



CUSTOMER STORY – CITIES & PUBLIC SAFETY

Enhancing policing with body worn cameras

By integrating Axis body worn cameras with a Computer Aided Dispatch (CAD) system, the Billerica Police Department improved transparency and accountability, sharpened evidence management, and cut hours of manual work.

ORGANIZATION
**BILLERICA POLICE
DEPARTMENT**

LOCATION
BILLERICA, MA

CUSTOMER NEED
**PUBLIC SAFETY,
INCIDENT, OR
VIOLATION DETECTION**

Community Policing in Billerica

The Billerica Police Department (BPD) serves a community of 42,978 residents in Billerica, Massachusetts with 66 officers. As expectations around transparency increased, department leadership recognized that modern policing requires technology that protects both officers and the public while reinforcing confidence in day-to-day interactions.

The department had already deployed network video across municipal buildings and public spaces, creating a strong technological foundation. BPD also uses Axis for its access control that links door events with video to verify who enters secured facilities and when. When evaluating a body worn camera program, BPD leadership sought a solution that would integrate seamlessly with this security environment, reduce administrative burden, support officers in the field, and simplify workflows behind the scenes.

Body worn cameras deliver safety, trust, and more

For BPD, implementing a body worn camera program was not simply about recording interactions. The goal was to reinforce officer safety, improve community confidence, and ensure that reliable body worn camera evidence could be accessed quickly. In tense or complex situations, clear documentation protects both the public and the officer by providing an objective record of events. That same footage can also be used as a valuable training resource, helping officers refine their decision-making skills, de-escalation techniques, and tactical awareness.

Department leaders also wanted to reduce the time officers spent managing video. In many agencies, body worn camera footage must be manually tagged and matched to incident reports, creating additional desk work and increasing the potential for errors. BPD wanted a system that would simplify documentation rather than complicate it, allowing officers to spend more time in the community.

Reducing manual video management with CAD

Without CAD integration, video management requires officers to categorize footage, supervisors to verify it, and records teams to retrieve it for court evidence discovery. This fragmented approach can slow investigations and increase workload.

BPD's objective was clear: body worn camera footage should seamlessly connect to dispatch data through an automated process that pairs CAD metadata and video after the camera is docked and the video uploaded—eliminating the need for manual intervention. Rather than requiring officers to hand tag each video with call type, case number, incident details, and retention schedule, the CAD integration handles the association automatically.



"We're a 21st-century police department. For us to adequately practice what we preach, having the body worn cameras has been critical ... having both categorization and the integration with our CAD system have helped what can often be slow and cumbersome. Thanks to the engineers at Axis, our system runs smoothly and efficiently."

Chief of Police Roy W. Frost, Billerica Police Department



To build a solution that addressed these needs, BPD worked with Axis partner Cross Camera Controls Inc. to design an integrated system connecting body worn cameras, dispatch, and video management workflows. This automation ultimately enables:

- Faster evidence retrieval.
- Accurate retention scheduling.
- Reduced administrative workload.
- Improved records processing.

"I'm really happy with the CAD integration," Chief Frost says, describing it as a "game changer."

"That's a big, big step in making it easier for our officers to get their work done and not having to be slowed down by categorization."

Enhance evidence clarity with body worn cameras

Since deployment, body worn camera footage as evidence has provided clarity in situations that might otherwise rely solely on conflicting accounts.

In one case, responding officers had to later confirm that they properly announced themselves before entering a residence. Video from multiple law enforcement body worn cameras confirmed that repeated announcements were made and that officers acted professionally, allowing the complaint to be resolved quickly and transparently.

Before body worn cameras, internal reviews relied heavily on written reports and witness accounts. Now, video review will fill in details that simply were not available before, strengthening investigative findings and giving the public a concrete reason to trust the outcome.

Improving police work with automatic activation

To further streamline operations, Cross Camera Controls, Inc. helped BPD implement in-vehicle activation kits which trigger police body worn cameras when emergency lights are engaged.

"When the siren is activated, the device in the vehicle creates a Bluetooth beacon, which then automatically turns the body-worn camera on," President of Cross Camera Controls Thomas Lienhard explains. "So, the officer doesn't have to be trying to drive, respond to a crisis, and fumble for a button on their chest."

This automation ensures that critical moments are captured from the outset, even during high-pressure situations where manual activation could be overlooked.

The system also supports a pooled camera model, rather than assigning a single device permanently to each officer.

"The system treats the body worn camera like any other camera within the video management system, but the controller handles the indexing and user assignment automatically," Lienhard says. "When the device is returned to the dock, it records the officer, time, slot, shift, and data correctly back to the video management system. That indexing of important footage was impressive for me as an integrator to see work so quickly."



Officers check out devices at the beginning of each shift using secure credentialing, which ties recordings directly to the assigned user. Each officer signs out the camera by passing their BPD issued credential over a card reader connected to the system. This approach maintains a clear chain of custody while keeping the process simple and predictable. As a result, officers report greater confidence that technology will function reliably when it matters most.



Efficient video management for public safety

The benefits extend beyond accountability. Body worn camera footage is automatically categorized and connected to dispatch data, enabling supervisors to retrieve video faster and officers to spend less time organizing files. The department has avoided dedicating full-time staff solely to managing video evidence, meaning resources remain focused on core public safety responsibilities.

By embedding the body worn camera program into existing workflows, BPD has created a system that supports both operational efficiency and evidentiary integrity. The streamlined approach also reduces duplication of effort between patrol, supervisory, and records teams.

Scalable solutions for evolving police needs

The department's collaboration with Axis creates a supportive foundation for future growth.

"What stood out was how well the components worked together within the same system," Lienhard says. "That integration allowed us to connect body worn cameras, controllers, and video management into a single workflow."

As operational needs evolve, the system can expand to include additional analytics and safety technologies without requiring a complete redesign.

"Having a system we can manage locally and integrate with the infrastructure we already have was critical," Chief Frost says. "It gives us the flexibility to expand as our operational needs evolve."

During implementation, feedback from officers led to refinements that improved usability, reinforcing the value of a responsive partnership model and demonstrating how collaboration can enhance real-world deployment.

Advancing safer policing with body worn cameras

Today, body worn cameras are part of everyday operations at BPD. Automated activation, integrated dispatch linking, and streamlined evidence workflows support transparency while strengthening officer safety.

The department's experience demonstrates that a body worn camera program has the greatest impact when it's fully integrated into operational systems rather than deployed as a standalone tool. By aligning technology with mission, BPD is reinforcing public trust, improving internal efficiency, and positioning the department for continued innovation.

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8-bay docking station for Axis body worn cameras



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About Axis Communications

Axis enables a smarter and safer world by improving security, safety, operational efficiency, and business intelligence. As a network technology company and industry leader, Axis offers video surveillance, access control, intercoms, and audio solutions. These are enhanced by intelligent analytics applications and supported by high-quality training.

Axis has around 5,000 dedicated employees in over 50 countries and collaborates with technology and system integration partners worldwide to deliver customer solutions. Axis was founded in 1984, and the headquarters are in Lund, Sweden.