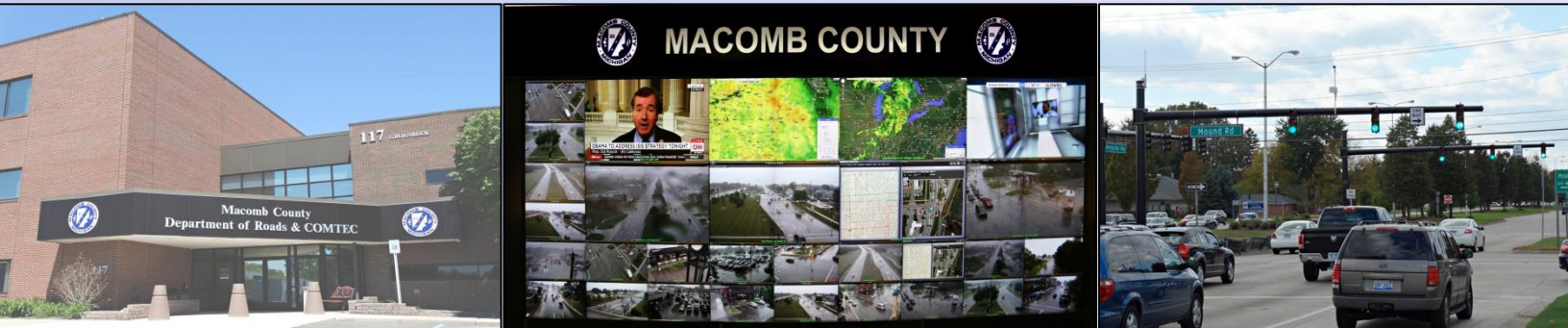# MACOMB COUNTY DEPARTMENT OF ROADS

TRAFFIC OPERATIONS CENTER

"To provide and maintain a reliable real-time traffic operations system, in coordination with county stakeholders, that enables a safe, efficient, and informative travel experience."
- MCDR-TOC Mission Statement

PERFORMANCE MEASURES

April 2020

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JAbraham@RCMCWeb.org

AECOM   WSP   INTEGRAL BLUE

MONTHLY TOC HIGHLIGHT

In the month of April, IT/ITS maintenance staff worked extensively with MCDR and TOC engineers, construction technicians, and electricians to repair and bring new communications online to the TOC from many traffic signal locations. From March 23rd to April 30th, the team reduced sites that have not had communications within 7 day period from 76 to 36. This outstanding collaboration has increased the capabilities for COMTEC to better serve all Macomb County roadway users.
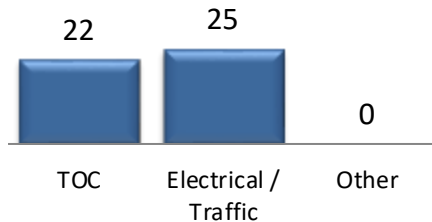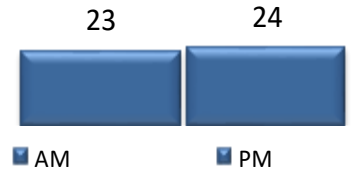
SERVICE REQUESTS

Service Request Source

Call	Voicemail	Walk-Ins	Email	Dispatch	Other
6	4	0	37	0	0
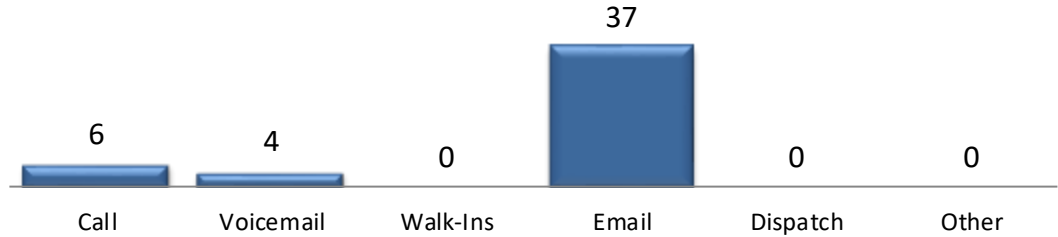
In the month of April, 47 incoming requests regarding traffic signals were received.

