

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) November 4, 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

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Vance Griffin – Vice President, Terminal Services

### **Absent:**

Kevin Price – Sr. VP Operations

Greg Edwards – Communications

Allen Campbell – National Sales Manager, Givens Transportation

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, December 2, 2021

## **Notes/Findings**

### **Volumes**

No major changes in expected volumes. Volumes on the water remain consistently high.

### **Metrics**

Average turn times improved at VIG in the last half of October after one stack was transferred from rail support to truck support. Number of transactions remains high.

NIT remains good. Port is still looking to take greater advantage of the available capacity at NIT.

Prior day reservation rate has improved from 50% to roughly 70% which helps increase transactions at the Port.

All numbers show more volatility in performance from day to day. The Pier Committee asked several questions about equipment maintenance and reliability and other possible causes. No significant causes were identified.

### **Over 2 hour turn times**

2+ hour turn time issue is primarily at VIG and remain above 4%. 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.

Addition of one truck stack and RMGs to truck service improved the rate in the latter half of October. Neither Port or Carriers are happy with the current rate. The Committee continues to monitor.

We discussed improving communication of delays affecting individual stacks.

### **Chassis**

No meaningful change from last month. Chassis usage is at 99% so very tight. A prime cause of the high usage is that many boxes are sitting in storage offsite on chassis. Chassis dwell is up from 11 days last month to 12 days in the last month which is triple the normal figure. New chassis - 6,100 on order but those will be delivered over a number of months. No relief in sight.

If you have an HRCP chassis with expired FWHA you can have a mobile unit come to your facility to do inspections. This is for multiple chassis on your facility. Contact Chris Ratliffe for help.

### **Motor Carriers with High Missed Appointment %**

Missed reservations continue higher than expected but are trending downward from 13% to about 6.5%. The Port has contacted carriers with excessive miss rates and advised them of coming penalties. Some penalties have been imposed and others are pending.

### **Non-functional Lights in Stacks**

Drivers noted some light systems not functioning properly. We discussed the maintenance cycle and frequency of audits of the systems.

Motor Carriers are encouraged to enter TRAC incidents for these types of items as the Port will act on them.

### **Port Manager –**

Rollout is scheduled for December 6 and will address both of the following items:

Empty Return Size should not matter - Port agrees size should not matter and will investigate the specific transaction encountered by the motor carrier. Problem arises when the transaction is being edited. The cause has been identified and the fix will be rolled out when Port Manager is deployed.

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 size and type.

There are also a lot of other improvements to watch lists and filters. Motor Carriers should attend one of the information sessions that the Port has messaged to our community.

### **Empty Return Matrix Change After a Valid Reservation is Made**

If there is a late change to an empty return made by the Shipping Line the motor carrier can return the empty to either the original or the new drop location. The motor carrier experienced a delay as when the new location was added the old location was not.

### **License Plate Issues – Update from ERT**

ERT continues to see trucks with zip tied license plates that are flipped up and obscured when the truck is in motion.

### **Open Items**

### **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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