

Public Records Request #6683

The following materials have been gathered in response to public records request #6683. These materials include:

- 311 Emerald Requests

This information was provided as a response to a public records request on 12/15/21 and is current to that date. There is a possibility of more current information and/or documents related to the stated subject matter.

Further Information

For further information about this request or the Citywide Records Program, please contact:

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Emerald Request Detail



Request #:6090372 Received By: Angela Acevedo Received: 01/08/2016 12:54
 Type: MUD IN STREET-CONSTRUCTIO Origin: Citizen Due: 01/12/2016 12:54
 Status: CLOSED Complex?: N Resolved: 01/14/2016 09:08
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: Clifton, Brenda
 Title: MUD IN STREET-CONSTRUCTIO

Request Location	Parcel	Named Creek	Juris	CMPD Div
10023 Crayton Dr, Charlotte, NC 28269	02737238		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jack Dewberry	Caller			980-226-8351	
10023 Crayton Dr, Charlotte, NC 28269			E-Mail refused		

Detail Description

Google Fiber working in area and there are no silk fences, or any other barriers to keep mud from flowing out into the streets. Citizen spoke with someone from the Company "S&N" who is on the street working and the person(s) states they will get a hose and wash it down. Citizen is concerned about all the mud washing down into the street and into the greenway area close by

1/13/16 inspected, I spoke with a guy from goggle and he said that the crew is in the process of cleaning the area. I will close the case./bvc

Request Prompt	Response
Is this creating a traffic hazard?	NO
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

Compliance - Corrected by Owner



Emerald Request Detail



Request #: 6103232 **Received By:** Tanya Colon 353-0347 **Received:** 01/26/2016 14:26
Type: MUD IN STREET-CONSTRUCTIO **Origin:** Citizen **Due:** 01/28/2016 14:26
Status: CLOSED **Complex?:** N **Resolved:** 01/27/2016 13:44
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Reece, Lori
Title: MUD IN STREET-CONSTRUCTIO

Request Location	Parcel	Named Creek	Juris	CMPD Div	
5524 Waverly Lynn Ln, Charlotte, NC 28269	02931723		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Diane Beam	Caller	949-689-0843		949-689-0843	
5524 Waverly Lynn Ln, Charlotte, NC 28269		E-Mail dianebeam@gmail.com			

Detail Description

Citizen states Google Fiber is out doing work on their street and they are leaving a lot of mud in the street. She states it is a big mess and it is ending up in their driveways and they are tracking it into their homes.

1/27/2016 Inspector spoke with Foreman James, There are several companies and several crews installing the Google fiber lines They will have the giant water truck come out and spray and clean all the streets when the project is finished. LAR

Request Prompt	Response
Is this creating a traffic hazard?	NO
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Case Dismissed - Contact Inspector



Emerald Request Detail



Request #:6111521 Received By: Nikkia Jackson 353-0347 Received: 02/04/2016 10:28
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 02/05/2016 10:28
 Status: CLOSED Complex?: N Resolved: 02/04/2016 00:00
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit:
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
4031 Mozart Ct, Charlotte, NC 28269 At Turnberry Ln	02928249		Char	University City

SWS Area	SP?	GRoute	RRRoute	YRoute	Req. Route	Truck	FSR
North	/	5104G	5G02R	5110Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Construction by google fiber in her niegborhood is causing a big mess with a huge amount of mud that they are leaving in the street caller states that this is a issue throughout there community please see thank you .

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	yes
What is in or along the street that needs to be cleaned up?	mud
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

SERVICE DECLINED

This should be cleaned up by google.



Emerald Request Detail



Request #:6115660
 Type: CDOT ROAD QUALITY
 Status: OPEN
 Priority: C-Routine
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Kathleen Cochran
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 02/09/2016 16:15
 Due: 02/11/2016 16:15
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div
6341 Stoney Valley Ct, Charlotte, NC 28269	02930239		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Rosa Purvis 6341 Stoney Valley Ct, Charlotte, NC 28269	Caller	704-947-2262			
		E-Mail rpu1408932@aol.com			

Detail Description

Citizen said the Google Fiber installation left cracks in the road and they told her to call us. She said there's also damage at the corner of Stoney Valley Ct and Balsam Tree Dr.

Request Prompt	Response
Is this creating a traffic hazard?	NO
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution



Emerald Request Detail



Request #: 6119059
Type: CITIZEN FEEDBACK
Status: CLOSED
Priority: C-Routine
Group: City Council
Title: CITIZEN FEEDBACK

Received By: Darlene Casteel
Origin: Web Email
Complex?: N
Public Official:
Work Unit:

Received: 02/15/2016 09:41
Due: 02/24/2016 09:41
Resolved: 02/24/2016 09:59

Request Location	Parcel	Named Creek	Juris	CMPD Div	
	02930239			University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jason Knepshield 14432 Northridge Dr, Charlotte, NC 28269	Caller	704-947-0477 E-Mail pugliess@bellsouth.net			

Detail Description

Comments :

Google Fiber and it's contractor S&N Communications hit yet another main gas line last night on Wildbrook Ln in our Highland Creek neighborhood. We were trapped in our home with a gas leak and then no heat for over 6hrs. This is the 2nd gas line hit just on our street. Google has damaged sidewalks, roads, driveways, yards and put fear into this neighborhood who worries of an explosion. The city who approved this construction needs to serve and protect its citizens and hold Google Fiber and S&N Communications accountable for their disruption and careless work practices.

Request Prompt

Comments:

Response

SEE DETAILED DESCRIPTION

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 02/24/16 09:59



Emerald Request Detail



Request #:6121338
 Type: CDOT ROAD QUALITY
 Status: CLOSED
 Priority: C-Routine
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Angela Acevedo
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 02/17/2016 09:40
 Due: 02/19/2016 09:40
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div
12004 Birdwell Ct, Charlotte, NC 28269	02710449		Char	North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Anita Fickling 12004 Birdwell Ct, Charlotte, NC 28269	Caller			704-363-6585	
			E-Mail	DECLINED	

Detail Description

Citizen advised during some google fiber work the street was sverly damaged. Around the cul de sac area are large cracks and areas where the asphalt is sinking the damage is close to the apron of her driveway and out into the street

Request Prompt	Response
Is this creating a traffic hazard?	NO
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	02/19/16 10:28	CDOT HANSEN REQ	this was handle by Jason Hubbard (Note from HANSEN)
Note	02/22/16 10:48	CDOT HANSEN REQ	The homeowner was notified that SMD will make temp repairs to the sunken area and will make repairs to the base failure this coming spring. (Note from HANSEN)
Note	02/22/16 10:49	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #: 6137956 **Received By:** Tanya Colon 353-0347 **Received:** 03/04/2016 07:43
Type: CDOT SIDEWALK REPAIR **Origin:** Citizen **Due:** 03/08/2016 07:43
Status: CLOSED **Complex?:** N **Resolved:** 05/17/2016 07:14
Priority: A-Critical **Public Official:**
Group: Street Maintenance **Work Unit:**
Title: CDOT SIDEWALK REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div
Creekbed Ln, Charlotte, NC 28210 At Park Rd			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Kelly Westervelt 2814 Creekbed Ln, Charlotte, NC 28210	Caller			980-259-8970	
			E-Mail refused@311.com		

Detail Description

Citizen states on both sides of the corner the concrete is missing from the sidewalk. She states, at some point, Google Fiber was out there and removed the concrete. It has not been replaced. She states there is concrete then dirt and a child wrecked his bike there yesterday.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	concrete is missing from sidewalk
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	05/17/16 07:14	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6138629	Received By: Tanya Colon 353-0347	Received: 03/04/2016 13:56
Type: MUD IN STREET-CONSTRUCTIO	Origin: Citizen	Due: 03/08/2016 13:56
Status: CLOSED	Complex?: N	Resolved: 03/14/2016 17:32
Priority: C-Routine	Public Official:	
Group: HNS Code Enforcement	Work Unit: Canterbury, Carl	
Title: MUD IN STREET-CONSTRUCTIO		

Request Location	Parcel	Named Creek	Juris	CMPD Div
6345 Pensfold Dr, Charlotte, NC 28269 At Mallard Forest Dr ... PENSFOLD DR ; Intersecting with MALLARD FOREST DR.	04321661		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Citizen states there Google Fiber is installing fiberoptics in the area and there is now mud all over their street. She states there is also mud on the sidewalk.

03/08/2016 spoke to contractor, they said all will be cleaned up by the end of the day on Friday.cc

03/14/2016 corrected.cc

Request Prompt	Response
Is this creating a traffic hazard?	no
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
Inspection	03/10/16 00:00	CCANTERBURY	Inspected. See CityView Case Inquiry for details.

Progress Note	Date	Author	Text

Resolution

Compliance - Cleaned Up



Emerald Request Detail



Request #:6138648 Received By: Gustavo Henriquez 353-0347 Received: 03/04/2016 14:03
 Type: HNS HEALTH AND SANITATION Origin: Citizen Due: 03/09/2016 14:03
 Status: CLOSED Complex?: N Resolved: 03/08/2016 13:20
 Priority: B-Priority Public Official:
 Group: HNS Code Enforcement Work Unit: Kachmarik, Jill
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
Rising Meadow Rd, Charlotte, NC			Char	
... RISING MEADOW RD ; (Unrecognized Address:) Forwarded by Special Services.				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
John Mitchel	Caller	704-604-6432			
8040 Rising Meadow Rd, Charlotte, NC 28277			E-Mail	REFUSED	

Detail Description

Caller states Google fiber was working in the street and left mud in the street and gravel and needs to be cleaned.
 3.8.16 SOME DIRT ON SIDE OF STREET. NOT SUFFICIENT TO CONSTITUTE HAZARD AND NOT IN VIOLATION OF ORDINANCE. CLOSING. JM

Inspection	Date	Inspector	Results
Inspection	03/08/16 00:00	94875	Inspected. See CityView Case Inquiry for details.

Progress Note	Date	Author	Text
Note	03/07/16 18:17	DEBRA S FIEDLER	REFER TO CODE ENFORCEMENT (Note from CITYWORKSSWS)

Resolution

Inspection made - Complaint Unjustified



Emerald Request Detail



Request #:6145861 Received By: Deandra Camm 353-0347 Received: 03/11/2016 10:31
 Type: SW DOCUMENT GARBAGE Origin: Citizen Due:
 Status: CLOSED Complex?: N Resolved: 03/11/2016 17:25
 Priority: C-Routine Public Official:
 Group: SWS GARB AREA 1 Work Unit:
 Title: SW DOCUMENT GARBAGE

Request Location	Parcel	Named Creek	Juris	CMPD Div
3724 Browne'S Ferry Rd, Charlotte, NC 28269	02732101		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5111G	5G06R	5209Y	NoRte		

Garbage Carts: 1

Recycling Carts:

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
David Miller	Caller			704-995-9700	
3724 Browne'S Ferry Rd, Charlotte, NC 28269		E-Mail		DWOODMILLER@HOTMAIL.COM	

Detail Description

Everyone else received collection except this address. Google fiber work is being done in this neighborhood

Request Prompt

Reason SW Document used.

Response

Everyone else received collection except this address. Google fiber work is being done in this neighborhood

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

CALLED BEFORE TRUCK C

per supervisor (GD): Container collected.



Emerald Request Detail



Request #: 6146591 **Received By:** Marlene Garcia 353-0347 **Received:** 03/11/2016 17:21
Type: MUD IN STREET-CONSTRUCTIO **Origin:** Citizen **Due:** 03/15/2016 17:21
Status: CLOSED **Complex?:** N **Resolved:** 03/15/2016 14:40
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Kachmarik, Jill
Title: MUD IN STREET-CONSTRUCTIO

Request Location	Parcel	Named Creek	Juris	CMPD Div
8040 Rising Meadow Rd, Charlotte, NC 28277	22520124		Char	South
At Rounding Run Rd ... Intersecting with ROUNDING RUN RD.				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
John Mitchel	Caller	704-604-6432			
8040 Rising Meadow Rd, Charlotte, NC 28277		E-Mail	REFUSED		

Detail Description

The mud in the street has been there from the work that google fiber had done yet they haven't cleaned up the mud leftover.
 3.14.16 RESIDUAL DIRT DOES NOT CONSTITUTE VIOLATION. CLOSING. JM

Request Prompt	Response
Is this creating a traffic hazard?	No
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Inspection made - Complaint Unjustified

Emerald Request Detail



Request #: 6147754	Received By: Alonna Bailey 353-0347	Received: 03/14/2016 10:55
Type: CDOT SIDEWALK REPAIR	Origin: Citizen	Due: 03/16/2016 10:55
Status: OPEN	Complex?: N	Resolved:
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT SIDEWALK REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
8424 Cavett Ct, Charlotte, NC 28269	02710725		Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Miss Bazz	Caller	646-977-1765			
8424 Cavett Ct, Charlotte, NC 28269		E-Mail refused@311.com			

Detail Description

Citizen states google fiber has been out and dug up some part of the sidewalk to install. States they hae since repaired the part that they dug up. However there is a handicapped part of the sidewalk, the entrance part that is messed up and needs repair.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	states the handicapped part of the sidewalk is messed up, I believe she is speaking in reference to the lower part of the curb that allows a wheel chair to gain access to the sidewalk.
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	03/28/16 11:35	CDOT HANSEN REQ	From: Dolschenko, Kim Sent: Monday, March 28, 2016 11:25 AMTo: Helms, CurtisCc: Shabani, OthmanSubject: HANSEN 204023 - 8424 CAVETT CT - HANDICAPPED PORTION OF SIDEWALKImportance: HighCITIZEN CALLED ON 3/14/16 AND PUT IN THIS REQUEST WITH THE FOLLOWING COMMENTS:Citizen states google fiber has been out and dug up some part of the sidewalk toinstall. States they have since repaired the part that they dug up. Howeverthere is a handicapped part of the sidewalk, the entrance part that is messedup and needs repair.Miss Bazz called and got transferred to Monique (in Storm Water) today and requested a follow up phonecall from supervisor with investigation findings.MISS BAZZ ; (646) 977-1765 (Note from HANSEN)
Note	03/28/16 12:30	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	03/28/16 12:30	CDOT HANSEN REQ	SMD inspector had put a hold on handicap ramp repairs until more direction was given by our ADA coordinator, the inspector Jason Hubbard will inform the contractor of this information and have the areas repaired. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6154032
 Type: SW DOCUMENT GARBAGE
 Status: CLOSED
 Priority: C-Routine
 Group: SWS GARB AREA 1
 Title: SW DOCUMENT GARBAGE

Received By: Menderes Erdogan
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 03/18/2016 10:59
 Due:
 Resolved: 03/18/2016 14:32

Request Location	Parcel	Named Creek	Juris	CMPD Div
10102 Green Hedge Av, Charlotte, NC 28269	02758653		Char	North

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5107G	5G05R	5210Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Matthew Kokernak 10102 Green Hedge Av, Charlotte, NC 28269	Caller			704-582-1704	
			E-Mail mjkokernak@yahoo.com		

Detail Description

Customer stated google fiber trucks are blocking his street and needs garbaged collected

Request Prompt	Response
Reason SW Document used.	needs garbage collected

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

CALLED BEFORE TRUCK C

Per supervisor (GD): Container collected.



Emerald Request Detail



Request #:6154035
 Type: SW DOCUMENT RECYCLING
 Status: CLOSED
 Priority: C-Routine
 Group: SWS RECYCLING
 Title: SW DOCUMENT RECYCLING

Received By: Menderes Erdogan
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 03/18/2016 11:00
 Due:
 Resolved: 03/18/2016 09:56

Request Location	Parcel	Named Creek	Juris	CMPD Div
10102 Green Hedge Av, Charlotte, NC 28269	02758653		Char	North

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5107G	5G05R	5210Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Matthew Kokernak 10102 Green Hedge Av, Charlotte, NC 28269	Caller			704-582-1704	
			E-Mail mjkokernak@yahoo.com		

Detail Description

Customer has recycling cart that needs to be picked up but google fiber trucks are currently blocking his street

Request Prompt

Reason SW Document used.

Response

customer needs recycling carts to be collected on his street

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	03/21/16 09:58	Heather Newell	spoke to resident and he said everything was collected except the yard waste (Note from CITYWORKSSWS)
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Resolution

COLLECTED/PICKED UP



Emerald Request Detail



Request #:6160474 Received By: Donna Mcneil 353-0347 Received: 03/24/2016 14:48
 Type: CDOT GRATE DAMAGE/REPLAC Origin: Citizen Due: 04/05/2016 14:48
 Status: CLOSED Complex?: N Resolved:
 Priority: A-Critical Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT GRATE DAMAGE/REPLACE

Request Location	Parcel	Named Creek	Juris	CMPD Div
6418 Caymus Dr, Charlotte, NC 28269	04321624		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Angela Williams 6418 Caymus Dr, Charlotte, NC 28269	Caller			704-293-8450	

Detail Description

Google Fiber removed the grate and didn't replace it correctly.

Request Prompt	Response
If missing, is it down in the basin?	no
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
On a City maintained street? If not, refer to NCDOT	yes
Description of the damage.	grate isn't completely on
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	03/28/16 14:18	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6162949 Received By: Monique Anderson 353-0347 Received: 03/28/2016 15:51
 Type: STW GENERAL INQUIRY Origin: Employee - City Due: 04/04/2016 15:51
 Status: CLOSED Complex?: N Resolved: 08/03/2016 00:00
 Priority: T-Transportation Public Official:
 Group: Storm Water- City Work Unit: Long, Albert
 Title: STW GENERAL INQUIRY

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
11125 Amber Glen Dr, Charlotte, NC 28269	02761130		Char			North
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Chad D Phifer	Caller		704-336-1470			

E-Mail

Detail Description

This is an issue that was reported to me that was discovered while the Google Fiber contractors were pot holing. It appears that while the cable company was boring their line, the box was compromised and held on until the surrounding dirt was removed. The back of the box now has a large hole from the missing brick. I have asked the contractor to at least place plywood or something similar to keep dirt from filling up the basin when they backfill. It appears as if the back of the box needs to be rebuilt at least. Please check into this issue and advise. Thanks

Request Prompt	Response
Provide a detailed description of your question/concern.	

Inspection	Date	Inspector	Results
Inspection	05/04/16 12:00	albert long	CB in front of the house is compromised. Some of the bricks on the side wall are pushed in and there is a hole in the back of the box.

Watershed Area MALLARD Storm Water Problem Classification 9-Street Maintenance	Ranking: <input type="checkbox"/> Pipe <input type="checkbox"/> Ditches <input type="checkbox"/> Creek	Blockages <input type="checkbox"/> Banks <input type="checkbox"/> Channels <input type="checkbox"/> Sheet Flow	Erosion <input type="checkbox"/> Odor <input type="checkbox"/> Film on Water <input type="checkbox"/> Algae <input type="checkbox"/> Fish Kill	Water Quality
	Callback? <input type="checkbox"/>	Blowouts <input type="checkbox"/> Pipes <input type="checkbox"/> Structures	Ponding <input type="checkbox"/> Yard <input type="checkbox"/> Street <input type="checkbox"/> Ditch	Inefficient Design <input type="checkbox"/> Channel <input type="checkbox"/> Ponds <input type="checkbox"/> Drainage Structure

Progress Note	Date	Author	Text

Resolution

Excavate and remove old CB at 11125 Amber Glenn Dr and rebuild CB back in same location.
 Replace what C&G is disturbed as it is. Also replace what asphalt is removed.
 Reseed and stabilize all disturbed areas with matting SC150BN or equivalent.

Resolution Prompt	Response
Project Name:	
Contractor Name:	
Project Cost:	
Project Complete Date:	
Warranty End Date:	
Was a closeout form received?	
Is it public drainage or private drainage? (STW Use Only)	

Storm Water History - No request history



Emerald Request Detail



Request #:6165014 Received By: Rubi Tinajero Received: 03/30/2016 08:35
 Type: CDOT STREETLIGHT REPAIR Origin: Citizen Due: 03/31/2016 08:35
 Status: CLOSED Complex?: N Resolved: 04/01/2016 08:59
 Priority: C-Routine Public Official:
 Group: CDOT Customer Service Work Unit:
 Title: CDOT STREETLIGHT REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div
6423 Ridgeview Commons Dr, Charlotte, NC 28269 At Prosperity View Dr	02941675		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Betty Storey 6423 Ridgeview Commons Dr, Charlotte, NC 28269	Caller			704-948-2456	
		E-Mail	REFUSED		

Detail Description

Citizen stated that it was just repair a few months ago and now last night it went out again. She stated that google fiber, twc, all utility companies and they may have damaged the streetlight.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
What is the exact location of the light needing repair?	in this yard
Problem with the street light	
Recurring Problem?	
First Request?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 04/01/16 08:59



Emerald Request Detail



Request #: 6182433
Type: COMPLIMENT/THANKS
Status: CLOSED
Priority: C-Routine
Group: UT-Field Operations
Title: COMPLIMENT/THANKS

Received By: Angela Acevedo
Origin: Citizen
Complex?: N
Public Official:
Work Unit:

Received: 04/14/2016 15:38
Due: 04/25/2016 15:38
Resolved: 04/22/2016 00:00

Request Location	Parcel	Named Creek	Juris	CMPD Div
6326 Ziegler Ln, Charlotte, NC 28269	02757346		Char	North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Gloria Williams 6326 Ziegler Ln, Charlotte, NC 28269	Caller	704-449-9255			
		E-Mail	GLORIA.HILLWILLIAMS@GMAIL.COM		

Detail Description

Ms. Williams called to say "Thank You." She states that google fiber is out destroying everything and CLT water is working hard to make repairs. It is greatly appreciated.

Request Prompt	Response
What is the nature of your compliment?	CLT WATER

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

NO ACTION REQUIRED



Emerald Request Detail



Request #: 6182472	Received By: Shenique Bethea	Received: 04/14/2016 15:55
Type: COMPLIMENT/THANKS	Origin: Citizen	Due: 04/25/2016 15:55
Status: CLOSED	Complex?: N	Resolved: 04/22/2016 00:00
Priority: C-Routine	Public Official:	
Group: UT-Field Operations	Work Unit:	
Title: COMPLIMENT/THANKS		

Request Location	Parcel	Named Creek	Juris	CMPD Div
6326 Ziegler Ln, Charlotte, NC 28269	02757346		Char	North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Gloria Hill-Williams 6326 Ziegler Ln, Charlotte, NC 28269	Caller			704-449-9255	
		E-Mail	gloria.hillwilliams@gmail.com		

Detail Description

Ms. Hill-Williams called to express her appreciation and job well done by crew 166 that is repairing the google fiber line break. The city is doing an AWESOME job will follow through and repairing what they have messed up. Sttaes google wont answer the calls but Charneck 311 is always ready and available.

Request Prompt	Response
What is the nature of your compliment?	Ms. Hill-Williams called to express her appreciation and job well done by crew 166 that is repairing the google fiber line break.

