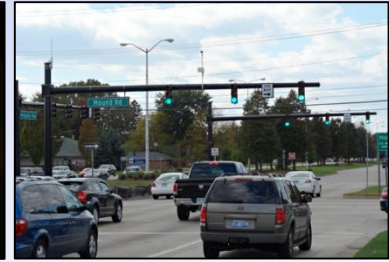


Macomb County Department of Roads Traffic Operations Center

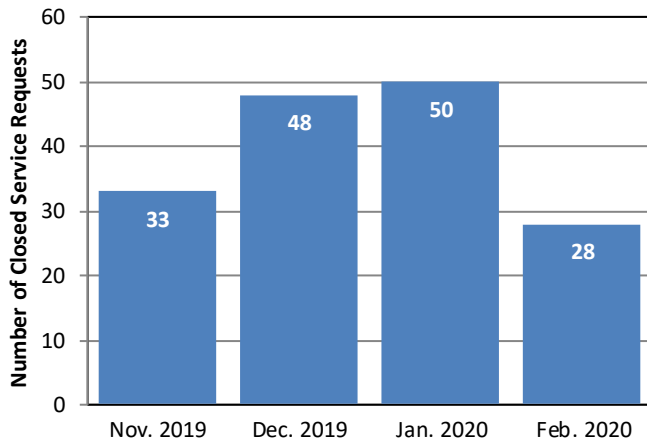


February 2020 Performance Measures Executive Summary

Traffic Operations Center Highlight

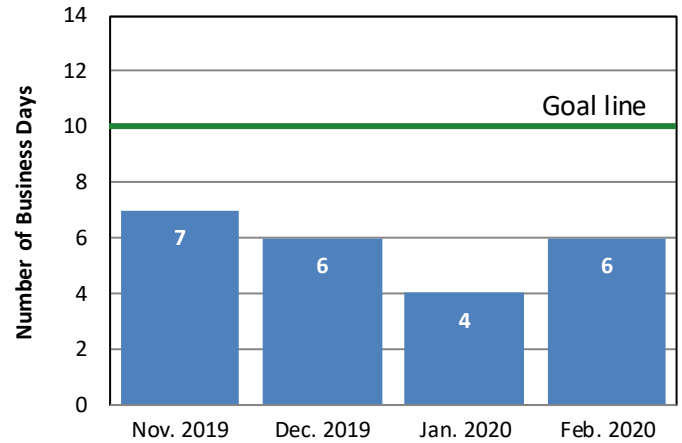
On Tuesday, February 25th, Vice President Mike Pence spoke at the Detroit Marriott in Troy. At approximately 5:45 PM, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) received an impromptu request for camera coverage from the Macomb County Sheriff's Department. The request was part of a multi-pronged effort to ensure the safety of Vice President Pence as he traveled from Troy to Selfridge Air National Guard Base in Harrison Township. The TOC control room was able to provide continuous CCTV coverage to Dispatch as the Vice President's motorcade returned to Air Force Two.

Service Request Activity



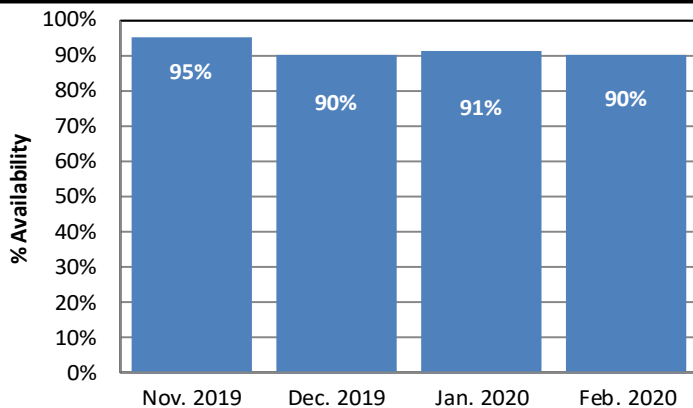
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



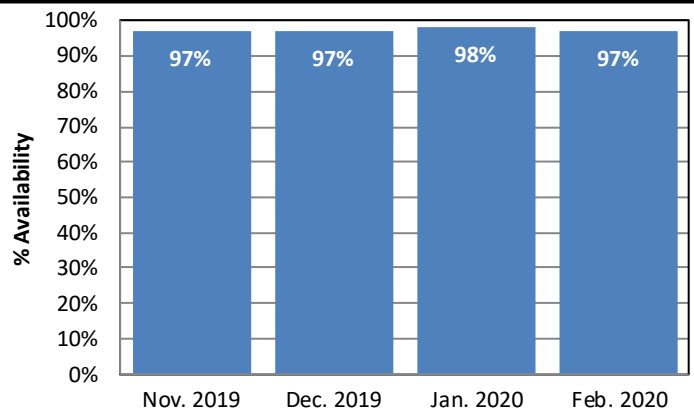
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.