

08/05/2013

Enquiry Trace Form

Sub 28

Enquiry: 2140995		Logged by: Kathleen Borrows	on 29/04/2013 17:07
Service: Contact Centre		Classification: Request for Service	
Subject: General Enquiries			
X Desc.: Caller is worried that 60,000 people will be on the City to Sea Bridge during the Santa Parade this year in December and this will be a hazard.			
Site: Civic Centre Complex (P1019), Te Aro, Wgtn			
Site Address: Civic Centre Complex		Area: Te Aro	
Location: City to Sea Bridge		Ward: Lambton	
OFCR COLLAPSE BRIDGE PARTY		Contact: Donald McDonald	
		Telephone: 389 6820	
Customer: 2070443		Time: 29/04/2013 17:07	Method: Telephone Call
Name: Donald McDonald		Telephone: 389 6820	
Address: WCC SAY GO TO			
Current Status:		FRITTS W/M M/M/1 PK	
No. Effective	Status	Officer	Follow up Date
2	30/04/2013 13:44:15 Completed	Contact Centre Escalations	
Notes: X Previous years this was not a problem. Job Closed. 2 X			
Leonie			
Status history: 60 000 COLLAPSE 14			
No. Effective	Status	Officer	Notes
1	29/04/2013 17:04 Request Logged	Contact Centre Escalations	

Revised Status:

sudden unexpected warning; Ho Safety
LIFT-LIFT collapse.

1. THERMOMETER save to monitor

Kase 30c Home story 100c
EMERGENCY ROAD 18' bump, accelerometer

2. GRAFFITI SURVEILLANCE
Kase save 650k

4.3. TEXT FIXIT

CALL CENTRE

ISS RESOLUTION OFFICE

Parrot save \$ million

D S McDonald

Don S McDonald, Newtown 6021
16-181 Daniel St/Roy WGTN
mcdonewt@yahoo.co.nz, Fb, Twtr
(04)389-6820, (027)784-5900.

(14)

Name : Signed : Date : Time :

Subject: Re: Booking time for Oral Submission 1120 tues 21-5-13 CONFIRMED THX DON wgtmCC DAP ?????//
 From: Don S. McDonald 389-6820. (mcdonewt@yahoo.co.nz)
 To: Sharelle.Peck@wcc.govt.nz; mcdonewt@yahoo.co.nz; wellingtonSthParish@gmail.com;
 Date: Friday, 17 May 2013 4:17 PM

DAP SUBMISSION ON #?

Re: Booking time for Oral Submission CONFIRMED THX DON wgtmCC DAP ?????//
 Re: Booking time for Oral Submission CONFIRMED THX DON wgtmCC DAP ?????// *2013-14*

CR !!! ??? 111-.

not a great communications.
 in fact very poor. pardon sori.

X ! POOR COMMUNICATIONS WGTNCE ?

yours sincerely,

Don S. mcD.onald ... is very HaPPY to explain for you, please Quote the difficult Lines!
 latest msg 'mcdonewt' on twtr, faceb, yahoo. <http://Twitter.com/mcdonewt> ** <http://whitepages.co.nz> , txt is best / Telecom mob .. 02-77-845-900. -T. *** (04) 389-6820. call ID/ not check c. minder, Newtown pg**282.** E. mcDONewt@yahoo.co.nz 9am, 615pm spkg real person me.

Flat 16- 181 DanieLL St/Roy, Newtown*** Wellington 6021 New Zealand. pictures
<http://picasaweb.google.com/do.no.gamb> 95% Valid issues FIXIT? CLOSEUP i/view 27/6/05, 17-4-12??
http://tvnz.co.nz/search/ta_ent_search_news_skin.xhtml?q=serial+mcdonald&sort=date%3AD%3AS%3Ad1
 Go Bus! Grab oport'y park car. 7-4-13. NZST [click.] home page :
<http://www.gadot.wellington.net.nz/darksky/pe.htm><http://wcl.govt.nz/mygateway/newspapers.html>

From: Sharelle Peck <Sharelle.Peck@wcc.govt.nz>
 To: "mcdonewt@yahoo.co.nz" <mcdonewt@yahoo.co.nz>
 Sent: Thursday, 16 May 2013 12:35 PM
 Subject: Booking time for Oral Submission
 Hi Don

?

I would like to organise your time for you oral submission time next week. Would 11.20 work for you on Tuesday 21 May.

Please can you confirm with me either by email or phone if this time suits you.

My contact number is 803 8603

Look forward to hearing from you soon.

Kind regards

THANK YOU

✓

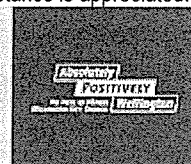
Don S McDonald, Newtown 6021
 16-181 DanieLL St/Roy WGTN
 mcdonewt@yahoo.co.nz, Fb, Twtr
 (04)389-6820, (027)784-5900.

