



Proposed Project Executive Summary

The Manor Police Department began using the WatchGuard Video System in approximately 2007 with the introduction to a DVD based system. Through the years the WatchGuard systems changed first to a thumb drive system, then to the current digital download system. Motorola Solutions acquired WatchGuard in 2019 which began the issues we are currently experiencing.

Since Motorola's acquisition of Watchguard there has been a drastic decline in customer service and a failure to meet the needs of the department with regards to the maintenance and upkeep of the system. Issues include body worn cameras (BWC) not holding a charge, random display errors, broken buttons, blurry videos, extremely slow download speeds, and a catastrophic failure of the wireless upload system. These system failures have impacted the officers' ability to remain available and complete reports and tasks in a timely and efficient manner. Sergeants' time is being occupied having to manually upload videos as well. In addition to the struggles faced with the equipment failures the department has been met with abhorrent customer service from Motorola who has failed to meet the ever-growing maintenance issues. These include the lack of or poor communication and excessive delays on replacement parts and equipment (over 10 months).

We are requesting to change to Axon, which has a long history of professionalizing law enforcement systems for ease of use, officer and public safety, and the preservation of objective video evidence.

The Manor Police Department currently uses other AXON products. Evidence.com is currently used and is the bridge between many of our records and the county, district and federal court systems and the prosecutors trying our cases. The move to these camera systems would help improve our process in providing these videos to these court systems and even our own Municipal Court. Taser are also a product of AXON and where the company began after the developer's two best friends were killed during a road rage incident. Now every Manor Police Officer wears a Taser as an important less lethal option when our officers are faced with arresting violent individuals.

We are presenting this option with the support for this transition from City IT, City and County Courts, City Secretary who handles open records request for videos, and our own end users. Our hope is that you too will approve the change for better protection for our officers and community with a system that meets the needs of the agency and city. The citizens of Manor deserve best service possible from our department, and the officers deserve to have the best equipment that can be afforded to them. We believe that is what the Axon system offers.