

3 March 2025

Sam Redmond
fyi-request-29746-d7452b70@requests.fyi.org.nz

Dear Sam,

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 14 January 2025, in which you requested information regarding software utilisation, costs, and future capabilities in New Zealand Police Operations.

Please find a response to each part of your request below.

A comprehensive list of software tools developed in-house by the New Zealand Police, such as the Investigation Management Tool (IMT).

Police develop several in-house applications (apps). The apps mentioned here are a subset of a larger list. These are the apps Police are actively investing in, with over \$100,000 spent in the previous year:

- Investigation Management Tool (IMT)
- National Intelligence Application (NIA)
- OnDuty
- Situational Awareness Map (SAM)
- Digital Notebook
- Query Me
- Police Record of Property (PROP).

A list of externally procured software solutions used by emergency call operators, dispatchers, detectives, and police officers.

Police procure a large number of apps, the ones mentioned below are a subset of a larger list. These apps are used frequently by the police, making them essential tools for daily operations, and are considered business critical or above:

- Computer Aided Dispatch (CAD)
- Responder
- Instant Connect
- Whispir
- iServ
- Check Point
- Appian Operational Workflow
- Automated Fingerprint Identification System
- DNA and Fingerprint Tracking System
- Evidence.com
- Watson Search Tool
- Live Scan
- Photo Manager Request

- Blue Team
- IA Pro, Police Infringement Processing System
- Winscribe
- Family Safety System
- Pega.

The estimated annual costs incurred in the development, maintenance, and updates of in-house software for the last five financial years (2019–2024). If detailed yearly costs are unavailable, an aggregated figure would suffice.

Please see attached **Appendix A** for this information.

How many employees in the organisation are assigned to software development and upkeep (headcount or FTE)?

Please note that the numbers reflected below are not all full-time equivalent (FTE):

Permanent	113
Contractor	81
Fixed Term	5
Total	199

What are the primary applications in focus for the software team in 2025?

Police focus software development on meeting the needs of the Police to ensure community safety, with the flexibility to adapt based on the operational environment they encounter.

The annual expenditure on external software solutions relevant to the scope above, broken down by software title or vendor for the last five financial years (2019–2024).

This information is withheld under section 9(2)(b)(ii) of the OIA, as would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

For investigative and case management tools, what features are currently in place to facilitate advanced search of case evidence and cross referencing with other data sources, and are there any limitations in this process?

For investigative and case management tools, Police utilise Watson Search, which offers advanced search capabilities for case evidence and facilitates cross-referencing with other data sources. This tool enhances our ability to efficiently manage and analyse large volumes of information. While Watson Search significantly improves our investigative processes, we continuously evaluate and refine our tools to adapt to evolving needs and ensure optimal performance.

If translators are utilised for emergency calls, what is the average response time for connecting a translator to a non-English-speaking caller?

Please see attached **Appendix B** - NZ Police Jan 2025 Connecting Now Report.

What technology is currently deployed for real-time processing of emergency call data? Specifically, are there systems in place for:

- i. Real-time transcription of calls into text.*
- ii. Live translation of emergency calls in multiple languages.*

Police currently does not use real-time transcription of calls to text.

Are there any planned upgrades, trials, or evaluations for incorporating AI or machine learning technologies into case management, image processing, or call center operations?

- If yes, what challenges are these plans aiming to address, and what budgetary allocations have been made?

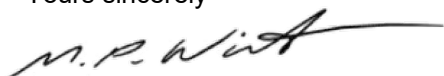
Yes, there are ongoing efforts to explore the incorporation of AI technologies into various aspects of Police operations, including case management, image processing, and call centre operations. While we are actively exploring these options, we have not yet moved into a position where we have identified specific areas or methods for implementation.

For new software acquisitions, what are the standard evaluation criteria and timelines? How are features, security, and costs prioritised in decision-making?