ANGLICAN parish of WGTN Sth
 cubertfi@gmail.com, office Tw
 svcs Sun 9/10-n 23 Luxford
 St,Newt-Bmpre 04-389-9603

Sharelle Peck
 Project and Programme Coordinator | Wellington City Council
 P 04 803 8603 | M 021 227 8603 | sharelle.peck@wcc.govt.nz | W
Wellington.govt.nz |

is privileged and confidential and intended for the addressee only.
 If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents.
 If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.

- WINNER, INTERNATIONAL AWARDS FOR LIVEABLE COMMUNITIES



? 11/13
①

DON S.
McDonald
389 6820

mates, not dates? Get a great social life, join today.
www.sarc.co.nz

BUS nzbuss Wgtn dim destinon candle. interior-id hidden? postage label, tiny glass gap, can't grab pole steady urself, ads block spot scenery. Ask me, call complaint

CHRISTIAN Quakers.
www.chiovearlymeeting.org &
www.conservativefriend.org

COUNTRY & CITY CONTACTS NZ: Join the successful service (24-76 years) - over half our members find someone special. For info pack, ph 0800-287-437, www.countrycontacts.co.nz

LIVE TODAY as it could be your last. often challeng tweet. Not threat but norty chance some world populn, few die JESUS /0

NICE Twtr/D Don't go and in circ abt decis. Weigh ur pros +cons; ff your gut. U top teach, mental hith.

↓ follow

www.loveandsexadvice.co.nz
IF MSG is nonsense to u pls repeat bad LINE? Don make it easy? Try tksl. A kind reply in 80 240 character count would be ideal. COURTESY explain, communication Lmg. 389-6820

MELISSA Bush. Anybody knowing the whereabouts of Melissa Bush of maybe Somerset Place, Cannons Creek, Porirua. Please contact Mathew 0212346586.

OVEREATERS-- ANONYMOUS

IS YOUR EATING causing problems in your life? If so, perhaps Overeaters Anonymous can help you. Ph: 04 384 8821.

PONDER tvnz Teletext, study eqnz, hd of state, weath, Lnos, events. no pay \$20k comput rm tie up 111, sky radioNZ 60x 60x5 wpm. not boss deny access democy 221212 DPT.

PONTIFEX: Being a Christian is not just about follow command- mts: it abt letting Christ take possessi of our life, transform

www.psychicsuzanne.co.nz
RID WINDOW ADS: art competn grt wgnCC Trspt NZbus riders hate it? God make clear glass. unable see where they go. Don p282 p289 6820

SERVICE If there is a problem pls give back 1 LINE. Tks Don S @mcdoNewt p282.

SERVICE request #? 'serial?' Wellingt city cour' wgnCC? text easy. urgent common manag. 0800 DALife. sun on scell.

TRUE, U hav a degr in Truth Of every honest authentic stmt. Seek the truth in ur nghbr, me. DONot DSMiss (Don Init.) listen v care, amen. tx 0277- 845-900 c.id 389-6820 p282.

VALUE TVNZ7, teletext, Yellow ph bks, thgs we got.

WAIKUIOMATA Church of the Nazarene. www.nazarene.org.nz

WGTNCC send 500 char text? cost FIXIT 3400? not have iphone? comptpr office B/B \$20k Govt common Answer

*GO around in circles about decisions? Bus ADS Block scenery. Learning. Gtr WGTN 0800 801-700.

DON S @mcdoNewt, ph 389-6820. P 282, tx 0277-845-900. 16-181 Daniell ST/Roy, Wgtn 6021.

Call-ID 9am, 6.15pm. DomPost personals, C18. 13-4-13 Saturday. Draft Ann Plan. WCC.

THE DOMINION POST | SATURDAY, APRIL 13, 2013

C17	Retail	C16
C18	Situations Vacant	C17
C16	Situations Wanted	C16
C16	Stock Sales	C18

2

Subject: Fw: Submission we would like to give ur street a thermometer

From: Don S. McDonald 389-6820. (mcdonewt@yahoo.co.nz)

To: mcdoNewt@yahoo.co.nz; annual.plan@wcc.govt.nz; karen@saintCuthberts.org.nz; vicki.mclaren@wcc.govt.nz; pennyharding@clear.net.nz; w.h.a.t@xtra.co.nz; do.no.gamb@gmail.com; tom.mcdonald@xtra.co.nz; mcdoNewt@yahoo.co.nz; darashima.green@gmail.com;

Date: Wednesday, 24 April 2013 11:25 AM

Don S. McD.onald ... is very HaPPY to explain for you, please Quote the difficult Lines!

latest msg 'mcdoNewt' on twtr, faceb, yahoo. <http://Twitter.com/mcdoNewt> ** <http://whitepages.co.nz>,

txt is best / Telecom mob .. 02-77-845-900.

-T. *** (04) 389-6820. call ID/ not check c. minder, Newtown pg**282.**

E. mcDOnewt@yahoo.co.nz 9am, 615pm spkg real person me.

Flat 16- 181 DanieLL St/Roy, Newtown*** Wellington 6021 New Zealand.

