

MADISON COUNTY ROAD DEPARTMENT

APRIL 2013

CLOSED CALL ANALYSIS

Madison County Road Department

Reporting Dates 04/01/13 through 04/30/13

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
17365	A	04/01/13 14:30:00	04/03/13 07:51:00	Trash Related	Brown, Shirley Duckworth, Jimmy	Belle Pointe Dr Belle Pointe	District 4	
		Dur (hours)	41.35	Limbs to be picked up in Lake Caroline S/D				
17372	A	04/02/13 10:26:00	04/04/13 07:37:00	Trash Related	Brown, Shirley Palmer, Avery	Avery Court Avery Court	District 3	
		Dur (hours)	45.18	Limbs to be picked up				
17374	A	04/02/13 14:10:00	04/04/13 07:30:00	Trash Related	Brown, Shirley Customwer,	Lakeshire Pkwy Lakeshire Pkwy(Panther Creek)	District 4	
		Dur (hours)	41.33	Limbs to be pick up.				
17383	A	04/04/13 10:17:00	04/05/13 07:29:00	Trash Related	Brown, Shirley Cohran,	Lake Cavalier Rd Lake Cavalier Rd	District 3	Medium Priority
		Dur (hours)	21.20	Limbs to be picked up				
17405	A	04/10/13 09:05:00	04/10/13 09:06:00	Other	Brown, Shirley Speaks, Tracey	Waldrop Rd	District 4	
		Dur (hours)	0.02	called to see when road would be paved				
17409	A	04/10/13 12:09:00	04/10/13 12:10:00	Other	Brown, Shirley Johnson, Mrs.	Madison Co Road Dept Sugar Ln Madison 39110		
		Dur (hours)	0.02	Call for Lawrence.				
17410	A	04/10/13 12:10:00	04/10/13 12:11:00	Other	Brown, Shirley Johnson, Mrs.	Madison Co Road Dept Sugar Ln Madison 39110		
		Dur (hours)	0.02	Called about a city street.				
17411	A	04/10/13 12:11:00	04/10/13 12:12:00	Down Tree	Brown, Shirley Johnson, Mrs.	Cherry Rose Ln Sugar Ln Madison 39110	District 4	
		Dur (hours)	0.02	Called about a tree across the road				
17412	A	04/11/13 08:42:00	04/12/13 09:13:00	Other	Brown, Shirley Rosell, Henry	Goodloe Rd Goodloe Rd	District 5	Medium Priority
		Dur (hours)	24.52	Phone service line cut				

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Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17430	A	04/16/13 09:11:00	04/17/13 20:04:00	Trash Related limbs to be picked up	Brown, Shirley Thompson, Sterling	Simpson Dr Simpson Dr Flora 39071	District 4	
17432	A	04/16/13 15:32:00	04/17/13 20:38:00	Trash Related Limbs to be picked up	Brown, Shirley Whitehead, Verna	Rankin Rd Rankin Rd	District 5	
17437	A	04/17/13 13:19:00	04/17/13 09:02:00	Limb Cutting Limb in the road block	Brown, Shirley Sherrif Dept/ MaryAnn,	North Old Canton Rd N Old Canton/Endris Rd	District 1	Medium Priority
17439	A	04/17/13 13:31:00	04/17/13 20:05:00	Trash Related debris for pickup	Brown, Shirley Caller,	St Charles St St. Charles St Flora 39071	District 4	
17440	A	04/17/13 13:30:00	04/17/13 08:54:00	Other Small line has been cut	Brown, Shirley Dennis, James	Old Yazoo City Rd Old Yazoo City Rd	District 4	Medium Priority
17444	A	04/18/13 10:45:00	04/19/13 08:55:00	Signage Installation name sign is missing	Brown, Shirley Morris,	Cox Ferry Rd	District 4	Medium Priority
17448	A	04/18/13 14:05:00	04/18/13 08:55:00	Other Telephone cable been cut	Brown, Shirley Crew,	Coker Rd Coker Rd	District 3	Medium Priority
17451	A	04/19/13 08:58:00	04/19/13 09:00:00	Ditching needs ditching...road not county maintained	Brown, Shirley Green, Alysia	Madison Co Road Dept Cedar Creek Dr Flora 39071	District 4	
17471	A	04/22/13 12:00:00	04/23/13 14:28:00	Culvert Installation culvert install. 6019413059	Brown, Shirley Lewis, Nancy	Old Jackson Rd	District 4	Medium Priority

