

## Laura Bowman

---

**From:** Official Information  
**Sent:** Friday, 4 November 2022 12:53 pm  
**To:** 7(2)(a)  
**Cc:** Official Information  
**Subject:** Final Response - LGOIMA 286976 - 7(2)(a) - statistics for Antenno usage with HCC

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

### Your Request 1

1. I would like to request some statistics for Antenno usage with HCC, ideally broken down month by month over the last 4 years, specifically relating to Hamilton City Council area.
  - a) Amount of Antenno users
  - b) Amount of regular Antenno users
  - c) Amount of Antenno reports
  - d) Amount of parking specific Antenno reports (ideally, specifically with regards to accessible parking abuses, but I understand if you don't have the numbers)

### Our Response 1:

The purchase and promotion of Antenno coincided with the rollout of the new kerbside rubbish and recycling service in September 2020. As a result, Hamilton City Council does not have data for the entire four-year period that has been requested, as the application has only been in use by Council for two years. Therefore, as the information pre-dating September 2020 does not exist we are refusing this part of your request per [s 17\(e\) of LGOIMA](#).

We can provide summarised Antenno data for the period from November 2020 to September 2022. Below is the requested data for:

- a) the number of Antenno users
- c) the number of Antenno reports
- d) of these, the number of reports which were parking specific.

| Month  | Total Devices Installed | Total Reports | Parking Reports |
|--------|-------------------------|---------------|-----------------|
| Nov-20 | 11,541                  | 427           | 24              |
| Dec-20 | 12,196                  | 400           | 37              |
| Jan-21 | 12,868                  | 415           | 37              |
| Feb-21 | 13,365                  | 401           | 39              |
| Mar-21 | 14,052                  | 405           | 55              |
| Apr-21 | 14,480                  | 356           | 40              |
| May-21 | 14,759                  | 454           | 29              |
| Jun-21 | 15,005                  | 465           | 24              |
| Jul-21 | 15,274                  | 401           | 22              |
| Aug-21 | 15,918                  | 449           | 51              |
| Sep-21 | 16,163                  | 650           | 218             |
| Oct-21 | 16,485                  | 560           | 68              |

|        |        |      |     |
|--------|--------|------|-----|
| Nov-21 | 16,729 | 981  | 63  |
| Dec-21 | 17,162 | 882  | 63  |
| Jan-22 | 17,681 | 906  | 38  |
| Feb-22 | 18,917 | 2250 | 44  |
| Mar-22 | 20,111 | 1341 | 58  |
| Apr-22 | 20,897 | 1258 | 38  |
| May-22 | 21,402 | 1827 | 46  |
| Jun-22 | 21,974 | 1418 | 76  |
| Jul-22 | 22,404 | 1088 | 79  |
| Aug-22 | 22,676 | 1274 | 135 |
| Sep-22 | 22,240 | 1188 | 126 |

With regards to part b), we are unable to advise on the amount of regular Antenno users. Antenno has multiple functions and is used by members of the community in different ways (including the ability to opt out of certain parts of the application). As a result, it is not possible to determine how many regular users of Antenno we have as there is no way to calculate this. Therefore as this information does not exist we are refusing this part of your request per [s 17\(e\) of LGOIMA](#).

**Your request 2:**

2. If you have the info (and are able to share it), I would love it if you could share how many of the reports are fined as a result
  - a) I understand if you may not have the exact figures, even a ballpark percentage would be helpful.
  - b) This is by no means to be used as an indication of a flaw in the HCC Parking team, purely by the nature of the abuses, I understand it's incredibly unlikely they would even be able to catch many offenders, even if they were able to respond to the call/report immediately.

**Our Response 2:**

Unfortunately, we do not currently collect data in a way that enables us to determine the percentage of Antenno reports that result in a fine. Therefore as this information does not exist we are refusing this part of your request per [s 17\(e\) of LGOIMA](#).

We have recently moved to a new customer request management system internally and have identified this request as a potential improvement opportunity to be considered in the future.

Should it be helpful, we can however advise that 184 mobility infringements were issued in the 2021/22 financial year by Hamilton City Council.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind Regards,

**Laura** | Official Information Coordinator  
 Governance & Assurance Team | People and Organisational Performance  
 Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa

Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [Hamilton City Council](https://www.hamiltoncity.govt.nz)

-----Original Message-----

**From:** 7(2)(a)

**Sent:** Friday, 14 October 2022 9:42:32 am

**To:** [info@hcc.govt.nz](mailto:info@hcc.govt.nz)

**Subject:** Antenno Usage Query

Kia ora,

I would like to request some statistics for Antenno usage with HCC, ideally broken down month by month over the last 4 years, specifically relating to Hamilton City Council area.

1. Amount of Antenno users
2. Amount of regular Antenno users
3. Amount of Antenno reports
4. Amount of parking-specific Antenno reports (ideally, specifically with regards to accessible parking abuses, but I understand if you don't have the numbers).

1.

1. If you have the info (and are able to share it), I would love if you could share how many of the reports are fined as a result.

i. I understand if you may not have the exact figures, even a ballpark percentage would be helpful.

ii. This is by no means to be used as an indication of a flaw in the HCC Parking team, purely by the nature of the abuses, I understand it's incredibly unlikely they would even be able to catch many offenders, even if they were able to respond to the call/report immediately.

7(2)(a)

7(2)(a)

A large black rectangular redaction box covering the top portion of the page.

I would prefer if this could be considered a standard query as opposed to a LGOIMA.

Thanks,

7(2)(a)

A large black rectangular redaction box covering the middle portion of the page.

IMPORTANT: The contents of this email and any attachments are confidential. It is strictly forbidden to share any part of this message with any third party, without a written consent of the sender. If you received this message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occur in the future.