



CITY COUNCIL STAFF REPORT



January 6, 2026

ITEM TITLE

Agreement: Approve a Master Services and Purchasing Agreement with Axon Enterprise, Inc. (“Axon”) to Purchase Axon’s Fusus Software Solution for the Police Department’s Real Time Crime Center

Report Number: 25-0299

Location: No specific geographic location

Department: Police

G.C. § 84308 Regulations Apply: No

Environmental Notice: The activity is not a “Project” as defined under Section 15378 of the California Environmental Quality Act State Guidelines. Therefore, pursuant to State Guidelines Section 15060(c)(3) no environmental review is required.

Recommended Action

Adopt resolutions: A) Approving a Master Services and Purchasing Agreement from Axon Enterprise, Inc. to purchase Axon’s Fusus software solution (“Fusus”) and approving use policy for Real Time Crime Center technology and B) Approving Amendment with Motorola Solutions, Inc. to extend term of Original Agreement.

SUMMARY

On May 23, 2025, the City of Chula Vista issued a Request for Proposal (“RFP”) to provide a comprehensive software solution for the Police Department’s Real Time Crime Center (“RTCC”). As a result of the RFP process, the staff recommends approving a Master Agreement with Axon to purchase Fusus and related services therein. An extension to the agreement with the current RTCC services provider to cover the transition and training period for the new system is also recommended.

ENVIRONMENTAL REVIEW

The Director of Development Services has reviewed the proposed activity for compliance with the California Environmental Quality Act (CEQA) and has determined that the activity is not a “Project” as defined under Section 15378 of the State CEQA Guidelines because it will not result in a physical change in the environment. Therefore, pursuant to Section 15060(c)(3) of the State CEQA Guidelines, the activity is not subject to CEQA.

BOARD/COMMISSION/COMMITTEE RECOMMENDATION

Police Department staff presented an informational item about Fusus to the Privacy Protection and Technology Advisory Commission during its regular meeting held on December 1, 2025.

DISCUSSION

The Chula Vista Police Department is seeking to contract with Axon to replace the services currently provided by Motorola Solutions for a single, unified “pane of glass” solution that will integrate existing systems to seamlessly support units responding to incidents. The solution under consideration, Fusus, complies with Department of Justice security protocols and serves as a conduit for existing systems to combine information that assist officers responding to the incident for an enhanced de-escalation response. Fusus is not a new crime fighting tool. Its purpose is only to help streamline how data from existing systems interact. This report provides the City Council with an overview of the proposed Axon Fusus software solution, its anticipated impacts on Real-Time Crime Center (“RTCC”) operations, and compliance with the Privacy Protection and Technology Transparency Policy (Council Policy 112-04).

Overview of Real Time Crime Center

The Police Department’s RTCC serves as a centralized hub for police technology, incident support, and data integration. The RTCC enhances the department’s ability to maintain real-time situational awareness by consolidating information from multiple systems — including City owned camera networks, real-time alerts, Computer-Aided Dispatch (“CAD”), License Plate Readers (“LPR”), records management systems, incident data, drone flight information, and resource tracking into a single, unified “pane of glass.”

This integrated environment enables sworn personnel and crime analysts to communicate actionable information to field units, dispatchers, and command staff, improving response coordination and public safety outcomes. In short, the RTCC brings together incident-driven data into one centralized hub that allows leadership to analyze, interpret, and deploy resources effectively.

Technologies currently used by the RTCC have been implemented with community input and outreach and data derived from them are shared openly with the public via the department’s open data and documents portal.

Current Software and Project Background

A critical component of the RTCC is the software platform that integrates these various data sources into one operational view. In December 2020, the City Council approved a contract with Motorola Solutions for its Command Central Aware (“CCA”) software to support RTCC operations. That contract is scheduled to expire in December 2025. Motorola will assist in transitioning between CCA and Fusus. The transition and training is anticipated to take between six (6) to nine (9) months after the contract is signed. The Police Department is requesting an agreement amendment with Motorola Solutions, Inc. to extend use of Command Central Aware until the new RTCC software platform is operational. The amendment will extend a one-year term of December 15, 2025 to December 14, 2026 at a rate of \$3,750 per month. If the new platform is operational before December 2026, the City may terminate services with Motorola upon sixty days’ written notice.

