

# **Report a Problem (Service Request) Process**

**If you encounter a road problem or a general question regarding the Eaton County Road system, there are 3 ways you can provide notice to the Road Commission: by phone, on our website, or in person at our office.**

## **By Phone:**

**Call our office at 517-543-1630**

1. **During Office Hours**, your call will generally be answered by Road Commission staff. Staff will collect information about the problem and create a Service Request. Although rare, sometimes staff is assisting others and can't answer, so you may reach our answering machine. Please leave a detailed message, and staff will use the message to create a Service Request and will call back if additional detail is needed.
2. **After Hours**, your call will be answered by an answering service. They will document the reason for your call, and we have staff on-call 24 hours per day that will receive the message day or night.

## **Website:**

1. **Visit the Website:** Go to [www.eatoncountyroad.com](http://www.eatoncountyroad.com).
2. **Report a Problem:**
  - o Click on the "Report A Problem" icon located on the main page.
  - o Complete the form with details about the problem.
  - o Be sure to click on the "Send" button at the bottom of the form.
3. **Processing:**
  - o The "Report a Problem" forms are reviewed during normal business hours.
  - o The information will be forwarded to the area foreman as a service request.
  - o Issues will be addressed as conditions and resources allow.

## **Walk-In:**

1. Visit our office at **1112 Reynolds Road, Charlotte, MI 48813**.
2. A member of our staff will document the issue.

## **Things to Consider:**

- Provide as much detail about the problem as possible, including your name and phone number. Detail helps Road Commission staff determine the issue and possible cause, so it can be appropriately addressed.
- The problem will be documented in a Service Request which is passed on to the Area Supervisors. They will inspect the location and make a determination for the appropriate maintenance.

- If the problem reported is clear, we will schedule maintenance and may not call you back unless specifically requested. We receive around 150 Service Requests each month, which makes it difficult to make contact with each caller.
- Depending on the urgency of the problem, it may need to be addressed immediately, or it may be added to regular maintenance when resources allow.
- Rest assured that your concerns will be addressed.