

Case

CAS-28036-COZ3R9

Channel Phone	Assignee Traffic Operations - Sou...	Created On 22/03/2013 9:56 a.m.	Due Date 3/04/2013 8:00 a.m.
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Summary

Is Anonymous Contact	No	Title: CRM Data Migration 13/01/2017 3:52 p.m.	Description Ref - AT2012/052948
Customer	Walter Stone	Title: Note created on 30/05/2013 2:19 p.m. by [Redacted]	Customer called again that there was again as there was another serious accident and serious damage to the property fence and morden post box. The police was involved yesterday. Drivers are speeding up and down the road - customer requesting fo speed bumps to be placed. Customer has already requested this back in 2012 but no action was taken. Only signs were placed. Customer is paying all the time access to insurance for fixing his property and he is not all happy.
Public Safety Issue	No	Created By [Redacted] Created On - 5/30/2013 2:19:57 PM	
Status Reason	Closed	http://cp.aucklandtransport.govt.nz/team/rco/Correspondence/AT2013-020338%20and%20CAS-28036-COZ3R9%20Point%20View%20Dr%20-%20Speeding%20Calming.docx	
Outcome	Resolved	CRM Data Migration 22/01/2017 2:59 a.m.	
Refund Value		Title: Note created on 30/05/2013 2:18 p.m. by [Redacted]	
Is VIP	No	Created By [Redacted] Created On - 5/30/2013 2:18:26 PM Letter link uploaded into the resolve case, CRM Data Migration 22/01/2017 2:59 a.m.	Customer requested for a speed bump to be put in place close to 91 Point View Drive East Tamaki Heights. The road is very steep and has been an accident prone area for several years now. There have been 100's of accidents in the last 20 years, quite a few of them fatal. Customer brought the property recently and in the last 4 months has witnessed 2 accidents. There was one accident today where the car just crashed into their fence and into the property. It is causing damage to the property and also is a potential safety risk. Council had put a sign at the bend before, but someone had crashed into that as well. Customer said that putting a speed bump will be the solution and will save lives. Customer also requested if officers can actually go to the site to analyse the seriousness of the situation.
Priority	Routine	Title: Note created on 17/04/2013 9:56 a.m. by [Redacted]	
Is AT Multi	No	Created By [Redacted] Created On - 4/17/2013 9:56:57 AM AT2013/020338 - VIP case CRM Data Migration 22/01/2017 2:52 a.m.	
Is BU Multi	No	Title: Note created on 17/04/2013 9:54 a.m. by [Redacted]	
Override Customer Notification	Yes	Created By [Redacted] Created On - 4/17/2013 9:54:21 AM From: Walter Stone	
Feedback Required	Yes	[mailto:walter.stone@eaglemigration.co.nz] Sent: Monday, 15 April 2013 1:01 p.m. To: Katja Kershaw; Jami-Lee Ross MP; Info (AT); Mayor Len Brown; Andrew Bell (AT) Subject: CAS - 28036-COZ3R9 - another accident this morning - ors in 4 weeks. Dear Katja Trust you are well today. Just to let you know that there was another accident at my property this morning, about 1 hour ago. My fence is once again destroyed and I have attached photos of this morning's accident. This is the third serious accident in less than 4 weeks, each time damaging my property. I urge the council to do something about the road as it is unstable. Thanks again for your assistance and kind regards Walter	
Parent Case			
Topic	New - General		
Sub-Topic			
Case Descriptor	Network Management & Safety - 5531 - Speed	From: "Walter Stone" <walter.stone@eaglemigration.co.nz> Sent: Friday, April 05, 2013 11:59 AM To: info@aucklandtransport.govt.nz, "Jami-Lee Ross MP" <jami-lee.rossmp@parliament.govt.nz> Cc: len.brown@aucklandcouncil.govt.nz Subject: CAS - 28036-COZ3R9 - 91 Point View Drive, Dannemora Dear Sir/Madam Trust my email finds you well, enjoying your day. I refer to the above case number and in desperation, due to ongoing damage to my fence and recent destruction of my special mail box similar to the remote control gate pillars. I have attached photos from the latest two serious accidents. The silver Audi was	
Call Type	RAS		
Event			

[View Description](#)

Outcome	(
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Drive. Also while the police were on site another vehicle lost control. I rang through to Jessie Nagisetty, customer feedback team leader, to get an update. Jessie said that a letter was sent out to Walter on the 27th of March, and she would ask the engineer involved in the case to call Walter but could not guarantee it would be today. I advised Walter who said he had not received the letter (I have sent an email to Jessie requesting a copy be sent out). Walter is also going to send photo's to info@aucklandtransport.govt.nz of the latest accident.

