

STSV Incident Report

General Details		Incident Details	
Incident ID	00051906	Incident Cat	DMRS
Contrat	STSW	Incident Type	Minor Pothole
Issued	28/03/2017 14:10:59	O/I Ref	16SW11419
Status	O	Defect Ref	D-SW17235075161
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Potholes	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Scotland Transerv	Ayr ISU			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	MOI-SW1744293 A77 Lendalfoot village D-SW17235075161			
Easting	213055	Northing	589783	Link/Section 11614/85

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	28/03/2017 14:10:00	28/03/2017 14:10:00	28/03/2017 14:10:00	28/03/2017 15:35:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
28/03/2017 15:36:00	7 x potholes filled with 5 x tubs of cold-tar.
28/03/2017 15:56:00	Emailed to STSV-Ayr.

STSV Incident Report

General Details		Incident Details	
Incident ID	00052133	Incident Cat	MH
Contract	STSW	Incident Type	Cover
Issued	04/04/2017 15:40:36	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		ARA Advise of manhole cover missing on the A77 Girvan outside the harbour bar at knockcushan street.	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Ayrshire Roads Alliance	01563 50315		

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77 Girvan			
Easting	218411	Northing	598063	Link/Section 11620/34

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	04/04/2017 15:50:00	04/04/2017 15:50:00	04/04/2017 16:40:00	04/04/2017 17:15:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
04/04/2017 15:40:00	ARA Advise of manhole cover missing on the A77 Girvan outside the harbour bar at knockcushan street.
04/04/2017 17:15:00	AYR ISU reports no trace of missing manhole cover at or near the locus.

STSV Incident Report

General Details		Incident Details	
Incident ID	00052320	Incident Cat	DEB
Contract	STSW	Incident Type	Carrlageway
Issued	10/04/2017 14:28:53	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Coping Stone On Footpath	
		Reported by	[REDACTED]

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
North Ayrshire Council	Ayrshire Roads Authority			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77(S) Girvan			
Easting	218418	Northing	596933	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	10/04/2017 14:30:00	10/04/2017 14:30:00	10/04/2017 15:15:00	10/04/2017 15:45:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
10/04/2017 16:06:00	No Trace

STSV Incident Report

General Details		Incident Details	
Incident ID	00052320	Incident Cat	DEB
Contract	STSW	Incident Type	Carriageway
Issued	10/04/2017 14:28:53	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Coping Stone On Footpath.	
		Reported by	[REDACTED]

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
North Ayrshire Council	Ayrshire Roads Authority			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77(S) Glrvan			
Easting	218418	Northing	596933	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	10/04/2017 14:30:00	10/04/2017 14:30:00	10/04/2017 15:15:00	10/04/2017 15:45:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
10/04/2017 16:06:00	No Trace

STSV Incident Report

General Details	
Incident ID	00053364
Contract	STSW
Issued	17/05/2017 18:05:53
Status	O
BeCogent Ref:	
Weather	Fine no high winds
Other Cause	

Incident Details	
Incident Cat	DRN
Incident Type	Sunken
O/I Ref	17SW01623
Defect Ref	D-SW17235161827
Police Inc. No:	
Incident Description	

From: website-no-reply@amey.email [mailto:website-no-reply@amey.email]
 Sent: 17 May 2017 15:35
 To: Customer Contact
 Subject: Customer Contact Form

Message details to follow:
 I'd like to request something in relation to highways - local roads
 Where this is happening / has happened
 Drain outside of [REDACTED]
 My name [REDACTED]
 Please contact me by email
 Phone number [REDACTED]
 Email address [REDACTED]
 I'm contacting you because
 The entire grating cover for this drain has now completely broken away and has left a considerable hole that adult/child/pet could step/fall into and hurt themselves. It is also pretty topped up with sludge

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	[REDACTED]		[REDACTED]	

Location Details

Region	Route	Junction	Marker Post
	A77		

Location Description	MOI [REDACTED] Henrietta Street Girvan, D-SW17235161827
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Easting	218496	Northing	597229	Link/Section	11620/49
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Vehicle Response

ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	17/05/2017 18:20:00	17/05/2017 18:20:00	17/05/2017 19:10:00	17/05/2017 19:40:00

STSV Incident Report

General Details		Incident Details	
Incident ID	00054132	Incident Cat	TM
Contract	STSW	Incident Type	TTL Defect
Issued	13/06/2017 19:44:01	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	3465
Weather		Incident Description	
Other Cause		Police Scotland advise of TTL stuck on red on the A77 Girvan-Lnedalfoot.	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Police Scotland	Police			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A7 Girvan-Lnedalfoot.			
Easting	213583	Northing	590945	Link/Section 11617/05

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	13/06/2017 19:45:00	13/06/2017 19:45:00	13/06/2017 20:15:00	13/06/2017 20:45:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage	
Action Date	Actions Taken
13/06/2017 19:44:00	Police Scotland advise of TTL stuck on red on the A77 Girvan-Lnedalfoot.
13/06/2017 19:44:00	██████████ Informed-Request ISU attend.
13/06/2017 19:44:00	AYR ISU Dispatched
13/06/2017 20:41:00	██████████ advise that red bulb replaced.

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00055151	19/07/2017 08:07:30	Road Works	Road Works	Open
Status Description			Closed	Closure Date
Open			True	19/07/2017 08:15:00

Call Type	Organisation	Organisation Type	Contact Name
Other	Traffic Scotland	Transport Scotland, Traffic Scotland, PAG, BeCogent	Traffic Scotland

Contact Address	Contact Options
	Phone: Mobile: e-mail:

Reason	Issue Description
Notification of Incident	Roadworks Identifier : SW/2017/279

Location Description
Lendalfoot

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
19/07/2017 08:07:00	From Traffic Scotland [REDACTED] operative has contacted TS to advise that TTL's have been left on automatic for today	[REDACTED]
19/07/2017 08:14:00	E mailed to STSV Ayr;Traffic	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00055175	19/07/2017 16:45:05	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	19/07/2017 17:03:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	[REDACTED]

Contact Address	Contact Options
[REDACTED]	Phone: [REDACTED] Mobile: e-mail:

Reason	Issue Description
Complaint	A77 Lendalfoot works - complaints/enquiry. Emailed to [REDACTED]

Location Description
Lendalfoot

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
19/07/2017 16:45:00	<p>The caller has numerous complaints and questions regarding the works outside her home on the N/B A77 in Lendalfoot.</p> <p>She states the TM layout is confusing many drivers and is worried this may lead to an accident. Her car has suffered damage when she exited her driveway due to the drop down to the road surface and there was no prior notice that this was liable to happen. (She did not mention the possibility of making a claim). There have been problems accessing the driveway and she has been subject to abuse from other drivers while trying to turn into it. There have also been instances of contractors vehicles being parked across driveways. She is expecting delivery of a container next Tuesday and would like to know if the carrier will be able to deliver it. One of her neighbours suffers from very poor health and often requires assistance from carers at all hours and she is concerned that access may be problematic.</p> <p>She would very much like a call-back to discuss these issues.</p>	<div style="background-color: black; height: 15px; width: 100%;"></div>

