

Macomb County Department of Roads Traffic Operations Center

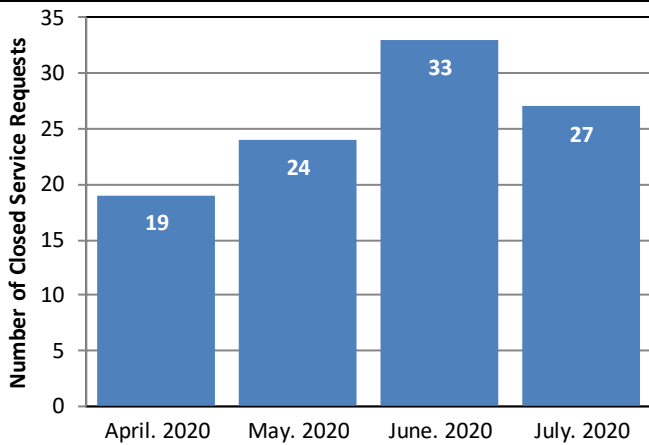


July 2020 Performance Measures Executive Summary

Traffic Operations Center Highlight

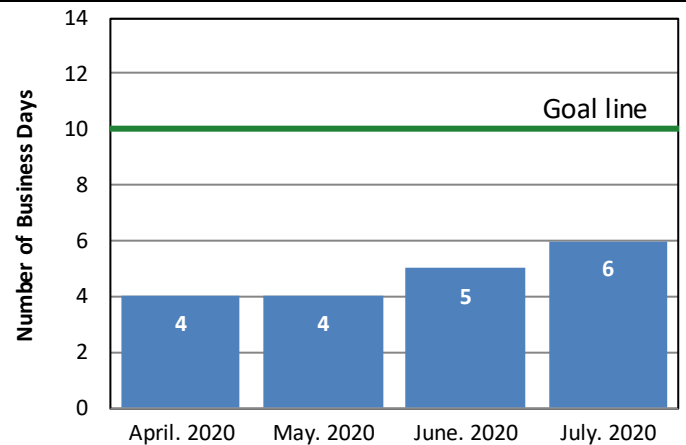
On July 27th, Ryan Road over the Clinton River was closed for a bridge deck replacement. The TOC worked together to mitigate the impacts of the closure. IT/ITS maintenance technicians and the MCDR Electrical group ensured reliable communications to CCTV cameras in the area. Control Room Technicians monitored camera feeds and worked with engineering to assess traffic impacts. Traffic engineers reviewed recorded camera footage and traffic data for use in developing new traffic signal timings. The new timings were implemented and have reduced congestion that resulted from the bridge closure.

Service Request Activity



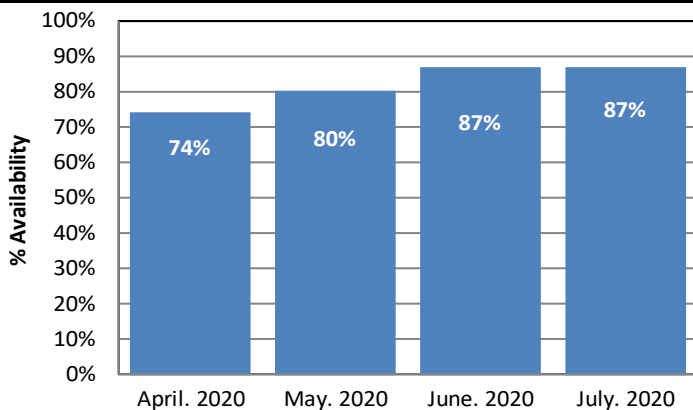
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



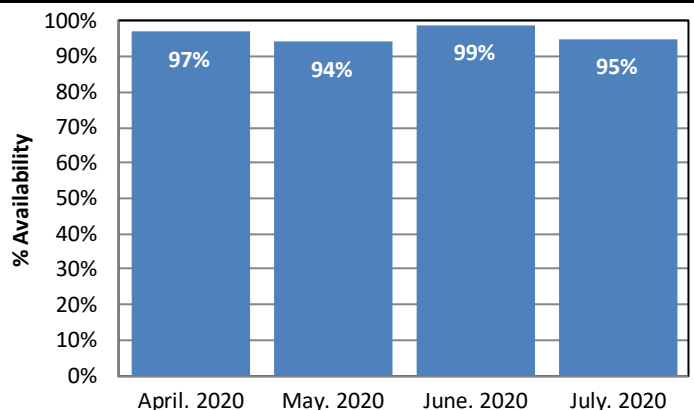
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Average daily percentage of traffic cameras which have over 66 percent of operational communications to the TOC in the month of July 2020.

Network Availability



Percentage of intersections which have over 66 percent of operational communications to the TOC in the month of July 2020.