



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

MARCH 2015

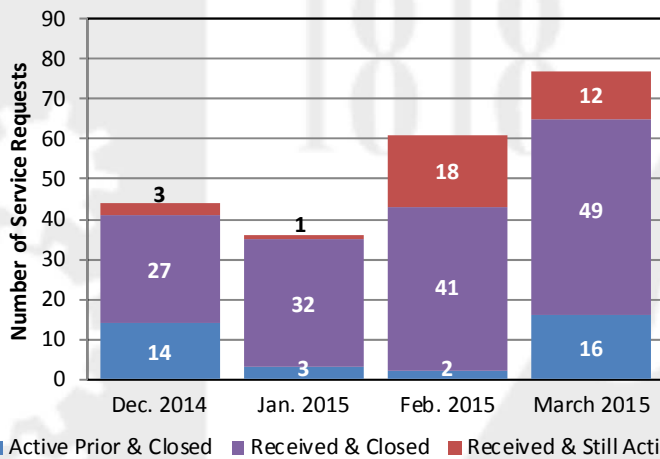
Performance Measures Executive Summary

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."

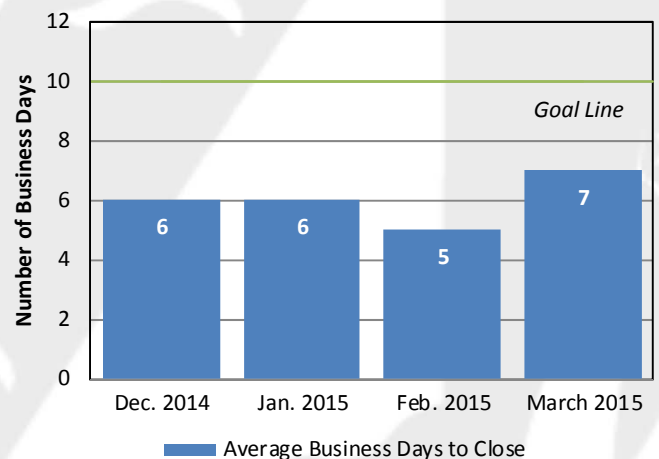
Traffic Operations Center (TOC) Highlight

MCDR's new website (<http://roads.macombgov.org>) was redesigned to align with Macomb County's website. The old address (www.rcmcweb.org) will re-direct the user to the new website. There was a total of 7,450 hits in the month of March from both the old and new web addresses. An initiative of the TOC is to create a TOC-specific page in the coming months. The TOC encourages all stakeholders to add or update the MDCR's website address.

Service Request Activity



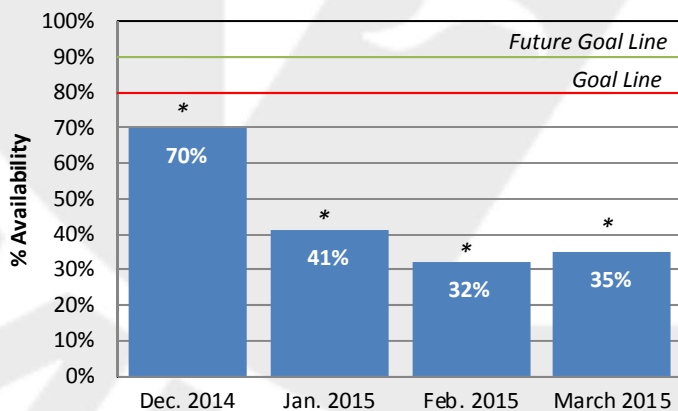
Service Request Duration To Close



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.

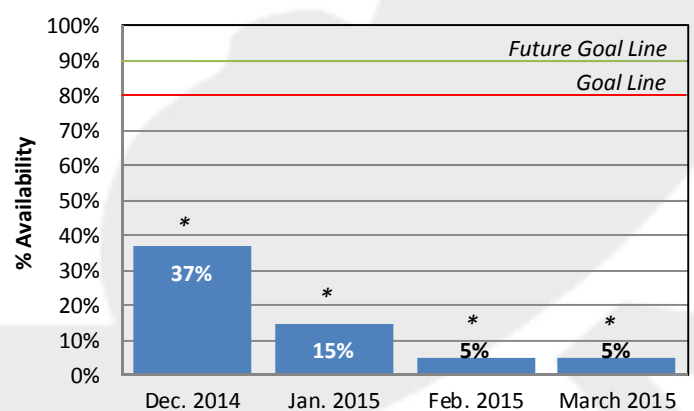
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

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%.*

