

Action Date	Actions Taken
08/11/2019 20:44:00	<p>Email Enquiry</p> <p>Road Number: A725  Location: South bound carriage way when exiting the raith interchange prior to exit slip road for whistilberry road, Blantyre. Part of the carriageway going over the river Clyde.  Direction: South Bound  Defect Type : Pothole  Defect Other:  Name: Redacted 11/2  Address:  Phone: Redacted 11/2  Email:  Response Required : Yes  Method of Response: Email  Confirm that you consent to your personal information being stored and processed by Scotland TranServ, for the purpose of processing your defect. You also confirm that you have read, understand and consent to the Scotland TranServ Privacy Statement: Checked</p>
08/11/2019 20:44:00	Papa1 attending
08/11/2019 20:44:00	<p>Email to Complainer:  Good evening,</p> <p>Thank you for your email highlighting this issue. Your email has been passed to our Operations team to deal.</p>
08/11/2019 21:11:00	Pothole filled - 1 bag viafix
05/11/2019 21:19:00	Forwarded to STSV Defects, Redacted 11/2

# STSV Incident Report

General Details	
Incident ID	00084842
Contract	STSW
Issued	22/11/2019 15:40:00
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Major Pothole
O/I Ref	19SW07964
Defect Ref	D-SW19237167862
Police Inc. No:	
Incident Description	
Pathole	
Section	15032/61

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1998401 - A725 W/B Clyde Bridge, D-SW19237167862			
Easting	271200	Northing	657793	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Dayshift	23/11/2019 15:40:00	23/11/2019 15:40:00	23/11/2019 15:40:00	23/11/2019 15:40:00
No Trace	False			

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

## Damage

Action Date	Actions Taken
22/11/2019 15:41:00	Redacted has advised the ISU crew that due to safety reasons this incident should be passed to night-shift. Emailed to Redacted 11/2
23/11/2019 03:11:00	From Redacted 11/2 - 3 x potholes filled using 5 x tubs of cold tar. Photographs taken.  Onsite: 01:30 Offsite: 02:30
23/11/2019 03:11:00	E-mailed to STSV Defects

# STSV Incident Report

General Details	
Incident ID	00085020
Contract	STSW
Issued	29/11/2019 09:36:01
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW08128
Defect Ref	D-SW19237176775
Police Inc. No:	
Incident Description	3 Potholes

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1998687 - A725 s/b prior to Whirlies Rbt - D-SW19237176775			
Easting	264507	Northing	655719	Link/Section 15020/06

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	29/11/2019 09:36:00	29/11/2019 09:36:00	29/11/2019 10:25:00	29/11/2019 10:40:00

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
29/11/2019 09:36:00	Caller has damaged tyre due to 4 potholes prior to lights on first r/bout after Fyrryessway - caller travelling from Bothwell to EK - driving Landrover Discovery Sport - vrn Redacted 11/2 - had to call recovery - happened approx 2200 last night
29/11/2019 09:36:00	Middle lane
29/11/2019 09:46:00	Papa 1 attending - caller wants to make a claim
29/11/2019 10:39:00	3 potholes filled - 2 bags viafix
29/11/2019 10:39:00	Forwarded to Stuart Watson (Claims)

# STSV Incident Report

## General Details

Incident ID	00085337
Contract	STSW
Issued	08/12/2019 22:30:39
Status	O
BeCogent Ref:	122784
Weather	
Other Cause	

## Incident Details

Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW08375
Defect Ref	D-SW19237210769
Police Inc. No:	
Incident Description	Pothole and Claims Form Request

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

## Location Details

Region	Route	Junction	Marker Post
	A725		
Location Description	MOI-SW1999160 - A725 200m after the DBFO boundary (Whistleberry to Blantyre) - D-SW19237210769		
Easting	270859	Northing	657588
Link/Section	15032/62		

## Vehicle Response

ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	08/12/2019 22:30:00	08/12/2019 22:30:00	08/12/2019 22:40:00	08/12/2019 23:00:00

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
08/12/2019 22:30:00	Call was originally passed to DBFO, who had their ISU attend and they found pothole 200m into STS boundary.
	Call passed to ISU - P1
08/12/2019 23:00:00	From ISU - 1 x pothole filled using 2 x bags of viafix. 2 x photographs taken. ISU report that area needs further attention.
08/12/2019 23:41:00	Forwarded to STSV Defects and DCP

# STSV Incident Report

General Details	
Incident ID	00085341
Contract	STSW
Issued	09/12/2019 02:31:58
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW08377
Defect Ref	D-SW19237210778
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description: MOI-SW1999172 - A725 s/b Bothwell Bridge, D-SW19237210778				
Easting	271209	Northing	657810	Link/Section: 15032/60

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Operatives	09/12/2019 02:31:00	09/12/2019 02:31:00	09/12/2019 05:30:00	09/12/2019 05:45:00
No Trace	False			

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

Damage

**Action Date      Actions Taken**

09/12/2019 02:32:00 Email Enquiry

Road Number: A725  
Location: 55.797204, -4.055418  
Bridge over River Clyde  
Carriageway heading from Raith Interchange to East Kilbride.  
Not sure if this is west bound.  
Direction: West Bound  
Defect Type : Pothole  
Defect Other:  
Name: **Redacted**  
Address: **Redacted 11/2**  
Phone: **Redacted 11/2**  
Email:  
Response Required : Yes  
Method of Response: Email  
Confirm that you consent to your personal information being stored and processed by Scotland Transerv, for the purpose of processing your defect. You also confirm that you have read, understand and consent to the Scotland Transerv Privacy Statement: Checked

09/12/2019 02:32:00 Gordon Tannock will have someone attend

09/12/2019 02:32:00 Email to complainer:

Good morning,

Thank you for contacting Scotland Transerv. I have passed your report to the Operations Team for their attention.

