

Innovations Showcase

February 7, 2023 Ryan Minkus, PE, PTOE



Global Positioning System (GPS) and Section Control

RCKC and Chip Seal



What else does the operator have to do?

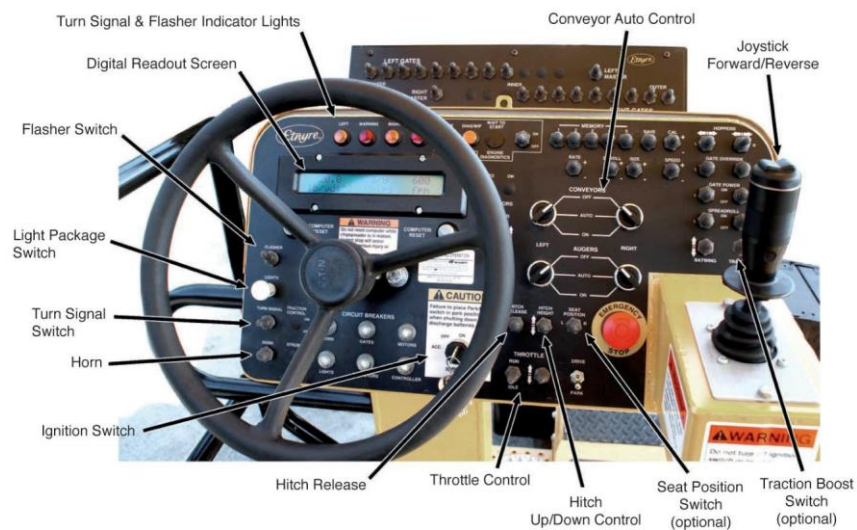


Photo: Etnyre ChipSpreader Booklet (A-208-20), www.etnyre.com



Looking for solutions



- Agricultural equipment controls
- Proven technology
- Rural coverage
- Willing partners

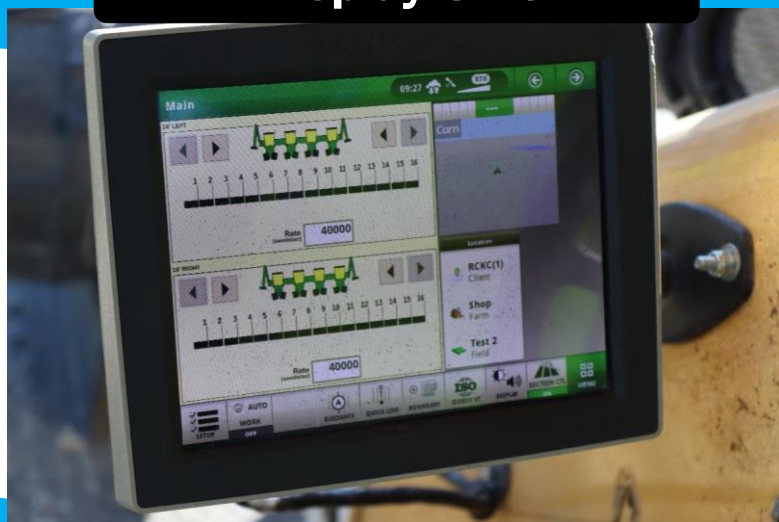


John Deere Radio RTK 450

- ± 1 inch pass-to-pass accuracy
- Minimizing signal loss
- Harness attachment
- Display unit attaches to control panel



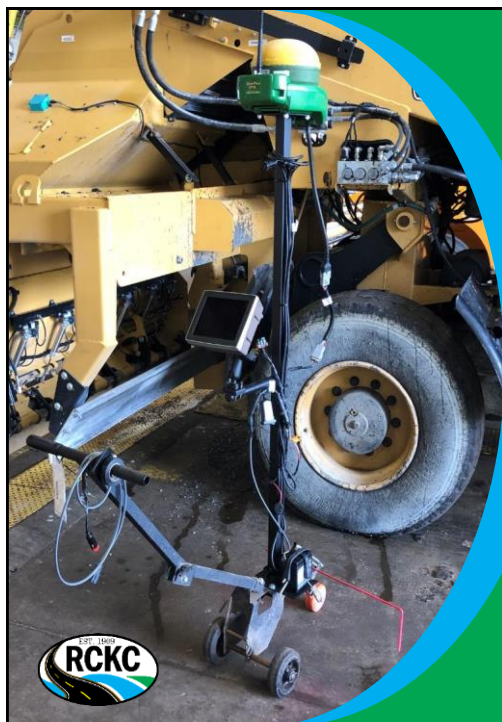
Display Unit



Automating Controls

- Setup for gate control (16 maximum)
- Required overlapping of gates (24 gates total)
- Smooth integration





Mapping Areas

- Developed manual trolley used by staff
- Used same John Deere radio (harness connection)
- Stored for future use
- Required staff to map

Trolley Optional!

