

Macomb County Department of Roads Traffic Operations Center

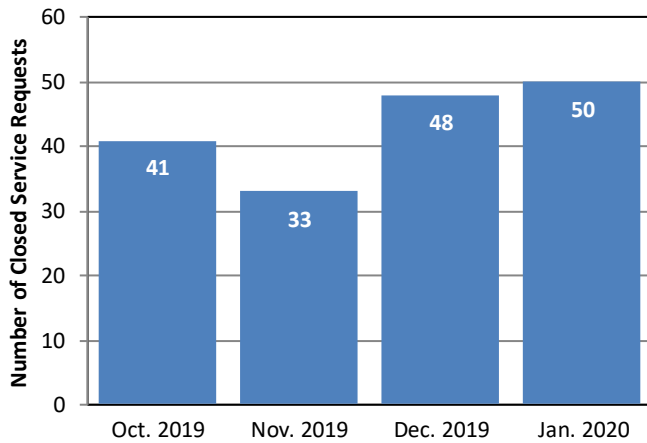


January 2020 Performance Measures Executive Summary

Traffic Operations Center Highlight

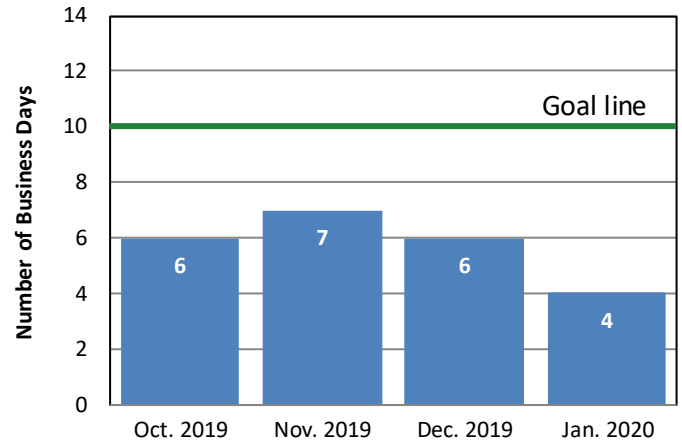
On Thursday, January 30th, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) provided extra camera coverage as President Donald J. Trump visited the DANA axel plant in Warren, Michigan. TOC operators were able to coordinate with the Southeast Michigan Traffic Operation Center (SEMTOC) operators to share live video feeds so that TOC operators could actively display the presidential motorcade for the Macomb County Sheriff's Department.

Service Request Activity



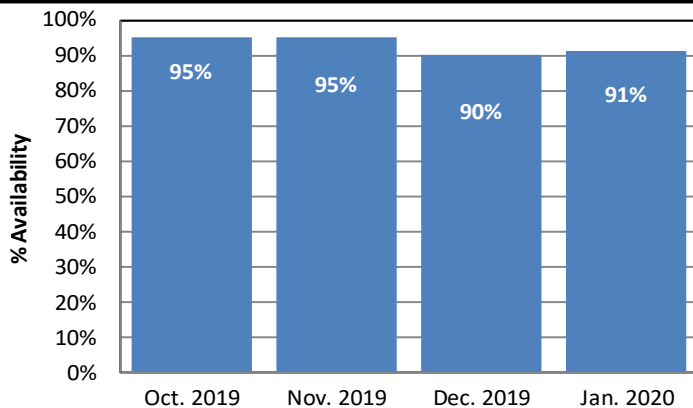
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



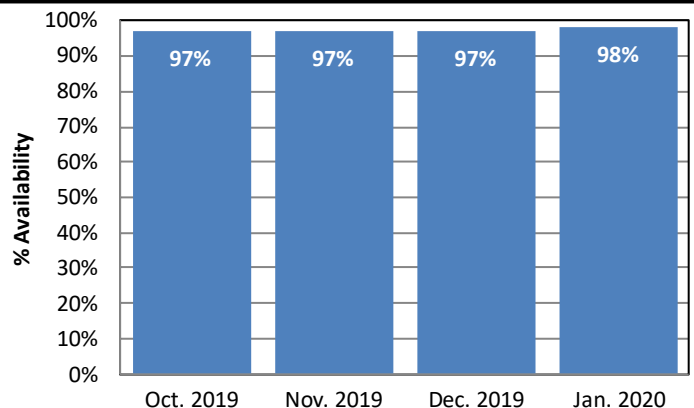
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Average daily percentage of traffic cameras which have operational communications to the TOC.

Network Availability



Percentage of intersections which have operational communications to the TOC.