

Memorandum



DATE January 27, 2026

CITY OF DALLAS

TO Honorable Mayor and Members of the City Council
SUBJECT **Verkada Security Review and Contractual Safeguards – Agenda Item 26-121A (January 28, 2026)**

The Dallas Police Department recognizes the critical importance of cybersecurity, data privacy, and public trust in all City technology procurements. All technology acquisitions undergo a uniform, multi-department review led by the City's Information and Technology Services (ITS) Department.

In 2021, Verkada experienced a security breach on its commercial network, not its government cloud service. Hackers exploited vulnerability in a customer support system that no longer exists. Verkada shut down access within two hours and notified affected customers within a six-hour period. There were approximately two percent of customers that were impacted. Following the incident, the Federal Trade Commission (FTC) investigated and required Verkada to adopt a 20-year security program that will end in 2045 with independent audits every two years, overseen by the FTC. Verkada also partnered with the leading cybersecurity firms to implement a 100-day security overhaul. Verkada eliminated the system that was exploited and redesigned its support infrastructure to prevent similar risks.

The Verkada procurement followed the ITS Technology Acquisition Checklist (TAC) process, including a comprehensive security risk assessment. ITS reviewed Verkada's independent SOC 2 Type II audit, ISO 27001/27701 certifications, TX-RAMP provisional certification, and FedRAMP "In Process" status, along with vulnerability and penetration testing documentation. Based on this review, ITS determined the platform meets City, State, and federal security standards.

To further enhance security, the Department will deploy Verkada on AWS GovCloud, rather than the commercial AWS platform, which incorporates built-in, system-wide enhanced security protocols. Although the platform will be hosted on the CJIS-compliant AWS GovCloud, the Department will not store any CJIS data on Verkada, providing an additional layer of protection.

Additional safeguards included in contract:

- **Compliance with CJIS Security Policy and other standards (HIPAA, PCI, ISO).**
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- **Annual independent security testing** at the vendor's expense, with mandatory remediation of any issues.
- **City ownership and control of all data**, hosted exclusively in the U.S.
- **Strict breach response requirements**, including 24-hour notification and full vendor responsibility for costs and compliance.
- **Audit rights and termination options** if security or compliance concerns arise.

As part of due diligence, the Department conducted reference checks with current users, including SMU Police Department, Highland Park ISD Police Department, the City of Irving, and the Deep Ellum Association. All confirmed the platform's reliability and reported no unresolved security concerns.

Verkada is used by numerous public-sector entities, including the Cities of Los Angeles, Las Vegas, and Irving, as well as local education and municipal partners. This peer adoption reflects confidence in the platform's security and operational reliability.



Daniel C. Comeaux
Chief of Police

c: Kimberly Bizer Tolbert, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Bilierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors