



TASER

LAS VEGAS METROPOLITAN POLICE DEPARTMENT

ARC FOR POLICE WEARABLE BODY CAMERAS AND VIDEO CAPTURE AND STORAGE SYSTEM

RESPONSE TO RFP 603094-13

SUBMITTED BY:

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October 18, 2013

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**LAS VEGAS METROPOLITAN POLICE
DEPARTMENT****ARC FOR POLICE WEARABLE BODY
CAMERAS, AND VIDEO CAPTURE AND
STORAGE SYSTEM****603094-13**

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COVER LETTER

Purchasing Manager Regina Heilman-Ryan
Las Vegas Metropolitan Police Department

To Purchasing Manager Regina Heilman-Ryan:

TASER respectfully submits a proposal for the TASER® AXON Video Camera and EVIDENCE.com™ hosted digital evidence storage system, a turn-key digital video capture and management solution. On-officer POV video provides officers the opportunity to capture events near and away from the officer's vehicle, directly from the officer's own visual perspective. Data is then securely uploaded through a system that ensures the security and integrity of information from the incident to the courtroom. The result: the department will be able to capture and respond to critical incident evidence that is clearer, more complete, and more compelling than an in-car or stationary camera system. On-officer video offers many other benefits, such as:

- Reducing complaints against officers
- Reducing use-of-force
- Enhancing criminal convictions and reducing cost of litigation
- Improving cost efficiencies versus in-car systems.
- Recording near and away from the police vehicle. AXON goes with the officer on patrol.
- Improving trust with the community

Recently, Rialto PD released a comprehensive year-long study on AXON/EVIDENCE.com. The study was completed by Rialto PD Chief William Farrar in conjunction with Cambridge University. **Over the course of one year, officer complaints fell by 87.5% for officers wearing an AXON Flex.**

Rialto PD also focused on their Officer use-of-force data. During the experiment, **individuals wearing an AXON flex reduced use-of-force by 59%**. This data indicates that the presence of the camera not only encouraged compliance from the public, but it also reduced instances of use-of-force by officers. These major shifts in complaints and use-of-force were attributed solely to the presence of an AXON flex.

TASER hopes to be a trusted partner to the Las Vegas Metropolitan Police Department during each step of the purchasing process and any programs thereafter. We want to ensure that accurate and actionable information can be collected by officers, stored securely, and managed to meet the evidentiary and training needs of the department. If you have any questions, or need additional information, please contact me as I will serve as the lead point of contact for this project.

Thank you for considering TASER International.

Sincerely,

Brian Black
Sales Manager
TASER International, Inc.
brian@taser.com
480.905.2000

A. EXECUTIVE SUMMARY

Las Vegas Metropolitan PD could decrease officer complaints by 87.5% and decrease officer use-of-force by 59% with AXON and EVIDENCE.com.¹

There are several key issues throughout LVMPD's RFP for body-worn video cameras. TASER's On-Officer Video AXON flex and our Digital Evidence Management system EVIDENCE.com will exceed the department's needs for the following:

Accountability

Most of our customers are Law Enforcement agencies, and accountability is a constant concern for them. LVMPD has taken a huge step in showing accountability through transparency by beginning an On-Officer Video and Digital Evidence Management program. TASER's AXON flex and EVIDENCE.com provide the best way to become accountable for your public.

Maintenance and Upgrade Program

LVMPD would like a program that improves with time, and TASER provides that with our TASER Assurance Plan, or TAP. TAP includes a full 5 year maintenance program, with a full fleet upgrade at year 2.5 and year 5. Our competitors cannot offer this. Just take a look at the pricing section to see how affordable our upgrade program can be. We also offer live customer service and technical support based out of our HQ in Scottsdale, AZ.

Training

LVMPD wants their officers thoroughly trained to use AXON flex and EVIDENCE.com. Our Professional Services team focuses entirely on training on-site and off-site. We train end users, and we have a training department who have successfully trained thousands of TASER Instructors and Master Instructors. Several of our employees are retired Law Enforcement Officers who know exactly how important training is to an agency's mission.

Superior Products with LE Market Focus

With the extensive set of requirements listed in this RFP, LVMPD is focused on quality, superior products that were made just for Law Enforcement. TASER has focused its business only Law Enforcement customers for the past 20 years, and we have no plans to change our core market.

Security

EVIDENCE.com has 99.999999999% data durability, our storage provider is CJIS compliant, and is compliant with FISMA.

¹ Data presented in 2013 by Rialto PD Chief of Police William Farrar after a year-long, randomized scientific study of the effect of officers wearing AXON Flex and using EVIDENCE.com. The study was performed in conjunction with the University of Cambridge. The full case study can be found at the end of this proposal.

B. EXPERIENCE & REFERENCES

THE FOLLOWING INFORMATION IS CONFIDENTIAL

Aberdeen (South Dakota) Police Department

- **Contact Name:** Capt. Neil Bittner
- **Contact Address:** 114 S.E. 2nd Avenue, Aberdeen, SD 57401
- **Contact Telephone:** (605) 626-7002
- **Engagement Start Date:** March 2010
- **Products Deployed:** AXON PRO, AXON Flex, EVIDENCE.com

BART Police Department, CA

- **Contact Name:** Lt Kevin Franklin
- **Contact Address:** 800 Madison Street, Oakland, CA 94607
- **Contact Telephone:** (877) 679-7000
- **Engagement Start Date:** February, 2012
- **Products Deployed:** AXON Flex, EVIDENCE.com

Modesto Police Department, CA

- **Contact Name:** Lt. Andy Schlenker
- **Contact Address:** PO BOX 642, Modesto, CA, 95353
- **Contact Telephone:** (209) 342-6179
- **Engagement Start Date:** June, 2012
- **Products Deployed:** AXON Flex, EVIDENCE.com

Mesa Police Department, AZ

- **Contact Name:** Chief Frank Milstead
- **Contact Address:** 130 N. Robson, Mesa, AZ, 85201
- **Contact Telephone:** 480-644-2321
- **Engagement Start Date:** April 2012
- **Products Deployed:** AXON PRO, AXON Flex, EVIDENCE.com

END OF CONFIDENTIAL INFORMATION

C. STAFF QUALIFICATIONS AND AVAILABILITY

Jeff Kukowski, COO. Jeff joined TASER in June 2010, with more than 22 years of global marketing, sales and product management experience. He has served as Chief Operating Officer for Destinator Technologies (now Intrinsic), Chief Solutions Officer for Cyclone Commerce (now Axway), and General Manager for RIMS (now Trizetto). As a co-founder of the Customer Retention Group, Jeff has also worked for some of the leading technology companies in the world including Cognos (now IBM), Computer Associates, SPSS (now IBM) and others. Jeff holds a B.A. degree in Economics from Northwestern University and an MBA from the University of Chicago. Jeff Kukowski works from TASER HQ in Scottsdale, AZ.

Jason Droege, President of EVIDENCE.com. With more than 13 years of internet services and software development experience, he joined the company to start up the TASER West division to focus on TASER's new SaaS products. Previously Jason was President of Gizmo5 Technologies (acquired by Google), Co-founder & President of The Back 9 Golf Co. and Co-founder & VP, Business Development of Scour.com (acquired by Centerspan Communications). As President of Gizmo5 Technologies, Jason built an internet service that connected 6 million people and enabled them to place millions of voice and video calls daily. Jason attended UCLA where he majored in Computer Science. Jason Droege works from TASER HQ in Scottsdale, AZ.

Brian Black, Regional Sales Representative. Brian will serve as your main point of contact for all things sales-related. Brian has worked in a direct sales role with TASER for over 11 years. Brian Black travels extensively during his sales role, but is based from TASER HQ in Scottsdale, AZ.

Abraham Alvarez, Video Evidence Sales Representative. Abraham will be a secondary point of contact for the contract that will be servicing the LVMPD. Abraham has been employed by TASER for over 4 years, so has had many years of experience working with Law Enforcement customers and has extensive experience working with law enforcement products. Prior to coming to TASER, Abraham graduated from Harvard University. Abraham Alvarez travels extensively during his sales role, but is based from TASER HQ in Scottsdale, AZ.

Tom Lincks, Account Manager. Tom will be your dedicated Account Manager and a supplemental point of contact within TASER headquarters. His job is to ensure a good standing health for your agency's AXON and EVIDENCE.com program by utilizing consistent communication, virtual support, and providing the necessary resources needed to make sure you are set up for success. Tom has been with TASER for 3 years and is the Account Manager for the Western region. Tom Lincks is based out of TASER HQ in Scottsdale, AZ.

D. CONCEPTUAL TREATMENT OF PROJECT AND WORK PLAN

- a. Wearable cameras, describe functionality, ease of use and portability Camera should be mountable in several locations above the shoulders. This is essential. It can be mounted to a helmet, collar, epaulette, sunglasses and headband.



AXON Flex system, shown with the Oakley Flack Jacket Mount option. This is one of over 10 mounting options TASER offers with the AXON flex.

Multiple Mounting Options:

As we discovered, there is no one-size-fits all solution for law enforcement officers. The officer chooses what is best for him with TASER's many mounting options. The AXON Flex can be mounted on an officer's Oakley's eyewear, headband, collar, ball cap, epaulette, helmet, or virtually anywhere else he or she finds it comfortable. AXON body offers several mounting options for law enforcement officers, including Oakley Glasses, Collar, Cap, Headband, Uniform clip, Alligator clip, Belt clips, Epaulette, Universal Magnet, and Helmet mount.

Recording Format: MPEG-4 Layer 2

TASER's AXON flex uses MPEG-4 Layer 2. MPEG-4 absorbs many of the features of MPEG-1 and MPEG-2 and other related standards contributing to this, adding new features such as (extended) VRML support for 3D rendering, object-oriented composite files (including audio, video and VRML objects), support for externally specified Digital Rights Management and various types of interactivity. MPEG-1 is an old technology

Water Testing: Waterproof IPX2 Certification.

AXON body complies with IPX2-MIL-STD Method 506.4. IPX2 protects against falling water (i.e. rain or other precipitation) from many angles.

Drop Testing: 6' onto Hard Surface

Battery Type: Lithium-Ion (Non-Removable)

Battery Recording Life: 12+ Hours

AXON flex has a battery life of 12+ hours. An officer's typical shift lasts a full 12 hours, which means the competition's battery may fall short while your officers are on duty. Our camera was designed with a battery to last the officer's typical 12 hour shift. If a critical event happens, not having enough battery life left to capture it could be devastating.

Flash Storage Capacity: 8 GB Non-Removable

AXON flex contains twice as much storage on the device as our competition: a full 8GB of memory. That means an officer can store twice as much video as the competition as well.

Recorded Video Capacity: 4+ hours

AXON flex has a video recording capacity of up to 12 hours. This is a high value add for the department's video program.

Operation: Simple one button operation

AXON flex is incredibly simple. It has one large round button in the center of the camera to begin recording and stop recording.

Manufacturer Warranty: 90 days

AXON flex comes with A FULL YEAR MANUFACTURER'S WARRANTY. TASER stands by our camera for a full year. With the competition, LVMPD will have to purchase an extended warranty in order to get the same warranty that TASER provides for free. LVMPD could save thousands of dollars in warranty costs alone with AXON flex.

Point-of-View Imaging – the AXON Flex camera is designed to be mounted around an officer's head or neck. With other forms of on-officer video, the images don't actually tell us what the officer is seeing from his direct visual perspective, which makes it difficult to determine whether his actions in the field were indeed justified. But the AXON Flex allows us to experience the event as it was apparent to officer, and lets the justice system adjudicate accordingly.

"Retina Low-Light" Imaging Technology – in order to capture exactly what officers see, it is pivotal to purchase a camera that mimics the light-perception of the human retina. This is what the Flex offers with its "retina low-light" technology. Other vendors will offer cameras that emit infrared-light, which can distort the scene as it appeared to the officer.

30-second Buffered Recording – with the rise of YouTube and handheld recording devices, police officers are increasingly facing scrutiny for actions captured in five-second video clips. TASER understands that to protect the good name of law enforcement, it is critical for an officer's camera to capture the events *leading up* to the critical incident—and not just the incident itself. The Flex's full-shift buffered recording feature automatically captures the thirty seconds prior to the activation of the camera – providing the proper context for an officer's actions.

Automated Workflows – our law enforcement can't afford to waste time uploading files at the end of a long shift. With TASER's Evidence Transfer Manager ("ETM"), this isn't a problem: all an officer needs to do at the end of his shift is dock his camera in the ETM and go home. The video files are automatically uploaded to TASER's backend system, EVIDENCE.com.

AXON FLEX VS. THE COMPETITION

Specification	Competition	AXON flex	Added Value
Video Resolution	640 x 480	640 x 480	
Mounting Options	1	15+	X
Flash Storage Capacity	4 GB (Non-Removable)	8 GB	X
Recorded Video Capacity	4+ Hours	Up to 12 hours	X
Physical Dimensions (without clip)	3" x 2.13" x .75"	3.3" x 2.6" x .8"	
Weight	3.5 oz	3.3 oz	X
Operation	Simple one button operation	Simple one button Operation	
Manufacture Warranty	90 Days	1 Year	X
Recording Speed	30 Frames per Second	30 Frames per Second	
Lens Field of View	70°	70°	
Recording Time	4 hours	Up to 12 hours	X
Recording Format	MPEG-1 Layer 2	MPEG-4 Layer 2	X
Minimum Working Temperature	-20 Celsius	-20 Celsius	
Maximum Working Temperature	+55 Celsius	+55 Celsius	
Battery Recording Life	4 Hours	12+ hours	X

TECHNOLOGY

Using proven advanced technology best equips your officers. Because on-officer video is a new venture for LVMPD, TASER can be a trusted partner in rolling out a customized video and evidence management solution. TASER strongly believes that body-worn video would surpass the PD's expectations to better capture events as they occur; assist in the prosecution of cases; and protect the department, Agency, City, and officer from frivolous accusations.

Motorcycle Units cannot use bulky in-car video, so they need a body-worn video solution. We have specially developed a Helmet mount for Motorcycle Units. This mount has been rigorously tested at speed and in the field. Pittsburg PD is currently using our AXON Flex in their Motorcycle unit, with officers citing an immediate reduction in aggressive behavior from civilians as soon as the officer mentions the video camera.

ADVANTAGES OF THE AXON FLEX

TASER partnered with some of the world's best companies to develop the Flex. Our partnership with Oakley Eyewear allowed us to provide a seamless camera-mounting option on their Flak Jacket eyewear line. TASER also teamed up with Google's Android operating system and Apple's iOS to design a mobile application capable of live streaming and immediate video review. TASER and its distributors are also approved resellers of Samsung's Galaxy Player and Apple's iTouch to be used as smart device hardware for officer use in the

field. Finally, for streaming technology, TASER partnered with Looxcie and incorporated their propriety Bluetooth stream technology into the Flex system.



AXON Flex DVR and Controller: The DVR's multiple mounting options record the officer's POV.

We are confident that the result of this effort is the most advanced, compelling video camera on the market—the video camera that best understands the officer’s needs. The Flex video system boasts a robust set of crucial features that our competitors lack.

PROTECTING & ADVANCING EVERY OFFICER

LVMPD has diverse Units and Teams within the agency, and many officers may spend little to no time in a police cruiser during their tactical assignments. From our research, officers experience most of their tactical events away from their vehicle.

