

Kosciusko County, Indiana,

“Highway Helpline Report”

Introduction

This paper will introduce the Kosciusko County, Indiana, “Highway Helpline Report”, hereafter referred to as “HHR”, (See attached form entitled “Kosciusko County, Indiana “Highway Helpline Report”). This paper proposes to establish a joint community effort between selected employees of the Sprint Corporation in Kosciusko County, and representatives of the Kosciusko County Highway Department.

Purpose

The purpose of establishing the “HHR” is to develop a reporting process and format to communicate appropriate maintenance information regarding the Kosciusko County highway system. This information specifically pertains to highway surfaces, traffic control devices, signs, etc., which require maintenance attention and are under the jurisdiction of the County Highway Department.

Intention of the “HHR” Process

The “HHR” provides a format to report various items requiring attention, as observed by cooperating employees of the Sprint Corporation who regularly work and travel in Kosciusko County. The “HHR” format permits the identification of various maintenance items, including the type of defect, location (with sketch included), and a description of the problem with necessary details (See attached “HHR” form.).

The intention of the “HHR” process is to take advantage of opportunities for Sprint employees to observe and report items requiring attention as they routinely travel the county highway system during their daily schedules to maintain telecommunications service.

Flow of the “HHR” Process

The “HHR” format, when completed, would normally be mailed or sent via fax, weekly to the County Highway Superintendent, or designee, for attention and follow-up. The design of the “HHR” permits follow-up investigation and action by county highway personnel, with provisions for documentation on the same form. In the event the item requiring attention is deemed to require emergency action, the Sprint employee would be instructed to call directly to the county highway department during normal hours (7 a.m. – 4 p.m.). After normal hours emergency reports would be communicated to the Kosciusko County Sheriff’s Office for appropriate action. (Example: Defective traffic signal/missing stop sign/etc.)

Those completed “HHR” forms that do not require emergency action should be routed via internal corporate mail to the attention of: Mrs. Jeanne White, Administrative Assistant-CSO, 3755 Lake City Highway, Warsaw, Indiana. Completed forms will then be dispatched to the office of the Kosciusko County Highway Superintendent for follow-up.

Implementation with Cooperating Sprint Employees

The implementation plan for the "HHR" process would include informational meetings with appropriate Sprint employees, who regularly travel the Kosciusko County highway system, to explain the program, provide "HHR" forms, answer questions and encourage their support and participation of the program. In addition, provisions to submit completed "HHR" forms on a weekly basis will be developed and implemented. These action items can be completed, with implementation possible by May 1, 1998.

Potential for Support by Other Utilities and Agencies

The Sprint Corporation and its employees remain committed to those communities within Sprint service territories, and the "HHR" process is one more example of promoting good community relations through mutual cooperation between the Kosciusko County Highway Department and the Sprint Corporation.

More importantly, however, this effort need not be limited to Sprint employees but may be expanded, if the initial effort is judged to be successful by the County Highway Department personnel. Other local utility companies and franchised service providers, who regularly travel the county highway system, could be contacted and requested to participate.

Conclusion

The citizens of Kosciusko County can take pride in the excellent services provided by the Kosciusko County Highway Department. The "HHR" process will support the ongoing efforts of the county highway organization by enhancing communication on highway-related maintenance issues requiring attention, through cooperative efforts of employees of the Sprint Corporation with virtually no cost to the County or Sprint.

Expressed Appreciation

Mr. Robert Ladson, P.E., County Highway Engineer/Superintendent for Kosciusko County, has been extremely supportive in the creation of this proposal and I am most appreciative of his cooperation.

Respectfully submitted,

Larry E. Peppel
Director, Customer Services-West
Sprint Corporation

KOSCIUSKO COUNTY, INDIANA "HIGHWAY HELPLINE REPORT"

3/98

Encircle the item requiring attention, or otherwise describe the defect.	Provide sketch with nearest intersection or address.
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- Traffic Signal
- Signs (Missing)
- Signs (Other: Damaged/Graffiti/etc.)
- Road Collapse
- Pot Hole
- Standing Water (Road Surface)
- Guardrails
- Trees/Tree Limbs
- Side Ditch/Drainage
- Shoulder Erosion
- Obstructions

Location:

N

Describe Problem:

Reported by _____ Date: _____

Kosciusko Cty Highway Dept: Tel. #: (219) 372-2356 - Fax #: 372-2357 --- Sheriff (after hours) Tel. # (219) 267-5667

-----**This Section to be Completed by Highway Department Personnel**-----

Order #	
Date Received	

Locate Number Required: ____ Yes ____ No

Land Owner		Phone	
Address			

Field Observation (Note any tile in the area.):

Action Taken

Date Investigated _____ Investigated by _____

Comments