

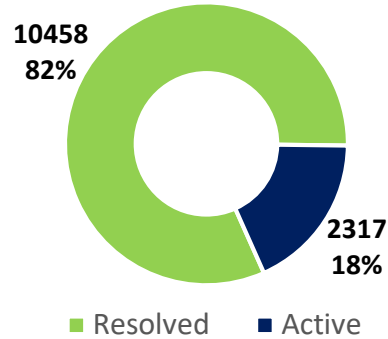
2508 cases

with an additional

10267

New cases received for All local board areas in March 2021

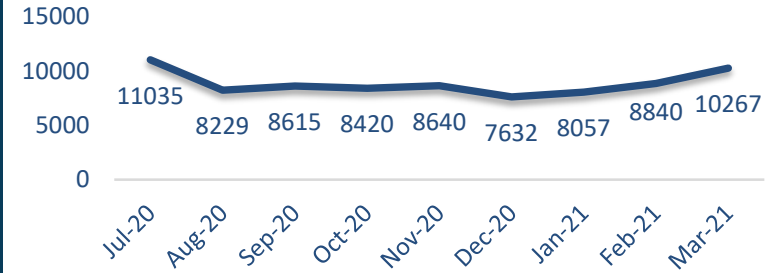
Total Case Volume **12775**



All Local Board area report
March 2021

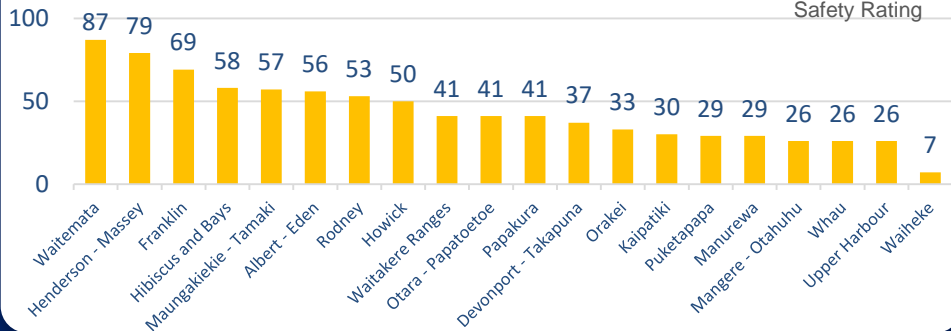
9 month rolling volume

▲ 16%



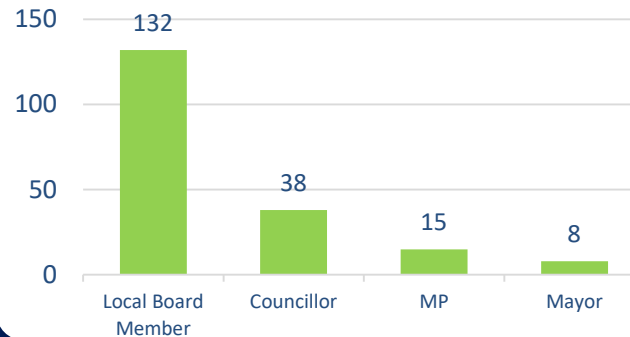
increase in new cases as compared to Feb'21