For new software acquisitions, there is no 'one size fits all' evaluation criteria or timeline. Technical and functional criteria are determined based on intended use, user profile of internal and external users (if applicable), government protective security requirements (in particular NZISM) and published guidance from the ICT Functional Lead for government, the Department of Internal Affairs (DIA). Therefore, features, security, costs, and other factors will be prioritised differently for different acquisitions. Timelines are dependent on the nature of the required software and whether the purchase is an open market process or from a Common Capability Contract established by DIA.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Matt Winter
Executive Director – Chief Information Officer
New Zealand Police

IR-01-25-1420 Appendix A

Capital Funding

		Capex				
Product	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25
OnDuty	3,188,364	1,982,232	1,647,240	4,776,078	4,426,105	4,705,399
SAM/DAS		906,524	1,502,531	1,662,146	997,413	2,276,058
RIOD		0	0	1,933,568	1,634,112	1,497,882
Digital Notebook		0	0	2,060,577	1,700,304	1,203,733
NIA		1,869,335	2,211,897	2,324,786	3,627,775	3,829,056
IMT		2,253,403	883,236	3,524,445	3,326,527	2,571,838
QueryMe (Vetting)		0	0	500,693	499,831	0
Miscellaneous Apps		0	0	0	0	1,183,828
	3,188,364	7,011,494	6,244,904	16,782,293	16,212,067	17,267,794

Operational Funding

		Opex				
Product	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25
OnDuty		0	200,805	960,050	1,507,562	1,817,700
SAM/DAS		0	207,488	208,939	146,132	199,210
RIOD		0	0	570,269	675,613	576,107
Digital Notebook		0	0	0	0	256,863
NIA		0	0	0	0	940,000
IMT		906,931	954,000	954,000	954,000	954,800
QueryMe (Vetting)		400,000	337,269	887,611	367,400	853,000
Miscellaneous Apps		0	0	0	0	0
	0	1,306,931	1,699,562	3,580,869	3,650,707	5,597,680

