

# Macomb County Department of Roads Traffic Operations Center

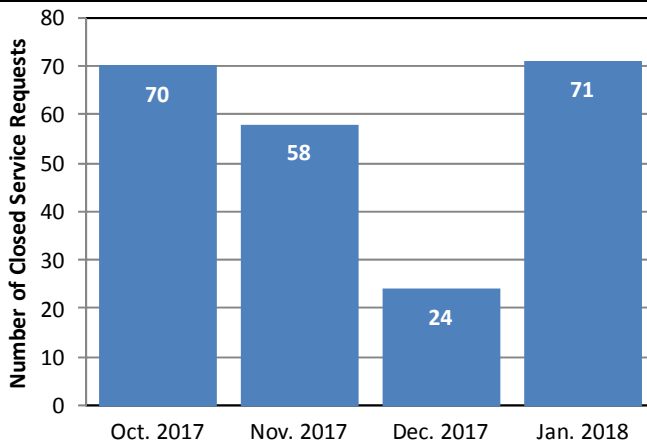


## January 2018 Performance Measures Executive Summary

### Traffic Operations Center Highlight

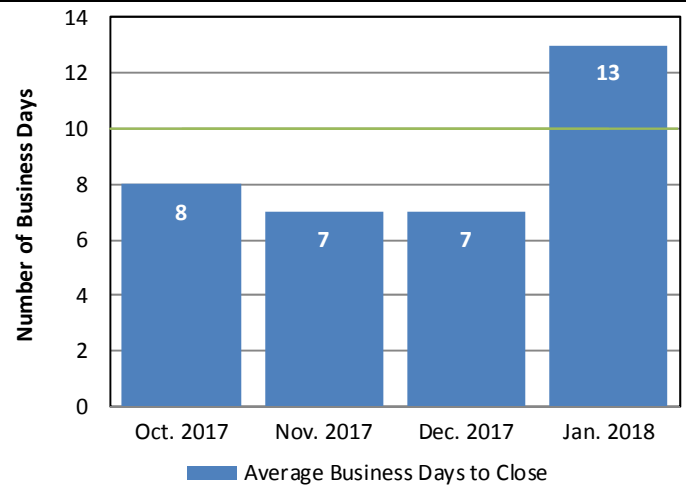
The new year brings the expansion of many anticipated technological advances aimed at improving both safety and mobility throughout Macomb County. The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) initiated a revamp of the travel time monitoring system throughout the county, allowing for new software capabilities to be incorporated into daily operations.

#### Service Request Activity



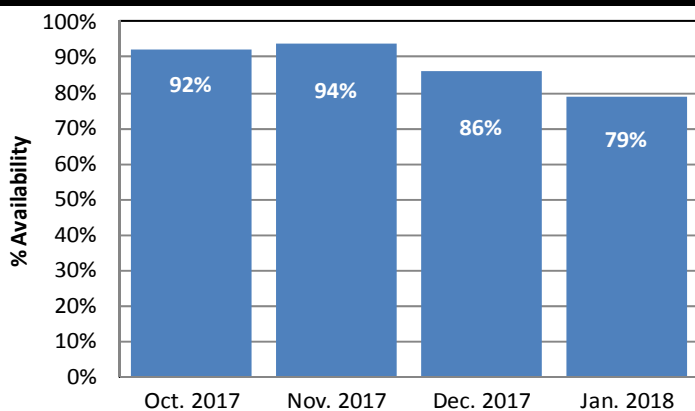
The total number of service requests that the TOC Engineers Closed in the previous quarter.

#### Service Request Duration To Close



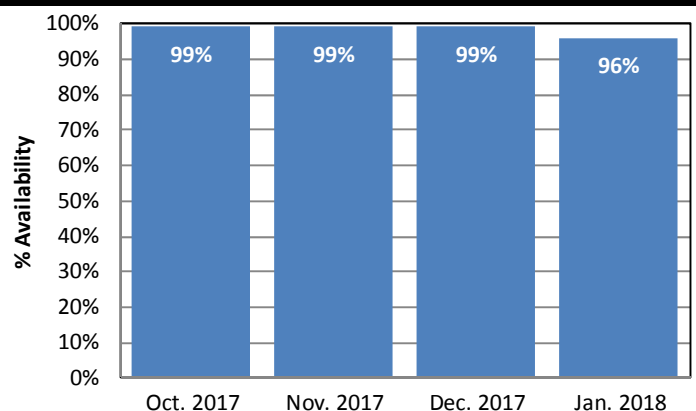
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

#### 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.