



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

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Ottawa Police Service

Body Worn Camera & Draft One Benefits Realization Report

Results based on Surveys covering the periods of:

November 10 to December 10, 2025

December 11, 2025 to January 10, 2026

Body Worn Cameras 2025

March 26, 2026

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1. Executive Summary

This executive summary provides a high-level overview of the return on investment (ROI) associated with the deployment of **Axon’s AIEra Bundle for Body-Worn Cameras (BWC)** at OPS. The analysis evaluates both the initial deployment of 30 BWCs and a proposed expansion to an additional 850 units.

The executive summary also provides the key findings of the **Body Worn Camera & Draft One Survey** that was distributed to deployed officers who received a body-worn camera (BWC) as part of the BWC pilot. The period addressed by the study was November 10, 2025 to January 11, 2026, the first two months of BWC usage in production. Response rate to the survey was 65%.

AIEra Bundle ROI Analysis

The AIEra Bundle offers significant benefit to users and the OPS organization as a whole. Key Findings of return-on-investment analysis are as follows:

- The AIEra Bundle, which includes Draft One, Auto-Transcribe, Redaction Assistant, Instant Translation, Policy Chat, Smart Capture capabilities, and AI-enhanced evidence management, delivers substantial operational efficiencies.
- The primary benefit drivers include reductions in report writing time and a quicker return to the road for officers, transcription time, redaction workflows, and enhanced investigative productivity through smart capture and automated tagging.

Quantified Annual Benefits

- For the initial 30 BWC deployment: 15,125 efficiency hours gained in annual benefits is forecast. Details of this analysis are found herein.
- For the proposed 850 BWC expansion: 148,375 efficiency hours in annual benefits. Details of this analysis are found herein.

Costs

- Initial 30 BWC deployment: \$592,868 annually.
- Full 850-officer deployment: \$7,349,233 annually (based on Axon’s multi-year estimate).

ROI Results

- 30 BWC deployment: 104.1% ROI. Details of this analysis are found herein.

- 850 BWC deployment: 51.77% ROI. Details of this analysis are found herein.

Payback Period

- 30 BWC: 5.9 months. Details of this analysis are found herein.
- 850 BWC: 7.9 months. Details of this analysis are found herein.

Quantitative analysis of the AIEra Bundle provides significant time savings, operational efficiencies, and cost avoidance benefits. Even under conservative assumptions, the quantified benefits exceed the annual cost of the system in both scenarios. Draft One savings alone demonstrate that the investment pays for itself. The proposed full deployment is therefore strongly justified from an ROI perspective.

Refer to Section 2. AIEra Bundle – Benefits Realization and Return-on-Investment for further information.

Body Worn Camera Draft One Survey

As part of the overall post-pilot benefits realization and return-on investment exercise, OPS BWC users asked to complete a survey. Key Findings of the survey were as follows:

- **Time saved:** Per shift per BWC deployed officer averaged 30 minutes. Based on this average savings, an average of 15 hours of officer time could be returned to calls for all 30 officers deployed with BWC per shift .

Time savings generated through the Draft One transcription and report drafting capability allows officers to complete reporting more quickly and return to operational duties sooner. If scaled across the Frontline, these efficiencies could translate into thousands of additional hours annually that can be redirected toward proactive policing and faster response to calls for service. In addition to time savings, the integration of AI-enabled tools significantly reduces the administrative burden placed on frontline officers. Automated transcription, AI-assisted report drafting, and redaction tools streamline documentation requirements while maintaining evidentiary quality. This allows officers to spend less time on administrative tasks and more time responding to calls for service and engaging in proactive policing.

- **Draft One Narrative Quality:** A majority of officers reported good to excellent quality in the narrative produced by Draft One, and indicated that it helps to produce more consistent and professional reports. It was also found that fewer supervisor corrections were required.

- **BWC Evidence Quality:** There was strong agreement on ease of viewing BWC footage and that it provides more report details, and that the transcript provides narrative accuracy. All officers agreed that having full footage provides peace of mind that the full story is captured.
- **Officer Safety:** A majority of officers agreed that there was an improvement in officer safety. Approximately half of the officers have seen some level of de-escalation from BWC presence on scene. More than half of the officers found the Watch Me feature useful.
- **Policy & Professional Standard:** Most officers identified that Draft One helped meet policy requirements in reporting. The majority agreed that the BWC supports the compliance of Use of Force Policy. There was strong agreement that BWC and Draft One help maintain professional standards in writing and investigations.
- **Public Trust, Complaints & Culture:** A majority of officers believe that BWCs have increased public trust. Officers believe it is too early to tell if fewer complaints or disputes will be observed but most believe it will have a positive effect. There was strong agreement that BWCs and Draft One support leveraging technology in policing.
- **Combined Impact:** Almost all officers agreed that BWCs and Draft One improved their overall efficiency. Almost all officers reported a reduction in workload and stress levels. Some officers have seen positive influences during interaction with a member of the public. Some officers have seen the presence of BWC having a positive influence on other OPS members.

This early assessment shows that BWCs—with AI enabled capabilities—deliver material operational, compliance, and community service benefits. Continued monitoring, officer feedback, and vendor engagement will allow OPS to refine workflows, strengthen adoption, and ensure the program continues to deliver meaningful value as deployment evolves.

Refer to Section 3. Body Worn Camera Draft One Survey for further information.

2. AIEra Bundle - Benefits Realization and Return-On-Investment

This section provides a more detailed line of sight to benefits of BWC usage and provide data needed to determine ROI on BWC – AIEra for OPS over the longer term.

2.1 Components of AIEra Bundle

The AIEra Bundle is an emerging group of capabilities available to Axon BWC clients. OPS is currently able to deploy some, but not all, of these capabilities. Accordingly, benefits realization and ROI are only spoken to in cases where capabilities are already deployed and available to members of OPS.

