

**MADISON COUNTY ROAD DEPARTMENT**

**OCTOBER 2015**

**CLOSED CALL ANALYSIS**

## Service Request Schedule Summary

### Closed Requests

Req #	Dates	Type / Priority	Assignee / Department	Caller / Address	Location / District	
19045	04/07/14 <b>Request</b> 10/23/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> -3.0 <b>S-to-C</b> 0.5 <b>O-to-C</b>	Ditching Medium Priority	Brown, Shirley Road Maintenance	Smith, Theodore Kearney Road	Kearney Rd District 5
Requesting ditching so water can drain freely.						
19231	04/25/14 <b>Request</b> 10/09/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 0.5 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Nutt, David Chapel Hill Rd	Chapel Hill Rd District 3
road collapsing where culvert is under road. Thinks the culvert is damaged.						
20138	10/07/14 <b>Request</b> 10/16/15 <b>Schedule</b> 10/19/15 <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 0.4 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Mascaani, Randy Stokes Rd	Stokes Rd District 3
Need a bigger culvert to replace the one that is already there						
20651	03/09/15 <b>Request</b> 10/07/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Stewart, Sam Permenter Rd	Permenter Rd District 5
Culvert is damaged with a hole in it from trucks and construction from bridge; needs culvert replaced and driveway repair						
20755	03/23/15 <b>Request</b> 10/21/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Drainage Medium Priority	Brown, Shirley Road Maintenance	Franklin, Courtney Cox Ferry Rd	Cox Ferry Rd District 4
Culvert stopped up holding water and washing over culvert						
20884	04/07/15 <b>Request</b> 10/28/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> -8.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Mowing Medium Priority	Brown, Shirley Road Maintenance	Johnson, Ron Sharon Rd	Sharon Rd District 5
Ditch needs to be cleaned out and cut at intersection of Sharon and Moss Rd up to 749 Sharon Rd						

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20914	04/10/15 <b>Request</b> 10/14/15 <b>Schedule</b> 10/19/15 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Culvert Installation Brown, Shirley Road Maintenance	Brown, Edna Gin Rd	Gin Rd District 5
Need culvert for residence,					
21015	04/28/15 <b>Request</b> 10/23/15 <b>Schedule</b> 10/19/15 <b>Closed</b>	<b>Durations</b> -4.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Culvert Installation Brown, Shirley Road Maintenance	Cochran, Pete Twelve Oaks Trace	Twelve Oaks Trace District 4
Need a new culvert old one is washing out driveway					
21105	05/13/15 <b>Request</b> 10/14/15 <b>Schedule</b> 10/02/15 <b>Closed</b>	<b>Durations</b> -12.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Installation Brown, Shirley Road Maintenance	Holden, Melvin Ramae Rd	Ramae Rd District 4
need a replacement culvert					
21148	05/22/15 <b>Request</b> 10/16/15 <b>Schedule</b> 10/02/15 <b>Closed</b>	<b>Durations</b> -14.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Installation Brown, Shirley Road Maintenance	Hontzas, Ellen Patrick Rd	Patrick Rd District 4
Culvert is washing out on sides and has a hole in it. Needs to be replaced					
21238	06/10/15 <b>Request</b> 10/16/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Down Tree Brown, Shirley Road Maintenance	Miles, Anthony Lizzie Ln	Lizzie Ln District 4
Dead limb is hovering over a tree needs to be taken down near property					
21283	06/17/15 <b>Request</b> 10/09/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Limb Cutting Brown, Shirley Road Maintenance	Morris, Lawrence Magnolia Street	Magnolia St District 3
The following roads need cutting back Magnolia Street, Center Street, St. Charles St., & Kearney Park Store.					

