



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

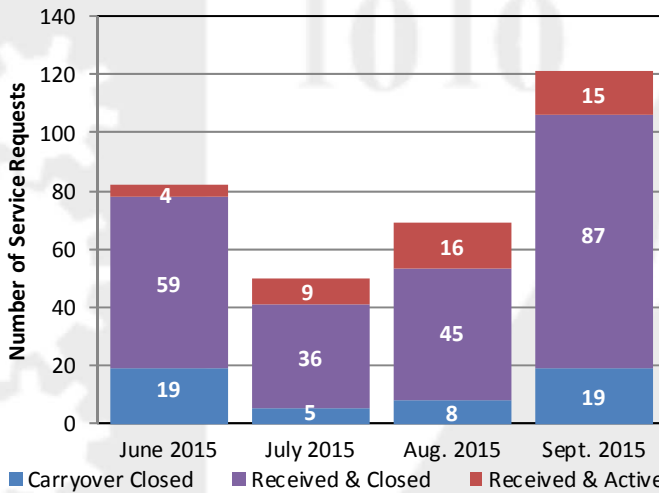
September 2015
Performance Measures
Executive Summary

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

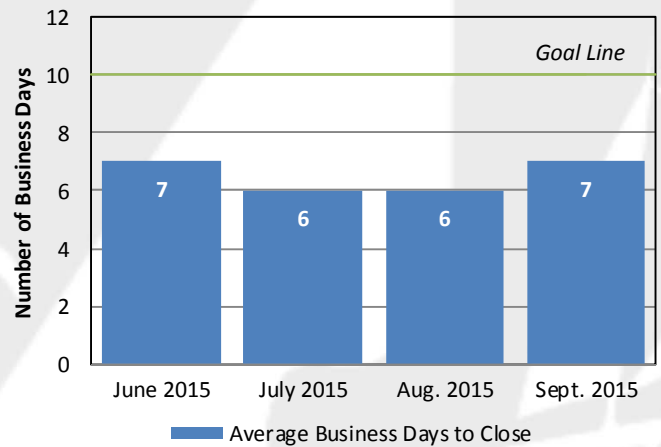
The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) staff, with support from the MCDR Electrical personnel, completed the NexGenAM computerized maintenance management system field audit. The TOC team is now completing the final organizational steps to close out the task and implement the software into daily operations. Additionally, the operations engineers were able to attend informational classes regarding advanced traffic signal timing parameters. The Information Technology/Intelligent Transportation Systems (IT/ITS) team attended the Secure World Detroit Exposition.

Service Request Activity



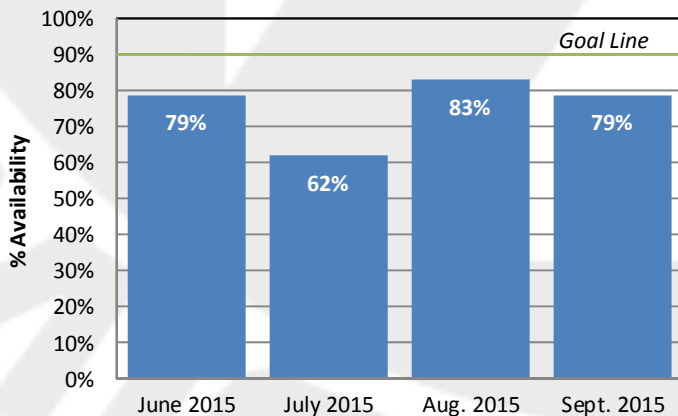
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



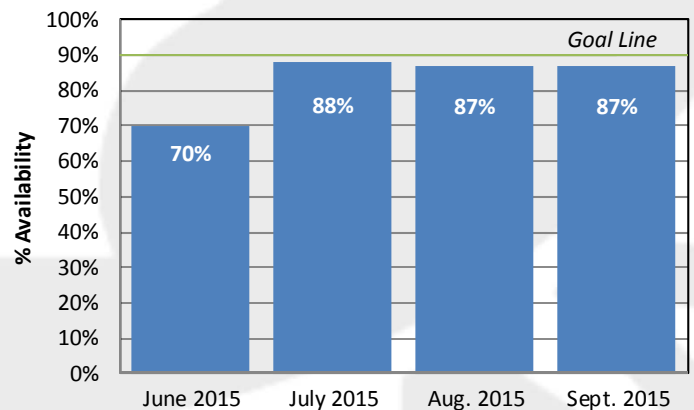
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.