Axon has included in the AIEra Bundle a range of capabilities that are AI enabled. The list of capabilities are:

- Already deployed and in-use by OPS:
 - Draft One
 - Auto Transcribe (unlimited minutes)
 - Redaction Assistant
 - Instant Translation
- Soon to be deployed:
 - Policy Chat
 - Agency Information
- Emerging capabilities to be deployed when ready:
 - Brief One
 - AI enhanced Auto-tagging of Evidence files
 - Smart Capture (driver license and license plate functionality) on BWC
- Other Future AI capabilities in Axon product forecast
 - As an adopter of the AIEra bundle, the subscription offers OPS all the capabilities as they are released into production by Axon.

2.2 Calculation of Benefits

Through the initial pilot, OPS has deployed 30 BWCs with the AIEra bundle. There will be opportunities to develop additional internal metrics and reports for tracking the benefits of BWC at OPS moving forward. In the interim, OPS has leveraged studies done and methodologies used by Axon and other policing services to quantify expected benefits and determine return-on-investment of BWCs. These methodologies are considered to be leading practice and provide information required to substantiate benefits realized and ROI.

As OPS seeks to expand the BWC deployment to all uniformed officers, adding an additional 850 BWC with AIEra bundle capabilities, it is possible to forecast the anticipated benefits and ROI that this investment will generate.

Key considerations made in calculating benefits and ROI are as follows:

- Broader deployment of BWCs is targeted to start by Q4 of 2026 and will deploy 165 BWC per quarter until the end of 2027.
- For simplicity, calculations have been made for both the current deployment of 30 BWC and for the full deployment of 850 BWCs.
- Time value for money is not considered as all costs are on a subscription basis with Axon.
- A first class constable rate of \$80 per hour has been used (includes 30% for benefits and 5% provision for responsibility pay and other premiums).
- Efficiency gains can give officers more time for calls and core police work, improving productivity with BWCs and the AIEra tool suite.

Various forms of benefits are known to be achieved for those police services utilizing **Body Worn Cameras with AIEra capabilities** on a broader scale than OPS. These include, but are not limited to time saved, cost avoidance, enhanced quality control and compliance, operational enhancements, improved customer service and experience, and improved overall community outcomes.

To help quantify benefits realization of the OPS BWC pilot and any future expanded deployment of BWC at OPS, various calculations have been conducted below.

Data noted in the table below was utilized throughout the calculations and is being shared for awareness and understanding.

Metric	Assumptions Scenario 1	Assumptions Scenario 2
Sworn officers	30	850
Incident reports per officer per year	250	250
Total reports per year	7,500	212,500
Fully loaded cost per officer hour	\$80/hour (salary + benefits)	\$80/hour (salary + benefits)
In-Car Camera / ALPR enabled vehicles	65 patrol vehicles	65 patrol vehicles

2.2.1 Report Writing Efficiency (Draft One)

In other law enforcement services, where BWCs have been deployed for a considerable amount of time more than at OPS, significant savings in time have been found in report writing. OPS utilized methodology used in these services when determining how much cost savings could be found with continuation of the current pilot and in the event broader deployment occurs. Details are as follows:

Assumptions

- Baseline report-writing time = **45 minutes** per report
- Draft One time savings = **40% = 18 minutes saved per report**
- **Efficiency gains** give officers more time for calls and core police work, improving productivity with BWCs and the AIera tool suite.

Calculation

Scenario 1: 30 officers

7,500 reports × 18 minutes = 135,000 minutes

Convert to hours:

135,000 ÷ 60 = 2,250 efficiency hours gained per year

Efficiency value:

2,250 hours × \$80/hour = \$180,000 in annual efficiency gained.

Scenario 2: 850 officers

212,500 reports × 18 minutes = 3,825,000 minutes

Convert to hours:

3,825,000 ÷ 60 = 63,750 efficiency hours per year

Efficiency value:

63,750 hours × \$80/hour = \$5,100,000 in annual labor efficiencies to be reinvested in core police work

2.2.2 Transcription Time Efficiency (Auto-Transcribe)

In other law enforcement services, where BWCs have been deployed for a considerable amount of time more than at OPS, significant savings in time have been found when using the auto-transcribe feature to transcribe. OPS utilized methodology used in these services when determining how much cost savings could be found with continuation of the current pilot and in the event broader deployment occurs. Details are as follows:

Assumptions

- Each officer collects 1 audio/video evidence items requiring manual transcription per shift, 30 officers = 7,500 files per year, 850 officers = 212,500 files per year
- Baseline manual transcription time = **30 minutes/item**
- Savings = **70% = 21 minutes saved per item** to be reinvested elsewhere
- **Efficiency gains** give officers more time for calls and core police work, improving productivity with BWCs and the AI Era tool suite.

Calculation

Scenario A: 30 officers

7,500 items × 21 minutes = 157,500 minutes

157,500 ÷ 60 = 2,625 efficiency hours

Dollar value:

2,625 × \$80 = \$210,000 annual efficiency gained

Scenario B: 850 officers

212,500 items × 21 minutes = 4,462,500 minutes saved

4,462,500 ÷ 60 = 74,375 efficiency hours

Dollar value:

74,375 × \$80 = \$ 5,950,000 annual efficiency gained

2.2.3 Redaction Efficiency (Redaction Assistant)

In other law enforcement services, where BWCs have been deployed for a considerable amount of time more than at OPS, significant savings in time have been found in redaction time savings when using the Redaction Assistant feature. OPS utilized methodology used in these services when determining how much cost savings could be found with continuation of the current pilot and in the event broader deployment occurs. Details are as follows:

Assumptions

- Redaction requirements are assumed to be 15 files per day on average throughout the year – 15 files/day * 250 workdays = 3,750
- This volume of 15 files per day is not based upon BWC deployed alone but court requirements for the Redaction capabilities is used for all file types regardless of source
- 3750 disclosure videos per year
- Baseline redaction time = **2 hours/video**
- Efficiency = **70% = 1.4 hours saved/video** for additional video processing capacity

