

**MADISON COUNTY ROAD DEPARTMENT**

**AUGUST 2018**

**CLOSED CALL ANALYSIS**

# Madison County Road Department

Reporting Dates 08/01/18 through 08/28/18

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
23335	09/23/16 08/09/18 08/28/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 685.0 <b>S-to-C</b> 704.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Joyner, Percy Dock Chinn Rd	Dock Chinn Rd District 5
Needs culvert replaced across the road							
25514	01/29/18 08/13/18 08/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 196.0 <b>S-to-C</b> 205.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Sowell, Terry North Catlett Rd	North Catlett Rd District 4
Needs culvert replaced							
25754	03/12/18 08/13/18 08/24/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 154.0 <b>S-to-C</b> 165.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority	Brown, Shirley Road Maintenance	Greenwood, Curtis Trace Harbor Rd	Trace Harbor Rd District 1
Culvert stopped up and ditch needs cleaning out							
25804	03/16/18 08/17/18 08/27/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 154.0 <b>S-to-C</b> 164.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Small Davis Rd	Davis Rd District 5
Road needs gravel at the dead end of the road							
25814	03/19/18 08/10/18 08/24/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 144.0 <b>S-to-C</b> 158.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority	Brown, Shirley Road Maintenance	Greenwood, Curtis Trace Harbor Road	Trace Harbor Rd District 1
Culvert needs to be cleaned out							
25819	03/19/18 08/10/18 08/20/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 144.0 <b>S-to-C</b> 154.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Estelle, M Old Hwy 51	Old Hwy 51
Need gravel on driveway							

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25827	03/21/18 08/27/18 08/07/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 159.0 <b>S-to-C</b> 139.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Williams, Edward Williams Rd	Williams Rd District 5
Needs culverts replaced. They are smashed in.							
25831	03/21/18 08/06/18 08/02/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 138.0 <b>S-to-C</b> 134.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Howard, Corey Truitt Rd	Truitt Rd District 5
Needs gravel and culvert might need to be replaced, Said gravel has washed away. At corner of Truitt and Rocky Hill Rd.							
25909	03/29/18 08/09/18 08/24/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 133.0 <b>S-to-C</b> 148.0 <b>O-to-C</b>	Bus Turn Around Medium Priority	Brown, Shirley Road Maintenance	Hughes, Cleo Riley Williams Rd	Riley Williams Rd District 5
Garbage trucks damaging the turnaround near the culvert before his mailbox							
26022	04/16/18 08/10/18 08/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 116.0 <b>S-to-C</b> 128.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Nadzbyk, Ronald Stokes Rd	Stokes Rd District 4
Needs ext add on to the end of the culvert, due to the buses turning around on it							
26277	05/17/18 08/08/18 08/28/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 83.0 <b>S-to-C</b> 103.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Johnson, Yahatta Old Highway 16	Old Hwy 16 District 5
Culvert needs to be covered it is washing out from all the water coming trough and around it. Needs gravel on top of it also							
26292	05/18/18 08/20/18 08/27/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 94.0 <b>S-to-C</b> 101.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Washington, Broderick Middle Rd	Middle Rd District 4
Needs asphalt removed out of ditch							

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26339	05/29/18 <b>Request</b> 08/28/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 91.0 <b>S-to-C</b> 90.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Simpson, Falonda Cauthen Rd	Cauthen Rd District 5
Bad road condition [DBST]						
26383	05/30/18 <b>Request</b> 08/22/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 84.0 <b>S-to-C</b> 89.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Binkins, Wesley Permenter Rd	Permenter Rd District 5
Road has a big washout on the left side [DANGEROUS] of the road						
26395	05/31/18 <b>Request</b> 08/16/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 77.0 <b>S-to-C</b> 88.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Clanton Moss Rd	Moss Rd District 5
Asphalt is cracking up on a certain spot of the road						
26447	06/08/18 <b>Request</b> 08/14/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 67.0 <b>S-to-C</b> 80.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Chandler, joe Goodloe Rd	Goodloe Rd District 5
Bad dropoff at the first drive to your left coming off of 43 end						
26473	06/12/18 <b>Request</b> 08/13/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 62.0 <b>S-to-C</b> 76.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Ritchie, Perry Ratliff Ferry Rd	Robinson Rd District 4
The road needs smoothing...she said it is just as rough as it was befoere we patched.						
26483	06/13/18 <b>Request</b> 08/24/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 72.0 <b>S-to-C</b> 75.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Bouldin, Ella Old Jackson Rd	Old Jackson Rd District 4
Culvert sinking...she thinks there's a hole in it.						

