TMTA Pier Committee

Meetings with Port of Virginia (POV) April 29, 2021

Attendees:

Allen Campbell – National Sales Manager, Givens Transportation

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

Mark Higgins – Director, Motor Carrier Experience

Absent:

Kevin Price – Sr. VP Operations

Greg Edwards – Communications

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Start Time

11:10 a.m.

End Time

12:45 p.m.

Location

Held VIA ZOOM Conference

Next Meeting

Thursday, May 13, 2021

Notes/Findings

Metrics

Next meeting.

Volumes

Actual vs Projected as a result of Ever Given accident – surge continues to grow and will continue for 4-6 weeks. Nonmandatory hours added to help address. Please make reservations for these hours as the transactions will be processed faster.

Turn times at Terminals – expected to remain in line with standard.

Turn Times at Chassis/Container Yard – May be challenged as volumes continue to grow. The Port is accepting additional containers at the Terminals to help relieve pressure.

Projected Container and Chassis Availability during the current surge – new chassis are coming online to increase in number chassis in the pool. Availability is expected to remain good during this surge.

False Duplicate Appointments Requiring Manual Correction

Fix deployed on April 19 at VIG. The fix resulted in a significant drop in false duplicates but some cases still exist and are being investigated. NIT will be upgraded in mid-May.

Appointments Stuck in Verified Status

Motor Carrier noted reservations not going from Verified to Validated. Now in production at VIG. Significant reduction in stuck items but some cases still exist and are being investigated. NIT will be upgraded in mid-May.

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. This is a false duplicate with multiple errors.

EDI Information for Motor Carriers

Ready for use by 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.

April 29 update – development ongoing. Outside vendor is working on solution.

Container Numbers Showing in ProPass in Both Terminals

April 29 update – development ongoing. Outside vendor is working on solution.

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. Some improvements were made before the current surge. Now, with the sure it is not easy to see how well imports and exports are balanced in the first hour. The Committee will continue to monitor.

Dual Moves

The Pier Committee asked the Port to review the % of single moves and determine whether there are options to increase dual moves (Export Drop/Import Pickup in particular). Motor Carriers should put in a TRAC incident to express their opinions on their ability or inability to make dual moves.

Asked Port to look at increasing ability to do a Pick Import and Drop Empty.

Phantom Demand

The Pier Committee has asked the Port to track and look at reservation attempts that did not complete. The Port does not intend to undertake this effort.

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. After evaluating the Port is not able to expand the situations where a chassis can be exchanged on Port.

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

See comments on Export/Empty Reservation Availability First Hours of the Day.

Chassis Billing Errors

Motor Carriers are noting incorrect billing for chassis they have EIR for. Port to work with vendor to resolve. Motor Carriers are asked to submit examples to TRAC so the Port can ensure the vendor is addressing the errors.

Extended Turn Time for Visit at VIG: 2:20 for Dual Move

Second half of transaction involved a reefer that was on wheels. Driver had Carrier wheels. Excessive time to unwheel the reefer. Additional time required to unwheel the reefer.

Pier Committee asked the Port to identify ways the Motor Carrier could know the reefer was wheeled. ProPass indicates when a box is on wheels. The container would show as Grounded and the location is a "1" if it is on wheels. If the location is ".1" it is in a stack. Also, on the routing ticket it is noted as "Flip" so the driver should go to the Stack, get unloaded and go directly to the Flip.

ProPass Bug: Prevents email from being sent when ordering an RFID Tag

Port has identified a problem with the source email address and is being fixed.

VIG – Drivers Experiencing Printers Out of Paper and Being Redirected

Port indicates the printer has paper but Kiosk is having an issue so driver is being redirected to keep them moving.

VIG – Landside – Drivers Experiencing 5 or more trucks in the Transfer Zone

Additional volume is producing additional congestion in the Transfer Zone. Port is monitoring and adjusting.

VIG – Drivers driving behind trucks in the Transfer Zone instead of in front

Port will discuss with Health and Safety and increase enforcement.

VIG – Why are new chassis at VIG not available for drivers to pick up and use

These chassis are being used by the Port for terminal work and are not currently part of the Pool available for truckers.

Next Meeting

Open discussion - Should early hours be reserved for dual transactions or prior day import reservations?

Motor carriers with excessive missed reservations and cancellations.

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.