

NEW ZEALAND POLICE



Commercial Vehicle Investigation Unit Service Centre

Purpose/Objective

Through its 85 staff the Commercial Vehicle Investigation Unit (CVIU) Service Centre provides a specialist commercial vehicle surveillance and investigation service. The activities of the CVIU ensure Police contribute to the following results:

- A reduction in the number of crashes where the truck driver was at fault;
- An increase in the value of RUC revenue collected;
- A significant improvement in the level of compliance in the areas of:
 - RUC compliance rates for heavy motor vehicles
 - Dangerous goods
 - Driving hour logbooks
 - Load security
 - Road, bridge and vehicle weight limits
 - Transport licensing
 - Vehicle and load dimensions.

Achievements 1999/2000

A notable achievement during the past year was the smooth transition to form a national service centre.

Towards 2001

The year 2000/2001 will largely be a period of consolidation for the CVIU. It will also see:

- Greater operational flexibility. Staff based at the eight weighbridge sites throughout the country will be able to vary their time between weighbridge and mobile patrols, leading to more targeted enforcement.
- National road safety campaigns. The Unit's intention is to run commercial vehicle safety campaigns matching the national road safety campaigns to raise the level of compliance within the transport industry.
- Recidivist offender task force established to identify "target" operators.

Inspector Ian James

Commercial Vehicle Investigation Unit

Safer
Communities
Together

Legal Services

Purpose/Objective

The 21 Legal Services staff provide specialist legal services to the Office of the Commissioner and the five service centre locations (Auckland, Rotorua, Wellington, Christchurch and Dunedin). They provide four primary outputs: law reform, privacy, specialist advice, and advocacy.

Achievements 1999/2000

Achievements during 1999/2000 include the ease with which members of Legal Services joined together as a national service centre with significant savings in the first full year of operation.

Legal Services have led Police input on reform of a number of key statutes for policing, including -

- the Crimes Act – which rewrites part 10 of the Act from theft through to wilful damage;
- the Bail Bill – consolidating the law on bail, including repeal of the High Court's inherent jurisdiction to hear bail applications; and
- the Criminal Investigations (Blood Samples) Act – which reviews expansion of the Act to include alternative bodily samples, suspect samples for burglars and a range of administrative matters.

Superintendent Dave Kerr
Legal Service Centre

Licensing and Vetting Service Centre

Purpose/Objective

The Licensing and Vetting Service Centre has five primary functions:

- Administration of the New Zealand Police Photographic Image Management System (PIMS). This database holds the national prisoners photograph collection and firearms licence details. The Service Centre provides prisoner photographs to investigators in districts for the identification, detection and apprehension of offenders.
- Managing firearms control, including the administration of the Arms Act 1983 and Arms Regulations 1992, the issuing of firearms licences, the training of firearms licence applicants and the development of policies and strategies to enhance the safe use and control of firearms. During this year the Arms Code has been revised and updated.
- Provision of a vetting service to organisations whose primary function is the care of young people, older people and the more vulnerable members of

society. This service extends to those applying for licences administered by the Department for Courts and the Land Transport Safety Authority. During this year approximately 269,000 vetting services have been provided, an increase of 8.9% on the previous year. All vetting applications have been processed within 30 days.

- Validation of identities held on Police computer systems.
- Provision of a 24-hour communication service to the Office of the Commissioner.

Achievements 1999/2000

During 1999/2000, the Service Centre has been involved with the Law and Order select committee hearing into the Arms Amendment Bill (No2). This has included two meetings with the Minister of Police, attendance at three select committee public hearings and two presentations to the select committee.

Towards 2001

The Service Centre is currently assessing the Law Commission recommendations on victim identification using photographs. The aim is to develop best practice for identification by photograph for evidential purposes.

Inspector Joe Green

Licensing and Vetting Service Centre

Police Infringement Bureau

Purpose/Objective

The Police Infringement Bureau (PIB) provides a service to Police Districts and the Office of the Commissioner in support of speed camera operations and processing of infringement and offence notices issued by Police. In supporting traffic enforcement activity, the PIB provides services in the areas of equipment maintenance, equipment calibration, training, prosecution support, data/file storage, standards maintenance, free-phone public enquiry facility, performance delivery reporting and administration of the Community Roadwatch Programme.

