

**MADISON COUNTY ROAD DEPARTMENT**

**MAY 2017**

**CLOSED CALL ANALYSIS**

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
23618	01/03/17 05/09/17 05/02/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 126.0 <b>S-to-C</b> 119.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Thomas, Lee Ervin Rocky Hill Road	Rocky Hill Rd District 5
Culvert has a hole in it and water is standing in driveway.							
23669	01/23/17 05/11/17 05/25/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 108.0 <b>S-to-C</b> 122.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Harris, Mary Ann Hwy 16 West	Hwy 16 W
Culvert needs to be replaced, collapsed on one end, Has logs stacked on the collapsed side. On left side coming from Oil Mill Gin.							
23738	02/08/17 05/10/17 05/19/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 91.0 <b>S-to-C</b> 100.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Hilton, Hope Horseshoe Ln	Horseshoe Ln District 4
Needs culvert installed at new address							
23869	03/03/17 05/18/17 05/26/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 76.0 <b>S-to-C</b> 84.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Cole, Linda Willis Rd	Willis Rd District 4
Requesting some one come to check the road for erosion under the road's asphalt where the dirt has washed away							
23886	03/07/17 05/08/17 05/08/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 62.0 <b>S-to-C</b> 62.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Mandel, David Beaufort Cir	Beaufort Cir District 4
Dirt has washed away on the culvert, causing the ditch and yard to flood							
23962	03/20/17 05/16/17 05/23/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 57.0 <b>S-to-C</b> 64.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Moore, Martha Simpson Dr	Simpson Dr District 4
Culvert stopped up, water is not flowing through							

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23963	03/20/17 <b>Request</b> 05/19/17 <b>Schedule</b> 05/19/17 <b>Closed</b>	<b>Durations</b> 60.0 <b>S-to-C</b> 60.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Moore, Martha Simpson Dr	Simpson Dr District 4
Needs culvert installed on new property						
23964	03/20/17 <b>Request</b> 05/24/17 <b>Schedule</b> 05/08/17 <b>Closed</b>	<b>Durations</b> 65.0 <b>S-to-C</b> 49.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Mandell, David Beaufort Cir	Beaufort Cir District 4
Dirt has washed away on and around the culvert						
23976	03/22/17 <b>Request</b> 05/23/17 <b>Schedule</b> 05/16/17 <b>Closed</b>	<b>Durations</b> 62.0 <b>S-to-C</b> 55.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Ballard, Joseph Hwy 17	Hwy 17 District 5
2Needs culvert installed on new property						
23983	03/23/17 <b>Request</b> 05/25/17 <b>Schedule</b> 05/23/17 <b>Closed</b>	<b>Durations</b> 63.0 <b>S-to-C</b> 61.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Jones, Albert Way Rd	Way Rd District 5
Culvert needs cleaning out, stopped up real bad						
23985	03/23/17 <b>Request</b> 05/18/17 <b>Schedule</b> 05/23/17 <b>Closed</b>	<b>Durations</b> 56.0 <b>S-to-C</b> 61.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Herrington, Teresa Livingston Rd	Livingston Rd District 2
Culvert on the road is about to collapse at any age						
23990	03/24/17 <b>Request</b> 05/05/17 <b>Schedule</b> 05/26/17 <b>Closed</b>	<b>Durations</b> 42.0 <b>S-to-C</b> 63.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Smith, Tony Lottville Rd	Lottville Rd District 5
The asphalt on these roads are cracking up [Lottville Rd, John Day Rd] stated that it wasn't done right						