Calculation

3750 × 1.4 hours = 5,250 efficiency hours

Dollar value:

5,250 × \$80 = **\$420,000 efficiency value**

2.2.4 In Car Camera / ALPR Productivity Gains (Fleet 3)

In other law enforcement services, where BWCs have been deployed for a considerable amount of time more than at OPS, significant productivity gains have been achieved when utilizing the In Car Camera / ALPR features in combination with BWC deployed officers. OPS utilized this methodology used in these services when determining productivity enhancement potential with continuation of the current pilot and in the event broader deployment occurs. Details are as follows:

Assumptions

- 65 vehicles equipped with Fleet 3 In Car Camera systems

- Value of "equivalent officer effort":
 - Each In-Car Camera - ALPR-equipped vehicle = **5 officers' worth** of search capacity
 - 65 vehicles × 5 = **250 officer-equivalents**

We conservatively value only **1%** of that benefit financially:

250 officer equivalents × 0.01 × 2,000 hrs/year = 5,000 productive hours gained

Dollar value:

5,000 × \$80 = **\$400,000** in avoidable labor cost / increased detection capability

If smart capture capabilities are added to all the deployed AI capable BWC, the reach is further magnified.

2.2.5 Total Quantified Annual Benefits

As noted in examples listed above (2.2.1-2.2.4) benefits that can be realized with continuation of the current pilot and / or expanded deployment of BWCs to 850 additional officers are significant. A synopsis of quantified annual benefits is summarized and noted in the table below.

Benefit Category	Annual Value 30 BWC	Annual Value 850 BWC
Report writing efficiency (hours)	2,250 hours	63,750 hours
Transcription efficiency (hours)	2,625 hours	74,375 hours
Redaction efficiency (hours)	5,250 hours	5,250 hours
In-car Camera - ALPR productivity (hours)	5,000 hours	5,000 hours
Total Annual Efficiency Gained	15,125 hours	148,375 hours

2.2.6 Additional Benefits

Beyond these noted quantifiable benefits, the following benefits were observed during the pilot:

Alignment of a Body Worn Camera Program (with Axon AI ERA Bundle) to a Digital Policing Modernization Strategy

The implementation of a Body Worn Camera program, supported by the Axon AI ERA bundle, directly advanced the objectives of a Digital Policing Modernization Strategy and addressed needs for a modern, digitally enabled police service able to maximize data insights, enable efficient and accountable frontline operations, and support improved service delivery to the public.

Modern Digital Infrastructure and Data Enablement

The Ottawa Police Service requires upgraded digital infrastructure, analytics tools, and improved data governance to support operational and organizational outcomes. A BWC program contributes significantly by generating consistent, high-quality digital evidence and leveraging a secure cloud-based platform with automated transcription, redaction, and metadata tagging and enabling the use of Artificial Intelligence to assist officers to draft reports more quickly and completely. The AI tools also provide multi-language translation. These capabilities directly support the goal of modernizing platforms and expanding data capabilities across the Service.

Enhancing Transparency, Accountability, and Public Trust

Improving resident interactions and strengthening transparency are identified as key outcomes of digital modernization. BWC deployment provides an objective record of police public interactions, supporting both accountability processes and public confidence in policing services. AI-enabled review tools further assist in Professional Standards oversight, training optimization, and early identification of risk trends—directly supporting improved service delivery and governance.

Operational Efficiencies and Long-term Financial Sustainability

The OPS must create operational efficiencies and long-term cost savings as part of the modernization effort. The AI-driven features of the Axon ERA platform—including automated redaction, transcription, video search, and case preparation—substantially reducing administrative workload and streamlining disclosure and investigative processes.

These efficiencies support the Service’s broader efforts to modernize workflows and align with the Board’s commitment to financial sustainability.

Support for Evidence-Based Decision-Making

There is a need for timely, data-informed decision-making. BWC systems supported by AI analytics enhance investigative quality, enable more consistent evidence collection, and provide insight into frontline operations, ultimately contributing to stronger evidence-based practices and improved organizational learning.

Integration with Multiyear Planning and Lifecycle Management

The Ottawa Police Service requires a multi-year digital modernization plan with defined financial and lifecycle considerations. The Axon ecosystem offers predictable multi-year pricing, integrated lifecycle management, and clear cost forecasting, supporting alignment with a Digital Policing Modernization plan and the Long-Term Financial Plan.

2.3 OPS Return on Investment (ROI)

To be able to calculate whether there is a positive return on investment, a number of data points are required including the total value of annual benefits (noted in section 2.2, above), and annual cost. The following equation has been used to calculate ROI.

$$\text{ROI} = (\text{Annual Benefits} - \text{Annual Cost}) \div \text{Annual Cost} \times 100$$

a. ROI for Initial Deployment of 30 BWCs with AIEra during the pilot

Annual Benefits: 15,125 efficiency hours gained

Annual Costs: PO (0045113384) Issued to Axon : \$592,868

- Convert PO dollar amount to equivalent hours = $\$592,868 / 80\$/\text{hr} = 7410.85$ hrs
- $\text{ROI} = (15,125 - 7410.85) \div 7,410.85 \times 100$
- $= 7715 \div 7410.85 \times 100$
- = **104.1%**

b. ROI for Expanded Deployment of Additional 850 BWCs with AIEra

Annual Benefits: 148,375 hours

Annual Costs: \$7,349,233 (based on quote from Axon for 5 years support of full deployment with AIEra bundle, total cost of \$30,546,377)

- Convert PO dollar amount to equivalent hours = $\$7,349,233 / 80\$/\text{hr} = 91,865.4$ hrs

$$\begin{aligned} \text{ROI} &= (148,375 - 91,865.4) \div 91,865.4 \times 100 \\ &= 56,509.6 \div 91,865.4 \times 100 \\ &= \mathbf{61.5\%} \end{aligned}$$

