

MADISON COUNTY ROAD DEPARTMENT

JULY 2019

CLOSED CALL ANALYSIS

Madison County Road Department

Reporting Dates 07/01/19 through 07/29/19

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
24762	07/26/17 Request 07/12/19 Schedule 07/02/19 Closed	Durations 716.0 S-to-C 706.0 O-to-C	Dig Out Medium Priority	Brown, Shirley Road Maintenance	Shaffer, Sam Harbor View Dr	Harbor View Drive District 4
			Pot holes in front of this address			
24867	08/10/17 Request 07/12/19 Schedule 07/02/19 Closed	Durations 701.0 S-to-C 691.0 O-to-C	Dig Out Medium Priority	Brown, Shirley Road Maintenance	Unknown Harbor View Dr	Harbor View Drive District 4
			Bad pot holes			
27777	02/13/19 Request 07/18/19 Schedule 07/11/19 Closed	Durations 155.0 S-to-C 148.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Pate, Earnest Pecan St	Pecan St District 4
			Needs culvert installed on new property			
27910	03/13/19 Request 07/26/19 Schedule 07/24/19 Closed	Durations 135.0 S-to-C 133.0 O-to-C	Resurface Medium Priority	Brown, Shirley Road Maintenance	Powell, Larry Timber Green Ln	Timber Green Ln District 4
			Wants to know if this road going to get repaired, bad disrepair, potholes			
28086	04/03/19 Request 07/16/19 Schedule 07/12/19 Closed	Durations 104.0 S-to-C 100.0 O-to-C	Gravel Medium Priority	Brown, Shirley Road Maintenance	Laura Loring Rd	Loring Rd District 5
			Need gravel on culvert, ground washing away on both sides of culvert			
28099	04/05/19 Request 07/10/19 Schedule 07/11/19 Closed	Durations 96.0 S-to-C 97.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Henry, Dwayne Ross Rd	Ross Rd District 5
			Need culvert installed. next to Joe Ross			
28125	04/08/19 Request 07/08/19 Schedule 07/18/19 Closed	Durations 91.0 S-to-C 101.0 O-to-C	Mowing Medium Priority	Brown, Shirley Road Maintenance	Forbes, Michael North Livingston Rd	North Livingston Rd District 3
			Grass needs mowing on the hill			

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28172	04/15/19 07/22/19 07/12/19	Request Schedule Closed	Durations 98.0 S-to-C 88.0 O-to-C	Ditching Medium Priority	Brown, Shirley Road Maintenance	Carson, Aggie Sharon Rd	Sharon Rd District 5
Ditches needs cleaning out							
28245	04/24/19 07/29/19 07/12/19	Request Schedule Closed	Durations 96.0 S-to-C 79.0 O-to-C	Ditching Medium Priority	Brown, Shirley Road Maintenance	Brown, Clyde Sharon Rd	Sharon Rd District 5
Sharon Rd needs ditching [Ditch is flooding mud into the road]							
28259	04/26/19 07/26/19 07/10/19	Request Schedule Closed	Durations 91.0 S-to-C 75.0 O-to-C	Grading Medium Priority	Brown, Shirley Road Maintenance	Cox, Ryan Childress Ln	Childress Ln District 4
Road needs grading, due to rain rocks has washed out forming pot holes							
28305	04/30/19 07/25/19 07/18/19	Request Schedule Closed	Durations 86.0 S-to-C 79.0 O-to-C	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Bacon Ancient Oaks Dr	Ancient Oaks Dr
Replace culvert at Twin Lakes Baptist Church							
28326	05/02/19 07/11/19 07/17/19	Request Schedule Closed	Durations 70.0 S-to-C 76.0 O-to-C	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Sumler, Jr, H.L. Cane Creek Rd	Cane Creek Rd District 4
Dirt has washed away from two culverts at his driveway. and another culvert has a sinkhole in it.							
28505	05/20/19 07/19/19 07/15/19	Request Schedule Closed	Durations 60.0 S-to-C 56.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Kelly Rev, Rob Pine Grove Rd	Pine Grove Rd District 5
Needs culvert installed at Pine Grove MB Church							
28521	05/22/19 07/22/19 07/11/19	Request Schedule Closed	Durations 61.0 S-to-C 50.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Adari, Ugandhar Bozeman Rd	Bozeman Rd District 3
Need new culvert installed							