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24004	03/28/17	<b>Request</b>	<b>Durations</b>	Culvert Repair	Brown, Shirley	House, Johnny	Loring Rd
	05/04/17	<b>Schedule</b>	37.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Loring Rd	District 5
	05/23/17	<b>Closed</b>	56.0 <b>O-to-C</b>	Ditch in front of Velma Jackson needs cleaning out, due to standing water in ditch			
24008	03/28/17	<b>Request</b>	<b>Durations</b>	Culvert Repair	Brown, Shirley	Jones, David	Dummy Line Rd
	05/05/17	<b>Schedule</b>	38.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Dummy Line Rd	District 5
	05/23/17	<b>Closed</b>	56.0 <b>O-to-C</b>	Culvert needs cleaning out all the way down the ditch on one side of the road [standing water that causing mosquitos and othe insect			
24016	03/30/17	<b>Request</b>	<b>Durations</b>	Road Condition	Brown, Shirley	Bailey, Jeffery	Ratliff Ferry Rd
	05/19/17	<b>Schedule</b>	50.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Ratliff Ferry Rd	District 5
	05/26/17	<b>Closed</b>	57.0 <b>O-to-C</b>	Drain under road is stopped up			
24039	04/03/17	<b>Request</b>	<b>Durations</b>	Road Condition	Brown, Shirley	Kirkpatrick, Bobbie	North Deerfield Dr
	05/17/17	<b>Schedule</b>	44.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	North Deerfield Dr	District 5
	05/26/17	<b>Closed</b>	53.0 <b>O-to-C</b>	Gravel has washed in road in front of house from flooding. needs sweeper to clean road			
24063	04/06/17	<b>Request</b>	<b>Durations</b>	Road Condition	Brown, Shirley	Edwards, James	Ben Lockett Rd
	05/05/17	<b>Schedule</b>	29.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Ben Lockett Road	District 5
	05/26/17	<b>Closed</b>	50.0 <b>O-to-C</b>	needs repairs past the Vauhngns' house, before the pipeline			
24064	04/06/17	<b>Request</b>	<b>Durations</b>	Road Condition	Brown, Shirley	Jones, Terry	Truitt Rd
	05/17/17	<b>Schedule</b>	41.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Truitt Road	District 5
	05/26/17	<b>Closed</b>	50.0 <b>O-to-C</b>	Gravel areas need repair due to logging done this wnter.			

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24097	04/11/17	<b>Request</b>		Culvert Installation	Brown, Shirley	Newman, Edward	Hwy 22
	05/11/17	<b>Schedule</b>	30.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Hwy 22	District 4
	05/09/17	<b>Closed</b>	28.0 <b>O-to-C</b>	Needs culvert installed on Hwy 22 between Flora and 463			
24098	04/11/17	<b>Request</b>		Limb Cutting	Brown, Shirley	Garrett, Elizabeth	Stump Bridge Rd
	05/18/17	<b>Schedule</b>	37.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Stump Bridge Rd	District 5
	05/26/17	<b>Closed</b>	45.0 <b>O-to-C</b>	Need limbs cut near driveway, can't see ongoing traffic			
24114	04/12/17	<b>Request</b>		Road Condition	Brown, Shirley	Shanks, Bill	Middleton Rd
	05/12/17	<b>Schedule</b>	30.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Middleton Rd	District 1
	05/26/17	<b>Closed</b>	44.0 <b>O-to-C</b>	Called to report a washout on the road			
24123	04/13/17	<b>Request</b>		Limb Cutting	Brown, Shirley	Unknown	McElroy Smith Rd
	05/05/17	<b>Schedule</b>	22.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	McElroy-Smith Rd	District 4
	05/05/17	<b>Closed</b>	22.0 <b>O-to-C</b>	Grass, limbs needs cutting in the curve, can't see oncoming traffic			
24202	04/27/17	<b>Request</b>		Pot Holes	Brown, Shirley	Unknown	Rocky Hill Rd
	05/10/17	<b>Schedule</b>	13.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Rocky Hill Rd	District 5
	05/02/17	<b>Closed</b>	5.0 <b>O-to-C</b>	Potholes at the turn-around			
24208	04/28/17	<b>Request</b>		Culvert Repair	Brown, Shirley	Unknown	Cotton Blossom Rd
	05/03/17	<b>Schedule</b>	5.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Cotton Blossom Rd	District 4
	05/03/17	<b>Closed</b>	5.0 <b>O-to-C</b>	Culvert has washed out at the creek, causing the road to flood.			

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### Closed Requests

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24213	04/28/17 05/01/17 05/04/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 6.0 <b>O-to-C</b>	Trash Related Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Thomas, Pamela Kings Crossing	Kings Ct District 3
				Has mattresses to be picked up			
24214	04/28/17 05/04/17 05/16/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 18.0 <b>O-to-C</b>	Grading Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	McIntyre, John Heindl Rd	Heindl Rd District 4
				Needs grading and gravel			
24222	05/01/17 05/03/17 05/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 10.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Jackson, Dianne Crescent Ridge Drive	Ridgefield Dr District 3
				Pothole at entrance of Ridgefield Subdivision.			
24230	05/02/17 05/03/17 05/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 9.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Jordan, Catherine Cedar Green Dr	Cedar Green Dr District 4
				Big pot hole			
24239	05/02/17 05/09/17 05/09/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Road Condition Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Shanks, Bill Middleton Rd	Middleton Rd District 4
				Middleton Rd and Battmore Rd has washed out			
24240	05/02/17 05/03/17 05/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 9.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Jones, Rose Channing Cir	Channel Cir District 1
				Big pot hole in front of this address and one is in the entrance part of the circle			