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17482	A	04/23/13 14:47:00	04/23/13 09:34:00	Road Condition	Brown, Shirley Customer, Fred	Chapel Ln Chapel Lnae	District 3	Medium Priority
		Dur (hours)	5.22	Requesting Drveway to be fixed.				
17493	A	04/25/13 09:34:00	04/26/13 07:54:00	Trash Related	Brown, Shirley Williamson, Rita	Belle Pointe Dr Belle Pointe Dr	District 4	
		Dur (hours)	22.33	Limbs to be picked up				
17495	A	04/25/13 13:34:00	04/26/13 07:55:00	Trash Related	Brown, Shirley Butler, Ray	Sunset Cir Sunset Cir	District 1	
		Dur (hours)	18.35	Limbs to be picked up and check all Twin Cedars S/D				
17497	A	04/25/13 15:45:00	04/25/13 23:04:00	Broken Water Line	Brown, Shirley Battle, Eric	Catlett Rd Catlett Rd and Bozeman Rd	District 3	Medium Priority
		Dur (hours)	7.32	Reporting broken water line				
17504	A	04/26/13 09:03:00	04/26/13 23:06:00	Other	Brown, Shirley Fleming,	Coker Rd Coker Rd	District 3	Medium Priority
		Dur (hours)	14.05	Telephone service line has been cut by road crew				

23 Closed Requests - Requests Closed in 48 hours or less

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
17354	F	04/01/13 07:27:00	04/03/13 07:51:00	Trash Related	Brown, Shirley Duncan, Lee	Belle Pointe Dr Belle Pointe Dr	District 4	Medium Priority
		Dur (hours)	48.40	Limbs to be picked up at empty lot				
17357	F	04/01/13 10:51:00	04/03/13 14:18:00	Pot Holes	Brown, Shirley Best, Chuck	Old Natchez Trace	District 5	Medium Priority
		Dur (hours)	51.45	Pot holes need patching				
17360	F	04/01/13 13:34:00	04/03/13 14:19:00	Pot Holes	Brown, Shirley Mary Ann,	Old Natchez Trace	District 5	Medium Priority
		Dur (hours)	48.75	Really bad pot hole once you turn off of Hwy 43				
17361	F	04/01/13 13:38:00	04/10/13 10:30:00	Trash Related	Brown, Shirley Beston, Erin	Greyhawk Subdivision Greyhawk Dr	District 3	Medium Priority
		Dur (hours)	212.87	Limbs to be picked up				
17366	F	04/01/13 15:58:00	04/29/13 09:04:00	Signage Installation	Brown, Shirley Lott, Ronnie	Church Rd	District 4	Medium Priority
		Dur (hours)	665.10	The no through truck sign needs to be moved behind the fence at Germantown S/D and the stop sign is 10 feet in front of the stop line...needs				
17368	F	04/02/13 07:22:00	04/04/13 07:57:00	Other	Brown, Shirley Stevenson, Melvin	Madison Co Road Dept		Medium Priority
		Dur (hours)	48.58	Wont be in today				
17369	F	04/02/13 07:23:00	04/05/13 07:47:00	Pot Holes	Brown, Shirley Customer,	Stribling Rd	District 3	Medium Priority
		Dur (hours)	72.40	Requesting pothole repair				
17371	F	04/02/13 09:50:00	04/04/13 14:58:00	Trash Related	Brown, Shirley Askew, Shemika	Traceview Rd Traceview Road	District 1	Medium Priority
		Dur (hours)	53.13	Dryer to be picked up.				
17373	F	04/02/13 13:35:00	04/25/13 12:48:00	Trash Related	Brown, Shirley Brown, Mike	Rocks Rd Rocks Road	District 5	Medium Priority
		Dur (hours)	551.22	Limbs to be picked up here are the directions: Barnes Road to Rocks Road where it dead end look to your left and you will see a huge pile of				

