

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) June 24, 2021**

### **Attendees:**

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Tom Christman – Manager, Terminal Services

Vance Griffin – Vice President, Terminal Services

### **Absent:**

Kevin Price – Sr. VP Operations

Greg Edwards – Communications

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Charles Glover – GTL Transport

Mark Higgins – Director, Motor Carrier Experience

Allen Campbell – National Sales Manager, Givens Transportation

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Rob Cannizzaro – Vice President, Operations

### **Start Time**

11:00 a.m.

### **End Time**

12:00 p.m.

### **Location**

*Held VIA ZOOM Conference*

### **Next Meeting**

Thursday, July 8, 2021, In person

## **Notes/Findings**

### **Metrics**

Next Meeting

### **Volumes**

Volume on the water is declining by double digits. Still big numbers but down over prior month.

### **Reminder - Saturday Gates End this Saturday June 26, 2021**

Current demand forecast does not support keeping Saturday hours past June 26.

### **Ongoing ProPass Freezes and Server Reboots**

Through June 22 users were experiencing freezes and reboots. Port has added hardware and made software more efficient. As of today the server appears to be performing normally. Motor carriers should put in a TRAC incident if any event occurs that includes time of the occurrence. There is a group at the Port monitoring server performance continuously.

### **Empty Returns Not Available Until 3 or 4 p.m.**

Port is working to increase empty returns. Pier Committee asked for Port to look at putting an empty stack yard at VIG to provide more flexibility to motor carriers. Also asked the Port to make some more adjustments to make more drop empty transactions in the morning hours.

### **Changing Drop Empty to Drop Export Results in Loss of Reservation Due to Duplicate Import Transaction**

ProPass sees the import as still valid and there cannot be two reservations for the same container. As a result Motor Carrier cannot street turn the container resulting in inefficiency. The system does not allow a change of transaction type from Empty to Export. Customer Service may be able to help on occasion.

### **Empty Return Size should not matter**

Port agrees size should not matter and will investigate the specific transaction encountered by the motor carrier.

### **Chassis and Container Availability**

New chassis being added to pool every week. Utilization is high but still available.

Some carriers are reporting containers are in short supply with some containers reported as damaged rather than available. The Committee asked the Port to look at available numbers to ensure they are accurate.

### **Options to Move Port Related Container Moves to Later Hours**

Pier Committee asked the Port to examine options and discuss with us.

### **Pending Fixes**

1. False Duplicate Appointments Requiring Manual Correction - NIT rescheduled to July as testing is still ongoing. Bugs being worked out before rolling out.
2. Appointments Stuck in Verified Status - NIT rescheduled to July as testing is still ongoing.
3. Deleting Bookings in ProPass – Solution rolled out in June and appears to be working.
4. Container Numbers Showing in ProPass in Both Terminals - Solution is coded and now in testing. This normally occurs when a ship call moves from NIT to VIG or vice versa. The clue to motor carriers that this has occurred is the original item on your watch list will show status is “unknown” while the new item will have the updated location.
5. Motor carriers with excessive missed reservations and cancellations – Pier Committee has asked for an analysis of the carriers most responsible and causes.

### **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. Ongoing effort.

### **Perception too much time passes between an appointment going from locked to cancelled**

There should be no lag. If a motor carrier sees a delay should report it by TRAC.

### **Last Minute Changes to Reservations**

Port is going to introduce new features in ProPass to allow more last minute changes to minor parts of a reservation – for example - license plate change, empty container number, export container number (not booking), chassis type.

### **Terminal Safety – VIG Exit – Stop Sign/Bar**

Trucks exiting VIG are not stopping fully when exiting VIG even during high traffic times. Please remind your drivers. Port is issuing TSEPs frequently but would prefer drivers simply comply with the Stop sign.

### **TRS Group Hours**

TRS Group is open 0600-1700. Emails received after 1700 are addressed the next day.

### **Next Meeting**

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

Discuss opportunities to improve dual moves in morning hours.

### **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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