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Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
24253	05/03/17 05/04/17 05/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 8.0 <b>O-to-C</b>	Pot Holes Medium Priority Pot hole on Mt Leopard Rd west of Highlands Meadow Rd	Brown, Shirley Road Maintenance	Jenkins, Andrew Mt Leopard Rd District 3
24262	05/03/17 05/04/17 05/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 8.0 <b>O-to-C</b>	Pot Holes Medium Priority Coming from Gluckstadt Rd, potholes on left side of road need to be repaired. Said her daughter hit the holes and blew out a tire..car	Brown, Shirley Road Maintenance	Powell, Rhonda Willow Ct Deweese Rd District 3
24274	05/05/17 05/08/17 05/24/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 19.0 <b>O-to-C</b>	Other Medium Priority dead trees right before intersection of Gluckstadt Rd and Bozeman Rd on the right...she's afraid they are going to fall	Brown, Shirley Road Maintenance	Martin, Linda Gluckstadt Rd District 3
24280	05/08/17 05/12/17 05/09/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 1.0 <b>O-to-C</b>	Grading Medium Priority Needs road graded.	Brown, Shirley Road Maintenance	Brown, Janice Brown Rd W District 5
24294	05/09/17 05/10/17 05/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Pot Holes Medium Priority fix pot hole	Brown, Shirley Road Maintenance	Engineering Dept Mallard Pointe Circle Mallard Pointe Cir District 1
24301	05/09/17 05/11/17 05/16/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Pot Holes Medium Priority On both sides of Hwy 51 N there are bad potholes on Dinkins Rd	Brown, Shirley Road Maintenance	Griffith, Talmage Dinkins Rd Dinkins Rd District 5

# Madison County Road Department

Reporting Dates 05/01/17 through 05/30/17

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
24322	05/11/17 <b>Request</b> 05/12/17 <b>Schedule</b> 05/16/17 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Stop Sign Medium Priority	Brown, Shirley Road Maintenance	Smith, Drew Cannon Run	Cannon Run District 4
Street/Stop sign is down at the intersection of Cannon Run and Brigade Ave						
24364	05/17/17 <b>Request</b> 05/22/17 <b>Schedule</b> 05/22/17 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Poore, Jean Spring Creek Rd	Spring Creek Rd District 4
Has an big pot hole at the drop off of driveway						
24370	05/18/17 <b>Request</b> 05/22/17 <b>Schedule</b> 05/22/17 <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 4.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Carter, Scott Rockin Chair Rd	Rockin Chair Rd District 1
Bad pot holes						
24383	05/22/17 <b>Request</b> 05/22/17 <b>Schedule</b> 05/22/17 <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Danks, Bill Caroline Blvd	Caroline Blvd District 4
Big pot hole on Caroline Blvd toward Stribling Rd						
24386	05/22/17 <b>Request</b> 05/22/17 <b>Schedule</b> 05/22/17 <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Engineering Old Highway 17	Old Hwy 17 District 5
pothole						
24404	05/24/17 <b>Request</b> 05/25/17 <b>Schedule</b> 05/26/17 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Unknown Green Crossing Rd	Green Crossing Rd District 3
Bad pot holes, causing the road to wash out						

# Madison County Road Department

Reporting Dates 05/01/17 through 05/30/17

## Service Request Schedule Summary

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### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
24416	05/25/17	<b>Request</b>	<b>Durations</b>	Limb Pickup	Brown, Shirley	Dickason, Brian	Johnstone Dr
	05/25/17	<b>Schedule</b>	<b>S-to-C</b>	Medium Priority	Road Maintenance	Johnstone Dr	District 3
	05/25/17	<b>Closed</b>	<b>O-to-C</b>	Limbs pick up at this address in Johnstone Sudv			

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**Closed Requests:** 43      **29.9 S-to-C Average Duration**  
**34.7 O-to-C Average Duration**

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**Total Requests:** 43      **29.9 S-to-C Average Duration**  
**34.7 O-to-C Average Duration**