

## Seth, Susami

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**From:** CLyman@columbuspolice.org  
**Sent:** Friday, June 17, 2022 12:20 AM  
**To:** shotspotter\_support@columbuspolice.org  
**Cc:** CommunicationSupervisors@columbuspolice.org  
**Subject:** Possible Outage of ShotSpotter

We have not had any alerts since 4:25AM on 6/16/22. When I contacted ShotSpotter customer support they did not provide any helpful information. See the conversation below. Any help would be greatly appreciated.

### Conversation with ShotSpotter

Started on June 16, 2022 at 08:29 PM America/Los\_Angeles time PDT (GMT-0700)

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08:29 PM | CHRISTOPHER LYMAN: Can you check to see if we have any outages in our service area? We have not received any alerts since 425AM EST.

08:29 PM | Operator: Share some context to help the team respond better and faster.

08:29 PM | Operator: Thanks for sending that context. To save time later, feel free to add more details now.

08:29 PM | Operator: You can return here anytime to see responses and send updates.

08:29 PM | Operator: You'll get replies here and in your email:

✉️  clyman@columbuspolice.org

The team will reply as soon as they can.

08:38 PM | [REDACTED] from ShotSpotter: Hello and thank you for contacting Shotspotter. Upon checking I was able to find that the last incident sent was at 2323hrs.

08:40 PM | CHRISTOPHER LYMAN: Okay. I've logged into both the Respond and Dispatch application and we have no new notifications on our end.

08:44 PM | [REDACTED] from ShotSpotter: One moment please.

08:52 PM | [REDACTED] from ShotSpotter: We may need to triage for further investigation

08:52 PM | [REDACTED] from ShotSpotter: I cant seem to find the issue.

08:55 PM | CHRISTOPHER LYMAN: Any suggestions on what to do in the meantime while it's getting fixed?

08:58 PM | [REDACTED] from ShotSpotter: One moment please while I contact a manager that can answer that question for you.

09:08 PM | Operator: Help [REDACTED] understand how they're doing:

09:08 PM | Operator: Rate your conversation

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Exported from ShotSpotter on June 16, 2022 at 09:16 PM America/Los\_Angeles time PDT (GMT-0700)

Respectfully,

Christopher Lyman #S14  
911 Emergency Communications Specialist



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DEPARTMENT OF  
PUBLIC SAFETY

911 Emergency Communications Center  
1250 Fairwood Ave  
Columbus, OH 43206  
**Direct:** 614.645.4899  
**Fax:** 614.645.4700  
3<sup>rd</sup> Shift S/M

<https://www.columbus.gov/911/>

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