

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



November 2020

AECOM

WSP

**INTEGRAL
BLUE**



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MONTHLY TOC HIGHLIGHT

In November, MCDR managed a project to improve mobility and safety at 23 Mile Road and Shelby Parkway. Capacity issues were identified for the Eastbound left-turn movement. The lack of capacity hindered mobility for the entire intersection and often resulted in overflow traffic blocking the Eastbound through lanes. A dual left-turn lane was installed, and the intersection is now functioning significantly better.

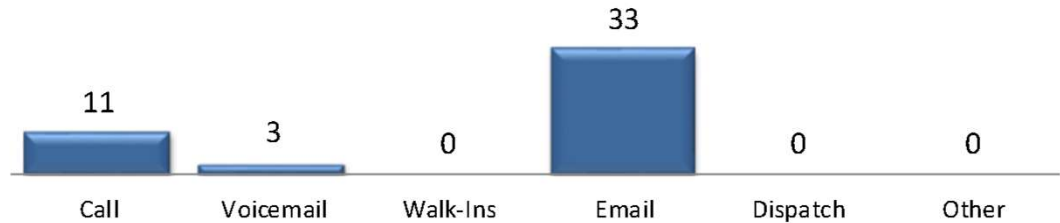
The TOC also received a nice follow-up email from a driver who had contacted the control room to express a concern at two locations.

"Imagine my surprise this morning as I'm coming down Cotton Road and see a BLINKING light at Gratiot Ave! I was so riddled with excitement (I must be getting old if an early morning blinking light is making me get excited) that when I came up to the 23 and North Ave light it appeared to be performing better as well. I'm not sure if I imagined the second part or not but 1000% kudos to you and your team for taking my request and acting so quickly."

Mike K.
Shelby Township

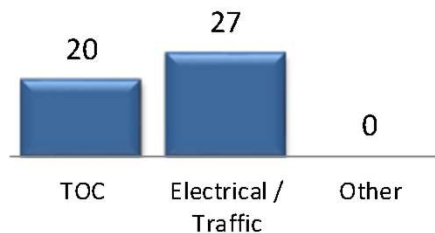
SERVICE REQUESTS

Service Request Source



In the month of November, **47** incoming requests regarding traffic signals were received.

Service Request by Dept.

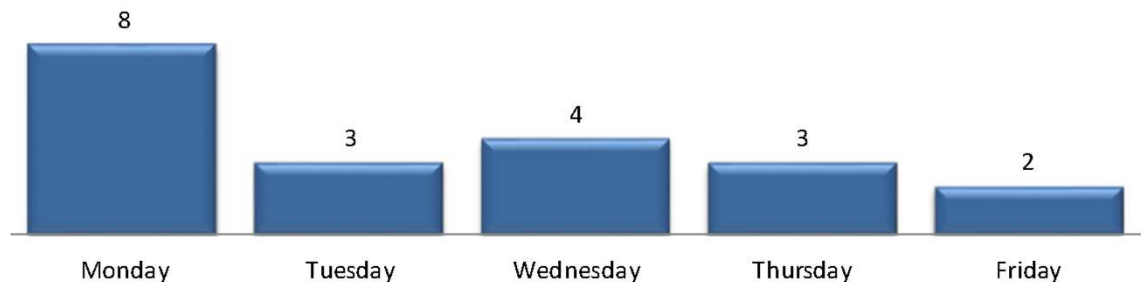


In the month of November, TOC engineers closed **22** service requests within an average of **7** business days.

