AI Advisory Council Meeting
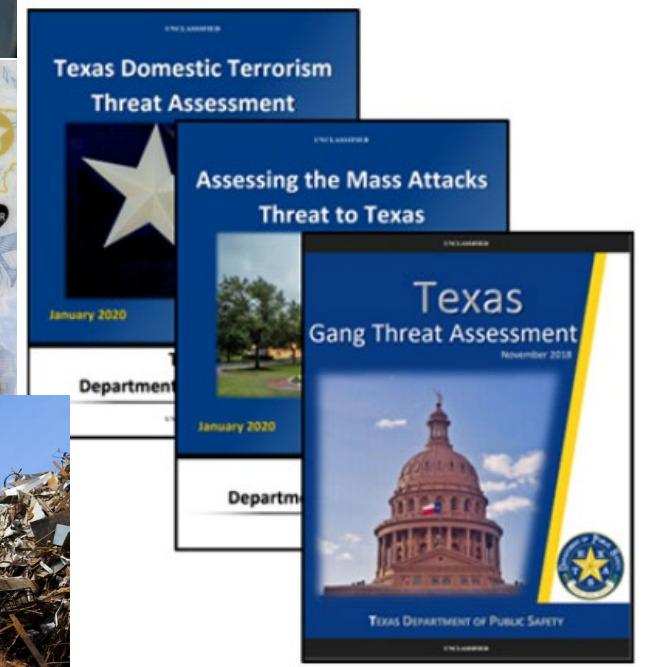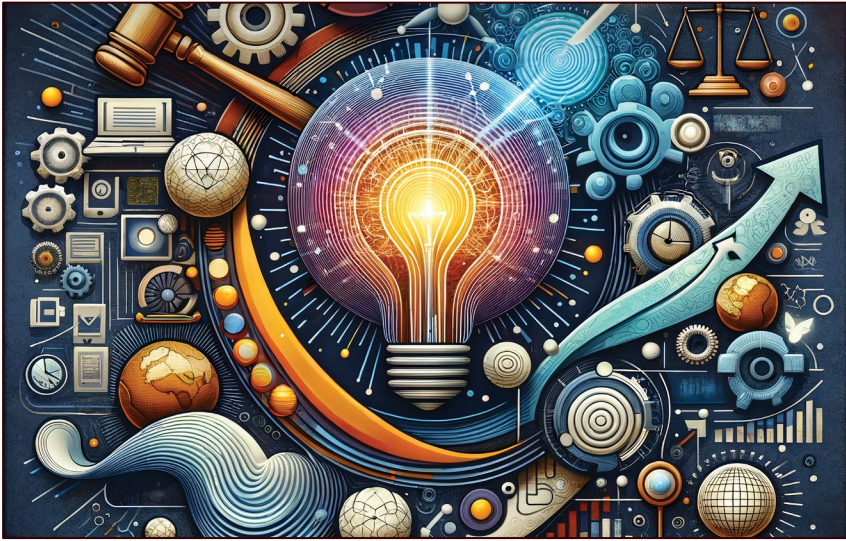
JUNE 6TH, 2024