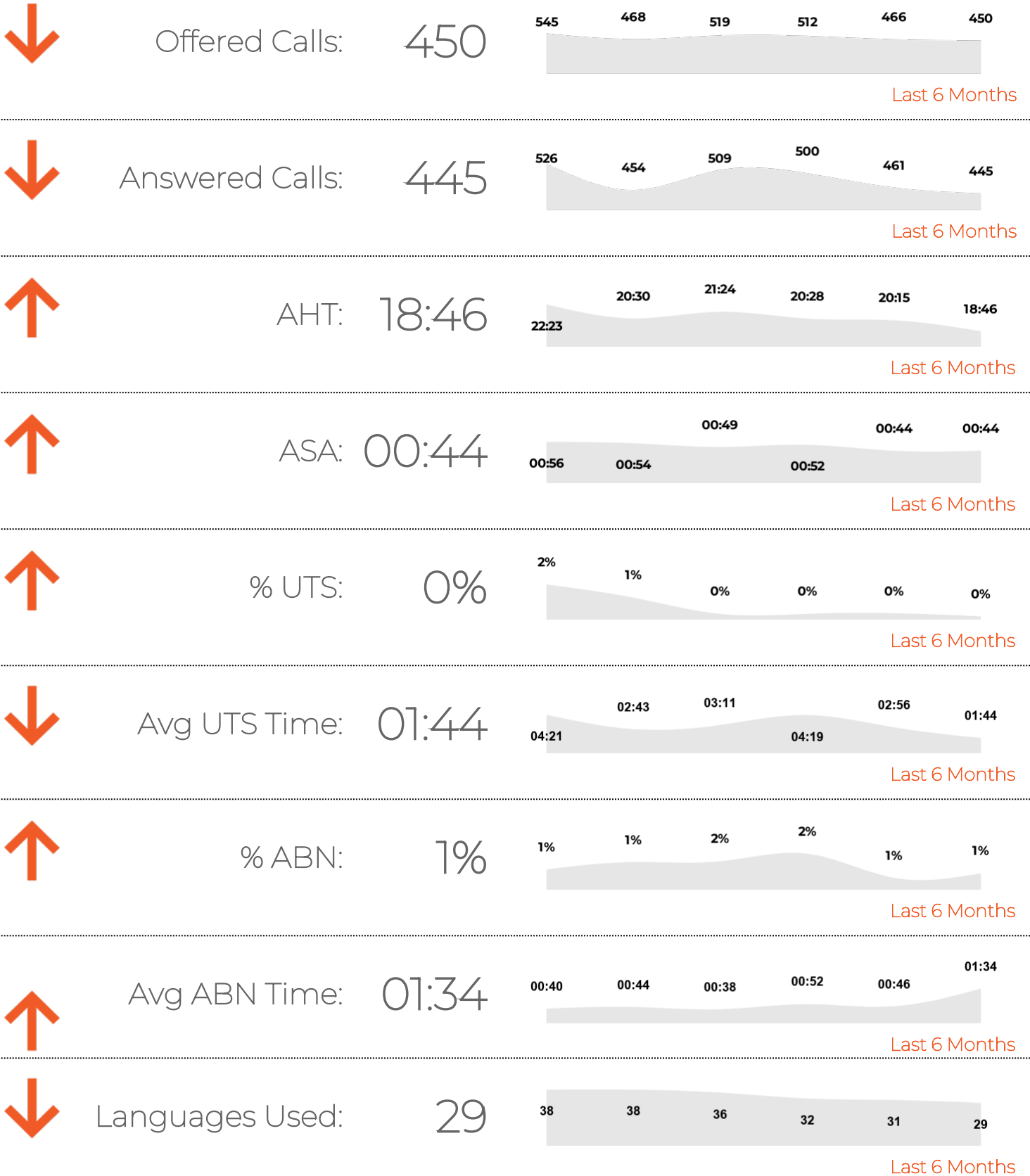
Total Funding

		Total				
Product	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25
OnDuty		1,982,232	1,848,045	5,736,128	5,933,667	6,523,099
SAM/DAS		906,524	1,710,019	1,871,085	1,143,545	2,475,268
RIOD		0	0	2,503,837	2,309,725	2,073,989
Digital Notebook		0	0	2,060,577	1,700,304	1,460,596
NIA		1,869,335	2,211,897	2,324,786	3,627,775	4,769,056
IMT		3,160,334	1,837,236	4,478,445	4,280,527	3,526,638
QueryMe (Vetting)		400,000	337,269	1,388,304	867,231	853,000
Miscellaneous Apps		0	0	0	0	1,183,828
	0	8,318,425	7,944,466	20,363,162	19,862,774	22,865,474



