

Seth, Susami

From: Customer Support <support@shotspotter.com>
Sent: Monday, July 1, 2019 5:00 PM
To: eprime@columbuspolice.org
Subject: Shotspotter - ColumbusOHLinden - Misclassify - 7/1/2019 4:28 PM - Incident 615-8335 [ref:_00D60Jm9t_5000d1TldKu:ref]



Hello,

Thank you for contacting us about Incident 615-8335 and providing ground truth.

We have determined that this incident has been misclassified as SG. 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.

Thank you and have a safe day,



Service Operations Center Specialist



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