

MADISON COUNTY ROAD DEPARTMENT

FEBRUARY 2013

CLOSED CALL ANALYSIS

Closed Request Analysis

Closed Requests - Requests Closed in 48 hours or less

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17045	A	02/04/13 09:33:00 Dur (hours)	02/05/13 09:23:00 23.83	Trash Related	Brown, Shirley Barton, Brenda	Kehle Rd Kehle Rd	District 3	
				Pile of limbs need picking up on the Church Rd side				
17049	A	02/04/13 15:12:00 Dur (hours)	02/05/13 09:01:00 17.82	Trash Related	Brown, Shirley Tribble, Curt	Lake Shore Dr Lake Shore Dr.(Lake Lorman)	District 1	
				Limbs to be picked up.				
17053	A	02/05/13 08:35:00 Dur (hours)	02/06/13 15:02:00 30.45	Trash Related	Brown, Shirley Wilson, Doris	Pine St Pine St	District 4	Medium Priority
				Limb pick up. In Magnolia Heights. Will send Dan out on 2/6/2013.				
17058	A	02/05/13 09:16:00 Dur (hours)	02/06/13 15:03:00 29.78	Trash Related	Brown, Shirley Evans,	Savannah Bend Savannah Bend	District 3	Medium Priority
				Large pile of limbs.				
17079	A	02/07/13 14:57:00 Dur (hours)	02/08/13 08:48:00 17.85	Trash Related	Brown, Shirley Tribble, Curt	Lakeshore Dr Lakeshore Dr	District 3	Medium Priority
				tree debris. in Lake Lorman				
17086	A	02/11/13 08:57:00 Dur (hours)	02/13/13 07:58:00 47.02	Trash Related	Brown, Shirley Plummer, Floyd	Cherry Hill Dr Cherry Hill Dr.	District 3	Medium Priority
				Large pile of limb detail.				
17090	A	02/11/13 11:35:00 Dur (hours)	02/11/13 09:11:00 2.40	Other	Brown, Shirley Customer,	Madison Co Road Dept	District 1	Medium Priority
				Asked to speak to Shirley				
17124	A	02/19/13 07:52:00 Dur (hours)	02/21/13 07:35:00 47.72	Stop Sign	Brown, Shirley Jackson, Julie	West Elbridge Way	District 4	Medium Priority
				Stop sign is down at the intersection of West Elbridge and South Wood				
17126	A	02/19/13 09:10:00 Dur (hours)	02/21/13 07:51:00 46.68	Trash Related	Brown, Shirley Gutierrez, Alex	Lakeshore Dr Lakeshore Drive	District 3	Medium Priority
				large pile of detail near Lake Cavalier.				

Closed Request Analysis

Closed Requests - Requests Closed in 48 hours or less

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17133	A	02/19/13 13:33:00	02/19/13 08:12:00	Other	Brown, Shirley Customer,	Madison Co Road Dept	District 1	Medium Priority
		Dur (hours)	5.35	Asked to speak to Shelton.				
17139	A	02/19/13 15:52:00	02/21/13 07:51:00	Trash Related	Brown, Shirley Bruitt, Nancy	Hayfield Pl Hayfield Plantation(Red Oak Plantation)	District 3	Medium Priority
		Dur (hours)	39.98	Limbs to be picked up.				
17140	A	02/20/13 08:36:00	02/21/13 07:51:00	Trash Related	Brown, Shirley Rankin, Mary	Green Crossing Rd Deer Circle	District 3	Medium Priority
		Dur (hours)	23.25	Tree on the edge of road.				
17141	A	02/20/13 09:59:00	02/22/13 08:07:00	Trash Related	Brown, Shirley Gilbert, Lisa	Hwy 51 N Hwy51 N		Medium Priority
		Dur (hours)	46.13	Limbs to be picked up.				
17146	A	02/20/13 13:44:00	02/20/13 07:53:00	Other	Brown, Shirley Miller, Loretta	Oil Mill Quarters Rd Oil Mill Quarters Road	District 5	Medium Priority
		Dur (hours)	5.85	Customer states that we bust her water line.				
17147	A	02/20/13 14:45:00	02/22/13 08:07:00	Trash Related	Brown, Shirley Morris, Shirley	Lincoln St Lincoln Street	District 4	Medium Priority
		Dur (hours)	41.37	Limbs to be picked up				

