

Macomb County Department of Roads Traffic Operations Center

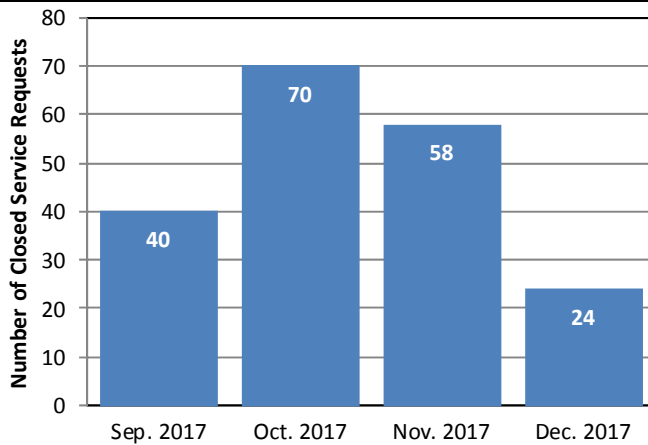


December 2017 Performance Measures Executive Summary

Traffic Operations Center Highlight

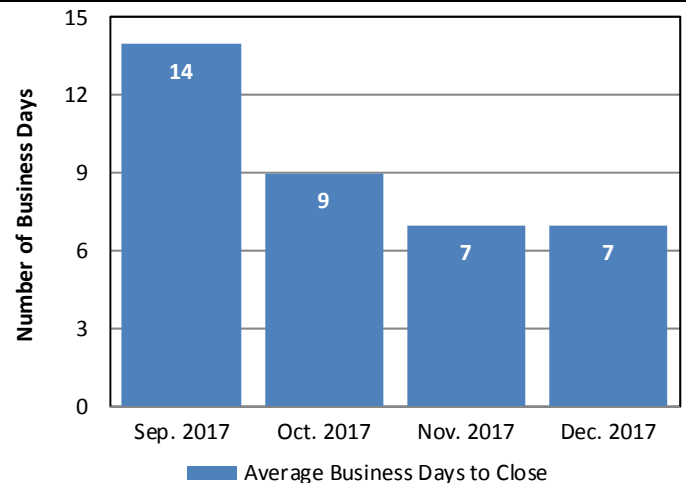
The end of 2017 realized a variety of traffic impacts through an influx of traffic volume, due to holiday travelers and shoppers, and environmental conditions, with the first substantial snowfalls of the season. In order to combat these issues, the TOC relied on real-time traffic signal changes, accounting for variations in traffic volumes, and the dissemination of updates to traffic conditions, through the GovDelivery email and text platform. Additional adjustments to traffic operations came from the initiation of two intersections running fully signalized operations, at 15 Mile Road and Hayes and at Romeo Plank and Partridge Creek.

Service Request Activity



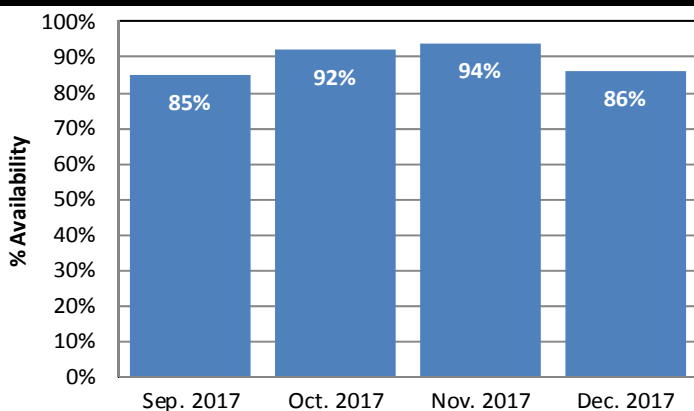
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



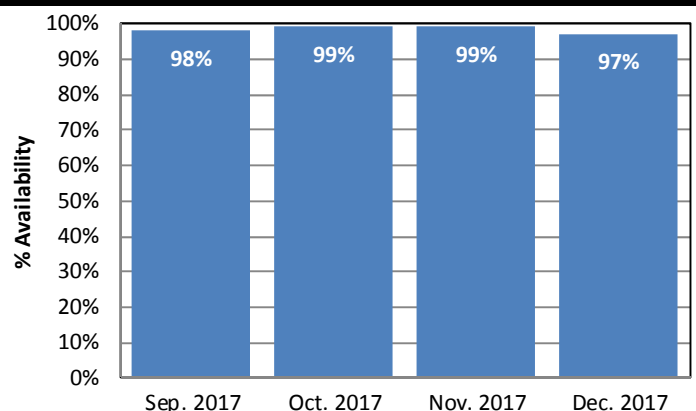
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.