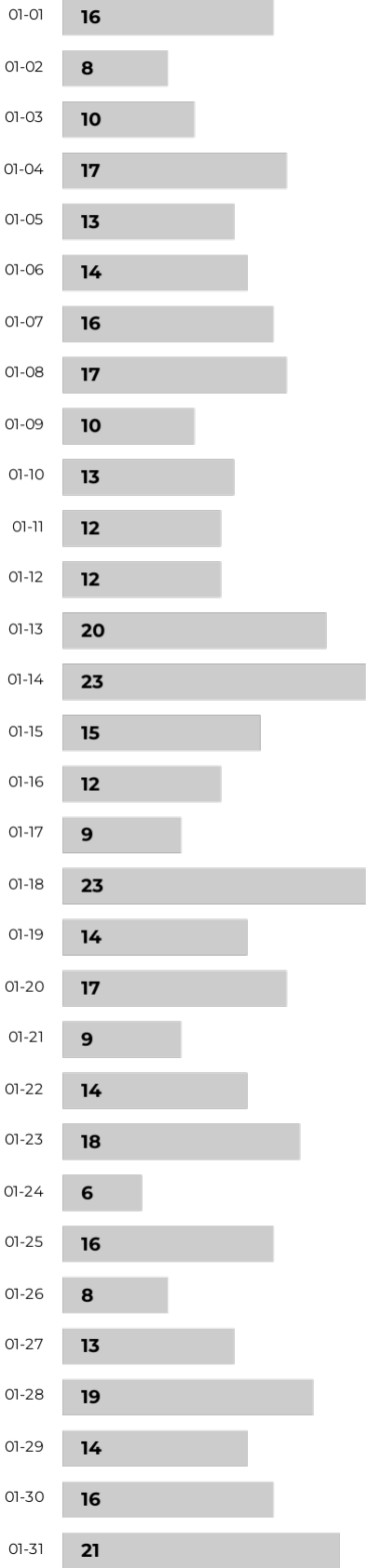
NZ Police
Jan-2025

Report Summary

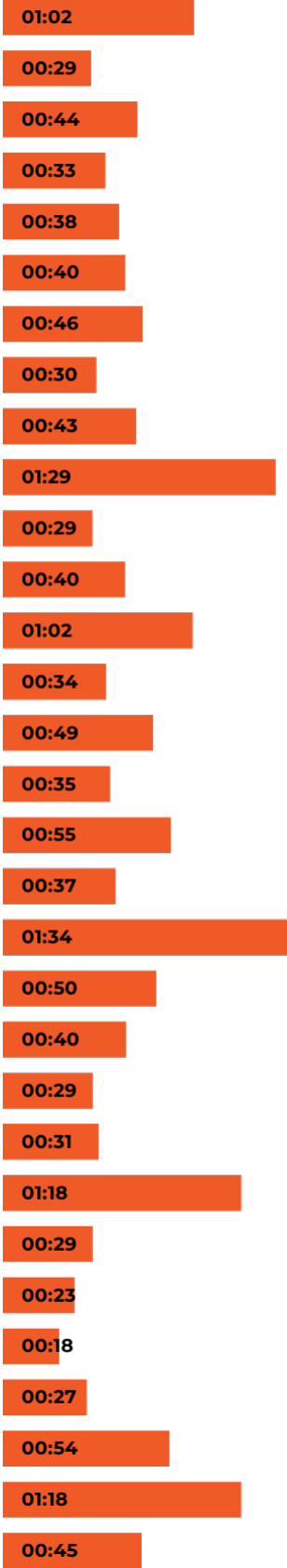


Jan-2025 Statistics

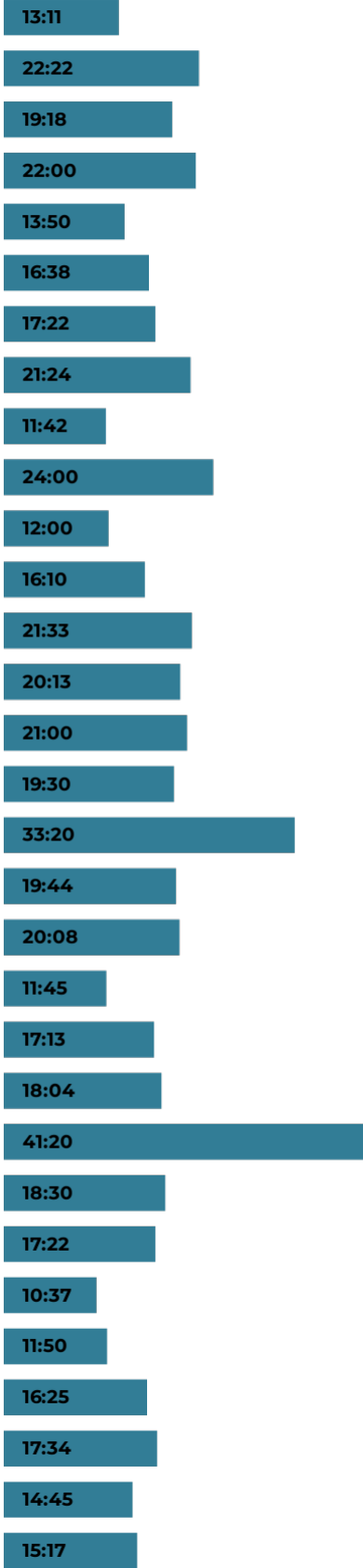
Calls



ASA

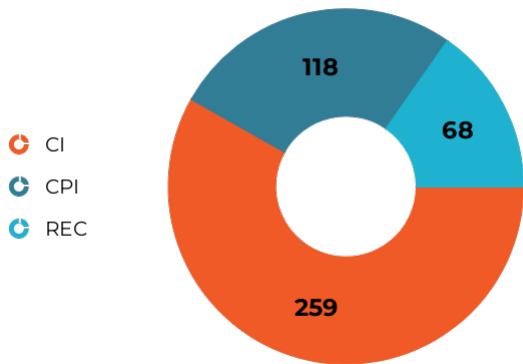


AHT

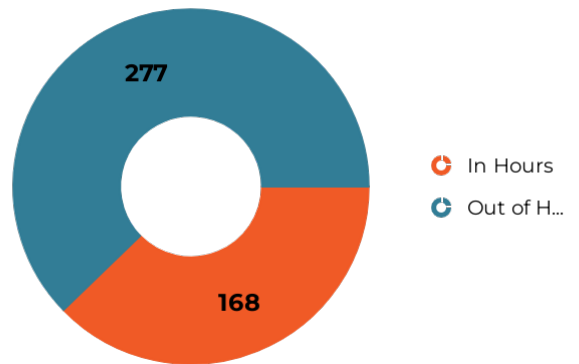


Jan-2025 Statistics

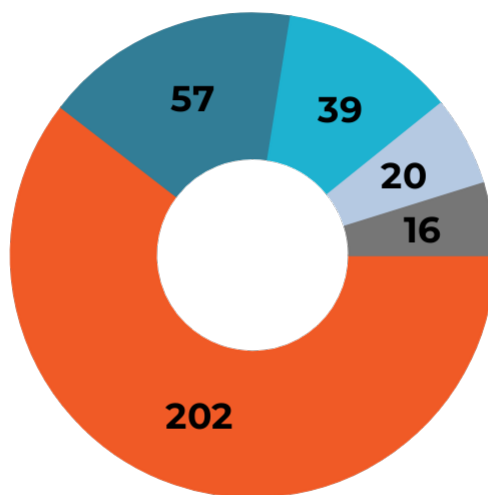
NAATI Breakdown - Answered



