

Cass County Road Commission

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For Additional Information, Call (269) 445-8611

ROAD BRIEFS Road Crews Cutting Downed Trees

CASSOPOLIS—Road crews with the Cass County Road Commission made 52 runs this past weekend to clear trees that had fallen on county roads during the storms. Crews were out on both Friday and Saturday but there was no road damage from the rain and no new high water problems, commission officials report.

Commission Reducing Response Time to Complaints

In an effort to reduce the time between service requests to the Cass County Road Commission and their resolution, the agency has implemented a tracking system based on the types of road problems reported and the township from which the report originated.

When the project was begun, on October 1, 2008, the average time for resolving problems reported by the public was 20 days. As of May 31, the majority of requests were being addressed within two weeks, commission statistics reveal.

Over that time period, potholes and drainage issues headed the list of requests received. Records show there were 202 telephone calls regarding potholes and 175 calls concerning drainage issues. The least reported problems were dust control on gravel roads, and brush removal in the road right of ways, both of which netted 13 telephone calls.

Fifteen types of requests are being tracked. In addition to dust control and drainage issues, there are reports of dead deer, grading issues, mailbox repair, roadside mowing, road shoulder repair, sign issues, snow and trash removal in the road right of ways, tree trimming and tree removal.

A statistical analysis revealed that of the 15 townships, the most requests have originated from Ontwa Township, followed by Porter, Howard, Calvin and Wayne, again with potholes and drainage issues being the most reported items.

Quality Checks Being Done During and After Projects

In addition to the tracking of requests, the road commission is instituting another management operations review system to review the quality of work that crews are doing throughout the county. With 70 projects under way that deal with road resurfacing in either gravel or asphalt, checks are being implemented to ensure the projects are implemented according to specification.

Final checks will be done at the end of each project.

“In the course of any business, you should not have your customer do your quality check for you,” said Louis Csokasy, road commission manager. “You should always verify the job has been done correctly before it is passed on to the customer.”