

# Use Case: Active Shooter

## COMPLETE SITUATIONAL AWARENESS



### CHALLENGE

When there is a possibility of an active shooter incident, security response teams need immediate situational awareness to identify the threat and location of the incident in order to alert teams and coordinate the response with law enforcement.

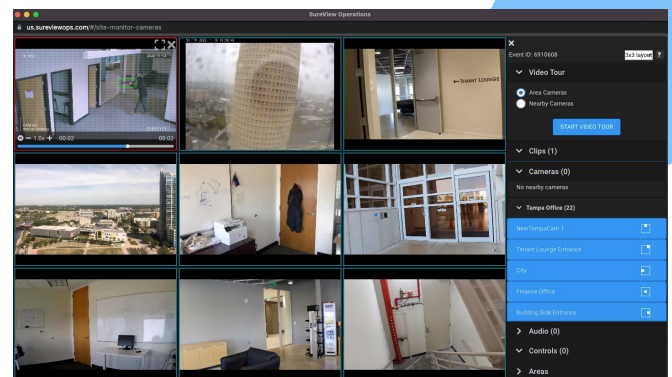
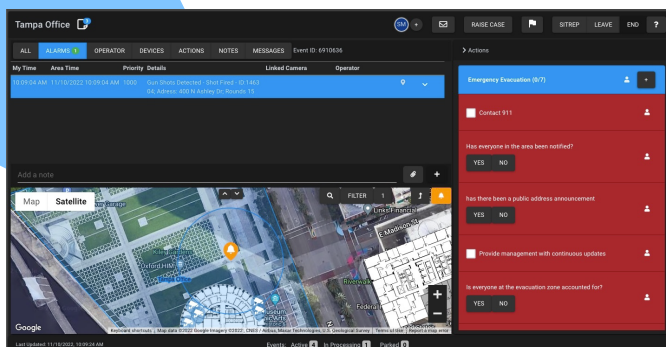


### DETECTING AN ACTIVE SHOOTER

ShotSpotter uses an array of acoustic sensors to detect and accurately locate gunshots. Each acoustic sensor captures the precise time and audio associated with impulsive sounds that may represent gunfire. The system provides essential information about the incident including the number of rounds fired, whether the weapon used was automatic or high capacity and whether there are multiple shooters.

### RESPONDING TO ACTIVE SHOOTER DETECTION

When gunshots are detected, ShotSpotter sends this vital information immediately to the SOC. Operators using SureView Response can see a site map and floor plans of the location where shots were fired and can instantly view the closest live video stream to provide responding officers with situational awareness before arriving on the scene. Operators are guided through a dynamic action plan that, amidst the chaos of this type of event, ensures they remain calm and follow the correct steps at the right time—steps that they have trained and prepared for. This enables the operator to make faster and more informed decisions about how to alert local, remote, and first responder resources and to provide information and guidance throughout the incident.



## HOW IT WORKS

### COORDINATING THE REAL-TIME RESPONSE

**1**

ShotSpotter detectors installed at the company's main facility detect gunshots. The system sends an alarm to SureView Response.

**2**

SureView receives the alarm from ShotSpotter alerting the operators in the SOC that there is an Active Shooter event outside one of the main facilities.

**3**

The operator picks up this alarm and is immediately presented with all the relevant details needed to make a quick assessment of the impact and potential threat to employees, guests, and the facility. This includes:

- a. Details of the alarm—in the case of a Shotspotter alarm it will include:
  - i. Number of rounds fired
  - ii. Type of weapon used – automatic or high capacity
  - iii. Number of shooters
- b. The precise location of the shooter – visualized on a familiar Google Map interface
- c. The precise location of nearby security assets that could assist in the response
- d. Live video streams of cameras nearest to the location may include exterior camera feeds from the customer's cameras or publicly available video streams.
- e. An Action Plan guiding the operator on how to respond to this type of event properly—this could include alerting management, employees, law enforcement, first responders, dispatching onsite officers, etc.
- f. Key contact details at the facility—a simple call list of local contacts in the event that the incident escalates

**4**

The operator coordinates the response to the event using the tools above—every action they take is recorded automatically without any additional interaction, ensuring a comprehensive audit trail.

**5**

Later, management and key stakeholders are automatically notified of the outcome of the event with a summarized Sitrep.



### ABOUT SUREVIEW SYSTEMS

SureView Systems is a global provider of software that improves the ability of security operation centers to manage and respond to security events. SureView is deployed successfully in a wide variety of environments including law enforcement, transportation, critical infrastructure and commercial organizations. SureView supports the largest integration library in the industry, enabling ease of deployment and system administration for a wide variety of organizations across the globe. SureView Systems is an ISO27001 certified company and software is compliant with the most demanding corporate standards for IT and Networking security.

#### More Information.

For more information please contact SureView at 1-888-387-2860 or visit us [www.SureViewSystems.com](http://www.SureViewSystems.com)



### ABOUT SHOTSPOTTER

ShotSpotter Inc. (Nasdaq: SSTI) brings the power of digital transformation to law enforcement and community assistance groups. We are trusted by more than 200 customers and 2,500 agencies to drive more efficient, effective, and equitable public safety outcomes, making communities healthier. Our platform includes the flagship product, ShotSpotter Respond™, the #1 gunshot detection system for rapid response to gunfire to save the lives of victims; Coplink X, the #1 investigative lead search tool to accelerate crime solving; Investigate and GCM, case management software to produce courtroom-ready cases; and Connect, analyst software that plans deployment of limited patrol resources for maximum impact. ShotSpotter has been designated a Great Place to Work® Company.

#### More Information.

For more information visit us [www.ShotSpotter.com](http://www.ShotSpotter.com)