

MADISON COUNTY ROAD DEPARTMENT

APRIL 2014

CLOSED CALL ANALYSIS

Madison County Road Department

Reporting Dates 04/01/14 through 04/30/14

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 | | | | | |
| 19001 | 04/01/14 | | Pot Holes | Brown, Shirley | Weisenberger Rd | District 1 | Medium Priority |
| F | 08:00:00 | 07:58:00 | Closed | Terrell, | | | |
| | Dur (hours) | 191.97 | Pot holes on road near deli | | | | |
| 19003 | 04/01/14 | | Trash Related | Banks, LaTashee | Beaver Bend | District 1 | |
| F | 08:04:00 | 07:32:00 | Closed | Terrell, | | | |
| | Dur (hours) | 143.47 | Pile of limbs to be picked on street check entire street | | | | |
| 19004 | 04/01/14 | | Trash Related | Banks, LaTashee | Fox Hollow | District 1 | |
| F | 08:05:00 | 07:32:00 | Closed | Terrell, | | | |
| | Dur (hours) | 143.45 | Limbs to be picked up check entire street | | | | |
| 19005 | 04/01/14 | | Trash Related | Banks, LaTashee | Katherine Pointe Dr | District 3 | Medium Priority |
| F | 08:10:00 | 15:28:00 | Closed | Walker, | katherine Pointe Dr | | |
| | Dur (hours) | 151.30 | Pile of limbs in Lake caroline Sub. Also 117 Katherine Pointe Dr. called in by Leann Rives on 04/02/2014 | | | | |
| 19006 | 04/01/14 | | Culvert Repair | Brown, Shirley | Ross Rd | District 5 | Medium Priority |
| F | 09:41:00 | 15:32:00 | Closed | McCullough, Charlie | | | |
| | Dur (hours) | 53.85 | Culvert on road is being exposed by water washing dirt off culvert | | | | |
| 19007 | 04/01/14 | | Trash Related | Banks, LaTashee | Lake Shore Dr | District 1 | |
| F | 09:52:00 | 15:27:00 | Closed | Phillips, Marshall | Lake Shore Drive | | |
| | Dur (hours) | 149.58 | Limbs to be picked up. | | | | |
| 19008 | 04/01/14 | | Trash Related | Banks, LaTashee | Bear Creek Cir | District 1 | Medium Priority |
| F | 10:39:00 | 07:32:00 | Closed | Customer, | Bear Creek Circle | | |
| | Dur (hours) | 140.88 | Large pile of limbs. | | | | |
| 19012 | 04/02/14 | | Trash Related | Banks, LaTashee | Sugar Hill St | District 5 | |
| F | 07:11:00 | 08:19:00 | Closed | Anderson, Gloria | Sugar Hill Street | | |
| | Dur (hours) | 169.13 | Limbs to be picked up. | | | | |
| 19013 | 04/02/14 | | Trash Related | Banks, LaTashee | Cedar Hill Rd | District 3 | |
| F | 10:32:00 | 15:29:00 | Closed | Denny, Peggy | Cedawr Hill Rd | | |
| | Dur (hours) | 124.95 | Limbs to be picked up | | | | |
| 19014 | 04/02/14 | | Culvert Repair | Brown, Shirley | Camden Rd | District 5 | Medium Priority |
| F | 10:34:00 | 15:30:00 | Closed | Blackman, Betty | Camden Rd | | |
| | Dur (hours) | 28.93 | Culvert needs to be cleaned of debris making water stand/flood driveway | | | | |

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Closed - Requests Closed in more than 24 hours