2.4 Payback Period

To be able to calculate the payback period, a number of data points are required including annual cost and monthly benefit (total benefit/12). The following equation has been used to calculate payback period:

$$\mathbf{\text{Payback} = \text{Cost} \div \text{Monthly Benefit}}$$

A. Calculation for 30 BWC

Monthly benefit:

$$15,125 \text{ efficiency hours gained} \div 12 = 1260.4 \text{ hours per month}$$

Annual Payback:

$$\text{Annual Cost} = \$592,868$$

$$(\$592,868 \div \$80/\text{hr}) \div 1260.4 \text{ hours} \approx \mathbf{5.9 \text{ months}}$$

B. Calculation for 850 BWC

Monthly benefit:

$$148,375 \text{ efficiency hours gained} \div 12 = 12,365 \text{ hours per month}$$

Annual Payback:

$$\text{Annual Cost} = \$7,349,233.$$

$$(\$7,349,233 \div \$80/\text{hr}) \div 12,365 \text{ hours/month} \approx \mathbf{7.4 \text{ months}}$$

2.5 Summary ROI & Payback

Summary Item	For 30 BWC Deployed	For 850 BWC additional
Annual benefit (efficiency hours gained):	15,125 hours	148,375 hours
Annual cost:	\$592,868 = 7410 hours	\$7,349,233 = 91,865 hrs
Annual Net Benefits:	7,715 efficiency hours	56,510 efficiency hours
ROI:	104.1%	61.5%
Annual Payback:	5.9 months	7.4 months

3. Body Worn Camera & Draft One Survey

As noted, as part of the close out to the BWC pilot, a survey was distributed to individuals participating in the pilot to better understand OPS user experience. The survey was designed to collect early perceptions, operational insights, and user experience feedback from the Critical Incident Team (CIT) and Change Agents involved in the initial deployment of BWC technology. The survey sought to determine if pilot deployment of BWCs achieved the following:

- Improved documentation and situational awareness during critical incidents;
- Strengthened accountability and transparency in policing;
- Enhanced evidence collection and investigative efficiency;
- Supported officer training and behavioural development; and
- Fostered public confidence in law enforcement.

From a benefits realization perspective, the survey helps identify whether the foundational outcomes of the program are beginning to materialize and whether further deployment of BWCs across the Service is something that should be pursued.

3.1 Draft One (Report Writing)

CIT and Change Agent officers have been working with one of the advanced AI features, Draft One, for report writing that provides automatic transcription. The key indicators measured were the time taken to write and review reports and capture details for improving operational efficiency and workflow integration geared towards:

- Streamlined evidence capture;
- Reduced administrative burden; and
- Improved documentation accuracy.

Officers are reporting that Draft One has been a success in reducing the time taken to write their reports, using the AI function, with report writing, per report, down to an average of 30 minutes per shift. The narrative quality was rated high in helping to produce more consistent/professional reports with the feeling that fewer supervisor corrections were required.

The combination of BWCs and Draft One has not only reduced administrative workload but has allowed officers to complete reports more quickly and accurately, enabling them to

return to the road to respond to the next call, or perform proactive police work, sooner. Based on survey data, the average time saved per officer per shift is approximately 30 minutes, translating into an estimated 15 additional hours of frontline availability per shift across the pilot participants. This increase in operational availability means that critical calls for service can be responded to faster, enhancing overall public safety, timeliness of response, and quality of service delivery to the community.

Overall, it was reported that Draft One has increased productivity, provided a good objective understanding of the call allowing officers to be more efficient, decreasing time spent on calls.

A few comments received on the writing style and placement of information can be discussed with the vendor to explore the possibility of consistent formatting/templates for OPS in future.

Data extracted from Evidence.com have shown approximately 1800 digital files were collected by BWC deployed officers during the survey period. There were also 447 requests for Draft One usage during this time.

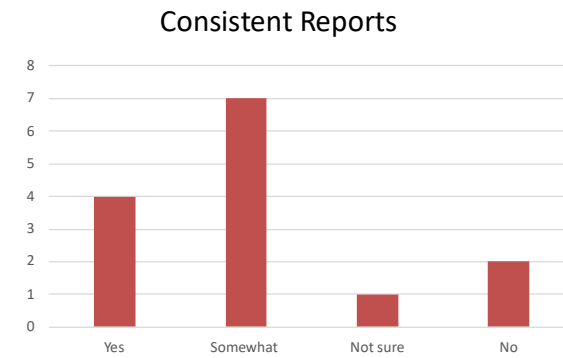
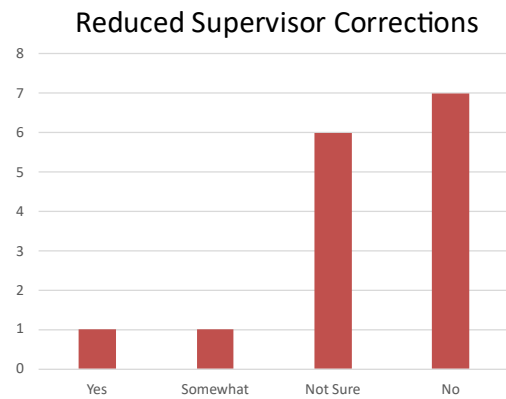
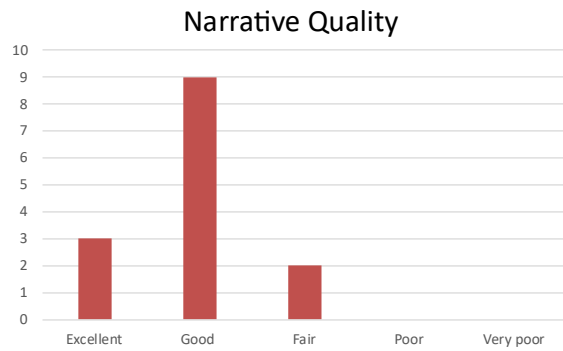
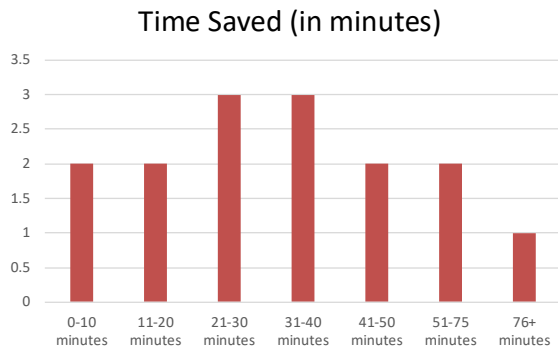
Below is an email excerpt from an A/Inspector upon receiving a Draft One report from an officer using a BWC:

