

# Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY  
**COMTEC**  
Communications & Technology  
Center

MAY 2015

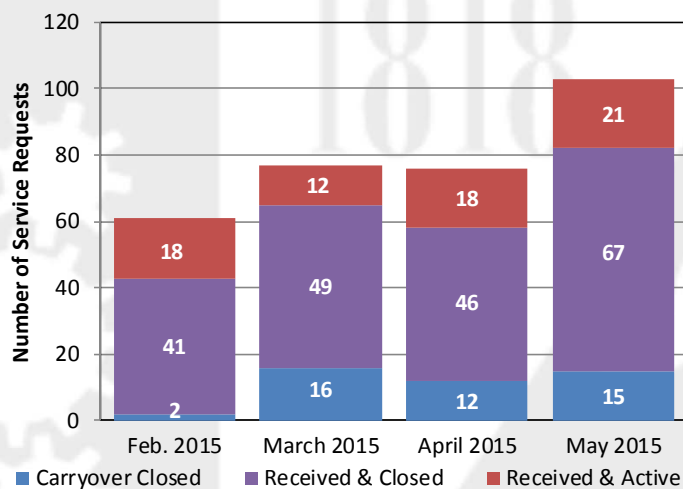
## Performance Measures Executive Summary

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

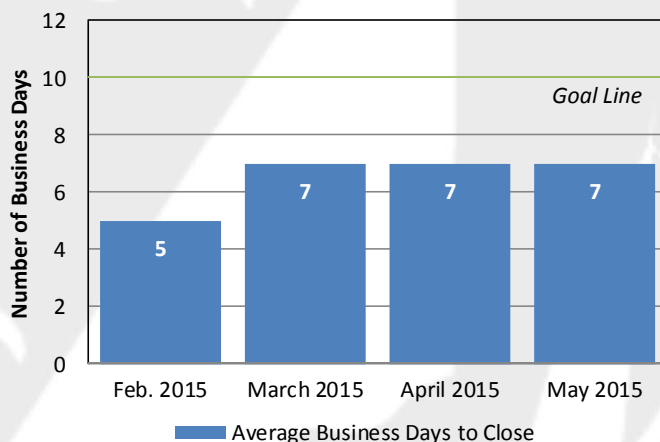
The month of May was an exciting time for the Macomb County Department of Roads Traffic Operations Center (MCDR TOC). As the communications backhaul project nears final testing, communications to hundreds of radios, controllers, and other field devices have come online, granting access to a wide variety of new tools for the engineers, technicians, and operators to use in improving the County's traffic infrastructure. With increased bandwidth capabilities, more cameras and additional data can be transmitted back to the TOC.

#### Service Request Activity



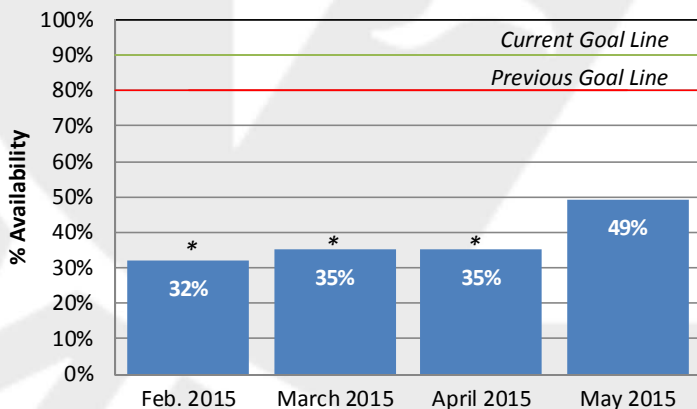
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

#### Service Request Duration To Close



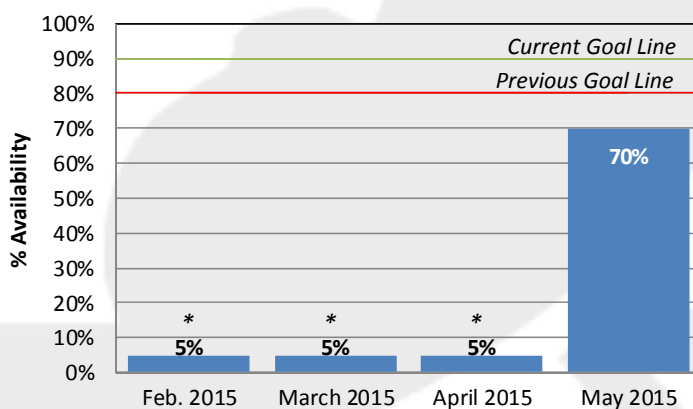
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

#### 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. The backhaul network became operational May 2015; the goal line is now set at 90%.

