APPENDIX F

USER SERVICE ASSESSMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Road condition information Services (parks/restaurants/motels) available to travelers. Incidents.	●
Compatibility with Vision	Yes.	●
Availability of Champion(s)	Transportation Agriculture Tourism City of Winnipeg Chamber of Commerce	●
Potential Benefits	Reduced collisions – lower health costs. Better use of resources. Happy tourists	●
Practicality	Off-the-shelf technology Cost	●
Risk Management	Information accuracy.	◐
Capability for Integration	Good.	●

ITS USER SERVICE: 1.1 – Traveler Information

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	2.1 – Traffic Control

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Addresses needs at specific locations related to congestion.	High
Compatibility with Vision	Improves road safety – less construction. Shortens trip time. Environmental improvements	High
Availability of Champion(s)	City of Winnipeg MTGS	High
Potential Benefits	Reduce congestion – collision, pollution 2, 3, 5, 6, 7	High
Practicality	Technology available. Politically favourable.	Medium
Risk Management	Funding and return on investment issues Education of benefits	Medium
Capability for Integration	Can be done.	High

LEGEND

High	●	Medium	◐	Low	○

GENERAL COMMENTS

Early winner.

ITS USER SERVICE:	2.2 – Incident Management

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Good services now. Need to have better route selection.	◑
Compatibility with Vision	Improves road safety Improves traffic flow	●
Availability of Champion(s)	Emergency Services Transit Public Works MTGS	◑
Potential Benefits	1, 2, 3, 5, 6	●
Practicality	Technology is available.	●
Risk Management	Funding issues Reliability	◑
Capability for Integration	Other jurisdictions use it.	●

LEGEND		
High ●	Medium ◑	Low ○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	2.4 – Environmental Conditions Management	

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	High need to quantify and monitor to reduce emissions	●
Compatibility with Vision	Improve safety, reduce and manage emissions	●
Availability of Champion(s)	City of Winnipeg MTGS Environment Canada Transport Canada	●
Potential Benefits	1, 2, 8	●
Practicality	Yes, some infrastructure already in place.	●
Risk Management	Management of expectations.	◑
Capability for Integration	Infrastructure and protocols in place for small-scale systems.	●

LEGEND		
High ●	Medium ◑	Low ○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	2.5 – Operations and Maintenance	
CRITERIA	**ASSESSMENT**	**RATING**
Ability to Address Need	Reduce collisions.	●
Compatibility with Vision	Need to improve safety and efficiency.	●
Availability of Champion(s)	City Province Transportation agencies	●
Potential Benefits	1, 2, 8	●
Practicality	Some infrastructure in place.	◗
Risk Management	Funding. Legal.	◗
Capability for Integration		●

LEGEND					
High	●	Medium	◗	Low	○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	2.6 – Automated Dynamic Warning and Enforcement	
CRITERIA	**ASSESSMENT**	**RATING**
Ability to Address Need	Reduce collisions.	●
Compatibility with Vision	Improve safety, reduce collision.	●
Availability of Champion(s)	Police MPI Transportation agencies	●
Potential Benefits	1, 2, 8	●
Practicality	Can be done, some legal.	◐
Risk Management	Legal. Privacy	◐
Capability for Integration		◐

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	2.7 – Non-Vehicular Road User Safety	

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Is there a need?	○
Compatibility with Vision	No	○
Availability of Champion(s)	No	○
Potential Benefits	Low	○
Practicality	Low	○
Risk Management	None	○
Capability for Integration	?	○

LEGEND		
High ●	Medium ◑	Low ○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	3.1 – Public Transport Management	
CRITERIA	**ASSESSMENT**	**RATING**
Ability to Address Need	To improve service reliability. Improve passenger information.	●
Compatibility with Vision	Improve safety and quality of service.	●
Availability of Champion(s)	Transit systems City organization	●
Potential Benefits	Improves service Cost effective operation Improves incident response	●
Practicality	Already in use. Base systems are in place	●
Risk Management	Funding	○
Capability for Integration	Can link to general traveler information.	●

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	4.1 – Electronic Payment Services	
CRITERIA	**ASSESSMENT**	**RATING**
Ability to Address Need	Improve convenience of transit service and customer service to riders	●
Compatibility with Vision	Improve quality of service.	●
Availability of Champion(s)	Transit system operators have expressed interest in providing more convenient payment options	●
Potential Benefits	Improves customer service Reduces fare counting resources	●
Practicality	Transit applications already in use in a number of Cities in Canada and North America.	●
Risk Management	Funding Back office development and financial institution involvement	○
Capability for Integration	Would replace existing fare boxes and would include cash transactions.	●

LEGEND					
High	●	Medium	◐	Low	○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE: 5.1 – Commercial Vehicle Electronic Clearance

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Commercial vehicle electronic clearance can mitigate delays at border crossings – driver, cargo, customs. Commercial vehicle electronic clearance cannot improve delays for inspections – See 5.4.	●
Compatibility with Vision	Yes.	●
Availability of Champion(s)	Federal government Province of Manitoba Trucking Industry Tourists	●
Potential Benefits	Trade and industry Safety Consumers	●
Practicality	Very practical with growing implementation.	●
Risk Management	Risks decline as systems are implemented.	●
Capability for Integration	Integration possibilities increase as new services/systems are developed that meet regulated standards.	◐

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS

Expanding electronic system to importers and vehicle inspection stations/weight stations.
Driver/cab inspection/clearance a concern (driver identification).