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref.	Issue Date	Issue Type	Sub Type	Status
00055292	23/07/2017 18:46:45	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	23/07/2017 18:52:00

Call Type	Organisation	Organisation Type	Contact Name
Online	Public	Public	[REDACTED]

Contact Address	Contact Options
[REDACTED]	Phone: [REDACTED] Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
Defect Report	Road Number A77 Location traffic lights north of Lendfoot at land slip Direction North Bound Defect Type 1 Defect (other) large pot hole

Location Description
A77 north of Lendalfoot

Road Name	Direction	Chalnage	Link/Section	Easting	Northing	M/Post
A77	NB					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
23/07/2017 18:49:00	Forwarded to STSV-Ayr for attention.	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00051380	13/03/2017 18:50:00	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	14/03/2017 11:32:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	[REDACTED]
Contact Address		Contact Options	
[REDACTED]		Phone: [REDACTED]	
		Mobile: [REDACTED]	
		e-mail: [REDACTED]	

Reason	Issue Description
Complaint	Complaint re noisy/rattling manhole cover

Location Description
A77, [REDACTED] Dalrymple Street, Girvan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
13/03/2017 18:50:00	NCC spoke with Ayr ISU who advised that this manhole is responsibility of BT, CUST 49316 refers.	[REDACTED]
13/03/2017 18:55:00	NCC contacted BT for update - advised that they have nothing logged at this location. Fault raised again ref no: WS1BLK97.	[REDACTED]
13/03/2017 19:00:00	NCC updated [REDACTED]	[REDACTED]
13/03/2017 19:10:00	E-mailed to [REDACTED] for info.	[REDACTED]
14/03/2017 11:04:00	BT staff called NCC to report the manhole outside [REDACTED] Dalrymple Street is their's and although it is slightly noisy arrangements will be made to have it repaired. However the manhole at [REDACTED] Dalrymple Street is far noisier, but is not BT's. NCC called [REDACTED] who advises teh one at number [REDACTED] belongs to Scottish Water and he has attended several times using cold-tar to try to reduce the noise [REDACTED] does not know if this has been reported or not.	[REDACTED]

14/03/2017 11:17:00	<p>NCC reported issue to Scottish Water - ref.6133790 - 4 hour response. Email to [REDACTED] updating situation - Hello [REDACTED]</p> <p>Following on from your conversation with my colleague [REDACTED] BT called us today to report that the manhole outside [REDACTED] Dalrymple Street is their responsibility and will arrange a repair. However they also said the one outside number [REDACTED] is noisier but is not their equipment. I have been told that this one belongs to Scottish Water and reported it to them today, their ref.6133790. There should be someone from Scottish Water out in the next four hours to inspect it. Should you wish to contact them the telephone number is 0800 731 0840, quoting the above reference.</p> <p>I hope this will be of assistance.</p> <p>Kind regards,</p>	[REDACTED]
14/03/2017 11:30:00	Emailed to [REDACTED] TSV-Ayr.	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00051284	10/03/2017 08:23:07	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	10/03/2017 08:25:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	[REDACTED]

Contact Address	Contact Options
	Phone: Mobile: e-mail: [REDACTED]

Reason	Issue Description
Complaint	To whom it may concern, I want to report the severity of the pot holes on the A77, especially from Ballantrae to Maybole, I commute from Ballantrae to Ayr Monday-Friday for placement as I am a [REDACTED]. I have to dodge the pot holes and slow down every time. I shouldn't have to do this as something should be getting done about it. Coming out of Kirkoswald to go to Ayr is horrendous, there's no way they should ever be left to get that bad. The strain they are putting on my car everyday is unthinkable. I hope something gets done about them soon as they have been there for a good few months and they're only getting worse. Thank you, [REDACTED]

Location Description
[REDACTED]

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					
Section Name					Length	Speed Limit

Action Date	Contact Actions	Username
03/05/2017 22:11:00	<p>H [REDACTED]</p> <p>Thank you for your enquiry.</p> <p>Scotland Transerv are aware of potholes on the route in question. We currently have a Safety Inspection every Thursday on the A77 South Route.</p> <p>Our inspector will record any Cat 1 potholes (potholes which have a minimum depth of 40mm) as per our contract requirements, If it is safe to do so at the time, he will carry out a temporary repair.</p> <p>If it is not safe to stop and repair, then it will be passed to our Operation Colleague's, who must carry out a Temporary repair before 06.00hrs the following morning.</p> <p>Following this procedure, a permanent repair will be carried out within 28 days.</p> <p>At this time of year adverse weather conditions have a serious effect on the road surfaces around the country, on occasions the temporary repair will require to be repaired again, which would be recorded on the following weeks inspections.</p> <p>With regards to coming out of Kirkoswald, again we are fully aware of the defects on this section and within the last couple of weeks have laid 10 tons of material to repair surface defects, which can occur on a daily basis.</p> <p>We are currently have a resurfacing scheme planned for this area, which is with our client Transport Scotland to authorise.</p> <p>We apologise for any inconvenience this has caused.</p> <p>Regards</p> <p>[REDACTED]</p> <p>Network Area Engineer</p>	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00050954	27/02/2017 19:04:27	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	01/03/2017 16:44:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	

Contact Address	Contact Options
	Phone: Mobile: e-mail:

Reason	Issue Description
Complaint	

Location Description
Outside Kirkpatrick St, Glrvan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	NB					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
27/02/2017 19:04:00	<p>Dear sir I would like to make a complaint about a pothole outside my house at [REDACTED] Kirkpatrick street Givran south Ayrshire [REDACTED] which is part of the main A77 trunk road from Stranraer to Ayr and beyond. The particular pothole is part of the road which has been dug up the re tard on many occasions but seems to re appear every so often and I feel it is a danger to my house especially the front room which is my mothers bedroom and the reason i think its a danger is because when the trucks from stranraer heading to ayr drive over the pothole the debris from It sprays across the pavement and has already hit my front door several times and could quite easly hit my mothers bedroom window who is disabled I may add then if the window smashes Im sure your company will be liable for the damage to my house aswell as my mothers health if such a thing were to happen and pedestrians use this particular area of pavement also as it is access to the beach walking with their children and dogs on their way to cauldshore then the beach. The pothole is around 1 ft wide and the tar is broken up around it aswell which worrtes me as there could be real damage done by flying debris not just to my house but to pedestrians and other road users which would be a catastrophe as this piece of road connects with a mini roundabout with 4 exits/ entres and they all lead onto a mini roundabout and flying debris from this pothole could cause a really bad accident. Thanks for your time reading this matter and hope this issue can be resolved by your department who i have been told cover this area of road.</p> <p>[REDACTED]</p>	[REDACTED]
27/02/2017 19:18:00	E mailed to STSV Ayr	[REDACTED]
28/02/2017 20:48:00	<p>hi thanks for the email back regarding the pothole outside my home at number [REDACTED] kirkpatrick street givran south ayrshire [REDACTED] with this email i will attach some pictures of the pothole could you forward them on to the relevant department for me in the hope that it will resolve the issue thanks</p>	[REDACTED]
28/02/2017 20:48:00	emailed to STSV Ayr	[REDACTED]
01/03/2017 15:43:00	<p>Hi Guys</p> <p>I have spoken to [REDACTED] and told him I will visit the site tomorrow.</p> <p>Thanks [REDACTED] [REDACTED]</p> <p>Highways Inspector</p>	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DGP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00050774	22/02/2017 16:12:42	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	22/02/2017 16:55:00

