

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 424820 - [REDACTED] - introduction and use of AI
Date: Friday, 13 September 2024 2:31:05 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

We are interested in understanding the uptake of and approach to artificial intelligence tools/applications by New Zealand councils. Can you please provide me with the following information about the Council's approach to and use of artificial intelligence:

- *Is the Council currently using any AI applications/tools? If yes, please list:*
 - *The name of the application*
 - *The use of the application*
- *A copy of any policies or procedures Council has relating to the introduction or use of AI applications/tools.*

Thank you in advance for compiling this information for us. If you would like to clarify anything about this request, please don't hesitate to be in touch.

Our response:

1. **Is the Council currently using any AI applications/tools? If yes, please list: The name of the application**

- Yes, Hamilton City Council currently uses Microsoft CoPilot technologies, exclusively.
- We have purchased 20 licenses of Microsoft CoPilot for testing and assessment.
- These licenses have been allocated to:
 - Digital Services x 15
 - Business Improvement x 1
 - Planning & Regulatory x 2

2. **The use of the application**

We intend to conduct an internal pilot to identify potential use cases and opportunities for the use of this technology at Hamilton City Council. We intend to assess the risks as well as understand the training and support requirements for successful adoption and return on investment for the organisation.

3. **A copy of any policies or procedures Council has relating to the introduction or use of AI applications/tools.**

Executive have approved the following guidelines for use of generative AI at Hamilton City Council:

- a. Restrict / close all access to public AI

- b. Develop training material that covers how to use AI, including a focus on bias and QA of results
 - c. Release "Microsoft Bing Chat Enterprise" to staff that have completed the training
- 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.

Ngaa mihi

Keeley Faulkner

Official Information Coordinator

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

Email: officialinformation@hcc.govt.nz



Hamilton City Council | Private Bag 3010 | Hamilton 3240 | www.hamilton.govt.nz



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I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: Official Information <officialinformation@hcc.govt.nz>

Sent: Monday, September 9, 2024 11:45 AM

To: [REDACTED]

Cc: Official Information <officialinformation@hcc.govt.nz>

Subject: Acknowledgement - LGOIMA 424820 - PSA - introduction and use of AI

Kia ora,

We write to acknowledge receipt of your information request about AI and AI Policies. Your information request has been processed on 9 September 2024 and passed on to the relevant team within Council for a response. The Local Government Official Information and Meetings Act 1987 (LGOIMA) requires that we advise you on whether Council will provide the requested information as soon as reasonably practicable, and no later than 20 working days after the day we receive your request.

We will respond to you no later than 4 October 2024.

Urgent requests

If you have asked for your request to be processed urgently, the team will try to meet the date you have specified. However it may not always be possible to meet your timeframe due to staff

resourcing, and the size and complexity of your request.

Fees & Charges

There is typically no charge, however the decision to charge will be made at Hamilton City Council's discretion and in alignment with our [LGOIMA Charging Policy](#). If there is a charge to be applied, Hamilton City Council will notify you prior to incurring the charge. Our management policy regarding charging is supported by the Ministry of Justice Charging Guidelines for OIA requests.

You are entitled to three hours free and 20 pages of photocopying free of charge. After that, charges of \$38 per 30 minutes, and 20 cents per page of photocopying applies. We may also recover any other actual costs, such as special consultancy fees or other materials. This is set out in our Fees & Charges Schedule [here](#).

Pro-active release of information

One of the key purposes of LGOIMA is to make information more freely available, which promotes good government and trust and confidence in public services. Proactively releasing completed OIA requests that may be of interest to the wider public can help reduce the need for individuals to make requests for information and it can reduce the work for Council in responding to requests. Before publishing information personal and other identifying details are redacted. Generally, where a request relates to a narrow topic, these requests won't be published. You can search previous published OIA responses [here](#).

COVID-19

There may be delays to OIA responses due to COVID-19 and other seasonal illness impacting staff capacity both in the OIA team and across our business. While we will aim to meet our statutory timeframes, a response to your request may take longer than expected, or the timeframe for responding to your request may be extended under LGOIMA.

Ombudsman

If you are unhappy with our response or our management of your information request, you have the right to complain to the Office of the Ombudsman. The Chief Ombudsman recommends contacting us in the first instance to see if we can resolve the issue before a complaint is made. You can read more about what help the Ombudsman can provide [here](#).

Contact us

If you have any concerns or further questions about your request, please email us on this email address.

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.

Ngaa mihi

Keeley Faulkner

Official Information Coordinator

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

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I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: [REDACTED]

Sent: Friday, September 6, 2024 12:35 PM

To: [REDACTED]

Subject: Request for information - introduction and use of AI

Kia ora

We are interested in understanding the uptake of and approach to artificial intelligence tools/applications by New Zealand councils. Can you please provide me with the following information about the Council's approach to and use of artificial intelligence:

- Is the Council currently using any AI applications/tools? If yes, please list:
 -
 - The name of the application
 - The use of the application
- A copy of any policies or procedures Council has relating to the introduction or use of AI applications/tools.

Thank you in advance for compiling this information for us. If you would like to clarify anything about this request, please don't hesitate to be in touch.

Ngā mihi nui

[REDACTED]

Senior advisor policy

Public Service Association Te Pūkenga Here Tikanga Mahi

[REDACTED]

DDI: 07 838 6699 | Email: info@hcc.govt.nz



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