Bringing Vital CVO Information to San Diego and Imperial Counties’ Truckers

Session D2: CVO – Keeping Freight Moving

2011 National Rural ITS Conference
August 28-31, 2011
Coeur d’Alene, Idaho

Tracy Manzo
Lisa Nelson
Agenda

Background
Desired 511 CVO Information
Implementation of SD511 CVO
Lessons Learned
Background
Project Purpose

• Develop, integrate and deploy new services just for truckers on the existing San Diego/Imperial County 511 system.
Stakeholders
System Planning & Development Process

Obligatory V Diagram
Connecting with the trucking community

- Literature
- On-line survey
- Intercept surveys
- Interviews & Stakeholder Group Meetings

What do they want to know?
What information should be provided to truckers on this 511 CVO system?

How do they want to get the information?
What are the best ways to deliver the 511 CVO information?
### State & Regional 511 Web Sites

<table>
<thead>
<tr>
<th>State/Region</th>
<th>Website Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska</td>
<td><a href="http://511.alaska.gov">http://511.alaska.gov</a></td>
</tr>
<tr>
<td>Arizona</td>
<td><a href="http://www.AZ511.com">http://www.AZ511.com</a> (no CVO)</td>
</tr>
<tr>
<td>California/Los Angeles</td>
<td><a href="http://go511.com">http://go511.com</a></td>
</tr>
<tr>
<td>California/San Bernardino/Riverside (Inland Empire)</td>
<td><a href="http://ie511.org">http://ie511.org</a></td>
</tr>
<tr>
<td>California/Sacramento/Northern CA</td>
<td><a href="http://www.sacregion511.org">http://www.sacregion511.org</a></td>
</tr>
<tr>
<td>California/San Francisco Bay Area</td>
<td><a href="http://www.511.org">http://www.511.org</a></td>
</tr>
<tr>
<td>Colorado</td>
<td><a href="http://www.cotrip.org/home.htm">http://www.cotrip.org/home.htm</a></td>
</tr>
<tr>
<td>Florida/ Statewide</td>
<td><a href="http://www.FL511.com">http://www.FL511.com</a></td>
</tr>
<tr>
<td>Florida/ Southeast</td>
<td><a href="http://www.511southflorida.com">http://www.511southflorida.com</a></td>
</tr>
<tr>
<td>Florida/ Tampa</td>
<td><a href="http://www.511tampabay.com">http://www.511tampabay.com</a></td>
</tr>
<tr>
<td>Georgia</td>
<td><a href="http://www.511ga.org">http://www.511ga.org</a></td>
</tr>
<tr>
<td>Idaho</td>
<td><a href="http://511.idaho.gov">http://511.idaho.gov</a></td>
</tr>
<tr>
<td>Iowa</td>
<td><a href="http://www.511IA.org">http://www.511IA.org</a></td>
</tr>
<tr>
<td>Kansas</td>
<td><a href="http://511.ksdot.org">http://511.ksdot.org</a></td>
</tr>
<tr>
<td>Kentucky</td>
<td><a href="http://www.511.KY.gov">http://www.511.KY.gov</a></td>
</tr>
<tr>
<td>Louisiana</td>
<td><a href="http://www.511LA.org">http://www.511LA.org</a></td>
</tr>
<tr>
<td>Massachusetts</td>
<td><a href="http://www.mass511.com">http://www.mass511.com</a></td>
</tr>
<tr>
<td>Minnesota</td>
<td><a href="http://www.511MN.org">http://www.511MN.org</a></td>
</tr>
<tr>
<td>Montana</td>
<td><a href="http://www.MDT511.com">http://www.MDT511.com</a></td>
</tr>
<tr>
<td>Nebraska</td>
<td><a href="http://www.511nebraska.org">http://www.511nebraska.org</a></td>
</tr>
<tr>
<td>New Hampshire</td>
<td><a href="http://www.511NH.com">http://www.511NH.com</a></td>
</tr>
<tr>
<td>New Jersey</td>
<td><a href="http://www.511nj.org">http://www.511nj.org</a></td>
</tr>
<tr>
<td>New Mexico</td>
<td><a href="http://nmroads.com">http://nmroads.com</a></td>
</tr>
<tr>
<td>North Carolina</td>
<td><a href="http://www.NC511.com">http://www.NC511.com</a></td>
</tr>
<tr>
<td>Pennsylvania</td>
<td><a href="http://www.511pa.com">http://www.511pa.com</a></td>
</tr>
<tr>
<td>Tennessee</td>
<td><a href="http://www.tn511.com">http://www.tn511.com</a></td>
</tr>
<tr>
<td>Vermont</td>
<td><a href="http://www.511VT.org">http://www.511VT.org</a></td>
</tr>
<tr>
<td>Virginia</td>
<td><a href="http://www.511virginia.org">http://www.511virginia.org</a></td>
</tr>
<tr>
<td>Washington State</td>
<td><a href="http://www.wsdot.wa.gov/traffic/511">http://www.wsdot.wa.gov/traffic/511</a></td>
</tr>
<tr>
<td>Wisconsin</td>
<td><a href="http://www.511wi.gov">http://www.511wi.gov</a></td>
</tr>
<tr>
<td>Wyoming</td>
<td><a href="http://www.wyroad.info">http://www.wyroad.info</a></td>
</tr>
</tbody>
</table>

