



# Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY  
**COMTEC**  
Communications & Technology  
Center

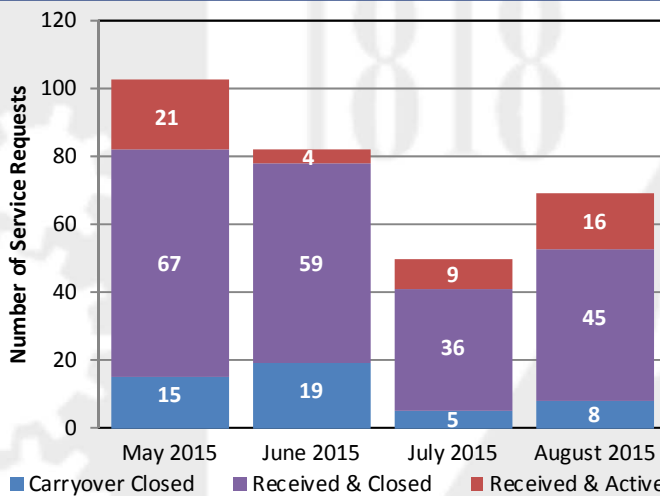
August 2015  
Performance Measures  
Executive Summary

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

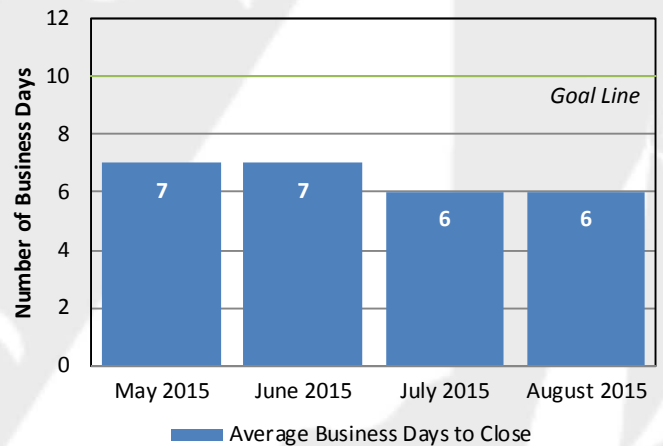
The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) was seen in the spot light during the month of August. As part of a severe weather simulation, helicopters flew over Macomb County to imitate a tornado in real time as operators from the TOC followed them using intersection cameras. The simulation was a great success and was featured on ABC Channel 7 Detroit nightly news coverage.

### Service Request Activity



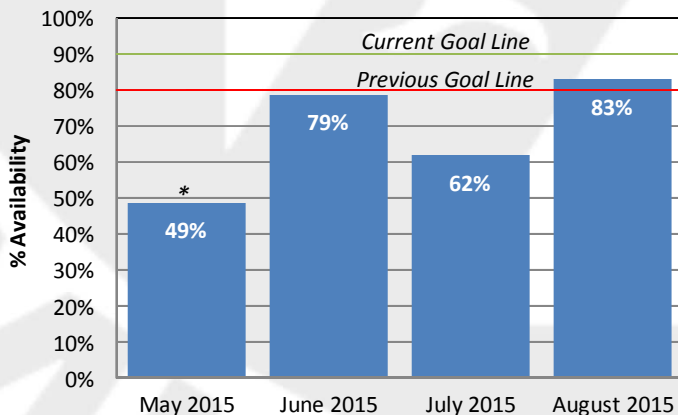
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

### Service Request Duration To Close



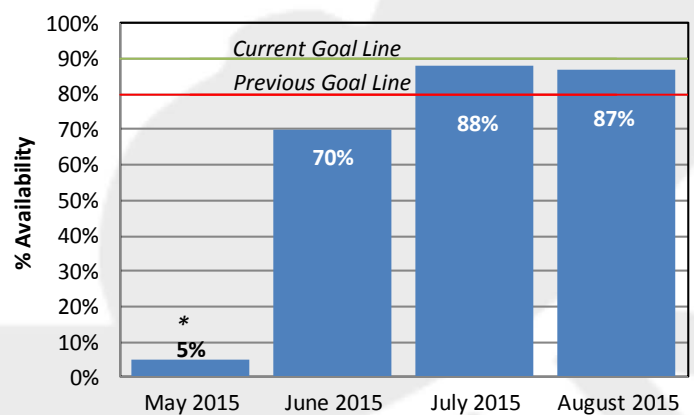
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC increased process efficiency as well as received less service requests.

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

