

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00041103	10/04/2016 08:01:06	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	10/04/2016 08:03:00

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

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

Reason	Issue Description
Complaint	<p>Road Number A737 Location Entire road Direction Both Directions Defect Type 1 Defect (other) Road Surface is in an appalling condition in most places!! When is something going to be done about it? The longer these problems are neglected the more costly the repair will be. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Emailed to STSV-Defects.</p>

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username

STSV Incident Report

General Details	
Incident ID	00042195
Contract	STSW
Issued	12/05/2016 12:07:11
Status	O
BeCogent Ref:	78177
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 : 78177
 Incident Date : Thu May 12 12:00:33 BST 2016
 Issue Type : LANDSCAPING / OVERHANGING BRANCHES
 Classification: COMPLAINT
 Issue Status : NEW
 Cust Callback : true
 Operator : TRANSERV
 Notes : ██████████

Customer also said the approach to st james roundabout on the A726 you also cant see traffic signs due to over grown trees , customer advised that he has sent an email in regarding this .

Agent Name : ██████████

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

Location Information
 Easting : 0
 Northing : 0
 Road Name : A737
 Carriageway : NORTHBOUND
 Location Notes : On the A737 the approach to st james roundabout you cant see the traffic signs due to overgrown trees also the

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Bcogent			

Location Details			
Region	Route	Junction	Marker Post

A737

Location Description A737

Easting Northing 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

12/05/2016 12:07:00 Road Defect

Incident Information

ID : 78177
Incident Date : Thu May 12 12:00:33 BST 2016
Issue Type : LANDSCAPING / OVERHANGING BRANCHES
Classification: COMPLAINT
Issue Status : NEW
Cust Callback : true
Operator : TRANSERV
Notes

Customer also said the approach to st james roundabout on the A726 you also cant see traffic signs due to over grown trees , customer advised that he has sent an email in regarding this .

Agent Name :

Contact Information

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

Location Information

Easting : 0
Northing : 0
Road Name : A737
Carriageway : NORTHBOUND
Location Notes : On the A737 the approach to st james roundabout you cant see the traffic signs due to overgrown trees also the approach to the incline roundabout you also cant see the traffic signs for the over grown trees

First Created : 12/05/2016 12:00

12/05/2016 12:07:00 email sent to for attention

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00044493	22/07/2016 12:00:56	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	22/07/2016 12:02:00

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

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

Reason	Issue Description
Complaint	on the a737 at beith cross roads there is a no marking sign which is blocking the view as you go round the bend Emailed to [REDACTED]

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						
Section Name					Length	Speed Limit

Action Date	Contact Actions	Username
22/07/2016 12:00:00	<p>Road Defect</p> <p>Incident Information ID : 79685 Incident Date : Fri Jul 22 11:48:59 BST 2016 Issue Type : TRAFFIC RELATED SIGNS Classification: COMPLAINT Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : sign on the road blocking the view on the a737</p> <p>Agent Name [REDACTED]</p> <p>Contact Information Title : [REDACTED] First Name : [REDACTED] Middle Initial : [REDACTED] Last Name : council Address 1 : [REDACTED] Address 2 : [REDACTED] Address 3 : [REDACTED] Postcode : [REDACTED] Telephone : [REDACTED] Email : [REDACTED]</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A737 Carriageway : NORTHBOUND Location Notes : on the a737 at beith cross roads there is a no marking sign which is blocking the view as you go round the bend</p> <p>First Created : 22/07/2016 11:48</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
00045055	11/08/2016 00:23:29	Customer	Complaint	Open
Status Description		Closed	Closure Date	
Open		True	11/08/2016 00:28:00	

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
Complaint	As a resident close the A737 in Beith which is currently under works I would like to know why we weren't informed of the disruption we were to face for the third time in as many weeks. I find it totally unacceptable to be kept awake ALL night due to "surfacing" works. With a small child in the house I feel that it's unacceptable to be running large & incredibly noisy machinery so closely to residential housing through the night. I understand that it is a busy section of road and works may need to be carried out at night, but fail to understand why or how these works have gone ahead without some sort of consultation or notification to residents? these works can't be more than 5 meters from property boundaries. I can only hope that tonight may be the end of the current schedule of works and if not would like to be notified of the planned duration? I will also be contacting the local council with regards to the current noise level which is completely unacceptable.

