

**Selection Criteria**

|                           |                  |                                                     |
|---------------------------|------------------|-----------------------------------------------------|
| Admin Unit                | CNTY_RD          | Lancashire County Council                           |
| Category                  | HWAY             | Highway                                             |
| Doc Class                 |                  |                                                     |
| Enquiry Type              |                  |                                                     |
| Road Type                 |                  |                                                     |
| Road Id                   | 1001A683 0/00006 | CATON ROAD : 57M SW OF LADIES WALK TO<br>LANSIL WAY |
| From Date                 | 12-MAR-2008      |                                                     |
| To Date                   | 12-MAR-2010      |                                                     |
| Enquiry Ref.              |                  |                                                     |
| Associated Refs required? | N                | No                                                  |
| Items required?           | N                | No                                                  |

|                     |                                                                                  |                   |             |          |
|---------------------|----------------------------------------------------------------------------------|-------------------|-------------|----------|
| Enquiry Id          | 396305                                                                           | Date Of Enquiry   | 30 APR 2008 | Priority |
| Enquirer Type       | ENQUIRER                                                                         |                   |             |          |
| Enquirer's Name     | C                                                                                |                   |             |          |
| Address             | LANCASTER POLICE                                                                 | Work Tel No.      | Mobile No.  | Fax No.  |
| Home Tel No.        |                                                                                  |                   |             |          |
| Location            | Caton Road, Lancaster, just before Bulk Road.                                    |                   |             |          |
| Asset Type:         | Asset Ref:                                                                       |                   | Asset Id:   |          |
| Road Id :           | 1001A683 0/000006                                                                |                   |             |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                 |                   |             |          |
| Enquiry Description | Caller says there is a large hole in the road that is approximately 1 foot deep. |                   |             |          |
| Enquiry Category    | Highway                                                                          | Enquiry Type      | Pothole     |          |
| Enquiry Class       | Carriageway                                                                      | Recorded by       | CCG         |          |
| Enquiry Source      | Telephone                                                                        | Responsibility Of | LAG         |          |
| Date of Last Status |                                                                                  | Time Recorded     | 08:56:36    |          |
| Referred To         | Lancaster general user                                                           |                   |             |          |
| Acknowledgment Date |                                                                                  |                   |             |          |
| Paper File Ref No   |                                                                                  |                   |             |          |
| Action/Remarks      | ORDER PLACED WITH DRT TO FILL POTHOLE-IM-30/4/08                                 |                   |             |          |
| Notes               |                                                                                  |                   |             |          |
| Defect Id :         |                                                                                  |                   |             |          |

|                     |                                                                                       |                   |               |           |
|---------------------|---------------------------------------------------------------------------------------|-------------------|---------------|-----------|
| Enquiry Id          | 439907                                                                                | Date Of Enquiry   | 01 JUL 2008   | Priority  |
| Enquirer Type       | ENQUIRER                                                                              |                   |               |           |
| Enquirer's Name     | MR H                                                                                  |                   |               |           |
| Address             | CATON ROAD<br>LANCASTER                                                               |                   |               |           |
| Home Tel No.        |                                                                                       | Work Tel No.      |               | Fax No.   |
| Location            | on caton road lancaster opp the hire centre and towards the city centre               |                   |               |           |
| Asset Type:         |                                                                                       | Asset Ref:        |               | Asset Id: |
| Road Id :           | 1001A683 0/000006                                                                     |                   |               |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                      |                   |               |           |
| Enquiry Description | there is a manhole cover which half of the cover is missing-rang through as emergency |                   |               |           |
| Enquiry Category    | Highway                                                                               | Enquiry Type      | Plant Defects |           |
| Enquiry Class       | Public Utilities                                                                      | Recorded by       | CCG           |           |
| Enquiry Source      | Telephone                                                                             | Responsibility Of | LAG           |           |
| Date of Last Status |                                                                                       | Time Recorded     | 07:35:14      |           |
| Referred To         | Lancaster general user                                                                |                   |               |           |
| Acknowledgment Date |                                                                                       |                   |               |           |
| Paper File Ref No   |                                                                                       |                   |               |           |
| Action/Remarks      | IM -Daily Response Team to attend and make safe - 03/07/08                            |                   |               |           |
| Notes               |                                                                                       |                   |               |           |
| Defect Id :         |                                                                                       |                   |               |           |

|                     |                                                                                                                                                                                 |                   |                                |           |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-----------|
| Enquiry Id          | 451978                                                                                                                                                                          | Date Of Enquiry   | 18 AUG 2008                    | Priority  |
| Enquirer Type       | ENQUIRER                                                                                                                                                                        |                   |                                |           |
| Enquirer's Name     | MRS J P                                                                                                                                                                         |                   |                                |           |
| Address             |                                                                                                                                                                                 |                   |                                |           |
| Home Tel No.        | LANCASTER                                                                                                                                                                       | Work Tel No.      |                                | Fax No.   |
| Location            | LANGDALE ROAD, NEWTON ESTATE                                                                                                                                                    |                   |                                |           |
| Asset Type:         |                                                                                                                                                                                 | Asset Ref:        |                                | Asset Id: |
| Road Id :           | 1001A683 0/000006                                                                                                                                                               |                   |                                |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                |                   |                                |           |
| Enquiry Description | Customer requests a call back urgently from the inspector that is dealing with the road works on Caton Road. There is no access for the Newton Estate. Please call back a.s.a.p |                   |                                |           |
| Enquiry Category    | Highway                                                                                                                                                                         | Enquiry Type      | Signing, Lighting and Guarding |           |
| Enquiry Class       | Carriageway                                                                                                                                                                     | Recorded by       | CCG                            |           |
| Enquiry Source      | Telephone                                                                                                                                                                       | Responsibility Of | LAG                            |           |
| Date of Last Status |                                                                                                                                                                                 | Time Recorded     | 11:06:43                       |           |
| Referred To         | Lancaster general user                                                                                                                                                          |                   |                                |           |
| Acknowledgment Date |                                                                                                                                                                                 |                   |                                |           |
| Paper File Ref No   |                                                                                                                                                                                 |                   |                                |           |
| Action/Remarks      | BA - Spoke to Mrs P , she was abusive and would not accept that we could not permit 18/08/08                                                                                    |                   |                                |           |
| Notes               |                                                                                                                                                                                 |                   |                                |           |
| Defect Id :         |                                                                                                                                                                                 |                   |                                |           |

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                |            |                            |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|------------|----------------------------|
| Enquiry Id          | 451982                                                                                                                                                                                                                                                                                                                                                                                                                 | Date Of Enquiry   | 18 AUG 2008                    | Priority   | Call Back (2 Working Days) |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                                |            |                            |
| Enquirer's Name     | MRS J. P                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                                |            |                            |
| Address             |                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                |            |                            |
| Home Tel No.        | LANCASTER                                                                                                                                                                                                                                                                                                                                                                                                              | Work Tel No.      |                                | Mobile No. | Fax No.                    |
| Location            | Caton Road and Bulk Road, Lancaster                                                                                                                                                                                                                                                                                                                                                                                    |                   |                                |            |                            |
| Asset Type:         |                                                                                                                                                                                                                                                                                                                                                                                                                        | Asset Ref:        |                                | Asset Id:  |                            |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                                                                                                                      |                   |                                |            |                            |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                                                                                                                       |                   |                                |            |                            |
| Enquiry Description | Roadworks ongoing on Caton road, Bulk Road. Caller is complaining that this is causing severe disruption and residents cant get on or off the Newton estate. Advised of one way system in operation on Bulk Road, but caller says they still cant get onto their estate? Caller is requesting a callback from an engineer with regard to this and diversions in place // Mrs P rang on 22/08 as wanted to complain abo |                   |                                |            |                            |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                                                                                                                | Enquiry Type      | Signing, Lighting and Guarding |            |                            |
| Enquiry Class       | Carriageway                                                                                                                                                                                                                                                                                                                                                                                                            | Recorded by       | CCG                            |            |                            |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                                                                                                                                                                                              | Responsibility Of | LAG                            |            |                            |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                                                                                                        | Time Recorded     | 11:10:37                       |            |                            |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                                                                                                                 |                   |                                |            |                            |
| Acknowledgmt Date   |                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                |            |                            |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                |            |                            |
| Action/Remarks      | BA - Spoke to Mrs P. she was abusive and would not accept that we could not permit 18/08/08                                                                                                                                                                                                                                                                                                                            |                   |                                |            |                            |
| Notes               |                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                |            |                            |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                |            |                            |

|                     |                                                                                                                                                                                        |                   |                                |           |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-----------|
| Enquiry Id          | 452050                                                                                                                                                                                 | Date Of Enquiry   | 18 AUG 2008                    | Priority  |
| Enquirer Type       | ENQUIRER                                                                                                                                                                               |                   |                                |           |
| Enquirer's Name     | MRS S.                                                                                                                                                                                 |                   |                                |           |
| Address             |                                                                                                                                                                                        |                   |                                |           |
|                     | CARNFORTH                                                                                                                                                                              |                   |                                |           |
| Home Tel No.        |                                                                                                                                                                                        | Work Tel No.      |                                | Fax No.   |
| Location            | Caton Road Lancaster complaint regarding road works.                                                                                                                                   |                   |                                |           |
| Asset Type:         |                                                                                                                                                                                        | Asset Ref:        |                                | Asset Id: |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                      |                   |                                |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                       |                   |                                |           |
| Enquiry Description | Traffic backing up all the way to motorway and affecting all roads in area, wants to say that it would be helpfull if bus lane was opened to traffic while road works are in progress. |                   |                                |           |
| Enquiry Category    | Highway                                                                                                                                                                                | Enquiry Type      | Signing, Lighting and Guarding |           |
| Enquiry Class       | Carriageway                                                                                                                                                                            | Recorded by       | CCG                            |           |
| Enquiry Source      | Telephone                                                                                                                                                                              | Responsibility Of | LAG                            |           |
| Date of Last Status |                                                                                                                                                                                        | Time Recorded     | 12:35:38                       |           |
| Referred To         | Lancaster general user                                                                                                                                                                 |                   |                                |           |
| Acknowledgmt Date   |                                                                                                                                                                                        |                   |                                |           |
| Paper File Ref No   |                                                                                                                                                                                        |                   |                                |           |
| Action/Remarks      | CA - considered but not possible 18/08/08                                                                                                                                              |                   |                                |           |
| Notes               |                                                                                                                                                                                        |                   |                                |           |
| Defect Id :         |                                                                                                                                                                                        |                   |                                |           |

Enquiry Id

456634

Date Of Enquiry

05 SEP 2008

Priority

Enquirer Type

ENQUIRER

Enquirer's Name

MR I B

Address

LINCOLNSHIRE

Home Tel No.

Work Tel No.

Mobile No.

Fax No.

Location

500 metres before Shell Garage, Caton rd, LANCASTER

Asset Type:

Asset Ref:

Asset Id:

Road Id :

1001A683 0/00006

Road Desc :

CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY

Enquiry Description

Large Poyhole 18 x 18 by 9 inches deep, Caller burst tyre, claim form sent, caller said its o/s a large scaffolding project? CALLER RANG AGAIN RE HIS CLAIM FOR HE STILL NOT RECEIVED IT CALLER RINGING BACK TOMORROW IF STILL NOT RECEIVED. 11092008

Enquiry Category

Highway

Enquiry Class

Carriageway

Enquiry Source

Telephone

Enquiry Type

Pothole

Date of Last Status

Recorded by

CCG

Responsibility Of

LAG

Time Recorded

10:02:01

Referred To

Lancaster general user

Acknowledgmt Date

Paper File Ref No

Action/Remarks      Pothole was repaired thur evening 04.09.08 but reinstatement failed due to torrential rain redone on 05.09.08 DC

Notes

Defect Id :

|                     |                                                                              |                   |             |           |
|---------------------|------------------------------------------------------------------------------|-------------------|-------------|-----------|
| Enquiry Id          | 467145                                                                       | Date Of Enquiry   | 07 OCT 2008 | Priority  |
| Enquirer Type       | ENQUIRER                                                                     |                   |             |           |
| Enquirer's Name     | MRS A                                                                        |                   |             |           |
| Address             | LANCASTER                                                                    |                   |             |           |
| Home Tel No.        |                                                                              | Work Tel No.      |             | Fax No.   |
| Location            | Caton Road, Lancaster                                                        |                   |             |           |
| Asset Type:         |                                                                              | Asset Ref:        |             | Asset Id: |
| Road Id :           | 1001A683 0/000006                                                            |                   |             |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                             |                   |             |           |
| Enquiry Description | Road is badly flooded, gullys need unblocking.                               |                   |             |           |
| Enquiry Category    | Highway                                                                      | Enquiry Type      | Flooding    |           |
| Enquiry Class       | Highway & Associated Drainage                                                | Recorded by       | CCG         |           |
| Enquiry Source      | Telephone                                                                    | Responsibility Of | LAG         |           |
| Date of Last Status |                                                                              | Time Recorded     | 14:49:20    |           |
| Referred To         | Lancaster general user                                                       |                   |             |           |
| Acknowledgment Date |                                                                              |                   |             |           |
| Paper File Ref No   |                                                                              |                   |             |           |
| Action/Remarks      | rcmedials will be carried out in the furture to cure this problem-im-8/10/08 |                   |             |           |
| Notes               |                                                                              |                   |             |           |
| Defect Id :         |                                                                              |                   |             |           |

|                     |                                                                                                                                                                                          |                   |                       |          |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------|----------|
| Enquiry Id          | 483455                                                                                                                                                                                   | Date Of Enquiry   | 02 DEC 2008           | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                 |                   |                       |          |
| Enquirer's Name     | MR I. L                                                                                                                                                                                  |                   |                       |          |
| Address             | TA CENTRE<br>ALEXANDRA BARRACKS<br>CATON ROAD<br>LANCASTER<br>LA13NY                                                                                                                     |                   |                       |          |
| Home Tel No.        | Work Tel No.                                                                                                                                                                             | Mobile No.        | Fax No.               |          |
| Location            | Alexandra Barrocks, Caton Road                                                                                                                                                           |                   |                       |          |
| Asset Type:         | Asset Ref:                                                                                                                                                                               | Asset Id:         |                       |          |
| Road Id :           | 1001A683 0/00006                                                                                                                                                                         |                   |                       |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                         |                   |                       |          |
| Enquiry Description | Caller would like a Grit Box for the entrance of the TA centre for the road in and the Car Park, advised can request it and in the meantime caller can purchase from building merchants. |                   |                       |          |
| Enquiry Category    | Highway                                                                                                                                                                                  | Enquiry Type      | Provision of Salt Box |          |
| Enquiry Class       | Winter Service                                                                                                                                                                           | Recorded by       | CCG                   |          |
| Enquiry Source      | Telephone                                                                                                                                                                                | Responsibility Of | LAG                   |          |
| Date of Last Status |                                                                                                                                                                                          | Time Recorded     | 09:43:04              |          |
| Referred To         | Lancaster general user                                                                                                                                                                   |                   |                       |          |
| Acknowledgment Date |                                                                                                                                                                                          |                   |                       |          |
| Paper File Ref No   |                                                                                                                                                                                          |                   |                       |          |
| Action/Remarks      | PHONEDE NO ANSWER-IMFO ALREADY GIVEN IS CORRECT-NO FURTHER ACTION REQ-PSB                                                                                                                |                   |                       |          |
| Notes               |                                                                                                                                                                                          |                   |                       |          |
| Defect Id :         |                                                                                                                                                                                          |                   |                       |          |