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

NO ACTION REQUIRED



Emerald Request Detail



Request #:6185063 Received By: Leshawn Warren 353-0347 Received: 04/18/2016 11:34
 Type: COMPLIMENT/THANKS Origin: Web Citizen Due: 04/27/2016 11:34
 Status: CLOSED Complex?: N Resolved: 04/22/2016 00:00
 Priority: C-Routine Public Official:
 Group: UT-Field Operations Work Unit:
 Title: COMPLIMENT/THANKS

Request Location	Parcel	Named Creek	Juris	CMPD Div	
4716 Browne'S Ferry Rd, Charlotte, NC 28269	02741316		Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Barbara Wysong	Caller	704-577-9982			
4716 Browne'S Ferry Rd, Charlotte, NC 28269		E-Mail barbwysong@gmail.com			

Detail Description

Web Request received

Comments :

We have Google Fiber construction going on in our neighborhood right now. I live at 4716 Brownes Ferry Road in the Cheshunt subdivision. They were in front of our house yesterday and, because of that, we were the only ones on the street that didn't get our recyclables picked up. I went on a walk last evening, fell and hurt my hand, and when I got back one of your trucks was in front of my house. I asked the guy (I wish I had gotten his name) if he could roll my bin up since my hand was hurt. He very apologetically told me they were going to have to turn our water off for about an hour, which was no big deal, but then he offered to go ahead and just load our recyclables on his truck and get rid of them when they were done and then roll my bin up the driveway. He could not have been more kind or helpful. I just wanted you to have a bit of nice in a job where I'm sure you get a lot of nasty. Props to Charlotte Water!

Request Prompt	Response
What is the nature of your compliment?	See Detailed Description

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

NO ACTION REQUIRED

Thank you



Emerald Request Detail



Request #:6203202 **Received By:** Brian Kelly 353-0347 **Received:** 05/03/2016 13:09
Type: NON_RECYCLABLE ITEMS **Origin:** Citizen **Due:** 05/12/2016 18:00
Status: CLOSED **Complex?:** N **Resolved:** 05/15/2016 19:00
Priority: C-Routine **Public Official:**
Group: SWS BULKY AREA 1 **Work Unit:**
Title: NON_RECYCLABLE ITEMS

Request Location	Parcel	Named Creek	Juris	CMPD Div
2320 Ashley Rd, Charlotte, NC 28208	06105309		Char	Freedom

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
West	/	4308G	4R03R	4304Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Dana Anderson 2320 Ashley Rd, Charlotte, NC 28208	Caller			980-205-4526	
		E-Mail	refused@311.COM		

Detail Description

Mattress (2)

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 05/15/16 19:00

Emerald Request Detail



Request #: 6210906	Received By: Jacqueline Meaders 353-0347	Received: 05/10/2016 11:41
Type: EROSION	Origin: Citizen	Due: 05/17/2016 11:41
Status: CLOSED	Complex?: N	Resolved: 06/15/2016 00:00
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit: Long, Albert	
Title: EROSION		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
5132 Elizabeth Rd, Charlotte, NC 28269	04523406		Char			North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Antoine Brown	Caller	704-605-1596			
5132 Elizabeth Rd, Charlotte, NC 28269		E-Mail adbtrucker40@yahoo.com			

Detail Description

caller states that there is a 1 ft deep, 3 ft wide hole at the front of his yard by the curb. rain washed away dirt & straw that Google fiber placed out after completing their work. also gave google construction complaint line phone number.

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	has hole at the front of the yard
Location of the problem? (Be specific)	at front edge of yard, has cone placed
How long has the problem occurred?	saturday
What is your preferred contact number?	704.605.1596
Are there gate, dog, or other access issues?	no

Inspection	Date	Inspector	Results
Inspection	06/15/16 02:53	Albert Long	Small sinkhole around water meters. We have no storm pipes in that area. Possible water leak. I forwarded info to Charlotte water. This is a DNQ. and over the weekend a big rain opened up a sinkhole in front of there house. I said i will be out to investigate. Of the street. I forwarded it to Charlotte water. He said thank you.

Watershed Area LONG PAW IRWIN Storm Water Problem Classification 10-Does Not Qualify	<table style="width: 100%; border: none;"> <tr> <td style="width: 15%;">Ranking:</td> <td style="width: 15%;">Blockages</td> <td style="width: 15%;">Erosion</td> <td style="width: 15%;">Water Quality</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Pipe</td> <td><input type="checkbox"/> Banks</td> <td><input type="checkbox"/> Odor</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Ditches</td> <td><input type="checkbox"/> Channels</td> <td><input type="checkbox"/> Film on Water</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Creek</td> <td><input type="checkbox"/> Sheet Flow</td> <td><input type="checkbox"/> Algae</td> </tr> <tr> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Fish Kill</td> </tr> <tr> <td>Callback?</td> <td>Blowouts</td> <td>Ponding</td> <td>Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Pipes</td> <td><input type="checkbox"/> Yard</td> <td><input type="checkbox"/> Channel</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Structures</td> <td><input type="checkbox"/> Street</td> <td><input type="checkbox"/> Ponds</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Ditch</td> <td><input type="checkbox"/> Drainage Structure</td> </tr> </table>	Ranking:	Blockages	Erosion	Water Quality		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae				<input type="checkbox"/> Fish Kill	Callback?	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure
Ranking:	Blockages	Erosion	Water Quality																																		
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<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel																																		
	<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds																																		
		<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure																																		

Progress Note	Date	Author	Text
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Resolution

DOES NOT QUALIFY

Small sinkhole around water meters. We have no storm pipes in that area. Possible water leak. I forwarded info to Charlotte water. This is a DNQ.
and over the weekend a big rain opened up a sinkhole in front of there house. I said i will be out to investigate.
Of the street. I forwarded it to Charlotte water. He said thank you.

Resolution Prompt	Response
Project Name:	
Contractor Name:	

Request #:6210906 (continued)

Project Cost:

Project Complete Date:

Warranty End Date:

Was a closeout form received?

Is it public drainage or private drainage? (STW Use Only)

Storm Water History

Request #	Date/Time	Classifications
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1537043	02/14/2005	6-Channel Erosion (Maint)
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Inspections:	02/14/2005	INSPECTION	JOE TALBOT
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CHANNEL IN BACKYARD EFFECTS SEVERAL LOTS. CHANNEL HAS OVERGROWTH WITH EROSION THROUGH-OUT. PROBLEM HAS BEEN CALLED IN BY NEIGHBORING PROPERTIES BEHIND THIS SITE. OLDER HOMES.

	04/28/2016	INSPECTION	David Bird
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Blockages were removed. R5

Emerald Request Detail



Request #: 6219363	Received By: Angela Acevedo	Received: 05/17/2016 14:31
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 05/19/2016 14:31
Status: CLOSED	Complex?: N	Resolved: 06/16/2016 08:23
Priority: C-Routine	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT ROAD QUALITY		

Request Location	Parcel	Named Creek	Juris	CMPD Div
12000 Brownstone View Dr, Charlotte, NC 28269	02771367		Char	North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Brian Ford	Caller			704-665-9254	
12000 Brownstone View Dr, Charlotte, NC 28269			E-Mail refused@311.com		

Detail Description

Google fiber has been out and the apron of the driveway has been destroyed. The area that is cracked and crumbled is on the right side of the apron near the CLT water meter area. Citizen states it is sharp and crumbled where it has the potential to damage a vehicle tire entering or leaving the driveway.

Request Prompt	Response
Is this creating a traffic hazard?	NO
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	05/17/16 15:11	CDOT HANSEN REQ	From: Dolschenko, Kim Sent: Tuesday, May 17, 2016 3:08 PM To: Vilagos, Joseph; Helms, Curtis; Hubbard, Jason Subject: 206851 - 12000 BROWNESTONE VIEW DR (GOOGLE FIBER - DRIVEWAY APRON) Importance: High Google fiber has been out and the apron of the driveway has been destroyed. The area that is cracked and crumbled is on the right side of the apron near the CLT water meter area. Citizen states it is sharp and crumbled where it has the potential to damage a vehicle tire entering or leaving the driveway. PLEASE INVESTIGATE. BRIAN FORD (704) 727-0208 (704) 620-4369 (Note from HANSEN)
Note	06/16/16 08:22	CDOT HANSEN REQ	Jason Hubbard is working on this utility inspector (Note from HANSEN)
Note	06/16/16 08:23	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6223258
 Type: SW DOCUMENT GARBAGE
 Status: CLOSED
 Priority: C-Routine
 Group: SWS GARB AREA 1
 Title: SW DOCUMENT GARBAGE

Received By: Latoya White 353-0347
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 05/20/2016 16:34
 Due:
 Resolved: 05/23/2016 17:00

Request Location	Parcel	Named Creek	Juris	CMPD Div
6402 Dawnmist Ln, Charlotte, NC 28269	02943327		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5104G	5G03R	5110Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Horald Deas	Caller	704-948-0782			
6402 Dawnmist Ln, Charlotte, NC 28269					E-Mail refused

Detail Description

Citizen stated that Google fiber had some equipment in front of his home during garbage collection. He stated that it wasn't his fault.

Request Prompt	Response
Reason SW Document used.	Citizen stated that Google fiber had some equipment in front of his home during garbage collection. He stated that it wasn't his fault.

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

LATE SETOUT: COURTESY

Per supervisor (GD): Courtesy collection on Monday, 5-23-16.

Emerald Request Detail



Request #: 6229110	Received By: Emerald Web Page	Received: 05/26/2016 09:26
Type: CDOT SIGHT OBSTRUCTION	Origin: Web Citizen	Due: 05/31/2016 09:26
Status: CLOSED	Complex?: N	Resolved: 06/13/2016 12:53
Priority: C-Routine	Public Official:	
Group: CDOT Customer Service	Work Unit:	
Title: STREETS - Right of Way Sight Obstructions		

Request Location	Parcel	Named Creek	Juris	CMPD Div
6846 Rumble Rd, Charlotte, NC 28262	04706301		Char	University City
... My wife stays at this address.				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Mike Regan	Caller	704-497-4016	704-551-7413		
		E-Mail mrega@catocorp.com			

Detail Description

Men installing the Google fiber optic cable on Rumble Rd have parked their personal vehicles in such a way as to make it very dangerous for my wife to get out of her driveway. Line of sight is blocked in both directions at 6846 Rumble Rd. and she could easily get hit trying to get out of her driveway. There is ample space on this street for them to park without affecting anyone's driveway. This needs to be addressed ASAP as she has appointments today and must leave her house.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
On a City maintained street? If not, refer to NCDOT	
First Request?	
What is the obstruction type (Ex. fixtures,materials,etc...	OTHER
If other selected, please describe.	Vehicles from Google fiber optic work crews.
Is obstruction on City Right of Way or Private Property?	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	06/13/16 12:53	CDOT HANSEN REQ	This was completed 5/26/2016 per B Kilgo w/LD Staff CDOT. (Note from HANSEN)
Note	06/13/16 12:53	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6232340 Received By: Julian Campbell Received: 05/31/2016 09:10
 Type: MISSED RECYCLING Origin: Citizen Due: 06/01/2016 09:10
 Status: CLOSED Complex?: N Resolved: 05/31/2016 13:23
 Priority: B-Priority Public Official:
 Group: SWS RECYCLING Work Unit:
 Title: MISSED RECYCLING

Request Location	Parcel	Named Creek	Juris	CMPD Div
3501 Fernmoss Ct, Charlotte, NC 28269	04313151		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5205G	5G15R	5206Y	NoRte		

Garbage Carts: 2
 Recycling Carts: 1
 Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Stephanie Felton	Caller	704-595-7200		646-287-9260	
3501 Fernmoss Ct, Charlotte, NC 28269		E-Mail	refused		

Detail Description

caller called to report missed recycle pick up due to google fiber work

Request Prompt	Response
When was your container set out? (Approximate time)	thursday night
Were other containers on your street missed?	Yes
Was anything blocking the container?	Yes
Was anything else in the container besides recyclables?	No

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	05/31/16 13:25	Heather Newell	truck 363429 approx 1:00 of same day , 5/31 (Note from CITYWORKSSWS)
Note	06/02/16 08:26	GREGORY L LAMPKIN	IN, GREGORY L: 6/2/2016 8:25:10 AM p/u @ 3:00 6/1 (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP



Emerald Request Detail



Request #:6232476
 Type: MISSED RECYCLING
 Status: CLOSED
 Priority: B-Priority
 Group: SWS RECYCLING
 Title: MISSED RECYCLING

Received By: Nikkia Jackson 353-0347
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 05/31/2016 09:34
 Due: 06/01/2016 09:34
 Resolved: 05/31/2016 13:24

Request Location	Parcel	Named Creek	Juris	CMPD Div
3514 Fernmoss Ct, Charlotte, NC 28269	04313156		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5205G	5G15R	5206Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Monica Dupree 3514 Fernmoss Ct, Charlotte, NC 28269	Caller			704-957-0719	
			E-Mail	dupreeg@bellsouth.net	

Detail Description

Citizen advised that recycle was missed on street due to google fiber digging on street none of the recycle carts were collected .

Request Prompt	Response
When was your container set out? (Approximate time)	
Were other containers on your street missed?	
Was anything blocking the container?	
Was anything else in the container besides recyclables?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	05/31/16 13:25	Heather Newell	truck 363429 approx 1:00 of same day , 5/31 (Note from CITYWORKSSWS)
Note	06/02/16 08:31	GREGORY L LAMPKIN	IN, GREGORY L: 6/2/2016 8:30:28 AM p/u @ 3:00 6/1 (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP

Emerald Request Detail



Request #: 6233591	Received By: Latoya White 353-0347	Received: 05/31/2016 14:58
Type: CDOT POTHOLE REPAIR	Origin: Citizen	Due: 06/02/2016 14:58
Status: CLOSED	Complex?: N	Resolved: 06/06/2016 13:26
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT POTHOLE REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Shelley Av, Charlotte, NC 28269 At Ridge Rd			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Peter Dwyer	Caller			704-408-8142	
				E-Mail refused@311.com	

Detail Description

Citizen stated that there's a sinkhole near the fire station that he reported in April that's getting worse & was not repaired.

Request Prompt	Response
Address on city maintained street?	YES
Between which two cross streets?	Ridge Rd & Highland Creek Py
Inbound or outbound curb lane or center lane?	Outbound
Is this creating a traffic hazard?	NO
What is the severity of the pothole?	1 - LIKELY DAMAGE TO VEHICLE
First Request?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	06/01/16 10:20	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6235344
Type: CDOT SIDEWALK REPAIR
Status: OPEN
Priority: A-Critical
Group: Street Maintenance
Title: CDOT SIDEWALK REPAIR

Received By: Menderes Erdogan
Origin: Citizen
Complex?: N
Public Official:
Work Unit:

Received: 06/01/2016 15:08
Due: 06/03/2016 15:08
Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div	
3516 Mallard Cove Ct, Charlotte, NC 28269	02740207		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Marry Vacca 3516 Mallard Cove Ct, Charlotte, NC 28269	Caller	704-264-9484		704-892-6262	
		E-Mail mvacca@abraauto.com			

Detail Description

Citizen stated there was driveway cut due to google fiber construction. Please investigate.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	driveway
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution



Emerald Request Detail



Request #: 6243490	Received By: Angela Acevedo	Received: 06/08/2016 10:46
Type: CDOT SIDEWALK REPAIR	Origin: Citizen	Due: 06/10/2016 10:46
Status: CLOSED	Complex?: N	Resolved: 07/25/2016 09:47
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT SIDEWALK REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
5129 Grays Ridge Dr, Charlotte, NC 28269	04304431		Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Denise Daniels	Caller	704-574-0694		704-574-0694	
5129 Grays Ridge Dr, Charlotte, NC 28269		E-Mail keith.denise@gmail.com			

Detail Description

Sidewalk area in front of the address was damaged while google fiber were out laying lines. There is a block of sidewalk missing and have been filled with gravel. The gravel has been made moist and settled, and now there are large dips in the sidewalk areas. The sidewalk has large holes every few feet where the work was being done. Please review for repairs

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	sidewalk
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	07/25/16 09:47	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6244916 **Received By:** Deandra Camm 353-0347 **Received:** 06/09/2016 10:51
Type: HNS HEALTH AND SANITATION **Origin:** Citizen **Due:** 06/14/2016 10:51
Status: CLOSED **Complex?:** N **Resolved:** 06/10/2016 00:00
Priority: B-Priority **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Canterbury, Carl
Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
Carver Pl, Charlotte, NC 28269			Char	
At Carver Bv ... CARVER PL ; Intersecting with CARVER BV. (Unrecognized Address:)				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Robin Murdock	Caller			704-222-4650	
6326 Carver Bv, Charlotte, NC 28269		E-Mail RRYMURDOCK@OUTLOOK.COM			

Detail Description

There is leftover debris from the google fiber installations

06/13/2016 Inspected area, no violation at time of inspection, closing case.cc

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	06/09/16 11:19	DEBRA S FIEDLER	FORWARD TO NBS CODE ENFORCEMENT...GOOGLE FIBER WILL NEED TO CLEAN THIS UP. (Note from CITYWORKSSWS)

Resolution

06/10/2016 Inspected property and found grass had been cut. Closing. JH

Resolution Prompt	Response
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Has the citizen been advised of the outcome?
 Enter the date the citizen was contacted



Emerald Request Detail



Request #: 6259526 **Received By:** Mindy Levine 336-4796 **Received:** 06/22/2016 13:48
Type: CDOT MISCELLANEOUS **Origin:** City Council **Due:** 07/01/2016 13:48
Status: CLOSED **Complex?:** N **Resolved:** 08/15/2016 13:46
Priority: A-Critical **Public Official:**
Group: CDOT Customer Service **Work Unit:**
Title: Sinkhole left by Google Fiber

Request Location	Parcel	Named Creek	Juris	CMPD Div
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Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Shelvy Porter 4152 Earlswood Dr, Charlotte, NC 28269	Caller			704-408-1741	
			E-Mail	portershelvy@aol.com	

Detail Description

Ms. Porter sent a fax to the Mayor and Council re a sinkhole that is at the edge of their lawn that she said developed in the same area where a hold was dug to install Google cable and she would like it repaired. They discovered this hole on May 30. Mr. Porter believes that the soil wasn't packed tightly when the Google workers replace it to fill in the hole they created. They believe this is a dangerous situation and that if someone were to step in the hole they would get hurt. Can someone please investigate and send a report I can share with the Mayor and CC? Thanks.

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	08/12/16 15:56	CDOT HANSEN REQ	Assigned to J. Thackston (Note from HANSEN)
Note	08/15/16 13:46	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	08/15/16 13:46	CDOT HANSEN REQ	Emailed M. Levine: CDOT responded to Ms. Porter's concern and identified the responsible utility as AT&T. The repair was made on June 23. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6269958
 Type: CDOT ROAD QUALITY
 Status: CLOSED
 Priority: B-Priority
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Rubi Tinajero
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 07/01/2016 15:51
 Due: 07/06/2016 15:51
 Resolved: 07/18/2016 10:30

Request Location	Parcel	Named Creek	Juris	CMPD Div	
3529 Mallard Cove Ct, Charlotte, NC 28269	02740214		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Wanda Douglas 3529 Mallard Cove Ct, Charlotte, NC 28269	Caller			704-957-7006	
		E-Mail	refused@311.com		

Detail Description

As soon as the citizen leaves her driveway there is a bump with some kind of tarp. Google Fiber made the hole and patched up with gravel for some time, someone came back and tried to repave street but it left a bump.

Request Prompt	Response
Is this creating a traffic hazard?	no
On a City maintained street? If not, refer to NCDOT	yes
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	07/18/16 10:30	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6274996 Received By: Suriel Cardoza Castro 353-0347 Received: 07/07/2016 14:59
 Type: CDOT SIGHT OBSTRUCTION Origin: Citizen Due: 07/11/2016 14:59
 Status: CLOSED Complex?: N Resolved: 07/12/2016 16:38
 Priority: C-Routine Public Official:
 Group: CDOT Customer Service Work Unit:
 Title: CDOT SIGHT OBSTRUCTION

Request Location	Parcel	Named Creek	Juris	CMPD Div
Gibbon Rd, Charlotte, NC 28269			Char	
... in between Devonhill Ln & Horace Mann Rd				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Kay Roberts	Caller			704-622-8160	
E-Mail refused					

Detail Description

Tent 6 ft high and 6 ft wide on gibbon sitting in between Horace Mann Rd & Devonhill Ln. Caller states tent is yellow and has been sitting there for 3 months. Caller states it might be google fibers or time warner cables tent.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES
What is the obstruction type (Ex. fixtures,materials,etc...)	OTHER
If other selected, please describe.	Tent 6 ft high and 6 ft wide.

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	07/07/16 15:17	CDOT HANSEN REQ	Checking with LD Staff (Note from HANSEN)
Note	07/12/16 16:38	CDOT HANSEN REQ	CDOT Staff requested to go out to location by email on 7/8 per B Kilgo. Attempting to find out who responsible company is, in order for them to remove their tent. (Note from HANSEN)
Note	07/12/16 16:38	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	07/28/16 11:43	SERINA HELLER	Citizen called to report that the tent is still there.

Resolution



Emerald Request Detail



Request #:6276022
 Type: CDOT SIDEWALK REPAIR
 Status: OPEN
 Priority: A-Critical
 Group: Street Maintenance
 Title: CDOT SIDEWALK REPAIR

Received By: Matthew Alsop 353-0347
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 07/08/2016 12:01
 Due: 07/12/2016 12:01
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div
5925 Downfield Wood Dr, Charlotte, NC 28269	02948202		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Tony Kao 5925 Downfield Wood Dr, Charlotte, NC 28269	Caller			704-904-9866	
		E-Mail	REFUSED		

Detail Description

Citizen states Google Fiber or AT&T came through and dug up a section of the sidewalk in front of his residence and the contractors have since finished their work, but never came back to replace the section of sidewalk that was dug up. He states there is a section of the sidewalk that is missing.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	
What is the damage?	Sidewalk in front of given address has a missing section
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution



Emerald Request Detail



Request #:6280417 **Received By:** Shavon Davis 353-0347 **Received:** 07/12/2016 15:05
Type: CDOT SIDEWALK REPAIR **Origin:** Citizen **Due:** 07/14/2016 15:05
Status: CLOSED **Complex?:** N **Resolved:** 08/08/2018 14:18
Priority: A-Critical **Public Official:**
Group: Street Maintenance **Work Unit:**
Title: CDOT SIDEWALK REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div	
6401 Park Rd, Charlotte, NC 28210	17309101		Char	South	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Eddie De La Pena	Caller			305-299-8136	
6401 Park Rd, Charlotte, NC 28210		E-Mail refused@311.com			

Detail Description

Citizen says that Google Fiber did work at this location about 4-6 weeks ago and left the sidewalk damaged. Citizen says that it's a safety hazard.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	n
What is the damage?	Sidewalk
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	08/08/18 14:18	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6281439	Received By: Pamela Olzewski	Received: 07/13/2016 12:23
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 07/15/2016 12:23
Status: CLOSED	Complex?: N	Resolved: 09/27/2016 10:49
Priority: C-Routine	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT ROAD QUALITY		

Request Location	Parcel	Named Creek	Juris	CMPD Div
2408 Warburton Rd, Charlotte, NC 28211	18305507		Char	Providence

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
William D Cornwell	Caller			704-617-5056	
1110 E Morehead St, Charlotte, NC 28204		E-Mail dcornwell@cdspangler.com			

Detail Description

MR CORNWELL REPORTS GOOGLE FIBER HAD CUT HIS SEWER LINE AND HAD TO CUT THE CURB, THEN PUT IN A FAKE ASPHALT CURB, NEEDS A REAL CURB SO THE BRICK MASON CAN FINISH THE WALK THAT GOOGLE ALSO KNOCKED DOWN, IF YOU NEED PLEASE CONTACT HIM ON HIS CELL PHONE
 *****HE IS ASKING FOR EXPEDITED WORK SO THE BRICK MASON CAN COME OUT AFTER THE CURB IS IN SO ITS A SMOOTH TRANSITION.

