

**MADISON COUNTY ROAD DEPARTMENT**

**NOVEMBER 2017**

**CLOSED CALL ANALYSIS**

# Madison County Road Department

Reporting Dates 11/01/17 through 11/29/17

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
24118	04/13/17 11/13/17 10/31/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 214.0 <b>S-to-C</b> 201.0 <b>O-to-C</b>	Culvert Repair Medium Priority Need culvert replaced	Brown, Shirley Road Maintenance	Anderson, Cliff 102 Camilla Ln Camilla Ln District 4
24193	04/25/17 11/20/17 11/15/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 209.0 <b>S-to-C</b> 204.0 <b>O-to-C</b>	Culvert Repair Medium Priority Culvert is washing out	Brown, Shirley Road Maintenance	Martin, LeMoyne Normandy Cir Normandy Cir District 3
24254	05/03/17 11/23/17 10/30/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 204.0 <b>S-to-C</b> 180.0 <b>O-to-C</b>	Culvert Repair Medium Priority Culvert is washing away due to the storm	Brown, Shirley Road Maintenance	Byron Crosswind Dr Crosswind Dr District 4
24510	06/13/17 11/17/17 11/13/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 157.0 <b>S-to-C</b> 153.0 <b>O-to-C</b>	Culvert Repair Medium Priority Culvert needs replacing	Brown, Shirley Road Maintenance	Brown, Roy 140 Mcdougal Rd Mcdougal Rd District 4
24674	07/10/17 11/06/17 11/02/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 119.0 <b>S-to-C</b> 115.0 <b>O-to-C</b>	Ditching Medium Priority Ditches needs cleaning out	Brown, Shirley Road Maintenance	Beasley Purvis Rd Purvis Rd District 4
24856	08/08/17 11/13/17 11/13/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 97.0 <b>S-to-C</b> 97.0 <b>O-to-C</b>	Culvert Repair Medium Priority Needs driveway tied in with asphalt	Brown, Shirley Road Maintenance	Lester, Troy East Sowell Road East Sowell Rd District 1

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24873	08/11/17 11/16/17 11/28/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 97.0 <b>S-to-C</b> 109.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	McGinnis, Dan Quail Hollow	Quail Hollow District 1
Says his culvert is too small. When it rains the water flow over the road at the culvert.							
24920	08/21/17 11/20/17 11/13/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 91.0 <b>S-to-C</b> 84.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Beasley, Vernon Purvis Road	Purvis Rd District 4
Culvert down the road from him, culvert ends collapsed causing water to flood road.							
24944	08/24/17 11/27/17 11/02/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 95.0 <b>S-to-C</b> 70.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Porter, Charles Coker Rd	Coker Rd District 3
From thia address to the next address the ditches needs cleaning so the water can flow through							
25038	09/11/17 11/09/17 11/02/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 59.0 <b>S-to-C</b> 52.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Young, Tommy Mt. Leopard Rd	Mt Leopard Rd District 3
Said he stll needs gravel in the hole at the driveway.							
25063	09/15/17 11/16/17 11/02/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 62.0 <b>S-to-C</b> 48.0 <b>O-to-C</b>	Drainage Medium Priority	Brown, Shirley Road Maintenance	Kiner, Clinton Moss Rd	Moss Rd District 5
There is a log blocking water flow in the bridge on Moss Rd near Kearney Rd. It is causing water to back up into his ditch behind his hr							
25064	09/18/17 11/16/17 10/30/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 59.0 <b>S-to-C</b> 42.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Green, Kenneth Gus Green Rd	Gus Green Rd District 3
Needs gravel on culvert							

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25151	10/05/17 11/13/17 11/28/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 39.0 <b>S-to-C</b> 54.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Braggs, Jimmy East Sowell Rd	East Sowell Rd District 1
When they going to finished what they started, concrete driveway was tore up, waiting on asphalt to be put back							
25176	10/12/17 11/28/17 11/14/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 47.0 <b>S-to-C</b> 33.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Love, Linda Davis Crossing Rd	Davis Crossing Rd District 5
Ditches and culverts needs cleaning							
25181	10/12/17 11/13/17 10/31/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 32.0 <b>S-to-C</b> 19.0 <b>O-to-C</b>	Limb Cutting Medium Priority	Brown, Shirley Road Maintenance	Brown, Darlene Ben Lockett Rd	Ben Lockett Rd District 5
Limbs needs cuting,due to hitting top of buses and windows, and also making it hard for drivers to see[ Ben Lockett Rd in the flood zo							
25187	10/13/17 11/09/17 11/15/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 27.0 <b>S-to-C</b> 33.0 <b>O-to-C</b>	Mowing Medium Priority	Brown, Shirley Road Maintenance	Stewart, Vickie Devonshire Way	Devonshire Way District 3
Wants us to make sure to mow her road when we mow Robinson Springs Rd.							
25194	10/16/17 11/17/17 11/13/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 32.0 <b>S-to-C</b> 28.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Shennett, Dale 4-H Club Rd	4 H Club Rd District 1
She needs a culvert replaced and ditching and gravel.							
25197	10/17/17 11/17/17 11/15/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 31.0 <b>S-to-C</b> 29.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Whitaker, Mary Ann Miggins Rd	Miggins Rd District 1
Culvert installed							