Investigative Services can also benefit from body-worn cameras. A routine witness testimony could be captured using an AXON, instead of being notated on a 3"x4" card. Paperwork for these interviews could be reduced to "See AXON Video." This exact procedure is currently being used by Lake Havasu PD in Arizona. Instead of writing a detailed description of an event, the officer references the AXON video. "See Video" takes much less time to report. Lake Havasu PD uses this method for paperwork, and saw a 7.7% decrease in overtime pay after implementing TASER's video system.²

b. Video management system leverages Microsoft Active Directory (LDAP compliant) for managing system security access and authentication.

EVIDENCE.com can import the current usernames and passwords of your workforce. It is a simple process which includes uploading an Excel spreadsheet of the usernames and passwords LVMPD would like to use. As soon as you have exported a list of your usernames and passwords from your Microsoft Active Directory, you simply Log in to EVIDENCE.com and go to Users -> Import Users. Below is a sample template that will upload all of your usernames and passwords at once:

FIRST NAME	LAST NAME	EMAIL	BADGE ID
John	Doe	johnd@taser.com	123456
Jane	Doe	janed@taser.com	789012

c. Viewing device for officers while on the street – ability for officer to review/tagging via MDT in the field.

EVIDENCE.com can be accessed via any device with an internet connection and a browser. Officers can also use their smart phone and TASER's Evidence Mobile App, which is available

² Data gathered from Lake Havasu PD during a 2012 deployment of the AXON cameras. The full case study can be found at the end of this proposal.

for free. An officer can then use an MDT or a smart phone or tablet to add metadata, review, and tag any video taken. All of this can be done in the field.

d. Wearable Storage Device

TASER's AXON flex contains built-in storage that can record up to 12 hours of video.

e. Methodology and ease of uploading video, e.g. docking stations for downloading and recharging, wireless capability etc.

TASER's recommended workflow uses an Evidence Transfer Manager (ETM). The ETM allows an officer to dock the AXON cameras in one place. As soon as the AXON camera is docked, videos on the camera automatically begin to download. The officer simply places the camera into the docks, as shown below. Not only does the ETM allow for easy download, but it also charges the devices and if need be, upgrades the firmware versions without the need for a computer. This "dock and go" workflow means your officers have more time on patrol, and less overtime due to transferring files.



Evidence Transfer Manager (ETM) which can download videos and charge 12 AXON body units simultaneously.

Describe the ability to track and assign all devices within software.

LVMPD officers designated as administrators within EVIDENCE.COM can set and control user rights, such as adding/removing users and assigning roles. After the administrator sets users in the system, a specific device can be assigned to specific users. The system allows for one user per device in order to preserve the chain of custody. All videos uploaded via the user's camera will be tagged with that user's information. This workflow allows supervisors and administrators to keep track of all users' videos automatically.

f. Describe Proposer's ability and policy on providing Litigation Testimony in court.

TASER employs experts in our technology, and can testify in court for LVMPD. TASER may require a fee for this service.

2. Describe Proposer's various hosted storage solution options. Include format used and pricing options for all storage solutions. Include such factors as:

a. Ability to export/download and move to other storage options

LVMPD can access and download all data stored on EVIDENCE.com at all times. This data can be downloaded in batches, or one at a time, to a local server if necessary. The data can be then

transferred to a hard drive of LVMPD's choosing, or a server on-site. All files downloaded from EVIDENCE.com will be indexed and dated. If LVMPD requires TASER's assistance to download the data, TASER may require a professional services fee in order to perform the transfer.

- b. Describe archival, hot and cold storage solutions, including a cloud based storage component for the storing of all of the Department's videos. Discuss different cost savings as defined by system storage days for the various storage solutions. Describe capability to respond to requests to pull video from 'cold storage', include time required to download video from storage.**

"Hot Storage" – immediately accessible, viewable, and downloadable. This storage should hold all active files, or files which may be needed by the department immediately. Currently TASER charges \$1.50/GB for this active storage.

"Archival Storage" or "Cold Storage" – This storage can be used as a way to keep archival video records which are no longer needed on an immediate basis. Perhaps these videos would be held in archival storage for posterity or for a long period of time. For example, if it is the policy of the LVMPD to keep evidence in a murder investigation for at least 10 years after a murder trial, this type of storage could be used to securely store those videos. The cost of this storage is much cheaper because it is cannot be instantly recalled, viewed, or downloaded. If the agency did need to review the case files, it could take several hours to recall the data into active storage.

These options can provide substantial savings to the LVMPD. Instead of paying a set price for storage or servers to hold all types and ages of evidence, TASER offers an "active" or "hot" storage and an "archival" or "cold" storage. The LVMPD has the ability to determine which videos remain in the active storage and which videos are transferred to the cold storage. For example, if after 1 year, all videos moved into "cold" storage, the LVMPD would save substantially over a provider who requires the LVMPD to keep adding to a server room in order to have enough storage. In this model, LVMPD would need the same set amount of active storage every year.

- c. What happens at end of contract – ability for transfer of stored information and definition of format to Owner or other vendor?**

When the contract ends, the LVMPD will have 45 days to access and download all of the agency's data stored on EVIDENCE.com. If the LVMPD needs further time, you must notify TASER within 45 days of the contract expiration that LVMPD needs further access to the data. After TASER receives that notification, the LVMPD will have six more months to retrieve all of the data from EVIDENCE.com and download to local storage. This is provided at no cost to LVMPD. This allows LVMPD to transfer your evidence to any other storage system, including another vendor. The format of all video files will be MP4, a standard video format which can be played by most standard video viewers.

- d. Describe long term storage capability**

TASER offers "cold storage" for a long-term storage option. This storage is meant for data the agency deems important, but does not need constant or immediate access to. Cold storage is much cheaper and offers the same amount of security, redundancy, and protection. However, if the agency needed access to a file held in cold storage, it would need to be "recalled" from cold storage to become accessible and readable. This recall process can take a few hours.

3. The video solution must allow for tagging, viewing, encryption, audit trail retrieval for viewing, file sharing with expiration capabilities, auto purging/deletion, etc.

a. Describe in detail how your solution meets or exceeds these requirements.

TAGGING

Video files generated by the AXON Flex are embedded with meta-data, or data about data. Every time an AXON Flex video is created the meta-data fields are updated with the current date and time. Our dates and time stamps sync with the atomic clocks at the National Institute of Standards and Technology (NIST).

User Searches Index the following 8 fields:

- Last Name
- First Name
- Role
- Date - Last Active, Invited, Deactivated
- Status - All, Active, Invited, Deactivated
- From
- To
- Badge Number

EVIDENCE.COM search allows for 7 searchable fields in addition 5 category based fields.

Searchable fields:

- ID – Case ID of incident
- Uploaded By – User that uploaded content
- Owner – User currently assigned video i.e. if Officer A captures the video, but Officer B is conducting the investigation, Officer B only has access to view his own video. Said video can be assigned by an administrator to Officer B who can then review the video captured by Officer A.
- Title – Titles are defaulted to the date and time of the video capture “Flex Video 2012-10-13 1447.” This field can be updated by the user at the time of capture to display a more specific title i.e. “Boat Crash at Lake of the Ozarks.”
- From – Initial date to start search from
- To – Last date to search from
- Category Based Fields:
 - Date – Allows searching based on Recorded Date, Upload Date, and Delete Date
 - File Type – Allows searching for any digital media type or to specify type such as Video, Audio, Document, Image, Firing Log, and Other
 - Status – Allows searching for any status level or to specify type such as Active, Processing, Queued for Deletion, Excluded, and Deleted
 - Flagged – Allows searching for any flag level or to specify type such as Flagged or Unflagged.
 - Category – Allows searching for any category type or to specify any category added by the agency.

AUDIT TRAIL

AXON provides compelling audio and video of an event as well as the 30 seconds of video prior to the event. AXON incorporates audio and video recording which can be used in a prosecution to demonstrate the events of an incident from the officer’s perspective. In many cases, the presence of compelling video increases the amount of offenders who are “brought to justice.” AXON increases the likelihood of successful prosecution by providing the prosecution team with evidence from the officer’s Point of View (POV).

The AXON captures video as soon as an officer double-clicks the EVENT button. All video and any accompanying information are saved on the AXON until the officer docks the AXON into the ETM.

At that point, the device begins to charge, and the files begin their secure upload to EVIDENCE.com. TASER's complete on-officer video and evidence management systems safeguard against a break in the chain of custody. EVIDENCE.com automatically logs a detailed Evidence Audit Trail of anything that happens to that video or its metadata. The log can be used to determine a chain of custody that surpasses chain of custody regulations. EVIDENCE.com logs an Audit Trail for every piece of digital evidence. Below is an example of an Audit Trail on a single piece of video evidence.

Taser Information

Dept. TASER Demo Site
Title 12-090998

Report Generated by

Name Midwest, Officer (32921)
Username Midwest
Local Timezone US Mountain Standard Time (UTC -07:00)
Generated On 07 Sep 2012 12:42:47

Case ID: CA-5721FFE5131D4872B2E3F634F9320D92

#	Date	Time	User	Activity
1	28 Aug 2012	12:42:47 (-07:00)	Northern, Officer (23470) Username: Northern	Created
2	28 Aug 2012	12:42:48 (-07:00)	Northern, Officer (23470) Username: Northern	Viewed
3	28 Aug 2012	12:43:03 (-07:00)	Northern, Officer (23470) Username: Northern	Tag 'DUI' Added
4	28 Aug 2012	12:43:09 (-07:00)	Northern, Officer (23470) Username: Northern	Tag 'Jones' Added
5	28 Aug 2012	12:43:25 (-07:00)	Northern, Officer (23470) Username: Northern	Annotation Added or Updated
6	28 Aug 2012	12:43:35 (-07:00)	Northern, Officer (23470) Username: Northern	Folder 'Video interviews' Added
7	28 Aug 2012	12:43:45 (-07:00)	Northern, Officer (23470) Username: Northern	Folder 'Audio interviews' Added
8	28 Aug 2012	12:43:54 (-07:00)	Northern, Officer (23470) Username: Northern	Folder 'Crime scene photos' Added

FILE SHARING

Any file stored on EVIDENCE.com can be shared with interested parties. Individual files and entire case files can be shared with outside EVIDENCE.com users directly from the online interface. This feature can be particularly helpful when coordinating with, say, a District Attorney's office for litigation purposes. These files can be shared for a set period of time, and when the audit trail logs access and views.

DELETING/PURGING

Saving storage space via an automatic deletion policy is remarkably simple with EVIDENCE.com. Before you even record a single AXON video, account administrators may pre-set how long they would like each file to be stored until it is deleted by the system. Of course, these retention periods may always be adjusted for individual files after they have been uploaded to the EVIDENCE.com system, which will be useful if a particularly critical incident is captured and must be stored on file indefinitely. And if recently deleted files are still needed, then a "remorse period" ensures that those files can still be retrieved within a seven-day timeframe.

The automated deletion is reliant on the agency establishing retention categories. In the creation of categories, all types of categories are associated with a retention period. If no retention period is

specified, then video will remain on the system until manually deleted. If a category such as “Traffic Stop” is created with a retention period of 2 years, once a video is created, marked as a “Traffic Stop” and uploaded to EVIDENCE.com, the video will automatically be marked for deletion 2 years from the upload date. Administrators receive a weekly e-mail report notifying them of upcoming deletions that week. Audit trails for deleted events are always retained in order to show the life-cycle of the evidence even if expunged.

b. Include classification capability of system, does your system allow various levels of approval to mark a record for deletion, levels of approval etc. Include audit trail capabilities.

LVMPD users designated as Administrators will have full control of the classification system. TASER suggests a few classifications, such as “Traffic Stop” or “Domestic Dispute,” but LVMPD can customize the classifications as needed. There are many different ways to handle deletion, but the Administrators can remove any user’s ability to delete a record from the system. There are also automated deletion periods which can be built into the system, which were discussed in the above “DELETING/PURGING” section. Audit trail capabilities are also discussed in detail on the previous page.

4. Acceptance Test Plan

Below is a basic acceptance test to ensure that the end-to-end solution is functioning properly.

AXON Flex

1.1	User slides power switch to “on” position	Solid red LED switches to blinking green within 20 seconds. (If this does not happen, confirm that wires are properly connected)
1.2	User turns on Samsung Touch device and initiates the “Axon” Application	“Flex” logo turns from red to green. (Device is already paired)
1.3	User selects “Flex” option on mobile application	Live stream of DVR footage appears on device.
1.4	User double-taps large button on Controller	DVR beeps twice (provided volume on) and blinking light on controller turns from green to red
1.5	User ends recording by holding down large button on Controller for 5 seconds	DVR beeps once (provided volume on) and blinking light turns from red to green
1.6	User selects “Evidence List” on Axon mobile application and selects the most recent video recording	User can then select the “play” logo and watch the recent recording.

1.7	User places DVR and Controller into dock.	DVR flashes red, yellow, and green, and then begins to blink yellow to symbolize the active upload. Controller shows yellow circle to symbolize charging cycle.
1.8	User logs onto EVIDENCE.com account once DVR is showing a solid green light.	This symbolizes the upload has completed.
1.9	User selects video file on “My Latest Uploads” menu and is able to review it.	User can then share, download, and view audit trail in playback menu.

EVIDENCE.com

Frame Rate: Selectable with minimum of 30 fps	Out of Box	
Video Capture: peripheral point- of-view from the Officer	Out of Box	
On Officer Storage Device: Minimum 8 GB Internal Solid State Memory	Out of Box	
Recording Time: Minimum 8 Hours	Out of Box	
On Officer Storage Device: Modes: Recording, buffering, privacy, and playback notes and narrations. Officer can insert marks and add voice narration on the playback computer in a separate file attached to the original video	Out of Box	
Mode indicators: Indicators for storage space, battery strength, power	Out of Box	
Video Deletion: On device Officer can mark for deletion but administration must approve device setup	Out of Box	
Video Playback Device may or may not be purchased at time of contract. Device shall be compatible with IOS, Android, and Windows Operating System	Out of Box	
Video Playback device shall have the ability to stream video wirelessly via Bluetooth	Out of box	
Minimum of three (3) year storage, catalog and retrieval	Out of Box	
Web Based- Hosted digital evidence management, storage, and retrieval system	Out of Box	
Roles and Permissions: Configurable by agency administration	Out of Box	

Encryption: 256 Bit	Out of Box	
Case Management Tools: Standard Share Cases: user may share cases with other member of the agency if desired	Out of Box	
Search Functionality: By name, date, event or device	Out of Box	
Chain of Custody: An audit trail is generated for every video	Out of Box	
Reassign Evidence: Administrator may reassign evidence to a different user	Out of Box	
Download Cases: Standard function given that the user has permissions	Out of Box	
Evidence Deletion: Shall have administration rights; automatic seven (7) day “grace period”	Out of Box	
Ability to Create Video Clips from larger video. Dependent on security role.	Out of Box	
Officer to Add Notes: Standard function given that the user has permission	Out of Box	
Media Support: MP4, AVI, WMV, JPEG, and PDF	Out of Box	
Software shall have ability to set different record retention rules. To follow Library of Virginia Record Retention Rules	Out of Box	

5. Training Plan and Schedule

Please see attached examples of possible training plans immediately following this page. The below training plans are in a draft stage and were created based on the information contained within the RFP. Upon award, TASER will coordinate with leadership at LVMPD to document a firm training schedule based upon the needs of LVMPD. The training examples below are available for consideration.

