

Decision Memo: 60-Day Managed Camera Intelligence and Reception Workflow Pilot

PREPARED FOR Gallery Condominiums Board
BY Elberta Labs
DATE 25 August 2026
PACKAGE Decision memo, with Appendices A, B, and C

Elberta Labs proposes a 60-day, \$2,000 pilot to improve how Gallery Condominiums' existing camera alerts reach and are handled by the front desk. The pilot connects selected existing camera and IntuVision events into one reception queue, applies AI-assisted prioritization, trains reception staff, and reports performance against measures agreed before launch. Elberta supplies the pilot hardware. If the agreed criteria are not met, Elberta removes its hardware and neither party carries any further obligation.

If the pilot succeeds, Elberta operates, improves and maintains the camera-analytics and reception-alerting pipeline for \$1,000 per month under a defined service scope, cancellable by either party on 60 days' written notice. The service assists the building's human staff. It does not replace guards, life-safety systems, emergency response, or the association's responsibility for physical security.

DECISION REQUESTED

Approve a fixed-fee \$2,000 pilot of approximately 60 days, payable in full at the start. No ongoing commitment is created by the pilot itself.

THE PROBLEM

The building already owns cameras and runs IntuVision analytics. Their value today is limited by three things: too many low-value alerts, a front-desk workflow that does not surface the alerts that matter, and vendor responsibility split across separate relationships so no one owns the result. The pilot targets the first two directly and puts one accountable party over the whole chain.

WHAT THE PILOT DELIVERS

- IntuVision and up to 3 additional camera events connected into one reception queue.
- AI-assisted prioritization that recommends what the desk sees first and retains every source alert for review and audit.
- Reception staff training on the queue, acknowledgment, and escalation.
- Reporting against the acceptance scorecard agreed before launch.
- A go/no-go report at the end with capacity findings and a handover package.

What is in scope, and what is not

INCLUDED IN THE PILOT	COORDINATION ONLY	FUTURE ROADMAP
Selected camera feeds, IntuVision alerts, one reception queue, AI-assisted prioritization, staff training, reporting.	Camera, network, and access-control vendors, engaged when their work affects the pilot.	Access-door event analytics and broader system consolidation.

WHO MONITORS AND WHO RESPONDS

PARTY	RESPONSIBILITY
Reception	Monitors the live event queue during staffed hours.
Building staff	Decide and carry out the physical response.
Management	Receives defined escalations.
Elberta	Maintains the software, tunes the analytics, monitors system health, and coordinates technical vendors.

The system does not act on its own. It surfaces events and recommends priority; people decide and respond. Elberta does not continuously watch live feeds, dispatch guards or police, or take over the front desk's response duty.

HOW SUCCESS IS MEASURED

Go/no-go rests on an acceptance scorecard with a baseline, a target, and a measurement method for each item, agreed before launch. Headline targets: at least a 50% reduction in front-desk alerts per camera-day against baseline, zero concerning events wrongly downgraded, the dashboard used on at least 80% of staffed shifts, and 95% system availability during staffed hours. Full detail is in Appendix A.

THE EXIT

If the agreed criteria are not met, Elberta removes its hardware and neither party carries any further obligation. The association keeps its own data.

TERMS IF THE PILOT SUCCEEDS

- **Managed service.** \$1,000 per month for the defined camera-analytics and reception-alerting scope, payable monthly in advance.
- **Term.** A 12-month pricing period, cancellable by either party on 60 days' written notice. Any first-renewal price change is capped at 10%.
- **Hardware and license.** Elberta supplies and owns the appliance; the monthly fee covers it, with no separate hardware charge. The board may buy it at documented cost at any time. A perpetual license lets the board keep running the system as delivered after termination. Updates, patching, and support are part of the paid service. Full terms are in Appendix C.

Commercial terms are summarized in Appendix C and would be set out in full in a definitive managed-services agreement reviewed by counsel. This service assists the building's human staff and is not a guarantee of security.

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