

Seth, Susami

From: Customer Support <support@shotspotter.com>
Sent: Wednesday, July 24, 2019 1:36 PM
To: rnolan@columbuspolice.org
Subject: Shotspotter- ColumbusOH- Misclassify- 07/24/19- [REDACTED].- Incident ID # 616-20106 [ref:_00D60Jm9t._5000d1UVf60:ref]



Good Afternoon,

Thank you for contacting us about an incident at 1555hrs. on 07/23/2019 in the area of [REDACTED].

We researched the referenced incident and located audio closely matching the incident details. Upon further research we have determined that Incident 616-20106 was misclassified as OT. We have reclassified this incident to reflect the accurate classification of SG.

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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