

TMTA Pier Committee

Meetings with Port of Virginia (POV) February 10, 2022

Attendees:

Allen Campbell – National Sales Manager, Givens Transportation

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

Vance Griffin – Vice President, Terminal Services

Art Ellerman - HRCPII

Absent:

Greg Edwards – Communications

Rob Cannizzaro – Vice President, Operations

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Start Time

11:00 a.m.

End Time

12:45 p.m.

Location

Held VIA ZOOM Conference

Next Meeting

Thursday, February 24, 2022

Notes/Findings

Volumes

Next Meeting

Metrics

The committee reviewed some specific metrics on a single hour of transactions to help understand some of the congestion issues.

Fleet File to Pre-Arrive Containers at Marine Terminals

Motor carriers are finding that pre-arrival information is not accurate. Port is looking into the issues causing updates to become inaccurate. Some may relate to on hire/off hire transactions happening out of order. Ship lines send a file each day that contains only changes since the last update. At times a conflict occurs between the files sent by two ship lines when a container is on-hired or off-hired. The file may be received before a loaded container, for example, has been delivered. The Port holds the on-hire or off-hire change until the delivery is made and the container returns to the Port. Ongoing challenge to receive the data in the right order and at the right time. Port is still looking at ways to improve the situation.

Impact of Additional Mandatory Hours on Reefer Transactions – Free Days

The Port recognizes that added mandatory hours impact reefer transactions and the Port is working on a better solution.

Turn Times - NIT

We expressed concerns with poor service at NIT North and lack of availability with NIT South reservations. We asked the Port to look at whether sufficient strads are working on NIT North.

We also asked questions about the lack of reservations at VIG when there is no backup in the transfer zone or gate.

Motor Carriers are asked to enter more TRAC incidents for NIT North or South so we have more information that can be used to make a specific ask to the Port.

Turn Times - VIG

We again reviewed the statistics and move types and covered a variety of aspects of Port performance. None of the factors we looked at indicate additional capacity is available that is not being offered. These included missed reservations, splitting the matrix, maintenance, labor cancelations and reservation types.

We will continue to look at the facilities' performance.

Crane Allocation – Landside

The Port reviewed the crane allocation to landside and waterside as well as planned and unplanned maintenance issues that can arise. Motor Carriers have asked whether cranes are not working the landside as much as they should. We reviewed transaction types and issues related to having heavily loaded stacks both of which slow performance. The Port confirmed that no changes have been made to reduce crane allocation to the landside. The cranes are now a few years old so we should expect that some cranes will begin to require more unplanned maintenance.

HRCPII Traffic Flow Changing – New Map

The Port implemented the attached map last week. Motor Carriers have reported difficulty negotiating some of the turns and lanes are narrow. This information was passed on to the Port for review and action.



More ERD Problems

Ship lines are providing different ERD than the Port. Port has been asked to look into the timeliness and accuracy of ERD updates and locks.

RFID Battery Life

The committee inquired about useful life of the batteries in the RFID tags to allow planning for replacement of the large number of tags issued at the beginning of the ProPass system. Also inquired about a reduced cost replacement program.

The Port will be able to notify carriers when the RFID tag reports it is getting weak. So far the number of tags needing replacement is low.

The useful life of the batteries is averaging around 7 years so Motor Carriers should not see many battery replacements until 2025.

Chassis

The Committee discussed ways to incent or penalize customers holding chassis for excessive times which affects the overall health of the motor carrier community. At this point only 23% of the chassis fleet is returning to the pool on a normal schedule. The Committee expects HRCF to make proposals to discourage the use of chassis to store containers off Port.

ProPass Screen Issues

A Motor Carrier has identified issues with the availability screen, scrolling, screen loading time and an inability to export to Excel. The Port confirmed the high load on the ProPass web site is slowing response time. The Port has made adjustments to improve response and handle larger volumes. These items will be monitored going forward.

Open Items

Driver Received Wrong Container – A Later Driver Serviced First

The Committee received a partial response to this item but asked for additional information to better explain what happened. The Port acknowledged the painful experience the driver experiences when this type of error occurs.

Pre-arrivals

Discuss prearrival issues commonly occurring. Motor Carriers are asked to put in TRAC report describing the prearrival issues they are encountering with line name so the Committee can discuss in better detail.

Motor carriers using generic empty reservations with no container numbers should be aware that they will not get warning messages if there is a problem with the container being returned. Some motor carriers may wish to change their process to include container number in any empty return rather than using the generic empty return feature.

Motor Carriers are asked to submit more examples of pre-arrival problems to TRAC.

Getting More Ship Lines to Give Port LFD Information

We have asked to Port to determine what can be done to get more ship lines to update Last Free Day information in the Port's system. Currently there are two lines providing updates. Port has asked to the lines to consider doing the same.

Lessons Learned from January 24 Snowstorm and Grooming Problems

Review EDI project priorities

The Committee will review priorities and discuss priority of other items from this meeting such as on-hire and off-hire transactions.

Communication

The Committee asked for a review of the process in place to communicate when stacks are performing poorly or down for short or long term maintenance.

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.