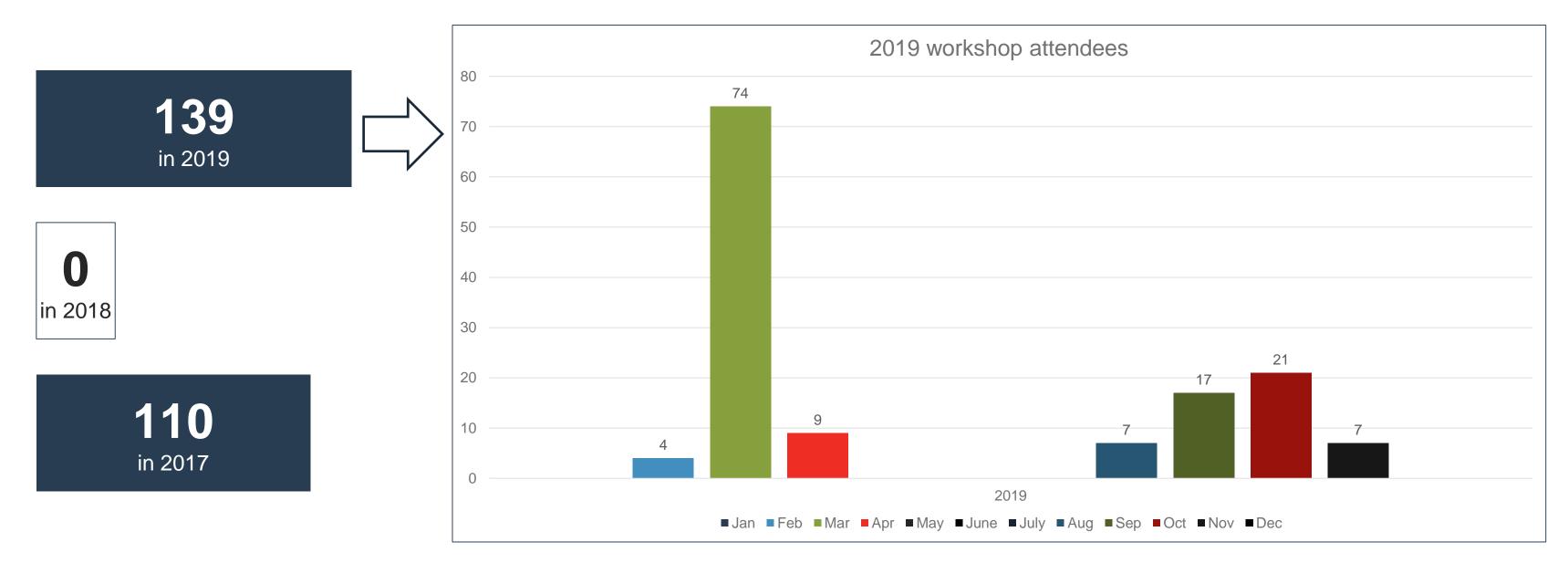
Threats & Aggression Training summary







Workshop attendance





Source: EQ workshop attendance data

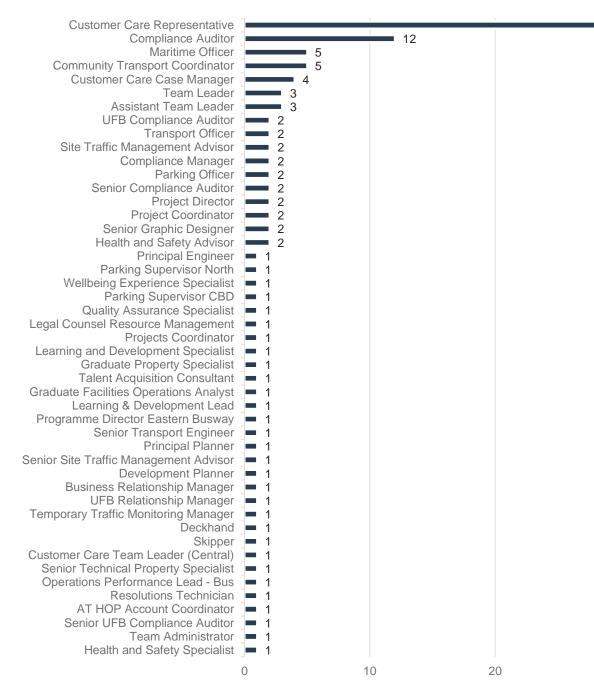


Workshop attendance: primary job

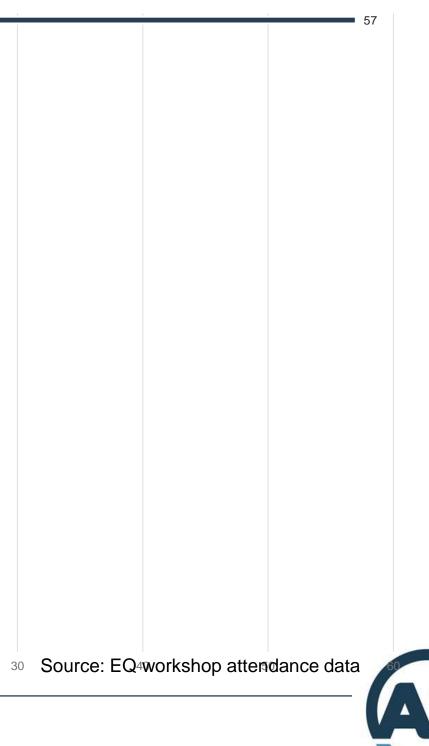
2019 workshop attendees by primary job (n=139)

The largest cohort who have gone through the training in 2019 are customer care representatives.

There is a long tail of other roles.

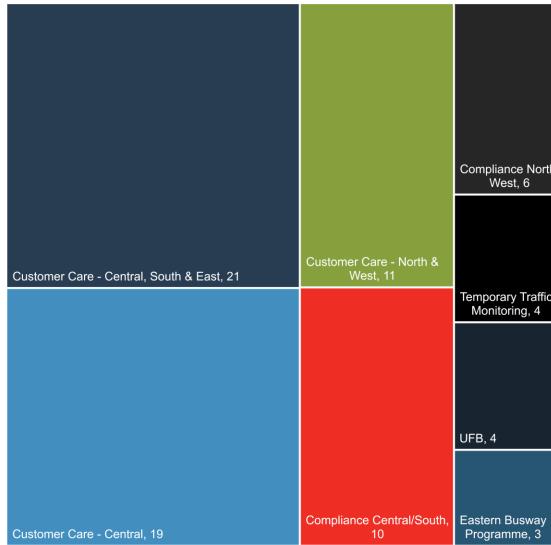






Workshop attendance: primary organisation

The two largest organisations who have gone through the training are Customer Care – central, south & east







