

**MADISON COUNTY ROAD DEPARTMENT**

**SEPTEMBER 2014**

**CLOSED CALL ANALYSIS**

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
18498	12/19/13 <b>Request</b> 09/22/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> -5.0 <b>S-to-C</b> 0.3 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Baldwin, Johnny Pat Lockett Rd	Pat Lockett Rd District 5
Culvert needed old one has caved in						
18619	01/13/14 <b>Request</b> 09/15/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> 2.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Vaughn, Wallace Parker Rd	Parker Rd District 5
Culvert is bent not able to push water through causing water to stand in ditch, washing out driveway						
18953	03/20/14 <b>Request</b> 09/22/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> -5.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Summerlin, Allen Pat Lockett Rd	Pat Lockett Rd District 5
New culvert for new address, will have it staked off will call back with address. St						
19053	04/08/14 <b>Request</b> 09/22/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> -5.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Thompson, Denoah Old Hwy 16	Old Hwy 16 District 5
Request a culvert be installed at address						
19500	06/06/14 <b>Request</b> 09/12/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Maynor, Tom Twin Lakes Dr	Twin Lakes Dr District 1
19797	07/28/14 <b>Request</b> 09/28/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> -11.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Lott, Jackie Ratliff Ferry Rd	Ratliff Ferry Rd District 5
Request a 30 ft culvert for new residence. Will have it staked off						

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
19846	08/05/14 <b>Request</b> 09/10/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> 7.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Manar, Tom Twin Lakes Dr	Twin Lakes Dr District 1
Huge hole where water is coming onto the property through two road culverts: possibly needs rip rap						
19931	08/20/14 <b>Request</b> 09/26/14 <b>Schedule</b> 09/17/14 <b>Closed</b>	<b>Durations</b> -9.0 <b>S-to-C</b> 28.3 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Manor 156 Twin Lakes Dr	Twin Lakes Dr District 1
Need to check ditch for repair						
19965	08/27/14 <b>Request</b> 09/11/14 <b>Schedule</b> 09/19/14 <b>Closed</b>	<b>Durations</b> 8.0 <b>S-to-C</b> 22.9 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Hughes, Willie Rouser Rd	Rouser Rd District 3
Request that pot holes be filled.						
19976	08/29/14 <b>Request</b> 09/03/14 <b>Schedule</b> 09/19/14 <b>Closed</b>	<b>Durations</b> 16.0 <b>S-to-C</b> 20.8 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Brown, Matrisa	Johnson Ln District 4
pothole repairs needed to Johnson Ln						
19979	09/02/14 <b>Request</b> 09/02/14 <b>Schedule</b> 09/02/14 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Down Tree Medium Priority	Brown, Shirley Road Maintenance	Lockett, Hillary Sharon Rd	Sharon Rd District 5
A part of a large tree is resting on top of a few tree crowns needing to be taken down. Heading from Hwy 16 on the right						
19986	09/02/14 <b>Request</b> 09/02/14 <b>Schedule</b> 09/23/14 <b>Closed</b>	<b>Durations</b> 21.0 <b>S-to-C</b> 20.8 <b>O-to-C</b>	Down Tree Medium Priority	Brown, Shirley Road Maintenance	Stevenson, Debbie Woods Rd	Woods Rd District 1
Tree down across road						

**Service Request Schedule Summary**

**Closed Requests**

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
19987	09/03/14 <b>Request</b> 09/03/14 <b>Schedule</b> 09/03/14 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Down Tree Medium Priority	Brown, Shirley Road Maintenance	Sheriff, Deputy Cross Wind Dr	Cross Wind Dr District 4
			tree down across the road			
19989	09/03/14 <b>Request</b> 09/25/14 <b>Schedule</b> 09/08/14 <b>Closed</b>	<b>Durations</b> -17.0 <b>S-to-C</b> 4.9 <b>O-to-C</b>	Trash Related Medium Priority	Brown, Shirley Road Maintenance	Landis, Martha Robinson Rd	Robinson Rd District 4
			Cut up trees need to be picked out of the ditches			
20008	09/08/14 <b>Request</b> 09/08/14 <b>Schedule</b> 09/08/14 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Down Tree Medium Priority	Brown, Shirley Road Maintenance	Mary Ann, Sheriff Deputy	Gus Green Rd District 3
			Tree is down on the road			
20012	09/08/14 <b>Request</b> 09/08/14 <b>Schedule</b> 09/08/14 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> -0.1 <b>O-to-C</b>	Stop Sign Medium Priority	Brown, Shirley Road Maintenance	Lott, Carla Parker Rd	Church Rd District 4
			Cut telephone line			
20016	09/08/14 <b>Request</b> 09/08/14 <b>Schedule</b> 09/08/14 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> -0.3 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Customer	Madison Co Road Dept
			Asked for Helen			
20049	09/22/14 <b>Request</b> 09/22/14 <b>Schedule</b> 09/23/14 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 1.1 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Battle, Eric Pocahontas Rd	Pocahontas Rd District 4
			Phone line was cut while crew was putting in culverts			

**Service Request Schedule Summary**

**Closed Requests**

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
20069	09/25/14 <b>Request</b>	<b>Durations</b>	Culvert Installation	Brown, Shirley	Morris	Twelve Oaks Trace
	09/26/14 <b>Schedule</b>	3.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Twelve Oak Trace	District 4
	09/29/14 <b>Closed</b>	3.8 <b>O-to-C</b>	Culvert needs to be relaced with bigger culvert			
20072	09/26/14 <b>Request</b>	<b>Durations</b>	Other	Brown, Shirley	Fleminq, Vidal	Twelve Oaks Trace
	09/26/14 <b>Schedule</b>	0.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Twelve Oaks Trace	District 4
	09/26/14 <b>Closed</b>	0.1 <b>O-to-C</b>	Small phone line was cut while putting in a culvert			

**Closed Request: 20**      **0.55 S-to-C Average Duration**  
**5.17 O-to-C Average Duration**

**Total Requests: 20**      **0.55 S-to-C Average Duration**  
**5.17 O-to-C Average Duration**