



Colorado Springs Police Department General Order

1904 Use of Specialized Axon Systems

Section 1900 – Operational Technology Systems

Effective Date: 5/29/2026

Supersedes Date: 2/3/2026

.01 Purpose

The purpose of this directive is to define and outline guidelines for the use of specialized Axon systems by the Colorado Springs Police Department.

.02 Cross-Reference

[GO 1070 Offense Reports](#)

[GO 1903 Body Worn Camera & Digital Evidence](#)

[GO 1905 Use of Artificial Intelligence](#)

[DL-305-01 Persons with Limited English Proficiency](#)

[DL-1400-11 Digital Evidence](#)

[DL-1405-01 Child Pornography and Digital Contraband](#)

[DL-1903-01 Body Worn Camera Use](#)

[COM-501 Use of Axon911](#)

City Administrative Regulation 2024-06: Generative Artificial Intelligence

.03 Definitions

Artificial Intelligence: The application of computer technology to perform tasks commonly associated with human beings, such as image recognition, language processing and translation, document preparation, and visual perception and development.

Assistive Call Taking (ACT): An assistive AI platform providing real-time transcription and translation, intelligent keyword alerting, enhanced geolocation capabilities, and streamlined digital media management.

Authorized Artificial Intelligence or Machine Learning System: Any system of artificial intelligence or machine learning the department and City IT have explicitly authorized for use by employees.

Automated Non-Emergency Triage (ANET): An assistive AI platform designed to manage and process non-emergency calls, seamlessly guiding callers without requiring direct call-taker interaction.

Axon Auto-Transcribe: A service within the Axon ecosystem that transcribes audio recordings from body camera footage, interviews, and other digital evidence. The service is automated for any digital evidence produced from an Axon device and is available by request for any other digital evidence.

Axon Draft One: An artificial intelligence and machine learning system within the department's Axon body worn camera and digital evidence system. The system takes audio inputs from body worn camera videos, interview videos, and other recordings and digital evidence to produce a draft summary narrative.

Axon Interview: A cloud-based system designed to record victim, witness, and suspect interviews, which then automatically uploads to Axon Evidence.

Formal Axon Draft One Training: A department-approved course on the use of Axon Draft One, taught by members of the Technology Team or any other trainer authorized by the Management Services Division Commander. The training course will be standardized, cover relevant technical/policy/legal/ethical usage considerations, and will be recorded in an official department training record of the trained employee (e.g., Academy training records, Neogov).

Generative Artificial Intelligence (GenAI): A type of artificial intelligence technology that broadly describes machine learning systems capable of generating new text, images, code, or other types of content, often in response to a prompt entered by a user.

Machine Learning: A subset of artificial intelligence focused on development of computer technology to perform tasks without explicit instructions. Machine learning focuses on the use of algorithms, statistical modeling, and data to identify patterns and make reasonable inferences based on inputs from a user.

Prepared by Axon: An assistive AI product provided that is part of Axon911. The system has several components including Active Call Taker and Automated Non-Emergency Triage.

Translation Using BWC: Means the body-worn camera (BWC) can enable conversations between officers and foreign language speakers.

Digital Evidence Submitted by a Community Member: Digital evidence submitted by a community member via an Axon Community Request link for investigative and evidentiary purposes.

Triage Process: The initial review of material submitted through Axon Community to determine if the material should be accepted as digital evidence or if it meets department criteria for rejecting (declining) the submission.

.04 Discussion

Artificial intelligence and machine learning are rapidly advancing technology tools with the capacity to increase efficiency in law enforcement and government operations. As with any technology system, effective governance is key to ensuring appropriate use.

Artificial intelligence and/or machine learning systems authorized for use by employees are intended to aid in productivity and accuracy. They are not a substitute for human intelligence, judgment, experience, ethics, professionalism, or knowledge, and employees must remain mindful of these limitations.

.05 Policy

Department members who use artificial intelligence and/or machine learning systems will comply with all laws, regulations, ordinances, and City and department policies and procedures governing their use. Department members using these systems are responsible for ensuring appropriate security measures are undertaken.