09/12/2019 02:40:00 **Redac** has arranged a team to attend but will need IPV - IPV driver currently on winter treatment - will have him attend once this is complete - possibly after 04:00

09/12/2019 05:56:00 3 potholes filled - 2 bags viafix used

09/12/2019 05:58:00 Forwarded to STSV Defects

09/12/2019 05:58:00 Hot patch required

# STSV Incident Report

General Details	
Incident ID	00085359
Contract	STSW
Issued	09/12/2019 12:55:51
Status	O
BeCogent Ref:	122811
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	
Defect Ref	
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description: No trace A725 W/B Whistleberry				
Easting	270746	Northing	657590	Link/Section: 15032/06

Vehicle Response				
ISURof	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	09/12/2019 12:55:00	09/12/2019 12:55:00	09/12/2019 13:00:00	09/12/2019 13:15:00

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
09/12/2019 13:12:00	No trace of pothole at given location.

# STSV Incident Report

General Details	
Incident ID	00085929
Contract	STSW
Issued	24/12/2019 13:45:01
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW08945
Defect Ref	D-SW19237221877
Police Inc. No:	
Incident Description	
Potholes	
Section 15010/06	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description: MOI-SW19100156 A725 Birniehill r/abt & W/B Approach D-SW19237221877				
Easting	264228	Northing	653833	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	24/12/2019 13:45:00	24/12/2019 13:45:00	24/12/2019 14:00:00	24/12/2019 14:15:00
No Trace	False			

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

## Damage

Action Date	Actions Taken
24/12/2019 14:15:00	2 potholes filled with 2 bags of Vialfix.
24/12/2019 14:29:00	Emailed to STSV-Defects.



# STSV Incident Report

General Details	
Incident ID	00074169
Contract	STSW
Issued	02/01/2019 13:02:13
Status	0
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Road Surface
O/I Ref	18SW07831
Defect Ref	D-SW19236270904
Police Inc. No:	
Incident Description	
Damaged road surface.	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1981074 A725 Northbound at slip road to B7012			
Easting	268621	Northing	656346	Link/Section 15025/79

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	02/01/2019 13:10:00	02/01/2019 13:00:00	02/01/2019 13:40:00	02/01/2019 14:05:00

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
02/01/2019 13:03:00	<p>Email Enquiry  Road Number: A725  Location: A725 Northbound at slip road to B7012  Google Maps Location:  <a href="https://www.google.co.uk/maps/@55.7828817,-4.0941077,50m/data=!3m1!1e3">https://www.google.co.uk/maps/@55.7828817,-4.0941077,50m/data=!3m1!1e3</a>  Direction: Northbound  Defect Type: Other  Defect (Other): The road surface at this location between lane 1 and lane 2 is badly deteriorated. Whilst moving from the outside to inside lane my tyre was damaged in a pot hole. I am currently awaiting a mobile tyre fitter to asses the danmage and costs. I have photographs of the damage and dashcam footage of the incident which caused the damage. I am disgusted that this section of carriageway is in such a poor condition. The carriageway doterioration can even be seen on Google Street view. I believe that this section of carriageway is a significant risk to roadusers and would urge you to take remedial action as soon as possible.....before there is a fatality.....Please can you advise me how I can be recompensed for the damage to my vehicle and also how I can send you the supplimentary evidence, ie photographs and dashcam footage</p> <p>Name: <b>Redacted</b>  Address:  Telephone: <b>Redacted</b>  Email:<b>Redacted 11/2</b>  Response required: yes</p>
02/01/2019 13:03:00	Contacted <b>Redacted 11/2</b> to confirm location and to establish customers address.
02/01/2019 13:15:00	ISU deployed to assess damage at locus.
02/01/2019 14:21:00	Pot holes repaired with 4 bags of vialfix,ISU crew reports that the road surface is badly rutted and will require further attention
02/01/2019 14:23:00	emailed to STSV Defects,elaine,D.O On tracker.
02/01/2019 14:49:00	emailed to DCP

# STSV Incident Report

General Details	
Incident ID	00074590
Contract	STSW
Issued	16/01/2019 10:25:46
Status	0
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	18SW08171
Defect Ref	D-SW19236284099
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phono	Contact Mobile	Contact Email
BB Webmaster	Redacted 11/2			

## Location Details

Region	Route	Junction	Marker Post
	A725		

Location Description	Redacted 11/2 A725 Approx 0.3miles past the 50mph signs as the A725 splits to Whidies and Kingsgate. Looks to be just after a NEW section of carriageway, West Bound Redacted 11/2
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Easting	265028	Northing	656140	Link/Section	15025/06
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## Vehicle Response

ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	16/01/2019 10:25:00	16/01/2019 10:25:00	16/01/2019 10:40:00	16/01/2019 10:50:00

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
16/01/2019 10:25:00	<p>Email Enquiry  Road Number: A725  Location: Approx 0.3miles past the 50mph signs as the A725 splits to Whirlies and Kingsgate.  Looks to be just after a NEW section of carriageway.  Direction: West Bound  Defect Type: Other  Defect (Other): A deep pothole which burst my near side front tyre at approx 0030hrs on Saturday 12 January 2019 in poor driving conditions.  Replacement tyre ordered. I will expect the cost to be reimbursed. Please send me a claim form.  Name: Redacted 11/2  Address: Redacted 11/2  Telephone: Redacted 11/2  Email: Redacted 11/2  Response Required: Yes</p>
16/01/2019 10:53:00	<p>From ISU - location is lane 2 just prior to the Whirlies/Mavor split. Pothole filled with half a bag of Viafix.</p>
16/01/2019 10:53:00	<p>Emailed to STSV-Defects</p>

