



SoundThinking Introduces Generative AI-Powered Search Capabilities for CrimeTracer

Summary: SoundThinking expands its AI offerings with the introduction of generative AI chatbot technology in CrimeTracer, enabling law enforcement to quickly find critical investigative information through natural language queries.

FREMONT, CA, April 24, 2025 – SoundThinking, Inc. (Nasdaq: SSTI), a leading public safety technology provider, today announced the beta release of generative artificial intelligence (AI) capabilities for CrimeTracer™, the company's advanced search engine for law enforcement investigations. This enhancement enables investigators to use natural language processing to search for and discover critical information and leads, helping to significantly streamline investigative workflows.

The AI-powered functionality allows users to interact with CrimeTracer through conversational queries, eliminating complex search syntax and helping officers quickly find connections across billions of records. Currently in beta testing with select agencies, the new feature is expected to be generally available to all CrimeTracer customers this summer at no additional cost.

"AI is the new UI and we're bringing it to CrimeTracer, the most data-rich product in our SafetySmart™ platform," said Sam Klepper, Senior Vice President, Product and Corporate Development at SoundThinking. "CrimeTracer is the leading law enforcement search engine and helps officers find leads in their investigations. We think AI-driven chatbots are a better way for busy officers to get the data they need more quickly and easily. After testing this with investigators, crime analysts and command staff using CrimeTracer, we intend to use the same technology framework to deploy similar functionality to other products in our suite."

CrimeTracer is currently used by approximately 2,100 law enforcement agencies nationwide, with users conducting millions of searches annually to support investigations. The addition of generative AI technology represents a significant advancement in making this vast data repository more accessible and actionable for frontline officers and investigators.

"We've been testing CrimeTracer's new AI chatbot, and it's already showing strong potential to give us faster and easier access to the vast amount of crime data it has available across our jurisdiction and surrounding areas," said Jason Peardon, Investigator for East Palo Alto, CA Police Department. "It's helping us surface hard-to-find connections between people, addresses and vehicles—insights that often move our cases forward. We're excited to see AI being applied in a way that directly supports our investigations, and this approach looks very promising."

While SoundThinking has previously incorporated AI and machine learning technology in its operations, this release marks the first time these capabilities are directly visible in the user interface. The implementation has been developed with a focus on responsible AI principles, including data privacy, accuracy and transparency.



Key benefits of the new AI search capabilities include:

- Natural Language Queries: Officers can ask questions using everyday language rather than technical search syntax.
- More Comprehensive Results: Identify connections across disparate data sources that might otherwise be missed.
- Increased Efficiency: Reduce time spent formulating searches and analyzing results.
- Democratized Access: Facilitate advanced search capabilities accessible to all officers, not just specialized analysts.

To learn more about SoundThinking's AI-powered CrimeTracer and the SafetySmart platform, please visit www.SoundThinking.com.

Forward-Looking Statements

This press release contains "forward-looking statements" within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to statements regarding our expectations for the availability of AI capabilities for all CrimeTracer customers this summer and using the same technology framework to deploy similar AI functionality to other products in our suite. Words such as "expect," "anticipate," "should," "believe," "target," "project," "goals," "estimate," "potential," "predict," "may," "will," "could," "intend," or variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond our control. Our actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to: our ability to successfully negotiate and execute contracts with new and existing customers in a timely manner, if at all; our ability to maintain and increase sales, including sales of our newer product lines; the availability of funding for our customers to purchase our solutions; the complexity, expense and time associated with contracting with government entities; our ability to maintain and expand coverage of existing public safety customer accounts and further penetrate the public safety market; the potential effects of negative publicity; our ability to sell our solutions into international and other new markets; the lengthy sales cycle for our solutions; changes in federal funding available to support local law enforcement; our ability to deploy and deliver our solutions; our ability to maintain and enhance our brand; and our ability to address the business and other impacts and uncertainties associated with macroeconomic factors, as well as other risk factors included in our most recent annual report on Form 10-K and other SEC filings. These forward-looking statements are made as of the date of this press release and are based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Except as required by law, we undertake no duty or obligation to update any forward-looking statements contained in this press release as a result of new information, future events or changes in expectations.



About SoundThinking

SoundThinking, Inc. (Nasdaq: SSTI) is a leading public safety technology company that delivers AI- and data-driven solutions for law enforcement, civic leadership, and security professionals. SoundThinking is trusted by more than 300 customers and has worked with approximately 2,100 agencies to drive more efficient, effective, and equitable public safety outcomes. The company's SafetySmart™™ platform includes ShotSpotter®, the leading acoustic gunshot detection system; CrimeTracer, the leading law enforcement search engine; CaseBuilder™, a one-stop investigation management system; ResourceRouter™, software that directs patrol and community anti-violence resources to help maximize their impact; SafePointe®, an AI-based weapons detection system; and PlateRanger™ powered by Rekor®, a leading ALPR solution. SoundThinking has been designated a Great Place to Work® Company.

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