

PUBLIC SAFETY SUCCESS STORY

ShotSpotter Cuts Response Times and Saves Lives in West Columbia

Image Credit: Dr. Blazer, CC BY-SA 4.0, via Wikimedia Commons

CITY	POPULATION	COVERAGE AREA	PRODUCT USED	CUSTOMER SINCE
WEST COLUMBIA, SC	17,618	1 SQ. MI	 ShotSpotter®	2022

SITUATION

Before ShotSpotter, the WCPD relied heavily on 9-1-1 calls, a method that was proving ineffective. This led to delays in response time, hindering officers' ability to collect evidence, identify witnesses, and apprehend suspects. ShotSpotter has changed this.

RESULTS

A clear example of ShotSpotter's impact occurred soon after its deployment. The system detected 8 gunshots from a drive-by shooting, instantly alerting the WCPD to the event and its exact location. WCPD Police Chief Marion Boyce reviewed the data and video footage from nearby cameras, which captured the vehicle's license plate. This near-real time information enabled officers to intercept the suspects as they pulled into the house the car was registered to. The entire operation—from the initial gunfire to the suspects arriving at the county detention center in custody—took under an hour, with a response time of less than 1 minute.

<2 Minutes
Response Time

Another significant event that demonstrated ShotSpotter's effectiveness involved a shooting at an apartment complex. The technology alerted officers to 5 shots fired, allowing them to reach the scene within 1.5 minutes. This rapid response was critical in administering immediate medical aid to a victim who had sustained multiple gunshot wounds—saving his life. Previously, response times ranged from 5 minutes to 2 hours. **“Now you're looking at under a 2-minute response time on average,”** explains Chief Boyce, **“which is a game changer.”**

Beyond its operational benefits, ShotSpotter has also strengthened the relationship between the police and the community. Chief Boyce recounts a poignant example: **“I had a lady complain to me. She flagged me down and said, ‘I'm tired of not being able to go out and live life. I want to go outside, I want to hang out in my yard, I want to sit on my porch, and I'm scared to death that we're going to catch a bullet, or somebody's going to get hurt or injured.’ After deploying ShotSpotter, she wrote me a card, saying how thankful she is that we have it, and how she now feels like she can go outside and have that quality of life.”**

How ShotSpotter Benefits the West Columbia PD

FASTER RESPONSE TIMES

ShotSpotter enables the WCPD to respond to gunfire incidents in under 2 minutes, a significant improvement to previous response times which ranged from 5 minutes to 2 hours.

STRENGTHENS COMMUNITY RELATIONS

Targeted, rapid response to gunshots helps deter and reduce gun violence, which helps the WCPD build trust with their community.

SAVES LIVES

ShotSpotter alerts ensure that WCPD first responders are sent to the location of gunfire, with or without it being called into 9-1-1. This allows them to find victims, render medical aid faster, and save lives.

How Can Your City Benefit From Using ShotSpotter?

Request a consultation with one of our experts to find out how we can help you improve public safety in your city.

[REQUEST A CONSULTATION](#)

