

**MADISON COUNTY ROAD DEPARTMENT**

**NOVEMBER 2016**

**CLOSED CALL ANALYSIS**

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**CLOSED CALL ANALYSIS**

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
22186	02/12/16 <b>Request</b> 11/10/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 19.0 <b>S-to-C</b> 0.3 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Filista, Sammy N. Livingston Rd	Greens Crossing Rd District 3
Needs ditching starting at Greens Crossing Rd @ North Livingston Rd. Alice Ln needs ditching also.						
22988	07/01/16 <b>Request</b> 11/09/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 20.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Drainage Medium Priority	Brown, Shirley Road Maintenance	Bouldin, Jessie Catlett Rd	Catlett Rd District 3
Water is washing across the street at this address washing out the driveway.						
22992	07/05/16 <b>Request</b> 11/03/16 <b>Schedule</b> 11/03/16 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Mowing Medium Priority	Brown, Shirley Road Maintenance	Unknown McElroy Smith Rd	McElroy Smith Rd District 4
Road needs cutting						
23119	08/10/16 <b>Request</b> 11/04/16 <b>Schedule</b> 11/17/16 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Speaks, Louis Crescent Lake Drive	Crescent Lake Dr District 2
Needs gravel over driveway. Need to come in on Woods Lake Drive.						
23146	08/15/16 <b>Request</b> 11/21/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 8.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Pitts, Jonathan Tyson Rd	Tyson Rd District 5
Needs gravel at end of driveway						
23170	08/18/16 <b>Request</b> 11/29/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Johnson, Andre Hill Rd	Hill Rd District 4
Requesting for asphalt or gravel on driveway due to everything has washed away, he stated that this was an ongoing pro						

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Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
23240	08/30/16 <b>Request</b> 11/18/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Lyles, Diane Virgin Mary Rd	Virgin Mary Rd District 5
Needs culvert at driveway replaced, was cut by lawn mower now culvert is sticking up						
23253	09/01/16 <b>Request</b> 11/04/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 25.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Brown, Mr. McDougal Rd	McDougal Rd District 4
Needs culvert replaced because it is sinking down.						
23328	09/22/16 <b>Request</b> 11/08/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 21.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Banks, Rubyn Ben Lockett Rd	Ben Lockett Rd District 5
Driver from bus yard stated that on Ben Lockett there are potholes where there are no gravel and on Sulphursprings the tires are hitting top of bus						
23332	09/23/16 <b>Request</b> 11/18/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Herrin, Jim 606 Stribling Rd	Stribling Rd District 3
Need gravel for culvert						
23346	09/27/16 <b>Request</b> 11/10/16 <b>Schedule</b> 11/15/16 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Berwell, Will Caroline Blvd	Caroline Blvd District 4
Needs culvert installed						
23358	09/29/16 <b>Request</b> 11/17/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 12.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Osbourne, Zach Holmes Hollow Ln	Holmes Hollow Ln District 5
Everything has washed away on and around the culvert, hard to go in and out						

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23392	10/12/16 <b>Request</b> 11/09/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 20.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Patrick, Steve virlilia	Virlilia Rd District 4
2 miles from Hwy 22 there are a few places that we have fixed in the past by adding gravel and grading						
23399	10/14/16 <b>Request</b> 11/16/16 <b>Schedule</b> 11/21/16 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 37.9 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Metcalf, Tom Munich Drive	Munich Dr District 3
caller has 2 culverts on his property that need attention. One culvert needs to be replaced and the other just needs to be						
23400	10/14/16 <b>Request</b> 11/22/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Heiring, Johnny Gunston Ct	Gunston Ct District 3
Needs new culvert installed on new property.						
23405	10/17/16 <b>Request</b> 11/01/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 28.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Bulter, Mary Beaverdam Rd	Beaverdam Rd District 5
Street signs missing on Beaverdam Rd on both ends						
23424	10/24/16 <b>Request</b> 11/08/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 21.0 <b>S-to-C</b> 36.1 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Hunter, Beatrice Mcdougal Rd	Mcdougal Rd District 4
Potholes on the road next to driveway on gravel part of road						
23435	10/27/16 <b>Request</b> 11/10/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 18.0 <b>S-to-C</b> 32.1 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Marshall, Jeff Twelve Oaks Trace	Twelve Oaks Trace District 4
Needs culvert installed on new property, both address is using the same driveway						