OPTION 1: TRAIN-THE-TRAINER AT CENTRAL LOCATION

Train-the-Trainer at HQ Location		
Day 1	Train the Trainer: 6 hour session	
Day 2	Train the Trainer: 6 hour session	
ETM On-Site Set-Up		
Day 3	Morning	ETM site 1
	Afternoon	ETM site 2
	Afternoon	Wrap-up and final questions
<i>*Further days will be needed depending on number of ETM sites.</i>		

OPTION 2: TRAIN-THE-TRAINER AT EACH PRECINCT

Train-the-Trainer at Each Precinct			
Day 1	Morning	Location 1	Train the Trainer session
	Afternoon		Set up ETMs at Location
Day 2	Morning	Location 2	Train the Trainer session
	Afternoon		Set up ETMs at Location
Day 3	Morning	Location 3	Train the Trainer session
	Afternoon		Set up ETMs at Location
Day 4	Morning	Location 4	Train the Trainer session
	Afternoon		Set up ETMs at Location
<i>*Further days will be needed depending on number of unique locations.</i>			

OPTION 3: TASER TRAINS EVERYONE AT A CENTRAL LOCATION

End User Training Plan		
Day 1	8:00 - 11:00	End-User Training: 15 users
	11:30 - 14:30	End-User Training: 15 users
	15:00 - 18:00	End-User Training: 15 users
Day 2	8:00 - 11:01	End-User Training: 15 users
	11:30 - 14:31	End-User Training: 15 users
	15:00 - 18:01	End-User Training: 15 users
Day 3	8:00 - 11:02	End-User Training: 15 users
	11:30 - 14:32	End-User Training: 15 users
	15:00 - 18:02	End-User Training: 15 users
Day 4	8:00 - 11:03	End-User Training: 15 users
	11:30 - 14:33	End-User Training: 15 users
	15:00 - 18:03	End-User Training: 15 users
Day 5	8:00 - 11:04	End-User Training: 15 users
	11:30 - 14:34	Administrator Training
	15:00 - 18:04	Administrator Training

ETM On-Site Set-Up		
Day 6	Morning	ETM site 1
	Afternoon	ETM site 2
	Afternoon	Wrap-up and final questions
<i>*Further days will be needed depending on number of ETM sites.</i>		

Follow-Up Schedule	
Day 45	On-Site or Virtual Check-up, depending on Program Success
Ongoing Support	Live support available M-F 7:00AM - 5:00PM MST Virtual support and Web support available 24/7

a. Results

Depending on the needs of LVMPD, you will either have a team of successfully trained trainers, or you will have all of your end users trained on the operation of AXON flex and EVIDENCE.com.

6. Disaster Recovery Plan

BUSINESS CONTINUITY PLANS

TASER shall adhere to the following plans and procedures in order to reduce the risk that day-to-day problems or more serious disaster scenarios will affect agencies:

Data Integrity

TASER shall maintain several lines of defense against accidental or purposeful data destruction. TASER's procedures shall meet the following commitments: a) Up-to-the-hour "log shipping" backups, allowing recovery from server hard drive problems, b) Digitally fingerprint every file with a SHA1 hash to ensure file integrity, c) Data is stored redundantly over three facilities, and d) Regular data integrity checks run across the entire file system to detect and correct data corruption.

Operational Security

TASER shall implement the following network security procedures that encompass several layers of network and physical security: a) Physical security of unencrypted data patrolled by professional security personnel, b) Physical access to data center restricted to operations personnel, and c) Industry-standard cryptographic encryption of data transfers and encryption of data stored on disk.

Change Auditing

In order to prevent unauthorized or undesired changes, TASER shall provide a traceable audit of all configuration changes that take place on TASER's production systems, including: a) Automatic auditing of computer access and elevation of privileges, b) TASER personnel shall maintains log of all additions or changes to production software or hardware, c) Systems, including operating system patches and network configuration.

Business Continuity Measures

TASER's infrastructure planning includes preparing for multiple failure scenarios, and includes the following measures: a) Continual monitoring of software systems and network connectivity, b) Quarterly test of database failure and cluster switch-over, c) Quarterly test of application server failure and network load-balancing switch-over, d) Quarterly test of full backup customer database restore, e) Yearly test of complete system failure and failover to redundant facility.

Employee Training

TASER shall cross-train multiple employees on key business and technical tasks in order to reduce reliance on single individuals. These procedures include: a) Multiple employees trained on software code, b) At least two employees responsible and capable of performing key technical and business processes, and c) At least two employees overseeing key aspects of software deployment.

Changes to Business Continuity Plans

TASER may, at its sole discretion, modify the terms and conditions of this Business Continuity Plans at any time. This is meant to be an executive summary of EVIDENCE.com's business continuity processes employed at TASER.

7. Review/Evaluation Support and assistance for all future upgrades

Possible Future Functionality:

- Wireless activation via a TASER device
- Light bar activation
- Live Streaming
- Additional advanced features based on customer input

How we conduct market research:

TASER International is a market driven organization. At TASER we invest much time and energy in learning all there is to know about the customer. The customer is the most important stakeholder in the value chain. By solving a real need for them the company creates meaningful value through high quality products, solutions, and extraordinary service.

Our CEO attends TASER Chief's Courses at least six times a year, not only to present TASER Strategy but also to conduct Voice of the Customer feedback. These courses are regularly attended by hundreds of chiefs. The feedback mechanism is performed through formal surveys as well as informal communication and Q&A during the courses.

TASER also hosts quarterly customer advisory boards where the product management teams and executives interact with thought leaders from our customer base. TASER also hosts quarterly "train the trainer" events that are used as "Voice of the Customer" gathering sessions as well.

New Feature rollout:

- New features are rolled out either via a software/firmware release or with additional hardware components
- Software release notes are sent to each agencies administrator
- Additional hardware updates and add-ons will be handled by TASER's professional sales force and our account management teams

New features are prioritized based on several items:

- Market demand
- TASER's ability to make a profit on new items (new features must have an ROI that TASER International can justify)
- Size of opportunity and agency influence

Our in car system is the same platform as our on-officer system. They are fully integrated and interchangeable systems. TASER has the capability to configure these systems to be used with TASER hosted digital evidence system, EVIDENCE.com or the agency's existing system.

Several agencies have deployed TASER's AXON Flex system with their motorcycle officers. We have several different mounting options for motorcycle helmets.

Your TASER Account Manager will inform you of any future product improvements.

8. Timeline for Implementation of all systems

a. Timeline

TASER has proposed a couple of training and implementation scenarios for LVMPD. However, the timeline will be highly customized to meet LVMPD's needs. TASER will schedule a timeline meeting upon award in order to design an implementation schedule that will work best for the LVMPD. TASER's Professional Services team will have recommendations based on the goals of LVMPD. For example, if the goal is to implement the systems fully and as soon as possible, TASER will recommend training all users at a central location in sequential days. Some agencies have preferred a 50% initial roll-out and review before rolling out the full deployment. TASER will work with LVMPD to design a timeline and plan.

b. Proposed schedule

Please see the training schedule for some of TASER's proposed schedules.

3 TASER Professional Services Employees on-site with LVMPD for 2 weeks. Our professional services team includes the following skilled individuals:

Joe Fiumara

Senior Implementation Manager

Joe is a retired police captain who has overseen successful deployments of AXON on-officer video and EVIDENCE.Com in his previous role and since joining TASER International. Joe was an early advocate and adopter of on-officer video and a frequent contributor to model policy and best practice developments.

Billy Doss

Field Services Manager

Billy has a diverse product and services background with TASER International. He is responsible for coordinating onsite systems configuration and deployment, and has overseen numerous successful domestic and international program launches.

Josh Durr

Field Services

Josh is intimately knowledgeable with the full range of TASER products. He has experience in both manufacturing and field technician roles. Josh is project lead on an international datacenter deployment and functions as a first line resource for troubleshooting any video or CEW product issues.

Tom Lincks

Account Manager

Tom will be your dedicated Account Manager and a supplemental point of contact within TASER headquarters. His job is to ensure a good standing health for your agency's AXON and EVIDENCE.com program by utilizing consistent communication, virtual support, and providing the necessary resources needed to make sure you are set up for success. Tom has been with TASER for 3 years and is the Account Manager for the Western region.

If LVMPD wishes to do a complete roll-out and deployment of the 200 units, TASER recommends the following training plan for LVMPD, based on the information contained within this bid:

- TASER professionals on-site for approximately 14 business days.

- No more than 15 users per training session
- Each training session takes approximately 3 hours to complete
- 2-3 training sessions per day
- At this pace, Professional Services training users on Hardware and EVIDENCE.com would take a total of 5 days.
- TASER's Professional Services group would take 2-3 days for ETM set-up. This would include
 - Admin training session: 1 extra day onsite
 - Account Manager on site for the first two days
 - 1 month after deployment, Account Manager would return to the site to make sure roll-out was successful.
- Ride-alongs recommended to monitor the use of the equipment and workflow.

If LVMPD wishes to do a staggered roll-out and deployment of the 200 units, TASER recommends the following training plan for LVMPD, based on the information contained within this bid:

- TASER Professional Services would deploy half of the units, training users in classroom settings as above.
- LVMPD would deploy half of the gear to the users and monitor the program, keeping TASER apprised of any issues or successes.
- TASER would then return to LVMPD to deploy the rest of the devices and train the rest of the users.

The entire system can be implemented the day it arrives. The system is designed to be a simple, intuitive, out-of-the-box experience. Since EVIDENCE.com is a hosted service, the only infrastructure requirement is a functional Ethernet port. Thus, the only implementation required is to plug the docking units into an Ethernet port and a power outlet.

The system is designed to be an intuitive "out of the box" experience. Product manuals and Quick-Start Guides are included with the hardware, and video tutorials and FAQs are available on EVIDENCE.com. However, if the department requests on-site training and support, it can be arranged. In-person end user training takes approximately 90 minutes while administrator training generally lasts 60 minutes. LVMPD may advise as to its desire for training, and TASER will be happy to work with the agency to construct a firm schedule, if necessary.

E. HARDWARE MAINTENANCE & SUPPORT

Included in the purchase price of TASER's solution is a full hardware maintenance and support program. With the TASER Assurance Plan (TAP – see TASER's quote at the end of this proposal), LVMPD is eligible for an upgrade of all AXON flex gear at years 2.5 and year 5. This ensures LVMPD will sustain the Video program for years to come.

Taser has a full customer support division. Customer service is available 24/7 via email, and live phone support Monday-Friday, 7:00AM – 5:00PM MST. For technical or Customer Service assistance please contact 800-978-2737 Ext 1703 or customerservice@taser.com.

Online and email-based support are included in an ongoing basis as part of the purchase price. Our online and email support are available 24/7. Live human being phone support is included free of charge Monday through Friday from 7:00AM – 5:00PM MST. Remote-location troubleshooting is included as part of the solution. TASER will train officers and administrators via phone or webinar at no additional cost.

F. LICENSE AGREEMENT, SOFTWARE MAINTENANCE AGREEMENT AND HOSTED AGREEMENT

1. Describe how software updates to existing devices occurs.

When TASER releases updates on the AXON Flex, the devices automatically upgrade to the newest firmware when they are docked into the Evidence Transfer Manager (ETM) after an officer's shift. This requires no extra effort by the Agency.

EVIDENCE.com software upgrades are handled in a similar way. TASER will release a software update to EVIDENCE.com during a period of low traffic usage. The next time an officer logs on to EVIDENCE.com, the update will be in place.

TASER's policy includes providing 3% of the purchased amount in spare equipment. TASER's quote reflects this policy. We quote the typical number of units required by an agency of your size, and will provide a 3% surplus of AXON devices marked "SPARE" for free. This quote + free spares means that LVMPD will always have a fully operational device ready as a backup.

Return Merchandise Authorization (RMA) Shipments- When a customer creates and submits an RMA we will ship out (ground) as soon as the RMA has been created following troubleshooting with TASER support (Customer Service, Account Management, Field Service or Pre-Sales Engineers). We estimate units should be replaced within 4 days.

2. Include maintenance schedule for System upgrades

Maintenance is planned during off-peak times, and is generally scheduled several weeks in advance. Your team will have plenty of warning during TASER's scheduled maintenance.

3. Will maintenance windows require system downtime?

Yes, but they are limited and scheduled during off-peak traffic times. LVMPD will have plenty of notice in advance of any scheduled maintenance.

4. Describe current or future planned wireless capability for upgrades.

AXON flex currently streams to any smart device with a Bluetooth connection. Our Bluetooth connection is the safest way to view evidence in the field, because it does not require transfer to the device in order to view the video. An officer can record video, pair his AXON flex with a Bluetooth-enabled smart device, and view the recorded video over the Bluetooth connection. Because video is never saved onto the officer's phone or tablet, chain-of-custody is preserved.

*Please find TASER's Master Services Agreement (MSA) attached following this proposal.

H. FUNCTIONAL MATRIX (ATTACHMENT 2)

FUNCTION			1	2	3	4	5	6	COMMENTS
1	Camera Perspective	Officer Point of View (above shoulder)	X						
2	Weather Resistance	IPX2- MIL- STD 810F Method 506.4 procedure 1 (rain/wind-blown rain)	X						
3	Retina Low Light Capability	≤.1 lux	X						
4	Configurable Video Settings	Selectable Bit rate (multiple settings to allow optimization of file size and upload speed)	X						
5	Configurable Audio Disable	on/off	X						
6	Video Frame rate	30FPS	X						
7	Video Resolution	640 x 480 (min)	X						
8	Video Storage & Management	secure cloud-based solution, prefer use of Evidence.com or direct equivalent	X						
9	Field of view	75 degrees (min)	X						
10	Record time	4 hours minimum	X						
11	Pre-event video buffer	Capable of previous 30 seconds from recording start (with no audio)	X						
12	Camera Storage Requirements	Secure and Non-removable	X						
13	Battery stand by time in buffering	Fully charged battery = 12+ hours	X						
14	Recharge time	Fully depleted battery = 6+ hours	X						

15	Power activation	Slide switch	X							
16	Record activation	Push button – separate sequence for turn-on and turn-off (with audio confirmation tones)	X							
17	Volume Control	multi-step momentary press	X							
18	In-field Video review and tagging capable via MDT	In-Field application to run on Microsoft Windows 7 (MDT)	X							
19	GPS coordinates	Not required, but preferred future consideration	X							
20	Operating temperature	-4 to +122 degrees F (-20 to +50 degrees C)	X							
21	Drop resistance	6 feet	X							
22	Humidity	80% non condensing	X							
23	Manufacturer's Warranty (Camera/Battery)	minimum 1 year on camera/3 day replacement	X							
24	Camera charging and video offload system	Automated video offload through docking/charging station only (requiring no personnel or PC cable interface)	X							
25	Video export format (outside source mgt. system)	Video export format will be MPEG 4 compatible, not requiring proprietary viewer. Requires security-controlled export capability.	X							
26	Software management	Access control (MS AD and LDAP compliant), retention management (including auto purge), secure transport, audit trail, fully supported on Microsoft Windows-based system	X							
27	Support	Technical support contract availability with call center and on- site support capabilities	X							

B. FUNCTIONAL REQUIREMENTS FOR OFF-SITE/HOSTED STORAGE SOLUTION:

FUNCTION		1	2	3	4	5	6	COMMENTS
1	Web Based - Hosted digital evidence management, storage, and retrieval system	X						
2	Roles and Permissions: Configurable by agency administration	X						
3	Encryption: in transit using SSL 1024 bit key or better and at rest using AES 256 or better	X						
4	Case Management Tools: Standard Share Cases: users may share cases with other members of the agency if desired	X						
5	Search Functionality: By name, date, event or device	X						
6	Chain of Custody: An audit trail is generated for every video.	X						
7	Reassign Evidence: Administrator may reassign evidence to a different user	X						
8	Download Cases: Standard function given that the user has permission	X						
9	Evidence Deletion: Shall have administration rights; automatic seven (7) day "grace period"	X						
10	Ability to Create Video Clips from larger video. Dependent on security role.	X						
11	Officer to Add Notes: Standard function given that the user has permission	X						
12	Media Support: MP4,	X						
13	Software shall have ability to set different record retention rules per LVMPD defined	X						
14	Messaging: Able to send email messages from hosted web based product to end users.	X						
15	User Activity Tracking: Administrators have the ability to track user activity	X						
16	Track and assign all devices within software	X						

17	Provide Litigation Testimony in court if needed.	X						
18	Rights to Evidence and Viewable: Sole agency access securely stores all video and recordings at a server farm only LVMPD authorized users or others users as approved by the LVMPD administrators have access	X						
19	Controls ability to grant or restrict viewing & downloading of all video evidence	X						

I. FINANCIAL STATEMENT

TASER's most recent financial statement can be found online at https://materials.proxyvote.com/Approved/87651B/20130325/AR_161999/

Unfortunately, this document is far too lengthy to include in this bid response.

