

**MADISON COUNTY ROAD DEPARTMENT  
CLOSED CALL ANALYSIS  
DECEMBER 2019**

# Madison County Road Department

Reporting Dates 12/03/19 through 12/31/19

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District		
25539	02/05/18 12/12/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 675.0 <b>S-to-C</b> 681.0 <b>O-to-C</b>	Bridges Medium Priority	Brown, Shirley Road Maintenance	White, James Old 51 Rd	Old 51 Rd District 5
Says the Bethel Church is ready to start construction and the bridge needs repair.							
26060	04/18/18 12/12/19 11/19/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 603.0 <b>S-to-C</b> 580.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Nettles, Bryan Mansell Rd	Mansell Rd District 5
Mansell Rd needs dtiching							
27174	10/09/18 12/13/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 430.0 <b>S-to-C</b> 435.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Fleming, Anquila 228 Brooks Rd	Brooks Rd District 5
Requesting to have a culvert installed at new address							
27917	03/14/19 12/08/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 269.0 <b>S-to-C</b> 279.0 <b>O-to-C</b>	Drainage On Hold	Brown, Shirley Road Maintenance	Unknown Sunset Cv	Sunset Cir District 1
Need to check road for bad drainage problem							
28118	04/08/19 12/20/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 256.0 <b>S-to-C</b> 254.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Chris, Veal 4084 Coker Rd	Coker Rd District 3
Need culvert unstopped							
28131	04/08/19 12/19/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 255.0 <b>S-to-C</b> 241.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Tucker, Richard Kristin Hill	Kristiin Hill
Ditches stopped up							
28174	04/15/19 12/19/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 248.0 <b>S-to-C</b> 247.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Page, Georgia Dock Chin Rd	Dock Chinn Rd District 5
Gravel up under bridges has washed completely out, she stated that it's very dangerous							

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28208	04/22/19 12/20/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 242.0 <b>S-to-C</b> 240.0 <b>O-to-C</b>	Culvert Repair Medium Priority  Needs ditching and culvert replaced	Brown, Shirley Road Maintenance	Overstreet, Andrea 183 Church Rd Church Rd District 4
28585	05/29/19 12/20/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 205.0 <b>S-to-C</b> 190.0 <b>O-to-C</b>	Ditching Medium Priority  re-establish ditch across the street. flooding road and his yard.	Brown, Shirley Road Maintenance	Wallace, John Pembroke Circle Pembroke Cir District 3
28587	05/29/19 12/12/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 197.0 <b>S-to-C</b> 198.0 <b>O-to-C</b>	Drainage Medium Priority  grated box inlet needs concrete work. Concrete in box to make pipe level with bottom of box. Reseal the inside of box walls, if neces	Brown, Shirley Road Maintenance	Engineering Dept Caroline Club Circle Caroline Club Cir District 4
28591	05/29/19 12/05/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 190.0 <b>S-to-C</b> 198.0 <b>O-to-C</b>	Other Medium Priority  Big dead pine tree hanging over road 200 yards past 878 Old Natchez Trace	Brown, Shirley Road Maintenance	Miller, Charles Old Natchez Trace Old Natchez Trace District 5
28611	05/30/19 12/13/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 197.0 <b>S-to-C</b> 189.0 <b>O-to-C</b>	Ditching Medium Priority  Ditches needs digging out [STANDING WATER ]	Brown, Shirley Road Maintenance	Clanton, Kimberly Tithelo Rd Tithelo Rd District 5
28626	06/03/19 12/05/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 185.0 <b>S-to-C</b> 185.0 <b>O-to-C</b>	Ditching Medium Priority  Ditch needs ditching, holding standing water	Brown, Shirley Road Maintenance	Milney, Brenda Lep Childress Rd Lep Childress Rd District 4
28666	06/07/19 12/20/19 12/04/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 196.0 <b>S-to-C</b> 180.0 <b>O-to-C</b>	Ditching Medium Priority  Water not flowing through the ditch	Brown, Shirley Road Maintenance	McKinzie, Sandra Millville Rd Millville Rd District 5

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28748	06/18/19 12/13/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 178.0 <b>S-to-C</b> 170.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Pitts, John Arthur Tyson Rd	Tyson Rd District 5
Ditch needs ditching across from his address, causing flooding on to his property, and under his home							
28766	06/20/19 12/20/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 183.0 <b>S-to-C</b> 168.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Wallace, John Pembroke Cir	Pembroke Cir District 3
Ditch across from these two addresses is stopped up and causing the road and his property to flood							
28898	07/08/19 12/17/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 162.0 <b>S-to-C</b> 163.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Curville, Jeff 1075 Davis Crossing Rd	Davis Crossing Rd District 5
Need Culvert isntalled. will call back							
28968	07/18/19 12/09/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 144.0 <b>S-to-C</b> 153.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Gross, Herneken 171 Pugh Rd	Pugh Rd District 4
Need culvert install							
28981	07/22/19 12/17/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 148.0 <b>S-to-C</b> 149.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Smith, Richard 324 Walnut Rd	Walnut Rd District 5
Need work done past address, water is coming on property							
28988	07/23/19 12/13/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 143.0 <b>S-to-C</b> 146.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Harris, Kierra 300 Twin Lakes	Twin Lakes Dr District 1
Ditching and culvert needs cleaning							
29009	07/24/19 12/11/19 12/23/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 140.0 <b>S-to-C</b> 152.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Holiday, Preston Barnes Rd	Barnes Rd District 1
Needs gravel on end of driveway end over culvert							

