

MADISON COUNTY ROAD DEPARTMENT

July 2013

CLOSED CALLS ANALYSIS

Madison County Road Department

Reporting Dates 07/01/13 through 07/31/13

Closed Request Analysis

Closed - Requests Closed in 48 hours or less

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
17915	A	07/01/13 08:52:00	12:16:00	Stop Sign Closed	Brown, Shirley Mary Ann,	Avondale Rd Avondale Rd and Hart Rd	District 5	Medium Priority
		Dur (hours)	3.40	Sheriff Dept called Stop sign down at Avondale Rd and Hart Rd				
17918	A	07/01/13 15:30:00	09:00:00	Trash Related Closed	Banks, LaTashee Jones,	Lakeshore Dr Lakeshore Dr	District 3	
		Dur (hours)	17.50	2 piles of limbs to be picked up first on the left soon as you enter Lake Lorman gate 7 and second is further down on the left on Lakeshore Dr				
17920	A	07/02/13 10:15:00	14:48:00	Trash Related Closed	Keller, Helen Caller,	Madison Co Road Dept		
		Dur (hours)	4.55	question about holiday garbage schedule				
17921	A	07/02/13 10:20:00	14:48:00	Trash Related Closed	Keller, Helen Caller,	Madison Co Road Dept		
		Dur (hours)	4.47	Question about holdiaiy garbage schedule				
17922	A	07/02/13 10:41:00	14:49:00	Trash Related Closed	Keller, Helen Caller,	Madison Co Road Dept		
		Dur (hours)	4.13	Question about holiday garbage schedule				
17926	A	07/02/13 10:00:00	14:53:00	Signage Installation Closed	Keller, Helen Caller,	Panther Creek Rd	District 3	
		Dur (hours)	4.88	sign and stop sign down				
17928	A	07/02/13 14:54:00	14:56:00	Other Closed	Keller, Helen City of Ridgeland,	Madison Co Road Dept		
		Dur (hours)	0.03	called to verify phone number				
17929	A	07/02/13 11:53:00	14:57:00	Trash Related Closed	Keller, Helen Caller,	Madison Co Road Dept		
		Dur (hours)	3.07	question about holiday garbage schedule				
17930	A	07/02/13 11:50:00	14:58:00	Other Closed	Keller, Helen Bacon, Cornelius	Madison Co Road Dept		
		Dur (hours)	3.13	called for Jessie				
17931	A	07/02/13 14:58:00	14:59:00	Other Closed	Keller, Helen Caller,	Madison Co Road Dept		
		Dur (hours)	0.02	Call for Jessie				

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17932 A	07/02/13 14:59:00 Dur (hours)	14:59:00 0.00	Other Closed	Keller, Helen Caller,	Madison Co Road Dept		
				asked for directions to office to get application			
17933 A	07/02/13 15:00:00 Dur (hours)	15:01:00 0.02	Trash Related Closed	Keller, Helen Caller,	Madison Co Road Dept		
				Caller wanted to know we provided garbage cans...no.			
17957 A	07/09/13 10:31:00 Dur (hours)	08:25:00 21.90	Broken Water Line Closed	Brown, Shirley Rosell, H	Deweese Rd Deweese Rd	District 3	Medium Priority
				Water line hit by tractor mowing			
17965 A	07/10/13 09:59:00 Dur (hours)	12:17:00 2.30	Stop Sign Closed	Brown, Shirley Mary Ann,	Spring Creek Rd Spring Creek Rd	District 4	Medium Priority
				Stop sign is down at Spring Creek Rd and Cox Ferry Rd			
17974 A	07/11/13 13:23:00 Dur (hours)	07:27:00 18.07	Down Tree Closed	Brown, Shirley Stacey, Deputy	Lone Pine Rd Lone Pine Rd	District 5	Medium Priority
				Tree down on road			
17975 A	07/11/13 13:26:00 Dur (hours)	07:28:00 18.03	Down Tree Closed	Brown, Shirley Stacey, Deputy	Way Rd Way Rd	District 5	Medium Priority
				Tree down across the road near address			
17983 A	07/12/13 13:56:00 Dur (hours)	15:13:00 1.28	Trash Related Closed	Banks, LaTashee Customer,	Plantation Dr Plantation Dr	District 3	
				Limbs to be picked up			
17990 A	07/16/13 14:59:00 Dur (hours)	07:40:00 40.68	Trash Related Closed	Banks, LaTashee Johnson, Arthur	Cobbville Dr E Cobbville Dr E		
				Limbs to be picked up			
17992 A	07/17/13 10:34:00 Dur (hours)	14:19:00 3.75	Other Closed	Brown, Shirley McDuffy, Earl	Lake Castle Rd Lake Castle Rd	District 1	Medium Priority
				Telephone line been cut while working			
17997 A	07/17/13 14:09:00 Dur (hours)	07:41:00 17.53	Solid Waste Closed	Banks, LaTashee Powell, Courtney	Harbor Rd Harbor Rd	District 1	
				Starting garbage service			