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|-------|---------------|----------------------|------------------------|----------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------|------------|-----------------|
| 19015 | F | 04/02/14 10:50:00 | 08:16:00 | Trash Related Closed | Banks, LaTashee Gibson, Ann | Ashby Park Ashby Park | District 1 | |
| | | Dur (hours) | 285.43 | Limbs to be picked up in Harvey Crossing S/D | | | | |
| 19019 | F | 04/03/14 07:30:00 | 07:40:00 | Trash Related Closed | Banks, LaTashee Jackson, | Shaffer Ct Shaffer Court | District 3 | Medium Priority |
| | | Dur (hours) | 600.17 | Large pile of limbs in Cherry Hill Sub. | | | | |
| 19020 | F | 04/03/14 07:33:00 | 07:44:00 | Trash Related Closed | Banks, LaTashee Walker, | Farmers Row Farmers Row | District 3 | Medium Priority |
| | | Dur (hours) | 456.18 | Large pile of detail. in Red Oak Sub. | | | | |
| 19023 | F | 04/03/14 10:56:00 | 08:16:00 | Trash Related Closed | Banks, LaTashee Mays, Herbert | Saddle Creek Cv Saddle Creek Cove | District 1 | |
| | | Dur (hours) | 261.33 | Requesting limb pick up at the intersection of Saddle Creek Cove and Old Canton Road. | | | | |
| 19027 | F | 04/03/14 12:21:00 | 07:48:00 | Trash Related Closed | Banks, LaTashee Smith, Kelly | Lake Shore Dr Lake Shore Drive(Lake Lorman Gate 7) | District 1 | |
| | | Dur (hours) | 187.45 | Limbs to be picked up. | | | | |
| 19030 | F | 04/04/14 10:55:00 | 08:08:00 | Trash Related Closed | Banks, LaTashee Hobbs, Becky | Normandy Cir Normandy cir | District 3 | |
| | | Dur (hours) | 141.22 | Limbs/debris to be picked up | | | | |
| 19035 | F | 04/07/14 10:09:00 | 07:31:00 | Trash Related Closed | Banks, LaTashee Eskew, Shemekia | Traceview Rd Traceview Rd | District 1 | |
| | | Dur (hours) | 45.37 | Washing machine needs to be picked up | | | | |
| 19037 | F | 04/07/14 10:17:00 | 08:16:00 | Trash Related Closed | Banks, LaTashee Evans, | Newport Dr Newport Dr. | District 4 | Medium Priority |
| | | Dur (hours) | 165.98 | Detail pile. In Stapleton Sub. | | | | |
| 19038 | F | 04/07/14 10:18:00 | 08:16:00 | Trash Related Closed | Banks, LaTashee Evans, | Eastland Ct Eastland Cove | District 1 | Medium Priority |
| | | Dur (hours) | 165.97 | Large pile of detail. In Harvey Crossing Sub. | | | | |
| 19042 | F | 04/07/14 11:17:00 | 07:48:00 | Trash Related Closed | Banks, LaTashee Chaplain, George | Lorman Ln Lorman Lane (Lake Lorman Sub) | District 3 | |
| | | Dur (hours) | 92.52 | Limbs to be picked up. Also at the intersection of Lakeshore Drive | | | | |

