

Hertfordshire County Council

Highways Service Term Contract

Contract Ref: HCC1003710

Defect Management Approach Schedule 15 - Assess and Decide Strategy

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Approvals

This document requires the following approvals. A signed copy should be placed in the project files.

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1. Overview of Defect Management Approach

The approach taken to defect management within the highways service is summarised in Figure 1.

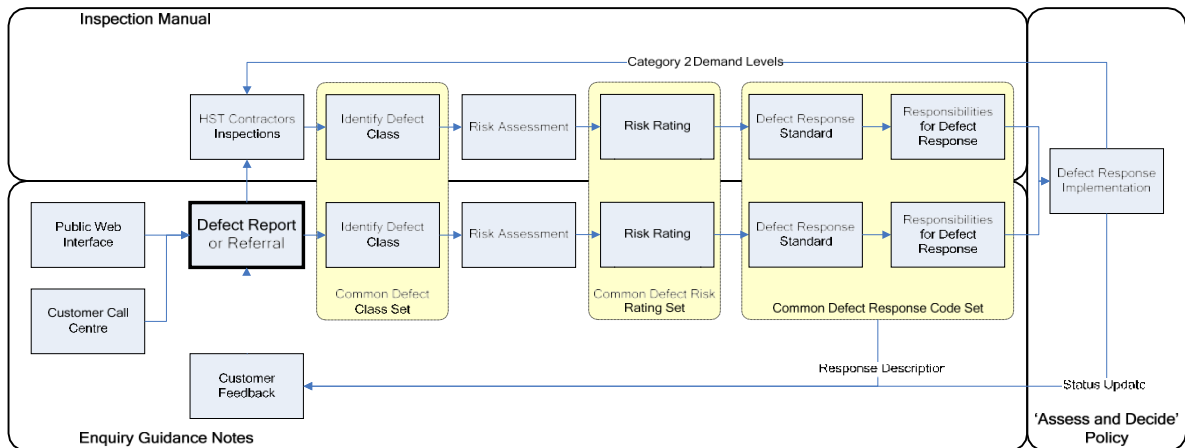


Figure 1: Overview of Defect Management Approach

The Highways Service Term Contract (HST) Contractor will be required to implement the defect management approach through the provisions of the HST contract and in accordance with Hertfordshire County Council’s (HCC) policy and guidance. HCC’s policy and guidance on the defect management approach is contained within three mutually supporting documents:

- The Inspection Manual – sets out the HCC policy and guidance for inspecting the highways and assessing Emergencies, Category 1 and Category 2 defects identified internally by the HST Contractor.
- The Enquiry Guidance Notes – sets out guidance for assessing defects (including service requests) reported by the public or stakeholders.
- The ‘Assess and Decide’ Strategy – sets out the HCC policy and guidance for the prioritisation of and commitment to Emergency, Category 1 and Category 2 response work.

The Defect Management Approach will be monitored and kept under regular review by designated responsible officers (HCC’s Highways Senior Asset Manager), amended and enhanced on a periodic basis to keep up to date with current best practice and forms part of the programme of continuous improvements to Hertfordshire’s Highway Fault Reporting system. These may be subject to periodic internal audit.

This document is the third of this series.

2. Assess and Decide Strategy

2.1 Introduction

The demands for Emergency, Category 1 and Category 2 work on the network usually exceed the amount of money that HCC can reasonably allocate to the Highways Service. As such, the response to these work demands must be prioritised. Under the service contract arrangements, the HST Contractor is accountable for managing HCC's response to Emergencies, Category 1 Defects and Category 2 Defects through three Contractor Directed Services:

- Emergency Service
- Category 1 Defect Remedy Service
- Category 2 Service

When fulfilling these contractual duties, the HST Contractor will do so in accordance with this 'Assess and Decide' strategy.

HCC expects the HST Contractor to keep the effectiveness of this strategy under review and to report where any strategy requirements act against the efficiency or effectiveness of the service. In such circumstances, the HST Contractor should make recommendations to HCC on how this strategy might be changed or otherwise improved as a continual improvement opportunity.

2.2 Service Budget

HCC will provide a single Service Budget for the response to Emergencies, Category 1 Defects and Category 2 Defects. This will be managed as a single combined budget through the Service Budget Accountabilities (section 2.3 below) and in accordance with the Assess and Decide Prioritisation Framework (section 2.4 below).

In managing the response to Emergencies, Category 1 Defects and Category 2 Defects, the HST Contractor will employ the Service Budget in order to:

- Minimise the potential for third party claims on HCC,
- Reduce the demand for emergency interventions,
- Reduce the demand for hazard mitigation interventions,
- Maximise pre-planned and programmed interventions that give long term asset or service value,
- Dynamically manage budget allocations to ensure that responses to Emergencies and Category 1 Defects across the county are adequately resourced,
- Maximise the value for the money invested,
- Maximise the achievement of the wider service objectives.

2.3 Service Budget Accountabilities:

The following Service Budget Accountabilities are defined in accordance with Clause 2.5.2 – Designated Financial Management Roles of the HST Contract Service Information:

- The HCC Budget Manager will be accountable for setting an annual Service Budget for the response to Emergencies, Category 1 Defects and Category 2 Defects,
- The HCC Budget Holder will be accountable for monitoring and reporting on utilisation of the Service Budget and its operational budget management, as undertaken and reported by the HST Delegated Budget Holder,
- The HST Delegated Budget Holder will be accountable for holding the Service Budget as a Delegated Budget, for delivering the response to Emergencies, Category 1 Defects and Category 2 Defects within the Delegated Budget and for reporting performance of these services to the HCC Budget Holder.

2.4 Assess & Decide Prioritisation Framework

The Service Budget Accountability holders will fulfil their obligations in accordance with the priority rules described in the following Assess & Decide Prioritisation Framework:

Hertfordshire County Council Highways
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Assess and Decide Strategy

Assess and Decide Prioritisation Framework				
Priority Level	Action	Objectives	Responsible	Consulted
1	Set an annual Service Budget	<ul style="list-style-type: none"> To allocate budget sufficient to reasonably meet the needs of Emergency Response and Category 1 Response that can be reasonably anticipated in the forthcoming year. To allocate budget to respond to Category 2 Defects. To set out HCC Priority Rules that HCC wishes to apply to the HST Contractor's use of the Service Budget in the budget period. 	HCC Budget Manager	<ul style="list-style-type: none"> HCC Budget Holder HST Delegated Budget Holder Members
2	Set a county-wide Emergency Response Sub Budget	<ul style="list-style-type: none"> To reserve a proportion of the Service Budget sufficient to reasonably meet the needs of all Emergency Response for the whole county. To prioritise the county-wide Emergency Response Sub Budget to time periods reflecting predictable demand profiles. To reflect the HCC Priority Rules. 	HST Delegated Budget Holder	<ul style="list-style-type: none"> HCC Budget Holder Members
3	Set District Sub Budgets .	<ul style="list-style-type: none"> To distribute the residual Service Budget to district areas in accordance with Defect Demand. To reflect the HCC Priority Rules. 	HST Delegated Budget Holder	<ul style="list-style-type: none"> HCC Budget Holder Members
4	Set District Category 1 Sub Budgets	<p>For each district area:</p> <ul style="list-style-type: none"> To reserve a proportion of the District Sub Budgets sufficient to reasonably meet the needs of all Category 1 Response for the district area. To reflect the HCC Priority Rules 	HST Delegated Budget Holder	<ul style="list-style-type: none"> HCC Budget Holder
5	Set District Category 2 Defect Group Sub Budgets .	<p>For each district area:</p> <ul style="list-style-type: none"> To distribute the residual District Sub Budget to category 2 responses by setting percentages for defined Defect Groups. To reflect cross-county asset needs priorities. To reflect the HCC Priority Rules 	HST Delegated Budget Holder	<ul style="list-style-type: none"> HCC Budget Holder