Texas Department of Public Safety
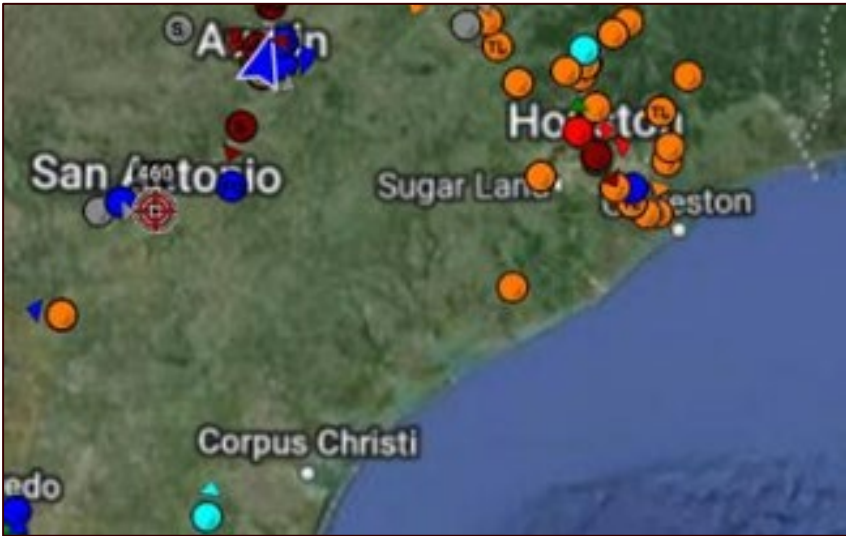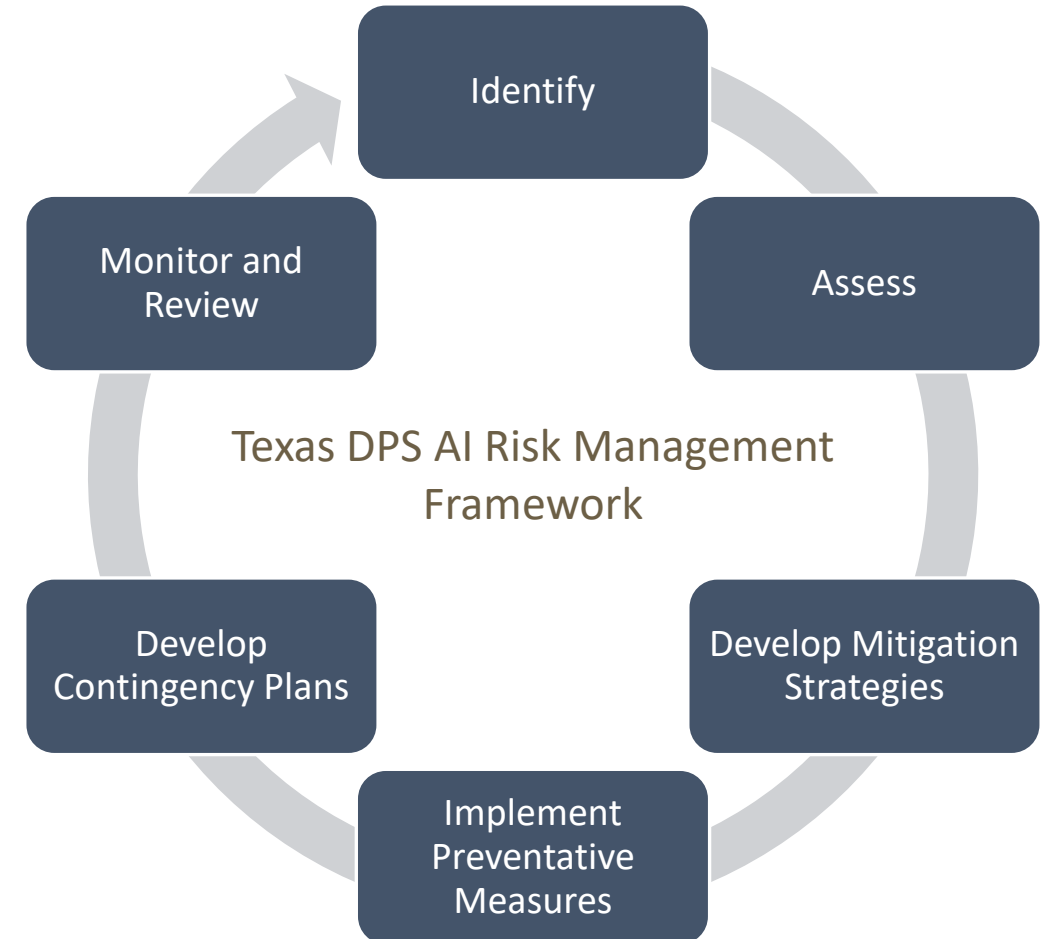
Protect and Serve Texas

