

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



July 2020

AECOM

WSP

**INTEGRAL
BLUE**



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MONTHLY TOC HIGHLIGHT

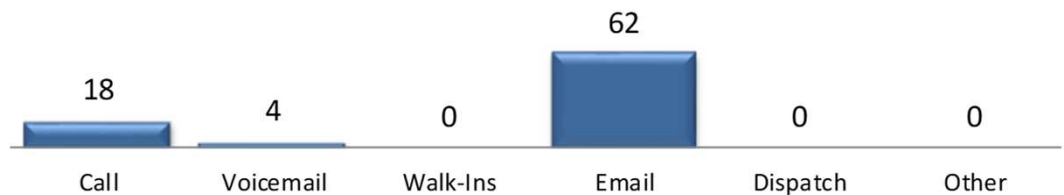
On July 27th, Ryan Road over the Clinton River was closed for a bridge deck replacement. The TOC worked together to mitigate the impacts of the closure. IT/ITS maintenance technicians and the MCDR Electrical group ensured reliable communications to CCTV cameras in the area. Control Room Technicians monitored camera feeds and worked with engineering to assess traffic impacts. Traffic engineers reviewed recorded camera footage and traffic data for use in developing new traffic signal timings. The new timings were implemented and have reduced congestion that resulted from the bridge closure.

The TOC also received a complimentary email from a motorist who had previously reported a concern with the operations of a traffic signal;

“Thank you so much for taking care of the issue at 28 Mile and Van Dyke so quickly. The light has been working as it always has for the past few days. Thank you for understanding how much of a safety issue this was and for your quick response to our concerns. Have a great day. Stay safe.” - Naomi R.

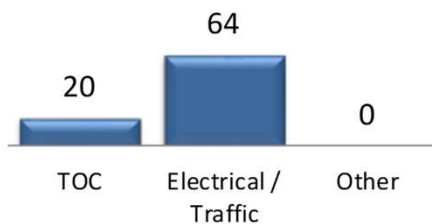
SERVICE REQUESTS

Service Request Source



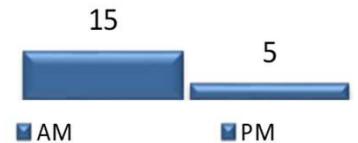
In the month of July, 84 incoming requests regarding traffic signals were received.

Service Request by Dept.

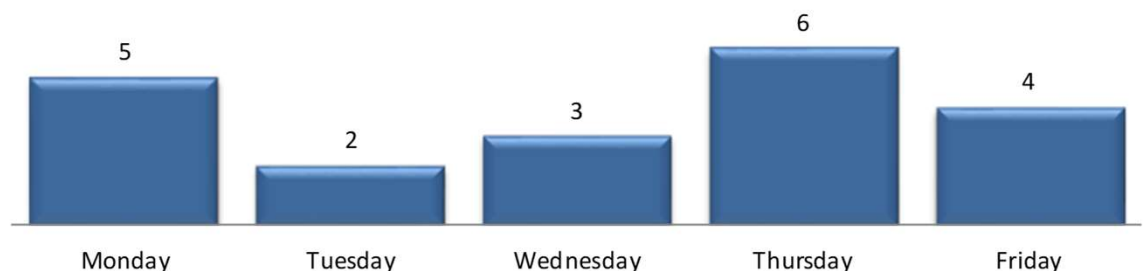


In the month of July, TOC engineers closed 27 service requests within an average of 6 business days.