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Assess and Decide Prioritisation Framework				
6	Set district sub budget profiles	For each district area: <ul style="list-style-type: none"> To prioritise the District Category 1 Sub Budget, / District Category 2 Defect Group Sub Budgets to time periods reflecting predictable demand profiles. To reflect HCC Priority Rules 	HST Delegated Budget Holder	<ul style="list-style-type: none"> HCC Budget Holder
7	Emergency demand	<ul style="list-style-type: none"> To commit to Emergency Response demands. 	HST Manager	<ul style="list-style-type: none"> HST Delegated Budget Holder
8	Category 1 demand	<ul style="list-style-type: none"> To commit to Category 1 Response demands 	HST Manager	<ul style="list-style-type: none"> HST Delegated Budget Holder
9	Category 2(H) demand.	<ul style="list-style-type: none"> To prioritise demand by Defect Risk Rating. Not to commit if Defect is to be remedied by other work planned in Category 4 or 5 programmes within a three month period. To commit to Category 2(H) Response demand if District Category 2 Defect Group Sub Budget is available for the relevant Defect Group and time period. 	HST Manager	<ul style="list-style-type: none"> HST Delegated Budget Holder
10	Category 2(M) demand	<ul style="list-style-type: none"> To prioritise demand by Defect Risk Rating. Not to commit if Defect is to be remedied by other work planned in Category 4 or 5 programmes within a six month period. To commit to Category 2(M) Response demand if District Category 2 Defect Group Sub Budget is available for the relevant Defect Group and time period. To prioritise demand by Added Service Value Criteria. 	HST Manager	<ul style="list-style-type: none"> HST Delegated Budget Holder
11	Category 2(L) demand	<ul style="list-style-type: none"> To prioritise demand by Defect Risk Rating. Not to commit if Defect is to be remedied by other work planned in Category 4 or 5 programmes within a 12 month period. To commit to Category 2(L) Response demand if District Category 2 Defect Group Sub Budget is available for the relevant Defect Group and time period. To prioritise demand by Added Service Value Criteria, 	HST Manager	<ul style="list-style-type: none"> HST Delegated Budget Holder

The Figure 2 below describes the application of the Assess and Decide Prioritisation Framework as a summary flowchart.

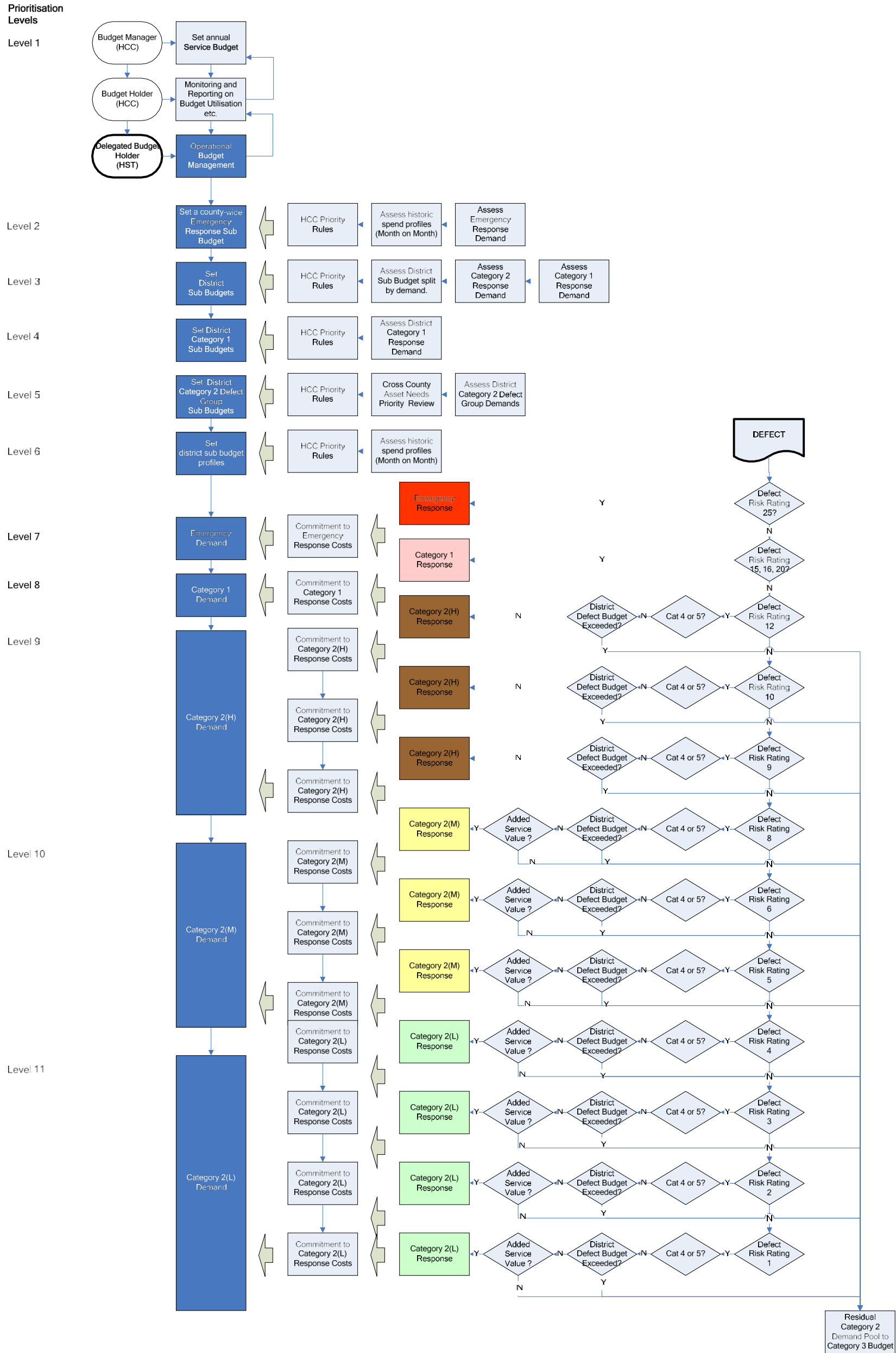


Figure 2: Assess and Decide Prioritisation Framework – Summary Flowchart

2.4.1 Service Budget Management

The Assess and Decide Prioritisation Framework requires the Service Budget to be subdivided as shown in Figure 3. below.