Health & Safety Cases

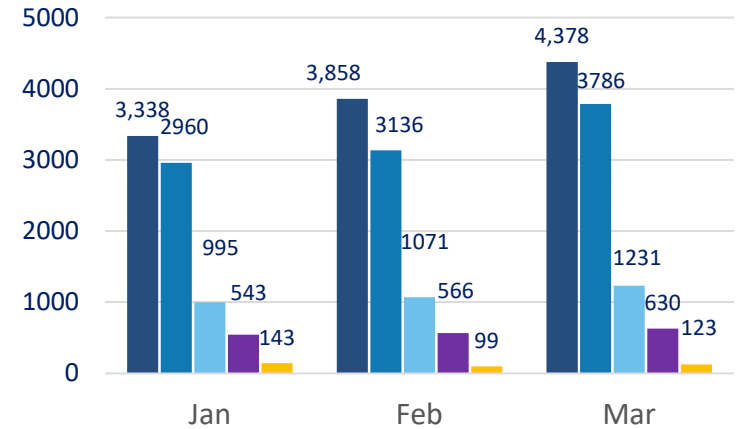


* CRM Cases by Safety Rating

Representatives contacting AT



Customer sentiment



* Top 5 Customer Sentiments *

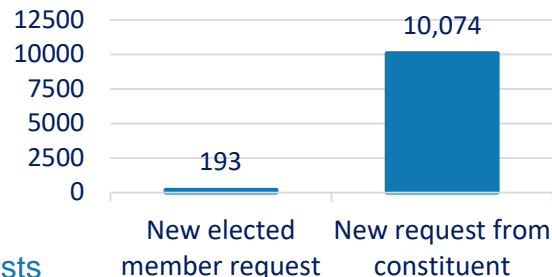
13%

increase in "LET US KNOW" compared to Feb'21

Customer enquiry type

17%

increase in new requests from constituents as compared to Feb'21



Escalation

Type	Cases		
Formal Complaints	82		
H&S Cases (CRM)	Minor	Significant	Serious
	870	5	0

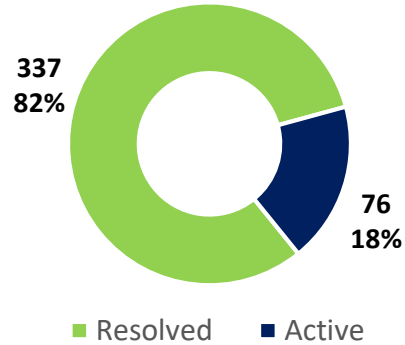
89 Open cases

with an additional

324

New cases received for the Waitakere Ranges local board area in March 2021

Total Case Volume **413**

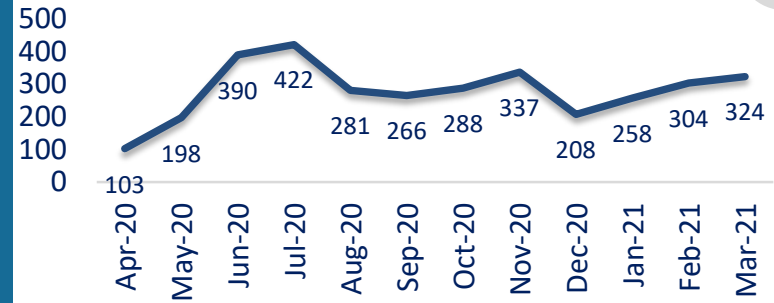


Waitakere Ranges Local Board area report

March 2021

12 month rolling volume

▲ 7%

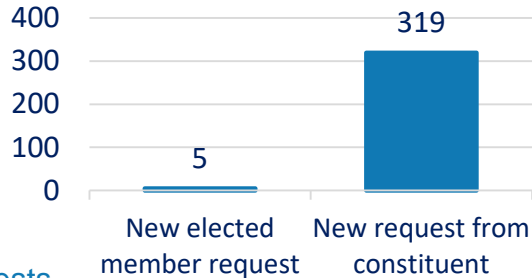


increase in new cases as compared to Feb'21

Customer enquiry type

10%

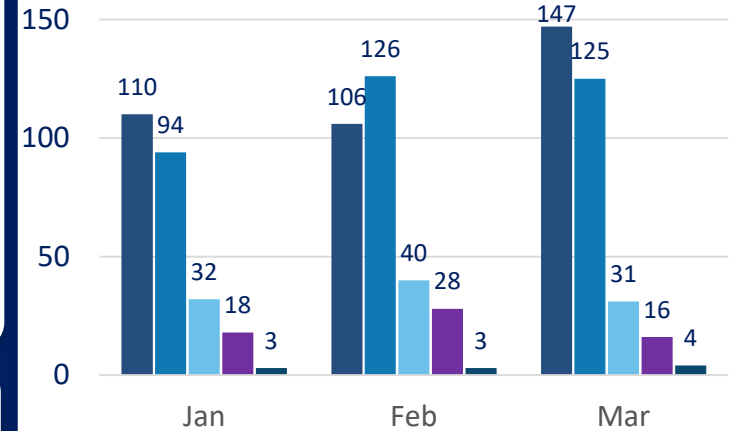
increase in New requests from constituents as compared to Feb'21



