DEM Gunshot Detection Hardware & Services Biannual Surveillance Report 2025

Fields marked with an asterisk (*) are required.

General Description ⌄

1. Please (a) describe the technology or technologies and (b) make a clear notation of which policy each technology corresponds to.

DEM uses the Police Departments ShotSpotter system for Gunshot Detection. Specifically, DEM's Division of Emergency Communications (Dispatch) is notified of gunshots through the ShotSpotter application, and then creates a call for service for police officers to respond to the location.

ShotSpotter detection sensors are installed in different coverage areas in San Francisco. Current coverage is within the areas of the following Police Districts:
• Southern Station (Company B)
• Bayview Station (Company C)
• Mission Station (Company D)
• Northern Station (Company E)
• Ingleside Station (Company H)
• Tenderloin Station (Company J)
ShotSpotter acoustic sensors are strategically placed in an array of approximately 20-25 sensors per square mile, typically on the tops of buildings and light structures.

2. How was the surveillance technology or technologies used by your department during the reporting period? Provide a 3-4 sentence description for each technology listed.

DEM's Division of Emergency Communications (Dispatch) is notified of gunshots through the ShotSpotter application. Once gunshots are detected within the Shotspotter application, a Dispatch Supervisor immediately/quickly can create a call for service for police officers to respond to the location.

Surveillance Technology Goals ⌄

3. Has the surveillance technology been effective at achieving its identified purpose?

Yes

4. In 4-10 sentences, please explain how the technology has or has not been effective.

Yes, the technology has proven effective for DEM by significantly reducing the time required to create and dispatch calls for service involving gunshot activations. ShotSpotter's predictive audio sensor technology enables Dispatch Supervisors to quickly and accurately determine the location of a call, and where to dispatch officers. This is far more efficient than relying on a 911 call from a constituent, which requires the call-taker to follow a detailed script—verifying the caller's identity, confirming the location, and attempting to pinpoint where the shots were fired. In contrast, ShotSpotter allows a call for service to be automatically generated at a precise location, streamlining the dispatch process and improving response times.

4.a. Provide quantitative data to support your response. This should include crime statistics for the radius where the technology operates if that was a motivating factor in acquiring the surveillance technology.

In FY 24/25, there have been 797 instances of Shotspotter being activated, and a subsequent Call for Service being created. The call type for a Shotspotter incident is 216S and these calls can be reviewed in DataSF's Open Data Portal, Law Enforcement Dispatched Calls for Service. DEM uses this technology at the request of SFPD, and relies on SFPD for crime statistics and analysis.

Complaints, Concerns and/or Accidental Receipt of Face Recognition Technology ⌄

5. How many complaints or concerns has your department received from the public about the surveillance technology?

DEM has not received any complaints. The SFPD is the lead agency for this technology.

6. Please summarize the complaints or concerns which your department received about the surveillance technology.

DEM has not received any complaints. The SFPD is the lead agency for this technology.

7. How many complaints or concerns has your department received from the public about the receipt of information from face recognition technology?

DEM has not received any complaints. The SFPD is the lead agency for this technology.

8. Please summarize the complaints or concerns which your department received about the receipt of information from face recognition technology.

DEM has not received any complaints. The SFPD is the lead agency for this technology.

Violations ⌄

9. Were there any violations of the Surveillance Technology Policy or Surveillance Impact Report, reported through community members, non-privileged internal audits, or through other means in the last year?

No

Requested Modifications ⌄

10. Is your department requesting to modify the Surveillance Technology Policy or Policies covered in this report?

No