



CITY OF SOMERVILLE, MASSACHUSETTS  
MAYOR JAKE WILSON

**Date:** March 11, 2026  
**To:** Finance Committee  
**From:** Amanda Nagim-Williams, Director of Intergovernmental Affairs  
**RE:** Item 26-0169 – Requesting approval to accept and expend a \$43,000 grant with no new match required, from the Boston Office of Emergency Management to the Police Department for software.

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Dear Members of the Finance Committee,

The following information is being provided to the members of the Finance Committee in response to the above referenced item(s).

Blue Voice provided the attached information in response to questions from a member of the Finance Committee.

Please let the IGA team know if there are any further questions on any of the above information.

Thank you,

**Amanda Nagim-Williams**  
Director, Intergovernmental Affairs



## Blue Voice Q&A

3/8/2025

**Q: I want to start with the vendor's claim of "no hallucinations." There is no AI model in production today with a verified 0% hallucination rate. This is not a matter of debate in the field. A vendor making an impossible claim like this very worrying.**

A: Blue Voice provides agencies with two options. One option is to use semantic search to find and surface exact quotes from relevant materials, with no AI generated content. *That is zero hallucination because there is zero generation.*

The other option is to turn on closed-loop AI summaries. This allows Blue Voice to generate answers but only based upon the narrow set of resources approved by the department, such as state and local laws and department policies. This summary is tightly constrained and is never prescriptive. Beneath the short summary, sources cited from within Blue Voice can each be clicked and opened to the exact page within the documents. The model does not have access to the broader internet.

In the status quo, officers Google questions about Elements of a Crime and Right of Arrest and receive AI generated answers that cite from far corners of the internet - from Reddit to private law firm sites to outdated state laws. By using sites like Google and GPT, officers also risk exposing personal information in non-CJIS compliant spaces.

Blue Voice is a sanctioned CJIS and SOC-2 platform, endorsed by insurance (which reduces premiums), that serves as a risk reduction platform by giving agencies control over officer use of AI and immediate access to critical information.

### Data security and privacy

- **Where does data live, both in transit and at rest, and how is it secured?**

Response: The data is housed in domestic AWS servers. It is secured by encryption at rest and in transit and that is certified by our Trust Center report [here](#). This is the standard for all police software.

- **Who will have access to it?**

Response: Only Blue Voice employees on a need to access basis will have access to the data. All employees with access are background checked and trained in CJIS compliance via CJISOnline. Furthermore, we have quarterly access reviews to keep access minimal, and no employees are allowed to access data unless explicitly authorized and for reasons only pertaining to Blue Voice work.

**The vendor describes a "closed loop search," but this is not a standard technical term. What does BlueVoice specifically mean by it, and is there documentation?**

Response: A closed loop system ensures that external data sources that are not sanctioned or validated by the department are not fed into the system in both the semantic search and AI summary use case. For example, the only documents searched across are ones that the department administrators approve of. Open loop systems like chatGPT, Google Gemini, and others do not restrict the data sources fed into them. As a result you could have an answer cited from any source such as Reddit, blog posts, or more.

- **What safeguards ensure that PII and sensitive details are not entered into the system or, if they are, that they are handled in full compliance with state law and city policy?**

Response: We do regular audits of the department to ensure that documents that are uploaded are what we expect to be uploaded and notify admins of any issues. Regardless, in the event some data is uploaded into Blue Voice by a customer, we are CJIS compliant and use the data security guidelines provided by the FBI encryption standards, domestic data servers, and more. More information can be found at [bluevoice.io/cjis](https://bluevoice.io/cjis). We also use a logical multi-tenancy system, which ensures that any data provided by your department cannot be accessed by another department or user. CJIS is the standard for all police software.

#### **Accuracy and oversight**

- **What base models are being used, is there any fine-tuning, and what external services does it connect to?**

Response: Proprietary models for a majority of models. For generative models for departments with closed loop AI summaries enabled, we use OpenAI models as well as models provided by AWS BedRock. We do not do any finetuning.

- **How will accuracy be monitored, audited, and reported by SPD — including benchmarks, error rates, and review processes?**

Response: We do manual audits internally across random cross sections of questions to ensure accuracy and performance. We also support SPD users to upvote or downvote answers which are then reviewed to ensure there are no issues. We also provide manual feedback entry within the app by SPD users and review it regularly to ensure users do not see an issue.

- **The vendor's website lists "AI Redaction" as a feature. Will SPD use this, and if so, under what written policy and oversight?**

Response: No they will not, we will restrict the feature from SPD unless SPD would like to purchase it.

#### **Public and legal transparency**

- **How will SPD ensure that courts and the public are informed when AI was used — for a report, a decision, a narrative, or otherwise?**

Response: The core Blue Voice platform does not support report or narrative generation. We believe that SPD will take the appropriate steps to ensure that any decision made with AI is taken within policy and reported accordingly.

- **The vendor website lists "first aid" as a use case. Can you confirm officers will not administer first aid or make medical decisions with AI assistance?**

Response: Officers currently access first aid documents through department file systems or emails, which is not quick to access in a crisis, or, similarly to laws, by googling it. Departments can upload first aid documents to their Blue platform and we surface that. If SPD would like to restrict those documents, we can remove them from the platform and audit them to ensure those are not available. This would prevent officers from receiving answers on first aid on the platform and force them to seek answers elsewhere.