Service Request by Dept.

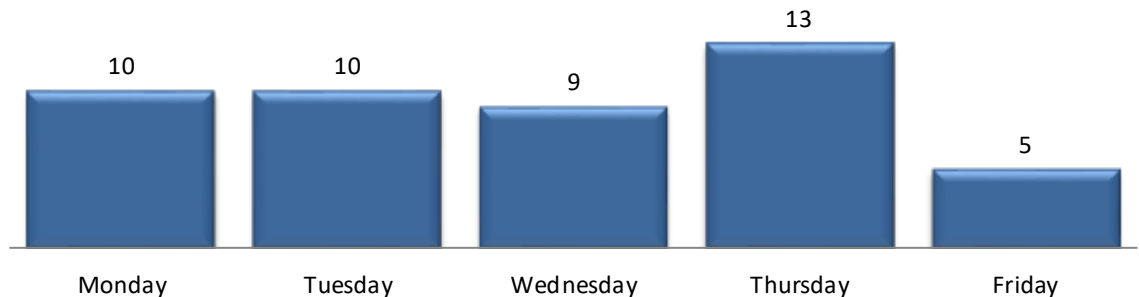| TOC	Electrical / Traffic	Other
22	25	0

In the month of April, TOC engineers closed 19 service requests within an average of 4 business days.

TOC by Time of Day

AM	PM
23	24

Service Request Per Day of Week

Monday	Tuesday	Wednesday	Thursday	Friday
10	10	9	13	5

TRAFFIC OPERATIONS

April 2020

ITS MAINTENANCE

April 2020

This chart shows the number of traffic signal controllers with communication to the TOC.

654, 97%

17, 3%

- Operational
- Under Maintenance

Key

- Operational
- Under Maintenance
- Planned

Macomb County Sheriff Dispatch Jurisdictions
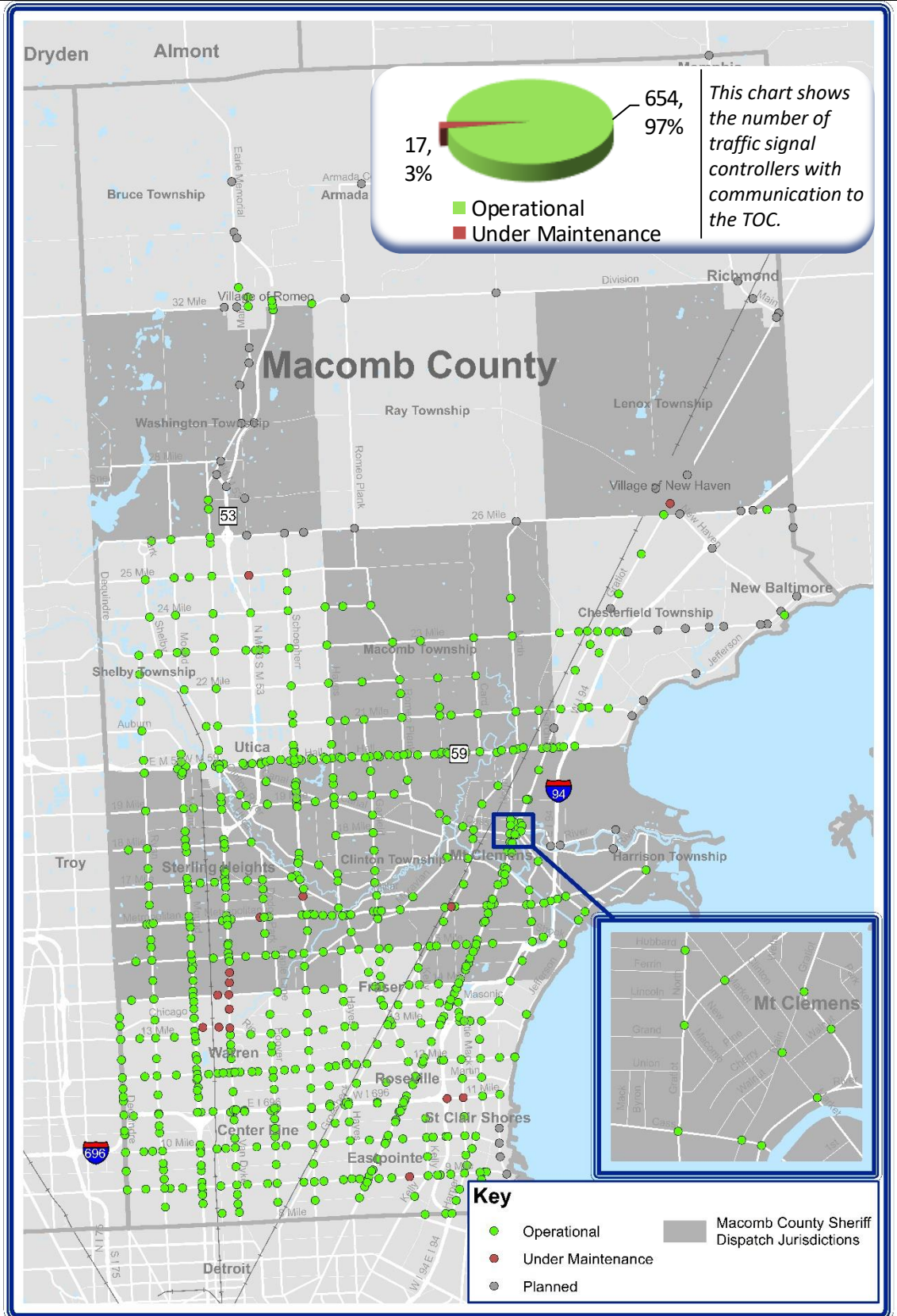
During the target month, the TOC added 0 intersections to the operational communications network.

