

LGOIMA and Privacy Combined Quarter 1 & 2 Report 2024/25

How many requests did we receive?

471 = **275** LGOIMA + **22** Privacy + **14** combined LGOIMA & Privacy + **160** CCTV

- The number of requests, excluding CCTV, has increased **154%** since the same six-monthly period of 2023/24 year.
- The number of CCTV requests we are now responding to has increased by 615%. CCTV is detailed further at the end of this report, the rest of the data excludes CCTV requests.
- There are 8 requests remaining open from Q2 and all are within the statutory time frame for response.

How long did it take us to respond?

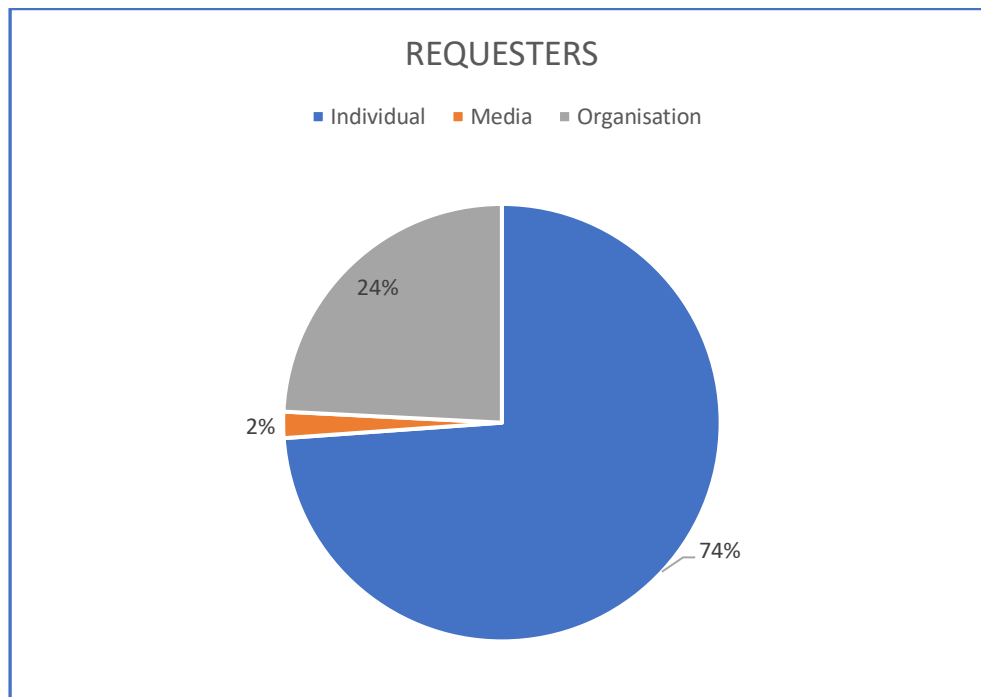
11 = the average number of days to provide a response.

- The same period for 2023/24 had 13 average number of days to respond.
- **99.7%** Requests responded to in the statutory timeframe.
- Of these not responded to within statutory timeframe, eight extensions were notified, seven responded to within the extended time frame, one extended response was not sent within the timeframe.

1.6 = average hours of staff time per request, excluding sign off processes and legal review if needed.

Who did the requests come from?

