



Service Request Summary

SERVICE REQUEST #: 500228

SERVICE DESCRIPTION: Other Road or Sidewalk Compliant

Date: 5/16/2026 12:52:24 PM

Subdivision: 6

Initiated By: Citysourced, Admin

Schedule: 615 UTIL

Dispatched To: Cardarelli, Dan

District:

Status: COMPLETE

Supervisor: Dorsey, Nyrah

Locate Information

Ticket No.:

Address: **219 DIVISION AVE**

Location: 219 DIVISION AVE, LUTHERVILLE, MD, 21093

Details: Description: This is the location where work was done last week repairing a broken storm water conduit under the street. We initially knew of the problem because of a hole that developed in the roadway. Now less than a week after the work was completed and patched we have another hole in the roadway.

CALLER INFORMATION

First Name: PAMELA

Email: PKSHAW222@GMAIL.COM

Last Name: SHAW

Phone:

Call Time: 5/16/2026 12:53:06 PM

Cell Phone: 4104612943

Caller Type:

ADDITIONAL INFORMATION

Comments

Related Work Order No(s):

<u>Id:</u>	<u>Description</u>	<u>Status:</u>
1347391	Road-Pothole Patching (2006)	CLOSED



Service Request Summary

SERVICE REQUEST #: 500228

SERVICE DESCRIPTION: Other Road or Sidewalk Compliant

5/16/2026 12:53:10 PM

Description: This is the location where work was done last week repairing a broken storm water conduit under the street. We initially knew of the problem because of a hole that developed in the roadway. Now less than a week after the work was completed and patched we have another hole in the roadway.

OneView Id: 295336

Device Type: Android

Device Model: pineapple

Approximate Address: 219 DIVISION AVE, LUTHERVILLE, MD, 21093

Lat/Lng Coordinates: 39.4260541, -76.6229828

OriginationIpAddress: 172.71.195.106

OneViewIsRequestTypeIntegrated: True

OneViewDynamicsCreateJobCompleted: True

OneViewIntegrationId: 2

OneViewPostReport: SOAP Url=https://baltimorecountymd-oneview.rocksolid.com/XRMServices/2011/Organization.svc

OneViewTicketDisplay: CAS-4946719-Y1F1W0

OneViewTicketId: 141977ad-4751-f111-a8a3-000d3a0f8a39

5/18/2026 8:23:55 AM

fill with 57s and have a ffa sent for a dye test

5/21/2026 9:16:02 AM

Public: Thank you for contacting Baltimore County Bureau of Highways with your concern. We are pleased to inform that the hole has been located and filled.

5/21/2026 9:37:56 AM

Utilities SR#500680

6/13/2026 8:09:27 AM

Public: And the root cause?

9/18/2026 3:05:37 PM

City contractor Call 311

9/18/2026 3:23:35 PM

PUBLIC: Thank you for contacting Baltimore County Bureau of Highways with your concern. Upon further investigation by one of our Highways Crew Chiefs, it has been determined that Baltimore City Contractors area responsible for the work in this area, and your concern has been forwarded to Baltimore City 311 for further action/ investigation.