Recognizing the approaching end of the current agreement and the rapid evolution of real-time crime center technology, the City initiated a competitive procurement process to identify a next-generation solution capable of meeting the department's operational needs into the next decade.

Competitive Selection Process

In May 2025, the City posted a Request For Proposal (RFP P26-2025) to PlanetBids, soliciting competitive proposals from experienced and qualified firms to provide the City of Chula Vista with an RTCC software platform. The objective of this solicitation was to provide incident commanders and crime analysts with coordinated access to information to make more timely and effective decisions, increasing the safety for officers, suspects and the broader community. The primary purpose of the RTCC is to help in the safe and effective response to incidents and criminal investigations by providing a single integrated platform that operates in real-time information. For example, the RTCC is expected to provide incident commanders with immediate access to GPS data about the location of first responders, a live overhead view of an incident scene from the Drone as First Responder program, ability to relay intelligence, and real-time monitoring of incoming 911 calls. The RTCC will serve as the central hub for the safe and effective management of public safety operations and criminal investigations.

The City received six (6) written responses to RFP P26-2025. Two (2) submittals were considered non-responsive, and four (4) proposals were reviewed for qualifications and evaluated by a selection committee, consisting of staff from the Police Department. The proposals were ranked, and the top three (3) respondents were invited to provide a presentation and demonstrate their services in response to this solicitation to the selection committee. Presentations were made by Axon, Flock, and Motorola.

The selection committee then evaluated the proposals based on the following criteria:

1. **Experience** – evaluation of respondent's technical expertise and professional competence in areas directly related to the scope of services.
2. **Personnel** – evaluation of experience of the personnel proposed in the response.
3. **Approach to Work** – evaluation of respondent's demonstrated ability to undertake the scope of work and produce the required outcome in a timely manner.
4. **Proposed Cost** – evaluation of the fee proposal, including both one-time and ongoing costs.
5. **Interview/Presentation** – evaluation and showcasing of the respondents to provide the services set forth in the scope of work.

Based on the evaluation process, staff recommend entering into a Master Services and Purchase Agreement with Axon Enterprises, Inc. for a five-year term from January 1, 2026 through December 31, 2030.

Recommended Vendor: Axon Enterprises, Inc.

Axon is an established industry leader in public safety technology, known for its integrated body-worn cameras, conducted energy devices, and digital evidence management platforms.

Fusus is Axon's cloud-based Real-Time Operations platform designed to connect public safety organizations and communities by integrating disparate video, sensor, and data feeds into a unified system. The platform

leverages existing infrastructure — such as Drone, LPR, and CAD systems — to create a single operational view that enhances situational awareness, coordination, and response.

Fusus serves as an integration platform that connects the RTCC’s existing crime-fighting tools—tools for which community input was already obtained prior to implementation. Fusus is not an additional system used by the RTCC unit. It serves as the integration layer that merges data from the systems already in use today. This enables faster, more informed decision-making, leading to improved response times, safer field operations, and more efficient use of resources.

It is important to note that the Fusus platform does offer additional features and functionality that the City is not currently proposing for implementation. Any future expanded functionality of Fusus will be brought before the PTAC and City Council prior to implementation regardless of the need to amend the agreement.

Additionally, the department will be establishing metrics designed to track and report out on operational efficiencies. Response times, incidents where the RTCC provided support and audits performed are currently being considered. The department believes in transparency and Fusus driven efforts will continue to be shared and additional measures may be developed once the department becomes familiarized with the systems’ capabilities.

Privacy and Security:

Fusus is designed with privacy and accountability at its core. The system only allows for the flow of data from existing systems when required to support emergency response or investigative activities and does not retain any Personally Identifiable Information once that purpose is fulfilled. Each independent system that shares information via Fusus continues to have their specific retention schedule as detailed in the City’s master retention schedule. Furthermore, Fusus includes robust auditing and reporting features to ensure the appropriate use of all data, complementing existing auditing mechanisms already present within department systems. The department will be using the system’s auditing tools to perform periodic review of use and access to ensure compliance with city and department policies on the proper use of city resources and information.

Cloud Hosting

- FususONE is hosted in a secure cloud environment (AWS GovCloud for U.S. deployments) and is designed for redundant, geographically diverse storage to ensure high availability and durability.
- The on-premises FususCORE appliance connects outward (outbound only) to the cloud instance, reducing inbound attack surface.

