



Joint Technology Committee Presentation

Colorado Department of Public Safety

September 8, 2026



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CaseGuard Software

Joint Technology Committee

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CaseGuard: Document Redaction Platform

What is this technology platform and why are we using it?

QA & Transparency

Our laboratory's quality assurance program identifies, investigates, and remediates errors to mitigate future risk.

The CBI-FS documents and reviews these workflows utilizing an electronic workflow system.

To increase operations transparency, we plan to make these workflows accessible on our website in a redacted form.

Protected Information

These workflows contain personally identifiable information (PII) and Criminal Justice Information (CJIS) which must be protected:

- Names
- Dates of Birth (DOBs)
- Submitting Agency Info
- Biographical & Case Data
- Other Case Specifics

Evaluation & Security

We are currently evaluating CaseGuard software to make our PII and CJIS redaction process more secure and efficient.

Status Update:

We are still in the process of evaluation and have not deployed the software.

Human Review: A comprehensive human review step will follow the automated processes to guarantee accurate redactions before publication.

CaseGuard: Platform Benefits

What value does this automated redaction solution provide?

Automated First-Pass Redaction

- Automates redaction of 30+ categories of PII & sensitive information.
- Recognizes specific complex patterns like case numbers instantly.
- Minimizes the risk of human oversight during manual scanning.

Operational Efficiency

- Intended to save up to 20 hours of valuable human labor per month.
- Will aid in the redaction of approximately 75 documents each month.
- Allows administrative personnel to refocus on other tasks.

Non-Consequential Tool

- Strictly designed for operational efficiency and labor reduction.
- Does not make autonomous decisions affecting public service access or operations.
- Maintains strict compliance protocols while acting purely as a supportive utility.



CaseGuard: Security & Sustainability

How do we manage data protection, operations, and fiscal responsibility?

Human-in-the-Loop

Mandatory Verification:

A meaningful human review step is mandatory after every automated redaction.

Objective:

To ensure all PII and CJIS information is fully and accurately removed prior to publication.

Management & Sustainability

■ **Access & Training**

Access is strictly limited to the CBI-Forensic Services Quality Unit. Comprehensive training is fully provided by the vendor.

■ **Financials & Commitment**

Minimal operating costs of only \$279/month with no long-term contractual obligation, offering cancel-at-will flexibility.

■ **Data Lifecycle Management**

Unredacted documents are stored in a secure CDPS drive. Redacted documents will be posted to the public-facing website for added transparency.



Joint Technology Presentation: CSP

Colorado State Patrol
Colonel Matthew Packard

September 8, 2026



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Overview- All CSP Software

Consequential Decisions

CSP does not use any software that makes decisions without a human reviewing the data.

Data Governance

All platforms adhere to rigorous state OIT compliance, CJIS policies and data privacy standards.

Human in the Loop

A human is always in the loop, reviewing data prior to taking any action.

Security & Risk

- Multi-factor authentication
- CDPS/OIT vetting
- FBI CJIS compliant

Transparency

- Independent Audits
- Audit Trails
- Supervisor Review

Sustainability

- Strong contracts protecting state from cost hikes

Data Lifecycle

- Absolute data ownership



Safe AI in Public Safety: CommsCoach by GovWorx

Demonstrating state-level compliance in dispatcher training and quality assurance



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CommsCoach by GovWorx

Dispatcher Training

Fast-Tracks Dispatcher Readiness

- Hands-on mock calls accelerate dispatcher readiness while ensuring every trainee is consistently trained and certified to handle high-stress emergency lines.
- Trainees engage in voice-activated, emotionally realistic mock 911 calls, practicing critical questioning and entering notes into mock CAD fields.
- CommsCoach is an isolated online simulator environment used exclusively for dispatcher training. It does not interact with live active emergency calls.
- It does not make real-time emergency dispatching decisions or deploy emergency responder units, leaving zero live-call outcomes impacted.

Quality Assurance (QA)

Standardizes Quality Assurance

- Automates reviews to remove subjective bias, grading dispatcher performance strictly on logic, reason, and objective data.

Audit Coverage

- Safely scales post-call reviews exponentially, quality-controlling dispatch calls at rates never before achievable.
- Using our dispatch created templates, supervisors review automated evaluations, override scores where needed, and deliver direct feedback to dispatchers.
- The QA grading process is not run or dictated by AI; the platform simply scores calls against standard templates built and configured entirely by our dispatch supervisors.



CommsCoach by GovWorx

AI Engines

Whisper AI (On-Premise)

Runs locally on secure agency hardware. Translates speech-to-text offline and redacts PII before any data leaves the network.

Public Safety AI

Analyzes tone and emotion. Audio is processed in transit; Hume.ai does not store files at rest. Data is stripped of PII prior to transmission.

Azure Gov OpenAI

Advanced policy analysis via Azure Government. Fully compliant with FIPS 140-2, CJIS, SOC2, and FedRAMP standards.

Access Protocols

Secure Authentication

MFA-enforced via SSO (PingID, physical Yubikeys) for administrative access.

Human-in-the-Loop Workflow

AI outputs are never directly visible to dispatchers. All evaluations route to supervisors for mandatory review, adjustment, or coaching feedback.

Real-Time Scoring Control

Supervisors can override AI decisions instantly; overrides are logged for auditability.

Data Retention

Retention Processing

Data is processed in local storage (in RAM) and purged immediately upon completion; no cloud storage.

Storage for Software Controls

Audit records are kept for 2 years for both availability (outside 3rd party audits) and internal historical reference for the LLM

State Ownership

Systems are actively managed by the Colorado Department of Public Safety (CDPS).