The main work units of the PIB are:

Verification Unit - Verify essential offence ingredients of speed camera photographs and notices. Data entry of offence data, in accordance with performance measures criteria, to create infringement and/or reminder notices. Correction of notice errors or omissions where possible.

Adjudication Unit - Consider explanations in relation to offences and communicate decisions. Arrange Court hearings and prepare Court files. Process liability transfer for owner onus offences and returned mail.

Calibration Unit – Carry out an audit function (calibration and certification) of police speed and weight measuring equipment to ensure accurate functioning.

Customer Services – Service notice recipient enquiries and provide information of both specific and general nature concerning offence procedures.

Statistics / Systems Unit – Maintain offence data, analyse traffic offence patterns and construct regular reports of camera hours service delivery, offence statistics and processing work patterns.

Standards Unit – Monitor internal and external performance against standards, notify errors, provide training and expert advice. Fixed site and mobile camera maintenance.

Community Roadwatch – Generate letters to vehicle owners advising them that their vehicle has been the subject of complaint.

Achievements 1999/2000

- In-house development of a computer database to process liquor infringements. These infringements were first issued in December 1999 and between that time and 30 June 2000, 2166 infringement offences were reported.
- In December 1999, the Calibration Unit received ISO 9002/17025 accreditation for speed calibration devices.
- Processed 790,712 speed camera photographs - the highest number of photographs processed in any 12 month period. Processed 447,322 traffic infringement /offences.
- Processed 10,176 Community Roadwatch complaints.
- Carried out 260 calibration tests for portable wheel weighing devices, 96 calibration tests on speed cameras, 157 laser speed guns tests and 810 radar speed detection device tests.

Towards 2001

Development of infrastructure to cater for an expected increase in speed camera photographs due to lowered tolerances and an increase in traffic offences due to additional highway patrol staff.

Inspector Matt Fitzsimons
Officer in Charge: Police Infringement Bureau

Training Service Centre

Purpose/Objective

The Training Service Centre has two broad functions:

- Developing and maintaining a strategy and series of quality systems for the professional development and training of Police staff.
- Providing or brokering the provision of training within that framework.

Achievements 1999/2000

In the 1999/00 financial year the following was achieved:

- A comprehensive professional development strategy for Police training was completed and signed off by all key stakeholders. This is now being implemented.
- A framework developed identifying future Police training. This resulted in decisions about what training Police and external providers would provide. A contract has been negotiated with Victoria University of Wellington to provide a range of courses to some groups of Police staff via distance learning.
- A two-year restructuring of operations was completed with a total real saving of \$2.8m dollars per annum.
- A one year review of the Recruit Training curriculum and programme was concluded. This is expected to result in significant quality and cost improvements from 2000/01 onwards. Annual savings are in the order of \$1m per annum.

Towards 2001

In the coming 2000/01 financial year, work will focus on a number of areas:

- Consolidating and continuing to apply the professional development strategy and training frameworks across all areas of Police training.
- Ensuring the new Victoria University Police Education programme commences successfully and the development of courses and programmes within it remain responsive to Police operational needs.
- Continuing to develop the format and curriculum of the Recruit Training programme to improve the performance of new constables in their first three years.

Superintendent Steve Long
General Manager, Training

Building
Communities
Together

National Accounts Processing Centre (NAPC)

Purpose/Objective

The Centre was established in May 1999 following the Police Review and the disestablishment of Regional Accounting Offices. Thirteen staff work in the Centre including a Manager, Senior Accounts Officer, Accounts Receivable, Asset Clerk and Accounts Payable Clerks.

Achievements 1999/2000

Upon establishment, an initial backlog of invoices was cleared. Invoices are now processed within 24 hours of receipt at the centre.

