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
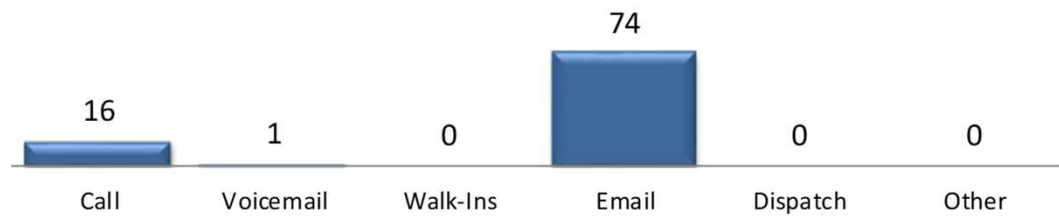
PERFORMANCE MEASURES

August 2020

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AECOM   WSP   INTEGRAL BLUE

MONTHLY TOC HIGHLIGHT

On August 31st, the Detroit Fireworks were moved from Detroit to Lake St. Clair Metropark in Harrison Township. The TOC worked alongside Macomb County Sheriff Dispatch to monitor the fireworks. The TOC used cameras to track and record traffic disruptions. Even though the event was closed to the public, the TOC reviewed surrounding roadways for a potential influx of traffic.
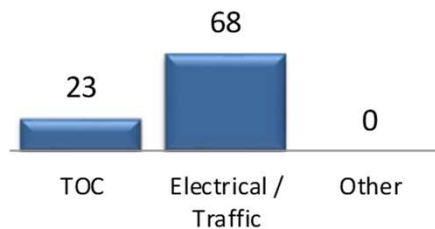
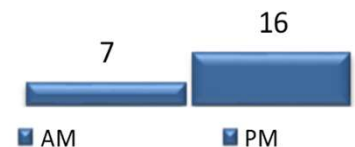# SERVICE REQUESTS

Service Request Source

16 Call
1 Voicemail
0 Walk-Ins
74 Email
0 Dispatch
0 Other

In the month of August, 84 incoming requests regarding traffic signals were received.
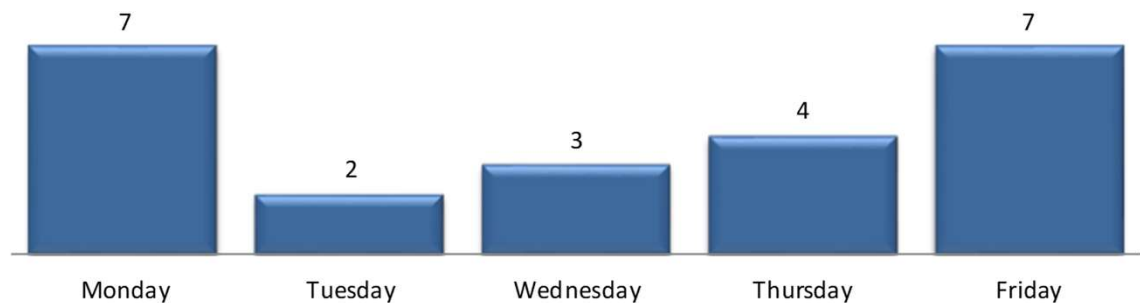
Service Request by Dept.

23 TOC
68 Electrical / Traffic
0 Other

In the month of August, TOC engineers closed 24 service requests within an average of 5 business days.