15 Closed Requests - Requests Closed in 48 hours or less

Closed Request Analysis

Closed Requests - Requests Closed in more than 48 hours

Req #	Request	Completion	Type	Assignee / Caller	Location / Address	District	Priority
17034 F	02/01/13 08:14:00 Dur (hours)	02/04/13 09:53:00 73.65	Pot Holes	Brown, Shirley Jones, Albert	King Ranch Rd	District 4	Medium Priority
			Hugh pot hole in the middle of road near Green Acres				
17035 F	02/01/13 10:03:00 Dur (hours)	02/05/13 09:01:00 94.97	Trash Related	Brown, Shirley Zelznak, George	Cedar Hill Rd Cedar Hill Rd	District 3	
			Pick up of limbs and debris				
17040 F	02/01/13 14:05:00 Dur (hours)	02/05/13 09:23:00 91.30	Trash Related	Brown, Shirley Mays, Ann	Saddle Creek Cv Saddle Creek Cv	District 1	
			Limbs to be picked up				
17041 F	02/01/13 14:06:00 Dur (hours)	02/08/13 08:47:00 162.68	Trash Related	Brown, Shirley Barker, Linda	Clarkdell Rd Clarkdell Rd	District 1	
			Tin gate need picking up				
17043 F	02/04/13 07:47:00 Dur (hours)	02/06/13 15:01:00 55.23	Trash Related	Brown, Shirley Duncan, Lee	Belle Pointe Dr Belle Pointe Dr	District 4	
			Limbs on vacant lot next door				
17044 F	02/04/13 07:53:00 Dur (hours)	02/13/13 07:58:00 216.08	Trash Related	Brown, Shirley Johnson, Arthur	Cobbville Dr E Cobbville Dr E		
			Limbs to be picked up; neighbor also has limbs to be picked up				
17046 F	02/04/13 09:35:00 Dur (hours)	02/06/13 15:02:00 53.45	Trash Related	Brown, Shirley Roberson, Ken	Hidden Lake Rd Hidden Lake Rd	District 4	
			Limbs to be picked up				
17050 F	02/05/13 07:20:00 Dur (hours)	02/20/13 08:41:00 361.35	Other	Brown, Shirley Battle, Eric	Madison Co Road Dept		Medium Priority
			Ask for Helen				
17051 F	02/05/13 07:24:00 Dur (hours)	02/20/13 08:59:00 361.58	Culvert Repair	Brown, Shirley Steen, Gerald	Cherry Rose Ln	District 4	Medium Priority
			culvert needs cleaning at 584 Cherryrose Ln				

Closed Request Analysis

Closed Requests - Requests Closed in more than 48 hours

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17055	F	02/05/13 08:56:00	02/13/13 07:58:00	Trash Related	Brown, Shirley Jackson,	Cobbsville Dr Cobbsville Dr	District 5	Medium Priority
		Dur (hours)	191.03	Two large pile of limbs. off Pisgah Bottomn Rd				
17056	F	02/05/13 08:57:00	02/13/13 07:59:00	Trash Related	Brown, Shirley Jackson,	Pisgah Bottom Rd Pisgah Bottom Rd	District 5	Medium Priority
		Dur (hours)	191.03	Big pile of limbs				
17057	F	02/05/13 09:07:00	02/13/13 15:25:00	Trash Related	Brown, Shirley Walker,	Twin Cedars Dr Twin Cedar Dr	District 1	Medium Priority
		Dur (hours)	198.30	Large pile of detail.				
17059	F	02/05/13 10:08:00	02/13/13 08:07:00	Trash Related	Brown, Shirley Middleton, Gene	Seville Way Seville Way	District 3	
		Dur (hours)	189.98	Limbs and debris to be picked up on the Caroline Blvd side of property				
17061	F	02/05/13 11:19:00	02/13/13 07:59:00	Trash Related	Brown, Shirley Harper, Rick	Farmers Row Farmer's Row	District 3	
		Dur (hours)	188.67	Pile of limbs to be pick up also 2 other neighbors need there limbs pick up too				
17065	F	02/06/13 09:45:00	02/20/13 09:02:00	Dead Animal	Brown, Shirley Sheriff Department,	Rouser Rd	District 3	Medium Priority
		Dur (hours)	335.28	Dead horse just before you get to Livingston on the gravel.				
17069	F	02/06/13 14:07:00	02/20/13 09:04:00	Pot Holes	Brown, Shirley Customer,	Albert Catchings Rd	District 5	Medium Priority
		Dur (hours)	330.95	Requesting potholes to be repaired on Albert Catching and Mansell				
17070	F	02/06/13 14:17:00	02/13/13 07:50:00	Trash Related	Brown, Shirley Concern, Citizen	South Deerfield Dr 522 S Deerfield Dr	District 1	Medium Priority
		Dur (hours)	161.55	Need brush pick up				
17071	F	02/06/13 14:18:00	02/13/13 08:08:00	Trash Related	Brown, Shirley Mrs, Banks	Talbot Ct	District 3	Medium Priority
		Dur (hours)	161.83	Need limb pick up				