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                |                   |             |          |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|----------|
| Enquiry Id          | 499711                                                                                                                                                                                                                                                                                                                                                                                                         | Date Of Enquiry   | 21 JAN 2009 | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                                                                                                       |                   |             |          |
| Enquirer's Name     | MR J. W                                                                                                                                                                                                                                                                                                                                                                                                        |                   |             |          |
| Address             |                                                                                                                                                                                                                                                                                                                                                                                                                |                   |             |          |
| Home Tel No.        | MANCHESTER<br>M905EX                                                                                                                                                                                                                                                                                                                                                                                           | Work Tel No.      | Mobile No.  | Fax No.  |
| Location            | Morecambe Road / Lancaster Road / Slyne Road / Torrisholme Road / Oxcliffe Road / Bare Lane / Broadway                                                                                                                                                                                                                                                                                                         |                   |             |          |
| Asset Type:         | Asset Ref: Asset Id:                                                                                                                                                                                                                                                                                                                                                                                           |                   |             |          |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                                                                                                              |                   |             |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                                                                                                               |                   |             |          |
| Enquiry Description | **email states**Dear Sir /Madam, I write with complaint regarding the state of Lancashire's A & B Roads. I travel 40k miles per year with my job & I am disgusted at the state of repair to many A & B roads. Only today I travelled down Caton Road Lancaster which has many large potholes in it which has now resulted in having to have my tracking done yet again. Batcmans charge £110+VAT to track my £ |                   |             |          |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                                                                                                        | Enquiry Type      | Resurface   |          |
| Enquiry Class       | Carriageway                                                                                                                                                                                                                                                                                                                                                                                                    | Recorded by       | CCG         |          |
| Enquiry Source      | Email                                                                                                                                                                                                                                                                                                                                                                                                          | Responsibility Of | LAG         |          |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                                                                                                | Time Recorded     | 10:13:08    |          |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                                                                                                         |                   |             |          |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                                                                                                                                |                   |             |          |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                                                                                                |                   |             |          |
| Action/Remarks      | BA-REPLIED BY E-MAIL-21/1/09                                                                                                                                                                                                                                                                                                                                                                                   |                   |             |          |
| Notes               |                                                                                                                                                                                                                                                                                                                                                                                                                |                   |             |          |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                                                                                                |                   |             |          |

|                     |                                                                |                                              |             |                   |                   |
|---------------------|----------------------------------------------------------------|----------------------------------------------|-------------|-------------------|-------------------|
| PCORLESS<br>DOC0160 |                                                                | Lancashire County Council<br>Enquiry Details |             | Date:<br>Page:    | 19 MAR 2010<br>11 |
| Enquiry Id          | 499907                                                         | Date Of Enquiry                              | 21 JAN 2009 | Priority          |                   |
| Enquirer Type       | ENQUIRER                                                       |                                              |             |                   |                   |
| Enquirer's Name     | R S                                                            |                                              |             |                   |                   |
| Address             | LANCASTER CC                                                   | Work Tel No.                                 |             | Mobile No.        | Fax No.           |
| Home Tel No.        |                                                                |                                              |             |                   |                   |
| Location            | River Lune Millenuem Path Caton                                |                                              |             |                   |                   |
| Asset Type:         |                                                                | Asset Ref:                                   |             | Asset Id:         |                   |
| Road Id :           | 1001A683 0/000006                                              |                                              |             |                   |                   |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY               |                                              |             |                   |                   |
| Enquiry Description | Customer as advice Council that lights are all out on footpath |                                              |             |                   |                   |
| Enquiry Category    | Highway                                                        |                                              |             | Enquiry Type      | Unlit             |
| Enquiry Class       | Street Lighting                                                |                                              |             | Recorded by       | CCG               |
| Enquiry Source      | Telephone                                                      |                                              |             | Responsibility Of | LAG               |
| Date of Last Status |                                                                |                                              |             | Time Recorded     | 13:46:10          |
| Referred To         | Lancaster general user                                         |                                              |             |                   |                   |
| Acknowledgment Date |                                                                |                                              |             |                   |                   |
| Paper File Ref No   |                                                                |                                              |             |                   |                   |
| Action/Remarks      | AS-called out-21/1/09                                          |                                              |             |                   |                   |
| Notes               |                                                                |                                              |             |                   |                   |
| Defect Id :         |                                                                |                                              |             |                   |                   |

|                     |                                                                                  |                   |               |          |
|---------------------|----------------------------------------------------------------------------------|-------------------|---------------|----------|
| Enquiry Id          | 532727                                                                           | Date Of Enquiry   | 04 FEB 2009   | Priority |
| Enquirer Type       | ENQUIRER                                                                         |                   |               |          |
| Enquirer's Name     | MR G P                                                                           |                   |               |          |
| Address             | LANCASTER                                                                        |                   |               |          |
| Home Tel No.        | Work Tel No.                                                                     | Mobile No.        |               | Fax No.  |
| Location            | ON CATON ROAD NEAR LADIES WALK LANCASTER                                         |                   |               |          |
| Asset Type:         | Asset Ref:                                                                       | Asset Id:         |               |          |
| Road Id :           | 1001A683 0/000006                                                                |                   |               |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                 |                   |               |          |
| Enquiry Description | THER IS A MANHOLE COVER THAT IS BANGING CONSTANTLY WHEN A VEHICLE DRIVES OVER IT |                   |               |          |
| Enquiry Category    | Highway                                                                          | Enquiry Type      | Plant Defects |          |
| Enquiry Class       | Public Utilities                                                                 | Recorded by       | CCG           |          |
| Enquiry Source      | Telephone                                                                        | Responsibility Of | LAG           |          |
| Date of Last Status |                                                                                  | Time Recorded     | 15:15:19      |          |
| Referred To         | Lancaster general user                                                           |                   |               |          |
| Acknowledgment Date |                                                                                  |                   |               |          |
| Paper File Ref No   |                                                                                  |                   |               |          |
| Action/Remarks      | FJ-c-mailed to uu 6/2/09                                                         |                   |               |          |
| Notes               |                                                                                  |                   |               |          |
| Defect Id :         |                                                                                  |                   |               |          |