Location Description
A737 Beith bypass

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
11/08/2016 00:23:00	Emailed to [REDACTED] and [REDACTED] 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
00045442	23/08/2016 10:59:39	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	23/08/2016 11:03:00

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	A737 compalint - emailed to [REDACTED]

Location Description
Belth

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
23/08/2016 10:59:00	Road Number A737 Location Crossroads junction of A737 and B777, Belth Direction South Bound Defect Type Damaged/Missing Sign Defect (other) Some of the signage at the A737 junction with the B777 on the Belth Bypass has been rotated on pole during adverse weather last winter. There is a sign visible from the northern approach to the crossroads directing A737 traffic onto the B777. (The sign is meant to be facing onto the B777 for drivers approaching the crossroads from the east). Given a recent fatal accident at this junction, can this please be attended to urgently in order to prevent driver confusion. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? No	[REDACTED]

STSV Incident Report

General Details	
Incident ID	00048938
Contract	STSW
Issued	20/12/2016 15:44:13
Status	O
BeCogent Ref.	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	16SW08122
Defect Ref	D-SW162391090
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public				

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI,east of Belth,D-SW162391090			
Easting	235745	Northing	655595	Link/Section 14335/85

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	20/12/2016 15:40:00	20/12/2016 15:40:00	20/12/2016 16:30:00	20/12/2016 16:50:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
20/12/2016 15:44:00	Passed to Duty Office [redacted] who will dispatch Papa 1
20/12/2016 15:44:00	Claim For requested.
20/12/2016 16:50:00	From Papa 1 [redacted] - pothole located 150m prior to Clerksbridge Toll roundabout on E/B carriageway - permanent repair using 1 x bag of Vifix - 2 photos taken
20/12/2016 16:50:00	Entered on MOI - SW1638291
20/12/2016 16:59:00	E mailed to STSV Defects;DCP

STSV Incident Report

General Details		Incident Details	
Incident ID	00049916	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	25/01/2017 07:02:30	O/I Ref	16SW09225
Status	O	Defect Ref	D-SW17235048179
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Request for claims form after pothole being struck	

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

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1740161 A737 Belth-Lochwinnoch D-SW17235048179			
Easting	235290	Northing	654815	Link/Section 14355/20

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	25/01/2017 10:05:00	25/01/2017 10:05:00	25/01/2017 10:50:00	25/01/2017 11:10:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
25/01/2017 10:02:00	Request for claims form after pothole being struck A737 E/B Belth
25/01/2017 11:07:00	Pothole filled using 1 x tub of cold tar. Dunky states that he does not believe the pothole sufficiently deep to damage a vehicle, but he has removed 3 x ratchet straps from the location and it may have been these that the vehicle struck.
25/01/2017 13:10:00	Emailed to STSV Defects/DCP

STSV Incident Report

General Details		Incident Details	
Incident ID	00056729	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	07/09/2017 16:45:48	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Pothole Cross ref. claim form request 56730	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public				

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1763461 A737 Just after Clerksbridge Toll			
Easting	235782	Northing	655680	Link/Section 14335/85

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	07/09/2017 16:45:00	07/09/2017 16:45:00	07/09/2017 17:30:00	07/09/2017 17:40:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
07/09/2017 16:41:00	NCC called SWDO [REDACTED] who instructs the ISU should attend - [REDACTED] advised.
07/09/2017 17:04:00	NCC advised [REDACTED] of this incident as there have been issues with a BT manhole in the area. Fiona again contacted BT.
07/09/2017 17:24:00	From [REDACTED] This is on under LA2334749 and called through to BT for 2 hour response ref – ONF- 01081975" "
07/09/2017 17:24:00	From [REDACTED] on 28/08/17 - " Hello, I have raised a 3rd party defect SW77-283907-235333528 for the BT manhole at A737 w/b 200m past Clerksbridge toll rbt. The manhole is sinking which will need BT to attend & fix urgently. thanks [REDACTED]
07/09/2017 17:35:00	Made Safe using 2 x Tubs of cold tar
07/09/2017 17:40:00	BT engineer calls requesting a more detailed location of manhole
07/09/2017 17:50:00	Emailed to STSV-Defects.
07/09/2017 17:50:00	Also emailed to DCP

