

Macomb County Department of Roads Traffic Operations Center

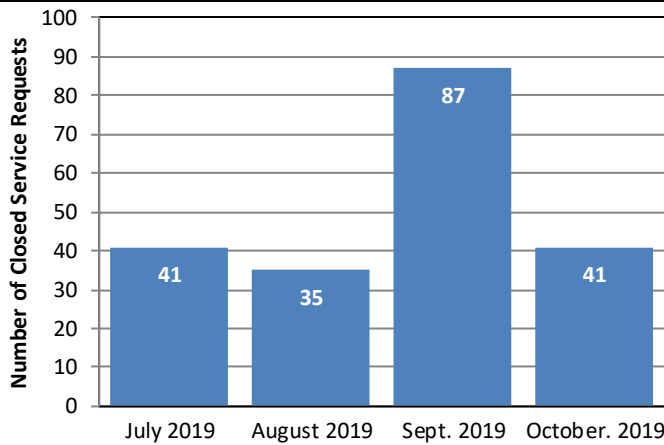


October 2019 Performance Measures Executive Summary

Traffic Operations Center Highlight

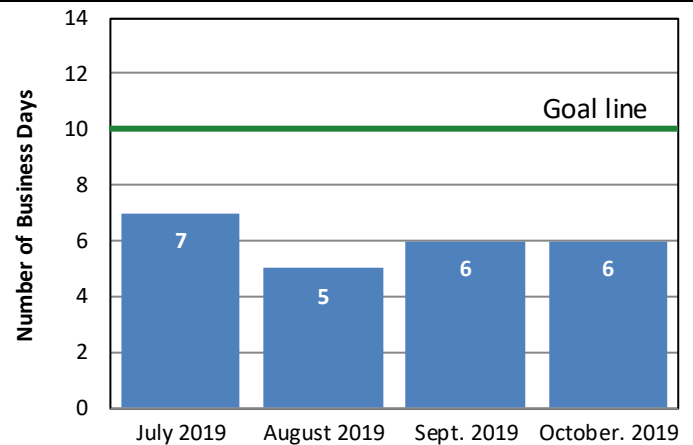
On October 31st, 2019, a cold and rainy Halloween afternoon, the Traffic Operations Center participated in the Macomb County Department of Roads annual Spooktacular Treat-fest. The TOC staff handed out candy treats to all the children and their families as they walked through the facility and said the magic words, Trick Or Treat.

Service Request Activity



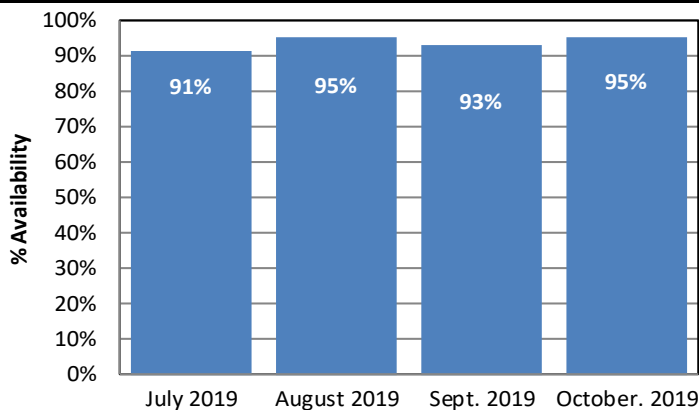
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



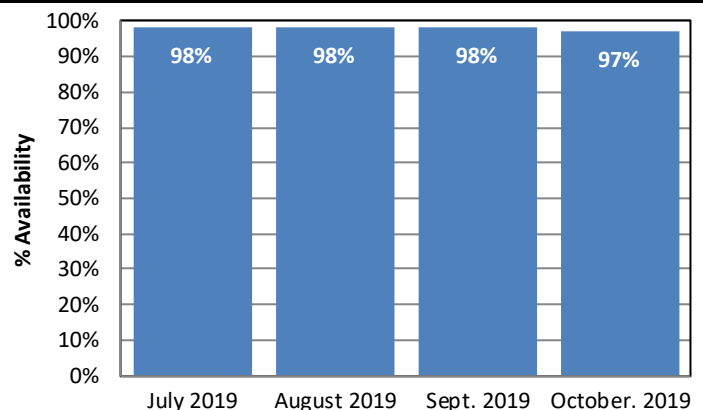
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Average daily percentage of traffic cameras which have operational communications to the TOC.

Network Availability



Percentage of intersections which have operational communications to the TOC.