Escalation type

Type	Cases
Formal Complaints	4
H&S Cases (CRM)	41
Minor	0
Significant	0
Serious	0

Customer sentiment



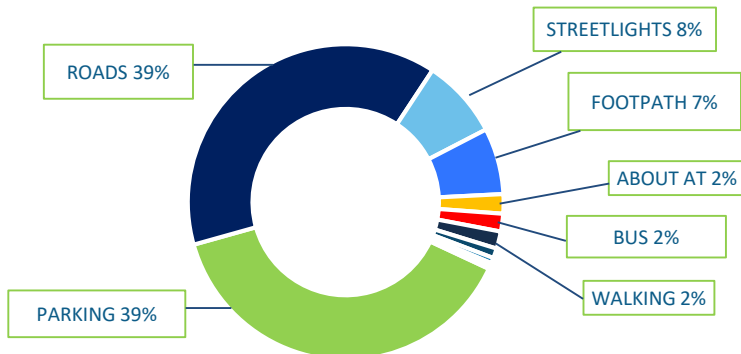
* Top 5 Customer Sentiments *

- FIX
- LET US KNOW
- REQUEST FOR INFORMATION
- REQUEST SOMETHING NEW
- FORMAL COMPLAINT

39%

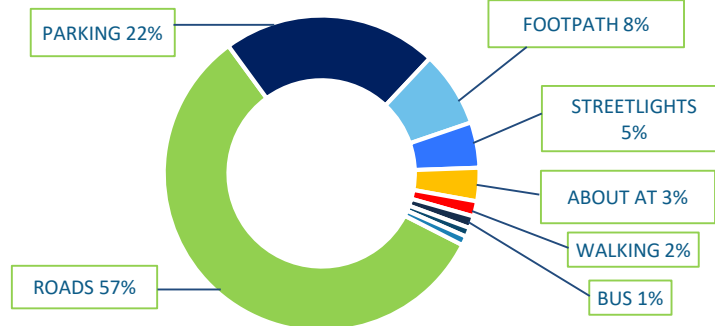
increase in "FIX" compared to Feb'21

Reasons why customers are contacting AT*

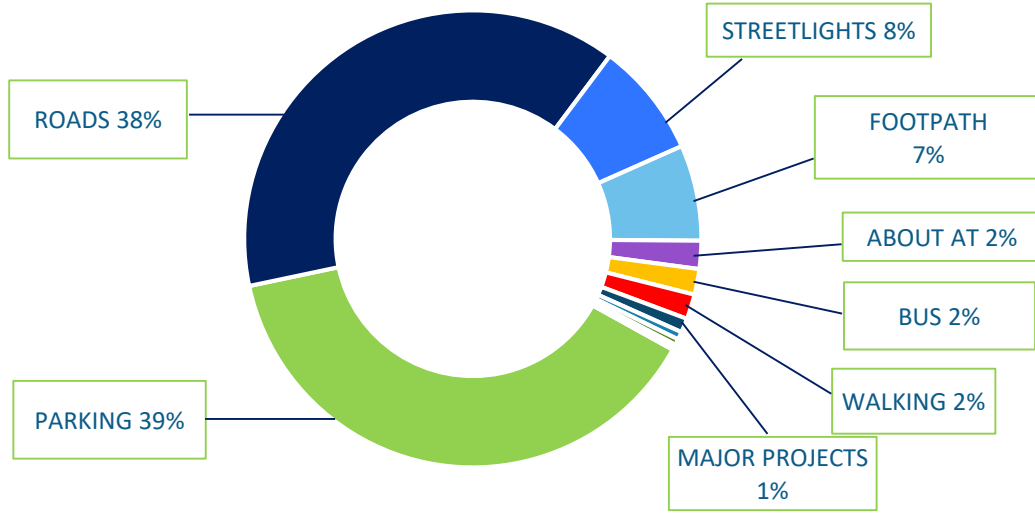


* Calculation based on all local boards

Reasons why Waitakere Ranges customers are contacting AT

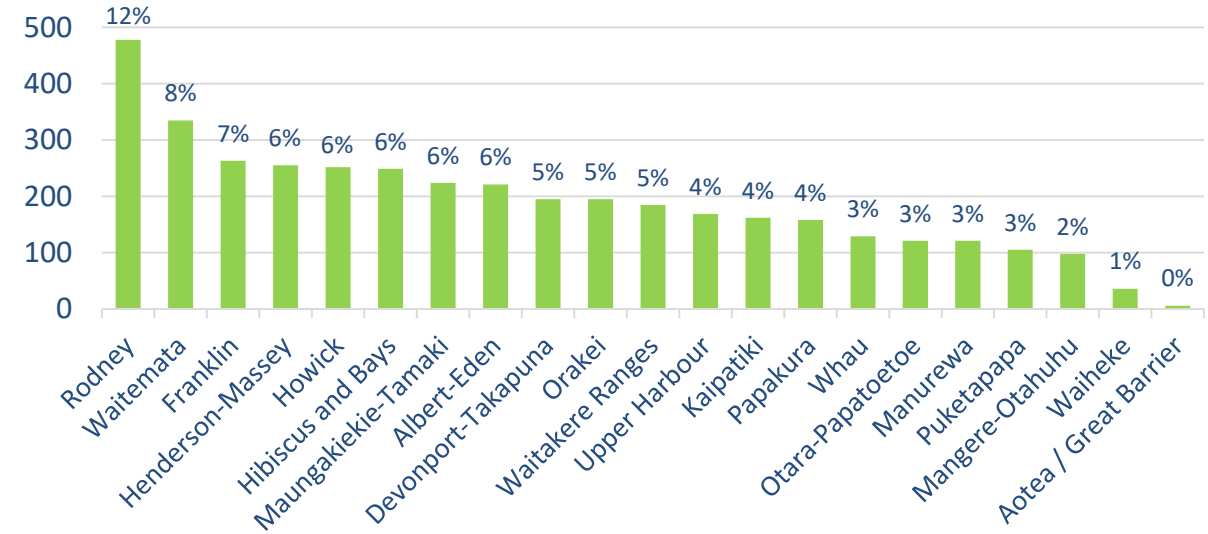