|                     |                                                                                                                       |                                              |               |                |                   |
|---------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------|---------------|----------------|-------------------|
| PCORLESS<br>DOC0160 |                                                                                                                       | Lancashire County Council<br>Enquiry Details |               | Date:<br>Page: | 19 MAR 2010<br>13 |
| Enquiry Id          | 537507                                                                                                                | Date Of Enquiry                              | 17 FEB 2009   | Priority       |                   |
| Enquirer Type       | ENQUIRER                                                                                                              |                                              |               |                |                   |
| Enquirer's Name     | MRS G                                                                                                                 |                                              |               |                |                   |
| Address             | LANCASTER                                                                                                             |                                              |               |                |                   |
| Home Tel No.        |                                                                                                                       | Work Tel No.                                 |               | Mobile No.     | Fax No.           |
| Location            | Caton Road, Lancaster                                                                                                 |                                              |               |                |                   |
| Asset Type:         |                                                                                                                       | Asset Ref:                                   |               | Asset Id:      |                   |
| Road Id :           | 1001A683 0/000006                                                                                                     |                                              |               |                |                   |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                      |                                              |               |                |                   |
| Enquiry Description | Caller rang to report a banging manhole which is allocated about 100 metres from Lighting Column no 26 on Caton Road. |                                              |               |                |                   |
| Enquiry Category    | Highway                                                                                                               | Enquiry Type                                 | Plant Defects |                |                   |
| Enquiry Class       | Public Utilities                                                                                                      | Recorded by                                  | CCG           |                |                   |
| Enquiry Source      | Telephone                                                                                                             | Responsibility Of                            | LAG           |                |                   |
| Date of Last Status |                                                                                                                       | Time Recorded                                | 14:00:37      |                |                   |
| Referred To         | Lancaster general user                                                                                                |                                              |               |                |                   |
| Acknowledgment Date |                                                                                                                       |                                              |               |                |                   |
| Paper File Ref No   |                                                                                                                       |                                              |               |                |                   |
| Action/Remarks      | FJ-REPORT TO UUU6/2/09                                                                                                |                                              |               |                |                   |
| Notes               |                                                                                                                       |                                              |               |                |                   |
| Defect Id :         |                                                                                                                       |                                              |               |                |                   |

Enquiry Id

566579

Date Of Enquiry

06 MAY 2009

Priority

Call Back (2 Working Days)

Enquirer Type

ENQUIRER

Enquirer's Name

JJ W

Address

AA SIGNS  
  
RISLEY  
WARRINGTON  
CHESHIRE

Home Tel No.

Work Tel No.

Mobile No.

Fax No.

Location

Several area in Lancaster (Caton Road, Morecambe Road, Greaves Road, Aston Road, Williams Park Lancaster.

Asset Type:

Asset Ref:

Asset Id:

Road Id :

1001A683 0/000006

Road Desc :

CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY

Enquiry Description

Email forwarded to back office-regarding erecting Temporary Signs at Dukes Event the above Event on 2nd July 2009- 8 August 2009.Email forwarded to back office as requested and they will respond to above.

Enquiry Category

Highway

Enquiry Class

Signs and Markings

Enquiry Source

Email

Date of Last Status

Referred To

Lancaster general user

Enquiry Type

Temporary Direction

Recorded by

PH

Responsibility Of

LAG

Time Recorded

11:54:41

Acknowledgment Date

Paper File Ref No

Action/Remarks

JF-E-MAILED RESPONSE SENT -6/5/09

Notes

Defect Id :

|                     |                                                                                                                                                |                   |               |          |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------|----------|
| Enquiry Id          | 601963                                                                                                                                         | Date Of Enquiry   | 22 MAY 2009   | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                       |                   |               |          |
| Enquirer's Name     | MR T S                                                                                                                                         |                   |               |          |
| Address             | SIGNS EXPRESS<br>LAKE ENTERPRISE PARK<br>UNIT30 CATON ROAD<br>LANCASTER<br>LA13NX                                                              |                   |               |          |
| Home Tel No.        | Work Tel No.                                                                                                                                   | Mobile No.        | Fax No.       |          |
| Location            | Ladies Walk, Lancaster (near Caton Road, LA1 3NX)                                                                                              |                   |               |          |
| Asset Type:         | Asset Ref:                                                                                                                                     | Asset Id:         |               |          |
| Road Id :           | 1001A683 0/000006                                                                                                                              |                   |               |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                               |                   |               |          |
| Enquiry Description | Telephone call received from Mr S to report that street lamp / column has been knocked down and the wires are exposed. (reported as emergency) |                   |               |          |
| Enquiry Category    | Highway                                                                                                                                        | Enquiry Type      | Column Damage |          |
| Enquiry Class       | Street Lighting                                                                                                                                | Recorded by       | CCG           |          |
| Enquiry Source      | Telephone                                                                                                                                      | Responsibility Of | LAG           |          |
| Date of Last Status |                                                                                                                                                | Time Recorded     | 16:49:47      |          |
| Referred To         | Lancaster general user                                                                                                                         |                   |               |          |
| Acknowledgment Date |                                                                                                                                                |                   |               |          |
| Paper File Ref No   |                                                                                                                                                |                   |               |          |
| Action/Remarks      | AS-JF REPORTED TO HQ 22/5/09                                                                                                                   |                   |               |          |
| Notes               |                                                                                                                                                |                   |               |          |
| Defect Id :         |                                                                                                                                                |                   |               |          |

|                     |                                                                                                                         |                   |                 |          |
|---------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|----------|
| Enquiry Id          | 611149                                                                                                                  | Date Of Enquiry   | 18 JUN 2009     | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                |                   |                 |          |
| Enquirer's Name     | MATT PC 11931 FORSTER                                                                                                   |                   |                 |          |
| Address             | LANCASTER POLICE                                                                                                        |                   |                 |          |
| Home Tel No.        | Work Tel No.                                                                                                            | Mobile No.        | Fax No.         |          |
| Location            | CATON ROAD NEAR CROOK O LUNE LANCASTER                                                                                  |                   |                 |          |
| Asset Type:         | Asset Ref:                                                                                                              | Asset Id:         |                 |          |
| Road Id :           | 1001A683 0/000006                                                                                                       |                   |                 |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                        |                   |                 |          |
| Enquiry Description | RTA need urgent attention as road completely closed Spillage of oil and debris<br>Reported as Emergency Ref 354/18/6/09 |                   |                 |          |
| Enquiry Category    | Highway                                                                                                                 | Enquiry Type      | Diesel spillage |          |
| Enquiry Class       | Carriageway                                                                                                             | Recorded by       | CCG             |          |
| Enquiry Source      | Telephone                                                                                                               | Responsibility Of | LAG             |          |
| Date of Last Status |                                                                                                                         | Time Recorded     | 11:41:42        |          |
| Referred To         | Lancaster general user                                                                                                  |                   |                 |          |
| Acknowledgment Date |                                                                                                                         |                   |                 |          |
| Paper File Ref No   |                                                                                                                         |                   |                 |          |
| Action/Remarks      | CALLED LANCASTER CITY CLEANSING 11.55                                                                                   |                   |                 |          |
| Notes               |                                                                                                                         |                   |                 |          |
| Defect Id :         |                                                                                                                         |                   |                 |          |

|                     |                                                                                                                                                        |                                              |             |                |                   |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-------------|----------------|-------------------|
| PCORLESS<br>DOC0160 |                                                                                                                                                        | Lancashire County Council<br>Enquiry Details |             | Date:<br>Page: | 19 MAR 2010<br>17 |
| Enquiry Id          | 629745                                                                                                                                                 | Date Of Enquiry                              | 06 AUG 2009 | Priority       |                   |
| Enquirer Type       | ENQUIRER                                                                                                                                               |                                              |             |                |                   |
| Enquirer's Name     | MRS T                                                                                                                                                  |                                              |             |                |                   |
| Address             |                                                                                                                                                        |                                              |             |                |                   |
| Home Tel No.        | LA29NS                                                                                                                                                 | Work Tel No.                                 |             | Mobile No.     | Fax No.           |
| Location            | Caton Road, Lancaster. Just as you come over Skerton bridge, at the traffic lights before heading towards Bulk Road.                                   |                                              |             |                |                   |
| Asset Type:         |                                                                                                                                                        | Asset Ref:                                   |             | Asset Id:      |                   |
| Road Id :           | 1001A683 0/000006                                                                                                                                      |                                              |             |                |                   |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                       |                                              |             |                |                   |
| Enquiry Description | Caller reporting large pothole in the road on the right hand side. Caller hit the pothole this morning, says large enough to cause damage to vehicles. |                                              |             |                |                   |
| Enquiry Category    | Highway                                                                                                                                                | Enquiry Type                                 | Pothole     |                |                   |
| Enquiry Class       | Carriageway                                                                                                                                            | Recorded by                                  | DSI         |                |                   |
| Enquiry Source      | Telephone                                                                                                                                              | Responsibility Of                            | LAG         |                |                   |
| Date of Last Status |                                                                                                                                                        | Time Recorded                                | 09:28:13    |                |                   |
| Referred To         | Lancaster general user                                                                                                                                 |                                              |             |                |                   |
| Acknowledgment Date |                                                                                                                                                        |                                              |             |                |                   |
| Paper File Ref No   |                                                                                                                                                        |                                              |             |                |                   |
| Action/Remarks      | DC-ORDER ISSUED FOR POTHOLE REPAIRS -6/8/09                                                                                                            |                                              |             |                |                   |
| Notes               |                                                                                                                                                        |                                              |             |                |                   |
| Defect Id :         |                                                                                                                                                        |                                              |             |                |                   |