Police staff are able to access the procurement system using the Police Intranet to requisition goods and services. Approval for this requisitioning is now electronic. Vendors send invoices directly to the centre and these are entered into the system through invoice verification.

Towards 2001

This will be a year of reviewing existing processes and pursuing more efficient methods of data processing. Ongoing support will be provided to the Districts to fully utilise the procurement system for purchasing and invoice processing.

Sue Hall

Manager: National Accounts Processing Centre

Communication Centres Service Centre

Purpose/objective

Communication Centres were established to provide Police with the capability to undertake two important functions. The first is to answer all police related '111' emergency telephone (and fax) calls, and to answer other calls for service from the public which require a dispatched police response. The second function is to dispatch police resources to events requiring police attendance and to monitor the activities of operational police staff to provide an effective, efficient and safe working environment.

Achievements 1999/2000

During the year Communication Centres have answered 352,513 '111' emergency calls and 974,763 'general' calls for service. They have also handled 41,937 'Allied Emergency Service' calls, from organisations such as Ambulance Services, hospitals, security firms, and airport control towers.

The centres have clear service level targets set in the NZP Departmental Forecast Report⁴⁵. During the year they achieved service levels of 77.2% for '111' calls

⁴⁵ The service standards requires that 90% of 111 calls answered within 10 seconds and 80% of general calls answered within 30 seconds.

and 52.9% for 'general' calls (on average across the year). Significant service improvements were recorded in the fourth quarter as a number of initiatives came into effect. These include filling vacancies, focus on work practice improvements and altered rostering for call takers. During that quarter the service centre achieved service levels of 88.9% for '111' calls and 69.5% for 'general' calls.

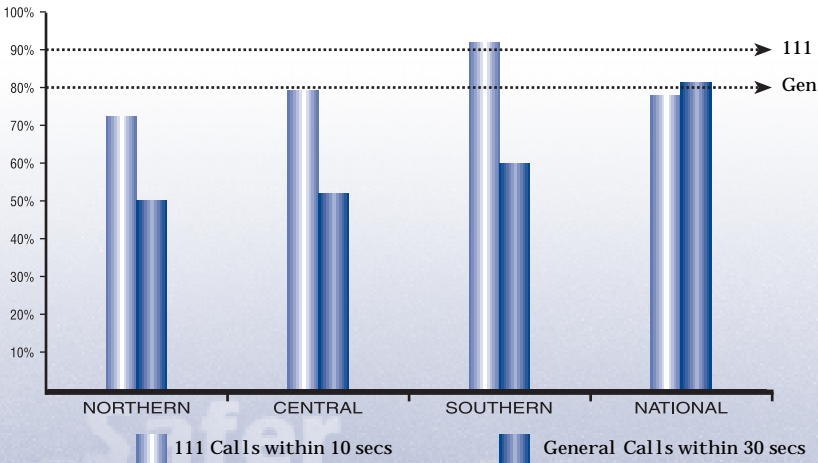
A national management group was also established during the year to help co-ordinate the activities of the three centres and to provide direction and leadership to the service centre.

Towards 2001

The service centre intends to work towards the following goals during the coming year:

- A focus on achieving the service levels set for the centres during the 2000-2001 year;
- A clarified and defined role for the Communication Centres within New Zealand Police;
- The development of a guiding strategic plan that will focus and lead the centres to provide an even better service to the public of New Zealand and the police staff they serve;
- Improvements within a range of current operating services to make them simpler, more robust and more useful to operational police staff; and
- A continued search for better processes and technologies to support the public requiring police assistance and the police staff who rely upon the centres.

Yearly Call Answering Standards for the year ending 30 June 2000



Superintendent Athol Soper
National Manager: Communication Centres

Information & Technology Service Centre

Purpose/Objective

- Commissioning and managing projects to deliver Police strategic initiatives by developing and improving Police capability.
- Providing the information technology and communications infrastructure and services to support Police capability.

Achievements 1999/20000

Projects

Police I&T Service Centre undertook a significant number of projects (46) in the 99/00 year (a further nine projects were initiated that are scheduled for completion in the 00/01 year).