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Grade	Date / Time	Date / Time					
18003	07/18/13		Other	Brown, Shirley	Smith Carr Rd	District 4	Medium Priority
A	10:38:00	12:47:00	Closed	Crew member,	Smith Carr Rd		
	Dur (hours)	2.15	Small line cut while installing culvert				
18009	07/18/13		Other	Brown, Shirley	Old Jackson Rd	District 4	Medium Priority
A	15:45:00	07:53:00	Closed	Gray,	Old Jackson Rd		
	Dur (hours)	16.13	Small phone line cut while putting in culvert				
18014	07/19/13		Trash Related	Brown, Shirley	Hwy 51	District 2	
A	12:17:00	12:18:00	Closed	Jefferson, Linda			
	Dur (hours)	0.02	dead deer				
18019	07/22/13		Other	Brown, Shirley	Mcdougal Rd	District 4	Medium Priority
A	09:04:00	07:56:00	Closed	Gray,	McDougal Rd		
	Dur (hours)	46.87	Crew while working on cross drain cut a phone line				
18029	07/23/13		Trash Related	Banks, LaTashee	Sunset Cir	District 1	
A	13:04:00	07:55:00	Closed	Butler, Ray	Sunset Cir		
	Dur (hours)	18.85	Limbs to be picked up				

