

Macomb County Department of Roads Traffic Operations Center

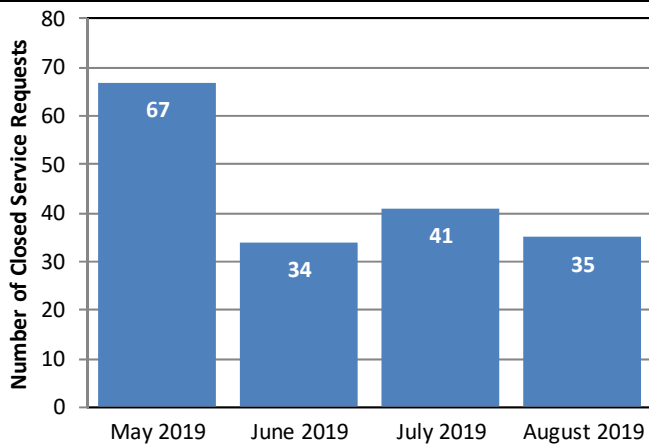


August 2019 Performance Measures Executive Summary

Traffic Operations Center Highlight

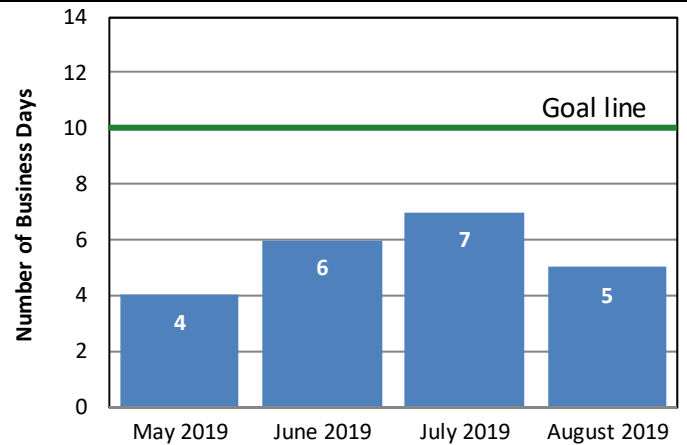
On August 8, 2019, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) made progress toward improving communications with stakeholders in the occurrence of unexpected events. The TOC worked closely with Macomb County IT, Macomb County Emergency Management, Sheriff Dispatch and L'Anse Creuse High School. The TOC incorporated the cameras from L'Anse Creuse High School into the video wall to monitor a mock emergency scenario at the school. The TOC was the hub for first responders to monitor and resolve the training exercise.

Service Request Activity



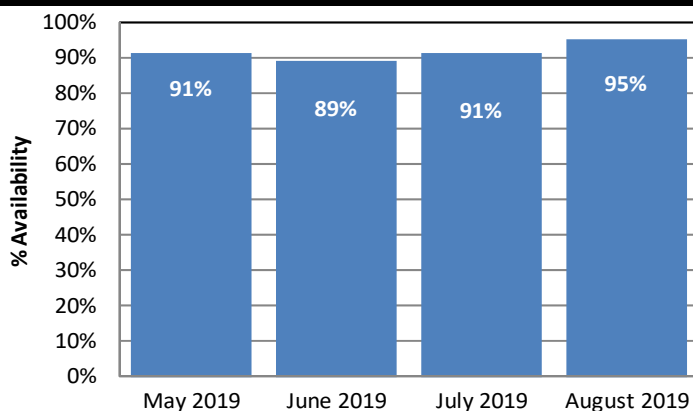
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



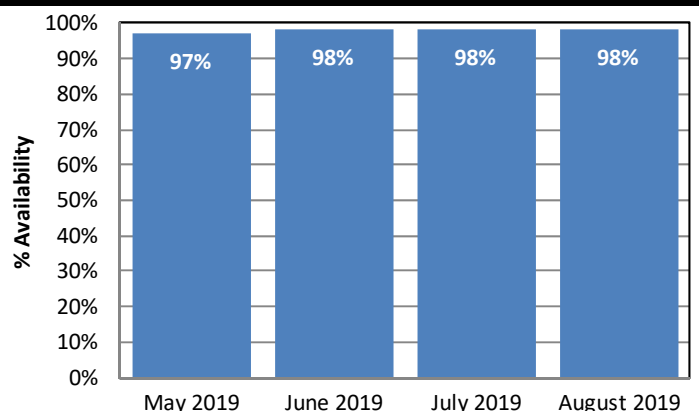
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.