

Customer	Incident ID	Site	Subject	Description	Priority	Created	Work Order Technician	WO Resolution Time (Calculated)	Status	FSR Description
Bromley	01-0002783	BRO0037	No Video	No Video	P1	6/1/15 13:14+0000	Yes	Yes	Closed	no power at location camera fed from local lamp column, checked power at column on traffic island and 2 others no power, reported to bill ogg he will pass to street lighting
Bromley	01-0002808	BRO0119	No Video	No Video	P1	8/1/15 12:32+0000	Yes	Yes	Closed	Multiple FSRs
Bromley	01-0002812	BRO Civic Centre Car Park	Intercom	Intercom system has	P3	9/1/15 14:44+0000	Yes	Yes	Closed	found loose wiring inside handset re-connected and now working O.k.
Bromley	01-0002816	BRO Bus Lane Enforcement Office	Monitor Wall	Cams 31, 32, 119 & 120 in bus lanes. Cameras ok on spot monitors but not switching on monitor wall correctly.	P1	12/1/15 09:11+0000	Yes	Yes	Closed	Inspected monitor wall server and found several cameras are not calling up properly. Restarted server but this had no effect. Checked settings on server, updated camera lists and reset server. On restart i checked all cameras, and they are now calling up correctly.
Bromley	01-0002845	BRO0039	No Video	Power cut was reported in this area but camera 39 has not come back on.	P1	14/1/15 11:24+0000	Yes	Yes	Closed	Attended site and checked video locally, no video. Found RCD had tripped, reset and rechecked video, video now ok. Tested by operator who confirmed video and control have now been restored.
Bromley	01-0002874	BRO0034	Interference	Picture is breaking up	P1	20/1/15 09:33+0000	Yes	Yes	Closed	Found power supply to be faulty. Relaced with new one and confirmed with control - camera working to spec.
Bromley	01-0002875	BRO0119	No Focus	No Focus	P1	20/1/15 09:37+0000	Yes	Yes	Closed	Reset and checked all wiring. Checked with control all working to spec.
Bromley	01-0002877	BRO0037	No Video	No Video	P1	20/1/15 10:52+0000	Yes	Yes	Clarification	Multiple FSRs
Bromley	01-0002897	BRO Bollard High Street	Intercom	Client has reported that the intercom is not working.	P3	26/1/15 09:01+0000	Yes	Yes	Closed	The commend module located at the bollard had frozen thinking that it was connected to the control room, I opened the unit removed the network cable and power cycled the unit, the unit now communicates with control room and 2 way communication now works.
Bromley	01-0002925	BRO0075	No Video	No Video	P1	29/1/15 11:35+0000	Yes	Yes	Closed	On arrival found no video to this camera. Reset, checked with control and confirmed working to spec

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01-0002986	BRO0119	No Focus	No Focus	P1	9/2/15 09:46 +0000	Paul Rodgers	Yes	Yes	Closed	Once on site checked with control room and found no focus control. Checked volts off ZVR 530 plus rebooted receiver and freed up lens as seemed focus had got stuck. Repowered up, checked and tested several times - all good and working to spec	1
01-0003098	BRO0078	Camera Upside Down	Camera upside down	P1	23/2/15 09:06 +0000	Paul Rodgers	Yes	Yes	Closed	Reset but did not bring rectify problem. Reset again and left it for a while before booting back up. Checked with control who confirmed working to spec	1

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Bromley	01-0003157	BRO0051	No Video	No Video	P1	5/3/15 09:30 +0000	Steve Cross	Yes	Yes	Closed	Completed	2	Multiple FSRs
Bromley	01-0003178	BRO Bus Lane Enforcement Office	No Video	No video on DVD player to workstation	P1	9/3/15 11:49 +0000	Steve Harris	Yes	Yes	Closed	Completed	2	Multiple FSRs
Bromley	01-0003239	BRO Civic Centre Car Park	Monitor Down	Client has reported that there is a monitor down in the attendance lodge in the car park	P3	16/3/15 11:36 +0000	Steve Harris	Yes	Yes	Quote Sent	JIS Complete	1	no image on monior on arrival video ok going on, power all ok going onto unit monitor appears to be faulty
Bromley	01-0003240	BRO0018	No Video	No Video to camera facing Bollard	P1	16/3/15 15:06 +0000	Richard Baker	Yes	Yes	Closed	Completed	1	At site checked camera and found no power going to camera. Traced PS to cabinet and found failed 12v VDC PSU. Swapped out - checked and tested with control - camera working to spec
Bromley	01-0003255	BRO0082	No Zoom	No Zoom	P1	18/3/15 09:24 +0000	Steve Cross	Yes	Yes	Closed	Completed	2	Multiple FSRs
Bromley	01-0003281	BRO0075	No Video	No Video	P1	26/3/15 08:44 +0000	Jason Downey	Yes	Yes	Closed	Completed	1	reset rcd, cam now working to spec