TOC by Time of Day



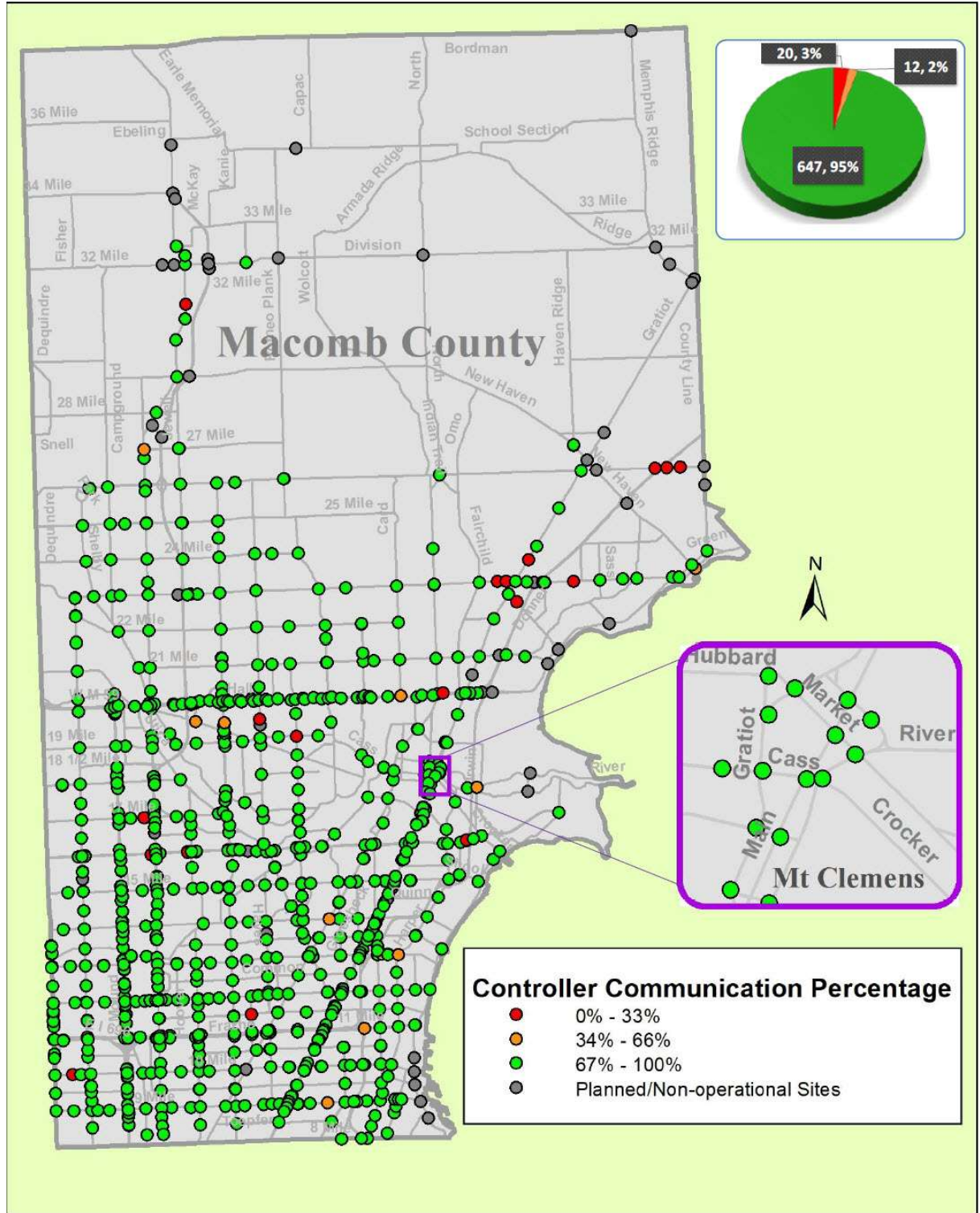
Service Request Per Day of Week



REGIONAL COMMUNICATIONS SUMMARY

ITS MAINTENANCE

July 2020



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



HIGH IMPACT CORRIDOR

COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	100%	96%	4%
14 Mile	100%	100%	0%
15 Mile	100%	100%	0%
Metro Parkway	100%	100%	0%
Hall (M-59)	98%	100%	-2%
Dequindre	100%	100%	0%
Ryan	100%	100%	0%
Mound	100%	100%	0%
Hoover	100%	100%	0%
Schoenherr	100%	100%	0%
Hayes	100%	100%	0%
Gratiot (M-3)	94%	98%	-4%
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**.