TOC by Time of Day



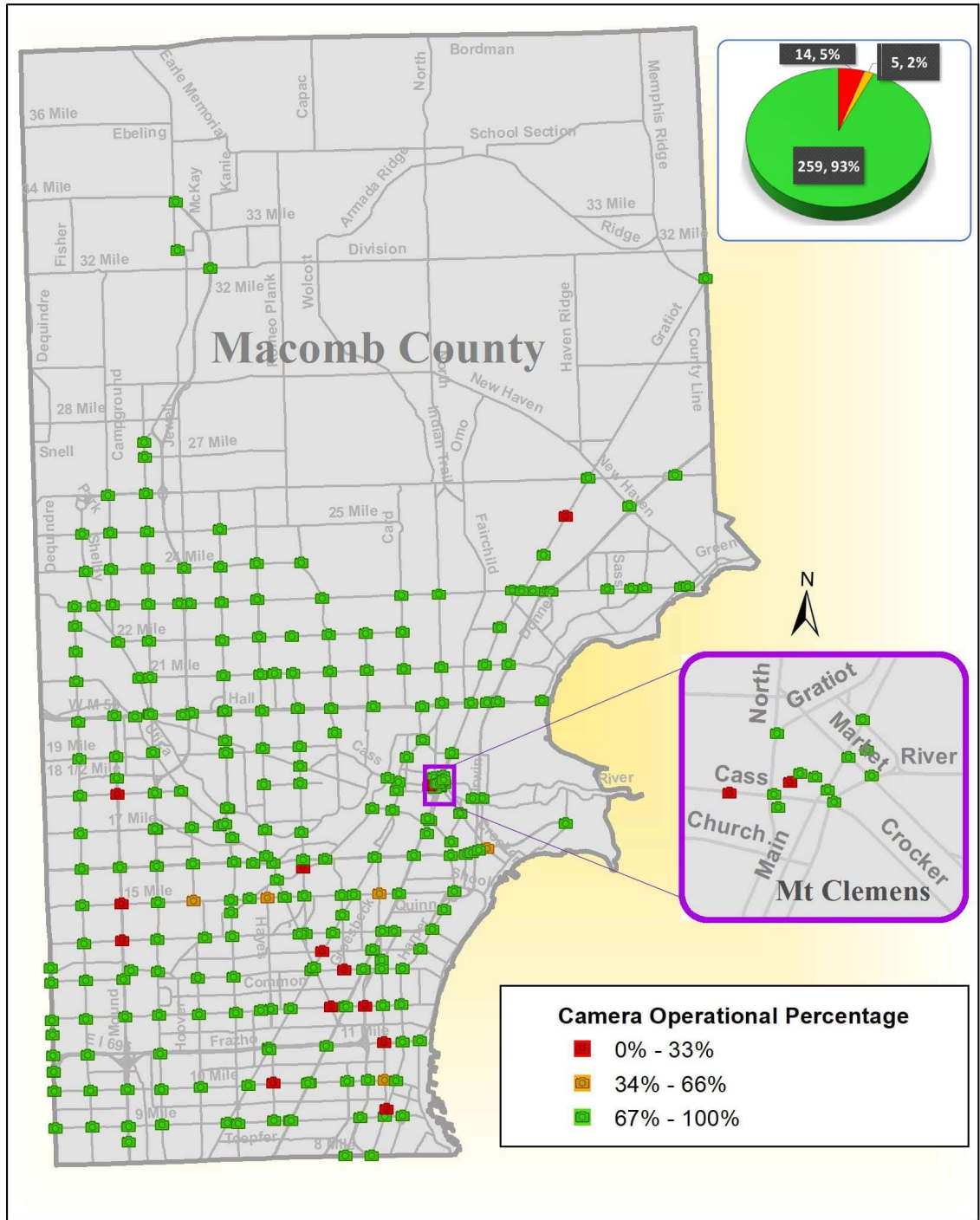
Service Request Per Day of Week



CCTV TRAFFIC CAMERA SUMMARY

CAMERA COVERAGE

November 2020



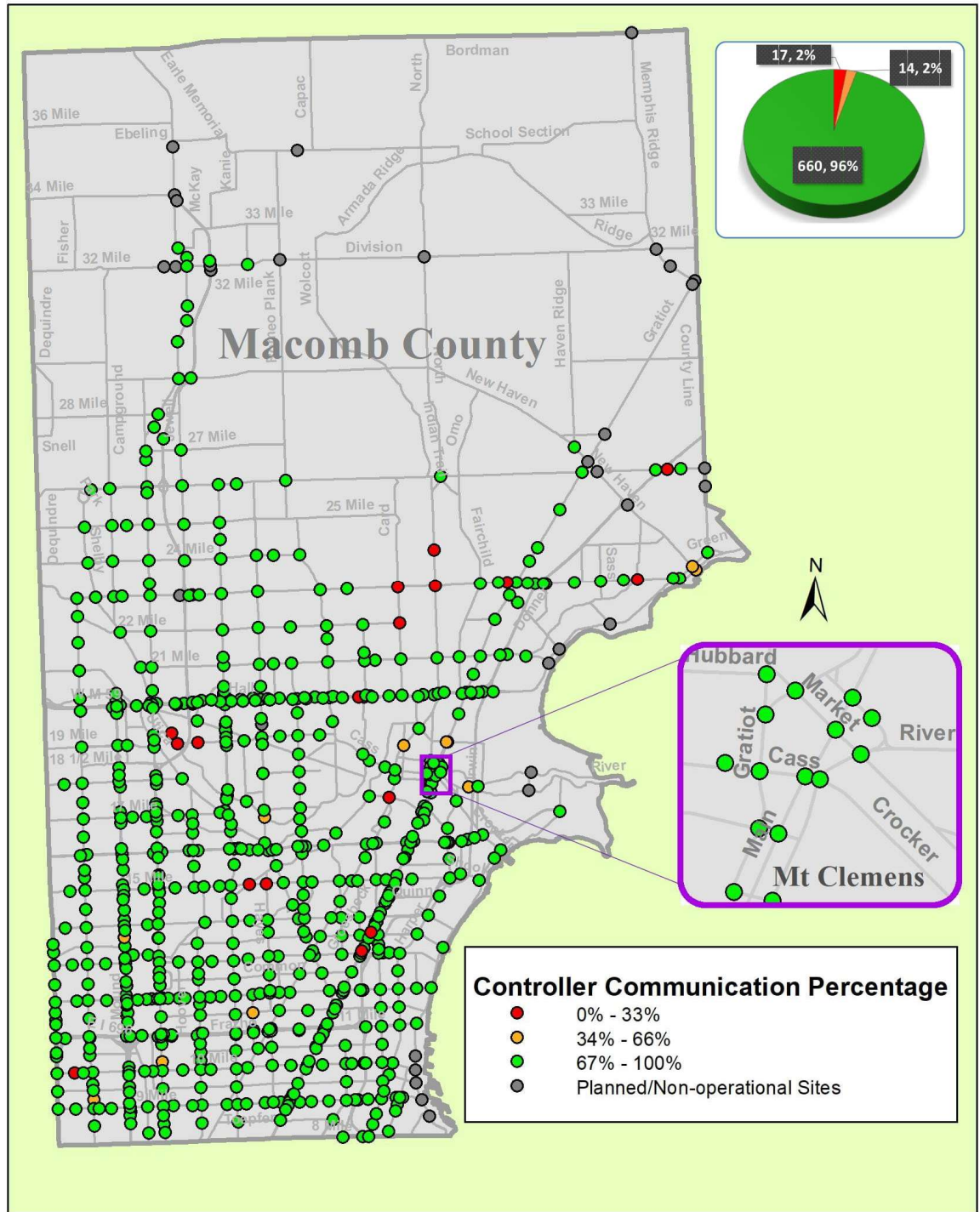
The map above represents the CCTV camera operational percentages for the month of November 2020.



REGIONAL COMMUNICATIONS SUMMARY

ITS MAINTENANCE

November 2020



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



HIGH IMPACT CORRIDOR

COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	100%	100%	0%
14 Mile	100%	100%	0%
15 Mile	100%	100%	0%
Metro Parkway	100%	97%	3%
Hall (M-59)	100%	100%	0%
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)	98%	97%	1%
Harper	100%	100%	0%

