

Complaint Id	Communication Id	Communication Logged	User ID	Source_Desc	Destination_Desc	Method_Desc	(No column name)	Passed_on	Complaint_Closed	Contract	Route
500079	206290	23/10/2020	MMCG	Trunk Roads Cust Amey OCR		Email	A 898 Erskine bridge there is a 3 inch high bump covered with tarmac on the cycle lane heading southbound towards bishopton	23/10/2020	03/11/2020	ASW	A898
500110	208337	09/11/2020	NCRO	Trunk Roads Cust Amey OCR		Email	You are conducting work on the North bound Erskine Bridge this morning I noticed although the cones had been removed at the start if Slip road the Large Amber Electronic sign was still displaying a flashing "Slip Road Closed" now some cars arriving at the location on seeing that might think the Bridge is inaccessible further up and make a lengthy detour to the Tunnel this is inexcusable you would think the people removing the cones would switch off the sign or if they cant do that at least turn it round, this is just rank bad communication something you and the Co7ncil are prone to get it sorte	09/11/2020	10/11/2020	ASW	A898
500122	210030	24/11/2020	NPAP	Member of Public Amey OCR		Email	Please can you arrange to have the cycle Lane of the Erskine bridge mechanically swept as soon as possible. It has a lot of debris - much of it large and dangerous to cycle over at speed.	24/11/2020	30/11/2020	ASW	A898
500161	211736	08/12/2020	NPAP	Member of Public Amey OCR		Email	I cycle to work every day across the Erskine bridge (all year round). A few years ago the road access to the bridge from the North side was redesigned (I think probably to stop cars parking?). The barrier 'tapers' me further into the traffic and is an inherent danger. The alternative 'cycle' access is extremely dangerous in the winter (I'm a doctor working in emergency care - both prehospital and in A&E - I've seen quite a few cycle incidences from here). Appreciate it's complicated to change, but it's not just me. If I die, I will blame you	08/12/2020	08/12/2020	ASW	A898
500177	213725	22/06/2021	ONEP	Trunk Roads Cust Amey OCR		Email	A898 - Erskine Bridge (only) the on slip and off slip at the bishopton side I caller called as the grass is so long at the on slip and off slip, caller was driving this and almost crashed as she could not see the other car due to the high of the grass, caller would like this cut more.	22/06/2021	22/06/2021	ASW	A898
500199	216849	04/07/2021	MMCG	Member of Public Amey OCR		Email	A898 Location Erskine Bridge Direction of travel N Street Lamp Failure Please describe the problem Street Lamp Failure Please add more detail about the problem GS0507 - Lighting column is lit during daylight (Northbound). GS0508 - Lighting column is lit during daylight (Southbound) A898 Location Erskine Bridge Direction of travel N Street Lamp Failure Please describe the problem Street Lamp Failure Please add more detail about the problem GS0353 - Lighting column is lit during daylight.	04/07/2021	NULL	ASW	A898
500307	220673	25/07/2021	NPAP	Member of Public Amey OCR		Email	If you are responsible for the road surface crossing Erskine Bridge please respond to this email please. If not I would appreciate if you could give me the email address and phone number for whoever is responsible for the road surface. My complaint covers various parts of the road surface. In particular, the entrance to the northbound carriageway roughly in line with Calders Garden Centre. I imagine you video record vehicles crossing the bridge. You will note vehicles swerving to avoid poorly repaired surface on the inside lane travelling northbound. An extensive area at the above location has been temporarily repaired but it really needs resurfaced and not filled with 'black custard material' which is useless given the amount of traffic heading for Loch Lomond. Do you wait until there is a fatal accident before carrying out proper hard wearing resurfacing work. I wish you to save this email and pass it to the appropriate department. I appreciate you will be working on a limited budget nevertheless there is going to be a major accident at the above location when drivers who know about the approaching patchy surface change lanes in an effort to avoid it. Look forward to your reply.	25/07/2021	26/07/2021	ASW	A898
500409	223202	17/08/2021	NPAP	Member of Public Amey OCR		Email	Caller is calling to make a complaint regarding road works on the Erskine Bridge and the lack of communication around them. Caller states that they travel from Glasgow to Dumbarton and back again for work and seen that there was due to be road works beginning on the 18th August but caller advises that the bridge was closed on the 16th. Caller states that there is no signage on the motorway until Paisley to advise that the road is closed and that due to this, they were diverted all the way back to Glasgow to get on at the Clyde Tunnel to then travel home from there. Caller believes that this is "terrible communication" and that there should be warnings of the closure well before Paisley.	17/08/2021	18/08/2021	ASW	A898
500533	230675	01/11/2021	CHEN	Trunk Roads Cust Amey OCR		Email	There is no road signs showing that the Erskine bridge is closed as you approach the bridge to let the drivers know... The diversion sign is not clear and the caller is not happy with the fact that they have been waiting for almost 2 hours. The caller is wanting to get more road signs to let them know that it is closed...	01/11/2021	24/11/2021	ASW	A898
500702	244123	07/03/2022	MMCG	Member of Public Amey OCR		Email	Route A898 Location Erskine bridge Direction of travel N Please describe the problem Carriageway Please add more detail about the problem Patches on carriageway breaking up both road surface and holes reappearing. Needs resurfaced properly. Left lane and also just before slip road which was closed this weekend for resurfacing.	07/03/2022	14/03/2022	ASW	A898
500755	248005	20/04/2022	MMCG	Trunk Roads Cust Amey OCR		Email	The Erskine bridge crossing towards Greenock, When leaving Erskine Bridge to Bishopton, 500 to 600 yards after the bridge, the signs are placed with regards to roadworks, not able to see signs til after the slip road, suggestion - possible to put signs about 200 yards a bit closer, this always happens during roadworks at 8pm at night caller stated, the notification signs is too far away from the Erskine Bridge to see the signs. Caller would like a callback regarding this issue.	20/04/2022	22/04/2022	ASW	A898
500805	255250	11/07/2022	NPAP	Member of Public Amey OCR		Telephone	Regarding roadworks on Erskine Bridge - caller is annoyed that bridge is closed with no notification - she tried to return home via bridge on 20/5/22, work was starting on 23/5/22 but the bridge was closed on 20th - there had been no warning to this - on 8/7/22 the bridge was closed again but there was no notification for this at all and she understood all work had been completed - she is annoyed that she had to about turn and return home via the tunnel adding 15 miles to her journey	11/07/2022	13/07/2022	ASW	A898