



## AGENDA ITEM SUMMARY FORM

**MEETING DATE:** June 17, 2026  
**PREPARED BY:** Ryan Phipps, Chief of Police  
**DEPARTMENT:** Police Department

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### AGENDA ITEM DESCRIPTION:

Consideration, discussion, and possible action regarding a Master Subscription Agreement between Desk Officer AI and the City of Manor for services provided to the Manor Police Department.

### BACKGROUND/SUMMARY:

The Manor Police Department is seeking to implement **Desk Officer AI**, an advanced artificial-intelligence system designed to support public safety operations. Desk Officer AI functions as a virtual desk officer that is *indistinguishable from a human in conversation*. It is trained to answer non-emergency calls, take police reports, and manage low-priority or administrative tasks.

Operating 24/7, Desk Officer AI works behind the scenes to handle routine service requests, allowing our sworn personnel to remain in the field, available for higher-priority calls, and focused on community safety. By shifting non-critical workload from officers to the AI system, the department can enhance efficiency, improve response readiness, and provide consistent service to the public at all times.

The initial prorated cost is \$31,000. The annual renewal cost is \$139,800 which includes a discount of \$124,800.

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