

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



December 2020

AECOM

WSP

**INTEGRAL
BLUE**



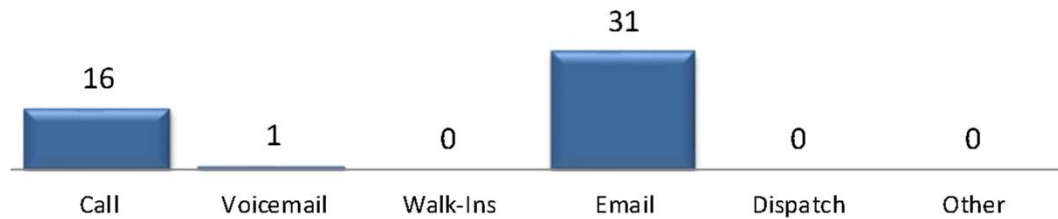
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MONTHLY TOC HIGHLIGHT

2020 was a turbulent year that presented many challenges. The TOC strove to adapt while still maintaining the quality services that the citizens of Macomb have come to expect. TOC engineers updated the traffic signal system to optimize efficiency within the altered traffic patterns. Control Room technicians provided support during the many political visits to the County and aided in the marches that transpired throughout the year. The maintenance team instituted innovative and cost saving solutions, including the use of drone technology, to improve the communications network. All this work (and much more) was completed during rapidly changing circumstances that required creative and forward-thinking solutions. The experience gained within the last year has further established the TOC's ability to take on new challenges now and into the future.

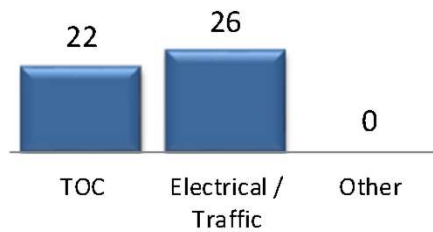
SERVICE REQUESTS

Service Request Source



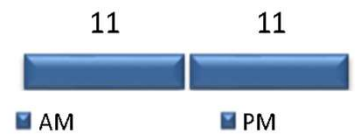
In the month of December, 48 incoming requests regarding traffic signals were received.

Service Request by Dept.

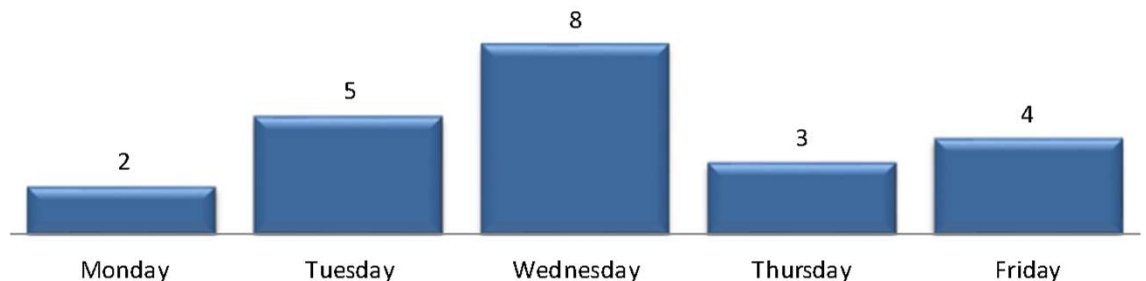


In the month of December, TOC engineers closed 20 service requests within an average of 5 business days.