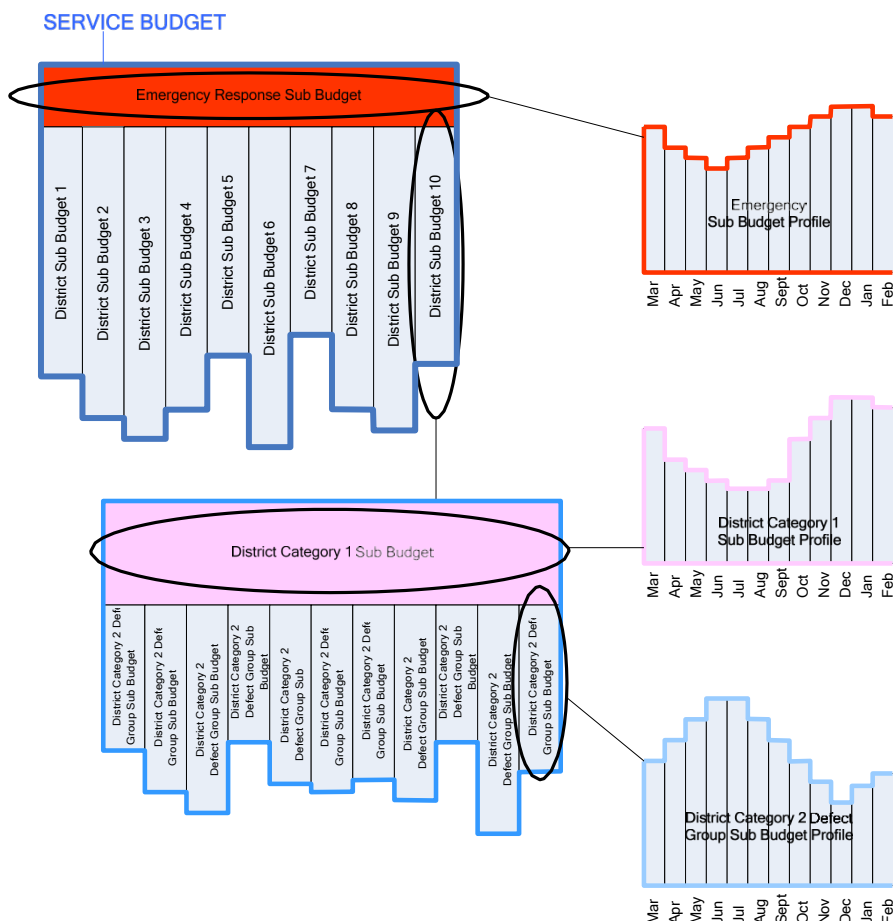


Figure 3: Subdivision of the Service Budget for Emergency, Category 1 and Category 2 Response.

HCC will undertake its budget management cycle (as described in Service Information Clause 2.5.4) against the following tiers of monitored budgets:

Budget Monitoring Tier				
	Tier 1 Monitoring	Tier 2 Monitoring	Tier 3 Monitoring	Tier 4 Monitoring
Monitored Budgets	Service Budget	Emergency Response Sub Budget	n/a	Emergency Response Sub Budget Profile
		District Sub Budgets (note 1)	District Category 1 Sub Budget	District Category 1 Sub Budget Profile
			District Category 2 Defect Group Sub Budgets (note 2)	District Category 2 Defect Group Sub Budget Profile

Note 1: One for each of the ten district council areas.

Note 2: One for each defined Defect Group.

2.4.2 HCC Priority Rules

HCC may set out HCC Priority Rules that direct prioritisation of the annual Service Budget for response to Emergencies, Category 1 Defects and Category 2 Defects. Where the County sets such rules, the HST Contractor must comply with them when implementing the Assess and Decide Prioritisation Framework.

The HCC Priority Rules may include, but are not limited to, rules relating to:

- The reservation of Service Budget for Emergency Response,
- Relative prioritisation of District Sub Budgets,
- The reservation of District Sub Budgets for Category 1 Response,
- Relative prioritisation of District Category 2 Defect Group Sub Budgets,
- The distribution of sub budget profiles month on month through the year,
- Prioritisation of individual Defect Classes within Defect Groups,
- Budget virement rules.

2.4.3 Defect Groups

The Defect Groups describe the general areas of the Network asset or operation where Defects occur. Each Defect Group comprises a discrete number of Defect Classes. Defect Groups / Defect Classes definitions are common across the Defect Management Approach and are described in Appendix A.

2.4.4 Added Service Value

Prioritisation Levels 10 and 11 (Category 2 (M) Demand and Category 2(L) Demand) allow for *subjective* prioritisation of Defect response to take place after the *objective* prioritisation of the defects based on Defect Risk Rating, according to the potential Added Service Value that may be accrued. The aim is to further assist in the best value utilisation of the Service Budgets, allowing differentiation of defect response work that would otherwise be of similar prioritisation when considered by Defect Risk Rating alone.

The HST Contractor will devise and maintain relevant Added Service Value Criteria. These will be subject to the approval of the HCC Budget Holder. The Added Service Value Criteria must reflect the broad HCC service objectives and, as such, they will be subject to change and may evolve with time.

As a starting point for this process of continual improvement, the Added Value Criteria described in Figure 4 below are to be used for the initial period of the HST Contract until updated by the HST Contractor (within 6 months of the DMA becoming active).

In Figure 4, say if the majority of the assessment criteria have been assessed as a 'High' beneficial impact, then this would increase the relative priority of a Cat 2 (M) Demand.

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Added Service Value Criteria					
Themes	Assessment Criteria	Beneficial Impact?			
		H	M	L	N/A
Network safety and performance	Would the defect condition be likely to degrade to Defect Risk Rating >15 within three months?				
Claims Reduction	Likely to reduce the future claims on the authority?				
Contract Critical Success Factors	Added value for money by bundling up work with other to achieve economy of scale?				
	Public Satisfaction enhanced by reducing a source of high levels of public concern?				
HCC Corporate Themes	Support economic well-being?				
	Maximise Independent living?				
	Reduce carbon emissions?				
	Ensure safe neighbourhoods?				
	Be a leading council?				
Environment Department / Transport Management Group Outcomes	Localism – Local priority issue championed by local member?				
	Improved transport choice and access?				
	A safe and efficient transport system?				
	Improved protection and enhancement of the natural and physical environment?				
	Strong community leadership and effective partnership working?				
	Climate change & sustainability?				
Local Transport Plan 3	A service which continues to listen to communities and customers?				
	Keep the county moving?				
	Support economic development and dwelling growth?				
	Improve accessibility for all?				
	Achieve behavioural change regards choices of transport mode?				
	Achieve further improvements in the provision of public transport (bus and rail)?				
	Improve journey experience for transport users?				
	Improve the health of individuals?				
	Maintain and enhance the natural, built and historic environment?				
	Reduce the impact of noise?				
	Improve road safety?				
	Reduce crime and fear of crime?				
	Reduce greenhouse gas emissions from transport?				
Transport Asset Management Principles	Design new infrastructure and maintenance in the light of threats from changing climate?				
	Identify and apply industry leading good practice to the management of all highways assets?				
	Consider and manage the safety of the network, now and in the future?				
	Ensure availability of the network, now and in the future?				
	Consider and manage the accessibility of the network, now and in the future?				
	Consider and manage the environmental impact of the network, now and in the future?				
	Maximise the opportunity for investment to maintain and improve the condition of our transport network?				

