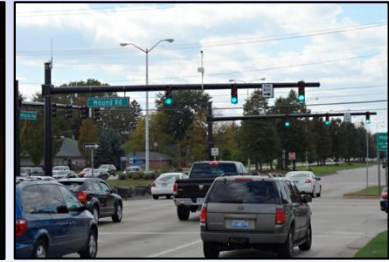


# Macomb County Department of Roads Traffic Operations Center

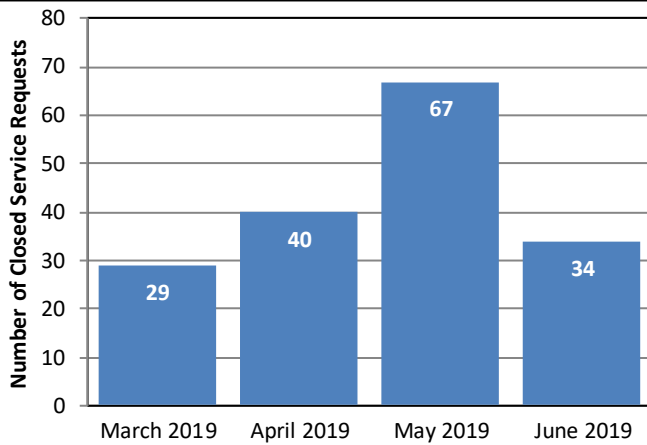


## June 2019 Performance Measures Executive Summary

### Traffic Operations Center Highlight

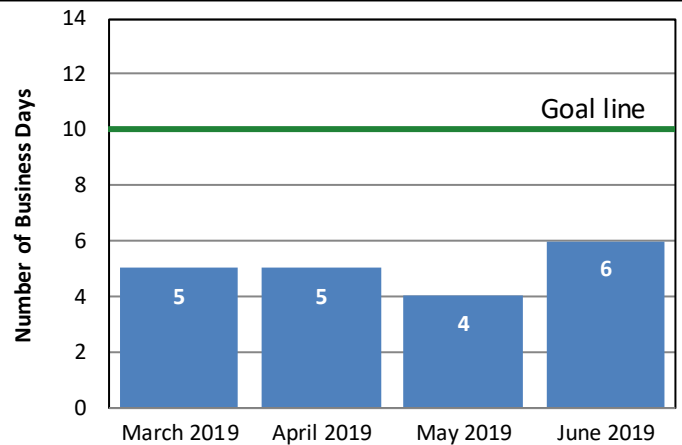
During the month of June, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) engineers and control room technicians assisted with the fireworks celebrations of Stoney Creek Metropark, and the city of Mt. Clemens. The staff reduced traffic congestion and created a safer environment by altering the traffic signal timings to account for the influx of people. Staff also assisted by monitoring the events and working with Macomb County Sheriff Dispatch. The goal was to provide a safer and better experience so the public could focus on the fun at hand.

#### Service Request Activity



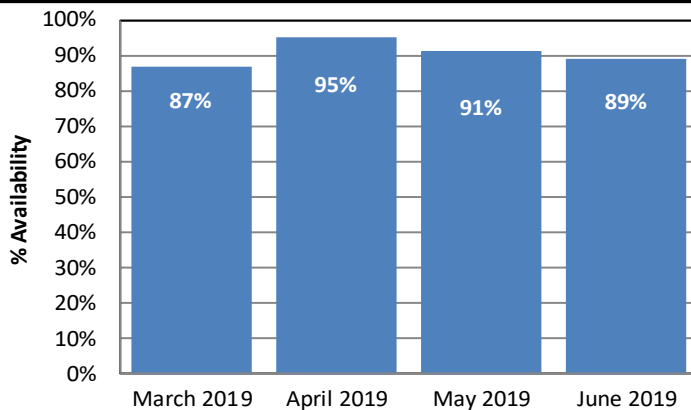
The total number of service requests that the TOC Engineers Closed in the previous quarter.

#### Service Request Duration To Close



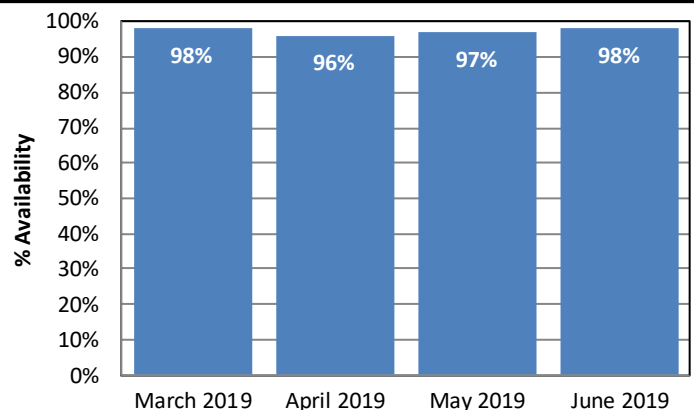
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

#### 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.