25 Closed - Requests Closed in 48 hours or less

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Closed Request Analysis

Closed - Requests Closed in more than 48 hours

Req #	Request	Completion	Type	Assignee / Caller	Location / Address	District	Priority	
Grade	Date / Time	Date / Time						
17912	07/01/13		Trash Related	Banks, LaTashee	Summit Dr	District 1		
F	08:22:00	08:16:00	Closed	Shirley, William	Summit Dr			
	Dur (hours)	503.90	Limbs to be picked up in the Twin Harbor S/D					
17913	07/01/13		Trash Related	Banks, LaTashee	Hwy 16 W			
F	08:26:00	10:43:00	Closed	Williams, Billie	Hwy16 W			
	Dur (hours)	698.28	Limbs to be picked up					
17923	07/02/13		Trash Related	Keller, Helen	Northshore Pointe	District 3		
F	14:50:00	08:09:00	Closed	Linson,	Northshore Pointe			
	Dur (hours)	497.32	tree limbs to be picked up					
17924	07/02/13		Trash Related	Keller, Helen	Lake Mannsdale Dr	District 3		
F	14:51:00	08:43:00	Closed	Caller,	Lake Mannsdale Dr Madison 39110			
	Dur (hours)	137.87	needs pile of limbs/trees picked up (12 x 20 ft pile)					
17925	07/02/13		Trash Related	Banks, LaTashee	Lake Ridge Dr	District 4		
F	14:51:00	08:47:00	Closed	Hirn, Steve	Lake Ridge Dr			
	Dur (hours)	137.93	Big pile of limbs to be picked up in Lake Caroline					
17927	07/02/13		Trash Related	Banks, LaTashee	Oak Trail	District 1		
F	14:53:00	15:10:00	Closed	Farr, Camillia	Oak Trail			
	Dur (hours)	240.28	Limbs to be picked up in the Deerfield S/D					
17935	07/02/13		Trash Related	Banks, LaTashee	St Davids Way	District 1		
F	15:10:00	15:12:00	Closed	Ponder, Paul	St Davids Way			
	Dur (hours)	240.03	Limbs and tree cut up to be picked up					
17938	07/03/13		Trash Related	Banks, LaTashee	Northshore Blvd	District 3		
F	09:10:00	08:09:00	Closed	Price, Porcha	Northshore Blvd			
	Dur (hours)	478.98	Limbs to be picked					
17941	07/03/13		Trash Related	Banks, LaTashee	Cobbville Dr E			
F	13:15:00	07:40:00	Closed	Ward, Lora	Cobbville Dr E			
	Dur (hours)	354.42	Limbs and debris to be picked up and also next door neighbor					
17946	07/08/13		Trash Related	Banks, LaTashee	Sharpe Rd	District 3		
F	08:56:00	07:19:00	Closed	Harvey, Carolyn	Sharpe Rd			
	Dur (hours)	406.38	Large pile of limbs to be picked up					

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17948	F	07/08/13 09:17:00	15:14:00	Trash Related Closed	Banks, LaTashee Garrett, Patrica	Plantation Dr Plantation Dr	District 3	
		Dur (hours)	101.95	Large pile of limbs to be picked up				
17949	F	07/08/13 11:21:00	07:45:00	Trash Related Closed	Banks, LaTashee Johnson, Sherry	Brown Rd W Brown Rd W	District 5	Medium Priority
		Dur (hours)	332.40	Limbs to be picked up				
17955	F	07/09/13 08:47:00	08:13:00	Trash Related Closed	Banks, LaTashee Jackson, Ernestine	Pisgah Bottom Rd Pisgah Bottom Rd	District 5	
		Dur (hours)	311.43	Wood and debris in bags need picking up				
17961	F	07/09/13 15:12:00	15:18:00	Trash Related Closed	Banks, LaTashee Lowery, Sylvia	Serotina Rd Serotina Rd	District 3	
		Dur (hours)	72.10	Limbs to be picked up				
17962	F	07/09/13 15:49:00	07:42:00	Trash Related Closed	Banks, LaTashee Customer,	Quail Rd	District 5	
		Dur (hours)	207.88	Limbs to be picked up				
17964	F	07/10/13 07:35:00	07:46:00	Trash Related Closed	Brown, Shirley Ollie, Theodore	Simpson Dr Simpson Dr	District 5	Medium Priority
		Dur (hours)	168.18	Limbs to be picked up				
17966	F	07/10/13 10:02:00	15:13:00	Trash Related Closed	Banks, LaTashee Ruffin,	Sharpe Rd Sharpe Rd	District 3	
		Dur (hours)	53.18	Limbs at the end of road needs to be picked up				
17967	F	07/10/13 10:07:00	07:25:00	Pot Holes Closed	Brown, Shirley Customer,	Brooks Rd	District 5	Medium Priority
		Dur (hours)	285.30	Pot holes needs to be repaired				
17973	F	07/11/13 09:26:00	07:38:00	Pot Holes Closed	Brown, Shirley Stacey, Deputy	Virililia Rd Virililia Rd	District 4	Medium Priority
		Dur (hours)	286.20					
17976	F	07/11/13 15:06:00	07:30:00	Trash Related Closed	Brown, Shirley McElwain, Sharon	Ashbrooke Blvd Macadine Path (Ashbrooke Sub)	District 3	Medium Priority
		Dur (hours)	448.40	Limbs to be picked up.				