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00056710	07/09/2017 10:41:21	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	07/09/2017 10:48:00

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

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

Reason	Issue Description
Complaint	Complaint regarding BT manhole on A737

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
07/09/2017 10:41:00	Road Number A737 Location Clerksbridgetoll Rounadbout to Belth Direction South Bound Defect Type 1 Defect (other) Fallen drain which has been (bad) repaired twice in recent months has been packed with filler. This has now fallen away and the drain has once again dropped causing a large dip in the road. As the HGV vehicles on the other side of the road pull out to go around the bend in the road it is difficult to avoid hitting the drain Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]

07/09/2017 10:41:00

NCC called [REDACTED] and replied as follows - " Good morning, This is a BT manhole which we have attended on several occasions. BT have been made aware on two occasions and they have attended and marked it for repair. It is expected that they will carry out a permanent repair in the very near future."

21/06/2018 10:48:28

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00058871	10/11/2017 17:42:35	Customer	Complaint	Open
Status Description		Closed	Closure Date	
Open		True	10/11/2017 17:55:00	

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	A737 Beith - road lighting complaint - emailed to [REDACTED]

Location Description
Beith

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
10/11/2017 17:42:00	Road Number A737 Location Beith Direction Both Directions Defect Type Street Lamp Failure Defect (other) Stretch of street lights at the junction of the a737 and Roebank Road in Beith are not working and have been out of order for the past 5 days. This is a very busy junction with traffic accessing Beith and it is essential it is well lit. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]

10/11/2017 17:42:00

NCC replied by email - " Hello [REDACTED]
Thank you for your defect report regarding the street lights in
Beith at Roebank Road. We attended here on Wednesday when
we were made aware of an accident damaged electrical control
box and this is probably the cause of this defect. The accident
happened several days before we were made aware of it. I will
pass your report to our electrical department.
Kind regards."

[REDACTED]
Customer Service Operator

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00059258	22/11/2017 11:03:23	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	22/11/2017 11:05:00

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

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

Reason	Issue Description
Complaint	<p>Road Number A737 Location Roebank Road, Beith Direction Both Directions Defect Type Street Lamp Failure Defect (other) Following the accident several weeks ago and my reporting the lighting being defective on the 10th November the lights at this busy junction are still not working. This is a very busy junction at peak traffic times and as many cars do not slow down through the 30mph zone it can be very difficult to turn off the A737 into Roebank Road. This is made worse by the street lights being out.</p>

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
22/11/2017 11:03:00	Spoke to [REDACTED] he is in the process of replying to customer. Customer updated.	[REDACTED]

STSV Incident Report

General Details	
Incident ID	00059473
Contract	STSW
Issued	28/11/2017 09:18:44
Status	O
BeCogent Ref:	91535
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	17SW09418
Defect Ref	D-SW17235486674
Police Inc. No:	
Incident Description	
<p>Road Defect</p> <p>Incident Information ID : 91535 Incident Date : Tue Nov 28 09:11:13 GMT 2017 Issue Type : POTHOLE Classification: ROUTINE Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : Phoned through to transerv and they are going to send someone out to look at it. Caller didn't give email address. Road Name : A737 Carriageway : EASTBOUND Location Notes : Deep pothole on the A737, between the clecksbridge toll and the road head roundabout east bound left hand side of the road before a farm track and then the right hand side of the road there are 3 pothole</p>	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Becognet			

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1758219 A737 Clerksbridge Toll, D-SW17235486674			
Easting	235733	Northing	655558	Link/Section 14335/85

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	28/11/2017 09:22:00	28/11/2017 09:22:00	28/11/2017 09:50:00	28/11/2017 10:20:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
-------------	---------------

28/11/2017 09:18:00

Road Defect

Incident Information

ID : 91535
Incident Date : Tue Nov 28 09:11:13 GMT 2017
Issue Type : POTHOLE
Classification: ROUTINE
Issue Status : NEW
Cust Callback : true
Operator : TRANSERV
Notes : Phoned through to transerv and they are going to send someone out to look at it.
Caller didn't give email address.