Figure 4: Added Service Value Criteria – to be used subjectively to further prioritise Category 2(M) and Category 2(L) defects.

2.5 Annual Planned Work Programme

The HST Contractor will maintain an Annual Planned Work Programme (APWP) that sets out pre-planned work periods for specific types of Category 1 and Category 2 responses. It is expected that the APWP will be developed to integrate with Category 5 work and HCC's Integrated Work Programme (IWP) where the work periods can be reasonably brought together for service efficiency.

The objectives of the Annual Planned Work Programme include (but are not limited to):

- Creating efficiency by reducing defect response overheads and unit costs through the 'bundling' of work,
- Optimising defect response work quality by planning interventions to appropriate annual / seasonal periods,
- Allowing optimum work techniques to be applied to maximise whole life value,
- Reducing network disruption resulting from defect responses by avoiding known seasonal and calendar network usage peaks,
- Optimising value for money by pre planning service resources and procurement,
- Creating greater efficiency in Member and customer communication expenditure.

HCC generally favours the use of an Annual Planned Work Programme for the delivery of defect responses in preference to the use of individually planned and scheduled defect responses. However, the HST Contractor will retain the authority and responsibility for deciding the optimum procurement / programming approach to be taken for separate defects in order that the wider service objectives are achieved.

HCC offers the following general guidance on how defect responses might be included into the Annual Planned Work Programme:

Defect Category	Consider use of Planned Work Programme?	Comment
Emergency	Not applicable	
Category 1 Defect (Hazard Mitigation)	Not applicable	
Category 1 Defect (Permanent Remedy)	Yes	If next available planned work period falls within required defect response times.
Category 2(H)	Yes	If next available planned work period falls within 3 months of commitment.
Category 2(M)	Yes	If next available planned work period falls within 6 months of commitment.
Category 2(L)	Yes	Commitment scheduled to next planned work period.

Appendix A – Common Defect Class Set

Also refer to the Enquiry Guidance Notes which sets out guidance for assessing defects (including service requests) reported by the public or stakeholders

Enquiry Codes	Defect	Enquiry Subject Name	Service Name
AND1	AN00	DEFAULT ANIMAL	ANIMALS
N/A	AN01	DEAD ANIMAL OFF ROAD	ANIMALS
AOF3	AN01	DEAD ANIMAL OFF ROAD	ANIMALS
N/A	AN01	DEAD ANIMAL OFF ROAD	ANIMALS
AOF1	AN01	DEAD ANIMAL OFF ROAD	ANIMALS
AON3	AN02	DEAD ANIMAL ON ROAD	ANIMALS
AON1	AN02	DEAD ANIMAL ON ROAD	ANIMALS
N/A	AN03	DOG OR HORSE FOUL	ANIMALS
N/A	AN04	LIVE ANIMAL ON ROAD	ANIMALS
N/A	AN04	LIVE ANIMAL ON ROAD	ANIMALS
ARI6	AN05	RABBIT INFESTATION ON	ANIMALS
BSB1	BS00	DEFAULT BUS SHELTERS AND BUS	BUS SHELTERS AND BUS STOPS
BEW1	BS01	BUS ELECTRONIC DISPLAY	BUS SHELTERS AND BUS STOPS
BED8	BS01	BUS ELECTRONIC DISPLAY	BUS SHELTERS AND BUS STOPS
BEW1	BS02	BUS ELECTRONIC JOURNEY	BUS SHELTERS AND BUS STOPS
BJP8	BS02	BUS ELECTRONIC JOURNEY	BUS SHELTERS AND BUS STOPS
BSL1	BS02	SEAT OR LIGHT DAMAGED	BUS SHELTERS AND BUS STOPS
BPL3	BS04	BUS STOP POLE LEANING OR	BUS SHELTERS AND BUS STOPS
BPL8	BS04	BUS STOP POLE LEANING OR	BUS SHELTERS AND BUS STOPS
BSM8	BS05	BUS STOP SIGN MISSING OR	BUS SHELTERS AND BUS STOPS
BSL8	BS06	SEAT OR LIGHT DAMAGED	BUS SHELTERS AND BUS STOPS
BSL8	BS06	SEAT OR LIGHT DAMAGED	BUS SHELTERS AND BUS STOPS
N/A	BS06	SEAT OR LIGHT DAMAGED	BUS SHELTERS AND BUS STOPS
BIT8	BS07	TIMETABLE MISSING OR DAMAGED	BUS SHELTERS AND BUS STOPS
BSD2	BS08	SHELTER DAMAGED	BUS SHELTERS AND BUS STOPS
BSD2	BS08	SHELTER DAMAGED	BUS SHELTERS AND BUS STOPS
BSD8	BS08	SHELTER DAMAGED	BUS SHELTERS AND BUS STOPS
TCO1	TCO1	TRAFFIC COUNTER	CCTV/ANPR & TRAFFIC COUNTERS

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TCO6	TC01	TRAFFIC COUNTER	CCTV/ANPR & TRAFFIC COUNTERS
Email	TC01	TRAFFIC COUNTER	CCTV/ANPR & TRAFFIC COUNTERS
FED1	FE00	DEFAULT GUARDRAILS, FENCING,	FENCING/UNLIT BOLLRD/POSTS
PKD5	FE02	HIGHWAY FENCE / WALL DAMAGED	FENCING/UNLIT BOLLRD/POSTS
PKD1	FE02	HIGHWAY FENCE / WALL DAMAGED	FENCING/UNLIT BOLLRD/POSTS
PKD2	FE02	HIGHWAY FENCE / WALL DAMAGED	FENCING/UNLIT BOLLRD/POSTS
PED1	FE03	PEDESTRIAN GUARDRAILS	FENCING/UNLIT BOLLRD/POSTS
PED1	FE03	PEDESTRIAN GUARDRAILS	FENCING/UNLIT BOLLRD/POSTS
PED5	FE03	PEDESTRIAN GUARDRAILS	FENCING/UNLIT BOLLRD/POSTS
PED1	FE03	PEDESTRIAN GUARDRAILS	FENCING/UNLIT BOLLRD/POSTS
PED2	FE03	PEDESTRIAN GUARDRAILS	FENCING/UNLIT BOLLRD/POSTS
PHR1	FE04	PEDESTRIAN HANDRAILS	FENCING/UNLIT BOLLRD/POSTS
PHR5	FE04	PEDESTRIAN HANDRAILS	FENCING/UNLIT BOLLRD/POSTS
PHR1	FE04	PEDESTRIAN HANDRAILS	FENCING/UNLIT BOLLRD/POSTS
PHR2	FE04	PEDESTRIAN HANDRAILS	FENCING/UNLIT BOLLRD/POSTS
PUB3	FE05	UNLIT BOLLARDS / POSTS	FENCING/UNLIT BOLLRD/POSTS
PUB5	FE05	UNLIT BOLLARDS / POSTS	FENCING/UNLIT BOLLRD/POSTS
PUB5	FE05	UNLIT BOLLARDS / POSTS	FENCING/UNLIT BOLLRD/POSTS
DFD1	FL00	DEFAULT FLOODING AND	FLOODING AND DRAINAGE
DPD1	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD2	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD2	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD3	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD3	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD4	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD8	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD1	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD2	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD2	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD3	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD3	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD4	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DPD8	FL01	PROPERTY DAMAGED BY	FLOODING AND DRAINAGE
DCF1	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DCF3	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DCF2	FL02	ROAD FLOODED	FLOODING AND DRAINAGE

