

OIR: 2324/802

8 March 2024



Tēnā koe ,

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of **8 February 2024** requesting the following information:

1. Prior to adopting one tag for life what would be your average spend on the following:

- **Registration tags \$3,286.**
- **Printing emailing annual renewal notices \$2,911.**
- **Postage costs associated with sending out the tags \$2,116.**
- **Cost of staff time to envelop the tags ready for postage. If you do not know the \$ cost, how much time would this take staff (approximate hours).** This is not captured at this level of detail.

2. How many years have you offered one tag for life?

We are currently into year 3 (2023/24)

3. What computer system do you use?

MagiQ Enterprise.

4. We have impounded a couple of out of district dogs that came from “one tag for life” areas and founds that although NDD noted they had a registration tag it did not say for what year it was valid. Have you noted any problems with dog registration data not loading to National Dog Database accurately?

Our Customer Support team has not noted this as an issue.

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

5. **“One tag for life” is not consistent with the Dog Control Act 1996, how have you addressed this? Have you communicated with the Department of Internal Affairs on this matter/ If so, what was their response?**

The Council received advice from their internal legal team and NDD, and the Manager at the time proceeded on the basis of the advice.

6. **What were the costs associated with year 1 of your “one tag for life” programme for the following:**

- **Registration tags** \$23,479
- **Printing/emailing annual renewal notices** \$3,889
- **Postage costs associated with sending out the tags** \$3,201
- **Cost of staff time to envelop the tags ready for postage, if you do not know the \$ cost how much time would this take staff (approximate hours).** This is not captured at this level of detail.

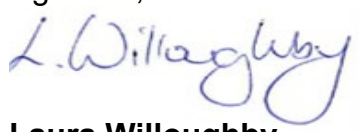
7. **What were the costs and savings associated with years two and on for “one tag for life” for the following:**

- **Registration tags** \$4,626.
- **Printing/emailing annual renewal notices** – see combined cost below.
- **Postage costs associated with sending out the tags** Combined cost of Postage and Printing for year two \$4,747.
- **Cost of staff time to envelop the tags ready for postage, if you do not know the \$ cost how much time would this take staff (approximate hours).** This is not captured at this level of detail.

8. **Have you completed a survey of dog owners to gauge the success of “one tag for life”? If yes, what were the learnings from this?**

Based on our findings from the survey, a number of issues with the durability of the product have been raised. This included worn, illegible printing, split ring, and deformation issues. Council now offers an alternate plastic disc replacement for those owners who wish to replace their worn out/illegible tags (as discussed, a selection of photos has been attached).

Ngā mihi,



Laura Willoughby

Acting Group Manager Regulatory and Environment
Te Kaihautū Ratonga Whakaritenga



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