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Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
23442	11/01/16 <b>Request</b> 11/10/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 18.0 <b>S-to-C</b> 26.9 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Denny, Walter Cedar Hill Rd	Cedar Hill Rd District 3
			Limbs pick up			
23448	11/01/16 <b>Request</b> 11/10/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 19.0 <b>S-to-C</b> 28.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Williams, Lisa Calhoun Pkwy	Calhoun Pkwy District 4
			Requesting for roads to be cleaned up on both sides of the roads [Calhoun Pkwy and on Church Rd down to Gluckstadt]			
23452	09/29/16 <b>Request</b> 11/04/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 24.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Brown, Peter 378 Goodloe Rd	Goodloe Rd District 5
			Need culvert installed			
23456	11/03/16 <b>Request</b> 11/16/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 12.0 <b>S-to-C</b> 24.8 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Griffin, Mr Paul John Day Rd	John Day Rd District 5
			Culvert needs installed			
23479	11/10/16 <b>Request</b> 11/11/16 <b>Schedule</b> 11/15/16 <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 5.2 <b>O-to-C</b>	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Unknown Striblina Rd	Striblina Rd District 3
			Street sign missing[Striblina Rd] off of 463			
23482	11/10/16 <b>Request</b> 11/18/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 18.9 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Steen, Gerald 380 Lake Castle Rd	Lake Castle Rd District 1
			Need culvert cleaned out			

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Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District
23483	11/10/16 <b>Request</b> 11/22/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 18.9 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Brown, Janice Brown Rd W	Brown Rd W District 5
			Need potholes patched		
23488	11/10/16 <b>Request</b> 11/15/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 17.8 <b>O-to-C</b>	Culvert Installation Medium Priority Road Maintenance	Brown, Shirley Statcher, Melvin/Doris Putnam Rd	Putnam Rd District 5
			Needs gravel and culvert		
23492	11/15/16 <b>Request</b> 11/17/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 12.0 <b>S-to-C</b> 14.2 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Haffey, Debbie Gus Green Rd	Gus Green Rd District 3
			Bad potholes [Busted tire and axle]		
23493	11/15/16 <b>Request</b> 11/17/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 12.9 <b>O-to-C</b>	Limb Pickup Medium Priority Road Maintenance	Brown, Shirley Crowe, Preston Sharpe Rd	Sharpe Rd District 3
			Limbs pick up at this address in Cherry Hill Plantation		
23495	11/15/16 <b>Request</b> 11/16/16 <b>Schedule</b> 11/17/16 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 1.9 <b>O-to-C</b>	Other Medium Priority Road Maintenance	Brown, Shirley Harrison, Elthea Cedar Hill Rd	Cedar Hill Rd District 3
			Old guard rails removed		
23497	11/16/16 <b>Request</b> 11/18/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 13.2 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Clark, Kenneth Dove Cv	Dove Cv District 3
			Bad potholes turning into sink holes just before you get in the curve		

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Departmen	Caller / Address	Location / District	
23503	11/17/16 <b>Request</b> 11/18/16 <b>Schedule</b> 11/21/16 <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 3.8 <b>O-to-C</b>	Stop Sign Medium Priority	Brown, Shirley Road Maintenance	Stewart, Charles Stillhouse Creek Dr/Kempen Ln	Stillhouse Creek Dr District 3
Requesting to have stop sign put back up at the intesection of Kempen Ln and Stillhouse Creek Dr. Pole is still there sign						
23506	11/18/16 <b>Request</b> 11/22/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 9.8 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Unknown Lakefield Run	Lakefield Run District 1
Limbs\bushes need picking up						
23507	11/18/16 <b>Request</b> 11/21/16 <b>Schedule</b> 11/29/16 <b>Closed</b>	<b>Durations</b> 8.0 <b>S-to-C</b> 10.9 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Powell, Sterlina Middle Rd	Middle Rd District 4
Big pothole at the end of driveway that has turned into an huge drop off						
23508	11/18/16 <b>Request</b> 11/21/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 9.6 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Sullivan Audubon Woods	Audubon Woods District 1
Limbs pick up at this sddress in Deerfield						
23510	11/21/16 <b>Request</b> 11/23/16 <b>Schedule</b> 11/28/16 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 6.9 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Middleton, Woodro Sharpe Rd	Sharpe Rd District 3
Limbs pick up						

