## Bell, Megan

**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Friday, August 7, 2026 12:19 PM
**To:** Adams, Michael
**Subject:** [EXTERNAL] Vandalized Audio Device - R#119 [redacted]

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Hi Capt. Adams,

Thank you for reaching out. I'm sorry to learn of this unfortunate incident. I'm happy to help restore functionality to location **R#119** [redacted]. I've created a high?priority ticket for our Field Operations team to dispatch a technician. Once the visit is scheduled, you'll receive a Digest email with the tentative date. Those with admin permissions can track the scheduling progress for this location on the Device Health page in the portal:

Device Health page: https://planner.flocksafety.com/device-health

At the moment, there aren't any replacement fees associated with Gunshot Detection devices.

Stay safe,
George
Flock Location Support



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