




MEMORANDUM

TO: Crystal Dyches
City Manager

FROM: Paul Marzocca 
Police Chief

SUBJECT: Axon Bundle

DATE: June 2022

The Department uses Axon Enterprises exclusively, as a sole source provider, for our Body Worn Cameras (BWC), the BWC Licensing & Storage, Evidence.com, Tasers and for our Interview Room Software. In FY 20/21, we entered into a 5-Year Agreement with Axon for our Taser's. The Agreement allowed for upgrades to the Taser 7, holsters, training and more. At the end of the 5-year Agreement, we will be set for an automatic upgrade to the next model.

Over the past 2 years, with an increase of personnel, we have purchased additional Body Worn Camera's or BWC's which are outside of the current BWC Agreement we have with Axon. In discussions with Axon, regarding combining our BWC's for a similar agreement as we have for the Taser's, they provided us with a bundle that we have determined will put the department more in line with the recommendations of the recent CPSM Police Study.

It is our desire to enter into Axon's Unlimited 7+ Plan. In addition to including the Interview Room Software, this plan provides 16 benefits to assist the department in making the most of Axon's equipment and software.

The highlights of this plan include:

- **Axon Redaction Assistant** Seventy percent of our Police Administrative Specialists time is conducting redactions for public records requests. This includes the body worn video but also having to redact the audio. This redaction software will dramatically reduce this time-consuming process.
- **Axon Standards** Axon Standards is a Professional Standards Suite of products which includes:
 - Use of Force reporting,
 - Internal Affairs Reporting
 - Vehicle Pursuit
 - Vehicle Collision
 - Citizen Complaint tracking

We currently have no software that can do this function. We do everything via paper which is very time consuming. This past year it took six months to produce our use of force tally sheet. We now have a directive from the state to produce use of force statistics monthly that gets forwarded to the FBI. To have Axon Standards software suite will dramatically increase efficiency and help fulfill recommendations 27, 28 and 29 from CPSM in the recent police study.

- **Axon Performance** We have been testing Axon Performance for the past few months. Axon Performance allows us to conduct an audit on when officers are turning their body worn cameras on. Axon Performance also tells us when and if an officer deployed their Taser. This will prevent any rogue use of force on residents without us knowing.
- **Axon Capture** Axon Capture is an application built specifically for officers' smartphones – with added security and organization features. With Axon Capture, recording evidence is easy and managing it is secure. Photos, audio, and videos are automatically tagged with GPS locations, and metadata is synced to Evidence.com profile – all without leaving the scene.
- **Axon signal Sidearm** When a firearm is removed from the holster the BWC will automatically start recording. Because the BWC continually records the 30 seconds prior and rewrites over itself until activated by the officer, we would have all shootings on camera regardless if the officer activated the camera or not.
- **Axon Citizen for Communities** Residents can upload their own video to Evidence.com (this will be of benefit when we launch the virtual block watch) In addition, Axon Citizen for Communities allows agencies to create public evidence submission portals where the public can submit evidence during both large-scale and smaller, day-to-day events.
- **Unlimited storage** of BWC video and other uploads
- **5-year warranty**, along with many additional benefits.
- **Axon Respond** Incident Commanders can view a live feed in times of emergency to view the incident as it's happening. In addition, if we can't find an officer who may be struggling with a suspect, Axon Respond will locate the officer for dispatch via the GPS feature included in the Body Worn Camera.

Current expenses related to BWC:

Our current expenses for Axon Body Worn Cameras and storage are just under \$100k. This figure includes the Interview Room software agreement which is \$15,600 per year.

The FY22/23 Budget has been approved by Council, which included our current agreement(s) for BWC's and the Interview Rooms Agreement. Acknowledging that the Year 1 payment of \$141,103.42 is higher than what was budgeted, the Department will make every effort to absorb the cost overage for the Year 1 payment within the overall budget as we continue to be fiscally responsible in our spending. Moving forward, Years 2-5 of the 5-Year Agreement shows \$156,024.90 per year.

In closing, I believe this is an outstanding opportunity for the police department to go from tracking incidents by hand via excel document to tracking using Professional Standards software and would meet the recommendations from the Police Study.

From CPSM

Overall, the internal investigation process for EMPD is comprehensive and mostly meets industry standards. That said, while there is a process for tracking official complaints, there is no process for tracking supervisory inquiries. Many issues that might start out as a potential complaint against an officer are resolved when a supervisor meets with the complainant, explains the policy involved, or reviews the body-worn camera footage. These are considered supervisory inquiries and often get resolved by the supervisor but are not tracked.

The low ratio of unfounded complaints compared sustained allegations is not what CPSM typically sees in other agencies. The fact that inquiries are not tracked unless they become an “official complaint” may indicate that some inquiries should have been handled as complaints or investigated further. Without a tracking system for these supervisory inquiries, there is no way to determine if the inquiry was indeed an inquiry or should have been investigated further as a complaint. Adding a tracking system for supervisory inquiries will help gather data and allow for the review of allegations by management to verify which ones were complaints and which ones were legitimate inquiries. A tracking system would add accountability along with a check and balance to those handling inquiries to ensure they all are investigated and documented properly.

Another function of the Professional Standards Unit is to track use of force incidents. During the onsite visit, CPSM consultants reviewed all use of force reports from 2018 through 2020. In 2019, there was a change in the forms used and the data captured. The form and investigative process changes improved significantly with the change implemented in 2019.

Each use of force requires a sergeant to conduct a review and complete a multipart report submitted through the chain of command to the Police Chief for final review. The reports are completed on PDF forms, and the process appears to be cumbersome and inefficient. Some supervisors complete the form electronically and others complete the form on paper. The paper copies flow through the chain of command and require supervisors and managers to sign the paper copies, which end up in the Professionals Standards Unit office once approved.

The data regarding administrative investigations, public complaints, and uses of force are valuable as a risk management tool to identify training needs, performance deficiencies, or patterns of misconduct. Although EMPD tracks a good deal of data manually, valuable pieces of data are likely not being captured.

Many departments have turned to software systems to assist in this critical management responsibility. Although there are several systems on the market, IAPro, with its Blue Team feature, is one of the industry leaders. IAPro or similar software packages can be used to track very important information, including personnel complaints, use of force incidents, traffic accidents by officers, and personnel commendations. These systems also have an early warning system to alert managers to potential problems based on real-time data. CPSM recommends EMPD examine available software tracking systems and implement a means to track and evaluate more comprehensive data on uses of force for risk management purposes. Regardless of the software system, once the data is captured, the department should also devise a process to assess the data for training needs or policy changes.

Professional Standards Unit (PSU) Recommendations

- Create a system for tracking supervisory inquiries made by citizens. (Recommendation No. 27.)

- Evaluate available software systems for tracking public complaints, personnel investigations, and uses of force. (Recommendation No. 28.)
- Devise a formal process for an annual evaluation of all risk management data, including pursuits, uses of force, traffic accidents, and other incidents that may incur liability for the City of El Mirage. This review should specifically focus on identifying possible training and policy needs or improvements and be reviewed by the command staff. (Recommendation No. 29.)