|                     |                                                                                                                                                                                                         |                   |             |           |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|-----------|
| Enquiry Id          | 630771                                                                                                                                                                                                  | Date Of Enquiry   | 10 AUG 2009 | Priority  |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                |                   |             |           |
| Enquirer's Name     | M. T                                                                                                                                                                                                    |                   |             |           |
| Address             | LANCASTER                                                                                                                                                                                               |                   |             |           |
| Home Tel No.        |                                                                                                                                                                                                         | Work Tel No.      |             | Fax No.   |
| Location            | A683 - Caton Road, Lancaster. Between Kingsway and Standfast Barracks. ENV154677E                                                                                                                       |                   |             |           |
| Asset Type:         |                                                                                                                                                                                                         | Asset Ref:        |             | Asset Id: |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                       |                   |             |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                        |                   |             |           |
| Enquiry Description | Email states:Non draining surface water during wet weather. The pools of water stretch into the middle of the entire width of the road.<br>This poses swerving of traffic to avoid soaking pedestrians. |                   |             |           |
| Enquiry Category    | Highway                                                                                                                                                                                                 | Enquiry Type      | Flooding    |           |
| Enquiry Class       | Highway & Associated Drainage                                                                                                                                                                           | Recorded by       | CCG         |           |
| Enquiry Source      | Email                                                                                                                                                                                                   | Responsibility Of | LAG         |           |
| Date of Last Status |                                                                                                                                                                                                         | Time Recorded     | 17:07:22    |           |
| Referred To         | Lancaster general user                                                                                                                                                                                  |                   |             |           |
| Acknowledgment Date |                                                                                                                                                                                                         |                   |             |           |
| Paper File Ref No   |                                                                                                                                                                                                         |                   |             |           |
| Action/Remarks      | This is an ongoing problem to the mill race on private land. Steps are being taken but it is a slow progress and the city council are also involved. 11.08.09 DC                                        |                   |             |           |
| Notes               |                                                                                                                                                                                                         |                   |             |           |
| Defect Id :         |                                                                                                                                                                                                         |                   |             |           |

|                     |                                                                                                                                                                                                                                                                                                                                                    |                   |             |            |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|------------|
| Enquiry Id          | 637689                                                                                                                                                                                                                                                                                                                                             | Date Of Enquiry   | 28 AUG 2009 | Priority   |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                                           |                   |             |            |
| Enquirer's Name     | MR M B                                                                                                                                                                                                                                                                                                                                             |                   |             |            |
| Address             | LANCASTER                                                                                                                                                                                                                                                                                                                                          |                   |             |            |
| Home Tel No.        |                                                                                                                                                                                                                                                                                                                                                    | Work Tel No.      |             | Mobile No. |
| Location            | Caton Road, Lancaster, toward new flats                                                                                                                                                                                                                                                                                                            |                   |             | Fax No.    |
| Asset Type:         |                                                                                                                                                                                                                                                                                                                                                    | Asset Ref:        |             | Asset Id:  |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                                                  |                   |             |            |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                                                   |                   |             |            |
| Enquiry Description | Customer has reported the road coming upto the traffic lights has sunk and is littered in Potholes. When it rains a large lake appears in the road and the manhole cover seems to be sinking further into the road so cars hammer over the top of it. Could we please have this looked into and potholes filled in as soon as possible. Thank You. |                   |             |            |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                                            | Enquiry Type      | Depression  |            |
| Enquiry Class       | Carriageway                                                                                                                                                                                                                                                                                                                                        | Recorded by       | CCG         |            |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                                                                                                                          | Responsibility Of | LAG         |            |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                                    | Time Recorded     | 10:12:14    |            |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                                             |                   |             |            |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                                                                    |                   |             |            |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                                    |                   |             |            |
| Action/Remarks      | DC-ORDER ISSUED FOR REPAIRS-29/8/09                                                                                                                                                                                                                                                                                                                |                   |             |            |
| Notes               |                                                                                                                                                                                                                                                                                                                                                    |                   |             |            |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                                    |                   |             |            |

|                     |                                                                                                                                                                                                                                                                                                 |                   |             |          |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|----------|
| Enquiry Id          | 637995                                                                                                                                                                                                                                                                                          | Date Of Enquiry   | 28 AUG 2009 | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                        |                   |             |          |
| Enquirer's Name     |                                                                                                                                                                                                                                                                                                 |                   |             |          |
| Address             | CTC CHARITABLE TRUST<br>PARKLANDS<br>RAILTON ROAD<br>GUILDFORD<br>SURREY<br>GU29JX                                                                                                                                                                                                              |                   |             |          |
| Home Tel No.        | Work Tel No.                                                                                                                                                                                                                                                                                    | 01483 238325      | Mobile No.  | Fax No.  |
| Location            | Caton Road Lancaster Southbound close to the crossing for traffic turning into Bulk Rd.                                                                                                                                                                                                         |                   |             |          |
| Asset Type:         | Asset Ref:                                                                                                                                                                                                                                                                                      | Asset Id:         |             |          |
| Road Id :           | 1001A683 0/00006                                                                                                                                                                                                                                                                                |                   |             |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                |                   |             |          |
| Enquiry Description | Email states: There appeared to be a large pothole round a gully at this point. I was driving into Lancaster at about 20:30h so it was poor light but it looked very bad. Could you please check it out. If it is anything like as bad as it looked then it will be very dangerous to cyclists. |                   |             |          |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                         | Enquiry Type      | Pothole     |          |
| Enquiry Class       | Carriageway                                                                                                                                                                                                                                                                                     | Recorded by       | CCG         |          |
| Enquiry Source      | Email                                                                                                                                                                                                                                                                                           | Responsibility Of | LAG         |          |
| Date of Last Status |                                                                                                                                                                                                                                                                                                 | Time Recorded     | 15:38:56    |          |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                          |                   |             |          |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                 |                   |             |          |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                 |                   |             |          |
| Action/Remarks      | DRT TO FILL POTHOLE 28/8/09-DC                                                                                                                                                                                                                                                                  |                   |             |          |
| Notes               |                                                                                                                                                                                                                                                                                                 |                   |             |          |
| Defect Id :         |                                                                                                                                                                                                                                                                                                 |                   |             |          |