Department members who use artificial intelligence and/or machine learning systems will ensure any work generated with their use is accurate, thorough, and of high quality.

Department members are prohibited from using any artificial intelligence or machine learning system that has not been authorized by the City of Colorado Springs Information Technology (IT) Department via the official cybersecurity review process.

.10 Axon Draft One

General Usage Requirements

All sworn department members, forensic interviewers, and crime lab personnel who have completed formal training on the use of the Axon Draft One program are authorized to use it for preparation of the following law enforcement documents:

- Case & traffic crash reports
- Case & traffic crash supplements
- Citations & citation affidavits
- Field Interview

Use of Axon Draft One for the preparation of probable cause affidavits, search warrants, arrest warrants, and court orders is only permissible with the use of the Narrate Instead function in section .30 of this policy.

Narrate Instead allows department employees to leverage the GenAI model of Axon Draft One to assist in the creation of a narrative-based solely on a department member's verbal articulation of personal knowledge and observations of an incident. Department members are responsible for the content and accuracy of the information in these documents.

To prevent the reporting or submission of information a department member does not personally know, department members are only authorized to use Draft One on evidence in the department's digital evidence system which:

- They have personal knowledge of (e.g., a department member's own body camera video); or
- They have reviewed in its entirety (e.g., a 911 recording or interview recording they have listened to or watched).

Report Quality

Department members are solely responsible for the accuracy, quality, and content of the law enforcement documents they submit.

Artificial intelligence and machine learning tools cannot account for the decisions, environment, prompts, actions, and conclusions human beings make based on the circumstances humans observe and interpret. Additionally, Draft One generates narratives based only on audio inputs and not on video or other visual documentation. Therefore, department members using Draft One will ensure relevant personal observations, interpretations, and conclusions that led to decisions and actions by the employee are appropriately documented.

To ensure this occurs, users must complete the following actions before submitting a Draft One narrative. Certain functions must be completed in the Draft One environment, while others such as editing a report can be completed in another program such as Microsoft Word.

In Draft One

1. Select the 'Draft Characteristics' which include the incident type(s), charge severity, and whether an arrest was made; and
2. In 'Draft Characteristics' select the highest level of detail available for the draft narrative, unless the system recommends a lower level of detail due to recording length; and
3. Review and address any "INSERT" statements in the draft narrative; and

4. Complete and sign the standard acknowledgement regarding use of Draft One. The acknowledgement states the user has the responsibility to review the content in detail, make necessary edits, and ensure it is an accurate representation of the event being reported.

In Draft One or Any Text Editing Program

1. Review the entire content for accuracy, thoroughness, correct spelling and grammar, proper name/date of birth/address/date/time/location information, and quality; and
2. Insert any relevant observations or other information the Draft One system did not include and/or the user has knowledge of (e.g., what an officer experienced with their senses, follow-up, etc.); and
3. Edit/change the narrative as needed.

Once these actions are completed, the Draft One narrative may be submitted in the department's reporting program.

The following automated acknowledgement will be included at the beginning of any document generated by Draft One:

This document was generated with assistance from Draft One by Axon, an artificial intelligence tool. I have reviewed the document in detail, made any necessary edits, and believe it to be an accurate representation of the reported events.

.15 Axon Auto-Transcribe

General Usage Requirements

All department members who have completed formal training on the use of the Axon Auto-Transcribe transcription program are authorized to use it to generate transcriptions of audio recordings. These transcriptions may be used for administrative and criminal investigative purposes as reference material for the preparation of case reports, narratives, probable cause affidavits, search and arrest warrants, case summaries, and keyword searches.

Department members are not authorized to submit automated transcriptions in lieu of police reports or other official law enforcement documentation. The only exceptions to this are listed below.

Exceptions for Use for Official Law Enforcement Documentation Purposes

Personnel assigned to the Investigations Division, Metro Division, or Specialized Enforcement Division – Major Crash Team are authorized to use automated transcription in place of narrative case reports documenting interviews or contacts.

