



Product FAQ

How can ShotSpotter® Connect™ benefit a police department?

- Today's law enforcement executives are under budget and community accountability pressures and need precision-policing tools to maximize their resource efficiency and promote more positive community engagement. ShotSpotter Connect provides daily AI-driven risk assessments to direct patrol and task force units in a more precise and impactful way to deter crime, improve community engagement, and hold their officers accountable. Specifically, Connect:
 - **Detects** areas at highest risk for crime on a shift-by-shift and beat-by-beat basis
 - **Protects** the community by ensuring patrols are placed at the right place before crime occurs to more effectively deter crime
 - **Connects** officer tactics and dosage to their crime impact so police can better measure and optimize their patrol strategies

What crime types does it forecast?

- Part 1 Crimes: Gunfire, homicide, aggravated assault/battery, robbery, burglary, motor vehicle theft, and theft
- Some Part 2 crimes such as simple assault and destruction/damage/vandalism

Can it track only crime types that are of interest to me?

- Yes, crime forecasts can be configured based on those crimes of interest to a police department. For larger agencies, each district or special enforcement unit may have their own crime type priorities and that can be easily accommodated.
- A separate risk model is created for each crime type enabling the technology to have a unique configuration for each agency and their jurisdictions that use it.

What data feeds into the crime risk models?

- Connect uses historical and current ShotSpotter detected gunfire incidents, historical crime incidents, seasonality, time of day, day of week, census data, upcoming events, and environmental features (e.g., density of bars, density of vacant parcels, etc.).
- ShotSpotter Connect does not include any race, educational, or homeownership data from the census.
- ShotSpotter Connect does not use any personally identifiable information about specific residents, such as whether a neighborhood has a certain number of parolees or sex offenders. It is focused on creating risk assessments for where and when crimes will occur, not who will commit them.

What kind of protections does Connect have to avoid bias or discrimination?

ShotSpotter has incorporated new technology and policy protections to mitigate bias or discrimination yet still yields a significant public safety benefit. These protections include:

- Incorporating objective, non-crime data into risk models (such as weather, geospatial features such as density of bars or vacant lots, event schedules, census data, and ShotSpotter verified gunfire data) to avoid an issue that has plagued other product from sending police back to the same old places using only historical crime data that could be subject to law enforcement bias.
- Many police agencies have either the same patrol plans for several months in a row or leave it entirely to the discretion of officers. This can result in patrol oversaturation in some areas. ShotSpotter Connect intelligently meters out where those direct patrols occur, and limits their duration to reduce instances of over-policing.
- The company has made a policy decision to not allow the system to create risk assessment models for crime types that are susceptible to enforcement bias. This can occur when police presence in an area can lead to more crime being recorded in that area which in turn can create runaway feedback loops that will continually return police to the same area.
- In addition, Connect does not use any personally identifiable information (PII) for crime forecasting.

How often are the crime forecasts updated?

- The forecasts are generally updated for each shift, but this is configurable and can be updated more often.

Does Connect replace human experience and intuition?

- Officers know their beats well and may be skeptical of an analytical tool that can provide further benefits. The product supplements officer knowledge and hunches with data that is constantly being collected and analyzed. It enables officers to hit the streets with the added intelligence to be on the lookout for and prepare them for what they might face.

What type of reporting does Connect have?

- A robust suite of reports provides command staff with insights into where officers were and what they were doing that help optimize patrol strategies and ensure officer accountability:
 - The Shift Report shows where officers were and what they were doing over time
 - The Tactic Report measures and evaluates what tactics officers are using to deter crime
 - The Officer Report shows time spent on each tactic
 - The Crime Type Report shows time spent on directed patrols by officers for each crime type.

How does Connect support crime analysts?

- The system automates routine labor-intensive data input and analytical tasks that crime analysts would typically spend hours on. This creates time for higher value-added activities like assisting with investigations and developing effective strategies to address crime.
- Analysts or other authorized users can add or suppress directed patrols based on new events or intelligence or swings in patrol capacity
- The robust reporting suite enables crime analysts and agency leadership to make more informed resource deployment decisions and improve officer accountability to more effectively drive crime deterrence.

What kind of tactical advice does the product have?

- The product proactively recommends tactics to officers once they arrive at the directed patrol area such as foot patrol, talking to business owners, knocking on doors, etc. These tactics are based on the crime type, other agency best practices, and the local agency's preferences. The system also tracks the tactics so they can be analyzed and correlated to the impact on crime and help optimize operational practices.

Why choose ShotSpotter Connect?

- **Crime Prevention:** Precise directed patrols based on AI that simultaneously use multiple crime theories are superior to traditional hot spot analysis and maximize crime deterrence. Includes exclusive integration with ShotSpotter gunfire detection data.
- **Force Multiplier:** In an era of increasingly limited resources, agencies can use fewer officers directed to the right places at the right times while getting a bigger impact.
- **Limit Over-Policing and Potential Bias:** The exclusive feedback loop limiter helps reduce the instances of over-policing in areas that approach saturation, showing respect for the community.
- **Visibility into Patrol Activities:** A suite of reports provides command staff with insights into where officers were and what they were doing to help optimize patrol strategies and ensure officer accountability.
- **Flexibility:** The system is highly flexible and can be configured to an agency's needs such as choosing which crime types to focus on, weighting those crime types relative to each other, and specifying which tactics to use and track.
- **Support:** ShotSpotter has the resources and commitment to ensure your use of Connect is a success for your department and community. We have a team of data scientists, engineers, customer success, and support team members to ensure your satisfaction.

How long does it take to deploy?

- It is a relatively straightforward and streamlined deployment process. Step one is getting data integration feeds from police RMS with historical crime data. There is an option to include vehicle location data via AVL to track officer engagement.
- Step two is ShotSpotter setting up the system using the police mapping and beat data and configuring the system to an agency's needs
- Step three is having ShotSpotter load and set up the logic for patrol tactics and activities
- The deployment process can be completed in 60-90 days with onboarding of officers and go live following soon thereafter

How much does ShotSpotter Connect cost?

- There is a tiered annual subscription fee based on the size of the agency that includes 24x7x365 customer support and best practices consulting assistance
- There is also a one-time setup fee that includes provisioning the account; agency data integrations; configuration of maps, crimes types, and tactics; model creation; and training and best practices