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |               |          |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------|----------|
| Enquiry Id          | 639506                                                                                                                                                                                                                                                                                                                                                                                                                            | Date Of Enquiry                                                          | 03 SEP 2009   | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                          |               |          |
| Enquirer's Name     | MR D B                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                          |               |          |
| Address             | LANCASTER<br>LA13PQ                                                                                                                                                                                                                                                                                                                                                                                                               | Work Tel No.                                                             | Mobile No.    | Fax No.  |
| Home Tel No.        |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |               |          |
| Location            | Caton Road, Adjacent to Lansil Industrial Estate.                                                                                                                                                                                                                                                                                                                                                                                 |                                                                          |               |          |
| Asset Type:         |                                                                                                                                                                                                                                                                                                                                                                                                                                   | Asset Ref:                                                               | Asset Id:     |          |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                          |               |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                                                                                                                                  |                                                                          |               |          |
| Enquiry Description | Caller advised that Water building up on Caton Road is flooding off the road and onto the industrial estate where his office is. He said that this water is flowing like a river due to the gradient and is blocking up his drains due to the height difference and the mud being washed into them by the large volume of water. He asked if we can investigate to see if there is something that can be done to solve the issue. |                                                                          |               |          |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                                                                                                                           | Enquiry Type                                                             | Blocked Gully |          |
| Enquiry Class       | Highway & Associated Drainage                                                                                                                                                                                                                                                                                                                                                                                                     | Recorded by                                                              | CCG           |          |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                                                                                                                                                                                                         | Responsibility Of                                                        | LAG           |          |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time Recorded                                                            | 11:10:31      |          |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                          |               |          |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |               |          |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |               |          |
| Action/Remarks      | DC-INFORMED MR B                                                                                                                                                                                                                                                                                                                                                                                                                  | WTER IS NOT COMING OF CATON RD/LANSIL WAY -BLOCKED DRAIN ON PRIVATE LAND |               |          |
| Notes               |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |               |          |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |               |          |

|                     |                                                  |                   |             |           |
|---------------------|--------------------------------------------------|-------------------|-------------|-----------|
| Enquiry Id          | 645049                                           | Date Of Enquiry   | 18 SEP 2009 | Priority  |
| Enquirer Type       | ENQUIRER                                         |                   |             |           |
| Enquirer's Name     | K G                                              |                   |             |           |
| Address             | STANDFAST SCAFFOLDING                            | Work Tel No.      |             | Fax No.   |
| Home Tel No.        |                                                  |                   |             |           |
| Location            | O/s Standfast & Barracks, Caton Road, Lancaster. |                   |             |           |
| Asset Type:         |                                                  | Asset Ref:        |             | Asset Id: |
| Road Id :           | 1001A683 0/000006                                |                   |             |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY |                   |             |           |
| Enquiry Description | Scaffolding permit requested.                    |                   |             |           |
| Enquiry Category    | Highway                                          | Enquiry Type      | Scaffolding |           |
| Enquiry Class       | Regulatory                                       | Recorded by       | CCG         |           |
| Enquiry Source      | Telephone                                        | Responsibility Of | LAG         |           |
| Date of Last Status |                                                  | Time Recorded     | 13:49:13    |           |
| Referred To         | Lancaster general user                           |                   |             |           |
| Acknowledgment Date |                                                  |                   |             |           |
| Paper File Ref No   |                                                  |                   |             |           |
| Action/Remarks      | JR-SPOKE TO ENQUIRER - OK FOR SCAFFOLD           |                   |             |           |
| Notes               |                                                  |                   |             |           |
| Defect Id :         |                                                  |                   |             |           |

|                     |                                                                                                                                                                                 |                   |             |            |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|------------|
| Enquiry Id          | 647464                                                                                                                                                                          | Date Of Enquiry   | 25 SEP 2009 | Priority   |
| Enquirer Type       | ENQUIRER                                                                                                                                                                        |                   |             |            |
| Enquirer's Name     | A                                                                                                                                                                               |                   |             |            |
| Address             | CUMBRIA DESIGN SCAFFOLDING<br>3 NORTH LONSDALE ROAD<br>ULVERSTON<br>CUMBRIA<br>LA129DL                                                                                          |                   |             |            |
| Home Tel No.        |                                                                                                                                                                                 | Work Tel No.      |             | Mobile No. |
| Location            | Outside Standfast & Barracks, Caton Road, Lancaster.                                                                                                                            |                   |             |            |
| Asset Type:         |                                                                                                                                                                                 | Asset Ref:        |             | Asset Id:  |
| Road Id :           | 1001A683 0/000006                                                                                                                                                               |                   |             |            |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                |                   |             |            |
| Enquiry Description | Caller would like to apply for a scaffolding licence at above location please. She has given a contact name of K G who works at Standfast & Barracks if we need to contact him. |                   |             |            |
| Enquiry Category    | Highway                                                                                                                                                                         | Enquiry Type      | Scaffolding |            |
| Enquiry Class       | Regulatory                                                                                                                                                                      | Recorded by       | CCG         |            |
| Enquiry Source      | Telephone                                                                                                                                                                       | Responsibility Of | LAG         |            |
| Date of Last Status |                                                                                                                                                                                 | Time Recorded     | 16:06:07    |            |
| Referred To         | Lancaster general user                                                                                                                                                          |                   |             |            |
| Acknowledgment Date |                                                                                                                                                                                 |                   |             |            |
| Paper File Ref No   |                                                                                                                                                                                 |                   |             |            |
| Action/Remarks      | Spoke to caller faxrd information HD 28.09.09                                                                                                                                   |                   |             |            |
| Notes               |                                                                                                                                                                                 |                   |             |            |
| Defect Id :         |                                                                                                                                                                                 |                   |             |            |

|                     |                                                                                                                                                                                                                                                  |                   |             |          |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|----------|
| Enquiry Id          | 690951                                                                                                                                                                                                                                           | Date Of Enquiry   | 18 JAN 2010 | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                         |                   |             |          |
| Enquirer's Name     | MR C                                                                                                                                                                                                                                             | C                 |             |          |
| Address             |                                                                                                                                                                                                                                                  |                   |             |          |
| Home Tel No.        | CUMBRIA                                                                                                                                                                                                                                          | Work Tel No.      | Mobile No.  | Fax No.  |
| Location            | Caton Road, Lancaster                                                                                                                                                                                                                            |                   |             |          |
| Asset Type:         |                                                                                                                                                                                                                                                  | Asset Ref:        | Asset Id:   |          |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                |                   |             |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                 |                   |             |          |
| Enquiry Description | Call received to report a pothole, approximately half a mile from the ringroad. The caller advised that the pothole is very large, and he has damaged his car due to this. Claim form to be sent.<br>Please see PEM 690952 (Claim) SE 18/01/2010 |                   |             |          |
| Enquiry Category    | Highway                                                                                                                                                                                                                                          | Enquiry Type      | Pothole     |          |
| Enquiry Class       | Carriageway                                                                                                                                                                                                                                      | Recorded by       | CCG         |          |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                        | Responsibility Of | LAG         |          |
| Date of Last Status |                                                                                                                                                                                                                                                  | Time Recorded     | 09:03:54    |          |
| Referred To         | Lancaster general user                                                                                                                                                                                                                           |                   |             |          |
| Acknowledgment Date |                                                                                                                                                                                                                                                  |                   |             |          |
| Paper File Ref No   |                                                                                                                                                                                                                                                  |                   |             |          |
| Action/Remarks      | DB-DRT HAVE FILLED AND MADE SAFE                                                                                                                                                                                                                 |                   |             |          |
| Notes               |                                                                                                                                                                                                                                                  |                   |             |          |
| Defect Id :         |                                                                                                                                                                                                                                                  |                   |             |          |