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|-------|--------------------|-------------|----------------------------------------------------------------------------------|-------------------|--------------------|------------|-----------------|
| Grade | Date / Time | Date / Time | | | | | |
| 19044 | 04/07/14 | | Pot Holes | Brown, Shirley | Cloverleaf Dr | District 4 | Medium Priority |
| F | 14:12:00 | 07:15:00 | Closed | Bennett, Sandra | Cloverleaf Drive | | |
| | Dur (hours) | 65.05 | Requesting pothole repair. | | | | |
| 19048 | 04/07/14 | | Trash Related | Banks, LaTashee | LaSalle St | District 1 | Medium Priority |
| F | 15:18:00 | 08:15:00 | Closed | Everett, Emily | LaSalle St | | |
| | Dur (hours) | 160.95 | Large pile of detail. on side of house near driveway. In Lost Rabbit Sub. | | | | |
| 19049 | 04/07/14 | | Trash Related | Banks, LaTashee | Lorman Ln | District 3 | Medium Priority |
| F | 15:20:00 | 07:48:00 | Closed | Caller, | Lorman Lane | | |
| | Dur (hours) | 88.47 | Ride entire Lorman Lane. There is also a pile across from 164 on a lot. | | | | |
| 19050 | 04/07/14 | | Trash Related | Banks, LaTashee | Main St | District 5 | Medium Priority |
| F | 15:26:00 | 08:18:00 | Closed | Customer, | Main Street | | |
| | Dur (hours) | 40.87 | Large pile of house detail. | | | | |
| 19055 | 04/08/14 | | Signage Installation | Brown, Shirley | Strong Rd | District 1 | Medium Priority |
| F | 09:48:00 | 08:40:00 | Closed | Strong, Judy | Strong Rd | | |
| | Dur (hours) | 478.87 | Road name sign is missing | | | | |
| 19063 | 04/09/14 | | Trash Related | Banks, LaTashee | Sowell Rd | District 1 | |
| F | 07:13:00 | 08:15:00 | Closed | Allen, Albert | West Sowell Rd | | |
| | Dur (hours) | 121.03 | Limbs to be picked up on the road that has fallen: check entire road | | | | |
| 19074 | 04/09/14 | | Pot Holes | Brown, Shirley | Johnson Ln | District 4 | Medium Priority |
| F | 12:20:00 | 07:30:00 | Closed | Brown, Matrisa | Johnson Ln | | |
| | Dur (hours) | 283.17 | Pot holes in road and gravel is needed badly | | | | |
| 19076 | 04/09/14 | | Trash Related | Banks, LaTashee | Middlefield Dr | District 1 | |
| F | 13:43:00 | 08:13:00 | Closed | Wender, John | Middlefield Dr | | |
| | Dur (hours) | 114.50 | Limbs/debris to be picked up in Harvery Crossing | | | | |
| 19077 | 04/09/14 | | Signage Installation | Brown, Shirley | Gus Green Rd | District 3 | Medium Priority |
| F | 14:15:00 | 08:41:00 | Closed | Brooks, Lonnie | | | |
| | Dur (hours) | 450.43 | Name sign is needed | | | | |
| 19078 | 04/10/14 | | Trash Related | Banks, LaTashee | Farmers Row | District 3 | |
| F | 09:12:00 | 07:45:00 | Closed | Clark, Marilyn | Farmers Row | | |
| | Dur (hours) | 286.55 | Limbs to be picked up. | | | | |

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|-------|---------------|----------------------|------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------|----------------------------------------|------------|-----------------|
| 19079 | F | 04/10/14 11:16:00 | 07:47:00 | Trash Related Closed | Banks, LaTashee Lamb, Joann | Farmers Row Farmers Row | District 3 | |
| | | Dur (hours) | 284.52 | Limbs to be picked up. | | | | |
| 19080 | F | 04/10/14 13:39:00 | 08:15:00 | Trash Related Closed | Banks, LaTashee Smith, Kathy | Sonnys Rd Sonny's Rd | District 4 | |
| | | Dur (hours) | 90.60 | Limbs to be picked up | | | | |
| 19083 | F | 04/11/14 10:46:00 | 08:00:00 | Trash Related Closed | Banks, LaTashee Customer, | Coker Rd Coker Rd | District 3 | Medium Priority |
| | | Dur (hours) | 285.23 | Large detail pile. | | | | |
| 19085 | F | 04/11/14 10:58:00 | 09:49:00 | Trash Related Closed | Banks, LaTashee Tucker, Carolyn | Stump Bridge Rd Stump Bridge Rd | District 5 | Medium Priority |
| | | Dur (hours) | 262.85 | Limb detail. Lawn chairs. | | | | |
| 19087 | F | 04/11/14 11:00:00 | 07:25:00 | Pot Holes Closed | Brown, Shirley Murphy(GermanTown Hi | Church Rd Church Road | District 4 | Medium Priority |
| | | Dur (hours) | 236.42 | Requesting pothole repair on from the south end of Calhoun to the end of Church Road | | | | |
| 19089 | F | 04/11/14 12:12:00 | 08:41:00 | Signage Installation Closed | Brown, Shirley Butler, Toby | Twelve Oaks Trace Twelve Oaks Trace | District 4 | Medium Priority |
| | | Dur (hours) | 404.48 | Need speed limit signs to be posted | | | | |
| 19090 | F | 04/11/14 12:14:00 | 08:37:00 | Road Shoulder Closed | Brown, Shirley Derryberry, Sharon | Caroline Blvd Caroline Blvd | District 4 | Medium Priority |
| | | Dur (hours) | 404.38 | Driveway was damaged when roller or big equipent on road was flattening asphalt | | | | |
| 19102 | F | 04/14/14 07:43:00 | 15:14:00 | Flood/Water Related Closed | Brown, Shirley Sheriff, Deputy | Yandell Rd | District 1 | High Priority |
| | | Dur (hours) | 175.52 | Flooding on Yandell Rd near Madison Crossing School, Hampton Hills, and Cedar Green Rd | | | | |
| 19105 | F | 04/14/14 08:04:00 | 15:15:00 | Flood/Water Related Closed | Brown, Shirley Sheriff, Deputy | Shamrock Dr Shamrock Rd | District 5 | Medium Priority |
| | | Dur (hours) | 175.18 | Flooding in drive way culvert could be stopped up | | | | |
| 19110 | F | 04/14/14 08:18:00 | 15:16:00 | Flood/Water Related Closed | Brown, Shirley Opshinsky, Nancy | Haley Creek Dr Woods Lake | District 1 | Medium Priority |
| | | Dur (hours) | 174.97 | Haley Creek is over it's bank and flooded the road | | | | |