Agent Name : [REDACTED]

Contact Information

Title : [REDACTED]
First Name : [REDACTED]
Middle Initial : [REDACTED]
Last Name : [REDACTED]
Address 1 : [REDACTED]
Address 2 : [REDACTED]
Address 3 : [REDACTED]
Postcode : [REDACTED]
Telephone : [REDACTED]
Email :

Location Information

Easting : 0
Northing : 0
Road Name : A737
Carriageway : EASTBOUND
Location Notes : Deep pothole on the A737, between the clecksbridge toll and the road head roundabout east bound left hand side of the road before a farm track and then the right hand side of the road there are 3 pothole

28/11/2017 09:18:00

Papa 1 deployed

28/11/2017 10:20:00

2 x potholes filled, 1 tub cold tar used

28/11/2017 20:43:00

Passed to STSV-Defects for permanent repair.

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00060969	10/01/2018 16:55:37	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	10/01/2018 17:01:00

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

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

Reason	Issue Description
Complaint	

Location Description
600 yards north of Beith

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	EB					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
10/01/2018 16:55:00	<p>Road Defect</p> <p>Incident Information ID : 93071 Incident Date : Wed Jan 10 16:54:40 GMT 2018 Issue Type : ROAD CONDITIONS Classification: COMPLAINT Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : Road crumbling, caller would like email feedback about these roads</p> <p>Agent Name [REDACTED]</p> <p>Contact Information Title : [REDACTED] First Name : [REDACTED] Middle Initial : [REDACTED] Last Name : [REDACTED] Address 1 : [REDACTED] Address 2 : [REDACTED] Address 3 : [REDACTED] Postcode : [REDACTED] Telephone : [REDACTED] Email : [REDACTED]</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A737 Carriageway : NORTHBOUND Location Notes : on the A737 600 yards north of beith</p>	[REDACTED]
10/01/2018 17:01:00	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
00061320	18/01/2018 16:14:45	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	18/01/2018 16:18:00

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

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

Reason	Issue Description
Complaint	Road conditions complaint

Location Description
A737 Between Beith and lochwinnoch roundabouts and between howwood and motorway

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
18/01/2018 16:14:00	Road Number A737 Location Between Beith and lochwinnoch roundabouts and between howwood and motorway Direction Both Directions Defect Type 1 Defect (other) Deep potholes. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]
18/01/2018 16:14:00	E-mailed to [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
00061564	21/01/2018 15:09:28	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	21/01/2018 15:40:00

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

Contact Address	Contact Options
Hillhead House School Road KA25 7LB	Phone: Mobile: [REDACTED] e-mail:

Reason	Issue Description
Complaint	Winter Complaint

Location Description
A737 Beith to Glasgow

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
21/01/2018 15:32:00	Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Message No roads were prepared for the snow from my home in Kilbirnie through Beith on to the A737 All the way to Glasgow Airport and continuing to Glasgow on the M8..... NAC said it was your responsibility and had nothing to do with them. School Road never gets gritters on it unless it's just to the School. Reason? Complaint Response Required? Yes	[REDACTED]
21/01/2018 15:32:00	E-mailed to [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
00061638	22/01/2018 13:36:22	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	22/01/2018 13:12:00

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

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

Reason	Issue Description
Complaint	A737 Clerksbridge Rbt to Roadhead Rbt

Location Description
A737 Btw Clerksbridge Rbt to Roadhead Rbt

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
22/01/2018 13:36:00	Email Enquiry Road Number A737 Location Clerksbridge Roundabout to Roadhead Roundabout Direction Both Directions Defect Type 1 Defect (other) Section of road from Clerksbridge Rounabout just past Beith to Roadhead roundabout need urgent attention. Road surface has disintegrated due to heavy traffic from quarry causing deep potholes and erosions in road surface in both directions. Eastbound section is becoming dangerous. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]
22/01/2018 13:36:00	Emailed stsvdefects, [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
00061774	23/01/2018 20:17:16	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	23/01/2018 20:20:00