- Mapping can be done from chip spreader
- Display unit shows mapped areas
- Stored for future use

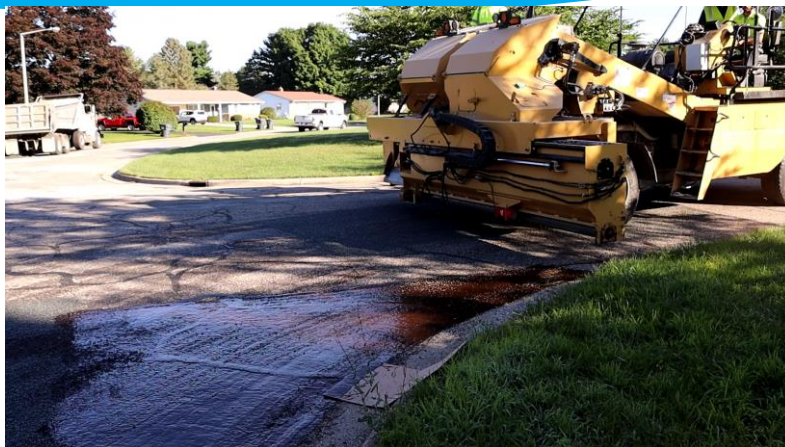


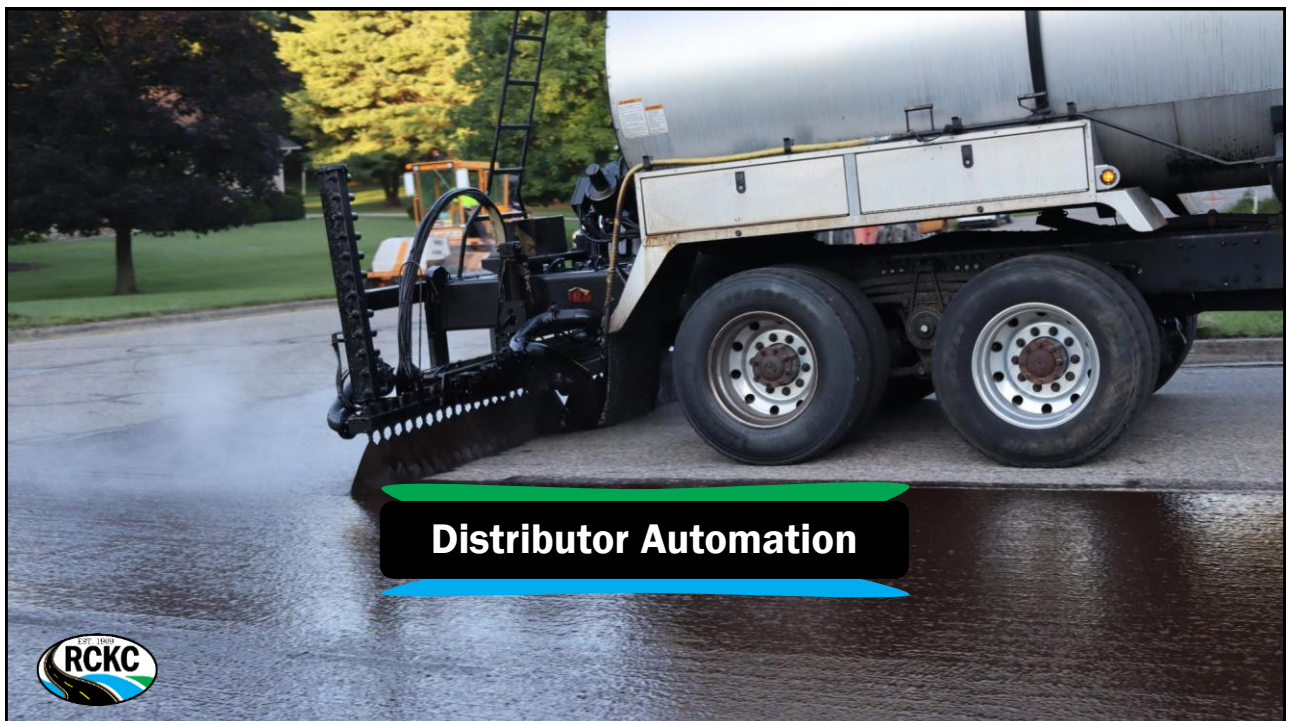


Tracking Progress

- “Paints” the areas where application done
- Controller will not open gates in a painted area
- Reduces overlap and excess stone use

Yet how does it work?



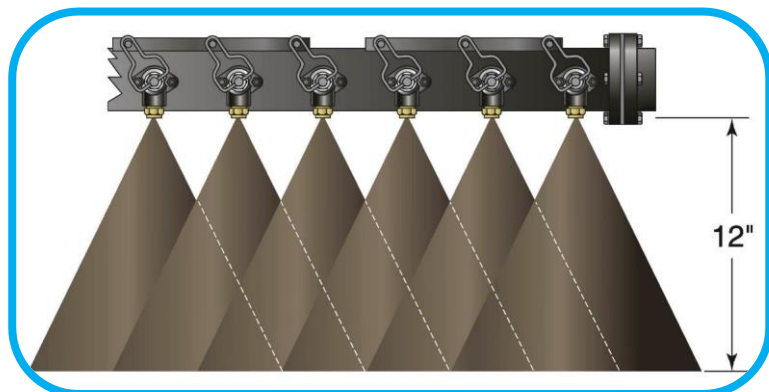


Does this look familiar?

