

MADISON COUNTY ROAD DEPARTMENT

JANUARY 2014

CLOSED CALL ANALYSIS

Closed Request Analysis

Closed - Requests Closed in 24 hours or less

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
18612	A	01/09/14 14:16:00	09:08:00	Other Closed	Brown, Shirley Shamblin, James	Rice Rd Rice Rd Canton 39046	District 4	Medium Priority
		Dur (hours)	18.87	Directed to county engineers office for status on road stripping				
18615	A	01/10/14 08:55:00	09:07:00	Other Closed	Brown, Shirley Paine, Catherine	Madison Co Road Dept Canton 39046		Medium Priority
		Dur (hours)	0.20	Called to get Brad Sellers office #				
18616	A	01/13/14 07:03:00	09:44:00	Other Closed	Brown, Shirley Levy, Calvin	Madison Co Road Dept Canton 39046		Medium Priority
		Dur (hours)	2.68	Wont be in today				
18620	A	01/13/14 12:39:00	12:20:00	Trash Related Closed	Brown, Shirley Woods, John	Harbor Rd Harbor Rd Canton 39046	District 1	Medium Priority
		Dur (hours)	23.68	Limbs, Stumbs and about 20 bags of pine straw at the road to be picked up				
18622	A	01/13/14 14:20:00	12:20:00	Trash Related Closed	Brown, Shirley LaPorte, Kyle	Providence Dr Providence Dr Canton 39046	District 3	Medium Priority
		Dur (hours)	22.00	Limbs to be picked up				
18623	A	01/13/14 15:11:00	09:45:00	Down Tree Closed	Brown, Shirley Gore, Glen	Cain Rd Cain Rd Canton 39046	District 5	Medium Priority
		Dur (hours)	5.43	Reporting tree down in the road				
18631	A	01/15/14 10:31:00	07:27:00	Trash Related Closed	Brown, Shirley Edwards, Ricky	South Deerfield Dr South Deerfield Dr Canton 39046	District 1	
		Dur (hours)	20.93	Limbs to be picked up				
18635	A	01/16/14 09:38:00	08:04:00	Solid Waste Closed	Banks, LaTashee White, Elenor	Sulphur Springs Rd Sulphur Springs Rd Canton 39046	District 5	
		Dur (hours)	22.43	Garbage did not get picked up last week				
18636	A	01/16/14 09:46:00	09:45:00	Other Closed	Brown, Shirley Harris, Archie	Jackson Rd Camden Bin Canton 39046	District 5	Medium Priority
		Dur (hours)	0.02	Dump truck pulled down power line: power outage				
18653	A	01/21/14 09:38:00	09:39:00	Broken Water Line Closed	Brown, Shirley Stevenson, Melvin	121 John Powell Rd Canton 39046		Medium Priority
		Dur (hours)	0.02	Water valve broke off water line. Contacted East Madison for repairs				

Closed Request Analysis

Closed - Requests Closed in 24 hours or less

Req #	Request	Completion					
Grade	Date / Time	Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
18663	01/22/14		Other	Brown, Shirley	Madison Co Road Dept		Medium Priority
A	09:08:00	14:45:00	Closed	Spencer, Robert	Canton 39046		
	Dur (hours)	5.62	not coming in				
18669	01/23/14		Bridges	Brown, Shirley	Gus Green Rd	District 3	Medium Priority
A	08:44:00	15:11:00	Closed	French, Kay	Canton 39046		
	Dur (hours)	6.45	Called about bridge closer on road				
18671	01/23/14		Other	Brown, Shirley	Cherry Rose Ln	District 4	Medium Priority
A	13:35:00	15:17:00	Closed	Giuffria, Christian	Cherry Rose Ln Canton 39046		
	Dur (hours)	1.70	Calling about sewer lines				

