

Category 1	Category 2	Category 3
Bus Shelters	Complaint	Service
Bus Shelters	Complaint	Shelter Placement
Bus Shelters	Enquiry	
Bus Shelters	Shelter Defect	Emergency
Bus Shelters	Shelter Defect	Routine
Defilement	Other	
Defilement	Statues	
Lifebelts	Lifebelts	Missing/Stolen
Lighting Fault	Bollard	24 Hour Burning
Lighting Fault	Bollard	Accident Damage
Lighting Fault	Bollard	Cable Fault - Emergency
Lighting Fault	Bollard	Cable Fault - Routine
Lighting Fault	Bollard	Dark Lamp
Lighting Fault	Bollard	Lighting Other
Lighting Fault	Bollard	Missing Bollard Shell
Lighting Fault	Bollard	Physical Fault - Emergency
Lighting Fault	Bollard	Physical Fault - Routine
Lighting Fault	Bollard	Section Dark
Lighting Fault	Column	24 Hour Burning
Lighting Fault	Column	Accident Damage
Lighting Fault	Column	Cable Fault - Emergency
Lighting Fault	Column	Cable Fault - Routine
Lighting Fault	Column	Dark Lamp
Lighting Fault	Column	Door Off/Missing
Lighting Fault	Column	Intermittent Lamp
Lighting Fault	Column	Intermittent Lamp - Section
Lighting Fault	Column	Lighting Other
Lighting Fault	Column	Physical Fault - Emergency
Lighting Fault	Column	Physical Fault - Routine
Lighting Fault	Column	Renew Base Door
Lighting Fault	Distribution Unit	24 Hour Burning
Lighting Fault	Distribution Unit	Accident Damage
Lighting Fault	Distribution Unit	Cable Fault - Emergency
Lighting Fault	Distribution Unit	Cable Fault - Routine
Lighting Fault	Distribution Unit	Door Off/Missing
Lighting Fault	Distribution Unit	Lighting Other
Lighting Fault	Distribution Unit	Physical Fault - Emergency
Lighting Fault	Distribution Unit	Physical Fault - Routine
Lighting Fault	Distribution Unit	Renew Door Or Lock
Lighting Fault	Distribution Unit	Section Dark
Lighting Fault	High Mast	24 Hour Burning
Lighting Fault	High Mast	Cable Fault - Emergency
Lighting Fault	High Mast	Cable Fault - Routine
Lighting Fault	High Mast	Dark Lamp
Lighting Fault	High Mast	Door Off/Missing
Lighting Fault	High Mast	Lighting Other
Lighting Fault	High Mast	Physical Fault - Emergency
Lighting Fault	High Mast	Section Dark
Lighting Fault	Multi Storey Flats	Dark Lamp
Lighting Fault	Multi Storey Flats	Physical Fault - Emergency
Lighting Fault	Multi Storey Flats	Section Dark
Lighting Fault	Sign	24 Hour Burning
Lighting Fault	Sign	Accident Damage
Lighting Fault	Sign	Cable Fault - Emergency
Lighting Fault	Sign	Cable Fault - Routine
Lighting Fault	Sign	Dark Lamp
Lighting Fault	Sign	Door Off/Missing
Lighting Fault	Sign	Lighting Other

Lighting Fault	Sign	Physical Fault - Emergency
Lighting Fault	Sign	Physical Fault - Routine
Lighting Fault	Sign	Renew Door
Lighting Fault	Sign	Section Dark
Lighting Fault	Street Nameplate	Damaged
Lighting Fault	Street Nameplate	Missing
Lighting Fault	Wall Fitting	24 Hour Burning
Lighting Fault	Wall Fitting	Cable Fault - Emergency
Lighting Fault	Wall Fitting	Cable Fault - Routine
Lighting Fault	Wall Fitting	Dark Lamp
Lighting Fault	Wall Fitting	Lighting Other
Lighting Fault	Wall Fitting	Physical Fault - Emergency
Lighting Fault	Wall Fitting	Physical Fault - Routine
Lighting Fault	Wall Fitting	Renew Wall Plate
Lighting Fault	Wall Fitting	Section Dark
Lighting Fault	Wall Fitting	Wall Plate Off/Missing
Parking	Parking Meters	Complaint
Parking	Parking Meters	Enquiry
Parking	Parking Meters	Meter Fault
Parking	Parking Meters	Off Street Fault - No Refund
Parking	Parking Meters	Off Street Fault - Refund Required
Parking	Parking Meters	On Street Fault - No Refund
Parking	Parking Meters	On Street Fault - Refund Required
Roads	Roads - Furniture	Bollard (Not Lit)
Roads Fault	Bollard	Emergency
Roads Fault	Bollard	Routine
Roads Fault	Dead Animal (Glasgow)	Non High Speed Road
Roads Fault	Debris	Emergency Incident
Roads Fault	Debris	Other
Roads Fault	Footway	Cover - Damage
Roads Fault	Footway	Debris - Emergency
Roads Fault	Footway	Debris - Routine
Roads Fault	Footway	Emergency Incident
Roads Fault	Footway	Flooding
Roads Fault	Footway	Flooding Emergency
Roads Fault	Footway	Footway In Poor Condition
Roads Fault	Footway	Loose Chips & Grit
Roads Fault	Footway	Missing Cover - Large
Roads Fault	Footway	Missing Cover - Small
Roads Fault	Footway	Other - Emergency
Roads Fault	Footway	Other - Fallen Tree On F/Way
Roads Fault	Footway	Other - Hazard
Roads Fault	Footway	Other - Missing Tactile Slabbing
Roads Fault	Footway	Other - Routine
Roads Fault	Footway	Patching
Roads Fault	Footway	Pothole(s)
Roads Fault	Footway	Potholes (Temp Patching)
Roads Fault	Footway	Rocking Slabs
Roads Fault	Footway	Subsidence
Roads Fault	Footway	Traffic Signs- Hazard
Roads Fault	Footway	Traffic Signs- Routine
Roads Fault	Footway	Weeds
Roads Fault	Gully	Blocked
Roads Fault	Gully	Missing Gully Cover - Carriageway
Roads Fault	Gully	Missing Gully Cover - Footpath
Roads Fault	Gully	Missing Gully Cover - Footway
Roads Fault	Gully	Missing Gully Cover - Pedestrianised Area
Roads Fault	Gully	Sunken - Carriageway
Roads Fault	Gully	Sunken - Footpath