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| 19111 | F | 04/14/14 09:03:00 | 08:02:00 214.98 | Trash Related Closed Old Barbeque Grill. | Banks, LaTashee Sherman, Jerald | Bentgrass Common Bentgrass Common | District 1 | Medium Priority |
| 19112 | F | 04/14/14 09:08:00 | 15:17:00 174.15 | Flood/Water Related Closed Flooding on road from Hwy 51 to railroad to the Shell Station | Brown, Shirley Sheriff, Deputy | Weisenberger Rd Weisenburger Rd | District 1 | Medium Priority |
| 19113 | F | 04/14/14 09:12:00 | 15:17:00 174.08 | Flood/Water Related Closed Railroad ties from railroad are coming up | Brown, Shirley Sheriff, Deputy | Church Rd | District 4 | Medium Priority |
| 19115 | F | 04/14/14 09:35:00 | 15:17:00 173.70 | Flood/Water Related Closed Water is standing washing out back yard and standing on all sides | Brown, Shirley Davis, Derwin | Stump Bridge Rd Stump Bridge Rd | District 5 | Medium Priority |
| 19116 | F | 04/14/14 10:28:00 | 07:54:00 69.43 | Flood/Water Related Closed Water flooding road near L3 building | Brown, Shirley Taylor, Jennifer | Industrial Dr Industrial Dr | District 1 | Medium Priority |
| 19123 | F | 04/14/14 13:11:00 | 07:39:00 210.47 | Pot Holes Closed Hit a pot hole on Stribling Rd Ext near Germantown High School and damaged a tire | Brown, Shirley Scott, Okshoon | Stribling Road Extension | District 2 | Medium Priority |
| 19125 | F | 04/14/14 14:16:00 | 07:40:00 329.40 | Trash Related Closed Limbs to be picked up. | Banks, LaTashee Surles, Gilbert | Thornberry Cv Thornberry Cv. | District 1 | Medium Priority |
| 19133 | F | 04/15/14 08:22:00 | 15:03:00 198.68 | Down Tree Closed Tree Down across the road | Brown, Shirley Sheriff, Deputy | Pocahontas Rd | District 4 | Medium Priority |
| 19137 | F | 04/15/14 09:49:00 | 07:40:00 189.85 | Pot Holes Closed Huge pot hole on road need to be patch by Germantown High School | Brown, Shirley Ratliff, Ryan | Stribling Road Extension | District 2 | Medium Priority |
| 19146 | F | 04/16/14 08:25:00 | 07:36:00 167.18 | Trash Related Closed Large pile of limbs. New Castle Sub | Banks, LaTashee Evans, | Kings Ct Kings Court | District 3 | Medium Priority |