Request Prompt	Response
Is this creating a traffic hazard?	NO
On a City maintained street? If not, refer to NCDOT	
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	09/27/16 10:44	CDOT HANSEN REQ	PER BRUCE HORLDT (UTILITY PERMITTING), CLOSE THIS REQUEST WITH THE FOLLOWING NOTES: (Note from HANSEN)
Note	09/27/16 10:48	CDOT HANSEN REQ	***CITIZEN DUPLICATE REQUEST*** -- CHARLOTTE WATER PUT IN A UTILITY CUT REQUEST (GOOGLE FIBER HIT A SEWER LINE) -- HANSEN #210003 UTC&G(9/27/16) PER BRUCE HORLDT, CLOSE THIS REQUEST WITH NOTES (SEE LOG FOR COMMENTS) (Note from HANSEN)
Note	09/27/16 10:48	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	09/27/16 10:53	CDOT HANSEN REQ	PER BRUCE HORLDT (UTILITY PERMITTING), CLOSE THIS REQUEST WITH THE FOLLOWING NOTES:BRUCE HORLDT SPOKE TO CITIZEN, THEN TO STREET MAINTENANCE DIVISION. SMD HAD WORK SCHEDULED FOR 7/25/16 (PER HANSEN REQUEST #210003 - UTILITY CURB & GUTTER). WORK STARTED ON 7/25/16 AND WAS COMPLETED ON 7/28/16 (2408 WARBURTON (Note from HANSEN)
Note	09/27/16 10:54	CDOT HANSEN REQ	PER BRUCE HORLDT (UTILITY PERMITTING), CLOSE THIS REQUEST WITH THE FOLLOWING NOTES:BRUCE HORLDT SPOKE TO CITIZEN, THEN TO STREET MAINTENANCE DIVISION. SMD HAD WORK SCHEDULED FOR 7/25/16 (PER HANSEN REQUEST #210003 - UTILITY CURB & GUTTER). WORK STARTED ON 7/25/16 AND WAS COMPLETED ON 7/28/16 (2408 WARBURTON RD). (KD) (Note from HANSEN)
Note	09/27/16 10:56	CDOT HANSEN REQ	PER BRUCE HORLDT (UTILITY PERMITTING), CLOSE THIS REQUEST WITH THE FOLLOWING NOTES:BRUCE HORLDT SPOKE TO CITIZEN, THEN TO STREET MAINTENANCE DIVISION. SMD HAD WORK SCHEDULED FOR 7/25/16 (PER HANSEN REQUEST #210003 - UTILITY CURB & GUTTER). WORK

Request #:6281439 (continued)

Progress Note	Date	Author	Text
			STARTED ON 7/25/16 AND WAS COMPLETED ON 7/28/16 (2408 WARBURTON RD). (KD) (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6282137
 Type: SW DOCUMENT RECYCLING
 Status: CLOSED
 Priority: C-Routine
 Group: SWS RECYCLING
 Title: SW DOCUMENT RECYCLING

Received By: Shenique Bethea
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 07/13/2016 18:06
 Due:
 Resolved: 07/14/2016 11:14

Request Location	Parcel	Named Creek	Juris	CMPD Div
2106 Scotland Ridge Rd, Charlotte, NC 28211	18104357		Char	Providence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
South	/	3302G	3R02R	3110Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Ben Maffitt 2106 Scotland Ridge Rd, Charlotte, NC 28211	Caller	704-442-1753			
		E-Mail	vmaffitt@carolina.rr.com		

Detail Description

Citizen states that google fiber have neighborhood blocked and none of the recylce was collected

Request Prompt

Reason SW Document used.

Response

Citizen states that google fiber have neighborhood blocked and none of the recylce was collected

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	07/14/16 11:15	Heather Newell	truck 363429 approx 11:10 (Note from CITYWORKSSWS)
Note	07/14/16 12:37	GREGORY L LAMPKIN	IN, GREGORY L: 7/14/2016 12:36:15 PM P/U @ 11:40 (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP



Emerald Request Detail



Request #:6282138
 Type: SW DOCUMENT YARD WASTE
 Status: CLOSED
 Priority: C-Routine
 Group: SWS YARD WST AREA 1
 Title: SW DOCUMENT YARD WASTE

Received By: Shenique Bethea
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 07/13/2016 18:06
 Due:
 Resolved: 07/15/2016 13:52

Request Location	Parcel	Named Creek	Juris	CMPD Div
2106 Scotland Ridge Rd, Charlotte, NC 28211	18104357		Char	Providence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
South	/	3302G	3R02R	3110Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Ben Maffitt 2106 Scotland Ridge Rd, Charlotte, NC 28211	Caller	704-442-1753			
		E-Mail	vmaffitt@carolina.rr.com		

Detail Description

Citizen states that google fiber have neighborhood blocked and none of the recylce was collected

Request Prompt

Reason SW Document used.

Response

Citizen states that google fiber have neighborhood blocked and none of the recylce was collected

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

COLLECTED/PICKED UP

SWS spoke with the citizen and advised that SWS will return on collection day



Emerald Request Detail



Request #: 6283767 **Received By:** Tonya Harden 353-0347 **Received:** 07/15/2016 08:32
Type: PARKING ON LAWN WORKDAY **Origin:** Citizen **Due:** 07/20/2016 08:32
Status: CLOSED **Complex?:** N **Resolved:** 07/21/2016 10:20
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Clifton, Brenda
Title: PARKING ON LAWN WORKDAYS

Request Location	Parcel	Named Creek	Juris	CMPD Div
7309 Wingstone Ln, Charlotte, NC 28262	04707410		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Wendy Manning 7309 Wingstone Ln, Charlotte, NC 28262	Caller			704-491-4344	
		E-Mail	wenman87@aol.com		

Detail Description

States there is construction of some type..maybe Google Fiber but they have a vehicle parked on her lawn.

7/20/16 inspected, there was not a truck on the lawn, will close the case./bvc

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	07/15/16 11:03	TONYA HARDEN	Homeowner would like a contact please.
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Resolution

Case Dismissed - No Violations



Emerald Request Detail



Request #:6286486
 Type: MISSED RECYCLING
 Status: CLOSED
 Priority: B-Priority
 Group: SWS RECYCLING
 Title: MISSED RECYCLING

Received By: Shenique Bethea
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 07/18/2016 13:55
 Due: 07/19/2016 13:55
 Resolved: 07/19/2016 08:38

Request Location	Parcel	Named Creek	Juris	CMPD Div
1540 Gordon Walters Dr, Charlotte, NC 28213	05137191		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	1304G	1R15R	1105Y	NoRte		

Garbage Carts: 2

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Aundra Spencer 1540 Gordon Walters Dr, Charlotte, NC 28213	Caller	704-904-0199	704-236-7005	704-904-0199	
		E-Mail	aundrasp@bellsouth.net		

Detail Description

Last week cart was missed, states recycle is over flowing. States that google fiber possible was blocking.

Request Prompt	Response
When was your container set out? (Approximate time)	sunday
Were other containers on your street missed?	Yes
Was anything blocking the container?	No
Was anything else in the container besides recyclables?	No

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	07/19/16 08:39	Heather Newell	truck 363428 approx 8:30 (Note from CITYWORKSSWS)
Note	07/19/16 12:22	CHARLENIA P SMITH	H, CHARLENIA P: 7/19/2016 12:21:02 PM rec cart not out on the curb @ 11:12 by CS (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP

Emerald Request Detail



Request #: 6287316	Received By: Anita Blakeney	Received: 07/19/2016 08:01
Type: ZONING/COMPLAINT/ INSPECT	Origin: Citizen	Due: 07/22/2016 08:01
Status: CLOSED	Complex?: N	Resolved: 07/22/2016 08:20
Priority: C-Routine	Public Official:	
Group: HNS Zoning	Work Unit: Hogan, Michael	
Title: ZONING/COMPLAINT/ INSPECT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
704 E 10th St, Charlotte, NC	08010619		Char	Central	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Gary Addcok	Caller	704-331-0847		704-491-4050	
704 E 10th St, Charlotte, NC		E-Mail garyadcock@carolina.rr.com			

Detail Description

Caller would like someone to come out and speak with him about this project with google fiber. Caller states he has a lot of questions and would like someone to call him as soon as possible. Please contact at cell number listed under citizen information.

7/22/16 Spoke with the person who left the request. Google fiber is being installed at the location. this is not a code violation. Closing out the case. mh

Request Prompt	Response
ADDRESS: Provide complete address including direction N, S, E, W	704 E 10 STREET
If vacant lot, lot #, and provide adjacent address, i.e. next to 600 E. Trade St.	
Where did the problem occur?	at location address
When did problem occur?	entire month of May and June
When is best time to see occurrence?	now
Who was involved?	goole fiber (sub contractor)
What would citizen like the city to do about the problem?	come out and tell me what is going on, how much longer will they be on my property, how long will this bobcat be in my yard, who will repair my irrigation that was broken by a bobcat.
Have you called about this problem before?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Closed - After Inspection-Comp



Emerald Request Detail



Request #:6294307
 Type: CDOT MISCELLANEOUS
 Status: OPEN
 Priority: C-Routine
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Cheryl Lyon-Justice
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 07/25/2016 12:26
 Due: 07/27/2016 12:26
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div
6422 Elgywood Ln, Charlotte, NC 28213	08923212		Char	North Tryon

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Mildred Darden 6422 Elgywood Ln, Charlotte, NC 28213	Caller	704-921-9325			
		E-Mail midarden@att.net			

Detail Description

CALLER SAYS HER APRON ON DRIVEWAY WAS DAMAGED BY PEOPLE INSTALLING GOOGLE FIBER AND SAYS THE CONCRETE IS BROKEN THERE. SHE SAYS SHE IS AFRAID THAT HER CAR WILL BE DAMAGED BY THE BROKEN CONCRETE ON DRIVEWAY APRON.

Request Prompt	Response
Is this creating a traffic hazard?	YES
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	07/25/16 12:34	CDOT HANSEN REQ	UPDATE: Request Type Changed from RPMT to RDWAY. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #: 6303258
Type: 3-1-1 ESCALATION REQUEST
Status: CLOSED
Priority: B-Priority
Group: 311 Utility Escalation
Title: 3-1-1 ESCALATION REQUEST

Received By: Decinta Artis
Origin: Citizen
Complex?: N
Public Official:
Work Unit: Warren, Leshawn

Received: 08/01/2016 16:54
Due: 08/08/2016 16:54
Resolved: 08/02/2016 00:00

Request Location	Parcel	Named Creek	Juris	CMPD Div	
7021 Sycamore Grove Ct, Charlotte, NC 28227	13502411		Char	Independence	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Nicole Monchos	Caller	651-230-9516		980-395-0466	
7021 Sycamore Grove Ct, Charlotte, NC 28227		E-Mail	DECLINED		

Detail Description

NICOLE MONTORSE IS DISPUTING THE WAHI THAT IS IN THE SYSTEM FROM JULY 20, 2016. SHE STATED THAT GOOGLE FIBER WAS OUT IN BROKE A LINE BUT THEY DID REPAIR THE LINE BUT SHE WAS UNABLE TO GIVE ME A DATE FOR THE REPAIR BY GOOGLE FIBER. CONTACT NUMBER 651-230-9516

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

Attempted to contact Nicole to advise if a repair was made to her water service line due to leak by google fiber optics contractors; she would need to contact them to request a letter verifying this occurred during the high usage period and submit via fax or mail of possible private property leak adjustment. No answer; left VM; Refer to advantage notes on account # 947304-342822.



Emerald Request Detail



Request #:6314886
 Type: CDOT POTHOLE REPAIR
 Status: CLOSED
 Priority: A-Critical
 Group: Street Maintenance
 Title: CDOT POTHOLE REPAIR

Received By: Rubi Tinajero
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 08/11/2016 13:08
 Due: 08/15/2016 13:08
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div
4801 Hidden Valley Rd, Charlotte, NC 28213	08909114		Char	North Tryon

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Christine Grier 4801 Hidden Valley Rd, Charlotte, NC 28213	Caller	704-599-7000			
		E-Mail	cgrier2005@yahoo.com		

Detail Description

Citizen stated Google fiber did some work about 2 months ago and a pothole/sinkhold is getting worse.

Request Prompt	Response
Address on city maintained street?	YES
Between which two cross streets?	HIDDEN VALLEY RD AND FIRESIDE DR
Inbound or outbound curb lane or center lane?	NOT SURE
Is this creating a traffic hazard?	YES
What is the severity of the pothole?	1 - LIKELY DAMAGE TO VEHICLE
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	09/01/16 07:28	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6318554	Received By: Ashley Ingram	Received: 08/15/2016 14:20
Type: EROSION	Origin: Citizen	Due: 08/22/2016 14:20
Status: CLOSED	Complex?: N	Resolved: 08/29/2016 00:00
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: EROSION		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
2300 Providence Dr, Charlotte, NC			Char			

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jerome Green	Caller			704-293-7841	
2300 Providence Dr, Charlotte, NC			E-Mail	STONIAN76@AOL.COM	

Detail Description
JEROME REPORTING SINKHOLE IN YARD DUE TO GOOGLE FIBER.

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	HOLE FORMING AT CURB
Location of the problem? (Be specific)	AT CURB IN FRONT YARD
How long has the problem occurred?	EARLIER THIS YEAR
What is your preferred contact number?	704.364.8741
Are there gate, dog, or other access issues?	NO

Inspection	Date	Inspector	Results
Inspection	08/26/16 02:35	MICHAEL DOMRAS	Sinkhole back of curb, however no storm drain pipes in that area, communication contractor dug a directional bore pit and it has settled. I have contacted NCDOT.

Watershed Area	Ranking:	Blockages	Erosion	Water Quality
		___ Pipe	___ Banks	___ Odor
		___ Ditches	___ Channels	___ Film on Water
		___ Creek	___ Sheet Flow	___ Algae
				___ Fish Kill
Storm Water Problem Classification	Callback?	Blowouts	Ponding	Inefficient Design
10-Does Not Qualify	<input type="checkbox"/>	___ Pipes	___ Yard	___ Channel
		___ Structures	___ Street	___ Ponds
			___ Ditch	___ Drainage Structure

Progress Note	Date	Author	Text
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Resolution
DOES NOT QUALIFY
Sinkhole back of curb, however no storm drain pipes in that area, communication contractor dug a directional bore pit and it has settled. I have contacted NCDOT.

Resolution Prompt	Response
Project Name:	
Contractor Name:	
Project Cost:	
Project Complete Date:	
Warranty End Date:	
Was a closeout form received?	
Is it public drainage or private drainage? (STW Use Only)	

Storm Water History - No request history



Emerald Request Detail



Request #:6319775
 Type: CDOT SIDEWALK REPAIR
 Status: CLOSED
 Priority: A-Critical
 Group: Street Maintenance
 Title: CDOT SIDEWALK REPAIR

Received By: Menderes Erdogan
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 08/16/2016 11:06
 Due: 08/18/2016 11:06
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div	
10730 Azure Valley Pl, Charlotte, NC 28269	02761214		Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Susan McCain	Caller			704-807-4110	
		E-Mail susanmccain@kw.com			

Detail Description

Citizen stated the sidewalk was destroyed by google fiber and would like the sidewalk to be repaired by the fire hydrant on the conrer in front of 10730 Azure valley pl.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	sidewalk
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	08/29/16 15:23	CDOT HANSEN REQ	The contractor repaired the driveway and sidewalk at this location, but the wheelchair ramp still has a cut in it that needs to be repaired by the contractor. Jason Hubbard will follow up with contractor. (Note from HANSEN)
Note	08/29/16 15:23	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #: 6320202
Type: CDOT SIDEWALK REPAIR
Status: CLOSED
Priority: A-Critical
Group: Street Maintenance
Title: CDOT SIDEWALK REPAIR
Received By: Angela Acevedo
Origin: Citizen
Complex?: N
Public Official:
Work Unit:
Received: 08/16/2016 14:08
Due: 08/18/2016 14:08
Resolved: 09/21/2016 10:21

Request Location	Parcel	Named Creek	Juris	CMPD Div	
2416 Fabyan Ln, Charlotte, NC 28262	04706442		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Marcellus Barnette	Caller			704-962-4863	
2416 Fabyan Ln, Charlotte, NC 28262			E-Mail	REFUSED@311.COM	

Detail Description

sidewalk was damaged by google fiber. the area is crumbling and covered by gravel.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	sidewalk
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	09/21/16 10:21	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	09/21/16 10:21	CDOT HANSEN REQ	completed by contractor. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6324403	Received By: Johnnetta Turner	Received: 08/19/2016 15:12
Type: CITIZEN FEEDBACK	Origin: Citizen	Due: 08/30/2016 15:12
Status: CLOSED	Complex?: N	Resolved: 08/30/2016 16:00
Priority: C-Routine	Public Official:	
Group: Planning/City	Work Unit:	
Title: CITIZEN FEEDBACK		

Request Location	Parcel	Named Creek	Juris	CMPD Div
	04706442			University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Darren Kozinski 7320 Gallery Pointe Ln, Charlotte, NC 28269	Caller			732-322-0191	
		E-Mail			

Detail Description

Hello, Recently Google Fiber was installed in my backyard. I live in Highland Creek. I have spent a lot of money to keep my backyard looking pristine. I spent money on plants, bushes, fertilizer, water, etc etc. It has taken me 1 year to get my yard to this excellent condition. And in the matter of 3 days, the construction crew for Google Fiber has destroyed my yard. The grass is now just a pile of dirt and mud. Plants and bushes have been trampled and destroyed. And when I inquired with my HOA about them returning my yard to the condition that it was in, I was told the city of Charlotte only requires them to put down grass seed and straw. How on earth can you come on to someone's personal property, destroy it, and then leave it in shambles? How do you not return it to the exact condition it was before? I am seeking some answers because I am contemplating getting a lawyer. This is unacceptable that someone can just destroy your yard without your consent and then just leave it a mess. I hope someone from the city of Charlotte can explain this to me or help me rectify this situation.

Request Prompt	Response
Comments:	please see detailed description.

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 08/30/16 16:00



Emerald Request Detail



Request #: 6329081	Received By: Angela Acevedo	Received: 08/24/2016 09:02
Type: MUD IN STREET-CONSTRUCTIO	Origin: Citizen	Due: 08/26/2016 09:02
Status: CLOSED	Complex?: N	Resolved: 08/29/2016 12:20
Priority: C-Routine	Public Official:	
Group: HNS Code Enforcement	Work Unit: Anselmo, Marcelo	
Title: MUD IN STREET-CONSTRUCTIO		

Request Location	Parcel	Named Creek	Juris	CMPD Div
3856 Brookchase Ln, Charlotte, NC 28205	10106567		Char	Eastway

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Bertha Dorsey	Caller			704-264-1258	
3744 Brookchase Ln, Charlotte, NC 28205				E-Mail DORSEY4570@CAROLINA.RR.COM	

Detail Description

Google Fiber completed digging and placing lines in front of address leaving large amounts of red mud in the streets and sidewalks of the location address.

8/29 not enough of an issue to open a case. called complainant 12:17

Request Prompt	Response
Is this creating a traffic hazard?	NO
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

Inspection made - Complaint Unjustified



Emerald Request Detail



Request #:6330918 **Received By:** Jasmine Jackson 353-0347 **Received:** 08/25/2016 13:34
Type: CDOT POTHOLE REPAIR **Origin:** Citizen **Due:** 08/29/2016 13:34
Status: CLOSED **Complex?:** N **Resolved:** 09/01/2016 08:07
Priority: A-Critical **Public Official:**
Group: Street Maintenance **Work Unit:**
Title: CDOT POTHOLE REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div
3518 Broad Oak Dr, Charlotte, NC 28273 At Red Hickory Ln	20133362		Char	Steele Creek

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Ray Curtis 3518 Broad Oak Dr, Charlotte, NC 28273	Caller			704-401-8677	
			E-Mail 23rraybo@gmail.com		

Detail Description

Caller states where Google Fiber dropped lines there is now a 12-14 in hole in the street. The hole has been there for about 5 1/2 weeks

Request Prompt	Response
Address on city maintained street?	Yes
Between which two cross streets?	Red Hickory and Split Pine
Inbound or outbound curb lane or center lane?	Curb
Is this creating a traffic hazard?	No
What is the severity of the pothole?	2 - SIGNIFICANT JOLT
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	09/01/16 08:07	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6333757 Received By: Alonna Bailey 353-0347 Received: 08/29/2016 11:09
 Type: CDOT POTHOLE REPAIR Origin: Citizen Due: 08/31/2016 11:09
 Status: OPEN Complex?: N Resolved:
 Priority: A-Critical Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT POTHOLE REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div
Kuykendall Rd, Charlotte, NC 28270			Char	
At Brushy Ln ... BETWEEN BRUSHY LN AND OPEN BROOK ON KUYKENDALL				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Evelyn Mcleod	Caller	704-533-4545		704-533-4545	
3720 Brushy Ln, Charlotte, NC 28270		E-Mail EMCLEOD1942@GMAIL.com			

Detail Description
 TECHNICALLY THERE IS A HOLE IN THE ROAD THE CITIZEN STATES HAS BEEN DUG BY GOOGLE FIBER. HOLE IS NEAR THE CURB.

Request Prompt	Response
Address on city maintained street?	YES
Between which two cross streets?	BRUSHY LN AND OPEN BROOK
Inbound or outbound curb lane or center lane?	CURB
Is this creating a traffic hazard?	NO
What is the severity of the pothole?	4 - UNKNOWN
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	11/29/16 13:02	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	11/29/16 13:02	CDOT HANSEN REQ	UPDATE: Request Type Changed from RHOLE to OTHER. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6335872 Received By: Menderes Erdogan Received: 08/30/2016 12:54
 Type: CDOT SIDEWALK REPAIR Origin: Citizen Due: 09/01/2016 12:54
 Status: CLOSED Complex?: N Resolved: 09/27/2016 10:29
 Priority: A-Critical Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT SIDEWALK REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div	
5800 Hartfield Downs Dr, Charlotte, NC 28269	02970204		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Kim Causey	Caller			704-796-8535	
5800 Hartfield Downs Dr, Charlotte, NC 28269					
		E-Mail	a.kim.causey@gmail.com		

Detail Description

Citizen stated ground fiber has cracked/cut sidewalk and the sidewalk needs to be repaired in front of 5800 Hartfield downs dr.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	no
What is the damage?	sidewalk
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	09/27/16 10:28	CDOT HANSEN REQ	Google will repair. (Note from HANSEN)
Note	09/27/16 10:28	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6346321
 Type: SW DOCUMENT GARBAGE
 Status: CLOSED
 Priority: C-Routine
 Group: SWS GARB AREA 2
 Title: SW DOCUMENT GARBAGE

Received By: Charnese Burch
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 09/09/2016 11:56
 Due:
 Resolved: 09/09/2016 16:32

Request Location	Parcel	Named Creek	Juris	CMPD Div
6216 Spanish Moss Ln, Charlotte, NC 28262	04737123		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5210G	5G14R	5102Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Carol Byram 6216 Spanish Moss Ln, Charlotte, NC 28262	Caller			704-517-6005	
			E-Mail c.byram@me.com		

Detail Description

CALLER STATES THAT GOOGLE FIBER CREWS MOVED HER GARBAGE CART SO HER GARBAGE WAS MISSED. CALLER STATES CART IS AT THE CURB.