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

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

Reason	Issue Description
Defect Report	Road Number A737 Location 30 seconds east of Belth junction. Also 30 seconds east of Howwood Jct. Direction East Bound Defect Type Broken/Damaged Footway Slab Defect (other) Road crumbling

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						
Section Name				Length	Speed Limit	

Action Date	Contact Actions	Username
23/01/2018 20:17:00	Passed to [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
00061888	24/01/2018 23:38:58	Customer	Complaint	Open

Status Description	Closed	Closure Date
Open	True	24/01/2018 23:43:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	

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

Reason	Issue Description
Defect Report	I'm a daily commuter on the A737 between Beith and St James Interchange, There are a vast amount of massive potholes on the route that are impossible to see during the commute. the first one is leaving Beith heading for the Loanhead Quarry roundabout , second one is around half a mile from the Lochwinoch roundabout , next as you pass Howwood just after the bit yous recently resurfaced there is around 6 massive Tyre bursting pot holes spread around an area of around a quarter of a mile its the same headed the other way could i please get an update of what is happening ASAP as this is a matter of urgency!

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
24/01/2018 23:39:00	Passed to	

STSV Incident Report

General Details		Incident Details	
Incident ID	00062734	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	05/02/2018 14:45:22	O/I Ref	17SW12607
Status	O	Defect Ref	D-SW18235539771
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Road Number A737 Location Between Beith and roundabout that leads to . Glasgow Direction North Bound Defect Type Carriageway Defect/Pothole Defect (other) A737 road needs to be checked as part from Kilwinning to Beith require urgent attention before it gets worse. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	

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

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1862384, A737 - Beith to Roadhead, D-SW18235539771			
Easting	236262	Northing	656885	Link/Section 14335/10

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	05/02/2018 14:45:00	05/02/2018 14:45:00	05/02/2018 15:20:00	05/02/2018 15:30:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
05/02/2018 15:40:00	1 x pothole filled with 1 x tub of cold-tar.
05/02/2018 22:25:00	Emailed to STSV defects and [REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00063208	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	13/02/2018 19:50:21	O/I Ref	
Status	O	Defect Ref	D-SW18235544971
BoCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Potholes	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BB Webmaster	Janet Logan		[REDACTED]	

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1862972 - A737 Clerksbridge to Roadhead, D-SW18235544971			
Eastling	236170	Northling	656757	Link/Section 14335/10

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Nightshift	13/02/2018 19:50:00	13/02/2018 19:50:00	14/02/2018 04:30:00	14/02/2018 06:30:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
13/02/2018 19:50:00	Call passed to SWDO S. Collins
13/02/2018 19:50:00	E-mailed to S.Collins
14/02/2018 06:30:00	From Stevie Collins - Pothole filled using viafix
14/02/2018 06:35:00	E-mailed to S. Watson

STSV Incident Report

General Details	
Incident ID	00062196
Contract	STSW
Issued	29/01/2018 11:30:46
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	17SW12209
Defect Ref	D-SW18235532247
Police Inc. No:	
Incident Description	
Road Number A737 Location Beith Direction East Bound Defect Type Carriageway Defect/Pothole Defect (other) Potholes on eastbound carriage past bend after the roundabout at Loanhead Quarry. Series of potholes needing filled. Filled with water and deep. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BB Webmaster	J Conway	01505500071		[REDACTED]

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1861838 A737, e/b, Beith, past bend after the roundabout at Loanhead Quarry, D-SW18235532247			
Easting	235867	Northing	656268	Link/Section 14335/10

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	29/01/2018 11:30:00	29/01/2018 11:30:00	29/01/2018 12:00:00	29/01/2018 12:30:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
29/01/2018 11:28:00	Papa 1 to be dispatched when back from current jobs and cold tar collection from Ayr.
29/01/2018 11:31:00	Email sent in reply to customer.
29/01/2018 17:33:00	2 potholes filled with 2 tubs of cold tar.
30/01/2018 00:01:00	E-mailed to STSV Defects

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00062282	29/01/2018 22:20:10	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	29/01/2018 22:23:00

