

**MADISON COUNTY ROAD DEPARTMENT**

**DECEMBER 2017**

**CLOSED CALL ANALYSIS**

# Madison County Road Department

Reporting Dates 12/01/17 through 12/22/17

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
24961	08/28/17 12/15/17 12/20/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 109.0 <b>S-to-C</b> 114.0 <b>O-to-C</b>	Mowing Medium Priority Road Maintenance  Grass needs mowing	Brown, Shirley Road Maintenance	Stratcher Putnam Rd	Putnam Rd District 5
25059	09/15/17 12/15/17 12/12/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 91.0 <b>S-to-C</b> 88.0 <b>O-to-C</b>	Road Shoulder Medium Priority  Big drop off on the shoulder of the road	Brown, Shirley Road Maintenance	Shanks, Bill Stribling Rd	Stribling Rd District 3
25275	11/08/17 12/06/17 12/20/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 28.0 <b>S-to-C</b> 42.0 <b>O-to-C</b>	Pot Holes Medium Priority  Needs pothole repaired,	Brown, Shirley Road Maintenance	Porter, Charles Coker Rd	Mt Olive Church Rd District 3
25276	11/09/17 12/12/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 33.0 <b>S-to-C</b> 27.0 <b>O-to-C</b>	Culvert Repair Medium Priority  Culvert across the road is hard to travel on across the drain	Brown, Shirley Road Maintenance	Martin, Mary Old Hwy 17	Old Hwy 17 District 5
25278	11/13/17 12/15/17 12/20/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 32.0 <b>S-to-C</b> 37.0 <b>O-to-C</b>	Pot Holes Medium Priority  Pot holes on Clarkdell Rd, and south side of Green Oak Ln, causing the roads to be very muddy	Brown, Shirley Road Maintenance	Westerfield, Bill North Old Canton Rd	Clarkdell Rd District 1
25282	11/13/17 12/06/17 12/07/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 23.0 <b>S-to-C</b> 24.0 <b>O-to-C</b>	Pot Holes Medium Priority  3 Pot holes at 105 Pembroke, and 2 at 176 Bozeman Rd south of the gate and north on the shoulder	Brown, Shirley Road Maintenance	Payne, Bill Pembroke Pointe Dr	Pembroke Pointe Dr District 3

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25284	11/13/17 12/14/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 31.0 <b>S-to-C</b> 23.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Baldwin, Johnny Sulphur Springs Rd	Sulphur Springs Rd District 5
Culvert is sinking in, causing an sink hole							
25296	11/16/17 12/04/17 12/07/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 18.0 <b>S-to-C</b> 21.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Pope Green's Crossing Rd	Greens Crossing Rd District 3
Pot hole on Green's Crossing close to Society Ridge Rd							
25297	11/16/17 12/15/17 12/07/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 29.0 <b>S-to-C</b> 21.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Pope Rocky Hill Rd	Rocky Hill Rd District 5
Pot holes neded to be filled entire length of Rocky Hill Rd							
25298	11/16/17 12/07/17 12/20/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 21.0 <b>S-to-C</b> 34.0 <b>O-to-C</b>	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Pope Rocky Hill Rd	Rocky Hill Rd District 5
Needs a "Pavement Ends" sign to be placed on Rocky Hill Rd where it turns to gravel.							
25301	11/16/17 12/04/17 12/12/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 18.0 <b>S-to-C</b> 26.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Pope Hines Rd	Hines Rd District 5
Hines Rd 1-2 miles past deer camp end pipe eroding road .							
25308	11/17/17 12/04/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 17.0 <b>S-to-C</b> 19.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Lewis, Samantha Main St	Main St District 5
lots of household debris to be picked up (TV's, furiture, etc)							

