

24/08/2012

Enquiry Trace Form

| | | | |
|--|--|-------------------------------|---|
| Enquiry: 1967645 | Logged by: Robin Yates | on 21/07/2011 11:42 | |
| Service: R-Traffic Lights | Classification: Request for Service | | |
| Subject: Timing and Phasing | | | |
| Desc.: wants to be contacted in regards to why the pedestrian crossing time was changed and how long are you meant to wait for these to change, please contact | | | |
| Site: Cambridge Tce (R0261), Te Aro, Wgtn | | | |
| Site Address: Cambridge Tce | Area: Te Aro | | |
| Location: Cambridge Tce i=640, 635 | Ward: Lambton | | |
| Site Notes: Rubbish cleared nightly | Contact: Mr Brewer | | |
| | Telephone: 0275028230 | | |
| Customer: 1904359 | Time: 21/07/2011 11:42 | Method: Telephone Call | |
| Name: Mr Brewer | Telephone: 0275028230 | | |
| Address: | | | |
| Current Status: | | | |
| No. Effective | Status | Officer | Follow up Date |
| 7 | 24/08/2012 11:46:23 Completed | Tim Kirby | |
| Notes: Since Anton not returning until next week, rang customer. Apologised on behalf of WCC for not responding to his request ~12 months ago to be called back. Customer wants copy of what happened to original enquiry. I advised I will send scan of what happened from our CONFIRM system. Customer will separately take up his concern about delays of up to 4 minutes to cross Kent & Cambridge Terraces. TK 24.8.12 | | | |
| Status history: | | | |
| No. Effective | Status | Officer | Notes |
| 6 | 24/08/2012 11:44:27 Pending | Anton Swagerman | Anton tried to contact customer by phone on 21.8.12. Time not suitable. Anton to call back. TK 24.8.12 |
| 5 | 29/09/2011 09:30:38 Inspected-No Action Required | Anton Swagerman | 17/09 Caller would like to know when someone will be contacting hime.LV No recent changes made to any off the 5 installation along Kent Cambridge. Anton. |
| 4 | 17/08/2011 13:00:06 Information Added | Anton Swagerman | 17/09 Caller would like to know when someone will be contacting hime.LV |
| 3 | 28/07/2011 15:29:12 Pending | Anton Swagerman | Please contact customer. TK 28.7.11 |
| 2 | 22/07/2011 09:30:14 Inspected-No Action Required | Tim Kirby | Has not changed any off 5 sites recently. A.Swa |
| 1 | 21/07/2011 11:41:38 Request Logged to RT | Tim Kirby | |

Revised Status:

Name : Signed : Date : Time :

Report generated by : Tim Kirby

11:52:21