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**Closed Request: 35**      **11.86 S-to-C Average Duration**  
**9.45 O-to-C Average Duration**

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**Total Requests: 35**      **11.86 S-to-C Average Duration**  
**9.45 O-to-C Average Duration**



## Closed Request Analysis

### Closed - Requests Closed on or prior to Target Date

Req #	Request Grade	Request Date/Time	Close Date/Time	Target Date	Type	Assignee / Caller	Location / Address	District	Priority
23441	A	11/01/16 08:20:00	11/15/16 08:20:00	11/02/16	Limb Pickup Closed	Brown, Shirley Smith, Frank	Kehle Rd Church Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	336.00		<b>Two large piles of limbs and debris needs to be picked up on Kehle Rd side</b>				
23443	A	11/01/16 12:51:00	11/01/16 13:53:00	11/02/16	Other Closed	Brown, Shirley Lawson, Luvella	Simpson Dr Simpson Drive Flora 39071	District 4	
		<b>Dur (hours)</b>	1.03		<b>The lot next door to her...she thinks the address is 114 Simpson Drive, is overgrown with weeds and vermin. She wants it</b>				
23445	A	11/01/16 13:19:00	11/15/16 08:19:00	11/02/16	Limb Pickup Closed	Brown, Shirley Atkinson, Malissa	Harbor Rd Harbor Rd	District 1	Medium Priority
		<b>Dur (hours)</b>	331.00		<b>Limbs pick up at this address in Twin Harbor Sudv</b>				
23447	A	11/01/16 15:14:00	11/03/16 10:37:00	11/02/16	Limb Pickup Closed	Brown, Shirley House, Randa	North Deerfield Dr North Deerfield Dr	District 5	Medium Priority
		<b>Dur (hours)</b>	43.38		<b>Limbs pick up</b>				
23449	A	11/02/16 07:46:00	11/09/16 11:57:00	11/03/16	Limb Pickup Closed	Brown, Shirley Rosell, Willie	Center St Center St	District 3	Medium Priority
		<b>Dur (hours)</b>	172.18		<b>Limbs pick up at this address in Magnolia Heights</b>				
23450	A	11/02/16 09:25:00	11/09/16 11:58:00	11/03/16	Limb Pickup Closed	Brown, Shirley Alexander, Charles	Coker Rd Coker Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	170.55		<b>Limbs pick up at this address in Lake Lorman</b>				
23451	A	11/02/16 15:41:00	11/09/16 11:56:00	11/03/16	Limb Pickup Closed	Brown, Shirley Franklin, Eddie	Rocky Hill Rd Rocky-Hill Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	164.25		<b>Limbs pick up an an old refrigerator</b>				
23453	A	11/03/16 09:43:00	11/07/16 07:08:00	11/04/16	Limb Pickup Closed	Brown, Shirley Michael, Harvey	Church Hill Pl Church Hill Pl	District 4	Medium Priority
		<b>Dur (hours)</b>	93.42		<b>Limbs pick up at this address in Charlton Pl</b>				
23458	A	11/04/16 08:59:00	11/18/16 15:34:00	11/05/16	Limb Pickup Closed	Brown, Shirley Littlefield, Deborah	Ramaqe Rd Ramaqe Rd	District 4	Medium Priority
		<b>Dur (hours)</b>	342.58		<b>Limbs pick up</b>				
23459	A	11/04/16 12:35:00	11/09/16 15:31:00	11/05/16	Limb Pickup Closed	Brown, Shirley Unknown	Lake Ridge Cir Lake Ridge Cir	District 1	Medium Priority
		<b>Dur (hours)</b>	122.93		<b>Limbs pick up on corner of Woodslake Dr</b>				

