

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) February 3, 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

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

Art Ellerman - HRCPII

### **Absent:**

Greg Edwards – Communications

Allen Campbell – National Sales Manager, Givens Transportation

### **Start Time**

11:00 a.m.

### **End Time**

1:00 p.m.

### **Location**

*Held VIA ZOOM Conference*

### **Next Meeting**

Thursday, February 10, 2022

## **Notes/Findings**

### **Volumes**

January volumes were lower than expected. Imports on the water are on record levels but on time arrival is getting longer so actual arrivals may fall short.

Chinese New Year may not have much impact this year if arrivals continue on current pace.

Container dwell in the stacks remains high. Stack utilization has been high for over a month and is beginning to affect housekeeping efficiency and slow turn times. Stacks are approximately 80% full. Current dwell in the stacks for imports is above the 7 days reported last month.

Empty evacuations remain steady.

### **Metrics**

Next meeting

### **Port Hours to Change**

Reminded that new Saturday hours start this weekend. Only imports are handled on Saturday effective this Saturday. No exports. Please review the notification from the Port that went out on January 24, 2022.

Port is going to add hours at VIG next week but will also extend the mandatory reservation hours by the same number of hours. Due to the high load in the stacks the Port is facing excessive on terminal congestion and forced try this as a way to reduce congestion.

The Port continues to groom containers for prior day reservations each night. So, the additional mandatory hours will make prior day reservations even more important.

### **HRCPII Traffic Flow Changing – New Map**

PPCY and PCY flow has changed effective immediately. More container storage being added. Chassis flow is different. See attached map. Changes improve capacity of the facility. Staff is in place to direct drivers to the new locations for chassis. The map follows:



### **Concerns with Lack of Reservations**

We expressed concerns with poor service at NIT North and lack of availability with NIT South reservations.

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

We 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 both facilities' performance.

### **ERD Confusion**

ERD is locked 8 days before vessel scheduled arrival at 9am with exceptions when the eighth day is a Saturday, Sunday or Holiday.

### **Empty Reefer Turn Times Increasing/Process Changed**

Inspection process and cleaning process has changed. Electrical checks are taken care of in the stacks in advance. Reefers are on hold until the pre-trip is done on the unit.

Physical inspection takes place in the genset line. Washout decisions are made at that time. Washouts should be made without delay. Motor Carriers are asked to file a TRAC if there are delays.

MSC and Maersk allow the driver to determine if a washout is needed. Other lines are washed out automatically unless chassis are not available.

Currently, lack of chassis is making it impossible for all washouts to be done in advance. As a result, turn times for reefer are increasing.

### **Turnaround Ticket Process - Clarification**

The driver will receive a turnaround ticket at the kiosk. When the driver is turned around they should stage in the lane (15, 16 or 17) where they are directed to queue. The driver does not need to leave the Port. The traffic pattern to follow keeps the driver in the Port and preserves the driver's position in line based on the driver's arrival time.

### **RFID Reader not Working in Stack 25**

Motor Carrier reported problems with RFID reader in Stack 25 Lane 3.

Motor Carriers are encouraged to enter TRAC incidents for these types of items as the Port will act on them before the normal monthly maintenance checks are done.

### **Review of Items that can be Changed on a Reservation more than 30 minutes into the Hour**

A motor carrier asked what changes can be made after 30 minutes into the hour. The answer is none.

Before the 30 minute mark, when an edit is made to the reservation the entire transaction is revalidated. The Port has identified certain circumstances where an edit pushes out a reservation date because the stack is at capacity for transactions. The Port has its software vendor working on changes that will fix the issue. Expected fix in 1 month.

In the meantime, the motor carrier should contact the Reservation Team to fix the problem manually.

The changes involved include plate changes, chassis type (owners vs pool), drop empty container number and export container number.

Motor Carriers are reminded that drivers must not enter the Portal until the edited reservation shows as validated in the system.

### **Open Items**

#### **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 nor Carriers are happy with the current rate. The Committee continues to monitor.

We discussed improving communication of delays affecting individual stacks.

### **Driver Received Wrong Container – A Later Driver Serviced First**

Details being researched and will be covered at next meeting.

### **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.

### **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.

### **Chassis**

Dwell continues to increase. Update on new chassis – In addition to the 6,500 chassis already on order the Port has now ordered an additional 3,400 for delivery in 2022 to help create more availability. Port is looking to order even more chassis.

### **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. Item to be investigated more by the Port. A motor carrier has submitted a TRAC incident with further details on CMA issues.

### **ProPass Screen Issues**

A Motor Carrier has identified issues with the availability screen, scrolling, screen loading time and an inability to export to Excel.

**Lessons Learned from January 24 Snowstorm and Grooming Problems**

**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.



## Operations Alert

POV,

To supplement continued strong volume and increase your accessibility to the terminals, the Port of Virginia is pleased to announce that the current weekday gate hours, will be extended through February 2022, unless otherwise noted.

The current Saturday gate program, as communicated, will conclude with the gate operation on Jan. 29 and will be replaced with the following:

- **Beginning Saturday, Feb. 5 and running through Saturday, Feb. 26, Norfolk International Terminal (NIT) and Virginia International Gateway (VIG) will open at 0700 hours, with an inbound portal closure of 1600 hours**
  - **Import pick-up transactions only, may be conducted at NIT and VIG on Saturday**
  - Export and empty over-the-road transactions will not be accepted at both marine facilities
  - PRO-PASS TRS mandatory hours will be in effect from 0700 – 1600 hours at NIT and VIG
  - Reservations will be made available at 0900 hours the proceeding Friday
  - Prior day reservations are strongly recommended – same day reservations may be made, for all Saturday import pick-up transactions
- **The Pinner's Point Container Yard (PPCY), Reefer Service Area (RSA) and the Portsmouth Chassis Yard (PCY) will open at 0700 hours, with last trucks in / last units handled at 1630 hours**
  - All empties, as designated by the Empty Return Matrix, posted on the previous Thursday, will be returned to the PPCY on Saturday

- Applies to 20' DR, 40' DR and 40' HC equipment only
  - All reefers to be returned to the RSA, as per return instructions
- **The Port of Virginia's expanded weekday gate hours remain in place, until further notice**
  - Details regarding weekday gate hours can be found here: [Port of Virginia Terminal Gate Hours](#)

Please refer to the Port of Virginia website for holiday closures [Operational Alerts](#)

If you have any questions, please contact the Port of Virginia's Customer Service team here: [POV Customer Service](#)

We will continually review commercial performance and forecasts, ensuring that gate hour capacity aligns with customer demand.

Thank you for your partnership, and for your business.

An online version of this email can be found here: [Port of Virginia Gate Hours and Saturday Gate Program – February 2022](#)

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