Bell, Megan

From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, August 12, 2026 5:05 PM
To: Adams, Michael
Subject: [EXTERNAL] RE: Vandalized Audio Device - R#119 [redacted]

CAUTION: External Email This email originated from outside of Johnson City's e-mail servers. DO NOT click links or open attachments unless you recognize the sender and know the content is safe.

Hi Capt.,

I'm writing to let you know that functionality has been restored to the device at location **R#119** [redacted] as of yesterday, and the equipment is currently operational. No further action is needed on this ticket.

Thank you for your continued partnership.

Stay safe,
George
Flock Location Support

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 8/7/2026, 11:19 AM
To: madams@johnsoncitytn.org
Subject: Vandalized Audio Device - R#119 [redacted]

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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