



**OFFICE OF THE
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November 29, 2022

Dr. Christopher Harvey
Manor City Hall
105 E. Eggleston St.
Manor, TX 78653

Dear Mayor Harvey and Members of the Manor City Council,

I write to support the request presented by the City of Manor Police Department on Wednesday, November 30 to update the Department's body and dash camera equipment and service. The City of Manor Police Department plays a vital role in ensuring the public safety of our county.

It is essential that the Department has the tools they need to accurately collect evidence necessary for the administration of justice in Travis County. Often, the evidence captured on body and dash cameras is crucial to the collaborative work of the Travis County District Attorney's Office and the Department.

Thank you for your thoughtful consideration of this matter.

Respectfully,

José Garza
Travis County District Attorney

Ryan Phipps

From: Phil Green
Sent: Tuesday, November 29, 2022 10:04 AM
To: Ryan Phipps
Cc: Michael Pachnick
Subject: Let me know if this is sufficient

To Whom it may concern.

The IT department of the City of Manor fully supports the Police Departments migration to the Axon camera and recording systems. The difficulties we have had with Watchguard have made that platform unreliable. We look forward to the support and maintenance of the video for cars and body cams to be migrated to the new Axon system.



Manor Municipal Court

To whom it may concern,

On behalf of the Manor Municipal Court, please accept this letter of support to the Manor Police Department for the proposed purchase and use Axon Enterprise Inc. products.

We support the proposed purchase of Axon Enterprise Inc. products because it aligns with the goals of the Manor Municipal Court in administering fair, efficient, and impartial justice.

Providing the most up to date video evidence technology is of at most importance in regards to court proceedings. The Manor Municipal Court and the City Prosecutor provide video evidence upon motions for discovery to defendants and / or attorneys. Police body worn and dashboard camera footage helps to provide valuable evidence in obtaining accurate law enforcement, witness, and victim statements. The video footage also helps to speed up court proceedings by providing indisputable proof of situations.

The Manor Police Department and the Manor Municipal Court would benefit from the state-of-the-art technology, innovative tools and intuitive software that transforms the way the departments processes and stores the information.

Sincerely,

Sarah Friberg, CMCC, CCM
Manor Municipal Court



Office of the City Secretary

November 30, 2022

Re: Support for Axon Enterprise Inc. Products – Camera System

Mayor and Council Members:

The City Secretary's Office is in support of the proposed Manor Police Department's in-car and body camera system with Axon Enterprise Inc.

The new camera system will provide accurate and clearer video footage for the administration of Records Management. The system will also provide efficiency when processing FOIA requests. At this time, the current system has not been sufficient and has delayed the time to complete FOIA requests. This is critical when the city is not able to provide a clear audio/video footage that is needed in a timely manner.

The City of Manor would benefit from purchasing the new and innovative in-car and body camera system for Manor Police Department to provide accurate and transparent public information.

Respectfully,

Lluvia T. Almaraz,
City Secretary



Manor Police Department

Ryan S. Phipps - Chief of Police

402 W Parsons Street

Manor, TX 78653

Phone (512)272-8177

www.cityofmanor.org

November 30, 2022

Chief Ryan Phipps
Manor Police Department

Re: Axon Camera System

Chief Phipps,

Throughout the last two years the patrol division has experienced continuous failure with our WatchGuard in car and body worn camera systems. Some of the issues my officers are experiencing are cameras not holding a charge, random display errors, broken buttons, blurry videos though camera lens are clean, constant inoperable downloading dock, cameras failing to sync to vehicles, extremely slow downloading speed, inability to download videos wirelessly, and lack of operable equipment replacements.

My division has sent many workorders and request for replacements to WatchGuard over the last two years and it seems nothing has been fixed. I have found that my officers are now spending a great deal of time away from their primary duties constantly swapping out equipment and changing vehicles just to find an operable camera system. I also have a supervisor each shift spending hours of their time at the police department manually downloading body cameras because the downloading station has been broken for months. This also hinders on duty officers from reviewing video footage for their reports as it takes hours for the footage to be downloaded.

There are many outside of my division that are affected by these problems as well. I have received constant request daily from CID and the records division to have my officers download their video as its needed for investigations, public records request, and courts. With the inability of the camera systems to download wirelessly or be in proper working order this has delayed the time that we could get the videos to the proper requester.

I believe WatchGuard should be replaced immediately as their equipment has been a total disaster. Please explorer the option of moving to Axon as they are the primary camera system used in this area.

Respectfully,

Lawrence Rideau
Patrol Lieutenant
Manor Police Department



Manor Police Department

Ryan S. Phipps - Chief of Police

402 W Parsons Street

Manor, TX 78653

Phone (512)272-8177

www.cityofmanor.org

November 29, 2022

Chief Ryan S. Phipps
Manor Police Department

Re: Axon mobile and body worn cameras

Chief Phipps,

As you are aware, we have been experiencing multiple issues with our WatchGuard camera system over the last couple of years. Since Motorola has purchased and taken over WatchGuard, these issues have only increased while their customer service has decreased. We pay for a no-fault forward replacement warranty which means a new unit gets sent and we send the defective equipment back. At this time, we have at least 12 body cams that are down and can't be replaced because of availability from Watchguard, our body cam docking station is also down and waiting replacement. These are only two of the multiple ongoing problems.

Currently, there are multiple ongoing issues that have not been resolved, and some of which have been over a year. Unfortunately, the police department is not the only entity affected by these deficiencies. When the camera system is not working properly, it causes a backlog in our records department which has a cascading effect. This hinders efficiency for the citizens we serve all the way up through the court systems.

With all the continuous and increasing problems that have been experienced with WatchGuard, I am recommending that the Manor Police Department explore the option of changing to Axon. This should be a simple transition since we already use Axon's cloud storage (evidence.com). As stated earlier, everyone from our citizens to the courts are being challenged by our current system. Switching to Axon could alleviate any unnecessary delays in providing assistance to citizens and work productivity.

Respectfully,

Denver Collins
Assistant Chief of Police
Manor Police Department



Manor Police Department

Ryan S. Phipps - Chief of Police

402 W Parsons Street

Manor, TX 78653

Phone (512)272-8177

Fax (512)215-8409

November 29, 2022

To: Chief Phipps

Re: Axon recommendation

Chief

I am recommending we move forward with the purchase and implementation of the Axon Fleet Advanced in car cameras and the Axon body worn cameras. After Motorola's acquisition of Watchguard the service and maintenance of the equipment and Motorola's response to requests has become too unreliable and the equipment is no longer meeting the needs of the department.

By adopting the Axon camera systems, we will not only be receiving better service, but better technology and features.

- Increased usage of Evidence.com which will allow us to better share digital evidence with the courts and prosecutors and allow citizens to share digital evidence with detectives.
- Redaction assistance, and because the videos will be cloud based the redaction process will be faster. Additionally, because it is a cloud-based system, we will have unlimited storage.
- The cradle point and signal unit aboard the patrol car allows for the videos to be immediately uploaded from the officer's unit. This means the officer no longer needs to return to the department to upload video and the officer is more available for calls.
- The cameras come equipped with Automated license Plate Readers that work in concert with Flock Safety cameras. These systems have been invaluable in assisting in solving crimes and locating suspects.

I believe it is in the best interest of the department and the safety of the community and the officers that we adopt and implement the Axon systems.

Respectfully,

James D. Allen II

Lieutenant

Manor Police Department