TOC by Time of Day



Service Request Per Day of Week



TRAFFIC OPERATIONS

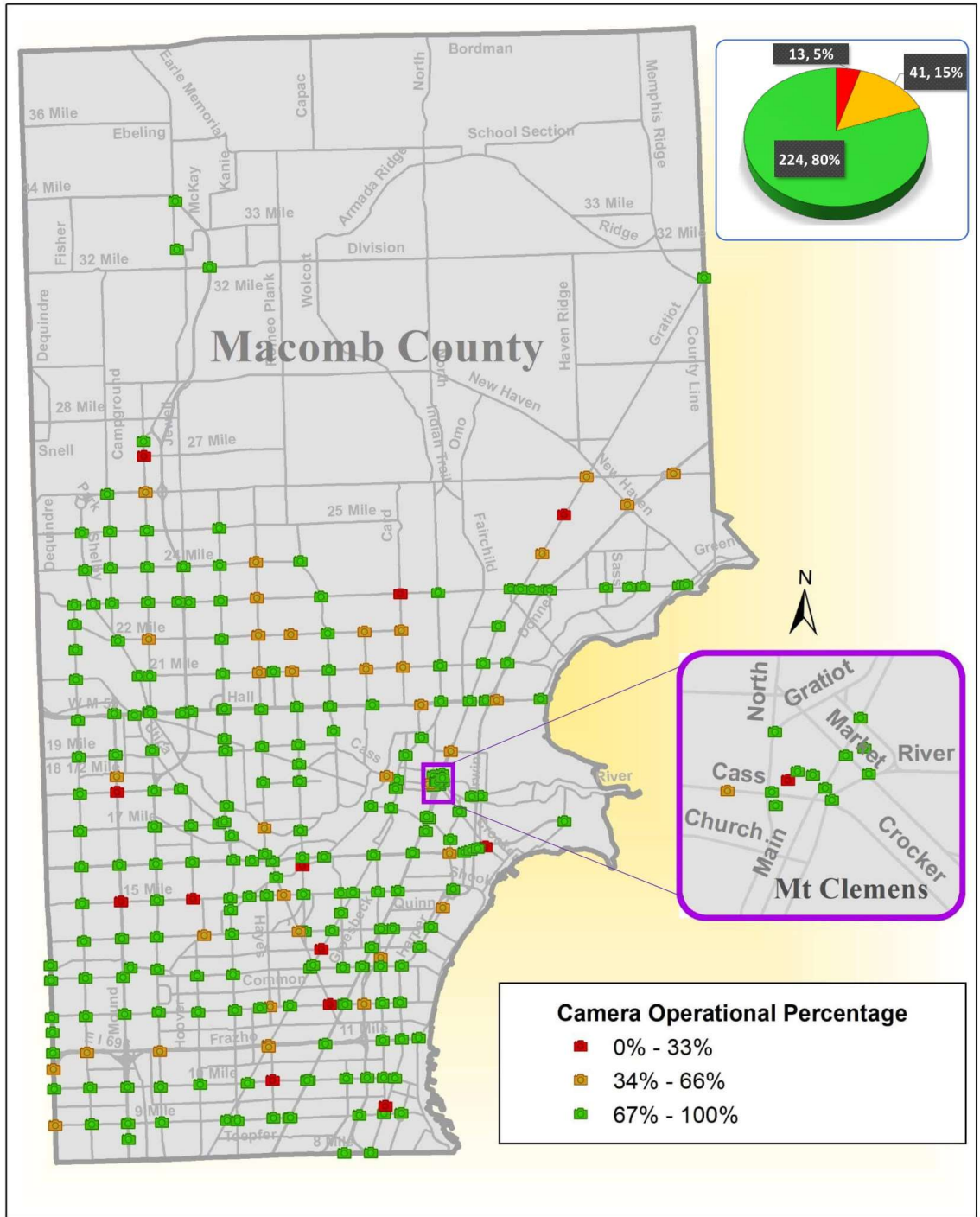
December 2020



CCTV TRAFFIC CAMERA SUMMARY

CAMERA COVERAGE

December 2020



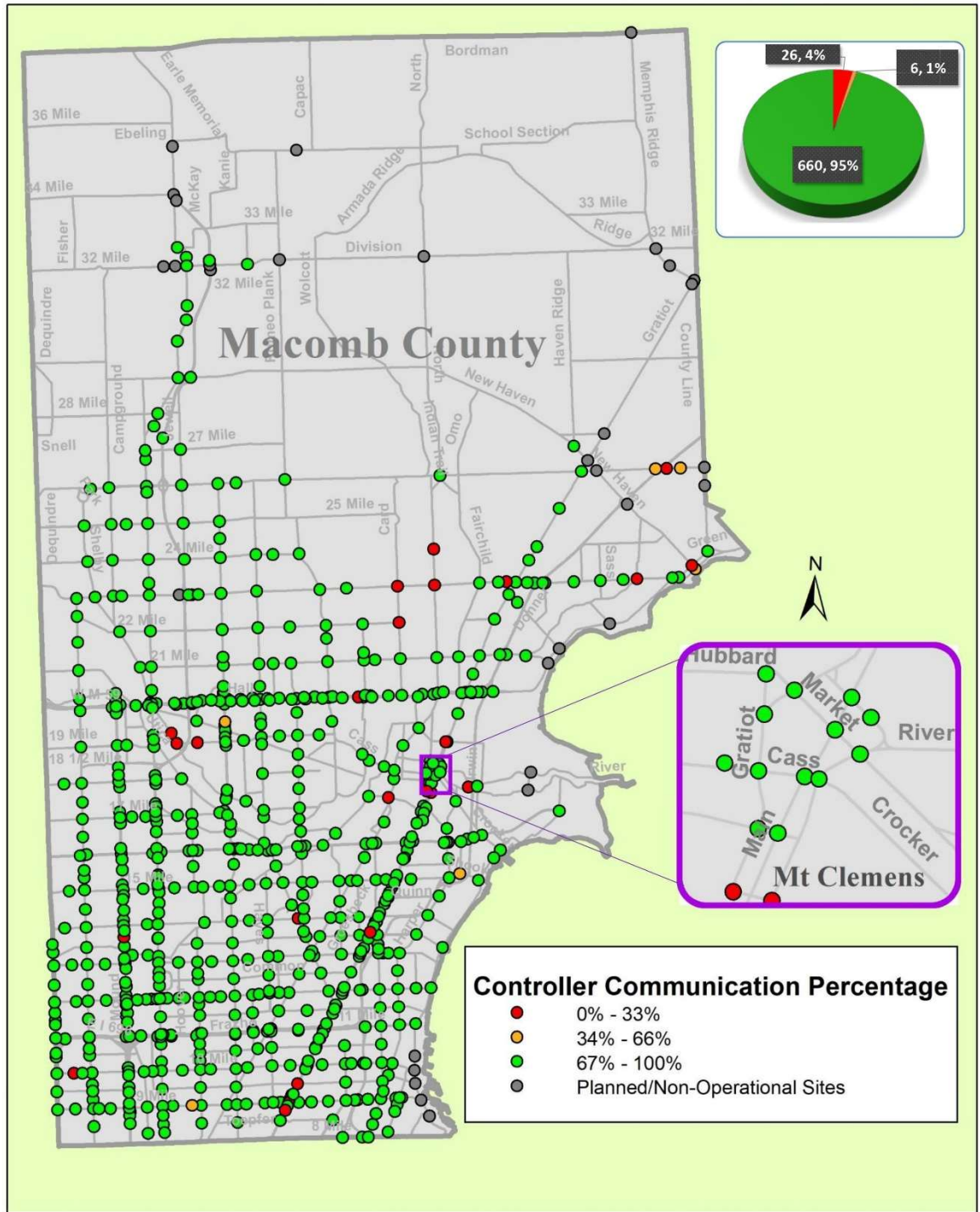
The map above represents the CCTV camera operational percentages for the month of December 2020.



REGIONAL COMMUNICATIONS SUMMARY

ITS MAINTENANCE

December 2020



The map above represents the communication availability percentages of Traffic Signal Controllers for the month of December 2020.



HIGH IMPACT CORRIDOR

COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	99%	100%	-1%
14 Mile	99%	100%	-1%
15 Mile	99%	100%	-1%
Metro Parkway	99%	100%	-1%
Hall (M-59)	95%	100%	-5%
Dequindre	100%	100%	0%
Ryan	99%	100%	-1%
Mound	99%	100%	-1%
Hoover	100%	100%	0%
Schoenherr	97%	100%	-3%
Hayes	98%	100%	-2%
Gratiot (M-3)	95%	98%	-3%
Harper	95%	100%	-5%

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

FIELD WORK

54 sites visited by TOC staff and 4 sites visited by IT/ITS maintenance technicians and the MCDR Electrical Group in December 2020.

