



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

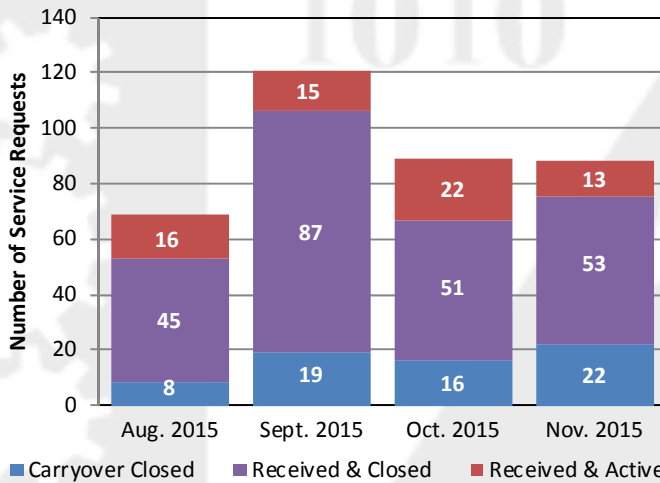
November 2015
Performance Measures
Executive Summary

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

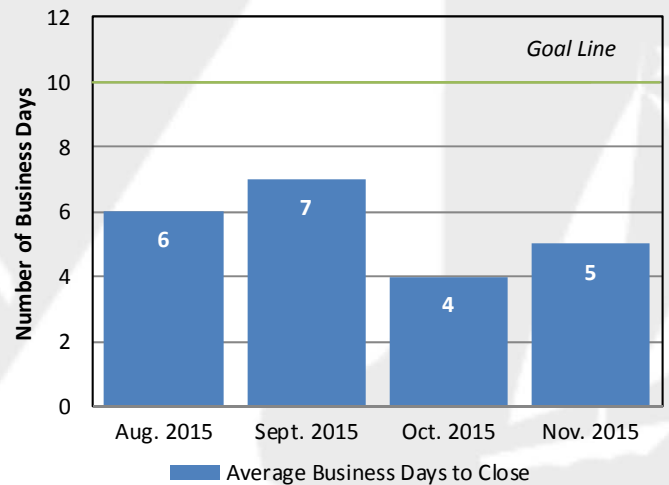
With construction season reaching a close, Traffic Operations Center (TOC) engineers during the month of November worked with Macomb County Department of Roads (MCDR) Traffic staff to facilitate traffic operations adjustments for a variety of projects that reached completion or winter shutdown periods. The staff has worked diligently to ensure the traffic grid throughout Macomb County is responding to all traffic needs. As well, Information Technology/Intelligent Transportation Systems (IT/ITS) staff worked on multiple upgrades to TOC systems, including traffic signal databases and field communication in a variety of locations. These systems are critical to using the TOC as a hub of traffic-based data and more efficient operations throughout the county.

Service Request Activity



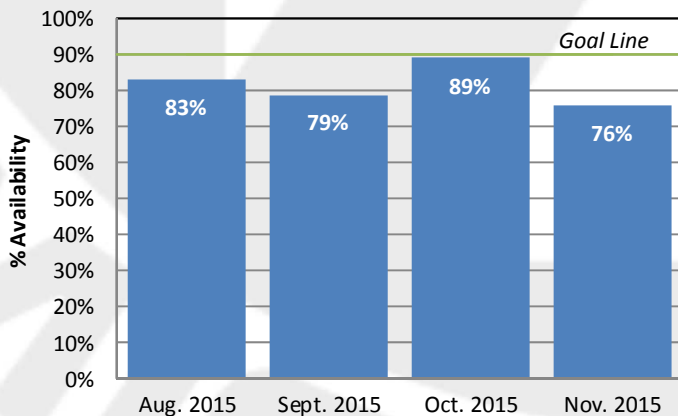
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



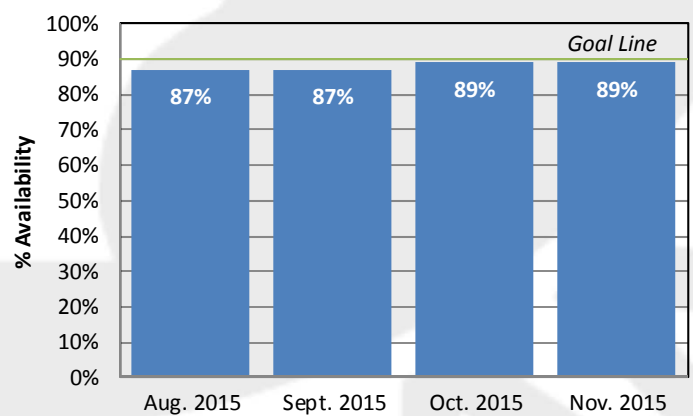
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.

