

Seth, Susami

From: CLyman@columbuspolice.org
Sent: Friday, June 17, 2022 2:54 AM
To: shotspotter_support@columbuspolice.org
Cc: CommunicationSupervisors@columbuspolice.org
Subject: FW: [EXTERNAL] ColumbusOH - Application Question- 06/16/2022 [ref:_00D60Jm9t._5006Q1qyl8D:ref]

UPDATE

ShotSpotter alerts started populating into the system again. We received our first one at 12:58AM on 6/17/2022.

From: Support [mailto:support@shotspotter.com]
Sent: Friday, June 17, 2022 1:41 AM
To: Lyman, Christopher S. <CLyman@columbuspolice.org>
Subject: [EXTERNAL] ColumbusOH - Application Question- 06/16/2022 [ref:_00D60Jm9t._5006Q1qyl8D:ref]

Hello,

Thank you for contacting us regarding alerts not being received since 0425hrs on 06/16/2022. After checking with our Technical Support team, we found that the systems for your coverage zone are running properly. We also found that there has been a lot of firework activity and alerts that had been dismissed since that time. Which could explain the possible reason for alerts not being received.

However if you have any incidents that are believed to have been missed, please provide us with information such as:

- Adjusted time frame
- Change of reported location
- Proximity to coverage area
- Caliber of weapon
- Indoor/outdoor scene
- Environmental factors - inclement weather, ambient noise
- Weapon suppression
- Close range/self-inflicted
- Proximity to buildings
- Vehicle/moving vehicle
- Any additional crime scene details

If you have any further questions or concerns, please contact us at support@shotspotter.com

Thank you and have a safe day,


Incident Review Center Manager 

ref:_00D60Jm9t._5006Q1qyl8D:ref