FIELD WORK

Time of signal change	Loc #	Intersection	Reason for signal change
12/2/20 4:38 PM	875	Corporate Drive/Shelby Parkway/23 Mile Road	Construction
12/15/20 12:55 PM	734	Cass/Heydenreich	Traffic Study
12/18/2020 10:28	262	Marmon/Nine Mile Road	Service Request

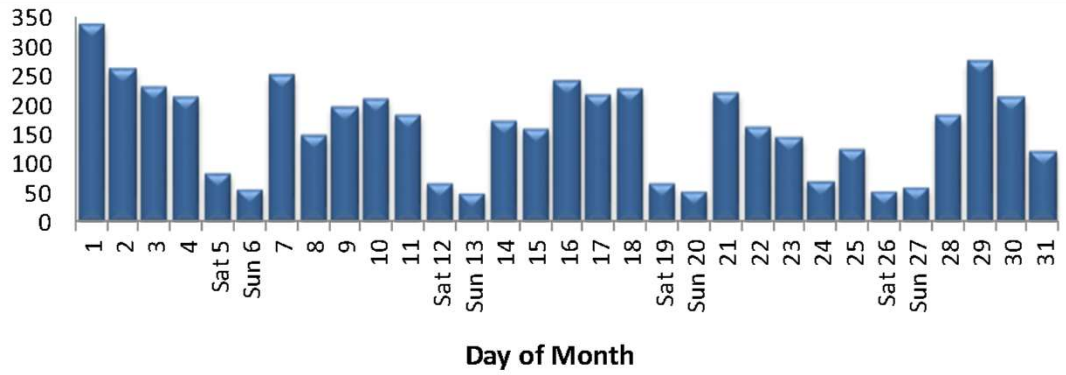
Traffic signal changes performed by TOC engineers

MAINTENANCE

December 2020

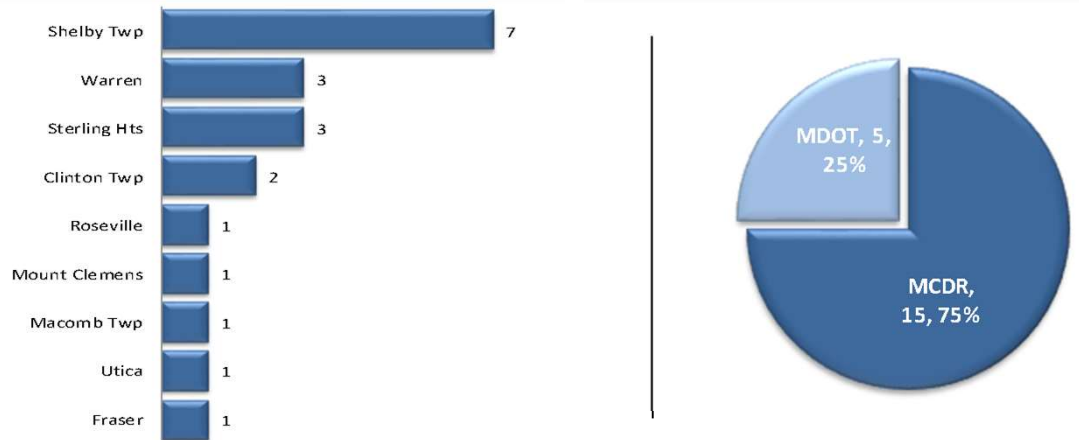


MCDR WEBSITE HITS



A total of **4,994** hits were accrued at <http://roads.macombgov.org/>.

SERVICE REQUESTS PER MUNICIPALITY



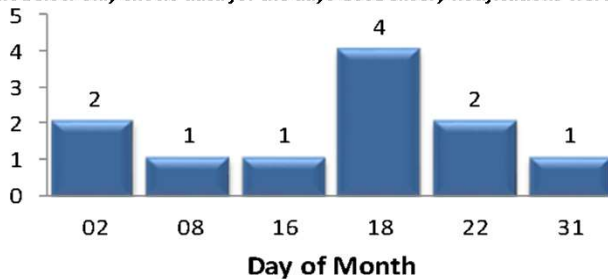
Number of Service Requests

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 December, the TOC sent out **11** GovDelivery notifications, and increased the number of recipients from **2,218** to **2,333** receiving notifications.

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



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.](#)