Call Type	Organisation	Organisation Type	Contact Name
	BCogent	Transport Scotland, Traffic Scotland, PAG, BeCogent	[REDACTED]

Contact Address	Contact Options
[REDACTED] Henrietta Street Girvan [REDACTED]	Phone: Mobile: [REDACTED] e-mail:

Reason	Issue Description
Complaint	A77 Girvan complaint and call-back request - emailed to STSV-Ayr.

Location Description
Girvan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
22/02/2017 15:12:00	<p>Incident Information ID : 84438 Incident Date : Wed Feb 22 15:09:31 GMT 2017 Issue Type : OTHER Classification: EMERGENCY Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : road subsiding since a chicane was put in outside their address hole is about 1 - 2 inches deep and causing noise and vibration in their house which is causing her husband a lot of pain as he has broken bones in his back. Caller wants call back no e-mail address</p> <p>Agent Name : tpuklenellson</p> <p>Contact Information Title : ██████████ First Name : ██████████ Middle Initial : ██████████ Last Name : ██████████ Address 1 : ██████████ Henriette Street Address 2 : ██████████ Girvan Address 3 : ██████████ Postcode : ██████████ Telephone : ██████████ Email : ██████████</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : NORTHBOUND Location Notes : A77 outside no:8 Henriette Street Girvan</p> <p>First Created : 22/02/2017 15:09</p>	██████████
22/02/2017 15:52:00	<p>Reply from Gordon Connard - "H ██████████" I have called ██████████ who was slightly annoyed regarding her complaint.</p> <p>I have informed her that ██████████ will inspect the alleged hole tomorrow. She has requested that he calls at the house. We will take it from there."</p> <p>Regards ██████████</p>	██████████

STSV Incident Report

General Details		Incident Details	
Incident ID	00050427	Incident Cat	MH
Contract	STSW	Incident Type	Cover
Issued	10/02/2017 13:59:36	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		[REDACTED] advised that PAG have been on site to A77 Lendalfoot and are concerned over a manhole missing a cover.	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Scotland Transerv	[REDACTED]			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	MOI SW50427 A77 Lendalfoot. D-SW17235057495			
Easting	213044	Northing	589731	Link/Section 11614/85

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	10/02/2017 13:25:00	10/02/2017 13:26:00	11/02/2017 13:30:00	11/02/2017 14:00:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
10/02/2017 13:59:00	[REDACTED] advised that PAG have been on site to A77 Lendalfoot and are concerned over a manhole missing a cover.
10/02/2017 13:59:00	ISU Dispatched
11/02/2017 17:17:00	Gully and manhole cover re Instate

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00048482	04/12/2016 14:52:12	Traffic Management	TTL Defect	Open
Status Description			Closed	Closure Date
Open			True	04/12/2016 17:18:00

Call Type	Organisation	Organisation Type	Contact Name
	Scotland Transerv	Operating Companies	

Contact Address	Contact Options
	Phone: Mobile: e-mail:

Reason	Issue Description
Notification of Incident	TTL's all dark - at site of house fire

Location Description
Dalrymple St, Glivan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
04/12/2016 14:52:00	out in gritter reports TTL's all dark	
04/12/2016 14:55:00	Ayr ISU attend	
04/12/2016 15:50:00	Ayr ISU on site - requires a new set of TTL's - ISU has arranged for a replacement set to be brought to focus	
04/12/2016 17:15:00	From Ayr ISU, replacement set of TTL's up and running	
04/12/2016 17:18:00	E mailed to STSV Defect	

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00048482	04/12/2016 14:52:12	Traffic Management	TTL Defect	Open

Status Description	Closed	Closure Date
Open	True	04/12/2016 17:18:00

Call Type	Organisation	Organisation Type	Contact Name
	Scotland Transerv	Operating Companies	

Contact Address	Contact Options
	Phone: Mobile: [REDACTED] e-mail:

Reason	Issue Description
Notification of Incident	TTL's all dark - at site of house fire

Location Description
Dalrymple St, Glivan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
04/12/2016 14:52:00	[REDACTED] out in gritter reports TTL's all dark	[REDACTED]
04/12/2016 14:55:00	Ayr ISU attend [REDACTED]	[REDACTED]
04/12/2016 15:50:00	Ayr ISU on site - requires a new set of TTL's - ISU has arranged for a replacement set to be brought to locus	[REDACTED]
04/12/2016 17:15:00	From Ayr ISU [REDACTED] - replacement set of TTL's up and running	[REDACTED]
04/12/2016 17:18:00	E mailed to STSV Defects [REDACTED]	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00049316	04/01/2017 16:55:24	Manholes	Frame	Open
		Status Description	Closed	Closure Date
		Open	True	02/03/2017 16:31:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	[REDACTED]

Contact Address	Contact Options
[REDACTED] Dalrymple Street Girvan [REDACTED]	Phone: [REDACTED] Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
Notification of Incident	Very noisy loose ironwork covers in the road outside house. [REDACTED] Emailed [REDACTED]

Location Description
MOI-SW1742507 A77(N) Girvan [REDACTED] Dalrymple Street)

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	NB			218564	597815	

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
04/01/2017 16:55:00	<p>Fault details Reference: ARA58082 Fault type: road Sub type: other When did you first notice the issue or defect?: Months ago: Do you have any other comments or additional information?: Very noisy loose ironwork covers in the road outside house. Please give exact location of defect eg streetname, route number including landmark if appropriate: Outside [REDACTED] Dalrymple Street Girvan [REDACTED] Address of fault: Dalrymple Street Girvan [REDACTED] Lat. lon co-ordinates for map: [REDACTED] view map</p> <hr/> <p>Your details: Name: [REDACTED] Street: [REDACTED] Dalrymple Street Area: Town: Girvan Postcode: [REDACTED] Telephone: [REDACTED] Email: [REDACTED]</p>	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00048469	04/12/2016 06:50:06	Road Works	Road Works	Open
Status Description			Closed	Closure Date
Open			True	04/12/2016 10:50:00

Call Type	Organisation	Organisation Type	Contact Name
	Police Scotland	Police	Police

