

Macomb County Department of Roads Traffic Operations Center

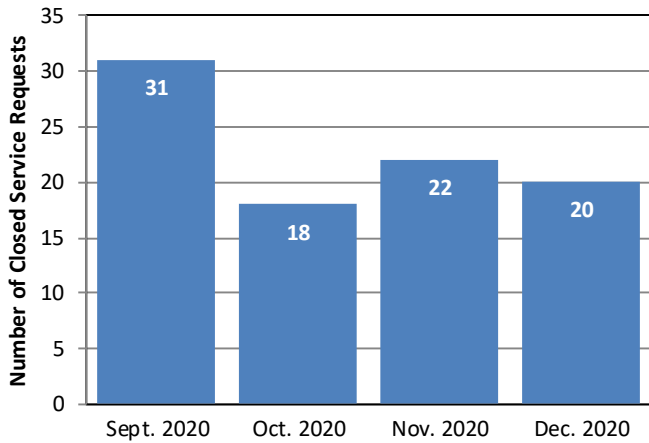


December 2020 Performance Measures Executive Summary

Traffic Operations Center Highlight

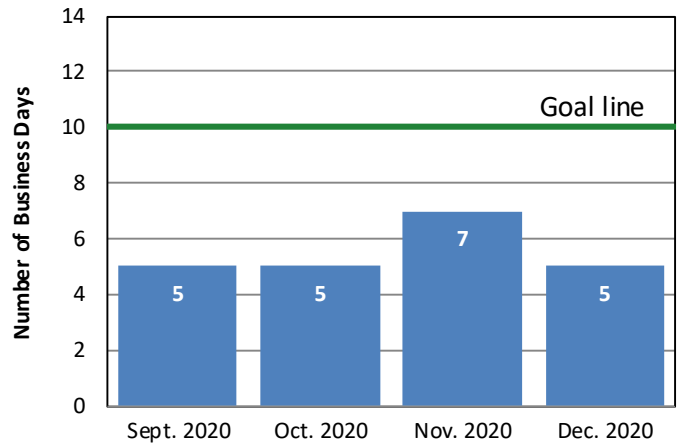
2020 was a turbulent year that presented many challenges. The TOC strove to adapt while still maintaining the quality services that the citizens of Macomb have come to expect. TOC engineers updated the traffic signal system to optimize efficiency within the altered traffic patterns. Control Room technicians provided support during the many political visits to the County and aided in the marches that transpired throughout the year. The maintenance team instituted innovative and cost saving solutions, including the use of drone technology, to improve the communications network. All this work (and much more) was completed during rapidly changing circumstances that required creative and forward-thinking solutions. The experience gained within the last year has further established the TOC's ability to take on new challenges now and into the future.

Service Request Activity



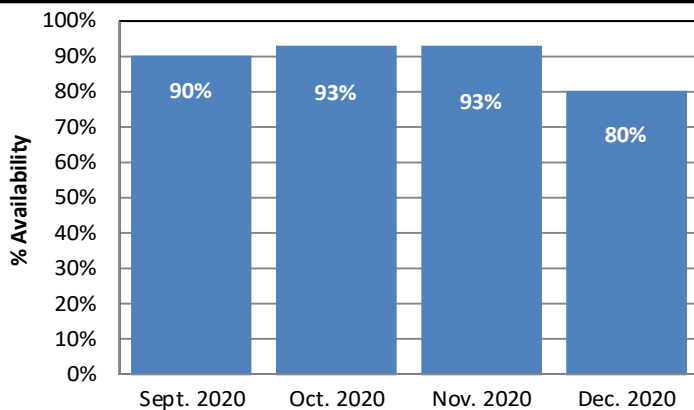
The total number of service requests that the TOC Engineers Closed in the previous quarter.

Service Request Duration To Close



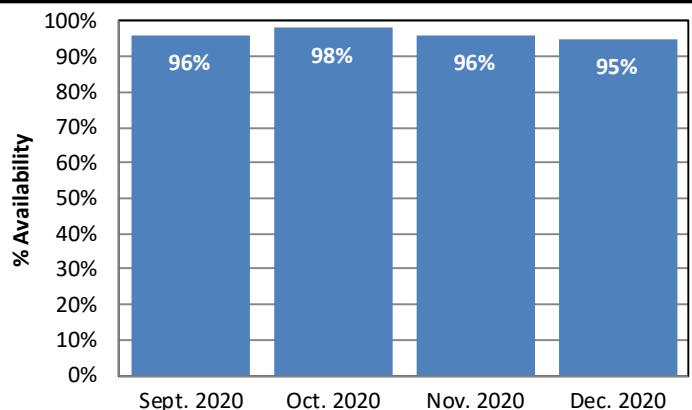
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

Camera Availability



Average daily percentage of traffic cameras which have over 66 percent of operational communications to the TOC in the month of December 2020.

Network Availability



Percentage of intersections which have over 66 percent of operational communications to the TOC in the month of December 2020.