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25310	11/20/17 12/19/17 11/22/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 29.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Limb Pickup Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	J., Steven Ashbrooke Trail	Ashbrooke Trail District 2
Limbs, bushes pick up							
25311	11/20/17 12/07/17 11/22/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 17.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Limb Pickup Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Boyle, Carol Addison Way	Addison Way District 4
Limbs pick up							
25317	11/21/17 12/04/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 15.0 <b>O-to-C</b>	Trash Related Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Jones, Ann Rankin Rd	Rankin Rd District 5
Old furniture, appliances need picking up							
25324	11/21/17 12/01/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 10.0 <b>S-to-C</b> 15.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Unknown Rose Dale Rd	Rose Dale Rd District 5
Bad pot holes							
25326	11/21/17 12/01/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 10.0 <b>S-to-C</b> 15.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Hartford, Frank Southwood Dr	Southwood Dr District 1
Pot holes on both of these roads Southwood Dr, and Channing Cir							
25338	11/27/17 12/18/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 21.0 <b>S-to-C</b> 9.0 <b>O-to-C</b>	Culvert Repair Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Brown Old Yazoo City Rd	Old Yazoo City Rd District 4
Culvert that needs to be covered/asphalted has a rough drive over it potholes and ruts near St James Church							

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25343	11/28/17 12/05/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 8.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Unknown Old Yazoo City Rd	Old Yazoo City Rd District 4
Old Yazoo City Rd,before St. James Curch the road has crumbled up in bad spots							
25345	11/29/17 12/12/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Unknown Sharon Rd	Sharon Rd District 5
Culvert is caving in							
25347	11/29/17 12/01/17 12/06/17	<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>	Other Medium Priority	Brown, Shirley Road Maintenance	Lofton, Martha North Old Canton Rd	North Old Canton Rd District 1
Mailbox was knocked down, still laying in ditch,can't get mail due to this and also left an big hole in front of house							
25349	11/29/17 12/11/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 12.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Watkins, Bray Quail Hollow	Quail Hollow District 1
Limbs pick up							
25352	11/30/17 12/05/17 12/12/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 12.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Dobson, Joy Rankin Rd	Rankin Rd District 5
Trash needs picking up on both sides of the road [Rankin Rd]							
25355	12/01/17 12/04/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Taylor, Chris Cobbsville Dr W	Cobbsville Dr W District 5
Needs trash pickup, tv's, etc							

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25356	12/04/17 12/05/17 12/06/17	<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>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Starling, Alma Williams Rd	Old Yazoo City Rd District 4
culvert across road has sunk down near St.James Church.							
25358	12/04/17 12/05/17 12/06/17	<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 Pickup Medium Priority	Brown, Shirley Road Maintenance	King, Jaquelyn Farmers Cove	Farmers Cv District 3
Needs limb pickup							
25359	12/05/17 12/06/17 12/06/17	<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>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Ellis, Valerie Farmers Cove	Farmers Cv District 3
Needs limb pickup							
25361	12/05/17 12/11/17 12/06/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 1.0 <b>O-to-C</b>	Limb Pickup Medium Priority	Brown, Shirley Road Maintenance	Reed, Sandy Bradshaw Crossing	Bradshaw Crossing District 1
Needs limb pickup							
25363	12/06/17 12/06/17 12/07/17	<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	Payne, Bill 105 Pembroke Cir	Caroline Blvd District 4
Need pothole repaired at Stribling Rd.							
25364	12/06/17 12/06/17 12/07/17	<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	Pope Lake Castle Rd	Lake Castle Rd District 1
Pot hole on Lake Castle Rd east of N. Livingston Rd intersection							

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25369	12/07/17 12/11/17 12/11/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 4.0 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Jones, Ulysses McDougal Rd	Mcdougal Rd District 4
A dump truck got stuck near his water meter and now it's leaking water. He spoke with the contractor on sign working on North Old t							
25398	12/18/17 12/18/17 12/19/17	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> S-to-C 1.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Jae Distribution Dr	Distribution Dr District 3
Culvert is caving in on one side							

**Closed Requests: 32**  
**18.9 S-to-C Average Duration**  
**18.5 O-to-C Average Duration**

**Total Requests: 32**  
**18.9 S-to-C Average Duration**  
**18.5 O-to-C Average Duration**