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Sent: 3/5/2024 10:32:03 AM
From: Graham Carter <graham.carter@flocksafety.com>
To: "Flock Safety"
Cc: "Edward"
Bcc:
Importance: Normal
Subject: Re: Transparency Portal Audit System Down

Likewise let me know if I can be helpful!



Graham Carter
Senior Customer Success Manager



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

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#SolvedStories

"In 2024, if you're not embracing technology, you're probably falling behind in solving crimes."

Chief Thompson
Elizabethtown PD | Kentucky



On Tue, Mar 5, 2024 at 9:36 AM Flock Safety Support <support@flocksafety.com> wrote:
Did you see the follow-up on this thread from Graham? He advised he has gotten this corrected for you.

Thank you! Let us know if there are any more questions.

-Rhianna

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

From: Edward Criado [ecriado@ci.benicia.ca.us]

Sent: 3/5/2024, 10:28 AM

To: support@flocksafety.com

Subject: RE: Transparency Portal Audit System Down

So what does this mean?

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

Sent: Monday, March 4, 2024 9:10 AM

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

Cc: graham.carter@flocksafety.com; Mark Menesini <MMenesini@ci.benicia.ca.us>; Edward Criado <ECriado@ci.benicia.ca.us>

Subject: RE: Transparency Portal Audit System Down

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I have heard from our engineers! This area of the portal is editable by your organization, so our team suspects that someone from your organization put up this message. You should be able to remove it without issue. Graham will be able to help if needed.

Let me know if you have any questions!

-Rhianna

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

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

Sent: 2/29/2024, 11:43 AM

To: support@flocksafety.com

Cc: graham.carter@flocksafety.com; mmenesini@ci.benicia.ca.us; ecriado@ci.benicia.ca.us

Subject: RE: Transparency Portal Audit System Down

Thank you for looking into this 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 10:41 AM

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

Cc: graham.carter@flocksafety.com; Mark Menesini <MMenesini@ci.benicia.ca.us>; Edward Criado <ECriado@ci.benicia.ca.us>

Subject: Re: Transparency Portal Audit System Down

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It looks like the portal is working fine, there is just an error message at the bottom of the screen. I am still going to have our team look into this message because it shouldn't be there if nothing is wrong.

-Rhianna

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

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

Sent: 2/29/2024, 9:38 AM

To: graham.carter@flocksafety.com

Cc: support@flocksafety.com; mmenesini@ci.benicia.ca.us; ecriado@ci.benicia.ca.us

Subject: Re: Transparency Portal Audit System Down

That helps and I think updated the link was the 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: Graham Carter <graham.carter@flocksafety.com>

Sent: Thursday, February 29, 2024 8:36 AM

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

Cc: Flock Safety Support <support@flocksafety.com>; Edward Criado <ECriado@ci.benicia.ca.us>; Mark Menesini <MMenesini@ci.benicia.ca.us>

Subject: Re: Transparency Portal Audit System Down

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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 flocksafety.com

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#SolvedStories

● COBB COUNTY PD | GEORGIA

**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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Thank you! It looks like that 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]
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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[Thursday 11:00am-12:30pm CT](#)

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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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are still looking into it at this time. I appreciate your patience.

Our engineers

<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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Hi there,
I am not entirely 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]

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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thread::3JjEyvHtJ3m2Yda6CpatCw4::

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