CRM Data Migration 22/01/2017

2:54 a.m.

Title: Note created on 4/04/2013 11:39 a.m. by

Created By [redacted] Created On - 4/04/2013 11:39:08 AM

From: Coleen Chute
 [mailto:Coleen.Chute@aucklandcouncil.govt.nz] Sent: Thursday, 4 April 2013 8:50 a.m. To [redacted]
 (AT) Cc: OSA Subject: AT2013/014364 - 91 Pt View Drive East Tamaki Heights - Urgent Importance: High Hi [redacted] Walter Stone called this morning and

wanted it noted and passed on to you as he said that you made contact with him regarding the above, that there was another serious accident at 7am this morning where police and ambulance were called and once again his fence has been damaged. He is requesting if his request for speed humps or Chicanes could be installed. Please return his call to discuss further.

Contact number : 0212889386 Thank you. Coleen Chute | Customer Service Representative Customer Services, Call Centre Ph 09 301 0101| Extn (40) 6005 | Fax 09 375 3358 Auckland Council, Level 7, Civic Building, 1 Greys Avenue, Auckland City. Visit our website: www.aucklandcouncil.govt.nz

CRM Data Migration 22/01/2017

2:53 a.m.





Title: Note created on 27/03/2013 10:43 a.m. by

Created By [redacted] Created On - 3/27/2013 10:43:15 AM An email interim has been provided.

CRM Data Migration 22/01/2017

2:51 a.m.

Additional Details

Created By	 CRM Data Migration	Modified By	 CRM Data Migration	System	
Received On	18/03/2013 8:00 a.m.	Modified On	14/01/2017 11:43 a.m.	Organisation	
CSR Name		Escalated	No	External Case ID	AT2013/014364
Default BU	 Transport Operations - BU	Escalated On		Service Provider	
Default Team	 ZzRoad Corridor Operations	Target Completion Date		External Reference	
Type		First Response Sent	No	My AT	
Parent Case		AT HOP			

Google Map

Case

CAS-116430-M9N0V2

Channel Phone Assignee Rapid Response Created On 5/10/2015 10:21 a.m. Due Date 19/10/2015 10:21 a.m.

Summary

Is Anonymous Contact No **Title:** CRM Data Migration 13/01/2017 6:51 p.m.

Customer **Title:** Created By Created On - 11/05/2015 4:44:59 PM Engineer called the customer at least twice with no answer - their comments: Left message to say: There are double no passing lines in centre of road as well as edge lines. Street light on inside of bend . The curve is signed as 35 kph and inside a 50 kph area with repeater signs just before the bend. The route has recently been assessed by Road Safety and speed zone changed. Further work ie speed humps unlikely due to traffic volume and grade of road

Public Safety Issue No **CRM Data Migration 22/01/2017 5:17 a.m.**

Status Reason Closed

Outcome

Refund Value

Is VIP No

Priority Routine

Is AT Multi No

Is BU Multi No

Override Customer Notification Yes

Feedback Required Yes

Description

the speeding at a specific location or is it along the length of the road? When vehicles are driving down from 91 Point View Drive, East Tamaki Heights towards Point View Link Is customer concerned that vehicles are exceeding the speed limit or are vehicles going too fast for the road environment, eg. short road, lots of corners? Customer advised that there have been 8 incidents within the last 4 years with vehicles speeding down Point View Drive that crash into the fence. She also advised that there was an incident on Saturday where a drunk driver hit their fence and the power pole.

Are there any existing speed calming measures on the road, eg. speed humps, chicanes? Just 'Slow Down' road markings and 'Arrow' signage. Would like to have area assessed for better traffic calming measures as the current measures in place are just not discouraging people from speeding. Current speed limit is 50km and vehicles speed at estimated speed of 70-80km.

Preferred Method of Contact: Mobile Phone

[View Description](#)

Parent Case

Topic Speed

Sub-Topic Speeding along the road

Case Descriptor Network Management & Safety - 5531 - Speed

Call Type RAS

Outcome	(
Tried at least tw...	
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Request State	prc
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Enhanced SLA Details

Name	Status	Failure Ti
First Response By KPI	Canceled	19/10/2015 10:21 a.m.

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Documents

Relative URL
No Document Location records are available in this view.

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