



Road Commission
of Kalamazoo County
3801 E. Kilgore Road
Kalamazoo, MI 49001
(269) 381-3171
Fax (269) 381-1760
www.kalamazoocountyroads.com

October 3rd, 2022

Contact: Sarah Phillips, Communications Administrator

Email: sphillips@kalamazoocountyroads.com

Phone: (269) 381-3170 x224

RCKC CONNECT CORNER

RCKC Service Requests: What are they and where do they go?

Service requests are road related reports that range from roadside issues, to potholes, signs, winter maintenance, etc. In addition to our scheduled projects and maintenance, the Road Commission of Kalamazoo County (RCKC) receives and responds to service requests daily. These reports may come from the public, RCKC team, or local officials. We receive thousands of service requests each year. In 2021 alone, we received 5,278 service requests!

We encourage you to submit these service requests! With over 1,270 miles of roadway, we rely on you to also be our eyes on the roads. Service requests can be submitted by calling our office, or on our website at www.kalamazoocountyroads.com/contact.php.

So, what happens once a service request is submitted? Does it just sit in the inbox? NO! We have a comprehensive internal system to prioritize and address service requests among all of our responsibilities.

Each service request submitted is assigned to a “reason” (aka, type or topic). Each of these reasons have a different goal to respond or close; 20 days, 60 days, or 90 days. We strive to address service requests within those windows. For example, pothole requests are typically addressed within 20 days of the service request submittal. Drainage issues may take up to 90 days as these are typically more complicated to review.

In addition to reason, service requests are assigned to a department (engineering, roads, permits, etc) for organization and accountability. Each monitor incoming service requests and determine next steps. These service requests also serve as work orders for our RCKC team, providing written documentation and tracking for you and the RCKC. The order in which we respond to service requests is based on a variety of factors, including but not limited to most importantly, safety.

There are three (3) steps that a service request goes through; if we have a cellular phone or email address you will be notified of the progress:

1. Active: The service request has been submitted.
2. Pending: The service request has been investigated and responded to but cannot immediately be resolved. (For example, if a road sign is knocked down and we need to order a new one, this can take a number of weeks).
3. Closed: The services request has been investigated, responded to, and/or action completed.



Road Commission
of Kalamazoo County

3801 E. Kilgore Road
Kalamazoo, MI 49001
(269) 381-3171
Fax (269) 381-1760
www.kalamazoocountyroads.com

You can monitor the progress of your service request by viewing the [Active Service Request Report](#) on our website under the [Contact Us](#) page, which is updated weekly. Be reassured the RCKC monitors and tracks all service requests received and they are not closed until which time it is appropriate to do so.

While we do strive to stay within those goal windows for addressing service requests, many factors can contribute to when a service request is ultimately resolved. Additional time for processing service requests may be necessary due to weather events, construction season, or for those requiring additional investigation. Our goal is to respond in the way that is most efficient to best provide the safest and most convenient road system. Thank you for your patience and participation with service requests that we use to serve our community!

###