Request Prompt	Response
Reason SW Document used.	GARBAGE

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

COLLECTED/PICKED UP
Per EN garbage collected



Emerald Request Detail



Request #:6346674
 Type: SW DOCUMENT GARBAGE
 Status: CLOSED
 Priority: C-Routine
 Group: SWS GARB AREA 2
 Title: SW DOCUMENT GARBAGE

Received By: William Friend 353-0347
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 09/09/2016 15:29
 Due:
 Resolved: 09/09/2016 16:36

Request Location	Parcel	Named Creek	Juris	CMPD Div
2311 Barn Board Ln, Charlotte, NC 28262	04728129		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5211G	5G17R	5103Y	NoRte		

Garbage Carts: 2

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Bruce Smith	Caller			704-309-7387	
2311 Barn Board Ln, Charlotte, NC 28262		E-Mail Lajoshkim@bellsouth.net			

Detail Description

Caller states his street was partially missed for pickup due to Google Fiber work going on

Request Prompt

Reason SW Document used.

Response

Caller states his street was partially missed for pickup due to Google Fiber work going on

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

COLLECTED/PICKED UP

Per EN garbage collected

Emerald Request Detail



Request #: 6349739	Received By: Suriel Cardoza Castro 353-0347	Received: 09/13/2016 10:40
Type: CDOT SIDEWALK REPAIR	Origin: Citizen	Due: 09/15/2016 10:40
Status: CLOSED	Complex?: N	Resolved: 12/01/2016 15:26
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT SIDEWALK REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div
1001 White Plains Rd, Charlotte, NC 28213 At Yuma St ... let of white plains coming from yuma	08905119		Char	North Tryon

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jordan Reid 1001 White Plains Rd, Charlotte, NC 28213	Caller			704-497-1903	
		E-Mail	refused		

Detail Description

Caller is reporting sidewalk that was tore up by construction of google fiber and caller would like to have street maintnace come out and see what can be done regarding the sidewalk.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	NO
What is the damage?	Caller states sidewalk was tore up by construction of google fiber and would like to have someone come out.
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	12/01/16 15:26	CDOT HANSEN REQ	contractor will repair, per Jason Hubbard. (Note from HANSEN)
Note	12/01/16 15:26	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6352256 Received By: Kathleen Cochran Received: 09/15/2016 08:50
 Type: HNS HEALTH AND SANITATION Origin: Citizen Due: 09/20/2016 08:50
 Status: CLOSED Complex?: N Resolved: 09/20/2016 15:28
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: Reece, Lori
 Title: ABANDONED VEHICLE

Request Location	Parcel	Named Creek	Juris	CMPD Div
5055 Prosperity Ridge Rd, Charlotte, NC ... 5055 PROSPERITY RIDGE RD ;			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Al Gulla	Caller			704-562-4829	
				E-Mail dickson1923@yahoo.com	

Detail Description

Caller said there's a Light Brown Mustang 2 door with SC plate # AXR976 parked on the street. He said it's been there at least of month. He said he also has an expired plate.
 9/20/2016 Inspector spoke with owner Rashad he lives there. Google fiber or CDOT moved his car without his permission .
 Inspector told him to contact 311 and report. Car is not abandoned. Owner stated they have 3 cars and two are parked inn the back driveway. He parks the mustang on the street. Tag expires this month and he will renew it. LAR

Inspection	Date	Inspector	Results
Inspection	09/20/16 00:00	LREECE	Inspected. See CityView Case Inquiry for details.

Progress Note	Date	Author	Text
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Resolution

Inspection made - Complaint Unjustified



Emerald Request Detail



Request #:6308881
 Type: SW DOCUMENT GARBAGE
 Status: CLOSED
 Priority: C-Routine
 Group: SWS GARB AREA 1
 Title: SW DOCUMENT GARBAGE

Received By: Serina Heller
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 08/05/2016 17:16
 Due:
 Resolved: 08/08/2016 15:29

Request Location	Parcel	Named Creek	Juris	CMPD Div
8110 Pelorus Ln, Charlotte, NC 28269	02974111		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5101G	5G22R	5212Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Nick Maiorana	Caller	704-947-9087		704-650-9112	
8110 Pelorus Ln, Charlotte, NC 28269		E-Mail nmaiorana@gmail.com			

Detail Description

Citizen called to report that his garbage was not collected due to google fiber crew moving their containers away from the curbside. Please collect, thank you.

Request Prompt	Response
Reason SW Document used.	Garbage was not collected

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

COLLECTED/PICKED UP

Per Supervisor(GD) garbage has been collected



Emerald Request Detail



Request #:6308884
 Type: SW DOCUMENT RECYCLING
 Status: CLOSED
 Priority: C-Routine
 Group: SWS RECYCLING
 Title: SW DOCUMENT RECYCLING

Received By: Serina Heller
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 08/05/2016 17:19
 Due:
 Resolved: 08/08/2016 08:42

Request Location	Parcel	Named Creek	Juris	CMPD Div
8110 Pelorus Ln, Charlotte, NC 28269	02974111		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5101G	5G22R	5212Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Nick Maiorana 8110 Pelorus Ln, Charlotte, NC 28269	Caller	704-947-9087		704-650-9112	
		E-Mail nmaiorana@gmail.com			

Detail Description

Citizen called to report that his recycling was not collected due to google fiber crew moving their containers away from the curbside. Please collect, thank you.

Request Prompt	Response
Reason SW Document used.	Recycling was not collected.

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	08/08/16 08:43	Heather Newell	truck 105137 approx 8:40 (Note from CITYWORKSSWS)
Note	08/08/16 13:46	CHARLENIA P SMITH	H, CHARLENIA P: 8/8/2016 1:45:59 PM rec cart not out on the curb @ 12:27 by CS (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP

Emerald Request Detail



Request #: 6357450	Received By: Sean Johnson	Received: 09/20/2016 14:20
Type: COMPLAINT	Origin: Mayor	Due: 09/29/2016 14:20
Status: CLOSED	Complex?: N	Resolved: 09/20/2016 15:16
Priority: A-Critical	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div
1044 Mcalway Rd, Charlotte, NC 28211	15710978		Char	Providence

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Dianne Thomas	Caller	704-366-0337			
1044 Mcalway Rd, Charlotte, NC 28211		E-Mail			

Detail Description

Google fiber busted a sewer line but has not repaired the line. Caller has been calling to get this repaired. Caller states a city worker told her the city is responsible for fixing google problems related to water and sewer lines that have been broken by digging.

Request Prompt	Response
When did problem occur?	A month ago
Where did the problem occur?	1044 McAlway
Who was involved?	caller and google & city water/sewer dept
What would citizen like the city to do about the problem?	Have the sewer lines fixed asap
Have you called about this problem before?	yes

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_ACKNOWLEDGEMENT	09/20/2016		

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

EMAIL SENT

per email from c. johnson, in field ops, they went to the site on 09/15/16 and spoke with the customer. they advised it was a private property issue.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #: 6357552 **Received By:** Mozelle Bryant 353-0347 **Received:** 09/20/2016 15:18
Type: CDOT SIDEWALK REPAIR **Origin:** Citizen **Due:** 09/22/2016 15:18
Status: CLOSED **Complex?:** N **Resolved:**
Priority: A-Critical **Public Official:**
Group: Street Maintenance **Work Unit:**
Title: CDOT SIDEWALK REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div	
1407 Chelveston Dr, Charlotte, NC 28208	14509102		Char	Westover	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Google Fiber tore up sidewalk across the street from this address on the right.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	
What is the damage?	sidewalk
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	10/18/16 15:46	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6373681
 Type: CDOT SIDEWALK REPAIR
 Status: CLOSED
 Priority: A-Critical
 Group: Street Maintenance
 Title: CDOT SIDEWALK REPAIR

Received By: Zekia Young
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 10/06/2016 13:56
 Due: 10/10/2016 13:56
 Resolved: 12/12/2016 13:11

Request Location	Parcel	Named Creek	Juris	CMPD Div	
7632 Turney Rd, Charlotte, NC 28269	02766140		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Carmen Rivera 7632 Turney Rd, Charlotte, NC 28269	Caller	980-224-8751	704-295-4818	917-574-6277	
		E-Mail	crivera90@hotmail.com		

Detail Description

Carmen Rivera stated that Snn Communications/Google Fiber caused sewer back up. The supervisor for Snn Communications/Google Fiber is Tommie Nixon 757-944-0692. The city came out to repair it and as a result had damaged the sidewalk. She stated the sidewalk has been repaired by the city, however it is uneven and she needs the concrete on it to be even.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	N/a
What is the damage?	Sidewalk
First Request?	NO

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	12/12/16 13:11	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6375690 Received By: Tanya Colon 353-0347 Received: 10/10/2016 10:01
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 10/11/2016 10:01
 Status: CLOSED Complex?: N Resolved: 10/11/2016 00:00
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
3417 Walston Ln, Charlotte, NC 28211	18308145		Char	Providence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
South	/	2217G	2R17R	2112Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Linda Isser	Caller			704-562-7898	
3417 Walston Ln, Charlotte, NC 28211		E-Mail refused@311.com			

Detail Description

Citizen states there is a lot of mud in the street due to a line break that happened due to Google Fiber digging.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	mud
Mud due to construction in the area?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	10/12/16 11:15	JACK E SMITH	H, JACK E: 10/12/2016 11:14:34 AM Kiker Swept (Note from CITYWORKSSWS)

Resolution

CLEANED STREET/ROW/DI

Kiker Swept

Emerald Request Detail



Request #: 6378942	Received By: Veronique Vander Schel	Received: 10/12/2016 14:06
Type: HNS HEALTH AND SANITATION	Origin: Citizen	Due: 10/17/2016 14:06
Status: CLOSED	Complex?: N	Resolved: 10/21/2016 14:16
Priority: B-Priority	Public Official:	
Group: HNS Code Enforcement	Work Unit: Mcginnis, Brian	
Title: Mud in the street due to construction.		

Request Location	Parcel	Named Creek	Juris	CMPD Div
130 Manning Dr, Charlotte, NC 28209 At Wintercrest Ln ... MANNING DR ; Intersecting with WINTERCREST LN.	17704335		Char	Providence

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Giselle Burner 5414 Wintercrest Ln, Charlotte, NC 28209	Caller			704-649-6441	
		E-Mail	giselleburner@yahoo.com		

Detail Description

The caller said there is mud in the street on Manning Drive due to construction.
 10/17/2016 - Inspected area of concern, trying to locate agency responsible for the work. bjm
 10/19/2016 - Google fiber, the superintendent was contacted and given 24 hours to clean the road. bjm
 10/21/2016 - Corrected, closing case. bjm

Inspection	Date	Inspector	Results
Inspection	10/19/16 00:00	95444	Inspected. See CityView Case Inquiry for details.

Progress Note	Date	Author	Text
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Resolution

Compliance - Corrected by Owner



Emerald Request Detail



Request #:6390134 Received By: Ashley Ingram Received: 10/24/2016 16:47
 Type: CDOT CLEAN CATCH BASIN Origin: Citizen Due: 11/02/2016 16:47
 Status: CLOSED Complex?: N Resolved: 11/29/2016 10:41
 Priority: B-Priority Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT CLEAN CATCH BASIN

Request Location	Parcel	Named Creek	Juris	CMPD Div
3721 Brookchase Ln, Charlotte, NC 28205	10106510		Char	Eastway

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Adisa Mujic 3721 Brookchase Ln, Charlotte, NC 28205	Caller	704-995-0752		704-995-0752	
		E-Mail			

Detail Description

STORM DRAINS ARE CLOGGED DUE TO GOOGLE FIBER IN ENTIRE NEIGHBORHOOD

Request Prompt	Response
Is the Basin in the Street? If yes, continue with request.	YES
If it's in a yard, create a Blockage request.	
Exact location?	ALL DRAINS ON STREET
On a City maintained street? If not, refer to NCDOT	YES
Is it creating a traffic hazard?	NO
Direction.	
First Request?	YES
What is blocking?	
How long accumulating?	
Is there active flooding?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	11/29/16 10:41	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6390139 Received By: Ashley Ingram Received: 10/24/2016 16:48
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 10/25/2016 16:48
 Status: CLOSED Complex?: N Resolved: 10/25/2016 00:00
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
3721 Brookchase Ln, Charlotte, NC 28205	10106510		Char	Eastway

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	1101G	1G04R	1307Y			

Garbage Carts:

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Adisa Mujic 3721 Brookchase Ln, Charlotte, NC 28205	Caller	704-995-0752		704-995-0752	

Detail Description

DIRT AND HAY IN STREET CAUSED BY GOOGLE FIBER

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	DIRT AND HAY
Mud due to construction in the area?	No

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

CLEANED STREET/ROW/DU
J KIKE



Emerald Request Detail



Request #:6393459 Received By: Charnese Burch Received: 10/27/2016 15:49
 Type: CDOT CLEAN CATCH BASIN Origin: Citizen Due: 11/07/2016 15:49
 Status: CLOSED Complex?: N Resolved: 11/29/2016 10:39
 Priority: B-Priority Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT CLEAN CATCH BASIN

Request Location	Parcel	Named Creek	Juris	CMPD Div	
4603 Crownvista Dr, Charlotte, NC 28269	02943216		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Nancy Seidl 4603 Crownvista Dr, Charlotte, NC 28269	Caller	980-254-4426	980-254-4426		
		E-Mail	nseidl354@gmail.com		

Detail Description

CALLER STATES THAT STORM DRAIN IS BLOCKED BY SOME FABRIC THAT GOOGLE FIBER PLACED ON IT. CALLER STATES STROM DRAIN IS NOW BLOCKED.

Request Prompt	Response
Is the Basin in the Street? If yes, continue with request.	YES
If it's in a yard, create a Blockage request.	
Exact location?	4603 CROWNVISTA DR
On a City maintained street? If not, refer to NCDOT	YES
Is it creating a traffic hazard?	NO
Direction.	
First Request?	YES
What is blocking?	FABRIC
How long accumulating?	WEEKS
Is there active flooding?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	11/29/16 10:39	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6397211	Received By: Emerald Web Page	Received: 11/01/2016 11:06
Type: CDOT STREETLIGHT REPAIR	Origin: Web Citizen	Due: 11/02/2016 11:06
Status: CLOSED	Complex?: N	Resolved: 11/03/2016 11:59
Priority: C-Routine	Public Official:	
Group: CDOT Customer Service	Work Unit:	
Title: STREETS - Streetlight Repair		

Request Location	Parcel	Named Creek	Juris	CMPD Div
1 Katelyn Dr Apt 225 , Charlotte, NC 28269			Char	
... All street lights are out for the entire street/neighborhood.				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Maria Bernhard	Caller	704-717-3112	704-953-9484		
1 Katelyn Dr Apt 225 , Charlotte, NC 28269		E-Mail mlbernhard13@gmail.com			

Detail Description

Don't know if it's related....but Google Fiber has been doing a lot of cable work in our neighborhood....Could they have damaged the electrical lines to the street lights?

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
What is the exact location of the light needing repair?	All the lights on the street are not working
Problem with the street light	NEVER ON
Recurring Problem?	DON'T KNOW
First Request?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Request closed by Emerald on 11/03/16 11:59



Emerald Request Detail



Request #:6398020 Received By: Tanya Hom 353-0347 Received: 11/01/2016 18:17
 Type: COMPLAINT Origin: Citizen Due: 11/10/2016 18:00
 Status: CLOSED Complex?: N Resolved: 11/02/2016 00:00
 Priority: B-Priority Public Official:
 Group: City Manager/Mayor Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div
2507 Oak Leigh Dr, Charlotte, NC 28262	05124218		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Randy Setzer	Caller			704-455-7486	

E-Mail

Detail Description

Randy Setzer called in to say in front of this address Google Fiber dug up the street and didn't fix it properly. Citizen wants the Mayor/City Manager to see the damage left and the city to come repair the street. There's 2 water meters in the same area that were just put in and Charlotte Water did not repair the lawn. He said there was straw placed down but no grass seeds. Location is near fire station 35 has sidewalk that was dug up and never repaired.

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
MAYOR_MANAGER_ACK	11/01/2016		

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

The complaint has been received at the Mayor and City Manager's office. The information has been forwarded to Utility Permitting for investigation and follow up.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:6405006 Received By: Jasmine Jackson 353-0347 Received: 11/09/2016 14:44
 Type: MUD IN STREET-CONSTRUCTIO Origin: Citizen Due: 11/14/2016 14:44
 Status: CLOSED Complex?: N Resolved:
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: Lominick, Christopher
 Title: MUD IN STREET-CONSTRUCTIO

Request Location	Parcel	Named Creek	Juris	CMPD Div	
1140 Mt Kisco Dr, Charlotte, NC 28213	08915104		Char	North Tryon	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Nelly Stevenson	Caller	704-737-7524			
		E-Mail			

Detail Description

Caller states there is mud on her street from Google Fiber doing construction and digging in the area.

Request Prompt	Response
Is this creating a traffic hazard?	Yes
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Case Dismissed - No Violations



Emerald Request Detail



Request #:6408133
 Type: MISSED RECYCLING
 Status: CLOSED
 Priority: B-Priority
 Group: SWS RECYCLING
 Title: MISSED RECYCLING

Received By: Menderes Erdogan
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 11/14/2016 15:14
 Due: 11/15/2016 15:14
 Resolved: 11/15/2016 15:37

Request Location	Parcel	Named Creek	Juris	CMPD Div
4238 Shamrock Dr, Charlotte, NC 28215	10103103		Char	Eastway

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	Back/Back	1103G	1G06R	1308Y	NoRte		

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Harris Francis 4238 Shamrock Dr, Charlotte, NC 28215	Caller	704-535-9627			
		E-Mail	refused@311.org		

Detail Description

Citizen stated the recycling was not picked up on 11/7/2016 due to google fiber construction. Citizen is disabled. Please pick up in the back or call citizen.

Request Prompt	Response
When was your container set out? (Approximate time)	citizen is disabled.
Were other containers on your street missed?	Yes
Was anything blocking the container?	google fiber construction
Was anything else in the container besides recyclables?	No

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	11/15/16 12:18	DONALD E DEAN	Picked up. may have been missed do to the current construction project on this street. (Note from CITYWORKSSWS)

Resolution



Emerald Request Detail



Request #: 6408665	Received By: Roger Giangrande	Received: 11/15/2016 08:42
Type: COMPLAINT	Origin: Citizen	Due: 11/28/2016 08:42
Status: CLOSED	Complex?: N	Resolved: 11/15/2016 10:47
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
4501 Avalon Forest Ln, Charlotte, NC 28269	02755212		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Michael Nyland 2336 Eargle Rd, Charlotte, NC 28269	Caller			704-277-8757	
		E-Mail			

Detail Description

MICHAEL CALLED DUE TO A GOOGLE FIBER LEAK THAT WAS CAUSING WATER TO BE CLOUDY. HE STATES THAT THE REP. STATED THAT AFTER HE BLEEDS HIS WATER LINE FOR 15 MINUTES, THT HE WILL SEE CHANGE AND THAT HE WOULD BE REFUNDED FOR THE USAGE TO BLEED LINE.

Request Prompt	Response
When did problem occur?	OCTOBER 30 2016
Where did the problem occur?	THIS WAS AT THE FRONT OF THE METER
Who was involved?	THE GOOGLE FIBER AND THE CITY OF CHARLOTTE
What would citizen like the city to do about the problem?	WANTS TO BE REFUNDED FOR THE WATER HE USED
Have you called about this problem before?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE
spoke with customer and advised of the one time courtesy adjustment.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:6409475 Received By: Marlene Garcia 353-0347 Received: 11/15/2016 14:42
 Type: CDOT MISCELLANEOUS Origin: Citizen Due: 11/28/2016 14:42
 Status: CLOSED Complex?: N Resolved: 11/23/2016 10:53
 Priority: B-Priority Public Official:
 Group: CDOT Customer Service Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div
10037 Elsenham Ln, Charlotte, NC 28269	02727127		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Aura Wade	Caller			646-327-1701	
10037 Elsenham Ln, Charlotte, NC 28269		E-Mail			

Detail Description

Google Fiber is continuously digging up the ground without informing the citizen of what work will be done. Have messed the concrete and the grassy area in the front of the property. Please contact Audra regarding the matter.

Request Prompt	Response
When did problem occur?	January 2016- present
Where did the problem occur?	Front yard
Who was involved?	Google Fiber
What would citizen like the city to do about the problem?	Caller is unsure.
Have you called about this problem before?	Yes

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	11/15/16 15:06	CDOT HANSEN REQ	Checking with ROW Staff. (Note from HANSEN)
Note	11/23/16 10:53	CDOT HANSEN REQ	Per email from B Kilgo 11/15/2016: J Thackston will look into. (Note from HANSEN)
Note	11/23/16 10:53	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6411542 Received By: Donna Mcneil 353-0347 Received: 11/17/2016 12:53
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 11/18/2016 12:53
 Status: CLOSED Complex?: N Resolved: 11/18/2016 13:01
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
2445 Selwyn Av, Charlotte, NC 28209	17503419		Char	Providence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
Multi-Family -- South	/	3452MF	3750MF				

Garbage Carts:

Recycling Carts:

Multiplex Name: Sterling Condos, The

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Debbie Mcphail	Caller	704-366-8325		704-560-4201	
2445 Selwyn Av, Charlotte, NC 28209		E-Mail debbiemcphail@gmail.com			

Detail Description

Mud is caked on the street due to the work that Google Fiber was doing last week.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	Mud is caked on due to Google Fiber
Mud due to construction in the area?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	11/22/16 13:02	JACK E SMITH	H, JACK E: 11/22/2016 1:01:30 PM Clark swept (Note from CITYWORKSSWS)

Resolution

CLEANED STREET/ROW/DI



Emerald Request Detail



Request #:6414063 Received By: Charnese Burch Received: 11/21/2016 13:02
 Type: CDOT MISCELLANEOUS Origin: Citizen Due: 12/02/2016 13:02
 Status: CLOSED Complex?: N Resolved: 11/23/2016 10:48
 Priority: B-Priority Public Official:
 Group: CDOT Customer Service Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div	
2201 Pembroke Av, Charlotte, NC 28207	15306401		Char	Providence	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Caller is upset that Google Fiber workers pushed plastic water bottles into the storm drain on 11/19/16. Caller states storm drain is located at Hertford Rd and Pembroke Ave.

// When did problem occur? 11/19/16

// Where did the problem occur? HERTFORD/PEMBROKE

// Who was involved? GOOGLE FIBER

// What would citizen like the city to do about the problem? CLEAN STORM DRAIN/ADVISE GOOGLE

// Have you called about this problem before? NO //

Request Prompt	Response
When did problem occur?	11/19/16
Where did the problem occur?	HERTFORD/PEMBROKE
Who was involved?	GOOGLE FIBER
What would citizen like the city to do about the problem?	CLEAN STORM DRAIN/ADVISE GOOGLE
Have you called about this problem before?	NO

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	11/21/16 13:48	CDOT HANSEN REQ	Checking with B Staley of Staff (Note from HANSEN)
Note	11/23/16 10:48	CDOT HANSEN REQ	Per B Staley -- Google's contractor is looking into this. (Note from HANSEN)
Note	11/23/16 10:48	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Request #: 6416286 **Received By:** Tonnie Canup 336-2042 **Received:** 11/23/2016 14:15
Type: COMPLAINT **Origin:** Citizen **Due:** 12/06/2016 14:15
Status: CLOSED **Complex?:** N **Resolved:** 12/05/2016 13:39
Priority: B-Priority **Public Official:**
Group: 311 Partner Liaison **Work Unit:** Crayton, Dee
Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div	
3501 Mill Stream Ct, Charlotte, NC 28209	14912412		Char	Westover	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Mary Ackermann	Caller			704-488-4217	
3501 Mill Stream Ct, Charlotte, NC 28209		E-Mail refused@311.com			

Detail Description

Property:
Parcel Number: 14912412
3501 Mill Stream Court
Charlotte, NC 28209
Owner: Mary Kaye Ackermann

My neighbors and I were notified, via hang tags left on our front-doorknobs, that Google Fiber would soon be starting to lay fiber-optic cables in our neighborhood. I was certainly not forewarned that while most yards might have damage to the lawn that was equal to about 25 square feet, my own would suffer several hundred square feet of damage, nor that it would happen so late in the year that I would not be able to repair it.