Why customers are contacting AT

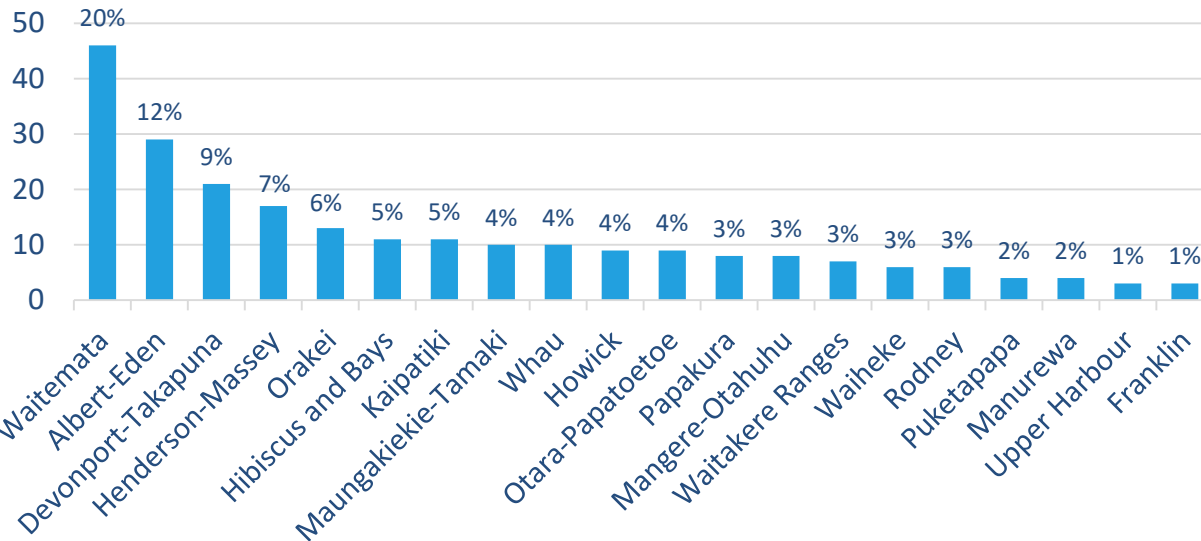


* Calculation based on all local boards

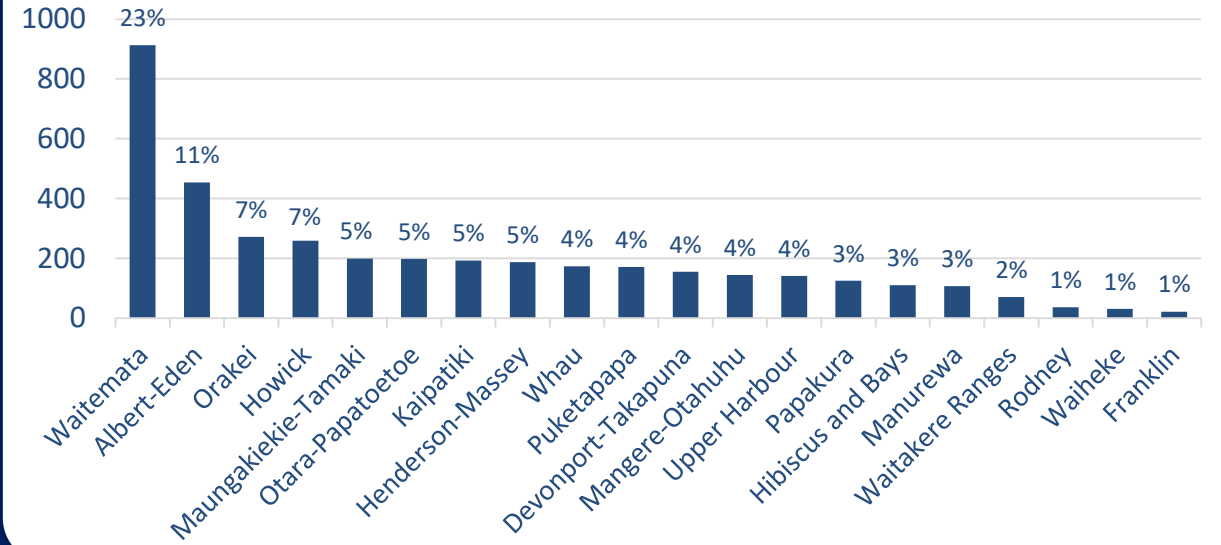
Customers Contacting AT about ROADS



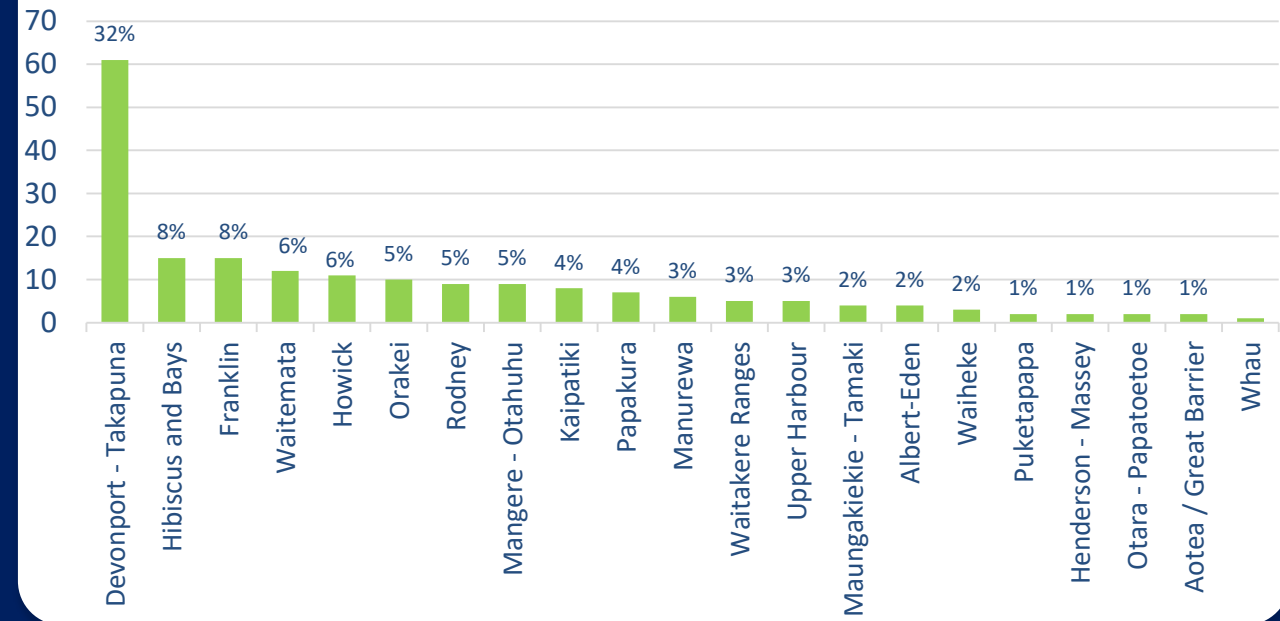
Customers Contacting AT about PUBLIC TRANSPORT (Bus, Train, Ferry)



