

Macomb County Department of Roads Traffic Operations Center

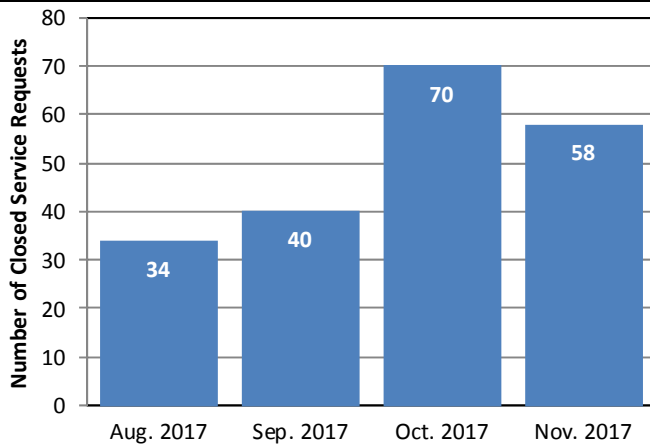


November 2017 Performance Measures Executive Summary

Traffic Operations Center Highlight

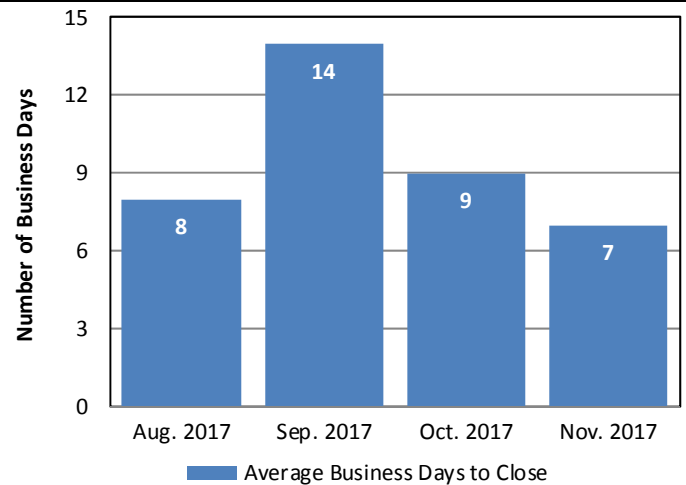
The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) managed both planned and unplanned events throughout the county within the month of November. One planned event was the Christmas Tree lighting at the Mall at Partridge Creek, where the TOC monitored and managed signal operations for the arrival and departure of motorists. One unplanned event was a water main break along Van Dyke Avenue/M-53, which closed southbound traffic and reduced northbound traffic to one lane between 14 Mile and 15 Mile Road. Thus, the TOC managed traffic operations throughout the morning and evening peak hours along nearby corridors, such as Mound Road, Metropolitan Parkway, and 12 Mile Road.

Service Request Activity



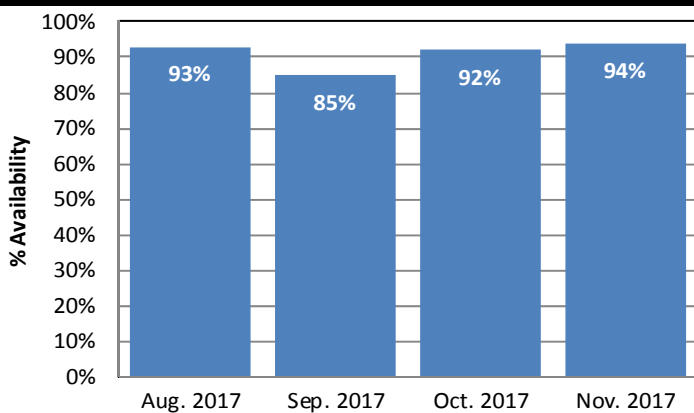
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



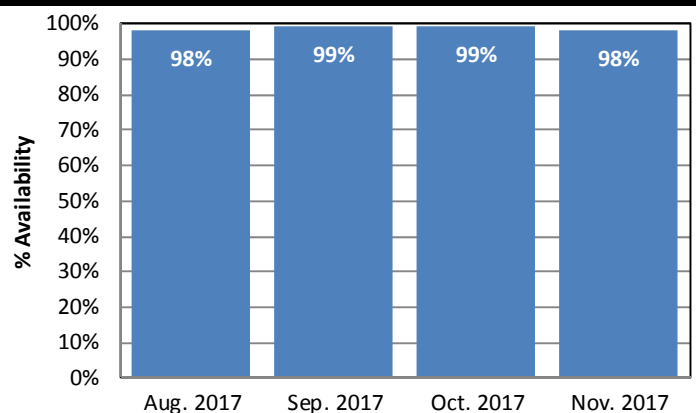
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Percentage of traffic cameras which have operational communications to the TOC.

Network Availability



Percentage of intersections which have operational communications to the TOC.