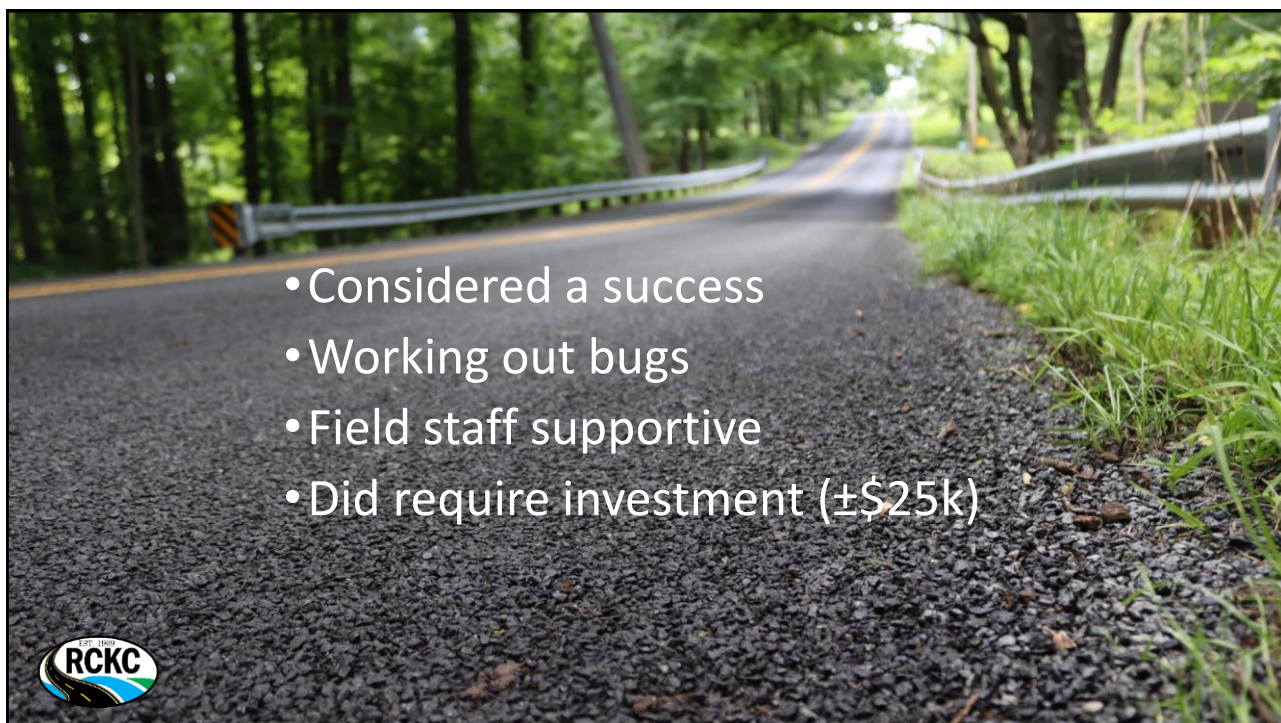


Automating Controls

- Setup for nozzle control
- Operating well



Yet how does it work?




What is next?



What is next?






IT Support ▾ Road Management Software


Service Request Upgrades

Road Management Software

Michigan's Preferred Choice Since 1983



Learn More



SR - Maintenance - Request: 2023-57117-1 (Road: Waterwood Drive)

Request 60219 Response Email / SMS Text Log

Number 2023 57117 1
Request 02/03/2023 12:43:19
Closed MM/DD/YYYY

Priority
Status Active

Reason(s)
Reason 1 Winter Maintenance
Reason 2
Reason 3
Reason 4
Additional Information

Contact
First/Last
Address
City/State/Zip
Phone

Automatic Email and SMS Text Message Response
☐ Send Automatic Email Response
E-Mail
Enabled-Email Response Will NOT be sent
☐ Send Automatic SMS Text Message Response
Mobile
Enabled-SMS Text Response Will NOT be sent

Location
Segment
Road Waterwood Drive
Between
And
Municipality Comstock Twp

☒ Storm
Number of Calls

☒ Called
By
To

The RCKC Office

Drag a column header here to group by that column

Request Y...	Reque...	...	Last Name	First Name	Address
2023	57119	1		RESIDENT.	
2023	57117	1			
2023	57116	1		RESIDENT	
	115	1		RESIDENT	
	114	1	DEREK		3358 N Vankal
	113	1	HARLAN	MICHAEL	4255 Leisure Ln
	111	1		RESIDENT	
	110	1		RESIDENT	
	109	1		RESIDENT	
	108	1		RESIDENT	
	107	1		RESIDENT	
	106	1	NICK		
2023	57101	1	NASS	LINDSEY	2814 Hickory Nut L
2023	57100	1		RESIDENT	
2023	57099	1		RESIDENT	408 Tyler Street
2023	57097	1		KRISTI	
2023	57096	1	KOOL	LONNIE	
2023	57095	1		NORA	2714 N 6th Street
2023	57094	1		LARRY	511 Daniel Street
2023	57093	1	STEWART	GAIL	2856 Mandarin Gr
2023	57092	1	H	KYLE	
2023	57091	1		RESIDENT	
2023	57090	1	STOLL	SARAH	2927 Meadowcroft

When automatic email and text message response fields are filled, the text will change from red to green which means responses have been enabled.

