Bell, Megan

From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, July 7, 2026 4:24 PM
To: Adams, Michael
Cc: brian.asher@flocksafety.com
Subject: RE: [EXTERNAL] RE: Fwd: vandalism to gun shot detector.

Thank you for the update. I've submitted a ticket for location **R#124** [redacted], to our Field Operations Team, who will schedule a technician to respond. Once the visit has been scheduled, you will receive a daily digest email advising of the 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

Thanks,
Briana
Flock Location Support

---------- Original Message ----------
From: Adams, Michael [madams@johnsoncitytn.org]
Sent: 7/7/2026, 4:20 PM
To: support@flocksafety.com
Cc: brian.asher@flocksafety.com
Subject: RE: [EXTERNAL] RE: Fwd: vandalism to gun shot detector.

The pole is still standing and solar panel is still there. Likely someone climbed the pole and jerked the detector off.

Sent from my Galaxy

-------- Original message --------
From: Flock Safety Support <support@flocksafety.com>
Date: 7/7/26 3:47 PM (GMT-05:00)
To: "Adams, Michael" <madams@johnsoncitytn.org>
Cc: brian.asher@flocksafety.com
Subject: RE: [EXTERNAL] RE: Fwd: vandalism to gun shot detector.

Hi Chief Adams,

Is the pole still on site & undamaged for location **R#124** [redacted]

Thanks,

Briana
Flock Location Support

---------- Original Message ----------
From: Adams, Michael [madams@johnsoncitytn.org]
Sent: 7/7/2026, 3:06 PM
To: support@flocksafety.com
Cc: brian.asher@flocksafety.com
Subject: RE: [EXTERNAL] RE: Fwd: vandalism to gun shot detector.

I have another one that was damaged. It was discovered near [redacted]. The numbers on the Raven are as follows.

[redacted]

[redacted]

[redacted]

It is also on my desk. It appears the wire was pulled out of the solar panel and the mount on it is broken too.

From: Flock Safety Support <support@flocksafety.com>
Sent: Monday, July 6, 2026 5:32 PM
To: Adams, Michael <madams@johnsoncitytn.org>
Subject: [EXTERNAL] RE: Fwd: vandalism to gun shot detector.

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Hi Chief Adams,

Thank you for reaching out. I'm sorry to learn of this unfortunate incident. I've submitted a high-priority ticket to the Field Operations Team, who will schedule a technician to respond. Once the visit has been scheduled, you will receive a daily digest email advising of the 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

Thanks,
Briana
Flock Location Support

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 7/6/2026, 1:30 PM
To: brian.asher@flocksafety.com
Cc: madams@johnsoncitytn.org
Subject: RE: Fwd: vandalism to gun shot detector.

Hi there,

Thank you for contacting Flock. Our Location Support team has received your case. We appreciate your patience while we work diligently through current requests, and a member of the team will reach out as soon as they're able to review your case.

Stay Safe,
Ashley
Flock Customer Support

---------- Original Message ----------
From: Brian Asher [brian.asher@flocksafety.com]
Sent: 7/6/2026, 12:12 PM
To: support@flocksafety.com
Subject: Fwd: vandalism to gun shot detector.

Hi team,

Raven device will need replacement (sounds like pole as well) and pick up damaged equipment at the PD.

https://flocksafety.lightning.force.com/lightning/r/Location/131Pi000003JIKTIA4/view

https://camera-management.flocksafety.com/camera/0744475f-7879-40d7-b7cc-5e5233a57af4/status

Thanks,

Brian

---------- Forwarded message ---------
From: **Adams, Michael** <madams@johnsoncitytn.org>
Date: Mon, Jul 6, 2026 at 10:08?AM
Subject: vandalism to gun shot detector.
To: Brian Asher <brian.asher@flocksafety.com>

Good morning,

We had the pole get knocked over and the mount on the back of the gunshot detector broke. The detector will need to be replaced as the plastic shell is broken. It is currently in my office whenever a tech is in town I can give it to them.

Deputy Chief Mike Adams

Johnson City Police Department

City of Johnson City, Tennessee

423.434.6123 o./423.483.5891 m. / www.johnsoncitytn.org

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--

Brian Asher
Customer Success Manager

flocksafety.com

brian.asher@flocksafety.com

470-508-5062

Upcoming OOO July 27 - Aug 3.

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thread::2JFudfJHKC6w8Az4fA-6AA4::

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