Roads Fault	Gully	Sunken - Footway
Roads Fault	Gully	Sunken - Pedestrianised Area
Roads Fault	Oil Spill	Emergency Incident
Roads Fault	Other	Other - Hazard
Roads Fault	Other	Other - Routine
Roads Fault	Road	Claim
Roads Fault	Road	Closure - Emergency
Roads Fault	Road	Closure - Material Uplift
Roads Fault	Road	Cover - Damage
Roads Fault	Road	Emergency Incident - Subsidence
Roads Fault	Road	Flooding - Major
Roads Fault	Road	Flooding - Minor
Roads Fault	Road	In poor condition/Multiple Potholes
Roads Fault	Road	Loose Chips & Grit
Roads Fault	Road	Missing Cover
Roads Fault	Road	Missing Cover - Large
Roads Fault	Road	Missing Cover - Small
Roads Fault	Road	Other - Emergency
Roads Fault	Road	Other - Fallen Tree On C/Way
Roads Fault	Road	Other - Keys Down Gulley
Roads Fault	Road	Other - Routine
Roads Fault	Road	Patching
Roads Fault	Road	Poor Condition
Roads Fault	Road	Pothole(s)
Roads Fault	Road	Potholes -Damage To Car
Roads Fault	Road	Potholes (Temp Patching)
Roads Fault	Road	Road Markings
Roads Fault	Road	Single Pothole requires Temp Patching
Roads Fault	Road	Street Furniture- Hazard
Roads Fault	Road	Street Furniture- Routine
Roads Fault	Road	Traffic Signs- Hazard
Roads Fault	Road	Traffic Signs- Routine
Roads Fault	Road	Weeds
Roads Fault	Verge	Grass Cutting
Roads Fault	Verge	Litter
Roads Fault	Verge	Missing Cover
Roads Fault	Verge	Other - Hazard
Roads Fault	Verge	Other - Routine
Roads Fault	Verge	Verge Maintenance
Roads Fault	Winter	Carriageway - Ice - Police Report
Roads Fault	Winter	Carriageway - Ice - Public Report
Roads Fault	Winter	Carriageway Snow - Police Report
Roads Fault	Winter	Carriageway Snow - Public Report
Roads Fault	Winter	Footway - Ice
Roads Fault	Winter	Footway - Snow
Roads Fault	Winter	Grit Bins
Traffic Fault	Other	All Lamps Out
Traffic Fault	Other	Amber Lamp Out
Traffic Fault	Other	Green Lamp Out
Traffic Fault	Other	Physical Condition - Hazard
Traffic Fault	Other	Physical Condition - Minor
Traffic Fault	Other	Traffic Signals Other
Traffic Fault	Pedestrian Crossing	All Lamps Out
Traffic Fault	Pedestrian Crossing	Amber Lamp Out
Traffic Fault	Pedestrian Crossing	Green Lamp Out
Traffic Fault	Pedestrian Crossing	Physical Condition - Hazard
Traffic Fault	Pedestrian Crossing	Physical Condition - Minor
Traffic Fault	Pedestrian Crossing	Red Lamp Out
Traffic Fault	Pedestrian Crossing	Signals Stuck

Traffic Fault	Pedestrian Crossing	Traffic Signals Other
Traffic Fault	Pedestrian Crossing	Two Dark Reds On Same Approach
Traffic Fault	Traffic Lights	All Lamps Out
Traffic Fault	Traffic Lights	Amber Lamp Out
Traffic Fault	Traffic Lights	Green Lamp Out
Traffic Fault	Traffic Lights	Physical Condition - Hazard
Traffic Fault	Traffic Lights	Physical Condition - Minor
Traffic Fault	Traffic Lights	Red Lamp Out
Traffic Fault	Traffic Lights	Sequencing
Traffic Fault	Traffic Lights	Signals Stuck
Traffic Fault	Traffic Lights	Traffic Signals Other
Traffic Fault	Traffic Lights	Two Dark Reds On Same Approach
TWELAS	Complaint	Other
TWELAS	Fixed Sign	Damaged - Emergency
TWELAS	Fixed Sign	Damaged - Routine
TWELAS	Fixed Sign	Vandalised
TWELAS	Flashing Signs	Bulbs Out
TWELAS	Flashing Signs	Damaged - Emergency
TWELAS	Flashing Signs	Damaged - Routine
TWELAS	Flashing Signs	Timings Wrong
TWELAS	Other	