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|-------|--------------------|-------------|---------------------------------------------------------------------------|-----------------------|--------------------|------------|-----------------|--|
| Grade | Date / Time | Date / Time | | | | | | |
| 19147 | 04/16/14 | | Trash Related | Banks, LaTashee | Dover Ln | District 3 | Medium Priority | |
| F | 08:26:00 | 07:36:00 | Closed | Evans, | Dover Lane | | | |
| | Dur (hours) | 167.17 | Large pile of limbs. Check the entire Lane. New Castle Sub. | | | | | |
| 19157 | 04/16/14 | | Trash Related | Banks, LaTashee | Caroline Blvd | District 4 | | |
| F | 13:27:00 | 07:37:00 | Closed | Woodward, Christopher | Caroline Blvd. | | | |
| | Dur (hours) | 282.17 | Large tree stump to be removed. | | | | | |
| 19163 | 04/17/14 | | Trash Related | Banks, LaTashee | Seville Way | District 3 | Medium Priority | |
| F | 07:46:00 | 07:35:00 | Closed | Twiford, Hunter | Seville Way | | | |
| | Dur (hours) | 263.82 | Large pile of detail. In Lake Caroline Sub. | | | | | |
| 19165 | 04/17/14 | | Trash Related | Banks, LaTashee | Cherry Hill Dr | District 3 | Medium Priority | |
| F | 08:44:00 | 07:39:00 | Closed | Jackson, | Cherry Hill | | | |
| | Dur (hours) | 262.92 | Large pile of limbs. Check the entire Cherry Hill Sub. | | | | | |
| 19172 | 04/17/14 | | Trash Related | Banks, LaTashee | Hunters Row | District 3 | | |
| F | 12:04:00 | 07:46:00 | Closed | Hobson, Fiane | Hunter Row | | | |
| | Dur (hours) | 115.70 | Limbs to be picked up. | | | | | |
| 19173 | 04/17/14 | | Trash Related | Banks, LaTashee | Shaffer Ct | District 3 | | |
| F | 12:58:00 | 07:40:00 | Closed | Lynch, Jackie | Shaffer Ct | | | |
| | Dur (hours) | 258.70 | Limbs to be picked p. | | | | | |
| 19176 | 04/21/14 | | Pot Holes | Brown, Shirley | | | Medium Priority | |
| F | 07:27:00 | 07:42:00 | Closed | Ammons, Mary | Permenter Rd | | | |
| | Dur (hours) | 48.25 | Permenter Rd, Sulphur Springs Rd and Virgin Mary Rd needs patching | | | | | |
| 19186 | 04/21/14 | | Trash Related | Banks, LaTashee | Sunset Cir | District 1 | | |
| F | 12:53:00 | 07:36:00 | Closed | Butler, Ray | Sunset Cir | | | |
| | Dur (hours) | 162.72 | Limbs to be picked up in Twin Cedars S/D check rest of sub | | | | | |
| 19206 | 04/23/14 | | Trash Related | Banks, LaTashee | Sharpe Rd | District 3 | | |
| F | 08:15:00 | 07:37:00 | Closed | Morgan, Eddie | Sharpe Rd | | | |
| | Dur (hours) | 119.37 | Limbs and debris to be picked up | | | | | |
| 19219 | 04/24/14 | | Trash Related | Banks, LaTashee | Seville Way | District 3 | | |
| F | 08:20:00 | 07:36:00 | Closed | Henderson, Craig | Seville Way | | | |
| | Dur (hours) | 95.27 | Limbs to be picked up | | | | | |

