Bell, Megan

From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, August 19, 2026 11:23 AM
To: Adams, Michael
Subject: [EXTERNAL] RE: Case #01930005 - Fwd: [EXTERNAL] Re: F#117 LPR

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Good morning,

I am writing to let you know that functionality has been restored to the following locations: **P#014** [redacted] and **P#117** [redacted]

- Functionality was restored on 8/7.
- As of today (8/19), the equipment is working as expected.

No further action is needed on this ticket.

Thank you,

Zack
Flock Location Support

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 7/21/2026, 1:58 PM
To: madams@johnsoncitytn.org
Subject: RE: Case #01930005 - Fwd: [EXTERNAL] Re: F#117 LPR

Good afternoon, Deputy Adams.

Thank you for letting us know about the incident involving Flock camera locations: **P#014** [redacted] and **P#117** [redacted]. I am getting work orders prepared for both locations. Brian Asher mentioned that you retrieved some of the Flock hardware and are holding it at your office. Please see the **equipment recovery** questions below.

Next Steps/Please advise:

- Full reinstallation work orders are being created for **P#014** [redacted] and **P#117** [redacted].
    - Since the poles need to be replaced, the repair process will consist of a ***site survey,*** an ***811 digging survey,*** and finally a ***reinstallation site visit*.**
- Once the work orders are created, you can track scheduling progress for this location on the Device Health page in your portal: https://planner.flocksafety.com/device-health
- **Equipment Recovery:** If you have any of the damaged equipment, please see below. If we provide you with a box and a return shipping label, would you mind shipping the equipment back to Flock? The only item we **cannot** recover via shipment is the Flock pole, so if you have that, please feel free to discard it at your convenience.

    -
    - Please confirm what Flock hardware you have (camera, solar panel, compute box, power module, etc): **LPRs (2), Solar panels (2)**
    - Please confirm the shipping address & who the box should be addressed to: **[insert shipping address & POC]**

Thank you for your attention to this matter. If you have any questions, please don't hesitate to ask.

Zack
Flock Location Support

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 7/21/2026, 10:19 AM
To: brian.asher@flocksafety.com
Subject: Case #01930005 - Fwd: [EXTERNAL] Re: F#117 LPR

Hi Brian,

Thanks for looping in Support. I am going to send this to our replacements team for further assistance. They should hear back soon.

Stay Safe,
Alicia
Flock Customer Support

---------- Original Message ----------
From: Brian Asher [brian.asher@flocksafety.com]
Sent: 7/21/2026, 7:26 AM
To: support@flocksafety.com
Subject: Fwd: [EXTERNAL] Re: F#117 LPR

Hi team,

We have two cameras in Johnson City to get replacement work orders for.

F#117 - pole knocked down (maybe not intentionally) and solar panel shattered. Pick up at PD.
F#014 - pole knocked down (possible vandalism). Cam and solar panel for pick up at PD.

Thank you,
Brian

---------- Forwarded message ---------
From: **Adams, Michael** <madams@johnsoncitytn.org>
Date: Tue, Jul 21, 2026 at 7:46?AM
Subject: RE: [EXTERNAL] Re: F#117 LPR
To: Brian Asher <brian.asher@flocksafety.com>
Cc: Michael Pearman <michael.pearman@flocksafety.com>

On this particular one F#117, the solar panel has shattered. I have that one upstairs in our property room. I did not realize another was also knocked down. It is F#014 [redacted]. I have that one in my office and the solar panel on it appears to still be in working order. I have reports completed on these and am going to have an investigator look into it and see if we can determine if this was intentional.

On Mon, Jul 20, 2026 at 4:22?PM Adams, Michael <madams@johnsoncitytn.org> wrote:

> I have a pole that got knocked over. It was located at [redacted]. I have the solar panel and the camera itself in my office. It appears a lawn mower knocked it over but they never called us.

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

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brian.asher@flocksafety.com

470-508-5062

Upcoming OOO July 27 - Aug 3.

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