In/Out Hours - Answered

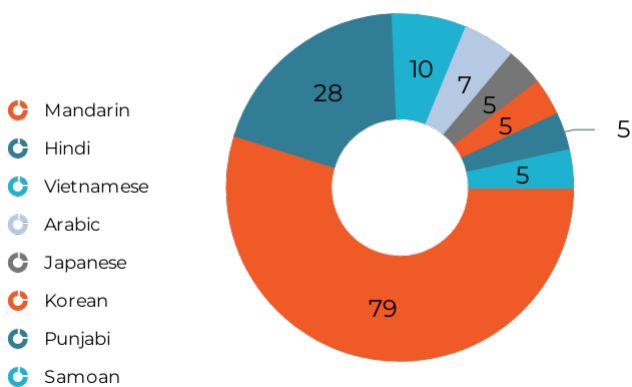


Top Languages Used



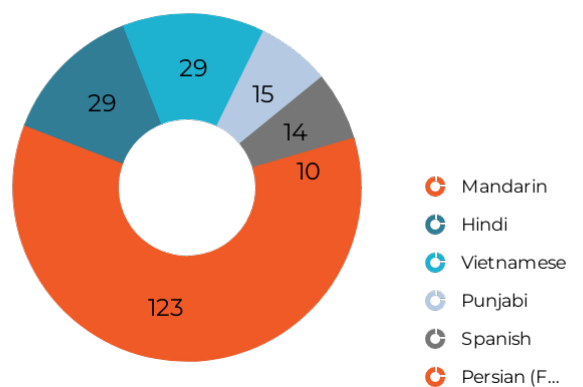
- Mandarin
- Hindi
- Vietnamese
- Punjabi
- Spanish

Top Langs - In Hours



- Mandarin
- Hindi
- Vietnamese
- Arabic
- Japanese
- Korean
- Punjabi
- Samoan

Top Langs - Out Of Hours



- Mandarin
- Hindi
- Vietnamese
- Punjabi
- Spanish
- Persian (F...)

