

## Seth, Susami

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**From:** Customer Support <support@shotspotter.com>  
**Sent:** Sunday, June 30, 2019 2:05 PM  
**To:** eprime@columbuspolice.org  
**Subject:** Shotspotter - ColumbusOHLiden - Misclassify - 6/30/2019 1:13 PM - Incident 7,738 [ ref:\_00D60Jm9t\_5000d1TIRDZ:ref ]



Hello,

Thank you for contacting us about Incident 7,738 and providing ground truth.

We have determined that this incident has been misclassified as PG. We have reclassified this incident to reflect the accurate classification of FC.

This incident will be added into our training materials and analyzed further to better understand the root cause of misclassification and help prevent this from occurring in the future. We take great strides to accurately classify incidents.

We have attached the audio data from the incident to this email for your reference.

More information on how incidents are classified can be found [here](#).

If you have any further questions, please don't hesitate to contact us at [support@shotspotter.com](mailto:support@shotspotter.com).

Thank you and have a safe day,



Service Operations Center Specialist



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