

## Direct from the Field | Customer Support



Chief Robert Hawkins,  
Burnsville PD<sup>1</sup>

### Easy Set-Up

TASER brought everything Burnsville Police Department needed to set up the AXON and EVIDENCE.COM, allowing them to be up and running within minutes. Everyone at Burnsville found the transition to the AXON to be a seamless and worthwhile process.

### Continuous Support

Burnsville found that TASER International was truly invested in building a long-term relationship with the agency. TASER made sure to guide Burnsville PD through all the questions and issues that arose. TASER's team of talented staff provided excellent support for the AXON and EVIDENCE.COM.

### Listening to Officer Input

TASER International listened to our officer's input. They worked with officers from original product design to finalizing user interface. TASER listened to Burnsville officers and partnered with them to improve our product design.

"TASER has been an incredible partner for us. Standing behind the product, teaching us, coming in and doing everything they need to do to make sure it's going to be successful for us. They are a big part of the success."

Chief Robert Hawkins  
Burnsville PD, MN



Note: This is a stock photo, which does not depict the officers whose jobs are possibly on the line. Credit Burnsville Police Department.<sup>3</sup>



Tarek St. Michaels,  
Burnsville PD – IT  
Systems Administrator<sup>2</sup>

"The customer service we've received has been incredible... they've done everything for us and made it very easy."

Tarek St. Michaels  
Burnsville PD, MN  
IT Systems Administrator

<sup>1</sup> Pictured: Chief Robert Hawkins of Burnsville Police Department.

<sup>2</sup> Pictured: Tarek St. Michaels, IT Systems Administrator of Burnsville Police Department.

<sup>3</sup> Source: Wahi, Lee Ann Schutz. "Two City Cop Positions on the Line." burnsville.patch.com. 20 June 2011 <<http://burnsville.patch.com/articles/two-city-cop-positions-on-the-line#photo-5476612>>.

On May 12th 2011, Aberdeen PD conducted an After Action Review of the AXON and Evidence.com systems and produced the above findings (Interviewees include Chief Don Lanpher, Officer Mike Law, City Attorney Adam Altman).