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21335	06/25/15 <b>Request</b> 10/23/15 <b>Schedule</b> 10/19/15 <b>Closed</b>	<b>Durations</b> -4.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Parker, Tony Childress Ln	Childress Ln District 4
Culvert needs to be bigger for water to flow through would like a wider one for camper to get in and out						
21377	07/02/15 <b>Request</b> 10/14/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 6.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Mowing Medium Priority	Brown, Shirley Road Maintenance	Daughtrev, Ms. Daughtrev Dr	Daughtrev Dr District 4
Crew member is mowing the grass poorly						
21433	07/13/15 <b>Request</b> 10/14/15 <b>Schedule</b> 10/02/15 <b>Closed</b>	<b>Durations</b> -12.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Repair Medium Priority	Brown, Shirley Road Maintenance	Smith Martha Ann Dewees Rd	Dewees Rd District 3
Culvert has been smashed in by an heavy operating object,south of driveway,not sure if it was done while tractors was out						
21435	07/13/15 <b>Request</b> 10/14/15 <b>Schedule</b> 10/19/15 <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	Curtis, Michael 1828 Cox Ferry Rd	Cox Ferry Rd District 4
Need culvert installed at the Good Hope Church						
21443	07/15/15 <b>Request</b> 10/19/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 1.0 <b>S-to-C</b> 0.1 <b>O-to-C</b>	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Spencer Kave Sugar Ln,Madison Ms	Sugar Ln District 3
Street signs needs to be replaced on Sugar Ln,an Allysin Ln						
21528	08/13/15 <b>Request</b> 10/28/15 <b>Schedule</b> 10/02/15 <b>Closed</b>	<b>Durations</b> -26.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Jordan, Thomas 111 946 Robinson Springs Rd	Robinson Springs Rd District 4
need culvert installed on Old Robinson Springs Rd						

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21575	08/24/15 <b>Request</b> 10/23/15 <b>Schedule</b> 09/29/15 <b>Closed</b>	<b>Durations</b> -24.0 <b>S-to-C</b> 36.0 <b>O-to-C</b>	Pot Holes Medium Priority	Brown, Shirley Road Maintenance	Edwards Kennard Avondale Rd	Avondale Rd District 5
Caller stated that dump trucks traveling on road has messed the road up						
21624	09/03/15 <b>Request</b> 10/06/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 16.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Garner Rosa Harris Rd	Harris Rd District 4
Reported that one of our mowing crew knocked mailbox down.						
21631	09/08/15 <b>Request</b> 10/21/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> -1.0 <b>S-to-C</b> 0.0 <b>O-to-C</b>	Signage Installation Medium Priority	Brown, Shirley Road Maintenance	Harris, Archie Virain Marv Road	Virain Marv Rd District 5
There is a curve in the road between 507 and 513 near the turn for Griffin Rd. Requesting reflective signage there because						
21656	09/16/15 <b>Request</b> 10/26/15 <b>Schedule</b> 09/29/15 <b>Closed</b>	<b>Durations</b> -27.0 <b>S-to-C</b> 13.1 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Gilbert, John Stokes Rd	Stokes Rd District 3
needs culvert replaced (40 feet)						
21657	09/16/15 <b>Request</b> 10/19/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 36.2 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Marullo Tony Caroline Blvd	Caroline Blvd District 4
Needs an culvert on 363 Caroline Blvd in Lake Caroline new construction work going on						
21683	09/24/15 <b>Request</b> 10/07/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 26.0 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Evans Eugene Hwy 51	Hwy 51 District 2
Needs Culvert installed for a new home.Got MDOT permitt						

