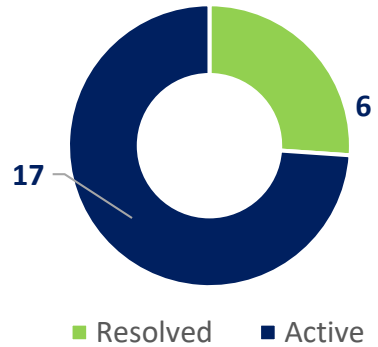


15 Active cases carried forward with an additional

8

New cases received for the Great Barrier local board area in October 2018

Total Case Volume **23**

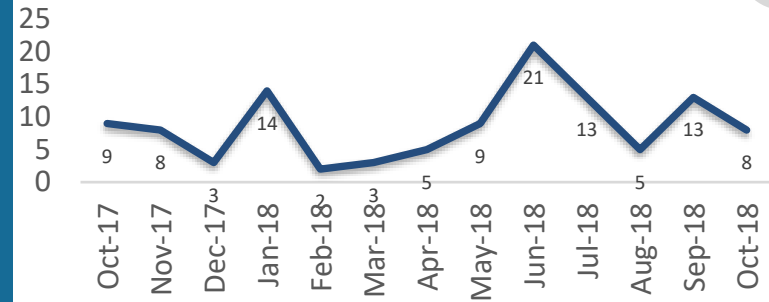


Great Barrier Local Board area report

October 2018

12 month rolling volume

▼ 38%

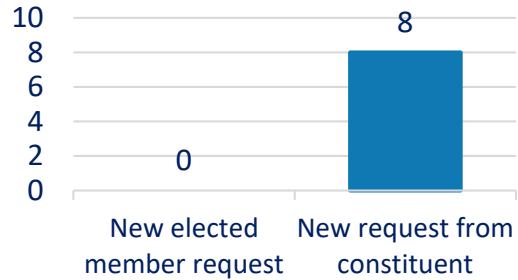


increase in new cases compared to Sept '18

Customer enquiry type

38%

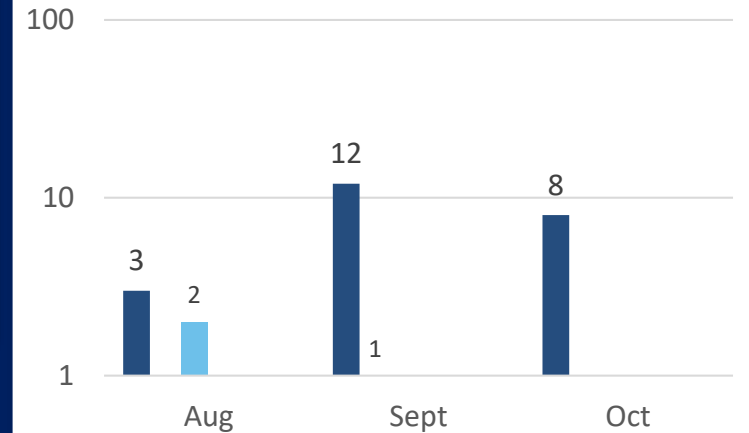
decrease in new requests cases on average