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Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17375	F	04/02/13 14:15:00 Dur (hours)	04/04/13 14:58:00 48.72	Trash Related pick up of large limbs and debris	Brown, Shirley Denny, Peggy	Cedar Hill Rd Cedar Hill Rd	District 3	Medium Priority
17376	F	04/02/13 15:31:00 Dur (hours)	04/12/13 09:41:00 234.17	Trash Related Limbs to be picked up	Brown, Shirley Farrior, Mark	Bear Creek Cir Bear Creek Cir	District 1	Medium Priority
17385	F	04/04/13 14:58:00 Dur (hours)	04/29/13 09:07:00 594.15	Signage Installation Speed Limit sign is missing: 15 miles	Brown, Shirley Barnes, Barbara	Haley Creek Dr Haley Creek Dr	District 1	Medium Priority
17386	F	04/05/13 07:36:00 Dur (hours)	04/17/13 20:29:00 300.88	Trash Related Limbs to be picked up	Brown, Shirley Brown, Rosie Lee	Compress St Compress St	District 4	Medium Priority
17387	F	04/05/13 07:49:00 Dur (hours)	04/08/13 09:49:00 74.00	Other Won't be in this morning	Brown, Shirley Spencer, Robert	Madison Co Road Dept		Medium Priority
17388	F	04/05/13 08:40:00 Dur (hours)	04/29/13 09:08:00 576.47	Road Condition Road is muddy and has many big holes	Brown, Shirley Giles, Richard	Beaverdam Rd Beaverdam Rd	District 5	Medium Priority
17389	F	04/05/13 11:59:00 Dur (hours)	04/10/13 10:47:00 118.80	Trash Related large pile of limbs.	Brown, Shirley Caller,	Stump Bridge Rd Stump Bridge Rd		Medium Priority
17390	F	04/05/13 12:00:00 Dur (hours)	04/17/13 19:54:00 295.90	Trash Related Large pile of junk. limbs and etc.	Brown, Shirley Williamson, Bertha	Sugar Hill St Sugar Hill St	District 5	Medium Priority
17391	F	04/05/13 13:28:00 Dur (hours)	04/10/13 10:47:00 117.32	Trash Related Bushes and debris heavy Lake Caroline	Brown, Shirley Gordon, Joel	Belle Pointe Dr Belle Pointe	District 4	Medium Priority