J. COMPLIANCE WITH THE OWNER'S STANDARD CONTRACT

EXCEPTIONS

Addition: Please find TASER's Master Services Agreement (MSA) attached following this proposal.

SECTION I: RESPONSIBILITY OF //TYPE//

- H. All materials, information, and documents, whether finished, unfinished, or draft, developed, prepared, completed, or acquired by //TYPE// **specifically** for OWNER relating to the services to be performed hereunder and not otherwise used or useful in connection with services previously rendered or services to be rendered by //TYPE// to parties other than OWNER shall become the property of OWNER and shall be delivered to OWNER's representative upon completion or termination of this Contract, whichever comes first. Vendor must provide format of video/audio supplied at termination of contract as required by LVMPD, we request this format to be mp4 currently. Metadata to include notes and tagging information must also be included in a format readable and digestible by the department at time of contract termination. //TYPE// shall not be liable for damages, claims, and losses arising out of any reuse of any work products on any other project conducted by OWNER. OWNER shall have the right to reproduce all documentation supplied pursuant to this Contract **for Owner's own use**.

Sections III: SCOPE OF WORK, IV: CHANGES TO SCOPE OF WORK, and V: COMPENSATION AND TERMS OF PAYMENT reference the "Exhibit A Scope of Work." However, Exhibit A is blank. TASER will perform all duties as outlined in this proposal and agreed upon by LVMPD.

SECTION VII: MISCELLANEOUS PROVISIONS

B. Suspension

OWNER may suspend performance by //TYPE// under this Contract for such period of time as OWNER, at its sole discretion, may prescribe by providing written notice to //TYPE// at least 10 working days prior to the date on which OWNER wishes to suspend. Upon such suspension, OWNER shall pay //TYPE// its compensation, based on the percentage of the PROJECT completed and earned until the effective date of suspension, less all previous payments. //TYPE// shall not perform further work under this Contract after the effective date of suspension until receipt of written notice from OWNER to resume performance. **All goods and services already purchased shall continue until the end of the purchased term.**

SECTION VII: MISCELLANEOUS PROVISIONS

C. Termination

2. This Contract may be terminated in whole or in part by the OWNER for its convenience. **All goods and services already purchased shall continue until the end of the purchased term. Termination can commence only after the //TYPE// is given:**
 - a. not less than 10 calendar days written notice of intent to terminate; and
 - b. an opportunity for consultation with the OWNER prior to termination.

SECTION VII: MISCELLANEOUS PROVISIONS

H. PATENT INDEMNITY

Successful Bidder hereby indemnifies and shall defend and hold harmless Owner, its officers, employees, agents and, if applicable, its managers, its officers, and employees, respectively, from and against all claims, losses, costs, damages, and expenses, including attorney's fees, incurred by Owner and its manager, respectively, as a result of or in connection with any claims or actions based upon infringement or alleged infringement of any patent and arising out of the use of the equipment or materials furnished under the contract by Successful Bidder, or out of the processes or actions employed by, or on behalf of Successful Bidder in connection with the performance of the contract. Successful Bidder shall, at its sole expense, promptly defend against any such claim or action unless directed otherwise by Owner or its manager; provided that Owner shall have notified Successful Bidder upon becoming aware of such claims or actions, and provided further that Successful Bidder's aforementioned obligations shall not apply to equipment, materials, or processes furnished or specified by Owner or its manager. **TASER has no liability to you or any third party if any alleged infringement or claim of infringement is to any extent based upon: (a) any modification of the TASER Service Offerings by you or any third party; (b) use of the TASER Service Offerings in connection or in combination with equipment, devices, or services not provided by TASER; (c) the use of TASER Service Offerings other than as permitted under this Agreement or in a manner for which it was not intended; or (d) the use of other than the most current release or version of any software provided by TASER as part of or in connection with the Service Offerings.**

M. Term of Contract

OWNER agrees to retain //TYPE// for the period from _____ through _____, with the option to renew for 4, 1 -year periods, subject to the provisions of Sections V and VII herein. During this period, //TYPE// agrees to provide services as required by OWNER within the scope of this Contract. **Prior to contract extension, TASER may submit a price increase. If the price increase is not accepted by Owner, the contract shall terminate at the end of the then current term.**

K. PRICING SCHEDULE

DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED PRICE
HARDWARE:			
Wearable Cameras: Brand Name: TASER AXON flex____ Model #:73030	200 ea	\$979.71 /ea	\$_195,942.00
Accessories: Please list suggested accessories. camera mount for above shoulder viewing (collar, epaulette) Item Description <u>Collar/Versatile/Cap Mount</u> Brand Name <u>TASER AXON flex</u> Model #: 73009	100 ea	\$0.00 /ea	\$_ 0.00
Item Description: Epaulette Mount Brand Name: TASER AXON flex Model #: 73011	100 ea	\$0.00 /ea	\$_ 0.00
Evidence Transfer Manager (docking station)	50 ea	\$ __599.95__ /ea	\$29,997.50
Hardware Maintenance & Support – Years 2 – 3 *1 st year to be included in initial price of equipment	2 yrs.	\$ 0.00 / yr.	\$0.00
Hardware Maintenance & Support – Years 4 - 5	2 yrs.	\$ 0.00 / yr.	\$0.00
SOFTWARE:			
Software Maintenance & Support –Years 2 – 3 *1 st year to be included in initial price of equipment	2 yrs.	\$ 95,952.00 / yr.	\$ 191,904.00
Software Maintenance & Support Years 4 - 5	2 yrs.	\$95,952.00 / yr.	\$ 191,904.00
Hosting Storage –immediate access	30 TB	\$7,650.00___/TB_	\$ 229,500.00
Hosting Storage –cold storage Tier 2 Archival storage	1 TB	\$_1,536.00___/TB	\$ 1,536.00
SERVICES:			
Training Program – Proposer to fill in number of number of staff that they propose to train to for the price listed.			
End Users – Train the Trainer			
System Administrator			
Fixed Labor Rates for additional training:		\$2 0 0 0 / day	
GRAND TOTAL: \$840,783.50			

TASER International

Protect Truth

17800 N 85th St.
 Scottsdale, Arizona 85255
 United States
 Phone: (800) 978-2737
 Fax: 480-991-0791



Regina Heilman-Ryan

(702) 828-5788
 (702) 828-1531
 purchasing@lvmpd.com

Quotation

Quote: Q-04970-3
Date: 10/18/2013 12:44 PM
Quote Expiration: 12/31/2013
Contract Start Date*: 12/16/2013
Contract Term: 5 years

Bill To:

LAS VEGAS METROPOLITAN POLICE
 DEPARTMENT
 LOGISTICS BUREAU
 3141 SUNRISE AVE
 LAS VEGAS, NV 89101
 US

Ship To:

Regina Heilman-Ryan
 LAS VEGAS METROPOLITAN POLICE
 DEPARTMENT
 3141 E. Sunrise Avenue
 LAS VEGAS, NV 89101
 US

SALESPERSON	PHONE	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Brian Black	800-978-2737	bblack@taser.com	Fedex Ground- FOB Destination	Net 30

*Note this will vary based on the shipment date of the product.

QTY	PART #	DESCRIPTION	UNIT PRICE	Total Before Discount	DISC (\$)	NET TOTAL
200	73030	KIT, AXON, FLEX	499.95	USD 99,990.00	USD 0.00	USD 99,990.00
6	73030	KIT, AXON, FLEX		USD 0.00	USD 0.00	USD 0.00
50	73016	ETM, 6 CAMERA BAYS, 6 CONTROLLER BAYS, AXON FLEX	1499.95	USD 74,997.50	USD 45,000.00	USD 29,997.50
100	73009	COLLAR/VERSATILE/CAP MOUNT, FLEX		USD 0.00	USD 0.00	USD 0.00
100	73011	EPAULETTE MOUNT, FLEX		USD 0.00	USD 0.00	USD 0.00
200	73036	CONTROLLER, HOLSTER, BELT CLIPS, FLEX		USD 0.00	USD 0.00	USD 0.00
Hardware Net Price:						USD 129,987.50

QTY	PART #	DESCRIPTION	UNIT PRICE	Total Before Discount	DISC (\$)	NET TOTAL
30,600	85535	EVIDENCE.COM STORAGE (GB)-5 YEAR CONTRACT	\$1.50/GB per year	USD 229,500.00	USD 0.00	USD 229,500.00
200	85072	ULTIMATE EVIDENCE.COM LICENSE: 5 YEAR	2940.00	USD 588,000.00	USD 117,600.00	USD 470,400.00

QTY	PART #	DESCRIPTION	UNIT PRICE	Total Before Discount	DISC (\$)	NET TOTAL
4,000	85035	EVIDENCE.COM STORAGE	\$1.50 / GB per year	USD 0.00	USD 0.00	USD 0.00
5	89005	PROFESSIONAL EVIDENCE.COM LICENSE: 5 YEAR	2340.00	USD 11,700.00	USD 2,340.00	USD 9,360.00
75	85535	EVIDENCE.COM STORAGE (GB)-5 YEAR CONTRACT	\$1.50/GB per year	USD 0.00	USD 0.00	USD 0.00
1,024	86005	EVIDENCE.COM ARCHIVAL STORAGE 5 YEAR	1.50	USD 1,536.00	USD 0.00	USD 1,536.00
Enterprise Software Net Price:						USD 710,796.00

QTY	PART #	DESCRIPTION	UNIT PRICE	Total Before Discount	DISC (\$)	NET TOTAL
200	85053	5 YEAR TASER ASSURANCE PLAN AXON FLEX		USD 0.00	USD 0.00	USD 0.00
6	85053	5 YEAR TASER ASSURANCE PLAN AXON FLEX		USD 0.00	USD 0.00	USD 0.00
Extended Warranties Net Price:						USD 0.00

Grand Total USD 840,783.50

**TASER International, Inc.’s Sales Terms and Conditions
for Direct Sales to End User Purchasers**

By signing this Quote, you are entering into a contract and you certify that you have read and agree to the provisions set forth in this Quote and TASER’s current Sales Terms and Conditions for Direct Sales to End User Purchasers or, in the alternative, TASER’s current Sales Terms and Conditions for Direct Sales to End User Purchasers for Sales with Financing if your purchase involves financing with TASER. If your purchase includes the TASER Assurance Plan (TAP), then you are also agreeing to TASER’s current Sales Terms and Conditions for the AXON Flex™ and AXON Body™ Cameras TASER Assurance Plan (U.S. Only) and/or Sales Terms and Conditions for the X2/X26P and TASER CAM HD Recorder TASER Assurance Plan (U.S. Only), as applicable to your product purchase. All of the sales terms and conditions, as well as, the TAP terms and conditions are posted at <http://www.taser.com/sales-terms-and-conditions>. If your purchase includes AXON hardware and/or EVIDENCE.com services you are also agreeing to the terms in the EVIDENCE.com Master Service Agreement posted at <http://www.taser.com/serviceagreement0213>. The sale of the Professional Services is subject to the parties execution of TASER’s Professional Services Agreement and a Statement of Work. You represent that you are lawfully able to enter into contracts and if you are entering into this agreement for an entity, such as the company, municipality, or government agency you work for, you represent to TASER that you have legal authority to bind that entity. If you do not have this authority, do not sign this Quote.

Signature: _____ **Date:** _____
Name (Print): _____ **Title:** _____
PO# (if needed): _____

Please sign and email to Brian Black at bblack@taser.com or fax to 480-991-0791

THANK YOU FOR YOUR BUSINESS!

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SIGNATURE PAGE

DATE: _____

PREPARED BY:

NAME OF PROPOSAL FIRM: TASER International, Inc
(Print)

PROPOSING FIRM'S ADDRESS: 17800 N 85th Street, Scottsdale, AZ, 85255

PROPOSING FIRM'S TELEPHONE NUMBER: 800-978-2737

PROPOSING FIRM'S FAX NUMBER: 480-991-0791

NAME OF PERSON SUBMITTING THE PROPOSAL: _____
(Print)

Email of Person Submitting the proposal: _____

(Signature)

PROPOSER IS RESPONSIBLE TO ASCERTAIN THE NUMBER OF ADDENDUMS ISSUED AND HEREBY ACKNOWLEDGES RECEIPT OF THE FOLLOWING ADDENDUM(S):

NOTE: FAILURE IN ADDENDUM ACKNOWLEDGEMENTS MAY RESULT IN REJECTION OF PROPOSAL SUBMITTED.

ADDENDUM NO.	DATED	_____

L. INSURANCE

TASER complies with LVMPD's insurance requirements and will provide proof of insurance to LVMPD within 10 days of award.

M. BUSINESS LICENSE

TASER has applied for the required business licenses to do business in Nevada.



N. DISCLOSURE OF OWNERSHIP/PRINCIPALS

TYPE OF BUSINESS						
<input type="checkbox"/> SOLE PROPRIETORSHIP	<input type="checkbox"/> PARTNERSHIP	<input type="checkbox"/> LIMITED LIABILITY CORPORATION	<input type="checkbox"/> CORPORATION	<input type="checkbox"/> NON-PROFIT ORGANIZATION	<input type="checkbox"/> TRUST	<input type="checkbox"/> OTHER
BUSINESS DESIGNATION GROUP (FOR INFORMATIONAL PURPOSES ONLY)						
<input type="checkbox"/> MBE MINORITY BUSINESS ENTERPRISE	<input type="checkbox"/> WBE WOMEN-OWNED BUSINESS ENTERPRISE	<input type="checkbox"/> SBE SMALL BUSINESS ENTERPRISE	<input type="checkbox"/> DVET DISABLED VETERAN OWNED ENTERPRISE	<input type="checkbox"/> PBE PHYSICALLY CHALLENGED BUSINESS ENTERPRISE		
CORPORATE/BUSINESS NAME:	TASER International Inc.					
(INCLUDE d.b.a., IF APPLICABLE)						
BUSINESS ADDRESS:	17800 N 85 th Street, Scottsdale AZ 85255					
BUSINESS TELEPHONE:	800-978-2737			mduffy@taser.com EMAIL:		
BUSINESS FAX:	480-991-0791					
LOCAL BUSINESS ADDRESS	none					
LOCAL BUSINESS TELEPHONE:						
LOCAL BUSINESS FAX:	EMAIL:					

Corporate entities shall list all Corporate Officers and Board of Directors in lieu of disclosing the names of individuals with ownership or financial interest. The disclosure requirement, as applied to land-use transactions, extends to the applicant and the landowner(s).