Locations considered to have operational communications are shown in green, while locations found not to have operational communications due to needed maintenance are shown in red. Locations that are "Planned" have not yet been integrated into TOC network.

AECOM

HIGH IMPACT CORRIDOR
COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	96%	96%	0%
14 Mile	87%	100%	-13%
15 Mile	100%	100%	0%
Metro Parkway	97%	97%	0%
Hall (M-59)	100%	100%	0%
Dequindre	100%	100%	0%
Ryan	100%	100%	0%
Mound	100%	100%	0%
Hoover	100%	100%	0%
Schoenherr	97%	97%	0%
Hayes	100%	100%	0%
Gratiot (M-3)	98%	98%	0%
Harper	100%	100%	0%

The table above represents a one-time monthly snapshot of communications along major corridors in Macomb County. Corridors which are considered to have operational communications (90% and above) are shown in green, while corridors found not to have operational communications (<90%) at the time of the snapshot are shown in red.
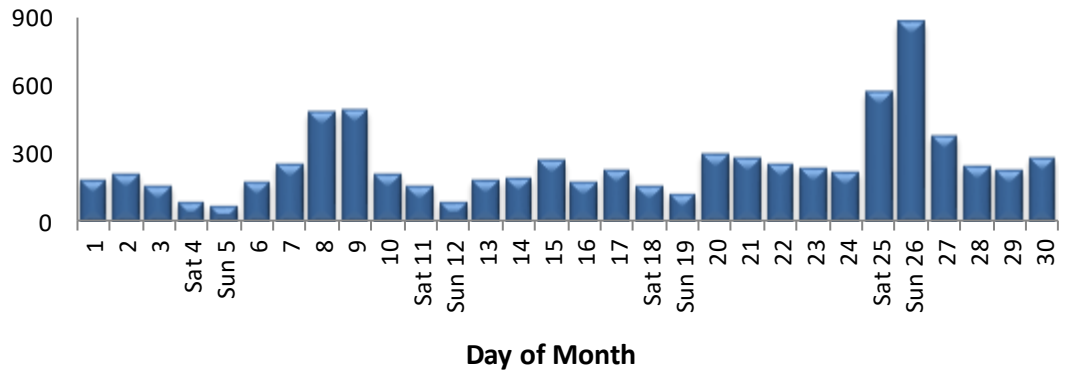
EXECUTED TRAFFIC SIGNAL UPGRADES

April	Location	Upgrade
14th	M-3(Gratiot) at Marketplace Blvd	Construction Project - Conversion to new traffic signal