Client Statistics

Client	Offer	Ans	UTS	Avg UTS	ABN	Avg ABN	ASA	AHT	Longest
NZ New Zealand Police: Northland	3	3					00:38	13:40	25:00
NZ New Zealand Police: Emergency Se	208	207			1	01:49	00:47	12:37	01:12:00
NZ New Zealand Police: Non-Emergenc	97	95	1	01:44	1	01:30	00:35	23:56	01:26:00
NZ New Zealand Police: Victim Suppo	8	8					00:42	15:00	30:00
NZ New Zealand Police: Southern	5	5					01:48	33:48	01:27:00
NZ New Zealand Police: Canterbury	12	12					01:23	29:35	01:28:00
NZ New Zealand Police: Wellington	8	7			1	01:07	00:36	09:34	30:00
NZ New Zealand Police - Te Tari Par	23	23					00:49	29:18	01:09:00
NZ New Zealand Police: Eastern	6	6					00:32	35:00	02:46:00
NZ New Zealand Police: Auckland	28	27			1	01:52	00:37	22:24	02:07:00
NZ New Zealand Police: Bay of Plent	10	10					00:41	22:24	02:22:00
NZ New Zealand Police: Waikato	7	7					01:37	30:34	01:28:00
NZ New Zealand Police: Counties Man	21	21					00:25	19:02	01:19:00
NZ New Zealand Police: Waitemata	10	10					00:28	28:12	02:25:00
NZ New Zealand Police: Central	2	2					01:15	06:00	07:00
NZ New Zealand Police: Tasman	2	2					00:28	47:30	01:32:00
Total This Month	450	445	1	01:44	4	01:34	00:44	18:46	02:46:00

Language Statistics

Language	Offer	Ans	UTS	Avg UTS	ABN	Avg ABN	ASA	AHT	Longest
Amharic	2	2					01:12	15:00	27:00
Arabic	13	13					00:46	27:00	56:00
Bengali	3	3					00:27	07:20	15:00
Bislama	1	1					00:26	02:46:00	02:46:00
Burmese	7	6			1	01:52	01:08	15:50	46:00
Cambodian (Khmer)	1	1					00:22	24:00	24:00
Cantonese	7	7					00:25	21:34	55:00
Dari	2	2					00:38	30:00	30:00
Filipino (Tagalog)	2	2					05:26	46:00	01:28:00
French	5	4			1	01:49	05:41	08:30	15:00
Gujarati	1	1					00:22	15:00	15:00
Hindi	58	57			1	01:30	01:12	20:41	02:22:00
Italian	1	1					00:18	14:00	14:00
Japanese	8	8					00:39	14:37	41:00
Korean	13	13					01:10	23:00	50:00
Kurdish	1	1					00:34	07:00	07:00
Mandarin	202	202					00:28	15:50	01:26:00
Maori	1	1					00:21	19:00	19:00
Pashto (Pushto)	3	3					01:01	14:40	25:00
Persian (Farsi)	13	13					00:42	20:36	02:02:00
Portuguese	1	1					01:22	01:00	01:00
Punjabi	20	20					00:28	16:15	01:00:00
Rohingya	4	3			1	01:07	01:23	15:00	30:00
Russian	5	5					00:50	38:24	01:28:00
Samoan	12	12					00:20	13:25	34:00
Serbian	1		1	01:44			00:00	00:00	00:00
Spanish	16	16					01:49	32:33	02:07:00
Tongan	8	8					00:38	10:52	30:00
Vietnamese	39	39					00:26	21:27	02:25:00
Total This Month	450	445	1	01:44	4	01:34	00:44	18:46	02:46:00

Quality Assessment

For the month of Jan 82 Calls were Quality Assessed - ten metrics were used to assess the calls. These ten metrics are detailed in the Definitions and Reference pages at the end of this report.