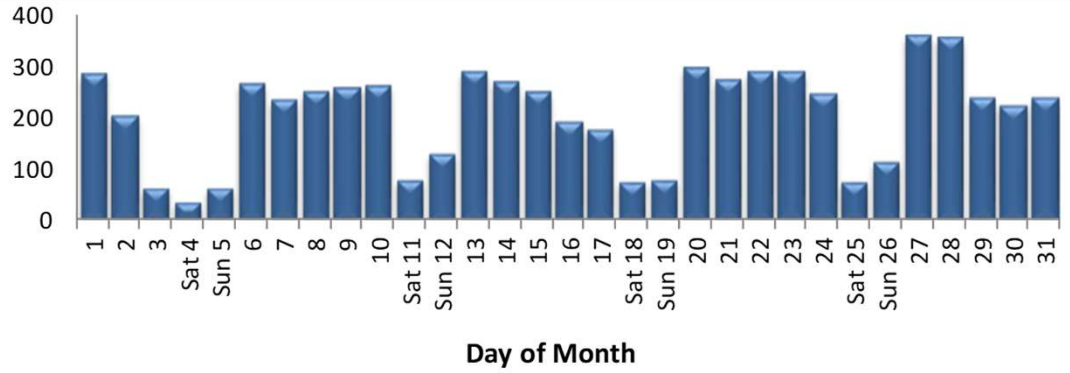
EXECUTED TRAFFIC SIGNAL UPGRADES

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.

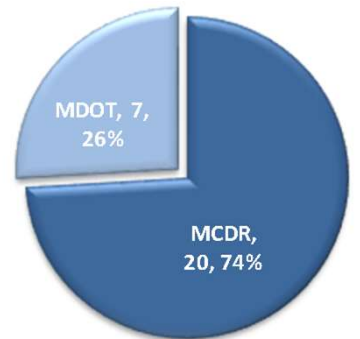
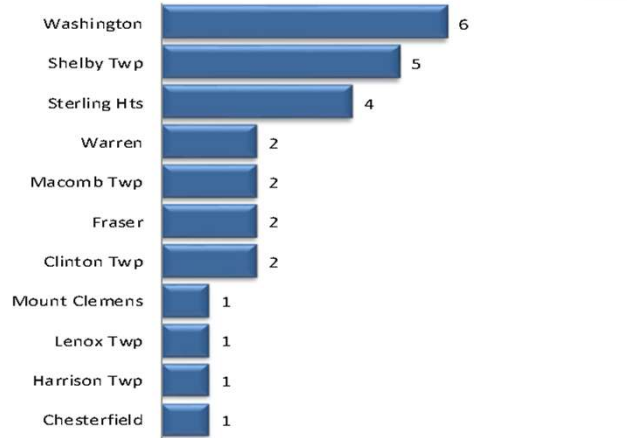


MCDR WEBSITE HITS



A total of 6,433 hits were accrued at <http://roads.macombgov.org/>.

SERVICE REQUESTS PER MUNICIPALITY



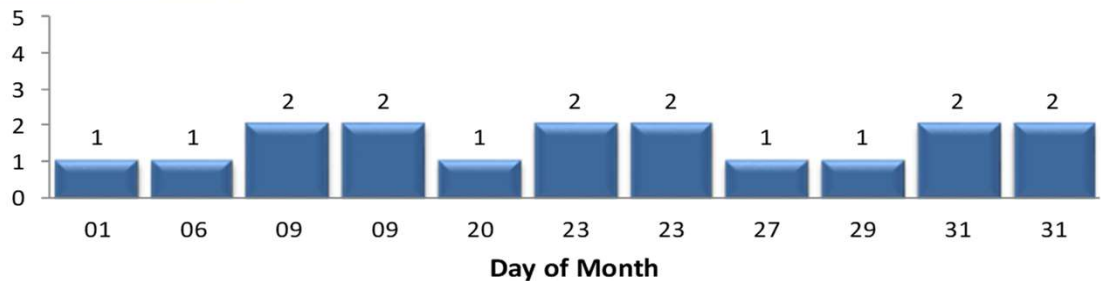
Number of Service Requests

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 July, the TOC sent out 17 GovDelivery notifications, and increased the number of recipients from 2,009 to 2,061 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.

