

**MADISON COUNTY ROAD DEPARTMENT
JANUARY 2013
CLOSED CALL ANALYSIS**

Madison County Road Department

Reporting Dates 01/01/13 through 01/28/13

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
16955	A	01/22/13 07:18:00	01/23/13 09:07:00	Solid Waste	Brown, Shirley Customer,	Hill Rd Hill Rd	District 4	Medium Priority
		Dur (hours)	25.82	Inquiring what day is garbage pickup				
16969	A	01/23/13 07:25:00	01/24/13 07:28:00	Trash Related	Brown, Shirley Customer,	North Old Canton Rd North County Line Road	District 1	Medium Priority
		Dur (hours)	24.05	Someone dump seventeen dead goats on the road.				
16971	A	01/23/13 08:30:00	01/23/13 09:03:00	Other	Brown, Shirley Customer,	Madison Co Road Dept		Medium Priority
		Dur (hours)	0.55	Asked to speak to Shirley				
16972	A	01/23/13 13:53:00	01/24/13 07:28:00	Trash Related	Brown, Shirley McMullen, Gate	Joe Hall Rd Joe Hall Road	District 4	Medium Priority
		Dur (hours)	17.58	Just as turn on Joe Hall road about a fourth of a mile their's a mattress on the road.				
16974	A	01/24/13 09:12:00	01/24/13 13:14:00	Dead Animal	Brown, Shirley Russ, Pat	Gluckstadt Rd Gluckstadt Rd	District 3	Medium Priority
		Dur (hours)	4.03	Deer in driveway				
16979	A	01/24/13 10:33:00	01/24/13 13:16:00	Trash Related	Brown, Shirley Hope, Devin	Lake Shore Dr Lake Shore Dr.(Lake Lorman)	District 1	Medium Priority
		Dur (hours)	2.72	Libs to be picked up.				
16980	A	01/24/13 14:16:00	01/24/13 07:45:00	Solid Waste	Brown, Shirley Customer,	Business Park Dr Business Park Dr		Medium Priority
		Dur (hours)	6.52	New customers for garbage service				
16999	A	01/28/13 08:08:00	01/28/13 08:31:00	Trash Related	Brown, Shirley Evans,	Old Jackson Rd Old Jackson Rd	District 4	Medium Priority
		Dur (hours)	0.38	large detail				

8 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
16872	F	01/02/13 09:58:00	01/24/13 12:32:00	Pot Holes	Brown, Shirley Sherman, Shelia	Dewees Rd	District 3	Medium Priority
		Dur (hours)	530.57	Pot hole at the end of road and shoulder of road needs attention				
16875	F	01/02/13 13:39:00	01/24/13 12:34:00	Pot Holes	Brown, Shirley Payne, Bill	Caroline Blvd Croline Blvd.	District 4	Medium Priority
		Dur (hours)	526.92	Requesting pothole repair on Caroline Blvd. where you pull out on to Strbling Road.				
16879	F	01/03/13 13:46:00	01/24/13 12:35:00	Pot Holes	Brown, Shirley Smith, Anna	Ramage Rd Ramage Rd	District 4	Medium Priority
		Dur (hours)	502.82	Requesting pothole repair.				
16880	F	01/03/13 13:47:00	01/24/13 12:36:00	Pot Holes	Brown, Shirley Evans, S.	Yandell Rd Bridgewater Dr.	District 1	Medium Priority
		Dur (hours)	502.82	REQUESTING POTHOLE REPAIR ON YANDELL ROAD CLOSE TO HWY 43 NEAR YANDELL Rd.				
16881	F	01/04/13 07:48:00	01/24/13 12:36:00	Culvert Repair	Brown, Shirley Craig, Charlie	Cedar Hill Rd Cedar Hill Road	District 3	Medium Priority
		Dur (hours)	484.80	Requesting culvert to be unstopped				
16882	F	01/04/13 09:13:00	01/09/13 07:27:00	Trash Related	Brown, Shirley Buskin, Ashley	Noah Mill Rd Noah Mill Rd		Medium Priority
		Dur (hours)	118.23	Large pile of limbs to be picked up				
16883	F	01/04/13 10:30:00	01/28/13 13:51:00	Pot Holes	Brown, Shirley Rugley, Gus	Tyler Ln Tyler Ln	District 3	Medium Priority
		Dur (hours)	579.35	Road has really bad pot holes needs paving				
16887	F	01/04/13 10:46:00	01/24/13 12:42:00	Pot Holes	Brown, Shirley Craig,	Sulphur Springs Rd	District 5	Medium Priority
		Dur (hours)	481.93	Pot holes on road need to be filled				
16891	F	01/04/13 12:18:00	01/24/13 12:42:00	Culvert Repair	Brown, Shirley Pickle, Layce	Sulphur Springs Rd Sulphur Springs Road	District 5	Medium Priority
		Dur (hours)	480.40	Requesting culvert to be unstopped go to Sulphur Springs to Potluck Rd. it the first culvert on right thats stopped up.				

