



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

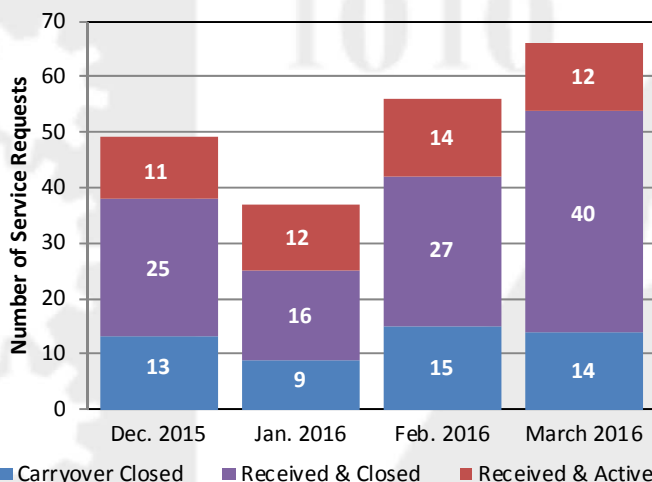
March 2016
Performance Measures
Executive Summary

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

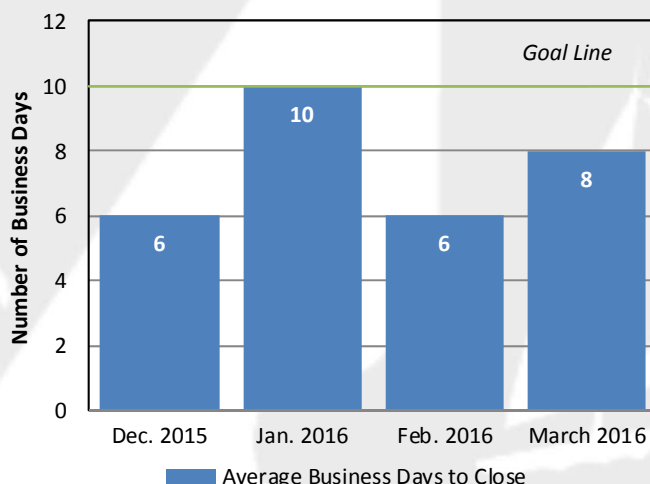
The Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC) had a month of March filled with success stories. The TOC received a call from a concerned motorist that the signal at Van Dyke and Canal had recently begun causing additional congestion between M-59 and Canal Street, causing her commute in the area to increase in duration. The TOC promptly coordinated efforts with MCDR Traffic as well as MCDR Electrical, and the teams determined that a detection upgrade to a video camera would remove the newfound congestion. The short turnaround in the process prompted excited follow-up calls of gratitude and thanks from the concerned motorist.

Service Request Activity



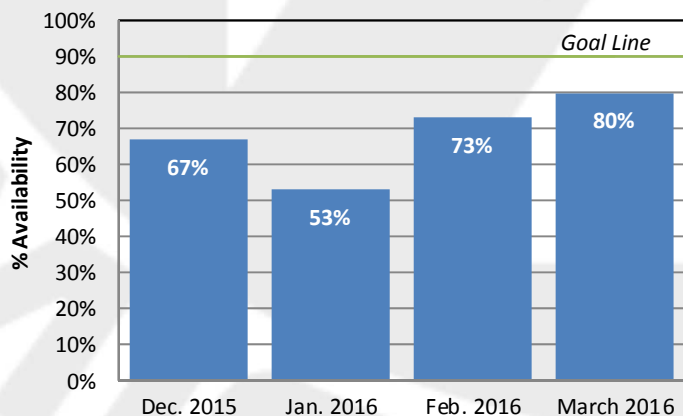
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



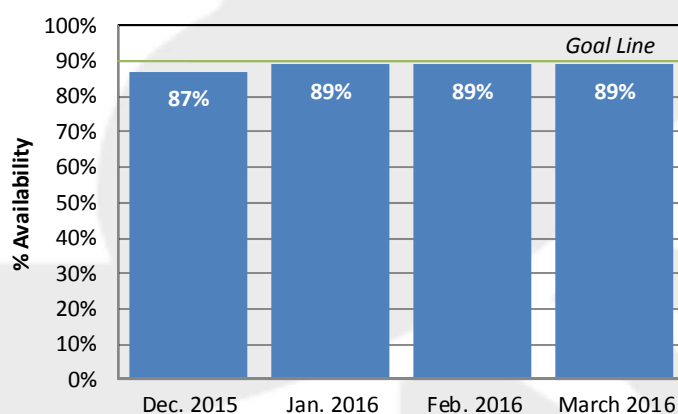
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.

