



# DEPARTMENT NOTICE

25-016

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## AXON App and AXON Community Request

AXON Community Request and the AXON App allow officers and members of the public to upload digital files such as surveillance video, cell phone video, photos or audio files, directly to Evidence.com without the need to print copies, burn DVDs to be booked into evidence, make entries or print stickers in EvidenceOnQ, or upload files to Crime Data Warehouse.

When digital files such as video, photos, or audio are available from a member of the public, officers can use AXON Community Request to send a reportee, witness, or video custodian an email or text with a link to upload the video/photos/audio.

Officers will receive an email notification when a digital file has been uploaded with the link. Officers may enter either the Case number or the CAD number in the ID box which will suffice for proper tagging in reference to a Community Request upload.

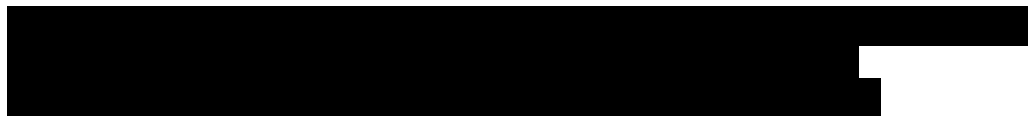
Members can send Community Request links through the AXON Dashboard in the MyApps portal or by using the AXON App on their department mobile phones.

The AXON app installed on department mobile phones will allow members to send Community Request links from the field. Members may also use the app themselves to directly upload photos, video, and audio from their department phone to Evidence.com. For example, members can use the app to upload photos taken during a search warrant service or audio of a witness interview.

If a digital file is directly uploaded to Evidence.com, members are not required to save, book, or upload that file by other means. Members shall document files uploaded through Community Request as “BWC” in their report in Crime Data Warehouse and note it in their narrative. For example: “I texted/emailed an AXON Community Request link to RW1 who uploaded (BWC2) 2 videos and 4 photos to Evidence.com.”

Investigators should search for uploaded video/photos/audio in both the “ID” field and the “Title” field of Evidence.com and add the files to their Evidence.com case file. Investigators should consider saving files to a physical storage device if there is a possibility the case will take several years to conclude.

If a reportee or witness has already saved the files on a storage device and/or does not want to use the upload link, the member should seize the storage device and book accordingly.



  
WILLIAM SCOTT  
Chief of Police

*Per DN 23-152, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional information.*

*Safety with Respect*