



# Macomb County Department of Roads Traffic Operations Center

MACOMB COUNTY  
**COMTEC**  
Communications & Technology  
Center

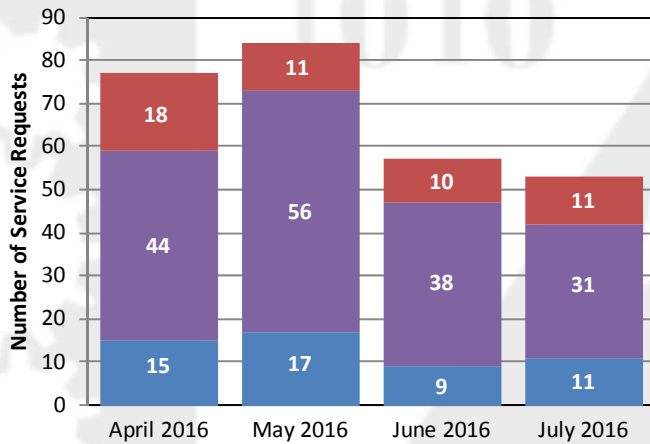
July 2016  
Performance Measures  
Executive Summary

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 July was busy for the Macomb County Department of Roads (MCDR) Traffic Operations Center (TOC). TOC engineers worked with MCDR inspectors and contractors on a series of traffic switches and new signal equipment upgrades as part of the Michigan Department of Transportation's (MDOT) M-53 (Van Dyke) reconstruction project through Sterling Heights. These upgrades will result in better service at various intersections along M-53 in Sterling Heights, with new controllers, cabinets, and communications equipment. New signal mast arms and signal heads, along with new pedestrian crosswalks and median landscape features, will bring about a more enjoyable experience for motorists along Van Dyke.

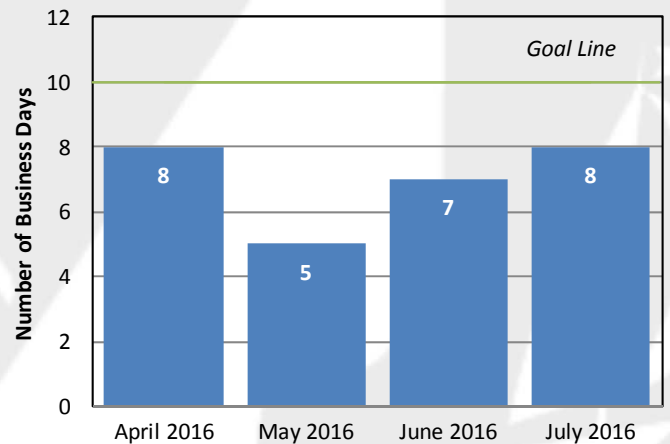
### Service Request Activity



■ 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.

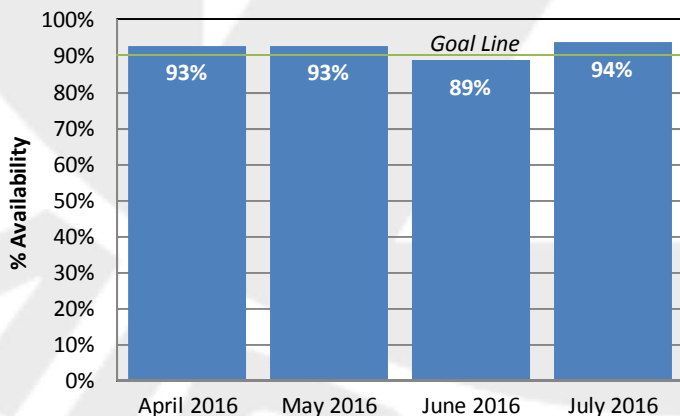
### Service Request Duration To Close



■ Average Business Days to Close

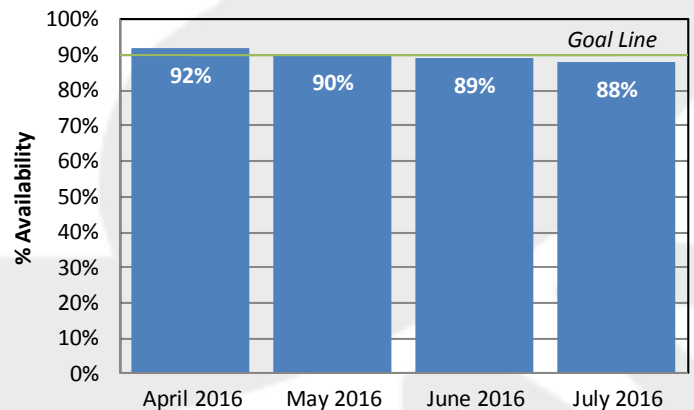
Average number of business days the TOC staff reviewed and closed an intersection-based service request. TOC goal is to close service request within 10 business days.

### 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.