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	5.2 – Automated Roadside Safety Inspection

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Technology is available to improve efficiency and accuracy, but implementation is limited by available resources.	◯
Compatibility with Vision	Compatible with safety and productivity.	●
Availability of Champion(s)	Province of Manitoba Transport Canada	◐
Potential Benefits	Improved safety and productivity.	◯
Practicality	Impractical as a method to identify the vehicles that are not safe.	◯
Risk Management	Inconsistency – human factors	◯
Capability for Integration	Not capable – R&D.	◯

LEGEND		
High ●	Medium ◐	Low ◯

GENERAL COMMENTS
Identification of which vehicles have been recently inspected, should be available.

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

CRITERIA	ASSESSMENT	RATING
ITS USER SERVICE:	5.4 – Commercial Vehicle Administrative Processes	

CRITERIA	ASSESSMENT	RATING
Ability to Address Need		●
Compatibility with Vision		●
Availability of Champion(s)	Province of Manitoba Trucking Industry	○
Potential Benefits	Reduced administration. Time savings. Electronic identification.	○
Practicality	Highly practical locally.	○
Risk Management	Inter-jurisdictional barriers.	●
Capability for Integration	Practical.	●

LEGEND					
High	●	Medium	◐	Low	○

GENERAL COMMENTS

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

CRITERIA	ASSESSMENT	RATING
ITS USER SERVICE: 6.2 - Hazardous Material Planning and Incident Response	
Ability to Address Need	To have organized and trained resources to the site. Organized paid departments rather than volunteers. Tracking system.	●
Compatibility with Vision	Incident management and coordinated emergency response.	●
Availability of Champion(s)	Federal Government. Local government/taxpayers.	◐
Potential Benefits	Environmental benefits. Public Safety	●
Practicality	Technology is there.	◐
Risk Management	Organizational issues (so many players). Funding	●
Capability for Integration	Integration with commercial vehicles.	◐

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS
Reluctance of private companies to be involved (i.e. information to competitors)

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Public Safety. Pre-emption of traffic signals.	●
Compatibility with Vision	More rapid response time. Reduction in vehicular accidents (potential).	●
Availability of Champion(s)	Municipal and provincial governments.	◑
Potential Benefits	Increase public safety. Reduce vehicular accidents.	●
Practicality	Technology exists.	○
Risk Management	Require upgrades to traffic signal system.	○
Capability for Integration	May be able to combine with transit priority system	○

ITS USER SERVICE: 6.4 – Emergency Vehicle Management

LEGEND

High ●	Medium ◑	Low ○

GENERAL COMMENTS

Concern about compatibility of existing traffic signal systems to new technology.

ITS USER SERVICE:	7.2 – Infrastructure-Based Collision Avoidance

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Stop sign advance warning system triggers driver response – being done. Hidden intersection warning.	●
Compatibility with Vision	Traffic safety.	●
Availability of Champion(s)	MTGS Local jurisdictions	●
Potential Benefits	2, 3, 5, 6, 7	●
Practicality	Low cost – high benefit	●
Risk Management	Low risk	●
Capability for Integration	Good – easy to do.	●

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS
Standalone locations, existing technology Early winner!

USER NEEDS ASSESSMENT FORM (as completed by Workshop Participants)

ITS USER SERVICE:	8.1 – Weather and Environmental Data Management

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Collect and manage weather data.	●
Compatibility with Vision	Yes – necessary input.	●
Availability of Champion(s)	Transportation Agriculture Tourism Winnipeg Natural Resources	●
Potential Benefits	Patterns Spring restrictions Research & Development. Lower maintenance costs. Increase safety.	●
Practicality	Yes - $.	●
Risk Management	Ownership Maintenance of Data Accuracy	●
Capability for Integration	Good.	●

LEGEND		
High ●	Medium ◐	Low ○

GENERAL COMMENTS

ITS USER SERVICE:	8.2 – Archived Data Management

CRITERIA	ASSESSMENT	RATING
Ability to Address Need	Collect and manage weather data.	●
Compatibility with Vision	Yes – necessary input.	●
Availability of Champion(s)	Transportation Agriculture Tourism Winnipeg Natural Resources	●
Potential Benefits	Patterns Spring restrictions Research & Development. Lower maintenance costs. Higher safety.	●
Practicality	Yes - $.	●
Risk Management	Ownership Maintenance of Data Accuracy Non use of information	●
Capability for Integration	Good.	●

LEGEND		
High ●	Medium ◑	Low ○

GENERAL COMMENTS