



Enquiries (By Road Section)

Incident Response Task

Client Operative (Updated on App Only): ALL USERS	Can enquiry be closed without action by DFI Roads? Yes	Flood Treatment Options: ?	Is Follow-up Action Required? [Normal Office Hours] No
Instruct Contractor: No	Reason For No Action: enquiry is relating to height of trees and utility services	Number of Sandbags Deployed: 0	Follow up Details: ?
Contractor: ALL	Is Traffic Progression Affected? No	Number of Gullies Cleared: 0	Close / Complete Enquiry? Yes
O&M Supervisor: 0	Road Closure Type: Please Select	Number of Properties Affected: 0	Attendance Officer: ALL USERS
Date Contractor Instructed: 01/01/1900 00:00	Closure Details: ?	Number of Roads Affected: 0	Attendance Date: 14/10/2022 00:00
Client Comments: ?	Was A Third Party Notified? No	Treatment Comments: ?	
	Third Party Comments: ?		
	Significant Newsworthy Incident? No		
	News Comments: ?		

Enquiry ID:	Date/time Received:	Enquirer Name:	Input Type:	Enquiry Type:	Comments to Customer:	Location / Description:	Enquiry Received By:	Assigned to:	Date/time assigned	Internal Action Comments:	Status:
W221122370	12/12/22 8:22 pm	(1) [Redacted]	Request For Service	Refill Salt Box	?	?	PIP	[Redacted]	12/12/22 8:22 pm	?	Standard - Completed Enquiries

Bulk NFA Details: Available resources are directed to salt high volume roads that benefit most users + over 50,000 salt boxes/piles are provided in NI. It isn't possible to salt all roads nor any fways. Please be patient during busy times when gritting is in progress

PIP Comments:	Date/time inspection:	Inspector Name:	NFA Category:	NFA Comments:	Item Details:	Defect Reference:
Can the grit box be filled again and if possible a pile left at the bottom hill at cuan beach as well.please and thank you	13-Dec-2022	Leanne McMaster	Gritting Request (All)	?		

Photographs or Documents attached: No



Enquiries (By Road Section)

Enquiry ID:	Date/time Received:	Enquirer Name:	Input Type:	Enquiry Type:	Comments to Customer:	Location / Description:	Enquiry Received By:	Assigned to:	Date/time assigned	Internal Action Comments:	Status:
W231137972	19/1/23 3:52 pm	(1)	Call Centre Public Enquiry	Gritting Issue	grit pile to be replenished. Issued to contractor on 24/1/23	Shore Road	PIP		19/1/23 3:52 pm	Grit pile request	Standard - Completed Enquiries

Bulk NFA Details: This service request is being dealt with in line with current policy and a member of staff will be in contact.

PIP Comments: 53 SHORE ROAD, DOWNPATRICK, BT309UE
;the whole shore road, blocked with severe ice and snow
;if cannot grit wants piles left

Photographs or Documents attached: No

Enquiries (By Road Section)

Enquiry ID:	Date/time Received:	Enquirer Name:	Input Type:	Enquiry Type:	Comments to Customer:	Location / Description:	Enquiry Received By:	Assigned to:	Date/time assigned:	Internal Action Comments:	Status:
W231168672	11/5/23 3:47 pm	(1)	Public Enquiry	Pothole	?	?	PIP		11/5/23 3:47 pm	?	Standard - Completed Enquiries
Bulk NFA Details:											
We have noted this enquiry and forwarded the details to our local inspection team to investigate this during the next routine safety inspection of this area.											
PIP Comments: There are a series of potholes all along Shore Road, Killyleagh that needs filling in.			Date/time inspection:	Inspector Name:	NFA Category:	NFA Comments:	Item Details:	Defect Reference:			
			16-May-2023		Lower priority Enquiry - next routine inspection	To be checked on next routine inspection					
Photographs or Documents attached:			Yes								