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29055	07/31/19 12/23/19 12/05/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 145.0 <b>S-to-C</b> 127.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Wallace, John Pembroke Cir	Pembroke Cir District 3
Ditch across from this address is stopped up causing major flooding							
29058	07/31/19 12/06/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 128.0 <b>S-to-C</b> 138.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Harris, Keria Twin Lakes Dr	Twin Lakes Dr District 1
Ditch not draining, stopped up							
29110	08/09/19 12/19/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 132.0 <b>S-to-C</b> 129.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Oscar, Bernice Walter Payton Lane	North Livingston Rd District 3
end near Lake Castle Rd that runs into Highland Colony Parkway needs repair							
29202	08/26/19 12/13/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 109.0 <b>S-to-C</b> 112.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Luster, Helen Sowell Rd	Sowell Rd District 1
Needs gravel on culvert and the ditch, where the ditch was dugged up							
29215	08/28/19 12/10/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 104.0 <b>S-to-C</b> 110.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Cosby, Vanessa Emmit Rd	Emmit Rd District 4
Needs gravel on driveway, culvert							
29245	09/03/19 12/12/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 100.0 <b>S-to-C</b> 104.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Clerk, Ramona Rocky Hill Road	Rocky Hill Rd District 5
Needs gravel on culvert							
29252	09/04/19 12/20/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 107.0 <b>S-to-C</b> 103.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Diamond Pisgah Bottom Rd	Pisgah Bottom Rd District 5
Need gravel on culvert							

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29272	09/06/19 12/09/19 12/17/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 94.0 <b>S-to-C</b> 102.0 <b>O-to-C</b>	Culvert Repair Medium Priority Need culvert replaced	Brown, Shirley Road Maintenance	Thompson, Tommy 637 Way Rd Way Rd District 5
29275	09/09/19 12/23/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 105.0 <b>S-to-C</b> 98.0 <b>O-to-C</b>	Culvert Repair Medium Priority Culvert under the road is collasping and water has eroded the dirt off of it	Brown, Shirley Road Maintenance	Patterson, Scott Country Ln Country Ln Country Ln District 1
29295	09/11/19 12/17/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 97.0 <b>S-to-C</b> 96.0 <b>O-to-C</b>	Culvert Repair Medium Priority Culvert under road has washed out	Brown, Shirley Road Maintenance	Brummett, Jeff Old Robinson Springs Rd Old Robinson Springs Rd Old Robinson Springs Rd District 3
29319	09/16/19 12/18/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 93.0 <b>S-to-C</b> 91.0 <b>O-to-C</b>	Culvert Repair Medium Priority Culvert is clogged and smashed in causing problem	Brown, Shirley Road Maintenance	Thoman, Jeff Clarkdell Rd Clarkdell Rd Clarkdell Rd District 1
29393	09/30/19 12/13/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 74.0 <b>S-to-C</b> 79.0 <b>O-to-C</b>	Culvert Installation Medium Priority He purchased his own culverts, just needs County to installed them	Brown, Shirley Road Maintenance	Carmean, Todd Cedar Grove Ln Cedar Grove Ln Cedar Grove Ln District 3
29408	10/01/19 12/19/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 79.0 <b>S-to-C</b> 78.0 <b>O-to-C</b>	Road Condition Medium Priority Needs road repair badly; says she had a blow out on the road	Brown, Shirley Road Maintenance	Brantley, Joy Brown Drive Brown Drive Laura Dr District 4
29410	10/01/19 12/04/19 11/26/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 64.0 <b>S-to-C</b> 56.0 <b>O-to-C</b>	Pot Holes Medium Priority Road needs repair, especially at beginning of street, and there are bad dips in the road.	Brown, Shirley Road Maintenance	Smith, Jim Germany Dri Germany Dri Germany Dr

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29429	10/03/19 12/19/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 77.0 <b>S-to-C</b> 76.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Harris, Walter Walnut Road	Walnut Rd District 5
Needs culvert replaced. Says it's too small and water runs over it.							
29431	10/03/19 12/20/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 78.0 <b>S-to-C</b> 76.0 <b>O-to-C</b>	Drainage Medium Priority	Brown, Shirley Road Maintenance	Elliott, Charles 213 Sunset Cir	Sunset Cir District 1
Need drain pipe has errooded at the end							
29474	10/10/19 12/10/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 61.0 <b>S-to-C</b> 67.0 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Williamson, Joe Harper Rd	Harper Rd District 5
Trailer has been moved and road needs repar.							
29594	10/30/19 12/18/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 49.0 <b>S-to-C</b> 44.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority	Brown, Shirley Road Maintenance	Shelton, Randy Cauthen Rd	Cauthen Rd District 5
Culvert and ditches is stopped up with limbs, and debri							
29627	11/05/19 12/06/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 31.0 <b>S-to-C</b> 38.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Luckett Lottville Rd	Lottville Rd District 5
Need gravel on culvert [ WASH OUT ]							
29631	11/05/19 12/05/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 30.0 <b>S-to-C</b> 41.0 <b>O-to-C</b>	Grading Medium Priority	Brown, Shirley Road Maintenance	Camel, Lisa Putnam Rd	Putnam Rd District 5
road needs grading, has to drive on one side of the road							
29635	11/05/19 12/05/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 30.0 <b>S-to-C</b> 38.0 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Box, Frankie Blackberry Creek Rd	Blackberry Creek Rd
storm box caving in							