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CommsCoach by GovWorx

Accessibility

HB21-1110 Compliance

CSP has created a formal Equally Effective Alternate Access Plan (EEAAP) to provide equivalent accommodations during training rollout.

Costs

Lifetime Price Lock

GovWorx legally agrees to honor the \$49,100 subscription rate for Year 1 and all subsequent renewal years under Dec 2, 2024 terms.

No Vendor Lock-In

Avoids standard post-adoption AI 'cost-creep' surprises.

Hardware-Free

Online Software Platform

Online web-based software requiring zero investment in new servers, mainframes, or hardware infrastructure modifications.



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GovWorx CommsCoach: Platform & Governance

1. Consequential Decisions

Does not make live emergency decisions or dispatch responders.

2. Safety & Accountability

State maintains complete project ownership under CDPS, ensuring compliance with strict security and accessibility standards.

3. Management Plan

Managed by CDPS with GovWorx hosting. Day-to-day oversight relies on human supervisors who review all system drafts.

4. Data Lifecycle Management

Scrubs sensitive data locally before cloud transmission. Agency-defined custom retention policies automatically purge old records (2 years).

5. Data Governance & Privacy

All PII is scrubbed locally. Complies with rigorous government security standards including CJIS and FedRAMP templates. Operates entirely offline for training and QA.

6. Human-in-the-Loop

Supervisors must actively approve or override system QA drafts before any dispatcher feedback is shared.

7. Security & Risk Mitigation

Completely offline system with multi-factor authentication (PingID, physical keys) to prevent unauthorized access.

8. Transparency & Oversight

Colorado Department of Public Safety governs the tool to meet state policies, security audits, and accessibility metrics.

9. Financial Sustainability

Protected by a legally binding lifetime price lock on renewals. Being web-based, it requires zero server hardware investment.

10. Core Benefits

Builds critical skills safely, evaluates performance against protocol, and guarantees standard of care through extensive QA.



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Axon Fleet 3 Automated License Plate Reader (ALPR)



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AXON Fleet 3 ALPR

What is this platform and why?

The Platform

AI-Powered In-Car Video System

Colorado State Patrol currently utilizes Fleet 3 dashcams in its vehicles. We are procuring software licenses to activate the advanced ALPR capabilities built into this existing hardware.

No additional physical hardware installation is required to enable this system.

Why We Are Using It

Key Capabilities & Benefits

- **Multi-Lane Scanning:** Real-time scanning of license plates and vehicle attributes across multiple active lanes of traffic.
- **Hotlist Integration:** Direct cross-referencing against databases of stolen vehicles, AMBER alerts, and other critical watchlists.
- **Immediate Leads:** Instantly alerts patrol officers to provide real-time, actionable investigative leads in the field.



AXON Fleet 3 ALPR

Guardrails Prior to Implementation

Project Scope

Deploy ALPR via Fleet 3 vehicles

- **Organizational Readiness:** Establishing policies, procedures, and roles.
- **System Config:** Activating services in vehicles and backend.
- **SME Validation:** CSP experts validating workflows and testing before full deployment.

Risk Management

Security

Comprehensive Assessment

Due to potential impact on legal, reputational, and member safety areas, a rigorous risk assessment is mandatory .

Key Measures

Execution & policy coordination:

- **Risk Assessment:** Identify areas of interest. Policy recommendations must be completed.
- **Implementation:** Staff Services Branch/Criminal Investigations Branch coordinate execution and collaborate with Training Services to address impacts .



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AXON Fleet 3 ALPR

Additional Axon AI Capabilities

Axon Auto-Transcribe

ASR-Powered Transcription

Uses Advanced Speech Recognition (ASR) AI models to generate searchable text transcripts directly from body-worn camera footage, accelerating review workflows and reporting.

Only Supervisors and Records have the ability to use this feature.

Axon Assistant

Real-Time Translation (Native Language Processing)

A voice-enabled AI in body-worn cameras using NLP for bi-directional, real-time translation across 50+ languages to bridge communication gaps in the field.

CSP has not activated this and plans to train our members prior to activation.

Note: This tool does not utilize facial recognition or tracking software.

(Note: CSP does not currently utilize Redaction Assistant, Smart Detection, or Draft One.)



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Axon Fleet 3 ALPR: Policy & Governance

1. Consequential Decisions

Strictly an investigative lead generator; does not dictate enforcement actions, automate stops, or make autonomous decisions.

2. Safety & Accountability

Misuse prevented via unalterable audit logs. Officers must select an offense category and justify every historical search.

3. Management Plan

Functionality kept inactive during procurement until the Working Group establishes rigorous data governance and protocols.

4. Product Specifics

Edge-based AI is strictly limited to OCR plate reading and vehicle attribute detection. No facial or biometric recognition.

5. Data Governance & Privacy

CSP retains absolute ownership. Complies with FBI CJIS Policy. Fingerprint background checks for Axon staff. PII cloud protection certified.

6. Human-in-the-Loop

Officers must visually verify plate matches and independently confirm active hotlist status prior to taking enforcement actions.

7. Security & Risk Mitigation

Least-privilege role access, encrypted local storage, secure firmware, and transit/at-rest encryption. FedRAMP High Authorized cloud.

8. Transparency & Oversight

Undergoes continuous independent third-party assessments, including annual AICPA SOC 2 Type II audits and Level 2 TX-RAMP certification.

9. Financial Sustainability

Uses pre-installed Fleet 3 hardware in CSP vehicles. Activation requires only software licensing, avoiding extra hardware costs.

10. Data Lifecycle Management

Automated purging schedules govern data retention. Standard seven-day secure deletion queue permanently purges expired data.