TOC by Time of Day

7 AM
16 PM

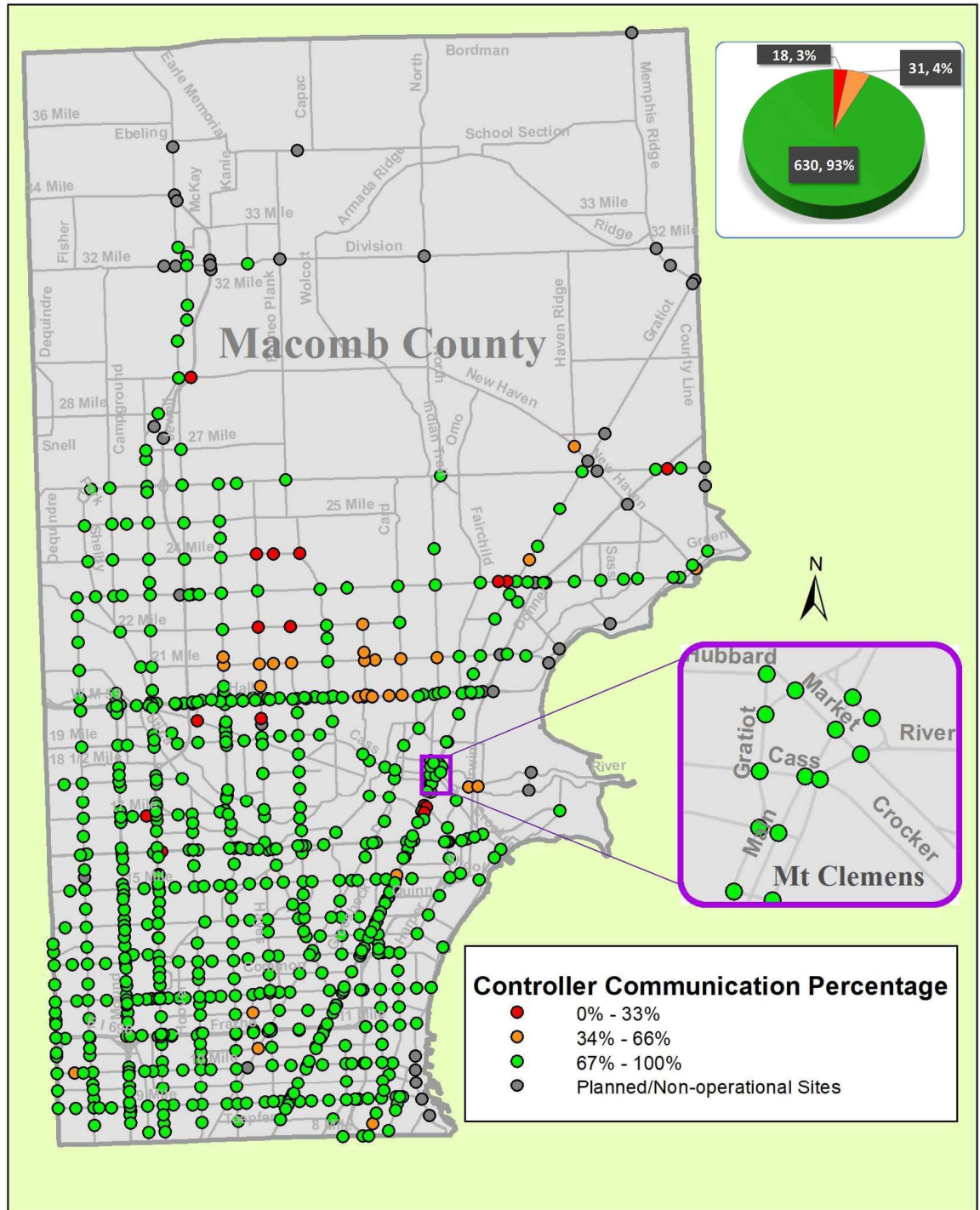## Service Request Per Day of Week

7 Monday
2 Tuesday
3 Wednesday
4 Thursday
7 Friday

REGIONAL COMMUNICATIONS SUMMARY

MCDR Traffic Controller Communication Statistics for August

The above image represents the communication availability percentages of Traffic Signal Controllers for the month of August 2020.

ITS MAINTENANCE
August 2020

HIGH IMPACT CORRIDOR
COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	96%	100%	-4%
14 Mile	100%	100%	0%
15 Mile	100%	100%	0%
Metro Parkway	100%	100%	0%
Hall (M-59)	87%	98%	-11%
Dequindre	100%	100%	0%
Ryan	100%	100%	0%
Mound	100%	100%	0%
Hoover	100%	100%	0%
Schoenherr	100%	100%	0%
Hayes	76%	100%	-24%
Gratiot (M-3)	94%	94%	0%
Harper	100%	100%	0%