**States have widely varying levels and types of CVO information.**
How do truckers in the San Diego & Imperial region currently receive traveler information?

- Two-way radios
- (Note: Nextel users surveyed often referred to their push-to-talk phones as two-way radios.)

- Two-way radios: 84%
- (Note: Nextel users surveyed often referred to their push-to-talk phones as two-way radios.)
- Two-way radios: 53%
- Two-way radios: 28%
- Two-way radios: 21%
San Diego & Imperial Counties –
California’s border with Mexico and Arizona

Base Map: Google Earth™
Each type of operation represents a somewhat different CVO customer

A traveler information system for trucking must accommodate a variety of industry segments and types of operations

- Local Delivery
- Short/Regional Haul
- Long Haul
Snapshot of Local Delivery Truckers

Typically picks up and delivers cargo within a tight radius; up to about 30 miles from Origin/Destination. Knows routes, local conditions, & services.
Snapshot of Short Haul & Regional Truckers

Pick ups and delivers cargo across county lines; may go as far as Central/Northern CA, AZ, NV. Usually knows routes, available services. Origins/Destinations can vary, may not know conditions.
Snapshot of Long-haul Truckers

Routinely picks up and delivers cargo across state lines or international borders; may travel thousands of miles per month. Origins/Destinations may vary widely. May or may not know routes, available services or local conditions.
Owner-operators & small trucking companies dominate the industry

Small companies and owner-operators are represented in all types of trucking operations. Owner-operators are especially in drayage, regional, and long-haul trucking.

They account for 65.6% of San Diego 511’s internet and intercept survey respondents.
Desired 511 CVO Information
Desired Traveler Information

Existing Traveler Info
- Traffic Conditions
- Roadway Maintenance & Construction
- Current & Forecasted Weather

Priority

NEW CVO Specific Traveler Info
- Truck Routes
- Routing Restrictions
- Alternate Routes
- Truck Stop / Fuel Stop Info
- Roadside Inspection/Weigh Station Info
- Safe Parking and Rest Area Info
- Repair Facility Information
- Permit Requirements
- Port/Border Crossing Queue Information/Exceptional Conditions
- Hazardous Material Safe Parking
Truck Routes, Routing Restrictions & Alternate Routes

• Permanent, Local, National Network or STAA Routes

• Permanent or Temporary Restrictions
  – Height
  – Weight
  – Width and Length (KPRA advisories)

• Alternate Routes
  – Construction
  – Emergencies
  – Special Events
  – Other Exception Conditions
Fuel Stop & Truck Stop Information

- Fuel Prices!
- Fuel Station Locations
- Truck Stop Locations
  - Services & Amenities

D&B Trucking owner-operator Dave Lilly fills his truck's tank at a truck stop and diesel fueling depot in Oak Hills. Lilly said that it is becoming more and more difficult to support his family of three as the cost of diesel fuel continues to rise and his profits diminish.
Roadside Inspection and Weigh Stations

• Roadside Safety Inspection Stations (CHP scales)
  – Location & Contact Info
• Public Scales
  – Location & Contact Information
  – Hours
Truck Repair Shops and Mobile Services

• Truck Repair Service Facilities
• Tire Services
• Roadside Mobile Repair Services
• Forklift Services
• Heavy-Tow Services
• Locations, Contact Information and Service Hours
Parking, Rest Areas, & Hazmat Parking

- Safe, Convenient Parking
- Need Large, Centrally Located Truck Stops
- Need Smaller Safe Parking Areas
- Need Safe HAZMAT Parking
International Border Queue and Exception Conditions Information

- Seasonal Congestion
- Unpredictable, Depending on CBP Operations
- Need Current Wait Times
Implementation of SD511 CVO
Implementation Highlights

