

Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

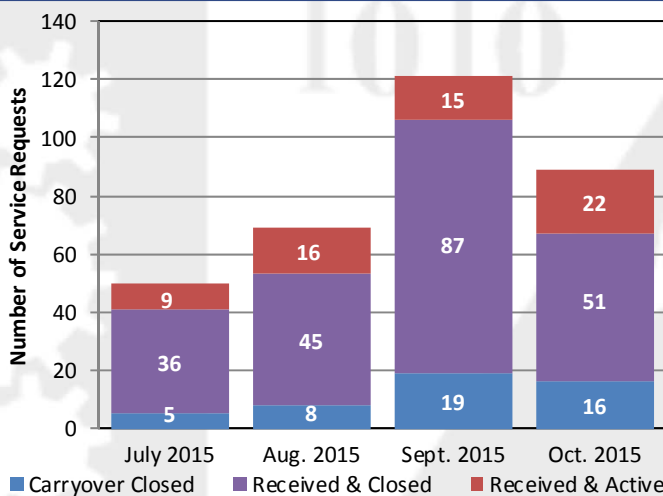
October 2015
Performance Measures
Executive Summary

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

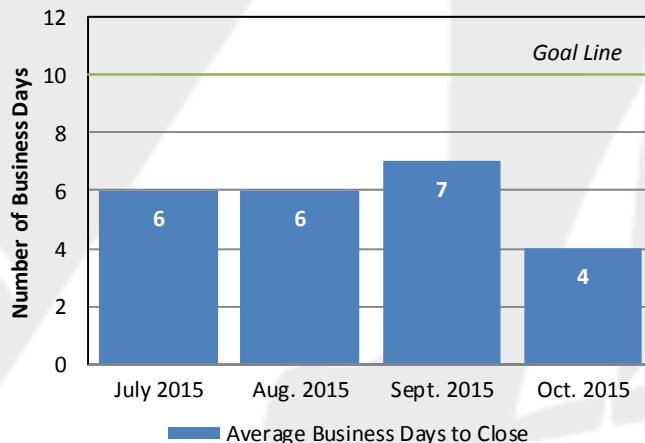
Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) accomplished much during the month of October. TOC engineers worked with Michigan Department of Transportation (MDOT) officials and consultants from Kimley-Horn Associates of Michigan to deploy new optimized timings along the Gratiot (M-3) corridor from Stephens Road to 23 Mile Road. This 85-intersection undertaking was accomplished through excellent communication and coordination between all parties, and field implementation was successful.

Service Request Activity



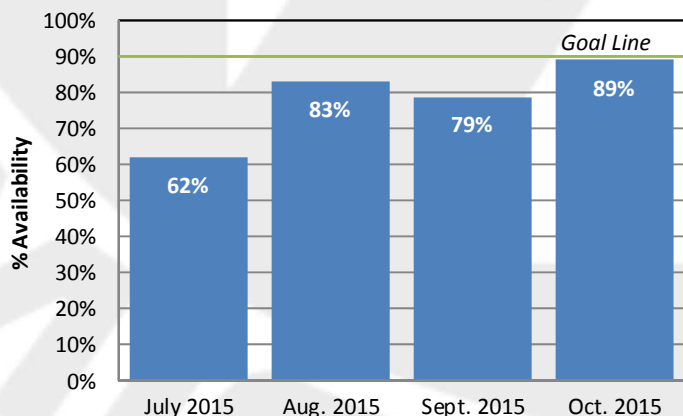
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



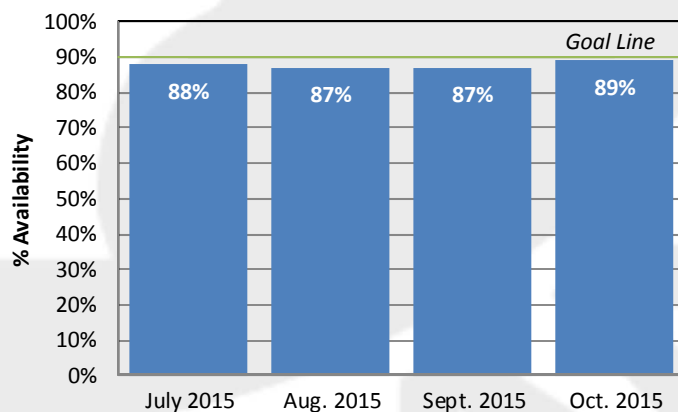
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.

