

LGOIMA

When releasing responses to previous LGOIMA requests, names of individual requestors may be withheld to protect their privacy.

Information requested by the media, from public sector organisations and MPs will always be published while information specific to an individual or their property will not generally be published.

Request

from: NZ Taxpayers Union

For: Costs of Antenno App

Response

by: Paul Shattock
Manager – Communications

[REDACTED]

From: Paul Shattock
Sent: Friday, 1 November 2019 4:09 PM
To: [REDACTED]
Cc: Media
Subject: Fw: LGOIMA - app

Dear [REDACTED]

Thank you for your LGOIMA request regard the Antenno App. This is a new iOS and Android application that has been recently purchased by Nelson City Council. It replaces the "Snap-Send-Solve" app that was previously licensed to enable residents to digitally log service requests with Council.

The Antenno app has only been linked to Nelson City over the last few months while we transition from the old service to the new service. It has been downloaded 151 times, and we have received 31 services requests from the app. These have varied from reporting abandoned vehicles, location marking of graffiti and identifying the location of water leaks.

The Antenno app is used throughout the country and has received positive feedback from other Councils that are using the service.

We are still developing the app to allow for location-specific notifications such as when a resident's recycling day is. As the app is not yet fully functional then we have not actively promoted it to the public. When it is ready, then we will be looking to promote the app through our various communications mediums.

The cost for the app is as follows:

Software Licence Agreement	\$3,800
Implementation	\$10,000
Monthly SaaS fee (cloud hosting/distribution)	\$1,263 pm

Kind regards,

Paul

Paul Shattock

Manager – Communications
Kaiwhakahaere whakapāpātanga

Nelson City Council | Te Kaunihera o Whakatū

P [REDACTED] | M [REDACTED]
nelson.govt.nz

[REDACTED]

From: [REDACTED]
Sent: Thursday, 3 October 2019 3:58 PM
To: Council Enquiries (Enquiry)
Subject: LGOIMA - app

Categories: 4 Hours

This is a request for official information re <http://www.nelson.govt.nz/services/apps/antenna/>

How much did the App cost? Please provide a breakdown of the costs. How many people have downloaded it? How many people have used it within the last month?

Regards

[REDACTED]
Executive Director | New Zealand Taxpayers' Union | Auckland Ratepayers' Alliance
DDI [REDACTED] | Mob [REDACTED] | Email [REDACTED]

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