



FEATURED

## CJIS Rap Sheet Analysis

**Rap sheets** provide a summary of an individual's criminal history in California, including arrests, detentions, parole, charges, and the outcomes of those charges in court. While these documents follow a structured format, they are notoriously difficult to read and interpret.

They can be extremely long and dense, making it a time-consuming task for users to extract the specific information they need for reporting.

Using **Azure APIs**, ITD developed a solution that allows users to pass any CII rap sheet and extract relevant conviction details—either *all convictions* or specifically those *outside of Alameda County*. This parsing is done at runtime, with **no need to store** the documents, ensuring **both speed and compliance**.



## Race Blind Charging

**Race blind charging** is the state's new mandate. It requires removing any racial identifiers from case files before they are reviewed by the prosecutors, ensuring that the decisions are based on case facts and not any unconscious bias.

DA's office has been actively evaluating different vendor solutions - going back and forth to find the right fit. In the meantime, we decided to take a shot at building our own solution.

It is able to redact suspect/victim/witness names as well as any racial slurs used. It maintains the mapping of any names with the placeholders like the suspect name will appear as [suspect 1] throughout the document.

It is able to distinguish between the race and objects described.

This technology can be used in different use cases where document redaction is needed.



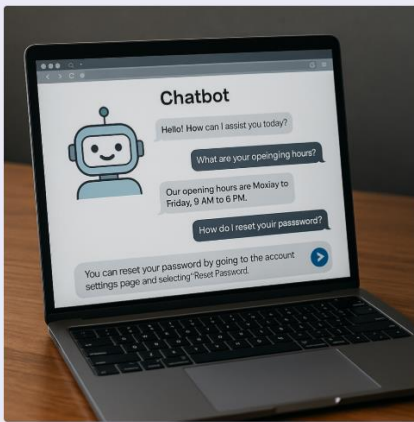
## Image Analysis

Aimed at assisting the Sheriff's Office, this project is exploring how AI can help improve search and identification capabilities.

We're currently testing two approaches:

**Azure Computer Vision with Image Analysis** – This method analyzes tattoo images, extracts descriptive tags (e.g., "flower", "dragon"), and stores the metadata in a database. Users can then search the tattoo library using relevant keywords.

**Azure Blob Storage with OCR and Image Analysis Skills** – In this approach, tattoo images are stored in Blob Storage and indexed using Azure Cognitive Search. It enables keyword-based image retrieval without needing to store tags in a separate database.



## Chatbots

Chatbots have great use cases in Alameda County. Easy to deploy, Gen AI chatbots simply need to know what documents to index and immediately start answering questions. The best part: you can tie multiple sources to the bot to get maximum use from them.



## Call Center Analysis

ITD has deployed Amazon Web Services (AWS) Connect to help streamline analysis of phone calls from call centers.

Connect provides insights into the call that are important to Call Center Supervisors. Insights include:

- How was the caller? Angry? Happy? Sad?
- How did the caller start vs. finish? Was the caller angry but then happy when they hung up?
- How much time was spoken speaking? Did the Call Center agent do much of the talking or did the caller speak more?
- Was there any PII information exchanged? If yes, Connect can redact it.
- So much more

If your department has a Call Center on Five 9, adding Connect will give your team the advantage of insight into what your callers are calling about.

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