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01-0003329	BRO Civic Centre	Cash Office Camera - No image	Cash Office Camera - No image	P3	2/4/15 12:47 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Callout for a camera fault in the cash office, It is actually a new monitor that is required for the cash office and another is also required for the attendants lodge. 2 x 19 inch monitors required asap
01-0003330	BRO Bus Lane Enforcement Office	Vigilant PC	Client has reported that their vigilant pc has crashed and will not turn on again	P1	2/4/15 14:33 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Attended site as the vigilant pc had switched off and wouldn't turn back on this was because the power lead in the back of the computer was not inserted correctly or fully therefore not making correct contact to power the comuter. Re-inserted the power cable and all is now ok
01-0003346	BRO0079	No Pan & Tilt	No Pan & Tilt	P1	9/4/15 14:47 +0100	Jason Downey	Yes	Yes	Closed	Completed	1	reset fibre card and control now all ok (faults on 85 and 86 also affecting ptz)
01-0003347	BRO0085	No Pan & Tilt	No Pan & Tilt	P1	9/4/15 14:48 +0100	Jason Downey	Yes	Yes	Closed	Completed	1	ptz issue appeared to be being caused by cam 86, once fault cleared on 86 cam 85 worked all ok
01-0003348	BRO0086	Spinning	Spinning	P1	9/4/15 14:50 +0100	Jason Downey	Yes	Yes	Closed	Completed	1	found loose fibre connection in splice tray, cleaned and re connected. cam now working to spec
01-0003349	BRO0001	No Power	No Power	P1	9/4/15 15:44 +0100	Jason Downey	Yes	Yes	Closed	Completed	2	Multiple FSRs
01-0003531	BRO0088	Wiper Fault	Client has reported that the wiper is split although not affecting the view. Not a priority call out.	P1	29/4/15 12:46 +0100	null	Yes	Yes	Closed	Completed	0	null

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01-0003559	BRO0024	Interference	Interference	P2	1/5/15 14:13 +0100	Steve Cross	Yes	Yes	Closed	Completed	3	Multiple FSRs
01-0003665	BRO0011	Wiper Fault	Wiper stuck across screen	P1	19/5/15 09:03 +0100	Paul Rodgers	Yes	Yes	Closed	Completed	1	attended this fault as wiper faulty once on site found wiper arm stopped half way across the screen managed to free up with working back and forth and using wd40 but that checked all working to spec but there was issue with the pan that they hadnt reported as it kept getting stuck as well so fixed that issue as well with freeing up cam now all working to spec
01-0003702	BRO Bollard High Street	Intercom	Client has reported that they cannot hear anything from the intercom at the bollard.	P3	26/5/15 10:30 +0100	Richard Baker	Yes	Yes	Closed	Completed	1	bromley bollards - no communications between controll room and help point - from speaker - checked connections and power in cabinet - all ok - removed front pannel from speaker device - check network connection - cable tie ethernet and power cable to secure connections - reset device -all ok- check with controll room - all working to spec -replaced 3 bollards as requested
01-0003720	BRO0024	Interference	Interference	P2	28/5/15 14:19 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Attended Site for interference on the image, Checked video locally and found no fault, Cleaned BNC connector on the fibre cart and power cycled the wireless camera link. Sent colour bars down the fibre to the control room which was a clear image so il reconnected the BNC connector to the fibre card and checked with control that the image was now clear. Control confirmed working to spec