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28529	05/22/19 Request 07/19/19 Schedule 07/12/19 Closed	Durations 58.0 S-to-C 51.0 O-to-C	Gravel Medium Priority	Brown, Shirley Road Maintenance	Cable, James Kearney Park Rd	Kearney Park Rd District 4
			Needs gravel on driveway			
28621	06/03/19 Request 07/24/19 Schedule 07/12/19 Closed	Durations 51.0 S-to-C 39.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Travis, Jamie Robinson Springs Rd	Robinson Springs Rd District 3
			Needs new culvert installed on new property			
28622	06/03/19 Request 07/18/19 Schedule 07/12/19 Closed	Durations 45.0 S-to-C 39.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Polk, Derek Robinson Spring Rd	Robinson Springs Rd District 3
			Need new culvert installed on new property			
28640	06/04/19 Request 07/12/19 Schedule 07/12/19 Closed	Durations 38.0 S-to-C 38.0 O-to-C	Gravel Medium Priority	Brown, Shirley Road Maintenance	Robinson, Jennifer Sugar Hill St	Sugar Hill St District 5
			Needs gravel on culvert			
28652	06/06/19 Request 07/24/19 Schedule 07/02/19 Closed	Durations 48.0 S-to-C 26.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Stone Dover Ln	Dover Ln District 3
			Pot holes			
28678	06/10/19 Request 07/10/19 Schedule 07/12/19 Closed	Durations 30.0 S-to-C 32.0 O-to-C	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Porter Robinson Springs Rd	Robinson Springs Rd District 3
			Culvert goin across the road is sinking in			
28727	06/14/19 Request 07/02/19 Schedule 07/18/19 Closed	Durations 18.0 S-to-C 34.0 O-to-C	Mowing Medium Priority	Brown, Shirley Road Maintenance	Mack, Diane Railroad St	Railroad St District 5
			Grass needs cutting on Railroad St, and Adams Ln			

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28728	06/14/19 07/15/19 07/10/19	Request Schedule Closed	Durations 31.0 S-to-C 26.0 O-to-C	Culvert Installation Medium Priority Needs culvert installed	Brown, Shirley Road Maintenance	Burke, Jim Livingston Vernon Rd Livingston Vernon Rd District 4
28774	06/24/19 07/24/19 07/02/19	Request Schedule Closed	Durations 30.0 S-to-C 8.0 O-to-C	Pot Holes Medium Priority Big pot hole in front of this address	Brown, Shirley Road Maintenance	Newman, Julia Bradshaw Crossing Bradshaw Crossing District 1
28799	06/25/19 07/08/19 07/12/19	Request Schedule Closed	Durations 13.0 S-to-C 17.0 O-to-C	Culvert Installation Medium Priority Culvert needs installed at Pine Grove Church	Brown, Shirley Road Maintenance	Bacon, C Pine Grove Rd Pine Grove Rd District 5
28801	06/25/19 07/01/19 07/02/19	Request Schedule Closed	Durations 6.0 S-to-C 7.0 O-to-C	Pot Holes Medium Priority Pot holes need patching	Brown, Shirley Road Maintenance	Middleton, Doug Rocks Rd Rocks Rd District 5
28826	06/27/19 07/01/19 07/02/19	Request Schedule Closed	Durations 4.0 S-to-C 5.0 O-to-C	Pot Holes Medium Priority Huge bad pot holes	Brown, Shirley Road Maintenance	Peterson, Sherry Ramage Rd Ramage Rd District 4
28855	07/01/19 07/01/19 07/26/19	Request Schedule Closed	Durations S-to-C 25.0 O-to-C	Pot Holes Medium Priority Need pothle repair - large pothole on Caroline Blvd at Hampton Way	Brown, Shirley Road Maintenance	Stewart, Douglas Caroline Blvd Caroline Blvd District 4
28895	07/08/19 07/09/19 07/12/19	Request Schedule Closed	Durations 1.0 S-to-C 4.0 O-to-C	Pot Holes Medium Priority huge hole across road, has eaten across the white line at the end of the exit lane from Stribling Rd to Catlett Rd	Brown, Shirley Road Maintenance	Crowley, Ted Lake Caroline Lake Caroline Stribling Rd District 3