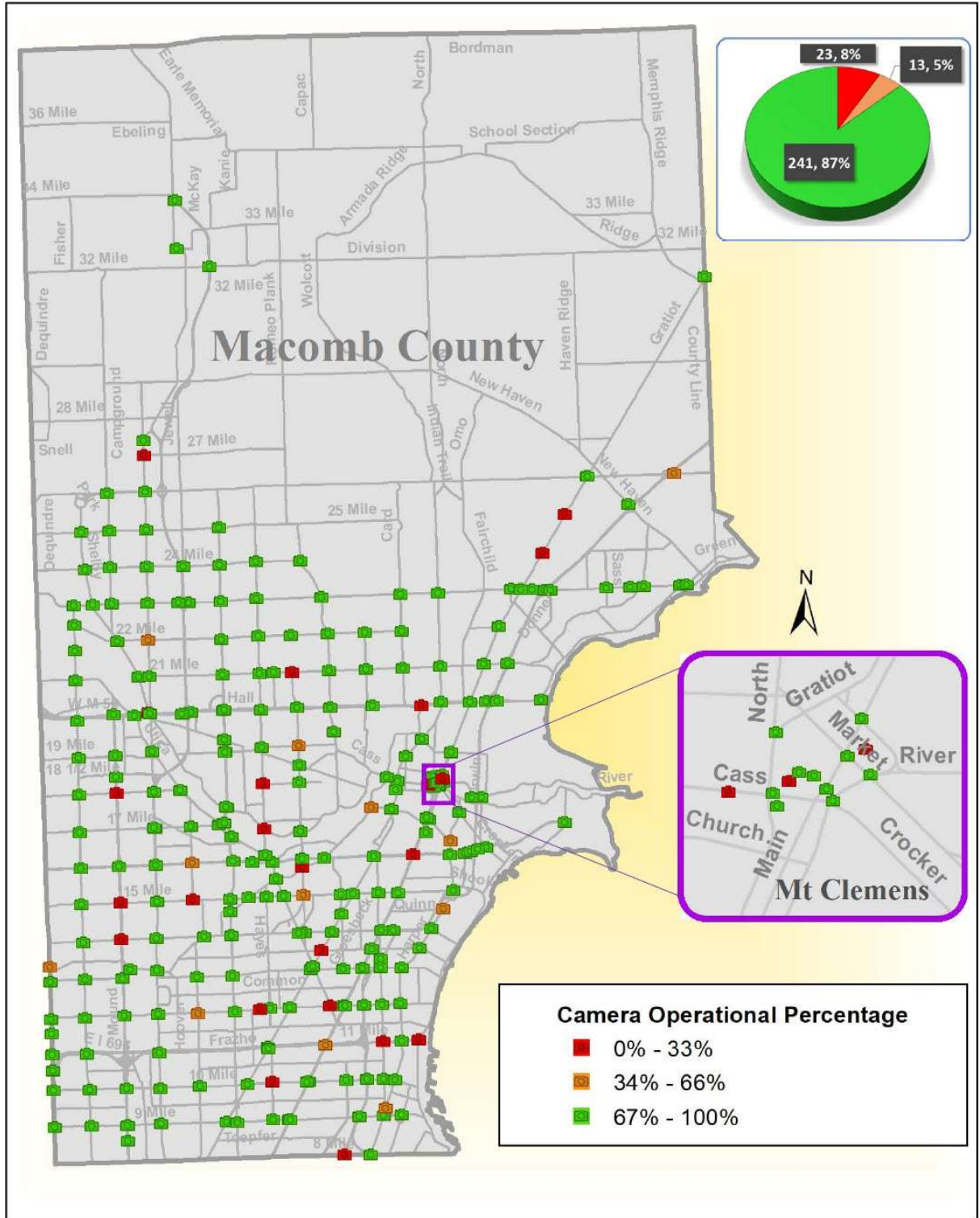
[Sign up for incident notifications on weekdays from 6 a.m. to 6 p.m. causing lane or roadway closures on major Macomb County arterials.](#)



CCTV TRAFFIC CAMERA SUMMARY

CAMERA COVERAGE

July 2020



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