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DCF3	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DCF3	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DIT5	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DCF6	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DCF7	FL02	ROAD FLOODED	FLOODING AND DRAINAGE
DIT6	FL03	DITCH SILTED / OVERGROWN OR	FLOODING AND DRAINAGE
DIT6	FL03	DITCH SILTED / OVERGROWN OR	FLOODING AND DRAINAGE
DIT5	FL03	DITCH SILTED / OVERGROWN OR	FLOODING AND DRAINAGE
DIT8	FL03	DITCH SILTED / OVERGROWN OR	FLOODING AND DRAINAGE
DFL1	FL08	FOOTWAY FLOODED	FLOODING AND DRAINAGE
DFL2	FL08	FOOTWAY FLOODED	FLOODING AND DRAINAGE
DFL3	FL08	FOOTWAY FLOODED	FLOODING AND DRAINAGE
DFL7	FL08	FOOTWAY FLOODED	FLOODING AND DRAINAGE
DBG9	FL09	BLOCKED GULLY OR DRAIN	FLOODING AND DRAINAGE
DSF1	FL12	SUBWAY FLOODED	FLOODING AND DRAINAGE
DSF3	FL12	SUBWAY FLOODED	FLOODING AND DRAINAGE
FCV1	FV00	DEFAULT FOOTWAYS, CYCLE	FOOTWAYS, VERGES AND
FCV1	FV00	DEFAULT IRONWORK (GULLYS,	FOOTWAYS, VERGES AND
FSD5	FV02	STEPS DAMAGED	FOOTWAYS, VERGES AND
FSD4	FV02	STEPS DAMAGED	FOOTWAYS, VERGES AND
FSD3	FV02	STEPS DAMAGED	FOOTWAYS, VERGES AND
FSD4	FV02	STEPS DAMAGED	FOOTWAYS, VERGES AND
FSD1	FV02	STEPS DAMAGED	FOOTWAYS, VERGES AND
FCD4	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD1	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD2	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD6	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD5	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD4	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD7	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD6	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCD5	FV03	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FCS7	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS6	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS5	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS4	FV04	IRONWORK	FOOTWAYS, VERGES AND

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FCS7	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS6	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS5	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS5	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS4	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS3	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS7	FV04	IRONWORK	FOOTWAYS, VERGES AND
FCS6	FV04	IRONWORK	FOOTWAYS, VERGES AND
FMD7	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD5	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD4	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD3	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD6	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD5	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD3	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD6	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FMD5	FV05	MUD ON FOOTWAY/CYCLE TRACK	FOOTWAYS, VERGES AND
FVE5	FV07	VERGE ENCROACHMENT ONTO	FOOTWAYS, VERGES AND
FVE5	FV07	VERGE ENCROACHMENT ONTO	FOOTWAYS, VERGES AND
FVE4	FV07	VERGE ENCROACHMENT ONTO	FOOTWAYS, VERGES AND
FVE3	FV07	VERGE ENCROACHMENT ONTO	FOOTWAYS, VERGES AND
FSU7	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU7	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU6	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU7	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU6	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU5	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU7	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU6	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FSU5	FV08	DEFECTIVE FOOTWAY SURFACE	FOOTWAYS, VERGES AND
FVD7	FV09	SOFT VERGE DAMAGED / OVERRUN	FOOTWAYS, VERGES AND
FVD7	FV09	SOFT VERGE DAMAGED / OVERRUN	FOOTWAYS, VERGES AND
FVD6	FV09	SOFT VERGE DAMAGED / OVERRUN	FOOTWAYS, VERGES AND
FTP4	FV10	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FTP3	FV10	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FTP7	FV10	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND

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FTP6	FV10	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FTP5	FV10	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FTP5	FV10	IRONWORK (GULLYS, MANHOLES	FOOTWAYS, VERGES AND
FTP4	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FTP3	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FTP3	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FTP2	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FTP7	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FTP6	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FTP5	FV10	TRIP HAZARD	FOOTWAYS, VERGES AND
FLV3	FV11	HAZARDOUS LEAVES ON FOOTWAY	FOOTWAYS, VERGES AND
N/A	FV11	HAZARDOUS LEAVES ON FOOTWAY	FOOTWAYS, VERGES AND
N/A	FV11	HAZARDOUS LEAVES ON FOOTWAY	FOOTWAYS, VERGES AND
FUE4	FV12	UNSTABLE EMBANKMENTS /	FOOTWAYS, VERGES AND
FUE1	FV12	UNSTABLE EMBANKMENTS /	FOOTWAYS, VERGES AND
N/A	FV13	DAMAGED SEATING	FOOTWAYS, VERGES AND
GRD1	GR00	DEFAULT GRAFFITI	GRAFFITI
GRA2	GR01	GRAFFITI PROBLEMS	GRAFFITI
GRA4	GR01	GRAFFITI PROBLEMS	GRAFFITI
GRA7	GR01	GRAFFITI PROBLEMS	GRAFFITI
N/A	GR01	GRAFFITI PROBLEMS	GRAFFITI
HBD1	HB00	DEFAULT HIGHWAY BRIDGES AND	HIGHWAY BRIDGES AND WALLS
HBW1	HB01	BRIDGE / STRUCTURE DAMAGED	HIGHWAY BRIDGES AND WALLS
HBW1	HB01	BRIDGE / STRUCTURE DAMAGED	HIGHWAY BRIDGES AND WALLS
HBW1	HB01	BRIDGE / STRUCTURE DAMAGED	HIGHWAY BRIDGES AND WALLS
HBW8	HB01	BRIDGE / STRUCTURE DAMAGED	HIGHWAY BRIDGES AND WALLS
LTD1	LT00	DEFAULT LIGHTING/LIT FEATURES	LIGHTING/LIT FEATURES
LBW1	LT01	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LBD3	LT01	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LBW1	LT02	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LBK3	LT02	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LBK3	LT02	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LBK1	LT02	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LBO3	LT03	BELISHA BEACON/CENTRAL	LIGHTING/LIT FEATURES
LXM1	LT04	CHRISTMAS LIGHTING FAULT OR	LIGHTING/LIT FEATURES
N/A	LT04	CHRISTMAS LIGHTING FAULT OR	LIGHTING/LIT FEATURES