For this month, our overall score was 4.76

Based on the scale of 1-5, with 1 being below standard and 5 being exceed standard, our overall quality results were:

1 - Needs Significant Improvement	0 Call(s)	That Scored	0.00
2 - Needs Improvement	0 Call(s)	That Scored	0.00
3 - Working Towards Standard	5 Call(s)	That Scored	3.49
4 - Meets Standard	62 Call(s)	That Scored	4.81
5 - Exceeds Standard	15 Call(s)	That Scored	5.00

Themes:

One call had sound interference which appeared to be a telephony issue rather than background noise. We have since tested this interpreters phone and have found that this is not an issue that continues.

Two calls were deemed unsatisfactory as the interpreter introduction was muffled and unclear; we have spoken to the interpreter and provided them this feedback.

Two calls were deemed unsatisfactory as the interpreter concluded the call without a goodbye; the interpreter has been provided this feedback.

Definitions and References

Our Quality Framework Commitments

Welcome	Willingness & tone, prepared to take the call, introduce themselves in a polite and professional manner
Introduction	Clean and clear introduction, including interpreter name, language and that they are acting on behalf of Connecting Now
Environment	No background noise, clear, concise, able to be heard, no phone coverage issues
Pace Of Interaction	Keeps an even pace, ensures the non English speaker and client have been able to communicate
Industry Knowledge	Shows a clear knowledge of the context of the call, shows a competent level of understanding of the industry in question
Professional Conduct	Shows a clear knowledge of the AUSIT and/or NZSTI code of conduct and conducts themselves appropriately
Tone & Personalisation	Tone is professional and the interpreter is engaged in the entirety of the call
Delivery & Communication	The use of industrial terminology, all information is accurate
Call Control	Utilises pauses, able to control inappropriate language/aggressive language and calm the situation
Completeness Of Interpreting	Only translating what is being spoken, driving the most efficient conversation

NAATI Status

WTN	Working Towards NAATI
YTP	Yet To Provide NAATI Status
CI	Certified Interpreter
CPI	Certified Provisional Interpreter
REC	Recognized

Definitions and References

Report Summary

Offered Calls	Number of attempts to engage an interpreter over a period of one month
AHT	The average time engaging with an interpreter is over a period of one month
ASA	The average time it takes to find an interpreter, over the period of one month
% UTS	The percentage of attempts to find an interpreter where we were unsuccessful
% Abandoned	The percentage of attempts to find an interpreter where the client disconnected before a successful connection was made
Languages Used	The total number of languages you used during the period of one month

Monthly Statistics

Handled Calls	The total number of calls successfully connected to an interpreter
Total Mins	Total number of Interpreter Mins Consumed during the month
Average Talk Time	The average time engaging with an interpreter is over a period of one month
Average Ans Time	The average time it takes to find an interpreter, over the period of one month
Top Five Languages Used	Count of calls for the top five languages over the previous month
In Hours	Calls Handled In Hours as per your contract
Out of Hours	Calls Handled Out of Hours as per your contract

Language Statistics

Language	The language requested by your client or your staff member
Offer	Number of attempts to engage an interpreter over a period of one month
Ans	The total number of calls successfully connected to an interpreter
% Ans	The percentage of successful attempts to find an interpreter
ASA	The average time it takes to find an interpreter, over the period of one month
AHT	The average time engaging with an interpreter is over a period of one month
Longest	The longest time engaging with an interpreter, over a period of one month

The data presented in this report is accurate as of the publication date. Please note that figures may change over time.