# STSV Incident Report

General Details	
Incident ID	00075211
Contract	STSW
Issued	02/02/2019 00:40:46
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	18SW08736
Defect Ref	D-SW19236310659
Police Inc. No:	
Incident Description	
Road Number: A725 Location: Between the junction of ramp for Blantyre industrial estate and the junction for high Blantyre. Very dangerous pot hole on the outside lane Direction: West Bound Defect Type: Other Defect (Other): Pothole Name: Redacted 11/2 Address: Redacted 11/2 Telephone: Redacted 11/2 Email: Redacted 11/2 Response Required: Yes	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1982589 A725 - Between the Off Ramp for Blantyre D-SW19236310659			
Easting	269157	Northing	626592	Link/Section 15030/05

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Operatives	02/02/2019 00:40:00	02/02/2019 00:40:00	02/02/2019 01:00:00	02/02/2019 02:00:00

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
02/02/2019 00:43:00	Ncc passed to Redacted 11/2, will have crew attend.
02/02/2019 02:05:00	From Redacted 11/2 pothole lane 2 filled with 2 bags of viafix
02/02/2019 02:39:00	email sent to STSV Defects

# STSV Incident Report

General Details	
Incident ID	00075303
Contract	STSW
Issued	04/02/2019 13:41:02
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	18SW08792
Defect Ref	D-SW19236323072
Police Inc. No:	
Incident Description	
Customer requests a claims form after dminging a tyre.	

Organisation	Contacts	Contact Phone	Contact Mobilo	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1982701Prior to High Blantyre turn off. Lane 2 D-SW19236323072 OI/18SW08792			
Easting	269810	Northing	657306	Link/Section 15032/06

Vehicle Response				
ISURof	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	04/02/2019 13:50:00	04/02/2019 13:50:00	04/02/2019 14:20:00	04/02/2019 14:30:00

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
04/02/2019 14:30:00	ISU request that this is passed to nightshift to attend due to volume of traffic and location.
04/02/2019 14:30:00	Photo taken- passed to N/S supervisor to effect a repair.
04/02/2019 14:30:00	Emailed to Redacted 11/2
05/02/2019 02:51:00	Update from jamie - 4 x Potholes filled with 3 x Bags Viafix
05/02/2019 03:22:00	No photos sent to NCC after repair.

# STSV Incident Report

General Details	
Incident ID	00075541
Contract	STSW
Issued	08/02/2019 20:45:55
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	18SW09012
Defect Ref	D-SW19236328532
Police Inc. No:	
Incident Description	
Pothole and Claims form Request - Offside lane, Nearside wheel track	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BB Webmaster	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1982974 - A725 From EK to Hamilton approx 100-200m before start of the 1st High Blanyro exit, D-SW19236328532			
Easting	266645	Northing	656315	Link/Section 15025/05

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Night Crew	08/02/2019 20:45:00	08/02/2019 20:45:00	08/02/2019 22:30:00	08/02/2019 22:45:00

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
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08/02/2019 20:45:00	Email Enquiry
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Road Number: A725

Location: To the left hand side of the right hand lane a approx 1-200 m before the start of the first high blantyre exit when travelling from East Kilbride to the M74

Direction: East Bound

Defect Type : Other

Defect Other: Pothole in road - the pothole was not visible whilst approaching - dark and wet (approx 6.45PM today) The pothole is bad enough to be dangerous and on hitting it there was a violent bang in the car and when stopping to check my car I find that the front passenger side and rear passenger side tyres are damaged beyond repair - large sidewall bulges.

I intend to make a claim for compensation as replacement cost will be approx £400 - please advise me what the process is.

Name: Redacted 11/2

Address: Redacted 11/2

Phone: Redacted 11/2

Email: Redacted 11/2

Response Required : Yes

Method of Response: Email

Confirm that you consent to your personal information being stored and processed by Scotland TranServ, for the purpose of processing your defect. You also confirm that you have read, understand and consent to the Scotland TranServ Privacy Statement: Checked

08/02/2019 20:45:00	Call passed to SWDO Redacted 11/2
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08/02/2019 20:45:00	E-mailed to Redacted 11/2
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08/02/2019 22:45:00	From nightshift crew - pothole around a gully filled using 1 x bag of viafix. Crew advises this section of the A725 requires further attention due to various ruts in the road.
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09/02/2019 01:12:00	E-mailed to STSV Defects Redacted 11/2
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# STSV Incident Report

General Details	
Incident ID	00075887
Contract	STSW
Issued	18/02/2019 09:25:31
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Road Surface
O/I Ref	18SW09349
Defect Ref	D-SW19236334075
Police Inc. No:	
Incident Description	
Damage to road surface. Passed to Nightshift - <b>Redacted 11/2</b> Link: 15032/42	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	<b>Redacted 11/2</b>			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description: MOI-SW1983711, A725 E/K to Bothwell Overbridge				
Eastling	270756	Northing	657606	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	18/02/2019 09:35:00	18/02/2019 09:30:00	18/02/2019 09:45:00	18/02/2019 10:00:00
Operatives	19/02/2019 00:00:00	18/02/2019 10:27:00	19/02/2019 00:30:00	19/02/2019 02:00:00