On Thursday, November 17, 2016 the sub-contractor for Google Fiber began working on Mill Stream Court. In short order, a backhoe had been brought on my lawn and five large holes were dug. Each ran parallel to the curb about 2' inside of it; each was about 5' long, 4' deep, and 2' wide.

By the next morning, the two holes immediately in front of my house had been combined to one long hole measuring about 30' (?) long. The other three holes remained the same. I discovered this when I returned home from running errands at about 11:30 AM. I am apparently supposed to be pacified about this by the fact that the holes were back-filled, compacted, covered with top soil, and some grass seed applied. However, this was all done on November 18; by November 20 the temperature was dropping to 32 degrees. No one can offer an explanation as to how this seed will be able to germinate at these temperatures. Keep in mind that this lawn was aerated and seeded, at considerable expense to me, in the two months prior to this. Over the winter and throughout next year, I fully expect to have a mud pit to deal with.

In addition, I don't feel that the workers were respectful of my property. Please note:

1. On Thursday, November 17 I had to go out and move the bulky fiber-optic cables off the plants in the corner island of my yard. These plants were just set in about six weeks ago and were taking a beating. The pine straw from the island was strewn all over and much of it was collected when the holes were back-filled.
2. On Friday, November 18 I had to actually get the workers from standing DIRECTLY on the same plants.
3. I noticed that at least four of the dirt mounds had empty water bottles thrown onto them. I did not see anyone remove them; I believe that they were pushed back into the holes when they were back-filled.
4. From Monday, November 14 through Saturday, November 19, our three cul-de-sacs (Water Wheel Court, Mill Run Drive, and Mill Stream Court) experienced the following:
 - o three water lines severed
 - o one gas line severed; and
 - o one power line severed.

Was this the fault of the contractors? Or did the city/county employees fail to mark these items properly? Either way, the residents and homeowners are the ones who have suffered.

Throughout the day on Friday, I registered complaints with Google Fiber. I've learned that the Austin desk which handles complaints managed to change my complaint of "you have done a tremendous amount of damage to my yard" to "we blocked her driveway". Not once did I complain about anyone blocking my driveway.

I have been a resident and homeowner in Charlotte/Mecklenburg since 1997. I am very, very proud to call this my adopted hometown. However, my neighbors and I are all very upset about how all of this is -- or is not -- being handled. I have attached pictures of my house before and during this process. I have more, if you'd like to see them.

Request #:6416286 (continued)

I look forward to hearing from you soon about what sort of resolution can be reached concerning the damage done to my property. I thank you for your time and attention.

Kindest regards,
M. Kaye Ackermann
704/488-4217

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_ACKNOWLEDGEMENT	11/23/2016		

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

PHONE CALL MADE

Dept of Transportation contacted Ms Ackerman and will follow up with her if any more issues arise.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	

Emerald Request Detail



Request #: 6418582	Received By: Shenique Bethea	Received: 11/28/2016 14:08
Type: CDOT MISCELLANEOUS	Origin: Citizen	Due: 12/07/2016 14:08
Status: CLOSED	Complex?: N	Resolved: 03/06/2017 12:45
Priority: C-Routine	Public Official:	
Group: CDOT Customer Service	Work Unit:	
Title: MUD IN STREET-CONSTRUCTIO		

Request Location	Parcel	Named Creek	Juris	CMPD Div
3123 Cricket Lake Dr, Charlotte, NC At Windbluff Dr			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Andrew Smith	Caller			704-634-7129	
				E-Mail andrews@smithgrounds.com	

Detail Description

Citizen called to advise that there is mud in the street. Google Fiber was boaring and left a mess.

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	11/30/16 15:48	CDOT HANSEN REQ	ROW group contacted, awaiting response. (Note from HANSEN)
Note	03/06/17 12:45	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	03/06/17 12:45	CDOT HANSEN REQ	Per D Hodges email of 12/6 (after site visit):Yes, but I didn't see anything out of the ordinary. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6429091
 Type: CDOT CLEAN CATCH BASIN
 Status: CLOSED
 Priority: B-Priority
 Group: Street Maintenance
 Title: CDOT CLEAN CATCH BASIN

Received By: Rubi Tinajero
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 12/09/2016 09:27
 Due: 12/20/2016 09:27
 Resolved: 01/06/2017 10:56

Request Location	Parcel	Named Creek	Juris	CMPD Div	
6915 Rollingridge Dr, Charlotte, NC 28211	18919149		Char	Independence	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Adam Peter	Caller	704-779-8159		704-366-3093	
6915 Rollingridge Dr, Charlotte, NC 28211		E-Mail adamjpeter@hotmail.com			

Detail Description

Citizen stated that google fiber or at&#amp;t were drilling holes in the ground and due to the rain the mud went into the street and mixed with the leaves and now the gutters are blocked. The citizen would like the city to contact the contractors to have them clean up after themselves.

Request Prompt	Response
Is the Basin in the Street? If yes, continue with request.	YES
If it's in a yard, create a Blockage request.	NO
Exact location?	ALL OVER ROLLINGRIDGE DR
On a City maintained street? If not, refer to NCDOT	CITY
Is it creating a traffic hazard?	YES
Direction.	BOTH
First Request?	YES
What is blocking?	MUDD, LEAVES MIXING WITH MUD AND DEBRIS AND BLOCKING UP THE GUTTERS
How long accumulating?	A COUPLE WEEKS
Is there active flooding?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	12/30/16 15:40	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6430185 Received By: Marlene Mcnair 353-0347 Received: 12/12/2016 08:34
 Type: MISSED RECYCLING Origin: Citizen Due: 12/13/2016 08:34
 Status: CLOSED Complex?: N Resolved: 12/12/2016 10:43
 Priority: B-Priority Public Official:
 Group: SWS RECYCLING Work Unit:
 Title: MISSED RECYCLING

Request Location	Parcel	Named Creek	Juris	CMPD Div
4004 Canterbrook Dr, Charlotte, NC 28269	02934247		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5109G	5G09R	5108Y	NoRte		

Garbage Carts: 2
 Recycling Carts: 1
 Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Larry Fergerson 4004 Canterbrook Dr, Charlotte, NC 28269	Caller	704-548-1212			
		E-Mail	refused@311.com		

Detail Description

Larry called to report missed recycling this past Friday. His container was put out on Thursday. Please investigate. CITIZEN STATED THAT THE GOOGLE FIBER CREW CAUSED THE CART TO BE BLOCKED. CITIZEN IS REQUESTING THAT HIS RECYCLING CART BE PICKED UP ASAP.

Request Prompt	Response
When was your container set out? (Approximate time)	THURSDAY NIGHT
Were other containers on your street missed?	No
Was anything blocking the container?	No
Was anything else in the container besides recyclables?	No

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	12/12/16 10:45	Heather Newell	truck 105136 (Note from CITYWORKSSWS)
Note	12/12/16 11:15	DONALD E DEAN	Picked up (Note from CITYWORKSSWS)
Note	12/12/16 11:55	DONALD E DEAN	picked up (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP



Emerald Request Detail



Request #: 6430417	Received By: Tia Jeffrey	Received: 12/12/2016 10:02
Type: CDOT STREETLIGHT REPAIR	Origin: Citizen	Due: 12/13/2016 10:02
Status: CLOSED	Complex?: N	Resolved: 12/14/2016 10:59
Priority: C-Routine	Public Official:	
Group: CDOT Customer Service	Work Unit:	
Title: CDOT STREETLIGHT REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
6631 Autumn Gate Ln, Charlotte, NC 28216	03715673		Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Robert Turner	Caller			704-293-6394	
6631 Autumn Gate Ln, Charlotte, NC 28216		E-Mail			

Detail Description

CITIZEN STATES THAT GOOGLE FIBER WAS DOING WORK AROUND AREA AND LIGHT HAS BEEN OUT EVER SINCE

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
What is the exact location of the light needing repair?	IN FRONT OF HOME
Problem with the street light	NEVER ON
Recurring Problem?	NO
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	12/14/16 10:16	RUBI TINAJERO	Citizen called to report street light out advised already reported and for status to contact Duke Energy directly.

Resolution

Request closed by Emerald on 12/14/16 10:59



Emerald Request Detail



Request #:6436055 Received By: Nikkia Jackson 353-0347 Received: 12/19/2016 08:18
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 12/20/2016 08:18
 Status: CLOSED Complex?: N Resolved: 12/19/2016 10:30
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
Marsh Rd, Charlotte, NC 28209			Char	
At Selwyn Farms Ln ... [Unrecognized Address:]				

SWS Area	SP?	GRoute	RRRoute	YRoute	Req. Route	Truck	FSR
/							

Garbage Carts:

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

[Unrecognized Address:]Citizen called to report that there is a huge amount of mud along the street and sidewalk on Marsh between Little Hope and Selwyn Farms , caller advised that the company is goole fiber .

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	Yes
What is in or along the street that needs to be cleaned up?	mud
Mud due to construction in the area?	Yes

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

CLEANED STREET/ROW/DI



Emerald Request Detail



Request #:6438257 **Received By:** Mozelle Bryant 353-0347 **Received:** 12/20/2016 16:15
Type: CDOT MISCELLANEOUS **Origin:** Citizen **Due:** 01/03/2017 16:15
Status: CLOSED **Complex?:** N **Resolved:** 01/03/2017 13:21
Priority: C-Routine **Public Official:**
Group: CDOT Customer Service **Work Unit:**
Title: MUD IN STREET-CONSTRUCTIO

Request Location	Parcel	Named Creek	Juris	CMPD Div
Murrayhill Rd, Charlotte, NC 28209 At Northgate Av			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

MUD & CONCRETE IN THE STREET. GOOGLE FIBER IS WORKING IN THE AREA.

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	12/21/16 09:53	CDOT HANSEN REQ	Contacted ROW group, awaiting response (Note from HANSEN)
Note	01/03/17 13:21	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	01/03/17 13:21	CDOT HANSEN REQ	CDOT Land Development Inspector rode the area and said there were no issues with mud or concrete. NFA. Closed. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6440134 Received By: Nikkia Jackson 353-0347 Received: 12/22/2016 16:05
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 12/23/2016 16:05
 Status: CLOSED Complex?: N Resolved: 12/23/2016 00:00
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
650 Northgate Av, Charlotte, NC 28209	14915431		Char	Westover

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
West	/	3117G	3G08R	3105Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Alex Radmard	Caller			704-290-8909	
650 Northgate Av, Charlotte, NC 28209		E-Mail Refused@311.com			

Detail Description

Citizen called to report that google fiber or AT&T , was doing work on this street and has left mud along the street and on sidewalk and yards and curbing area .

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	Yes
What is in or along the street that needs to be cleaned up?	mud
Mud due to construction in the area?	Yes

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

CLEANED STREET/ROW/DU
Pernice swept

Emerald Request Detail



Request #: 6448703	Received By: Emerald Web Page	Received: 01/04/2017 10:48
Type: CDOT POTHOLE REPAIR	Origin: Web Citizen	Due: 01/06/2017 10:48
Status: CLOSED	Complex?: N	Resolved: 01/17/2017 06:42
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: STREETS - Pothole Repair		

Request Location	Parcel	Named Creek	Juris	CMPD Div
5927 Briggs Dr, Charlotte, NC 28269 ... corner of Lowen Road and Briggs Drive	02701746		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Tony Brown 5927 Briggs Dr, Charlotte, NC 28269	Caller	704-509-1254			
		E-Mail			

Detail Description

I want to say this was a man made pothole done by the google fiber contractors.

Request Prompt	Response
Address on city maintained street?	
Between which two cross streets?	pothole at the corner of lowen and briggs drive
Inbound or outbound curb lane or center lane?	
Is this creating a traffic hazard?	DON'T KNOW
What is the severity of the pothole?	3 - MINOR JOLT
First Request?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	01/17/17 06:42	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #: 6453792 **Received By:** Menderes Erdogan **Received:** 01/10/2017 15:11
Type: CDOT STREETLIGHT REPAIR **Origin:** Citizen **Due:** 01/11/2017 15:11
Status: CLOSED **Complex?:** N **Resolved:** 01/12/2017 15:59
Priority: C-Routine **Public Official:**
Group: CDOT Customer Service **Work Unit:**
Title: CDOT STREETLIGHT REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div	
733 Hollis Rd, Charlotte, NC 28209	14912468		Char	Westover	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Mrs. Hape	Caller			704-559-5398	
		E-Mail DIAHAPE@CAROLINA.RR.COM			

Detail Description

Between 733 and 745 Hollis rd a streetlight needs to be repaired. Citizen stated the streetlight is no longer working after google fiber installed fiber optic cables. Please fix.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
What is the exact location of the light needing repair?	AT 733 Hollis rd
Problem with the street light	never on
Recurring Problem?	NO
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 01/12/17 15:59



Emerald Request Detail



Request #:6455537
 Type: STREET SWEEPING/FLUSHING
 Status: CLOSED
 Priority: B-Priority
 Group: Special Services
 Title: STREET SWEEPING/FLUSHING

Received By: Tia Jeffrey
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit: Smith, Jack

Received: 01/12/2017 09:56
 Due: 01/13/2017 09:56
 Resolved: 01/13/2017 14:10

Request Location	Parcel	Named Creek	Juris	CMPD Div
1414 Peach Park Ln, Charlotte, NC 28216	03925274		Char	North

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5313G	5R06R	5310Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Fred Davis 1414 Peach Park Ln, Charlotte, NC 28216	Caller	980-785-8422			
		E-Mail	refused@311.com		

Detail Description

AT&T AND GOOGLE FIBER DOING WORK AREA

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	MUD
Mud due to construction in the area?	Yes

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

CLEANED STREET/ROW/DU



Emerald Request Detail



Request #:6455795
 Type: CDOT STREETLIGHT REPAIR
 Status: CLOSED
 Priority: C-Routine
 Group: CDOT Customer Service
 Title: CDOT STREETLIGHT REPAIR

Received By: Tia Jeffrey
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 01/12/2017 12:24
 Due: 01/13/2017 12:24
 Resolved: 01/14/2017 12:59

Request Location	Parcel	Named Creek	Juris	CMPD Div
524 Heather Ln, Charlotte, NC 28209	14921112		Char	Westover

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Charlie Emanuel 521 Heather Ln, Charlotte, NC 28209	Caller	704-522-6341			
		E-Mail			

Detail Description

STATES THAT GOOGLE FIBER WAS DOING WORK AROUND POLE AND LIGHT IS OUT

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
What is the exact location of the light needing repair?	IN FRONT OF HOME
Problem with the street light	NEVER ON
Recurring Problem?	NO
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Request closed by Emerald on 01/14/17 12:59



Emerald Request Detail



Request #: 6456992	Received By: Menderes Erdogan	Received: 01/13/2017 12:27
Type: CDOT STREETLIGHT REPAIR	Origin: Citizen	Due: 01/17/2017 12:27
Status: CLOSED	Complex?: N	Resolved: 01/18/2017 12:59
Priority: C-Routine	Public Official:	
Group: CDOT Customer Service	Work Unit:	
Title: CDOT STREETLIGHT REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
11213 Sundown Ln, Charlotte, NC 28226	22131318		Char	South	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
John Scoggins	Caller	704-542-5496			
11213 Sundown Ln, Charlotte, NC 28226		E-Mail johnwscoggins@gmail.com			

Detail Description

Citizen stated there is a steetlight that is out after google fiber construction. Please repair.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
What is the exact location of the light needing repair?	11213 Sundown ln
Problem with the street light	never on
Recurring Problem?	NO
First Request?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 01/18/17 12:59



Emerald Request Detail



Request #:6457165 Received By: Tia Jeffrey Received: 01/13/2017 14:16
 Type: COMPLAINT Origin: Citizen Due: 01/25/2017 14:16
 Status: CLOSED Complex?: N Resolved: 01/25/2017 16:15
 Priority: B-Priority Public Official:
 Group: UT-Administration Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div	
12016 Glenlockhart Ln, Charlotte, NC 28273	20135525		Char	Steele Creek	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jamie Velat	Caller			727-514-0536	
12016 Glenlockhart Ln, Charlotte, NC 28273		E-Mail	refused		

Detail Description

JAMIE(988042-134166) IS CONCERNED WITH HIGH WATER BILL...HIGH BILL INVG WAS COMPLETED IN OCT..NO ISSUES FOUND ON CITY END...HE CLAIMS TO HAVE HIRED A PRIVATE PLUMBER WHO STATES NO ISSUE FOUND...AND GOOGLE FIBER WHOM WAS DOING WORK IN AREA CLAIMS TO NOT BE TAKING ANY RESPONSIBILITY....

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_ACKNOWLEDGEMENT	01/13/2017		

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE
 called and left 3 voicemail messages. Customer returned call but did not answer when I returned the call.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:6459861
 Type: CDOT ROAD QUALITY
 Status: CLOSED
 Priority: C-Routine
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Pamela Olzewski
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 01/17/2017 16:51
 Due: 01/19/2017 16:51
 Resolved: 10/16/2018 13:37

Request Location	Parcel	Named Creek	Juris	CMPD Div
Queens Rd West, Charlotte, NC 28209 At Hopedale Av			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Bill Davis 1907 Rothmullan Dr, Charlotte, NC 28262	Caller	704-549-9230		704-607-2300	
		E-Mail	REFUSED@311.COM		

Detail Description
 AFTER GOOGLE LEFT THERE IS A 3FT X 5FT DEPRESSION IN THE ROAD, LOOKS LIKE THE GROUND WILL GIVE AWAY

Request Prompt	Response
Is this creating a traffic hazard?	
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	10/16/18 13:37	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	10/16/18 13:37	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #: 6460061 **Received By:** Cassandra Allison 353-0347 **Received:** 01/18/2017 07:45
Type: 3-1-1 ESCALATION REQUEST **Origin:** Citizen **Due:** 01/25/2017 07:45
Status: CLOSED **Complex?:** N **Resolved:** 01/18/2017 16:05
Priority: B-Priority **Public Official:**
Group: 311 Utility Escalation **Work Unit:** Turner, Johnnetta
Title: 3-1-1 ESCALATION REQUEST

Request Location	Parcel	Named Creek	Juris	CMPD Div
8807 Samara Ct, Charlotte, NC 28269	02717227		Char	North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Elizabeth Baker	Caller			980-621-5586	

E-Mail

Detail Description

the caller says that either AT&T or Goggle fiber fixed the leak once and then it broke again and then Charlotte Water fixed the problem. She does not have any documentation now and the leak is not a problem now. She wants to talk about the adjustment process.

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Please see Banner notes for acct 1014424-203231



Emerald Request Detail



Request #:6460596
 Type: DUMPING IN STREET/ROW
 Status: CLOSED
 Priority: B-Priority
 Group: Special Services
 Title: DUMPING IN STREET/ROW

Received By: Rubi Tinajero
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit: Smith, Jack

Received: 01/18/2017 11:49
 Due: 01/19/2017 11:49
 Resolved: 02/08/2017 12:30

Request Location	Parcel	Named Creek	Juris	CMPD Div
504 Beverly Cr, Charlotte, NC 28270	21311603		Char	Independence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
East	/	2110G	2G04R	2202Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Judith Wagner	Caller	704-364-6427			
		E-Mail	refused@311.com		

Detail Description

CITIZEN REPORTED GOOGLE FIBER OR AT&T COMPLETED CONSTRUCTION A FEW MONTHS BACK AND LEFT TRASH ON THE CITY RIGHT AWAY

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	TARP, GRAVEL, ORANGE CONE, WOOD/LUMBER, SODA CANS, TRASH
Is this on Private Property?	No

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

CLEANED STREET/ROW/DU



Emerald Request Detail



Request #:6460700 Received By: William Friend 353-0347 Received: 01/18/2017 12:33
 Type: BLOCKAGE Origin: Citizen Due: 01/25/2017 12:33
 Status: CLOSED Complex?: N Resolved: 02/06/2017 07:56
 Priority: U-Unspecified Public Official:
 Group: Storm Water- City Work Unit:
 Title: BLOCKAGE

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
6207 Sharon Acres Rd, Charlotte, NC 28210	20919299		Char			South
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Joanne Shaver	Caller	980-333-2393		704-497-7138		
6207 Sharon Acres Rd, Charlotte, NC 28210		E-Mail joanne.l.shaver@gmail.com				

Detail Description

Caller states storm water drainage ditches were filled in yesterday by either Google Fibre or AT&T -

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	Culverts partially filled in - blocked with dirt
Location of the problem? (Be specific)	In front of property by road
How long has the problem occurred?	Just happened
What is your preferred contact number?	704.497.7138
Are there gate, dog, or other access issues?	No

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_STW ACKNOWLEDGEMENT	01/18/2017		

Inspection	Date	Inspector	Results
Watershed Area MCMULLEN			Ranking: Blockages Erosion Water Quality ___ Pipe ___ Banks ___ Odor ___ Ditches ___ Channels ___ Film on Water ___ Creek ___ Sheet Flow ___ Algae ___ Fish Kill Callback? Blowouts Ponding Inefficient Design <input type="checkbox"/> ___ Pipes ___ Yard ___ Channel ___ Structures ___ Street ___ Ponds ___ Ditch ___ Drainage Structure

Progress Note	Date	Author	Text
Note	02/04/17 13:56	Hattaway, Bill	INSPECTED: Att has installed their fiber box and is blocking the flow of the roadside ditch. I emailed David Hodges to correct this problem. (Note from CityworksSWPT)

Resolution

Storm Water History - No request history



Emerald Request Detail



Request #:6462056
 Type: MISSED GARBAGE
 Status: CLOSED
 Priority: B-Priority
 Group: SWS GARB AREA 2
 Title: MISSED GARBAGE

Received By: Deandra Camm 353-0347
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 01/19/2017 13:16
 Due: 01/20/2017 13:16
 Resolved: 01/19/2017 17:10

Request Location	Parcel	Named Creek	Juris	CMPD Div
1940 Shoreham Dr, Charlotte, NC 28211	18109218		Char	Providence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
South	/	2218G	2G09R	2111Y	NoRte		

Garbage Carts: 2
 Recycling Carts: 2
 Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Parker Shuford 1940 Shoreham Dr, Charlotte, NC 28211	Caller	704-365-3213		704-236-5282	
		E-Mail	PARKER41771@YAHOO.COM		

Detail Description
 GARBAGE WAS NOT COLLECTED ON THIS STREET DUE TO THE GOOGLE FIBER WORK BEING DONE ON THIS STREET

Request Prompt	Response
When was your container set out? (Approximate time)	TUESDAY
Were other containers on your street missed?	Yes
Was anything blocking the container?	GOOGLE FIBER WAS WORKING ON THIS STREET

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution
 LATE SETOUT: COURTESY
 Per 248: Courtesy collection for late set out.



