

Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

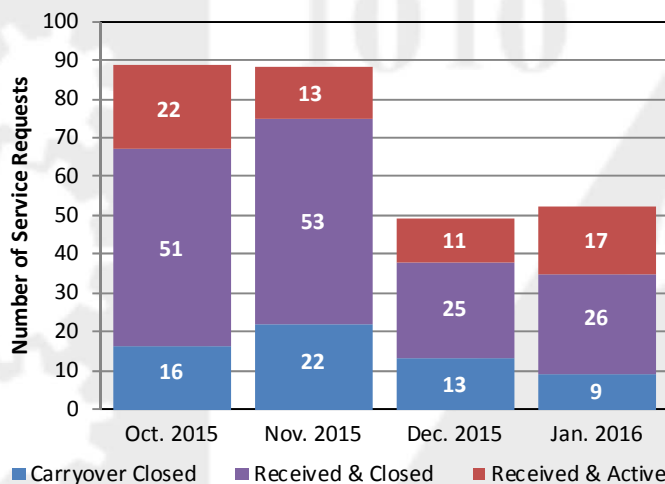
January 2016
Performance Measures
Executive Summary

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

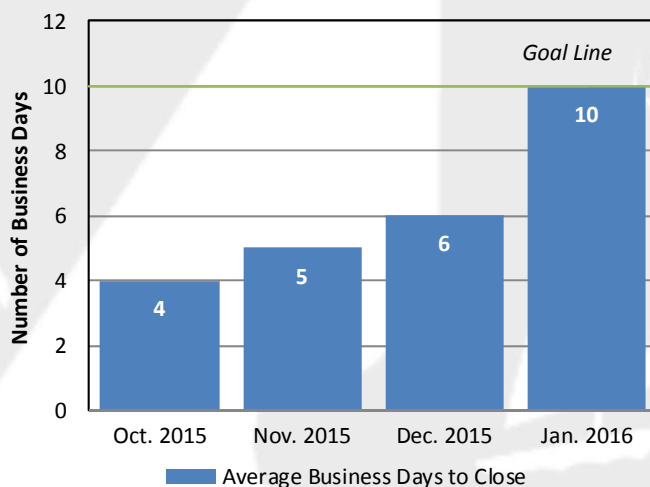
The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) had a strong start to 2016. Work began on the 2015 Safety 18 location project, as the TOC engineers worked with MCDR inspectors to develop testing environments for each location involved in the project. This process allows for efficient operations on the day of field installations for each particular location. Construction is expected to begin in February. NexGen implementation reached its final steps and engineers and management. Additionally, the TOC collaborated with multiple departments to host MITIME Incident management training. Discussions were held involving clearing incidents and more efficient operations with regards to emergency response.

Service Request Activity



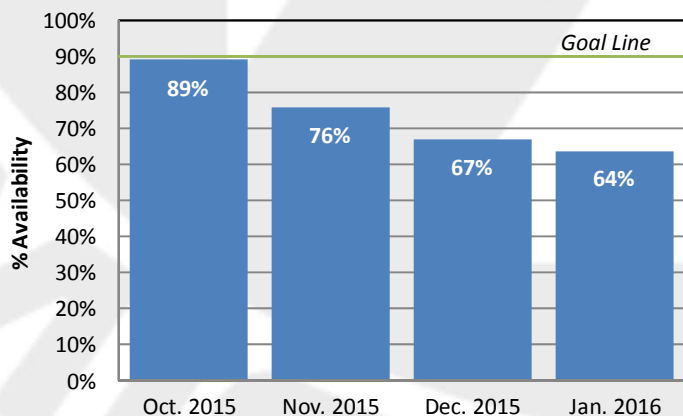
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



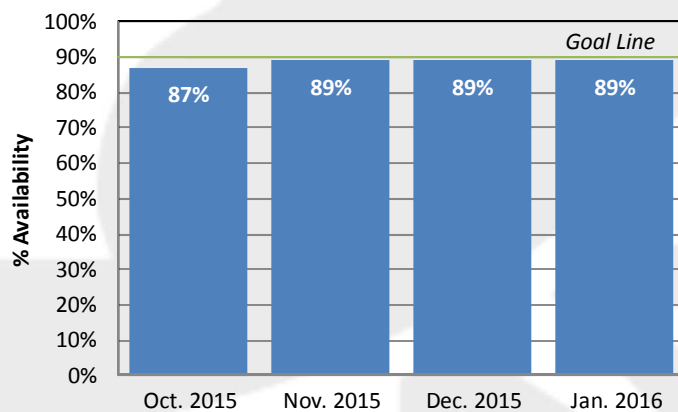
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.

