

**MADISON COUNTY ROAD DEPARTMENT**

**MAY 2018**

**CLOSED CALL ANALYSIS**

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
24709	07/14/17 <b>Request</b> 05/17/18 <b>Schedule</b> 05/10/18 <b>Closed</b>	<b>Durations</b> 307.0 <b>S-to-C</b> 300.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Johnson, Henret Old Hwy 16	Old Hwy 16 District 5
Culvert needs to be replacd						
25002	09/06/17 <b>Request</b> 05/23/18 <b>Schedule</b> 05/25/18 <b>Closed</b>	<b>Durations</b> 259.0 <b>S-to-C</b> 261.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Ken, Ray Beaver Bend	Beaver Bend District 1
Culvert has holes all the way down that connects to the main drain, causing problems that was installed by the County						
25351	11/30/17 <b>Request</b> 05/09/18 <b>Schedule</b> 05/08/18 <b>Closed</b>	<b>Durations</b> 160.0 <b>S-to-C</b> 159.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Switzer, Michael Gunter Rd	Gunter Rd District 5
Need culvert installed on new propertyyh						
25380	12/12/17 <b>Request</b> 05/07/18 <b>Schedule</b> 05/03/18 <b>Closed</b>	<b>Durations</b> 146.0 <b>S-to-C</b> 142.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Sutherland, Cleothus Stump Bridge Rd	Stump Bridge Rd District 5
Needs culvert installed on new property						
25427	01/04/18 <b>Request</b> 05/08/18 <b>Schedule</b> 05/08/18 <b>Closed</b>	<b>Durations</b> 124.0 <b>S-to-C</b> 124.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Calvin Pisgah Bottom Rd	Pisgah Bottom Rd District 5
Says he needs a new culvert installed						
25433	01/08/18 <b>Request</b> 05/11/18 <b>Schedule</b> 05/25/18 <b>Closed</b>	<b>Durations</b> 123.0 <b>S-to-C</b> 137.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Wade, Tim Robinson Rd	Robinson Rd District 4
Culvert needs gravel on it						

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
25483	01/23/18 <b>Request</b> 05/09/18 <b>Schedule</b> 05/03/18 <b>Closed</b>	<b>Durations</b> 106.0 <b>S-to-C</b> 100.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Hatch, John Beach Bluff Rd	Beach Bluff Rd District 5
			Needs culvert installed			
25575	02/12/18 <b>Request</b> 05/14/18 <b>Schedule</b> 05/10/18 <b>Closed</b>	<b>Durations</b> 91.0 <b>S-to-C</b> 87.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Kirk, Rebecca Livingston Vernon Rd	Livingston Vernon Rd District 4
			Needs culvert installed			
25645	02/22/18 <b>Request</b> 05/23/18 <b>Schedule</b> 05/16/18 <b>Closed</b>	<b>Durations</b> 90.0 <b>S-to-C</b> 83.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Ingram, Roderick Sharon Rd	Sharon Rd District 5
			culvert stopped up, causing yard to flood			
25718	03/06/18 <b>Request</b> 05/10/18 <b>Schedule</b> 05/29/18 <b>Closed</b>	<b>Durations</b> 65.0 <b>S-to-C</b> 84.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority	Brown, Shirley Road Maintenance	Lockett, Eloise Sharon Rd	Sharon Rd District 5
			Culvert is stopped up, causing the driveway to wash out			
25748	03/09/18 <b>Request</b> 05/16/18 <b>Schedule</b> 05/29/18 <b>Closed</b>	<b>Durations</b> 68.0 <b>S-to-C</b> 81.0 <b>O-to-C</b>	Grading Medium Priority	Brown, Shirley Road Maintenance	Hutson, Debbie Virililia Rd	Virililia Rd District 4
			Requesting for the road and ditches to be graded			
25755	03/12/18 <b>Request</b> 05/15/18 <b>Schedule</b> 05/09/18 <b>Closed</b>	<b>Durations</b> 64.0 <b>S-to-C</b> 58.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Myers, Kenneth Hwy 17	Old Hwy 17 District 5
			Need new culvert installed, on new property			