If a citizen declines automatic updates, then uncheck fields not needed.



Stop an Automatic Email/Text Message

Receipt Auto Response

From: noreply@kalamazoo-countyroads.com [mailto:noreply@kalamazoo-countyroads.com]
Sent: Wednesday, April 6, 2022 2:50 PM
To: Selena Rider <srider@kalamazoo-countyroads.com>
Subject: Automated Service Request Response - 2022-52860-1 Mailbox



This is an auto-generated response. Please do not respond to this email.

Thank you for contacting the Road Commission of Kalamazoo County (RCKC). Your RCKC service request was entered into our service request system.

Your service request reference number is located in the email subject line. You can check if your service request is active by viewing the [Active Service Request Report](#) which is updated weekly.

We will notify you when the service request has closed. Please be reassured the RCKC monitors and tracks all service requests received.

Sincerely, the RCKC Team - Your Local Road Professionals since 1909.



Status Auto Response

Automated Service Request Response **2022-52860-1 Mailbox**



noreply@kalamazoo-countyroads.com
 To: Selena Rider



This is an auto-generated response. Please do not respond to this email.

Your service request to the Road Commission of Kalamazoo County (RCKC) has been evaluated and moved to a pending status. A solution is being scheduled.

Sincerely, the RCKC Team - Your Local Road Professionals since 1909.



Customized Response

From: noreply@kalamazooountyroads.com <noreply@kalamazooountyroads.com>

Sent: Wednesday, April 6, 2022 3:29 PM

To: Selena Rider <srider@kalamazooountyroads.com>

Subject: Automated Service Request Response - 2022-52860-1 Mailbox

Greetings,

I cannot determine if your mailbox was physically hit by a RCKC plow truck based on the picture(s) that you submitted.

Can you send me pictures of the mailbox with contact marks from our truck? They will typically be located on the side facing oncoming traffic.

Once I have received better pictures, I will be able to determine if the plow truck physically hit your mailbox.

Jon Fitzsimmons, Permit Agent
Road Commission of Kalamazoo County
I



SERVICE REQUEST TRACKING SUMMARY

Key Takeaways:

- *The average of Service Requests resolved in under 20 days and the average of Service Requests resolved under 90 days are currently meeting goal. Both made improvements in the last month as well.
- *The average of Service Requests resolved in under 40 days is over goal by four days; this has not changed from last month.
- *Permit, Roads, and Traffic Services improved their priority goal averages this month!
- *Service Requests continue to rise annually. There were 5278 reported Service Requests in 2021. There were 5589 Service Requests in 2022.

1/04/2023



Can you use Precision?

SR - Maintenance - Request: 2023-57119-1 (Name: Resident, - Road: Roosevelt Avenue)

Request 6019 Response Email / SMS Text Log

Number 2023 57119 1 Priority

Request 02/03/2023 15:51:31 Closed MM/DD/YYYY Status Active

Contact

First/Last Resident
Address
City/State/Zip
Phone

Automatic Email and SMS Text Message Responses

☐ Send Automatic Email Response
E-Mail Enabled: Email Response Will NOT be sent
☐ Send Automatic SMS Text Message Response
Mobile Enabled: SMS Text Response Will NOT be sent

Location

Segment Road Roosevelt Avenue
Between Polk Street
And McKinley Avenue
Municipality Cooper Twp

Reason(s)