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17980	F	07/12/13 13:08:00	07:40:00	Trash Related Closed	Brown, Shirley Jones, Paul	Pecan St Pecan Street	District 4	Medium Priority
		Dur (hours)	138.53	Limbs				
17986	F	07/15/13 12:44:00	08:14:00	Trash Related Closed	Banks, LaTashee Allen, Louella	Pisgah Bottom Rd Pisgah Bottom Rd	District 5	
		Dur (hours)	163.50	Big pile of limbs to be picked up some also on small trailer				
17989	F	07/16/13 14:57:00	08:14:00	Culvert Installation Closed	Brown, Shirley Morris,	Lake Castle Rd Lake Castle Rd	District 1	Medium Priority
		Dur (hours)	305.28	Culvert needs to be installed				
17991	F	07/17/13 07:10:00	08:13:00	Trash Related Closed	Banks, LaTashee Gray,	Pisgah Bottom Rd Way Rd	District 5	
		Dur (hours)	121.05	A riding lawn mower to be picked up on the corner of Pisgah Bottom				
17998	F	07/17/13 14:11:00	07:19:00	Trash Related Closed	Banks, LaTashee Cooper, Christy	Sharpe Rd Sharpe Rd	District 3	
		Dur (hours)	185.13	2 big piles of limbs and debris to be picked up				
18000	F	07/17/13 15:41:00	10:01:00	Trash Related Closed	Brown, Shirley Callahan, Ram	St Davids Way St Davids Way	District 1	Medium Priority
		Dur (hours)	186.33	Cut up pine tree and limbs				
18004	F	07/18/13 11:02:00	08:10:00	Trash Related Closed	Banks, LaTashee Watkins, Ray	Cove Ln Cove Ln	District 4	
		Dur (hours)	117.13	Cut up tree and limbs to be picked up				
18008	F	07/18/13 15:43:00	09:43:00	Mowing Closed	Brown, Shirley Hassen, Wayne	Jody Rd Kelly Cv		Medium Priority
		Dur (hours)	258.00	Ditches and retainer ponds need grass cut to help with flooding				
18010	F	07/19/13 07:51:00	07:26:00	Culvert Installation Closed	Brown, Shirley Lande, Sam	Mt Pilgrim Rd Mt.Pilgrim Road	District 5	Medium Priority
		Dur (hours)	95.58	requesting culvert				
18011	F	07/19/13 09:47:00	07:30:00	Other Closed	Brown, Shirley White, Clifton	Madison Co Road Dept		Medium Priority
		Dur (hours)	69.72	Not coming in today				

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18017	F	07/22/13 08:33:00	10:42:00	Trash Related Closed	Banks, LaTashee Gilbert, Nancy	Germantown Rd Germantown Rd	District 3	
		Dur (hours)	194.15	limbs to be picked up				
18022	F	07/22/13 12:42:00	07:20:00	Trash Related Closed	Banks, LaTashee Abraham, Mike	Plantation Dr Plantation Dr	District 3	
		Dur (hours)	66.63	Limbs to be picked up				
18035	F	07/25/13 08:52:00	10:51:00	Trash Related Closed	Banks, LaTashee Purvis, Jimmy	Trace Harbor Rd Trace Harbor Rd	District 1	
		Dur (hours)	121.98	Limbs to be picked up				
18039	F	07/26/13 07:20:00	09:52:00	Other Closed	Brown, Shirley Spencer, Robert	Madison Co Road Dept		
		Dur (hours)	74.53	Willnot be in today				
18040	F	07/26/13 09:36:00	10:50:00	Trash Related Closed	Banks, LaTashee Henderson, Charles	Belle Pointe Dr Belle Pointe Dr	District 4	
		Dur (hours)	97.23	Limbs to be picked up in Lake Caroline				

35 Closed - Requests Closed in more than 48 hours

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Req #	Request	Completion					
Grade	Date / Time	Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
Total Requests:		60					