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25205	10/19/17 <b>Request</b> 11/01/17 <b>Schedule</b> 11/02/17 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 14.0 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Johnson, Beverly Way Rd	Way Rd District 5
			Limbs pick up			
25214	10/23/17 <b>Request</b> 11/14/17 <b>Schedule</b> 11/06/17 <b>Closed</b>	<b>Durations</b> 22.0 <b>S-to-C</b> 14.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Conner Devlin Springs Dr	Devlin Springs Dr District 1
			Pot hole at the end of driveway			
25227	10/27/17 <b>Request</b> 11/01/17 <b>Schedule</b> 11/02/17 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 6.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Unknown Livingston Dr	Livingston Dr
			Pot holes on Livingston Dr			
25242	10/30/17 <b>Request</b> 11/14/17 <b>Schedule</b> 11/13/17 <b>Closed</b>	<b>Durations</b> 15.0 <b>S-to-C</b> 14.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Thorn, Helen Sharon Rd	Sharon Rd District 5
			Says culvert is bent			
25247	11/01/17 <b>Request</b> 11/02/17 <b>Schedule</b> 11/02/17 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 1.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Stalling, Lucille Ragsdale Rd	Ragsdale Rd District 5
			Bad pot holes on Ragsdale Rd and Bilbrew, bottom of car drags			
25249	11/01/17 <b>Request</b> 11/02/17 <b>Schedule</b> 11/02/17 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 1.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Unknown Bradfield Rd	Bradfield Rd District 4
			Bad pot holes			

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25252	11/02/17 <b>Request</b> 11/09/17 <b>Schedule</b> 11/28/17 <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 26.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Purvis, Gale Purvis Rd	Purvis Rd District 4
			Needs culvert installed			
25255	11/03/17 <b>Request</b> 11/20/17 <b>Schedule</b> 11/28/17 <b>Closed</b>	<b>Durations</b> 17.0 <b>S-to-C</b> 25.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Hardacre, Rita Purvis Rd	Purvis Rd District 4
			Needs gravel on driveway			
25256	11/06/17 <b>Request</b> 11/06/17 <b>Schedule</b> 11/06/17 <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> <b>O-to-C</b>	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Cooley, Don Third St	Sugar Hill St District 5
			Stop sign down at the corner of Sugar Hill St and Third St			
25259	11/06/17 <b>Request</b> 11/07/17 <b>Schedule</b> 11/09/17 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 3.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Wells, Conrad Channel Ln	Channel Ln District 1
			Need old furniture, sheet rock,etc pick up			
25260	11/06/17 <b>Request</b> 11/06/17 <b>Schedule</b> 11/06/17 <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Unknown Dry Creek Rd	Dry Creek Rd District 5
			Pot holes needs fixing on the gravel end of road			
25262	11/06/17 <b>Request</b> 11/07/17 <b>Schedule</b> 11/16/17 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 10.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Summerlin Permenter Rd	Permenter Rd District 5
			Old furniture has been dumped on the side of the road on Permenter Rd, from 16 to Pat Luckett Rd and also on Walnut Rd going tow			

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25263	11/06/17 11/07/17 11/09/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 3.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Lewis, Shanta Main St	Main St District 5
Old household supplies needs picking up [TV, mattresses and couches] someone moved out and left items there on the side of road							
25267	11/06/17 11/07/17 11/07/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 1.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Hanna, Shane Twelve Oaks Trace	Twelve Oaks Trace District 4
Pot holes on Twelve Oaks Trace Rd							
25270	11/07/17 11/08/17 11/09/17	<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>	Limb Cutting Medium Priority	Brown, Shirley Road Maintenance	Hughes, Sherry 122 N. Catlett Rd	Catlett Rd District 3
Grass and limbs needs cutting North on Catlett Rd.							
25274	11/08/17 11/09/17 11/16/17	<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	Brown, Shirley Road Maintenance	Payne, Bill Caroline Blvd	Caroline Blvd District 4
Pot hole on Caroline Blvd, right as you turning onto Stribling Rd							
25288	11/15/17 11/15/17 11/16/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> 1.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Engineering Dept Hardy Road (off Virilia Road)	Hardy Rd District 3
DBST road. Fill holes with 610 gravel.							
25318	11/21/17 11/21/17 11/28/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> 7.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Johnson, LaKeisha Post Office Box 1524	George Washington Dr District 4
She hit a dip in the road and damaged her tire. Dip near the crossdrain, in front of the park							

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Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
25323	11/21/17	Request	Road Shoulder	Brown, Shirley	Engineering Dept	Stribling Rd
	11/22/17	Schedule	1.0 S-to-C	Medium Priority	Road Maintenance	Stribling Road
	11/28/17	Closed	7.0 O-to-C			District 3
Shoulder work on Stribling Road. Please see Dan if you need more information						

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**Closed Requests: 37**      **47.5 S-to-C Average Duration**  
**45.8 O-to-C Average Duration**

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**Total Requests: 37**      **47.5 S-to-C Average Duration**  
**45.8 O-to-C Average Duration**