Contact Address	Contact Options
Police Scotland	Phone: Mobile: e-mail:

Reason	Issue Description
Notification of Incident	

Location Description
Glivan at junction of B741

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
04/12/2016 06:50:00	Police advise road re-surfaced recently - no white lines painted - cones in centre of road - The cones have been struck and damaged - Police have moved damaged cones off the carriageway - Police incident number 1170	
04/12/2016 07:00:00	Ayr ISU attends - [REDACTED]	
04/12/2016 08:25:00	From Ayr ISU, [REDACTED] - on site at 07:55 - Replaced 6 x damaged cones and re-aligned others - photos taken - off site 08:25	
04/12/2016 10:49:00	E mailed to STSV Ayr [REDACTED]	

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00044451	21/07/2016 11:00:31	Customer	Complaint	Open
		Status Description	Closed	Closure Date
		Open	True	21/07/2016 11:04:00

Call Type	Organisation	Organisation Type	Contact Name
	South Ayrshire Council	Local Authority	

Contact Address	Contact Options
Supervising engineer for Ayrshire Roads Alliance	Phone: Mobile: e-mail:

Reason	Issue Description
Complaint	Day burning streetlights Emailed to

Location Description
Girvan.

Road Name	Direction	Chalnage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
21/07/2016 11:00:00	Road Number A77 Location Bennane Road, Girvan. Direction Both Directions Defect Type 1 Defect (other) Road lighting burning 24 hours. Reported by a member of the public to Ayrshire Roads Alliance. Name Address Ayrshire Roads Alliance Burns House Burns Statue Square Ay	

STSV Incident Report

General Details		Incident Details	
Incident ID	00044643	Incident Cat	DRN
Contract	STSW	Incident Type	Culvert
Issued	27/07/2016 12:45:06	O/I Ref	16SW04126
Status	O	Defect Ref	D-SW162096380
BeCogent Ref:		Police Inc. No:	
Weather	Fine no high winds	Incident Description	
Other Cause		Blocked culvert	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Ayrshire Roads Alliance	[REDACTED]		

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	IMDb, Little Bennane, north of Ballantrae, D-SW162096380			
Easting	209101	Northing	584844	Link/Section 11612/80

Vehicle Response				
ISU Ref	Time Called	Time Allocated	Time Arrived	Time Departed
Ayr ISU	27/07/2016 12:50:00	27/07/2016 12:45:00	27/07/2016 13:40:00	27/07/2016 15:20:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
27/07/2016 14:15:00	Ayr ISU attends - [REDACTED]
27/07/2016 15:20:00	From Ayr ISU, [REDACTED] - the culverts at the water side are blocked - photos taken - will require mechanical digger to clear
27/07/2016 15:42:00	Entered on IMDb
27/07/2016 17:32:00	E mailed to STSV Ayr: [REDACTED]

STSV Incident Report

General Details	
Incident ID	00044712
Contract	STSW
Issued	29/07/2016 20:19:55
Status	O
BeCogent Ref:	
Weather	Fine no high winds
Other Cause	

Incident Details	
Incident Cat	MH
Incident Type	Cover
O/I Ref	
Defect Ref	
Police Inc. No:	3389
Incident Description	
Police inform that an HGV has ripped up a manhole cover which had a temp plate over - Inc No 3389	
X- Ref SW44508 - Scottish Water Manhole	
SW Ref:5885886	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Police Scotland	Police			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description: IMDB..Turnbery - Scottish Water Manhole				
Easting	220249	Northing	605338	Link/Section: 11622/59

Vehicle Response

ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	29/07/2016 20:25:00	29/07/2016 20:25:00	29/07/2016 20:50:00	30/07/2016 01:00:00
AYR ISU	01/08/2016 09:50:00	01/08/2016 09:50:00	01/08/2016 10:30:00	01/08/2016 10:45:00
TM Crew	29/07/2016 22:00:00	29/07/2016 22:00:00	29/07/2016 23:30:00	30/07/2016 01:00:00

No Trace	False
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Vehicles Involved

Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

STSV Incident Report

General Details	
Incident ID	00045341
Contract	STSW
Issued	19/08/2016 14:20:20
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	CUST
Incident Type	Complaint
O/I Ref	
Defect Ref	
Police Inc. No:	
Incident Description	
<p>Name [REDACTED] Email [REDACTED] Telephone Number [REDACTED] Your Enquiry A77 ROADWORKS AT GIRVAN MAINS With reference to the comment by your [REDACTED] in the Carrick Herald (Wed. Aug. 17th) "We have made every effort to programme the works out with peak times and overnight when traffic flows are considerably lighter, therefore reducing disruption to road users." It is obvious this relates to volume of traffic only and with road users as the ONLY consideration. It is also very obvious that Scotland Transerve give zero consideration to businesses affected by the weekend closure. We never get advised or consulted. July and August are our PEAK times for visitors and weekends the busiest. The road closure will significantly affect our takings for one of the best weekends of the year. The works should be done between October and March. When will Scotland Transerve give any care or thought to business? All your decisions and organisation are obviously based on yo</p>	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	[REDACTED]			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description A77 - Girvan				
Easting		Northing	Link/Section	

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
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STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00045626	29/08/2016 14:38:22	Customer	Complaint	Open
Status Description		Closed	Closure Date	
Open		True	29/08/2016 14:51:00	

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	[REDACTED]

Contact Address	Contact Options
[REDACTED] Dalrymple Street Girvan [REDACTED]	Phone: [REDACTED] Mobile: e-mail:

Reason	Issue Description
Complaint	[REDACTED] from [REDACTED] has been in contact before and reported tar and black marks on shop front, windows & tiles c/way recently resurfaced outside premises. Transerv promised they'd return and clean but haven't been in touch since

Location Description
A77(S) Dalrymple Street Girvan [REDACTED] Dalrymple Street)

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	SB			218567	597859	

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00046481	27/09/2016 13:30:50	Drain	Storm	Open
Status Description			Closed	Closure Date
Open			True	27/09/2016 18:29:00

Call Type	Organisation	Organisation Type	Contact Name
SW	South Ayrshire Council	Local Authority	North Ayrshire

Contact Address	Contact Options
	Phone: Mobile: e-mail:

Reason	Issue Description
Defect Report	From [REDACTED] received a call from a member of the public states outside the coop in Dalrymple Street Girvan metal drain cover missing [REDACTED] said the caller daughter fell down it.