Innovation & Data Office

The Innovation & Data Office (IDO) was established to serve as the Texas Department of Public Safety's engine for progress. IDO partners with stakeholders to leverage data and technology to create a safer Texas by identifying, implementing, and managing solutions that improve efficiency and effectiveness and drive transformational change across all areas of the agency.
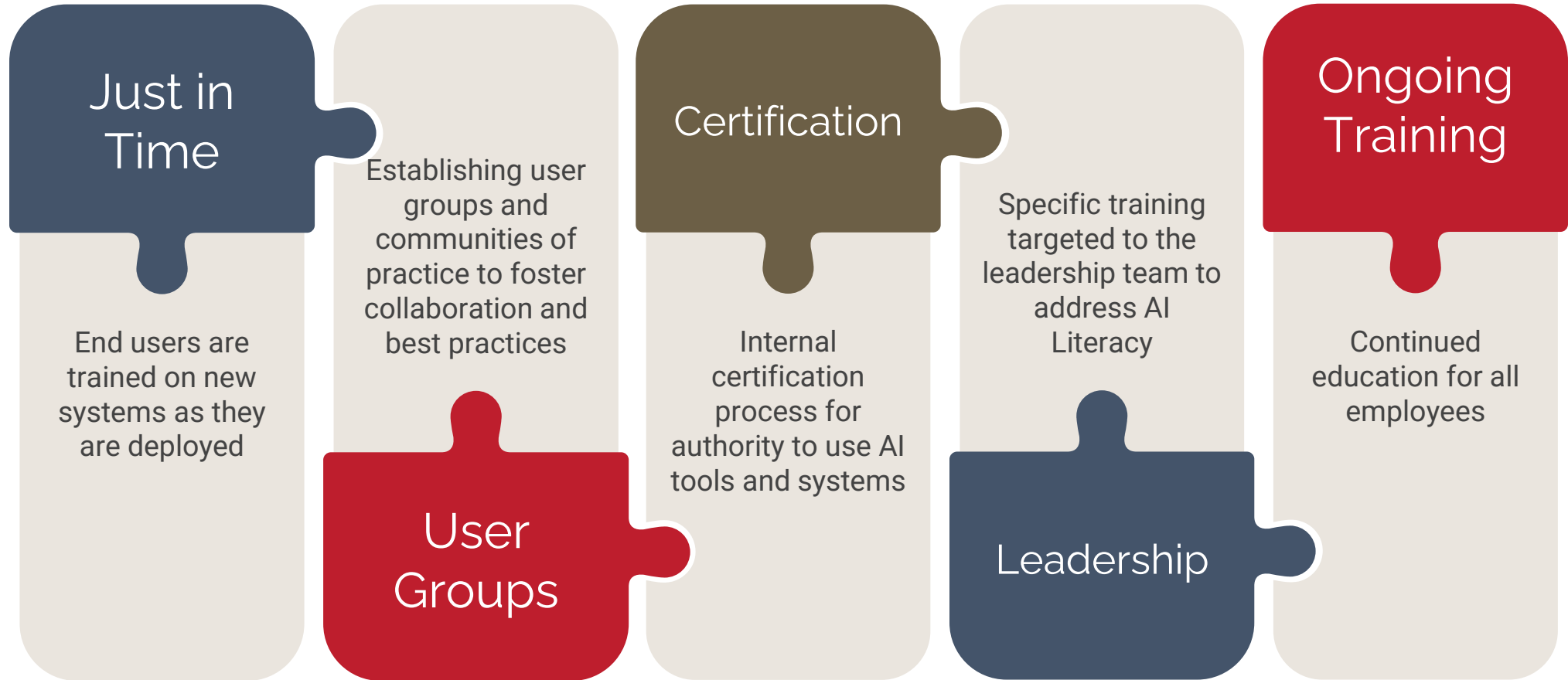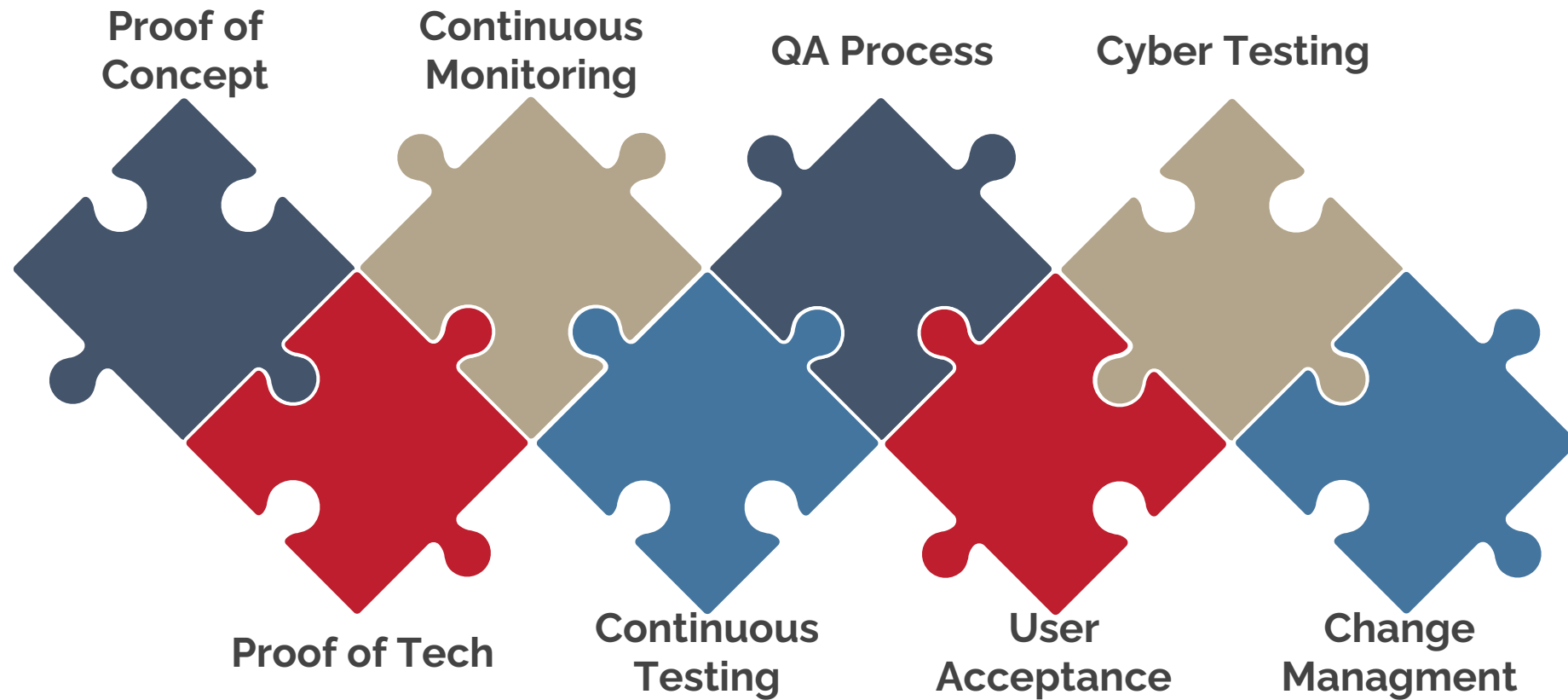
Governance