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BRO0009	No Video	No Video	P1	1/6/15 11:59:00	Matt Trice	YES	YES	Closed	Completed	3	Multiple FSRs
BRO0117	No Zoom	No Zoom	P1	9/6/15 11:18:00	Paul Rodgers	YES	YES	Closed	Completed	1	Checked and tested lens and reciever but receiver was glued or stuck to the top of inside housing so when lifting housing out of the way it pulls plugs off receiver. Stripped out cam and lens and fitted another one. Wired in - checked and tested, all working to spec plus put new lens details on loc-8 and decommissioned old len
BRO0087	No Video	No Video	P1	12/6/15 11:32:00	Matt Trice	YES	YES	Closed	Completed	1	Attended this camera for loss of video. At site found that there is power cut in the area and all shops are without power. This must be a major incident as the power has been off for a considerable time. Assume video will return when power is restored. No action taken.
BRO0042	No Video	No Video	P1	17/6/15 14:40:00	Jason Downey	YES	YES	Closed	Completed	1	Glowed fibre from Camera 42, unable to see light. Need to pull out fibre tray within rack room. Unable to do so at time due to state of cabling as this could affect other fibre connections. Changed the barrell connector on the patch panel. Now working to spec
BRO0001	Poor Image	Poor image - practically blacked out	P1	22/6/15 08:52:00	Ross Smith,Steve Harris	YES	No	Quote Required	Multiple Work Orders (2)	2	Multiple Work Orders
BRO0056	No Video	No Video	P1	29/6/15 11:27:00	Zak Ali	YES	No	Quote Required	Dispatched	1	power from cab ok and off of psu, no video. cam will need replacing
BRO0090	No Video	No Video	P1	30/6/15 10:30:00	Ross Smith	YES	No	Quote Required	Dispatched	1	Attended camera for a no video fault, I have video from thge camera coming on to the meyertech reciever board but no video coming off of this to the fiber card. I telephoned the control room to see if they could move the camera but they have no control. i have barreled through the rg59 cables so that at least the control room has an image. A new Meyertech ZVR 530 reciever board is needed for this camera. I have also check all power connections whilst I was there.
BRO - Bus Lanes Office	Workstation	Client has reported that one of their workstations is not turning on	P1	30/6/15 12:10:00	Steve Harris	YES	No	Revisit Required	Dispatched	2	Multiple FSRs

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01-0003948	BRO0077	Interference	InterferenceMatt Trice attended yesterday :Attended camera for interference on the image, I have power cycled the equipment and cleaned the BNC connectors which seems to of cleared up the interference, However there is a rather large amount of spiders web on the front of the shoe box housing which is causing an obstruction on the image.	P1	1/7/15 10:09 +0100	Steve Cross	Yes	Yes	Closed	Completed	2	Multiple FSRs
01-0003964	BRO0002	Focus	Focus	P1	2/7/15 10:39 +0100	Steve Cross	Yes	Yes	Closed	Completed	1	Power cycled the MIC camera which has resolved the auto focus issue
01-0004004	BRO0116	No Control	No control / focus	P1	10/7/15 08:51 +0100	Zak Ali	Yes	Yes	Closed	Completed	2	Multiple FSRs
01-0004021	BRO0120	Not Recording	Not Recording	P1	13/7/15 12:59 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Upon arrival I have checked the review suite to check when the recording stopped, I found that camera 120 stopped recording at 07.20 on the 02.07.15 when I checked for todays date the recording had started again at 09.30, So I could not ascertain what the original fault was.
01-0004027	BRO - Bus Lanes Office	Monitor Walls	Complete loss of video to all wall monitors. Loss of text overlay.	P1	14/7/15 11:12 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	I have found that the BBL labelled Vigilant elite unit was switched off in the rack room so I re-booted this so that the video images were now being displayed in the Bus Lane Control room but the text overlay and the time are still not being displayed on the monitors, Whilst speaking to Alan Herve he was fiddling on the keyboards and has got the text overlay back, But it was located in the wrong place, I have moved the text on the monitors now with the help of Bill Ogg. All ok now
01-0004065	BRO0083	Wiper Fault	Wiper is stuck across cameraA/link No. 8256	P1	21/7/15 10:52 +0100	Jason Downey	Yes	Yes	Closed	Completed	1	wiper stuck, reset dome now working ok
01-0004075	BRO Civic Centre Control Room	Spot Monitors	No video reported to spot monitors in control room and bus lane control room	P1	23/7/15 10:55 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Call out for spot monitors in control room and in bus lane contorl room. When I arrived on site Bill had reset the matrix unit and rectified the fault.

