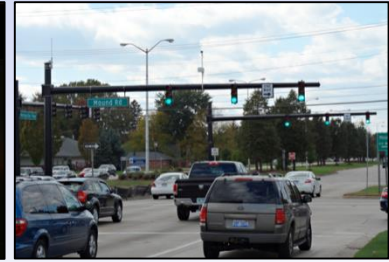


Macomb County Department of Roads Traffic Operations Center

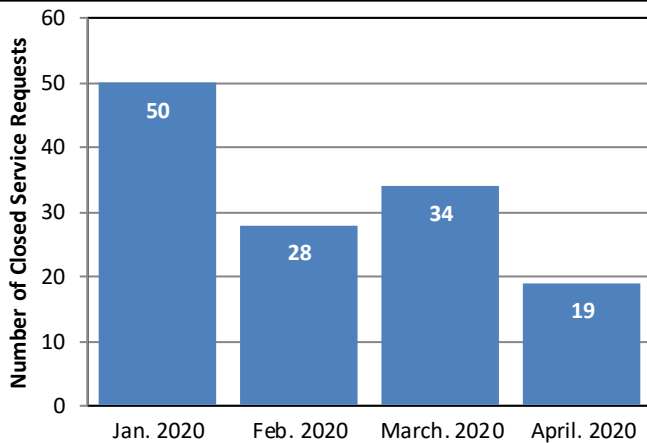


April 2020 Performance Measures Executive Summary

Traffic Operations Center Highlight

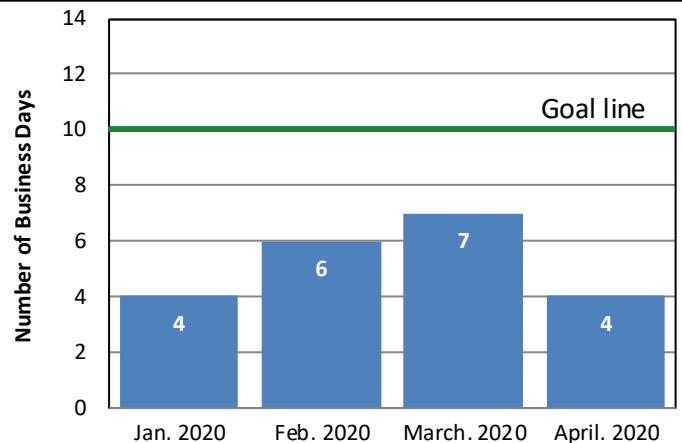
In the month of April, IT/ITS maintenance staff worked extensively with MCDR and TOC engineers, construction technicians, and electricians to repair and bring new communications online to the TOC from many traffic signal locations. From March 23rd to April 30th, the team reduced sites that have not had communications within 7 day period from 76 to 36. This outstanding collaboration has increased the capabilities for COMTEC to better serve all Macomb County roadway users.

Service Request Activity



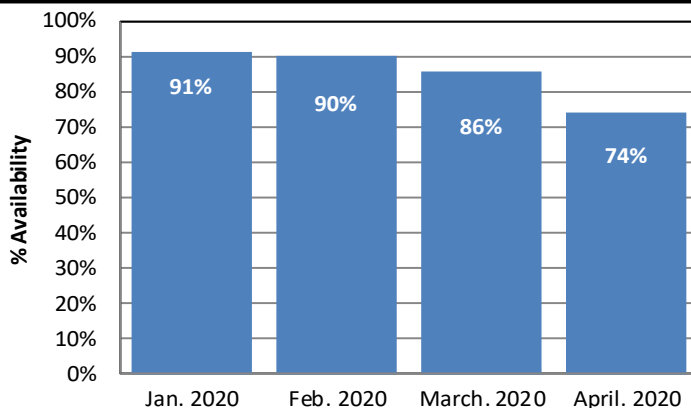
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



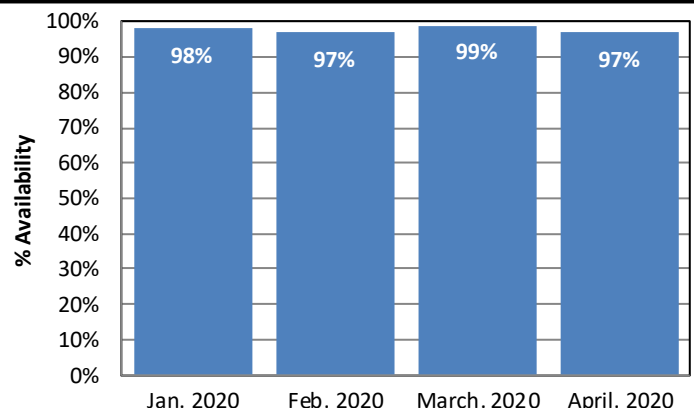
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.