Texas DPS AI Risk Management Framework

- Identify
- Assess
- Develop Mitigation Strategies
- Implement Preventative Measures
- Develop Contingency Plans
- Monitor and Review

References for AI Framework

Training

Just in Time

End users are trained on new systems as they are deployed

User Groups

Establishing user groups and communities of practice to foster collaboration and best practices

Certification

Internal certification process for authority to use AI tools and systems

Leadership

Specific training targeted to the leadership team to address AI Literacy

Ongoing Training

Continued education for all employees

Testing, Evaluation, Verification, and Validation

Proof of Concept

Continuous Monitoring

QA Process

Cyber Testing

Proof of Tech

Continuous Testing

User Acceptance

Change Managment

Current AI Inventory (As of 6/5/2024)

Complete DIR survey available upon request

AI System Name	Description	Benefit	Human in the Loop?
Multimodal Biometric Identification System (NEC)	MBIS is the biometric repository that matches biometrics for the purpose of identification of criminal histories.	• Automates up to 75% of the identification process.	✓
Advanced Digital/Audio Collection System (Sytech)	SyTech ADACs Lawful Intercept and Title III collection lawfully intercept phone conversations and text messages.	• Saves investigator time by automatically transcribing audio from legally intercepted communications.	✓
Pathfinder (Cellebrite)	Cellebrite Pathfinder uses AI to analyze images obtained by digital forensic analysis of cellular phones or other electronic devices. Cellebrite Pathfinder identifies objects within those images and categorizes the images based on their content.	• Allows investigators to sift through hundreds of gigabytes of data from a cell phone extract and focus on key data elements in a quick and timely manner.	✓
Whooster	Whooster provides investigative data solution tools to law enforcement by AI to identify objects within images and improve query responses.	• Provides rapid access to organized and related opensource information across multiple data sources. This expedites the investigation process.	✓