Location Description
A77 - Dalrymple Street Girvan D-SW162241329 MOI-SW1633640

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77		253	11620/44	218522	597463	
Section Name					Length	Speed Limit
WESLEY ROAD TO DUFF STREET					255	30

Action Date	Contact Actions	Username

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00046945	12/10/2016 12:36:20	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	12/10/2016 12:38:00

Call Type	Organisation	Organisation Type	Contact Name
	South Ayrshire Council	Local Authority	

Contact Address	Contact Options
ARA	Phone: Mobile: e-mail:

Reason	Issue Description
Complaint	Complaint regarding odour from gullies Emailed to STSV-Ayr

Location Description
Girvan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
12/10/2016 12:38:00	<p data-bbox="496 322 770 351">CLASSIFICATION: PUBLIC</p> <p data-bbox="496 351 523 380">Hi,</p> <p data-bbox="496 398 1123 551">I received a call from a [REDACTED] with regards to smelly gullies on Henrietta Street, Girvan which I believe is maintained by yourselves. The customer claims that since their last cleaning the all the gullies on the street have been giving off a unpleasant odour and has requested if someone can look into this matter.</p> <p data-bbox="496 573 608 602">His details:</p> <p data-bbox="496 620 699 674">[REDACTED] Henrietta Street Girvan [REDACTED]</p> <p data-bbox="496 745 576 775">Thanks.</p> <p data-bbox="496 819 754 949">[REDACTED] Ayrshire Roads Alliance The Johnnie Walker Bond 15 Strand Street Kilmarnock KA1 1HU</p>	Neil Ballentine

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00047101	17/10/2016 21:29:41	Signs	Flap Signs	Open
Status Description			Closed	Closure Date
Open			True	17/10/2016 23:58:00

Call Type	Organisation	Organisation Type	Contact Name
Online	BCogent	Transport Scotland, Traffic Scotland, PAG, BeCogent	[REDACTED]

Contact Address	Contact Options
[REDACTED] Dalrymple Street Girvan [REDACTED]	Phone: Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
Defect Report	<p>Road Defect</p> <p>Incident Information</p> <p>Incident Date : Mon Oct 17 21:21:24 BST 2016</p> <p>Issue Type : TRAFFIC RELATED SIGNS</p> <p>Classification: EMERGENCY</p> <p>Issue Status : NEW</p> <p>Operator : TRANSERV</p> <p>Notes : Traffic signal indicating crossing is hanging loose and a danger to people passing by and vehicle on the road.</p> <p>Contact Information</p> <p>Title : Mr</p> <p>First Name : [REDACTED]</p> <p>Last Name : Getgood</p> <p>Address 1 : [REDACTED] Dalrymple Road</p> <p>Address 3 : Girvan</p> <p>Postcode : [REDACTED]</p> <p>Telephone : [REDACTED]</p> <p>Email : [REDACTED]</p> <p>Location Information</p> <p>Road Name : A77</p> <p>Carriageway : EASTBOUND</p> <p>Location Notes : A77 In Girvan at Dalrymple Street postcode KA26 9BG.</p>

Location Description
A77 Dalrymple Street, Girvan D-SW162267717 MOI-SW1634648

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	SB	198	11620/44	218532	597515	

Section Name	Length	Speed Limit
WESLEY ROAD TO DUFF STREET	255	30

Action Date	Contact Actions	Username
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STSV Incident Report

General Details		Incident Details	
Incident ID	00047114	Incident Cat	GULL
Contract	STSW	Incident Type	Blocked
Issued	18/10/2016 11:55:28	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Blocked gully	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BB Webmaster				

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77 N/B Bridge St.Glrvan			
Easting	218586	Northing	598157	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	18/10/2016 11:55:00	18/10/2016 11:55:00	18/10/2016 12:50:00	18/10/2016 13:50:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
18/10/2016 13:34:00	Affected gully is a domestic house drain and not responsibility of STS. Situation has been explained to reporter by ISU.
18/10/2016 14:11:00	Wmalled to STSV-Ayr

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00047248	23/10/2016 19:09:56	Customer	Complai nt	Open
Status Description			Closed	Closure Date
Open			True	11/12/2016 14:57:00

Call Type	Organisation	Organisation Type	Contact Name
	BB Webmaster	Transport Scotland, Traffic Scotland, PAG, BeCogent	[REDACTED]

Contact Address	Contact Options
	Phone: Mobile: e-mail: [REDACTED]

Reason	Issue Description
Complaint	

Location Description
Girvan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
23/10/2016 18:12:00	Email Enqulry Name [REDACTED] Email [REDACTED] Telephone Number Your Enqulry roadworks girvan why was there no notice of road closure given for this work and why were diverslons so poorly marked I followed diversion sign and came to road junction and no diversion sign to be seen took me 45mins from turnberry holiday park to girvan and same to come back If prior warning had been given this journey could have been avoided Poor planning bad diverslons altogether a total disaster get your act together Method of Response e-mail	[REDACTED]
23/10/2016 19:14:00	E mailed to [REDACTED]	[REDACTED]

26/11/2016 17:25:00

Apologises for the delay in responding.

With reference to your correspondence of 23/10/16, Ref 00047248, the A77 Bridgemill to Girvan Mains scheme was notified in line with our standard notification procedure.

Key stakeholders were notified a few months ago, Local Councillors were consulted in early October, a Press Release was issued mid October which is widely distributed to radio and hard copy press, also a letter-drop was carried out. In addition, details of the scheme was posted on social media, our website and Traffic Scotland website, hard signs were situated on the A77 in association with the fixed Variable Message signs.

The diversion signs were implemented in accordance with our Traffic management plan. I can only assume that some of the signage was knocked over, however our Traffic management operatives patrol the diversion route and resolve any issues as they arise.

I will pass your comments onto our delivery team.

Should you require further information please contact me.

Regards,

Principal Road Design Engineer

ScotlandTranServ
Oatlands House : 150 Polmadie Road : Glasgow : G5 0HD
T 0141 218 3877 : M
E
W

24/07/2017 09:40:22

11/12/2016 14:57:00

Apologises for the delay in responding.

With reference to your correspondence of 23/10/16, Ref 00047248, the A77 Bridgemill to Glrvan Mains scheme was notified in line with our standard notification procedure.

Key stakeholders were notified a few months ago, Local Councillors were consulted in early October, a Press Release was issued mid October which is widely distributed to radio and hard copy press, also a letter-drop was carried out.

In addition, details of the scheme was posted on social media, our website and Traffic Scotland website, hard signs were situated on the A77 in association with the fixed Variable Message signs.

The diversion signs were implemented in accordance with our Traffic management plan.

I can only assume that some of the signage was knocked over, however our Traffic management operatives patrol the diversion route and resolve any issues as they arise.

I will pass your comments onto our delivery team.