----- Forwarded Message -----

From: Don S. McDonald 389-6820. <mcdonewt@yahoo.co.nz>
 To: Mcdonewt@yahoo.co.nz; annual.Plan@wcc.co.Nz
 Sent: Wednesday, 24 April 2013 8:29 AM
 Subject: Submission we would like to give ur street a thermometer

WOLF GOUT ABOVE

Submission we would like to give ur street a thermometer
 Submission we would like to give ur street a thermometer

.. So you may know 18-20C is warm enuf! You may should not need to over heat ur Hse /flat /office.
 Please share and discuss with ur neighbour 's.
 This is a sponsored exercise by ...

Basically , a qualified carpenter would knock on ur door 10am -4pm the time of ur CHOICE.
 A small tack would be nailed to wood gib wall , sufficient and a free thermometer hung on it , easy to view .
 (Red alcohol visible column)
 -10, 50 C..

A small sample of attractive thermometers is available to choose from.
 Or if you prefer to purchase another kind from a local shop (\$3 shop)
 wgtNCC would make it 95 pct functional.
 Ph 499-4444.

This project should make ur home livable and comfortable and pleasant to live in
 and POSSIBLY SAVE \$1,000 ON YOUR ENERGY BILL per YEAR.

3

4/24/13

Not to mention CLIMATE CHANGE and PEAK O

DON S McDonald p 282 ph bk
16-181 Daniell St Newtown 6021
043896820

The human comfort zone is 16-28C
Equals 61-82F

Thank you HAPPY not waste electricity gas humidity
condensation, mould.

CARBON MGMT
POLICY WCE
2011 -

FREE LOAN R
MTH Renewed
\$5 saved yr
BUT U SAVED
\$100 easy!
Donna

Don S McDonald, Newtown 6021
16/181 Daniell St, WLGTN
mcdoNewt@yahoo.co.nz, Fb, Twtr
(644)389-6820, (027)784-5900

ANGLICAN parish of WGTN Sth
cuberTH@gmail.com, office Tw
svcs Sun 9/10-n 23 Luxford
St, Newt-Bmpre 04-389-9603

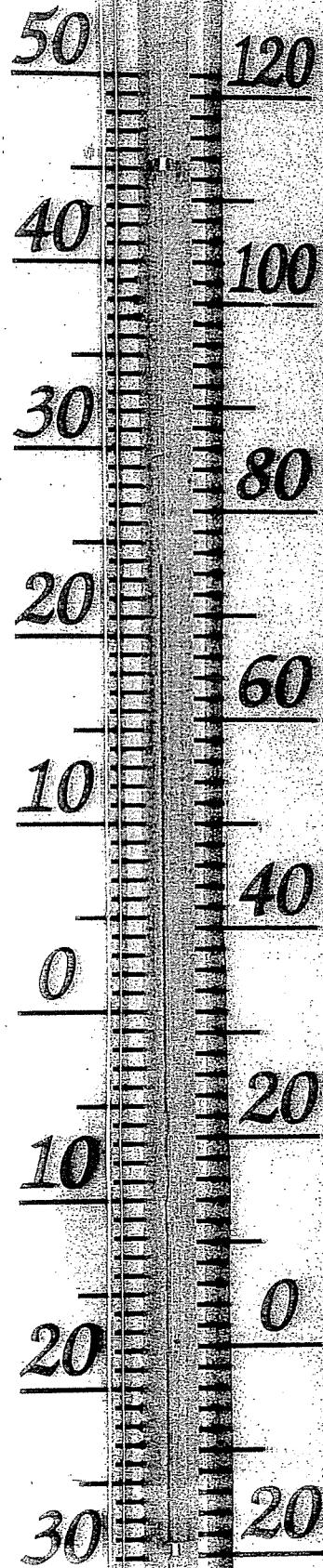
about:blank

2 CHEAP WGTN
GST#106-787-891
WELLINGTON
PH 385 7877

24/04/2013 12:50 01
000000#4334 CLERK 01

\$3.00 ITEM *3.00

ITEMS 10
***TOTAL *3.00
CHECK2 *3.00
CHANGE *0.00



8

Subject: WgtnCC SRN Svc Serial pls #2124021. 1-FEB 2013 NIL DUN Stoke St. COMMUNICATION mgr.
 From: Don S. McDonald 389-6820. (mcdonewt@yahoo.co.nz)
 To: do.no.gamb@gmail.com; Ian.Hunter@wcc.govt.nz; martyjbeck@yahoo.com; iona.pannett@wcc.govt.nz; paul.eagle@wcc.govt.nz; lawt@clear.net.nz; councillors@wcc.govt.nz;
 Bcc: mcdonewt@yahoo.co.nz; editorial@citylifeneews.co.nz; editor@thewellingtonian.co.nz; letters@dompost.co.nz; rnz@radionz.co.nz; wellingtonSthParish@gmail.com;
 Date: Tuesday, 9 April 2013 4:28 PM

2WgtnCC SRN Svc Serial pls #2124021. 1-FEB 2013 NIL DUN Stoke St.
 @WgtnCC SRN Svc Serial pls #212..? 4021. 1-FEB 2013 NIL DUN Stoke St.

dear wellington city council,
 issues resolution office,

crs Pannett Eagle Celia Mayor
 Communication officer.

help h-e-l-p HELP. Patience.
 democratic

teletext tvnz news weather lotto tsunami eqnz.

reported 1-2-13 65 days and a year.
 m beck.

paint splashed on rintoul st bus lane ROUTE #1 #22 Island Bay.
30 met whole road
 @Rnz_news accident @NZpolice.

stoke-millward Newtown.

bus shelter.
rubbish overflowing. domestic shopping bags.
 SAME Newtown Library 12 days MAR APRii.

maybe open the rubbish and examine stink contents origin.
 FINES.

this has been discuss in numerous texts emails.

if there is a problem...- discuss give back 1 line...- don eager explain.**
 It is RUDE to say we don't understand.

