



Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY
COMTEC
Communications & Technology
Center

June 2016

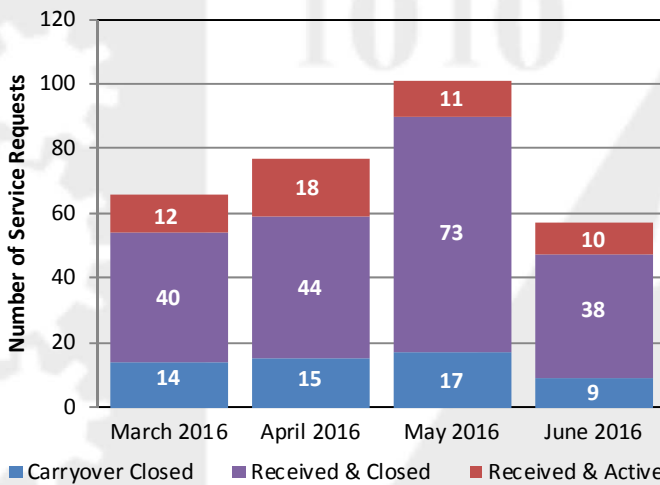
Performance Measures Executive Summary

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

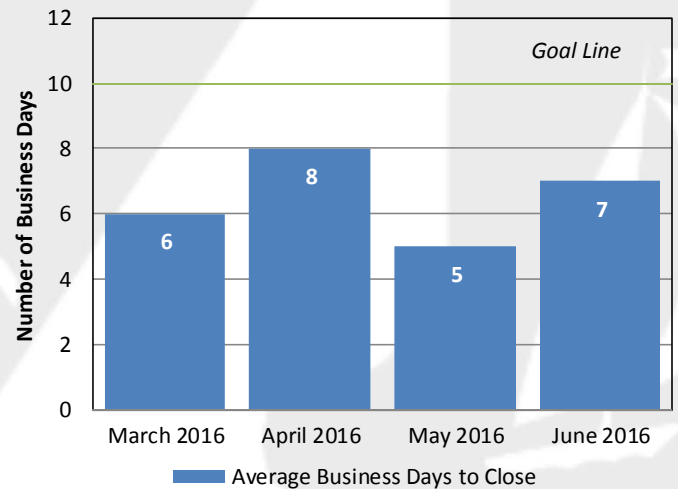
The month of June was a successful month for the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC). MCDR was able to participate in roundtable discussions and presentations at both the annual Intelligent Transportation Systems (ITS) Michigan conference in Ann Arbor as well as the ITS America conference in San Jose, California. These opportunities provided great insight into current and developing trends in traffic engineering and traffic technology, and also allowed the department and the TOC to showcase our work here in Mount Clemens, which was met with enthusiasm and excitement around the traffic community.

Service Request Activity



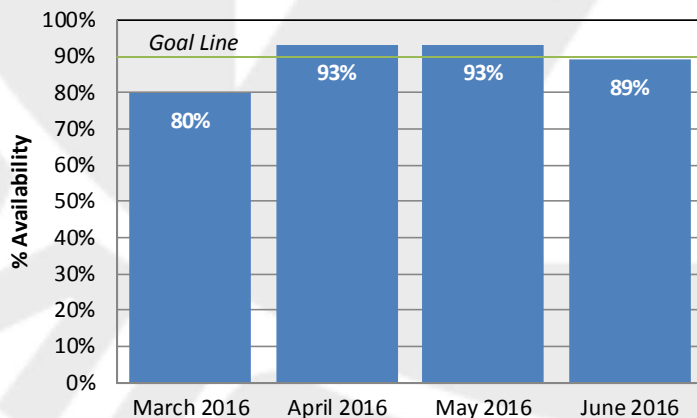
Number of service requests that the TOC receives and processes. Into the holiday season, the number of service requests tapers. TOC goal is to carry less than 10 active service requests to next month.

Service Request Duration To Close



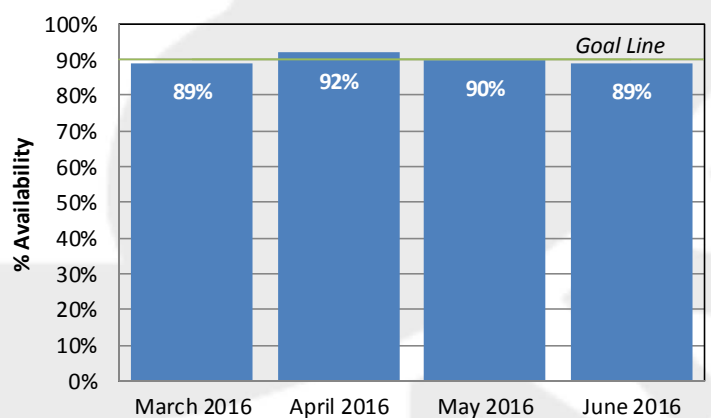
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

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.