Emerald Request Detail



Request #:6469530 Received By: Menderes Erdogan Received: 01/26/2017 17:57
 Type: HNS HEALTH AND SANITATION Origin: Citizen Due: 01/31/2017 17:57
 Status: CLOSED Complex?: N Resolved:
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: McMahan, Joe
 Title: ILLEGAL DUMPING

Request Location	Parcel	Named Creek	Juris	CMPD Div
6544 Riesman Ln, Charlotte, NC 28210 At Riesman Ln	20945117		Char	South

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Fred Reedel	Caller			704-575-7540	
				E-Mail	refused@311.com

Detail Description

Citizen stated there was illegal dumping of gravel from the contractor with AT&T or google fiber contractors down Magnolia Bridge rd between Riseman Ln and Quail Hollow rd on the street. Please investigate.

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	01/31/17 15:16	JMCMAHON	Inspection performed on 1/31/2017 (Note from DYNAMICS)

Resolution

Compliance - Corrected by Owner



Emerald Request Detail



Request #:6470407 Received By: Shavon Davis 353-0347 Received: 01/27/2017 15:06
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 01/30/2017 15:06
 Status: CLOSED Complex?: N Resolved: 01/30/2017 00:00
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
7321 Ricewell Rd, Charlotte, NC 28226	22130346		Char	South

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
South	/	3205G	3G16R	3205Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Gary Fay	Caller	980-237-3266			
7321 Ricewell Rd, Charlotte, NC 28226		E-Mail refused@311.COM			

Detail Description

Citizen states that the street needs to be cleaned because of work that was done by Charlotte water and google fiber.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	Dirt/debris
Mud due to construction in the area?	No

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

CLEANED STREET/ROW/DU
Clark Swep



Emerald Request Detail



Request #:6479744 Received By: Ashley Ingram Received: 02/07/2017 11:45
 Type: CDOT MISCELLANEOUS Origin: Citizen Due: 02/16/2017 11:45
 Status: CLOSED Complex?: N Resolved: 03/21/2017 10:28
 Priority: B-Priority Public Official:
 Group: CDOT Customer Service Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div	
11932 Little Stoney Ct, Charlotte, NC 28269	02972211		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Lorraine Hall 11932 Little Stoney Ct, Charlotte, NC 28269	Caller	980-207-3951		856-261-7429	
		E-Mail	RAINALOVE65@GMAIL.COM		

Detail Description

LORRAINE HALL IS UPSET BECAUSE SHE DOES NOT WANT GOOGLE FIBER INSTALLED ON HER PROPERTY AND SHE WAS NOT NOTIFIED.

Request Prompt	Response
When did problem occur?	02/07/2017
Where did the problem occur?	IN FRONT YARD
Who was involved?	GOGGLE FIBER
What would citizen like the city to do about the problem?	SHE DOES NOT WANT IT INSTALLED
Have you called about this problem before?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	03/21/17 10:28	CDOT HANSEN REQ	Customer doesn't recall complaint -- complaint is old and just appeared in box 3/21. NFA. Closed. (Note from HANSEN)
Note	03/21/17 10:28	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6480236	Received By: Charnese Burch	Received: 02/07/2017 15:47
Type: NON_RECYCLABLE ITEMS	Origin: Citizen	Due: 02/15/2017 18:00
Status: CLOSED	Complex?: N	Resolved: 02/15/2017 11:33
Priority: C-Routine	Public Official:	
Group: SWS BULKY AREA 1	Work Unit:	
Title: NON_RECYCLABLE ITEMS		

Request Location	Parcel	Named Creek	Juris	CMPD Div
3825 Selwyn Farms Ln, Charlotte, NC 28209	14912315		Char	Westover

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
West	/	3114G	3G06R	3104Y	NoRte		

Garbage Carts: 1
Recycling Carts: 1
Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

BOARDS, GREEN PADS(CITIZEN STATES ITEMS LEFT FROM WORK BY GOGGLE FIBER AND CHARLOTTE WATER ARE AT THE CURB FOR COLLECTION IN THIS AREA)

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

ITEMS NOT ON CURB
 Per SNP718

Emerald Request Detail



Request #: 6484533	Received By: Jerilyn Bailey	Received: 02/13/2017 09:47
Type: COMPLAINT	Origin: Citizen	Due: 02/22/2017 09:47
Status: CLOSED	Complex?: N	Resolved: 02/14/2017 15:41
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
9812 Logging Pl, Charlotte, NC 28227	10937256		Meck		
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Gerald Davis	Caller			704-777-5171	
9812 Logging Pl, Charlotte, NC 28227		E-Mail	gerald862@gmail.com		

Detail Description

I spoke with Mr Gerald Davis and he stated that Google Fiber was working in front of his house and broke the sewer line. Charlotte Water has made the repairs but a portion of his house was damaged by flooding. Mr Davis is trying to recover money to repair his house from Google Fiber and he needs a written statement of the problem that Google Fiber found and what they did to repair the situation. He is requesting a phone call at 704-877-5813

Request Prompt	Response
When did problem occur?	Feb. 10, 2017
Where did the problem occur?	9812 Logging Pl
Who was involved?	Customer and Google Fiber
What would citizen like the city to do about the problem?	He would like a written statement of what was found and what was repaired to give to his lawyer
Have you called about this problem before?	no

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE

spoke with customer and advised that field ops did not know who broke the sewer line. field ops stated at&t and google fiber have both been in the area.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:6485313 Received By: Cassandra Allison 353-0347 Received: 02/13/2017 14:11
 Type: CDOT POTHOLE REPAIR Origin: Citizen Due: 02/15/2017 14:11
 Status: OPEN Complex?: N Resolved:
 Priority: A-Critical Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT POTHOLE REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div
Briggs Dr, Charlotte, NC 28269 At Lowen Rd			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Marla Oelsmer	Caller			980-226-3619	

E-Mail

Detail Description

the caller says that there are 2 potholes on Briggs and she says that Google is responsible for the potholes. She wants someone to come out and see who did the cut. She says that the pothole is 3 inches deep and could damage the tire. She says it is right on the corner.

Request Prompt	Response
Address on city maintained street?	
Between which two cross streets?	lowen and briggs
Inbound or outbound curb lane or center lane?	
Is this creating a traffic hazard?	
What is the severity of the pothole?	2 - SIGNIFICANT JOLT
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	02/17/17 10:27	SERINA HELLER	Citizen called to let us know that the issues are still persisting.
Note	03/07/17 06:37	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6485514
 Type: CDOT ROAD QUALITY
 Status: CLOSED
 Priority: C-Routine
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Diane Torres
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 02/13/2017 15:31
 Due: 02/15/2017 15:31
 Resolved: 02/14/2017 10:32

Request Location	Parcel	Named Creek	Juris	CMPD Div
6423 Caymus Dr, Charlotte, NC 28269	04321632		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Robin Gaurin 6423 Caymus Dr, Charlotte, NC 28269	Caller			704-909-8178	
		E-Mail	robingaurin@bellsouth.net		

Detail Description

Caller is requesting the City repair the street that was torn up by Google when doing some work. Only gravel was laid. Requests that it be repaired.

Request Prompt	Response
Is this creating a traffic hazard?	no
On a City maintained street? If not, refer to NCDOT	yes
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	02/14/17 10:32	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	02/14/17 10:34	CDOT HANSEN REQ	WORK WITH BE COMPLETED BY GOOGLE (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6487461	Received By: Emileth Valverde	Received: 02/15/2017 12:47
Type: STREET SWEEPING/FLUSHING	Origin: Citizen	Due: 02/16/2017 12:47
Status: CLOSED	Complex?: N	Resolved: 02/16/2017 14:38
Priority: B-Priority	Public Official:	
Group: Special Services	Work Unit: Bryant, James	
Title: STREET SWEEPING/FLUSHING		

Request Location	Parcel	Named Creek	Juris	CMPD Div
3204 Moores Glen Dr, Charlotte, NC 28209	14912311		Char	Westover

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
West	/	3114G	3G06R	3104Y			

Garbage Carts:

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Chris Deese	Caller			704-293-3894	
3204 Moores Glen Dr, Charlotte, NC 28209		E-Mail refused@311.com			

Detail Description

Mud on the street coming from Google installing cables, specially at Hedgerow and Moores Glen

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	mud
Mud due to construction in the area?	No

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	02/22/17 14:40	JAMES C BRYANT JR	C: 2/22/2017 2:39:38 PM The street was swept in front of this address but Google was still working and putting more mud in the street. (Note from CITYWORKSSWS)

Resolution

CLEANED STREET/ROW/DI



Emerald Request Detail



Request #:6492607 Received By: Ashley Ingram Received: 02/21/2017 09:59
 Type: MUD IN STREET-CONSTRUCTIO Origin: Citizen Due: 02/23/2017 09:59
 Status: CLOSED Complex?: N Resolved: 02/21/2017 14:35
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: Wigg, William
 Title: MUD IN STREET-CONSTRUCTIO

Request Location	Parcel	Named Creek	Juris	CMPD Div
412 N Poplar St, Charlotte, NC 28202	07802218		Char	Central

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Fred Taylor	Caller			704-332-4254	
412 N Poplar St, Charlotte, NC 28202					E-Mail TAYLOTFJAVA@GMAIL.COM

Detail Description

DIRT BEING LEFT BEHIND BY GOOGLE CONTRACTOR (FBC CONSTRUCTION)

Request Prompt	Response
Is this creating a traffic hazard?	NO
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	02/21/17 14:33	91692	Inspection performed on 02/21/2017 (Note from DYNAMICS)

Resolution

Case Dismissed - No Violations

Emerald Request Detail



Request #:6499522	Received By: Serina Heller	Received: 02/27/2017 14:07
Type: EROSION	Origin: Citizen	Due: 03/06/2017 14:07
Status: CLOSED	Complex?: N	Resolved: 03/23/2017 15:44
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: EROSION		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
1124 Log Cabin Rd, Charlotte, NC 28213	08908217		Char			North Tryon
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Freddie Dial	Caller	704-596-5685				
1124 Log Cabin Rd, Charlotte, NC 28213		E-Mail FHD1124@EARTHLINK.NET				

Detail Description

Citizen is reporting that the green area between the sidewalk and the street is developing a sink hole. Citizen indicated that it is close to the boxes that Google Fiber recently installed.

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	Sinkhole is forming
Location of the problem? (Be specific)	green area between the sidewalk and th street
How long has the problem occured?	unsure
What is your preferred contact number?	704.596.5685
Are there gate, dog, or other access issues?	no

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_STW ACKNOWLEDGEMENT	02/27/2017		

Inspection	Date	Inspector	Results																																				
Watershed Area UPPER LITTLE SUGAR Storm Water Problem Classification 10-Does Not Qualify			<table border="0" style="width: 100%;"> <tr> <td>Ranking:</td> <td>Blockages</td> <td>Erosion</td> <td>Water Quality</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Pipe</td> <td><input type="checkbox"/> Banks</td> <td><input type="checkbox"/> Odor</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Ditches</td> <td><input type="checkbox"/> Channels</td> <td><input type="checkbox"/> Film on Water</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Creek</td> <td><input type="checkbox"/> Sheet Flow</td> <td><input type="checkbox"/> Algae</td> </tr> <tr> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Fish Kill</td> </tr> <tr> <td>Callback?</td> <td>Blowouts</td> <td>Ponding</td> <td>Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Pipes</td> <td><input type="checkbox"/> Yard</td> <td><input type="checkbox"/> Channel</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Structures</td> <td><input type="checkbox"/> Street</td> <td><input type="checkbox"/> Ponds</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Ditch</td> <td><input type="checkbox"/> Drainage Structure</td> </tr> </table>	Ranking:	Blockages	Erosion	Water Quality		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae				<input type="checkbox"/> Fish Kill	Callback?	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure
Ranking:	Blockages	Erosion	Water Quality																																				
	<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor																																				
	<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water																																				
	<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae																																				
			<input type="checkbox"/> Fish Kill																																				
Callback?	Blowouts	Ponding	Inefficient Design																																				
<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel																																				
	<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds																																				
		<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure																																				

Progress Note	Date	Author	Text
Note	03/23/17 14:35	Long, Albert	INSPECTED: Mr Dial is concerned with sinkhole between the sidewalk and the street. There is a small sinkhole right inline with the google fiber installation. No storm water system in the area. I sent this to Jimmy Thackston. This is a DNQ for SWS. (Note from CityworksSWPT)

Resolution

Storm Water History - No request history

Emerald Request Detail



Request #: 6502794	Received By: Menderes Erdogan	Received: 03/01/2017 16:02
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 03/03/2017 16:02
Status: CLOSED	Complex?: N	Resolved: 10/16/2018 08:56
Priority: C-Routine	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT ROAD QUALITY		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
4111 Darwin Cr, Charlotte, NC 28209	14916304		Char	Westover	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Larry Suggs	Caller	856-308-8724		336-899-3981	
4211 Darwin Cr, Charlotte, NC 28209		E-Mail apbritton@gmail.com			

Detail Description

Citizen stated there is hole in the asphalt that was cut by Google fiber. Please repair.

Request Prompt	Response
Is this creating a traffic hazard?	NO
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	10/16/18 08:56	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	10/16/18 08:56	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	10/16/18 08:56	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6505007	Received By: Jerilyn Bailey	Received: 03/03/2017 13:25
Type: COMPLAINT	Origin: Citizen	Due: 03/14/2017 13:25
Status: CLOSED	Complex?: N	Resolved: 03/14/2017 14:24
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
5504 Tullamore Ln, Charlotte, NC 28269	02970330		Char	University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
James D Carte	Caller	704-576-2492		704-576-2492	
5504 Tullamore Ln, Charlotte, NC 28269		E-Mail jdcarte0826@gmail.com			

Detail Description

I spoke with Mr. James Carte and he is upset because he wasn't notified that the repair work for his leak was completed by the city. Once it was repaired the dial kept turning on the meter. Mr Carte states that he was not notified that he still has a possible leak on the private side. He is frustrated because he believes the original problem began with either Google Fiber or AT & T digging. Those companies are now asking for paperwork on what was repaired and stating that there is still a private side leak. He has been trying to get someone to send him the information in writing. James Carte 704-576-2492

Request Prompt	Response
When did problem occur?	JULY 2016
Where did the problem occur?	5504 Tullamore Ln
Who was involved?	customer and Charlotte Water, Google Fiber, AT & T
What would citizen like the city to do about the problem?	He needs a written statement of what the city repaired as well as the fact that there is still a private side leak.
Have you called about this problem before?	yes

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

PHONE CALL MADE
spoke with customer and sent copy of work order that he requested.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:6523594 Received By: Shavon Davis 353-0347 Received: 03/22/2017 11:10
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 03/23/2017 11:10
 Status: CLOSED Complex?: N Resolved: 03/23/2017 10:27
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Bryant, James
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
3608 Merrifield Rd, Charlotte, NC 28211	17701515		Char	Providence

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
South	/	3305G	3R02R	3112Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Harry Stegall 5016 Furman Pl, Charlotte, NC 28210	Caller	704-366-7866			
		E-Mail	REFUSED		

Detail Description

Citizen states that the google fiber have left a lot of dirt, rocks and debris in the street.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	Rocks and debris
Mud due to construction in the area?	No

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

CLEANED STREET/ROW/DU

Request #: 6531825	Received By: Emerald Web Page	Received: 03/29/2017 14:52
Type: CDOT SIDEWALK REPAIR	Origin: Web Citizen	Due: 03/31/2017 14:52
Status: CLOSED	Complex?: N	Resolved: 03/30/2017 09:44
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: STREETS - Sidewalk Repair		

Request Location	Parcel	Named Creek	Juris	CMPD Div
1729 E 8th St, Charlotte, NC 28204	12701207		Char	Providence

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Rebecca Nesbitt	Caller	704-609-5525		704-609-5525	
1729 E 8th St, Charlotte, NC 28204		E-Mail			

Detail Description

The City of Charlotte was called to my address (1729 E 8th St.) by Google Fiber in late January 2017 because of a suspected sewer line break caused by Goggle. The City crew dug up our sidewalk and into our yard to look for the problem. It turns out that the problem was our responsibility because the sewer line from house became disconnected from the city's line. The City of Charlotte subsequently installed a cleanup valve in the city sidewalk. The diagnosis of this problem resulted in the city sidewalk being torn up and our personal stamped concrete sidewalk being cracked and damaged by the City. I have called 311 a couple of times since late January to inquire about the timing for the repair of the city sidewalk and our personal sidewalk, and I have never received a response. The unfinished city sidewalk has become a hazard because the clean out valve installed has sunk into the ground due to continued erosion. The dirt from our yard erodes into the cleanup valve whenever it rains resulting in the valve pushing through the cover and sticking out of the ground causing a tripping hazard. Additionally, due to the erosion the personal sidewalk that was cracked by the city is also sinking causing an additional hazard on our property. I have been advised that no repairs can be made to our yard or personal sidewalk until the city sidewalk is repaired because all repairs would continue to erode downgrade to the city sidewalk and clean out valve that continues to sink into the ground. The longer that this repair is not made the worse the damage becomes. Since I have not received any response to my 311 calls I emailed the City of Charlotte sewer department through Charlotte 311. They responded and said that I need to reach out to this department directly. I am happy to provide pictures of the current hazard, but there is no way to do that on this online form. I would like to know the timeframe for repair of the city sidewalk and my personal sidewalk that was cracked by the City so that the hazards created can be eliminated. Additionally, I want to stress that I would like my personal sidewalk made out of stamped concrete to be repaired and NOT replaced with regular concrete. I understand that the seam will be noticeable but I want to preserve the stamped concrete because it cannot be replicated to match the existing personal sidewalk. I believe the only work that will need to be done for my personal sidewalk is leveling the earth below the broken piece after the city sidewalk has been repaired so that no additional erosion occurs. Please let me know when the work is scheduled to occur so that I can meet and speak with the crew in person. I appreciate your attention to this matter that causes a hazard for our family and our neighborhood. Regards, Rebecca Nesbitt

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	
What is the damage?	Removal of section of sidewalk due to sewer work and subsequent erosion creating a hazard
First Request?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	03/29/17 15:24	CDOT HANSEN REQ	From: Dolschenko, Kim Sent: Wednesday, March 29, 2017 3:17 PMTo: Hubbard, JasonCc: Helms, CurtisSubject: HANSEN 218855 - 1729 E 8TH ST (UTILITY SIDEWALK)Importance: HighHi Jason / Curtis:This is a long one. Citizen entered a duplicate Hansen request (#221112 ; 3/29/17) for sidewalk repair with the following comments:The City of Charlotte was called to my address (1729 E 8th St.) by Google Fiber in late January 2017 because of a suspected sewer line break caused by Goggle. The City crew dug up our sidewalk and into our yard to look for the problem. It turns out that the problem was our responsibility because the sewer line from house became disconnected from

Request #:6531825 (continued)

Progress Note	Date	Author	Text
			<p>the city's line. The City of Charlotte subsequently installed a cleanup valve in the city sidewalk. The diagnosis of this problem resulted in the city sidewalk being torn up and our personal stamped concrete sidewalk being cracked and damaged by the City. I have called 311 a couple of times since late January to inquire about the timing for the repair of the city sidewalk and our personal sidewalk, and I have never received a response. The unfinished city sidewalk has become a hazard because the clean out valve installed has sunk into the ground due to continued erosion. The dirt from our yard erodes into the cleanup valve whenever it rains resulting in the valve pushing through the cover and sticking out of the ground causing a tripping hazard. Additionally, due to the erosion the personal sidewalk that was cracked by the city is also sinking causing an additional hazard on our property. I have been advised that no repairs can be made to our yard or personal sidewalk until the city sidewalk is repaired because all repairs would continue to erode downgrade to the city sidewalk and clean out valve that continues to sink into the ground. The longer that this repair is not made the worse the damage becomes. Since I have not received any response to my 311 calls I emailed the City of Charlotte sewer department through Charlotte 311. They responded and said that I need to reach out to this department directly. I am happy to provide pictures of the current hazard, but there is no way to do that on this online form. I would like to know the timeframe for repair of the city sidewalk and my personal sidewalk that was cracked by the City so that the hazards created can be eliminated. Additionally, I want to stress that I would like my personal sidewalk made out of stamped concrete to be repaired and NOT replaced with regular concrete. I understand that the seam will be noticeable but I want to preserve the stamped concrete because it cannot be replicated to match the existing personal sidewalk. I believe the only work that will need to be done for my personal sidewalk is leveling the earth below the broken piece after the city sidewalk has been repaired so that no additional erosion occurs. Please let me know when the work is scheduled to occur so that I can meet and speak with the crew in person. I appreciate your attention to this matter that causes a hazard for our family and our neighborhood. Regards, Rebecca Nesbitt // Prompts // What is the damage? Removal of section of sidewalk due to sewer work and subsequent erosion creating a hazard // Rebecca Nesbitt(704) 412-3230 (Note from HANSEN)</p>
Note	03/30/17 09:44	CDOT HANSEN REQ	THIS WILL BE REPAIRED UNDER THE UTILITY PERMIT (Note from HANSEN)
Note	03/30/17 09:44	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6537009	Received By: Alonna Bailey 353-0347	Received: 04/03/2017 16:55
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 04/12/2017 16:55
Status: CLOSED	Complex?: N	Resolved: 05/23/2017 10:04
Priority: B-Priority	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT RESURFACING ISSUES		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Symphony Woods Dr, Charlotte, NC At Deruyter Cr			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Drew Green 4530 Park Rd Suite 201, Charlotte, NC 28209	Caller	704-940-2226		704-940-2226	
		E-Mail DGREEN@HAWTHORNEMGMT.COM			

Detail Description

Citizen called states google fiber was out and did a street cut at this intersection, and that it is the worst street cut he has ever seen.

Request Prompt	Response
On a City maintained street? If not, refer to NCDOT	yes
Exact location?	SYMPHONY WOODS DR AND DERUYTER CR
First Request?	YES
Is the resurfacing complete? Quality Complaint	Citizen called states google fiber was out and did a street cut at this intersection, and that it is the worst street cut he has ever seen.
Is the question regarding a resurface decision? Appeal	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	04/04/17 08:24	CDOT HANSEN REQ	UPDATE: Request Type Changed from RSURF to RPMT. (Note from HANSEN)
Note	05/23/17 10:04	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6537656
 Type: STREET SWEEPING/FLUSHING
 Status: CLOSED
 Priority: B-Priority
 Group: Special Services
 Title: STREET SWEEPING/FLUSHING

Received By: Tia Jeffrey
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit: Bryant, James

Received: 04/04/2017 10:21
 Due: 04/05/2017 10:21
 Resolved: 04/05/2017 13:19

Request Location	Parcel	Named Creek	Juris	CMPD Div
1534 Plumstead Rd, Charlotte, NC 28216	03911205		Char	Metro

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5314G	5R21R	5304Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Michelle Thomas	Caller			980-721-3441	
1534 Plumstead Rd, Charlotte, NC 28216		E-Mail		refused@311.com	

Detail Description

google fiber was doing work

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
Is this creating a traffic hazard?	
What is in or along the street that needs to be cleaned up?	mud
Mud due to construction in the area?	Yes

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

CLEANED STREET/ROW/DU



Emerald Request Detail



Request #:6545476
 Type: CDOT SIDEWALK REPAIR
 Status: CLOSED
 Priority: A-Critical
 Group: Street Maintenance
 Title: CDOT SIDEWALK REPAIR

Received By: Ashley Ingram
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 04/11/2017 09:16
 Due: 04/13/2017 09:16
 Resolved: 06/01/2017 12:09

Request Location	Parcel	Named Creek	Juris	CMPD Div
Graham Meadow Dr, Charlotte, NC 28213 At Pesca Ln			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

SIDEWALK WAS NOT PROPERLY REPAIRED AFTER GOOGLE FIBER DID INSTALLATIONS. WORK DONE 3 MONTHS AGO AND THEY PLACED GRAVEL IN PLACE OF SIDEWALK. AREA MARKED BY CONE.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	NO
What is the damage?	SIDEWALK FILLED WITH GRAVEL
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	06/01/17 12:09	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

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Emerald Request Detail



Request #:6553467 Received By: Mariangelica Velasquez 336-7600 Received: 04/18/2017 12:07
 Type: MUD IN STREET-CONSTRUCTIO Origin: Citizen Due: 04/20/2017 12:07
 Status: CLOSED Complex?: N Resolved:
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: Whittington, Dennis
 Title: Mud in Street

Request Location	Parcel	Named Creek	Juris	CMPD Div
3204 Moores Glen Dr, Charlotte, NC 28209 At Hedgerow Ct	14912311		Char	Westover

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Chris Deese 3204 Moores Glen Dr, Charlotte, NC 28209	Caller			704-293-3894	
			E-Mail	refused@311.com	

Detail Description
 Citizen is requesting for the mud to be cleaned off the street from google fiber construction.

