



# City of Gilroy

## STAFF REPORT

**Agenda Item Title:** Police Department Axon Program and Community Survey Update

Meeting Date: January 8, 2024

From: Jimmy Forbis, City Administrator

Department: Police

Submitted By: Pedro Espinoza, Police Chief

Prepared By: Juan Rocha, Captain

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### **STRATEGIC PLAN GOALS**

Not Applicable

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### **RECOMMENDATION**

Receive report.

### **EXECUTIVE SUMMARY**

The Gilroy Police Department's (GPD) priority has been to improve the safety of our personnel and increase our transparency efforts, both internally and externally. The GPD was an early adopter of the body-worn cameras (BWCs) system and first deployed them in 2012. The GPD has deployed conducted-energy weapons (CEWs) commonly referred to as "Tasers," and in-car cameras for approximately 20 years. The BWCs, tasers and in-car cameras have reached the end of their technological lifecycle precipitating the need to purchase the new Axon platform.

### **BACKGROUND**

The City Council approved the purchase of Axon public safety technology equipment during the recent bi-annual budget approval process, which will enable the Police Department to provide best-practice, transparent, and equitable public safety services with current technology.

On June 19, 2023, the Council authorized the City Administrator to execute a ten-year contract with Axon Enterprise Inc. to purchase the Officer Safety Plan 7 and Fleet 3 Advanced bundle options for \$3.8 million.

The Police Department acquired the purchased equipment from Axon at the beginning of July 2023. From August to mid-September 2023, Axon and the Police Department conducted Department-wide training sessions and certified all authorized staff to deploy BWCs and CEWs. The Police Department officially deployed BWCs and CEWs on Monday, September 25, 2023.

The in-car Fleet 3 cameras are scheduled to be delivered and installed by Axon in February 2024, with a tentative go-live date of March 1, 2024.

During the life of the ten-year contract with Axon, the Department will receive new BWCs, CEWs, and in-car Fleet cameras on pre-determined dates as listed in the contract.

The following systems and equipment were included in the ten-year agreement with Axon:

### **Axon Evidence**

The system provides management of all types of physical evidence and data, including body-worn video, in-car video, interview room video, CCTV, photographs, audio, documents, and more. It provides a chain of custody on evidence and reviews actions taken by users with access to the system. The system allows for the seamless sharing of evidence with the District Attorney and the uploading of evidence in any format. It includes redaction assistant software to detect and mask everyday objects, such as license plates, faces, and screens. It also allows for storing information generated by mobile devices in the field.

All evidence video footage from current and previous BWC and in-car camera systems stored in city servers are being transferred to Evidence.com (cloud-based) at no additional cost.

### **Axon Body 3 (BWC)**

Axon Body 3 provides high-definition body cameras with reduced motion blur with clear evidence during playback and near-photographic levels of detail. It allows for live-streaming through Axon Respond and identifying officer locations while recording or live-streaming. It is compatible with Axon Signal, which allows for wireless activation. The camera has lights at the front that provide public transparency without compromising officer safety.

New cameras for all staff have been provided and deployed. New cameras will be provided to the Police Department on January 1, 2026, July 1, 2028, January 1, 2031, and July 1, 2033, of the agreement, ensuring technology is current and in good working order. If the existing camera is taken out of service by Axon before a scheduled

replacement date, the Police Department will be provided with the latest upgraded camera.

### **Axon Fleet 3**

A vehicle-mounted two-camera system captures clear, panoramic evidence with integrated 4K Automated License Plate Reader (ALPR) coverage, covering three traffic lanes. The data integrates seamlessly with Evidence.com. ALPR cameras mounted on vehicles can assist with the identification of stolen vehicles, identify vehicles associated with crimes being investigated, and provide the ability to rapidly track and identify vehicles in proximity to a crime when officers arrive at a scene. It also allows officers to gain situational awareness through real-time alerts, and wireless pairing with body-worn cameras is provided. The first generation of Axon Fleet 3 cameras are scheduled to be installed and deployed by March 1, 2024. The Police Department will receive replacement in-car cameras on January 1, 2029, and January 1, 2034, per the agreement.