|                     |                                                                                                                                                                                                                   |                   |                             |          |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------|----------|
| Enquiry Id          | 690952                                                                                                                                                                                                            | Date Of Enquiry   | 18 JAN 2010                 | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                          |                   |                             |          |
| Enquirer's Name     | MR C                                                                                                                                                                                                              | C                 |                             |          |
| Address             |                                                                                                                                                                                                                   |                   |                             |          |
| Home Tel No.        |                                                                                                                                                                                                                   | Work Tel No.      | Mobile No.                  | Fax No.  |
| Location            | Caton Road, Lancaster                                                                                                                                                                                             |                   |                             |          |
| Asset Type:         |                                                                                                                                                                                                                   | Asset Ref:        | Asset Id:                   |          |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                 |                   |                             |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                  |                   |                             |          |
| Enquiry Description | Please see PEM 690951 which states:<br>Call received to report a pothole, approximately half a mile from the ringroad. The caller advised that the pothole is very large, and he has damaged his car due to this. |                   |                             |          |
| Enquiry Category    | Highway                                                                                                                                                                                                           | Enquiry Type      | Claim for Damage to Vehicle |          |
| Enquiry Class       | Claims                                                                                                                                                                                                            | Recorded by       | CCG                         |          |
| Enquiry Source      | Telephone                                                                                                                                                                                                         | Responsibility Of | LAG                         |          |
| Date of Last Status |                                                                                                                                                                                                                   | Time Recorded     | 09:03:49                    |          |
| Referred To         | Lancaster general user                                                                                                                                                                                            |                   |                             |          |
| Acknowledgment Date |                                                                                                                                                                                                                   |                   |                             |          |
| Paper File Ref No   |                                                                                                                                                                                                                   |                   |                             |          |
| Action/Remarks      | DB-SE PEM 690951                                                                                                                                                                                                  |                   |                             |          |
| Notes               |                                                                                                                                                                                                                   |                   |                             |          |
| Defect Id :         |                                                                                                                                                                                                                   |                   |                             |          |

|                     |                                                                                                                                                                                                                                          |                   |             |           |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|-----------|
| Enquiry Id          | 691687                                                                                                                                                                                                                                   | Date Of Enquiry   | 19 JAN 2010 | Priority  |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                 |                   |             |           |
| Enquirer's Name     | MRS S R                                                                                                                                                                                                                                  |                   |             |           |
| Address             | LANCASTER                                                                                                                                                                                                                                |                   |             |           |
| Home Tel No.        |                                                                                                                                                                                                                                          | Work Tel No.      |             | Fax No.   |
| Location            | Opposite the entrance to the Kings Own Regiment Alexandra Barracks on Caton Road Lancaster. On the side of the road leading to the town centre.                                                                                          |                   |             |           |
| Asset Type:         |                                                                                                                                                                                                                                          | Asset Ref:        |             | Asset Id: |
| Road Id :           | 1001A683 0/00006                                                                                                                                                                                                                         |                   |             |           |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                         |                   |             |           |
| Enquiry Description | Mr D R (Son) was the caller to report damage to her mothers' car caused by a pothole near to the Barracks entrance when travelling towards the town centre yesterday. Claim PEM 691697.19/1 Did not ring through already dealing with PH |                   |             |           |
| Enquiry Category    | Highway                                                                                                                                                                                                                                  | Enquiry Type      | Pothole     |           |
| Enquiry Class       | Carriageway                                                                                                                                                                                                                              | Recorded by       | CCG         |           |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                | Responsibility Of | LAG         |           |
| Date of Last Status |                                                                                                                                                                                                                                          | Time Recorded     | 09:53:13    |           |
| Referred To         | Lancaster general user                                                                                                                                                                                                                   |                   |             |           |
| Acknowledgment Date |                                                                                                                                                                                                                                          |                   |             |           |
| Paper File Ref No   |                                                                                                                                                                                                                                          |                   |             |           |
| Action/Remarks      | DB-POTHOLE FILLED BY DRT                                                                                                                                                                                                                 |                   |             |           |
| Notes               |                                                                                                                                                                                                                                          |                   |             |           |
| Defect Id :         |                                                                                                                                                                                                                                          |                   |             |           |

|                     |                                                                                                                                                 |                   |                             |            |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------|------------|
| Enquiry Id          | 691697                                                                                                                                          | Date Of Enquiry   | 19 JAN 2010                 | Priority   |
| Enquirer Type       | ENQUIRER                                                                                                                                        |                   |                             |            |
| Enquirer's Name     | MRS S R                                                                                                                                         |                   |                             |            |
| Address             | LANCASTER                                                                                                                                       |                   |                             |            |
| Home Tel No.        |                                                                                                                                                 | Work Tel No.      |                             | Mobile No. |
| Location            | Opposite the entrance to the Kings Own Regiment Alexandra Barracks on Caton Road Lancaster. On the side of the road leading to the town centre. |                   |                             |            |
| Asset Type:         |                                                                                                                                                 | Asset Ref:        |                             | Asset Id:  |
| Road Id :           | 1001A683 0/00006                                                                                                                                |                   |                             |            |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                |                   |                             |            |
| Enquiry Description | See PEM 691687. Car wheel damaged and alloy wheel. Claim form sent 19/01/10. PJS.                                                               |                   |                             |            |
| Enquiry Category    | Highway                                                                                                                                         | Enquiry Type      | Claim for Damage to Vehicle |            |
| Enquiry Class       | Claims                                                                                                                                          | Recorded by       | CCG                         |            |
| Enquiry Source      | Telephone                                                                                                                                       | Responsibility Of | LAG                         |            |
| Date of Last Status |                                                                                                                                                 | Time Recorded     | 10:47:01                    |            |
| Referred To         | Lancaster general user                                                                                                                          |                   |                             |            |
| Acknowledgment Date |                                                                                                                                                 |                   |                             |            |
| Paper File Ref No   |                                                                                                                                                 |                   |                             |            |
| Action/Remarks      | DB                                                                                                                                              |                   |                             |            |
| Notes               |                                                                                                                                                 |                   |                             |            |
| Defect Id :         |                                                                                                                                                 |                   |                             |            |

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |              |          |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------|----------|
| Enquiry Id          | 693083                                                                                                                                                                                                                                                                                                                                                                                                                           | Date Of Enquiry   | 22 JAN 2010  | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                                                                                                                         |                   |              |          |
| Enquirer's Name     | MR K W                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |              |          |
| Address             | NATIONAL TYRES<br>STAND FAST INDUSTRIAL ESTATE<br>UNIT 1 CATON ROAD<br>LANCASTER<br>LA13PQ                                                                                                                                                                                                                                                                                                                                       |                   |              |          |
| Home Tel No.        | Work Tel No.                                                                                                                                                                                                                                                                                                                                                                                                                     | Mobile No.        |              | Fax No.  |
| Location            | On Footpath outside National tyres, Unit 1, Caton Road , Lancaster.                                                                                                                                                                                                                                                                                                                                                              |                   |              |          |
| Asset Type:         | Asset Ref:                                                                                                                                                                                                                                                                                                                                                                                                                       | Asset Id:         |              |          |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                                                                                                                                |                   |              |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                                                                                                                                 |                   |              |          |
| Enquiry Description | Caller is manager of National Tyres. He states that there has been a stand alone sign on the footway outside the business for 20 years. He stated that about 2 months ago 3 inspectors from LCC informed him that the sign was not causing a problem and could be left in situ. He has had a letter from Lancaster City Council threatening court proceedings if the sign is not removed. He would like to sort this issue out a |                   |              |          |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                                                                                                                          | Enquiry Type      | Obstructions |          |
| Enquiry Class       | Footway                                                                                                                                                                                                                                                                                                                                                                                                                          | Recorded by       | CCG          |          |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                                                                                                                                                                                                        | Responsibility Of | LAG          |          |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                                                                                                                  | Time Recorded     | 10:30:38     |          |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                                                                                                                           |                   |              |          |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |              |          |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |              |          |
| Action/Remarks      | HD                                                                                                                                                                                                                                                                                                                                                                                                                               |                   |              |          |
| Notes               |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |              |          |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |              |          |