Request Prompt	Response
Is this creating a traffic hazard?	DON'T KNOW
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	04/19/17 12:39	dwhittington	Inspection performed on 4/19/2017 (Note from DYNAMICS)

Resolution
 Case Dismissed - No Violations



Emerald Request Detail



Request #:6570604
 Type: CDOT ROAD QUALITY
 Status: OPEN
 Priority: C-Routine
 Group: Street Maintenance
 Title: CDOT ROAD QUALITY

Received By: Tia Jeffrey
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 05/03/2017 07:46
 Due: 05/05/2017 07:46
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div
3631 French Woods Rd, Charlotte, NC 28269	02747152		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Richmond Baker 3631 French Woods Rd, Charlotte, NC 28269	Caller	404-309-3296		404-309-3296	
		E-Mail	richmoba@microsoft.com		

Detail Description

STATES THAT GOOGLE FIBER WAS OUT DOING WORK AND LEFT SEVERAL AREAS AROUND NEIGHBOR HOOD WHERE ROADS ARE DAMAGED..HOLES AND STREETS AND UNEVEN PAVEMENT

Request Prompt	Response
Is this creating a traffic hazard?	
On a City maintained street? If not, refer to NCDOT	
First Request?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution



Emerald Request Detail



Request #: 6571688	Received By: Tia Jeffrey	Received: 05/03/2017 14:02
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 05/05/2017 14:02
Status: CLOSED	Complex?: N	Resolved: 05/17/2017 08:52
Priority: C-Routine	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT ROAD QUALITY		

Request Location	Parcel	Named Creek	Juris	CMPD Div
10400 Misty Ridge Ln, Charlotte, NC 28277	22324214		Char	South

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jean Stewart	Caller	704-650-7800			
10400 Misty Ridge Ln, Charlotte, NC 28277		E-Mail			

Detail Description

google fiber did work in area and neighborhood roads are damaged

Request Prompt	Response
Is this creating a traffic hazard?	
On a City maintained street? If not, refer to NCDOT	
First Request?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	05/17/17 08:52	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution

Emerald Request Detail



Request #: 6590916	Received By: Jasmine Jackson 353-0347	Received: 05/19/2017 08:55
Type: EROSION	Origin: Citizen	Due: 05/26/2017 08:55
Status: CLOSED	Complex?: N	Resolved: 06/15/2017 11:22
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: CDOT		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
7321 Ricewell Rd, Charlotte, NC 28226	22130346		Char			South
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Gary Fay	Caller	980-237-3266				
7321 Ricewell Rd, Charlotte, NC 28226		E-Mail refused@311.COM				

Detail Description

Caller states Google Fiber was out doing some digging back in November and now everytime it rains water pours from a hole above the area that was dug up. Caller states dirt is washing from his yard because of it and onto neighbors property.

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	Sinkhole beginning to form
Location of the problem? (Be specific)	Front yard
How long has the problem occurred?	Since November
What is your preferred contact number?	704-719-4842
Are there gate, dog, or other access issues?	No

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_STW ACKNOWLEDGEMENT	05/19/2017		

Inspection	Date	Inspector	Results																																				
Watershed Area MCALPINE LOWER Storm Water Problem Classification 10-Does Not Qualify			<table border="0"> <tr> <td>Ranking:</td> <td>Blockages</td> <td>Erosion</td> <td>Water Quality</td> </tr> <tr> <td></td> <td>___ Pipe</td> <td>___ Banks</td> <td>___ Odor</td> </tr> <tr> <td></td> <td>___ Ditches</td> <td>___ Channels</td> <td>___ Film on Water</td> </tr> <tr> <td></td> <td>___ Creek</td> <td>___ Sheet Flow</td> <td>___ Algae</td> </tr> <tr> <td></td> <td></td> <td></td> <td>___ Fish Kill</td> </tr> <tr> <td>Callback?</td> <td>Blowouts</td> <td>Ponding</td> <td>Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td>___ Pipes</td> <td>___ Yard</td> <td>___ Channel</td> </tr> <tr> <td></td> <td>___ Structures</td> <td>___ Street</td> <td>___ Ponds</td> </tr> <tr> <td></td> <td></td> <td>___ Ditch</td> <td>___ Drainage Structure</td> </tr> </table>	Ranking:	Blockages	Erosion	Water Quality		___ Pipe	___ Banks	___ Odor		___ Ditches	___ Channels	___ Film on Water		___ Creek	___ Sheet Flow	___ Algae				___ Fish Kill	Callback?	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	___ Pipes	___ Yard	___ Channel		___ Structures	___ Street	___ Ponds			___ Ditch	___ Drainage Structure
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	___ Structures	___ Street	___ Ponds																																				
		___ Ditch	___ Drainage Structure																																				

Progress Note	Date	Author	Text
Note	06/15/17 08:38	Hattaway, Bill	INSPECTED: The site investigation identified a soil loss and deposit in the ROW from what Mr Fay said was from a communication line bore. He informed me that he had contacted the company responsible for the installation of the fiber line. His driveway pipe was functioning and showed no signs of failure. This site is a DNQ for Charlotte Storm Water. He also mentioned that he would fill the fiber hole himself. (Note from CityworksSWPT)

Resolution

Storm Water History

Request #	Date/Time	Classifications
7282834	01/22/2019	
	Inspections:	
7494343	07/09/2019	
	Inspections:	

Request #:6590916 (continued)

Storm Water History

Request #	Date/Time	Classifications
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7859796	06/15/2020	
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Inspections:

7876233	06/26/2020	
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Inspections:

Emerald Request Detail



Request #: 6594542	Received By: Serina Heller	Received: 05/23/2017 07:52
Type: ZONING/COMPLAINT/ INSPECT	Origin: Citizen	Due: 05/26/2017 07:52
Status: CLOSED	Complex?: N	Resolved:
Priority: C-Routine	Public Official:	
Group: HNS Zoning	Work Unit: Reece, Lori	
Title: ZONING/COMPLAINT/ INSPECT		

Request Location	Parcel	Named Creek	Juris	CMPD Div
5704 Falls Ridge Ln, Charlotte, NC 28269 At Hucks Rd	02719128		Char	North

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Cedar Management	Caller	877-252-3327	704-644-8808		
		E-Mail	maintenance@cedarmanagementgroup.com		

Detail Description

Citizen is reporting that Google Fiber has left 2 commercial trailers full of cables directly in front of the Davis Ridge monument. It's been there for two weeks.

Request Prompt	Response
ADDRESS: Provide complete address including direction N, S, E, W	
If vacant lot, lot #, and provide adjacent address, i.e. next to 600 E. Trade St.	
Where did the problem occur?	At the entrance of the neighborhood, by the monument.
When did problem occur?	Two weeks ago
When is best time to see occurrence?	anytime
Who was involved?	Google Fiber
What would citizen like the city to do about the problem?	City would like to address any violations
Have you called about this problem before?	No

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	05/25/17 14:58	LREECE	Inspection performed on 5/25/2017 (Note from DYNAMICS)

Resolution

Compliance



Emerald Request Detail



Request #:6688806 **Received By:** Tanya Colon 353-0347 **Received:** 08/08/2017 09:32
Type: CDOT ROAD QUALITY **Origin:** Citizen **Due:** 08/10/2017 09:32
Status: OPEN **Complex?:** N **Resolved:**
Priority: C-Routine **Public Official:**
Group: Street Maintenance **Work Unit:**
Title: CDOT ROAD QUALITY

Request Location	Parcel	Named Creek	Juris	CMPD Div	
4801 Cobble Glen Wy, Charlotte, NC 28269	02736112		Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Julie Moore	Caller	704-975-1163		704-975-1163	
4801 Cobble Glen Wy, Charlotte, NC 28269		E-Mail refused@311.com			

Detail Description

Caller states Google Fiber was out there back in the fall and the street is in disrepair. She states they have patched some areas of the street and the asphalt is coming up and is on the street. She also says Brightleaf has the same issue.

Request Prompt	Response
Is this creating a traffic hazard?	no
On a City maintained street? If not, refer to NCDOT	yes
First Request?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Emerald Request Detail



Request #: 6692448	Received By: Emerald Web Page	Received: 08/10/2017 15:32
Type: CDOT SIDEWALK REPAIR	Origin: Web Citizen	Due: 08/14/2017 15:32
Status: CLOSED	Complex?: N	Resolved: 11/28/2017 15:43
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: STREETS - Sidewalk Repair		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Prosperity Church Rd, Charlotte, NC 28269			Char	
... Sidewalk near Corner of Prosperity Church Road and Katelyn Drive (Wellington entrance)				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
George Ruemmler	Caller	704-560-6160			
		E-Mail GEORUMLER@GMAIL.COM			

Detail Description

Appears that Google Fiber did not replace the sidewalk after installing cables in the area.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	
What is the damage?	Sidewalk not replaced after cables installed
First Request?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	11/28/17 15:43	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #: 6782214	Received By: Cassandra Allison 353-0347	Received: 11/03/2017 14:14
Type: CDOT POTHOLE REPAIR	Origin: Citizen	Due: 11/07/2017 14:14
Status: CLOSED	Complex?: N	Resolved:
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT POTHOLE REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
6224 Monteith Dr, Charlotte, NC 28213	08922215		Char	North Tryon	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Doris McMurray	Caller	704-957-4794			
6224 Monteith Dr, Charlotte, NC 28213		E-Mail Doris.McMurray5246@yahoo.com			

Detail Description
the caller says that the pothole is a direct result of Google fiber when they were in the neighborhood earlier this summer.

Request Prompt	Response
Address on city maintained street?	yes
Between which two cross streets?	
Inbound or outbound curb lane or center lane?	
Is this creating a traffic hazard?	yes
What is the severity of the pothole?	2 - SIGNIFICANT JOLT
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	11/06/17 07:03	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6807289
 Type: CDOT STREETLIGHT REPAIR
 Status: CLOSED
 Priority: C-Routine
 Group: CDOT Customer Service
 Title: CDOT STREETLIGHT REPAIR

Received By: Mariangelica Velasquez 336-7600
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 12/04/2017 08:16
 Due: 12/05/2017 08:16
 Resolved: 12/06/2017 09:00

Request Location	Parcel	Named Creek	Juris	CMPD Div	
2611 Alanby Ln, Charlotte, NC 28269	22733120		Char	South	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Mike Jaffa	Caller			704-995-9666	
2611 Alanby Ln, Charlotte, NC 28269		E-Mail		mjaffap@gmail.com	

Detail Description

Citizen states that light is out. He advised that either AT&T or Google Fiber dug up the yard around the streetlight.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
What is the exact location of the light needing repair?	In front of the home at the curb.
Problem with the street light	Light is out
Recurring Problem?	NO
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 12/06/17 09:00

Emerald Request Detail



Request #: 6831262	Received By: Kibi Hood	Received: 12/29/2017 13:47
Type: CDOT MISCELLANEOUS	Origin: Web Email	Due: 01/10/2018 13:47
Status: CLOSED	Complex?: N	Resolved: 12/29/2017 13:59
Priority: C-Routine	Public Official:	
Group: CDOT Customer Service	Work Unit:	
Title: CITIZEN FEEDBACK		

Request Location	Parcel	Named Creek	Juris	CMPD Div
8625 Kirchenbaum Dr, Charlotte, NC 28210 At Oberbeck Ln	20714444		Char	South

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Darren Buer 8625 Kirchenbaum Dr, Charlotte, NC 28210	Caller	919-815-0815		919-815-0815	
		E-Mail darrenbuer@gmail.com			

Detail Description

Web request: I have a complaint about some recent activity from Google Fiber installation in my neighborhood. Google Fiber, while putting in their new cables in Oberbeck Farm, ripped up several good chunks of the curb in front of my house. They attempted to replace it with some very soft, very weak, fake concrete material that is already cracking and most likely isn't safe. They did this on the curb in front of my house, slightly to the left side if you're looking out the front door of 8625 Kirchenbaum Drive. They also put down a bunch of this junk right in front of the sewer on my curb, and it appears to be blocking the sewer from obtaining water regularly like it used to. Please work with Google Fiber to have this fixed. I have pictures handy, so let me know if you need them. Thanks, Darren Buer

Request Prompt	Response
Comments:	see detail description

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	12/29/17 13:59	CDOT HANSEN REQ	UPDATE: Request RESOLVED. (Note from HANSEN)
Note	12/29/17 13:59	CDOT HANSEN REQ	Request has been forwarded over to ROW section to handle. (Note from HANSEN)

Resolution



Emerald Request Detail



Request #:6868999 Received By: Tonya Harden 353-0347 Received: 02/08/2018 08:52
 Type: CDOT STREETLIGHT REPAIR Origin: Citizen Due: 02/09/2018 08:52
 Status: CLOSED Complex?: N Resolved: 02/10/2018 08:59
 Priority: C-Routine Public Official:
 Group: CDOT Customer Service Work Unit:
 Title: CDOT STREETLIGHT REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div	
7512 Prindle Lake Dr, Charlotte, NC 28227	10914114		Char	Hickory Grove	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Shirley Cisco	Caller			980-253-3656	
7512 Prindle Lake Dr, Charlotte, NC 28227		E-Mail	refused		

Detail Description

Streetlights in the entire street are out. There was a google fiber trucj eariler in the week digging and now no lights are on.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
What is the exact location of the light needing repair?	Prindle Lake entire street
Problem with the street light	never
Recurring Problem?	NO
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

Request closed by Emerald on 02/10/18 08:59

Emerald Request Detail



Request #: 6943401	Received By: Kapria White	Received: 04/12/2018 16:21
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 04/16/2018 16:21
Status: CLOSED	Complex?: N	Resolved: 04/19/2018 09:54
Priority: C-Routine	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT ROAD QUALITY		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Ernest Russell Ct, Charlotte, NC 28269 At Oak St			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Citizen states that the street need to be done he states that the covering that google fiber placed is coming up. He states that the closest address is 11734 Oak street

Request Prompt	Response
Is this creating a traffic hazard?	NO
On a City maintained street? If not, refer to NCDOT	YES
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	04/19/18 09:53	HUBBARD, JASON	Google is aware of this situation and is making repairs (Note from CityworksCDOT)

Resolution

Emerald Request Detail



Request #: 6947427	Received By: Lanette Harrison	Received: 04/16/2018 16:15
Type: STW CNTY WATER QUALITY	Origin: Citizen	Due: 04/23/2018 16:15
Status: CLOSED	Complex?: N	Resolved: 04/23/2018 17:00
Priority: U-Unspecified	Public Official:	
Group: STW-County Water Quality	Work Unit:	
Title: STW CNTY WATER QUALITY		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
10550 Independence Pointe Py, Matthews, NC 28105	19329C99		Matt			

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
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Detail Description

Customer called to report google fiber/att working and allowing muddy water to drain into the storm drains at the intersection of Matthews Township Py and Independence Pointe Py

Inspection	Date	Inspector	Results
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<p>Watershed Area</p> <p>Storm Water Problem Classification</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 15%;">Ranking:</td> <td style="width: 15%;">Blockages</td> <td style="width: 15%;">Erosion</td> <td style="width: 15%;">Water Quality</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Pipe</td> <td><input type="checkbox"/> Banks</td> <td><input type="checkbox"/> Odor</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Ditches</td> <td><input type="checkbox"/> Channels</td> <td><input type="checkbox"/> Film on Water</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Creek</td> <td><input type="checkbox"/> Sheet Flow</td> <td><input type="checkbox"/> Algae</td> </tr> <tr> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Fish Kill</td> </tr> <tr> <td>Callback?</td> <td>Blowouts</td> <td>Ponding</td> <td>Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Pipes</td> <td><input type="checkbox"/> Yard</td> <td><input type="checkbox"/> Channel</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Structures</td> <td><input type="checkbox"/> Street</td> <td><input type="checkbox"/> Ponds</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Ditch</td> <td><input type="checkbox"/> Drainage Structure</td> </tr> </table>	Ranking:	Blockages	Erosion	Water Quality		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae				<input type="checkbox"/> Fish Kill	Callback?	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure
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	<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds																																		
		<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure																																		

Progress Note	Date	Author	Text
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Resolution

Request closed by Emerald on 04/23/18 17:00

Storm Water History - No request history



Emerald Request Detail



Request #:6958709
 Type: CDOT SIDEWALK REPAIR
 Status: CLOSED
 Priority: A-Critical
 Group: Street Maintenance
 Title: CDOT SIDEWALK REPAIR

Received By: Latoya White 353-0347
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 04/25/2018 10:23
 Due: 04/27/2018 10:23
 Resolved: 05/04/2018 10:26

Request Location	Parcel	Named Creek	Juris	CMPD Div	
225 S Mcdowell St, Charlotte, NC 28204	12504402		Char	Central	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Alexis Turner-Lafving 225 S Mcdowell St, Charlotte, NC 28204	Caller		704-376-0045	757-675-9501	
		E-Mail	ALEXIS@COONTZLEGAL.COM		

Detail Description

Citizen stated a piece of sidewalk was placed to the side after Google Fiber was digging in the area.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	NO
What is the damage?	Citizen stated a piece of sidewalk was placed to the side after Google Fiber was digging in the area.
First Request?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	05/04/18 10:26	HUBBARD, JASON	Was not able to locate any concrete set to the side. There are several panels of new sidewalk at this location. (Note from CityworksCDOT)

Resolution

Emerald Request Detail



Request #: 7015653	Received By: Tanya Colon 353-0347	Received: 06/06/2018 13:24
Type: CDOT ROAD QUALITY	Origin: Citizen	Due: 06/08/2018 13:24
Status: CLOSED	Complex?: N	Resolved: 10/11/2018 07:36
Priority: C-Routine	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT ROAD QUALITY		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Park Rd, Charlotte, NC 28209			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Chip Gribble	Caller			704-562-3791	
11304 E W T Harris Bv, Charlotte, NC 28212		E-Mail refused@311.com			

Detail Description

Caller states there is one solid cut that is appears that 2 feet of the asphalt has been cut out by Google Fiber. He states it has been like that for 6 months or more. He states it is one large rivet.

Request Prompt	Response
Is this creating a traffic hazard?	no
On a City maintained street? If not, refer to NCDOT	yes
First Request?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	10/11/18 07:36	DOLSCHENKO, KIM	ATTN: DEE - THERE IS NO ADDRESS #, BLOCK # OR CROSS STREET PROVIDED (Note from CityworksCDOT)
Note	10/11/18 07:36	HAGER III, FRANKLIN	could not find anything No address (Note from CityworksCDOT)

Resolution



Emerald Request Detail



Request #:7064828 **Received By:** Lucy Brown 353-0347 **Received:** 07/12/2018 15:47
Type: CDOT SIDEWALK REPAIR **Origin:** Citizen **Due:** 07/16/2018 15:47
Status: CLOSED **Complex?:** N **Resolved:** 08/29/2018 07:38
Priority: A-Critical **Public Official:**
Group: Street Maintenance **Work Unit:**
Title: CDOT SIDEWALK REPAIR

Request Location	Parcel	Named Creek	Juris	CMPD Div	
225 S McDowell St, Charlotte, NC 28204	12504402		Char	Central	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Cassey Simmons	Caller		704-376-0048		
225 S McDowell St, Charlotte, NC 28204		E-Mail	cassey@clontzlegal.com		

Detail Description

Caller stated that Google Fiber was digging and they damaged the sidewalk and it needs to be repair. It is the entrance on the McDowell St next to the entrance to the Fairfield Hotel.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	No
What is the damage?	Caller stated that Google Fiber was digging and they damaged the sidewalk and it needs to be repair. It is the entrance on the McDowell St next to the entrance to the Fairfield Hotel.
First Request?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	08/29/18 07:38	HUBBARD, JASON	This is an asphalt cut in the driveway made by a contractor. It has been turned over to ROW to have contractor make repairs (Note from CityworksCDOT)

Resolution

Emerald Request Detail



Request #: 7103658	Received By: Leiba Andrews	Received: 08/10/2018 15:09
Type: STW GENERAL INQUIRY	Origin: Citizen	Due: 08/17/2018 15:09
Status: CLOSED	Complex?: N	Resolved: 08/13/2018 15:54
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: STW GENERAL INQUIRY		

Request Location	Parcel	Named Creek	Juris Ease? Flood? CMPD Div
Dent Ct, Charlotte, NC 28210			Char
Citizen Name	Citizen Type	Home Phone	Work Phone
Tina Christain	Caller	704-287-6382	
5017 Prentice Pl, Charlotte, NC 28210		E-Mail refused	

Detail Description
 Citizen states the ground where the google fiber box is located in the cultersack has a water leak due to the ground stays wet.