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28903	07/09/19 07/10/19 07/11/19	Request Schedule Closed	Durations 1.0 S-to-C 2.0 O-to-C	Gravel Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	White, Rita Way Cir	Way Cir District 5
Needs gravel on culvert							
28915	07/10/19 07/11/19 07/12/19	Request Schedule Closed	Durations 1.0 S-to-C 2.0 O-to-C	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Dodder, Jennifer Yandell Rd	Yandell Rd District 1
Her husband hit a pothole on Yandell Rd and damaged his car.							
28923	07/11/19 07/12/19 07/15/19	Request Schedule Closed	Durations 1.0 S-to-C 4.0 O-to-C	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Bacon Livingston Vernon Rd	Livingston Vernon Rd District 4
Bad Drop off need repaired							
28939	07/15/19 07/14/19 07/17/19	Request Schedule Closed	Durations -1.0 S-to-C 2.0 O-to-C	Road Condition Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Bates, Erin Permenter Rd	Permenter Rd District 5
Bad hole is in the road							
28942	07/16/19 07/25/19 07/26/19	Request Schedule Closed	Durations 9.0 S-to-C 10.0 O-to-C	Pot Holes Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	White 4-H Club Rd	4 H Club Rd District 1
Bad pot holes							
28945	07/17/19 07/18/19 07/18/19	Request Schedule Closed	Durations 1.0 S-to-C 1.0 O-to-C	Culvert Repair Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Bacon Ancient Oaks Dr	Ancient Oaks Dr District 3
Culvert needs repaired							
28979	07/22/19 07/23/19 07/25/19	Request Schedule Closed	Durations 1.0 S-to-C 3.0 O-to-C	Signage Installation Medium Priority Road Maintenance	Brown, Shirley Road Maintenance	Mrs, Jackson 1219 North Old Canton Rd	North Old Canton Rd District 1
Need children at play signs							

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28985	07/22/19	Request	Durations	Signage Installation	Brown, Shirley	Bailey	Cotton Blossom Ln
	07/23/19	Schedule	1.0 S-to-C	Medium Priority	Road Maintenance	158 W Cotton Blossom Ln	District 4
	07/25/19	Closed	3.0 O-to-C	Need sign replaced			
28992	07/23/19	Request	Durations	Resurface	Brown, Shirley	Powell, Regina	Timber Green Ln
	07/26/19	Schedule	3.0 S-to-C	Medium Priority	Road Maintenance	Timber Green Lane	District 4
	07/24/19	Closed	1.0 O-to-C	Requesting road to be paved.			
29010	07/25/19	Request	Durations	Pot Holes	Brown, Shirley	Bacon	4 H Club Rd
	07/25/19	Schedule	S-to-C	Medium Priority	Road Maintenance	4-H Club Rd	District 1
	07/26/19	Closed	1.0 O-to-C	Bad pot holes			

Closed Requests: 38
77.6 S-to-C Average Duration
75.2 O-to-C Average Duration

Total Requests: 38
77.6 S-to-C Average Duration
75.2 O-to-C Average Duration