

# Macomb County Department of Roads Traffic Operations Center

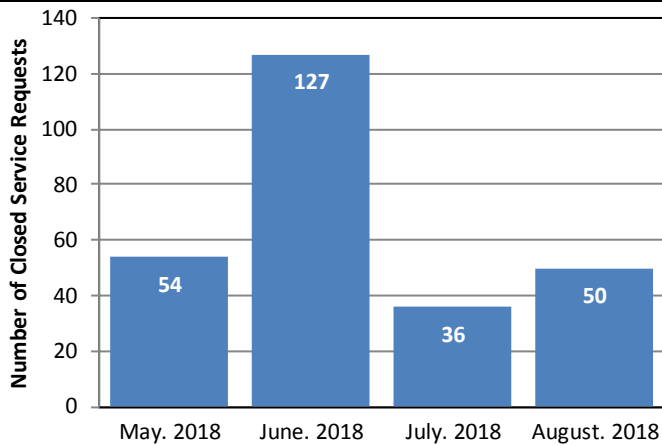


## August 2018 Performance Measures Executive Summary

### Traffic Operations Center Highlight

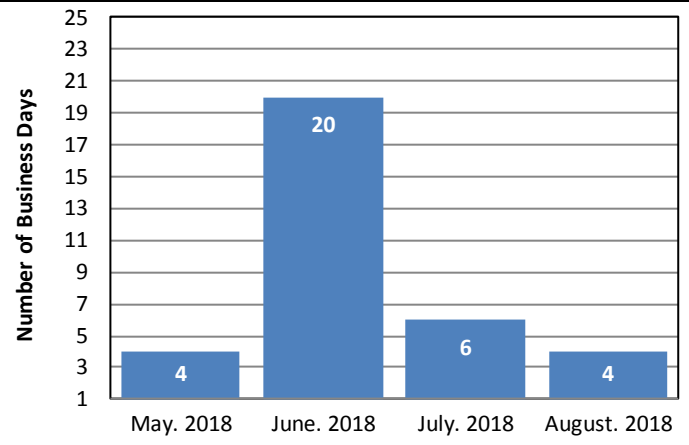
Throughout the month of August, the Macomb County Department of Roads (MCDR) realized an increase in the amount of construction occurring along the roadways. Due to the associated impacts to motorists delay, the Traffic Operations Center (TOC) received and responded accordingly to a 37% increase in the number of service requests, when compared to the previous month. The attention to motorists' needs allow concerns to be investigated, addressed, and resolved in a timely manner, ultimately improving traffic operations throughout the county.

#### Service Request Activity



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

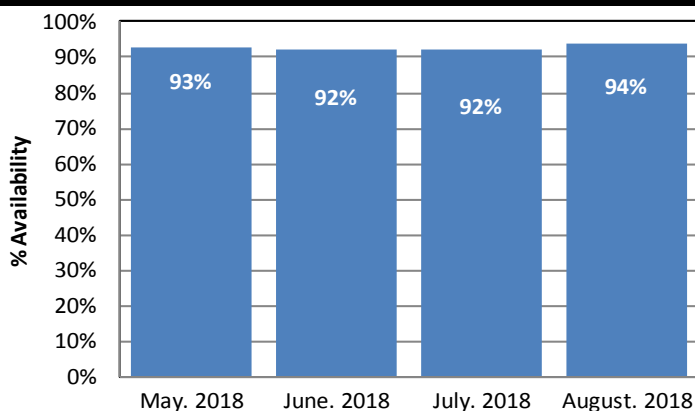
#### Service Request Duration To Close



■ Average Business Days to Close

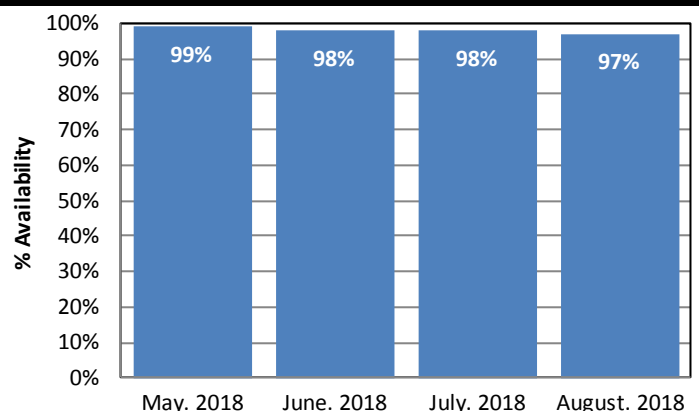
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

#### 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.