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

Contact Address	Contact Options
1 ash drive Beith Ayrshire	Phone: [REDACTED] Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
Complaint	Pothole complaint

Location Description
A737 Roebank Rd, Beith

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
29/01/2018 22:20:00	Road Number A737 Location Roebank road Direction Both Directions Defect Type Carriageway Defect/Pothole Defect (other) Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]
29/01/2018 22:20:00	E-mailed to STSV Defects and [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
00062354	30/01/2018 18:21:47	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	30/01/2018 18:26:00

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

Contact Address	Contact Options
132 Hatton Gardens Glasgow G52 3PU	Phone: [REDACTED] Mobile: [REDACTED] e-mail:

Reason	Issue Description
Defect Report	Road surface A737 s/b after Clerkbridge Toll is full of potholes.

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
30/01/2018 18:21:00	Passed to [REDACTED]	[REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00062364	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	30/01/2018 20:17:18	O/I Ref	17SW12284
Status	O	Defect Ref	D-SW18235533852
BeCogent Ref:	94791/94793	Police Inc. No:	
Weather		Incident Description	
Other Cause		Pothole/Claim	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Bcogent			

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1861936 D-SW18235533852			
Easting	229488	Northing	646014	Link/Section 14370/24

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	30/01/2018 20:17:00	30/01/2018 20:17:00	30/01/2018 20:30:00	30/01/2018 20:50:00

No Trace	False
----------	-------

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

Damage

Action Date**Actions Taken**

30/01/2018 20:17:00

Road Defect

Incident Information

ID : 94791

Incident Date : Tue Jan 30 19:11:33 GMT 2018

Issue Type : POTHOLE

Classification: EMERGENCY

Issue Status : NEW

Cust Callback : true

Operator : TRANSERV

Notes : Caller has called to report a massive pothole in the middle of the road, the caller believes that this can cause a serious accident and would like it filled in and fixed before this happens.

Agent Name



Contact Information

Title



First Name



Middle Initial :

Last Name



Address 1

Address 2

Address 3

Postcode

Telephone



Email

Location Information

Easting : 0

Northing : 0

Road Name : A737

Carriageway : NORTHBOUND

Location Notes : about half a mile outside of Dalgarven going towards Dalry.

First Created : 30/01/2018 19:11

30/01/2018 20:17:00 Third Party Damage

Incident Information

ID : 94793
Incident Date : Sun Jan 28 19:05:00 GMT 2018
Classification: THIRD_PARTY_DAMAGE
Issue Status : NEW
Operator : TRANSERV
Notes :

Agent Name : [REDACTED]

Damage Information

Alleged Damage : blow out on his drivers front tire Cause of Damage : Massive Pothole Other

Vehicle

Make : [REDACTED]
Model : [REDACTED]
Reg number : [REDACTED]

Operator Vehicle

Make :
Model :
Reg number :

Contact Information

Title : [REDACTED]
First Name : [REDACTED]
Middle Initial :
Last Name : [REDACTED]
Address 1 : [REDACTED]
Address 2 : [REDACTED]
Address 3 :
Postcode : [REDACTED]
Telephone : [REDACTED]
Email :

Location Information

Easting : 0
Northing : 0
Road Name : A737
Carriageway : NORTHBOUND
Location Notes : about half a mile outside of Dalgarven going towards Dalry.

First Created : 30/01/2018 19:12

30/01/2018 20:53:00 3 Potholes filled with 3 Tubs of Cold Tar

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00062437	31/01/2018 16:36:41	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	31/01/2018 16:46:00

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

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

Reason	Issue Description
Complaint	Customer would appreciate an update on progress with numerous potholes A737 Beith - Kilbarchan. He has reported this several times with no update.

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
31/01/2018 16:36:00	Passed to [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
00062438	31/01/2018 16:47:01	Customer	Complamt	Open
Status Description			Closed	Closure Date
Open			True	31/01/2018 16:52:00

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

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

Reason	Issue Description
Complaint	Customer is not happy with the state of the A737 between Belth and Kilbarchan. He requests a call back.