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
18/02/2019 09:25:00	Tel/con Mr Banks stating his vehicle has struck a pot hole on A725.
18/02/2019 09:25:00	Customer intends to get vehicle checked over and if there is and damage to tracking or tyres will contact again.
18/02/2019 10:06:00	ISU reports that road damage is on centre line between L1 and L2 and is serious rutting. To enable effective repairs it will require a road closure.
18/02/2019 10:27:00	Passed to <b>Redacted 11/2</b>
18/02/2019 10:27:00	Contact from <b>Redacted 11/2</b> to inform that this job requires a full road. closure and will be passed to night shift
19/02/2019 07:03:00	No further information was passed from Nightshift
19/02/2019 07:03:00	Emailed to <b>Redacted</b> to address with Operations
19/02/2019 02:00:00	10 x bags of Viafix used to repair

# STSV Incident Report

General Details	
Incident ID	00075892
Contract	STSW
Issued	18/02/2019 10:41:55
Status	O
BeCogent Ref:	111847
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Road Surface
Q/I Ref	
Defect Ref	
Police Inc. No:	
Incident Description	
Damaged road surface. Redacted 11/2	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Redacted 11/2				

Location Details			
Region	Route	Junction	Marker Post
	A725		
Location Description: Blantyre to Bothwell middle of road A725 Pothole around 11.30 AM.			
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 Incident Report

General Details		Incident Details	
Incident ID	00075891	Incident Cat	DMRS
Contract	STSW	Incident Type	Road Surface
Issued	18/02/2019 10:23:06	O/I Ref	
Status	O	Defect Ref	
BoCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Damaged road surface Redacted 11/2	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details			
Region	Route	Junction	Marker Post
	A725		
Location Description	Queensway-Thomton Hall		
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
18/02/2019 11:05:00	ISU has carried out an inspection of the road surface on A725 and reports that any repairs are outwith the capability of ISU.

# STSV Incident Report

General Details	
Incident ID	00076768
Contract	STSW
Issued	12/03/2019 13:11:25
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	18SW09968
Defect Ref	D-SW19236463200
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description: D-SW19236463199 A725 w/b H.Blantyre to Crossbasket D-SW19236463200				
Easting	267268	Northing	656399	Link/Section: 15025/41

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
Dayshift	12/03/2019 13:20:00	12/03/2019 13:20:00	12/03/2019 14:00:00	12/03/2019 14:10:00
No Trace	False			

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

## Damage

Action Date	Actions Taken
12/03/2019 13:11:00	Passed to D.O. Redacted 11/2 who will have someone attend.
12/03/2019 14:06:00	From Redacted 11/2 unable to fill pothole traffic far to busy require to be passed to nightshift
12/03/2019 14:06:00	Email sent to Redacted 11/2 for attention
13/03/2019 01:24:00	Night-shift attended 01:00 to 01:15, pothole filled with half a bag of Viafix.
13/03/2019 01:41:00	Emailed to STSV-Defects

# STSV Incident Report

## General Details

Incident ID	00078219
Contract	STSW
Issued	18/04/2019 10:46:56
Status	O
BeCogent Ref:	
Weather	
Other Cause	

## Incident Details

Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW00846
Defect Ref	D-SW19236586338
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

## Location Details

Region	Route	Junction	Marker Post
	A725		
Location Description	MOI-SW1986815, A725 past turn off to High Blantyre. D-SW19236586338		
Easting	266708	Northing	656304
Link/Section	15025/42		

## Vehicle Response

ISURef	Time Called	Time Allocatod	Time Arrived	Time Departed
PAPA 1	18/04/2019 10:50:00	18/04/2019 10:45:00	18/04/2019 11:40:00	18/04/2019 11:50:00

No Tracc	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

18/04/2019 10:47:00	Complainer reports having struck a pothole and damaged a tyre and wheel - Papa 1 attending.
18/04/2019 11:50:00	Permanent repair carried out to 1 pothole 0.5mx0.5m with viafix.
18/04/2019 13:17:00	Passed to DCP for claim form.

# STSV Incident Report

General Details	
Incident ID	00078998
Contract	STSW
Issued	13/05/2019 14:30:50
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	
Defect Ref	
Police Inc. No:	
Incident Description	
<p>Email Enquiry</p> <p>Road Number: A725            Location: Heading towards Strathclyde park away from East Kilbride, just before where the traffic from Blantyre merges onto the A725   Hit a huge pothole this morning 13/05/2019 Suspension and tyre could be damaged.            Direction: Both Directions            Defect Type : Pothole            Defect Other:            Name: Redacted 11/2            Address: Redacted 11/2            Phone: Redacted 11/2            Email: Redacted 11/2            Response Required : Yes            Method of Response: Email</p>	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details			
Region	Route	Junction	Marker Post
	A725		
Location Description: No Action A725 - Blantyre			
Easting		Northing	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	13/05/2019 14:30:00	13/05/2019 14:30:00	13/05/2019 14:45:00	13/05/2019 15:10:00

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
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13/05/2019 15:09:00	From Papa 1 no trace of any Cat 1 defects roads is badly rutted require attention.
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13/05/2019 15:09:00	email sent to <b>Redacted</b> and <b>Redacted</b> for attention 11/2 11/2
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# STSV Incident Report

General Details		Incident Details	
Incident ID	00078999	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	13/05/2019 15:00:57	O/I Ref	
Status	O	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Caller would not give me his contact number - state the road is full of pothole on the A725  1 - A725 -60 mph sign N/B Blantyre 2 - A725 - Bothwell Bridge N/B	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details			
Region	Route	Junction	Marker Post
	A725		
Location Description: A725 - Blantyre			
Easting	Northing	Link/Section	

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	13/05/2019 15:00:00	13/05/2019 15:00:00	13/05/2019 15:15:00	13/05/2019 15:30:00