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
25815	03/19/18 <b>Request</b> 05/18/18 <b>Schedule</b> 05/29/18 <b>Closed</b>	<b>Durations</b> 60.0 <b>S-to-C</b> 71.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority	Brown, Shirley Road Maintenance	Lockett, Sherrell Sharon Rd	Sharon Rd District 5
Culvert needs cleaning out						
25892	03/28/18 <b>Request</b> 05/22/18 <b>Schedule</b> 05/24/18 <b>Closed</b>	<b>Durations</b> 55.0 <b>S-to-C</b> 57.0 <b>O-to-C</b>	Limb Cutting Medium Priority	Brown, Shirley Road Maintenance	Briethautt, Robert Middle Rd	Middle Rd District 4
Requesting for dead trees to be cut on the County right-away that are falling						
25904	03/29/18 <b>Request</b> 05/22/18 <b>Schedule</b> 05/16/18 <b>Closed</b>	<b>Durations</b> 54.0 <b>S-to-C</b> 48.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority	Brown, Shirley Road Maintenance	Warnock, Tina Sharon Rd	Sharon Rd District 5
Ditches filled with debris, causing the culvert and ditches to be stopped up						
25905	03/29/18 <b>Request</b> 05/25/18 <b>Schedule</b> 05/16/18 <b>Closed</b>	<b>Durations</b> 57.0 <b>S-to-C</b> 48.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Franklin, Edwin Sharon Rd	Sharon Rd District 5
Need more gravel/dirt on culvert, due to washed out by the rain						
25926	04/03/18 <b>Request</b> 05/04/18 <b>Schedule</b> 05/16/18 <b>Closed</b>	<b>Durations</b> 31.0 <b>S-to-C</b> 43.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Brown, Frank Petrified Forest Rd	Petrified Forest Rd District 4
Bad pot hole that is sinking in, causing the asphalt to break up in front of this address						
26010	04/12/18 <b>Request</b> 05/11/18 <b>Schedule</b> 05/04/18 <b>Closed</b>	<b>Durations</b> 29.0 <b>S-to-C</b> 22.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Jackson, Richard East Sowell Rd	East Sowell Rd District 1
Need new culvret installed at East Sowell Rd						

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates		Durations	Type / Priority	Assignee / Department	Caller / Address	Location / District
26029	04/13/18	<b>Request</b>		Grading	Brown, Shirley	Jones, Ladrina	Mullinville Rd
	05/14/18	<b>Schedule</b>	31.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Mullinville Rd	District 5
	05/29/18	<b>Closed</b>	46.0 <b>O-to-C</b>	Needs road graded past the Chunn's. Wants Bobby Lloyd to grade it.			
26048	04/17/18	<b>Request</b>		Pot Holes	Brown, Shirley	Johnson, Shiqwonda	Potluck Rd
	05/17/18	<b>Schedule</b>	30.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Old Highway 16	District 5
	05/24/18	<b>Closed</b>	37.0 <b>O-to-C</b>	Pot holes need to be filled on road. Needs some serious patching in parts at the bridge and in the flat where water stands.			
26091	04/23/18	<b>Request</b>		Culvert Repair	Brown, Shirley	Pearson, Louis	Petrified Forest Rd
	05/08/18	<b>Schedule</b>	15.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Petrified Forest Rd	District 4
	05/15/18	<b>Closed</b>	22.0 <b>O-to-C</b>	Dirt, gravel has washed out on and around the culvert. Hole in yard also.			
26111	04/25/18	<b>Request</b>		Pot Holes	Brown, Shirley	Bennett	Livingston Vernon Rd
	05/24/18	<b>Schedule</b>	29.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Livingston Vernon Rd	District 4
	05/10/18	<b>Closed</b>	15.0 <b>O-to-C</b>	Pot hole in the middle of the road, hard to avoid or travel through			
26128	04/27/18	<b>Request</b>		Culvert Installation	Brown, Shirley	Bowlin, Amy	Lep Childress Rd
	05/18/18	<b>Schedule</b>	21.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Lep Childress Rd	District 4
	05/10/18	<b>Closed</b>	13.0 <b>O-to-C</b>	Needs culvert installed in new property			
26129	04/27/18	<b>Request</b>		Culvert Installation	Brown, Shirley	Springer, John	Petrified Forest Rd
	05/25/18	<b>Schedule</b>	28.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Petrified Forest Rd	District 4
	05/10/18	<b>Closed</b>	13.0 <b>O-to-C</b>	Need culvert installed on new property			

