

# **TMTA Pier Committee**

## **Meetings with Port of Virginia (POV) March 10, 2022**

### **Attendees:**

Bob Eveleigh – Chief Operating Officer, Port City Transportation

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

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

### **Start Time**

11:00 a.m.

### **End Time**

1:50 p.m.

### **Location**

*Portsmouth Operations Center*

### **Next Meeting**

Thursday, March 24, 2022

## **Notes/Findings**

### **Volumes**

Imports on the water have begun to drop towards December 2021 numbers. These are still high numbers but not overwhelming.

Vessels held outside the Port has declined over the last few weeks. The Port continues to control the vessel arrivals to avoid overloading the stacks.

### **Metrics**

Next meeting.

### **Trucks Bunching Up in a Single Stack**

On February 24, and other occasions motor carriers have noted that all traffic has been directed to a single stack. This has occurred even when trucks were just returning empties. We discussed the Feb 24 situation, root cause and solutions.

The Terminal Operating System is determining where the boxes are directed at the Gate. At times, due to the congestion in some stacks a series of trucks may be directed into one stack.

The Port will look at this particular situation to determine if any changes are needed to the Terminal Operating System. The Port will also review staff performance to avoid these situations and correct them when issues arise.

### **Turn Time Mandatory and Non Mandatory**

### **Stack Utilization Statistics**

Utilization remains high but down from last month. Currently 75-82%. The high utilization impacts container movements as more rehandles are needed to pull the correct box.

### **Report on Effectiveness of the Hapag Block Stow**

The block has had its intended effect of taking pressure of the empty yard. The Hapag units are scheduled for evacuation so it made more sense to put them in a separate area. More room remains in the block.

### **Saturday Turn Time Statistics At VIG**

1. 2/26 – turn times averaged 36.5 minutes at VIG; 34 at NIT.
2. 3/5 - turn times averaged 40 minutes at VIG; 40 at NIT.

We asked for additional information on over two hour turn times which several carriers indicated were occurring.

### **Reservations Not Available 5 minutes after 9 Day Before**

Reservation slots are filling faster than ever before especially at VIG. The Committee is still looking for the Port to find a better way to allocate the reservations among all motor carriers.

The Port is considering opening reservations 48 hours before rather than 24 hours before.

The Committee expressed the view that the first priority is to ensure a level playing field.

### **Early Arrival for Appointments**

Please note there has been a significant increase in drivers arriving at the Gate and DA early. These early arrivals are preventing drivers with reservations in the prior hour getting into the Port on time. The Port will be routing drivers who arrive early out to Renfrow Road. Please share with your drivers.

### **Member Suggestions for Increasing Appointments**

Members are asked to complete a TMTA survey that will be available in the next day or two seeking suggestions for actions that might be taken to increase reservations without increasing turn times significantly.

### **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. Update – the hours were extended to 18:30 for reefer service.

### **ERD Data Not Locked on Time**

The Port recently updated its ERD policy. The policy is now to lock ERD 5 days before arrival.

The Port is receiving constant updates on the vessel arrivals. Vessels rarely arrive on time now.

The Motor Carriers are noting that vessels are not showing locked on time. The Port has reviewed its process and will stick with the current policy. The lock is a manual process. If you note a discrepancy please notify the Port.

### **Open Items:**

#### **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.

#### **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.

### **MRS**

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

### **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.**

### **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.