FULL NAME	TITLE	% OWNED (NOT REQUIRED FOR PUBLICLY TRADED CORPORATIONS)
Patrick Smith, Jeff Kukowski, Douglas Klint	CEO, COO, President	
Jason Droege, Dan Behrendt	President of EVIDENCE.com, CFO	
Luke Larson	EVP Marcom	

- Are any individual members, partners, owners or principals, involved in the business entity a Las Vegas Metropolitan Police Department full-time employee(s), or appointed/elected official(s)?
 Yes No (If yes, please note that LVMPD employee(s), or appointed/elected official(s) may not perform any work on professional service contracts, or other contracts, which are not subject to competitive bid.)
- Do any individual members, partners, owners or principals have a spouse, registered domestic partner, children, parent, in-laws or brothers/sisters, half-brothers/half-sister, grandchildren, grandparents, in-laws related to a LVMPD full-time employee(s), or appointed/elected official(s)?
 Yes No (If yes, please disclose on the attached Disclosure of Relationship form. . If no, please print N/A on Page 2.)

I certify under penalty of perjury, that all of the information provided herein is current, complete, and accurate. I also understand that the FAC will not take action on land-use approvals, contract approvals, land sales, leases or exchanges without the completed disclosure form.

_____ SIGNATURE	_____ PRINT NAME
_____ TITLE	_____ DATE

O. OTHER

TASER: TRUSTED PARTNER

TASER's Mission: Protect Life. Protect Truth.



*TASER International Headquarters:
Scottsdale, AZ*

TASER's industry-leading Conducted Electronic Weapons (CEWs) are used worldwide by law enforcement, military, correctional, professional security, and personal protection markets. TASER CEWs use proprietary technology to incapacitate dangerous, combative, or high-risk subjects who pose a risk to law enforcement/correctional officers, innocent citizens, or themselves; and CEWs are generally recognized as a safer alternative to other uses of force. TASER technology protects life, and the use of TASER devices dramatically reduces injury rates for law enforcement officers and suspects. Today, over 17,000 law enforcement agencies use TASER CEW's, and they are used in more than 40 countries worldwide.

TASER International was founded in September 1993 and has remained committed to providing solutions which Protect Life and Protect Truth. In May 2001, the company became publicly traded on the NASDAQ stock exchange (TASR). Since that time, TASER has launched several new products, such as X26 CEW (2003), X3 CEW (2009), AXON PRO (2009), EVIDENCE.COM (2009), X2 CEW (2011), AXON FLEX (2012), and AXON body (2013).

From its industry-leading CEWs, to its AXON/EVIDENCE.com video recorder and storage system, TASER is committed to reducing violent confrontation, providing accountability, and preventing danger. TASER is the industry leader in on-officer video devices, with over 50,000 of its video recording devices in the field.

The team at TASER is committed to protecting life by providing innovative, high quality products and services that exceed customer expectations every time. The ISO 9001:2008 certification of quality management system demonstrates the company's commitment to quality for its customers, employees, and suppliers. This supports a continual improvement philosophy, which is the responsibility of every employee.

The TASER Experience

TASER believes that its success in the law enforcement industry has been thanks to a keen understanding of the unique needs of policing. We understand that our technology must not only serve to protect officers in the field, but it also must be easy to use, it should make the lives of those officers easier, and it ought to address the day-to-day realities of life on patrol.

This commitment to our customers is more than evident in the design of the AXON Flex. TASER's partnership with Oakley's Eyewear ensures that our camera is something officers *want* to be seen

wearing, and officers never need to worry about whether the camera is properly fastened—they often forget it is there.

When we developed AXON body, we listened to our customers' need for something simple to operate. We developed the AXON body because our customers loved our 30 second buffering, the retina low-light capability, the quality of the video evidence we produce, and for the EVIDENCE.com workflows we offer. Some customers wanted everything we offer with Flex, just in a simpler camera.

We do our utmost to produce the highest quality cameras. We inspect all incoming parts, oversee inventory replacement, conduct rigorous validation procedures, collect feedback from trials, and allow for almost no variance in the manufacturing process. The result is a consistently great product that can ably serve law enforcement.

Finally, TASER also takes every step to ensure that you have a hassle-free out-of-the-box experience. The steps for activating a body cam or Flex unit are almost as quick and easy as activating an iPad. We follow through as well. TASER offers around-the-clock customer support and will help your agency every step of the way as you adopt this new paradigm in police technology.

AXON VIDEO AND EVIDENCE.COM

Las Vegas Metropolitan Police Department could decrease officer complaints by 87.5% and decrease officer use-of-force by 59% with AXON and EVIDENCE.com.³



AXON Flex system, shown with the Oakley Flack Jacket Mount option.

TECHNOLOGY

Using proven advanced technology best equips your officers. Because on-officer video is a new venture for Las Vegas Metropolitan Police Department, TASER can be a trusted partner in rolling out a customized video and evidence management solution. TASER strongly believes that body-worn video would surpass the PD's expectations to better capture events as they occur; assist in the prosecution of cases; and protect the department, Agency, City, and officer from frivolous accusations.

³ Data presented in 2013 by Rialto PD Chief of Police William Farrar after a year-long, randomized scientific study of the effect of officers wearing AXON Flex and using EVIDENCE.com. The study was performed in conjunction with the University of Cambridge. The full case study can be found at the end of this proposal.

PROTECTING & ADVANCING EVERY OFFICER

Las Vegas Metropolitan Police Department has diverse Units and Teams within the agency, and many officers may spend little to no time in a police cruiser during their tactical assignments. From our research, officers experience most of their tactical events away from their vehicle.

Investigative Services can also benefit from body-worn cameras. A routine witness testimony could be captured using an AXON, instead of being notated on a 3"x4" card. Paperwork for these interviews could be reduced to "See AXON Video." This exact procedure is currently being used by Lake Havasu PD in Arizona. Instead of writing a detailed description of an event, the officer references the AXON video. "See Video" takes much less time to report. Lake Havasu PD uses this method for paperwork, and saw a 7.7% decrease in overtime pay after implementing TASER's video system. ⁴

Motorcycle Units cannot use bulky in-car video, so they need a body-worn video solution. We have specially developed a Helmet mount for Motorcycle Units. This mount has been rigorously tested at speed and in the field. Pittsburg PD is currently using our AXON Flex in their Motorcycle unit, with officers citing an immediate reduction in aggressive behavior from civilians as soon as the officer mentions the video camera.

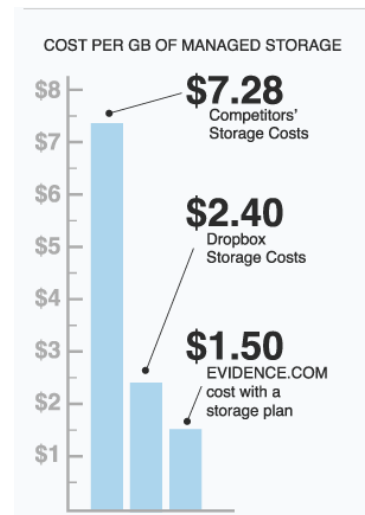
STORAGE

Advantages of "Cloud-based" Solution

The use of a web-based, hosted storage solution offers your agency several unique advantages. The most noticeable of these is the ability to review, manage, and share evidence from any computer with an internet connection. This allows your agency to rely less on the inconsistent performance of its servers to manage evidence, and instead depend on the more reliable internet connection.

If you store your data on EVIDENCE.com, the chances are virtually zero that you will lose that data. And can the same be said for your local server? The cloud service that TASER utilizes for EVIDENCE.com, Amazon Web Services (AWS), boasts 99.999999999% data durability. AWS, in addition, experiences only 4 minutes of downtime per month. Even still, site uptime is wholly monitored by the EVIDENCE.com operations team. An IT team worried about preserving and accessing data is a thing of the past.

A cloud-based system also allows for TASER to provide automatic upgrades to the online interface and workflows of EVIDENCE.com. These automatic upgrades are part of your agency's investment in this backend solution, and come at no extra charge. When they occur, you'll find out about it when you open your account and see the new features already fully integrated into the system. Again, TASER assumes all of the responsibilities for implementing these systems, and your agency will only see the results.



⁴ Data gathered from Lake Havasu PD during a 2012 deployment of the AXON cameras. The full case study can be found at the end of this proposal.

This paradigm is also, by nature, highly scalable. No server infrastructure needs to be added if you want to expand your agency's EVIDENCE.com program. All that is needed to add EVIDENCE.com users are AXON units, ETMs/USBs, and additional EVIDENCE.com accounts.

Finally, storing video files over EVIDENCE.com is dramatically cheaper than doing so through other methods. On a per-GB basis, storing files with TASER's solution is only \$1.50, as compared to \$7.28 with competitors. Even storing files with a highly advanced and popular system like Dropbox is \$2.40 per GB.

State-of-the-Art Data Security

TASER shall maintain several lines of defense against accidental or purposeful data destruction. TASER's procedures include: a) up-to-the-hour "log shipping" backups, allowing recovery from server hard drive problems; b) digitally fingerprint every file with a SHA1 hash to ensure file integrity; c) data is stored redundantly over three facilities; and d) regular data integrity checks run across the entire file system to detect and correct data corruption.

TASER has the following network security procedures that encompass several layers of network and physical security: a) physical security of unencrypted data patrolled by professional security personnel; b) physical access to data center restricted to operations personnel; and c) industry-standard cryptographic encryption of data transfers, and encryption of data stored on disk.

Using AXON, Officers store video on EVIDENCE.com. This is a "cloud" based storage system which is externally hosted and available to all 50 users at once. EVIDENCE.com works with any computer or smart device with an internet connection and a browser. Our storage is located in the lower 48 of the United States. Our vendor for data storage is Amazon Web Services (AWS). EVIDENCE.com provides to law enforcement a robust solution for organizing, classifying, managing, viewing, and archiving digital evidence, whether that digital evidence be AXON videos, still images captured by digital cameras, or even PDF documents of interrogation transcripts. TASER's hosted solution is industry-standard secure, and it implements all the proper measures to protect chain of custody. There will be one license per DVR. No hardware is required for this application.

EVIDENCE.com is designed to integrate with existing law enforcement solutions such as CAD, RMS, and others, to provide a seamless workflow and reliable mechanism to manage all digital evidence within an organization. It is also, by nature, highly scalable—so there aren't any constraints to expanding EVIDENCE.com utilization at your agency aside from the cost of storing data in "the cloud." All it takes to store evidence on this hosted solution are an AXON unit, and ETM dock or USB cable, and EVIDENCE.com account.

TASER'S BODY-WORN CAMERAS

Introduction: The New Paradigm in LE Video

THE NEED FOR ON-OFFICER VIDEO

Every year US law enforcement agencies spend \$2 billion settling disputes between officers and civilians. These days, your agency can't afford to get hit with these avoidable costs.



AXON FLEX Watch the incident unfold from the officer's perspective. AXON FLEX



Dash Cam View of the street outside the incident

Some vendors have supplied in-car video cameras to the market, but when 90% of critical incidents occur away from the front of the vehicle, in-car video can hardly tell the whole story. Other vendors have supplied cheap, clip-on cameras to be mounted on an officer's chest or hip. But, again, these cameras can only capture a fraction of what is important in a critical incident: how do we know what the officer actually saw? Chest-mounted cameras are structurally incapable of capturing the most important of incidents: when an officer raises his weapon the camera's lens is obscured.

TASER perceived this gap in the market—between what law enforcement needed, and what they were being provided, and we have done our best to fill that gap. To do so we went directly to the customer. TASER spent years interviewing thousands of law enforcement officers to understand what they wanted in an on-officer camera. We learned that a camera needs to be lightweight, comfortable, and—most importantly—flexible to each officer's individual preferences. There is no "one-size-fits-all" solution in the law enforcement market, and we have designed the AXON Flex to be suitably flexible, with a number of different mounting options that can be fitted in the way that works best for each officer. After creating the AXON flex, TASER found yet another gap in the market for a body camera solution for agencies who want a simple solution to on-officer video. Because of this gap, TASER created the AXON body.

AXON IS THE MARKET LEADER IN ON-OFFICER VIDEO

With over 50,000 cameras in the field, TASER International is once again a leader in a crucial law enforcement field. An independent survey by online magazine PoliceOne.com revealed that police officers perceived TASER to be the market leader in on-officer video by a wide margin. After releasing the Flex camera system in just February of this year, the Flex has taken off with success after success because of a simple fact—we know what law enforcement wants in on-officer video. See what officers from early-adopting agencies had to say:

Fort Worth (TX) Police Chief Jeff Halsted: "On-officer video systems like the AXON Flex give us an opportunity to showcase and support the jobs our officers are doing in the field. Having a complete video record of these incidents will provide a higher level of protection for both our officers and the public."

Greenwood (AR) Police Department Sergeant Brandon Davis: "I loved the multiple mounting options of AXON Flex. The integration with Oakley makes it cool & comfortable. This is a system officers will want to wear."

NY Times Article on Rialto (CA) Police Chief William Farrar's Study:

"Even with only half of the 54 uniformed patrol officers wearing cameras at any given time, the department over all had an 88 percent decline in the number of complaints filed against officers, compared with the 12 months before the study, to 3 from 24"

Mesa (AZ) Police Chief Frank Milstead: "As evidentiary technologies evolve, so do the expectations of the judicial system and the community. It is imperative law enforcement keep pace with these expectations. The AXON platform provides our officers the safest and least intrusive system to obtain, provide and store such evidence."



Sergeant Brandon Davis

AXON FLEX: PROTECTING OFFICERS FROM FALSE CLAIMS

AXON FLEX: AN OVERVIEW

The AXON FLEX on-officer video system is the most functional, durable, and versatile camera system in Law Enforcement today. With best-in-class recording quality, battery life, buffering capabilities, and mounting options, the system will more than meet the expectations of officers.

The Flex's lightweight camera is connected by a thin wire to a controller device. This controller device has one switch—to power on and off, and one primary button—to activate and deactivate the camera's recording mode. The controller serves as a full-shift battery, helping to ensure that all critical incidents can be captured, no matter how late in a shift they may occur.

Each officer can choose the mounting location of his camera according to his individual preferences. These locations can include his collar, lapel, head mount, helmet, or his pair of Oakley's sunglasses. Better yet, the Flex's "rapid-grip" technology allows the officer to quickly switch among any of these positions with minimal effort, should the need arise in the field.



The controller can be worn on the officer's uniform or belt, but most opt to place it in their vest pocket. Even sitting in the pocket, the raised activation button on the controller always allows for easy activation and deactivation of recordings.