“I know Mike Briggs’ reports are usually very meticulous so when I was reading this report from the outset it just read like one of his normal reports. I was surprised when I saw the epilogue statement that it was a Draft One report.

I followed up with him yesterday to chat with him about the report and process. He said it took about 15 seconds for the Draft One to generate the report for him and about 5 minutes for him to review it and fill the blanks or make changes. The changes he made were minimal! He said he put the complainants last name in as opposed to what the system used by default (female or woman or similar generic term).

But he was impressed with the report himself and said it was something he would gladly submit as his report. Like I said at the start, he is meticulous so that’s a great sign of what can come.”

3.1.1 Metrics for Draft One (Report Writing)



3.2 BWCs Evidence Quality

Body Worn Camera footage was measured in terms of the quality of evidence in assisting with:

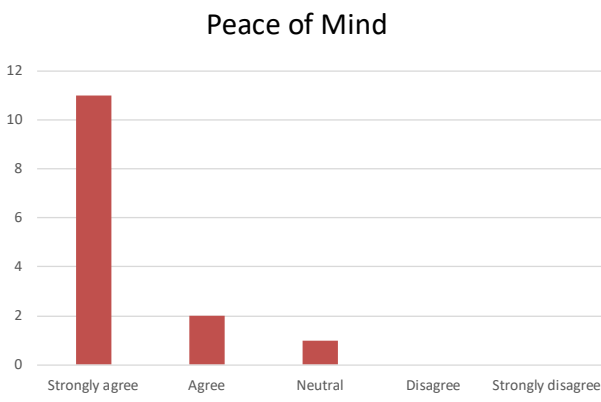
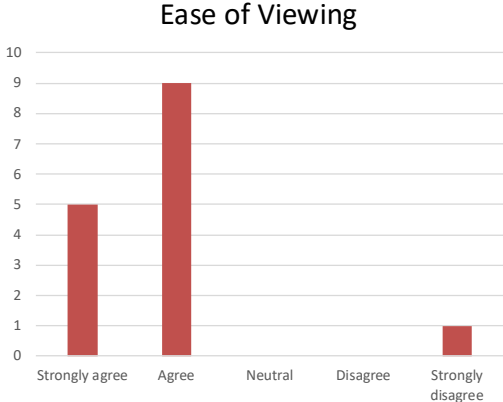
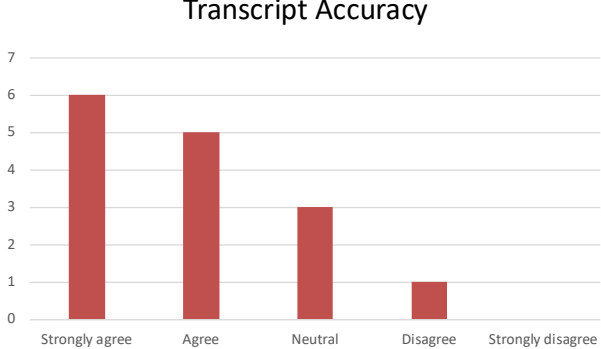
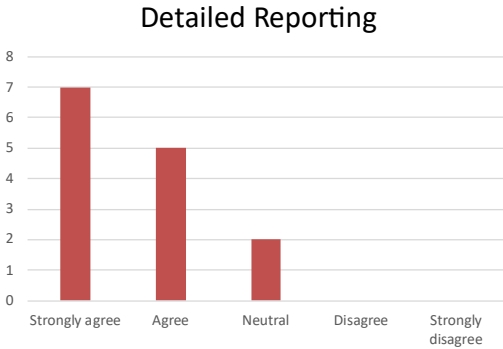
- Building more detailed reports;
- Generating accurate narratives;
- Ease of viewing footage; and
- Peace of mind knowing the complete story is captured.

Officers strongly agreed that the BWC footage helps build a more detailed report and the transcript helps build a more accurate narrative. The amount and accuracy of data collected and captured on video has been reported as priceless in capturing public complaints, critical call information and content available for Investigators to see what the officer deals with. In addition, the data provides a high level of peace of mind that the complete story is captured.

Some comments swayed in favour of ease of viewing the BWC footage on either the cellphone or the In Car Camera cruiser, depending on the officer.

Overall, the graphs reveal the majority responses show high comfort levels with the quality and accuracy of the products produced.

