

**From:** [Jerry Colatorti](#)  
**To:** [Jennifer Paulus](#)  
**Date:** Monday, April 7, 2025 1:20:35 PM

---

---

**From:** Danica Pierce [mailto:danica.pierce@flocksafety.com]  
**Sent:** Monday, April 7, 2025 1:18 PM  
**To:** Jerry Colatorti <Jerry.Colatorti@islandlakepolice.com>  
**Cc:** Alexandra Lawson <alex.lawson@flocksafety.com>  
**Subject:** Flock Safety - Regarding your Recent Survey Response

Hi Detective Colatorti,

I hope you are doing well.

I did see your survey response where you cited dissatisfaction with the camera installation process and timeline.

We want to sincerely apologize for the extended delay in completing the camera installation. We understand how frustrating this has been and truly appreciate your patience throughout the process.

Unfortunately, a key factor contributing to the delay has been the pending permit approval from the Illinois Department of Transportation (IDOT). While our team submitted all necessary permit documentation in a timely manner, the approval process on their end has taken significantly longer than expected.

Please know that our permitting manager continues to follow up persistently with IDOT, pushing for updates and resolution at every opportunity. We remain fully committed to moving this project forward as quickly as possible once the necessary approvals are in place.

We'll continue to inform you of any developments, and again, we truly appreciate your understanding and continued patience.

Please don't hesitate to let me know if you have any questions or further concerns in the meantime.

Stay safe,

--

**Danica Pierce**  
Local Customer Success Manager I





☐ [Technical Support: \(866\) 901-1781](#)

☐ [flocksafety.com](#)

---

App Banner Image



**Join our team for a live training session!**

[Monday 11am ET / 8am PT – General User Training](#)

[Wednesdays 3pm ET / 12pm PT – General User Training](#)

[Tuesdays 12pm ET / 9am PT – Admin Training](#)

[Thursdays 3pm ET / 12pm PT – Admin Training](#)



“CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.”

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify your systems administrator and do not forward it. Thank you.