24/07/2017 09:40:22

STSV Incident Report

General Details	
Incident ID	00047558
Contract	STSW
Issued	03/11/2016 08:11:13
Status	O
BaCogent Ref:	81935
Weather	
Other Cause	

Incident Details	
Incident Cat	STREETL
Incident Type	Hanging Lamp
O/I Ref	16SW06932
Defect Ref	D-SW162346944
Police Inc. No:	
Incident Description	
Street Light Burning, However, Lantern Hanging	
MOI-SW1635719	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Becognet			

Location Details			
Region	Route	Junction	Marker Post
	A77		
Location Description			
A77 Girvan - Ballantrae (Possibly Lendalfoot) D-SW162346944			

Easting	213090	Northing	589889	Link/Section	11614/85
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Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Electrician	03/11/2016 09:35:00	03/11/2016 09:00:00	03/11/2016 11:15:00	03/11/2016 11:30:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
03/11/2016 12:26:00	Update from [redacted] Taped flex, removed fuse. Requires a 70 Watt post top lantern

STSV Incident Report

General Details		Incident Details	
Incident ID	00047675	Incident Cat	DEB
Contract	STSW	Incident Type	Carrlageway
Issued	07/11/2016 10:50:29	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Report of a tree branch on carrlageway	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Scolland Transerv	Michael Sharp			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77 Lendalfoot			
Easting	212233	Northing	589299	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	07/11/2016 10:45:00	07/11/2016 10:45:00	07/11/2016 12:45:00	07/11/2016 12:55:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
07/11/2016 10:50:00	Report of a tree branch on carrlageway
07/11/2016 10:50:00	A77 Lendalfoot. AYR ISU Informed
07/11/2016 13:02:00	ISU Advise no trace

STSV Incident Report

General Details		Incident Details	
Incident ID	00051507	Incident Cat	CUST
Contract	STSW	Incident Type	Complaint
Issued	17/03/2017 10:51:13	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:	85140	Police Inc. No:	
Weather	Fine no high winds	Incident Description	

Other Cause		Road Defect Incident Information Incident Date : Fri Mar 17 10:26:46 GMT 2017 Issue Type : TRAFFIC RELATED SIGNS Classification: COMPLAINT Operator : TRANSERV Notes : traffic lights have been sticking on green on every 3rd sequence for the last 3 weeks - no callback requested Contact Information Title : Mr First Name : refused Last Name : refused Location Information Road Name : A77 Carrlageway : SOUTHBOUND Location Notes : Traffic lights on Glrvan main street
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Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Anon Male			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77 Glrvan			
Easting	218560	Northing	598066	Link/Section 11620/37

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	17/03/2017 10:50:00	17/03/2017 10:50:00	17/03/2017 11:30:00	17/03/2017 12:00:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

STSV Incident Report

General Details		Incident Details	
Incident ID	00060175	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	02/02/2017 11:50:30	O/I Ref	
Status	O	Defect Ref	SW82242480/235049055
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Scotland Transerv	[REDACTED]			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	MOI,A77 - Bridge Street Girvan			
Eastng	218604	Northng	598199	Link/Section 11620/59

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Ayr ISU	02/02/2017 11:45:00	02/02/2017 11:45:00	02/02/2017 12:35:00	02/02/2017 12:55:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
02/02/2017 11:47:00	[REDACTED] will call NCC back with defect number and linking section.
02/02/2017 11:58:00	[REDACTED] called back with defect number and will raise the OI when he back in the office.
02/02/2017 12:55:00	From Ayr ISU, [REDACTED] - pothole permanent repair using 2 x bags of Vlafix
02/02/2017 13:21:00	Entered on MOI - SW1740604
02/02/2017 13:22:00	E mailed to STSV Ayr; [REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00050309	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	07/02/2017 09:06:27	O/I Ref	16SW09736
Status	O	Defect Ref	D-SW17235056856
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Pothole Emailed ██████████ STSV Ayr	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Anon Female			

Location Details			
Region	Route	Junction	Marker Post
	A77		
Location Description	A77(N) Lendalfoot ██████████ MOI-SW1740993 D-SW17235056856 MOI-SW1740951		
Easting	210055	Northing	587585
Link/Section	11614/35		

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	07/02/2017 09:15:00	07/02/2017 09:10:00	07/02/2017 09:45:00	07/02/2017 10:00:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
07/02/2017 09:15:00	Ayr ISU attends reports of a pothole affecting the N/B C/way. Outside ██████████
07/02/2017 21:19:00	A1 - 3 Tubs of Cold Tar used.

STSV Incident Report

General Details		Incident Details	
Incident ID	00043869	Incident Cat	SPIL
Contract	STSW	Incident Type	Diesel
Issued	01/07/2016 15:15:55	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	1880
Weather		Incident Description	
Other Cause		Police Scotland advise of diesel spillage on the A77.	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Police Scotland	Police			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	Girvan-Lendalfoot No Trace			
Easting	217063	Northing	595116	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	01/07/2016 15:18:00	01/07/2016 15:18:00	01/07/2016 16:15:00	01/07/2016 17:15:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage	
Action Date	Actions Taken
01/07/2016 15:15:00	Police Scotland advise of diesel spillage on the A77.
01/07/2016 15:15:00	AYR ISU Advised and attending
01/07/2016 17:10:00	AYR ISU Advise of No Trace

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00043275	13/06/2016 16:07:45	Customer	Complaint	Open
Status Description		Closed	Closure Date	
Open		True	13/06/2016 16:10:00	

Call Type	Organisation	Organisation Type	Contact Name
	BCogent	Transport Scotland, Traffic Scotland, PAG, BeCogent	[REDACTED]

Contact Address	Contact Options
not given	Phone: not given Mobile: e-mail:

Reason	Issue Description
	A77 complaint

Location Description
Girvan to Turnberry

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
13/06/2016 16:07:00	<p>Issue Status : NEW Cust Callback : false Operator : TRANSERV Notes : the road between Girvan and Turnberry is in a terrible state with potholes all over the road and the road is breaking up also a set of traffic lights at the entrance to Girvan with no one working - road started to break up shortly after the closure also lights are not giving enough time to get through and sometimes opp side is at orange and other side is green. no callback required</p> <p>Agent Name : tpuk\dmcdonal2</p> <p>Contact Information Title : Mr First Name : ██████████ Middle Initial : ██████████ Last Name : ██████████ Address 1 : Address 2 : Address 3 : Postcode : Telephone : 000 Email :</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : NORTHBOUND Location Notes : A77 Girvan and Turnberry</p>	██████████
13/06/2016 16:07:00	Emailed to STSV-Ayr	██████████

STSV Incident Report

General Details		Incident Details	
Incident ID	00044140	Incident Cat	SPIL
Contract	STSW	Incident Type	Diesel
Issued	11/07/2016 09:01:03	O/I Ref	
Status	0	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather	Fine no high winds	Incident Description	
Other Cause		*** X ref with 44127 ***	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public				

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	Ballantrae - Turnberry			
Easting	209323	Northing	585883	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	11/07/2016 09:05:00	11/07/2016 09:01:00	11/07/2016 09:05:00	11/07/2016 09:05:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
11/07/2016 09:05:00	From Ayr ISU, this is same spillage which was reported earlier this morning (44127) - ISU currently treating route

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DGP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00043791	29/06/2016 14:58:09	Customer	Enquiry	Open
Status Description			Closed	Closure Date
Open			True	29/06/2016 15:06:00

Call Type	Organisation	Organisation Type	Contact Name
Online	Public	Public	[REDACTED]

Contact Address	Contact Options
	Phone: [REDACTED] Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
Enquiry	Customer has advised that they submitted a request for low access crossing to be installed on the 20.08.2015. Customer has advised that they were advised this could not be done. Customer is unhappy that since then 2 crossings have been introduced on the coastal walk and customer would like one outside or near property.

