TMTA Pier Committee

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

Attendees:

Jake Darrell – Fleet and Safety Manager, DB3 Logistics

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

Start Time

11:00 a.m.

End Time

1:40 p.m.

Location

Virginia International Gateway

Next Meeting

Thursday, April 7, 2022

Notes/Findings

Volumes

Next meeting.

Stack Utilization Statistics

Utilization remains high. Repositioning of some long dwelling containers to PMT has been completed. The high utilization impacts container movements as more rehandles are needed to pull the correct box.

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 has look at this particular situation and is developing a process improvement to help in certain circumstances. There are a variety of situations that lead to this issue occurring and we should expect that some scenarios will improve but others will not.

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. Some of these situations are caused by containers being stowed improperly on the vessel. Others from mishandling on arrival at the Port.

The Port is logging these situations and retraining staff to reduce them.

Pro-Pass System Response Speed

Motor Carriers are reporting improved response time. Please submit a TRAC incident if you continue to see slow response so further steps can be taken.

Chassis with Improperly Adjusted Brakes

Motor Carriers have been charged for flat spot tires on new chassis. Flat spotting is only occurring on one side of an axle. We discussed how this can occur, whose responsibility it should be a potential for pool to recover costs as a warranty claim instead of a charge to the motor carrier when low inflation or abuse are not the issue.

Can Reefer Availability be Added to Container Availability Report?

There is a disconnect between containers listed as on hand and which ones are pre-tripped. There is a lack of visibility into the number of gensets to go with any reefer container.

The Port added genset chassis early this year and it has helped some. The genset chassis are being well used. The Port recognizes the issues and continues to work on solutions although any solution requires multiple parties to improve it.

VIG Lanes 15-17 Closed to Regular Traffic

Motor Carriers reported lanes 15-17 at VIG have been closed to regular traffic for a week. Other traffic is using those lanes and avoiding the lines in lanes 1-14. The Pier Committee worked out with the Port a process to have these lanes used to queue drivers who arrive for overloaded stacks. The Port confirmed that stacks have been overflowed most of the day recently due to very high volumes.

When a driver arrives it will be common to see 15-17 with an 'X'.

PPCY Traffic Congestion

It appears the recent changes at PPCY now have all traffic types flowing into single line slowing turns to a crawl. Drivers also asked for outbound process to be improved. We have asked the Port to reexamine the flow in the PPCY to improve flow and improve turns. The types of containers and the lines are changing each week so it is difficult to get an optimal result every week. A Pier Committee member and a Port Representative will drive through the facility to look at the flows and identify improvements.

TSEP for Rain Gear covering Safety Vest in Uncovered Lanes – VIG

Driver was cited for wearing rain gear over his safety vest in the pouring rain. Driver's booths in lanes 16 and up are not covered. Motor carrier is asking for the booths to be covered. This is a request initially made with the facility was upgraded. The Port tried portable shelters but they were hit and were a problem during snow and ice removal. At this point the Port does not have better solution for weather protection in these lanes.

20' CMA Goes to RSA or PPCY?

An Operations Alert directed CMA to the PPCY. On arrival the driver is told 20' CMA must go to RSA and that has been the process for 3 months. The matrix was incorrect that day and the Port has instituted additional checks to reduce the risk of an error in the matrix.

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.

Process for Obtaining Portal or Container Images

Contact Customer Service to request all images, not Operations. Preferred contact method is email. If you are refused or receive poor service submit a TRAC incident at tmtava.org.

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.

MRS

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

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.