

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

23 October 2023 / 23 octobre 2023

Submitted by / Soumis par :

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource :

**Deputy Chief Steve Bell, Chief Administrative Officer / Agent Administratif
Principal**

BellS@ottawapolice.ca

SUBJECT: AXON - REPLACEMENT OF VIDEOVERSIGHT

OBJET: AXON - REMPLACEMENT DE VIDEOVERSIGHT

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board delegate authority to the Chief of Police for the purchase of equipment, Digital Evidence Information Management System (DEIMS) licences, and professional services required to replace the end-of-life VideOversight interview recording and management system, in the amount of \$2,726,190.17 before applicable taxes.

RECOMMANDATIONS DU RAPPORT

Que le Service de police d'Ottawa délègue au chef de police le pouvoir d'acheter l'équipement, les licences du système de gestion des preuves numériques et les services professionnels nécessaires pour remplacer le système d'enregistrement et de gestion des entrevues VideOversight en fin de vie, pour la somme de 2 726 190,17 \$ avant les taxes applicables.

BACKGROUND

In 2022, it was recognized that VideOversight, the Ottawa Police Service's (OPS's) current system for recording accused, witness, and victim interviews, had become unreliable, experiencing frequent system failures as the system is no longer updated by the vendor. The OPS procured the Video Oversight system in 2010. While the Service still pays for and receives issue/outage support for VideOversight, the OPS will not

receive any further system updates. Since 2022, the OPS has experienced compatibility issues between VideOversight and key parts of our IT (Information and Technology) footprint. These issues are as follows:

- The existing software is only compatible with Microsoft Internet Explorer. New feature development for the browser was discontinued in 2016 and Microsoft ended support on June 15, 2022.
- There is a conflict with the new MS Antivirus and the Active X control that connects to the video recording system. The MS Defender Antivirus application blocks communication between the user's browser session and the video recording hardware. While the OPS has identified a solution, it requires a unique configuration, however, the OPS cannot guarantee stability of this critical system.
- The automated disclosure process is prone to issues, both human and technical. There is also a frequent and longstanding issue where an officer cannot stop the recording when the browser session is interrupted. This requires frequent IT intervention.

DISCUSSION

The Ontario Solicitor General has negotiated preferred pricing with Axon Canada in an effort to advance a common DEIMS solution for Ontario. The OPS is looking to procure the Axon Interview solution, which is integrated with the Axon Evidence.com DEIMS, for the replacement of VideOversight. This will also establish a foundation for any future expanded DEIMS deployment within the OPS to modernize the management of digital evidence.

In November 2022, the OPS implemented Evidence.com to support 911 audio redactions. In parallel, the Police Chief announced plans to modernize Digital Evidence and Information Management with inclusion of a Body Worn Camera (BWC) pilot. Early in 2023, the OPS received a grant from the Solicitor General of Ontario in the amount of \$669,447, for the upgrading of the existing Automated Licence Plate Readers to the Axon Fleet 3 In Car Camera ALPR system. These readers record to the Axon Evidence.com DEIMS system. Similar initiatives are ongoing throughout Ontario, as 52 of 71 police agencies have made advancements in the implementation of DEIMS solutions.

Sole sourcing:

The OPS has an established relationship with Axon as part of the Ministry of the Solicitor General Axon Evidence.com DEIMS program and already leverages many of Axon's products.

With this procurement, the OPS will expand the number of DEIMS user licenses and add the Axon Interview system to the DEIMS ecosystem as an extension of the cloud based Evidence.com solution. The OPS will realize significant efficiencies with the elimination of a manual transfer of interview recordings to the DEIMS system. By selecting the Axon Interview product, the OPS can fully leverage the toolset provided by the OPS Axon DEIMS such as the automatic preparation of transcriptions as well as seamless disclosure to the local Courts which is a requirement for the replacement to VideOversight. There is no competing system which can be fully integrated with the Axon DEIMS solution that has been identified as the standard for Ontario Police Services and is being adopted by OPS.

In addition, Axon Interview is the only fully integrated Interview recording system that allows for the efficient capture, handling, and disclosure of video interviews. The system is configured and supported by the Axon Evidence.com product that is currently in use by the OPS for the management and redaction of 911 audio recordings by the Court Disclosure Unit. The integrated nature of the Axon Interview system allows for an efficient centralized management of recording and eliminating manual data transfer as well. The expansion of the number of licences to 600 is required to support Axon Interview and will give each licence holder access to the DEIMS system for the management of all types of digital evidence. Given that the Axon Interview product is the only system which meets the requirement of being configured and controlled from within the Axon DEIMS system, it will be sole sourced from Axon.

The proposed Axon Interview system procurement will include:

- Equipment replacement and fit up of 18 interview rooms located at six OPS locations, six hundred licenses for the DEIMS solution to support Axon Interview, and professional services.

FINANCIAL IMPLICATIONS

This work is expected to occur in the fourth quarter of 2023 and the first half of 2024.

- The OPS portion of the work, valued at \$2,726,190.17 before taxes, will occur over a 5-year period.

- This project will be funded from existing capital funding (909884) of \$1,315,000 for the one-time expenses. The one-time expenses are estimated at approximately \$610,000.
- The remaining \$2,116,000 represents the 5-year subscription costs for the usage of the Axon product. The OPS added \$400,000 to its operating budget (124211) as part of the 2023 budget for DEIMS. With the addition of an annual inflation factor in each of the next 5-year budgets, this established base will be sufficient to cover the commitment in this contract.

CONCLUSION

The procurement of the Axon Interview system and supporting user licences will allow for the replacement of the critical end of life VideOversight system.