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
31/01/2018 16:47:00	[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
00062514	01/02/2018 16:10:01	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	01/02/2018 15:16:00

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

Contact Address	Contact Options
2 Dunsmore Road Blshopton PA7 5EL	Phone: Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
Defect Report	<p>Road Number A737 Location All along stretch of road from Roadhead roundabout to Clerksbridge Toll roundabout Direction Both Directions Defect Type Carrlageway Defect/Pothole Defect (other) Full stretch of road is bad with potholes in both directions. One particularly bad and others are getting worse. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes</p>

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
01/02/2018 15:10:00	Passed to [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
00062557	02/02/2018 10:10:28	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	02/02/2018 10:15:00

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
Defect Report	Road Number A737 Location EB between Clerksbridge Toll Roundabout & Roadhead Roundabout (approx centre of the 2 roundabouts) Direction East Bound Defect Type Carriageway Defect/Pothole Defect (other) Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? No

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						
Section Name	Length	Speed Limit				

Action Date	Contact Actions	Username
02/02/2018 10:10:00	Passed to STSV-Defects.	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00062573	02/02/2018 12:33:59	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	02/02/2018 12:37:00

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 A737 Location Between Roadhead Roundabout lochwinnoch and clerksbridge toll roundabout outside belth Direction Both Directions Defect Type Carriageway Defect/Pothole Defect (other) Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
02/02/2018 12:34:00	Passed to STSV-Defects.	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00082615	03/02/2018 01:15:16	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	03/02/2018 01:30:00

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

Reason	Issue Description
Complaint	A737 btw Belth and Lochwinnoch Potholes I

Location Description
A737 btw Belth and Lochwinnoch

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
03/02/2018 01:22:00	<p>From: [REDACTED] Sent: 02 February 2018 23:14 To: Traffic Scotland Subject: Potholes</p> <p>Good evening,</p> <p>The A737 between Beith and Lochwinnoch is an accident waiting to happen with holes in the road which can't be avoided and I've hit these at speed. When coming from Beith to lochwinnoch there is a series of holes over several feet of the road and it's on a bend so it's difficult not to go down them and they are extremely deep. On the other side of the road there's a further massive hole.</p> <p>I seen operatives filling these holes with tarmac 2 weeks ago but this clearly hasn't worked as the road conditions have deteriorated further.</p> <p>My car is booked to go into the garage next week due to problems now after hitting several of these holes this week.</p> <p>Can you please advise when these will be attended to or investigated as it's only a matter of time before a serious crash/accident happens and this is our only main road out so we have no other option but to drive this road daily.</p> <p>Kind regards, [REDACTED]</p>	[REDACTED]
03/02/2018 01:22:00	Emailed stsv Defects, [REDACTED]	[REDACTED]

STSV Incident Report

General Details	
Incident ID	00062734
Contract	STSW
Issued	05/02/2018 14:45:22
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	17SW12607
Defect Ref	D-SW18235539771
Police Inc. No:	
Incident Description	
<p>Road Number A737 Location Between Belth and roundabout that leads to Glasgow Direction North Bound Defect Type Carrlageway Defect/Pothole Defect (other) A737 road needs to be checked as part from Kilwinning to Belth require urgent attention before it gets worse. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes</p>	

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

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description MOI-SW1862384, A737 - Belth to Roadhead, D-SW18235539771				
Easting	236262	Northing	656885	Link/Section 14335/10

Vehicle Response				
JSURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	05/02/2018 14:45:00	05/02/2018 14:45:00	05/02/2018 15:20:00	05/02/2018 15:30:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
-------------	---------------

05/02/2018 15:40:00	1 x pothole filled with 1 x tub of cold-tar.
---------------------	--

05/02/2018 22:25:00	Emailed to STSV defects and [REDACTED]
---------------------	--

STSV Incident Report

General Details	
Incident ID	00062752
Contract	STSW
Issued	05/02/2018 18:18:46
Status	O
BeCogent Ref:	95379
Weather	
Other Cause	

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

Third Party Damage

Incident Information
 ID : 95379
 Incident Date : Thu Jan 18 17:35:00 GMT 2018
 Classification: THIRD_PARTY_DAMAGE
 Issue Status : NEW
 Operator : TRANSERV
 Notes :