Location Description
A77 Lendalfoot

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
29/06/2016 14:58:00	Customer has advised that they submitted a request for low access crossing to be installed on the 20.08.2015. Customer has advised that they were advised this could not be done. Customer is unhappy that since then 2 crossings have been introduced on the coastal walk and customer would like one outside or near property.	[REDACTED]
29/06/2016 15:06:00	Emailed to [REDACTED]	[REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00043827	Incident Cat	CUST
Contract	STSW	Incident Type	Complaint
Issued	30/06/2016 14:14:03	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Complaint from Councillor regarding a popular but overgrown footpath. The footpath affected is between Ainslie Manor - Woodend Farm on the A77 Sth Of Glrvan	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public				

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77(N) Sth of Glrvan			
Easting	218036	Northing	596026	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
No Trace	False			

Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
30/06/2016 14:14:00	Forwarded to stsv-ayr

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00047696	07/11/2016 20:06:57	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	11/12/2016 15:00:00

Call Type	Organisation	Organisation Type	Contact Name
	BCogent	Transport Scotland, Traffic Scotland, PAG, BeCogent	[REDACTED]

Contact Address	Contact Options
[REDACTED] Grangeston [REDACTED]	Phone: [REDACTED] Mobile: e-mail:

Reason	Issue Description
	A77 road markings complaint - emailed to STSV-Ayr.

Location Description
Glrvan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
07/11/2016 20:07:00	<p>Incident Information ID : 82008 Incident Date : Mon Nov 07 14:30:15 GMT 2016 Issue Type : ROAD MARKINGS Classification: EMERGENCY Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : Caller called to report the filter lane not being marker on the A77 at the Junction to the B741 road was causing issues. Caller was nearly hit twice because of the cones not correctly marking out the lane for turning into the B741 - Caller wants a callback about what's happening.</p> <p>Agent Name : tpuk [REDACTED]</p> <p>Contact Information Title : Mrs First Name : [REDACTED] Middle Initial : [REDACTED] Last Name : [REDACTED] Address 1 : [REDACTED] Address 2 : [REDACTED] Address 3 : Grangeston Postcode : [REDACTED] Telephone : [REDACTED] Email : [REDACTED]</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : SOUTHBOUND Location Notes.: Caller called to report that the A77 resurface and the felter lane not being marked out at the junction leading to the B741.</p>	[REDACTED]
22/11/2016 11:31:00	Customer called looking for update, Advised that no one has contacted them regarding issue.	[REDACTED]
25/11/2016 14:13:00	Customer contacted NCC enquiring why no one has contacted her	[REDACTED]

25/11/2016 14:13:00	<p>Road Defect</p> <p>Incident Information ID : 82008 Incident Date : Mon Nov 07 14:30:15 GMT 2016 Issue Type : ROAD MARKINGS Classification: EMERGENCY Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : Caller called to report the filter lane not being marked on the A77 at the Junction to the B741 road was causing issues. Caller was nearly hit twice because of the cones not correctly marking out the lane for turning into the B741 - Caller wants a callback about what's happening.</p> <p>Agent Name : tpuk [REDACTED]</p> <p>Contact Information Title : Mrs [REDACTED] First Name : [REDACTED] Middle Initial : [REDACTED] Last Name : [REDACTED] Address 1 : [REDACTED] Address 2 : [REDACTED] Address 3 : Grangeston Postcode : [REDACTED] Telephone : [REDACTED] Email : [REDACTED]</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : SOUTHBOUND Location Notes : Caller called to report that the A77 resurface and the filter lane not being marked out at the junction leading to the B741.</p> <p>First Created : 07/11/2016 14:30</p>	[REDACTED]	[REDACTED]
25/11/2016 14:13:00	Email to STSV Ayr FAO [REDACTED] MT	[REDACTED]	[REDACTED]
25/11/2016 14:25:00	Contacted caller and advised that [REDACTED] will inform [REDACTED] to contact caller.	[REDACTED]	[REDACTED]
25/11/2016 14:47:00	<p>Hi [REDACTED] has call again requesting information on when the road markings are going to be replaced. I gave her a call back and informed her that we do not have a date yet to programme the works. She has stressed this is an accident waiting to happen, and if an accident occurs she will be advising to sue the company.</p> <p>Could you possibly give her a call and explain when the works will be carried out. Also if it is not within the very near future, I think we would need to cone it off better than what is there at the moment Possibly coning off a filter lane to turn right into Grangeston heading north. Regards [REDACTED]</p>	[REDACTED]	[REDACTED]

25/11/2016 14:49:00

I do not have a date at the moment so cannot give any further information. I asked weeks ago for a filter lane to be coned in place as a temporary measure and disappointed if you are suggesting this is not the case.

I spoke with the contractor yesterday and asked that the programme for these works to be done ASAP but until I have a date from them I cant give you anything more.

Regards

08/12/2016 14:35:00

Hi
I called [redacted] back this afternoon and informed her that the lining works would be completed on Tues 13th Dec.

Regards

[redacted]
Highways Engineer

ScotlandTransServ
Highfield Business Park;St Quivox;Ayr
T [redacted]
E [redacted]@scotlandtranserv.co.uk
W www.scotlandtranserv.co.uk

24/07/2017 09:43:00

STSV Incident Report

General Details	
Incident ID	00047822
Contract	STSW
Issued	12/11/2016 01:26:07
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	FLOD
Incident Type	Carriageway
O/I Ref	16SW07099
Defect Ref	D-SW162350422
Police Inc. No:	0292
Incident Description	
Flooding	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Scotland Transerv	Police			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description: MOI-SW1635979 A77 1/2 Mile Sth Girvan D-SW162350422				
Easting	218456	Northing	596605	Link/Section: 11620/07

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	12/11/2016 01:25:00	12/11/2016 01:25:00	12/11/2016 02:10:00	12/11/2016 03:00:00
Transerv	12/11/2016 02:20:00	12/11/2016 02:20:00	12/11/2016 04:00:00	12/11/2016 05:00:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
12/11/2016 01:26:00	AYR ISU attends
12/11/2016 02:09:00	Update from [redacted] Request for a sweeper as debris/stones and flooding affecting c/way.
12/11/2016 02:09:00	[redacted] attending with sweeper due to debris from hillside covering c/way, stones etc
12/11/2016 03:07:00	Fire Service and local farmer in attendance assisting. Offlets dug out to alleviate water depth and flood signs implemented for vehicles on approach giving prior warning.
	Carriageway Now passable with care
12/11/2016 03:03:00	Cleared flood and debris from c/way
12/11/2016 07:39:00	From [redacted] swept both carriageways around 300 mtrs flood now cleared.
12/11/2016 07:47:00	email sent to [redacted]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00048276	28/11/2016 05:38:23	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	28/11/2016 06:26:00