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
26154	05/02/18 <b>Request</b> 05/04/18 <b>Schedule</b> 05/25/18 <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 23.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Payne, Bill Caroline Blvd	Caroline Blvd District 4
There are two potholes on Caroline Blvd, when you come in from Stribling Rd						
26157	05/02/18 <b>Request</b> 05/03/18 <b>Schedule</b> 05/04/18 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Limb Pickup Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Silalahi, Paul Stillhouse Creek Dr	Stillhouse Creek Dr District 3
Needs limb pickup						
26169	05/03/18 <b>Request</b> 05/04/18 <b>Schedule</b> 05/15/18 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 12.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Dawn Bainbridge Pkwy	Bainbridge Pkwy District 5
Pot holes at the exit end of this road leaving out Sdv						
26187	05/07/18 <b>Request</b> 05/08/18 <b>Schedule</b> 05/10/18 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 3.0 <b>O-to-C</b>	Limb Pickup Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Porter, Red Twelve Oaks Trace	Twelve Oaks Trace District 4
Want trees and limbs pickrd up that was cut by the County and left on the side of the road, that causing the ditch to flood onto the ro						
26202	05/07/18 <b>Request</b> 05/08/18 <b>Schedule</b> 05/09/18 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Culvert Repair Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Seals, Shervokie Old Hwy 17	Old Hwy 17 District 5
Needs culvert installed						
26204	05/08/18 <b>Request</b> 05/10/18 <b>Schedule</b> 05/15/18 <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Heather Raytown Rd	Raytown Rd District 5
Huge pot holes that are causing the road to cave in, when it rain they want be able to travel in or out						

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
26205	05/08/18 <b>Request</b> 05/08/18 <b>Schedule</b> 05/10/18 <b>Closed</b>	<b>Durations</b> S-to-C 2.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Lewis, Jessica Livingston-Vernon Rd	Livingston Vernon Rd District 4
She hit two holes on the road on 5/7/18, 1/2 mile down the road on the right, coming from Hwy 22. She damaged her oil pan.						
26227	05/10/18 <b>Request</b> 05/11/18 <b>Schedule</b> 05/29/18 <b>Closed</b>	<b>Durations</b> 1.0 S-to-C 19.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Hyslop, Harry Bozeman Rd	Bozeman Rd District 3
Pothole in the northbound lane going towards Madison, close to the Pentecostal church.						
26238	05/14/18 <b>Request</b> 05/15/18 <b>Schedule</b> 05/17/18 <b>Closed</b>	<b>Durations</b> 1.0 S-to-C 3.0 O-to-C	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Montgomery, Linda Hudson Rd	Hudson Rd District 5
Comments: I like walking my dogs but I can't do it after it rain, because the muddy damaged road.						
26239	05/14/18 <b>Request</b> 05/15/18 <b>Schedule</b> 05/15/18 <b>Closed</b>	<b>Durations</b> 1.0 S-to-C 1.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Bardin, Edwina Pineview Circle	Petrified Forest Rd District 4
Comments: Please repair the petrified forest road near Hwy 49. The asphalt is breaking up and causing tire problems ( flat tires) for us. Please help us to resolve the problem.						
26253	05/15/18 <b>Request</b> 05/21/18 <b>Schedule</b> 05/21/18 <b>Closed</b>	<b>Durations</b> 6.0 S-to-C 6.0 O-to-C	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Hughes, Willie Rouser Rd	Rouser Rd District 3
Wants road detailed on both sides up and down						
26254	05/15/18 <b>Request</b> 05/16/18 <b>Schedule</b> 05/24/18 <b>Closed</b>	<b>Durations</b> 1.0 S-to-C 9.0 O-to-C	Limb Cutting Medium Priority	Brown, Shirley Road Maintenance	Burks, Lubertha Old Hwy 16	Old Hwy 16 District 5
Limbs needs cutting off the road shoulder, that's hanging over to far						