3.2.1 Metrics for BWCs Evidence Quality



3.3 Officer Safety (Respond, Watch Me and BWC)

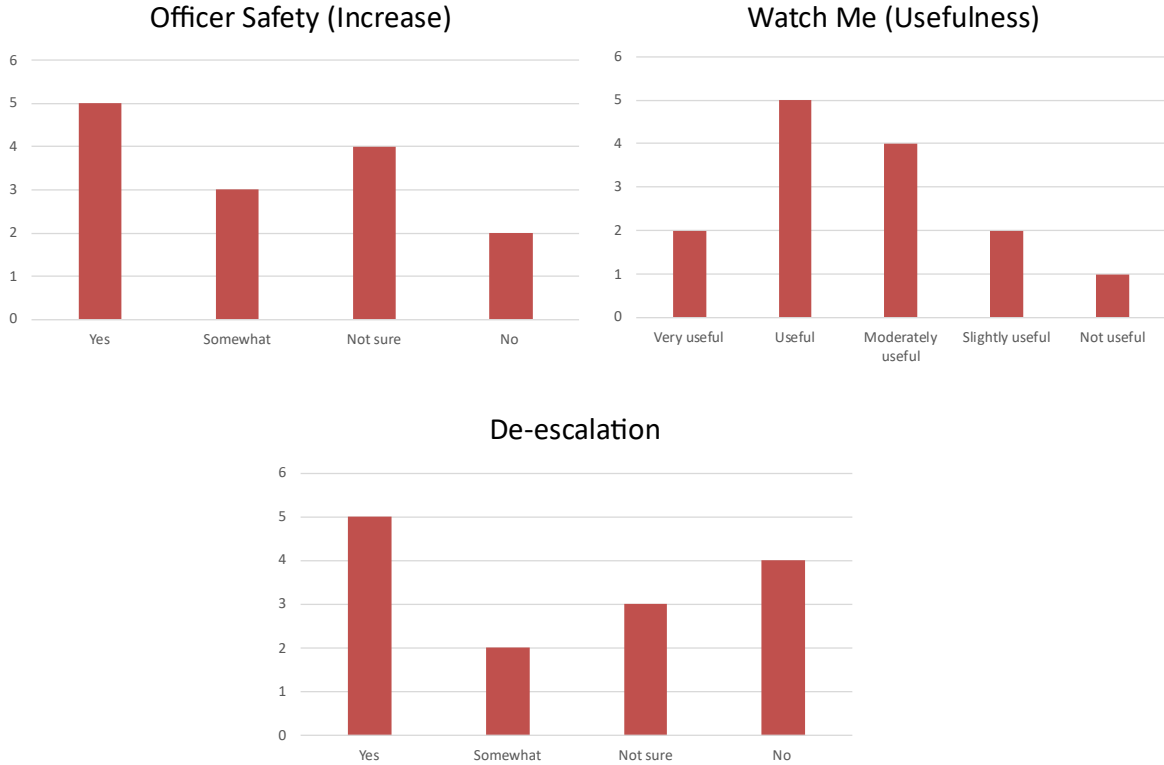
The survey assessed whether the presence of BWCs influenced police-public interactions, and if having the use of overwatch capabilities would enhance officer safety for:

- Increased officer and public safety;
- De-escalation support; and
- Real-time officer safety.

Most of the officers have experienced an increase in officer safety and find the real-time, Respond / Watch me feature very useful. It has been reported that people's behaviour is more positive once they know they are on video.

Results show that positive trends suggest BWCs have a stabilizing effect.

3.3.1 Metrics for Officer Safety



3.4 Policy Compliance and Professional Standards

The survey assessed if the use of BWCs and Draft One assisted with:

- Meeting policy requirements;
- Use of force compliance support; and
- Maintaining professional standards in writing and investigations.

Most officers identified that Draft One helped meet policy requirements and agreed that the BWC supports compliance with the Use of Force policy. A majority agreed that the BWC and Draft One helps maintain professional standards in writing and investigations.

Positive perceptions highlight alignment with transparency goals.

3.4.1 Metrics for Officer Safety



3.5 Public Trust, Complaints and Culture

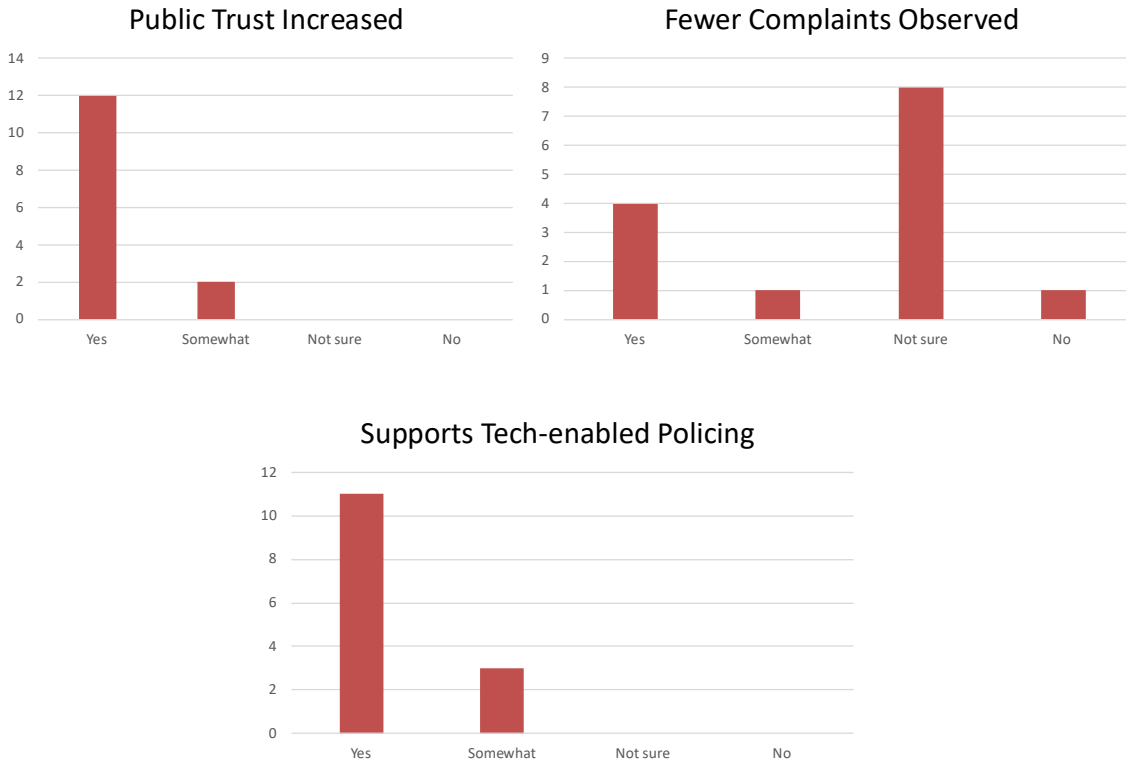
The survey measured the BWC, Footage, and Draft One tools in providing:

- Increased public trust during interactions;
- Fewer complaints/disputes observed with BWC footage; and
- Supports tech-enabled policing.