13 Closed - Requests Closed in 24 hours or less

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req #	Request	Completion	Type	Assignee / Caller	Location / Address	District	Priority	
Grade	Date / Time	Date / Time						
18572	01/02/14		Other	Brown, Shirley	Madison Co Road Dept		Medium Priority	
F	07:53:00	08:32:00	Closed	Diamond, Pat	Canton 39046			
	Dur (hours)	168.65	Called in sick today!					
18577	01/02/14		Flood/Water Related	Brown, Shirley	Mt Zion Rd	District 5	Medium Priority	
F	13:00:00	11:49:00	Closed	Washington, Shel	Mt Zion Rd Canton 39046			
	Dur (hours)	454.82	Wash out on road between Rocky Hill Rd and Albert Catching Rd					
18578	01/02/14		Down Tree	Brown, Shirley	Catlett Rd	District 3	Medium Priority	
F	13:05:00	08:20:00	Closed	Customer,	Canton 39046			
	Dur (hours)	163.25	Tree blocking road					
18579	01/02/14		Down Tree	Brown, Shirley	Roberts Rd	District 4	Medium Priority	
F	13:36:00	08:20:00	Closed	Bacon,	Canton 39046			
	Dur (hours)	162.73	Called to report tree down partially blocking road					
18582	01/03/14		Other	Brown, Shirley	Deerfield Blvd	District 1	Medium Priority	
F	08:49:00	07:46:00	Closed	Bate, James	Canton 39046			
	Dur (hours)	142.95	Holiday garbage schedule for Deerfield					
18583	01/03/14		Other	Brown, Shirley	Deerfield Blvd	District 1	Medium Priority	
F	09:22:00	07:46:00	Closed	Bogen, Vesta	Canton 39046			
	Dur (hours)	142.40	Holiday garbage schedule for Friday					
18584	01/03/14		Other	Brown, Shirley	Pat Lockett Rd	District 5	Medium Priority	
F	09:24:00	07:45:00	Closed	Hanson, Anthony	Canton 39046			
	Dur (hours)	142.35	Holiday garbage pickup for Thurs					
18585	01/03/14		Pot Holes	Brown, Shirley	Old Natchez Trace	District 4	Medium Priority	
F	09:25:00	10:46:00	Closed	Well, Scott	Gunter Rd Canton 39046			
	Dur (hours)	169.35	Pot holes on road from Gunter Rd to Hw 43 needs to be patch badly					
18586	01/03/14		Trash Related	Banks, LaTashee	Hackberry Ln	District 1		
F	10:55:00	08:59:00	Closed	Miller, Jackie	Hackberry Dr Canton 39046			
	Dur (hours)	166.07	3 large logs to be picked up Ashbrooke S/D on Hackberry Dr					
18588	01/03/14		Pot Holes	Brown, Shirley	Ridgefield Dr	District 3	Medium Priority	
F	14:14:00	10:46:00	Closed	Peacock, Eddie	Canton 39046			
	Dur (hours)	164.53	4 large pot holes on road entering Ridgefield S/D					

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req # Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
18589 F	01/03/14 14:17:00	10:47:00	Pot Holes Closed	Brown, Shirley Peacock, Eddie	Gluckstadt Rd Canton 39046	District 3	Medium Priority
	Dur (hours)	164.50	pot hole on road near entrance to St Joseph's Church				
18590 F	01/03/14 14:25:00	10:46:00	Pot Holes Closed	Brown, Shirley Penn, Jane	Old Natchez Trace Canton 39046	District 5	Medium Priority
	Dur (hours)	164.35	Pot hole on entire road need patching				
18591 F	01/03/14 14:26:00	10:48:00	Pot Holes Closed	Brown, Shirley Penn, Jane	Barnes Rd Canton 39046	District 1	Medium Priority
	Dur (hours)	164.37	Pot hole on road need patching				
18592 F	01/06/14 07:17:00	07:45:00	Other Closed	Brown, Shirley Young, Thomas	Madison Co Road Dept Canton 39046		
	Dur (hours)	72.47	Called in sick today				
18593 F	01/06/14 11:56:00	10:48:00	Pot Holes Closed	Brown, Shirley Guyton, Ellen	Dinkins Rd Dinkins Rd Canton 39046	District 5	Medium Priority
	Dur (hours)	94.87	Pot holes on road need patching especial coming into road entrance				
18594 F	01/06/14 15:02:00	08:59:00	Trash Related Closed	Banks, LaTashee Slaughter, Rickey	Kearney Rd Kearney Rd Canton 39046	District 5	
	Dur (hours)	89.95	Pile of limbs to be picked				
18597 F	01/07/14 09:09:00	07:45:00	Other Closed	Brown, Shirley Customer,	Madison Co Road Dept Canton 39046		
	Dur (hours)	46.60	Transferred call to Shirley				
18598 F	01/07/14 10:50:00	10:47:00	Pot Holes Closed	Brown, Shirley Keith,	Waldrop Rd Waldrop Rd Canton 39046	District 4	Medium Priority
	Dur (hours)	71.95	Many pot holes on road need to be patched especially coming from Cox Ferry Rd				
18600 F	01/07/14 13:48:00	07:51:00	Signage Installation Closed	Brown, Shirley McGruder, AD	Stump Bridge Rd Stump Bridge Rd Canton 39046	District 5	Medium Priority
	Dur (hours)	474.05	Request a yellow church sign on road just before the church				
18601 F	01/07/14 14:23:00	08:59:00	Trash Related Closed	Brown, Shirley Guest, Tommy	Camden Ct Camden Ct Canton 39046	District 4	Medium Priority
	Dur (hours)	66.60	Limbs to be picked up				

