



To: Nicole Aranas, Village Manager
From: Chief Joe Grage, Police Department
N/A
Date: August 4th, 2026
Subject: BOT Agenda Item-Resolution for Agreement with Axon Enterprise, Inc. for Records Management and Report Writing Services

Executive Summary

The Lombard Police Department recommends approval of a ten-year agreement with Axon Enterprise, Inc. for a cloud-based police records management system, Axon Draft One AI-assisted report writing, unlimited auto-transcription, data conversion and migration, integrations, implementation, training, and related professional services. The attached Axon Quote provides a 120-month program at a total cost of \$1,846,676.40, with an estimated start date of July 1, 2027.

The proposed agreement addresses longstanding reliability, integration, data-migration, reporting, and workflow problems experienced with the current DuPage County Police Records Management System (PRMS/Hexagon). Department staff found Axon Records to be stable, intuitive, highly integrated, and supported by robust reporting and analytics. Axon Records is CJIS compliant and provides a secure environment for criminal justice information.

The agreement was negotiated alongside the Wheaton and Glendale Heights Police Departments. This coordinated approach produces \$684,900 in avoided project-management, setup, configuration, training, interface, data-conversion, and technical-account-manager costs. Conversion of historical New World data will also allow the Village to cancel its New World maintenance agreement, saving approximately \$50,000 per year. AI-assisted report writing may also save between 2,000 and 4,000 hours of officer report-writing time each year.

The Department also intends to enter cooperative data-sharing agreements with the Addison, Downers Grove, Oak Brook, Wheaton, and Glendale Heights Police Departments. These agreements will preserve regional access to relevant law-enforcement information while allowing each agency to operate a system configured for its own needs.

Background

Over the past twenty-five years, the Police Department has participated in two countywide consortium records management systems. Both were intended to lower costs and improve information sharing, but both produced significant operational problems. The current Hexagon PRMS has experienced outages, incomplete integrations, unsuccessful legacy-data migration, limited reporting and analytics, and workflows requiring duplicate entry. In one recent outage, officers were unable to complete reports for nearly twelve hours during a busy weekend.

As DuPage County prepared to replace Hexagon, the Department independently evaluated the finalist systems. Staff found Axon stable, operationally efficient, and well-integrated, with successful legacy-data migration, automated workflows, responsive support, and direct connections to body-worn camera, fleet-camera, photograph, and digital-evidence systems. Addison, Downers Grove, and Oak Brook have already implemented Axon successfully.

The Police Department previously determined that leaving the next PRMS consortium and evaluating Axon would better preserve local control and align the replacement system with Lombard's operational needs. The proposed agreement is the result of that evaluation and positions the Department to transition before the current PRMS contract concludes.

The prior PRMS evaluation also found that consortium participation produced little or no cost savings for Lombard. Because the consortium did not offer migration of Lombard's legacy records, the Village was required to continue paying for the New World system to comply with Illinois records-retention requirements while also paying its PRMS share. Assuming a 3% annual increase in New World costs, the evaluation concluded that Lombard would have paid \$78,768.89 less over the current contract term had it remained on its standalone system. That figure did not include the additional staff time and operational inefficiencies caused by PRMS technical and workflow problems.

Proposed Axon Records Solution

The agreement will provide a cloud-based records management platform and the implementation, migration, support, integrations, and AI-assisted report-writing capabilities necessary for deployment. Principal benefits include:

- Improved reliability and accessibility without locally maintained RMS servers or proprietary report-entry software.
- A secure, CJIS-compliant environment with appropriate access controls and safeguards for criminal justice information.
- Integration with digital evidence and other critical police applications, reducing duplicate entry and transcription errors.
- Migration and retention of legacy records consistent with applicable Illinois records-retention requirements.
- Configurable dashboards, management reports, and analytics supporting deployment, supervision, compliance, and planning.
- Simplified officer workflows, automated forms, and association of relevant digital evidence with a case.

Cooperative Data Sharing

The Police Department intends to enter cooperative data-sharing agreements with other DuPage County agencies using Axon Records: Addison, Downers Grove, Oak Brook, Wheaton, and Glendale Heights. These agreements will preserve the benefit of consortium participation by establishing regional access to relevant law enforcement information while allowing each agency to retain independent operations and control of its records.

AI-Assisted Report Writing

Axon Draft One is intended to create a first draft from authorized source material, such as body worn camera footage and information supplied by the officer. It is a drafting aid, not an autonomous reporting or decision-making system. The officer remains responsible for confirming that the narrative is complete, accurate, and consistent with the evidence before submission, and each report remains subject to established supervisory approval.

Based on anticipated use, AI-assisted report writing may save between 2,000 and 4,000 hours of officer report-writing time annually. These recovered hours can be redirected to patrol availability, investigations, community engagement, training, and other public-safety responsibilities. Actual time savings will be monitored after implementation.

Before deployment, the Department will adopt written procedures addressing approved and prohibited uses, required review, corrections, auditing, access controls, retention, and training. System use will be monitored through available audit logs, and applicable disclosure and retention obligations will continue to apply.

Ten-Year Term

A ten-year term is appropriate for this agreement because replacement of a core public-safety records system requires substantial data migration, configuration, integration, testing, training, and change management. The longer term spreads implementation costs over the system's expected useful life, supports predictable budgeting, avoids a near-term repeat procurement, and provides continuity for records retention and integrations.

Fiscal Impact and Negotiated Savings

Axon Quote Q-877025-46226DB, issued July 23, 2026, provides a 120-month program at a total cost of \$1,846,676.40. The quote reflects \$154,096.10 in quoted savings, an estimated contract start date of July 1, 2027, and an expiration date of August 31, 2026.

Negotiating alongside Wheaton and Glendale Heights produces an additional \$684,900 in avoided implementation and service costs:

- \$412,663 in project management, setup, configuration, and training costs.
- \$98,835 in interface costs.
- \$23,400 in data-conversion costs.
- \$150,000 in technical-account-manager costs.

The quoted annual payment schedule is:

Invoice	Amount	Invoice	Amount
June 2027	\$157,413.22	June 2032	\$186,957.51
June 2028	\$162,922.68	June 2033	\$193,501.02
June 2029	\$168,624.97	June 2034	\$200,273.56
June 2030	\$174,526.84	June 2035	\$207,283.13
June 2031	\$180,635.28	June 2036	\$214,538.19

The Village's \$1 million technology reserve designated for RMS replacement is available to support implementation and initial payments. Remaining annual obligations will be incorporated into the appropriate Police Department and information technology budgets over the agreement term.

The agreement includes conversion of historical data from the Department's New World records management system. After successful conversion and validation, the Village can cancel its New World maintenance agreement, producing additional estimated savings of approximately \$50,000 per year, or approximately \$500,000 over ten years.

Security, Implementation, and Oversight

Axon Records is CJIS compliant and provides a secure environment for criminal justice information. Police Department and Village information-technology staff will independently validate security configurations, user permissions, authentication, audit logging, data handling, and other applicable CJIS requirements before deployment. Implementation will also include project governance, migration validation, integration testing, policy development, user training, and post-launch performance monitoring.

Recommendation

Staff recommends that the Village Board approve a resolution authorizing a ten-year agreement with Axon Enterprise, Inc. for Axon Records, Draft One AI-assisted report writing, auto-transcription, implementation, data conversion and migration, integrations, and related services in a total not-to-exceed amount of \$1,846,676.40; and authorize the Village Manager or designee to execute the agreement and related implementation documents, subject to final review and approval by the Village Attorney.

Attachments: Axon Quote Q-877025-46226DB.