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21691	09/25/15 <b>Request</b> 10/06/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 16.0 <b>S-to-C</b> 27.2 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Dixon, Patricia Dixon Drive	Dixon Dr District 1
Road needs repair and needs repair at the dead end						
21697	09/28/15 <b>Request</b> 10/06/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 16.0 <b>S-to-C</b> 24.1 <b>O-to-C</b>	Road Condition Medium Priority	Brown, Shirley Road Maintenance	Ruffin, Patricia Dixon Dr	Dixon Dr District 1
Road needs repair, especially at dead end						
21699	09/28/15 <b>Request</b> 10/02/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 20.0 <b>S-to-C</b> 24.0 <b>O-to-C</b>	Road Shoulder High Priority	Brown, Shirley Road Maintenance	Hines, Todd Lake Castle Rd	Lake Castle Rd District 1
Road Shoulder Pick Up.						
21705	09/29/15 <b>Request</b> 10/09/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 20.7 <b>O-to-C</b>	Culvert Installation Medium Priority	Brown, Shirley Road Maintenance	Squires, Earl Tithelo Rd	Tithelo Rd District 5
needs culvert replaced						
21719	10/02/15 <b>Request</b> 10/02/15 <b>Schedule</b> 10/02/15 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> 0.2 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Morris Dewees Rd	Dewees Rd District 3
Phone line was cut by crew working on road						
21720	10/02/15 <b>Request</b> 10/02/15 <b>Schedule</b> 10/02/15 <b>Closed</b>	<b>Durations</b> 0.0 <b>S-to-C</b> -0.1 <b>O-to-C</b>	Other Medium Priority	Brown, Shirley Road Maintenance	Morris Sowell Rd and Smith Carr Rd	Sowell Rd District 1
Cows are in the road at the corner of Sowell Rd and Smith Carr Rd						

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21724	10/02/15 <b>Request</b> 10/02/15 <b>Schedule</b> 10/05/15 <b>Closed</b>	<b>Durations</b> 3.0 <b>S-to-C</b> 2.7 <b>O-to-C</b>	Down Tree Brown, Shirley Road Maintenance	Evans Rouser Rd	Rouser Rd District 3
			Tree down the the gravel part of road		
21736	10/06/15 <b>Request</b> 10/09/15 <b>Schedule</b> 10/22/15 <b>Closed</b>	<b>Durations</b> 13.0 <b>S-to-C</b> 16.0 <b>O-to-C</b>	Speed Bumps Brown, Shirley Road Maintenance	Bouldin Arthur Sam Bouldin Rd	Church Rd District 4
			Came in an stated that there are no reason for speed bumps on Church Rd,requesting that they be removed,and stated tl		
21741	10/08/15 <b>Request</b> 10/15/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 5.0 <b>S-to-C</b> 11.9 <b>O-to-C</b>	Culvert Repair Brown, Shirley Road Maintenance	Susan Distribution Dr	Distribution Dr District 3
			needs gravel at driveway.		
21742	10/08/15 <b>Request</b> 10/09/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 11.0 <b>S-to-C</b> 12.0 <b>O-to-C</b>	Other Brown, Shirley Road Maintenance	Sessions, James not given	Madison Co Road Dept District 1
			Called about a hauling permit extension		
21743	10/09/15 <b>Request</b> 10/16/15 <b>Schedule</b> 10/20/15 <b>Closed</b>	<b>Durations</b> 4.0 <b>S-to-C</b> 10.9 <b>O-to-C</b>	Limb Cutting Brown, Shirley Road Maintenance	Debra Sulphur Sprias Rd	Sulphur Springs Rd District 5
			Limbs need cutting		
21748	10/12/15 <b>Request</b> 10/14/15 <b>Schedule</b> 10/23/15 <b>Closed</b>	<b>Durations</b> 9.0 <b>S-to-C</b> 10.7 <b>O-to-C</b>	Road Condition Brown, Shirley Road Maintenance	Unknown Yandell Rd	Yandell Rd District 1
			Caller called an stated that on Yandell Rd there are bad potholes,an about 3 sinkaged area thats needs to be fixed around		

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21755	10/13/15	<b>Request</b>	Culvert Installation	Brown, Shirley	Griffin Illyaki	Oleary Rd
	10/15/15	<b>Schedule</b>	6.0 <b>S-to-C</b>	Medium Priority	Road Maintenance	Oleary Rd
	10/21/15	<b>Closed</b>	7.9 <b>O-to-C</b>	Called to check on culvert installation		

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**Closed Request: 37**  
**2.08 S-to-C Average Duration**  
**7.64 O-to-C Average Duration**

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**Total Requests: 37**  
**2.08 S-to-C Average Duration**  
**7.64 O-to-C Average Duration**