The majority of officers believe that BWCs have increased public trust. Officers believe it is too early to tell whether fewer complaints or disputes will be observed but most believe the technology will have a positive effect. There is strong agreement that BWC and Draft One support leveraging technology in policing.

Feedback that police operations are now conducted with transparency will have positive effects in terms of improved public trust, as well as with officers feeling that leveraging the technology changes people's behaviours in a positive way knowing they are on video.

3.5.1 Metrics for Public Trust, Complaints and Culture

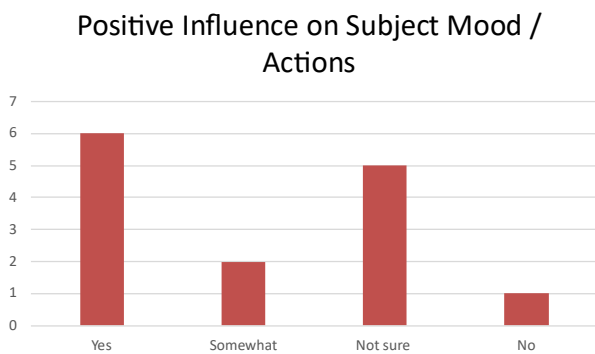
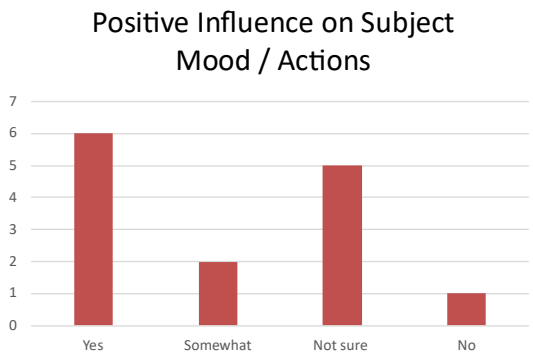
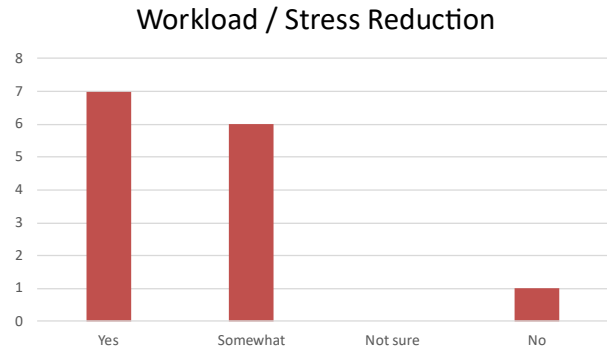
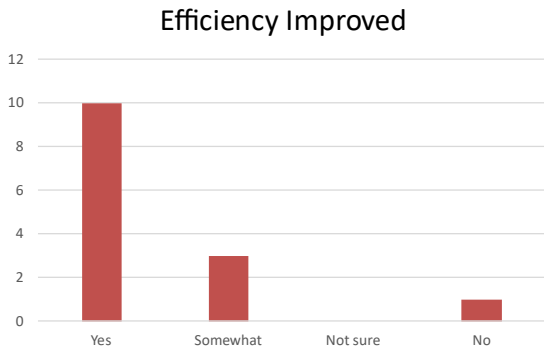


3.6 Combined Impact

In summary, survey respondents identified that, when using the BWC and Draft One, the following is true:

- There was improved efficiency of reporting processes;
- Workload and stress levels were reduced;
- The presence of a BWC positively influenced a person's mood or actions; and
- Having a BWC influenced other members to act in a more professional manner.

3.6.1 Metrics for Public Trust, Complaints and Culture



4. Responses to Open Questions in Survey

The survey included both closed and open-ended questions. Responses to open-ended questions are noted below for additional context.

4.1 Draft One (Report Writing)

#5 Please comment if you have anything else to add about Draft One:

It's a fantastic tool for frontline police, increased productivity and decreased the time required for report writing.

Draft One has been very helpful with obtaining the objective of the call and allowed me to be more efficient and decrease the time on calls.

Still observing how it inputs information from video and intergrading with added information

it struggles to bridge the gap between information on the video transcript and information fed to it through narration prior to generating the first draft. It does not know where to properly place information.

Does not maintain consistent writing/formatting style between reports, this must be fixed

I have been largely absent on unrelated training since the implementation of the BWC. My answers above are based on my observations of Draft One during the training.

Have to get used to it as a veteran officer but amazing tool. Super quick for basic reports, some detailed reports I'm still assessing. Amazing use with video for capturing data, reviewing information, and consolidating vast amounts of collected information.

Under the charge section, there is no spot for a provincial summons. It seems geared to criminal offences only and not provincial.

I have not really used draft 1 at this time as I have not really had the opportunity

Great system, requires getting used to the AI writing style

key prompts would be nice to have to get draft one to write exactly in our service's way of writing IA's

It can be a bit clunky and it lacks a "learning' component that adapts to your preferred writing style or format.

Standard formatting guidelines should be established into the software for dates, times, names, etc, to ensure consistency between reports.