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
13/05/2019 15:15:00	NCC asked ISU to check location as they were currently on the A725 they report no CAT 1 Pothole however the carriageway is rutted.
13/05/2019 15:15:00	email sent to Redacted 11/2

# STSV Incident Report

General Details		Incident Details	
Incident ID	00079327	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	23/05/2019 12:45:06	O/I Ref	
Status	0	Defect Ref	
BcCogent Ref.	115837	Police Inc. No:	
Weather		Incident Description	
Other Cause		Pothole and claims form request. No Trace	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BB Webmaster	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	A725 E near slip road to Blantyre. No Trace.			
Easting	266716	Northing	656321	Link/Section 15025/05

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	23/05/2019 12:45:00	23/05/2019 12:45:00	23/05/2019 13:30:00	23/05/2019 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
23/05/2019 13:55:00	PAPA 1 deployed to carry out full check of area and reports that he can find no pot holes that could be an immediate danger to motor vehicles .

# STSV Incident Report

General Details		Incident Details	
Incident ID	00077375	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	25/03/2019 14:28:55	O/I Ref	18SW10385
Status	O	Defect Ref	D-SW19236492805
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Pathole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	A725 past High Blantyre off slip before the 'Solar Sign' D-SW19236492805			
Easting	268490	Northing	656319	Link/Section 15025/80

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	25/03/2019 14:30:00	25/03/2019 14:30:00	25/03/2019 14:50:00	25/03/2019 15:30:00

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
25/03/2019 14:28:00	Papa 1 attending.
25/03/2019 15:40:00	! Pothole = 1Bag of Viafix.i

# STSV Incident Report

General Details		Incident Details	
Incident ID	00079560	Incident Cat	DMRS
Contract	STSW	Incident Type	Minor Pothole
Issued	31/05/2019 09:27:42	O/I Ref	
Status	0	Defect Ref	
BeCogent Ref:		Police Inc. No:	
Weather		Incident Description	
Other Cause		Damaged road surface.	

Organisation	Contacts	Contact Phono	Contact Mobile	Contact Email
BB Webmaster	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	No Traco A725 E/B WHirtees -Blantyre.			
Easting	264810	Northing	656102	Link/Section 15015/05

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
TANGO 1	31/05/2019 09:27:00	31/05/2019 09:27:00	31/05/2019 09:35:00	31/05/2019 09:45:00

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**

31/05/2019 09:27:00 Email Enquiry

Road Number: A725

Location: Heading out of East Kilbride passing concrete garages on your left hand side go through the tunnel the straight road has a huge pothole in the middle of the lanes.

Direction: East Bound

Defect Type : Other

Defect Other:

Name: Redacted 11/2

Address: Redacted 11/2

Phone: Redacted 11/2

Email: Redacted 11/2

Response Required : Yes

Method of Response: Telephone

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31/05/2019 09:27:00 T1 despatched.

31/05/2019 09:40:00 From Tango 1 area searched no trace of pothole

# STSV Incident Report

General Details	
Incident ID	00079615
Contract	STSW
Issued	01/06/2019 17:30:34
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW02118
Defect Ref	D-SW19236810328
Police Inc. No:	
Incident Description	
Email Enquiry  Road Number: A725 Location: Between wraith interchange and first slip road onto whistle berry road , outside lane 1 Direction: West Bound Defect Type : Pothole Defect Other: Name: Redacted 11/2 Address: Redacted 11/2 Phone: Redacted 11/2 Email: Redacted 11/2 Response Required : Yes Method of Response: Email	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW1989334 A725 W/B at Whistleberry Road. D-SW19236810328			
Easting	270810	Northing	657590	Link/Section 15032/06

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	01/06/2019 17:30:00	01/06/2019 17:30:00	01/06/2019 18:20:00	01/06/2019 18:30:00

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
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01/06/2019 18:06:00	From Papa 1. 2 potholes on lane 1 next to lighting column R398
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01/06/2019 18:22:00	2 x potholes filled with 2 bags of viafix
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01/06/2019 19:42:00	Emailed to STSV-Defects
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# STSV Incident Report

General Details	
Incident ID	00080035
Contract	STSW
Issued	16/06/2019 00:47:39
Status	O
BeCogent Ref:	
Weather	Other
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Major Pothole
O/I Ref	19SW02608
Defect Ref	D-SW19236858624
Police Inc. No:	
Incident Description	
PotholeEmail Enquiry  Road Number: A725 Location: Heading towards East Kilbride from bellshill on the bend before the whistleberry rd cut off. Direction: South Bound Defect Type : Pothole Defect Other: Name: Redacted Address: Redacted 11/2 Phone: Redacted 11/2 Email:R Response Required : Yes Method of Response: Email	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	: MOI-SW1990134 A725 Location: Heading towards East Kilbride from bellshill D-SW19236858624			
Easting	270826	Northing	657589	Link/Section 15032/60

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	16/06/2019 00:55:00	16/06/2019 00:55:00	16/06/2019 01:30:00	16/06/2019 01:33:00

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
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16/06/2019 00:47:00	Previously discussed with <b>Redacted 11/2</b> that there is no work force at Palmadie location therefore instructed to utilise ISU.
16/06/2019 01:41:00	PAPA 1 despatched.
16/06/2019 03:59:00	Pot holes repaired.
16/06/2019 03:59:00	emailed to STSV defects and <b>Redacted 11/2</b>
16/06/2019 18:34:00	Pot hole repaired with 2.5 bags of viafix.

