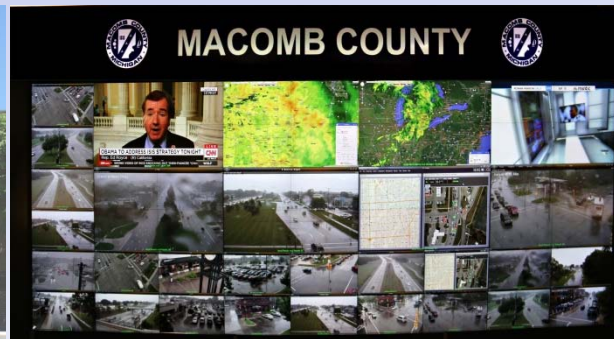# MACOMB COUNTY DEPARTMENT OF ROADS

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."
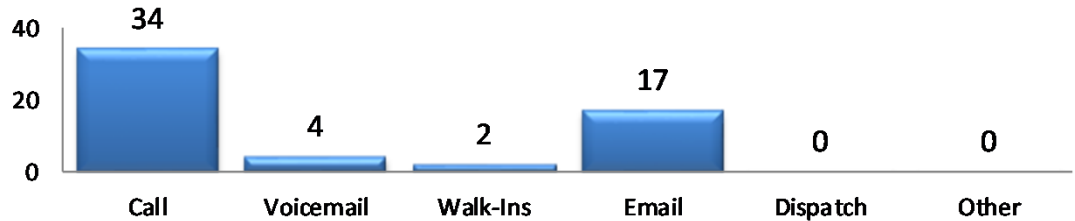
PERFORMANCE MEASURES

November 2018

John Abraham, PhD, PE, PTOE
Director of Traffic & Operations
Macomb County Department of Roads
117 S Groesbeck Hwy
Mount Clemens, MI 48043
586-463-8671
JAbraham@RCMCWeb.org

AECOM ● OPUS ∮ INTEGRAL BLUE

INFORMATIVE TOC HIGHLIGHT

During the month of November, the Traffic Operation Center (TOC) engineers partnered with the Mall at Partridge Creek's management team to develop a plan for the Annual Christmas Tree Lighting. This coordination reduced traffic congestion in and around the mall. TOC engineers performed real-time traffic operations onsite and remotely to alleviate the increase in traffic throughout the event. Conditions were monitored real-time with the use of traffic cameras.
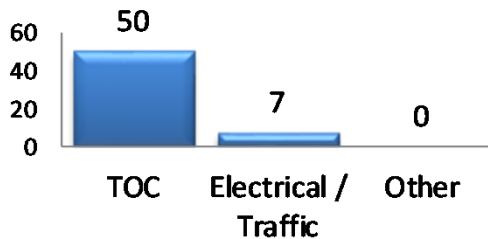
TRAFFIC OPERATIONS
November 2018

SERVICE REQUESTS

Source

Call: 34
Voicemail: 4
Walk-Ins: 2
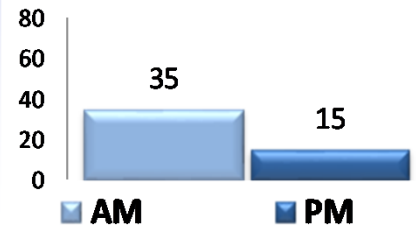Email: 17
Dispatch: 0
Other: 0

In the month of November, 57 incoming requests regarding traffic signals were received. The 'Source' chart shows how the service request was received by the TOC.

Service Request by Dept.

TOC: 50
Electrical / Traffic: 7
Other: 0

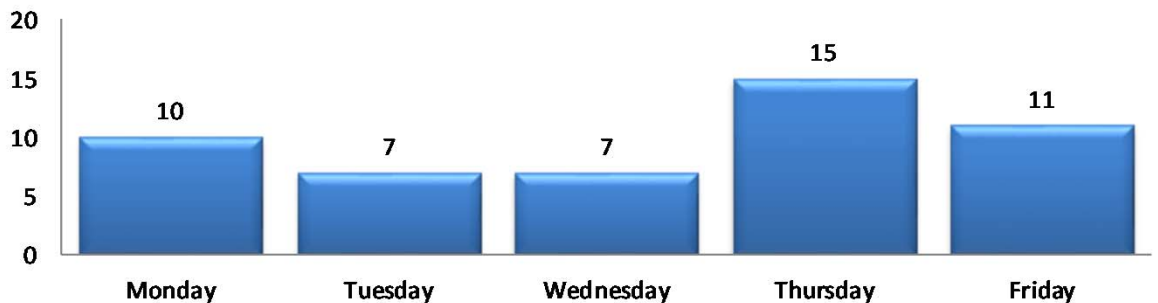*In the month of November, the TOC engineers closed 57 service requests within an average of 7 business days.*