The table above represents a one-time monthly snapshot of communications along major corridors in Macomb County.
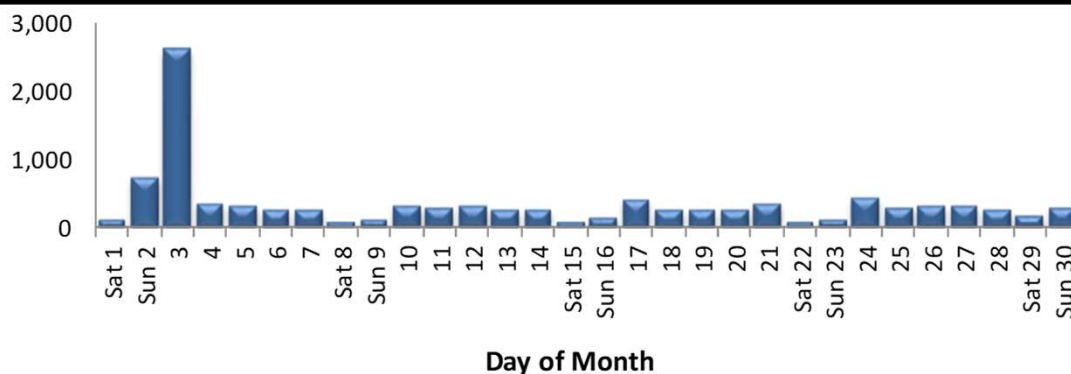
TRAFFIC SIGNAL CONTROLLER CHANGES

Time of signal change	Loc #	Intersection	Reason for signal change
8/6/20 4:31 PM	894	Metropolitan Parkway/Union Lake	Service Request
8/18/20 9:03 AM	981	Chesterfield Road/23 Mile Road	Service Request
8/18/20 3:36 PM	593	Nine Mile Road/Schoenherr	Service Request
8/18/20 3:41 PM	284	Gratiot (M-19)/New Haven Road	Construction
8/19/20 2:08 PM	174	18 Mile Road/Hayes	Construction
8/25/20 10:15 AM	625	Gratiot (M-19)/New Haven Road	Construction
8/25/20 12:00 PM	174	14 Mile Road/Hoover/Maple Lane	Service Request
8/26/20 10:29 AM	399	Metropolitan Parkway WB/1300' E. of Freedom Hill Cty Park	Construction
8/28/20 10:39 AM	908	Mound SB/Crossover 690' N of 15 Mile Road	Construction
8/28/20 12:38 PM	574	Mulvey/Utica Road	Service Request

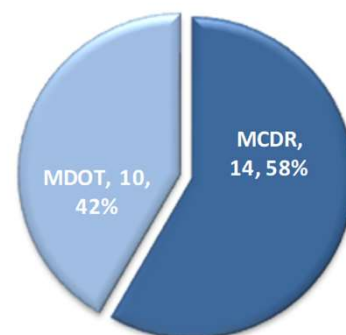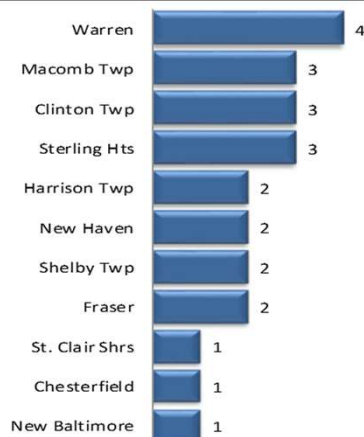*Tracks traffic signal changes performed by TOC engineers.*

SIGNAL INFORMATION

August 2020

MCDR WEBSITE HITS

Day of Month

A total of 10,535 hits were accrued at http://roads.macombgov.org/.

SERVICE REQUESTS PER MUNICIPALITY

Number of Service Requests

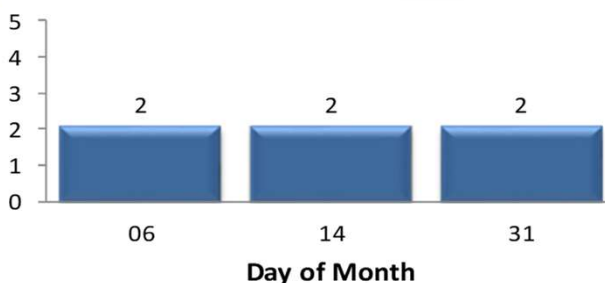| Municipality	Number of Service Requests
Warren	4
Macomb Twp	3
Clinton Twp	3
Sterling Hts	3
Harrison Twp	2
New Haven	2
Shelby Twp	2
Fraser	2
St. Clair Shrs	1
Chesterfield	1
New Baltimore	1

Pie chart: MDOT, 10, 42% ; MCDR, 14, 58%

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 August, the TOC sent out 06 GovDelivery notifications, and increased the number of recipients from 2,061 to 2,102 receiving notifications.