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17392	F	04/05/13 13:31:00	04/29/13 09:08:00	Road Condition	Brown, Shirley Gibson, Lee	Old Jackson Rd Old Jackson Rd	District 4	Medium Priority
		Dur (hours)	571.62	loose gravel from lot that has 18 wheeler comes into road				
17394	F	04/05/13 13:37:00	04/29/13 09:10:00	Road Condition	Brown, Shirley Bonadventure, Barry	Old Jackson Rd	District 4	Medium Priority
		Dur (hours)	571.55	Lot with 18 wheelers are putting rocks on road				
17395	F	04/05/13 13:45:00	04/18/13 15:40:00	Trash Related	Brown, Shirley Langston, Felicia	Davis Ave Davis Ave	District 5	Medium Priority
		Dur (hours)	313.92	Chair, debris and boxes				
17396	F	04/05/13 13:48:00	04/10/13 10:31:00	Trash Related	Brown, Shirley Joyner, Nancy	Sagefield Dr Sagefield Dr	District 4	Medium Priority
		Dur (hours)	116.72	Shrubs, plants and debris				
17397	F	04/05/13 15:37:00	04/18/13 15:39:00	Trash Related	Brown, Shirley Whitehead, Jackie	Moss Rd Moss Rd	District 5	Medium Priority
		Dur (hours)	312.03	Cut up tree needs picking up				
17398	F	04/08/13 08:05:00	04/17/13 20:21:00	Trash Related	Brown, Shirley Raley, Jim	Farmers Row Farmers Row	District 3	Medium Priority
		Dur (hours)	228.27	Limbs to be picked up				
17399	F	04/08/13 12:08:00	04/25/13 12:46:00	Trash Related	Brown, Shirley Vanlandingham, Earnest	Mallard Pointe Dr Mallard Pointe Dr	District 1	Medium Priority
		Dur (hours)	408.63	limbs and debris to be picked up				
17400	F	04/09/13 12:46:00	04/17/13 20:44:00	Trash Related	Brown, Shirley Trigg, Robert	Lord Nelson Cv Lord Nelson Cv Madison 39110	District 3	Medium Priority
		Dur (hours)	199.97	big pile of limbs in circle				
17401	F	04/09/13 12:56:00	04/29/13 09:11:00	Other	Brown, Shirley Gunter, Thomas	Cox Ferry Rd	District 4	Medium Priority
		Dur (hours)	476.25	Loggers on road headed to Spring Creek Rd...tearing up road				

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17402	F	04/09/13 12:59:00	04/29/13 09:11:00	Other	Brown, Shirley Hathorne, Britton	Azalea Cove Azalea Cove	District 3	Medium Priority
		Dur (hours)	476.20	sprinkler head damaged by garbage truck.				
17403	F	04/10/13 07:19:00	04/25/13 12:48:00	Trash Related	Brown, Shirley Mott, Sonny	Twin Lakes Dr Twin Lakes Dr	District 1	
		Dur (hours)	365.48	Limbs and debris to be picked up				
17404	F	04/10/13 07:32:00	04/29/13 09:12:00	Gravel	Brown, Shirley Jack,	Putnam Rd Putnam Rd	District 5	Medium Priority
		Dur (hours)	457.67	Needs gravel in a hole in road				
17406	F	04/10/13 11:37:00	04/29/13 09:12:00	Pot Holes	Brown, Shirley Johnson, Mrs.	Stribling Rd Sugar Ln Madison 39110	District 3	Medium Priority
		Dur (hours)	453.58	Hole in left lane going toward Lake Caroline,,and hole at second entrance of Devlin Springs subdivision.				
17407	F	04/10/13 11:42:00	04/29/13 09:12:00	Road Condition	Brown, Shirley Sanders,	Johnson Ln	District 4	Medium Priority
		Dur (hours)	453.50	hole across middle of road, hard to cross road				
17414	F	04/11/13 09:08:00	04/17/13 20:05:00	Trash Related	Brown, Shirley Morris, Lawrence	Madison St Madison Street	District 1	
		Dur (hours)	154.95	Limbs to be picked up.				
17417	F	04/12/13 07:53:00	04/17/13 20:31:00	Trash Related	Brown, Shirley Caller,	Woods Rd Woods Rd	District 1	
		Dur (hours)	132.63	limbs to be picked up and debris at her neighbor's house.				
17418	F	04/12/13 08:06:00	04/17/13 20:30:00	Trash Related	Brown, Shirley Caller,	Willow Way Dr Willow Way Dr	District 4	
		Dur (hours)	132.40	limbs to be picked up				
17419	F	04/08/13 08:10:00	04/12/13 08:12:00	Gravel	Brown, Shirley Lockwood, Dorothea	Burrell Rd Burrell Rd	District 5	
		Dur (hours)	96.03	Needs gravel.				