Reason 1 Winter Maintenance
Reason 2
Reason 3
Reason 4

Additional Information

Request Printed
Last Response
Response Printed
Letter

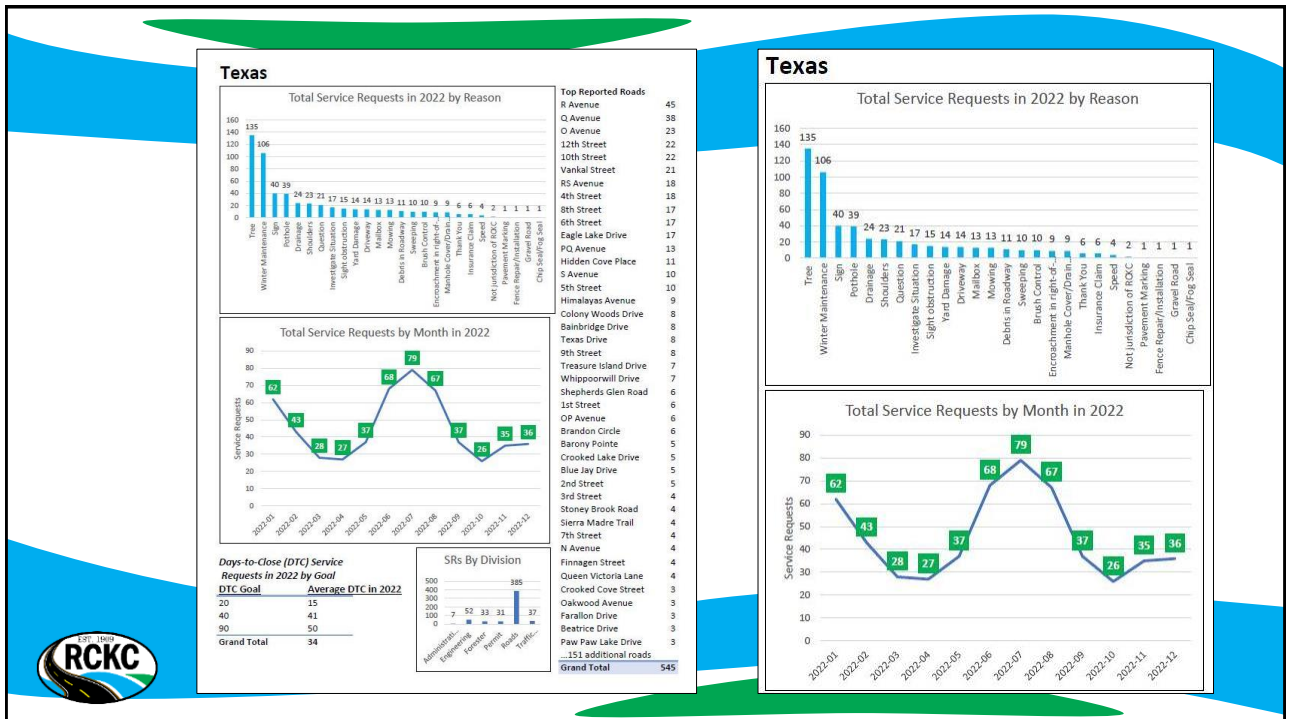
Division Roads
☐ Police Reported

☐ Storm
Number of Calls
☐ Called
By
To

Explanation

roads in this neighborhood are very icy.

Request Y...	Reque...	Last Name	First Name	Address	City	
2023	57119	1	RESIDENT			
2023	57117	1				
2023	57116	1	RESIDENT			
2023	57115	1	RESIDENT			
2023	57114	1	DEREK	3358 N Vankal		
2023	57113	1	MICHAEL	4255 Leisure Ln	KALP	
2023	57111	1	RESIDENT			
2023	57110	1	RESIDENT			
2023	57109	1	RESIDENT			
2023	57108	1	RESIDENT			
2023	57107	1	RESIDENT			
2023	57106	1	NICK			
2023	57101	1	NASS	2814 Hickory Nut Lane	KALP	
2023	57100	1	RESIDENT			
2023	57099	1	RESIDENT	408 Tyler Street		
2023	57097	1	KRISTI			
2023	57096	1	KOOL	LONNIE		
2023	57095	1	NORA	2714 N 6th Street		
2023	57094	1	LARRY	511 Daniel Street	KALP	
2023	57093	1	STEWART	GAIL	2856 Mandarin Grove Ln	KALP
2023	57092	1	KYLE			
2023	57091	1	RESIDENT			
2023	57090	1	STOLL	SARAH	2927 Meadowcroft Ln	KALP



Service Requests Tracking

Comstock Twp had the most RCKC reported SRs in 2022, followed by

Breakdown By RCKC Staff Submissions

Top RCKC Staff who submitted the most service requests in December

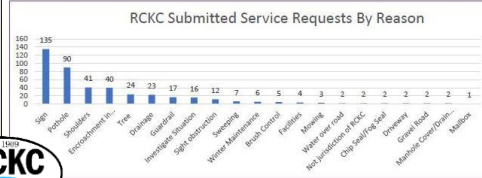
Tara
Rusty
Ryan
Jim H
Travis

Top RCKC Staff who submitted the most service requests YTD

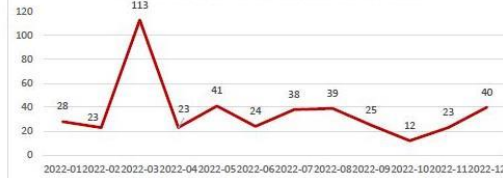
Jim H
Travis
Jon
Mark
Dalman



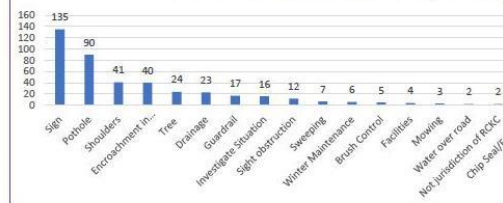
Top 5 RCKC SRs:
1. Sign
2. Pothole
3. Shoulders
4. Encroachment in right-of-way
5. Tree