Closed Request Analysis

Closed Requests - Requests Closed in more than 48 hours

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17073	F	02/07/13 09:17:00	02/20/13 09:05:00	Pot Holes	Brown, Shirley Bobst, Clark	Martin Dr Martin Dr	District 5	Medium Priority
		Dur (hours)	311.80	Pot holes need patching				
17075	F	02/07/13 10:32:00	02/13/13 07:58:00	Trash Related	Brown, Shirley Jackson,	Sharpe Rd Sharpe Rd	District 3	Medium Priority
		Dur (hours)	141.43	Big pile of limbs. in Cherry Hill Sub.				
17076	F	02/07/13 11:10:00	02/20/13 09:05:00	Pot Holes	Brown, Shirley Morris, Shirley	Lincoln St Lincoln street	District 4	Medium Priority
		Dur (hours)	309.92	Requesting pothole repair.				
17078	F	02/07/13 12:51:00	02/20/13 09:07:00	Other	Brown, Shirley Sorensen, Nicole	Clarkdell Rd Ext	District 1	Medium Priority
		Dur (hours)	308.27	Fourth tree on the road turning from the Dollar General. Tree is breaking from base and will fall onto property in the Bradshaw Ridge S/D				
17080	F	02/08/13 12:29:00	02/19/13 07:56:00	Trash Related	Brown, Shirley Weisenberger, Bill	Munich Dr Munich Dr	District 3	
		Dur (hours)	259.45	Limbs and debris				
17083	F	02/11/13 08:03:00	02/19/13 07:58:00	Trash Related	Brown, Shirley Burton, Brenda	Church Rd Kehle Rd	District 4	
		Dur (hours)	191.92	Tree limbs and debris to be picked up onn the Church Rd side of address				
17085	F	02/11/13 08:49:00	02/19/13 07:56:00	Trash Related	Brown, Shirley Britt, Bill	Hayfield Pl Hayfield Pl	District 3	
		Dur (hours)	191.12	Limbs and stump				
17089	F	02/11/13 10:39:00	02/20/13 09:10:00	Other	Brown, Shirley Customer,	Madison Co Road Dept	District 1	Medium Priority
		Dur (hours)	214.52	Customer requestuing that we purchase him a garbage can				
17092	F	02/11/13 13:50:00	02/13/13 15:25:00	Trash Related	Brown, Shirley Williams, Steve	West Florida Blvd West Florida Blvd	District 1	
		Dur (hours)	49.58	Limbs and debris to be picked up in Lost Rabbit				

Closed Request Analysis

Closed Requests - Requests Closed in more than 48 hours

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17097	F	02/12/13 08:14:00	02/19/13 07:56:00	Trash Related	Brown, Shirley Puckett, Lance	Belle Pointe Dr Belle Pointe Dr	District 4	
		Dur (hours)	167.70	Limbs to be picked up				
17098	F	02/12/13 09:01:00	02/19/13 07:56:00	Trash Related	Brown, Shirley Sartin, Fred	Chapel Ln Chapel Ln	District 3	
		Dur (hours)	166.92	Limbs and debris to be picked up				
17106	F	02/13/13 11:00:00	02/19/13 07:59:00	Trash Related	Brown, Shirley Burton, Brenda	Church Rd Kehle Road	District 3	
		Dur (hours)	140.98	Requesting Limbs,debris etc to be picked up :the customer say she called Monday.				
17107	F	02/13/13 11:07:00	02/21/13 11:59:00	Down Tree	Brown, Shirley Robertson, Jimmy	Barnes Rd Rocks Road	District 5	Medium Priority
		Dur (hours)	192.87	Reported a tree up rooted just below her address ,below lone pine exit on Barnes road.				
17110	F	02/13/13 12:23:00	02/19/13 07:57:00	Trash Related	Brown, Shirley Customer,	Magnolia St Magnolia Street	District 3	
		Dur (hours)	139.57	At the end of Magnolia Street their's a pile of limbs to be picked up.				
17113	F	02/14/13 10:56:00	02/20/13 07:26:00	Trash Related	Brown, Shirley Morgan, Grady	Morgan Rd Morgan Rd	District 5	
		Dur (hours)	140.50	Building materials need picking up on two sites on road				
17117	F	02/15/13 10:01:00	02/20/13 07:58:00	Pot Holes	Brown, Shirley Lacy, Amanda	Cooper Rd	District 5	Medium Priority
		Dur (hours)	117.95	Pot holes and bad ruts in road				
17118	F	02/15/13 11:30:00	02/19/13 07:56:00	Trash Related	Brown, Shirley Cox, Barbara	Munich Dr Munich Dr. (Germantown Sub.)	District 3	
		Dur (hours)	92.43	Freezer to be picked up.				
17119	F	02/15/13 11:42:00	02/20/13 07:26:00	Trash Related	Brown, Shirley Bouldin, Angela	Normandy Cir Normandy Circle	District 3	
		Dur (hours)	115.73	Limbs to be picked up.				

Closed Request Analysis

Closed Requests - Requests Closed in more than 48 hours

Req #	Request	Completion	Type	Assignee / Caller	Location / Address	District	Priority
17121	02/15/13	02/20/13	Trash Related	Brown, Shirley	Cedar Hill Rd	District 3	
F	12:12:00	07:26:00		Denny, Peggy	Cedar Hill Rd		
	Dur (hours)	115.23	Limbs to be picked up				
17132	02/19/13	02/22/13	Trash Related	Brown, Shirley	Fawn Cv	District 1	Medium Priority
F	13:31:00	08:07:00		Wood, Nancy	Fawn Cove(Deerfield Sub)		
	Dur (hours)	66.60	Requesting a hot water heater to be picked up.				

38 **Closed Requests - Requests Closed in more than 48 hours**

Closed Request Analysis

Closed Requests - Requests Closed in more than 48 hours

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

Total Requests: 53