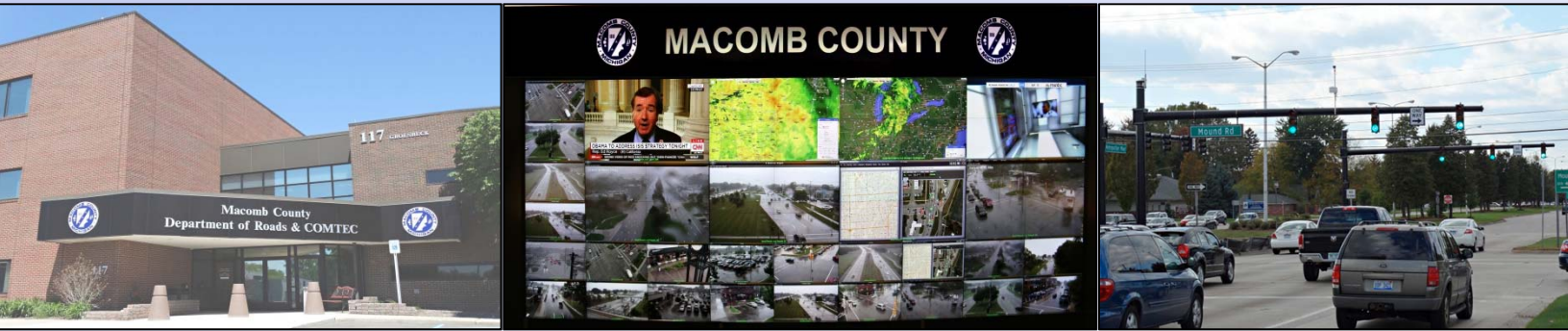# MACOMB COUNTY DEPARTMENT OF ROADS

# 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."*
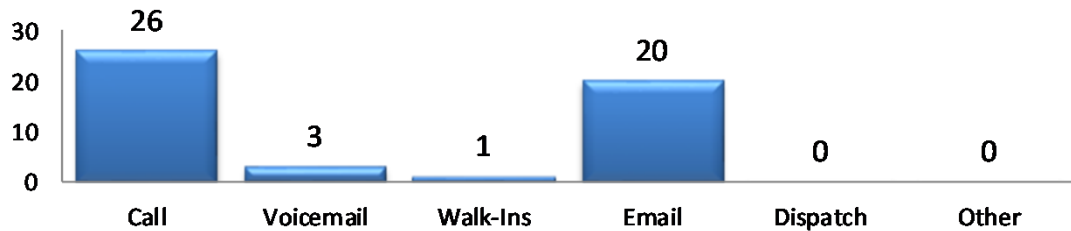
# PERFORMANCE MEASURES



# July 2019

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Macomb County Department of Roads
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586-463-8671
JAbraham@RCMCWeb.org

# INFORMATIVE TOC HIGHLIGHT

During the month of July, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) engineers and control room technicians managed four incidents in real-time by instituting signal timing changes to decrease congestion. At 4:40 PM on Thursday July 25th, the control room technician notified the traffic operation engineer of an accident at the intersection of 21 Mile Road and North Avenue. The engineer's signal timing adjustments reduced delay by 8 minutes on the 1.6 mile eastbound stretch of 21 Mile Road from Card Road to Fairchild Road.
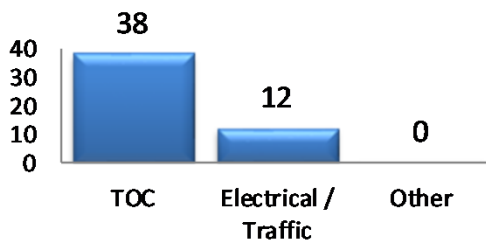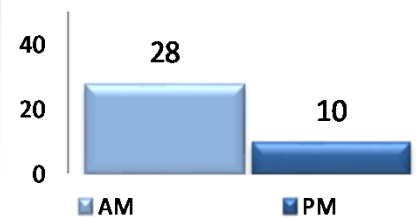
# SERVICE REQUESTS

