

Macomb County Department of Roads Traffic Operations Center

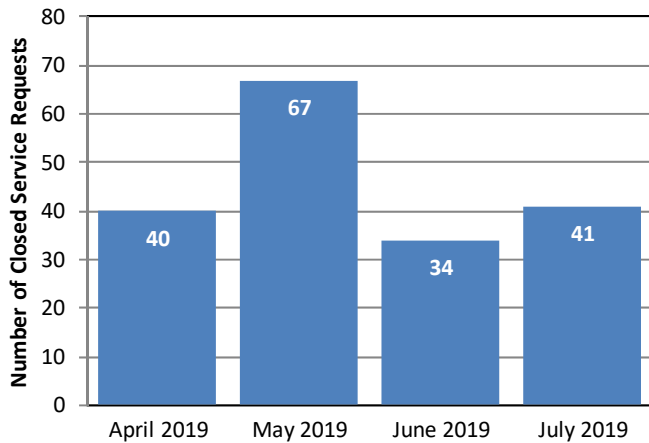


July 2019 Performance Measures Executive Summary

Traffic Operations Center Highlight

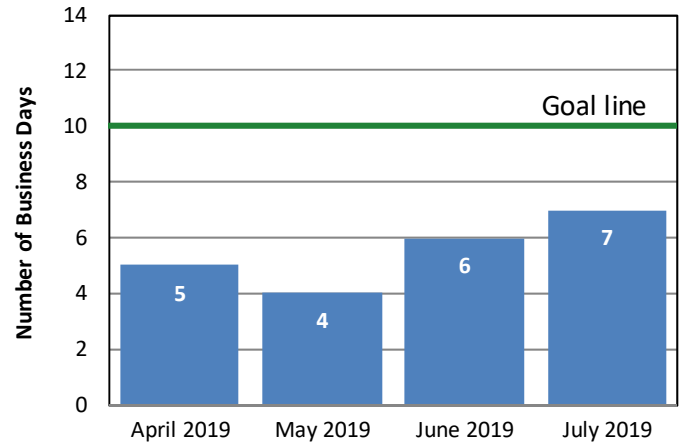
During the month of July, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) engineers and control room technicians managed four incidents in real-time by instituting signal timing changes to decrease congestion. At 4:40 PM on Thursday July 25th, the control room technician notified the traffic operation engineer of an accident at the intersection of 21 Mile Road and North Avenue. The engineer's signal timing adjustments reduced delay by 8 minutes on the 1.6 mile eastbound stretch of 21 Mile Road from Card Road to Fairchild Road.

Service Request Activity



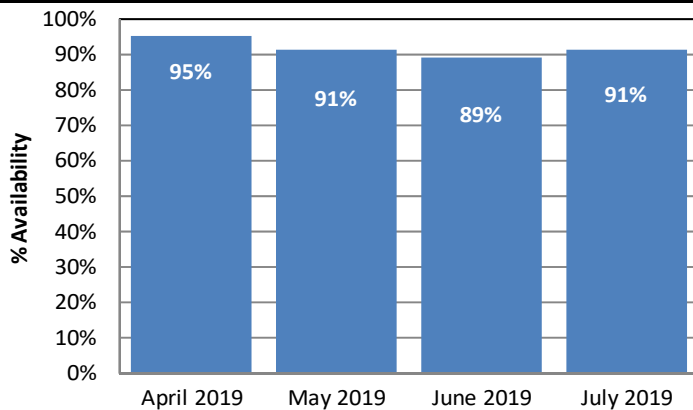
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



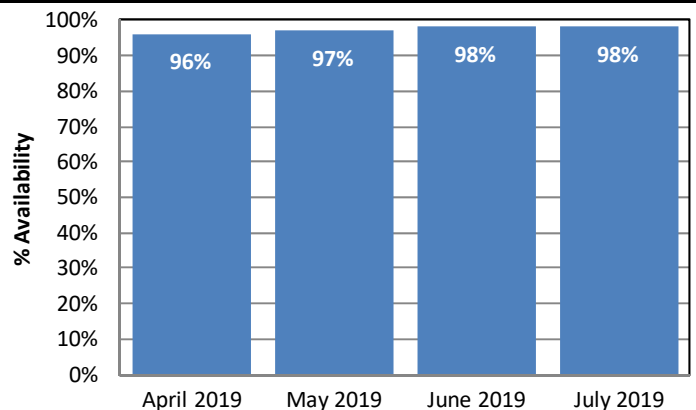
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.