From: Gwen Saltal
To: Jaime Alfaro
Cc: Heath, Michael; Graff, Benjamin; Riley, Alexandra
Subject: Re: Boulder + Flock (Meet Gwen!)
Date: Wednesday, October 11, 2023 4:45:48 PM

Team Boulder,

As our flock continues to grow, we are expanding our team with exceptional individuals dedicated to nurturing the cornerstone of our business – our customers. In line with this commitment, we've introduced some additional strategic adjustments in Colorado. These changes are designed to enable us to reduce the number of accounts each of us manages, ensuring an unwavering focus on delivering the highest levels of service.

Allow me to introduce you to Jaime Alfaro, who will now serve as your Customer Success Manager (CSM). Jaime is also not new to Flock, and we're confident you'll find her experience invaluable. I am not going far and I will be available to help tie up any loose ends.

I understand that our time together has been brief, but we truly appreciate your patience and collaboration as we restructure our territories to guarantee the best possible outcomes for our valued Law Enforcement partners!

Be on the lookout for follow-up from Jaime in the near future. In the meantime, she is ready to assist you should you need anything.

Be safe,

Gwen

photo

Gwendalyn Saltal
Customer Success Manager

716.796.4006 flocksafety.com

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On Mon, Sep 18, 2023 at 12:49 PM Caity Peak <caity.peak@flocksafety.com> wrote:

Good afternoon, Team Boulder!

When I took over the State of Colorado last year (it's been almost exactly one year!), I guaranteed that I'd be a reliable advocate for any problems, concerns, or needs that arose. Colorado quickly grew into my favorite state and it's been an absolute pleasure working with you all. I've since been promoted and will be moving into another role, but am especially excited to introduce Gwen Saltal.

Gwen is new to Flock Safety customers in Colorado, but not new to Flock. She's one of the most organized, customer-driven, and dedicated secret weapons we have at Flock Safety!

Gwen, meet a few of my contacts at Boulder PD - Commander Heath, our main system administrator of the program, as well as Sergeant Graff and Alex Freeman - Flock Gurus! Earlier this year, Alex and I hosted a webinar with Boulder-area crime analysts where we talked about alternative uses for crime analysts and how Flock can better support those non-traditional roles with product development.

BPD, Gwen will be coordinating customer calls and introductions over the next few weeks, but she plans to prioritize checking in with you all on how she can further support your Raven onboarding and rollout.

Take care all,

Caity Peak
Customer Success Manager, Major Accounts

caity.peak@flocksafety.com flocksafety.com

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---------- Forwarded message ---------
From: **Caity Peak** <caity.peak@flocksafety.com>
Date: Thu, Sep 7, 2023 at 11:54 AM
Subject: Re: Boulder + Flock (Raven Overview)
To: Heath, Michael <HeathM@bouldercolorado.gov>, Will Nobles <will.nobles@flocksafety.com>
Cc: Graff, Benjamin <GraffB@bouldercolorado.gov>, Freeman, Alexandra <FreemanA@bouldercolorado.gov>, Ethan Ambabo <ethan.ambabo@flocksafety.com>

Great question! @Will Nobles, your Sales Manager, should be able to provide some details on the Raven Promo/Pilot and what that looks like for you all!

Caity Peak
Customer Success Manager

caity.peak@flocksafety.com flocksafety.com

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On Thu, Sep 7, 2023 at 11:42 AM Heath, Michael <HeathM@bouldercolorado.gov> wrote:

Caity,

Can you confirm how long our trial period is and if that has officially begun?

Thanks,

Mike

Michael Heath
Commander

C: 720-390-0404

heathm@bouldercolorado.gov

From: Caity Peak <caity.peak@flocksafety.com>
Sent: Thursday, September 7, 2023 10:07 AM
To: Graff, Benjamin <GraffB@bouldercolorado.gov>; Freeman, Alexandra <freemana@bouldercolorado.gov>; Heath, Michael <HeathM@bouldercolorado.gov>
Cc: Ethan Ambabo <ethan.ambabo@flocksafety.com>
Subject: Boulder + Flock (Raven Overview)

External Sender

Good morning, Team Boulder - happy almost-Friday!

Unfortunately we'll need to move our meeting today as Ethan has had a last-minute family

item come up that he'll need to attend to. But, I think I can spare you all the time and provide a full summary on next steps via text. Let me know if you all still want to meet after this long (my apologies) email!

Raven Project POCs

We'll consider the three of you - Commander Heath, Sergeant Graff, and Alex - our POCs for the BPD Raven pilot moving forward. All feedback, fine-tuning, and onboarding will all flow from us to the three of you.

Training

Training is very simple - using Ravens actually corresponds directly with the Alerts page your folks are already used to using with very few changes! I'll send you all a separate email that's easily forwardable which includes the basics of receiving reads, and a quick-video you all can easily share on how to receive and interpret/respond to them.

Permissions

We treat your "Raven Network" just like any other camera network you add to your roles and permissions. When Lafayette Police Department shares their ALPR network with you, you add that network to whichever roles you'd like to be able to search their network. Boulder PD Raven is its own network, so any role with the Boulder CO PD Raven network assigned will be able to receive alerts off of it. Right now, it looks like all three of your roles - BPD Admin I, BPD Admin II, and BPD Officer - all have that functionality (once they know how).

Feedback

Keep the feedback coming. Sergeant Graff - you mentioned how it's a bit of a pain (my words) to have the Raven network appear as a shareable network within the sharing environment as it generates requests from other agencies that aren't aware it's a system they probably don't want/need access to. Thanks to your feedback, we're actually working with our Product Team on that as we re-vamp how we share beyond just ALPR. So please, keep all of those ideas coming! Ethan and I are absolute sponges for feedback and recommendations.

Fine-Tuning

Lastly, once Ravens are deployed in-field, they require a bit of fine-tuning by our Engineers. In simpleton terms (Ethan is cringing here, I'm sure), that allows us to adjust our machine learning to interpret the sounds/environment of Boulder specifically. Ethan

will be hands-on with this process to identify misreads, re-calibrate our machine, and make sure that it's equipped to interpret the sounds of gunshots independently in the long-term. While we get this project going, you'll hear from him often as he confirms everything is working as it should.

On THAT note, Ethan is going to follow up with an update on his progress with BPD's Raven network, and I'll follow up with one additional email with the training basics that you all can use to share with your teams whenever you're ready.

Stay tuned, and have a wonderful/safe day!

Caity Peak
Customer Success Manager

caity.peak@flocksafety.com flocksafety.com

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