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
26259	05/15/18 05/18/18 05/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Cole, George Way Rd	Way Rd District 5
Need potholes repaired from hwy 51							
26265	05/16/18 05/17/18 05/25/18	<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	Unknown Walnut Rd	Walnut Rd District 5
Pot holes on Walnut Rd and Lockett Ln needs patching							
26270	05/16/18 05/17/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 13.0 <b>O-to-C</b>	Trash Related Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Robinson, Enuice Way Rd	Way Rd District 5
Need old wood, and trash picked up							
26278	05/17/18 05/18/18 05/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Johnson, Yahatta Old Highway 16	Potluck Rd District 5
Pot holes on road need to be filled badly on the entire road from Old Highway 16 to Sulphur Spring Rd							
26280	05/17/18 05/18/18 05/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Dickerson, Jeremy Oleary Rd	Oleary Rd District 5
Bad pot holes need patching on these roads Oleary Rd, Virgin Mary Rd, and Cauthen Rd							
26281	05/17/18 05/18/18 05/23/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 6.0 <b>O-to-C</b>	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Johnson, Shiqwonda Old Highway 16	Pat Lockett Rd District 5
Pot holes need to be filled on entire road							



## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
26282	05/17/18 05/14/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> -3.0 <b>S-to-C</b> 12.0 <b>O-to-C</b>	Dig Out Medium Priority Dig out repair on this road	Brown, Shirley Road Maintenance	Bacon Lottville Rd Lottville Rd District 5
26287	05/17/18 05/18/18 05/24/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 7.0 <b>O-to-C</b>	Road Condition Medium Priority Road needs dirt on the East end of Camden Rd	Brown, Shirley Road Maintenance	Honeysucker, Earl Camden Rd Camden Rd District 5
26288	05/18/18 05/21/18 05/21/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 3.0 <b>O-to-C</b>	Gravel Medium Priority Needs gravel on road	Brown, Shirley Road Maintenance	Phillips, Malcolm Gunter Rd Gunter Rd District 5
26291	05/18/18 05/23/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 11.0 <b>O-to-C</b>	Trash Related Medium Priority Need wood boards picked up [18 ft] 5	Brown, Shirley Road Maintenance	Bodine, Christie Church Rd Church Rd District 4
26294	05/18/18 05/21/18 05/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 4.0 <b>O-to-C</b>	Pot Holes Medium Priority Pot holes need patching	Brown, Shirley Road Maintenance	Lane, Pearl Reid Rd W Reid Rd W District 4
26297	05/18/18 05/22/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 11.0 <b>O-to-C</b>	Pot Holes Medium Priority Jack Webb and cause damage or injury.	Brown, Shirley Road Maintenance	Webb, Jack Chapel Ln Chapel Ln District 3

# Madison County Road Department

Reporting Dates 05/01/18 through 05/29/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
26298	05/18/18 05/21/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 11.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Stubbs, Sue Ellen Oak Trail	Oak Trail District 1
rom: Sue Ellen Stubbs <sueellenstubbs@gmail.com> ther work for us, can we beg a few pot hole fills from you? Oak Trail is becoming an obstacle course! I'm attaching some pics.							
26308	05/21/18 05/24/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 8.0 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Mabry, Annett Old Jackson Rd	Old Jackson Rd District 4
Need old furniture picked up							
26329	05/23/18 05/24/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 6.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Edward, Sandra Richmond Grove Rd	Richmond Grove Rd District 3
Bad pot holes							
26337	05/25/18 05/25/18 05/29/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> S-to-C 4.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Nichols Church Ln	Church Ln District 5
Pot hole has gotten bigger, dangerous to driver							

---

**Closed Requests: 52**  
**40.2 S-to-C Average Duration**  
**43.5 O-to-C Average Duration**

---

**Total Requests: 52**  
**40.2 S-to-C Average Duration**  
**43.5 O-to-C Average Duration**