



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

JULY 2015

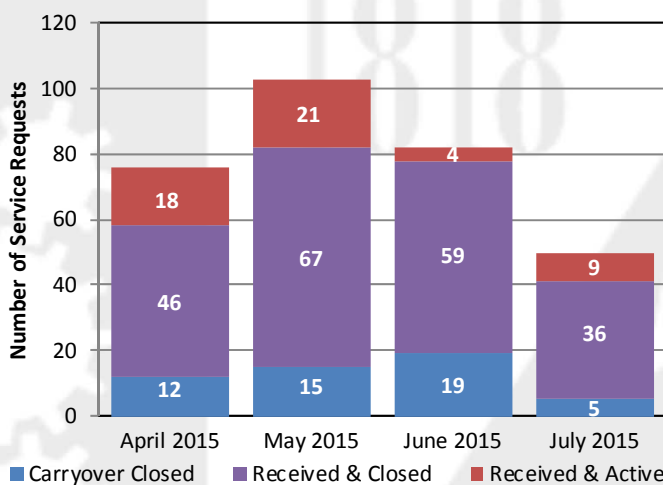
Performance Measures Executive Summary

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

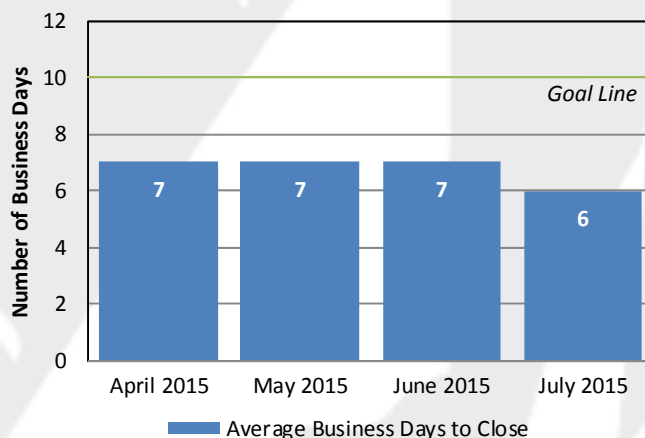
July was a month full of successes for the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC). Each month the traffic engineers coordinate with IT/ITS to expand the capabilities available to TOC staff and therefore the county as a whole. The Computer Maintenance Management System (CMMS) auditing project has continued with over 640 intersections now audited and accessible in the NextGenAM system.

Service Request Activity



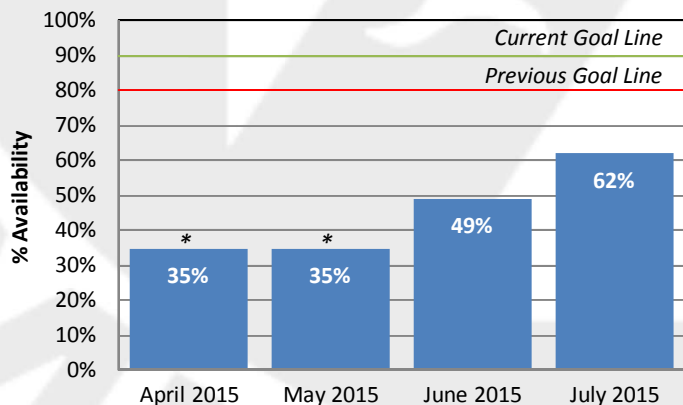
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry over less than 10 active service requests to next month.

Service Request Duration To Close



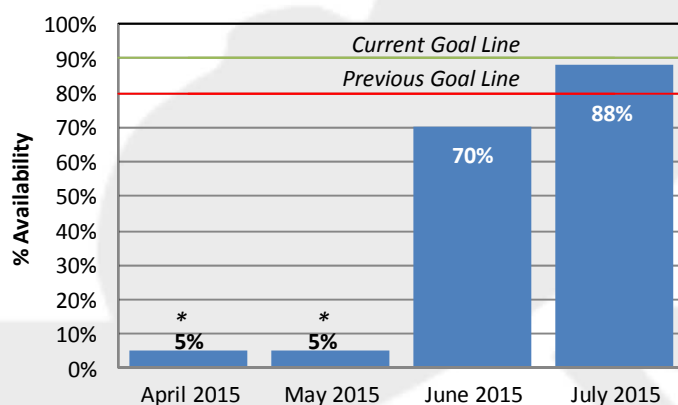
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

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%.

