

MADISON COUNTY ROAD DEPARTMENT

OCTOBER 2013

CLOSED CALL ANALYSIS

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
18087	08/08/13 Request 10/11/13 Schedule 10/23/13 Closed	Durations 12.0 S-to-C 0.0 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Bolden, Rickey HawkinsThompson Ln	Hawkins Thompson Ln District 4
Needs a culvert installed at barn entrance 30ft for a trailer to get in and out						
18145	08/23/13 Request 10/10/13 Schedule 10/03/13 Closed	Durations -7.0 S-to-C 40.9 O-to-C	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Robertson, David Harbor Rd. (Twin Harbor Sub.)	Harbor Rd District 1
Limbs						
18185	09/06/13 Request 10/08/13 Schedule 10/21/13 Closed	Durations 13.0 S-to-C 0.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Norman, Coleman Mcnamara Rd	Mcnamara Rd District 5
Pot holes on road need patching badly						
18197	09/10/13 Request 10/24/13 Schedule 10/24/13 Closed	Durations 0.0 S-to-C 0.0 O-to-C	Road Shoulder Medium Priority	Brown, Shirley Road Maintenance	Edwards, Clyde	Yandell Rd District 1
Should of the road in the curve needs attention needs to be built up bad drop just pass Harvey Crossing						
18199	09/10/13 Request 10/29/13 Schedule 10/24/13 Closed	Durations -5.0 S-to-C 0.0 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Havard, Jessie Dummy Line Rd	Dummy Line Rd District 5
Request a Dead End and No thru road sign be installed on road						
18202	09/11/13 Request 10/15/13 Schedule 10/24/13 Closed	Durations 9.0 S-to-C 0.0 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Warren, Bill Autumn Woods Dr	Autumn Woods Dr District 2
Street sign is missing needs to be replaced						

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
18207	09/12/13 Request 10/16/13 Schedule 10/23/13 Closed	Durations 7.0 S-to-C 41.2 O-to-C	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Smith, Matthew Minninger Blvd	Minninger Blvd District 3
Requesting a new culvert old when has rusted out						
18210	09/12/13 Request 10/14/13 Schedule 10/03/13 Closed	Durations -11.0 S-to-C 20.8 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Jones, Patrick Mullerrin Drive	Stribling Rd District 3
No name sign.						
18213	09/13/13 Request 10/18/13 Schedule 10/24/13 Closed	Durations 6.0 S-to-C 40.9 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Griffin, Paul	Branson Rd District 5
Requesting of street sign be put back up from being knocked down@ intersection of Branson Rd and Conway Rd						
18226	09/17/13 Request 10/11/13 Schedule 10/21/13 Closed	Durations 10.0 S-to-C 33.9 O-to-C	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Taylor, Eloise John Day Rd	John Day Rd District 5
culvert has a hole in it needs repair						
18230	09/17/13 Request 10/17/13 Schedule 10/03/13 Closed	Durations -14.0 S-to-C 15.7 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Morris, Lawrence	North Livingston Rd District 3
Requested Stop sign.						
18240	09/23/13 Request 10/23/13 Schedule 10/14/13 Closed	Durations -9.0 S-to-C 20.9 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Payne, Bill	Katherine Dr District 3
Huge pot hole at intersection of Katherine Dr and Bridge Water Dr needs patching						

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
18250	09/25/13 Request 10/17/13 Schedule 10/10/13 Closed	Durations -7.0 S-to-C 15.0 O-to-C	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Kinning, Larry Lake Ridge (Lake Caroline)	Lake Ridge Dr District 4
Limbs to be picked up.						
18257	09/30/13 Request 10/02/13 Schedule 10/14/13 Closed	Durations 12.0 S-to-C 14.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Customer,	Gluckstadt Rd District 3
Pot holes on Gluckstadt Rd heading east to Hwy 463						
18258	09/30/13 Request 10/24/13 Schedule 10/07/13 Closed	Durations -17.0 S-to-C 6.9 O-to-C	Solid Waste Medium Priority	Brown, Shirley Road Maintenance	Landis, Martha Robinson rd	Robinson Rd District 4
Trash needs cleaning on side of road from Hwy 16 to Sharon Rd						
18261	09/30/13 Request 10/11/13 Schedule 10/14/13 Closed	Durations 3.0 S-to-C 13.8 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Chandler, James Renfroe Rd	Renfroe Rd District 5
Road has pot holes just before the hill close to 413						
18262	09/30/13 Request 10/24/13 Schedule 10/07/13 Closed	Durations -17.0 S-to-C 6.9 O-to-C	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Miller, Lisa Weisenberger Road	Weisenberger Rd District 1
Limbs to be picked up.						
18265	10/01/13 Request 10/22/13 Schedule 10/14/13 Closed	Durations -8.0 S-to-C 12.9 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Pender, Sylvia	Stribling Rd District 3
Pot holes that need to be filled at the 2nd entrance of Devlin Springs S/D (backside)						