4.2 BWC Evidence Quality

#10 Please comment if you have anything else to add about BWC:

Pairing with the ICC has proven difficult at times, especially when another officer (recruit) is also logged in to the axon system. Many shifts I have to settle with being connected to Axon view as it will not pair with the ICC

I find it is easier to review the footage if using an ICC cruiser. Viewing the footage on the cellphone is not ideal

Being able to collect the amount of data we receive and capture it on video is amazing. NCO's don't use it as much as we deal with tactics, and personal officers discussions, however when it is used, it's priceless. From complaints from the public, to capturing critical call information (which NCO's attend), the liability coverage is amazing. I love how it shows the great jobs out officers are doing, and will minimize complaints. Having the video available to investigators is amazing so they can see what we had to deal with.

Is there a way to transfer the video to another officer? Example would be when an officer with the BWC footage of a mental health patient is relieved by another officer. It would be beneficial to be able to transfer that footage to the officer so that it could be shown to the

Some issues reviewing footage before uploads

4.3 Officer Safety

#14 Please comment if you have anything else to add about Officer Safety:

People behavior changes once they know they are on camera / it also gets them to be more truthful

In response to question 13, I have no yet had a violent person while wearing the BWC, due to me being off of patrol on an unrelated course

Haven't used watch me. The camera is an amazing tool on calls.

I was moved into GAS shortly after being given my BWC therefore I have not used it in a high risk situation

4.4 Policy Compliance and Professional Standards

#18 Please comment if you have anything else to add about Policy Compliance:

Notifying members of the public about a BWC being used can be a bit clunky, especially if you are the 2nd or 3rd officer on a call and the lead officer has already built a rapport/started their investigation. Greater discretion is required when deactivating the camera during non-evidentiary times on prolonged calls for service (i.e. holding scene of a non-suspicious 10-45)

Both tools are amazing. Still need to get used to them to maximize efficiency.

Redundancy in our system needs to be addressed, R7s are antiquated and do not add to the investigation at all. Notes should be either streamlined or made electronic and tied into the Axon infrastructure

4.5 Public Trust and Cultural Shift

#22 Please comment if you have anything else to add about Public Trust and Cultural Shift:

Definitely leverage the technology available to assist with policing the community

I believe it is too early to tell if the BWC has marked a decreased in public complaints, although I am sure it has had a positive effect in providing trust from the public that police operations are now being conducted "transparently".

When people know they are on camera, they tend to be more behaved and cautious about their actions, in a very good way. A lot less trying to deceive police.

4.6 Combined Impact

#27 Please comment if you have anything else to add:

Some people initially thought it was weird, but it's very easy to make them comfortable with it.

officers were professional prior to BWC will continue to be professional.

5. What's New – Axon real-time Translation Feature

The Axon real-time Translation Feature was activated on February 20, 2026. This feature records and translates bi-directional conversations between all parties and can translate in over 50 languages.

In the short period that the feature has been functional, there have been 329 BWC recordings with approximately 17 translations (12 identified below) reported as of February 27th. Officers have been able to use the feature to assist in response to their calls and provide enhanced customer services in the following languages:

Arabic (1)	Mandarin (1)
Chinese (3)	Spanish (1)
French (3)	Tagalog (1)
Hindi (1)	Turkish (1)

6. Collection of BWC Calls

Beyond calculation of ROI and analysis of survey results, the project team has reviewed submitted cases of interest to better support officers in using BWCs. To date, cases of interest submitted have included, but are not limited to:

- Outcomes where the Body Worn Camera influenced the call for service;
- Recorded incidents of mental health crisis response;
- Recorded incidents of de-escalation;
- Recorded incidents of use-of-force encounters;
- Recorded incidents that can be utilized to better equip/train members, direct policy reform or improve call outcomes;
- Recorded incidents that demonstrate exemplary work.

The details of calls provided assists in understanding benefits realized and the importance of the BWCs to OPS member health and safety. They also lends further support to the organization for training, policy, public awareness, transparency/trust and future decision making.

7. BWC Cases of Interest

BWC Cases of Interest	
Case Number	Call Summary
2025-306471	<p>First night the operator Mike Briggs had a BWC. Mental health call (2025-306471) where a subject was assaulting her father, after having a dry fast (no food or sleep) for three days. The subject was hallucinating and believed she was God. Cst Briggs reported that after viewing the BWC footage the Doctor was steadfast in providing the necessary help to the subject.</p>
2025-308541	<p>Person in a mental health crisis attempted to assault another person on an OC Transpo bus. Male got off the bus and used force to steal a vehicle. Front line officers located the vehicle near Maitland Ave / Carling Ave and boxed it in.</p> <p>Subject resisted arrest and CEW was successfully deployed.</p> <p>No injuries to subject.</p> <p>Two officers sustained minor injuries and were assisted by their chain of command. Robbery has carriage of the file. Cst. Nicole Caal Bonilla of the DEIMS team suggested to view the footage. It is suggested that the video demonstrates the collection of evidence for court purposes, demonstrates a UoF encounter where no serious injuries. (Please note - I have not seen the footage).</p>
2025-301702	<p>Officers responded to a stabbing call at 100 block of Rideau. The victim was stabbed repeatedly. Cst. Nicole Caal Bonilla of the DEIMS team suggested to view the footage. It is suggested that the video demonstrates the collection of evidence for court purposes. (Please note - I have not seen the footage).</p>
2025-311368	<p>Although the use of the BWC was not pivotal to the successful outcome of call 25-311368, it was instrumental in gathering evidence for a 3-day remand and search warrant being obtained by GAS. Specifically, detectives noted how powerful the audio detection was at successfully transcribing the subject's utterances.</p> <p>The male subject walked around a housing complex with a sword. When</p>

	located by police he stated that he had set out to kill an unknown party but that they weren't home at the time. Male became a barricaded subject for a short time before ultimately being taken into custody after leaving his residence and compliance being gained through demonstrated force of a CEW.
26-47050	Just reporting this case as per your last email for reporting translation services. I used the BWC to translate Turkish at the scene of a collision 26-47050.
26-41116	Mental health crisis response, deescalation, At the end of the video the caller even commented how well the officers handled the situation