

Council on Port Performance | MINUTES

Meeting Date: September 9, 2015 | **Meeting Location:** Maher Training Room, Elizabeth, NJ

Attendees: Molly Campbell, John Nardi, Frank Grossi, Mike Wilson, David Cicalese, Jim Mara, Jeff Bader, Tom Adamski, Jon Donnelly, Pat Hackett, Ed Elkins, Wilby Whitt, Phil Connors, Alan Messing (on behalf of Keith Lovetro), Thorkild Hove, Steve Schulein, Adele Fasano, Bethann Rooney, Amanda Valdes

Guests: Beverly Fedorko, Tom Hannan, Janis Rich-Gutierrez, Dan Pastore, Lori Smith, Bob LaMura, Mike DiVirgilio, Sam Ruda, Sharon McStine, Brian Edelstein, Steven Sienkowski, Jeff Flumignan

Excused: Dennis Daggett, Bill Shea, John Atkins, Gary Cross

Agenda :

- 1.) Welcoming Remarks by new Port Director & CPP Chair, Molly Campbell
- 2.) State of the Port
 - a. July Volumes and Year End Forecast
 - b. Container Terminal Customer Satisfaction Study Results
- 3.) Implementation Team Updates (as necessary)
 - a. Equipment
 - b. Rail
 - c. Customer Care
 - d. Gate Operations
 - i. Launch of Terminal Information Portal System (TIPS)
- 4.) Government and Community Outreach Committee
 - a. Port Industry Day
 - b. JOC Whitepaper – Inland Distribution Conference
- 5.) New Business
 - a. Winter Plan 2015
 - b. NAIOP (National Association for Industrial and Office Parks)
- 6.) Housekeeping
 - a. Personnel
 - b. Future Meetings: November 13, 2015; 2016 meetings to be scheduled
- 7.) Open Forum
- 8.) Next Steps and Action Items

Welcoming Remarks by Molly Campbell

- CPP has done a lot of good work, leading the industry with a plan to move forward. Excited to be a part of it.

State of the Port:

- July was a new monthly record with 339,601 container lifts
 - Rail volumes are up 14.2% YTD
 - Autos are up 25% YTD
 - 2015 will likely end with 7% growth over 2014

Council on Port Performance | MINUTES

Container Terminal Customer Satisfaction Study Results

- 608 customers surveyed over a 3-month period
 - Split among key constituencies: Ocean Carriers, Truckers, Intermediaries, Importers/Exporters
- Key findings include weakness in satisfaction with “ease of doing business” at the port and “having adequate labor”
- Results support current CPP actions and perspectives
 - Among participants that were aware of the CPP’s initiatives, more than half believe that the CPP has properly identified issues within the port and that the Port Performance Task Force’s 23 recommendations will have a positive impact when implemented.

Implementation Team Updates:

Equipment

- August 4th meeting provided IEPs with list of concerns regarding the pool’s operating agreements (specifically pricing, anti-competition, labor jurisdiction, performance metrics, etc.)
 - IEPs are incorporating discussion points into a revised agreement
- Next meeting to be held September 17th to discuss labor

Rail

- Group continues to focus on core areas:
 - KPIs and reporting systems among the railroads (i.e. ship to rail transfer times, etc.)
 - Developing a second Whitepaper discussing the feasibility of an inland port

Customer Care

- Truck Guidebook completed and distributed. Translations into Spanish and Mandarin underway.
- Continued focus on KPIs (i.e. trouble ticket data, on-time vessel performance, market share data)

Gate Operations

- TIPS launched September 1st
 - Positive feedback reported within the first week of the system
 - Slow registration likely due to Labor Day Holiday expected to increase in the coming weeks
 - Preparing an additional communication targeted to trucking community and trade associations.

Government and Community Outreach Committee:

- Committee will participate in Port Industry Day on October 1st
 - CPP booth will provide informational material such as Trucker Resource Guide, CPP Progress Report Card, and TIPS demonstrations
- Co-producing a TIPS Whitepaper that will be included in the registration materials for the Journal of Commerce’s upcoming Inland Distribution Conference

New Business:

- Development of 2015-2016 Winter Plan will begin before next CPP Meeting
- Discussion to invite additional participants to CPP
 - National Association for Industrial and Office Parks (NAIOPs) under consideration as new member
 - Council requested an overview/presentation of their responsibilities to determine if they would be a good fit

Council on Port Performance | MINUTES

- Maritime Administration (MARAD) to participate as Ex-Oficio member
 - MARAD's initiatives are aligned with improving port infrastructure, currently spending half a billion dollars on projects nationwide

Housekeeping:

- Personnel Changes
 - Bob Leef to join Customer Care Implementation Team
 - Dean Tracy to be replaced by another BCO yet to be determined
- Future Meetings: November 13, 2015; 2016 meetings to be scheduled

Open Forum:

- Commitment to hiring and training ILA labor - \$12 million spent in training in 2014
- Emphasis on need to keep pressing CPP for initiatives as the Port of New York & New Jersey continues to see heavy volumes
- Additional conversations required to discuss potential impact of Clean Truck Program's January 1, 2017 deadline for trucks to be equipped with engines that meet or exceed 2007 federal emissions standards

Action Items/Deliverables for Next Meeting:

- Incorporate Customer Satisfaction Survey results into CPP efforts
- Resolve outstanding issues re: equipment from chassis group
- Continue to gather rail KPIs
- Develop TIPS communications targeted to trucking community and trade associations
- Schedule 15 minute presentation from NAIOPs for next CPP meeting
- Evaluate potential BCOs to serve as new members of CPP