Tracks the roadway upgrades executed in Macomb County, including those done by other transportation agencies, also lists a description of the upgrades performed.
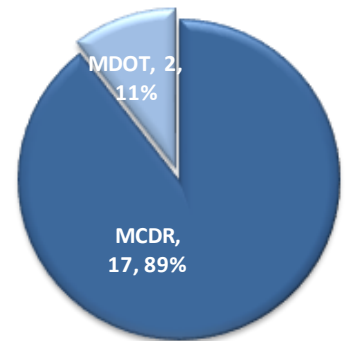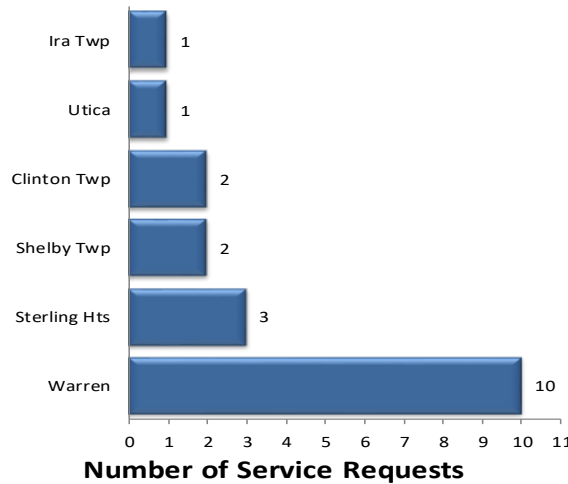
SIGNAL INFORMATION
April 2020

MCDR WEBSITE HITS

Day of Month

A total of 7,766 hits were accrued at http://roads.macombgov.org/.

SERVICE REQUESTS PER MUNICIPALITY

Number of Service Requests

|	
Ira Twp	1
Utica	1
Clinton Twp	2
Shelby Twp	2
Sterling Hts	3
Warren	10

MDOT, 2, 11%

MCDR, 17, 89%

The chart to the left shows how many requests were created per traffic signal location under municipality jurisdiction. The chart to the right shows breakdown of the requests created under MDOT or MCDR / local municipality jurisdiction.

GOVDELIVERY NOTIFICATIONS

In the month of April, the TOC sent out 11 GovDelivery notifications, and increased the number of recipients from 1,904 to 1,946 receiving notifications.

Note: The chart below only shows data for the days GovDelivery notifications were sent from the TOC.