### **Axon Signal**

Axon Signal is a technology that enables the Axon BWCs and in-car cameras to sense nearby events through a wireless signal and start recording. Axon Signal transmits signals to any camera within range wirelessly, enabling recording to occur when patrol car light bars are activated; magnetic locks in patrol cars are opened for less lethal shotgun or patrol rifle deployment; a handheld Taser is powered on; a BWC camera is manually activated to record; or when an officer unholsters their firearm. When a signal is transmitted due to the activation of a device with "signal" technology, all cameras within fifteen yards are remotely turned on to begin recording. High-stress situations are a primary cause for video loss through late activation or non-activation of cameras. Signal, through technology, reduces the likelihood of late or non-activation through automation.

### **Axon Taser 7**

Axons' Taser 7 is the newest, less lethal smart weapon. As part of the agreement, Axon provided a Hook and Loop training suite to allow staff to integrate live training and the deployment of the new CEWs. In addition, Axon provided and will continue to provide all the requisite training cartridges to ensure training mandates are met for the life of the agreement, ensuring staff is up to date on using the device and reducing liability exposure. Axon will also provide the in-service cartridges for the length of the contract. All CEWs purchased as part of this agreement would carry Axon's warranty and liability policy for the life of the agreement. New CEWs were provided to the Police Department and are currently deployed by authorized personnel. New CEWs will be provided on July 1, 2030, per the agreement, ensuring the technology is current and in good working order. In the event the CEW deployed by the Police Department is taken out of service by Axon during the 10-year warranty period or in advance of the replacement date, the Police Department will be provided the next-generation CEW at no additional cost. As a result, the agency would retain warranty and Axon liability coverage for the life of the agreement.

### **Axon Respond**

Axon Respond integrates location data and live-streaming video feeds from Axon devices to give officers, supervisors, and command staff a complete picture of evolving situations on any device. Data gathered from connected sensors are immediately accessible by the rest of the Respond real-time operations platform resulting in better visibility and faster responses.

Respond works seamlessly with Axon Body 3 cameras and the Fleet 3 in-car video system. The system provides the ability to see what is happening on the ground and send information through voice or text messages with automated event channels and attachment support. A field commander can view team member locations or streams and better coordinate a response to a critical incident.

Respond has already been utilized to locate an officer whose police radio malfunctioned and was in a foot pursuit of a violent subject. Backup officers were able to respond to the officer's location and provide emergency assistance.

### **Axon Performance**

Axon Performance can streamline the supervisor review process and reduce the time it takes to ensure that teams are operating within agency guidelines and policies. The system evaluates calls for service, guides supervisors through their review workflows, keeps track of previously recorded reviews, and helps standardize the review process with a randomized video selection feature. Staff can utilize Axon Performance to access key BWC and in-car camera metrics near-real-time.

### **Axon Standards**

With increased digital evidence and public expectations concerning transparency, Axon Standards is a solution that meets the unique needs of internal affairs and professional standards units. Axon standards will create one streamlined report that only shows required fields, helping save time and reduce errors. Streamlined report-writing for high-risk officer-involved events, such as use-of-force; clear task delegation and automated reminders; and data management capabilities support efforts to uphold integrity and values in every incident. With Standards, Supervisors benefit from a conditional show/hide feature and customizable fields to enable focus on the most critical information. Data is entered once with a boost from predictive typing and easily allows digital evidence to be attached to the report, resulting in smoother workflows and reduced redundancies. Police Department staff are presently collaborating with Axon personnel to incorporate Axon Standards tailored to the specific requirements and needs of the Police Department.

### **Axon Citizen**

Axon Citizen has enabled staff to invite individual witnesses or the entire community to submit photos and videos of an incident directly. Submissions go straight to Evidence.com, where they are instantly categorized and searchable. Audit trails show officer and collection information and data. Community members can elect to keep their contact information from being stored in the application. Triage tools help officers

reviewing submissions quickly decide which media to accept or decline. Large volumes of submissions are supported no matter the size or scale of the event. This alternative has already demonstrated its effectiveness in minimizing the staff time needed for the collection and processing of digital evidence, compared to previous methods.

### **Axon View and Capture**

Axon Capture is an application built for agency smartphones, making recording photo, audio, and video evidence easy and secure. Evidence is automatically tagged with GPS locations, and metadata is synchronized to the officer's Evidence.com profile without leaving the scene.

### **Axon Redaction**

Redaction Assistant was designed to manage the most common objects found in body-worn videos, saving staff time so they can focus on more complex work. Redaction Assistant automatically identifies and redacts the screens, faces, and license plates in video footage.

