

# Macomb County Department of Roads Traffic Operations Center

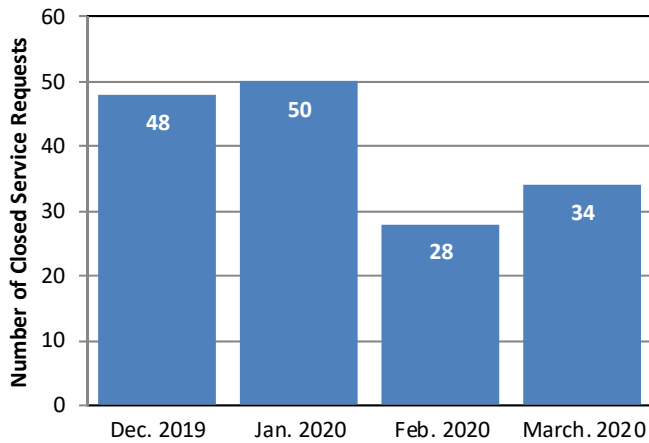


## March 2020 Performance Measures Executive Summary

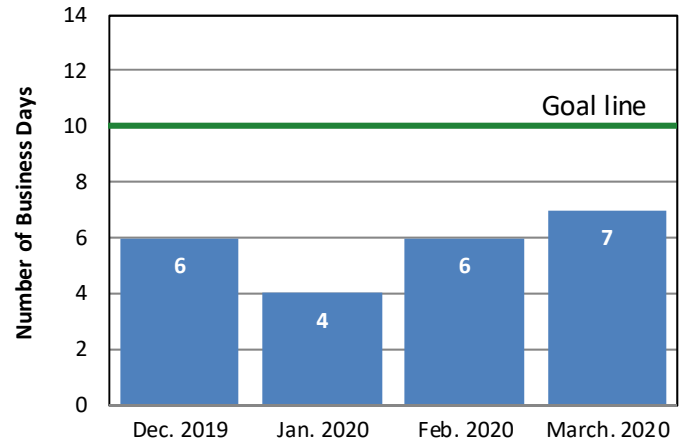
### Traffic Operations Center Highlight

In the month of March, Macomb County, the State of Michigan, and the United States Federal Government declared States of Emergency in response to the COVID-19 pandemic, and Governor Whitmer issued a "Stay Home, Stay Safe" executive order. As guidance on social distancing has been expanding, staff has worked diligently to ensure there is no reduction in the level of service provided to the citizens of Macomb County as they support the critical infrastructure.

#### Service Request Activity



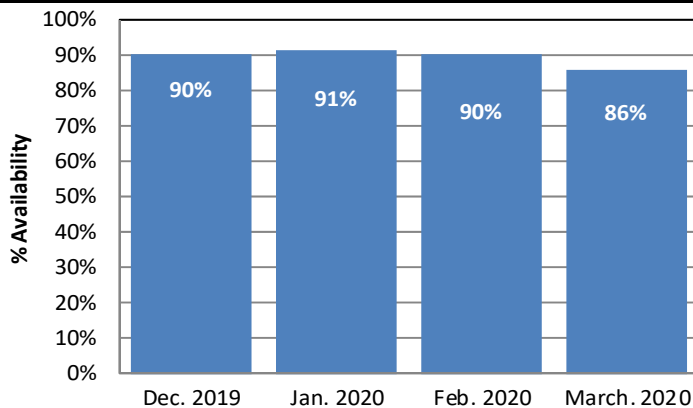
#### Service Request Duration To Close



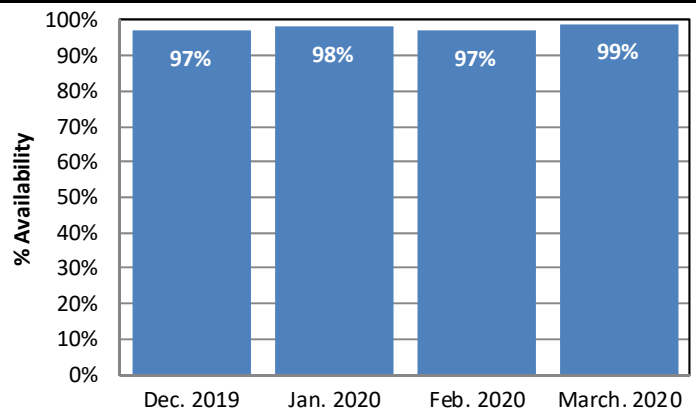
The total number of service requests that the TOC Engineers Closed in the previous quarter.

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



#### Network Availability



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

Percentage of intersections which have operational communications to the TOC.