

Project of the Year 2005: Nominated Project

Critical Incident Customer Communication

The goal of the Illinois Tollway's Critical Incident Customer Communication Initiative is to maximize the dissemination of accurate, real time incident information and allow motorists the opportunity to make intelligent decisions about their travel while, at the same time, mitigating the impacts of congestion. Email notification groups provide notification of all Tollway incidents involving lane blockage. Each time conditions change, email alert updates are sent from the Tollway's Traffic Center. This relatively low-cost ITS effort contributes to the reduction of congestion, saves time and money, and has been shown through other studies, to improve air quality.

Traffic Events



Roadway Incidents



Lane Closures

Collect
Information

Process E-Mail Alerts at TIMS
Traffic Operations Center



Transmit
E-Mail Alerts

Recipients

Media
Truck Agencies
Other GCM Agencies

Project:
Critical Incident
Customer
Communication

Project Lead:
Illinois State Toll
Highway Authority