The use of automated transcription in these circumstances will adhere to the following guidelines:

- The transcription must be a complete record of the entire contact transcribed; and
- The original recording of the contact, regardless of format, must be submitted to and retained in the department's digital evidence system; and
- The submitting employee must have conducted a full review of the transcription before its submission; and
- The submitting employee must have edited the transcription to correct any inaccuracies, unclear statements, or errors; and
- The submitting employee must have changed all speaker identifications to the name of the person to whom a statement is attributed (e.g., 'Speaker 1' in the transcript is changed throughout to 'Officer Smith'); and
- The submitting employee must have verified the transcript in the digital evidence system.

Department members will include the following standard acknowledgment at the beginning of any document generated by the Axon Auto Transcription system:

This document was generated with assistance from Axon Auto-Transcribe, a tool that automatically generates audio transcripts. I have reviewed the document in detail, made any necessary edits, and believe it to be an accurate representation of the reported events.

Additionally, the digital evidence system automatically includes the evidence title, verifying department member, and date/time/length of the downloaded transcript. This information must be included in any transcript used for official law enforcement documentation purposes.

The complete transcription will be attached as a PDF or combined into the employee's report detailing their other investigative work (e.g., actions before and after the contact, actions during the contact not of an audible nature, the location and time of the contact, any investigative steps taken or evidence collected).

.20 Prohibited Use of Axon Systems for Administrative Purposes

Axon services and software are primarily for criminal investigative purposes.

Uploading and/or storing purely administrative recordings or documentation (e.g., personnel interviews of an employee, performance evaluation information, etc.) in the Axon system is prohibited.

Use of Draft One from an existing BWC video for administrative purposes (e.g., completing an employee evaluation, writing an administrative memorandum, conducting a personnel investigation, etc.) is prohibited.

.25 Administrative Investigations Conducted by Internal Affairs

The prohibitions detailed in .20 do not apply to Internal Affairs personnel, who may use Axon Interview, Draft One, and Transcribe for administrative interviews and investigations. In doing so, Internal Affairs personnel will use the unit's designated case numbering sequence and will restrict the interview upon its completion to the appropriate personnel.

.30 Use of Narrate Instead in Draft One

Use of Draft One's "Narrate Instead" feature is not the same as using Draft One audio from recorded BWC or other Audio content that was captured, kept or stored as a piece of digital evidence in evidence.com.

The Narrate Instead is a feature within Draft One that provides the benefits of the use of the Axon Draft One GenAI model. This feature can assist department employees in the creation of written content from verbal speech similar to talking to a person. Narrate Instead listens to verbal speech and uses the GenAI model to create a written narrative that will clean up verbal pauses, remove filler words and create a narrative based upon the dictation of the employee.

The audio and transcribed text are not stored in the evidence.com system or audit logs. The audio is not tied to any piece of digital evidence and only exists in the Draft One software.

Department members can utilize Narrate Instead to create narratives based on personal knowledge or observations. Department employees are responsible for reviewing the narratives for accuracy prior to any submission.

Within Draft One or Any Text Editing Program

1. Review the entire content for accuracy, thoroughness, correct spelling and grammar, proper name/date of birth/address/date/time/location information, and quality; and
2. Insert any relevant observations or other information the Draft One system did not include and/or the user has knowledge of (e.g., what an officer experienced with their senses, follow-up, etc.); and
3. Edit/change the narrative as needed.

Once these actions are completed, the Narrate Instead Draft One narrative may be utilized.

Department members are solely responsible for the accuracy, quality, and content of the documents they create.

.35 Use of Axon Assistant

Axon Assistant is an AI-powered voice companion built into the BWC designed to give officers real-time support in the field, offering instant language translation and quick access to general knowledge.

To access Axon Assistant, double-press Programmable Button 2 (the button with two round circles on the side of the camera). To toggle between Translate and General knowledge, press the Programmable Button 2 and it will cycle between the two functions.