RCKC Submitted Service Requests By Month



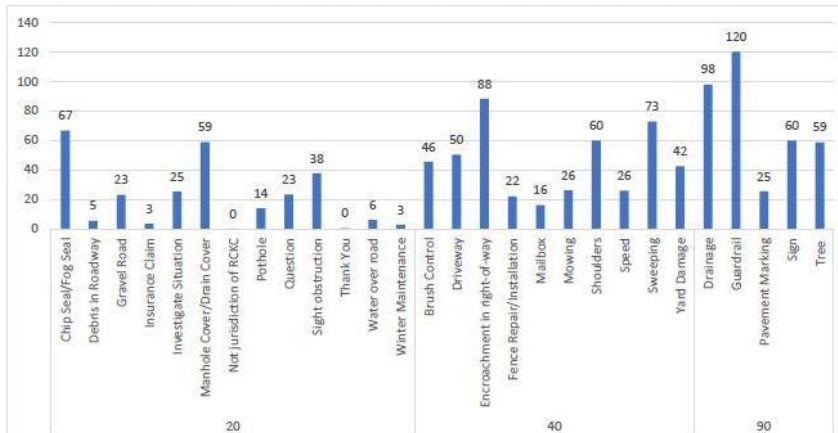
RCKC Submitted Service Requests By Reason



Service Requests Tracking

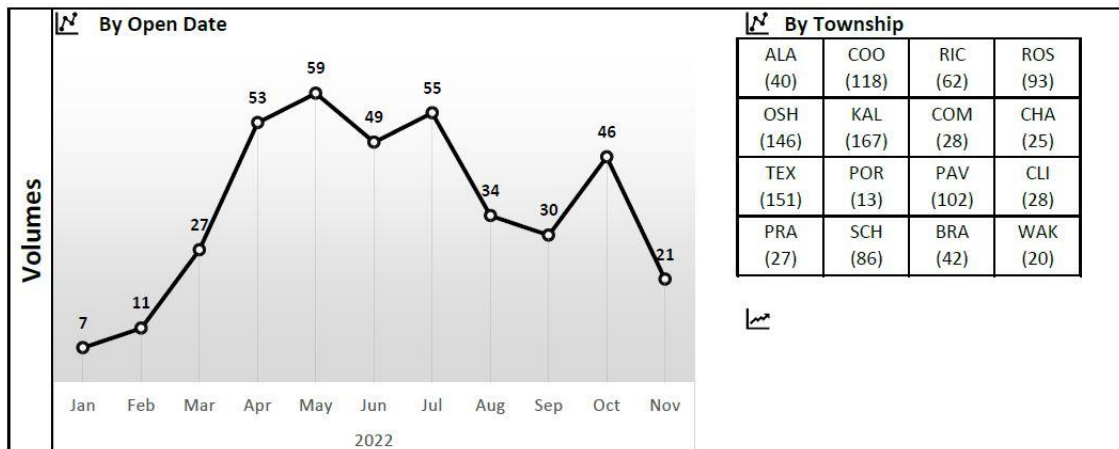
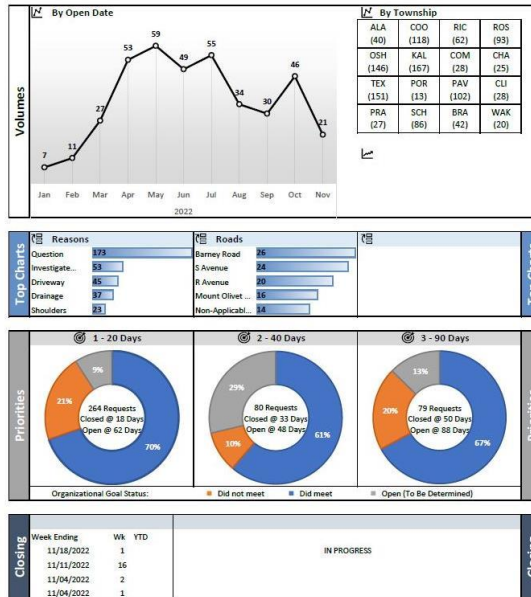
Breakdown By Reason/Close Days (YTD*)