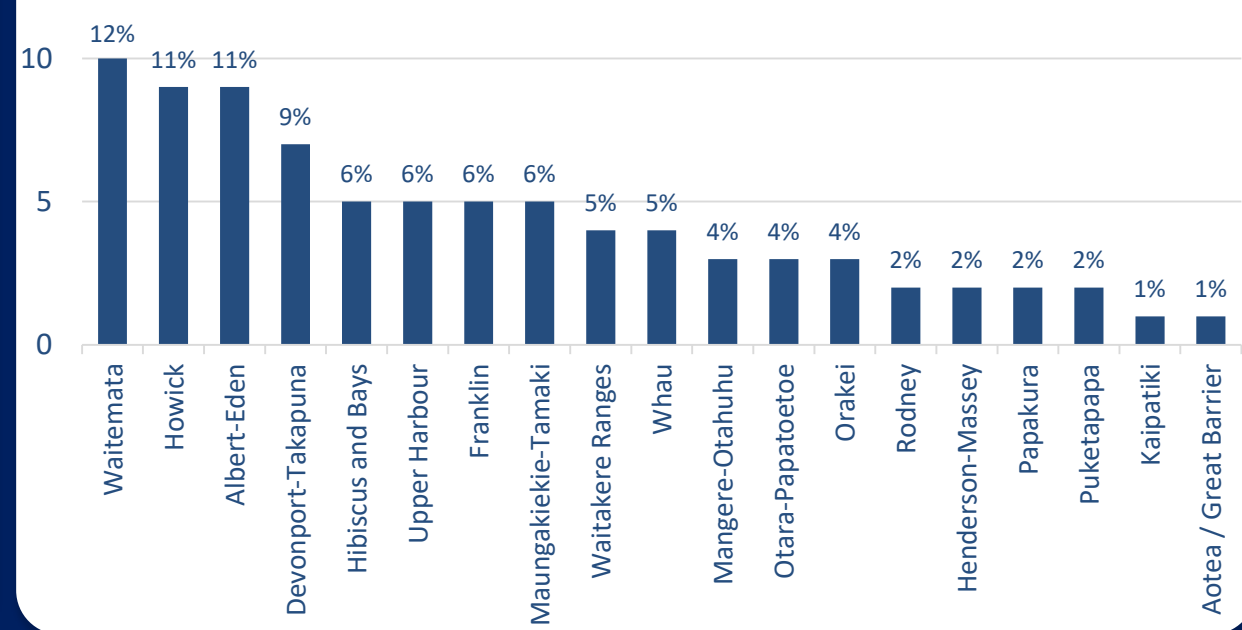
Customers Contacting AT about PARKING



New Elected Member requests by Local Board



Formal Complaints By Local Board



Case Volume by Local Board