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

Day of Month	Notifications
06	2
14	2
31	2

Day of Month

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.
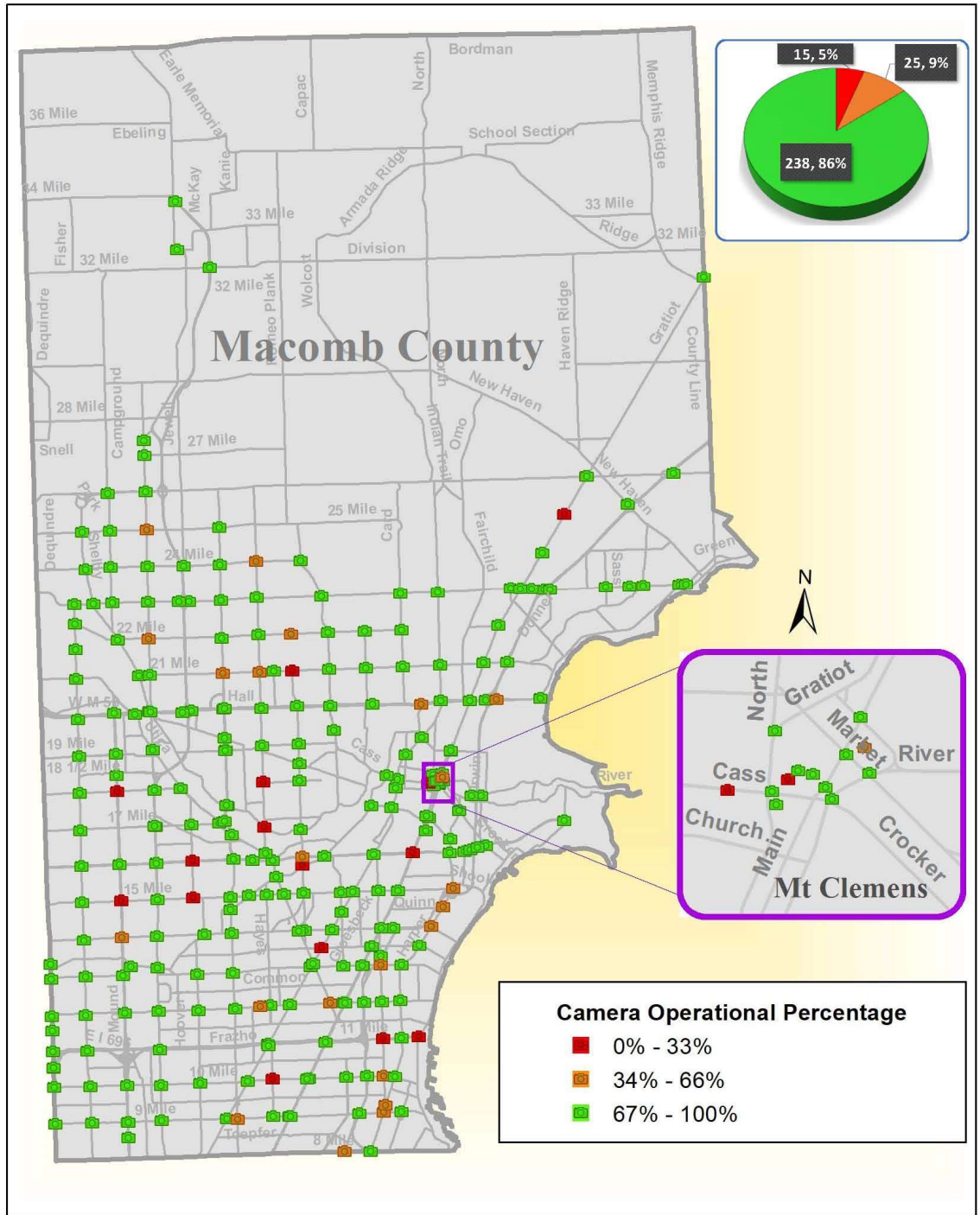
Sign up for incident notifications on weekdays from 6 a.m. to 6 p.m. causing lane or roadway closures on major Macomb County arterials.

MOTORIST EXPERIENCE

August 2020

AECOM

CCTV TRAFFIC CAMERA SUMMARY

MCDR Traffic CCTV Camera Communication Statistics for August

Camera Operational Percentage
- 🟥 0% - 33%
- 🟧 34% - 66%
- 🟩 67% - 100%

The above image represents the CCTV camera operational percentages for the month of August 2020.