

Macomb County Department of Roads Traffic Operations Center

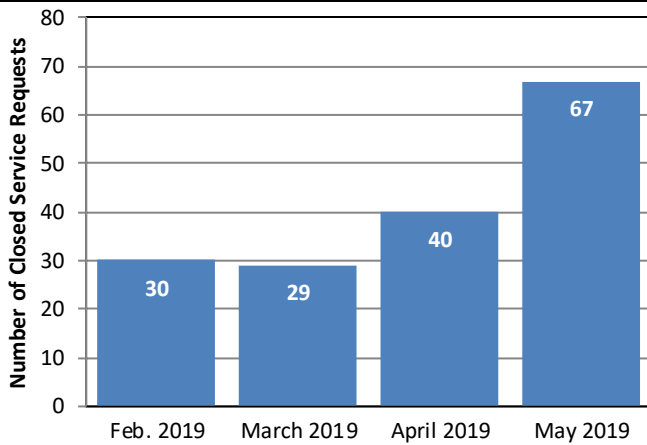


May 2019 Performance Measures Executive Summary

Traffic Operations Center Highlight

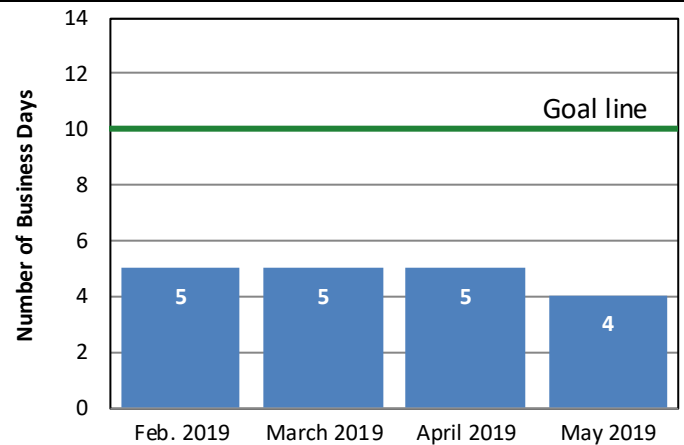
Beginning in the month of May, TOC Traffic Engineers partner with the Control Room Technicians (CRT) during the AM & PM peak hours of operations. CRTs identify, monitor, document, and recommend locations for signal timing adjustments during incidents and atypical congestion. CRTs use traffic cameras and “heat maps” to identify and monitor trouble locations. Traffic Engineers adjust signal timings in real-time to mitigate traffic impacts within the congestion area of influence.

Service Request Activity



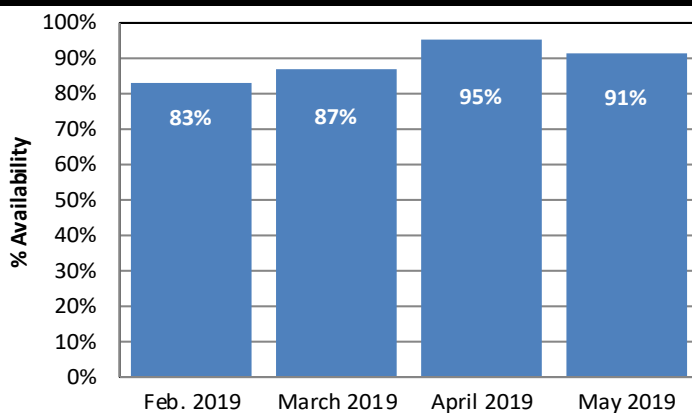
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



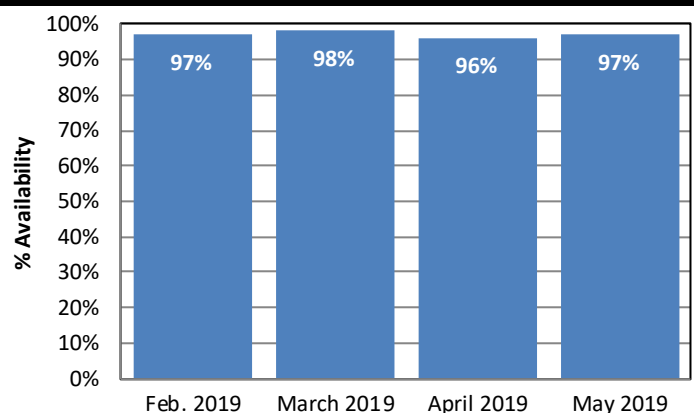
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.