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
18606	F	01/08/14 13:56:00	14:23:00	Illegal Dumpsite Closed	Brown, Shirley Johnson, Jerry	Pisgah Bottom Rd Canton 39046	District 5	Medium Priority
		Dur (hours)	336.45	Requesting that dump site be clean turning of Hwy 51 unto Pisgah Bottom Rd but be for the railroad tracks: also signs for no littering signs				
18607	F	01/08/14 15:25:00	07:27:00	Signage Installation Closed	Brown, Shirley Aubin, Paul	McMillon Rd McMillon Rd Canton 39046	District 3	Medium Priority
		Dur (hours)	304.03	Requesting No Truck signs for road				
18609	F	01/09/14 09:49:00	07:51:00	Signage Installation Closed	Brown, Shirley Wilson, Todd	Old Rice Rd Old Rice Rd Canton 39046	District 1	Medium Priority
		Dur (hours)	430.03	Requesting signs that was once up Child at Play: Slow signs to slow speeders				
18611	F	01/09/14 11:51:00	14:16:00	Culvert Repair Closed	Brown, Shirley Lindsey, Percy	Robinson Rd Robinson Rd Canton 39046	District 4	Medium Priority
		Dur (hours)	314.42	Culvert needs to widen for a truck to get in and out of residence				
18617	F	01/13/14 07:04:00	07:25:00	Signage Installation Closed	Brown, Shirley Sheriff Dept.,	Canton 39046		Medium Priority
		Dur (hours)	192.35	Report street sign down				
18618	F	01/13/14 09:35:00	15:18:00	Pot Holes Closed	Brown, Shirley Porter, Nathaniel	Sharpe Rd Canton 39046	District 3	Medium Priority
		Dur (hours)	245.72	Pot hole on road needs filling				
18621	F	01/13/14 13:36:00	07:26:00	Trash Related Closed	Banks, LaTashee Gross, Derrick	Travis Cv Travis Cove Canton 39046	District 4	
		Dur (hours)	65.83	Limbs to be picked up				
18624	F	01/14/14 08:05:00	08:49:00	Pot Holes Closed	Brown, Shirley Rouser, Darryl	Rouser Rd Rouser Rd Canton 39046	District 3	Medium Priority
		Dur (hours)	216.73	Pot holes on road need to be patched: check entire road				
18625	F	01/14/14 08:08:00	07:27:00	Trash Related Closed	Banks, LaTashee Henderson, Charles	Channing Cir Channing Cir Canton 39046	District 4	
		Dur (hours)	47.32	Limbs to be picked up				
18627	F	01/14/14 13:29:00	08:49:00	Pot Holes Closed	Brown, Shirley Young, Zenola	Rouser Rd Canton 39046	District 3	Medium Priority
		Dur (hours)	211.33	Pot holes on road need patching not just filling. Crew came out and missed some holes. Also on Kirkwood Dr				