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29647	11/07/19 12/06/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 29.0 <b>S-to-C</b> 36.0 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Bacon Gluckstadt Rd District 3
				Weed eating in front of the car wash		
29655	11/08/19 12/09/19 12/12/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 31.0 <b>S-to-C</b> 34.0 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Wiseman, Jim Lake Ridge Dr District 4
				Roads in Lake Caroline being damaged by trucks hauling dirt to construction area		
29675	11/12/19 12/12/19 12/23/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 30.0 <b>S-to-C</b> 41.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Hughes, Sam Wildwood Acres District 1
				Culvert going across the road has caved in on both sides		
29691	11/15/19 12/13/19 12/17/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 28.0 <b>S-to-C</b> 32.0 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	King, Carolyn 3061 Virililia Rd District 4
				Needs ditching, wants work done on Friday		
29694	11/15/19 12/05/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 20.0 <b>S-to-C</b> 28.0 <b>O-to-C</b>	Mowing Medium Priority	Brown, Shirley Road Maintenance	Forbes, Michael North Livingston Rd District 3
				Needs bank mowed		
29708	11/18/19 12/18/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 30.0 <b>S-to-C</b> 25.0 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	McDonald, Hazel Calhoun Dr District 3
				Tree limb hanging low at corner of Gluckstadt and Bozeman Rd,, huge tree		
29725	11/20/19 12/12/19 12/16/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 22.0 <b>S-to-C</b> 26.0 <b>O-to-C</b>	Gravel Medium Priority	Brown, Shirley Road Maintenance	Bennett, Linda Catlett Rd District 3
				Needs gravel on culvert		

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29731	11/21/19 12/04/19 12/11/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 20.0 <b>O-to-C</b>	Culvert Clean Out Medium Priority  Culvert stopped up	Brown, Shirley Road Maintenance	Mack, Diane Adams Ln  Adams Ln District 5
29745	11/25/19 12/12/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 17.0 <b>S-to-C</b> 23.0 <b>O-to-C</b>	Pot Holes Medium Priority  Potholes need repair over the hill.	Brown, Shirley Road Maintenance	Blocker, Mrs. Endris Road  Endris Rd District 4
29762	12/02/19 12/03/19 12/04/19	<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  Washout at first culvert need repair	Brown, Shirley Road Maintenance	Hughes, Jerry Riley Williams Road  Riley Williams Rd District 5
29775	12/04/19 12/10/19 12/17/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 13.0 <b>O-to-C</b>	Culvert Repair Medium Priority  Culvert washed away on both sides	Brown, Shirley Road Maintenance	Lockett, Debbie Lottville Rd  Lottville Rd District 5
29794	12/09/19 12/11/19 12/13/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 4.0 <b>O-to-C</b>	Pot Holes Medium Priority  He hit a pothole on Gluckstadt Road headed toward Bozeman Rd and and blew out two tires.	Brown, Shirley Road Maintenance	Carpenter, Harold Gluckstadt Rd  Gluckstadt Rd District 3
29804	12/11/19 12/13/19 12/18/19	<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  Bad pot hole	Brown, Shirley Road Maintenance	Springer, Gladys Putnam Rd  Putnam Rd District 5
29825	12/17/19 12/20/19 12/26/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 9.0 <b>O-to-C</b>	Grading Medium Priority  Road need grading	Brown, Shirley Road Maintenance	Maye, Nikita Bracey Rd  Bracey Rd District 4

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29826	12/17/19 12/13/19 12/18/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> -4.0 <b>S-to-C</b> 1.0 <b>O-to-C</b>	Pot Holes Medium Priority Huge pot holes	Brown, Shirley Road Maintenance	Springer, Gladys Putnam Rd Putnam Rd District 5
29830	12/18/19 12/20/19 12/20/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 2.0 <b>O-to-C</b>	Pot Holes Medium Priority Bad pot holes	Brown, Shirley Road Maintenance	Unknown Planters Row Planters Row District 3
29839	12/19/19 12/20/19 12/23/19	<b>Request</b> <b>Schedule</b> <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 4.0 <b>O-to-C</b>	Gravel Medium Priority Needs gravel on culvert	Brown, Shirley Road Maintenance	Lewis Way Cir Way Cir District 5

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**Closed Requests:** 59      **123.2 S-to-C Average Duration**  
**123.9 O-to-C Average Duration**

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**Total Requests:** 59      **123.2 S-to-C Average Duration**  
**123.9 O-to-C Average Duration**