

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00044363	19/07/2016 10:30:20	Customer	Enquiry	Open
Status Description			Closed	Closure Date
Open			True	19/07/2016 10:34:00

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

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

Reason	Issue Description
	[REDACTED]

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
19/07/2016 10:30:00	<p>Email Enquiry</p> <p>Name [REDACTED]</p> <p>Email [REDACTED]</p> <p>Telephone Number [REDACTED]</p> <p>Your Enquiry [REDACTED] A75 works, roundabouts being changed to accommodate wind turbines. Can you answer the following: What work is being carried out to roundabouts on the A75 - and other parts of the road - for wind turbines to be transported along the road? What is the cost of this work? How long will it take to carry out? Will the roundabouts be reverted to what they were after the turbines have been transported?</p> <p>Deadline is the end of today - can you get a response back to me by then.</p> <p>Method of Response e-mail</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
00045037	10/08/2016 11:50:01	Customer	Enquiry	Open
Status Description			Closed	Closure Date
Open			True	19/08/2016 11:22:00

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

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

Reason	Issue Description
Enquiry	<p>Road Defect</p> <p>Incident Information ID : 80069 Incident Date : Wed Aug 10 11:47:48 BST 2016 Issue Type : TRAFFIC RELATED SIGNS Classification: ENQUIRY Road Defect</p> <p>Incident Information ID : 80069 Incident Date : Wed Aug 10 11:47:48 BST 2016 Issue Type : OTHER Classification: ENQUIRY Issue Status : OPEN Cust Callback : true Operator : TRANSERV Notes : customer called regarding this, customer is looking for an update on this.</p> <p>Agent Name : tpukhkyle</p> <p>Contact Information Title : ██████ First Name : ██████ Middle Initial : ██████ Last Name : ██████ Address 1 : ██████ Address 2 : ██████ Address 3 : ██████ Postcode : ██████ Telephone : ██████ Email : ██████</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A75 Carriageway : NORTHBOUND Location Notes : A75, 1 MILE FROM STRANRAER. DG9 8RR.</p> <p>First Created</p>

Location Description
A75 - Stranraer

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
10/08/2016 11:49:00	email sent to STSV Dumfries.	████████
19/08/2016 11:20:00	NCC sent to STSV - Dumfries requesting call back	████████

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00047123	18/10/2016 14:37:07	Customer	Enquiry	Open
Status Description			Closed	Closure Date
Open			True	18/10/2016 14:40:00

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

Contact Address	Contact Options
25 West End Terrace Stranraer	Phone: Mobile: [REDACTED] e-mail: [REDACTED]

Reason	Issue Description
	Hi Can you advise if there is a programme of repairs for this section of road I reported Regards [REDACTED] Sent from my iPhone Tel [REDACTED]

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
18/10/2016 14:37:00	<p>Hi Can you advise if there is a programme of repairs for this section of road I reported Regards ██████████</p> <p>Sent from my iPhone</p> <p>On 26 Sep 2016, at 17:08, southwestcontrol <southwestcontrol@scotlandtranserv.co.uk> wrote: Thank you for your online defect, we have passed your defect on to our route engineer responsible for A75.</p> <p>Regards NCC</p> <p>From: ██████████ Sent: 26 September 2016 17:01 To: ██████████ Subject: Defect Report</p> <p>Email Enquiry Road Number A75 Location Near to 'Crossings' house on A75 past the shennanton turnoff. Direction East Bound Defect Type 1 Defect (other) Large sections of carriageway surface missing in several areas. Been like this for months. Name ██████████ Address ██████████ Telephone Number ██████████ Email ██████████ Response Required? Yes</p>	██████████
18/10/2016 14:37:00	Emailed to STSV-Dumfries	██████████

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00053486	22/05/2017 09:58:01	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	22/05/2017 10:03:00

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

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

Reason	Issue Description
Defect Report	Customer complains that the grass and hedges outside [REDACTED] property is heavily overgrown and is seriously affecting [REDACTED] sight lines when exiting onto the A75. [REDACTED] requests that this be inspected and action taken.

Location Description
A75 o/s [REDACTED]

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
22/05/2017 10:02:00	Passed to STSV-Dumfries.	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00059916	11/12/2017 14:55:36	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	11/12/2017 15:38:00

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

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

Reason	Issue Description
Complaint	<p>Road Defect</p> <p>Incident Information ID : 91946 Incident Date : Mon Dec 11 14:52:19 GMT 2017 Issue Type : ROAD CONDITIONS Classification: COMPLAINT Issue Status : NEW Cust Callback : true Operator : TRANSERV Notes : Caller had lorries out Friday afternoon and night, Saturday morning and Saturday night and sunday morning and night. caller says the roads were not gritted as the drivers were complaining to him about the state of the road and wants to make sure the road will be gritted tonight. Caller wants feedback.</p> <p>Agent Name : tpukleneilson</p> <p>Contact Information Title : XXXXXXXXXX First Name : XXXXXXXXXX Middle Initial : XXXXXXXXXX Last Name : XXXXXXXXXX Address 1 : XXXXXXXXXX Address 2 : XXXXXXXXXX Address 3 : XXXXXXXXXX Postcode : XXXXXXXXXX Telephone : XXXXXXXXXX Email : XXXXXXXXXX</p> <p>Location Information Easting : 0 Northing : 0 Road Name : A75 Carriageway : SOUTHBOUND Location Notes : stranraer and newton stew</p>