If you say that DON reply definition of first word.
Your work job is fair try.

Expect better GOVT answers.
 o800 impossible in summer, sunlight on text cell phone, screen.

please yhours sincerely, yours, 9-4-13. THANK YOU.

*** my address. 22/8/11.
 Flat 16- 181 DanieLL St/Roy, Newtown*** Wellington 6021 New Zealand.
 [old address. 63/3 Hutchison Rd Newtown.]

Don S. mcD.onald ... please ask me ? 2 sentences for clarify ! rgDSm.
 follow 'mcdonewt' on twtr, faceb, yahoo. <http://Twitter.com/mcdonewt> ** <http://whitepages.co.nz> ,

txt is best / Telecom mob .. 02-77-845-900.
 -T. +64 ***(4) 389-6820. call ID/ not chk mind, Newtown pg**282.**
 E. mcDONewt@yahoo.co.nz 9am, 615pm spkg real person me.

pictures <http://picasaweb.google.com/do.no.gamb>
 95% Valid issues FIXIT? CLOSEUP i/view 27/6/05, 17-4-12??
http://tvnz.co.nz/search/ta_ent_search_news_skin.xhtml?q=serial+mcdonald&sort=date%3AD%3AS%3Ad1
 Go Bus! Grab oppoort'y park car. 7-4-13. NZST [click.]
 home page : <http://www.gadot.wellington.net.nz/darksky/pe.htm>

Search Mail Search Web

Hi, DON

- INBOX
- CONTACTS
- CALENDAR
- Re: Brendan Nottle (...)
- Re: Draft Annual Plan...

Compose Delete Move Spam Actions

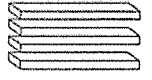
Inbox (999+)
 Conversations
 Drafts (999+)
 Sent
 Spam (77)
 Trash
 FOLDERS
 biblestudies (13)
 nra-wcc-dap2007-0117-...
 nzast (2)
 oilcrashwcc (5)
 pictures-stcuthb
 tstmster (5)

Re: Draft Annual Plan 2013/14 - further additions... wgn cc.
 add...//
 Re: Draft Annual Plan 2013/14 - further additions... wgn cc.
 Re: Draft Annual Plan 2013/14 - further additions... wgn cc.
 dear wellington city council.
 what is wgnCC budget the last 3 years graffiti tagging toilets prevention/ remediation/ surveillance. photos
 a few bad people
 CWT, GRY, (Virginia tech US terror every 2 mth make 'kill samoans racist hate tagging constable park toilets, newtown library.)
 the citizens of wgn want me to have camera surveillance of this area trigger toilet handle, only 80 picture per day people approach toilet.

X GRAFFITI!
 \$ 600 THOUS per year.
 X SURVEILLANCE

APPLICATIONS
 if you find new graffiti a reward of \$100 cheap wcc budget will be paid. identify recent user, repeat graffiti. call 111 or newtown library. the police will look for the people who use it before you.
 the damage to wcc property is 214,0995 # \$. our crr is very keen about naughty graffiti SRI lanka number serial SVC.
 votePAUleagle1. fb tw
 OIA official information Act request. enquiry trace forms DON 9-4/ 30-4-2013. all. please. (3 wks.) we need original solutions, people with don brains. closeuptvz.

X
 X
 OIA??

IQ Test
 How many shelves can you count?

 - 3
 - 4
 - 6
 Click on an answer and you could win an iPhone 5 - new iPad - iPod
 185x Apply Sponsored by Starz

yours sincerely
 wcc logo white pages 2011/12/13
 te reo maori logo first word mime, different spelling. me heke/ mi heke. what does it mean.

WCC PHONE BOOK
 BUSINESS

X you did not look at the phone book, check your listing. mistake, page 153 fish.

text alert
 @WREMO.
 central library matapihi.
 ruth gotlieb 101 kilbirnie 101 glenmore, wakefield. 3400 text fix it

THE KNOWLEDGE

thermometers, give \$3. -10, 50 C F.../

courtesy,
 if you do not understand the subject line, first word/line/sentence do the polite. try to understand. it is probably your fault.

