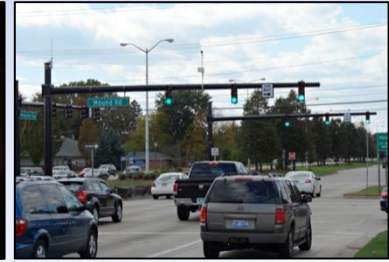


Macomb County Department of Roads Traffic Operations Center

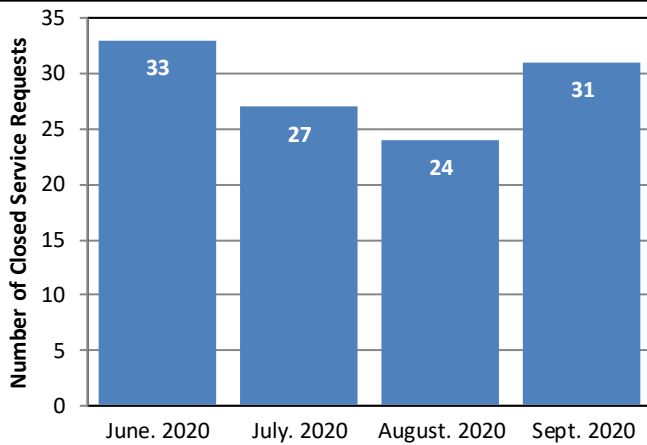


September 2020 Performance Measures Executive Summary

Traffic Operations Center Highlight

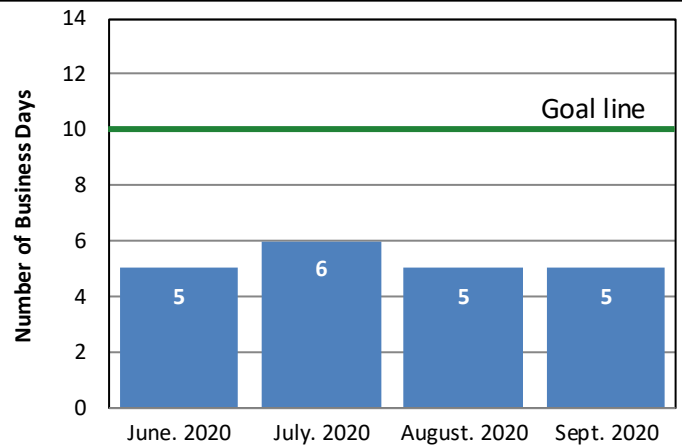
During the month of September, TOC Control Room technicians advised TOC engineers about the dynamic nature of school openings resulting from the ongoing COVID-19 pandemic. The engineers liaised with MCDR and school officials, performed traffic reviews, and deployed signal timing updates to reduce school related congestion. These efforts were aided by enhancements to traffic system communications network that were performed by TOC and MCDR staff.

Service Request Activity



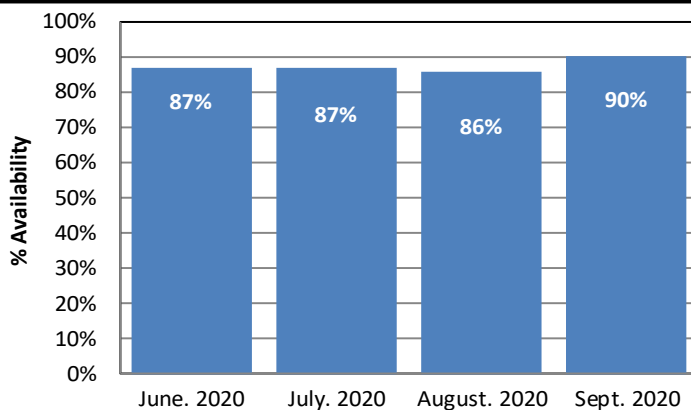
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



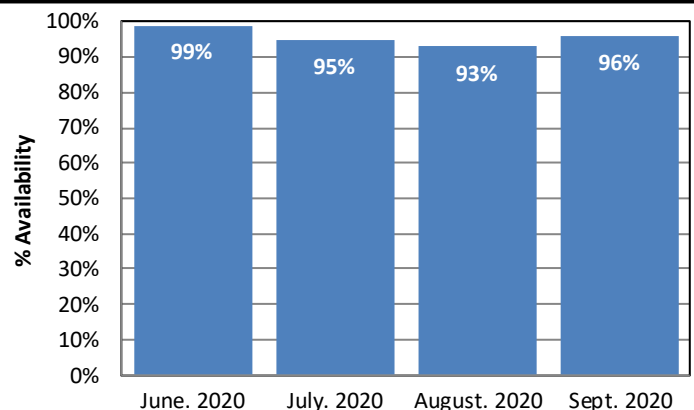
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Average daily percentage of traffic cameras which have over 66 percent of operational communications to the TOC in the month of August 2020.

Network Availability



Percentage of intersections which have over 66 percent of operational communications to the TOC in the month of August 2020.