Escalation type

Type	Number
Level 2 Complaints	0
H&S emergency	0

Customer sentiment

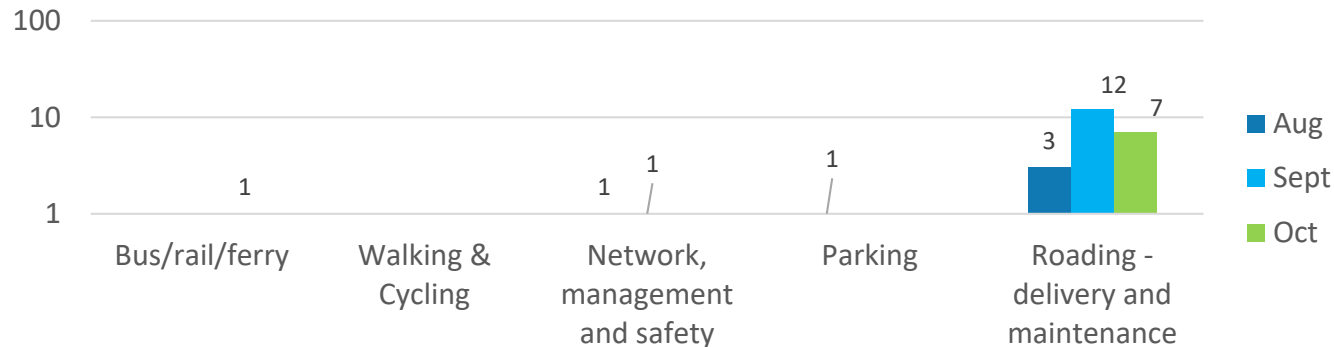


■ Wants a solution or something fixed
■ Making a complaint

33%

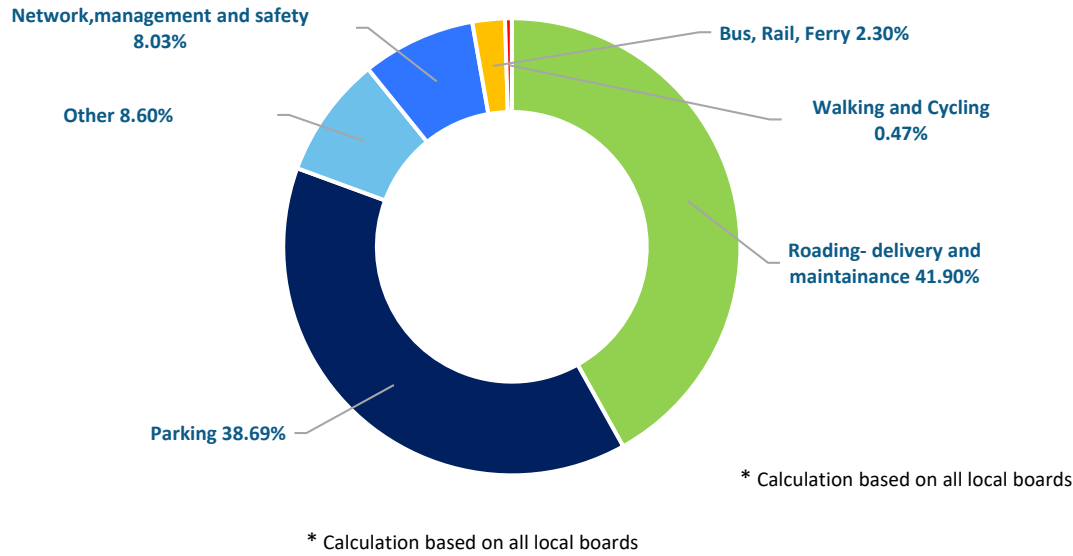
decrease in "Wants a solution" compared to Sept '18