Day of Month

Day	Count
01	03
03	02
07	01
15	02
16	02
17	01
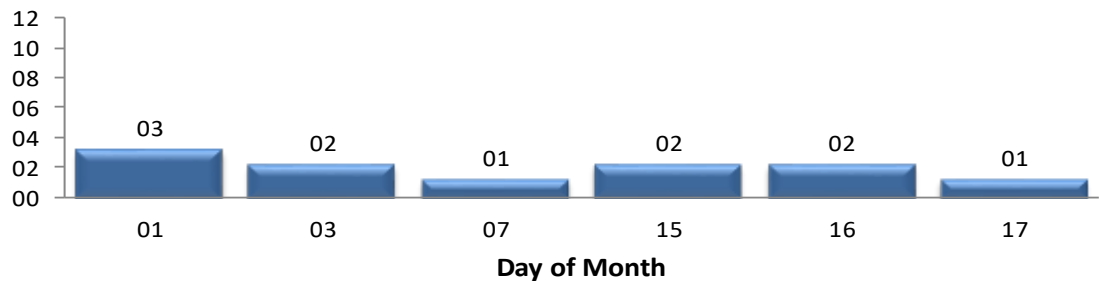
GovDelivery is a tool to notify Macomb County motorists of any incident blocking at least one lane of traffic or causing traffic issues. The notifications are sent after an incident has been verified.
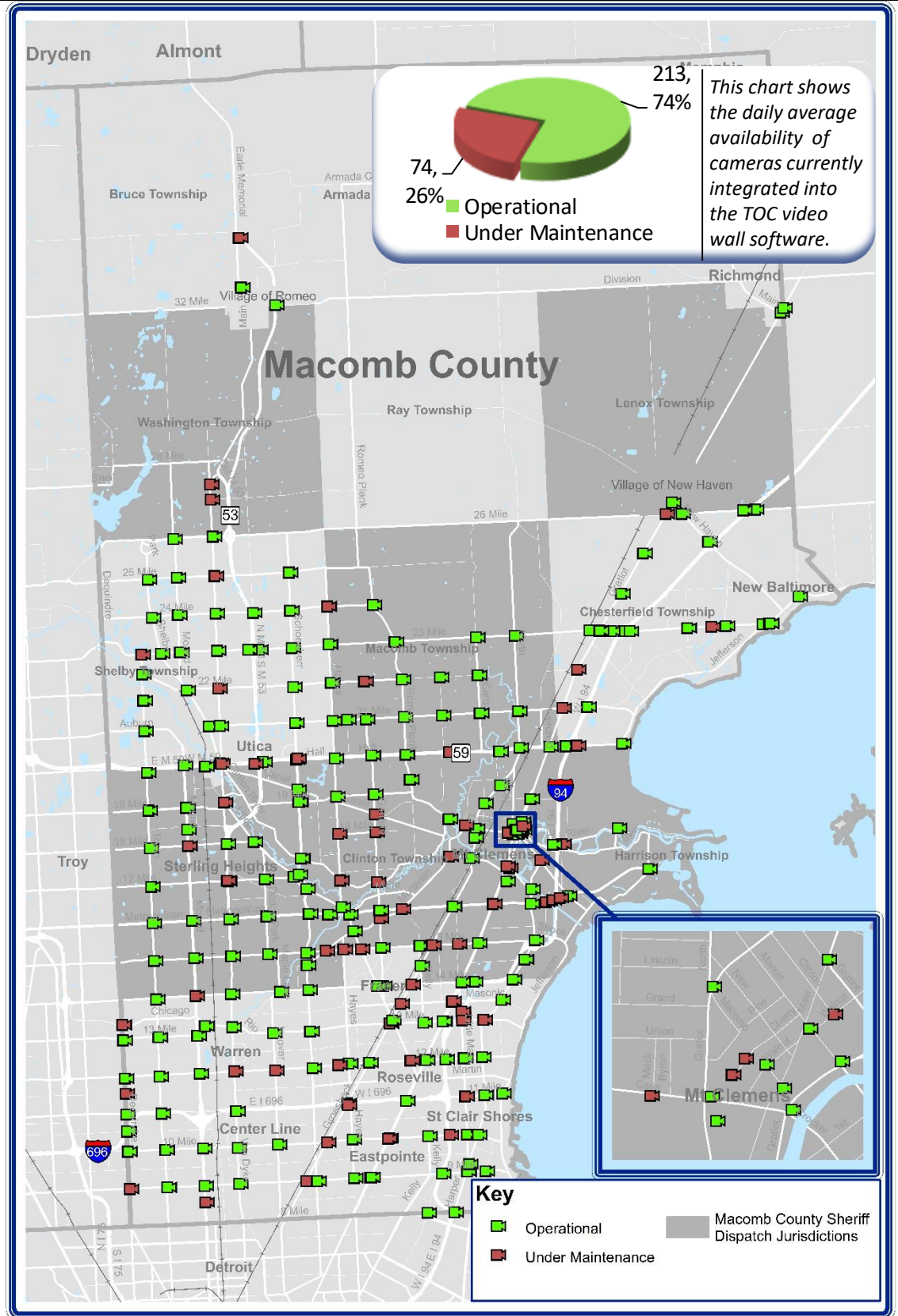
Sign up for incident notifications on weekdays from 6 a.m. to 6 p.m. causing lane or roadway closures on major Macomb County arterials.

AECOM

CAMERA COVERAGE
April 2020

This chart shows the daily average availability of cameras currently integrated into the TOC video wall software.

213, 74%
74, 26%
Operational
Under Maintenance

Key
Operational
Under Maintenance
Macomb County Sheriff Dispatch Jurisdictions

During the target month, the TOC added 0 cameras to be viewed on the video wall.

Cameras considered to have operational communications are shown in green, while cameras found not to have operational communications due to needed maintenance are shown in red.