
From: [REDACTED]
Sent: Wednesday, September 18, 2019 5:14 PM
To: Scott McAndrews
Subject: RE: Use Cases for Voyager - Meeting Next Week

Hi Scott,

Great to see you today, thank you, and I'm excited about the direction Voyager is taking. I apologize for not getting to your questions before now, but we were busy [REDACTED]

- The report represents our RHD group only, based on several discussions I've had with our users here (Will, Ellen, Brian). I don't communicate much with the other groups, other than Rebecca, who has been a tremendous point-of-contact throughout.
- Voyager has helped with some "smoking guns" – not necessarily generating The Big Lead that cracks a case wide open, but certainly in surfacing details about guns, murders, etc.
- I certainly did see how it grows – [REDACTED] Six degrees of separation, etc. I think other users will encounter this as they put more and more data in, for sure. There's a certain tipping point, and suddenly [REDACTED] you see how small the world still is.
- For me it probably occupies something of a space in between "need to have" and "nice to have." Its best features are need to have right now: search warrants are just a beast, for example. So as it stands right now, the warrant processing and the network mapping (especially one hop out to 2nd degree) are probably my favorite features.
- I'm in kind of an unusual place, though, [REDACTED] so I suppose everything you proposed today on some level is need to have for me. So I also need avatars, profile finder and robust topic queries, for real-time work. Target acquisition (profile finder) is needed because many of our cases begin with a single data point (name, phone number, etc.). For other folks they may need more of one feature or another based on their day-to-day work.
- I actually like that you have taken a cautionary approach to "monitoring," after seeing some of the seismic shifts take place in the last few years, and the Geofeedia failure. In some ways, I would like such a tool/feature COMPLETELY separate from all of the other Voyager features. Maybe even with its own distinct login/interface/name. Chris Adamcyz from Mesa, AZ PD [REDACTED] and he has come up with a really good triangle for real-time work: Briefer, Listener, and Investigator. The Briefer is the supervisor, the Listener is actually doing the real-time work (akin to watching a bunch of CCTV feeds), and the Investigator does any follow-up or drill-down on specific threat items. I know this is a hot-button topic that a lot of people get hung up on, but at the same time other agencies ([REDACTED]) are looking for this capability so that we can ideally prevent atrocities.

- I was really glad you had the NYPD Commish quote in there, also. I think for our decision makers, it's critical for them to understand this as a new kind of terrain. Most came up in the org when social media wasn't a thing, and there is still some executive-level paradigm shifting to be done. Finally, any discussions with our leadership should at least make mention of Voyager's future and how it aligns with potential use cases [REDACTED]
Gun detection is a great example.

V/R,

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From: Scott McAndrews <scottm@voyagerlabs.co>

Sent: Monday, September 16, 2019 11:57 AM

To: [REDACTED] <[REDACTED]>

Subject: Re: Use Cases for Voyager - Meeting Next Week

[REDACTED],
I was able to review your feedback. This is great by the way!

Can I ask a few minor questions and if you are ok with sharing:

- Is this report representing all participants in the pilot, your RHD group or your own personal viewpoint? Is each group passing something like this to us and beforehand (if you know the answer)?