### **Axon Auto-Transcribe**

Auto-Transcribe allows a user to type a word and jump right to that spot in the video or audio, eliminating the need to review the whole file. This allows officers to reference, when necessary, details in the evidence that were said and by which speaker with embedded timestamps. It transcribes multiple videos/audio files simultaneously, including BWC video, in-car video, interview room video, CCTV, audio recordings, and more. It provides a high level of accuracy and sharing of transcripts. Auto-Transcribe is entirely CJIS compliant and is encrypted in transit and at rest.

### **Axon Virtual Reality (VR) Training**

Axon VR Training prepares officers for complex real-world situations by bringing immersive content to devices that can be used wirelessly anywhere and pairing it with a comprehensive training platform. It provides officers with a library of over ten modules and enhances their ability to better address community needs with critical thinking, analytical, and de-escalation skills. It also provides officers with valuable tools and techniques to identify, address, and cope with the psychological impact of public safety professions. Access to training session recordings and analytics enables new coaching and program development opportunities. The Police Department's Defensive Tactics team will be utilizing this VR option during Department-wide pre-scheduled training sessions taking place in January and February of 2024.

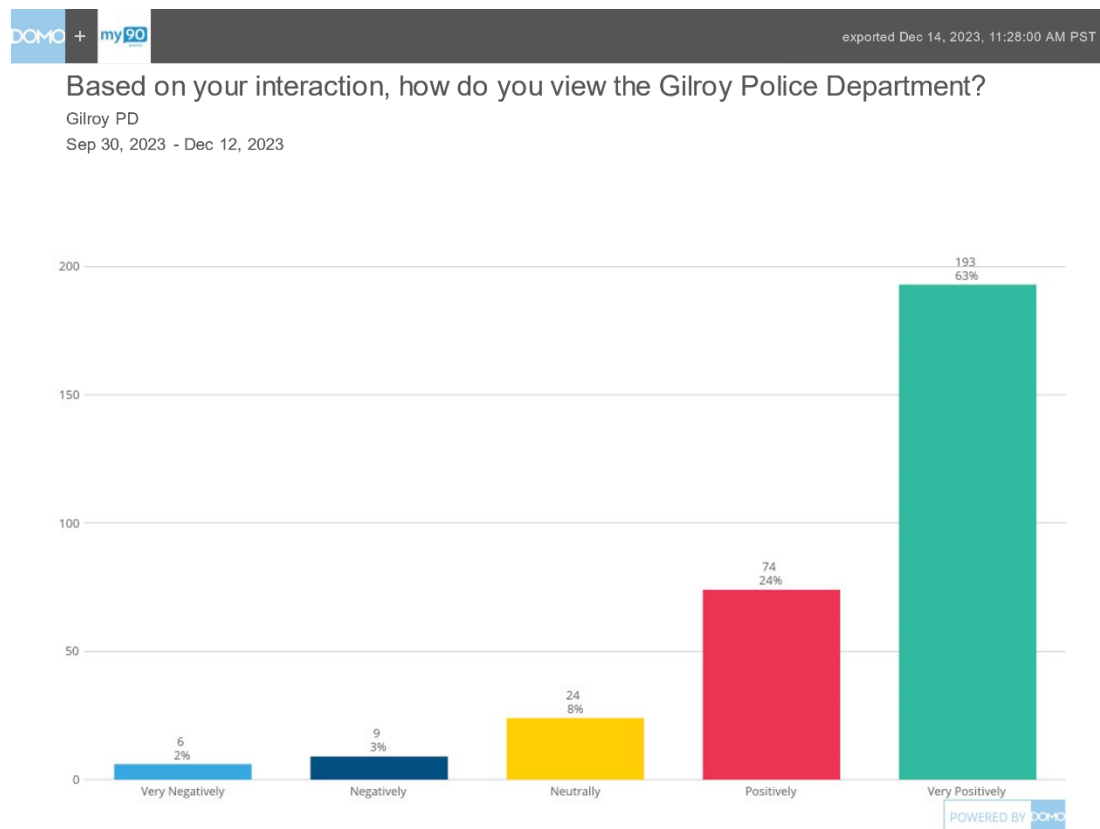
### **My90 By Axon**

Part of the Police Department's FY24 and FY25 budget work plan is to increase the Department's transparency and community trust-building efforts via innovative engagement resources and ideas. One of the tools mentioned is via community surveys.

