



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

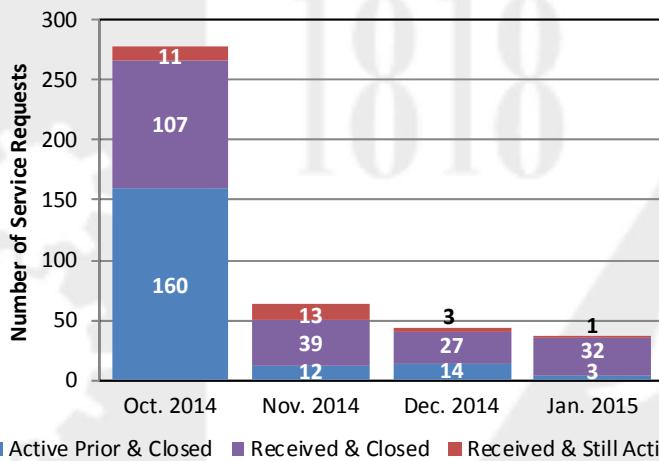
JANUARY 2015
Performance Measures
Executive Summary

TOC Mission: "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."

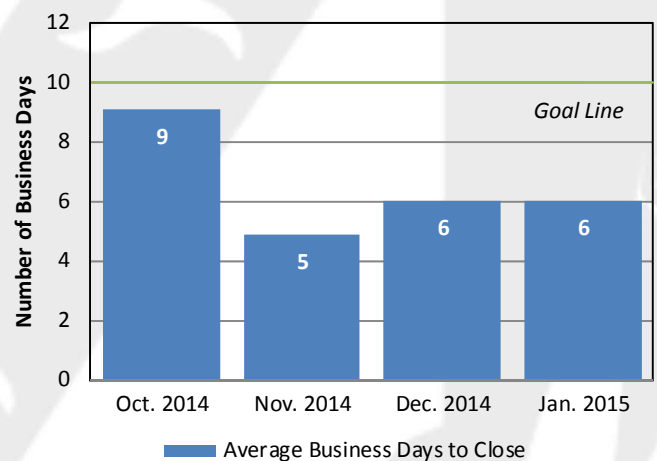
Traffic Operations Center (TOC) Highlight

As reflected in the camera and network availability percentages below, MCDR is undergoing an extensive upgrade of its communications system. Once this project is completed, the TOC will have a more enhanced, reliable and robust communications network. A new Operations Technician was hired into the control room and Class 3 Safety Coats were ordered for all Traffic Operations Engineers.

Service Request Activity



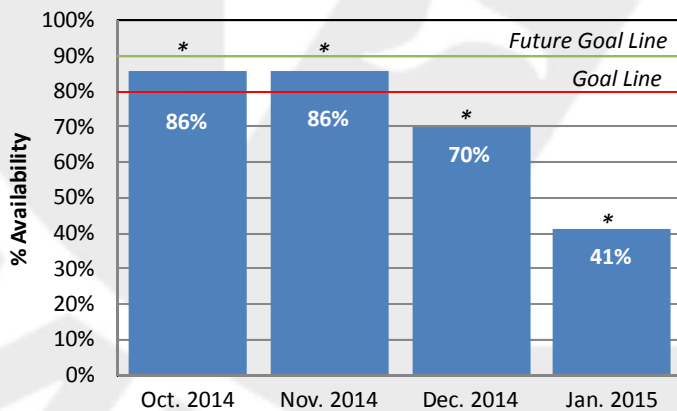
Service Request Duration To Close



Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

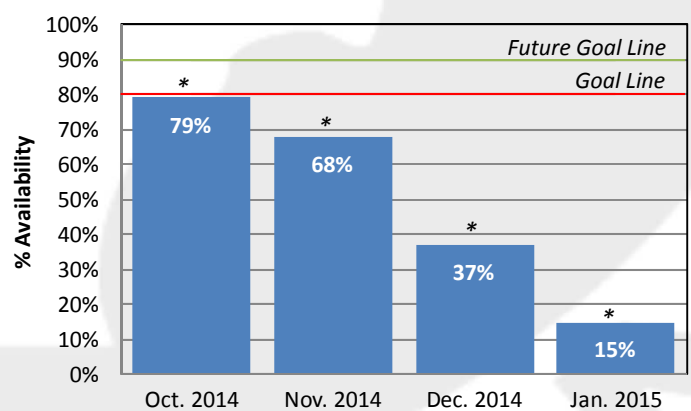
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

Camera Availability



Percentage of traffic cameras which have operational communications to the TOC.

Network Availability



Percentage of intersections which have operational communications to the TOC.

**Upgrades to enhance communications backhaul network underway affecting availability. After the backhaul network is completed, the goal line will be set at 90%.*