General Usage Requirements

All department members who have completed formal training on the use of the Axon Assistant are authorized to use it for translation and general knowledge within the parameters of department policy.

General Knowledge Feature

The General Knowledge feature allows officers to ask questions about facts, definitions, and calculations useful in the field and receive quick answers from open sources. Because these answers use artificial intelligence, the information must be verified using primary sources (e.g., statute text) for critical use such as official documents or decision-making. It cannot be used for the purposes listed in [GO 1905 Use of Artificial Intelligence](#), section .20 Prohibited Use of Artificial Intelligence.

The General knowledge channel provides some of these instructions verbally during use.

1. Turn on the camera and once ready to record, wait 10 seconds for it to get fully online.
2. Double-press Programmable Button 2 (P2) to start connecting, during which the camera will chirp a few times.
3. Once connected to Axon Assistant, double-press again as needed to cycle through channels until you hear "General knowledge". Once connected, it announces "General knowledge", displays **General knowledge** on the screen, and provides verbal instructions.
4. Hold P2 and listen for the audible tone indicating audio will be captured.
5. Ask your question, then release P2. After a few moments, the channel provides an answer. Questions do not build on each other; each question is a new request.
6. To ask another question, return to step 4.

This channel will disconnect after a period of inactivity; there's nothing to turn off.

Translation Feature

The BWC device is equipped with translation software that enables conversations between officers and foreign language speakers in more than 50 languages.

The translation feature (“Translation”) is designed for real-time interactions, to help officers and foreign language speakers understand each other’s main intent in conversations. For example, it is well-suited for use during traffic stops and issuance of summonses, community engagement interactions, for routine assistance, and non-criminal incident response and reporting (e.g., check the welfare). However, it may be used in other situations within the following parameters:

- Translation cannot be used for advising a person of their rights or asking them to waive their rights (e.g., Miranda, consent searches).
- When an officer uses Translation for Victim Rights Act Crimes or felony crimes and probable cause is based on information obtained through Translation, the facts supporting the elements of the crime(s) must be verified by a foreign language-speaking officer or the Language Line. This verification should occur before an arrest when possible. In circumstances when that is not practicable, officers may arrest based on existing probable cause but must confirm the key facts establishing the elements of the crime using a foreign-language speaking officer or the Language Line before transporting the person in custody.
 - The verification process does not require reviewing complete conversations that have already occurred. The verification process is confirming the key facts that form the basis for the criminal charge. This can be done with simple questions, such as yes/no questions. If using the Language Line, the officer should communicate to the other person through the interpreter that the officer is not going to ask the same questions they just covered; the officer is just going to ask questions to verify what they understood from the Translation conversation.
- Officers should use caution in situations where extreme accuracy is critical such as hostage situations. In these cases, human interpreters are advised and can be accessed through requesting a foreign language-speaking officer or the Language Line.

The Translation channel provides some of these instructions verbally during use

1. Turn on the camera and once ready to record, wait 10 seconds for it to get fully online.
2. Double-press Programmable Button 2 (P2) to start connecting, during which the camera will chirp a few times.
3. Once connected to Axon Assistant, double-press again as needed to cycle through channels until you hear "Translation". Once connected, it announces "Translation", displays **Translation** on the screen, and provides verbal instructions.
4. Press-and-hold **P2**. This button is like using a two-way radio and must be held down to speak and released to hear responses.
5. If you:

1. **Know** the desired language, say “**Translate to [language]**”
2. **Don't know** the desired language, say "**Auto-Detect**"
6. Release **P2**
7. Language / auto-detect mode will be announced
8. To switch to a different language, double-press **P2** to reset the conversation and say either “**Translate to [language]**” or say “**Auto-Detect**”

This channel will disconnect after a period of inactivity; there's nothing to turn off.

.40 Axon Interview

Each interview room, not including those in the temporary detention areas, at the Police Operations Center, patrol substations, and Safe Passage, is equipped with Axon Interview. Personnel will use each room's system during all interviews. Nothing prevents personnel from also using their assigned body-worn camera if they choose. At the conclusion of an interview, personnel are responsible for uploading the recording to Evidence.com.