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req #	Request	Completion	Type	Assignee / Caller	Location / Address	District	Priority
Grade	Date / Time	Date / Time					
18638	01/16/14		Other	Brown, Shirley	Madison Co Road Dept		Medium Priority
F	10:22:00	09:47:00	Closed	Wright, Sabrina	Canton 39046		
	Dur (hours)	119.42		Transferred call to 5564			
18639	01/16/14		Other	Banks, LaTashee	Monday Route 1 Sollid Waste		
F	11:37:00	07:39:00	Closed	Customer,	Canton 39046		
	Dur (hours)	260.03		Called to inquire about garbage service Monday			
18640	01/16/14		Trash Related	Banks, LaTashee	Sunset Cir	District 1	
F	14:04:00	07:24:00	Closed	Maloney, Tom	Sunset Cir Canton 39046		
	Dur (hours)	161.33		Limbs to be picked up in the Twin Cedars S/D			
18642	01/17/14		Signage Installation	Brown, Shirley	Old Orchard Rd	District 3	Medium Priority
F	10:30:00	07:24:00	Closed	Nutt, James	Canton 39046		
	Dur (hours)	92.90		Requesting a no outlet sign be placed at Deerwood Crossing and Lakeshire Pkwy			
18643	01/17/14		Trash Related	Banks, LaTashee	Sweet Gum	District 3	Medium Priority
F	10:58:00	07:19:00	Closed	Gordon, Paula	Sweet Gum Court Canton 39046		
	Dur (hours)	116.35		pile of limbs. Ashbrooke Sub			
18644	01/17/14		Trash Related	Banks, LaTashee	Cedar Hill Rd	District 3	Medium Priority
F	10:59:00	07:19:00	Closed	Customer,	Cedar Hill Road Canton 39046		
	Dur (hours)	116.33		large pile of limbs.			
18645	01/21/14		Pot Holes	Brown, Shirley	Summerlin Rd	District 5	Medium Priority
F	07:36:00	15:00:00	Closed	Hughes, Rashad	Summerlin Rd Canton 39046		
	Dur (hours)	31.40		Pot holes on road are really bad			
18647	01/21/14		Trash Related	Banks, LaTashee	Lakeshore Dr	District 3	
F	07:40:00	08:26:00	Closed	Customer,	Lakeshore Dr Canton 39046		
	Dur (hours)	72.77		Mattress and debris to be picked up			
18648	01/21/14		Trash Related	Banks, LaTashee	Haley Creek Dr	District 1	
F	08:17:00	07:24:00	Closed	Loston, Martha	Haley Creek Dr Canton 39046		
	Dur (hours)	47.12		Limbs to be picked up			
18650	01/21/14		Trash Related	Banks, LaTashee	Trace Harbor Rd	District 1	
F	08:20:00	07:24:00	Closed	West, Mike	Trace Harbor Rd Canton 39046		
	Dur (hours)	47.07		Limbs and debris to be picked up			