The significant projects completed were:

- Communications support for APEC and the America's cup;
- The replacement of the Police internal telephone network (the Integrated Communications System);
- Replacement of the fingerprint system (AFIS); and
- Year 2000 re-mediation and preparedness programme involving a total of eighteen projects.

Services

Police I&T provided a high level of service to maintain the information technology and communications infrastructure, and in the areas of business application support and general support.

Infrastructure

I&T support the following technical infrastructure systems:

- Land Mobile Radio Network (the Police radio network);
- The Police telephone network (Integrated Communications System); and
- Police data network (Police Enterprise Communications Network and the Bandwidth transmission network).

Business Application Support

I&T also do the contract and vendor management to support the business applications used internally including:

- Support of the Communications Centres used by Police and the Fire Service (the components here are the dispatch system, the integration of the radio and telephone networks, the geographic information system and the telephone directory database system);

- Support of the fingerprint system (AFIS), criminal investigation system (CID), the law enforcement system (LES), and the Police intelligence system (Increment 1); and
- Support of the financial and human resource systems.

General Support

I&T provides support to the business through the Help Desk and provides consultancy to internal customers. I&T also provides support for:

- Specialist groups and for special operations; and
- Desktop support.

Towards 2001

In the 2000/01 year I&T will focus on a smaller number of key initiatives that are strongly aligned to Police Business Strategy. The three areas of focus are:

- Infrastructure Management - the maintenance of a cohesive, cost- effective technology Infrastructure;
- Information Access - providing a common repository of data held by Police; and
- Information Collection – identifying the data to collect, then developing and implementing systems to collect this data. Police will also be involved in the Government e-commerce initiative.

Rohan Mendis
Infrastructure Business Unit

Murray Mitchell
Applications Development

Police Prosecutions Service

Purpose/Objective

The Police Prosecutions Service was established on 1 July 1999. This was a direct result of the recommendation of the Law Commission in its Discussion Paper, “Criminal Prosecution” published in 1997. In that paper the Law Commission recommended that an “autonomous, national, career-orientated Prosecution Service should be established within the Police”. The Prosecutions Sections in each district became grouped nationally under a single National Manager.

The role of the Prosecutions Service is to manage and resolve cases:

- Impartially, effectively and efficiently;
- In the public interest; and
- With excellence and integrity.

The Prosecutions Service has 147 sworn and non-sworn Prosecutors and 47 Prosecutions Clerks.

Achievements 1999/2000:

- The transition to national coverage by full time specialist prosecutors;
- Aligning performance standards with other state sector agencies (eg: Department for Courts);
- Establishing advocacy skills training by the Institute of Professional Legal Studies as core prosecutor training; and
- Initial work on a professional development framework.

Prosecutors' responsibilities include appearing on behalf of the Police informant at all stages of District Court summary hearings, preliminary hearings and the hearing of miscellaneous applications (such as firearms licence appeals). They conduct defended Youth Court fixtures and represent the Police at Coroner's inquests and at miscellaneous hearings such as Liquor Licensing hearings. A total of 474,824 hours were devoted to Prosecutions outputs in 1999/2000.

Towards 2001

- A review of Police diversion in light of developments with community diversion panels and restorative justice initiatives;
- Streamlining prosecution processes including disclosure;
- Completing the professional development framework;
- Completing a Prosecutions desk book; and
- Further support for other initiatives in the District Court including status hearings.

Assistant Commissioner
Neville Trendle

Crime Service Centre

National Crime and Forensic Group

Purpose/Objective

The National Crime and Forensic Group comprises a range of services to support the investigation of serious crime, analyse forensic evidence, and to manage operational and strategic criminal intelligence.

The seven business units within the National Crime and Forensic Group are the:

- National Bureau of Investigation Support (NBIS);
- National Bureau of Criminal Intelligence (NBCI);
- Technical Support Unit (TSU);
- National Fingerprint Office;

- Document Examination Section;
- Electronic Crime Laboratory (ECL); and
- Police Armoury.