## Service Request Source



*In the month of July, 50 incoming requests regarding traffic signals were received. The 'Source' chart shows how the service request was received by the TOC.*
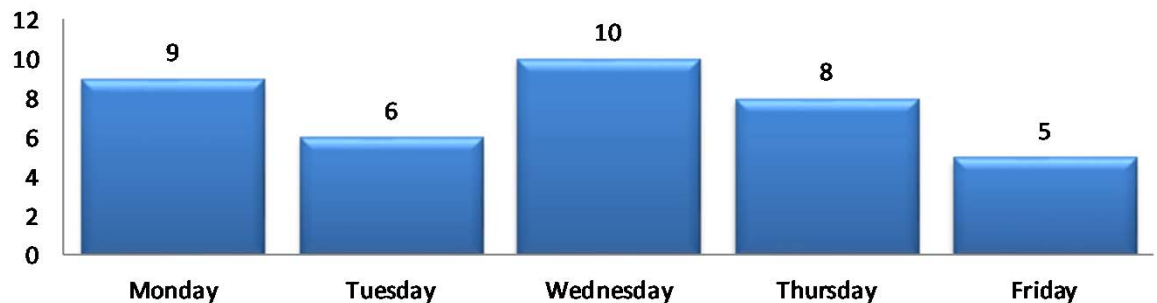
## Service Request by Dept.



*In the month of July, the TOC engineers closed 41 service requests within an average of 7 business days.*

## TOC by Time of Day


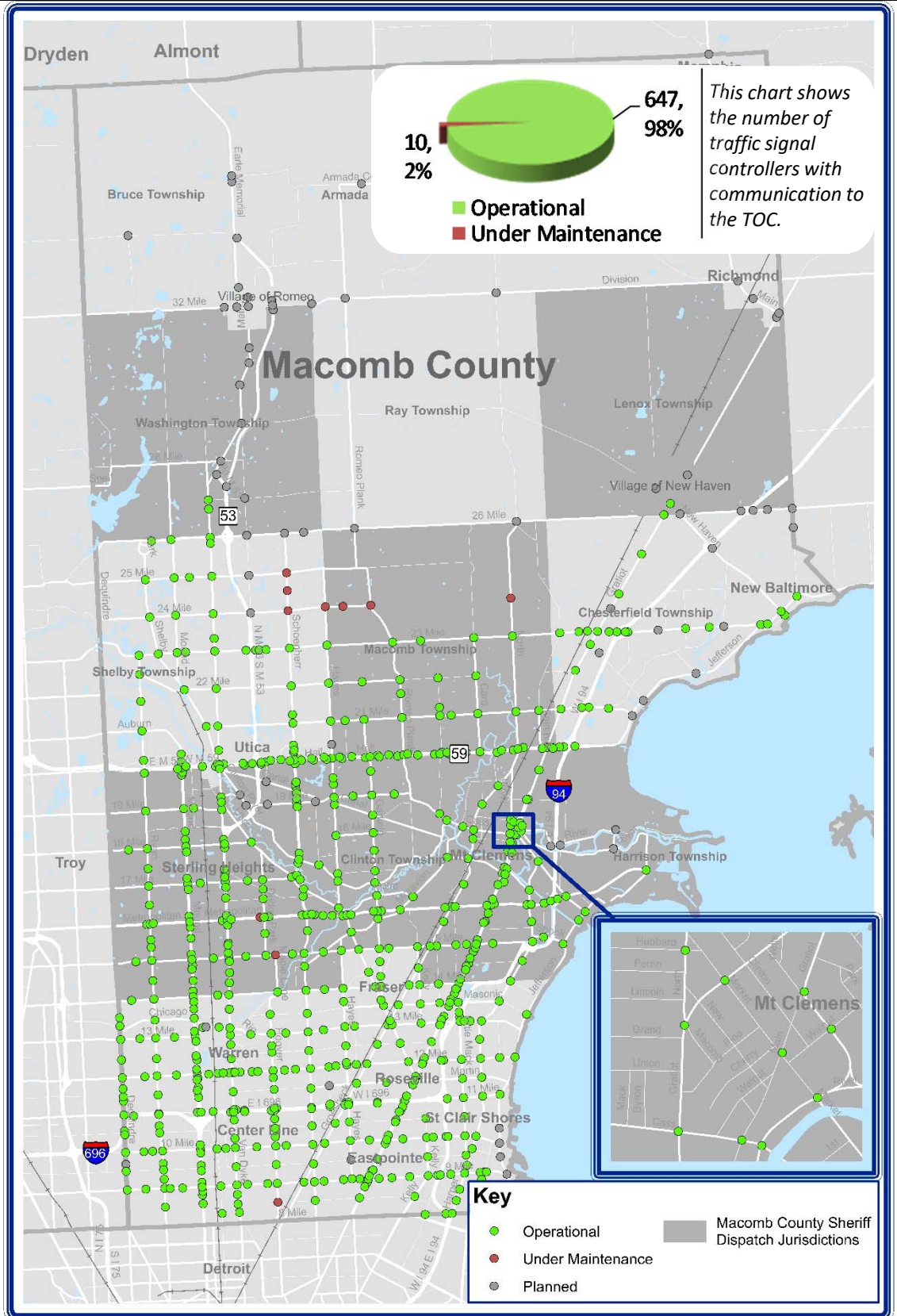
## Service Request Per Day of Week



**TRAFFIC OPERATIONS**

July 2019

AECOM

**ITS MAINTENANCE**

July 2019



647, 98%

10, 2%

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

- ■ Operational
- ■ Under Maintenance

**Key**

- ● Operational
- ● Under Maintenance
- ● Planned

Macomb County Sheriff Dispatch Jurisdictions

*During the target month, the TOC added 0 intersections to our 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 at the time of the snapshot are shown in red. Locations that are "Planned" have not yet been integrated into TOC network.*

