User Needs Summary

This graphic summarizes the User Needs identified for the Gateway Cities region. These issues/needs will help drive the technology solutions/projects which will be developed as part of the Gateway Cities Technology Plan for Goods Movement and implemented in the region to help freight move more safely and efficiently. Each issue/need is grouped into a functional area.

USER NEEDS

Drayage Operations

- Better quality/distribution of terminal gate queue data to truck fleets
- Reduce dry runs and extra equipment moves
- Any technical solution must provide benefits for both dray operators and MTO's, and should enhance cooperation between them
- Providing Queue Length and timing information at Port Terminals Can Improve Drayage Operations
- MTO participation is essential to testing and deploying any system involving drayage optimization

 truck queue data for terminal

Better data on real-time parking availability

- Truck Staging/Trucking Services
- Better quality/distribution of terminal gate queue data to truck fleets
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FINDINGS

Capacity expansion at truck parking/staging facilities

- Institutional challenges for new parking facilities
- Limited data on real-time parking/staging

Better signal coordination on surface streets

- Better real-time data around Port area
- Strong Existing ITS Building Blocks
- Limited Info for Spanish Speakers
- Address gap in freight-focused traveler info
- More cameras on surface streets
- More coordinated incident management programs
- Ongoing development of ATMIS system
- Real-time data on surface streets

FINDINGS

Better freight-focused data from public sector

- Opportunity to use truck GPS data as probes for traveler info
- Interest in Dynamic Routing & Real-Time applications

FINDINGS

Better mechanisms for sharing real-time freight-focused data

- Private Sector Fleet Management
- High technology adoption rate due to Env., Regulations
- Improved/expanded goods movement scheduling system
- MTO participation is essential to testing and deploying any system involving drayage optimization
- Dray truckers are relying on real-time data. Many deployed fleet mgmt systems
- Dray truckers are relying on real-time data.

The needs shown here illustrate the complex nature and wide range of challenges facing efficient goods movement in the Gateway Cities subregion. They range from straightforward gaps in ITS infrastructure to complex public/private policy issues. The solutions to these issues will only be achieved through a variety of technology projects woven together with institutional partnerships and fiscal commitment to operations.