Bell, Megan

From: Michael Pearman <michael.pearman@flocksafety.com>
Sent: Tuesday, July 7, 2026 3:25 PM
To: Adams, Michael
Cc: Brian Asher
Subject: Re: [EXTERNAL] Re: PTZ #027

I wanted to provide an update regarding PTZ #027. Unfortunately, the camera is still not performing as expected following the canopy trimming on Friday.

We had a work order created to have the device replaced.

Michael Pearman
Technical Account Manager

flocksafety.com

michael.pearman@flocksafety.com

On Tue, Jul 7, 2026 at 8:23 AM Adams, Michael <madams@johnsoncitytn.org> wrote:

> On Friday afternoon I believe.
>
> **From:** Michael Pearman <michael.pearman@flocksafety.com>
> **Sent:** Monday, July 6, 2026 3:20 PM
> **To:** Adams, Michael <madams@johnsoncitytn.org>
> **Subject:** Re: [EXTERNAL] Re: PTZ #027
>
> Amazing , do you happened to know when they were trimmed ? Looking at the solar levels.
>
> **Michael Pearman**
> Technical Account Manager
>
> **flocksafety.com**
>
> michael.pearman@flocksafety.com

On Mon, Jul 6, 2026 at 3:00 PM Adams, Michael <madams@johnsoncitytn.org> wrote:

It has been cleared. Thank you

Sent from my Galaxy

-------- Original message --------

From: Michael Pearman <michael.pearman@flocksafety.com>

Date: 7/6/26 2:47 PM (GMT-05:00)

To: "Adams, Michael" <madams@johnsoncitytn.org>

Cc: Brian Asher <brian.asher@flocksafety.com>

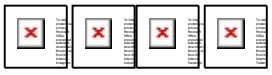
Subject: Re: [EXTERNAL] Re: PTZ #027

Hi DC Adams,

I wanted to follow up on this. Please let me know once the canopy has been cleared so that I can monitor the device health and confirm if that was the issue.

Thank you!

Michael Pearman
Technical Account Manager



flocksafety.com

michael.pearman@flocksafety.com

On Fri, Jun 26, 2026 at 12:46 PM Adams, Michael <madams@johnsoncitytn.org> wrote:

Yes. I will take a look.

From: Brian Asher <brian.asher@flocksafety.com>
Sent: Friday, June 26, 2026 11:55 AM
To: Adams, Michael <madams@johnsoncitytn.org>
Cc: Michael Pearman <michael.pearman@flocksafety.com>
Subject: [EXTERNAL] Re: PTZ #027

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Hi DC,

Got a question back from the team - they noticed power has dwindled slowly over the past month, and saw that the location could be covered by tree canopy. Could you all put eyes on it and see if trees are blocking solar?

Thanks!
Brian

On Fri, Jun 26, 2026 at 11:34 AM Brian Asher <brian.asher@flocksafety.com> wrote:

Morning sir,

See we do have a case open for it - I've escalated to see if we can do anything remotely, or if we'll need a visit.

Case: 01796402

Thanks!
Brian

On Fri, Jun 26, 2026 at 11:09 AM Adams, Michael <madams@johnsoncitytn.org> wrote:

> The PTZ #027 at [redacted] is down and not connecting.
>
> 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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Customer Success Manager

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470-508-5062

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