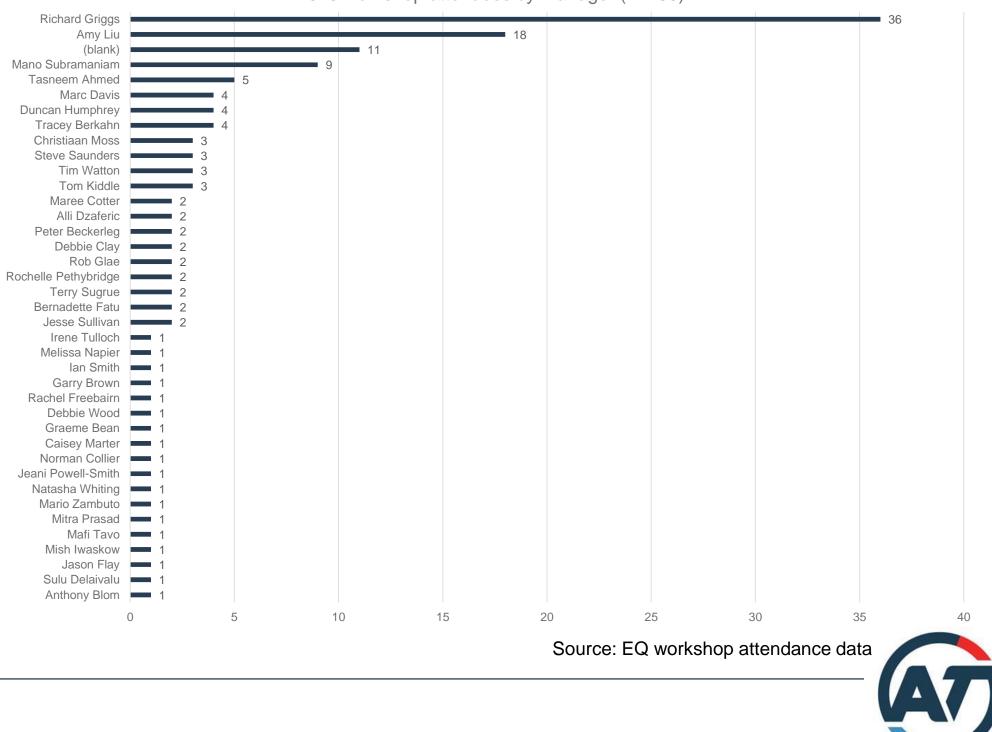
| | 0 | | ` | / | | | | | | | |
|-----|-----------------------|-----|---|-------------------------------|----|------------------------------------|-----------------------|-----------------------------------|---------------------------|------------------------------|------------------------------|
| | Operations, 3 | | Health and Safety, 3 | | На | Deputy Harbourmaster Team, 3 | | | CS, 3 | | |
| th/ | Tra | | mmunity ansport h/West, 2 | Parking CBD (4), 2 | | D | Custom (1) | er Ca , 2 | are | e Transport Controls, 2 | |
| | Retail Channels, 3 | | o | Learn Develop | | Ser | | ervices, 1 | | Facilities Operatio… 1 | |
| с | Property | | gn Studio, 2 | Customer Care - Contact | | Develop Planning - North | | Section 1, 1 | | 1, | Eastern Busway (Pakura |
| | Acquisitions, 2 | Tra | mmunity ansport h/West 2, 2 | Acquisiti De | | Road /elop… BD, 1 | Parking CBD (3), 1 | | | Section 4, 1 | |
| | | В | astern usway nmure to ıranga), 2 | Operations Perform 3, 1 | | Customer Care - Contact | | Technical Property Services | | ty | Planning Integrati 1 |
| | Britomart, 2 | | | Legal Counse Resourc | | | | | Botany & Panmure, 1 | | Manukau & Papakur |
| | North Shore, 2 | | | Organis Effective 1 | | Parking North (2), 1 | | Commu Transport Central | | ort | Quality and Operatio… |

Source: EQ workshop attendance data



Workshop attendance: manager

Richard Griggs and Amy Liu have put the most staff through the training

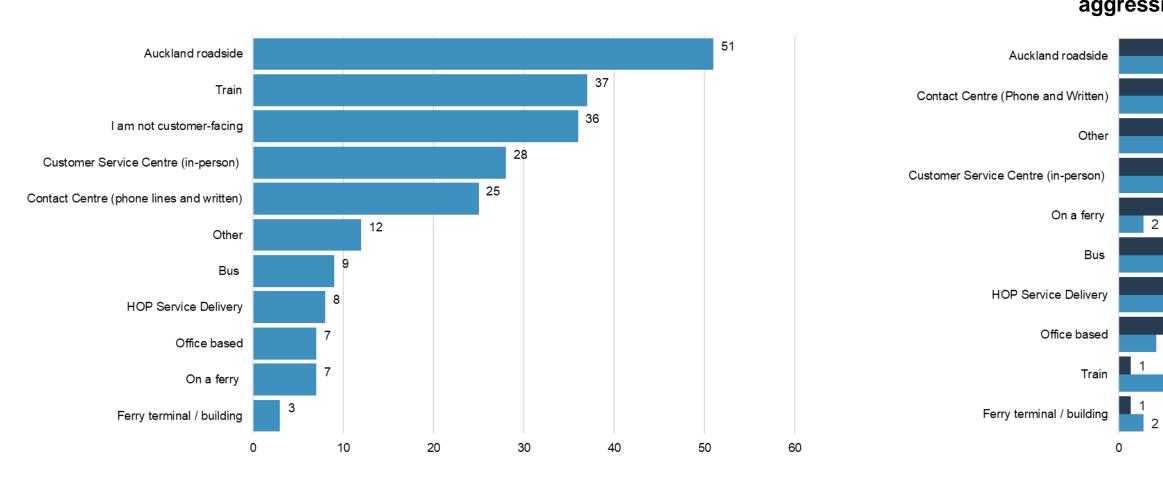




2019 workshop attendees by manager (n=139)