Once a video is captured, the officer is able to review, title, and categorize the video using a smartphone or other mobile device running either Google's Android or Apple's iOS software.

AXON FLEX: ADVANCED FEATURES

OVERVIEW OF ADVANCED FEATURES AND COMPONENTS

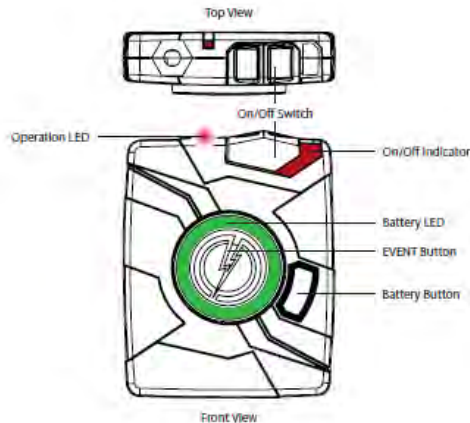
Convenient to Wear

In order to provide the most comfort to men and women in the field, TASER has made the Flex as lightweight and compact as possible. At 3.2"x 0.80"x 0.71" (L x W x H), the camera is smaller than a high-end ballpoint pen, and at 15 grams it is just as lightweight. (Officers in the field have reported that they sometimes forget it is even there.) The power source and controller for this camera is similarly compact. With specs of 2.6"x 0.76"x 3.3" and 93 grams, it can comfortably fit in the front pocket of officers, ready for use.

Convenient to Use

To power on the device, the user simply toggles the switch on the top of the controller, which is durable enough to protect against accidentally powering down. And to activate recording mode, then the officer must double-tap the button in the center of the device; to deactivate recording mode, he must hold that same button for approximately three seconds. Both of these measures guard against accidental recording.

There are a number of audio and visual prompts that signal to the officer the status of the device. While the device is in recording mode, every two minutes the officer will hear the system beep twice—to help ensure that she does not forget that it's on. (The loudness of these beeps can be adjusted by a small button on the top of the camera.) In addition, there is also a LED light on the top of the controller that will blink red for the duration of the recording period.



That same LED light will also blink green in standby mode, blink yellow if a cable is disconnected, or it will be solidly red if the device is booting up. There is another LED light around the rim of the EVENT button in the center of the device. This light indicates the battery level: green if fully charged, yellow if 20-40% of capacity, and red if less than 20% of capacity.

But perhaps the most exciting feature of the AXON Flex workflow is the ease with which files are uploaded to EVIDENCE.com, TASER's cloud-based storage solution. At the end of his shift, the officer simply plugs his Flex camera and controller in his agency's Evidence Transfer Manager (ETM), and goes home. That's it. The ETM takes care of the upload and recharges the controller's battery for the next day's shift.

Functional Wherever and Whenever You Need It

TASER understands that an officer needs his camera to withstand the sometimes rough environments he operates in. So we have made it a priority in the development process to create as durable of a camera as possible. The Flex has an operable range of -20 to +50 degrees Celsius, is functional after drops of up to six feet, and can withstand rain and high wind speeds.

In the event that the camera does, for some reason, malfunction, TASER also offers a one-year, no-questions-asked manufacturer's warranty on the camera and controller, and a 90-day warranty for the camera accessories.

The Flex also boasts advanced "retina low-light" technology, allowing the camera to capture exactly what the officer sees in nighttime conditions. Competitors either offer no nighttime solution, or they offer infrared vision, which distorts the image as it was apparent to the officer. Only the AXON Flex offers a quality image that can properly adjudicate potentially costly disputes initiated



in low-light conditions.

Although TASER is currently working on the technology, law enforcement agents can't yet see into the future and anticipate when critical incidents will arise. That's why it is imperative that their camera comes with buffered recording. The Flex's buffered recording feature automatically records the 30 seconds prior to the activation of the camera, to provide the proper context of every event an officer confronts.

The Flex's 12+ hours of battery life (field tests have reported as much as 16 with normal use) and 4 hours of recording space further ensures that an officer can capture important incidents that occur at any point throughout his shift. And charging the battery is no effort—the controller charges in the dock where it uploads video files to EVIDENCE.com.

Best-Value Video Quality

Some competitors offer HD-quality video, and TASER has experimented with HD in the past, but HD files require substantially more storage space than the 480p files generated by the AXON Flex. And that storage space that costs money. Given that 480p is capable of providing a perfectly good depiction of an incident, TASER believes that HD video might not offer the best value to law enforcement departments. Further yet, there may be disadvantages of having video quality is *too* good, picking up on details in high-stress environments that no person might have noticed in the moment.

Immediate Review and Marking in the Field

TASER also offers a mobile application available on an officer's Android or iOS smart device. Thanks to our partnership with Looxcie, the Flex video camera can establish a Bluetooth connection with an officer's smart device in order to stream the video stored in the camera. With this unique mobile application, officers can review video, annotate and mark files, and even live-stream images. These features enable an officer to categorize files while the incident is still fresh in his mind, and assist training efforts by allowing immediate feedback to trainees.

Establishing a connection between the Flex camera and a personal smart device also allows video files to be automatically tagged with GPS locations, providing yet another layer of review and organization to EVIDENCE.com.

EVIDENCE.COM: YOUR COMPLETE SOLUTION TO DIGITAL EVIDENCE STORAGE

EVIDENCE.COM: AN OVERVIEW

EVIDENCE.com provides to law enforcement a robust solution for organizing, classifying, managing, viewing, and archiving digital evidence, whether that digital evidence be AXON videos, still images captured by digital cameras, or even PDF documents of interrogation transcripts. TASER’s hosted solution is industry-standard secure, and it implements all the proper measures to protect chain of custody.



Screenshot of EVIDENCE.com interface

EVIDENCE.com can be accessed from any computer with an internet connection, so it isn’t dependent on unreliable agency servers. Storing your agency’s data in the cloud also allows the data to be easily shared with interested outside parties using EVIDENCE.com—the DA’s office, for instance.

EVIDENCE.com is designed to integrate with existing law enforcement solutions such as CAD, RMS, and others, to provide a seamless workflow and reliable mechanism to manage all digital evidence within an organization. It is also, by nature, highly scalable—so there aren’t any constraints to expanding EVIDENCE.com utilization at

your agency aside from the cost of storing data in “the cloud.” All it takes to store evidence on this hosted solution are an AXON unit, and ETM dock or USB cable, and EVIDENCE.com account.

Deploying EVIDENCE.com provides both tactical and strategic benefits to agencies. Some of these benefits include:

- **Automatic Upgrades to Latest Features**—the latest product features and enhancements are included as part of your investment in EVIDENCE.com. As far as you are concerned, this is a totally hands-off process: the EVIDENCE.com operations team at TASER applies these upgrades remotely, eliminating any worries about properly integrating or updating your systems.
- **Community of Interest**—a like-minded constituency influences and guides the direction of our product. Other EVIDENCE.com users are able to share best business practices within the user community, and leverage existing processes and experiences from other users.

- **Your Agency’s Partnership with TASER International**—TASER partners with customers: from purchase through installation, support, and beyond—ensuring that each investment in TASER products returns the maximum value.

EVIDENCE.com is not only offers a unique and compelling solution to digital evidence storage, but the interface of the application itself integrates a bevy of advanced features. Some of these include an easy-to-use search function, the ability to group files according to case number, and marking certain files for automatic deletion after a pre-determined date.

EVIDENCE.COM: ADVANCED FEATURES

EVIDENCE.com provides a number of unique, pivotal features that facilitates evidence management and coordination. To begin with, account administrators can customize the roles and authorization levels of each member of the agency’s account, both to preserve chain of custody and to clarify what each user is permitted to do.

To help find files stored on your EVIDENCE.com account, TASER offers a powerful search feature based on the name of the officer, the date the file was recorded or uploaded, the device moniker, etc.—this alone gives EVIDENCE.com a leg up to over most file management competitors.

Once you find the files you are looking for, you can begin to group them around larger case files—the most commonsense way to manage evidence.

Each file is capable of carrying “Intelligent Video Attributes”—basically information about the context of the video. These attributes could include GPS coordinates, the time it was recorded, the officer and device that recorded it, which case file it belongs to, etc. Each of these attributes making later searches and retrievals easier. Users can also clip out smaller segments of larger video files, in order to let the viewer see only the most significant moments of a recorded video.

EVIDENCE.com Functionalities

- ✓ Configurable Roles and Permissions
- ✓ Power Search Feature
- ✓ Files Grouped Around Case Numbers
- ✓ Intelligent Video Attributes
- ✓ Automated Retention Policies
- ✓ Seven-day Remorse Period
- ✓ Easy Sharing among Users

Saving storage space via an automatic deletion policy is remarkably simple with EVIDENCE.com. Before you even record a single AXON video, account administrators may pre-set how long they would like each file to be stored until it is deleted by the system. Of course, these retention periods may always be adjusted for individual files after they have been uploaded to the EVIDENCE.com system, which will be useful if a particularly critical incident is captured and must be stored on file indefinitely. And if recently

deleted files are still needed, then a “remorse period” ensures that those files can still retrieved within a seven-day timeframe.

Perhaps the most exciting of these features is the ease with which any file stored on EVIDENCE.com can be shared with interested parties. Individual files and entire case files can be shared with outside EVIDENCE.com users directly from the online interface. This feature can be particularly helpful when coordinating with, say, a District Attorney’s office for litigation purposes.

TASER CORPORATE INFORMATION

Credentials

TASER provides body-worn cameras to Law Enforcement, and has been providing these services for 7 years. TASER uses customer input to continuously improve our products. Our products have a laser-like focus on the law enforcement market.

Background and Organizational History

TASER International was founded in September 1993 and has remained committed to providing solutions which Protect Life and Protect Truth. In May 2001, the company became publicly traded on the NASDAQ stock exchange (TASR). Since that time, TASER has launched several new products, such as X26 CEW (2003), TASER CAM (2006), X3 CEW (2009), AXON PRO (2009), EVIDENCE.com (2009), X2 CEW (2011), AXON Flex (2012), and AXON body (2013).

Years in Business: 20 years

Performing like Services: 7 years

Location of HQ and Other Offices:

TASER HQ
17800 N. 85th Street
Scottsdale, AZ, 85255

TASER Carpinteria
5464 Carpinteria Ave
Carpinteria, CA

TASER Washington
10900 NE 4th Street, Suite 2300
Bellevue, WA, 98004

Number of Employees: 330

Client Base: TASER's Client Base is primarily the Law Enforcement market, and has been since TASER's inception in 1993.

Type of Business: Corporation

EXHIBIT B: SUBCONTRACTOR INFORMATION

DEFINITIONS

MINORITY OWNED BUSINESS ENTERPRISE (MBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more minority persons of Black American, Hispanic American, Asian-Pacific American or Native American ethnicity.

WOMEN OWNED BUSINESS ENTERPRISE (WBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more women.

PHYSICALLY-CHALLENGED BUSINESS ENTERPRISE (PBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more disabled individuals pursuant to the federal Americans with Disabilities Act.

SMALL BUSINESS ENTERPRISE (SBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function, is not owned and controlled by individuals designated as minority, women, or physically-challenged, and where gross annual sales does not exceed \$2,000,000.

NEVADA BUSINESS ENTERPRISE (NBE): Any Nevada business which has the resources necessary to sufficiently perform identified County projects, and is owned or controlled by individuals that are not designated as socially or economically disadvantaged.

It is our intent to utilize the following MBE, WBE, PBE, SBE, and NBE subcontractors in association with this Contract:

1. Subcontractor Name:

Contact Person: Amazon Web Services Telephone Number:

Description of Work: Secure Physical Server Storage for EVIDENCE.com

Estimated Percentage of Total Dollars: \$230,000

Business Type: MBE WBE PBE SBE NBE

The New York Times

Wearing a Badge, and a Video Camera



HERE'S a fraught encounter: one police officer, one civilian and anger felt by one or both. Afterward, it may be hard to sort out who did what to whom.

Joshua Lott for The New York Times, April 7, 2013

Now, some police departments are using miniaturized video cameras and their microphones to capture, in full detail, officers' interactions with civilians. The cameras are so small that they can be attached to a collar, a cap or even to the side of an officer's sunglasses. High-capacity battery packs can last for an extended shift. And all of the videos are uploaded automatically to a central server that serves as a kind of digital evidence locker.

William A. Farrar, the police chief in Rialto, Calif., has been investigating whether officers' use of video cameras can bring measurable benefits to relations between the police and civilians. Officers in Rialto, which has a population of about 100,000, already carry Taser weapons equipped with small video cameras that activate when the weapon is armed, and the officers have long worn digital audio recorders.

But when Mr. Farrar told his uniformed patrol officers of his plans to introduce the new, wearable video cameras, "it wasn't the easiest sell," he said, especially to some older officers who initially were "questioning why 'big brother' should see everything they do."

He said he reminded them that civilians could use their cellphones to record interactions, "so instead of relying on somebody else's partial

picture of what occurred, why not have your own?" he asked. "In this way, you have the real one."

Last year, Mr. Farrar used the new wearable video cameras to conduct a continuing experiment in his department, in collaboration with Barak Ariel, a visiting fellow at the Institute of Criminology at the University of Cambridge, an assistant professor at Hebrew University.

Half of Rialto's uniformed patrol officers on each week's schedule have been randomly assigned the cameras, also made by Taser International. Whenever officers wear the cameras, they are expected to activate them when they leave the patrol car to speak with a civilian.

A convenient feature of the camera is its "pre-event video buffer," which continuously records and holds the most recent 30 seconds of video when the camera is off. In this way, the initial activity that prompts the officer to turn on the camera is more likely to be captured automatically, too.

THE Rialto study began in February 2012 and will run until this July. The results from the first 12 months are striking. Even with only half of the 54 uniformed patrol officers wearing cameras at any given time, the department over all had an 88 percent decline in the number of complaints filed against officers, compared with the 12 months before the study, to 3 from 24.

Rialto's police officers also used force nearly 60 percent less often — in 25 instances, compared with 61. When force was used, it was twice as likely to have been applied by the officers who weren't wearing cameras during that shift, the study found. And, lest skeptics think that the officers with cameras are selective about which encounters they record, Mr. Farrar noted that those officers who apply force while wearing a camera have always captured the incident on video.

As small as the cameras are, they seem to be noticeable to civilians, he said. "When you look at an officer," he said, "it kind of sticks out." Citizens have sometimes asked officers, "Hey, are you wearing a camera?" and the officers say they are, he reported.

But what about the privacy implications?

Jay Stanley, a senior policy analyst at the [American Civil Liberties Union](#), says: “We don’t like the networks of police-run video cameras that are being set up in an increasing number of cities. We don’t think the government should be watching over the population en masse.” But requiring police officers to wear video cameras is different, he says: “When it comes to the citizenry watching the government, we like that.”

Mr. Stanley says that all parties stand to benefit — the public is protected from police misconduct, and officers are protected from bogus complaints. “There are many police officers who’ve had a cloud fall over them because of an unfounded accusation of abuse,” he said. “Now police officers won’t have to worry so much about that kind of thing.”

Mr. Farrar says officers have told him of cases when citizens arrived at a Rialto police station to file a complaint and the supervisor was able to retrieve and play on the spot the video of what had transpired. “The individuals left the station with basically no other things to say and have never come back,” he said.