Request Prompt	Response
Provide a detailed description of your question/concern.	citizen checking if there is a water leak

Inspection	Date	Inspector	Results																																						
<table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">Watershed Area</td> <td style="width: 60%;">Ranking:</td> </tr> <tr> <td style="border: none;"></td> <td style="border: none;"> <table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Blockages</td> <td style="width: 25%;">Erosion</td> <td style="width: 50%;">Water Quality</td> </tr> <tr> <td>___ Pipe</td> <td>___ Banks</td> <td>___ Odor</td> </tr> <tr> <td>___ Ditches</td> <td>___ Channels</td> <td>___ Film on Water</td> </tr> <tr> <td>___ Creek</td> <td>___ Sheet Flow</td> <td>___ Algae</td> </tr> <tr> <td></td> <td></td> <td>___ Fish Kill</td> </tr> </table> </td> </tr> <tr> <td style="border: none;">Storm Water Problem Classification</td> <td style="border: none;">Callback?</td> </tr> <tr> <td style="border: none;">10-Does Not Qualify</td> <td style="border: none;"> <table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Blowouts</td> <td style="width: 25%;">Ponding</td> <td style="width: 50%;">Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td>___ Pipes</td> <td>___ Yard</td> </tr> <tr> <td></td> <td>___ Structures</td> <td>___ Street</td> </tr> <tr> <td></td> <td></td> <td>___ Ditch</td> </tr> <tr> <td></td> <td></td> <td>___ Drainage Structure</td> </tr> </table> </td> </tr> </table>	Watershed Area	Ranking:		<table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Blockages</td> <td style="width: 25%;">Erosion</td> <td style="width: 50%;">Water Quality</td> </tr> <tr> <td>___ Pipe</td> <td>___ Banks</td> <td>___ Odor</td> </tr> <tr> <td>___ Ditches</td> <td>___ Channels</td> <td>___ Film on Water</td> </tr> <tr> <td>___ Creek</td> <td>___ Sheet Flow</td> <td>___ Algae</td> </tr> <tr> <td></td> <td></td> <td>___ Fish Kill</td> </tr> </table>	Blockages	Erosion	Water Quality	___ Pipe	___ Banks	___ Odor	___ Ditches	___ Channels	___ Film on Water	___ Creek	___ Sheet Flow	___ Algae			___ Fish Kill	Storm Water Problem Classification	Callback?	10-Does Not Qualify	<table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Blowouts</td> <td style="width: 25%;">Ponding</td> <td style="width: 50%;">Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td>___ Pipes</td> <td>___ Yard</td> </tr> <tr> <td></td> <td>___ Structures</td> <td>___ Street</td> </tr> <tr> <td></td> <td></td> <td>___ Ditch</td> </tr> <tr> <td></td> <td></td> <td>___ Drainage Structure</td> </tr> </table>	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	___ Pipes	___ Yard		___ Structures	___ Street			___ Ditch			___ Drainage Structure			
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		___ Drainage Structure																																							

Progress Note	Date	Author	Text
Note	08/13/18 15:46	Hudson, Scott	INSPECTED: Citizen is reporting a water leak. (Note from CityworksSWPT)

Resolution

Storm Water History - No request history

Emerald Request Detail



Request #: 7324275	Received By: Sean Johnson	Received: 02/27/2019 13:24
Type: DUMPING IN STREET/ROW	Origin: Citizen	Due: 03/08/2019 13:24
Status: CLOSED	Complex?: N	Resolved: 02/28/2019 12:00
Priority: B-Priority	Public Official:	
Group: Special Services	Work Unit: Haqq, Abdul	
Title: DUMPING IN STREET/ROW		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Sam Wilson Rd, Charlotte, NC 28214			Char	
At Wildwood Dr ... [Unrecognized Address:]				

SWS Area	SP?	GRoute	RRRoute	YRoute	Req. Route	Truck	FSR
/							

Garbage Carts:

Recycling Carts:

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Caller stated AT&T?google Fiber was laying cable months ago. He stated they left behind industrial trash like a large cable spool, crumpled metal and pallets in the wooded area on sam wilson actoss from Wildwood drive

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
Is this creating a traffic hazard?	No
What is in or along the street that needs to be cleaned up?	Large pieces of industrial trash
Is this on Private Property?	Don't Know

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	02/27/19 15:05	Web Service	Caller stated AT&T?google Fiber was laying cable months ago. He stated they left behind industrial trash like a large cable spool, crumpled metal and pallets in the wooded area on sam wilson actoss from Wildwood drive (Note from CITYWORKSSWS)
Note	02/27/19 15:31	Web Service	[Unrecognized Address:] Caller stated AT&T?google Fiber was laying cable months ago. He stated they left behind industrial trash like a large cable spool, crumpled metal and pallets in the wooded area on sam wilson actoss from Wildwood drive (Note from CITYWORKSSWS)

Resolution

CLEANED STREET/ROW/DI



Emerald Request Detail



Request #: 7466920	Received By: Ashley Ingram	Received: 06/18/2019 14:58
Type: COMPLAINT	Origin: Citizen	Due: 06/27/2019 14:58
Status: CLOSED	Complex?: N	Resolved: 06/20/2019 10:30
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
6609 Heatherbrooke Av, Charlotte, NC 28213	08918539		Char	North Tryon	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Shane Nelson	Caller			704-962-1960	
6609 Heatherbrooke Av, Charlotte, NC 28213		E-Mail	SHANE.MATHEW.NELSON@GMAIL.COM		

Detail Description

SHANE IS REQUESTING A COPY OF THE S99 REPORT FROM BANNER. SERVICE ORDER NO. 10467954/ACCT NO 1097397-80249. HE WANTS THIS TO FILE CLAIM AGAINST GOOGLE FIBER FOR BLOCKING LINE.

Request Prompt	Response
When did problem occur?	JUNE 1, 2019
Where did the problem occur?	
Who was involved?	GOOGLE FIBER
What would citizen like the city to do about the problem?	PLEASE SEND COPY OF REPORT
Have you called about this problem before?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

EMAIL SENT
sent information to c. johnson in field ops.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:7593722
 Type: COMPLAINT
 Status: CLOSED
 Priority: B-Priority
 Group: UT-Field Operations
 Title: COMPLAINT

Received By: Erica Blakeney
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 09/24/2019 15:56
 Due: 10/03/2019 15:56
 Resolved: 11/27/2019 00:00

Request Location	Parcel	Named Creek	Juris	CMPD Div	
5120 Rea Rd, Charlotte, NC 28226	21123320		Char	South	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
David Peters 5120 Rea Rd, Charlotte, NC 28226	Caller			704-975-6846	
		E-Mail	peteacad@gmail.com		

Detail Description

CUSTOMER STATED GOOGLE FIBER BROKE THE LINE BUT THE CITY CAME OUT TO REPAIR THE LINE. CUSTOMER UPSET BECAUSE STATED CITY DID A POOR JOB BECAUSE THE LINE IS BROKE IN SAME PLACE IT WAS BEFORE.

Request Prompt	Response
When did problem occur?	NOTICE WATER COMING UP YESTERDAY
Where did the problem occur?	5120 REA RD
Who was involved?	
What would citizen like the city to do about the problem?	CUSTOMER WANT CITY TO REPAIR THE LEAK AND ADJUST ACCOUNT
Have you called about this problem before?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

COMPLETED

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	

Emerald Request Detail



Request #: 7672092	Received By: Serina Heller	Received: 12/05/2019 12:46
Type: EROSION	Origin: Citizen	Due: 12/12/2019 12:46
Status: CLOSED	Complex?: N	Resolved: 12/10/2019 00:00
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- County	Work Unit: Keziah, James	
Title: EROSION		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
11702 Sweetbriar Ridge Dr, Charlotte, NC 28269	02764209		Meck			

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Myra Delgado	Caller			704-606-9539	
11702 Sweetbriar Ridge Dr, Charlotte, NC 28269		E-Mail m99delgado@yahoo.com			

Detail Description

Citizen is reporting that there is a sinkhole that is forming in the grass, between the sidewalk and the street. Citizen indicated that they noticed it yesterday. Their lawn guy was mowing and fell in it. The lawn guy indicated that it was not there 3 weeks ago. The hole is about 4 ft deep and about 1 ft wide. Citizen indicated that Google Fiber looked at it and said that the hole goes under the sidewalk, and towards the house

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	Sinkhole forming in the grass between the sidewalk and street
Location of the problem? (Be specific)	Sinkhole forming in the grass between the sidewalk and street
How long has the problem occurred?	Yesterday
What is your preferred contact number?	704.606.9539
Are there gate, dog, or other access issues?	yes

Inspection	Date	Inspector	Results
Inspection	12/10/19 00:00	JAMES KEZIAH	Made a site inspection. Found an area where Charlotte Water had made a repair at a meter box. Spoke with Ms. Delgado and this was the area she as concerned about.

Watershed Area	Ranking:	Blockages	Erosion	Water Quality
		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor
Storm Water Problem Classification		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water
		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae
				<input type="checkbox"/> Fish Kill
	Callback?	Blowouts	Ponding	Inefficient Design
	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel
		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds
			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure

Progress Note	Date	Author	Text
Customer Contact	12/06/19 08:30	JAMES KEZIAH	Left message with contact info.

Resolution

DOES NOT QUALIFY

Resolution Prompt	Response
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Project Name:
 Contractor Name:
 Project Cost:
 Project Complete Date:
 Warranty End Date:
 Was a closeout form received?
 Is it public drainage or private drainage? (STW Use Only)



Emerald Request Detail



Request #:7672092 (continued)
Storm Water History - No request history



Emerald Request Detail



Request #:7747451	Received By: Terkeshia Anderson	Received: 02/13/2020 09:22
Type: EROSION	Origin: Citizen	Due: 02/20/2020 09:22
Status: CLOSED	Complex?: N	Resolved:
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: EROSION		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
2537 Knollwood Rd, Charlotte, NC 28211	18114232		Char			Providence
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Mary Hawes	Caller	704-366-3860				
2537 Knollwood Rd, Charlotte, NC 28211		E-Mail				

Detail Description

Citize stated there was google fiber installed a year ago and paving was not smoothed over and now when rain it drains asphalt and mud collects on the street

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	erosion
Location of the problem? (Be specific)	in front of property
How long has the problem occured?	year
What is your preferred contact number?	704.366.3860
Are there gate, dog, or other access issues?	no

Inspection	Date	Inspector	Results																																				
Watershed Area BRIAR Storm Water Problem Classification			<table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Ranking:</td> <td style="width: 25%;">Blockages</td> <td style="width: 25%;">Erosion</td> <td style="width: 25%;">Water Quality</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Pipe</td> <td><input type="checkbox"/> Banks</td> <td><input type="checkbox"/> Odor</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Ditches</td> <td><input type="checkbox"/> Channels</td> <td><input type="checkbox"/> Film on Water</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Creek</td> <td><input type="checkbox"/> Sheet Flow</td> <td><input type="checkbox"/> Algae</td> </tr> <tr> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Fish Kill</td> </tr> <tr> <td>Callback?</td> <td>Blowouts</td> <td>Ponding</td> <td>Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Pipes</td> <td><input type="checkbox"/> Yard</td> <td><input type="checkbox"/> Channel</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Structures</td> <td><input type="checkbox"/> Street</td> <td><input type="checkbox"/> Ponds</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Ditch</td> <td><input type="checkbox"/> Drainage Structure</td> </tr> </table>	Ranking:	Blockages	Erosion	Water Quality		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae				<input type="checkbox"/> Fish Kill	Callback?	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure
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Progress Note	Date	Author	Text
Note	03/19/20 12:58	Hudson, Scott	INSPECTED: Citizen is discussing issues from fiber installation. Emailed David Hodges (Note from CityworksSWPT)

Resolution

DOES NOT QUALIFY

Resolution Prompt	Response
Project Name:	
Contractor Name:	
Project Cost:	
Project Complete Date:	
Warranty End Date:	
Was a closeout form received?	
Is it public drainage or private drainage? (STW Use Only)	

Storm Water History

Request #	Date/Time	Classifications
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Request #:7747451 (continued)

Storm Water History

Request #	Date/Time	Classifications	
19425	01/04/1993	6-Channel Erosion (Maint)	
	Inspections: 01/04/1993	INSPECTION	GUY PETERS
			TREE ALONG CHANNEL BANKS ON NEIGHBORING PROPERTY OVERHANGS HOUSE. MRS.FRANCESCHI FEARS THAT ROOTS UNDERMINED BY CHANNEL EROSION, WILL SOON GIVE WAY ALLOWING TREE TO FALL ON HOUSE IN BEDROOM AREA CALLED NEIGHBOR TO REMIND HIM OF LIABILITY. MAINTENANCE CLASS.
1411560	08/09/2004	8-Capital	
	Inspections: 08/23/2004	INSPECTION	JOE TALBOT
	08/24/2004	INSPECTION	JOE TALBOT
			CIP FOXCROFT/FERNCLIFF. BLOW-OUTS. CONTACTED STANSBURY. SINKHOLE IN BACKYARD MAYBE A BURY PIT. KEEP REQUEST AS IS. PART OF FOXCROFT/FERNCLIFF.

Emerald Request Detail



Request #: 7825049	Received By: Annedra Young	Received: 05/19/2020 16:30
Type: CDOT POTHOLE REPAIR	Origin: Citizen	Due: 05/21/2020 16:30
Status: CLOSED	Complex?: N	Resolved: 05/20/2020 10:25
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: CDOT POTHOLE REPAIR		

Request Location	Parcel	Named Creek	Juris	CMPD Div
11954 Mourning Dove Ln, Charlotte, NC 28269	02952148		Char	University City

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Boyd Horton 11954 Mourning Dove Ln, Charlotte, NC 28269	Caller	704-737-2712		704-737-2712	
		E-Mail bhorton22@aol.com			

Detail Description

Citizen stated that google fiber caused the pothole issue and needs a repair.

Request Prompt	Response
Address on city maintained street?	YES
Between which two cross streets?	Grosbeak Ln and Canary Ct
Inbound or outbound curb lane or center lane?	Center Lane
Is this creating a traffic hazard?	YES
What is the severity of the pothole?	4 - UNKNOWN
First Request?	NO

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	05/20/20 10:25	Web Services	Citizen stated that google fiber caused the pothole issue and needs a repair. // Prompts // // Address on city maintained street? YES // Between which two cross streets? Grosbeak Ln and Canary Ct // Inbound or outbound curb lane or center lane? Center Lane // Is this creating a traffic hazard? YES // What is the severity of the pothole? 4 - UNKNOWN // First Request? NO // (Note from CityworksCDOT)
Note	05/20/20 10:25	HUBBARD, JASON	This is not a pothole. The top layer of asphalt is starting to break off at the edge of the road at the gutter but is not a traffic issue at this time. There is also another section that is showing signs of slippage but is not a hazard at this time (Note from CityworksCDOT)
Note	05/20/20 10:25	Harris, Tyray	WILL COMPLETE ON TOMROROW, SYSTEM IS DOWN AND UNABLE TO FINISH WO# (Note from CityworksCDOT)

Resolution



Emerald Request Detail



Request #:7851654 Received By: Leshawn Warren 353-0347 Received: 06/10/2020 08:47
 Type: CITIZEN FEEDBACK Origin: Web Email Due: 06/19/2020 08:47
 Status: CLOSED Complex?: N Resolved: 06/10/2020 14:59
 Priority: C-Routine Public Official:
 Group: UT-Administration Work Unit:
 Title: CITIZEN FEEDBACK

Request Location	Parcel	Named Creek	Juris	CMPD Div	
	02952148			University City	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Beck Sung	Caller			336-437-2677	
		E-Mail	bsung@google.com		

Detail Description

Per Utility Web Request Received:

Good morning,

my name is Beck, I'm with Google Fiber Charlotte. It appears that we currently house a HUT (a small building housing our inside plant equipment to service the nearby area) on or near Charlotte Water's property. This particular HUT is located at 9419 Legranger Rd, Charlotte, NC 28262.

We're trying to have a crew landscape the area surrounding the HUT, but the crew is unable to access the area. Would it be possible for us to coordinate a regularly scheduled time to gain access to the surrounding area for our crew for lawn care maintenance?

Thank you,

--

Beck Sung
Technical Operations Manager
Charlotte, North Carolina
bsung@google.com
(336) 437-2677

Request Prompt	Response
Comments:	Refer to detailed description

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

EMAIL SENT

sent to t neal and t. huffstickler for assistance.



Emerald Request Detail



Request #:7865193 Received By: Gustavo Henriquez 353-0347 Received: 06/19/2020 10:42
 Type: STREET SWEEPING/FLUSHING Origin: Citizen Due: 06/30/2020 10:42
 Status: CLOSED Complex?: N Resolved: 06/24/2020 09:50
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Smith, Jack
 Title: STREET SWEEPING/FLUSHING

Request Location	Parcel	Named Creek	Juris	CMPD Div
1426 Sansberry Rd, Charlotte, NC 28262	04702305		Char	North Tryon

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5219G	5G14R	5103Y			

Garbage Carts: 2
 Recycling Carts: 1
 Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Shelia Herndon 1426 Sansberry Rd, Charlotte, NC 28262	Caller	704-597-9707			
					E-Mail

Detail Description

Citizen states google fiber was working on the cable lines and left the street filled with mud and street needs to be flushed to get rid of the mud.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	Yes
What is in or along the street that needs to be cleaned up?	MUD
Is it Leaves that needs to be cleared?	
Mud due to construction in the area?	No

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	06/19/20 10:57	Web Service	Citizen states google fiber was working on the cable lines and left the street filled with mud and street needs to be flushed to get rid of the mud. (Note from CITYWORKSSWS)
Note	06/19/20 11:51	Web Service	Citizen states google fiber was working on the cable lines and left the street filled with mud and street needs to be flushed to get rid of the mud. (Note from CITYWORKSSWS)

Resolution

CLEANED STREET/ROW/DI



Emerald Request Detail



Request #: 7881597	Received By: Zekia Young	Received: 06/30/2020 13:40
Type: EROSION	Origin: Citizen	Due: 07/08/2020 13:40
Status: CLOSED	Complex?: N	Resolved:
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: EROSION		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
9508 Birchcroft Ln, Charlotte, NC 28269	02757382		Char			North
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Maria Diaz	Caller			704-778-6297		
9508 Birchcroft Ln, Charlotte, NC 28269		E-Mail mariasynergy@outlook.com				

Detail Description

Maria said that a few years ago , actually back in 2016 that there was a leak that happened on the cityside becuase google fiber hit the city water line . The city came out and repaired the leak and then filled up the hole where they had to dog with gravel and now Maria said that the gravel/ground is sinking in by the mailbox and to the left of the driveway .

Request Prompt	Response
What type of issues are you experiencing? (Be Specific)	Maria said that a few years ago , actually back in 2016 that there was a leak that happened on the cityside becuase google fiber hit the city water line . The city came out and repaired the leak and then filled up the hole where they had to dog with gravel and now Maria said that the gravel/ground is sinking in by the mailbox and to the left of the driveway .
Location of the problem? (Be specific)	just to right of mailbox and to left the driveway
How long has the problem ocured?	Not sure
What is your preferred contact number?	704 778 6297
Are there gate, dog, or other access issues?	No

Inspection	Date	Inspector	Results																																				
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Progress Note	Date	Author	Text
Note	07/23/20 10:05	Deans, Sarah	INSPECTED: REQ is for ground sinking b/w mailbox & water meter box. Observed low spot beside s/w near water meter box. No surface failures. CB clean & selfie stick photo shows not blockages and no stained jts. Recommended PO to contact CW. No eligible issues. (Note from CityworksSWPT)

Resolution

DOES NOT QUALIFY

Resolution Prompt	Response
Project Name:	
Contractor Name:	
Project Cost:	
Project Complete Date:	



Emerald Request Detail



Request #:7881597 (continued)

Warranty End Date:

Was a closeout form received?

Is it public drainage or private drainage? (STW Use Only)

Storm Water History - No request history

Emerald Request Detail



Request #: 8326966	Received By: Emerald Web Page	Received: 06/19/2021 15:18
Type: CDOT SIDEWALK REPAIR	Origin: Mobile Citizen	Due: 06/23/2021 07:00
Status: NEW	Complex?: N	Resolved:
Priority: A-Critical	Public Official:	
Group: Street Maintenance	Work Unit:	
Title: STREETS - Sidewalk Repair		

Request Location	Parcel	Named Creek	Juris	CMPD Div
5732 Ballantyne Commons Py, Charlotte, NC 28227 ... Across from Jay M Robinson Middle School	22528171		Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Rick Mahathirath 5732 Ballantyne Commons Py, Charlotte, NC 28227	Caller	678-920-8991		678-920-8991	
		E-Mail rkmahath@gmail.com			

Detail Description

Damage from Google fiber or utilities. Part of sidewalk is higher/lower from heavy equipment. Have seen injuries and heavy use since location is across from Jay M Middle School.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	
Is this a Private Street? IF YES, WILL NOT BE SERVICED.	
What is the damage?	Section of sidewalk is lower
First Request?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Emerald Request Detail



Request #: 8368550	Received By: Shane Watson 353-0347	Received: 07/21/2021 17:56
Type: STW GENERAL INQUIRY	Origin: Citizen	Due: 08/04/2021 17:56
Status: CLOSED	Complex?: N	Resolved:
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: STW GENERAL INQUIRY		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
7114 Reeves St, Charlotte, NC 28269	04321404		Char			University City
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Ali Chang-Thao	Caller			704-340-6931		
7114 Reeves St, Charlotte, NC 28269		E-Mail lil.aslis@yahoo.com				

Detail Description

The storm water drain is not draining properly. Resident stated that there is standing water whenever it rains. It has been an issue for about 5 months, since google fiber was installed.

Request Prompt

Provide a detailed description of your question/concern.

Response

The storm water drain is not draining properly. Resident stated that there is standing water whenever it rains. It has been an issue for about 5 months, since google fiber was installed.

Inspection	Date	Inspector	Results																																								
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Progress Note	Date	Author	Text
Note	09/14/21 07:24	Deans, Sarah	INSPECTED: REQ is for storm drain not draining properly. Observed new d/w pipe installed, ditch holding water, Google Fiber box in slope of ditch. Onsite mtg w/ CDOT & Google, Google determines no fault on their part. Forwarded req. to CDOT to check into. No issues eligible for storm drainage program. (Note from CityworksSWPT)

Resolution

DOES NOT QUALIFY

Resolution Prompt

Response

Project Name:
 Contractor Name:
 Project Cost:
 Project Complete Date:
 Warranty End Date:
 Was a closeout form received?
 Is it public drainage or private drainage? (STW Use Only)

Storm Water History



Emerald Request Detail



Request #:8368550 (continued)

Storm Water History

Request #	Date/Time	Classifications
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8414164	08/26/2021	
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Inspections:



Emerald Request Detail



Request #: 8370275	Received By: Kesha White 353-0347	Received: 07/23/2021 08:06
Type: MUD IN STREET-CONSTRUCTIO	Origin: Citizen	Due: 07/27/2021 08:06
Status: CLOSED	Complex?: N	Resolved: 07/26/2021 00:00
Priority: C-Routine	Public Official:	
Group: Land Development/City	Work Unit:	
Title: MUD IN STREET-CONSTRUCTION		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
3008 Bridle Brook Wy, Charlotte, NC 28270	22714402		Char	South	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jessica Farrelly	Caller			847-471-5045	
3008 Bridle Brook Wy, Charlotte, NC 28270		E-Mail jessicabfarrelly@gmail.com			

Detail Description

Citizen is calling to have a street sweep due to excess debris and dirt due to Google Fiber digging to make a repair.

Request Prompt	Response
Is this creating a traffic hazard?	NO
Mud due to construction in the area?	YES

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Complaint related to work by Google Fiber. Forwarded to Meck. Co. Water Quality for enforcement under the stormwater pollution control ordinance.



Emerald Request Detail



Request #:8522855
 Type: COMPLAINT
 Status: NEW
 Priority: B-Priority
 Group: UT-Administration
 Title: COMPLAINT

Received By: Tonya Duncan
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 12/03/2021 14:27
 Due: 12/14/2021 14:27
 Resolved:

Request Location	Parcel	Named Creek	Juris	CMPD Div	
300 E John St, Matthews, NC 28105	22701322		Matt		
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Park Square 300 E John St, Matthews, NC 28105	Caller		704-632-1030		
		E-Mail	JAMEY.COX@SVN.COM		

Detail Description

JAMIE COX 7046321030 CALLED IN TO FORM A COMPLAINT. STATED THAT GOOGLE HIT A LINE ON SADIE DR ON OR ABOUT SEPT 2021 THAT CAUSE HIS WATER BILL TO INCREASE. THIS IS A HOA ACCT. STATED THAT HE WOULD LKE AN ADJUSTMENT AS HE STATED OTHER PROPERTIES HE HAS WORKED AT RECEIVED ADJUSTMENTS

Request Prompt	Response
When did problem occur?	10.13.21
Where did the problem occur?	PARK SOUTH SADIE DR MATTHEWS
Who was involved?	GOOGLE FIBER
What would citizen like the city to do about the problem?	HAVE BILL ADJUSTED FOR OCT AND NOV 2021
Have you called about this problem before?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution