

Police Connect and Ella

Frequently Asked Questions

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What is a digital person and how does the technology work?

A digital person is a life-like virtual assistant that has been designed to interact with people in an empathetic way. Powered by Artificial Intelligence, the technology is programmed with knowledge and expertise, and then utilises voice, tone and body language to deliver a one-on-one service.

What can Police's digital person Ella do and where can I see her?

The digital person will provide limited concierge services at Police's National Headquarters at 180 Molesworth Street in Wellington. Ella can greet and welcome visitors, notify Police personnel that their guests have arrived, and direct visitors to take a visitor pass. Ella can also provide information on some other Police services, such as the 105 non-emergency number. After three months of operation, Ella will be evaluated to determine the technology's future applications before any further development commences.

What is Police Connect?

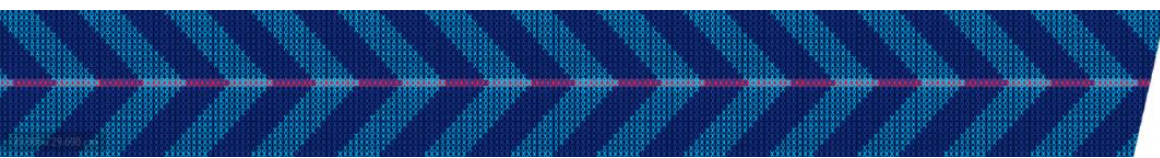
Police Connect are electronic service points with interactive self-service screens where people can access Police information and advice, report non-emergency situations, and speak directly with someone from Police 24 hours a day. They are intended to be used in non-emergency situations, such as reporting lost property or seeking advice, and will provide more options to the public so they can choose how, where and when they contact Police.

Is Ella going to be available on Police Connect?

Not at this stage, but we recognise the potential of integrating the two technologies in the future.

Will Police Connect or a digital person replace any people, stations or services?

No. Ella and the Police Connect self-service units will not replace Police employees, offices or services. Police is trialing these technologies as additional services that operate alongside employees, supporting our focus on delivering a strong community police presence across the country.



Where are the self-service Police Connect units being trialed?

The Police Connect trial begins on 12 February. The service is available 24-hours-a-day at Wellington Central, Featherston and Johnsonville Police Stations. An indoor unit is also available at Wellington Central Police Station during regular opening hours.

How are you protecting the Police Connect units and the people using them?

At all times, including outside of station hours, CCTV and enhanced lighting will operate in the areas we place Police Connect units to enhance security and deter vandals. All Police Connect units' casing and mounting have been hardened to protect against vandalism, and they are appropriately sealed, tamper-resistant, and securely fixed to prevent removal. Station staff will be managing any issues and members of the public can also report damage or vandalism to 105.

Will members of the community be able to talk to local Police at the Wellington Central, Johnsonville and Featherston Police Stations when Police Connect is operating?

Absolutely. Police Connect is an additional service for the public, which means station staffing and opening hours will stay the same.

- Wellington Central will continue to be open 24/7, with staff available at the front counter from 6:30am to 10pm on weekdays, and 8am to 4pm on weekends.
- Johnsonville Police station usually has a Police officer is available between 11am and 1pm on weekdays, depending on availability.
- Featherston Police station's front counter will have staff available to talk to between 8am and noon, Monday to Friday.

Members of the public will have the option to talk to a Police employee by using the Police Connect, but they can still see staff at the stations' front counters during regular opening hours.

Will Police Connect be accessible in various languages?

For this prototype trial, Police Connect is only available in English. We have produced a minimum viable product but have paid special attention to ensure all units are wheelchair accessible and have induction loops for the hearing impaired. In future iterations of Police Connect, we plan to make the services available in various languages, as with the Police website.

How are you capturing feedback for the Police Connect and digital person trials?

There will be an easy way for people to provide feedback when they are using Police Connect. A survey will also be available at Police's National Headquarters for those that use the digital person service.

The public can also provide feedback on either Police Connect or Ella by emailing policeconnect@police.govt.nz.