

Laura Bowman

From: Official Information
Sent: Friday, 4 November 2022 12:53 pm
To: 7(2)(a) [REDACTED]
Cc: Official Information
Subject: Final Response - LGOIMA 286976 - 7(2)(a) [REDACTED] - 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 or freephone 0800 802 602.

Kind Regards,

Laura | Official Information Coordinator
 Governance & Assurance Team | People and Organisational Performance
 Email: officialinformation@hcc.govt.nz



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

From: 7(2)(a) [REDACTED]
Sent: Friday, 14 October 2022 9:42:32 am
To: info@hcc.govt.nz
Subject: Antenno Usage Query

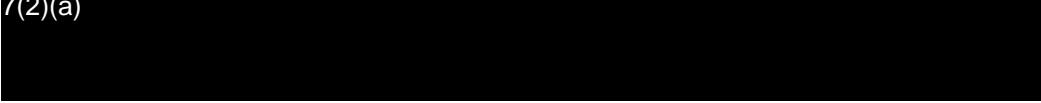
Kia ora,

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. 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)
[REDACTED]

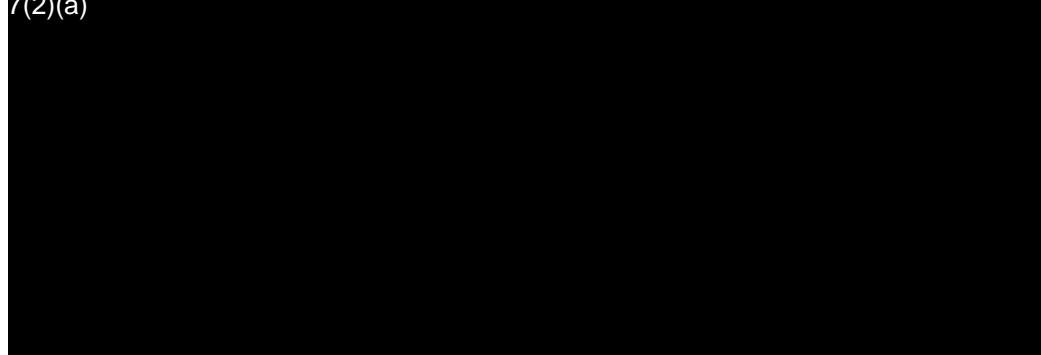
7(2)(a)



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

Thanks,

7(2)(a)



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