.45 Safe Passage Laptop Security

Safe Passage personnel are authorized to access Axon Interview using City laptops.

To ensure the security of the City's network, the Crimes Against Children Sergeants and Forensic Interview Unit Supervisor are responsible for verifying the physical presence of the laptops assigned to Safe Passage at least every 29 days. If a laptop is determined to be missing or otherwise unaccounted for, the supervisor will immediately notify the Investigations Division Commander.

.50 Prepared by Axon

The Communications Center Manager is the administrator of the Prepared by Axon and Carbyne, which are components of Axon911.

Access to System

Due to the advanced AI capabilities, as well as the presence of personally identifiable information (PII) and digital media within Prepared, system access is restricted to personnel with a demonstrated operational need. Trained personnel assigned to the Communications Center, Real Time Crime Center (RTCC), Records Section, and Internal Affairs (IA) will be granted access as part of their official duties. Personnel will use Prepared by Axon and Carbyne only for official law enforcement and public safety purposes.

Personnel assigned to other units or sections may request access through their chain of command. Requests must be approved by the employee's division commander or civilian equivalent and are subject to final approval by the Communications Center Manager.

Only Communications Center personnel are authorized to use the live video feature of the system and will do so in accordance with [COM-501 Use of Axon911](#).

Training

Personnel are not authorized to access Prepared by Axon and Carbyne until they have completed department training.

The Communications Center will train center employees through the on-the-job training period. The Communications Center will provide initial training and training materials to RTCC and IA, and those units are responsible for completing the training for their personnel. The training instructor is responsible for sending confirmation of completion to the Training Division and the Communications Center Manager.

Assistive Call Taking

Assistive Call Taking (ACT) consists of multiple modules designed to support personnel in streamlining call processing. ACT automatically begins analyzing call audio upon detection and operates independently of any Computer-Aided Dispatch (CAD) call for service.

ACT provides the following capabilities:

- **AI Insights & Summaries**
 - The system automatically analyzes call audio and generates continuously updating written summaries.
 - Key information, including safety-related details, location data, and suspect descriptors, is categorized within designated insight fields.
- **Enhanced Location Information**
 - The system utilizes Automatic Number Identification/Automatic Location Identification (ANI/ALI) to generate a mapped location.
 - Any location information verbally provided by the caller or call taker is documented within the Location window.
- **Transcription**
 - Call audio is automatically transcribed into written text, distinguishing between the call taker and caller.
- **Translation**
 - Foreign languages will automatically be detected and can be translated within the browser through voice to voice, voice to text, or text to text capabilities.
- **Keyword Notification**

- The system is configured to detect predefined keywords and generate notifications based on user permissions.
- Users may select a notification to open the associated call within the Prepared dashboard.
- Digital Media Management
 - Prepared supports receipt of digital media including live video, recorded video, and image messaging. Digital media and images can be requested through a specific upload link.
 - Review and Handling Digital Media
 - Digital media associated with a call will be reviewed by a member of the RTCC.
 - Media determined to have evidentiary value will be uploaded into evidence.com and appropriately documented in accordance with existing policies, including [DL-1400-11 Digital Evidence](#).
 - Live video may be requested from mobile callers by Communications Center personnel when it is safe for the caller to use, and as workload permits.
 - There are no requirements for a caller to accept a request to transmit live video.
- Camera Docking
 - When a call is actively being processed and analyzed, authorized FUSUS users can dock and view available cameras in accordance with existing policies.
- Drone Management
 - When a call is actively being processed and analyzed, authorized RTCC users can launch an available drone in accordance with existing policies.

Automated Non-Emergency Triage

The Automated Non-Emergency Triage (ANET) module will process non-emergency calls with a goal of reducing interactions with the Communications Center while navigating the community to a successful resolution.

Access to ANET will be limited to Communications Center personnel that have completed training.