My90 is Axon's engagement tool that helps law enforcement leaders collect candid feedback from their officers and the communities they serve. My90 offers confidential

personnel, community engagement, and service call surveys for 9-1-1 callers. My90 collects, de-identifies, and aggregates the data to identify trends, surface positive feedback, and identify opportunities for improvement.

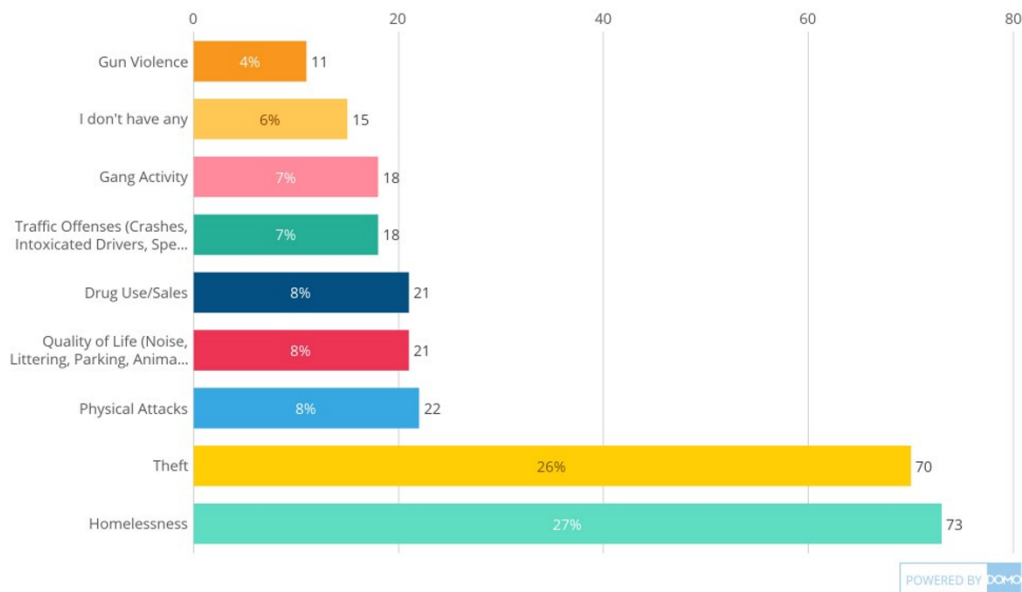
On October 1, 2023, the Police Department implemented the post-contact surveys, which community members receive on selected calls for service at the conclusion of the incident. As of December 14, 2023, 2,125 post-contact surveys have been sent out. The Police Department has received 331 responses. The responses provide measurable community feedback on community sentiment, procedural justice, community input on public safety concerns, and demographics. The anonymous responses are uploaded daily into an interactive dashboard, resulting in the satisfaction rates fluctuating based on the daily responses from the community. The survey recipient can complete the survey in the language their cell phone is formatted to. The following is some of the measurable data captured as of December 14, 2023.





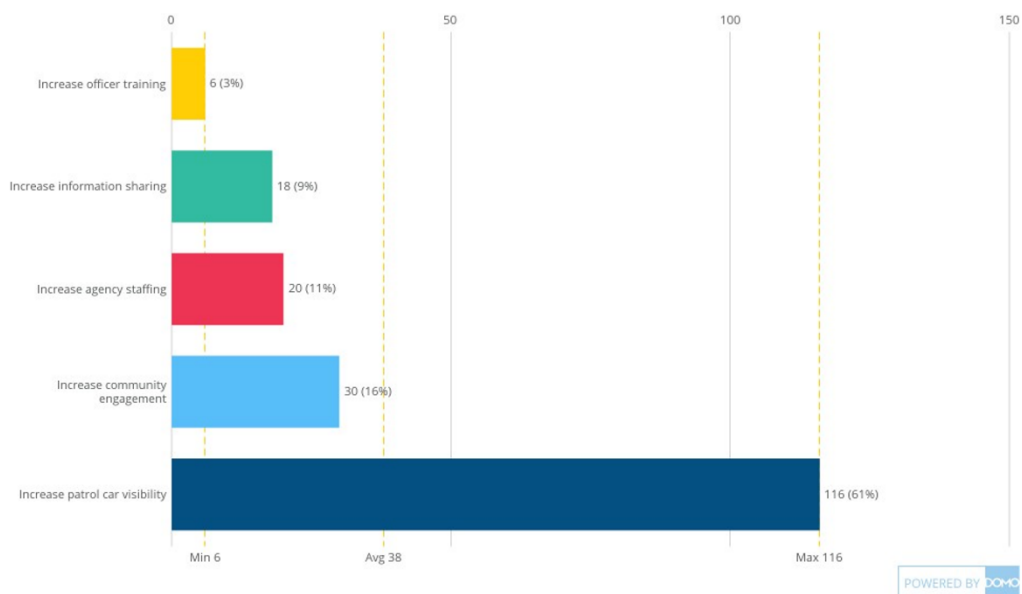
### What is your top safety concern in your community?