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LCG5	LT05	STREET LIGHT GLARE	LIGHTING/LIT FEATURES
LSW1	LT06	SIGN LIGHT LENS DAMAGED OR	LIGHTING/LIT FEATURES
LSB4	LT06	SIGN LIGHT LENS DAMAGED OR	LIGHTING/LIT FEATURES
LCW1	LT07	STREET LIGHT LENS DAMAGED OR	LIGHTING/LIT FEATURES
LCB4	LT07	STREET LIGHT LENS DAMAGED OR	LIGHTING/LIT FEATURES
LLW1	LT08	LIT BOLLARD DAMAGED OR	LIGHTING/LIT FEATURES
LLD4	LT08	LIT BOLLARD DAMAGED OR	LIGHTING/LIT FEATURES
LLD2	LT08	LIT BOLLARD DAMAGED OR	LIGHTING/LIT FEATURES
LLO4	LT09	LIT BOLLARD OUT OR FLICKERING	LIGHTING/LIT FEATURES
LSW1	LT10	SIGN LIGHT DOOR DAMAGED,	LIGHTING/LIT FEATURES
LSD1	LT10	SIGN LIGHT DOOR DAMAGED,	LIGHTING/LIT FEATURES
LSD4	LT10	SIGN LIGHT DOOR DAMAGED,	LIGHTING/LIT FEATURES
LSW1	LT12	SIGN LIGHT MISSING	LIGHTING/LIT FEATURES
LSM4	LT12	SIGN LIGHT MISSING	LIGHTING/LIT FEATURES
LCW1	LT13	STREET LIGHT DOOR	LIGHTING/LIT FEATURES
LCD1	LT13	STREET LIGHT DOOR	LIGHTING/LIT FEATURES
LCD4	LT13	STREET LIGHT DOOR	LIGHTING/LIT FEATURES
LSL4	LT14	SIGN LIGHT ON DURING DAY	LIGHTING/LIT FEATURES
LSO4	LT16	SIGN LIGHT OUT OR FLICKERING	LIGHTING/LIT FEATURES
LSW1	LT17	SIGN LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LSK1	LT17	SIGN LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LSK4	LT17	SIGN LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LSK1	LT17	SIGN LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LSK4	LT17	SIGN LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LCW1	LT18	STREET LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LCK1	LT18	STREET LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LCK1	LT18	STREET LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LCK4	LT18	STREET LIGHT KNOCKED DOWN OR	LIGHTING/LIT FEATURES
LCL4	LT19	STREET LIGHT ON DURING DAY	LIGHTING/LIT FEATURES
LCO4	LT20	STREET LIGHT OUT OR FLICKERING	LIGHTING/LIT FEATURES
LUW1	LT21	SUBWAY LIGHT DAMAGED OR	LIGHTING/LIT FEATURES
LUD4	LT21	SUBWAY LIGHT DAMAGED OR	LIGHTING/LIT FEATURES
LUO4	LT22	SUBWAY LIGHT OUT OR	LIGHTING/LIT FEATURES
LCW1	LT24	STREET LIGHT EQUIPMENT	LIGHTING/LIT FEATURES
LCH1	LT24	STREET LIGHT EQUIPMENT	LIGHTING/LIT FEATURES
LSW1	LT25	SIGN LIGHT EQUIPMENT HANGING	LIGHTING/LIT FEATURES

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LSH1	LT25	SIGN LIGHT EQUIPMENT HANGING	LIGHTING/LIT FEATURES
LUW1	LT26	SUBWAY EQUIPMENT HANGING	LIGHTING/LIT FEATURES
LUH1	LT26	SUBWAY EQUIPMENT HANGING	LIGHTING/LIT FEATURES
LUH1	LT26	SUBWAY EQUIPMENT HANGING	LIGHTING/LIT FEATURES
Online	LT27	STREET LIGHT CUT DOWN	LIGHTING/LIT FEATURES
LOV4	LT28	OVERHANGING VEGETATION -	LIGHTING/LIT FEATURES
VHO5	LT28	OVERHANGING VEGETATION -	LIGHTING/LIT FEATURES
OBD1	OB00	DEFAULT OBSTRUCTION /	OBSTRUCTION / ENCROACHMENT
OAV3	OB01	SIGN ILLEGALLY PLACED ON	OBSTRUCTION / ENCROACHMENT
OAV3	OB01	SIGN ILLEGALLY PLACED ON	OBSTRUCTION / ENCROACHMENT
OAV6	OB01	SIGN ILLEGALLY PLACED ON	OBSTRUCTION / ENCROACHMENT
OSL1	OB02	SPILLAGE, DEBRIS OR SHED	OBSTRUCTION / ENCROACHMENT
LEA8	OB03	DUMPED OR ABANDONED VEHICLE	OBSTRUCTION / ENCROACHMENT
N/A	OB04	FLY TIPPING ON VERGE	OBSTRUCTION / ENCROACHMENT
OFT1	OB05	FLY TIPPING ON-ROAD OR	OBSTRUCTION / ENCROACHMENT
OFT2	OB05	FLY TIPPING ON-ROAD OR	OBSTRUCTION / ENCROACHMENT
N/A	OB05	FLY TIPPING ON-ROAD OR	OBSTRUCTION / ENCROACHMENT
ODH8	OB11	DANGEROUS USE OF THE HIGHWAY	OBSTRUCTION / ENCROACHMENT
RWD8	PW00	DEFAULT PUBLIC RIGHTS OF WAY	PUBLIC RIGHTS OF WAY
RWB8	PW01	PUBLIC RIGHTS OF WAY	PUBLIC RIGHTS OF WAY
RWB8	PW01	PUBLIC RIGHTS OF WAY	PUBLIC RIGHTS OF WAY
RWE8	PW02	PUBLIC RIGHTS OF WAY	PUBLIC RIGHTS OF WAY
RWF8	PW03	PUBLIC RIGHTS OF WAY FLOODED	PUBLIC RIGHTS OF WAY
RWS8	PW05	PUBLIC RIGHT OF WAY STRUCTURE	PUBLIC RIGHTS OF WAY
CWD1	CW00	DEFAULT ROAD AND CYCLE LANE	ROAD AND CYCLE LANE
CAL6	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL6	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL5	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL5	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL4	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL3	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL3	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL3	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL1	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL6	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL6	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE

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CAL5	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL5	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL4	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL3	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL4	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL3	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CAL1	CW01	SUDDEN CHANGE IN SURFACE	ROAD AND CYCLE LANE
CCD3	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD6	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD6	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD5	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD6	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD5	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD4	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD4	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCD1	CW02	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS6	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS5	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS5	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS4	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS5	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS4	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS3	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS6	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS5	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS5	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS4	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS5	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS4	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCS3	CW03	MANHOLE OR GULLY COVER	ROAD AND CYCLE LANE
CCR7	CW04	CRACK IN SURFACE	ROAD AND CYCLE LANE
CCR6	CW04	CRACK IN SURFACE	ROAD AND CYCLE LANE
CCR5	CW04	CRACK IN SURFACE	ROAD AND CYCLE LANE
CCR3	CW04	CRACK IN SURFACE	ROAD AND CYCLE LANE
CMD7	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD6	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE

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CMD7	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD6	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD4	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD3	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD4	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD3	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CMD1	CW05	MUD ON ROAD OR CYCLE LANE	ROAD AND CYCLE LANE
CPH7	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH6	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH7	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH6	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH6	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH5	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH2	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH3	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH2	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH3	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH2	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH3	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH7	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH6	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH7	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH6	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH6	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH5	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH3	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH4	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH2	CW06	POTHOLE	ROAD AND CYCLE LANE
CPH3	CW06	POTHOLE	ROAD AND CYCLE LANE
CRW2	CW07	ROADWORK SIGNS AND BARRIERS	ROAD AND CYCLE LANE

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CRW1	CW07	ROADWORK SIGNS AND BARRIERS	ROAD AND CYCLE LANE
CRW2	CW07	ROADWORK SIGNS AND BARRIERS	ROAD AND CYCLE LANE
CRW2	CW07	ROADWORK SIGNS AND BARRIERS	ROAD AND CYCLE LANE
CRW8	CW07	ROADWORK SIGNS AND BARRIERS	ROAD AND CYCLE LANE
CRW2	CW07	ROADWORK SIGNS AND BARRIERS	ROAD AND CYCLE LANE
RSU7	CW08	ROUGH, UNEVEN OR CRAZING	ROAD AND CYCLE LANE
RSU6	CW08	ROUGH, UNEVEN OR CRAZING	ROAD AND CYCLE LANE
RSU6	CW08	ROUGH, UNEVEN OR CRAZING	ROAD AND CYCLE LANE
RSU5	CW08	ROUGH, UNEVEN OR CRAZING	ROAD AND CYCLE LANE
CSS7	CW09	SLIPPERY SURFACE – NOT OIL,	ROAD AND CYCLE LANE
CSS6	CW09	SLIPPERY SURFACE – NOT OIL,	ROAD AND CYCLE LANE
CSS6	CW09	SLIPPERY SURFACE – NOT OIL,	ROAD AND CYCLE LANE
CSS5	CW09	SLIPPERY SURFACE – NOT OIL,	ROAD AND CYCLE LANE
CFS1	CW10	ROAD TRAFFIC INCIDENT	ROAD AND CYCLE LANE
CRM6	CW11	MARKINGS MISSING OR FADED	ROAD AND CYCLE LANE
CRM7	CW11	MARKINGS MISSING OR FADED	ROAD AND CYCLE LANE
N/A	CW11	MARKINGS MISSING OR FADED	ROAD AND CYCLE LANE
CSD7	CW12	STUDS / CATSEYES MISSING /	ROAD AND CYCLE LANE
CSF1	CW13	SAFETY BARRIERS DAMAGED OR	ROAD AND CYCLE LANE
CSF4	CW13	SAFETY BARRIERS DAMAGED OR	ROAD AND CYCLE LANE
CSF4	CW13	SAFETY BARRIERS DAMAGED OR	ROAD AND CYCLE LANE
CSF5	CW13	SAFETY BARRIERS DAMAGED OR	ROAD AND CYCLE LANE
CSF1	CW13	SAFETY BARRIERS DAMAGED OR	ROAD AND CYCLE LANE
CSC4	CW14	DAMAGED OR MISSING ROAD HUMPS	ROAD AND CYCLE LANE
CSC4	CW14	DAMAGED OR MISSING ROAD HUMPS	ROAD AND CYCLE LANE
CSC1	CW14	DAMAGED OR MISSING ROAD HUMPS	ROAD AND CYCLE LANE
CSH1	CW15	LARGE VOID (SINK HOLE - NOT A	ROAD AND CYCLE LANE
N/A	CW15	LARGE VOID (SINK HOLE - NOT A	ROAD AND CYCLE LANE
CKD3	KC01	DAMAGED OR	ROAD AND CYCLE LANE
CKD5	KC01	DAMAGED OR	ROAD AND CYCLE LANE
CKD4	KC01	DAMAGED OR	ROAD AND CYCLE LANE
CKD3	KC01	DAMAGED OR	ROAD AND CYCLE LANE
TBD1	TS00	DEFAULT TRAFFIC SIGNALS,	SIGNAL/CAMERAS/RSNG BLLRD
TST2	TS01	TRAFFIC SIGNALS TIMING	SIGNAL/CAMERAS/RSNG BLLRD
TST4	TS01	TRAFFIC SIGNALS TIMING	SIGNAL/CAMERAS/RSNG BLLRD
TRW1	TS02	TEMPORARY ROADWORK TRAFFIC	SIGNAL/CAMERAS/RSNG BLLRD

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TRW2	TS02	TEMPORARY ROADWORK TRAFFIC	SIGNAL/CAMERAS/RSNG BLLRD
TSO4	TS03	BLEEPERS NOT WORKING OR TOO	SIGNAL/CAMERAS/RSNG BLLRD
TSO2	TS03	TRAFFIC SIGNAL LIGHTS OUT	SIGNAL/CAMERAS/RSNG BLLRD
TSO4	TS03	TRAFFIC SIGNAL LIGHTS OUT	SIGNAL/CAMERAS/RSNG BLLRD
TSO2	TS03	TRAFFIC SIGNAL LIGHTS OUT	SIGNAL/CAMERAS/RSNG BLLRD
TSW1	TS04	TRAFFIC SIGNALS KNOCKED DOWN	SIGNAL/CAMERAS/RSNG BLLRD
TSD1	TS04	TRAFFIC SIGNALS KNOCKED DOWN	SIGNAL/CAMERAS/RSNG BLLRD
TSD1	TS04	TRAFFIC SIGNALS KNOCKED DOWN	SIGNAL/CAMERAS/RSNG BLLRD
TSD2	TS04	TRAFFIC SIGNALS KNOCKED DOWN	SIGNAL/CAMERAS/RSNG BLLRD
TSV1	TS05	TRAFFIC SIGNALS DIRTY OR	SIGNAL/CAMERAS/RSNG BLLRD
TSV2	TS05	TRAFFIC SIGNALS DIRTY OR	SIGNAL/CAMERAS/RSNG BLLRD
TSV4	TS05	TRAFFIC SIGNALS DIRTY OR	SIGNAL/CAMERAS/RSNG BLLRD
SEO1	SE00	DEFAULT SAFETY EQUIPMENT	SIGNALS, CAMERAS & RISING
TSW1	SE02	ENFORCEMENT CAMERA DAMAGED	SIGNALS, CAMERAS & RISING
TCD1	SE02	ENFORCEMENT CAMERA DAMAGED	SIGNALS, CAMERAS & RISING
TCD8	SE02	ENFORCEMENT CAMERA DAMAGED	SIGNALS, CAMERAS & RISING
TSW1	SF04	RISING BOLLARD DAMAGED	SIGNALS, CAMERAS & RISING
TRB3	SF04	RISING BOLLARD DAMAGED	SIGNALS, CAMERAS & RISING
TRB5	SF04	RISING BOLLARD DAMAGED	SIGNALS, CAMERAS & RISING
TRS2	SF05	RISING BOLLARD STUCK	SIGNALS, CAMERAS & RISING
TRS5	SF05	RISING BOLLARD STUCK	SIGNALS, CAMERAS & RISING
TSW1	CC02	CCTV/ANPR INSTALLATION	SIGNALS, CAMERAS AND RISING
TCC1	CC02	CCTV/ANPR INSTALLATION	SIGNALS, CAMERAS AND RISING
TCC1	CC02	CCTV/ANPR INSTALLATION	SIGNALS, CAMERAS AND RISING
TCC6	CC02	CCTV/ANPR INSTALLATION	SIGNALS, CAMERAS AND RISING
SFW1	SE01	FLASHING WARNING SIGN	SIGNS AND STREET NAME PLATES
SFS1	SE01	FLASHING WARNING SIGN	SIGNS AND STREET NAME PLATES
SFS3	SE01	FLASHING WARNING SIGN	SIGNS AND STREET NAME PLATES
SSD1	SI00	DEFAULT SIGNS AND STREET	SIGNS AND STREET NAME PLATES
STO5	SI01	SIGN FACE DIRTY, DAMAGED /	SIGNS AND STREET NAME PLATES
STO7	SI01	SIGN FACE DIRTY, DAMAGED /	SIGNS AND STREET NAME PLATES
STO6	SI01	SIGN FACE DIRTY, DAMAGED /	SIGNS AND STREET NAME PLATES
STO5	SI01	SIGN FACE DIRTY, DAMAGED /	SIGNS AND STREET NAME PLATES
N/A	SI04	STREET NAME PLATE DAMAGED	SIGNS AND STREET NAME PLATES
SKD1	SI07	UNLIT SIGN KNOCKED DOWN OR	SIGNS AND STREET NAME PLATES
SKD2	SI07	UNLIT SIGN KNOCKED DOWN OR	SIGNS AND STREET NAME PLATES