The A.C.L.U. does have a few concerns about possible misuse of the recordings. Mr. Stanley says civilians shouldn’t have to worry that a video will be leaked and show up on CNN. Nor would he approve of the police storing years of videos and then using them for other purposes,

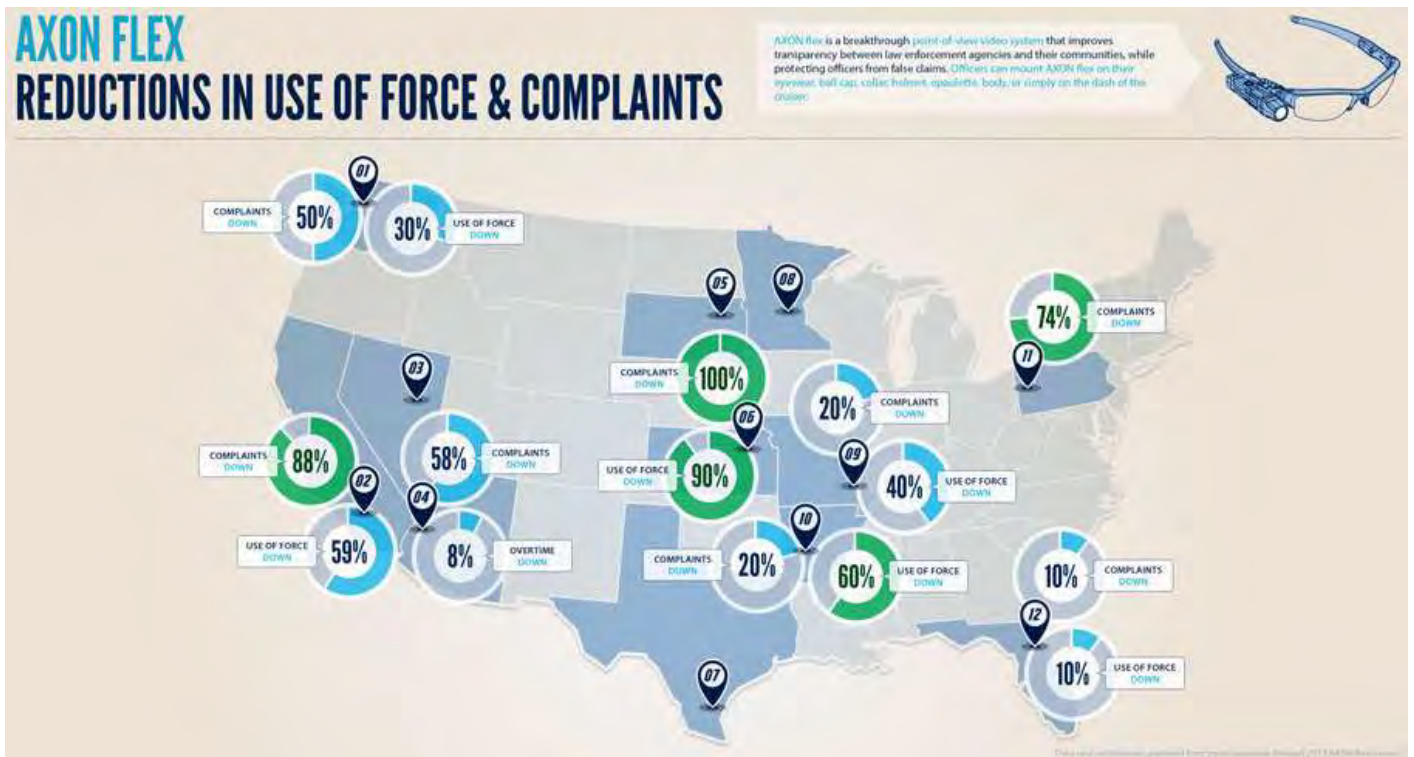
like trolling for crimes with which to charge civilians. He suggests policies specifying that the videos be deleted after a certain short period.

A spokesman for Taser International said it had received orders from various police departments, including those in Pittsburgh, Salt Lake City and Hartford, as well as Fort Worth, Tex.; Chesapeake, Va.; and Modesto, Calif. In the San Francisco Bay Area, the police department of BART, the transit system, has bought 210 cameras and is training its officers in their use, part of changes undertaken after a BART police officer’s fatal shooting of an unarmed man in 2009.

Before the cameras, “there were so many situations where it was ‘he said, she said,’ and juries tend to believe police officers over accused criminals,” Mr. Stanley says. “The technology really has the potential to level the playing field in any kind of controversy or allegation of abuse.”

Mr. Farrar recently completed a master’s degree in applied criminology and police management at the University of Cambridge. (It required only six weeks a year of residency in England.) And he wrote about the video-camera experiment in his thesis.

He says his goal is to equip all uniformed officers in his department with the video cameras. “Video is very transparent,” he said. “It’s the whole enchilada.”



This information graphic is supplemental. It was not included in the New York Times Article.

Force Science® News

**Chuck Remsberg
Editor-in-Chief**

www.forcescience.org

I. New study measures impact of body cams on complaints, force use

Fewer citizen complaints, fewer uses of force.

According to a yearlong field study by a police department in southern California, those are the dual benefits of having patrol officers wear body cameras that record their public interactions.

Indeed, the experiment has yielded such an “amazing” outcome that Chief William Farrar of the Rialto PD told *Force Science News* he plans to permanently equip his uniformed personnel with body cams, in the belief that when civilians and cops alike are conscious of being recorded, they tend to modify their behavior in positive ways that result in reduced conflict.

Farrar, a 31-year law enforcement veteran, launched the study in February 2012, soon after becoming chief in Rialto, a city of 100,000 that is part of the metropolitan corridor sprawling east from Los Angeles. A mid-size agency (115 sworn), the PD handles about 3,000 property crimes and 500 violent offenses a year, including a homicide toll that’s 50% higher than the national rate for municipalities that size.

A technology buff, Farrar was curious about what impact, if any, a new generation of miniaturized body-worn cameras might have on field contacts. Whatever the findings, he intended to include them in a thesis he was writing for a master’s degree in applied criminology and police management.

GEAR. At about \$1,000 apiece, the department bought some five dozen HD Axon Flex video/audio cameras manufactured by Taser International, Inc. These small yet highly visible devices, powered by a pocket-size battery pack, attach securely to sunglasses, a ball cap, a shirt collar, or a head mount and, when recording, capture a wide-angle, full-color view of what an officer is facing.

The video automatically uploads to a computerized storage and management unit, where it can be accessed for review. However, the file is tamper-proof; it cannot be deleted or altered in any way.

TEST. With union cooperation, each of Rialto’s 54 uniformed patrol officers was issued a personal camera and given practice time to get familiar with it. Then by random selection, officers were told to wear the device throughout some of their shifts (“experiment days”) but not others (“control days”) over the course of 12 months.

Experiment and control days were essentially equalized across 988 shifts. At any given time, about half the department’s frontline force was wearing cameras.

On experiment days, officers were to push their camera “record” button before each public contact, except when taking time to do so might jeopardize them in an urgent and dangerous situation. After shift, they could review their own video and were free to use their recordings as a memory refresher when writing reports.

In all, more than 50,000 hours of police/public interactions were recorded.

RESULTS. Farrar describes the before-and-after figures for complaints and uses of force as “simply amazing.” Citizen complaints about perceived officer misconduct or poor performance dropped from 24 during the 12 months before the experiment to 3 during the test period, a decline of nearly 88%. In some cases, citizens who intended to file grievances decided not to after they were shown the video of the interaction at issue.

“I thought complaints might go down a bit because of the cameras,” Farrar says, “but I was very surprised at the truly dramatic decrease.”

Uses of force plunged from 61 during the pre-camera year to 25 during the test year, a 60% drop. When force was used, more than twice the number of incidents occurred on non-camera shifts as when the devices were worn.

“That tells me that the camera is a mechanism that triggers a change in behavior,” Farrar says. “I think it’s a mixture: Officers become more professional, and citizens tend to behave better.”

INTERPRETATION. In an academic article Farrar is preparing for publication, he elaborates. “[R]esearch across many disciplines of science suggest that most forms of species alter their behaviors once made aware that they are being observed,” he writes.

“It seems that knowing with sufficient certainty that our behavior is being observed or judged affects various social cognitive processes. We experience public self-awareness, become more prone to socially acceptable behavior, and sense a heightened need to cooperate with rules....

“[C]ameras can make us self-conscious not only to the fact that we are being watched, but also to drive us into compliance.... When we become aware that a video camera is recording our actions, we become self-conscious that unacceptable behaviors are likely to be captured on film, and the perceived certainty of punishment is at its highest. ‘Getting away’ with rule breaking is thus far less convincing if you are being videotaped.”

That, he reinforces, applies to officers and subjects alike.

Does Farrar sense that the camera’s influence might lead officers to hold back on using force when it really should be used for their personal safety? And how about officers avoiding public contacts rather than risk looking bad on video?

Neither concern seems to be a problem, he says. “Actually, our patrol officers made 3,000 more contacts during the test year than the year before,” he explains. “And during the experiment, we surveyed the officers’ attitudes. They indicated that they didn’t feel any significant change in their ability to do the job. They weren’t afraid or hesitant to do what needed to be done on a daily basis.”

THE FUTURE. Since the study officially ended in February, Farrar has extended the use of the cameras to see if any surprising new data might arise. By the end of the summer, he expects to make body cam use a permanent, full-time requirement for all uniformed personnel.

“The initial investment will more than pay out at the other end,” he says. “We’ll capture better evidence, save time and money on IA investigations, cut down on frivolous lawsuits, help the DA’s office improve filings and conviction rates--any number of important benefits.”

[Chief Farrar can be reached at: tfarrar@rialtopd.com. Our thanks to Greg Meyer and Dr. Alexis Artwohl, both graduates of the Force Science Analysis certification course, for bringing the Rialto study to our attention.]

Visit www.forcescience.org for more information

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City of Rialto Case Study



Department Profile



Agency	Rialto, CA
Industry	Law Enforcement
Country	United States
Personnel	115 sworn & 42 non-sworn
Tech Solution	AXON flex and EVIDENCE.com
Web site	www.rialtopd.com

Challenge

When facing the public, Rialto PD found two main areas for improvement: Use of Force, and Officer Complaints. These issues cost the department valuable time and resources. Rialto PD believed that improving oversight, gathering more video evidence, and improving trust within the community would decrease the frequency of these issues.

Solution

Rialto PD invested in TASER's Digital Evidence Ecosystem, AXON flex and EVIDENCE.com. After purchasing 66 cameras and licenses to EVIDENCE.com¹, the PD began a scientific research study to determine the effects of TASER's AXON flex and EVIDENCE.com solution.

To protect the integrity of data gathered during the experiment, Rialto PD used the "Cambridge Randomizer" and followed a strict scientific process. This strategy shaped a sophisticated, web-based experiment with data protected

Rialto PD's comprehensive, randomized experiment proves that TASER's AXON cameras reduced citizen complaints by 87.5% and reduced use of force by 59%.

Agency

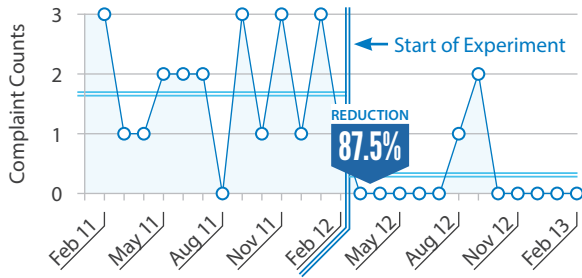
Rialto PD serves the family-friendly City of Rialto with 115 Sworn Officers and 42 non-sworn Officers. The PD covers 28.5 square miles and serves a population of 100,000. The City of Rialto retains its small-town atmosphere amidst quickly developing areas nearby and prioritizes Public Safety in order to maintain the City's safe, small-town feel.

¹ 61% deployment

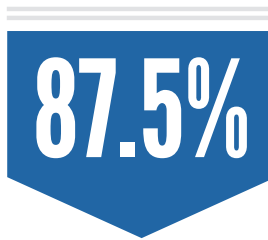
from outside influences. Officers, shifts, and days were randomly assigned to experiment or control assignments. During the experiment, there were 498 experimental uses of AXON Flex and 499 control instances. The Study reached its 1-year mark in February 2013.²

Because of Rialto PD's extensive data gathering and controlled study, the data is compelling. Over the course of 1 year, **officer complaints fell by 87.5%** in the experimental group. The data shows the officers increased interactions with the public compared to the previous year, and still complaints fell dramatically.

Monthly Complaints Received

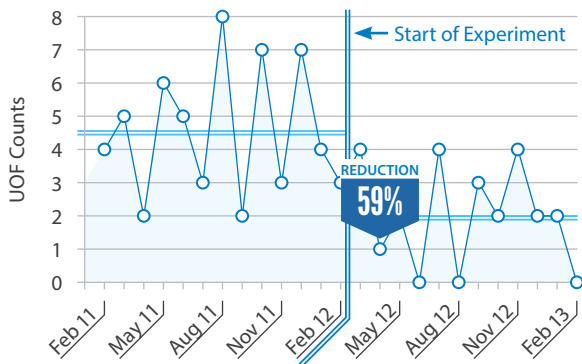


Decrease in Complaints



Rialto PD also focused on their Officer use-of-force data. During the experiment, individuals wearing an AXON flex **reduced use-of-force by 59%**. This data indicates that the presence of the camera not only encouraged compliance from the public but it also reduced instances of use of force by officers.

Patrol Officer's Use-of-Force




Reduced Use-of-Force



Conclusion

Rialto PD addressed their biggest areas for improvement with one system: TASER's Digital Evidence Ecosystem. Rialto PD justified the purchase of additional AXON flex and EVIDENCE.com licenses using their data. In the future, they'll use the study to educate other agencies on the benefits of on-officer video and cloud-based evidence management.

² The study is ongoing and will yield further data regarding: conviction rates, number of complaints dismissed, cost savings, time saved, and reduction of assaults on Officers. AXON™ and AXON Flex™ are trademarks of TASER International, Inc., and TASER® and  are registered trademarks of TASER International, Inc., registered in the U.S. © 2013 TASER International, Inc. All rights reserved.



Lake Havasu City Case Study



Lake Havasu City's data shows fewer complaints sustained against officers and less overtime per officer after a trial of TASER's AXON Flex and EVIDENCE.com.

Agency

Lake Havasu City's famous reconstructed London Bridge—the third most popular tourist destination in Arizona—attracts over 2.5M tourists annually. With all the tourist traffic, Lake Havasu City Police Department stays busy keeping the city safe. Eighty-three sworn officers protect and serve the permanent population of 55k residents and the 2.5M tourists that arrive every year.

Department Profile



Agency	Lake Havasu City, AZ
Industry	Law Enforcement
Country	United States
Personnel	83 sworn & 20 civilian
Tech Solution	AXON flex and EVIDENCE.com
Web site	www.lhcaz.gov/police/policeDepartment.html

Challenge

Lake Havasu PD faced diminishing resources and budgets, so they looked for efficient solutions to department issues. Liability protection was a top priority. Lake Havasu also wanted to streamline their reporting and documentation process to efficiently use each officer's time. The department also needed an innovative solution for storing, managing, and retrieving all of their digital evidence—a solution that would increase efficiency and create better workflows without increasing IT overhead costs.