There are 72 staff within the Group. All the staff are based in Wellington except for three Liaison Officers in Thailand (1) and Australia (2).

The National Crime and Forensic Group provides:

- Specialist investigation support to Police districts (eg. undercover programme and witness protection programme);
- Specialist fingerprint identification services and control and maintenance of AFIS21;
- Liaison and investigation support to Districts and international law enforcement agencies (eg. Interpol, Overseas Liaison Officers);
- Support and liaison to other government law enforcement or intelligence agencies (eg. Combined Law Agency Groups; NZ SIS);
- Operational and strategic criminal intelligence services to Police districts, agencies and the Executive (eg NBCI units);
- Statutory reporting requirements (eg Misuse of Drugs Act, Financial Transactions Reporting Act, Criminal Investigations (Blood Samples) Act); and
- Specialist forensic techniques to Police districts and other agencies (eg. Document Examination, Armoury, ECL)

Achievements 1999/2000

- Upgrading of the national fingerprint identification system (AFIS21);
- Implementation of an advanced networked computer-based facial identification software package (FACES);
- Development and national rollout of a networked serious crime computer-based investigation package, the Criminal Investigation Database (CID);
- Development and adoption by the Police Executive of a long term Organised Crime Strategy;
- An increase in the number of DNA samples for storage on the national DNA profile databank and a high rate of “hits” between samples taken from scenes and databank samples (over 30%);
- Development of two capability projects with ESR for clandestine laboratories and increased sensitivity for DNA identification (SGM+);
- Development of a study of perceived and real barriers to the employment of women in the CIB.

Towards 2001

- Continued implementation of the Organised Crime Strategy;
- Trials of “live scan” collection of fingerprints from prisoners directly on to AFIS21;
- Adoption of a plan for increased forensic capability in electronic crime investigations; and
- Development of a strategic partnership with ESR for the delivery of Forensic support to investigations.

Detective Superintendent Bill Bishop
National Crime Manager

Fingerprint Section

All Police districts are serviced by Crime Print Fingerprint Sections based at Auckland, Hamilton, Wellington and Christchurch. These sections are responsible for the identification of latent fingerprints and the examination of crime scenes and exhibits for fingerprints. They also perform prisoner print identifications and the identification of deceased persons.

The National Fingerprint Section, Crime Service Centre is based in Wellington. It helps maintain criminal/traffic histories through fingerprints and maintains the national fingerprint database, both physically in the storage of over 430,000 original sets of fingerprint files in the Original Fingerprint Collection, and on the Automated Fingerprint Identification System (AFIS) database.

The major achievement for the 1999/2000 year was the implementation of NEC AFIS21, with the four Crime Print Sections and the National Fingerprint Section receiving new AFIS computer terminals and totally new fingerprint software.

The NEC AFIS21 was the first of its kind in the world when commissioned in April 2000 it . With the aid of this system a Fingerprint Officer can identify a latent crime scene fingerprint, an unknown prisoner's print or fingerprints from a deceased person in minutes. NEC AFIS technology has been in use in the New Zealand Police since February 1991 and it continues, along with the services of a small number of dedicated fingerprint staff, to be of considerable value to the New Zealand Police. The statistics below represents only one portion of the work provided by these sections. They do not represent the range of other work such as preparing and giving evidence in court, hours spent at major crime scenes and training.

Plans for the future include live scan and a palm print searching facility. These projects will have a positive impact on fingerprint services at the National Fingerprint Section and the Crime Print Sections.

Performance Indicators - Fingerprints

	1998/99	1999/2000	% Variation
Prisoner Fingerprints received	⁴⁶ 81,724	86,299	+5.6
Total Voluntary prints received	3,106	4,312	+39
Fingerprints Confirming Other Identity	6,130	6,714	+9.5
Scene of Crime Prints Received	30,371	⁴⁷ 28,040	-7.6
Identification from Scene of Crime Prints	6,422	286,691	+4.2

John Turner
Fingerprints

⁴⁶ Amended figure.

⁴⁷ One Fingerprint Section could only provide results from 1 January – 30 June 2000.