

# Macomb County Department of Roads Traffic Operations Center

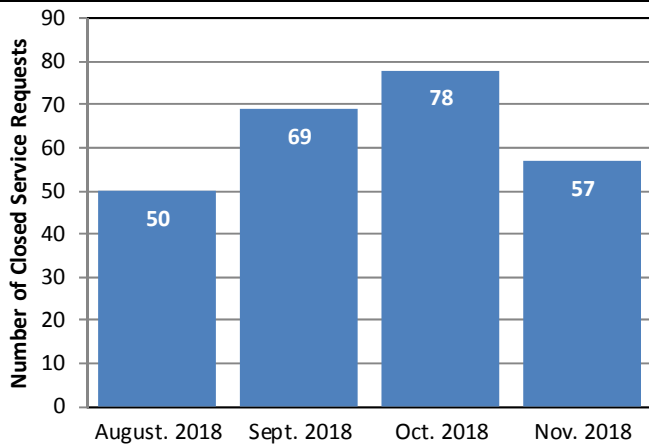


## November 2018 Performance Measures Executive Summary

### Traffic Operations Center Highlight

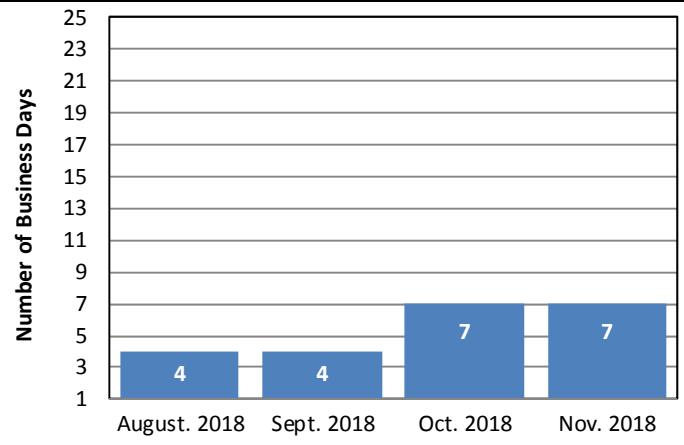
During the month of November, the Traffic Operation Center (TOC) engineers partnered with the Mall at Partridge Creek's management team to develop a plan for the Annual Christmas Tree Lighting. This coordination reduced traffic congestion in and around the mall. TOC engineers performed real-time traffic operations onsite and remotely to alleviate the increase in traffic throughout the event. Conditions were monitored real-time with the use of traffic cameras.

#### Service Request Activity



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

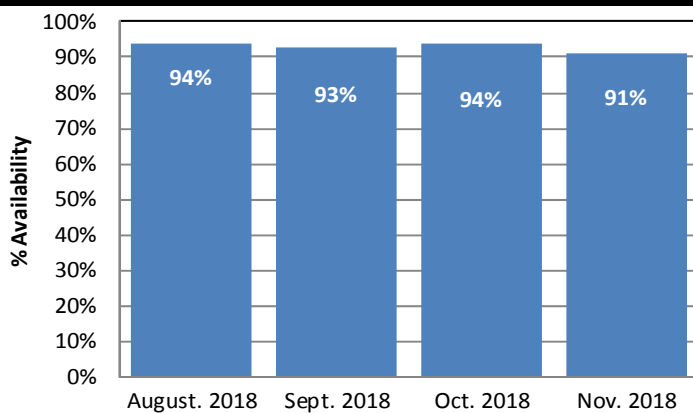
#### Service Request Duration To Close



■ Average Business Days to Close

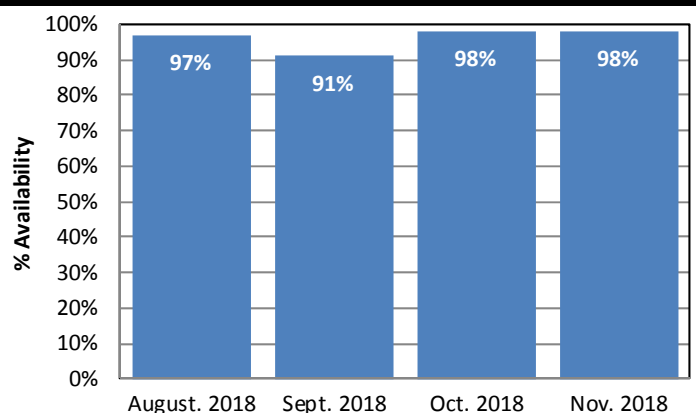
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

#### 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.