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
18267	10/01/13 Request 10/17/13 Schedule 10/24/13 Closed	Durations 7.0 S-to-C 22.9 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Green, Solomon Solomon Green Pl	Solomon Green Pl District 3
Name sign that is there has Solomon Green Road instead of Solomon Green Pl needs to be changed						
18268	10/01/13 Request 10/15/13 Schedule 10/21/13 Closed	Durations 6.0 S-to-C 19.7 O-to-C	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Davis, Pearlean Hawkins Thompson Ln	Hawkins Thompson Ln District 4
Culvert has hole in it need repair						
18271	10/01/13 Request 10/16/13 Schedule 10/24/13 Closed	Durations 8.0 S-to-C 23.1 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Lott, Ronnie	
sign down - Autumn Woods Drive						
18272	10/02/13 Request 10/09/13 Schedule 10/24/13 Closed	Durations 15.0 S-to-C 21.9 O-to-C	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Ramsy, Jacob Tucker Dr	Tucker Dr District 5
Sign is missing need to be replaced						
18273	10/02/13 Request 10/09/13 Schedule 10/14/13 Closed	Durations 5.0 S-to-C 11.9 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Ramsey, Jacob Tucker Dr	Tucker Dr District 5
Pot holes on road need to be filled						
18277	10/03/13 Request 10/25/13 Schedule 10/14/13 Closed	Durations -11.0 S-to-C 11.2 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris,	Kearney Park Rd District 4
Pot holes need to be filled on road						

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District
18278	10/03/13 Request 10/22/13 Schedule 10/14/13 Closed	Durations -8.0 S-to-C 11.2 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Pugh Rd District 4
Pot holes on road need to be patched					
18279	10/03/13 Request 10/17/13 Schedule 10/14/13 Closed	Durations -3.0 S-to-C 11.2 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Petrified Forest Rd District 4
Pot holes on road need patching					
18281	10/03/13 Request 10/29/13 Schedule 10/14/13 Closed	Durations -15.0 S-to-C 11.2 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Harrison Rd District 5
Pot holes on road need to be patched					
18284	10/03/13 Request 10/22/13 Schedule 10/14/13 Closed	Durations -8.0 S-to-C 11.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Abernathy Rd District 4
Pot hole in road need patching					
18286	10/03/13 Request 10/23/13 Schedule 10/14/13 Closed	Durations -9.0 S-to-C 11.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Joe Hall Rd District 4
Pot holes need filling					
18287	10/03/13 Request 10/11/13 Schedule 10/14/13 Closed	Durations 3.0 S-to-C 11.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Coker Rd District 3
pot holes need filling on road close to Critter Rd					

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District
18288	10/03/13 Request 10/15/13 Schedule 10/14/13 Closed	Durations -1.0 S-to-C 11.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Ellis Rd District 4
Pot holes need patching					
18289	10/03/13 Request 10/10/13 Schedule 10/14/13 Closed	Durations 4.0 S-to-C 11.0 O-to-C	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Morris, Vaughn St District 4
Pot holes to be filled					
18295	10/07/13 Request 10/25/13 Schedule 10/21/13 Closed	Durations -4.0 S-to-C 14.0 O-to-C	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Clever, Carolyn Ragsdale Road Ragsdale Rd District 4
Customer states that a hole is in the middle of her culvert					
18308	10/10/13 Request 10/10/13 Schedule 10/14/13 Closed	Durations 4.0 S-to-C 4.0 O-to-C	Other Medium Priority	Brown, Shirley Road Maintenance	Deputy, Sheriff Mt Leopard Rd Mt Leopard Rd District 3
Dump Truck spilled gravel unto road					
18317	10/14/13 Request 10/14/13 Schedule 10/15/13 Closed	Durations 1.0 S-to-C 0.8 O-to-C	Stop Sign Medium Priority	Brown, Shirley Road Maintenance	Raymond, Donald Robinson Rd Allen Wood Dr District 5
Wanting the removal of stop sign because it is not going to be maintained by county					
18320	10/15/13 Request 10/15/13 Schedule 10/16/13 Closed	Durations 1.0 S-to-C 1.1 O-to-C	Down Tree Medium Priority	Brown, Shirley Road Maintenance	Jarvis, Mt Pilgrim Rd District 5
Tree down on Mt Pilgrim Road in front of Mt Pilgrim Church					

Service Request Schedule Summary

Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District
18347	10/25/13 Request	Signage Installation	Brown, Shirley	Naylor, Stacey	Stapleton Dr
	10/25/13 Schedule	3.0 S-to-C Medium Priority	Road Maintenance	Stapleton Drive	
	10/28/13 Closed	3.0 O-to-C	Customer states Children at play sign		

Closed Requests:37 -0.68 S-to-C Average Duration
 13.69 O-to-C Average Duration

Total Requests: 37 -0.68 S-to-C Average Duration
 13.69 O-to-C Average Duration