



# Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY  
**COMTEC**  
Communications & Technology  
Center

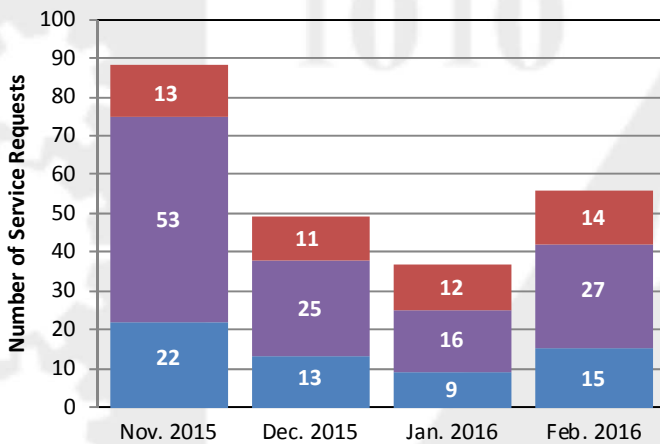
February 2016  
Performance Measures  
Executive Summary

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

This month, the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) received positive feedback based on recent changes made to signals in the northern part of the county. Specifically, after working on improving operations at 24 Mile Road and Schoenherr, a motorist wrote to thank MCDR leadership and the TOC for the improvements that were made at that location. As a frequent early-morning driver, the motorist brought a concern of delay to the TOC's attention, and after engineering review and analysis, the TOC engineers altered the operations of the signal for the early-morning timeslot before the 6 AM beginning of AM rush hour. The motorist wrote that this change has improved his morning commute to work in the Shelby Township area.

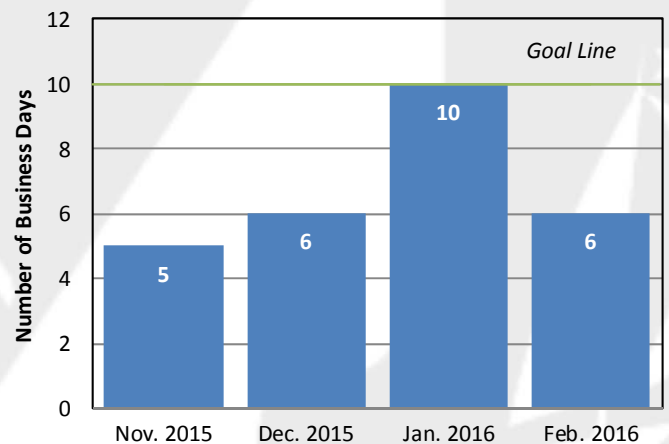
### Service Request Activity



■ Carryover Closed ■ Received & Closed ■ Received & Active

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.

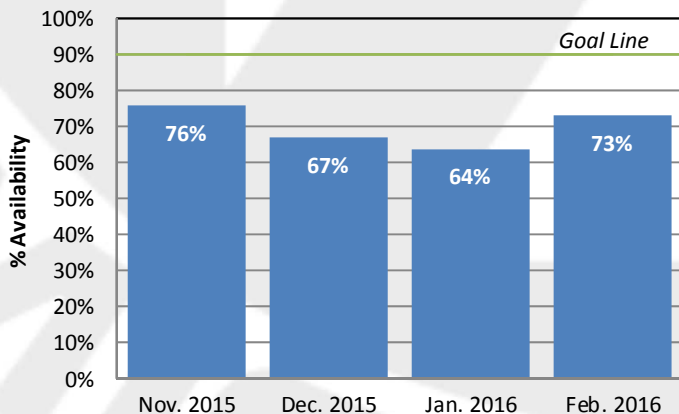
### Service Request Duration To Close



■ Average Business Days to Close

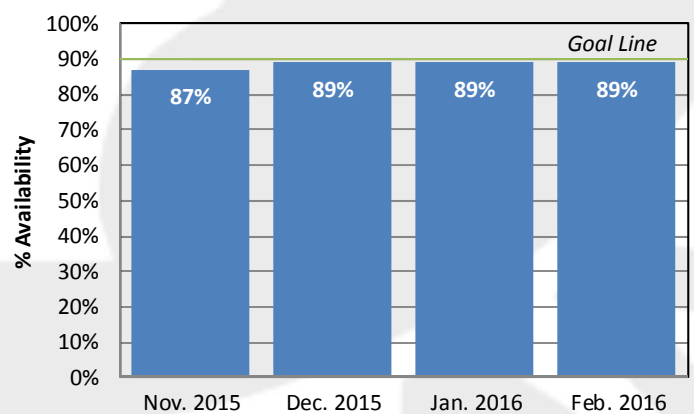
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

### 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.

