



City of Rialto Case Study



Department Profile



Agency	Rialto, CA
Industry	Law Enforcement
Country	United States
Personnel	115 sworn & 42 non-sworn
Tech Solution	AXON flex and EVIDENCE.com
Web site	www.rialtopd.com

Challenge

When facing the public, Rialto PD found two main areas for improvement: Use of Force, and Officer Complaints. These issues cost the department valuable time and resources. Rialto PD believed that improving oversight, gathering more video evidence, and improving trust within the community would decrease the frequency of these issues.

Solution

Rialto PD invested in TASER's Digital Evidence Ecosystem, AXON flex and EVIDENCE.com. After purchasing 66 cameras and licenses to EVIDENCE.com¹, the PD began a scientific research study to determine the effects of TASER's AXON flex and EVIDENCE.com solution.

To protect the integrity of data gathered during the experiment, Rialto PD used the "Cambridge Randomizer" and followed a strict scientific process. This strategy shaped a sophisticated, web-based experiment with data protected

Rialto PD's comprehensive, randomized experiment proves that TASER's AXON cameras reduced citizen complaints by 87.5% and reduced use of force by 59%.

Agency

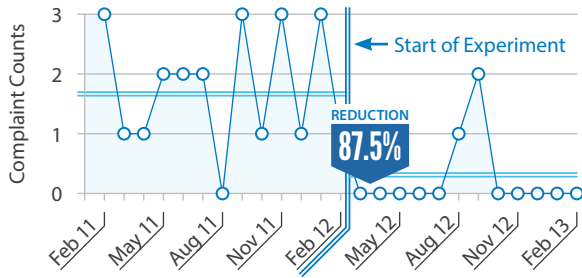
Rialto PD serves the family-friendly City of Rialto with 115 Sworn Officers and 42 non-sworn Officers. The PD covers 28.5 square miles and serves a population of 100,000. The City of Rialto retains its small-town atmosphere amidst quickly developing areas nearby and prioritizes Public Safety in order to maintain the City's safe, small-town feel.

¹ 61% deployment

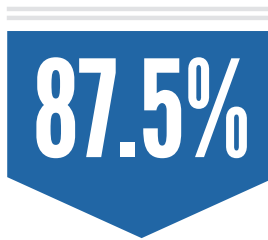
from outside influences. Officers, shifts, and days were randomly assigned to experiment or control assignments. During the experiment, there were 498 experimental uses of AXON Flex and 499 control instances. The Study reached its 1-year mark in February 2013.²

Because of Rialto PD's extensive data gathering and controlled study, the data is compelling. Over the course of 1 year, **officer complaints fell by 87.5%** in the experimental group. The data shows the officers increased interactions with the public compared to the previous year, and still complaints fell dramatically.

Monthly Complaints Received

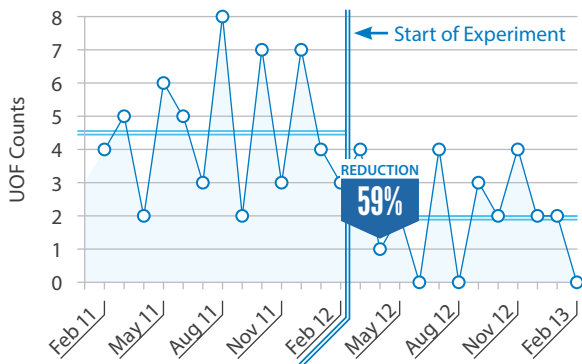


Decrease in Complaints



Rialto PD also focused on their Officer use-of-force data. During the experiment, individuals wearing an AXON flex **reduced use-of-force by 59%**. This data indicates that the presence of the camera not only encouraged compliance from the public but it also reduced instances of use of force by officers.

Patrol Officer's Use-of-Force




Reduced Use-of-Force



Conclusion

Rialto PD addressed their biggest areas for improvement with one system: TASER's Digital Evidence Ecosystem. Rialto PD justified the purchase of additional AXON flex and EVIDENCE.com licenses using their data. In the future, they'll use the study to educate other agencies on the benefits of on-officer video and cloud-based evidence management.

² The study is ongoing and will yield further data regarding: conviction rates, number of complaints dismissed, cost savings, time saved, and reduction of assaults on Officers. AXON™ and AXON Flex™ are trademarks of TASER International, Inc., and TASER® and  are registered trademarks of TASER International, Inc., registered in the U.S. © 2013 TASER International, Inc. All rights reserved.