TMTA Pier Committee

Meetings with Port of Virginia (POV) February 24, 2022

Attendees:

Bob Eveleigh – Chief Operating Officer, Port City Transportation

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

Charles Glover – GTL Transport

Rob Cannizzaro – Vice President, Operations

Vance Griffin – Vice President, Terminal Services

Patrick Jefferson – Gate Operations/Landside Operations VIG and NIT

Mark Higgins – Director, Motor Carrier Experience

Tom Christman – Manager, Terminal Services

Absent:

Allen Campbell – National Sales Manager, Givens Transportation

Start Time

11:00 a.m.

End Time

1:50 p.m.

Location

World Trade Center, Norfolk and VIA ZOOM Conference

Next Meeting

Thursday, March 10, 2022

Notes/Findings

Volumes

Metrics

Next meeting.

EDI Processing and Order of Events - 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 sends 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.

Wrong Container Mounted and 'Lost' Containers

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. Once this error occurs the Port staff has to place the box back in inventory and correct the inventory location of that box and the correct box which is a manual effort. During that time, the crane completes additional moves so it remains productive.

Since then the Committee has received more reports of 'lost' boxes (stowed in the wrong location). The Port has asked every motor carrier to submit TRAC incidents when these occur so they can be dealt with quickly and upper management will be able to see them.

Note: If you receive code O5W it means the box is still on the waterside and not eligible for truck pickup.

Turn Times – NIT North - Update

We expressed concerns with poor service at NIT North and lack of availability with NIT South reservations. The Port has reviewed the situation and added strads and labor to assist at NIT North. The North side strads are quite old and prone to break down so reliability may be an issue from time to time.

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.

ERD Provided by Shipping Line Not Matching Port Data

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.

On time vessels in January fell to 9% increasing the number of ERD problems.

All lines are now on the same schedule. Reservations open 6 days before with return 5 days before expected arrival. The Port continues to work with the Shipping Lines to get timely accurate information on vessel arrivals. This remains a critical item due to stack congestion.

Stack Congestion

The Stacks at VIG are heavily loaded. When heavily loaded it takes longer to retrieve containers which is affecting turn times and also leading to more cases of drivers being served out of order. The out of order issue occurs as the container handling system tries to move the easiest to reach container first to maximize the number of containers handled each hour. The Port has set the system to deliver first arriving driver first. Please submit a TRAC if you are served out of order. Please note that the first come first serve approach is not the most efficient method of delivering containers.

The Committee has discussed stack congestion on several occasions and the Port has taken several actions to reduce congestion including delaying vessel arrivals, shortening the Early Return Date and pushing empties to the empty yard. However, a number of boxes in the stack have not moved in a timely manner and are contributing to slow turn times.

The Port is taking additional actions to move long dwelling containers to other locations for storage <u>off</u> chassis. These actions will occur over the next month and the Port reports they believe motor carriers will see better turn times after that.

The Port has also announced the Hapag Block Stow which also helps reduce the load on the stacks.

Pro-Pass System Response Speed

The Port has taken several steps to improve response time. Please submit a TRAC incident if you continue to see slow response so further steps can be taken.

Rail ERD

Truck ERD were shortened recently from 8 to 6 days. Rail ERD will shortened as well to match the truck ERD.

Open Items

MRS

The Committee has asked to meet with MRS to understand the current problems with genset availability and reefer processing.

Impact of Additional Mandatory Hours on Reefer Transactions – Free Days - Update

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

Process for Obtaining Portal or Container Images

The Committee will review recent changes to the process and look for improvements.

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. **So far we do not have enough to make this a priority.**

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.

ProPass – Problem Editing Appointments

The Port has confirmed a problem is arising when a reservation hour is full and a motor carrier tries to make an edit to their reservation. The Port is working on a fix.

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.

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.