

## Seth, Susami

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**From:** SoundThinking Support <support@soundthinking.com>  
**Sent:** Wednesday, November 1, 2023 12:39 AM  
**To:** kkelley@columbuspolice.org  
**Subject:** [EXTERNAL] RE: SoundThinking - ColumbusOHLinden - Misclassify - 10/31/2023 9:32 PM - Good evening. Looking for any unidentified ShotSpotter data for the area of [REDACTED] and [REDACTED] within the past hour. 2h Share some context to help the team respon

----- Original Message -----

**From:** SoundThinking Support [support@soundthinking.com]  
**Sent:** 10/31/2023 9:31 PM  
**To:** kkelley@columbuspolice.org  
**Subject:** SoundThinking - ColumbusOHLinden - Misclassify - 10/31/2023 9:32 PM - Good evening. Looking for any unidentified ShotSpotter data for the area of [REDACTED] and [REDACTED] within the past hour. 2h Share some context to help the team respond better and faster. 2h Hi thanks for contacting ShotSpotter. My name is [REDACTED] [ ref:!00D600Jm9t.!500Qp04eade:ref ]



Hello,

Thank you for contacting us about an incident at 2132hrs. on 10/31/2023 in the area of [REDACTED] and [REDACTED]

We researched the referenced incident and located audio closely matching the incident details. Upon further research we have determined that Incident 615-182159 was misclassified as OT. We have reclassified this incident to reflect the accurate classification of MG.

SoundThinking knows that you and the community you serve depend on us to be accurate, reliable, and timely. We take our mission seriously and set high standards for our performance because we know the consequences can be serious if we get it wrong. In this case, we fell short.

We treat every misclassification as a serious matter because we know it represents a potential missed opportunity to render timely aid to a victim, initiate an investigation, or hold an offender accountable. We independently audit every misclassified incident to identify the cause and ensure we followed our procedures.

We use the information from those assessments to improve our performance and are committed to exceeding the high standards we guarantee. If you have any further questions, please do not hesitate to contact us at [support@soundthinking.com](mailto:support@soundthinking.com).

We know you depend on us. Thank you for trusting SoundThinking to help you carry out your mission and protect your community from gun violence.

[REDACTED]

ref:!00D600Jm9t.!500Qp04eade:ref

