

Direct from the Field | Diffuse Complaints



Officer Steve Angel.
News-Herald Photo.¹

Diffusing Complaints from the Root

With the AXON Tactical Computer, officers from Lake Havasu were able to play back recording to suspects to diffuse any miscommunication and provide reasons for use of force. Lake Havasu officers in the field have found that many complaints are handled without escalating the situation or wasting department time and resources because of the AXON. In fact, there have been trends of significantly reduced number of complaints against officers who wear POV cameras.²

Dropped Complaints

Lake Havasu Police Department was able display AXON videos to those who file complaints and show exactly why their officer acted in a particular manner. They found that many complaints, which are false claims, are settled on the spot through a review of the video evidence from the AXON.

Uncovering the Truth

Lake Havasu Police Department viewed wearing the AXON just as important as wearing body armor because the AXON provided a defense against legal accusations. Through the AXON, Lake Havasu officers have already been exonerated from falsified complaints and lawsuits.



Officer Nathan Sosebee administers a roadside sobriety test. Photo: truTV.⁴



Officer Nolan Smith,
Lake Havasu City PD³

“After wearing the camera for three days, I had my first complaint filed against me. The supervisor on scene immediately reviewed the video and saw that the complaint was unfounded. He handled the complaint on the field prior from going to the next level or wasting department resources.”

Officer Nolan Smith
Lake Havasu City PD, AZ

¹ Source: Hanson, Jayne. “Tech to test Law enforcement in county part of on-officer video pilot program.” havasunews.com. 19 July 2010 <<http://www.havasunews.com/articles/2010/07/19/news/doc4c43d8a2a5c99443281508.txt>>.

² UK pilot project using 300 officers over a six-month period using a head camera setup found 0 complaints with POV camera. Guidance for the Police Use of Body-Worn Video Devices.

³ Pictured: Officer Nolan Smith of Lake Havasu City Police Department.

⁴ Source: “TASER AXON Featured In Police POV Reality Show.” policemag.com. 19 April 2011 <<http://www.policemag.com/Channel/Technology/News/2011/04/19/TASER-AXON-Featured-In-Police-POV-Reality-Show.aspx>>.

On May 20th 2011, Lake Havasu PD conducted an After Action Review of the AXON and Evidence.com systems and produced the above findings (Interviewees include Chief Dan Doyle, Officer Steve Angel, Officer Nolan Smith, Officer Jonathan Azar).