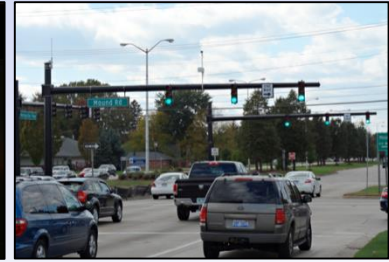


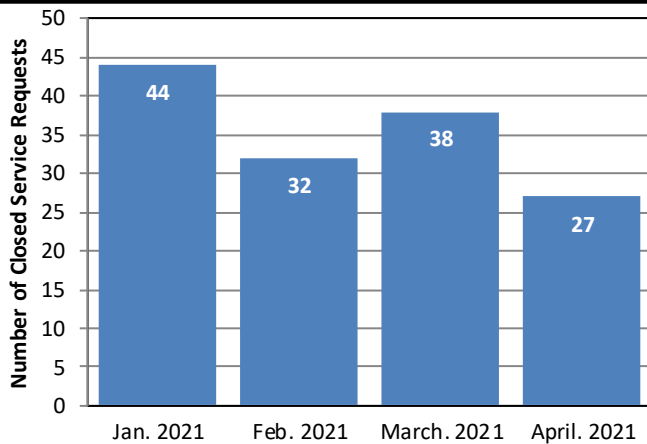
Macomb County Department of Roads Traffic Operations Center



April 2021 Performance Measures Executive Summary Traffic Operations Center Highlight

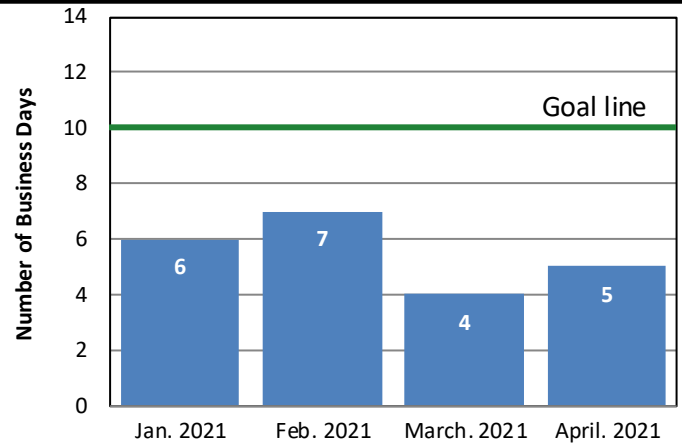
In April, our Traffic Operations Center Information Technology/Intelligent Transportation Systems group and contractors completed the fieldwork portion of the Virtual Local Area Network (VLAN) project. This project improves the performance of the County network and implements the latest network security protocols. The VLAN project will be a great asset in terms of network security and usability.

Service Request Activity



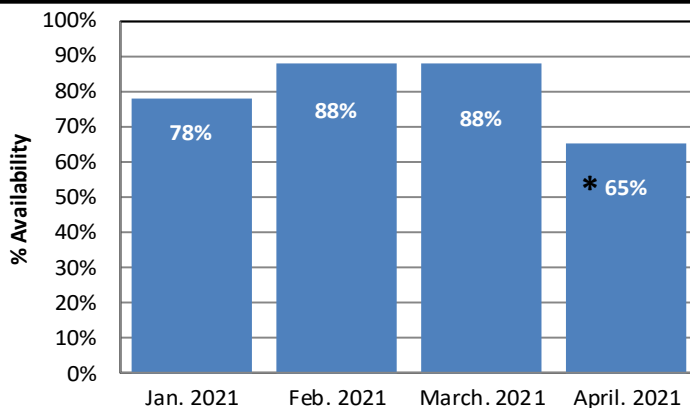
The total number of service requests that the TOC Engineers Closed in the previous quarter.

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.

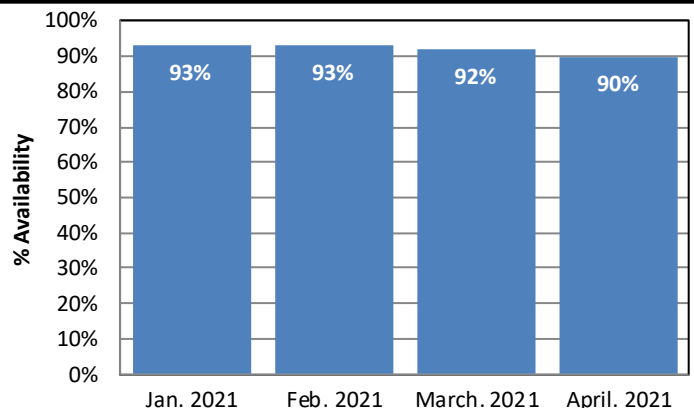
Camera Availability



Average daily percentage of traffic cameras which have over 66 percent of operational communications to the TOC in the month of April 2021.

*The majority of locations that had less than 66% operability were affected by multicast migration. The issues were troubleshoot and identified throughout this month. Improvements are anticipated to regain operability to 90% in the upcoming month.

Network Availability



Percentage of intersections which have over 66 percent of operational communications to the TOC in the month of April 2021.