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17423	F	04/15/13 09:22:00 Dur (hours)	04/17/13 20:04:00 58.70	Trash Related Debris to be picked up.	Brown, Shirley Thompson, Stanley	Simpson Dr Simpson Dr	District 4	
17425	F	04/16/13 08:09:00 Dur (hours)	04/24/13 08:48:00 192.65	Trash Related Limbs on Charleston Ln near the intersection with Catherine Drive at Lake Caroline	Brown, Shirley Johnson, Mrs.	Charleston Ln Sugar Ln Madison 39110	District 4	
17426	F	04/16/13 08:10:00 Dur (hours)	04/22/13 07:46:00 143.60	Pot Holes Richardson Rd at Lake Castle Rd at stop sign...deep pothole	Brown, Shirley Johnson, Mrs.	Richardson Rd Sugar Ln Madison 39110	District 3	
17427	F	04/16/13 08:12:00 Dur (hours)	04/22/13 07:46:00 143.57	Pot Holes potholes at 1544 and 1575 Pat Luckett Rd	Brown, Shirley Jeff,	Pat Luckett Rd	District 5	
17428	F	04/16/13 09:09:00 Dur (hours)	04/22/13 07:44:00 142.58	Trash Related limbs to be picked up	Brown, Shirley Farrior, Mark	Bear Creek Cir Bear Creek Cir Madison 39110	District 1	
17429	F	04/16/13 09:10:00 Dur (hours)	04/22/13 07:46:00 142.60	Pot Holes pothole on Cedar Hill Rd near Hwy 463	Brown, Shirley Steen, Gerald	Cedar Hill Rd	District 3	
17431	F	04/16/13 09:13:00 Dur (hours)	04/22/13 07:44:00 142.52	Trash Related limbs/debris to be picked up Friday	Brown, Shirley Oscar, Willie	Walter Payton Ln	District 3	
17433	F	04/17/13 08:25:00 Dur (hours)	04/23/13 07:24:00 142.98	Trash Related Pine straw and tarp needs picking	Brown, Shirley Abraham, Charlie	Planters Row Planters Row	District 1	
17438	F	04/17/13 13:29:00 Dur (hours)	04/22/13 07:44:00 114.25	Trash Related washer/Tv to be picked up	Brown, Shirley Gibson, Laura	Bear Creek Ct Bear Creek Ct Madison 39110	District 1	

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17445	F	04/18/13 10:46:00 Dur (hours)	04/29/13 09:33:00 262.78	Signage Installation Name sign is missing	Brown, Shirley Morris,	Spring Creek Rd	District 4	Medium Priority
17446	F	04/18/13 13:17:00 Dur (hours)	04/22/13 07:45:00 90.47	Trash Related Limbs to be picked up	Brown, Shirley Morgan, George	Sharpe Rd Sharpe Rd	District 3	
17447	F	04/18/13 13:57:00 Dur (hours)	04/24/13 08:48:00 138.85	Trash Related will be putting out refrigerator.	Brown, Shirley Caller,	Traceview Rd Traceview Rd.	District 1	Medium Priority
17452	F	04/19/13 09:01:00 Dur (hours)	04/24/13 08:47:00 119.77	Trash Related needs debris pickup	Brown, Shirley Lockett, Ruth	Robinson Rd Robinson Rd	District 4	
17454	F	04/19/13 09:34:00 Dur (hours)	04/23/13 07:23:00 93.82	Trash Related Details to be picked up by the Boom Truck	Brown, Shirley Gray, Zack	Twin Lakes Dr Twin Lake Drive	District 1	
17455	F	04/19/13 10:23:00 Dur (hours)	04/24/13 08:48:00 118.42	Trash Related Limbs to be picked up.	Brown, Shirley Cannon, Jason	Covey Run Covey Run	District 4	
17461	F	04/19/13 13:31:00 Dur (hours)	04/22/13 07:47:00 66.27	Pot Holes Pot holes need filling	Brown, Shirley Jeff, Carthage Postmaster	Pat Lockett Rd Pat Lockett Rd	District 5	
17463	F	04/19/13 13:58:00 Dur (hours)	04/24/13 08:47:00 114.82	Trash Related Limbs and debris for pick up	Brown, Shirley Lenson, Ollie	Northshore Pointe Northshore Pointe	District 3	
17465	F	04/22/13 09:21:00 Dur (hours)	04/26/13 07:54:00 94.55	Trash Related Limbs to be picked up Red Oak S/D	Brown, Shirley customer,	Hunters Row Hunters Row	District 3	Medium Priority

