



Ref: [REDACTED]

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18 March 2022

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Dear [REDACTED]

### **LGOIMA Request – Snap Send Solve and Antenno Apps**

Thank you for your email dated 23 February 2022, addressed to Paul Shattock. Paul works in a different area of the organisation now, and your request falls into my area of responsibility so I will respond.

As you mention, "Snap Send Solve" is freely available to the public in the Apple and Google apps stores, as is its replacement at Nelson City Council "Antenno". The developers of both apps generate income from Councils by charging a licencing fee to them to receive and be able to manage the reports and photos that are made via the app by the public.

The decision to move away from "Snap Send Solve" and to "Antenno" was made after evaluation of both products and a finding that "Antenno" was better value for money for Nelson City Council because it has the capability to broadcast messages to our community as well as receive them. An important element of the decision included the fact that "Antenno" is the app chosen by our neighbouring councils (Tasman District & Marlborough District Council).

Antenno users are sent timely information from councils about road closures, weather warnings and close to 2000 Nelson residents have registered to receive recycling day reminders to their phone via the app. In the two months 1 Jan 2022 to 28 Feb 2022 Council received 387 reports from the public on matters such as roading issues, graffiti, and dumped rubbish.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602. If you wish to discuss this decision with us, please feel free to contact me at the email address above

Yours sincerely

**Jane McLeod**  
**Chief Information Officer**

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