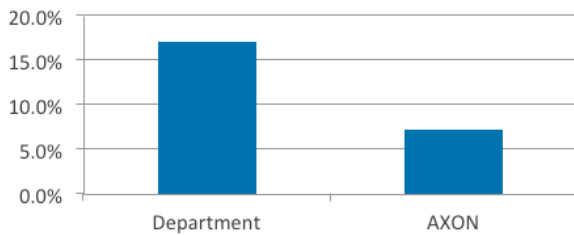
Solution

Lake Havasu PD took steps to reduce costs by introducing TASER's AXON Flex body-worn camera and TASER's EVIDENCE.com digital evidence management solution. Lake Havasu PD piloted TASER's gear for six months and gathered data to determine the effectiveness of TASER's solution. PoliceOne wrote that TASER's solutions "have led the Lake Havasu

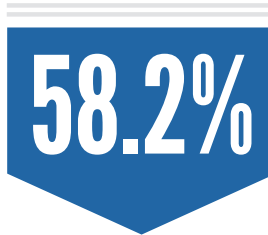
Police Department to rapidly resolve a significant number of dubious citizen complaints which otherwise would have had both financial and 'utility' costs."

The costs associated with sustained complaints can be staggering, including overtime, administrative leave, compensation to the complainant, and loss of workforce. Lake Havasu PD's data revealed that an officer's **chances of sustaining a complaint decreased by 58.2%** when equipped with an AXON.

% of Complaints Sustained

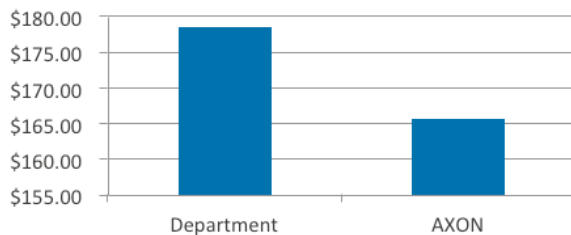


Decrease in Complaints

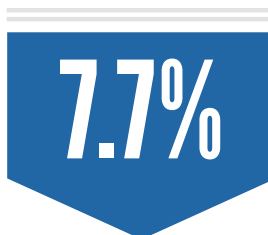


Lake Havasu PD's data also showed that officers wearing an AXON device exhibited a **7.7% decrease in overtime pay**. Lake Havasu PD saw no additional IT personnel, no additional overhead costs to the IT department, and spent no time on software upgrades for the project. AXON devices resolved so many complaints that Lake Havasu PD created a new category of complaint status: "Exonerated**AXON."

1 year OT per officer



Decrease in Overtime



Chief Dan Doyle of Lake Havasu PD gave anecdotal evidence that EVIDENCE.com was working in his department's favor: in 2012, his department responded to a domestic disturbance. Officers received reports that the suspect fired shots and threatened to kill the young children in an adjacent apartment. The armed suspect ignored repeated commands from the officer and began moving toward the children. At that point, an officer fired one shot, striking the suspect in the torso. The suspect simultaneously took his own life with his firearm. The officer was equipped with an AXON device and captured the entire incident on video. When investigators arrived, the suspect's common law wife gave her statement, saying that police did not identify themselves, gave no warning, and executed her partner. The investigators informed the woman of the video on the AXON device. Lake Havasu PD never received a notice of claim or lawsuit from this incident.

Conclusion

Lake Havasu recorded data during a ten-person deployment of TASER's AXON and EVIDENCE.com. The solution lowered sustained complaints, report writing time, and overtime. Because of the measurable improvements with TASER's AXON Flex and Evidence.com, Lake Havasu Police Department will begin full deployment of TASER's gear in Q1 of 2013.

Based on Benefits Shown Over Multi Year 10-12 Man Evaluations LHPD Went **Full Deployment.**



TASER International helps with Cost Savings



"A huge cost savings is the actual officer court time ... maybe something as simple as a traffic violation, [a] person didn't believe they went through that red light, well our city attorney has access, pops up the laptop and shows the person and it ends it right there. The officers don't have to appear in court. That is a huge cost savings for us. Just from a cost difference, the [In-Car cameras] we were using cost \$7,000 for the hardware. The AXON cost around \$1,700 so obviously we were saving quite a bit of money with just the hardware alone."

Robert Hawkins, Chief,
Burnsville Police Department, MN

Department Profile



Agency	Burnsville, MN
Industry	Law Enforcement
Country	United States
Personnel	75 sworn & 19 civilian
Web site	www.ci.burnsville.mn.us/index.aspx?nid=124

In-Car Camera Comparison

Burnsville officers noted that the AXON™ system captured 100% of the action compared to around 10% with in-car camera systems. Yet, many in-car systems the agency purchased cost up to five times more than the price for the AXON system.

IT Savings

Burnsville PD did not need to install software or create in-house storage systems. All they needed to do was to provide is an internet connection and TASER did the rest.

Complaints & Litigation Savings

With POV video records, the Burnsville police officers were protected from false accusations and accompanying legal liabilities. Studies also show that the number of complaints is reduced simply when the officer is wearing a POV camera.¹

Increased Agency Efficiency

With the AXON and EVIDENCE.com, Burnsville PD saved on staff time that would normally be spent maintaining the data collection and management systems. Burnsville officers were able to spend less time writing reports and more time in the field because of AXON's simple plug-&-go capabilities.

¹ UK pilot project using 300 officers over a six-month period using a head camera setup found 0 complaints with POV camera. Guidance for the Police Use of Body-Worn Video Devices. On May 14th 2011, Burnsville PD conducted an After Action Review of the AXON and EVIDENCE.com systems and produced the above findings (Interviewees include Chief Robert Hawkins, Officer Bryan Rychner, IT Systems Administrator Tarek St. Michaels, City of Burnsville Lynn Lembke, Officer Shaun Anselment). AXON™ and AXON Flex™ are trademarks of TASER International, Inc., and TASER® and Ⓢ are registered trademarks of TASER International, Inc., registered in the U.S. © 2012 TASER International, Inc. All rights reserved.



AXON Flex™ helps agencies with Legal Benefits



Department Profile



Agency	Aberdeen, SD
Industry	Law Enforcement
Country	United States
Personnel	42 sworn & 8 civilian
Web site	www.aberdeen.sd.us/index.aspx?nid=21

Captures POV

Aberdeen Officers found that the AXON™ eliminated the ambiguity of what the officers actually saw during the conflict. Also, the previous 30 seconds of looped record was able to be retrieved when the officer activated the system. Because of this capability, Aberdeen officers were able to present in the court of law critical evidence that conventional recording systems would have missed.

Less Litigations and Lawsuits

With the exact recording of the incident, the video evidence from the AXON has been used by Aberdeen PD to prove that the officer is of no legal fault against false citizen complaints.¹

More Time in the Field


Because of the AXON, Aberdeen officers are spending less time filing paperwork or testifying in drawn-out court cases and more time on patrol. The AXON and EVIDENCE.com significantly increased the efficiency of the Aberdeen officers wearing the device and the Aberdeen PD as a whole.

“You get less complaints filed, you get less lawsuits filed, so you are saving money that way. You get better prosecutions, so you are saving money that way. Less court time, you are saving money that way.”

Don Lanpher Jr., Chief,
Aberdeen Police Department, SD

“I can just put on my reports ‘See AXON recording’ and I’m good to go.”

Mike Law, Officer,
Aberdeen Police Department, SD

¹ UK pilot project using 300 officers over a six-month period using a head camera setup found an increase of 9.2% increase in officer time on patrol. Guidance for the Police Use of Body-Worn Video Devices. On May 14th 2011, Burnsville PD conducted an After Action Review of the AXON and EVIDENCE.com systems and produced the above findings (Interviewees include Chief Robert Hawkins, Officer Bryan Rychner, IT Systems Administrator Tarek St. Michaels, City of Burnsville Lynn Lembke, Officer Shaun Anselment). AXON™ and AXON Flex™ are trademarks of TASER International, Inc., and TASER® and  are registered trademarks of TASER International, Inc., registered in the U.S. © 2012 TASER International, Inc. All rights reserved.

Competitive Comparison

On Officer Video





DIGITAL ALLY FIRSTVU
Price: \$795

Pros: Small and wireless, buffered recording

Cons: Complicated to use, no GPS, not HD file resolution (10x larger files), not POV



DUTYCAM1
Price: ~\$900

Pros: HD Video, Video Playback, 15 sec buffering

Cons: Large file sizes, separate controller unit.



EWITNESS HD PRO
Price: \$966

Pros: HD file resolution quality (10x larger files), low-light video capability, buffered recording, POV video, GPS

Cons: Large in size, heavy, and even more wires than the standard HD



TASER AXON FLEX
Price: \$950

Pros: Small and light weight, many mounting options, low-light video capability, buffered video, and easy to use, POV video, video playback, GPS

Cons: Not HD file resolution (10x larger files)



TASER AXON BODY
Price: \$299

Pros: Long battery life, 137° FOV, 30 second buffered video, video playback, GPS

Cons: not HD file resolution (10x larger files), not POV.



VIDMIC - VX2
Price: \$700

Pros: Small and easy to use

Cons: Not HD file resolution (10x larger files), no buffered video, not POV, radio interference, no GPS



VIEVU LE-4G
Price: ~\$1000

Pros: GPS, live video review, HD file resolution (10x larger files)

Cons: No buffered video, large in size, wires



VIEVU LE2
Price: \$900

Pros: Small and easy to use

Cons: Not HD quality video, no buffered video, not POV, no GPS



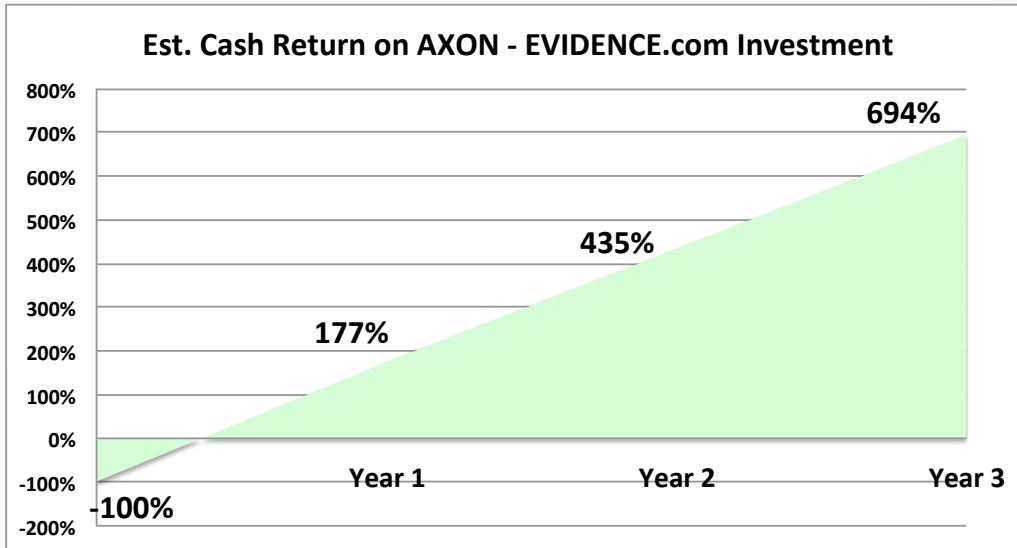
WOLFCOM 3RD EYE
Price: \$975

Pros: HD file resolution (10x larger files), wide FOV, video playback, GPS

Cons: No buffered video, not POV, radio interference



AGENCIES WHO USE AXON WITH EVIDENCE.COM ARE SEEING UP TO:
694% RETURN ON INVESTMENT



BREAK EVEN: 4.1 MONTHS
3-YEAR ROI: 694%

3 KEY AREAS OF SAVINGS

1. Reduced Complaints

UK Study Complaint Reduction (Actual): ¹	100%
Assumed Complaint Reduction (Est.):	75%
Savings Per Officer Per Year:	\$397.50

2. Reduced Litigation

Estimates Civil Case Against 5% of Officers ²	
Assumed Litigation Reduction (Est.):	50%
Savings Per Officer Per Year:	\$3,890

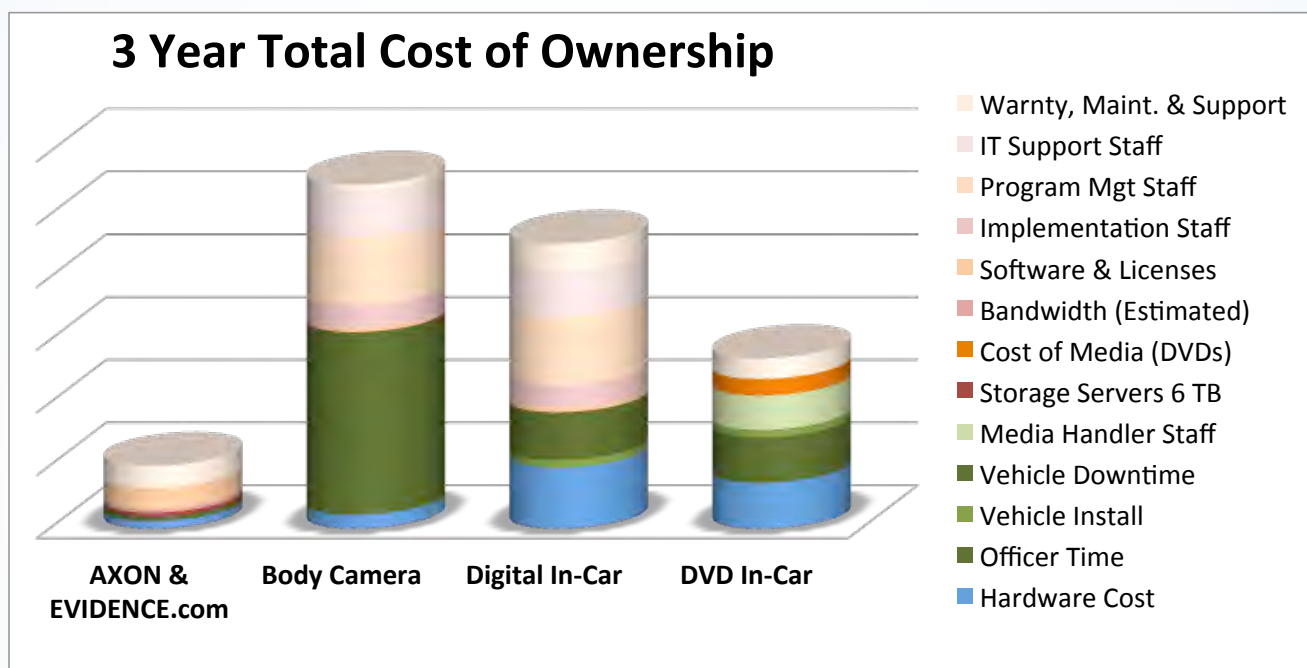
3. Officer Efficiency

Actual Increase in Time on Patrol (Per Officer):	9.2%
Assumed Increase in Officer Time on Patrol:	3.0%
Savings Per Officer Per Year:	\$3,000

¹ 1. & 3. UK Study, "Guidance for the non-Police use of overt body worn video devices". October 2010

² Wall Street Journal, "Suits against police on the rise, Claims of personal injury have doubled since 2001". May 6, 2010

LOWEST TOTAL COST *OF OWNERSHIP*



GET
10X MORE VIDEO
FOR LESS THAN
HALF THE COST.