BORDER WAIT TIME WORKING GROUP

Transport Canada | Transports Canada

Canada Border Services Agency | Agence des services frontaliers du Canada

U.S. Department of Transportation
Federal Highway Administration

U.S. Customs and Border Protection

PROJECT DESCRIPTION

- Program to Deploy and Evaluate Technologies to Measure Border Wait Times at US-Canada Border Crossings
  - Encompasses Passenger and Freight
  - Maximum Utilization of Market Ready Solutions
  - Engages Border Stakeholders

BACKGROUND

- NEED
  - Border wait times and delay are an important concern to travelers and border agencies
  - Real-time wait time data are used to make travel and operational decisions
  - Current data collection methods are largely manual and dissemination and archiving limited
  - Adoption of a 100% automated solution for collection and dissemination is highly desirable

- PARTICIPANTS
  - US Customs and Border Protection (CBP)
  - Canada Border Services Agency (CBSA)
  - Federal Highway Administration (FHWA)
  - Transport Canada (TC)

PROJECT PURPOSE

- Identify and evaluate automated, technology-based solutions for measuring border wait time at Ports of Entry along US-Canada border crossing

- Deploy a solution for measuring border wait time at two Ports of Entry

CUSTOMS EFFICIENCIES EXPECTED

- The final automated land border wait time solution will allow customs agencies to:
  - Eliminate manual reporting of wait times;
  - Obtain standard, reliable, and consistent wait time and delay information in real-time;
  - Improve customer service by increasing availability of staff for enforcement operations;
  - Improve agency transparency by enabling land border wait times to be easily shared with participating agencies and regional traffic management centers;
  - Reduce delays in trade/commercial movement and loss of business income at the regional, state/provincial, and national level; and
  - Reduce environmental costs by decreasing pollution and carbon emissions associated with heavy congestion.

TRANSPORTATION BENEFITS EXPECTED

- The final automated land border wait time solution will allow transportation agencies to:
  - Identify where and when delays occur along approach roads to border crossings to be able to prioritize new investment in added capacity and evaluate success of those projects;
  - Assist in developing and implementing new and traditional demand management and mobility management strategies that result in more efficient use of transportation resources; and
  - Disseminate traveler information in real-time to assist driver decision making regarding where and when to approach a border crossing

GENERAL PROJECT DESIGN

1. Form inter-agency partnership and funding arrangements
2. Review available technology solutions
3. Define business requirements
4. Identify and prepare two test-bed locations
5. Design an application process enabling vendors to submit their solutions for testing and evaluation
6. Engage a 3rd party systems integrator/evaluator to manage application process and conduct evaluations
7. Conduct testing of solutions at test-bed locations and document findings
8. Deploy a solution at two-test bed locations

ACCOMPLISHMENTS TO DATE

- Agreement on definition of Border Wait Time:
  - "The time it takes, in minutes, for a vehicle to reach the primary inspection booth after arriving at the end of the queue".
- White Paper – *Inventory of Current Programs for Measuring Border Wait Times at Land Border Crossings*.
- Site visits to Peace Arch, Queenston-Lewiston Bridge, Otay Mesa
- Request For Information (RFI) – Land Border Operational Awareness

SCHEDULE

- May 2009
  - Project Charter
  - Inter-agency cooperative agreements and funding arrangements
  - Business requirements
  - Review of solutions
  - Application to participate in evaluation
  - Selection and preparation of test-beds
- July 2009
  - Procurement of 3rd party systems integrator/evaluator
  - Technical memo describing evaluation strategy and protocol

SCHEDULE (continued)

- August – October 2009
  - Deployment and testing of solutions
- November 2009
  - Technical memorandum describing evaluation findings for each solution tested
- December 2009
  - Final Report
  - Deployment of operational solutions at two test-best locations