

TRULEO AI ASSISTANT MODEL POLICY GUIDELINE

I. Purpose

The purpose of this policy guideline is to establish guidelines for the ethical and effective use of TRULEO's AI-powered platform, which includes:

- Voice-Generated Reports – AI-enhanced dictation and transcription to assist in drafting officers' reports.
- Conversational AI for Policy & RMS Queries – AI-powered responses for policy questions, RMS data retrieval, and officer wellness inquiries.
- Body Camera Analytics – Automated transcription, event labeling, summarization, and categorization of body-worn camera (BWC) footage.

This policy guideline ensures compliance with legal standards, promotes professionalism and accountability, and aligns with CALEA accreditation requirements regarding policy robustness, training, supervision, and data utilization.

II. Scope

This policy guideline applies to all agency personnel who utilize the TRULEO platform for any AI-assisted function, including but not limited to:

- Officers using AI-generated tools for report generation, BWC analytics, or policy queries.
- Supervisors reviewing BWC footage, approving AI-generated reports, and verifying flagged content.
- Administrators responsible for policy compliance and overall system management.

III. Objectives

1. Enhance Operational Efficiency
 - Reduce administrative burden through automated transcription, labeling, and summarization of BWC footage.
2. Streamline report writing while ensuring factual accuracy.
 - Improve officer access to departmental policies and relevant RMS data.
3. Ensure Accountability & Professionalism
 - Maintain human oversight for critical AI outputs (e.g., flagged BWC videos, automated awards).
 - Preserve fairness and accuracy in AI-driven assessments of officer conduct.
4. Support Officer Wellness & Compliance
 - Provide accessible policy guidance and wellness resources to officers.

5. Emphasize ethical AI deployment and consistent data security protocols.
6. Utilize an Independent Bias-Free Auditor
 - No Competing Hardware or Weapons Interests: TRULEO is solely an AI company, free from conflicts with weapons or camera manufacturers.
 - Text-Only Analysis: The AI focuses exclusively on text-based transcripts rather than subjective cues (e.g., tone, gender) or facial features (e.g., race), ensuring a bias-free analysis.

Note: The agency is encouraged to evaluate and adapt these objectives based on operational needs.

IV. Definitions

- AI-Assisted Report Generation: Officers dictate incident details; AI refines structure or narrative.
- BWC Analytics: Automated transcription, event categorization, and summarization of BWC footage for trend and performance review.
- Conversational AI: The TRULEO assistant providing policy answers, limited RMS queries, and wellness information.
- Pending Human Review: A flagged BWC video requiring supervisory assessment.
- High Professionalism & High Composure Awards: Automated recognition for exemplary officer conduct or communication.
- Video Insights Feature: AI-driven analysis of calls for service to highlight events or participant behaviors.
- Field Notes Feature: AI-based note-taking or “drafting” tool to assist with report outlines.

V. Guidelines for TRULEO AI Usage

A. AI-Assisted Report Generation

1. Officer Responsibilities
 - Policy & Procedure Clarity: The agency should provide written guidance on using TRULEO’s Video Insights for drafting reports. Officers must understand that AI-generated text is not a complete substitute for their official documentation.
 - Field Notes: Officers may use AI-based Field Notes to draft content but must confirm all factual details match the actual call for service (CFS).
 - Report Accuracy: Officers shall integrate all relevant facts, statements, and clarifications beyond what the AI provides.
 - AI Reference in Reports: The agency may require a notation (e.g., “This report utilized AI-enhanced drafting tools.”).
2. Supervisor Responsibilities
 - Periodic Audits: Supervisors should periodically review AI-generated reports to confirm factual accuracy and compliance with policy.
 - Trend Monitoring: Identify recurring issues (e.g., incomplete AI drafts, repeated misunderstandings) and coordinate training or policy updates as needed.

B. Body-Worn Camera (BWC) Analytics

1. Automatic AI Processing
 - The AI transcribes BWC footage, applies event labels (e.g., “Arrest,” “Domestic Violence,” “Search”), and summarizes key interactions.

- Certain footage may be flagged as “Pending Human Review” or recognized for high professionalism.
2. Prohibited Uses
 - No Surveillance Use: TRULEO does not provide a global search across all data. Personally identifiable information (PII)—for both officers and community members—is automatically redacted and not recoverable.
 - No Extended Evidentiary Retention: TRULEO’s retention window for analyzed data is 60 days. It does not serve as a long-term evidentiary repository.
 3. Supervisor Responsibilities
 - Frequency of Reviews: The agency should establish a policy on how often supervisors review TRULEO analytics (e.g., weekly or monthly), enabling prompt identification of training needs or performance issues.
 - Types & Quantity of Videos: The agency must define which tags (e.g., “Potential Complaint,” “Domestic Violence,” “Arrest,” “Terry Stop”) supervisors must prioritize, as well as how many videos to review for each officer.
 - Actions on Issues or High Professionalism: Supervisors will address training, tactics, or officer safety concerns. For positive behaviors, supervisors should acknowledge or document them in the performance tracking system.

C. Conversational AI for Policy & RMS Queries

1. Permitted Uses
 - Officers may ask the AI about departmental policies or non-clinical wellness resources.
 - Where configured, the AI can provide high-level RMS details, but not extensive case searches.
2. Data Privacy
 - 100% Anonymous: Conversations with the AI are not retained and cannot be searched. User identities are not stored.
 - No archived transcripts or personal data from these sessions are available for retrieval.
3. Restrictions & Disclaimers
 - AI responses do not replace supervisor consultation or legal advice in critical incidents.
 - Sensitive or ongoing investigations must follow proper protocols; the AI is not a tool for detailed investigatory searches.

VI. CALEA Accreditation Considerations

1. Policy Robustness
 - Covers all major TRULEO functions (report generation, BWC analytics, conversational AI), aligning with risk management strategies.
2. Training Requirements
 - Initial Training: All personnel must receive instruction on AI capabilities, limitations, and ethical usage prior to using TRULEO.
 - Ongoing Training: Supervisors and training units should offer refreshers, especially after major updates or identified user concerns.
3. Supervision & Accountability
 - Supervisors must regularly audit AI-generated reports, flagged BWC content, and AI usage logs.

- Validation: “Pending Human Review” videos require supervisors to confirm or correct labels promptly.
 - Monitoring: Administrative logs enable detection of AI errors or excessive reliance on automated outputs.
4. Data Collection & Continuous Improvement
- Track metrics such as AI labeling accuracy, flagged video rates, and user feedback.
 - Periodically assess the AI’s performance to refine policies, minimize bias, and improve user training.

VII. Compliance & Enforcement

1. Responsibilities
 - All users must adhere to this policy’s guidelines, ensuring accuracy in final reports and ethical use of TRULEO’s AI features.
2. Consequences of Non-Compliance
 - Violations may result in additional training, corrective actions, or disciplinary measures per agency policies.
3. System Access Management
 - The agency may revoke or restrict platform access if users misuse the system or habitually disregard these guidelines.

VIII. Related Procedures

- BWC Program Guidelines: Covers hardware operation, evidence retention, and storage best practices.
- Department RMS Access Policies: Defines rules on retrieving and sharing case data.
- AI Training Manual: Detailed resource for setting up and using TRULEO’s AI features.
- CALEA Accreditation References: Crosswalk to relevant standards regarding policy, training, and accountability in AI usage.