



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

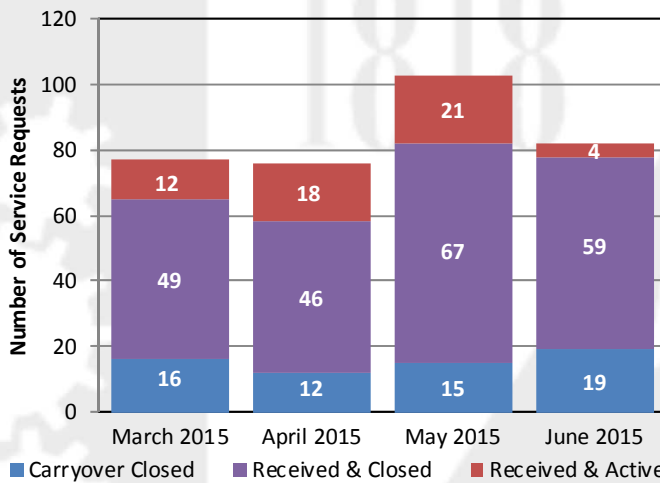
June 2015
Performance Measures
Executive Summary

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

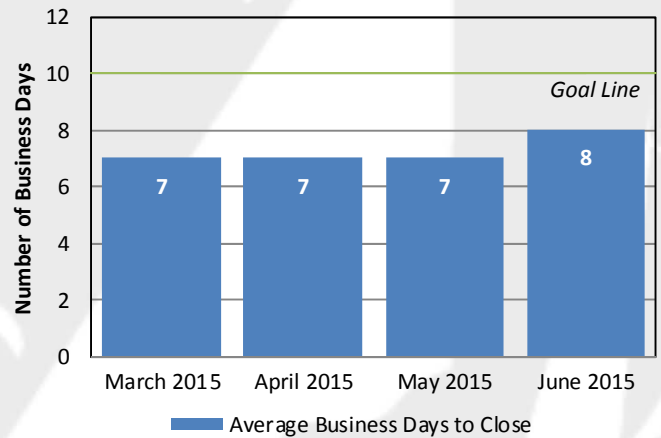
The month of June has brought efficiency and growth to the Macomb County Department of Roads Traffic Operation Center (MCDR TOC). The Computer Maintenance Management System (CMMS) Auditing project has continued with over 540 intersections now audited and accessible in the NexGenAM system. The TOC has now been able to use new capabilities to help with the observing of traffic and special events which helps the local police authorities. As well, multiple festivals and firework events occurred throughout the County and the TOC was able to use cameras and intersection communications to help manage incidents and events.

Service Request Activity



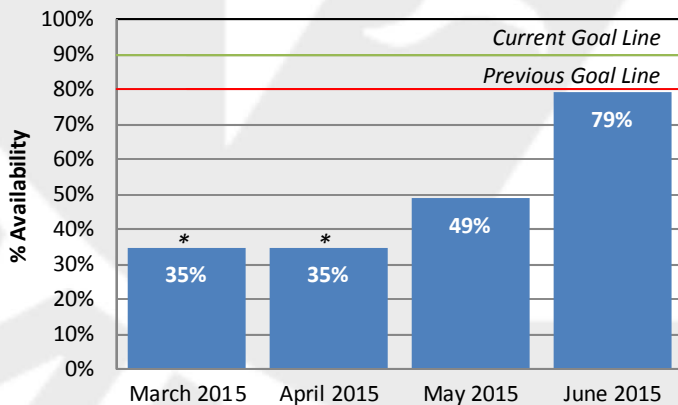
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



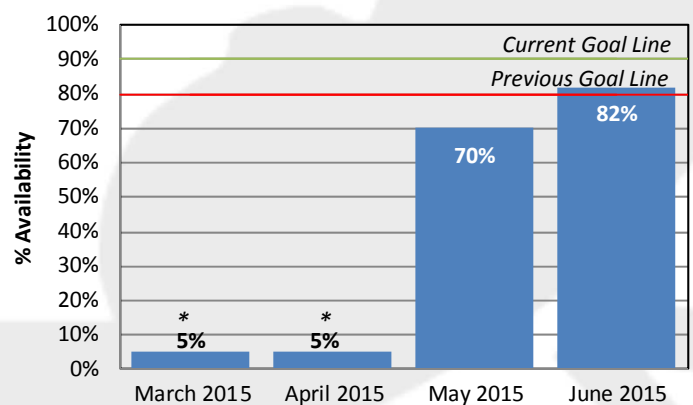
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

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 June 2015; the goal line is now set at 90%.