Current AI Inventory (As of 6/5/2024)
Continued

AI System Name	Description	Benefit	Human in the Loop
Splunk / Splunk SOAR (Security Orchestration, Automation and Response)	The system receives system logs from workstations, servers, and network devices in order to detect possible security threats and anomalies. In addition, Splunk enriches investigations by accessing suspicious emails (where applicable) and presenting information to an analyst to complete the investigation.	• Automates cyber security tasks that would be cost prohibitive for a human to perform.	✓
Image Verification System (Idemia)	To combat fraud and ensure laws regarding the issuance of cards for identification purposes are met, a facial and thumbprint verification system is used to perform a one-to-one and one-to-many comparison.	• Detect and reduce fraud in an automated and more efficient manner.	✓
F5 BIG-IP Switch Local Traffic (Presidio)	This system monitors network traffic to build policy as it learns what normal traffic conditions are.	• Strengthens network security and saves time.	✓
Dragon Dictation	Speech recognition software that allows users to create custom words and commands. Currently being used to create shortcuts on repetitive processes using voice commands.	• Increases officer safety by automating tasks triggered by spoken phrases.	✓

Current AI Inventory (As of 6/5/2024)
Continued

AI System Name	Description	Benefit	Human in the Loop
CMCORS Chatbot (Appian)	Provides general procurement and contracting answers.	• Provides general procurement information 24/7. • Allows staff to work on more complicated issues.	✓
TrapWire	TrapWire serves as the platform for the iWatchTexas community reporting system, which is used for reporting suspicious activity related to crime, terrorism and school safety in communities across the state.	• Saves time for investigators by identifying patterns between all SAR reporting.	✓
Traffic Jam	Analysts are able to rapidly search collated publicly available information from online adult service advertisements and massage parlor review websites that can provide leads of individuals suspected of trafficking persons or victims of human trafficking.	• Provides access to and analytical insights to data that is hard to access and would take many man hours to complete manually.	✓
Flock Safety	Flock Safety provides the ability to search data from camera systems that enable rapid discovery.	• Generate investigative leads and saves investigators.	✓

Current AI Inventory (As of 6/5/2024)