MACOMB COUNTY · MICHIGAN

AECOM

# COUNTY CORRIDOR COMMUNICATIONS
## AVAILABILITY

| Corridor | Current Month | Previous Month | Change |
|---|---|---|---|
| 9 Mile | 100% | 100% | 0% |
| 14 Mile | 100% | 100% | 0% |
| 15 Mile | 95% | 95% | 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 | 93% | 93% | 0% |
| Schoenherr | 92% | 92% | 0% |
| Hayes | 96% | 96% | 0% |
| Gratiot (M-3) | 100% | 100% | 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

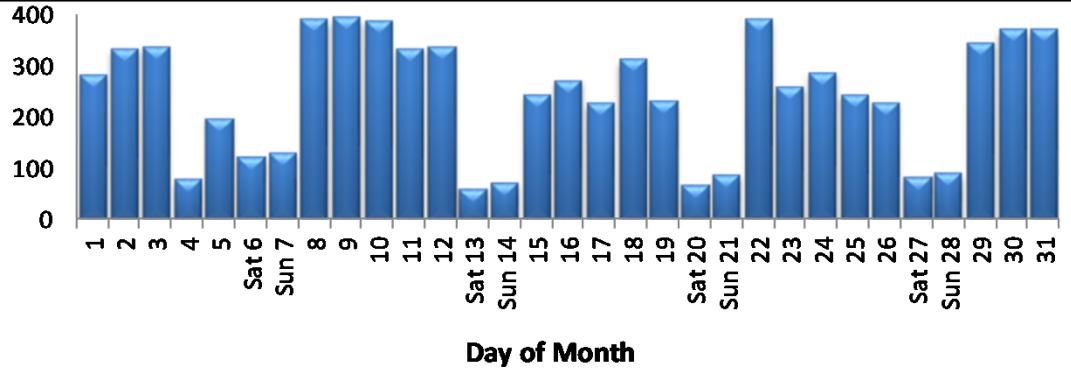| July | Location | Upgrade |
|---|---|---|
| N/A | N/A | N/A |
| | | |

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

# MCDR WEBSITE HITS



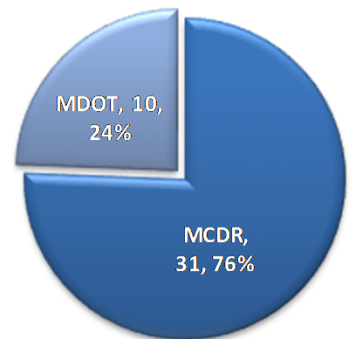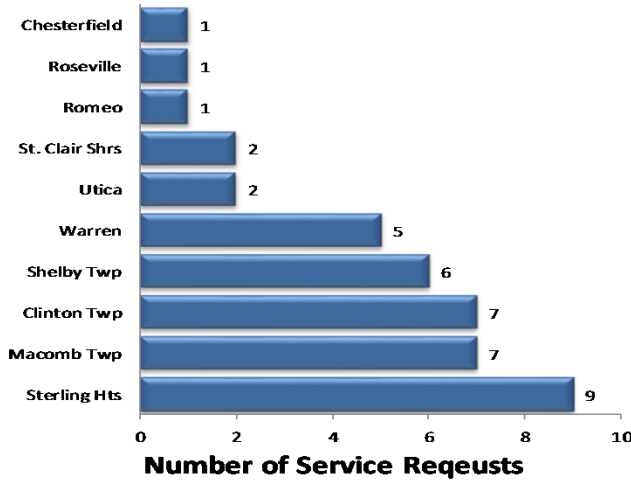*Day of Month*

*A total of 7,584 hits were accrued at http://roads.macombgov.org/.*

# SERVICE REQUESTS PER MUNICIPALITY



Chesterfield 1
Roseville 1
Romeo 1
St. Clair Shrs 2
Utica 2
Warren 5
Shelby Twp 6
Clinton Twp 7
Macomb Twp 7
Sterling Hts 9