• Phase II CVO Data Elements
  – Truck Route Restrictions, Weigh Stations,
  – Rest Areas, Ports, and Permits
• Launched CVO Beta Website (www.511sd.com) on November 2010.
  – Migration to Google Maps
• Integration of CVO to the Phone System
• IMTMS data feed (pending)
Welcome to 511…
Main Menu
- Traffic
- Public Transportation
- Roadside Assistance
- Ride Sharing
- Taxi’s and Shuttles
- Trucker Information
More Choices…

Truck Routes
- Provide information by:
  - Origin – Destination
  - Route
    - Restrictions (KPRA, hours, other size/weight)
    - Alternate (if trucks not allowed)

Restrictions & Alternate Routes

CHP Scales
- Provide information by:
  - Route
    - List Stations and Direction Served
      - Contact Number or connection

Permit Information
- Provide information by:
  - Type of Permit
  - List Permit Providers
  - Contact Number or connection

Truck Repair and Tire Services
- Provide information by:
  - Smart Callbox Referral
  - Route or Destination
  - Type of Service
    - General Repairs
    - Tire Service
    - Mobile Services
  - List Service Providers
    - Location and Hours
    - Contact Number or connection

Emergency Alerts, If none, continue…

Truck Stops and Fuel Prices
- Provide information by:
  - Route or Destination
  - Truck Stops
  - Fuel Stations & Current Fuel Prices
  - List Service Providers
    - Location and Hours
    - Contact Number or connection

Border Crossings
- Provide information by:
  - Route
  - CV Port of Entry List
  - Current Alerts or Exception Conditions
  - Current Northbound wait time
  - Current Southbound wait time (future)

Parking and Rest Areas

Hazardous Material
Safe Parking
- Provide information by:
  - Roadside Rest Areas
  - Hazmat Parking
    - Route or Destination
    - Other Parking Options
      - Route or Destination

Weather
- Provide information by:
  - Origin – Destination
  - Route
    - Alerts, Watches, Warnings
    - Current/Forecasted Conditions
    - Connection to Truck Routes menu option for alternate routes if needed

Public Scales
- Provide information by:
  - Route or Destination
  - List Facilities
    - Location and Hours
    - Contact Number or connection

San Diego Marine Terminals
- Provide information by:
  - Terminals
  - Port Tenants
  - Current Alerts or Exception Conditions
    - Location and Hours
    - Contact Number or connection
SD511 Trucking Map

Truck Route Restrictions

Expand All

Route CA-7
- US PORT OF ENTRY to CA-98 (Imperial County)
  - Both directions
  - Postmile: 0.000 to 1.188
  - Terminal Access: Yes

Route CA-52
- I-5 S to I-805 (San Diego County)
  - Both directions
  - Postmile: 0.324 to 3.761
  - Terminal Access: No
  - Length Limit: 85.0 feet
  - Height Limit: 14.0 feet
  - Weight Limit: 79,999 pounds
  - KPRA: 40.0 feet
- I-15 to MISSION GORGE RD (San Diego County)
  - Both directions
  - Postmile: 7.314 to 14.773
  - Terminal Access: No
  - Length Limit: 65.0 feet
  - KPRA: 40.0 feet
- I-805 to I-15 (San Diego County)
  - Both directions
  - Postmile: 3.761 to 7.314
  - Terminal Access: Yes
SD511 Weigh Stations

Weigh Stations

Collapse All

Route CA-7
[ ] Calexico
  Calexico, Imperial County, (760) 768-4000

Route CA-905
[ ] Otay Mesa
  San Diego, San Diego County, (619) 671-3000

Route I-5
[ ] San Onofre
  Oceanside, San Diego County, (760) 430-7700
[ ] San Onofre
  Oceanside, San Diego County, (760) 430-7700

Route I-8
[ ] Winterhaven
  Winterhaven, Imperial County, (760) 572-0781

Route I-15
[ ] Rainbow

[Map showing weigh stations]
SD511 Rest Areas

Rest Areas

Expand All

Route CA-111 Both Directions
- TWO RIVERS - Willows

Route I-5 N
- Aliso Creek - Alpine

Route I-5 S
- Aliso Creek - Alta Sierra

Route I-8 Both Directions
- SAND HILLS - Los Banos
- BUCKMAN SPRINGS - Mckinleyville-Willow Creek

Route I-8 E
- SUNBEAM - Mckinleyville-Trinidad
  5 mi. W. of El Centro in Imperial County
  Truck Spaces: 9
  Amenities:
  - Restrooms - Vending Machines
  - Drinking Water - Picnic Tables
  - Telephone - Handicap Accessible
  - Sanitary Station - Pet Area