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26492	06/15/18 <b>Request</b> 08/20/18 <b>Schedule</b> 08/20/18 <b>Closed</b>	<b>Durations</b> 66.0 <b>S-to-C</b> 66.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Carson, Jewel Sulphur Springs Rd	Sulphur Springs Rd District 5
			Need gravel on driveway [wash out]			
26505	06/18/18 <b>Request</b> 08/27/18 <b>Schedule</b> 08/21/18 <b>Closed</b>	<b>Durations</b> 70.0 <b>S-to-C</b> 64.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Meadows, Diane Loring Rd	Loring Rd District 5
			Needs gravel on culvert			
26508	06/19/18 <b>Request</b> 08/17/18 <b>Schedule</b> 08/21/18 <b>Closed</b>	<b>Durations</b> 59.0 <b>S-to-C</b> 63.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Campbell, Olivia Mt Olive Church Rd	Mt Olive Church Rd District 3
			Needs gravel on culvert and driveway			
26510	06/19/18 <b>Request</b> 08/17/18 <b>Schedule</b> 07/25/18 <b>Closed</b>	<b>Durations</b> 59.0 <b>S-to-C</b> 36.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Jackson, Johnny Barnes Rd	Barnes Rd District 1
			Need culvert repaired, or gravel to get on to property			
26548	06/25/18 <b>Request</b> 08/24/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 60.0 <b>S-to-C</b> 63.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Thompson, Judy Memory Lane	Deweese Rd District 3
			Intersection of Dewees Rd and Ashbrooke Blvd's repairs not complete...she said it looked like we ran out of asphalt			
26550	06/25/18 <b>Request</b> 08/10/18 <b>Schedule</b> 07/25/18 <b>Closed</b>	<b>Durations</b> 46.0 <b>S-to-C</b> 30.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Barnett, Sheryl Barnes Rd	Barnes Rd District 1
			needs extension on culvert on south side of property			

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26582	06/28/18 <b>Request</b> 08/09/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 42.0 <b>S-to-C</b> 60.0 <b>O-to-C</b>	Road Shoulder Medium Priority	Brown, Shirley Road Maintenance	Westerfield, Bill Green Oak Ln	Green Oak Ln District 1
Road shoulders has deteriorated, on this road up to 51						
26611	07/02/18 <b>Request</b> 08/24/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 53.0 <b>S-to-C</b> 56.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Johnson, Ronald Sharon Rd	Sharon Rd District 5
Needs gravel at entrance of driveway						
26658	07/09/18 <b>Request</b> 08/10/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 32.0 <b>S-to-C</b> 49.0 <b>O-to-C</b>	Road Shoulder Medium Priority	Brown, Shirley Road Maintenance	Unknown Clarkdell Rd	Clarkdell Rd District 1
Requesting for some shoulder work to be done [South side of Clarkdell and Green Oak]						
26734	07/23/18 <b>Request</b> 08/14/18 <b>Schedule</b> 08/28/18 <b>Closed</b>	<b>Durations</b> 22.0 <b>S-to-C</b> 36.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Lovelace, Carol Whiddon Rd	Whiddon Rd District 5
Need new culvert installed on new property						
26758	07/24/18 <b>Request</b> 08/10/18 <b>Schedule</b> 08/10/18 <b>Closed</b>	<b>Durations</b> 17.0 <b>S-to-C</b> 17.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Guest, Tommie Caroline Blvd	Caroline Blvd District 4
Pot holes need patching on Caroline Blvd at the exit to Stribling Rd, and on the round about on Caroline Crossing						
26760	07/24/18 <b>Request</b> 08/24/18 <b>Schedule</b> 08/16/18 <b>Closed</b>	<b>Durations</b> 31.0 <b>S-to-C</b> 23.0 <b>O-to-C</b>	Drainage Medium Priority	Brown, Shirley Road Maintenance	Engineering Dept ----	Gluckstadt Industrial Park District 3
Pour top on box at the property on American Way where we ran pipe/box during drainage project						