TOC AM/PM Requests

AM: 35
PM: 15
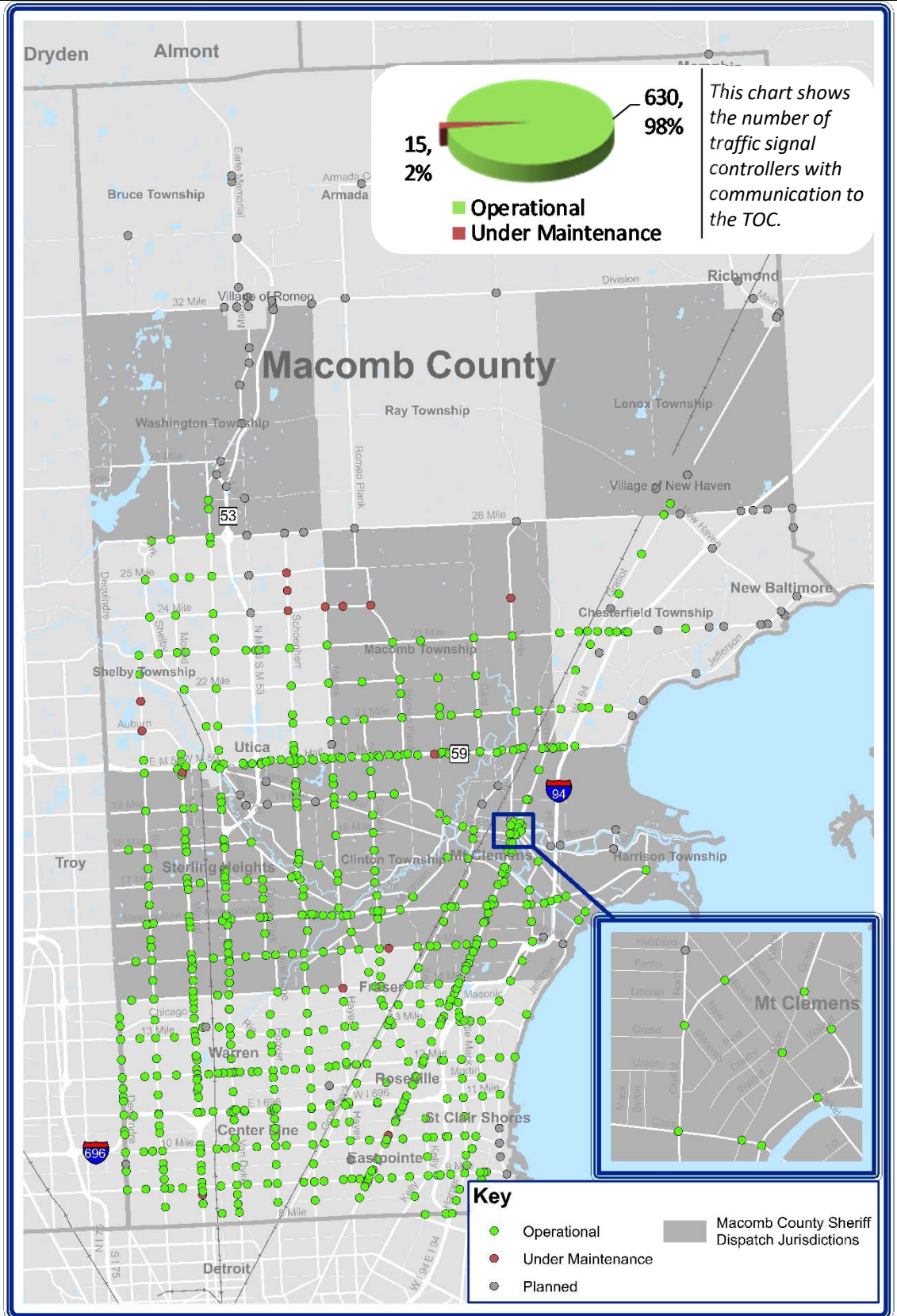
Service Request Per Day of Week

Monday: 10
Tuesday: 7
Wednesday: 7
Thursday: 15
Friday: 11

REGIONAL COMMUNICATIONS SUMMARY

ITS MAINTENANCE

November 2018

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

630, 98%

15, 2%

- Operational
- Under Maintenance

Macomb County

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.