Survey data

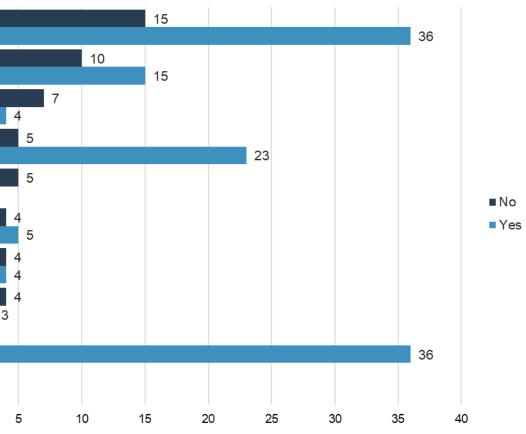
- Survey undertaken in August-September 2019
- 223 participated (187 were eligible)



What is your day-to-day work environment?

Auckland Transport

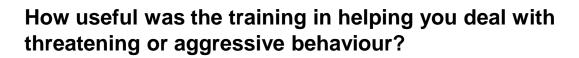
Have you received any training to deal with threatening or aggressive behaviour from customers?



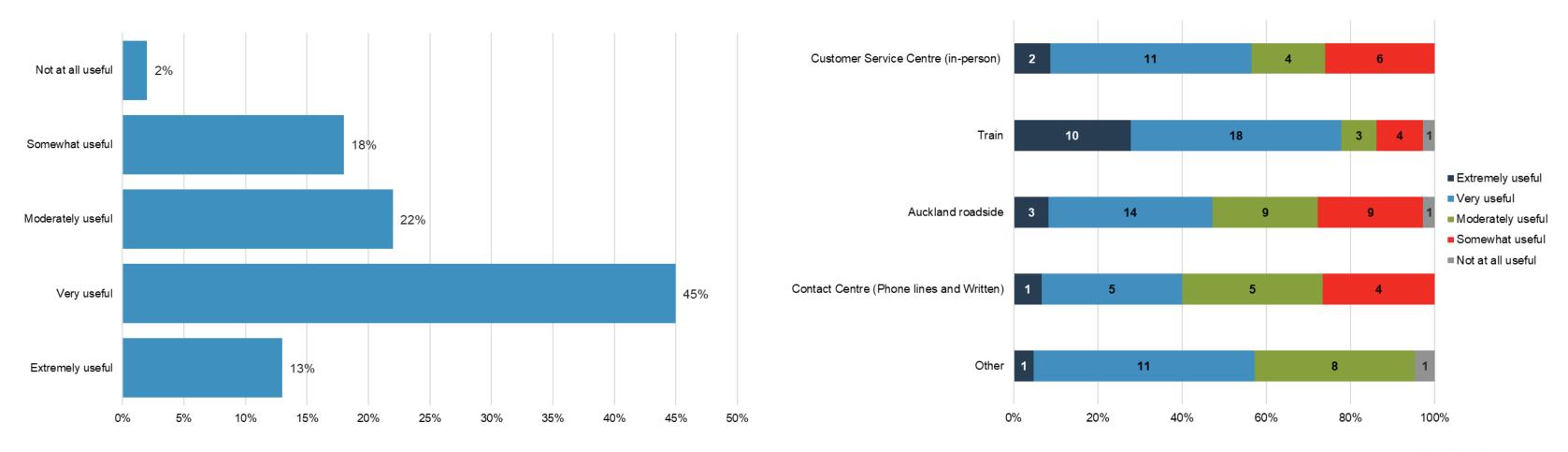


Survey data

- Survey undertaken in August-September 2019 •
- 223 participated (187 were eligible) •









How useful was the training in helping you deal with threatening or aggressive behaviour?



Survey data

- Survey undertaken in August-September 2019
- 223 participated (187 were eligible)