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
18651	F	01/21/14 09:02:00	07:26:00	Trash Related Closed	Banks, LaTashee Lee, Calvin	West Side Ln West Side Dr Canton 39046	District 1	
		Dur (hours)	46.40	Limbs to be picked up				
18652	F	01/21/14 09:13:00	07:14:00	Pot Holes Closed	Brown, Shirley Jones, Rose	Channing Cir Channing Cir Canton 39046	District 4	Medium Priority
		Dur (hours)	46.02	pot hole has formed at the driveway and road				
18654	F	01/21/14 09:15:00	07:15:00	Pot Holes Closed	Brown, Shirley Jones, Rose	Harvey Crossing Channing Cir Canton 39046	District 1	Medium Priority
		Dur (hours)	46.00	Pot holes on road and chunks of road breaking up				
18655	F	01/21/14 10:24:00	07:25:00	Trash Related Closed	Banks, LaTashee Customer,	Sharpe Rd Sharpe Rd Canton 39046	District 3	
		Dur (hours)	45.02	Limbs that have been out for a while need to be picked up				
18657	F	01/21/14 12:57:00	08:26:00	Trash Related Closed	Brown, Shirley Moore, Gerald	Distribution Dr Distribution Drive Canton 39046	District 3	Medium Priority
		Dur (hours)	67.48	Limbs to be picked up.				
18659	F	01/21/14 14:03:00	14:41:00	Other Closed	Brown, Shirley customer,	Rouser Rd Rouser Rd Canton 39046	District 3	Medium Priority
		Dur (hours)	24.63	Phone line cut while crew was out working on road				
18660	F	01/21/14 14:34:00	14:43:00	Other Closed	Brown, Shirley Taylor, KaSandra	Powell Rd Powell Road Canton 39046	District 3	Medium Priority
		Dur (hours)	24.15	Customer states that we broke her mail box				
18662	F	01/22/14 09:07:00	07:34:00	Pot Holes Closed	Brown, Shirley Burrell, Robert	Old Natchez Trace Canton 39046	District 5	Medium Priority
		Dur (hours)	118.45	Pot holes in road are really bad				
18665	F	01/22/14 09:13:00	07:33:00	Trash Related Closed	Banks, LaTashee Guest, Tommy	Pembroke Cir Pembroke Cir Canton 39046	District 3	
		Dur (hours)	118.33	Limbs and brushes to be picked up in Lake Caroline				
18666	F	01/22/14 12:14:00	07:52:00	Stop Sign Closed	Brown, Shirley Mary Ann, Deputy	Stout Rd Canton 39046	District 4	Medium Priority
		Dur (hours)	115.63	Stop sign is completely down at Stout Rd and Calhoun intersection				

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req #	Request	Completion	Type	Assignee / Caller	Location / Address	District	Priority
Grade	Date / Time	Date / Time					
18668	01/22/14		Trash Related	Banks, LaTashee	North Deerfield Dr	District 5	
F	14:06:00	07:33:00	Closed	Naccarato, Travis	North Deerfield Dr Canton 39046		
	Dur (hours)	113.45	Limbs to be picked up				
18673	01/24/14		Solid Waste	Banks, LaTashee	Harvey Crossing	District 1	
F	11:23:00	07:33:00	Closed	Carpenter,	Harvey Crossing Canton 39046		
	Dur (hours)	68.17	Trying to dispose of iron table				
18675	01/27/14		Trash Related	Banks, LaTashee	Creekside Dr	District 1	Medium Priority
F	07:33:00	08:35:00	Closed	Evans,	Creekside Dr. Canton 39046		
	Dur (hours)	25.03	Limb pile. Harvey Crossing Sub				
18676	01/27/14		Trash Related	Banks, LaTashee	Meadowgreen Ln	District 1	Medium Priority
F	07:34:00	08:35:00	Closed	Evans,	Meadowgreen Lane Canton 39046		
	Dur (hours)	25.02	Limb pile.				
18677	01/27/14		Trash Related	Banks, LaTashee	Audubon Woods	District 1	Medium Priority
F	07:35:00	08:35:00	Closed	Evans,	Audubon Woods Canton 39046		
	Dur (hours)	25.00	Limb pile				
18678	01/27/14		Trash Related	Banks, LaTashee	Oak Trail	District 1	Medium Priority
F	07:36:00	08:35:00	Closed	Evans,	Oak Trail Canton 39046		
	Dur (hours)	24.98	Limb Pile in two locations. 700 and 913 Oak Trail. Deerfield Sub.				
18679	01/27/14		Trash Related	Banks, LaTashee	Southwood Dr	District 1	Medium Priority
F	07:37:00	08:36:00	Closed	Evans,	Southwood Dr Canton 39046		
	Dur (hours)	24.98	Roofing shingles in can.				

57 Closed - Requests Closed in more than 24 hours

Closed Request Analysis

Closed - Requests Closed in more than 24 hours

Req #	Request	Completion					
Grade	Date / Time	Date / Time	Type	Assignee / Caller	Location / Address	District	Priority

Total Requests: 70