# STSV Incident Report

General Details	
Incident ID	00088139
Contract	STSW
Issued	04/01/2020 18:27:08
Status	0
BeCogent Ref:	123659
Weather	Fine no high winds
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW09115
Defect Ref	D-SW20237222568
Police Inc. No:	
Incident Description	
<p>Road Defect                      Incident Information                      ID : 123659                      Incident Date : Sat Jan 04 18:05:29 WET 2020                      Issue Type : POTHOLE                      Classification: EMERGENCY                      Operator : TRANSERV                      Notes : Caller states that there is a pothole in the left hand lane, which has caused damage to his vehicle.                      Contact Information                      Title : Mr                      First Name Redacted 11/2                      Last Name                      Address 1                      Address 2                      Postcode                      Telephone Redacted 11/2                      Email                      Location Int                      Road Name : A725                      Carriageway : SOUTHBOUND                      Location Notes : A725, slip road coming from the raith interchange going towards East Kilbride, in the left hand lane.</p>	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
BCogent	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW20100561, A725 s/b Bothwell Bridge Link 15032/61, D-SW20237222568			
Easting	271142	Northing	657698	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	04/01/2020 18:25:00	04/01/2020 18:25:00	04/01/2020 19:10:00	04/01/2020 19:20:00

No Trace	False
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**Vehicles Involved**

Make/Model	Vehicle Registration	Colour	Driver	Foreign Vehicle	Slight Injuries	Serious Injuries	Fatal Injuries
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**Damage****Action Date      Actions Taken**

04/01/2020 18:25:00	Redacted 11/2 advises ISU to attend.
04/01/2020 18:25:00	Papa 1 attending.
04/01/2020 18:25:00	Third Party Damage. Incident Information ID : 123658 Incident Date : Sat Jan 04 17:45:00 WET 2020 Classification: THIRD_PARTY_DAMAGE Issue Status : NEW Operator : TRANSERV Damage Information Alleged Damage : Caller states that front driver side tyre is burst and the alloy may also be damaged. Cause of Damage : Caller states that there is a pothole which he hit that caused the damage. Other Vehicle Make Redacted 11/2 Model Reg numb Contact Information Title Redacted 11/2 First Name Last Name Address 1 Postcode Telephone Email Location Information Road Name : A725 Carriageway : SOUTHBOUND Location Notes : A725, slip road coming from the raith interchange going towards East Kilbride, in the left hand lane.
04/01/2020 18:25:00	Road Number: A725 Location: Just after slip road from raith interchange Direction: North Bound Defect Type : Pothole Defect Other: The other defect is now in my front tyre and wheel Name: Redacted 11/2 Address: Redacted 11/2 Phone: Redacted 11/2 Email: Response Required : Yes Method of Response: Telephone
04/01/2020 18:38:00	Replied to Customer.
04/01/2020 19:20:00	Papa 1 reports - permanent repair carried out to 1 pothole in lane 1 s/b on Bothwell Bridge. 2 bags of viafix used.
04/01/2020 19:38:00	Passed to STSV-Defects.
04/01/2020 19:38:00	Passed to DCP for claim form.

# STSV Incident Report

General Details	
Incident ID	00086641
Contract	STSW
Issued	17/01/2020 12:10:50
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Major Pothole
O/I Ref	19SW09684
Defect Ref	D-SW20237246228
Police Inc. No:	
Incident Description	
Pothole(s)	
Section 15032/61	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description: MOI-SW20101422 A725 W/B Bothwell Bridge D-SW20237246228				
Easting	271194	Northing	657780	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	17/01/2020 12:10:00	17/01/2020 12:10:00	17/01/2020 12:30:00	17/01/2020 12:40:00
Operatives	17/01/2020 23:30:00	17/01/2020 23:30:00	17/01/2020 23:30:00	18/01/2020 00:30:00

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
17/01/2020 12:50:00	ISU confirms potholes have opened up again but are unable to carry out a repair due to volume of traffic.
	Emailed to night-shift supervisors <b>Redacted 11/2</b>
18/01/2020 03:50:00	From <b>Redacted</b> pothole filled with 2 bags of via fix
18/01/2020 03:50:00	email sent to STSV Defects

# STSV Incident Report

General Details	
Incident ID	00086785
Contract	STSW
Issued	22/01/2020 10:16:03
Status	O
BoCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW09799
Defect Ref	D-SW20237248686
Police Inc. No:	
Incident Description	
Pothole	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details			
Region	Route	Junction	Marker Post
	A725		
Location Description			
MOI-SW20101634 A725(N) Prior to Bothwell Bridge D-SW20237248686 OI/19SW09799			
Easting		Northing	Link/Section 15032/21

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	22/01/2020 10:25:00	22/01/2020 10:20:00	22/01/2020 11:00:00	22/01/2020 11:10:00

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
22/01/2020 10:27:00	Papa1 attends reports of a pothole which has reportedly damaged customers vehicle. Papa1 attends
22/01/2020 11:10:00	Pot hole infilled with 0.5 bag of viafix.

# STSV Incident Report

General Details	
Incident ID	00088556
Contract	STSW
Issued	01/03/2020 09:50:07
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	
Defect Ref	
Police Inc. No:	
Incident Description	
Pothole/Claim Form Request	
Link Section 15032/61	
Xref SW88587 - same defect	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	A725 s/b Balfiwell Overbridge Defect - D-SW20237306235 OI/SW11605			
Easting	271204	Northing	657802	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	02/03/2020 12:20:00	02/03/2020 12:20:00	02/03/2020 12:40:00	02/03/2020 12:50:00
IPV	02/03/2020 12:20:00	02/03/2020 12:20:00	02/03/2020 12:40:00	02/03/2020 12:50:00

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
01/03/2020 13:44:00	Complainer has damaged his car on a pothole on the bridge coming from Raith Int'ch to EK - he is contacting his insurance company as he is unable to drive his car due to damage - requests claim form
01/03/2020 13:44:00	Spoke to <b>Redacted 11/2</b> who will have someone attend
01/03/2020 13:54:00	Pothole is on the driver's side of inside lane
01/03/2020 14:44:00	Unclear if this is our area or DBFO but due to danger to roadusers Papa1 will attend with IPV

02/03/2020 03:16:00 further checks have revealed that this is in our area but due to Weather Commitments and other relevant Incidents there were no units to attend meantime.