230 individuals + **75** organisations + **6** media organisations

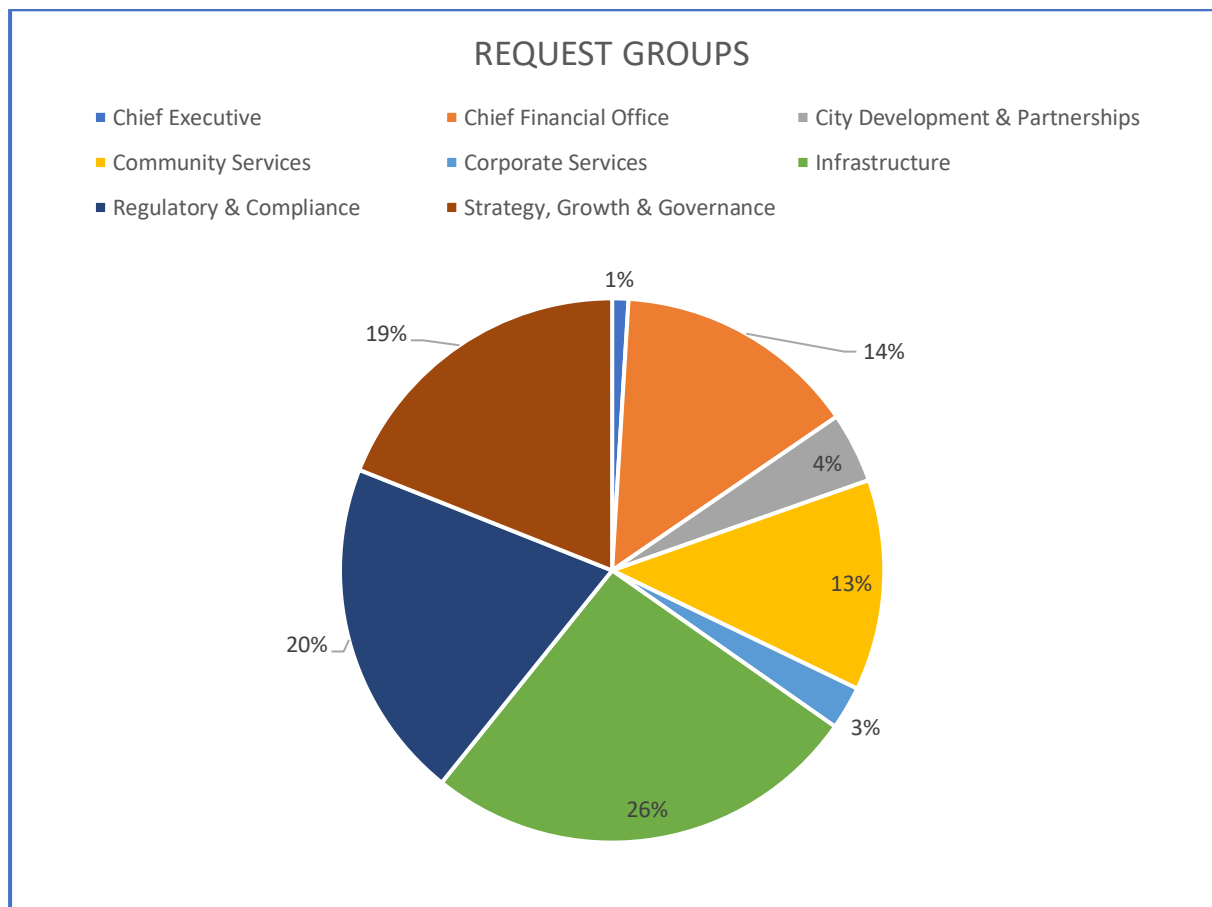


37 = number of requesters who made two or more requests in Q1&Q2 2024

- Twenty individuals made two requests.
- Eight individuals made three requests.
- Two individuals made four requests.
- Three individuals made seven requests.
- One individual made ten requests.
- New Zealand Police made six requests related to investigations.
- Eleven requests were made by central government parties MPs or ministries.
- Eleven requests come from law firms.
- Media were the source of six requests.
- NZ Taxpayers Union made eight requests.

What groups received the requests?

81 Infrastructure + **63** Regulatory & Compliance + **59** Strategy, Growth & Governance + **45** Chief Financial Office + **39** Community Services + **8** Corporate Services + **13** City Development & Partnerships + **3** Chief Executive