|                     |                                                                                              |                   |               |          |
|---------------------|----------------------------------------------------------------------------------------------|-------------------|---------------|----------|
| Enquiry Id          | 698641                                                                                       | Date Of Enquiry   | 05 FEB 2010   | Priority |
| Enquirer Type       | ENQUIRER                                                                                     |                   |               |          |
| Enquirer's Name     | MRS H H                                                                                      |                   |               |          |
| Address             | LANCASTER TOWN HOUSE<br>11 NEWTON TERRACE<br>LANCASTER<br>LA13PB                             |                   |               |          |
| Home Tel No.        | Work Tel No.                                                                                 | Mobile No.        | Fax No.       |          |
| Location            | AREA OF LANCASTER TOWN HOUSE - NEWTON TERRACE & THE SHELL GARAGE - ON CATON ROAD - LANCASTER |                   |               |          |
| Asset Type:         | Asset Ref:                                                                                   | Asset Id:         |               |          |
| Road Id :           | 1001A683 0/000006                                                                            |                   |               |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                             |                   |               |          |
| Enquiry Description | CALLER REPOTING A BANGING MANHOLE COVER.                                                     |                   |               |          |
| Enquiry Category    | Highway                                                                                      | Enquiry Type      | Plant Defects |          |
| Enquiry Class       | Public Utilities                                                                             | Recorded by       | CCG           |          |
| Enquiry Source      | Telephone                                                                                    | Responsibility Of | LAG           |          |
| Date of Last Status |                                                                                              | Time Recorded     | 08:48:02      |          |
| Referred To         | Lancaster general user                                                                       |                   |               |          |
| Acknowledgmt Date   |                                                                                              |                   |               |          |
| Paper File Ref No   |                                                                                              |                   |               |          |
| Action/Remarks      | FJ-THIS IS ALREADY REPORTED TO UU-27/1/* 10-REF 520000268181                                 |                   |               |          |
| Notes               |                                                                                              |                   |               |          |
| Defect Id :         |                                                                                              |                   |               |          |

|                     |                                                                                                                                                                                                                                                                                                                                |                   |               |          |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------|----------|
| Enquiry Id          | 703941                                                                                                                                                                                                                                                                                                                         | Date Of Enquiry   | 18 FEB 2010   | Priority |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                       |                   |               |          |
| Enquirer's Name     | PC 11915 NORTH                                                                                                                                                                                                                                                                                                                 |                   |               |          |
| Address             | LANCASTER POLICE                                                                                                                                                                                                                                                                                                               | Work Tel No.      | Mobile No.    | Fax No.  |
| Home Tel No.        |                                                                                                                                                                                                                                                                                                                                |                   |               |          |
| Location            | Caton Road, Lancaster. Between the clock tower and the tyre shop.                                                                                                                                                                                                                                                              |                   |               |          |
| Asset Type:         |                                                                                                                                                                                                                                                                                                                                | Asset Ref:        | Asset Id:     |          |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                              |                   |               |          |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                               |                   |               |          |
| Enquiry Description | The caller who is from Lancashire Police would like to report that a grid in the middle of the road has snapped and fallen in. The caller explained that it is only one half of the grid cover thats snapped and collapsed, this is very dangerous for motorists. LOG REF - 0242 18/02/2010.// Rang through 18/02/10 09:39 LF. |                   |               |          |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                        | Enquiry Type      | Plant Defects |          |
| Enquiry Class       | Public Utilities                                                                                                                                                                                                                                                                                                               | Recorded by       | CCG           |          |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                                                                                                      | Responsibility Of | LAG           |          |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                | Time Recorded     | 08:52:08      |          |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                         |                   |               |          |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                                                |                   |               |          |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                |                   |               |          |
| Action/Remarks      | FJ-ALREADY BEING DEALT WITH AT THIS PRESENT TIME- BY - DRT & UU.                                                                                                                                                                                                                                                               |                   |               |          |
| Notes               |                                                                                                                                                                                                                                                                                                                                |                   |               |          |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                |                   |               |          |

|                     |                                                                                                                                                                                                                                                                                                                                                    |                   |               |          |                            |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------|----------|----------------------------|
| Enquiry Id          | 713099                                                                                                                                                                                                                                                                                                                                             | Date Of Enquiry   | 01 MAR 2010   | Priority | Call Back (2 Working Days) |
| Enquirer Type       | ENQUIRER                                                                                                                                                                                                                                                                                                                                           |                   |               |          |                            |
| Enquirer's Name     | MR D W                                                                                                                                                                                                                                                                                                                                             |                   |               |          |                            |
| Address             | UNITED UTILITIES PLC<br>DEPOT<br>PARK SIDE ROAD<br>KENDAL<br>CUMBRIA<br>LA97DU                                                                                                                                                                                                                                                                     |                   |               |          |                            |
| Home Tel No.        | Work Tel No.                                                                                                                                                                                                                                                                                                                                       | Mobile No.        | Fax No.       |          |                            |
| Location            | Outside the TA centre on Caton Road which is near with the junction of Langdale Road, Lancaster                                                                                                                                                                                                                                                    |                   |               |          |                            |
| Asset Type:         | Asset Ref:                                                                                                                                                                                                                                                                                                                                         | Asset Id:         |               |          |                            |
| Road Id :           | 1001A683 0/000006                                                                                                                                                                                                                                                                                                                                  |                   |               |          |                            |
| Road Desc :         | CATON ROAD : 57M SW OF LADIES WALK TO LANSIL WAY                                                                                                                                                                                                                                                                                                   |                   |               |          |                            |
| Enquiry Description | Customer called from UU, there have been reports of flooding here so he came out to investigate, he informed of a highway drain which was blocked with silt, he states they are experiencing sewage issues and he needs this clearing before they can carry the work out. Customer has requested for a call back so this can be discussed further. |                   |               |          |                            |
| Enquiry Category    | Highway                                                                                                                                                                                                                                                                                                                                            | Enquiry Type      | Blocked Gully |          |                            |
| Enquiry Class       | Highway & Associated Drainage                                                                                                                                                                                                                                                                                                                      | Recorded by       | CCG           |          |                            |
| Enquiry Source      | Telephone                                                                                                                                                                                                                                                                                                                                          | Responsibility Of | LAG           |          |                            |
| Date of Last Status |                                                                                                                                                                                                                                                                                                                                                    | Time Recorded     | 14:19:55      |          |                            |
| Referred To         | Lancaster general user                                                                                                                                                                                                                                                                                                                             |                   |               |          |                            |
| Acknowledgment Date |                                                                                                                                                                                                                                                                                                                                                    |                   |               |          |                            |
| Paper File Ref No   |                                                                                                                                                                                                                                                                                                                                                    |                   |               |          |                            |
| Action/Remarks      | HD-SPOKE TO CALLER                                                                                                                                                                                                                                                                                                                                 |                   |               |          |                            |
| Notes               |                                                                                                                                                                                                                                                                                                                                                    |                   |               |          |                            |
| Defect Id :         |                                                                                                                                                                                                                                                                                                                                                    |                   |               |          |                            |