02/03/2020 03:29:00 Emailed **Redacted 11/2** for attention.

02/03/2020 09:48:00 Another report received:  
Email Enquiry

Road Number: A725

Location: On inside carriageway of East Kilbride Expressway, heading from Raith Interchange towards East Kilbride, close to where Bothwell Road passes overhead.

My car struck this pothole in the darkness at about 8.25pm last night, Sunday 01/03/20. I would describe it as EXTREMELY dangerous. When I was able to pull over to inspect the car for damage, there was already another car there with a damaged wheel/tyre, having struck the same pothole.

Direction: East Bound

Defect Type : Pothole

Upload Image:

Defect Other:

Name: **Redacted**

Address: **Redacted 11/2**

Phone: **Redacted 11/2**

Email: **Redacted 11/2**

Response Required : Yes

Method of Response: Email

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02/03/2020 09:48:00 Reply to **Redacted**  
Good morning,

Thank you for contacting Scotland Transrv. We have a crew attending to deal with this matter.

02/03/2020 10:43:00 Papa1 reports pothole on lane 1 s/b

02/03/2020 10:43:00 Spoke to **Redacted** in depot and advised we have had other reports this morning - he will speak to **Redacted t d**

02/03/2020 10:51:00 Further report:  
Email Enquiry

Road Number: A725

Location: There is a pothole on the East Kilbride Expressway, going to towards East Kilbride, not far from the join from the Raith Interchange. It is on the left hand lane, and is enormous and unavoidable if there is traffic in the right hand lane.

Direction: East Bound

Defect Type : Pothole

Upload Image:

Defect Other:

Name: **Redacted 11/2**

Address: **Redacted 11/2**

Phone: **Redacted 11/2**

Email: **Redacted 11/2**

Response Required : Yes

Method of Response: Email

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02/03/2020 10:51:00 Email to Redacted  
Email Enquiry

Road Number: A725

Location: There is a pothole on the East Kilbride Expressway, going to towards East Kilbride, not far from the join from the Raith Interchange. It is on the left hand lane, and is enormous and unavoidable if there is traffic in the right hand lane.

Direction: East Bound

Defect Type : Pothole

Upload Image:

Defect Other:

Name: Redacted 11/2

Address: Redacted 11/2

Phone: Redacted 11/2

Email: Redacted 11/2

Response Required : Yes

Method of Response: Email

Confirm that you consent to your personal information being stored and processed by Scotland Transerv, for the purpose of processing your defect. You also confirm that you have read, understand and consent to the Scotland Transerv Privacy Statement: Checked

02/03/2020 12:32:00 Papa 1 and IPV now attending.

02/03/2020 12:50:00 Permanent repair carried out with 3 bags of vialix.

02/03/2020 15:21:00 Road Number: A725

Location: Shortly after joining from Wraith Interchange. Pothole is very deep and positioned to the right of the inside lane, stretching into the outside lane. Difficult to see at night, dangerous to avoid and shocked the whole car passing.

Direction: South Bound

Defect Type : Pothole

Upload Image:

Defect Other:

Name: Redacted 11/2

Address:

Phone: Redacted 11/2

Email: Redacted 11/2

Response Required : Yes

Method of Response: Email



# STSV Incident Report

## General Details

Incident ID	00003507
Contract	STSW
Issued	02/03/2020 12:20:56
Status	O
BeCogent Ref:	
Weather	Fine no high winds
Other Cause	

## Incident Details

Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW11605
Defect Ref	D-SW20237306235
Police Inc, No:	
Incident Description	Pathhole 400m prior to the B7021 Whistleberry road - lane 1 Claim form request Link 15032/61

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

## Location Details

Region	Route	Junction	Marker Post
	A725		
Location Description	MOI-SW20104409 - A725 s/b 400m prior to the B7021 Whistleberry road - D-SW20237306235		
Easting	270953	Northing	657593
Link/Section			

## Vehicle Response

ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	02/03/2020 12:20:00	02/03/2020 12:20:00	02/03/2020 12:40:00	02/03/2020 12:50:00
IPV	02/03/2020 12:20:00	02/03/2020 12:20:00	02/03/2020 12:40:00	02/03/2020 12:50:00

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

- 02/03/2020 11:55:00 Call to Duty Officer - no reply.
- 02/03/2020 12:20:00 Papa 1 and IPV attending.
- 02/03/2020 12:50:00 Papa 1 reports - permanent repair carried out with 3 bags of viafix.
- 02/03/2020 15:38:00 Cross ref 88556
- 02/03/2020 17:18:00 Forwarded to STSV Defects and Redacted 11/2

# STSV Incident Report

General Details	
Incident ID	00087202
Contract	STSW
Issued	03/02/2020 14:55:01
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Major Pothole
O/I Ref	19SW10237
Defect Ref	D-SW20237262234
Police Inc. No:	
Incident Description	
Pothole(s)	
Section 15032/61	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Fill That Hole			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description	MOI-SW20102321 - A725 W/B Bothwell Bridge, D-SW20237262234			
Easting	271213	Northing	657818	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	03/02/2020 14:55:00	03/02/2020 14:55:00	03/02/2020 15:10:00	03/02/2020 15:15:00

