

# Macomb County Department of Roads Traffic Operations Center

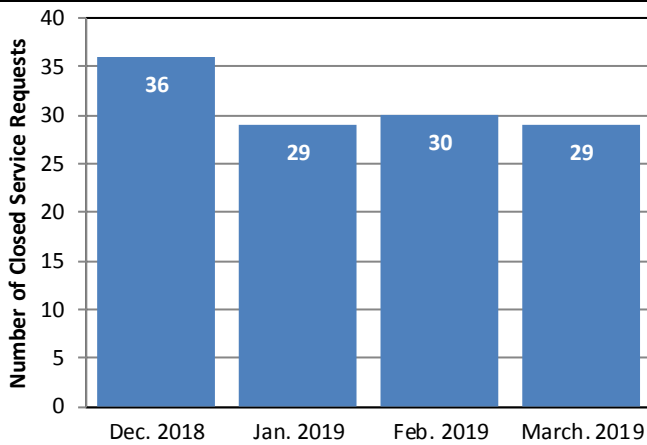


## March 2019 Performance Measures Executive Summary

### Traffic Operations Center Highlight

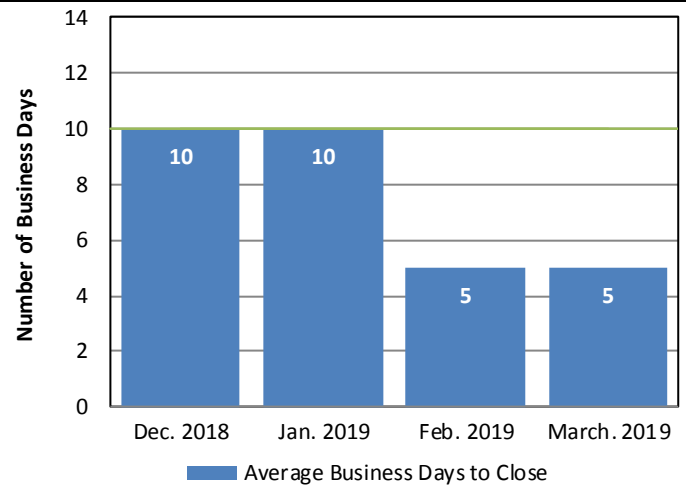
On March 1st, 2019, the Traffic Operations Center was able to communicate with Southeast Michigan Traffic Operations Center (SEMTOC) in response to an incident that occurred at I-696 at Dequindre. TOC engineers deployed emergency flush timing changes in effort to reduce congestion for the westbound movement. TOC operations technicians utilized the video wall and reported road conditions to the public until the incident came to its conclusion.

#### Service Request Activity



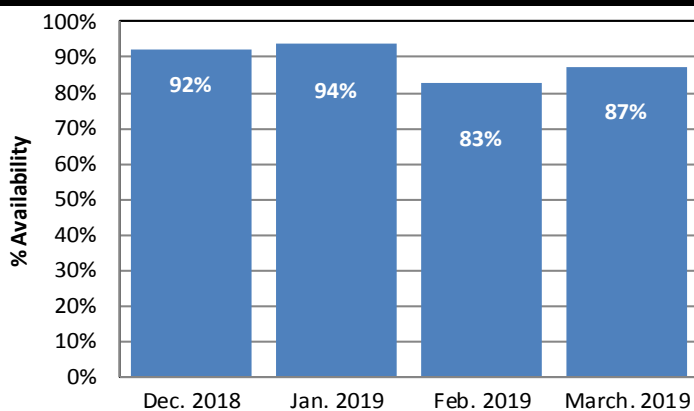
The total number of service requests that the TOC Engineers Closed in the previous quarter.

#### Service Request Duration To Close



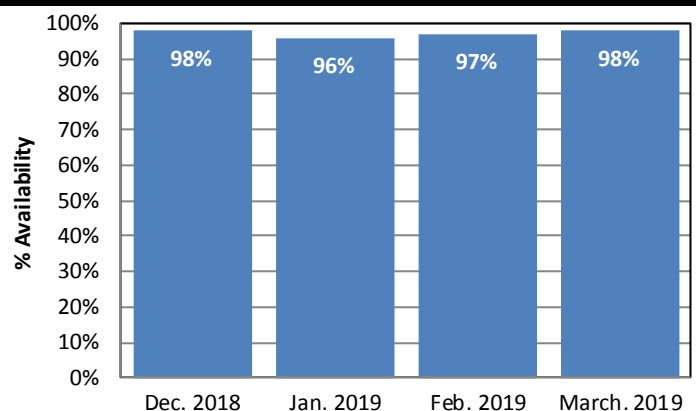
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

#### 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.