

Macomb County Department of Roads Traffic Operations Center

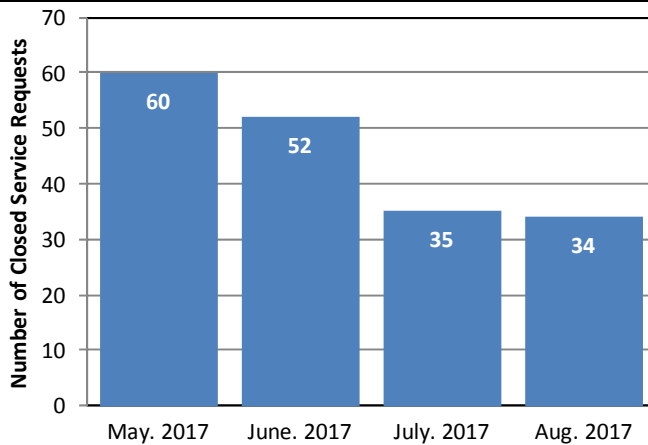


August 2017 Performance Measures Executive Summary

Traffic Operations Center Highlight

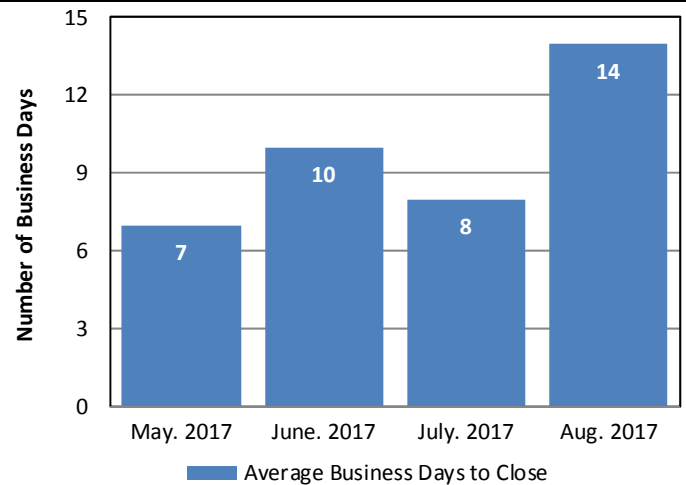
The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) closed out another successful month. MCDR was presented with two awards through the course of August, from the National Association of Counties (NACo) and the Institute of Transportation Engineers (ITE). NACo recognized the TOC with the 2017 Achievement Awards Best in Transportation through MCDR's use of the GovDelivery incident alert service.

Service Request Activity



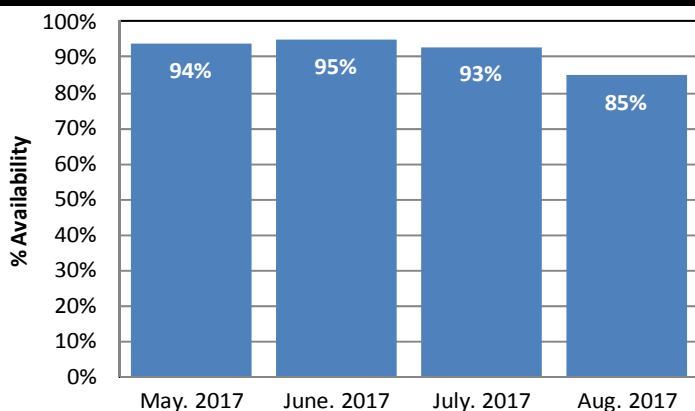
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



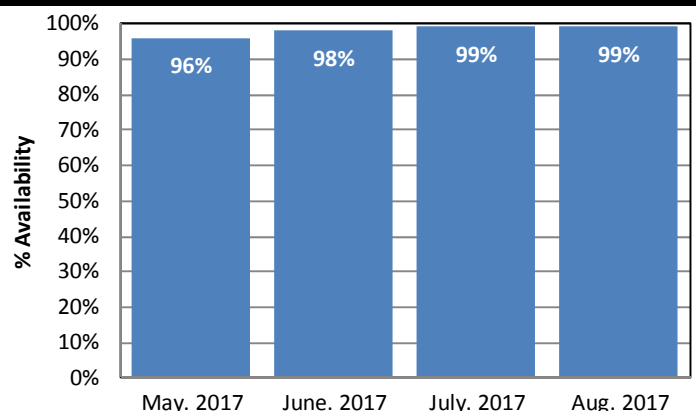
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Percentage of traffic cameras which have operational communications to the TOC.

Network Availability



Percentage of intersections which have operational communications to the TOC.