

Macomb County Department of Roads Traffic Operations Center

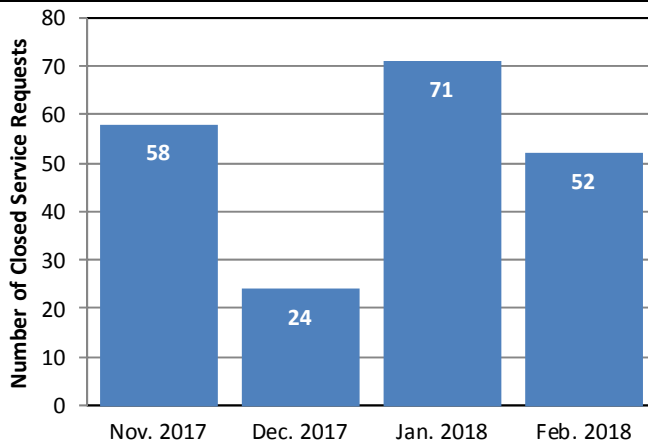


February 2018 Performance Measures Executive Summary

Traffic Operations Center Highlight

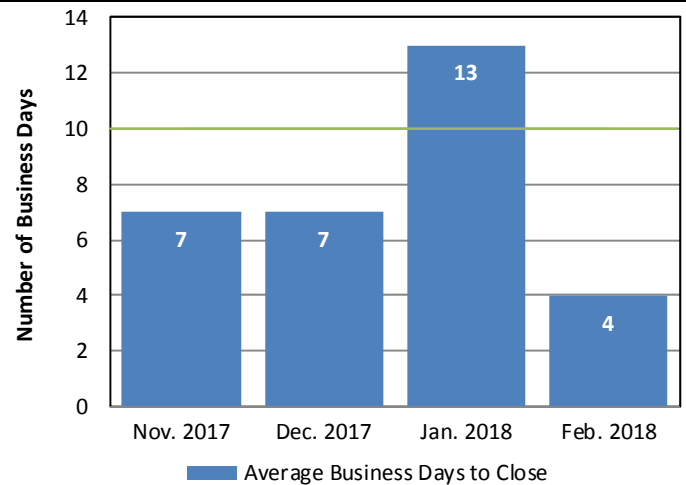
Throughout the month of February, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) made strides towards improving communications with all stakeholders in the face of unforeseen events. In response to the tragic events that happened at Marjory Stoneman Douglas High School in Parkland, Florida, the TOC worked closely with Macomb IT, the TOC Emergency Management group and the Utica School to facilitate the resources of the TOC to assist if such a tragic event was supposed to occur. The TOC was able to adjust the video wall layout to incorporate the cameras from Utica High School and have a common place for all first responders to come together and work out a plan to resolve the situation.

Service Request Activity



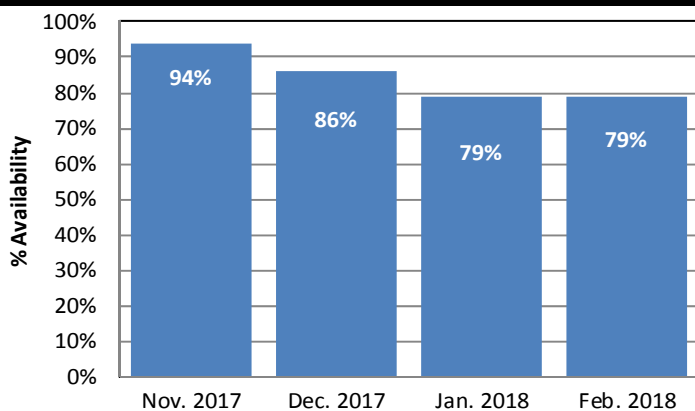
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



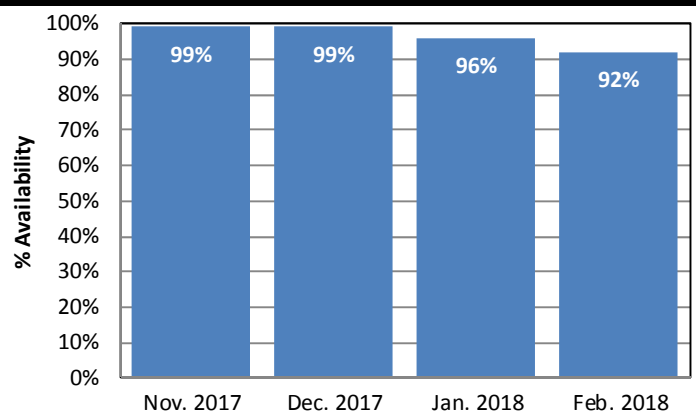
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.