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| 19034 | A | 04/07/14 07:45:00 | 08:02:00 | Other Closed | Brown, Shirley Hill, Curtis | Madison Co Road Dept | | Medium Priority |
| | | Dur (hours) | 0.28 | Called in not coming today | | | | |
| 19036 | A | 04/07/14 10:15:00 | 10:16:00 | Trash Related Closed | Banks, LaTashee Walker, | Sagefield Dr Sagefield Dr | District 4 | Medium Priority |
| | | Dur (hours) | 0.02 | Large pile of limbs. | | | | |
| 19059 | A | 04/08/14 13:06:00 | 08:10:00 | Broken Water Line Closed | Brown, Shirley Lloyd, Bobby | Rocky Hill Rd Rocky Hill Rd | District 5 | Medium Priority |
| | | Dur (hours) | 19.07 | Water line was cut while grading road | | | | |
| 19062 | A | 04/09/14 07:11:00 | 08:02:00 | Other Closed | Brown, Shirley Diamond, Pat | Madison Co Road Dept | | Medium Priority |
| | | Dur (hours) | 0.85 | Will not be in today | | | | |
| 19065 | A | 04/09/14 08:15:00 | 08:07:00 | Trash Related Closed | Banks, LaTashee Evans, | Dover Ln Dover Lane | District 3 | Medium Priority |
| | | Dur (hours) | 23.87 | Large detail pile. | | | | |
| 19099 | A | 04/11/14 15:21:00 | 15:42:00 | Other Closed | Brown, Shirley Melvin, | Mt Zion Rd | District 5 | Medium Priority |
| | | Dur (hours) | 0.35 | Called in phone line been cut by grader | | | | |
| 19107 | A | 04/14/14 08:07:00 | 15:43:00 | Other Closed | Brown, Shirley Whiite, Cliff | Madison Co Road Dept | | Medium Priority |
| | | Dur (hours) | 7.60 | Called in sick | | | | |
| 19119 | A | 04/14/14 10:42:00 | 15:01:00 | Down Tree Closed | Brown, Shirley Sheriff, Dept | King Ranch Rd King Ranch Rd | District 4 | Medium Priority |
| | | Dur (hours) | 4.32 | Tree down across at Brookville Rd | | | | |
| 19130 | A | 04/14/14 15:52:00 | 15:02:00 | Down Tree Closed | Brown, Shirley Travis, | Davis Family Rd | District 5 | Medium Priority |
| | | Dur (hours) | 0.83 | Tree down across the road | | | | |
| 19131 | A | 04/15/14 07:31:00 | 15:02:00 | Down Tree Closed | Brown, Shirley Mary Ann, Deputy | Old 51 Rd | District 1 | Medium Priority |
| | | Dur (hours) | 7.52 | Tree fell blocking half of the road | | | | |

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| 19134 | A | 04/15/14 09:27:00 | 15:04:00 | Down Tree Closed | Brown, Shirley Sheriff, Deputy | Mt Elam Rd | District 4 | Medium Priority |
| | | Dur (hours) | 5.62 | Tree down blocking the entire road | | | | |
| 19139 | A | 04/15/14 12:02:00 | 15:43:00 | Other Closed | Brown, Shirley Hardy, Mike | Hardy Rd Hardy Rd | District 3 | Medium Priority |
| | | Dur (hours) | 3.68 | 4 saplings leaning in the roadway, obstructing traffic. Down by the water tower. | | | | |
| 19160 | A | 04/16/14 15:27:00 | 07:58:00 | Other Closed | Brown, Shirley Pigott, Gail | Church Rd | District 4 | Medium Priority |
| | | Dur (hours) | 16.52 | light at the intersection of Church Road and Old Jackson Rd malfunctioning. | | | | |
| 19162 | A | 04/17/14 07:47:00 | 07:57:00 | Other Closed | Brown, Shirley Hill, Curtis | Madison Co Road Dept | | Medium Priority |
| | | Dur (hours) | 0.17 | Was not coming in today | | | | |
| 19169 | A | 04/17/14 10:32:00 | 15:44:00 | Other Closed | Brown, Shirley Ingram, Felton | Rocky Hill Rd Rocky Hill Rd | District 5 | Medium Priority |
| | | Dur (hours) | 5.20 | Small phone line in grass been cut by mowing crew | | | | |

15 Closed - Requests Closed in 24 hours or less

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| Grade | Date / Time | Date / Time | Type | Assignee / Caller | Location / Address | District | Priority | |
| 19225 | 04/24/14 | | Other | Brown, Shirley | Twin Cedars Dr | | | |
| F | 15:53:00 | 18:21:00 | Closed | Weaver, Joseph | Twin Cedars Dr | District 1 | Medium Priority | |
| | Dur (hours) | 74.47 | Crew was working and is afraid concrete pillars may fall | | | | | |

61 Closed - Requests Closed in more than 24 hours

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Total Requests: 76