| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA

Meeting Date: October 27, 2026

Item Details

Presenter(s): Trevor Materasso, Deputy Chief

Department(s): Apex Police Department (APD)

Requested Motion

Motion to approve a multi-year agreement between Axon Enterprise, Inc, and the Town of Apex, for Assistive Call-Taking software and associated equipment to support operations within the Town's Public Safety Communications Center (911), effective through October 31, 2031, and authorize the Town Manager, or their designee, to execute on behalf of the Town.

Approval Recommended?

Yes

Item Details

The Apex Police Department is requesting approval of a five-year (5) agreement with Axon Enterprise, Inc. for Assistive Call-Taking software and associated equipment to support operations within the Town's Public Safety Communications Center. The software provides real-time call transcription and translation, artificial intelligence (AI)-assisted insights, inbound and outbound text and media capabilities, Text-to-Voice services in 20 languages, and supervisor alerts and incident flagging. These capabilities are intended to enhance emergency communications, improve operational efficiency, and assist telecommunicators in managing emergency calls.

The agreement provides for an initial 60-month subscription term, beginning upon execution, at an annual subscription cost of $10,203. Additional one-time equipment and configuration costs total $3,400, bringing the first-year cost to $13,603. The total estimated cost over the five-year term is $54,415, excluding applicable taxes. The agreement also provides for automatic 12-month renewals following the initial term unless either party provides written notice of termination at least 30 days before the expiration of the applicable term.

Attachments

- CN4-A1: Agreement Multi-Year - Axon Enterprise, Inc. - Assistive Call Taking Transcription - November 1, 2026, through October 31, 2031