DO NOT UNDERSTAND?
 COURTESY

repeat quote back. don make it easy.
 communication. ads dompost personal 13-4-13. 12 ads. you wgn cc need to fair listen.*****

ADJ 6

17 May 2013

Don McDonald
16-181 Daniell Street
Newtown
WELLINGTON 6021

OIA

Dear Mr McDonald

Re: request for information relating to issues raised by yourself during the week 29 April to 3 May 2013. ✓

Further to the numerous telephone calls and text messages received from yourself during the week 29 April to 3 May 2013, in relation to information requested and issues raised, I can advise of the following:

1) Request for copies of Confirm reports relating to issues raised by yourself between 9 April and 30 April 2013. ✓

Please find copies of the Confirm reports enclosed.

2) Cost of graffiti removal in Wellington.

GRAFFITI.

The Council spends approximately \$600,000 per year on removing graffiti throughout the city.

~~\$600 THOUSANDS / year~~

In an attempt to reduce the amount of graffiti the Council has been working with a number of youth agencies in developing arts based programmes that encourage the development of murals as opposed to tagging.

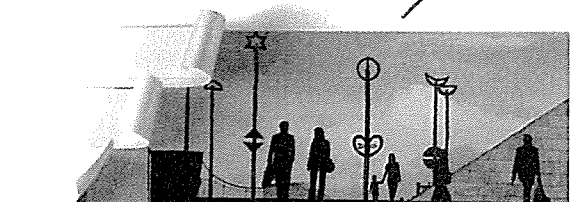
The Council is also a member of the Wellington Regional Graffiti Forum where agencies are able to share information and resources with other councils in the region and the Police and utility companies. The Council also actively works with the Police to identify graffiti vandals in the city.

3) White Pages typo relating to Absolutely Positively Wellington logo.

During one of our conversations you raised concerns regarding the spelling of *Me Heke Ki Poneke* in the Council's listing on page 153 of the White Pages.

As you were advised at the time of the conversation, the *Mi Heke Ki Poneke* line in the Council's listing contained a typo. This issue has been addressed with the publisher of the White Pages in order that it can be rectified for the next issue.

The cost for the insertion of the line was \$190.00. 7



08/05/2013

Enquiry Trace Form

Enquiry: 2137598	Logged by: Dianne Parsonage	on 16/04/2013 22:13
Service: FM-Operations & Maintenance	Classification: Request for Service	
Subject: Routine		
Desc.: Pls label the soap containers. There is no handwashing instructions on the soap dispenser, or on the air hand dryer or on the water taps. Thus tourists and others might not know how to wash their hands, where to get the soap, water and dry their hands causing health issues.		
Site: Courtenay PI (R0386), Te Aro, Wgtn	Area: Te Aro	
Site Address: Courtenay PI	Ward: Lambton	
Location: Public toilets in Courtenay Place, Te Aro, Wellington.	Contact: Don McDonald	
	Telephone: 0277845900	
Customer: 2067125	Time: 16/04/2013 22:13	Method: Text Message
Name: Don McDonald	Telephone: 0277845900	
Address:		
Current Status:		
No.	Effective	Status
5	17/04/2013 09:37:31	Cancelled
		Officer: FM Team
Follow up Date		
Notes:		
Out of scope		
17/04/2013 09:33 Jenna Blake From: Rick Anset		
Sent: Wednesday, 17 April 2013 9:14 a.m.		
To: Jenna Blake		
Subject: RE: Event Job: 1872315 - Customer Ref: 2137598		
Cancel the job		
Rick Anset		
Facilities Manager		
Status history:		

08/05/2013

Enquiry Trace Form

Enquiry: 2140670	Logged by: Margaret Clements	on 28/04/2013 23:16
Service: Contact Centre	Classification: Request for Service	
Subject: General Enquiries		
Desc.: Hidden soap water air dryer @wgtncC Courtenay Place toilets why? CHK list. Report 2 yr. NIL label? Health Safety. Cryptospiredeum help. MCD confirm ustandg LINE		
Site: Public Conveniences - Courtenay Place (P2580), Te Aro, Wgtn	Area: Te Aro	
Site Address: Public Conveniences - Courtenay Place	Ward: Lambton	
Location:	Contact: Don MacDonald	
	Telephone: 0277845900	
Customer: 2070124	Time: 28/04/2013 23:16	Method: Text Message
Name: Don MacDonald	Telephone: 0277845900	
Address:		
Current Status:		
No.	Effective	Status
3	29/04/2013 08:58:23	Completed
		Officer: Contact Centre Escalations
Follow up Date		
Notes:		
28/04 2303 left message on voicemail for Mr McDonald to contact us re deciphering his text message. mc		
Status history:		
No.	Effective	Status
2	29/04/2013 02:50	Information Added
		Officer: Contact Centre Escalations
Notes		
28/04 2303 left message on voicemail for Mr McDonald to contact us re deciphering his text message. mc		
1	28/04/2013-23:00	Information Added
		Officer: Contact Centre Escalations
Notes		
28/04 2303 left message on voicemail for Mr McDonald to contact us re deciphering what his text message means. mc		
Revised Status:		