## Closed Request Analysis

### Closed - Requests Closed on or prior to Target Date

Req #	Request Grade	Request Date/Time	Close Date/Time	Target Date	Type	Assignee / Caller	Location / Address	District	Priority
23460	A	11/04/16 12:39:00	11/10/16 07:54:00	11/05/16	Trash Related Closed	Brown, Shirley Bouldin	Sam Bouldin Rd pvt Sam Bouldin Rd Pvt	District 4	Medium Priority
		<b>Dur (hours)</b>	139.25		<b>Old sofa and other items need picking up</b>				
23461	A	11/04/16 15:10:00	11/08/16 07:07:00	11/05/16	Limb Pickup Closed	Brown, Shirley Van-Rvan, Alice	Coachmans Rd Coachmans Rd	District 2	Medium Priority
		<b>Dur (hours)</b>	87.95		<b>Limbs pick up</b>				
23462	A	11/07/16 08:54:00	11/15/16 08:18:00	11/08/16	Limb Pickup Closed	Brown, Shirley Bouldin, Martha	Adams Ln Adams Ln	District 5	Medium Priority
		<b>Dur (hours)</b>	191.40		<b>Limbs pick up</b>				
23463	A	11/07/16 09:45:00	11/29/16 11:23:00	11/08/16	Gravel Closed	Brown, Shirley Bacon	Hwy 16 Hwy 16	District 5	Medium Priority
		<b>Dur (hours)</b>	529.63		<b>Needs gravel</b>				
23465	A	11/07/16 11:24:00	11/09/16 15:30:00	11/08/16	Limb Pickup Closed	Brown, Shirley Young, Drew	Grayhawk Pkwy Grayhawk Pkwy		Medium Priority
		<b>Dur (hours)</b>	52.10		<b>Limbs pick up at this address in Grayhawk Sudv</b>				
23467	A	11/08/16 07:09:00	11/17/16 09:19:00	11/09/16	Trash Related Closed	Brown, Shirley Mr., Johnson	Way Rd Way Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	218.17		<b>Need debris picked up</b>				
23468	A	11/08/16 08:52:00	11/15/16 08:18:00	11/09/16	Limb Pickup Closed	Brown, Shirley Pleiss, Phill	Crabapple Gr Crabapple Gr	District 3	Medium Priority
		<b>Dur (hours)</b>	167.43		<b>Limbs pick up at this address in Ashbroke Sudv</b>				
23469	A	11/08/16 13:08:00	11/29/16 11:28:00	11/09/16	Other Closed	Brown, Shirley Conway,, Christv	Bridgeton Cir Bridgeton Circle Madison 39110	District 5	Medium Priority
		<b>Dur (hours)</b>	502.33		<b>Gravel and mud in road from construction site has made the road slick</b>				
23470	A	11/08/16 14:19:00	11/17/16 09:19:00	11/09/16	Trash Related Closed	Brown, Shirley Beasley, Jacquise	Reid Rd E Reid Rd East Canton 39046	District 5	Medium Priority
		<b>Dur (hours)</b>	211.00		<b>Trash on road and at 116 Reid Rd East.</b>				
23471	A	11/08/16 15:36:00	11/10/16 07:47:00	11/09/16	Limb Pickup Closed	Brown, Shirley Evans, Heather	Thornberry Cv Thornberry Cv	District 1	Medium Priority
		<b>Dur (hours)</b>	40.18		<b>Limbs pick up at this address in Wildwood Sudv</b>				