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17470	F	04/22/13 11:10:00	04/30/13 07:43:00	Trash Related	Brown, Shirley Smith, Brenda	Dampeer Rd Dampeer Road	District 5	Medium Priority
		Dur (hours)	188.55	Limbs to be picked up.				
17473	F	04/22/13 15:05:00	04/25/13 12:44:00	Trash Related	Brown, Shirley Dumas, Brenda	Oak Trail Oak Trail	District 1	Medium Priority
		Dur (hours)	69.65	Limbs to be picked up				
17474	F	04/22/13 15:08:00	04/29/13 07:15:00	Trash Related	Brown, Shirley Robinson, Felicia	Pecan St Pecan St	District 4	
		Dur (hours)	160.12	Pile of tin to be picked up				
17475	F	04/22/13 15:09:00	04/29/13 07:15:00	Trash Related	Brown, Shirley Moore, Lawrence	Laura Dr Laura Dr	District 4	
		Dur (hours)	160.10	Limbs to be picked up				
17476	F	04/22/13 15:11:00	04/30/13 07:43:00	Trash Related	Brown, Shirley Hawthorne, Bonnie	Chapel Hill Rd Chapel Hill Rd	District 3	Medium Priority
		Dur (hours)	184.53	Shrubs and landscaping timbers to be picked up				
17478	F	04/23/13 08:35:00	04/29/13 07:15:00	Trash Related	Brown, Shirley Wilson, Doris	Cedar St Cedar St	District 4	Medium Priority
		Dur (hours)	142.67	Limbs to be picked up				
17484	F	04/24/13 07:26:00	04/26/13 07:54:00	Trash Related	Brown, Shirley Duckworth, Jimmy	Belle Pointe Dr Belle Pointe	District 4	Medium Priority
		Dur (hours)	48.47	Limbs to be picked up				
17485	F	04/24/13 10:17:00	04/30/13 07:44:00	Trash Related	Brown, Shirley Davis, Linda	Church St Church St	District 2	Medium Priority
		Dur (hours)	141.45	limbs to be picked up				
17499	F	04/26/13 07:33:00	04/30/13 07:43:00	Trash Related	Brown, Shirley McNeal, Princess	Tyler Ln Tyler Ln	District 3	Medium Priority
		Dur (hours)	96.17	Pot holes need patching				

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17500	F	04/26/13 07:38:00	04/29/13 07:15:00	Trash Related	Brown, Shirley Wilson, Brenda	Cobbbville Dr Cobbbville Dr	District 5	Medium Priority
		Dur (hours)	71.62	Limbs to be picked up				
17501	F	04/26/13 08:21:00	04/28/13 23:06:00	Pot Holes	Brown, Shirley Kimes, Shavoka	King Ranch Rd King Ranch Rd	District 4	Medium Priority
		Dur (hours)	62.75	Hit pot hole in road damaged a rim/ front aglinment of car				
17502	F	04/26/13 08:56:00	04/30/13 07:44:00	Trash Related	Brown, Shirley Banks,	Church St	District 2	Medium Priority
		Dur (hours)	94.80	2 piles of limbs to be picked up				
17503	F	04/26/13 08:57:00	04/30/13 07:44:00	Trash Related	Brown, Shirley Banks,	Sugar Hill St	District 5	Medium Priority
		Dur (hours)	94.78	Pile of limbs to be picked up				

67 Closed Requests - Requests Closed in more than 48 hours

Closed Request Analysis

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Req #	Request	Completion					
Grade	Date / Time	Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
Total Requests:		90					