Continued

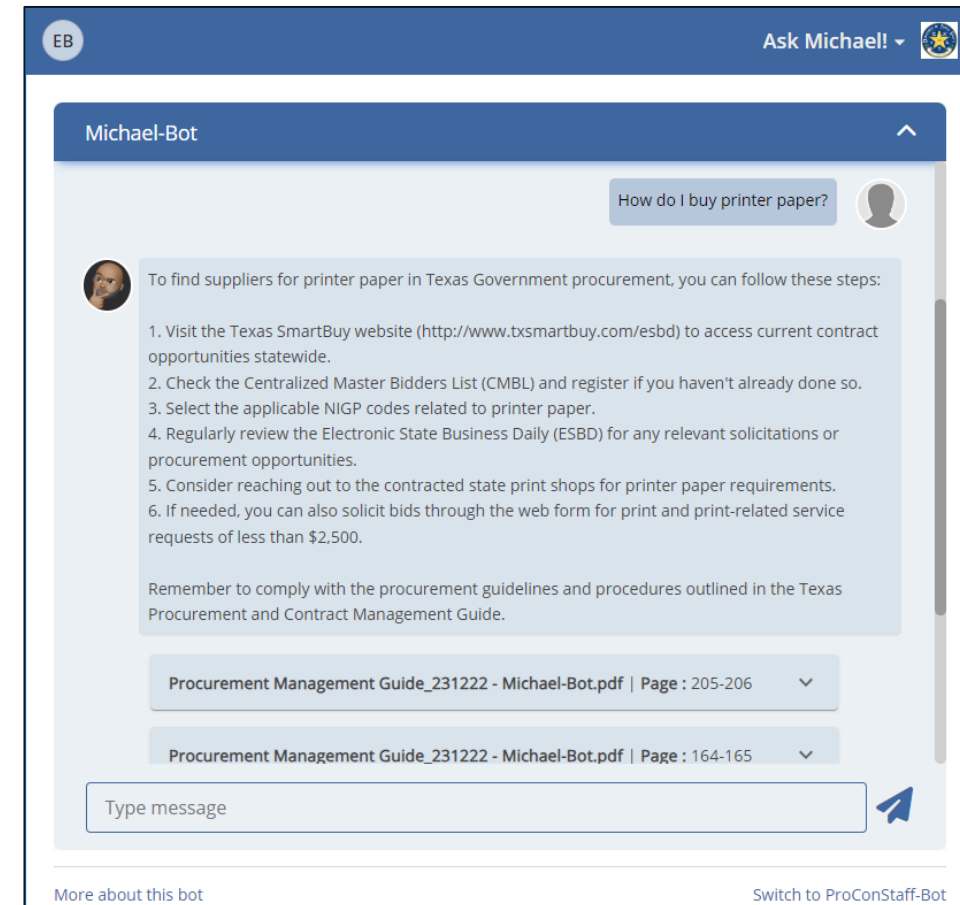| AI System Name	Description	Benefit	Human in the Loop
Clearview AI	Clearview AI is used to generate investigative leads via facial recognition technology in limited scenarios when other investigative tools have not been productive.	• Automates time consuming process of manually reviewing images for a potential match.	✓
Tangles (Cobwebs)	Tangles is an open-source intelligence platform used by investigators to generate leads for active law enforcement investigations.	• Compiles and organizes open source data that would take an investigator many hours to complete manually.	✓
LEARN (Motorola)	This AI is used to search through captured license plate information and limited facial recognition capabilities to generate investigative leads for active law enforcement investigations.	• Generate investigative leads from LPR cameras and FRT maintained by Motorola.	✓
Drawbridge Image Analysis (Deloitte)	This AI is an image classifier of Operation Drawbridge, which generates roughly 250,000 images daily.	• Reduces the number of manually reviewed images, allowing fewer staff to manage more cameras.	✓
Grammarly	AI tool to assist with the writing process.	• Reduces the amount of time spent editing and revising communications.	✓

AI Highlight: Drawbridge Image Analysis

- Operation Drawbridge is a border security initiative that began in 2009.
- Currently over 9,000 cameras fielded.
- Cameras take pictures when motion is detected. This results in about 250,000 images per day.
- Object detection is used to help "flag" images that need review.
- Since inception, Drawbridge has detected over 2.1 million people, assisted with the apprehension of over 1.1 million people, and assisted with the seizure of over 640,000 lbs of marijuana.
- Currently the AI has a success rate of approximately 95% of correctly identifying the object in the image.

AI Highlight: CMCORS Chatbot

- Contract Management Contract Oversight Reporting System (CMCORS).
- Developed using Appian.
- Contains information from state and department resources, as well as our General Manual.
- Reception from partner business areas have been positive and P&CS staff have found responses to be helpful.
- Gained recognition at nationwide procurement conference as a pioneer in procurement technology.

On the Horizon

AI System Name	Description	Benefit
Fleet Management (Samsara)	Automated collection of vehicle data in real-time that will allow for proactive/predictive maintenance needs and monitoring of agency assets.	• Real time alerts to vehicle related incidents. • Ability to more effectively and timely manage maintenance. • Crash notifications when agency vehicles are involved to enhance the safety of our personnel.
Contact Center Solution (AWS)	AWS is intended to replace the Driver License (DL) Customer Service Center (CSC) call center platform.	• Will improve operational efficiency. • Increase the number of customers being served in a given time.

Down the Road

Focus
Constituent Experience
Automation
Robotic Process Automation for
Administrative processes

Accountabilty
Industry Partners
Vendor Community
Research and Proofing

Self Service
Internal and External Partners
Constituents

Partnership
Interagency Opportunities
Interoperability
Quality and Contract Management

Challenges

- Formal empirical studies based on LE use cases

- Funding, strategic adjustments and accounting for cost

- Barriers to entry and keeping up with others

- Reassuring and Retooling the workforce

- Statutory alignment with the opportunities and challenges that evolve with the AI evolution

- We don't know what we don't know

Questions

Thank you!