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Sent: 2/29/2024 8:36:05 AM
From: Graham Carter <graham.carter@flocksafety.com>
To: "Jeremy"
Cc: "Flock Safety" , "Edward" , "Mark"
Bcc:
Importance: Normal
Subject: Re: Transparency Portal Audit System Down

Hello All,
Did a test. i was able to download an audit doc. Don't know if that helps or hinders.



Graham Carter

Senior Customer Success Manager



📞 [415-329-1307](tel:415-329-1307) 🖱️ flocksafety.com

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[Tuesday 4:00-5:30pm CT](#)

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Interstate Burglary Crew Accused of Stealing Items Worth Over \$500k Is Found With Flock



On Thu, Feb 29, 2024 at 11:32 AM Jeremy Karagan <JKaragan@ci.benicia.ca.us> wrote:
Thanks for fixing the link and please keep me posted on the other issue.

JEREMY KARAGAN

IT Analyst II

Benicia Police Department

200 East L Street

Benicia, CA 94510

707.746.4258

JKaragan@ci.benicia.ca.us

From: Flock Safety Support <support@flocksafety.com>

Sent: Thursday, February 29, 2024 8:26 AM

To: graham.carter@flocksafety.com <graham.carter@flocksafety.com>

Cc: Jeremy Karagan <JKaragan@ci.benicia.ca.us>; Edward Criado <ECriado@ci.benicia.ca.us>

Subject: Re: Transparency Portal Audit System Down

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didn't fix the overall issue, so I am having our engineers take a deeper look.

Thank you again for your patience.

-Rhianna

----- Original Message -----

From: Graham Carter [graham.carter@flocksafety.com]

Thank you! It looks like that

Sent: 2/28/2024, 7:26 PM

To: support@flocksafety.com

Cc: jkaragan@ci.benicia.ca.us; ecriado@ci.benicia.ca.us

Subject: Re: Transparency Portal Audit System Down

This has been updated. Let me know if there is anything else I can do to help.

Best,



Graham Carter

Senior Customer Success Manager



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#SolvedStories

COBB COUNTY PD | GEORGIA

Interstate Burglary
Crew Accused of
Stealing Items
Worth Over \$500k
Is Found With Flock



On Wed, Feb 28, 2024 at 7:05?PM Flock Safety Support <support@flocksafety.com> wrote:

I am looping in your wonderful Customer Success Manager, Graham, to help you update your Transparency Portal.

Let me know if that fixes it! If not, our engineers are still taking a look.

-Rhianna

----- Original Message -----

From: Jeremy Karagan [jkaragan@ci.benicia.ca.us]

Sent: 2/28/2024, 4:49 PM

To: support@flocksafety.com

Cc: ecriado@ci.benicia.ca.us

Subject: Re: Transparency Portal Audit System Down

Hi Rhianna,

So I have more information about the issue. On our site that you host, <https://transparency.flocksafety.com/benicia-ca-pd> at the bottom of the page there is a link to our policy, that current link is broken and needs to be updated with this link below.

[https://www.ci.benicia.ca.us/vertical/sites/%7BF991A639-AAED-4E1A-9735-86EA195E2C8D%7D/uploads/ALPR_Policy\(1\).pdf](https://www.ci.benicia.ca.us/vertical/sites/%7BF991A639-AAED-4E1A-9735-86EA195E2C8D%7D/uploads/ALPR_Policy(1).pdf)

Is that something you can help me with?

Thanks and sorry for the confusion.

JEREMY KARAGAN

IT Analyst II

Benicia Police Department

200 East L Street

Benicia, CA 94510

707.746.4258

JKaragan@ci.benicia.ca.us

From: Flock Safety Support <support@flocksafety.com>

Sent: Wednesday, February 28, 2024 2:51 PM

To: Jeremy Karagan <JKaragan@ci.benicia.ca.us>

Subject: Re: Transparency Portal Audit System Down

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Our engineers
are still looking

into it at this time. I appreciate your patience.

<https://transparency.flocksafety.com/benicia-ca-pd> is the link to your public facing transparency portal.

-Rhianna

----- Original Message -----

From: Jeremy Karagan [jkaragan@ci.benicia.ca.us]
Sent: 2/28/2024, 10:57 AM
To: support@flocksafety.com
Subject: Re: Transparency Portal Audit System Down

Hi Rhianna,

Any update on this, also could you send me the link to see if I can access it. I'm not sure I have ever accessed the Audit Portal.

Thanks

JEREMY KARAGAN

IT Analyst II

Benicia Police Department

200 East L Street

Benicia, CA 94510

707.746.4258

JKaragan@ci.benicia.ca.us

From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, February 27, 2024 10:23 AM
To: Jeremy Karagan <JKaragan@ci.benicia.ca.us>
Cc: Maazin Ahmed <MAhmed@ci.benicia.ca.us>; Mark Menesini <MMenesini@ci.benicia.ca.us>
Subject: RE: Transparency Portal Audit System Down

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sure, this is the first time I have seen this. It doesn't look to be affecting other agencies. I have reached out to our engineers for some insight and I will let you know as soon as I have heard back.

Thank you for your patience!

Stay safe,
Rhianna

----- Original Message -----

From: Jeremy Karagan [jkaragan@ci.benicia.ca.us]

Hi there,
I am not entirely

Sent: 2/27/2024, 11:08 AM

To: support@flocksafety.com

Cc: mmenesini@ci.benicia.ca.us; mahmed@ci.benicia.ca.us

Subject: Transparency Portal Audit System Down

Good morning,

It looks like our Audit Portal is not working, is that specific to us or Flock in general? Thanks for looking into this.

JEREMY KARAGAN

IT Analyst II

Benicia Police Department

200 East L Street

Benicia, CA 94510

707.746.4258

JKaragan@ci.benicia.ca.us

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