

Management and Operations plan that will inform the federally required Congestion Management Process.

Congestion management helps improve the transportation system through a range of strategies including not only the obvious traffic improvements, such as signal timing, but also strategies that have many other impacts as well. For example, making the transportation system safe, secure, and functional for all users also helps to make the system operate better. Likewise, improved communications help system managers respond to conditions more quickly, reducing travel delay, and provides better information to users.

To develop and implement the congestion management process and its component management and operations strategies, CMAP will partner with IDOT, counties, transit agencies, municipalities (including the City of Chicago), civic and advocacy groups, academic institutions, the planning and engineering communities, U.S. DOT, and other groups.

3.3.1 Congestion Management: Performance Measures

The RTP recommends that the Congestion Management Process investigate, and implement as appropriate, the following potential performance measures. The Congestion Management Process will adopt or modify specific targets for each performance measure with additional transportation provider, stakeholder, and public involvement.

- (a) Customer satisfaction of traveling public: measure improvement on customer surveys.⁶⁹
- (b) Extent of congestion: measure reduced growth rate of spatial and temporal congestion.
- (c) Highway travel time reliability: improve highway travel time reliability.
- (d) Transit service reliability: improve transit on-time performance.
- (e) Non-recurring travel delay: reduce non-recurring travel delay.
- (f) Incident duration: reduce mean time of incident duration on transit services and arterial and expressway facilities.
- (g) Speed compliance: reduce incidence of speeding on selected collector, arterial and expressway corridors (to reduce crash rates and severity and to smooth traffic flow).
- (h) Crash rates: reduce the crash rates, focusing on serious and fatal crashes, for travel in motor vehicles, bicycling, and walking.
- (i) Mode share: increase mode shares of trips using transit, walking, and bicycling for work and non-work purposes.
- (j) Toll and fare pre-payment: increase the proportion of tolls and transit fares using pre-pay technologies.
- (k) Trip lengths: reduce average trip distances for work trip and non-work trip purposes.

⁶⁹ For example, IDOT regularly conducts a “Motorist Opinion Survey.”

- (l) Transit service: increase the proportion of the population within ¼ mile of full-service transit.
- (m) Enhancements: complete substantial additional portions of the Northeastern Illinois Greenways and Trails Plan.
- (n) Bikeways: increase the mileage of City of Chicago and suburban bikeways, including off-street multi-use path and on-street bike lanes and marked routes.
- (o) Safe routes to school: increase the proportion of primary schools with approved school travel plans.
- (p) Value pricing: broaden deployment of value pricing to larger portions of the highway system.
- (q) ITS: increase proportion of expressways and arterials subject to surveillance to determine congestion, travel times, and to detect incidents.
- (r) Expressway incident management: broaden coverage of highway incident response vehicles to remainder of the expressways and tollways within the Chicago urbanized area.
- (s) Arterial incident management: develop and implement arterial incident management plans for selected arterial corridors.
- (t) Arterial access management: develop and implement access management plans for selected regional arterial corridors.
- (u) Bicycle and pedestrian accommodations: increase the proportion of highway construction projects that include appropriate bicycle and pedestrian accommodations as part of highway construction activities.
- (v) Bus rapid transit: implement transit signal priority on selected regional arterial corridors.
- (w) Walkability: Increase the proportion of new development and re-development that is walkable.

3.3.2 Congestion Management: Management and Operation Strategies

The CMS's "Congestion Mitigation Handbook," provides an overview of strategies to respond to congestion. Most of these strategies are focused on management and operations. The Handbook provides "guidelines on identifying and analyzing strategies and on conducting post-implementation evaluations. The handbook includes an overview of alternative strategies, detailed descriptions of individual strategies," and other materials.⁷⁰ The RTP continues to recommend the following strategies for consideration and implementation as appropriate, within the framework of the Congestion Management Process. The strategies include both prima facie operating improvements as well as the provision of capital to improve management and operations.

⁷⁰ CATS. *Congestion Management System for Northeastern Illinois*. 1997.