

**MADISON COUNTY ROAD DEPARTMENT  
DECEMBER 2012  
CLOSED CALL ANALYSIS**

## Closed Request Analysis

### Closed Requests - Requests Closed in 48 hours or less

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
16762	A	12/05/12 08:03:00	12/05/12 08:03:00	Other	Brown, Shirley White, Clifton	Madison Co Road Dept		
		<b>Dur (hours)</b>	0.00	<b>Called in sick</b>				
16763	A	12/05/12 07:03:00	12/05/12 08:04:00	Other	Brown, Shirley Battle, Erik	Madison Co Road Dept		
		<b>Dur (hours)</b>	1.02	<b>Called in a comp day....said he spoke with Cornelius Bacon.</b>				
16798	A	12/10/12 10:32:00	12/10/12 09:52:00	Other	Brown, Shirley Customer,	Madison Co Road Dept		Medium Priority
		<b>Dur (hours)</b>	0.67	<b>Asked to speak to Tashee</b>				
16844	A	12/21/12 10:36:00	12/21/12 10:37:00	Other	Brown, Shirley Sellers, Brad	Madison Co Road Dept		
		<b>Dur (hours)</b>	0.02	<b>Call for Jessie: no streets in Stapleton Subdivision are county maintained.</b>				
16845	A	12/21/12 10:00:00	12/21/12 10:40:00	Other	Brown, Shirley Morris, Lawrence	Madison Co Old Jail		
		<b>Dur (hours)</b>	0.67	<b>Call for Jessie</b>				
16848	A	12/21/12 12:23:00	12/21/12 12:24:00	Other	Brown, Shirley Day, Andra	Madison Co Road Dept		
		<b>Dur (hours)</b>	0.02	<b>brought paperwork for direct deposit; emailed to Loretta</b>				
16851	A	12/21/12 13:24:00	12/21/12 13:25:00	Trash Related	Brown, Shirley Morris, Shirley	Madison Co Road Dept		
		<b>Dur (hours)</b>	0.02	<b>question about garbage pickup</b>				
16860	A	12/27/12 07:30:00	12/27/12 08:02:00	Other	Brown, Shirley Spencer, Robert	Madison Co Road Dept		Medium Priority
		<b>Dur (hours)</b>	0.53	<b>Will not be in today</b>				
16870	A	12/28/12 15:51:00	12/28/12 15:51:00	Other	Brown, Shirley Levy, Calvin	Madison Co Road Dept		
		<b>Dur (hours)</b>	0.00	<b>working late with Michael Jackson on Dewees Rd</b>				

### 9 Closed Requests - Requests Closed in 48 hours or less

## Closed Request Analysis

### Closed Requests - Requests Closed in more than 48 hours

Req #	Request Grade	Request Date / Time	Completion Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
16743	F	12/03/12 14:46:00	12/06/12 07:47:00	Signage Installation	Brown, Shirley Bacon, Cornelius	Brown Rd E		Medium Priority
		<b>Dur (hours)</b>	65.02	<b>Need to check road for sign repair</b>				
16751	F	12/04/12 08:29:00	12/06/12 08:56:00	Trash Related	Brown, Shirley Jackson,	Sumter Dr Sumter Dr		Medium Priority
		<b>Dur (hours)</b>	48.45	<b>Large pile off Charleston Lane in Lake Caroline.</b>				
16764	F	12/05/12 08:03:00	12/10/12 07:59:00	Trash Related	Brown, Shirley Evans,	Mason Cv Mason Cove		Medium Priority
		<b>Dur (hours)</b>	119.93	<b>Large pile of detail</b>				
16794	F	12/10/12 08:18:00	12/12/12 08:25:00	Trash Related	Brown, Shirley Buskin, Ashley	Noah Mill Rd Noah's Mill Rd		
		<b>Dur (hours)</b>	48.12	<b>Limbs to be picked up</b>				

### 4 Closed Requests - Requests Closed in more than 48 hours

## Closed Request Analysis

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Closed Requests - Requests Closed in more than 48 hours

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Req #	Request	Completion					
Grade	Date / Time	Date / Time	Type	Assignee / Caller	Location / Address	District	Priority
<b>Total Requests:</b>		<b>13</b>					