



# Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY  
**COMTEC**  
Communications & Technology  
Center

April 2016

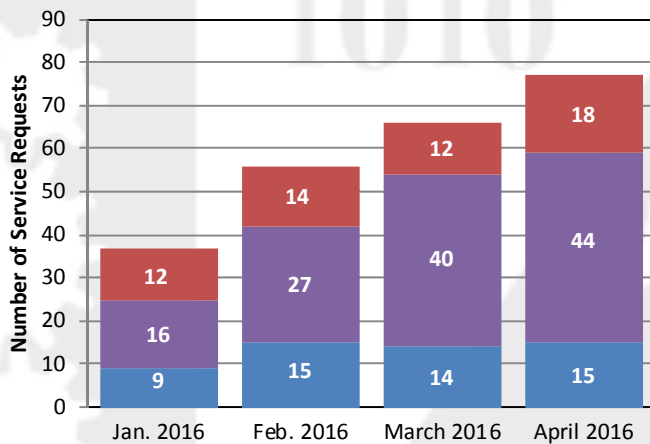
## Performance Measures Executive Summary

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 month of April was productive for the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC). With the onset of construction season, TOC engineers have begun helping the MCDR Traffic and Electrical departments with in-field traffic staging and lane shifts and monitoring construction sites to adjust for congestion as traffic patterns shift. The traffic department's 18 location improvements project is progressing, with many traffic equipment upgrades and signal modernization work approaching shortly.

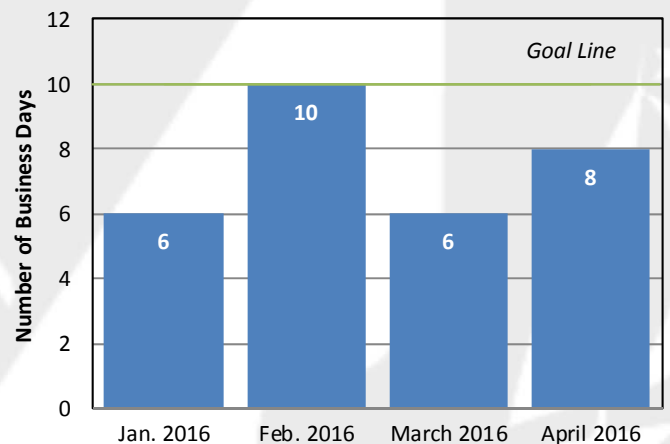
#### Service Request Activity



■ 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.

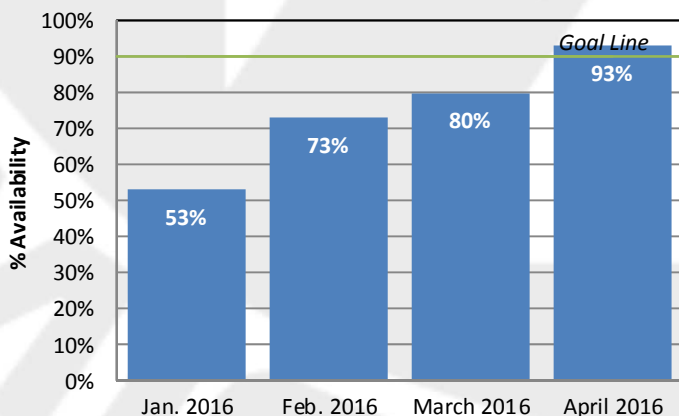
#### Service Request Duration To Close



■ Average Business Days to Close

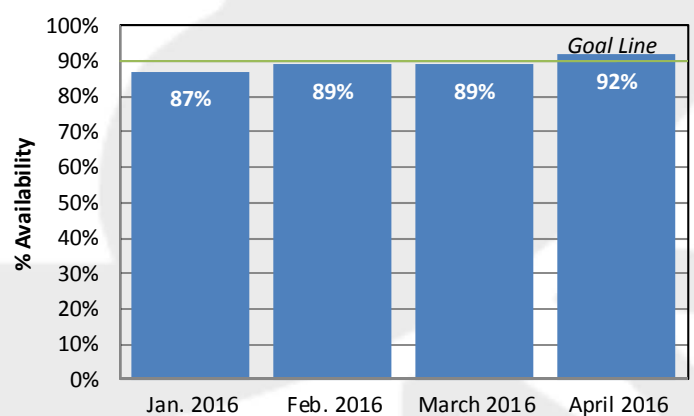
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

#### 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.