Location Description

A75 - Stranraer and Newton Stewart

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
11/12/2017 14:55:00	email sent to [REDACTED] for attention.	[REDACTED]
11/12/2017 15:35:00	From [REDACTED] he has spoken to caller he went through our treatment plan	[REDACTED]

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00061453	19/01/2018 23:35:59	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	19/01/2018 23:42:00

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
Defect Report	

Location Description
1 mile north heading to Stranraer

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
19/01/2018 23:35:00	Email Enquiry Road Number A75 Location 1 mile north heading to Stranraer Direction North Bound Defect Type 1 Defect (other) 3 potholes in a row near middle of road will take pictures tomorrow have burst a tyre and damaged wheel and suspension Name [REDACTED] Address [REDACTED] Telephone Number [REDACTED] Email [REDACTED] Response Required? Yes	[REDACTED]
19/01/2018 23:42:00	E mailed to STSV Dumfries; [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
00073443	05/12/2018 17:30:47	Customer	Complaint	Open
Status Description			Closed	Closure Date
Open			True	05/12/2018 17:33:00

Call Type	Organisation	Organisation Type	Contact Name
	Public	Public	cycling Uk


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

Reason	Issue Description
	A75 complaint - emailed to STSV-Dumfries

Location Description

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75						

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
05/12/2018 17:30:00	<p>To: Transport Scotland</p> <p>[NOTE: If replying by email, please reply to the exact address this message was sent from: Cycling UK Pothole Reporting <responses+160404@fillthathole.org.uk>]</p> <p>Cycling UK has had the following hazard reported to it via the FillThatHole.org.uk website, and we believe that you may be the responsible highway authority.</p> <p>Please use the web link below to update the status of this hazard in the FillThatHole.org.uk database directly: http://www.fillthathole.org.uk/hazard/160404?key=89989cbd53</p> <p>OUR REFERENCE: #160404</p> <p>The hazard is located at: -----</p> <p>OS GRID REFERENCE: NX 30321 61559 ROAD NAME: A75 LOCATION DESCRIPTION: travelling towards stranraer from a75/b733 junction lots of potholes for the next mile from the kerb to the middle of the road LOCATION MAP: http://www.fillthathole.org.uk/hazard/160404/map</p> <p>Hazard information: -----</p> <p>HAZARD TYPE: Pothole APPROX. SIZE: 300 - 500mm APPROX. DEPTH: 50 -100 APPROX. DISTANCE FROM KERB: kerb to middle of the road DATE ENCOUNTERED: 2018-12-05 DEFECT DESCRIPTION: lots of potholes travelling towards stranraer from a75/b733 kirkcowan junction for the next mile FURTHER INFORMATION: http://www.fillthathole.org.uk/hazard/160404</p>	

STSV Issue Report

Outside Contract Area	Depot Name	Damage	Vehicles	DCP
False		False	False	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00073794	17/12/2018 08:03:39	Customer	Enquiry	Open
Status Description			Closed	Closure Date
Open			True	17/12/2018 08:10:00

Call Type	Organisation	Organisation Type	Contact Name
	Police Scotland	Police	Police

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

Reason	Issue Description
	Gritter Request

Location Description
A75 Stranraer

Road Name	Direction	Chainage	Link/Section	Easting	Northing	M/Post
A75	B					

Section Name	Length	Speed Limit

Action Date	Contact Actions	Username
17/12/2018 08:03:00	Request for Gritter re report of ICE on A75 prior to Stranraer. SP7 attending.	██████████
17/12/2018 08:03:00	Further enquiries with the Police this would appear to be en route from Stranraer to Sandhead, Inc 647, which is LA and has been reported. SP7 has been updated and instructed to carry out a precautionary 10G Grit prior to Stranraer as a precaution.	██████████

STSV Incident Report

General Details	
Incident ID	00069585
Contract	STSW
Issued	08/08/2018 17:07:00
Status	O
BeCogent Ref:	104629
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	18SW03991
Defect Ref	D-SW18235954797
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Bcogent			

Location Details				
Region	Route	Junction	Marker Post	
	A75			
Location Description	MOI-SW1873369 - A75 W/B Stranraer and Newton Stewart (Hazelgreen Holding - Knockbrev Farm), D-SW18235954797			
Easting	238960	Northing	564232	Link/Section 11570/15

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Duty Officer	08/08/2018 17:07:00	08/08/2018 17:07:00	08/08/2018 17:50:00	08/08/2018 18:15:00

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

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

Damage

Action Date	Actions Taken
08/08/2018 17:07:00	Call passed to [REDACTED]
08/08/2018 18:15:00	From [REDACTED] - 1 x bag of viafix used. [REDACTED] advises that the road is bad requires attention
09/08/2018 02:55:00	E-mailed to STSV Dumfries