Encryption & Key Management

- Data both “at rest” and “in transit” is encrypted, using AES-256 (or stronger) and approved cryptographic modules (FIPS 140-2 compliant).
- Transport uses TLS (e.g., TLS 1.3) between on-premises and cloud to secure the connection.
- Key management and certificate management policies are in place for the cloud service.

Third-Party Security Audits & Compliance Standards

- Axon states that its cloud services (including Fusus) are designed to be compliant with the CJIS Security Policy version 6.0.

- Axon publishes that it is aligned with standards and certifications including ISO/IEC 27001, SOC 2/SOC 3, FedRAMP High (for federal customers).

Applicable Standards & Policies for Fusus / Axon

- CJIS Security Policy version 5.9.1 (for Criminal Justice Information). [Axon Trust Center | Powered by SafeBase](#)
 - (<https://trust.axon.com/?itemUid=eefdeb50-486d-4a61-8b8a-6999da6c5cb9&source=click>)
- ISO/IEC 27001 (information security management system) and related ISO/IEC standards. [Axon Trust Center | Powered by SafeBase](#)
 - (<https://trust.axon.com/?itemUid=5c93ca3e-519a-4260-a50a-a9de78294538&source=click>)
- SOC 3 (Trust Service Principles) audit for cloud services. [Axon Trust Center | Powered by SafeBase](#)
 - (<https://trust.axon.com/?itemUid=b2671060-5c66-4d9c-b70f-af4ab3dbd45a&source=click>)
- FIPS 140-2 validated cryptographic modules for encryption key management.

Agencies currently using Fusus include:

- Orange County Sheriff’s Department
- Beverly Hills Police Department
- Modesto Police Department
- San Jose Police Department

Policy Compliance

Under the City’s Privacy Protection and Technology Transparency Policy (Policy 112-04; effective November 1, 2022), RTCC technology qualifies as Sensitive Technology. The required Use Policy is presented for City Council consideration and approval with this action (Attachment 3). The Police Department has fully adhered to all requirements and reporting obligations outlined in this policy throughout the procurement and evaluation process.

DECISION-MAKER CONFLICT

Staff have reviewed the decision contemplated by this action and has determined that it is not site-specific and consequently, the 500-foot rule found in California Code of Regulations Title 2, section 18702.2(a)(11), is not applicable to this decision for purposes of determining a disqualifying real property-related financial conflict of interest under the Political Reform Act (Cal. Gov’t Code § 87100, et seq.).

Staff are not independently aware, and have not been informed by any City Council member, of any other fact that may constitute a basis for a decision maker conflict of interest in this matter.

CURRENT-YEAR FISCAL IMPACT

Approval of Resolution A will approve a Master Services and Purchasing Agreement with Axon Enterprise, Inc. to purchase the Fusus software solution. Funds have been identified within the current appropriations of the Asset Seizure Fund, resulting in no additional fiscal impact.

The table below outlines the current fiscal year cost:

DESCRIPTION	FY 2025-26
Axon Fusus Software Solution	\$135,538.40

Approval of Resolution B will approve an agreement amendment with Motorola Solutions, Inc. to extend use of Command Central Aware for a one-year term of December 15, 2025 to December 14, 2026 at a rate of \$3,750 per month. The City may terminate services with Motorola upon sixty days’ written notice if Fusus becomes operational before December 2026. Funds for Command Central Aware have been identified with the current appropriations of the Asset Seizure Fund, resulting in no additional fiscal impact.

ONGOING FISCAL IMPACT

The Axon agreement for Fusus software solution covers a 60-month term, from January 1, 2026, to December 31, 2030. The table below outlines the costs for the 60-month agreement term.

DESCRIPTION	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	TOTAL
Axon Fusus Software Solution	\$135,538.40	\$135,538.40	\$135,538.40	\$135,538.40	\$135,538.40	\$677,692

The first two years of the agreement will be funded by annual appropriations to the Police Section of the Local Grants Fund (Asset Seizure Fund). The Police Department will work with the Finance Department as part of the annual budget process to identify funding for Years 3 through 5. However, should funds become available in the Police Section of the Local Grants Fund, those funds will continue to fund the remainder of the agreement costs. After the life of the contract, the department will solicit new bids for the service.

ATTACHMENTS

1. Axon Master Services and Purchasing Agreement for Agency
2. Motorola Agreement Amendment for Command Central Aware
3. Real Time Crime Center Use Policy

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