

3 July 2025

File Ref: IRC-8565

Tēnā koe [REDACTED]

Thank you for your email of 4 June 2025 to Te Kaunihera o Pōneke | Wellington City Council (the Council) requesting the following information:

- 1) **Resolution Actions:**
 - a) *How many FixIt tickets closed in the past 12 months were marked as “resolved” **after being emailed to another team or contractor**, without any recorded maintenance or physical work being carried out?*
 - b) *What is the **base rate** (total number) of tickets closed as “resolved” in the last year?*
 - c) *What are the criteria used by officers or contractors to mark a service request as closed or resolved?*
- 2) **Action Transparency:**
 - a) *How many FixIt tickets have been closed where the **only action** taken was to forward the request to another internal team or external contractor (e.g., forwarding an email)?*
 - b) *In how many cases is a **specific action** (e.g., graffiti removed, pothole filled, signage replaced) recorded and visible in the ticket system?*
- 3) **Maintenance Outcomes:**
 - a) *Of the FixIt tickets closed in the last year, what proportion actually resulted in **physical maintenance or repair work** being carried out?*
 - b) *Does the Council track or verify whether external contractors complete the actions they are assigned via FixIt tickets?”*
 - c) *“Are contractors required to confirm completion or provide evidence (e.g., photos or notes) when resolving a task?*
- 4) *If any of the requested info is held in aggregate or as part of an internal reporting system (e.g., service level dashboards), please feel free to provide that instead or alongside your response.*

Your request has been considered under the Local Government Official Information and Meetings Act 1987 (LGOIMA). Please find my response below.

Questions 1a, 2a, 2b, 3a

FixIT's main service options are tied to contractor work via an integration with respective 3rd-party systems which includes:

- Graffiti (SB Maintenance, etc.)
- Road/Footpath (Fulton Hogan, Downer, etc.)
- Street Cleaning (Downer, etc.)
- Water and Drainage (Wellington Water)

To determine how each FixIT ticket was resolved, such as whether it was forwarded to a contractor or another business unit before being closed, and what specific work was carried out, each ticket must be reviewed on a case-by-case basis. Given that over 29,000 FixIT requests were submitted in the past 12 months, this process would require a considerable amount of time and effort.

For this reason, we have refused this portion of your request under section 17(f) of the LGOIMA, as the information requested cannot be made available without substantial collation or research.

Please let us know if there is a particular location, such as a street, for which you would like us to locate specific information. We can tailor the search to focus on that location to find relevant details.

Question 1b

There have been 29,052 FixIT tickets resolved/closed between 1 June 2024 and 31 May 2025.

Question 1c

The criteria for closing service requests vary between business units and contract managers. This usually occurs when further action has been requested (either internally or via a contractor) or completed.

Question 3b

External contractors are managed directly by the business unit that has engaged their services. Key performance indicators are negotiated at the time the contract is awarded and involve monitoring and reporting on work completed.

Question 3c

As above, key performance indicators are negotiated at the time the contract is awarded and involve monitoring and reporting on work completed. For some contracts, this will include providing photos or other evidence.

Further Information

I appreciate that the limitations of the FixIT system reporting have made it difficult to provide the information you seek. However, if there is a particular contract, business unit, or FixIT ticket you would like to investigate further, please let us know. We are here to help.

You have the right, by way of complaint under section 28(1) of the LGOIMA, to request an investigation and review of the Council's decision to refuse information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you require further information, please contact official.information@wcc.govt.nz.

Nāku noa, nā

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