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

FIELD WORK

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

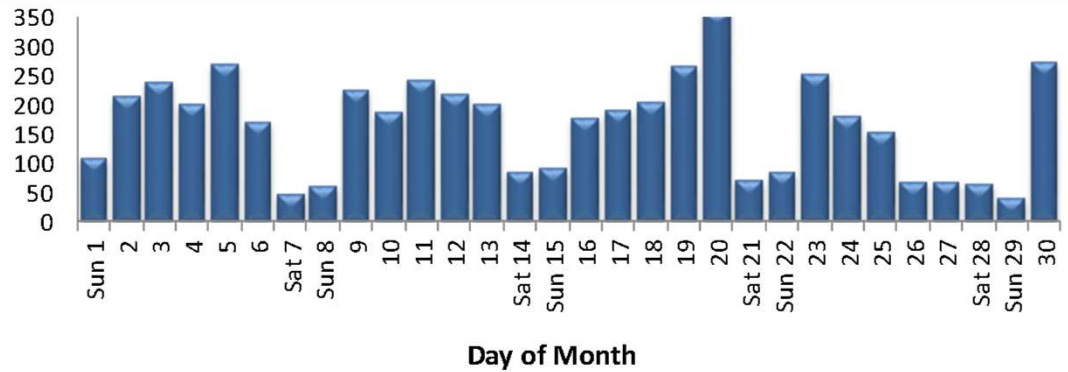
TRAFFIC SIGNAL CONTROLLER CHANGES

Time of signal change	Loc #	Intersection	Reason for signal change
11/2/20 2:19 PM	848	Cotton/Gratiot (M-3/M-59)	Service Request
11/4/20 1:57 PM	653	Hayes/23 Mile Road	Construction
11/11/20 10:10 AM	324	23 Mile Road/Van Dyke	Construction
11/11/20 10:10 AM	876	Card/23 Mile Road	Construction
11/15/20 10:10 AM	300	Ryan/10 Mile Road	Construction
11/20/20 1:13 PM	134	15 Mile Road/Groesbeck (M-97)	Construction
11/23/20 4:45 PM	262	Marmon/Nine Mile Road	Construction
11/25/20 5:40 PM	262	Marmon/Nine Mile Road	Service Request

Traffic signal changes performed by TOC engineers.

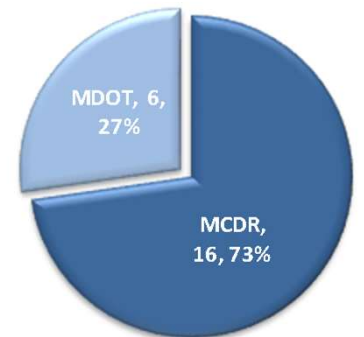
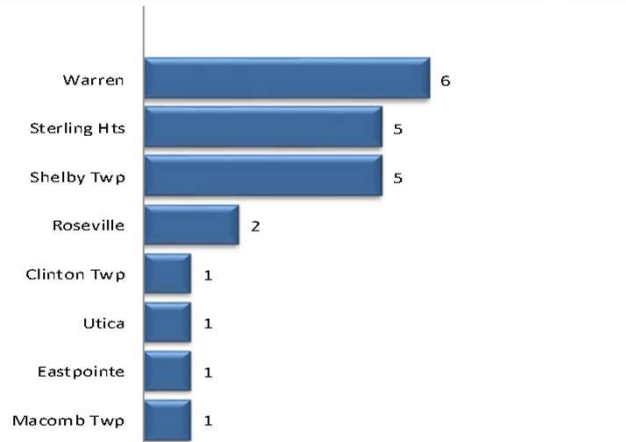


MCDR WEBSITE HITS



A total of 5,022 hits were accrued at <http://roads.macombgov.org/>.

SERVICE REQUESTS PER MUNICIPALITY



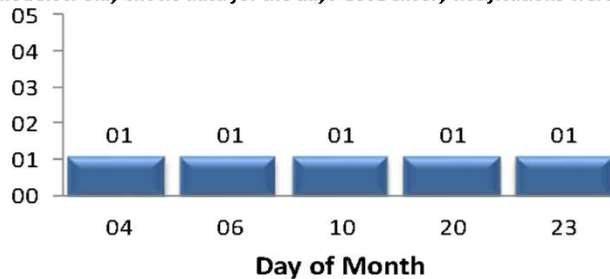
Number of Service Requests

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 November, the TOC sent out 5 GovDelivery notifications, and increased the number of recipients from 2,169 to 2,218 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.](#)