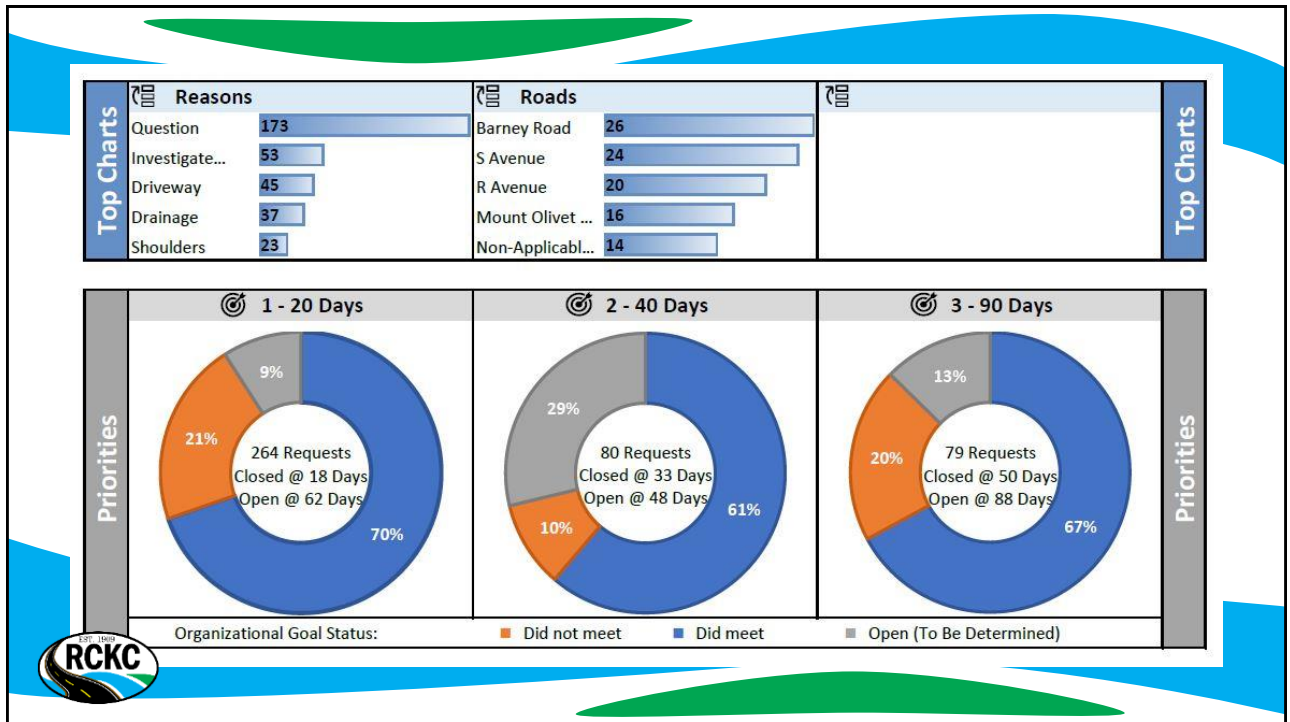
Average Days to Close Services Requests by Reason as of November



Engineering Service Request Status Report

11/30/22 2:30 PM





Engineering Service Request Status Report

11/30/22 2:30 PM

By Open Date									
Req. #	Status	Type	Reason	Road	Limits	Goal	Days		
1	53069	Active	OSH	Driveway	G Avenue	Ravine Road to US131	40	212	🔴
2	53391	Active	NON	Question	Non-Applic...	Non-Applicable to Non-Applicable	20	192	🔴
3	53466	Active	SOH	Driveway	U Avenue	18th Street to Portage Road	40	189	🔴
4	53800	Pending	ROS	Drainage	G Avenue	at 28th Street	90	155	🔴
5	54026	Active	ROS	Drainage	Gull Lake...	C Avenue to Moon Drive	90	148	🔴
6	54068	Active	PAV	Investig...	36th Street...	at PQ Avenue	20	146	🔴
7	54245	Active	COO	Question	Lands-End...	Douglas Avenue to Nichols Road	20	135	🔴
8	54343	Active	TEX	Question	Riesling S...	PQ Avenue to Chianti Circle	20	128	🔴
9	54405	Active	TEX	Tree	R Avenue	11th Street to 12th Street	90	118	🔴
10	54612	Active	TEX	Question	R3 Avenue	Pine Pine Lake Drive to 2nd Street	20	112	🔴
11	54622	Active	TEX	Drainage	Treasure L...	Pepper Avenue to Woods Drive	90	111	🔴
12	54650	Active	TEX	Question	O Avenue	6th Street to 8th Street	20	107	🔴
13	54702	Pending	SOH	Question	W Avenue	Portage Road to Vicksburg Village Limit	20	105	🔴
14	54684	Active	TEX	Shoulder...	R Avenue	6th Street to 8th Street	40	105	🔴
15	55091	Active	TEX	Driveway	R Avenue	10th Street to 12th Street	40	94	🔴
16	55434	Active	OSH	Question	Stadium Dr...	Country west Side to 9th Street	20	72	🔴
17	55562	Active	KAL	Drainage	Nichols Ro...	Grand Prairie Road to Ravine Road	90	63	🟡
18	55612	Active	RIC	Drainage	24th Street...		90	59	🔴
19	55676	Active	TEX	Tree	R Avenue	8th Street to 6th Street	90	55	🟢
20	55693	Active	TEX	Question	Eagle Lake...	5th Street to 6th Street	20	52	🔴
21	55730	Active	NON	Question	W Avenue	at Vicksburg Village Limit	20	48	🔴
22	55741	Active	TEX	Question	R3 Avenue	Pine Pine Lake Drive to 2nd Street	20	45	🟢
23	55806	Active	PAV	Shoulder...	Non-Applic...		40	41	🔴
24	55825	Active	BRA	Question	36th Street...	at W Avenue	20	38	🔴
25	55868	Active	CHA	Yard Dam...	Watkins Ro...	Michigan Avenue, E to Watkins Road	40	31	🟡