## Closed Request Analysis

### Closed - Requests Closed on or prior to Target Date

Req #	Request Grade	Request Date/Time	Close Date/Time	Target Date	Type	Assignee / Caller	Location / Address	District	Priority
23472	A	11/09/16 09:04:00	11/10/16 07:46:00	11/10/16	Limb Pickup Closed	Brown, Shirley Gert, Ms	Hanging Moss Ln Hanging Moss Ln	District 3	Medium Priority
		<b>Dur (hours)</b>	22.70		<b>Limbs pick up at this address in Lake Lorman, go through gate 5 or 6</b>				
23473	A	11/09/16 09:14:00	11/17/16 09:18:00	11/10/16	Limb Pickup Closed	Brown, Shirley Johnson, Lee	Pisgah Bottom Rd Pisgah Bottom Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	192.07		<b>Requesting limbs and debris to be picked up</b>				
23474	A	11/09/16 09:50:00	11/17/16 09:20:00	11/10/16	Limb Pickup Closed	Brown, Shirley King, J	Mason Cv Mason Cv		Medium Priority
		<b>Dur (hours)</b>	191.50		<b>Limbs pick up at this address in Ashbroke Sudv</b>				
23476	A	11/09/16 15:12:00	11/17/16 09:20:00	11/10/16	Limb Pickup Closed	Brown, Shirley McAlpin, Lena	Gunter Rd Gunter Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	186.13		<b>Limbs pick up</b>				
23477	A	11/09/16 15:14:00	11/15/16 08:18:00	11/10/16	Limb Pickup Closed	Brown, Shirley Horseman, Joe	Chapel Hill Rd Chapel Hill Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	137.07		<b>Limbs pick up</b>				
23479	A	11/10/16 09:09:00	11/15/16 14:57:00	11/11/16	Signage Installation Closed	Brown, Shirley Unknown	Stribling Rd Stribling Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	125.80		<b>Street sign missing[Stribling Rd] off of 463</b>				
23480	A	11/10/16 09:11:00	11/18/16 07:11:00	11/11/16	Limb Pickup Closed	Brown, Shirley Unknown, Kelvin	Cove Ln Cove Ln	District 4	Medium Priority
		<b>Dur (hours)</b>	190.00		<b>Limbs pick up at this address in Lake Caroline</b>				
23481	A	11/10/16 14:21:00	11/15/16 08:17:00	11/11/16	Limb Pickup Closed	Brown, Shirley Veronica, Millsap	Providence Dr 136 Providence Dr	District 3	Medium Priority
		<b>Dur (hours)</b>	113.93		<b>Need limbs picked up</b>				
23482	A	11/10/16 14:23:00	11/29/16 10:50:00	11/11/16	Culvert Repair Closed	Brown, Shirley Steen, Gerald	Lake Castle Rd 380 Lake Castle Rd	District 1	Medium Priority
		<b>Dur (hours)</b>	452.45		<b>Need culvert cleaned out</b>				
23483	A	11/10/16 14:24:00	11/29/16 11:30:00	11/11/16	Pot Holes Closed	Brown, Shirley Brown, Janice	Brown Rd W Brown Rd W	District 5	Medium Priority
		<b>Dur (hours)</b>	453.10		<b>Need potholes patched</b>				

## Closed Request Analysis

### Closed - Requests Closed on or prior to Target Date

Req #	Request Grade	Request Date/Time	Close Date/Time	Target Date	Type	Assignee / Caller	Location / Address	District	Priority
23485	A	11/10/16 14:28:00	11/17/16 09:23:00	11/11/16	Limb Pickup Closed	Brown, Shirley Aain, Bill	Pine Ridge Dr 110 Pine Ridge Dr	District 2	Medium Priority
		<b>Dur (hours)</b>	162.92		<b>Need limbs picked up</b>				
23487	A	11/10/16 15:02:00	11/30/16 07:37:00	11/11/16	Limb Pickup Closed	Brown, Shirley Howell, Rav	Clarkdell Rd Clarkdell Rd	District 1	Medium Priority
		<b>Dur (hours)</b>	472.58		<b>Limbs pick up on Clarkdell Rd off of Yandell Rd on the right side about 200 ft</b>				
23488	A	11/10/16 15:05:00	11/28/16 10:46:00	11/11/16	Culvert Installation Closed	Brown, Shirley Statcher, Melvin/Doris	Putnam Rd Putnam Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	427.68		<b>Needs gravel and culvert</b>				
23489	A	11/10/16 15:25:00	11/17/16 09:22:00	11/11/16	Trash Related Closed	Brown, Shirley Horn, Beverly	Robinson Springs Rd Robinson Springs Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	161.95		<b>Need mattresses, dresser,etc picked up at this address</b>				
23490	A	11/14/16 14:49:00	11/18/16 07:11:00	11/15/16	Limb Pickup Closed	Brown, Shirley Unknown	Dover Ln Dover Ln	District 3	Medium Priority
		<b>Dur (hours)</b>	88.37		<b>Limbs pick up</b>				
23492	A	11/15/16 07:25:00	11/29/16 11:30:00	11/16/16	Pot Holes Closed	Brown, Shirley Haffey, Debbie	Gus Green Rd Gus Green Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	340.08		<b>Bad potholes [Busted tire and axle]</b>				
23493	A	11/15/16 08:54:00	11/28/16 07:19:00	11/16/16	Limb Pickup Closed	Brown, Shirley Crowe, Preston	Sharpe Rd Sharpe Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	310.42		<b>Limbs pick up at this address in Cherry Hill Plantation</b>				
23494	A	11/15/16 14:09:00	11/18/16 07:11:00	11/16/16	Limb Pickup Closed	Brown, Shirley McCluskey, Gill	Dover Ln Dover Ln	District 3	Medium Priority
		<b>Dur (hours)</b>	65.03		<b>Limbs pick up at this address in New Castle</b>				
23495	A	11/15/16 15:12:00	11/17/16 13:33:00	11/16/16	Other Closed	Brown, Shirley Harrison, Elthea	Cedar Hill Rd Cedar Hill Rd	District 3	Medium Priority
		<b>Dur (hours)</b>	46.35		<b>Old quard rails removed</b>				
23496	A	11/15/16 15:46:00	11/17/16 09:21:00	11/16/16	Limb Pickup Closed	Brown, Shirley Triqa, Robert	Dover Ln Dover Ln	District 3	Medium Priority
		<b>Dur (hours)</b>	41.58		<b>Caller stated that he's the head of the neighborhood and requesting for limbs to be pick up in the whole New Castle Su</b>				

## Closed Request Analysis

### Closed - Requests Closed on or prior to Target Date

Req #	Request Grade	Request Date/Time	Close Date/Time	Target Date	Type	Assignee / Caller	Location / Address	District	Priority
23497	A	11/16/16 07:49:00	11/29/16 11:31:00	11/17/16	Pot Holes Closed	Brown, Shirley Clark, Kenneth	Dove Cv Dove Cv	District 3	Medium Priority
		<b>Dur (hours)</b>	315.70		<b>Bad potholes turning into sink holes just before you get in the curve</b>				
23498	A	11/16/16 14:15:00	11/18/16 15:34:00	11/17/16	Limb Pickup Closed	Brown, Shirley Bailey, Valerie	Way Rd Way Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	49.32		<b>Limbs\wood pick up</b>				
23499	A	11/16/16 14:18:00	11/18/16 07:10:00	11/17/16	Limb Pickup Closed	Brown, Shirley Stroble, Jay	Steels Pointe Steels Pointe	District 3	Medium Priority
		<b>Dur (hours)</b>	40.87		<b>Limbs\bushes pick up</b>				
23500	A	11/17/16 08:54:00	11/28/16 07:24:00	11/18/16	Trash Related Closed	Brown, Shirley Bradley, George	Brown Dr Brown Dr	District 4	Medium Priority
		<b>Dur (hours)</b>	262.50		<b>Requesting for old doors, sheet rock etc to be picked up</b>				
23502	A	11/17/16 15:06:00	11/28/16 07:22:00	11/18/16	Trash Related Closed	Brown, Shirley Brown, Sharondria	Murphy Chapel Rd Murphy Chapel Rd	District 5	Medium Priority
		<b>Dur (hours)</b>	256.27		<b>Needs old furniture picked up</b>				
23503	A	11/17/16 15:52:00	11/21/16 11:25:00	11/18/16	Stop Sign Closed	Brown, Shirley Stewart, Charles	Stillhouse Creek Dr Stillhouse Creek Dr/Kempen Ln	District 3	Medium Priority
		<b>Dur (hours)</b>	91.55		<b>Requesting to have stop sign put back up at the intesection of Kempen Ln and Stillhouse Creek Dr. Pole is still there sign</b>				
23504	A	11/17/16 15:57:00	11/29/16 14:38:00	11/18/16	Stop Sign Closed	Brown, Shirley Stewart, Charles	Bremen Way Bremwn Way/ Bremen Ct	District 2	Medium Priority
		<b>Dur (hours)</b>	286.68		<b>Request to have a new stop sign install at this intersection or thru way</b>				
23506	A	11/18/16 13:14:00	11/28/16 07:19:00	11/19/16	Limb Pickup Closed	Brown, Shirley Unknown	Lakefield Run Lakefield Run	District 1	Medium Priority
		<b>Dur (hours)</b>	234.08		<b>Limbs\bushes need picking up</b>				
23507	A	11/18/16 14:01:00	11/29/16 11:32:00	11/19/16	Pot Holes Closed	Brown, Shirley Powell, Sterling	Middle Rd Middle Rd	District 4	Medium Priority
		<b>Dur (hours)</b>	261.52		<b>Big pothole at the end of driveway that has turned into an huge drop off</b>				
23508	A	11/18/16 15:46:00	11/28/16 07:19:00	11/19/16	Limb Pickup Closed	Brown, Shirley Sullivan	Audubon Woods Audubon Woods	District 1	Medium Priority
		<b>Dur (hours)</b>	231.55		<b>Limbs pick up at this address in Deerfield</b>				