CSPD employees with concerns regarding ANET call processing may submit those concerns through their immediate supervisor to the Communications Center Supervisors for review.

.55 Axon Community

Axon Community is a function within Axon Evidence (desktop) and the mobile Axon application that enables department members to request and receive digital evidence from the public through a secure email or text link. This feature allows community members to upload photographs, videos, documents, or other digital evidence directly into the system for employee review.

Authorized Use

Employees will not use Axon Community to request or obtain digital evidence that constitutes Child Sexual Abuse Material or other sexually exploitative material, as defined in [DL-1405-01 Child Pornography and Digital Contraband](#).

Employees are otherwise authorized to create Axon Community Requests to obtain digital evidence relevant to official investigations, and such requests may be submitted through the following methods:

- **Individual Requests:** Sends a secure email or text link to a single recipient, prompting them to submit evidence through a one-time link with prepopulated case identifiers and classification fields. It may be created by any employee who is conducting a criminal investigation
- **Area Requests:** Sends evidence-request notifications to camera owners through participating service providers. Participation by camera owners is voluntary. Camera owners who choose to contribute may share video footage relevant to the investigation. It may be created by any employee who is conducting a criminal investigation
- **Public Portal Creation:** Enables the department to establish public evidence-submission portals for large-scale incidents or community-wide events. These portals may be shared through social media or other communication channels to support broad evidence collection. Duty Lieutenants and specialized-unit Lieutenants are authorized to approve Public Portal requests. The approving lieutenant will ensure the public dissemination is coordinate with the Public Information Office without delay.

When submitting any request, personnel will complete mandatory fields to include the case or incident number and correct categorization, consistent with BWC categorization and the call/case entry requirements in [DL-1903-01 Body Worn Camera Use](#).

Each request must include a clear and specific description of the evidence sought, identifying the nature of the incident, relevant dates and times, and any affected areas; vague entries such as “suspicious activity” without additional detail are insufficient. For example: “Requesting video footage of a reported vehicle break-in on 05/12/2026 between 0200–0330 hours in the areas of...”

Personnel Responsibilities

Personnel will document the creation of any Axon Community Request in the associated case report or supplemental report, including a generalized description of the evidence requested.

Once digital evidence is submitted through Axon Community by a community member, the requesting employee will complete the triage process by reviewing the submission to determine whether it should be accepted or whether it meets the criteria below for rejecting (declining) it.

Once reviewed, the employee will either accept or decline (reject) the evidence. Any accepted evidence will automatically upload into Axon Evidence.com under the associated case/call number. The employee will document in a case report or supplement that they received evidence, accepted the evidence, and give a description of the evidence received and accepted.

Personnel are only authorized to reject (decline) submissions for the following reasons:

- Incorrect or unintended submissions, such as a video or file uploaded in error, must be addressed accordingly. If an employee identifies a submitted item that does not appear relevant to the case, they will contact the submitter to confirm whether the upload was made in error.
- Duplicate submission when the same file has been uploaded more than once.
- Technical or file integrity issues, such as corrupted files or unsupported formats.

If an employee does not accept any submission, they must document the reason for the rejection of each rejected item in a case report or supplemental report.

If it is determined that items were submitted under an incorrect case or incident number, the employee who requested and triaged the items is responsible for correcting the case or incident number.

Employees are responsible for checking the Axon Community requests they created for items waiting to be triaged/accepted/declined. This must be done within seven (7) calendar days of receiving the evidence for review.

Audits

The Management Services Division (MSD) will generate a report that identifies all cases with no submission and all cases pending triage for review. MSD will send the report every two weeks to the respective employee, the employee's lieutenant or manager, and the employee's division commander. The employee's chain of command is responsible for ensuring appropriate follow-up and accountability.

Storage Requirements

Digital evidence obtained through Axon Community is subject to the same storage and retention requirements outlined in [DL-1400-11 Digital Evidence](#). In accordance with DL-1400-11, personnel may not disseminate or permit viewing of digital evidence unless authorized by department policy for a legitimate law enforcement purpose.