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26787	07/27/18 08/16/18 08/27/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 20.0 <b>S-to-C</b> 31.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Rivers, Juanita Deer Rd	Deer Rd District 5
Needs a hole on the road repaired. and she also wants the road paved.							
26806	07/31/18 08/01/18 08/01/18	<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	Bond, Conner Cedar Green Drive	Cedar Green Dr District 4
Needs potholes repaired near this address							
26812	08/01/18 08/09/18 08/24/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 8.0 <b>S-to-C</b> 23.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Smith, James 515 Sulphur Springs Rd	Sulphur Springs Rd District 5
Need culvert replaced							
26815	08/02/18 08/06/18 08/28/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 26.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Griffin, Paul Garrett Rd	Garrett Rd District 5
Need someone to check the cross drain on Garrett Rd.							
26828	08/06/18 08/08/18 08/21/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 15.0 <b>O-to-C</b>	Limb Cutting Medium Priority	Brown, Shirley Road Maintenance	Wanda Willie Burrell	Willie Burrell Dr District 5
Bus yard called and stated that the limbs hanging low hitting and scratching the top of the school buses in Willi Burrell neighborhood							
26830	08/06/18 08/07/18 08/09/18	<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>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Davis, Kewanna Holmes Avenue	Holmes Ave District 5
4 deep potholes on street need repairs							

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26842	08/06/18 08/10/18 08/27/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 21.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Marshall, Jeff Twelve Oak Trace	Twelve Oaks Rd District 4
				Culvert and ditch needs digging out			
26852	08/07/18 08/09/18 08/20/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 13.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Durham, Schools 4-H Club Rd	4 H Club Rd District 1
				Needs gravel on the bus-turn-around			
26856	08/08/18 08/10/18 08/13/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Plummer, Floyd Cherryhill Drive	Serotina Rd District 3
				Pothole 30 yards east of Cherryhill Drive, 24" wide, 12 " deep			
26859	08/08/18 08/10/18 08/15/18	<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	Brown, Shirley Road Maintenance	Russ, Yvette Gluckstadt Rd	Gluckstadt Rd District 3
				Needs two potholes repaired on road right in front of this address She damaged two tires two weeks ago from these holes			
26861	08/09/18 08/10/18 08/15/18	<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	Little, Doug Rocks Rd	Rocks Rd District 5
				Bad pot holes needs patching			
26862	08/09/18 08/10/18 08/16/18	<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>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Denise Distribution Dr	Distribution Dr District 3
				Bad pot holes at the bridge on both sides			



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26863	08/09/18 <b>Request</b> 08/14/18 <b>Schedule</b> 08/24/18 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 15.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Oliver, Carrol 1111 Mt Olive Church Rd	Mt Olive Church Rd District 3
			Need culvert and need gravel			
26900	08/16/18 <b>Request</b> 08/17/18 <b>Schedule</b> 08/22/18 <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	Mains, Carol Beaver Bend	Beaver Bend District 4
			Pot hole in front of this address			
26903	08/17/18 <b>Request</b> 08/22/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 10.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Torrey, Allen Tithelo Rd	Tithelo Rd District 5
			Need culvert installed			
26905	08/17/18 <b>Request</b> 08/20/18 <b>Schedule</b> 08/20/18 <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 3.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Ammons, Jessie Dry Creek Rd	Dry Creek Rd District 5
			Bad pot holes, and road needs major work			
26906	08/17/18 <b>Request</b> 08/24/18 <b>Schedule</b> 08/27/18 <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 10.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Bouldin, Ella 675 Old Jackson Rd	Old Jackson Rd
			Need culvert replaced			
26907	08/17/18 <b>Request</b> 08/20/18 <b>Schedule</b> 08/22/18 <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 5.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Unknown Germany Dr	Germany Dr
			Bad pot holes			

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26924	08/22/18 08/23/18 08/27/18	<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>	Grading Medium Priority Need road graded and graveled	Brown, Shirley Road Maintenance	Matthews, Ricky St Catherine ZRd St Catherine Rd District 5
26925	08/22/18 08/22/18 08/22/18	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> <b>S-to-C</b> <b>O-to-C</b>	Down Tree Medium Priority Tree across the road	Brown, Shirley Road Maintenance	unknown Mcnamara Rd Mcnamara Rd District 5
26926	08/22/18 08/23/18 08/24/18	<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 Need pothole repaired	Brown, Shirley Road Maintenance	Mulberry, Shelton Camden Ln Camden Ln District 4

**Closed Requests: 52**  
**63.2 S-to-C Average Duration**  
**68.9 O-to-C Average Duration**

**Total Requests: 52**  
**63.2 S-to-C Average Duration**  
**68.9 O-to-C Average Duration**