AECOM

COUNTY CORRIDOR COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	100%	100%	0%
14 Mile	93%	93%	0%
15 Mile	95%	100%	-5%
Metro Parkway	100%	100%	0%
Hall (M-59)	98%	100%	-2%
Ryan	93%	100%	-7%
Mound	96%	100%	-4%
Hoover	100%	100%	0%
Schoenherr	92%	92%	0%
Hayes	92%	92%	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.
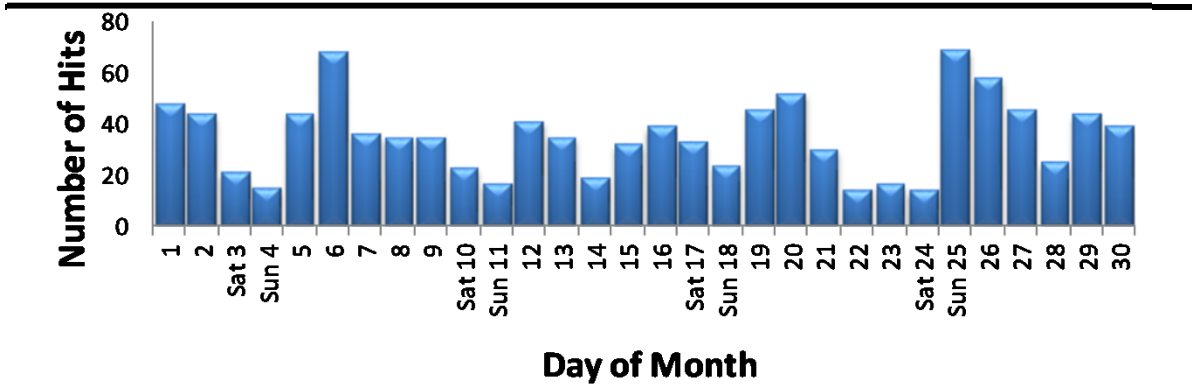
EXECUTED TRAFFIC SIGNAL UPGRADES

Nov	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.
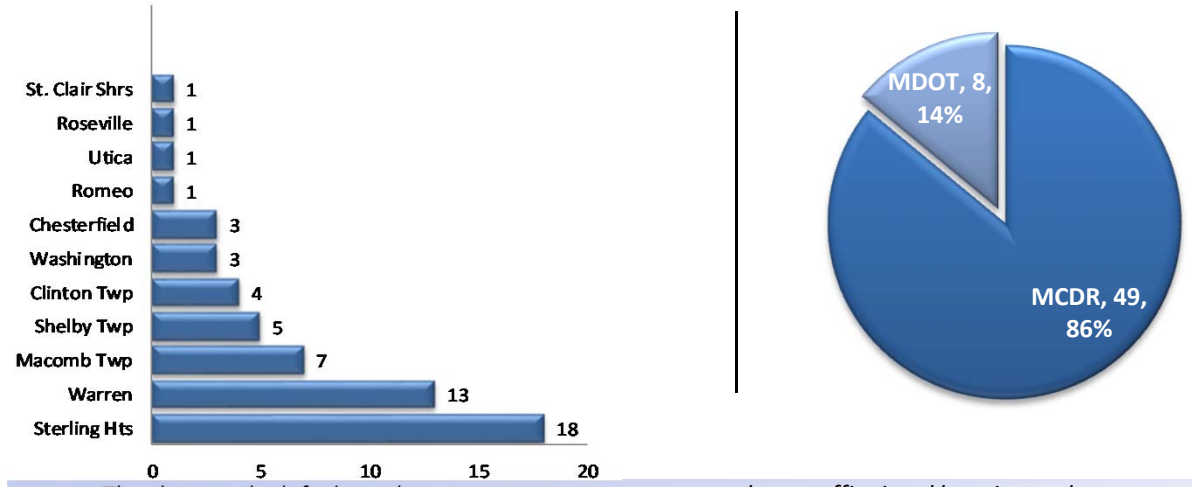
AECOM

MCDR WEBSITE HITS

A total of 1063 hits were accrued at http://roads.macombgov.org/.

SERVICE REQUESTS PER MUNICIPALITY

St. Clair Shrs — 1
Roseville — 1
Utica — 1
Romeo — 1
Chesterfield — 3
Washington — 3
Clinton Twp — 4
Shelby Twp — 5
Macomb Twp — 7
Warren — 13
Sterling Hts — 18
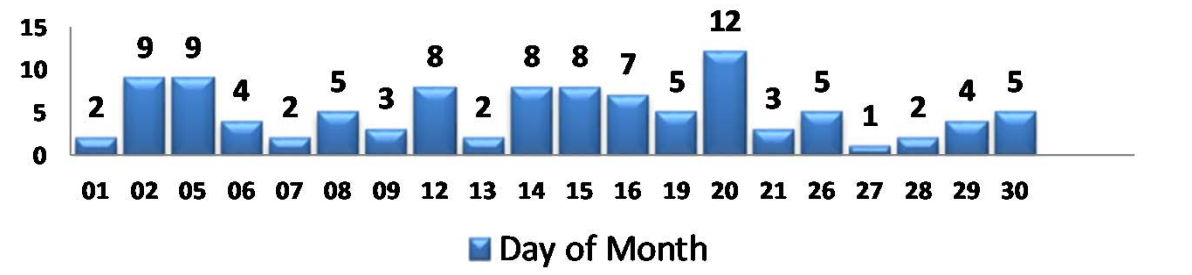
MDOT, 8, 14%
MCDR, 49, 86%