08/05/2013

Enquiry Trace Form

Enquiry: 2138491	Logged by: Erica Richards	on 19/04/2013 13:13	
Service: City Safety	Classification: Complaint		
Subject: City Safety Complaints	Desc.: Texter would like to know the cost of graffiti prevention and clearance to the council. Please contact and advise		
Site: Call Centre (G0019), No Code Allocated, No Code Allocated	Area: No Code Allocated	X	
Site Address: Call Centre	Ward: No Code Allocated		
Location: Wellington	Contact: Don MacDonald		
	Telephone: 0277845900		
Customer: 2067992	Time: 19/04/2013 13:13	Method: Text Message	
Name: Don MacDonald	Telephone: 0277845900		
Address:	9		
Current Status:			
No. Effective	Status	Officer	Follow up Date
1	19/04/2013 13:07:18 Request Logged	Robyn Steel	24/04/2013 13:07:18
Notes: text fix it			
Revised Status:			

08/05/2013

Enquiry Trace Form

Enquiry: 2135214	Logged by: Nikki Anderson	on 09/04/2013 08:50	
Service: PG-Public Toilet Maintenance	Classification: Request for Service		
Subject: PG-Important	Desc.: Door handle is loose and flush is not working correctly, no further information provided. Please investigate.		
Site: Dixon St (R0435), Te Aro, Wgtn	Area: Te Aro	X	
Site Address: Dixon St	Ward: Lambton		
Location: Dixon Street Public toilets	Contact: Don McDonald		
Customer: 2064820	Time: 09/04/2013 08:50	Method: E-Mail	
Name: Don McDonald	9		
Address:			
Current Status:			
No. Effective	Status	Officer	Follow up Date
5	09/04/2013 09:21:56 Cancelled	FM Team	
Notes: Duplicate enquiry logged 09/04/2013 09:18 Jenna Blake Confirmed with Justin @ WCC this email was received last night and logged this morning so already complete 09/04/2013 09:18 Jenna Blake Job can be cancelled as a duplicate			
Status history:			
No. Effective	Status	Officer	Notes
4	09/04/2013 09:17 Acknowledged	City Care - FM	09/04/2013 09:13 Jenna Blake We attended these faults yesterday on work orders 1864154 & 1864170.
3	09/04/2013 08:53 Acknowledged	City Care - FM	
2	09/04/2013 08:53 Acknowledged	City Care - FM	
1	09/04/2013 08:47 Request Logged	City Care - FM	Info@recieved from Ian.Hunter@wcc.govt.nz on behalf of Don McDonald.
Revised Status:			

08/05/2013

Enquiry Trace Form

Enquiry: 2137799	Logged by: Ross Dutton	on 17/04/2013 13:14	
Service: PG-Public Toilet Maintenance	Classification: Request for Service		
Subject: PG-Urgent			
Desc.: not flushing, also the urinal squirts left. X			
Site: Constable St Play Area & Public Conv. (P0225), Newtown, Wgtn			
Site Address: Park / Play Area and Public Toilet - (Corner Constable /Riddiford St) 175-177 Riddiford St	Area: Newtown Ward: Southern	FLUSH	
Location: constable st public toilets, newtown	Contact: Don McDonald Telephone: 3898294		
Customer: 2067321	Time: 17/04/2013 13:14	Method: Telephone Call	
Name: Don McDonald	Telephone: 3898294		
Address:			
Current Status:			
No. Effective	Status	Officer	
10 20/04/2013 01:41:14	Completed	City Care - FM	
Notes:			
Status history:			
No. Effective	Status	Officer	Notes
9 19/04/2013 10:05	Completed	City Care - FM	19/04/2013 10:01 Fred Lindsay (Plumb) toilet flushing perfectly ,altered urinal so it flushed properly,job finished
8 18/04/2013 09:01	In Progress	City Care - FM	
7 17/04/2013 15:53	Enquiry Issued to Contractor	City Care - FM	17/04/2013 15:49 Andrea Johnson Called through to Fred
6 17/04/2013 15:01	Enquiry Issued to Contractor	City Care - FM	17/04/2013 14:59 Laurie Keegan have changed job to Important to have plumber do a drive by and check, as previous job logged by this caller was unfounded.
5 17/04/2013 13:45	Acknowledged	City Care - FM	17/04/2013 13:43 Laurie Keegan Rick, Previous issue at toilet reported 15/04 by same caller of One of two toilets is not flushing was attended by Fred and no fault found. Tried ringing caller for more info, this no. is for the Newtown Library, they said he had left the building. Are we to send a plumber out for this reported issue? Thanks, Laurie
4 17/04/2013 13:29	Acknowledged	City Care - FM	
3 17/04/2013 13:17	Acknowledged	City Care - FM	
2 17/04/2013 13:17	Acknowledged	City Care - FM	
1 17/04/2013 13:13	Request Logged	City Care - FM	

Revised Status:

10

Name : Signed : Date : Time :

