see more reservations that become invalid two to four hours before the reservation time. Action will be required to correct the problem (if possible) or the reservation will be cancelled. Causes include holds and unpaid demurrage.

POV is putting together more information on ProPass RFID mounting options for all mirror types and will publish in early 2019. Early preview requested.

Next Meeting

We covered only about 1/3 of the items POV was ready to discuss. POV will continue its presentation at our next meeting on Thursday, December 20, 2018.