

Macomb County Department of Roads Traffic Operations Center

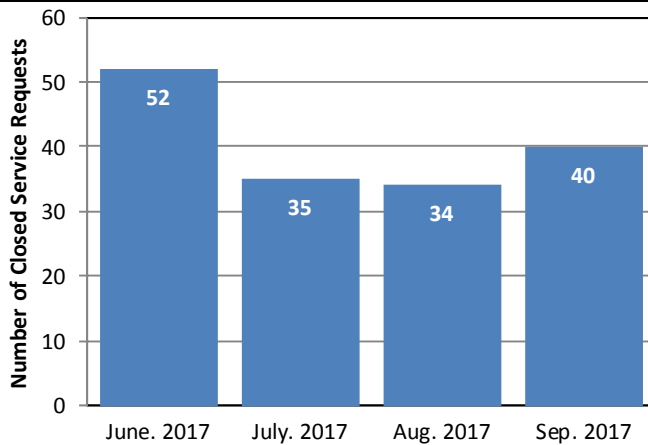


September 2017 Performance Measures Executive Summary

Traffic Operations Center Highlight

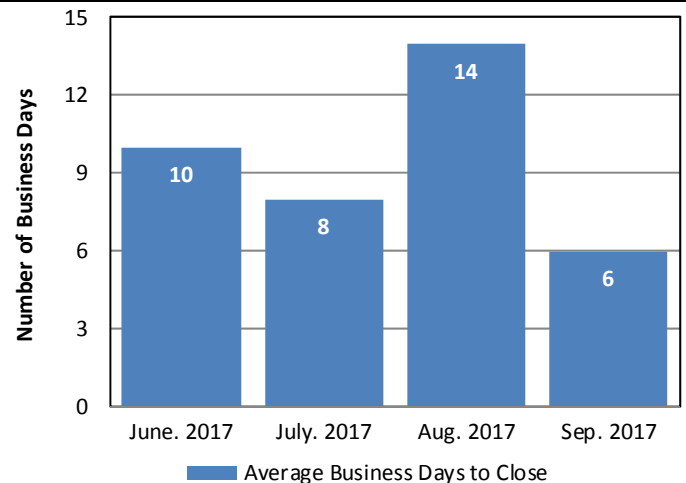
Throughout the month of September, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) made strides towards improving mobility in the face of unforeseen events. Two means of improving mobility were through increased incident identification and dynamic coordinated incident management along a corridor. Incident identification improved through new processes that utilized the Waze community, ultimately improving incident verification, response, and information dissemination.

Service Request Activity



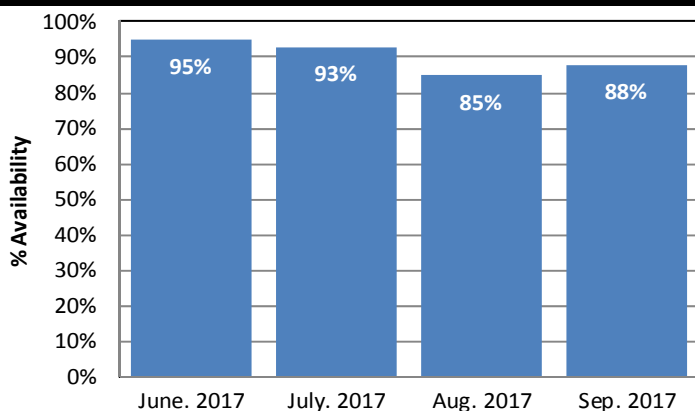
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



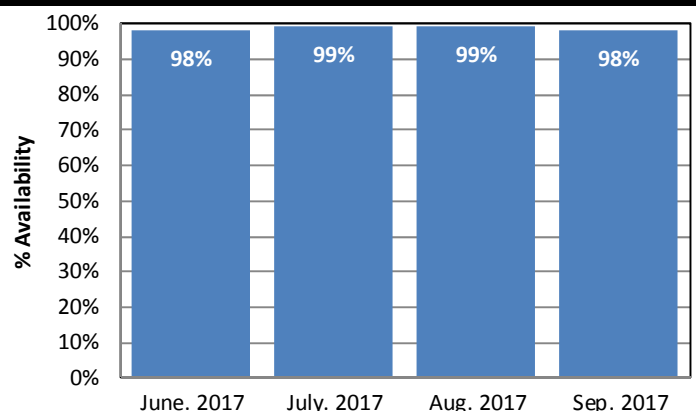
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.