

Date: Thursday 4 October 2018
Time: 12:30pm
Venue: Auckland Town Hall
Ground Floor Council Chamber
301-305 Queen Street
Auckland

Te Rōpū Kaitohutohu Take Hunga Hauā / Disability Advisory Panel

OPEN MINUTE ITEM ATTACHMENTS

ITEM	TABLE OF CONTENTS	PAGE
9	Auckland Transport update: customer service and Total Mobility	
A.	20101004 - Disability Advisory Panel - Auckland Transport - presentation	3

We bring our whole selves to work
..... But sometimes our whole self isn't whole

We're changing the conversation...

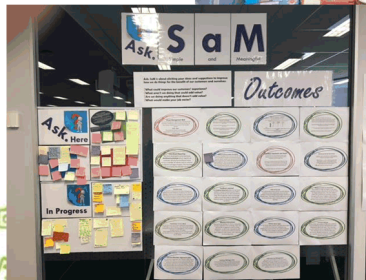


...from what to
WHO & HOW

And we're not just talking
about it



YOU ARE BEAUTIFUL
NO MATTER YOUR...
SEXUAL ORIENTATION
MENTAL STATUS
SKIN COLOR
RELIGIOUS AFFILIATIONS
IT'S NO SECRET
TELL YOUR FRIENDS
OTHERWISE
CULTURAL VIEWS



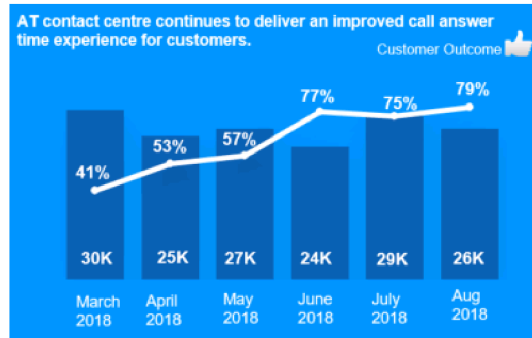
I found counselling really helpful because I knew things weren't right but I didn't know how to change it. I felt like I should have been able to get myself out of it but things were too overwhelming and I couldn't see straight anymore.



Mai i te Kōpae ki te urupa, tātou ako tonu ai
From the cradle to the grave we are always learning

Our focus on our people and customers is starting to deliver results

We've improved our contact centre performance



And we have a number of improvement initiatives underway – here's a few examples



Enhanced reporting for Local Board Areas



Busting old business rules such as now giving you an AT HOP gold card for free when you're eligible, if you have an existing blue card



Seeking to understand what customers value in our Customer Service Centres to design for the future



Review of our case management processes to improve response times

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