Why customers are contacting AT

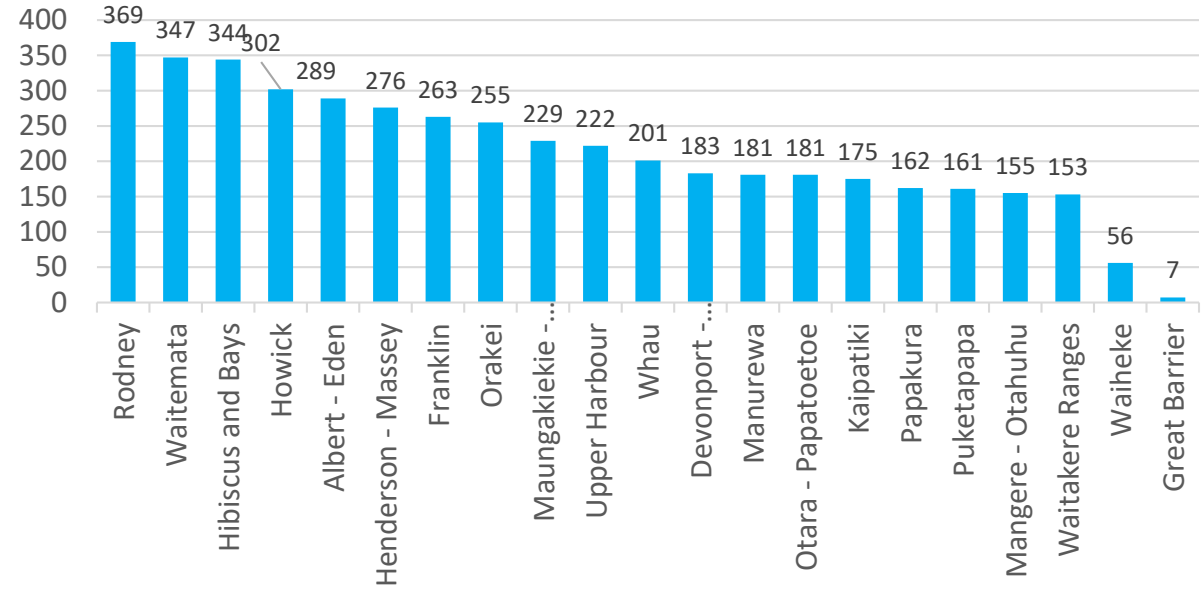


"Roothing-delivery" related requests continue to trend as a contact reason for customers

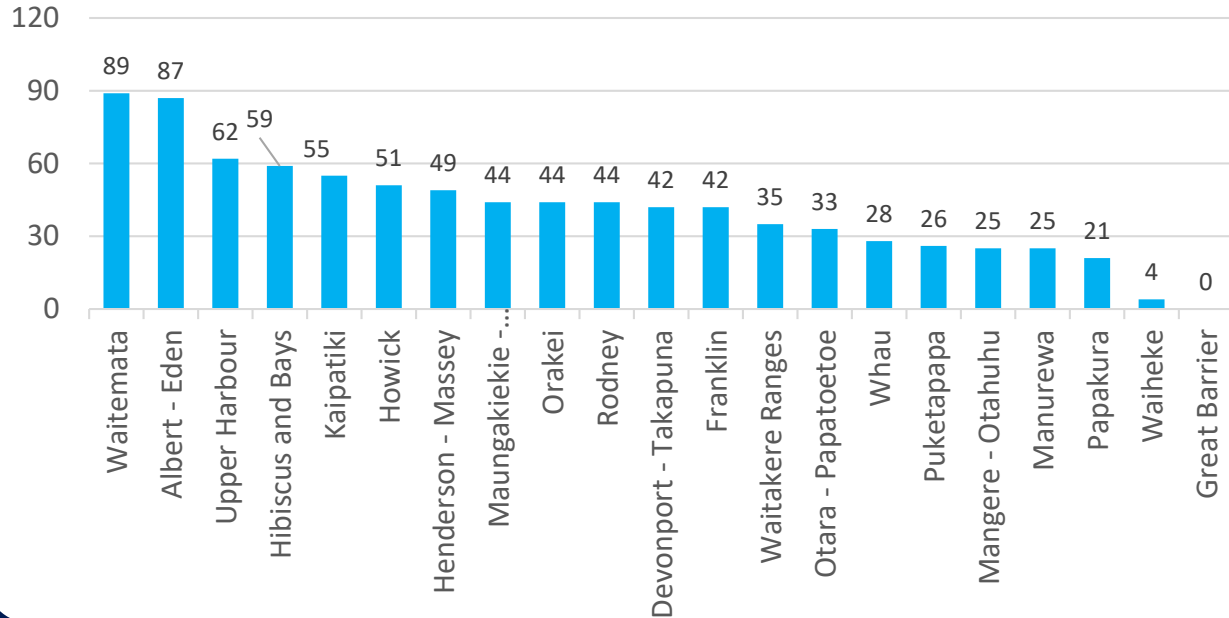
Why customers are contacting AT



Customers contacting AT about Rooding-Delivery and Maintenance



Customers contacting AT about Network, Management and Safety



Customers contacting AT about Parking

