

Macomb County Department of Roads Traffic Operations Center

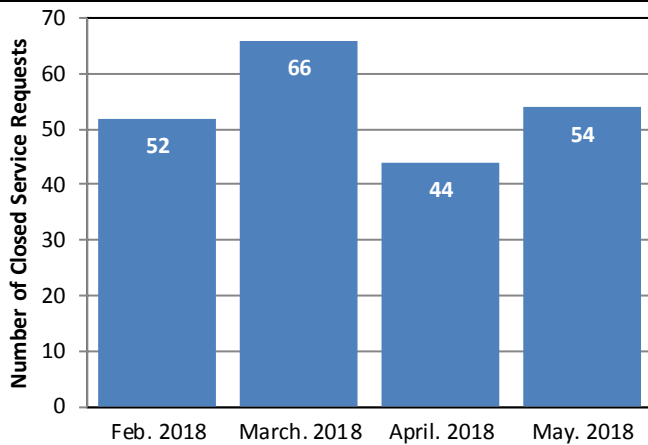


May 2018 Performance Measures Executive Summary

Traffic Operations Center Highlight

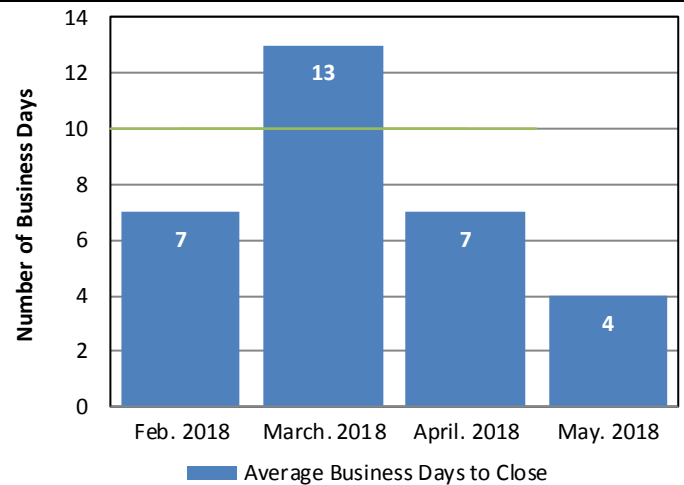
In the month of May the Control Room Operations Technicians Jimmy Stevens, Matt Manzella and Lead Technician Joyson Peters received their first Citizens Award at the 2018 Sheriff Award Ceremony on May 23rd for assisting the sheriff department in their public safety efforts. The Macomb County Department of Roads was the only department outside of Macomb County Sheriff Office and a few private citizens.

Service Request Activity



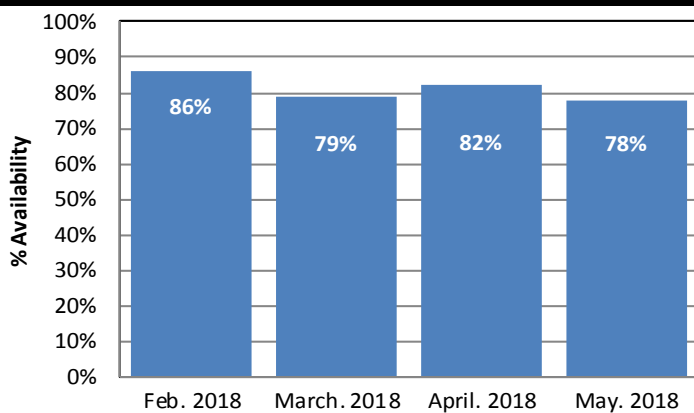
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



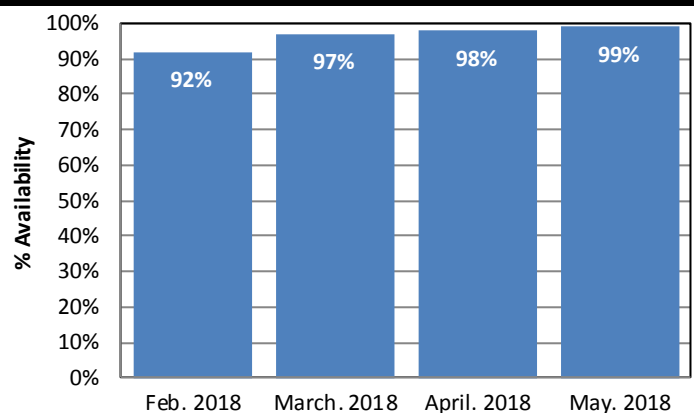
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Percentage of traffic cameras which have operational communications to the TOC.

Network Availability



Percentage of intersections which have operational communications to the TOC.