

Enquiries Created Previous 4 Weeks

Product (Service Area)	Incidents Created Previous Month
Cemetery Enquiry	2
Fly Tipping	1
Grass Cutting/Weed Removal/	5
Lighting Fault	6
Parking Enquiry	1
Pest Control	1
Playpark/Playground	6
Public Bin	1
Public Recycling Point	1
Public Toilet	1
Road Fault	30
Road Safety	12
Roads and Infrastructure Services	39
Total	106

Enquiries Responded to by RIS Previous 4 Weeks

Product (Service Area)	Incidents Responded to Previous Month
Cemetery Enquiry	5
Grass Cutting/Weed Removal/ Branches	9
Lighting Fault	7
Parking Enquiry	1
Playpark/Playground	3
Public Bin	5
Public Recycling Point	1
Road Fault	44
Road Safety	9
Roads and Infrastructure Services	36
Total	120

Enquiries Closed by Members Previous 4 Weeks

Product (Service Area)	Incidents Closed Previous Month
Cemetery Enquiry	6
Grass Cutting/Weed Removal/Branches	7
Lighting Fault	5
Parking Enquiry	3
Pest Control	1
Public Bin	3
Public Toilet	1
Road Fault	25
Road Safety	7
Roads and Infrastructure Services	40

Total	98
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Enquiries with Member for Closure

Product (Service Area)	Incidents With Member for Closure
Cemetery Enquiry	14
Fly Tipping	2
General Enquiries	1
Grass Cutting/Weed Removal/Branches	30
Lighting Fault	25
Parking Enquiry	18
Playpark/Playground	4
Public Bin	17
Public Recycling Point	6
Road Fault	117
Road Safety	43
Roads and Infrastructure Services	270
Street Cleaning	12
Total	559

Enquiries Breached

Service Area	Breached Less than 1 Week	Breached by 1 > 2 Weeks	Breached by 2 > 4 Weeks	Breached by > 4 Weeks	Total
Fly Tipping	0	0	0	0	0
Grass Cutting/Weed Removal/Branches	0	1	0	1	2
Lighting Fault	2	0	0	0	2
Parking Enquiry	1	1	0	0	2
Playpark/Playground	0	0	0	0	0
Public Bin	0	1	0	0	1
Road Fault	5	0	1	0	6
Road Safety	0	0	0	0	0
Roads and Infrastructure Services	2	0	2	0	4
Total	10	3	3	1	17

Record Count: 9

MZ RIS: Follow-up Response Pending and Overdue Reason

Reference #	Product ID	Subject from Member	Member with Interest	Resolution Due Date	Status	Overdue Reason
240605-000561	Grass Cutting/Weed Removal/Branches	Ivan Cowie: Infestation of horsetail/ mares tail	Peter Wallace	12/06/2024 05.52 PM	Follow-up Response Pending	
231024-000150	Road Fault	Large defect in pavement	Mark Irvine	26/08/2024 10.04 AM	Follow-up Response Pending	1x staff LTS; holidays; team 1/3 normal capacity + 28 Stage 2s re Argyll Rally (4x normal number)

231214-000427	Roads and Infrastructure Services	issues with traffic around Kim Primary School in Park Road, Kim,	Audrey Forrest	28/08/2024 04.57 PM	Follow-up Response Pending
240403-000787	Roads and Infrastructure Services	Mcmahon-Columnshill	Reeni Kennedy-Boyle	28/08/2024 11.50 AM	Follow-up Response Pending

Record Count: 4