Call Type	Organisation	Organisation Type	Contact Name
Public	Public	Public	[REDACTED]

Contact Address	Contact Options
	Phone: Mobile: [REDACTED] e-mail:

Reason	Issue Description
Complaint	Roadworks Item number SW162484

Location Description
Glirvan - Calmryan

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
28/11/2016 05:38:00	[REDACTED] complaining vehemently regarding these works - currently at the Calmryan side of closure - HBS staff refusing to allow anyone through - HGV's and cars queued up - total chaos ! Advised that enquiry would be made with supervisor on site for further information	[REDACTED]
28/11/2016 05:43:00	[REDACTED] contacts NCC for update - advised that NCC were awaiting call back from site	[REDACTED]
28/11/2016 05:50:00	After conversing with supervisor [REDACTED] on site - NCC called [REDACTED] and advised him that the works were over running	[REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00048462	Incident Cat	TRAFF Lights
Contract	STSW	Incident Type	All Dark
Issued	03/12/2016 16:31:59	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Temp Signals All Dark	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Police Scotland	Police			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	A77 Dalrymple St Glrvan			
Easting	218532	Northing	597508	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	03/12/2016 16:00:00	03/12/2016 15:17:00	03/12/2016 16:10:00	03/12/2016 16:55:00

No Trace	False
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Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage	
Action Date	Actions Taken
03/12/2016 16:32:00	Temp Signals All Dark - [REDACTED] Ayr ISU attends Incident 2244 refers
03/12/2016 16:54:00	Update from [REDACTED] Batteries changed on signals, now fully operational as normal

STSV Incident Report

General Details	
Incident ID	00043032
Contract	STSW
Issued	06/06/2016 17:10:51
Status	O
BeCogent Ref:	78697
Weather	
Other Cause	

Incident Details	
Incident Cat	CUST
Incident Type	Complaint
O/I Ref	
Defect Ref	
Police Inc. No:	
Incident Description	

Road Defect

Incident Information
 ID : 78697
 Incident Date : Mon Jun 06 17:00:41 BST 2016
 Issue Type : ROAD WORKS
 Classification: ENQUIRY
 Issue Status : NEW
 Cust Callback : true
 Operator : TRANSERV
 Notes : Caller is calling to enquire about roadworks on the A77 heading Northbound between Glirvan and Turnberry as there seems to be nothing getting done at these roadworks

Agent Name : tpuk [REDACTED]

Contact Information
 Title : Mr
 First Name :
 Middle Initial :
 Last Name :
 Address 1 :
 Address 2 :
 Address 3 :
 Postcode :
 Telephone :
 Email :

Location Information
 Easting : 0
 Northing : 0
 Road Name : A77
 Carriageway : NORTHBOUND
 Location Notes ; Caller is calling to enquire about the A77 and the roadworks which are around 2 mile outside of Glirvan

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Bcogent			

Location Details			
Region	Route	Junction	Marker Post
	A77		

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00043163	10/06/2016 10:49:00	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	10/06/2016 10:55:00

Call Type	Organisation	Organisation Type	Contact Name
Public	Public	Public	

Contact Address	Contact Options
Lendlefoot KA28 0JG	Phone: Mobile: e-mail:

Reason	Issue Description
Defect Report	Reporter complains that the road is breaking up outside his house Lendlefoot causing passing traffic to be very noisy. He requests a call back and invites Route Engineer to make a personal visit to his house to hear the noise. He has called before but has, as yet, had no contact from Route Engineer.

Location Description
A77 Lendlefoot

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
10/06/2016 10:49:00	Emailed to [redacted] at Ayr for attention.	[redacted]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00043275	13/06/2016 16:07:45	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	13/06/2016 16:10:00

Call Type	Organisation	Organisation Type	Contact Name
	BCogent	Transport Scotland, Traffic Scotland, PAG, BeCogent	

Contact Address	Contact Options
not given	Phone: not given Mobile: e-mail:

Reason	Issue Description
	A77 complaint

Location Description
Girvan to Turnberry

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A77						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
13/06/2016 16:07:00	<p>Issue Status : NEW Cust Callback : false Operator : TRANSERV Notes : the road between Girvan and Turnberry is in a terrible state with potholes all over the road and the road is breaking up also a set of traffic lights at the entrance to Girvan with no one working - road started to break up shortly after the closure also lights are not giving enough time to get through and sometimes opp side is at orange and other side is green. no callback required</p> <p>Agent Name : tpuk [REDACTED]</p> <p>Contact Information Title : Mr First Name [REDACTED] Middle Initial : Last Name [REDACTED] Address 1 : [REDACTED] Address 2 : Address 3 : Postcode : Telephone : 000 Email :</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : NORTHBOUND Location Notes : A77 Girvan and Turnberry</p>	[REDACTED]
13/06/2016 16:07:00	Emailed to STSV-Ayr	[REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00051633	Incident Cat	STREETL
Contract	STSW	Incident Type	Dark Section
Issued	20/03/2017 21:20:53	O/I Ref	16SW11229
Status	O	Defect Ref	D-SW17235074110
Bcogent Ref:	85248	Police Inc. No:	
Weather		Incident Description	
Other Cause		dark section	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Bcogent			

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	MOI-SW1743806 A77 Henretta St. Glrvan D-SW17235074110			
Easting	218377	Northing	597365	Link/Section 11620/13

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Electrician	20/03/2017 21:20:00	20/03/2017 21:20:00	20/03/2017 23:15:00	20/03/2017 23:30:00
No Trace	False			

Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
20/03/2017 21:20:00	SWDC [redacted] advised and sending electrician.
20/03/2017 23:30:00	Reset MCB Circuit 2 and tested - section lit.
	Emailed to [redacted]

STSV Incident Report

General Details		Incident Details	
Incident ID	00051613	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	20/03/2017 11:05:46	O/I Ref	16SW11172
Status	O	Defect Ref	D-SW17235073447
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Scotland Transerv				

Location Details				
Region	Route	Junction	Marker Post	
	A77			
Location Description	MOI-SW1743748 - A77 - Inchgotrick Overbridge, D-SW17235073447			
Easting	241421	Northing	633896	Link/Section 11650/91

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
AYR ISU	20/03/2017 11:05:00	20/03/2017 11:05:00	20/03/2017 11:35:00	20/03/2017 12:00:00
No Trace	False			

Vehicles Involved							
Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries

Damage

Action Date	Actions Taken
20/03/2017 15:25:00	2 potholes filled using 5 x tubs of cold tar.
20/03/2017 20:27:00	E-mailed to STSV Ayr