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
03/02/2020 15:21:00	ISU confirm potholes have opened up in lane 1 near the start of Bothwell Bridge. Unable to fill them due to volume of traffic and safety issues. Rmiled to night-shift supervisors <b>Redacted 11/2</b> <b>Redacted 11/2</b>
04/02/2020 01:19:00	From Nightshift Op: 3 x potholes filled using 5 x bags of viafix  Onsite: 01:00 Offsite: 01:20
04/02/2020 01:32:00	E-mailed to S1 SV Defects

# STSV Incident Report

General Details	
Incident ID	00087344
Contract	STSW
Issued	06/02/2020 17:50:19
Status	O
BeCogent Ref:	
Weather	
Other Cause	

Incident Details	
Incident Cat	DMRS
Incident Type	Minor Pothole
O/I Ref	19SW10486
Defect Ref	D-SW20237271530
Police Inc. No:	
Incident Description	
Pothole/Claim.	
Linking Section 15032/45 .....	

Organisation	Contacts	Contact Phone	Contact Mobile	Contact Email
Public	Redacted 11/2			

Location Details				
Region	Route	Junction	Marker Post	
	A725			
Location Description MOI-SW20102561 A725 Bothwell Bridge, D-SW20237271530				
Easting	271214	Northing	657857	Link/Section

Vehicle Response				
ISURef	Time Called	Time Allocated	Time Arrived	Time Departed
PAPA 1	07/02/2020 08:20:00	07/02/2020 08:20:00	07/02/2020 09:20:00	07/02/2020 09:30:00
Operatives	08/02/2020 00:30:00	08/02/2020 00:30:00	08/02/2020 00:30:00	08/02/2020 00:45:00

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
06/02/2020 17:51:00	Driver sustained a cracked alloy wheel to front offside of his BMW reg S 27 NDO around 16:900 Hrs, still awaiting Recovery. Second call the first the location he gave was travelling from East Kilbride towards the Raith Int about 200 Mtrs from the Raith Int. He contacted Amey who stated they had checked there area and could find no trace and suggested it was in ours.
06/02/2020 17:51:00	Peak Traffic delayed and Emailed to N/Shift.
06/02/2020 17:51:00	Emailed <b>Redacted 11/2</b>

06/02/2020 18:09:00 Message details to follow:  
 I'd like to  
 send in a complaint  
 In relation to  
 highways - local roads  
 Where this is happening / has happened  
 A725 East Kilbride  
 Consent for storing submitted data  
 True  
 My name  
**Redacted**  
 Please contact me by  
 phone call  
 email  
 Phone number  
**Redacted 11/2**  
 Email address  
**Redacted 11/2**  
 I'm contacting you because  
 Massive pot hole on highway mentioned.  
 Wheel is destroyed. Currently waiting on recovery.  
  
 Please contact me as repair will be costly

07/02/2020 08:06:00 Discussed confusion of exact location for this issue with Dunkan Papa 1, who will carry out a recheck of locus.

07/02/2020 09:31:00 Papa 1 reports No Trace @ locus, after carrying out of thorough inspection of locus.

07/02/2020 13:58:00 .Email Enquiry  
 Road Number: A725  
 Location: Large pot hole on the overtaking lane close to the middle barrier located just before the expansion joint as you cross the river Clyde  
  
 Unable to take photos due to the position as busy expressway. Damage to my vehicle is approx £800-1000.  
  
 Please can someone from claims department make contact with me ASAP.  
 Direction: East Bound  
 Defect Type : Pothole  
 Upload Image: pot-hole-A725.png  
 Defect Other:  
 Name: **Redacted 11/2**  
 Address: **Redacted 11/2**  
 Phone: **Redacted 11/2**  
 Email: **Redacted 11/2**  
 Response Required : Yes  
 Method of Response: Telephone

07/02/2020 13:58:00 Update from Papa 1 this area was badly rutted and will require a Hot Patch overnight.

07/02/2020 13:58:00 From: Redacted 11/2

Sent: 07 February 2020 11:21

To: Redacted 11/2

Cc: Redacted 11/2

Redacted 11/2

Subject: Pothole on A725 northbound Blantyre approaching M74 turn-off - On bridge deck over River Clyde

Hi Reda I hope this message finds you well?

This came in to us via our M8DBFO website today (07/02/2020) – the 'Contact Us' section. Large pothole on offside lane, offside wheel track!

The location appears to be the A725 northbound, Blantyre on the bridge deck over the River Clyde. This is Scotland Transerv's area according to our TRISS, whom I asked to drive the route.

I contacted the customer Redacted at 11am today and he has been emailed with Scotland Transerv's full contact details.

Kind regards,

Redacted 11/2

Liaison Officer for Amey/Scottish Roads Partnership | Highways

07/02/2020 13:58:00 Emailed to Redacted 11/2

07/02/2020 17:14:00 Email Enquiry

Road Number: A725

Location: A725 northbound at Blantyre, approaching the off-slip for Raith & the M74 at Junction 5. The pot-hole you is on the bridge deck over the River Clyde.

Direction: North Bound

Defect Type : Pothole

Upload Image:

Defect Other:

Name: Redacted 11/2

Address: Redacted 11/2

Phone: Redacted 11/2

Email: Redacted 11/2

Response Required : Yes

Method of Response: Email

08/02/2020 00:45:00 Permanent repair carried out with 3 bags of viafix.

11/03/2020 10:36:48