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01-0004141	BRO0010	CCTV-EUR-0872 - No Video	No Video	P1	3/8/15 11:12 +0100	null	Yes	Yes	Quote Sent	Authorisation Required	2	Multiple FSRs
01-0004156	BRO0027	No Video	No Video	P2	5/8/15 13:12 +0100	Matt Trice	Yes	Yes	Customer Action Req	Completed	1	Attended site as a no video call out, There has been a new lamp column installed and the rapid deployment camera has been relocated from the old column to the new column but has not had tghе supply cable to the comando socket wired back in to the lamp column control gear, (There is also no Cut out wired in the bottom of the lamp column just cables connected in connector block so there is still work to be carried out) Once this is done the camera will become active again
01-0004226	BRO0036	No Video	No Video	P1	17/8/15 08:55 +0100	Richard Baker	Yes	Yes	Closed	Completed	1	at site checked and found no video localy.checked connections and found power all ok but no video from board. all wiring and fuses were but transformer was very hot-allowed to cool down and checked- all working to spec cover left loose on Bosch PSU
01-0004261	BRO0036	No Video	No Video	P1	19/8/15 13:11 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Attended site for no Video
01-0004271	BRO Civic Centre Control Room	AL8285 POWER CUT LED TO FAILURE OF MONITOR WALL	POWER CUT LED TO FAILURE OF MONITOR WALL	P1	24/8/15 09:26 +0100	Danny Ray	Yes	Yes	Closed	Completed	1	Attended site to investigate reported fault with power issue at control room, found UPS had kept system online and operational and Bill had already carried out restoring video / power to monitor wall. Monitor 4 on the wall was still offline, checked power being fed to monitor which was ok (220vac) so monitor has gone faulty and not powering up.
01-0004293	BRO Bollard High Street	Bollard has been hit and needs inspecting	Bollard has been hit and needs inspecting	P3	26/8/15 11:17 +0100	Ross Smith	Yes	Yes	Quote Required	Completed	1	bollard beyond repair, made safe with bill so not trip hazard, bollard to be replaced asap

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01-0004441	BRO Bus Lane Enforcement Office	Double Text	There is double text overlay on the monitors in bus lane control room	P1	18/9/15 10:08 +0100	Zak Ali	Yes	Yes	Closed	Completed	1	Text overlay had to be rebooted. This was done with the assistance of Bill. if the same problem occurs contact Bill as he didn't give me a chance to write down a step by step for our records.
01-0004444	BRO0042	No Control	No Control	P1	18/9/15 14:07 +0100	Steve Cross	Yes	Yes	Closed	Completed	0	Operator called to say control had returned
01-0004447	BRO0033	No Control	Camera is spinning out of control	P1	18/9/15 14:53 +0100	Steve Cross	Yes	Yes	Closed	Completed	1	The camera was no longer spinning. Control is good locally. Spent an hour trying to call the control room (engaged) Call matt to see if there is another number. Got altrnative number. Camera now has control and video.
01-0004456	BRO Civic Centre Control Room	Spot Monitors	No display on spot monitors	P1	21/9/15 14:44 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Attended call out for no display to the spot monitors on the workstation. REset the video matrix that outputs the video to the spot monitors. All now working to spec. Fault sheet signed and filed in office
01-0004457	BRO Civic Centre Control Room	No Video	No display to the monitor wall following a power cut.	P1	21/9/15 14:56 +0100	Matt Trice	Yes	Yes	Closed	Completed	1	Attended site for no display to monitor wall following a power cut. Re-booted the monitor wall controllers. All now working to spec. Fault sheet signed and filled in the office.
01-0004501	BRO0024	No Video	No Video - fibre unit is reading no signal	P2	28/9/15 14:18 +0100	Paul Rodgers	Yes	Yes	Closed	Completed	2	Multiple FSRs

		2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015
		January	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Number of Call Outs		10	2	6	7	4	8	6	7	6			
Responded on time	No.	10	2	6	7	4	8	6	7	6			
	%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Repaired on time	No.	10	2	5	7	4	4	6	7	6			
	%	100%	100%	83%	100%	100%	50%	100%	100%	100%			
Outstanding	No.	0	0	0	0	0	4	0	0	0			
	%	0%	0%	0%	0%	0%	50%	0%	0%	0%			
Attendance to Monthly Meeting	%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Checked by Project Engineer	No.	0	1	3	4	1	2	2	2	2			
	%	0%	50%	50%	57%	25%	25%	33%	29%	33%			
Completion of log cards same working day	No.	10	2	6	7	4	8	6	7	6			
	%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Completion of each installation within stated timetable	%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Reinstate each system to full working order after PPM	%	100%	100%	100%	100%	100%	100%	100%	100%	100%			