By Close Date									
Req. #	Date	Type	Reason	Road	Limits	Goal	Days		
1	56129	11/24	COO	Thank Yo...	Mount Oliv...		20	0	🟢
2	56110	11/11	TEX	Question	Bainbridge...	Barony Pointe to 6th Street	20	1	🟢
3	56106	11/10	ROS	Question	48th Street...	M89 to Augusta Drive	20	0	🟢
4	54021	11/10	PRG	Question	8th Street	XY Avenue to WX Avenue	20	141	🔴
5	53882	11/10	COO	Question	Parlades Dr...	G Avenue to Deerland Street	20	148	🔴
6	56090	11/9	COM	Driveway	Shields St...		40	2	🟢
7	56022	11/9	COO	Investig...	Mount Oliv...	Pinto Drive to Shanghai-La Drive	20	8	🟢
8	56015	11/9	COM	Tree	Bailey Str...	Liggett Street to Saginaw Drive	90	9	🟢
9	55991	11/9	COM	Shoulder...	Shields St...	Electra Street to JK Avenue	40	12	🟢
10	55819	11/9	COM	Question	Worsten Ave...	Oran Avenue to JK Avenue	20	30	🔴
11	55772	11/9	COO	Question	Mount Oliv...	G Avenue to Riverview Drive	20	38	🟢
12	55767	11/9	COO	Question	G Avenue	at Mount Olivet Road	20	36	🔴
13	55638	11/9	KAL	Investig...	Kendall Av...	at Main Street, W (M-43)	20	49	🔴
14	55356	11/9	ROS	Question	43rd Street...	at BC Avenue	20	70	🔴
15	54804	11/8	OSH	Question	Stadium Dr...	9th Street to 11th Street	20	104	🔴

By Open Date								
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4	53900	Pending	ROS	Drainage	D Avenue	at 38th Street	90	155 ✖
5	54026	Active	ROS	Drainage	Gull Lake ...	C Avenue to Moon Drive	90	148 ✖
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8	54343	Active	TEX	Question	Riesling S...	PQ Avenue to Chianti Circle	20	128 ✖
9	54485	Active	TEX	Tree	R Avenue	11th Street to 12th Street	90	118 ✖
10	54612	Active	TEX	Question	RS Avenue	Paw Paw Lake Drive to 2nd Street	20	112 ✖
11	54622	Active	TEX	Drainage	Treasure L...	Pepper Avenue to Woods Drive	90	111 ✖
12	54650	Active	TEX	Question	O Avenue	6th Street to 8th Street	20	107 ✖
13	54702	Pending	SCH	Question	W Avenue	Portage Road to Vicksburg Village Limit	20	105 ✖
14	54684	Active	TEX	Shoulder...	R Avenue	6th Street to 8th Street	40	105 ✖
15	55091	Active	TEX	Driveway	R Avenue	10th Street to 12th Street	40	94 ✖
16	55434	Active	OSH	Question	Stadium Dr...	County west line to 9th Street	20	72 ✖
17	55562	Active	KAL	Drainage	Nichols Ro...	Grand Prairie Road to Ravine Road	90	63 ⚠
18	55612	Active	RIC	Drainage	24th Stree...		90	59 ✔
19	55676	Active	TEX	Tree	R Avenue	8th Street to 6th Street	90	55 ✔
20	55693	Active	TEX	Question	Eagle Lake...	5th Street to 6th Street	20	52 ✖


Longest Open



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SR #	Date	Twp	Reason	Road	Limits	Goal	Days	
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2	56110	11/11	TEX	Question	Bainbridge...	Barony Pointe to 6th Street	20	1 ✔
3	56106	11/10	ROS	Question	48th Stree...	M89 to Augusta Drive	20	0 ✔
4	54021	11/10	PRA	Question	8th Street	XY Avenue to WX Avenue	20	141 ✖
5	53882	11/10	COO	Question	Patland Dr...	G Avenue to Deerland Street	20	148 ✖
6	56092	11/9	COM	Driveway	Shields St...	40	2	✔
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11	55772	11/9	COO	Question	Mount Oliv...	G Avenue to Riverview Drive	20	35 ✖
12	55767	11/9	COO	Question	G Avenue	at Mount Olivet Road	20	36 ✖
13	55638	11/9	KAL	Investig...	Kendall Av...	at Main Street, W (M-43)	20	49 ✖
14	55356	11/9	ROS	Question	43rd Stree...	at BC Avenue	20	70 ✖
15	54604	11/8	OSH	Question	Stadium Dr...	9th Street to 11th Street	20	104 ✖

Recently Closed





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(269) 381-3171

Questions?