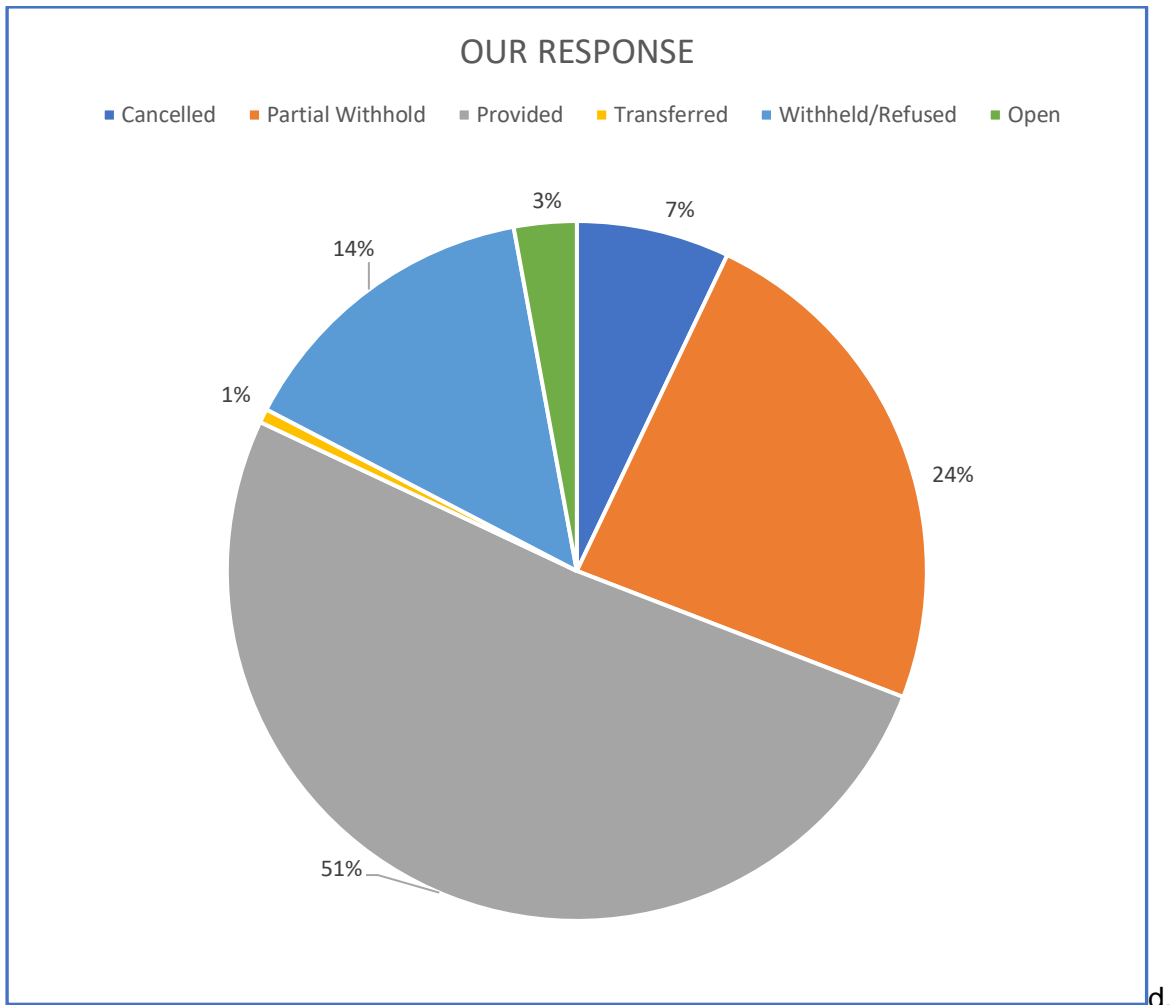


What was our response?

160 provided in full + **74** partially withheld + **45** refused.

In addition, **22** cancelled + **2** transferred + **8** open.

1 request this quarter had a charge applied



Common themes of requests

- Council expenditure (**36**)
- Water fluoridation (**37**)
- Consents (**8**)
- Noise complaints (**8**)
- Unelected members (**5**)

Responses with broad community interest continue to be published on the TCC website.

CCTV Requests

There were **160** requests for CCTV footage. TTOC provides the footage and Democracy Services manages the request.

Of the CCTV requests, 90 were withheld/refused for privacy reasons or because we did not have the footage.

Investigations

Office of Ombudsman July-December 2024

4 notifications of investigations received

1 closed

3 remain under investigation by the Office

3 cases from previous quarters awaiting decisions from the Office

Office of Privacy Commissioner July- December 2024

1 complaint open