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16892	F	01/04/13 12:35:00	01/09/13 07:27:00	Trash Related	Brown, Shirley Jones, Kelli	North Branch North Branch Street	District 3	Medium Priority
		Dur (hours)	114.87	Large T.V. Grill etc. to be picked up.				
16893	F	01/04/13 15:11:00	01/09/13 07:27:00	Trash Related	Brown, Shirley Erickson, Chrystal	Dover Ln Dover Ln	District 3	Medium Priority
		Dur (hours)	112.27	Limbs to be picked up				
16894	F	01/04/13 15:24:00	01/24/13 12:43:00	Pot Holes	Brown, Shirley Hamil, Becky	Sonnys Rd Sonny 's Road	District 4	Medium Priority
		Dur (hours)	477.32	Requesting pothole repair				
16896	F	01/07/13 09:40:00	01/24/13 12:43:00	Sink Hole	Brown, Shirley Pender, Sylvia	Devlin Springs Dr	District 1	Medium Priority
		Dur (hours)	411.05	Sink hole in the middle of street				
16901	F	01/07/13 12:48:00	01/24/13 12:44:00	Other	Brown, Shirley Evans, Terrence	Oil Mill Quarters Rd Oil Mill Quarters Rd	District 5	Medium Priority
		Dur (hours)	407.93	Phone line is leaning too low for garbage truck to get in and out				
16914	F	01/10/13 08:52:00	01/24/13 12:52:00	Pot Holes	Brown, Shirley Jackson, M	North Livingston Rd	District 3	Medium Priority
		Dur (hours)	340.00	needs patching done				
16930	F	01/14/13 08:31:00	01/24/13 07:26:00	Trash Related	Brown, Shirley Nolan, Jamce	Fox Hollow Fox Hollow	District 1	Medium Priority
		Dur (hours)	238.92	Limbs to be picked				
16936	F	01/15/13 09:34:00	01/24/13 12:58:00	Flood/Water Related	Brown, Shirley Sheriff, Deputy	Smith Carr Rd Smith Carr Rd	District 3	Medium Priority
		Dur (hours)	219.40	Flood water is raising				
16954	F	01/22/13 07:16:00	01/24/13 13:06:00	Trash Related	Brown, Shirley Hall, James	Lakeshore Dr Lakeshore Dr	District 3	Medium Priority
		Dur (hours)	53.83	3 piles of limbs to be picked up				

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16956	F	01/22/13 07:21:00	01/24/13 13:07:00	Trash Related	Brown, Shirley Wesley, Otis	Old Jackson Rd Old Jackson Rd	District 4	Medium Priority
		Dur (hours)	53.77	Limbs and debris to be picked up				
16965	F	01/22/13 15:28:00	01/25/13 13:54:00	Pot Holes	Brown, Shirley Bissette, Garth	Old Natchez Trace Barnes Rd	District 5	Medium Priority
		Dur (hours)	70.43	Poles need patching				
16995	F	01/25/13 15:21:00	01/28/13 08:31:00	Trash Related	Brown, Shirley Tribete, Kurt	Lakeshore Dr Lakeshore Dr		Medium Priority
		Dur (hours)	65.17	Pick up of limbs and cut up tree in a culdesac				

21 Closed Requests - Requests Closed in more than 48 hours

Closed Request Analysis

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Total Requests: 29