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 November, the TOC sent out 85 GovDelivery notifications, and increased the number of recipients from 1,220 to 1,252 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 only sent after the incident has been verified.
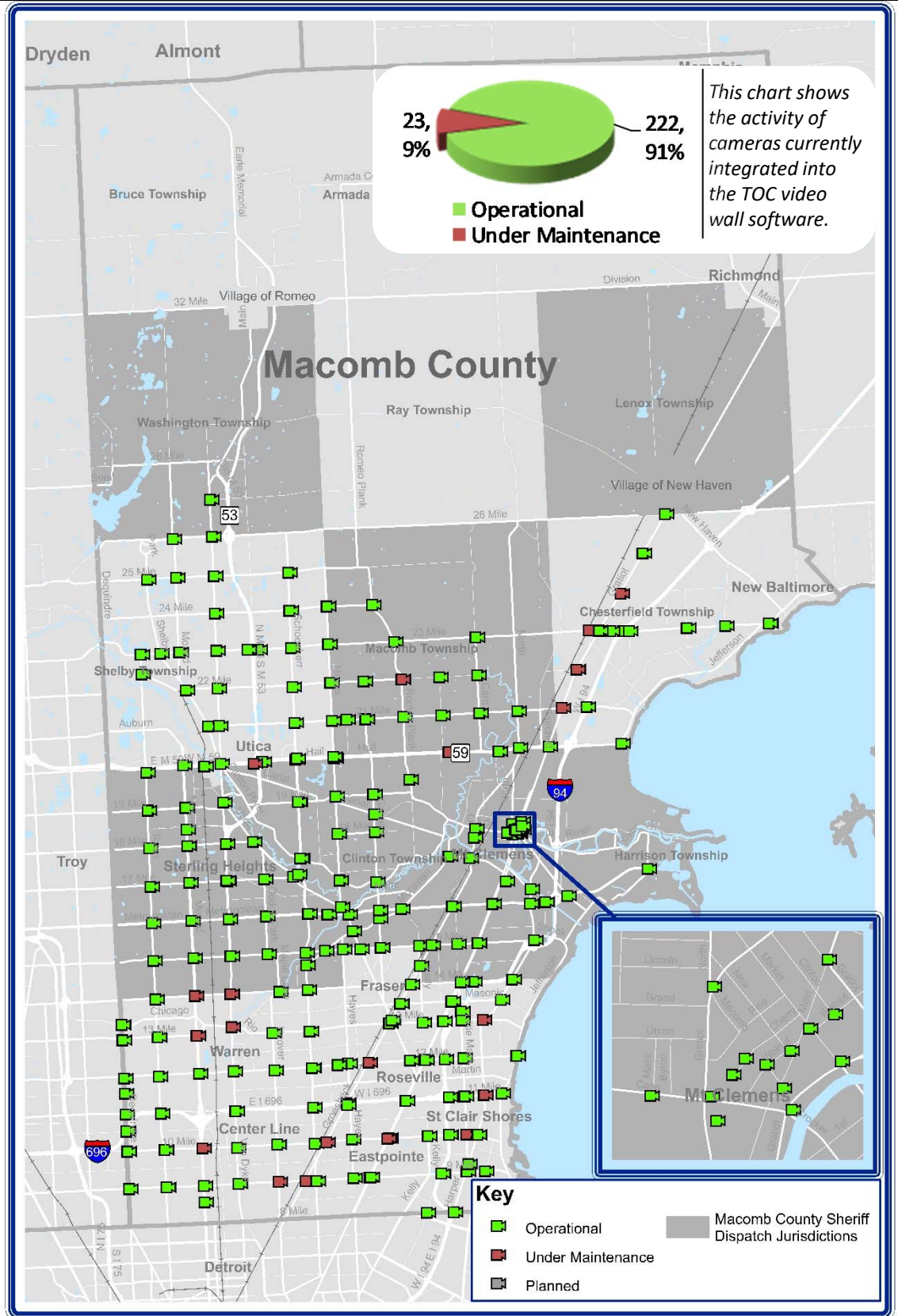
Sign up for incident notifications on weekdays from 6 a.m. to 6 p.m. causing lane or roadway closures on major Macomb County arterials.

CURRENT CAMERA LOCATIONS

This chart shows the activity of cameras currently integrated into the TOC video wall software.

23, 9%
222, 91%

■ Operational
■ Under Maintenance

CAMERA COVERAGE
November 2018

Key

■ Operational
■ Under Maintenance
■ Planned

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.