

# City Council Meeting

## October 3, 2023



# Recommendation to Authorize the City Manager to Execute a Five-Year Software Subscription with Truleo

This presentation provides a recommendation to authorize the City Manager to execute a software subscription for automated camera review and analysis with Truleo Inc. not-to-exceed \$180,000 for five years.



# Executive Summary

- Best practices and organizational health depend on proper supervision and employee performance review.
- Before Truleo, APD supervisors reviewed recordings when investigating alleged misconduct or reviewing an employee's performance.
- Truleo's computer model quickly sifts through the thousands of hours of audio footage and flags high-risk incidents then prompts supervisors to review those incidents.
- After a two-year assessment of the efficiency and effectiveness of the software subscription, APD staff recommends City Council approval of a five-year subscription.

# Background

- APD negotiated a year -to-year software subscription with Truleo for \$30,000 annually in December 2021.
- In May 2023, City Council considered a referral regarding the use of this technology.
- Staff was directed to return with a planned contract extension and to include alternative options.

# The Truleo Approach

- Truleo's artificial intelligence detects risk events and screens for professional and unprofessional officer language.
- The system categorizes recordings based on professionalism, risk, and specific events.
- In addition to addressing risk events, officer wellness, de-escalation language, and professionalism are also recognized through the manual assessments.

# Data Privacy and Use of Data

- 1) Encryption is used during transit and at rest to protect information.
- 2) Truleo uses CJS compliant systems within the AWS GovCloud.
- 3) Video footage is not stored; only audio transcripts are analyzed and stored temporarily.
- 4) Data privacy and security measures are in place to safeguard customer data.
- 5) License agreement includes language that requires City approval before any use of data.

# Alternatives

- Approve the license agreement with Truleo, as recommended.
- Do not approve the license agreement and direct staff to bring back an agreement with another company, although a comparable vendor is not currently available with the same benefits to the City.
- Do not approve the license agreement and resume the intermittent manual reviews of video by APD staff.

# Financial Impact

- Funding for this project is already included in Police Department's budget.
- Truleo is recommended as the sole vendor providing officer voice recognition.
- The five-year contract price is \$180,000 or \$36,000 annually.



# Recommendation to Authorize the City Manager to Execute a Five-Year Software Subscription with Truleo for Not-to- Exceed \$180,000 for Five Years