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SKD5	SI07	UNLIT SIGN KNOCKED DOWN OR	SIGNS AND STREET NAME PLATES
SVW1	SI09	VARIABLE MESSAGE SIGN (VMS)	SIGNS AND STREET NAME PLATES
SVM1	SI09	VARIABLE MESSAGE SIGN (VMS)	SIGNS AND STREET NAME PLATES
SVM3	SI09	VARIABLE MESSAGE SIGN (VMS)	SIGNS AND STREET NAME PLATES
N/A	SI09	VARIABLE MESSAGE SIGN (VMS)	SIGNS AND STREET NAME PLATES
TPD1	TP00	DEFAULT TRAFFIC AND PARKING	TRAFFIC AND PARKING ISSUES
N/A	TP01	CONGESTION, SPEEDING, PARKING	TRAFFIC AND PARKING ISSUES
N/A	TP02	CONTRAVENTION OF AN EXISTING	TRAFFIC AND PARKING ISSUES
N/A	TP03	HEAVY GOODS VEHICLES ISSUES	TRAFFIC AND PARKING ISSUES
N/A	TP04	PARKING RESTRICTIONS QUERY /	TRAFFIC AND PARKING ISSUES
N/A	TP05	PERMITS OR PAID PARKING	TRAFFIC AND PARKING ISSUES
VG D1	TV00	DEFAULT TREES AND VEGETATION	TREES AND VEGETATION
VGC7	TV01	VEGETATION OR GRASS CUTTING	TREES AND VEGETATION
VGC5	TV01	VEGETATION OR GRASS CUTTING	TREES AND VEGETATION
VHO8	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VHO5	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VH04	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VHO5	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VHO3	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VH04	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VHO8	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VHO5	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VHO3	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
N/A	TV02	HEDGE OVERGROWN	TREES AND VEGETATION
VNW5	TV03	NOXIOUS WEEDS	TREES AND VEGETATION
VNW5	TV03	NOXIOUS WEEDS	TREES AND VEGETATION
VNW5	TV03	NOXIOUS WEEDS	TREES AND VEGETATION
N/A	TV04	TREE BRANCHES OVERHANGING	TREES AND VEGETATION
VTO1	TV04	TREE BRANCHES OVERHANGING	TREES AND VEGETATION
VTO2	TV04	TREE BRANCHES OVERHANGING	TREES AND VEGETATION
VTO8	TV04	TREE BRANCHES OVERHANGING	TREES AND VEGETATION
VTO5	TV04	TREE BRANCHES OVERHANGING	TREES AND VEGETATION
VDD1	TV05	TREE DEAD, DISEASED OR DYING	TREES AND VEGETATION
Land owner	TV05	TREE DEAD, DISEASED OR DYING	TREES AND VEGETATION
VDD1	TV05	TREE DEAD, DISEASED OR DYING	TREES AND VEGETATION
Land owner	TV05	TREE DEAD, DISEASED OR DYING	TREES AND VEGETATION

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VDD5	TV05	TREE DEAD, DISEASED OR DYING	TREES AND VEGETATION
N/A	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
VTF5	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
VTF1	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
VTF1	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
VTF1	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
VTF2	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
VTF5	TV06	TREE OR BRANCH FALLEN	TREES AND VEGETATION
Land owner	TV07	TREE OR ROOT ENCROACHMENT	TREES AND VEGETATION
VRE5	TV07	TREE OR ROOT ENCROACHMENT	TREES AND VEGETATION
VWG6	TV09	WEED GROWTH ON FOOTWAY	TREES AND VEGETATION
VWG7	TV09	WEED GROWTH ON FOOTWAY	TREES AND VEGETATION
SUD1	SU00	DEFAULT UTILITIES	UTILITIES
UOD8	SU03	OVERHEAD WIRES / POLES	UTILITIES
UCD8	SU03	UTILITIES COVER DAMAGED/LOOSE	UTILITIES
FHS4	SU05	FIRE HYDRANT SURFACED OVER	UTILITIES
WSD1	WS00	DEFAULT WINTER SERVICE	WINTER SERVICE
N/A	WS01	ICE AND SNOW ON ROAD OR	WINTER SERVICE
WSB7	WS04	SALT BIN	WINTER SERVICE
N/A	WS04	SALT BIN	WINTER SERVICE
N/A	WS05	REQUEST A NEW SALT BIN	WINTER SERVICE

Appendix B – Reference Documents

- Defect Management Approach Safety Inspection Manual
- Defect Management Approach Enquiry Guidance Notes
- Highway Tree Strategy and Guidance Document
- Local Transport Plan (including the Footway Strategy)
- Transport Asset Management Plan (including the Annual Performance Report)
- Highways Signage Guidance
- Core Services – Service Plan
- Environmental Management Guidance Document (including the Agency Agreements with the District and Borough Councils)
- Active Travel Strategy (Walking & Cycling)
- Flood and Water Management Strategy (including Land Drainage and Enforcement)
- Annual Planned Work Programme
- Emergency Protocol Plan