

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) September 16, 2021**

### **Attendees:**

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Charles Glover – GTL Transport

Mark Higgins – Director, Motor Carrier Experience

Tom Christman – Manager, Terminal Services

### **Absent:**

Kevin Price – Sr. VP Operations

Greg Edwards – Communications

Allen Campbell – National Sales Manager, Givens Transportation

Vance Griffin – Vice President, Terminal Services

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Rob Cannizzaro – Vice President, Operations

### **Start Time**

11:00 a.m.

### **End Time**

12:30 p.m.

### **Location**

*Held VIA ZOOM Conference*

### **Next Meeting**

Thursday, October 14, 2021

## Notes/Findings

### Metrics

Next Meeting

### Volumes

No changes from last meeting where we reported volumes are strong and continue to be strong. Vessel delays continue to cause vessel bunching.

### Over 2 hour turn times

2+ hour turn time issue is primarily at VIG and have been on the rise. Mandatory hour 2+ hour turns are up but not significantly. 2+ hour turn times in the nonmandatory hours are higher as motor carriers try to return empties. The Committee expressed its view that a lack of empty return appointments during the day are driving behavior during nonmandatory hours.

The Port continues to work on increasing dual moves and balancing empty return moves at the Port versus pushing moves to PPCY.

### Motor Carriers with High Missed Appointment %

The Committee expressed its view that some carriers are missing appointments at a higher rate because their prior reservation turn time is longer than normal. However a group of companies have been identified with high missed appointment rates and the Port will be in touch with them. The existing penalty program for excessive missed appointments will be implemented.

**Container Numbers Showing in ProPass in Both Terminals** - This error 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. The fix is now in production.

**Last Minute Changes to Reservations** – This will be fixed when Port Manager is rolled out. Due to high volumes right now the roll out will be delayed for a short time. It will contain features that 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.

### **RFID Tag Disappearing or Losing Association with License Plate**

The ProPass Driver Truck Register lists each truck and the RFID tag associated with it. If multiple trucks have the same RFID tag assigned to it then there is risk that multiple trucking companies can potentially edit the tag.

Motor Carriers who find this issue happening should contact TRS Group for help.

The Committee raised issues of tags being moved to different vehicles and drivers moving to different companies.

Port will work on potential ways to protect reservations made and secured even if an RFID tag is registered to multiple carriers.

Motor Carriers should check their RFID registrations to ensure only one carrier has each truck associated with each license plate.

### **Delay in Receipt of Reefer Settings**

At least one ocean carrier is slow to provide reefer settings to MRS which in turn slows reefer turns. The Port is not in control of that process. Motor Carriers should direct the issue to the ocean carrier involved.

### **Old Holds on Containers Affecting Current Appointments**

There is no process in place for ocean carriers to clean up old holds. And Port is not authorized to remove holds put in place by shipping lines. This is a process that should be fixed by the shipping lines.

### **License Plates Still Not Visible**

This is an issue discussed last year and put in the minutes of this Committee. However, some trucks are still arriving at Port of Virginia facilities without displayed license plates. PPCY will now deny service to any truck not displaying a license plate.

### **Chassis**

Very limited availability. Port has added drop locations for chassis. New chassis are being brought in as fast as possible but being absorbed as fast as they arrive. Customers are creating drop lots on wheels which has the potential make chassis availability even worse.

### Open Items

**Empty Return Size should not matter** - Port agrees size should not matter and will investigate the specific transaction encountered by the motor carrier.

### 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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