08/05/2013

Enquiry Trace Form

Enquiry: 2136643	Logged by: Fiona Dermondy	on 13/04/2013 06:23	
Service: PG-Public Toilet Asset Mangemt	Classification: Request for Information		
Subject: Public Toilet Asset Management			
Desc.: Refer to confirm 2135081, Caller would like to know that if the urinal was flushing perfectly (as stated in the notes) did the plumber find anything wrong to fix.			
Site: Dixon St (R0435), Te Aro, Wgtn	X FLUSH	Area: Te Aro	
Site Address: Dixon St		Ward: Lambton	
Location: <u>dixon street public toilets, te aro</u>		Contact: Donald MacDonald Telephone: 3898294	
Customer: 2066204	Time: 13/04/2013 06:23	Method: Telephone Call	
Name: Donald MacDonald	Telephone: 3898294	11	
Address: 187 Riddiford St Newtown Wgtn			
Current Status:			
No. Effective	Status	Officer	Follow up Date
3 15/04/2013 09:36:21	Resolved	Nia Afoa	
Notes: Spoke to Don, discussed a range of items, he was happy at the end of the conversation. Nia			
Status history:			
No. Effective	Status	Officer	Notes
2 15/04/2013 09:35	Information Added	Nia Afoa	Spoke to Don, discussed a range of items, he was happy at the end of the conversation. Nia
1 13/04/2013 06:20	Request Logged	Nia Afoa	

08/05/2013

Enquiry Trace Form

Enquiry: 2135835	Logged by: Kathleen Borrows	on 10/04/2013 15:49	
Service: PG-Public Toilet Maintenance	Classification: Request for Service		
Subject: PG-Urgent			
Desc.: toilet not flushing			
Site: Constable St (R0371), Newtown, Wgtn	X FLUSH	Area: Newtown	
Site Address: Constable St		Ward: Southern	
Location: <u>Left toilet next to the library, Constable Street</u>		Contact: Don McDonald Telephone: 389 8294	
Customer: 2065417	Time: 10/04/2013 15:49	Method: Telephone Call	
Name: Don McDonald	Telephone: 389 8294	11	
Address:			
Current Status:			
No. Effective	Status	Officer	Follow up Date
9 12/04/2013 03:05:18	Completed	City Care - FM	
Notes:			
Status history:			
No. Effective	Status	Officer	Notes
8 11/04/2013 10:09	Completed	City Care - FM	
7 11/04/2013 10:05	In Progress	City Care - FM	11/04/2013 10:05 Fred Lindsay (Plumb) toilet seat loose and blocking sensor, tighten seat and unblock toilet, job finished.
6 10/04/2013 18:53	In Progress	City Care - FM	
5 10/04/2013 16:05	Enquiry Issued to Contractor	City Care - FM	10/04/2013 16:04 Jenna Blake Called through to A/H Trade Fred
4 10/04/2013 15:53	Acknowledged	City Care - FM	
3 10/04/2013 15:53	Acknowledged	City Care - FM	
2 10/04/2013 15:50	Re-Logged	City Care - FM	
1 10/04/2013 15:48	Request Logged	City Care - FM	1550 - Called to Hazel at City Care. KB

Revised Status:

08/05/2013

Enquiry Trace Form

Enquiry: 2136555	Logged by: Ross Dutton	on 12/04/2013 16:27
Service: R-Road Condition	Classification: Request for Service	
Subject: Subsidence (Rd Condition)	Enquiry Ref: R[29/7778].....	
Desc.: road has ridges forming where tarseal is slipping. X		

Site: Riddiford St (R1294), Newtown, Wgtn	Area: Newtown
Site Address: Riddiford St	Ward: Southern
Location: o/s mr bun, riddofrd street newtown	Contact: Don McDonald
Telephone: 3896820	

All BUS STOPS SUBSIDENCE

Customer: 2066118	Time: 12/04/2013 16:27	Method: Telephone Call
Name: Don McDonald	Telephone: 3896820	
Address: <i>SHACKEL MR BUN CH? PLACE</i> <i>12</i>		

Current Status:			
No. Effective	Status	Officer	Follow up Date
4 29/04/2013 21:01:59	Pending - Contractor	TSL-Work Hours	1/05/2013 08:00:00
Notes: Council engineer is assessing site to see what the best treatment should be done here (RAMM ID: 124604) <i>?</i>			

Status history:			
No. Effective	Status	Officer	Notes
3 15/04/2013 07:37	Transferred to RAMM	TSL-Work Hours	RAMM Dispatch ID=29/7778
2 15/04/2013 07:34	Enquiry Issued to Contractor	TSL-Work Hours	
1 12/04/2013 16:27	Enquiry Issued to Contractor	Trish Ubels	

Revised Status:

08/05/2013

Enquiry Trace Form

Enquiry: 2136554	Logged by: Ross Dutton	on 12/04/2013 16:27
Service: R-Bus Stop/Shelter	Classification: Request for Service	
Subject: Maintenance (Bus Stop)	Enquiry Ref: R[29/7775].....	
Desc.: number hidden on the pole, the auto display covers the bus stop number. X		

Site: Riddiford St (R1294), Newtown, Wgtn	Area: Newtown
Site Address: Riddiford St	Ward: Southern
Location: bus stop 6019, o/s mr bun, riddiford st, newtown	Contact: Don McDonald
Telephone: 3896820	

EVERY WHERE RTF

Customer: 2066117	Time: 12/04/2013 16:27	Method: Telephone Call
Name: Don McDonald	Telephone: 3896820	
Address: <i>Real time display</i> <i>12</i>		