**Number of Service Reqeusts**

MDOT, 10, 24%

MCDR, 31, 76%

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

# GOVDELIVERY NOTIFICATIONS

*In the month of July, the TOC sent out 91 GovDelivery notifications, and increased the number of recipients from 1,536 to 1,503 receiving notifications.*

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



**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 only sent after the incident has been verified.*
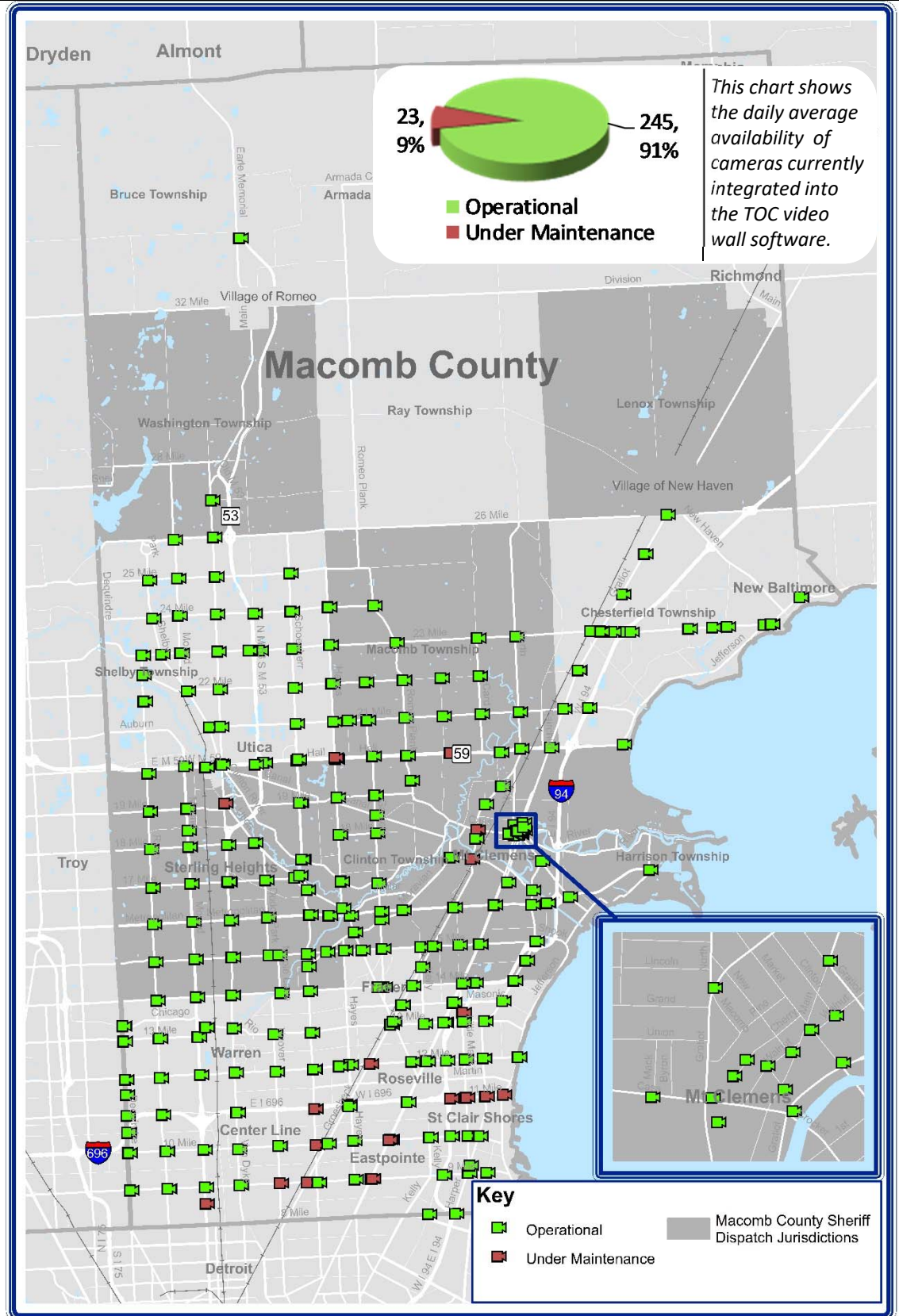
*Sign up for incident notifications on weekdays from 6 a.m. to 6 p.m. causing lane or roadway closures on major Macomb County arterials.*

AECOM

**CAMERA COVERAGE**

July 2019



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

23, 9%

245, 91%

- 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 at the time of the snapshot are shown in red. Cameras that are "Planned" have not yet been integrated into TOC video wall software.*

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