

62241

Request for information about whether the council accepts pothole or highway defect reports in CSV, spreadsheet, API or other structured/bulk formats.

Does the council accept pothole or highway defect reports from members of the public by CSV file?

No

Does the council accept pothole or highway defect reports from members of the public by Excel or other spreadsheet file?

No

Does the council accept multiple pothole or highway defect reports in a single submission from any group or organisation, including councillors, parish councils, contractors, community groups, residents' associations or other third parties?

No

From Road/Transport perspective, we would not accept multiple defect reports in a single submission. To allow the officers to inspect each defect, we require description and exact location for every defect. All defects are then assessed individually in line with Risk Based Approach. The result of this inspection and risk assessment is then recorded in road asset management system for each and every individual defect. This cannot be achieved if there are multiple defects reported in one single submission.

Which of the following methods does the council use for receiving pothole or highway defect reports?

- a) FixMyStreet
- b) another third-party reporting platform
- c) the council's own online reporting form
- d) email
- e) telephone reporting
- f) contractor-managed reporting system

FixMyStreet or other third-party websites are not operated or managed by the Council. The Council provides its own reporting system ([Report a road or pavement problem – The City of Edinburgh Council](#)), which is straightforward to use and enables residents to report issues directly, submit relevant information and photographs, and receive updates on the progress of their report, including any repair actions.

The Council will however log all reported issues received through various methods in its own system.

Please provide the name of the main system or platform used to manage pothole or highway defect reports after they are submitted.

In line with advice from the National Cyber Security Centre, we do not provide information relating to hardware, software and systems and therefore, unfortunately, it is not possible to provide you with the information you have requested.

Does the main system or platform support any of the following functions?

- CSV import - no
- spreadsheet import - no
- API integration - yes
- bulk upload - no
- CSV or spreadsheet export - no