Current Status:			
No. Effective	Status	Officer	Follow up Date
3 26/04/2013 08:33:59	Pending - Contractor	TSL-Work Hours	29/04/2013 08:33:59
Notes: This has been passed onto a crew to assess site and see what needs to be done (RAMM ID: 124265)			

Status history:			
No. Effective	Status	Officer	Notes
2 12/04/2013 16:29	Transferred to RAMM	TSL-Work Hours	RAMM Dispatch ID=29/7775
1 12/04/2013-16:23	Enquiry Issued to Contractor	TSL-Work Hours	

Revised Status:

08/05/2013

Enquiry Trace Form

Enquiry: 2139871	Logged by: Maasoama Fasavalu	on 24/04/2013 15:15	
Service: Street Cleaning	Classification: Request for Service		
Subject: Dog Poo			
Desc.: pigeon droppings on seats at the library X			
Site: Newtown Branch Library (P1070), Newtown, Wgtn			
Site Address: Newtown Branch Library 13 Constable St	Area: Newtown	Ward: Southern	
Location: Newtown Branch Library 13 Constable St Newtown Wgtn	Contact: Don McDonald Telephone: 3896820		
ACRE - INCH HEAPS POO			
Customer: 2069339	Time: 24/04/2013 15:15	Method: Telephone Call	
Name: Don McDonald	Telephone: 3896820		
Address: Newtown Branch Library 13 Constable St Newtown Wgtn	13		
Current Status:			
No. Effective	Status	Officer	Follow up Date
4 01/05/2013 05:56:49	Completed	Clean Streets - Area 4	
Status history:			
No. Effective	Status	Officer	Notes
3 26/04/2013 06:12	Acknowledged	Clean Streets - Area 4	
2 24/04/2013 15:23	Enquiry Issued to Contractor	Clean Streets - Area 4	Subject amended - Old : General Enquiries/Complaints (SCEC) New : Dog Poo (SCDP). 24/04/13 logged to this subject as general went to Pita

08/05/2013

Enquiry Trace Form

Enquiry: 2139873	Logged by: Maasoama Fasavalu	on 24/04/2013 15:17	
Service: Street Cleaning	Classification: Request for Service		
Subject: Litter bins (emptying)			
Desc.: has been reported for a month over flowing litter bins, egg cartons and general waste X			
Site: Miramar Branch Library (P1089), Miramar, Wgtn			
Site Address: Miramar Branch Library 68 Miramar Ave	Area: Miramar	Ward: Eastern	
Location: <u>Newtown Branch Library</u> 13 Constable St Newtown Wgtn	Contact: Don McDonald Telephone: 3896820		
DOMESTIC WASTE			
Customer: 2069341	Time: 24/04/2013 15:17	Method: Telephone Call	
Name: Don McDonald	Telephone: 3896820		
Address: Newtown Branch Library 13 Constable St Newtown Wgtn	13		
Current Status:			
No. Effective	Status	Officer	Follow up Date
3 26/04/2013 06:13:32	Resolved	Clean Streets - Area 5	
Notes: These are emptied every morning, 7 days a week. X?			
Status history:			
No. Effective	Status	Officer	Notes
2 24/04/2013 15:17	Enquiry Issued to Contractor	Clean Streets - Area 5	Subject amended - Old : Maintenance of litter bins (RLBM) New : Litter bins (emptying) (SCLS)
1 24/04/2013 15:15	Enquiry Issued to Contractor	Trish Ubels	
Revised Status:			

08/05/2013

Enquiry Trace Form

Enquiry: 2140995		Logged by: Kathleen Borrows	on 29/04/2013 17:07
Service: Contact Centre		Classification: Request for Service	
Subject: General Enquiries			
X Desc.: Caller is worried that 60,000 people will be on the City to Sea Bridge during the Santa Parade this year in December and this will be a hazard.			
Site: Civic Centre Complex (P1019), Te Aro, Wgtn			
Site Address: Civic Centre Complex		Area: Te Aro	
Location: City to Sea Bridge		Ward: Lambton	
<i>DFEC COLLAPSE BRIDGE PARTY</i>		Contact: Donald McDonald	
		Telephone: 389 6820	
Customer: 2070443		Time: 29/04/2013 17:07	Method: Telephone Call
Name: Donald McDonald		Telephone: 389 6820	
Address:		<i>WCC STS GO TO</i>	
Current Status: <i>F. KITTS WITH MANGI PK</i>			
No. Effective	Status	Officer	Follow up Date
2	30/04/2013 13:44:15 Completed	Contact Centre Escalations	
Notes: Previous years this was not a problem. Job Closed. <i>2 X</i>			
Leonie <i>60 000 COLLAPSE</i>			
Status history: <i>1 X</i>			
No. Effective	Status	Officer	Notes
1	29/04/2013 17:04 Request Logged	Contact Centre Escalations	

Revised Status:

- 1 ? *ambulance*
- 2 . *missed*
- 3 } *marked copy*

Name : Signed : Date : Time :