



Metropolitan Police Department

Homeland Security Bureau



300 Indiana Avenue N.W, Room 5050, Washington, D.C. 20001 (202) 727-9659

MEMORANDUM

TO: Chief Operating Officer

THRU: Assistant Chief of Police
Homeland Security Bureau *for COF ED 12/29/14*

THRU: Commander
Technical Services Division

FROM: Director *LEC APPROVAL*
Joint Strategic and Tactical Analysis Command Center

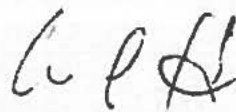
DATE: December 22, 2016

SUBJECT: Social Media Analysis Tool (Voyager Analytics) Test Request

1. The Criminal Research Specialists (CRS) assigned to the Investigative Support Unit (ISU) and MPD personnel assigned to the Criminal Intelligence Branch (CIB) currently have no automated method of searching social media for relevant information to persons that are subjects of MPD criminal investigations, nor do they have a method of conducting that search from non-attributable platforms; furthermore, all "network analysis" conducted by the CRS or CIB are done manually, resulting in a very-labor intensive process that does not have the capabilities of relying on automated, big-data analytics.
2. Voyager Analytics Social Media Collection and Analysis Software offers an automated solution to this problem along with integrated analytics to conduct network analysis and provide in-depth information from over six social media platforms from non-attributable proxy servers. This is primarily an investigative tool that can directly support the missions of the CRS, CIB and MPD personnel assigned to the JTTF. This is not an alerting or aggregation tool (such as Dataminr or Sprinklr) and has distinctly different capabilities. Additionally, Voyager offers its "Genesis" tool that "efficiently reads and parses PDF files received from social media platform providers in response to a search warrant or subpoena" which then allows the results to be analyzed quickly and efficiently using Voyager's proprietary analytic suite, significantly simplifying the investigative process and reducing the manpower burden following receipt of massive amounts of data received in response to these court orders.
3. Voyager Analytics is a web-based tool that requires no software installation on MPD systems, nor any access to MPD data. Furthermore, as it only collects data in the public domain from proxy servers, it does not depend on social media

- providers such as Twitter, etc., granting access to their data, and thus is not subject to having its services available at the whim of the social media providers.
4. Voyager has been previously tested by the Intelligence Division and found to exceed the capabilities of all other social media investigative tools they had tried. However, prior to recommending departmental purchase, due to the similarity of mission, a second trial is requested to see if this tool will also benefit the CRS personnel assigned to the ISU and CIC. Voyager Analytics has offered MPD a two-week trial period during the period of the Presidential Inauguration to see if the tool will meet our needs. Additionally, CIB has not had the opportunity to try the Genesis tool, which will also be offered for trial during this period. This test period will also help determine the appropriate number of licenses and necessary data packages should it meet MPD's needs and a purchase decision is made.
 5. If approved for a trial period with MPD, its usage will be covered by existing social media policies or the previously submitted draft social media policy and will be reviewed by the MPD privacy officer prior to beginning the test.
 6. If approved for test, a "donation agreement" will be completed separately with Voyager covering the proposed trial period from 9-23 January 2017.
 7. Expected performance outcomes and measures for the test period are:
 - a. Expected Outcomes:
 - i. Validation of the Voyager tool as an effective investigation tool for Intelligence and CRS personnel.
 - ii. Validation of Voyager's Genesis tool as an effective means of sorting and analyzing social media search warrant/court order returns
 - b. Performance Measures:
 - i. Voyager provides investigative leads in 75% of the use cases attempted that would have been previously unavailable with existing MPD systems and software tools.
 - ii. Genesis reduces the time necessary to process social media returns from a court order by an average of 50% over existing processes.
 8. I strongly recommend approval of this free trial and I am happy to facilitate a meeting with Voyager Analytics personnel if additional information is desired.

Respectfully,



LEE T. WIGHT, Director, Joint
Strategic and Tactical Analysis
Command Center

Attachments:

- 1—E-mail from Voyager to JSTACC Director proposing trial period.
- 2—Voyager Social Media Intelligence and Investigations software description.
- 3—Voyager Analytics—Capabilities Statement.