



# Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY  
**COMTEC**  
Communications & Technology  
Center

APRIL 2015

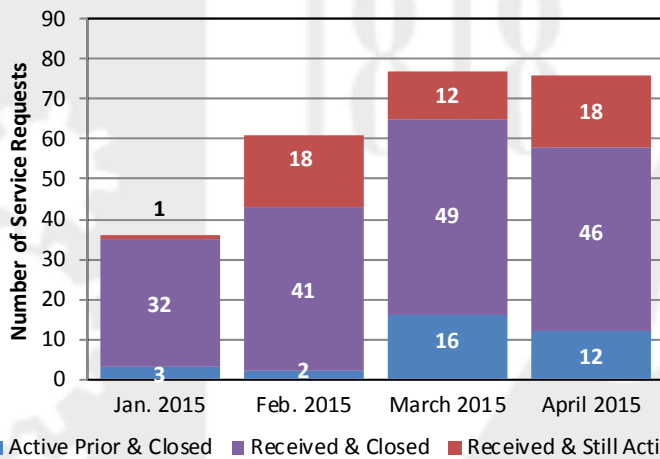
## Performance Measures Executive Summary

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."

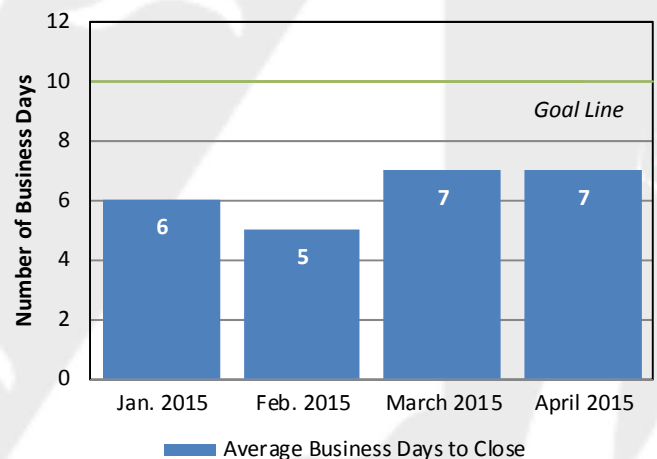
### Traffic Operations Center (TOC) Highlight

The MCDR TOC control room was staffed on Saturday, April 25, 2015 with two operators. The two operators monitored vehicular and pedestrian traffic surrounding the "2015 Let's Move Festival" throughout the Macomb County jurisdictions of Mount Clemens, Clinton Township and Harrison Township. The TOC and the Sheriff Department staff worked in coordination with one another in real time during the live event as well as conducting an after action meeting to discuss best practices implemented this year and improvements needed for next year's event.

#### Service Request Activity



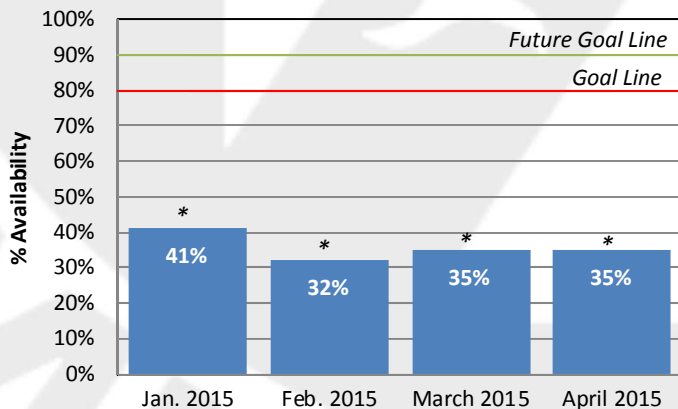
#### Service Request Duration To Close



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.

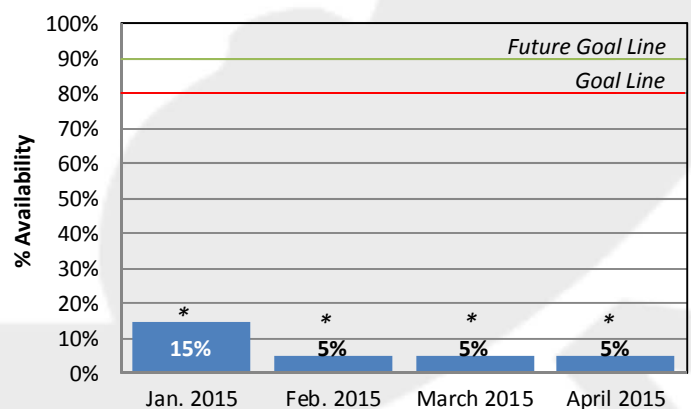
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

#### 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%.