**Closed Request Analysis**

**Closed - Requests Closed on or prior to Target Date**

Req #	Request	Close	Target	Type	Assignee / Caller	Location / Address	District	Priority
Grade	Date/Time	Date/Time	Date					
23510	11/21/16	11/28/16	11/22/16	Limb Pickup	Brown, Shirley	Sharpe Rd	District 3	Medium Priority
A	10:27:00	07:17:00		Closed	Middleton, Woodro	Sharpe Rd		
	<b>Dur (hours)</b>	164.83		<b>Limbs pick up</b>				
23511	11/21/16	11/29/16	11/22/16	Other	Brown, Shirley	Hart Rd	District 5	Medium Priority
A	13:18:00	11:28:00		Closed	Pentecost, James	Hart Rd		
	<b>Dur (hours)</b>	190.17		<b>Need wood picked up</b>				

**52 Closed - Requests Closed on or prior to Target Date**

**Closed Request Analysis**

**Closed - Requests Closed after the Target Date**

Req #	Request	Close	Target	Type	Assignee / Caller	Location / Address	District	Priority
Grade	Date/Time	Date/Time	Date					
23442	11/01/16	11/28/16	11/02/16	Limb Pickup	Brown, Shirley	Cedar Hill Rd	District 3	Medium Priority
F	10:30:00	07:20:00		Closed	Denny, Walter	Cedar Hill Rd		
	<b>Dur (hours)</b>	644.83		<b>Limbs pick up</b>				
23446	11/01/16	11/29/16	11/02/16	Road Condition	Brown, Shirley	Calhoun Pkwy	District 1	High Priority
F	13:33:00	11:42:00		Closed	District Supervisor	calhoun parkway		
	<b>Dur (hours)</b>	670.15		<b>Supervisor called Dan about about a divet in the turn lane at the intersection of Calhoun Pkwy and Church Road. Dan s</b>				
23448	11/01/16	11/29/16	11/02/16	Trash Related	Brown, Shirley	Calhoun Pkwy	District 4	Medium Priority
F	15:16:00	14:38:00		Closed	Williams, Lisa	Calhoun Pkwy		
	<b>Dur (hours)</b>	671.37		<b>Requesting for roads to be cleaned up on both sides of the roads [Calhoun Pkwy and on Church Rd down to Gluckstadt]</b>				
23455	11/03/16	11/29/16	11/04/16	Other	Brown, Shirley	Childress Ln	District 4	Medium Priority
F	12:50:00	11:27:00		Closed	Williams, Ms.	Childress Ln Flora 39071		
	<b>Dur (hours)</b>	622.62		<b>Wants to know the status of Childress Ln</b>				
23456	11/03/16	11/28/16	11/04/16	Culvert Installation	Brown, Shirley	John Dav Rd	District 5	Medium Priority
F	14:24:00	10:45:00		Closed	Griffin, Mr Paul	John Dav Rd		
	<b>Dur (hours)</b>	596.35		<b>Culvert needs installed</b>				

**5 Closed - Requests Closed after the Target Date**

## Closed Request Analysis

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Closed - Requests Closed after the Target Date

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Req #	Request	Close	Target					
Grade	Date/Time	Date/Time	Date	Type	Assignee / Caller	Location / Address	District	Priority

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Total Requests: 57