Sep 30, 2023 - Dec 12, 2023



### What would you most like Gilroy PD to do to improve safety in your community?

Sep 30, 2023 - Dec 12, 2023

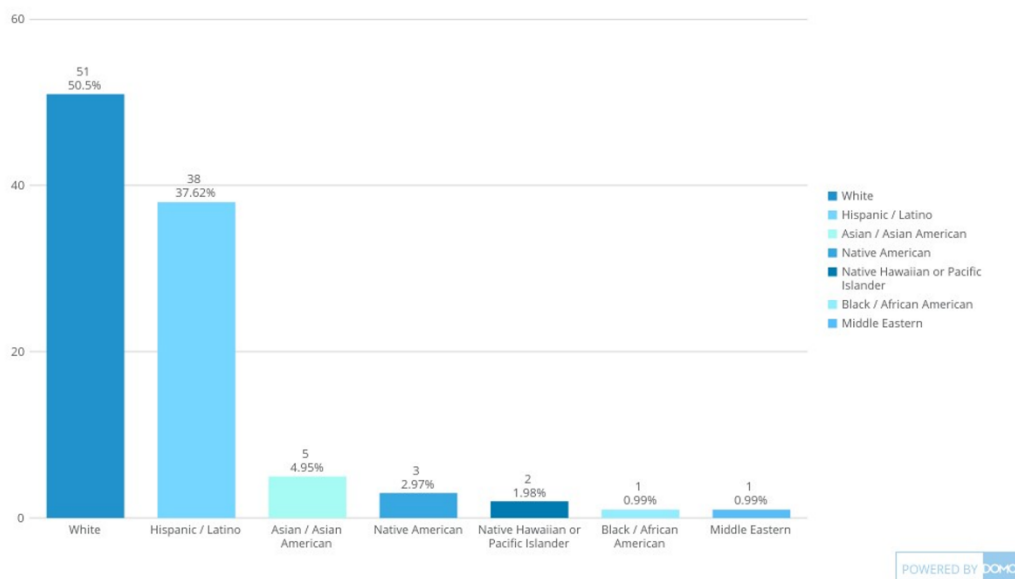




## What best describes your race/ethnicity?

Gilroy PD

Nov 7, 2023 - Dec 12, 2023



## ANALYSIS

The Police Department will continue to utilize modern equipment to deliver an enhanced level of service to our community. This partnership with Axon will continue to afford us this opportunity. As equipment is received from Axon, a best practice approach will be utilized to deploy the equipment.

Results from the post-contact and community surveys will be analyzed on an ongoing basis to assist us in identifying not only areas where the Police Department is excelling but also areas of improvement.

The Department, along with Axon, is in the process of finalizing an internal wellness survey. The survey will capture and provide valuable information regarding the organization's overall health. Employees will have the opportunity to offer anonymous feedback on the following areas:

- Career development
- Overall feelings about their employment
- Personal health
- Stress
- Job satisfaction



The employee surveys will be sent out every six months. This will allow the Police Department to analyze the responses and identify any areas of concern or success, allowing the Police Department to adjust as deemed appropriate.

### **ALTERNATIVES**

None - this is an informational item.

### **FISCAL IMPACT/FUNDING SOURCE**

There is no additional fiscal impact.

### **PUBLIC OUTREACH**

To further increase the Police Department's transparency and community engagement efforts, the results from the post-contact and community surveys will be made available on the Police Department's website effective January 9, 2024. The data available on the website will be updated automatically as the survey results are received. The Department will utilize social media and community engagement events to encourage all community members to complete the community engagement survey.