Agent Name : tpuk [REDACTED]

Damage Information
 Alleged Damage : The caller has called to report damage to there front left wheel (Broken Wheel) Cause of Damage : Caller states that it was a large Pothole.
 Other Vehicle
 Make : [REDACTED]
 Model : [REDACTED]
 Reg number : [REDACTED]
 Operator Vehicle
 Make :
 Model :
 Reg number :

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

Location Information
 Easting : 0
 Northing : 0
 Road Name : A737
 Carriageway : WESTBOUND
 Location Notes : T

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Becogent			

Location Details

Region	Route	Junction	Marker Post
	A737		

Location Description	A737 - Between Belth and Roadhead Rbt
----------------------	---------------------------------------

Easting		Northing		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
-------------	---------------

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00062815	06/02/2018 21:31:38	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	06/02/2018 21:37:00

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

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

Reason	Issue Description
Complaint	Road Number A737 Location Halfway down between roundabout (boydstone road) and roundabout (lochwinnoch/glasgow) Direction Both Directions Defect Type Carriageway Defect/Pothole Defect (other) Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes

Location Description
A737, both directions, between Clerksbridge Toll roundabout and Roadhead roundabout

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					
Section Name					Length	Speed Limit

Action Date	Contact Actions	Username
06/02/2018 21:31:00	Email sent in reply to customer informing passed to route engineer	[REDACTED]
06/02/2018 21:31:00	Emailed to STSV defects and [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
00062877	08/02/2018 08:26:46	Customer	Complaint	Open
Status Description		Closed	Closure Date	
Open		True	08/02/2018 08:36:00	

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

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

Reason	Issue Description
Complaint	Potholes etc

Location Description
A737 Lochwinnoch - Beith

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
08/02/2018 08:26:00	<p>Email Enquiry Road Number A737 Location between roadhead roundabout lochwinnoch and the roundabout at the quarry beith Direction South Bound Defect Type Carriageway Defect/Pothole Defect (other) several defects/potholes southbound just before the house on left hand side halfway between two roundabouts, vehicles having to swerve several times to avoid and accident likley to happen very shortly. needing filled asap. Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes</p>	[REDACTED]

08/02/2018 08:26:00	<p>Email Enquiry Road Number A737 Location from turning at howood junction up to start of dual carraigeway Direction North Bound Defect Type Carriageway Defect/Pothole Defect (other) various road defects/potholes appaering along quite abit of the road northbound. holes have been temporary filled in but tar has sunk in leaving large holes. vehicles are swerving to avoid and accidents are likly to happen. these need better repair Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes</p>	James Reid
08/02/2018 08:26:00	Emailed stsvDefects [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
00063076	12/02/2018 10:45:21	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	12/02/2018 11:08:00

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

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

Reason	Issue Description
Defect Report	

Location Description
[REDACTED]

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A737	WB					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
12/02/2018 10:45:00	Email Enquiry Road Number A737 Location approx. 1 mile north Beith Direction South Bound Defect Type Carrlageway Defect/Pothole Defect (other) Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]
12/02/2018 11:03:00	E mailed to STSV Defects [REDACTED]	[REDACTED]

STSV Incident Report

General Details		Incident Details	
Incident ID	00063208	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	13/02/2018 19:50:21	O/I Ref	
Status	O	Defect Ref	D-SW18235544971
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Potholes	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BB Webmaster				

Location Details				
Region	Route	Junction	Marker Post	
	A737			
Location Description	MOI-SW1862972 - A737 Clerksbridge to Roadhead, D-SW18235544971			
Easting	236170	Northing	656757	Link/Section 14335/10

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Nightshift	13/02/2018 19:50:00	13/02/2018 19:50:00	14/02/2018 04:30:00	14/02/2018 06:30:00

No Trace	False
----------	-------

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

Damage

Action Date	Actions Taken
13/02/2018 19:50:00	Call passed to SWDO
13/02/2018 19:50:00	E-mailed to
14/02/2018 06:30:00	From - Pothole filled using viafix
14/02/2018 06:35:00	E-mailed to