Route I-8 W
- SUNBEAM - Mckinleyville-Trinidad
SD511 Ports

**Truck Route Restrictions**
- All terminal reporting no problems
  - Posted: July 7, 2010 2:23 pm

**Terminal Locations**
- **Tenth Avenue Marine Terminal** *(map)*
  - 623 Switzer Street
  - San Diego, CA 92101
  - (619) 686-6346
- **National City Marine Terminal** *(map)*
  - 400 W. Bay Marine Dr.
  - National City 91950
  - (619) 683-8963
- **Cruise Ship Terminal** *(map)*
  - 1140 N. Harbor Drive
  - San Diego, CA 92101
  - (619) 683-8966

**Tenants**
- **Apex Bulk**
  - 12531 Violet Rd.
  - Adelanto, CA 92301
  - (760) 246-8688
- **BNSF Railway Co.**
  - 1342 Cesar Chavez Plwy,
  - San Diego, CA 92113
  - (909) 386-4800
- **CBP Port of San Diego**
  - 610 West Ash Street
  - Ste 1005
  - San Diego, CA 92101
  - (619) 685-4303
- **CEMEX**
  - 1688 N. North E Street
  - Victorville, CA 92394
  - (760) 952-4853
- **Dole Fresh Fruit Co.**
  - 850 Water Street
  - San Diego, CA 101
  - (619) 615-1711
- **Eastern Car Liner**
  - 674 Switzer Street
  - San Diego, CA 92101
  - (619) 232-0019
- **ECL America**
  - 1225 West 190th Street
  - Ste 410
  - Gardena, CA 90248
  - (310) 353-4310
- **General Steamship Corp.**
  - 662 Switzer Street
  - San Diego, CA 92101
  - (619) 235-0462
- **Sears Valley Minerals**
  - P.O. Box 367
  - Trona, CA 93562
  - (760) 372-2259
- **SSA Marine**
  - 1090 Water Street
  - San Diego, CA 92101
  - (619) 544-1090
- **Stella Maris Seaferers Center**
  - 1590 Jason Street
  - San Diego, CA 92154
  - (619) 702-4703
- **The Jankovich Company**
  - 961 E. Harbor Drive
  - San Diego, CA 92101
  - (619) 232-4939
- **Transmarine**
  - Navigation Dorrp
  - 686 Switzer Street
  - San Diego, CA 92101
  - (619) 231-3570
- **Yara North America, Inc**
  - 6150 Stoneridge Mall Road
  - Ste 335
  - Pleasanton, CA 94588
  - (925) 467-0107

**Cruise Ship Screening Lot**
- No content provided
# Truck Permitting Information

## Permits
- **State of California**
  - Caltrans Vehicle Registration and Trip Permits
  - Caltrans North and South Region Transportation Permits Offices
- **California Fuel Permits**
  - Board of Equalization, IFTA Information

## Registries
- **California Air Resources Board, Drayage Truck Registry (DTR)**
  - (For all trucks servicing Port of San Diego and other California ports/intermodal terminals)
  - Information | Registration
- **California Air Resources Board, Transportation Refrigeration Unit (TRU) Registry**
  - (For trucks/trailers based in California and equipped with refers)
  - Information | Registration

## State of California Truck Information
- **California Department of Transportation (Caltrans), Office of Truck Services**
- **Truck Size and Weight Information**
  - Length | Overhang | Width | Height and Low Clearances | Weight
  - For size and weight exemptions see Caltrans Office of Truck Services Website
- **DMV Motor Carrier Services**
  - Includes IRP, URC, MCP Permits, Vehicle Registration, CDL, and other related information
  - California DMV Motor Carrier Services Home Page
- **DMV Field Office Locator Maps**
  - San Diego County - San Diego (Central)
  - San Diego County - San Diego (North & East)
  - Imperial County - Brawley & El Centro
Lessons Learned
Lessons Learned

10) Truckers Speak a Different Language
9) Rural Data Capability Assessment
8) Partner Agency Decision Making Authority
7) Partner Agency Engagement
6) Partner System & Data Readiness
5) Phased Implementation
4) MOUs & Operating Agreements
3) O&M and Marketing Funding
2) Trucking Industry Engagement & Relationships
1) Agency Champion
Thank you.
Questions?

San Diego Traffic, Transit & Commute Information:
http://www.511sd.com

Contact Information:
Tracy Manzo
tlm@chevalresearch.com
619-922-5800

Lisa Nelson, PE
lisa.nelson@telvent.com
503-213-4579