

Technical Documentation

Flock Public-Records Consolidated Evidence PDF

Integrations, specifications, and technical/hardware documentation.

Documents in this file: 5

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Source file: 13_Technical_Documentation.pdf

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5. [2023-07-03] DOC-000152 Re: Prescott + Flock (admin setup)

Original filename: 20230417 - Re_ Parking Garage Cameras (1).pdf

Original path: Flock City Docs - Records/20230417 - Re_ Parking Garage Cameras (1).pdf

Document date: 2023-04-17

Document type: Email

Duplicate status: near (contained in thread DOC-000091)

Original page count: 2

SHA256: 77c988b45da64bd722593e812178931679f2ed6638f0d5c8bfdb4b8819a2bcb7

Summary:

An internal email exchange between Sergeant Mark Parker and IT Operations Manager Jared Haxton discussing the technical feasibility of integrating Flock Safety LPR capabilities with the city's existing parking garage cameras. They discuss the current Vigilant standalone LPR failing, camera network setup (DVR, IP addresses, DHCP), and Flock's integration with Axon over Verizon.

From: "Mark Parker" <mark.parker@prescott-az.gov>
To: "Jared Haxton" <jared.haxton@prescott-az.gov>
Date: 4/17/2023 2:22:08 PM
Subject: Re: Parking Garage Cameras

You are correct, the individual cameras we are placing throughout the city are going to be operated over Verizon. We have in the parking garage now is a standalone LPR run by Vigilant which has once again, gone down...very frustrating especially when you go to find the plate for an assault suspect and find that the system was not working. At this point, I'm just looking into what piggybacking on our current parking garage cameras for LPR capabilities would look like. This will also give us some insight into what it might look like to piggyback onto other camera systems.

From: Jared Haxton <jared.haxton@prescott-az.gov>
Sent: Monday, April 17, 2023 12:28 PM
To: Mark Parker <mark.parker@prescott-az.gov>
Subject: Re: Parking Garage Cameras

Hey Mark. I was under the impression that the Flock cameras integrated directly with Axon through Verizon... That was the appeal of going with them right? But to answer the questions at hand...

1. All of the cameras run to switches that feed directly into the DVR at the parking garage
2. The setup was done by Amerx/Avigilon. But yes, the cameras should get an IP address through DHCP from the recorder.

Curious about Flock not going through Verizon... Is it doing more than LPR?

Jared Haxton
IT Operations Manager
City of Prescott
928-777-8005

From: Mark Parker <mark.parker@prescott-az.gov>
Sent: Monday, April 17, 2023 11:54 AM
To: Jared Haxton <jared.haxton@prescott-az.gov>
Subject: Parking Garage Cameras

Jared –

I'm talking with our License Plate Reader vendor (Flock Safety) about how they integrate with existing cameras, specifically with the parking garage cameras for the moment.

Can you answer a few questions for me?

1. The cameras all feed back to a server / DVR at the parking garage, correct?
2. Do the cameras have individual IP addresses assigned to them?

I may have more questions if this looks like a viable option.

Thank you!

Mark S. Parker
Sergeant, Patrol Bureau



222 S. Marina Street | Prescott, AZ 86303

Ph: 928.777.1997 | Fax: 928.778.3739

Email: mark.parker@prescott-az.gov

Web: www.prescottpolice.org



Original filename: 20230417 - Re_ Parking Garage Cameras (3).pdf

Original path: Flock City Docs - Records/20230417 - Re_ Parking Garage Cameras (3).pdf

Document date: 2023-04-17

Document type: Email

Duplicate status: unique

Original page count: 2

SHA256: 3b1c200979bb1036673069b38d093a3e496f01f2b131e7a4e8409911e483ebdc

Summary:

Internal email thread between Prescott Police Sergeant Mark Parker and IT Operations Manager Jared Haxton discussing the technical feasibility of integrating Flock Safety LPR with existing parking garage cameras, noting the failing standalone Vigilant/Motorola system and how Flock cameras operate over Verizon and integrate with Axon.

From: "Mark Parker" <mark.parker@prescott-az.gov>
To: "Jared Haxton" <jared.haxton@prescott-az.gov>
Date: 4/17/2023 5:41:22 PM
Subject: Re: Parking Garage Cameras

I don't know what Avigilon offers as far as LPR goes, we aren't subscribing to any additional services with them as far as I know. I don't know that adding on another LPR service provider is optimal either as it's too many places to search as it is. I'll ask Flock if they are familiar with this company and if they have ever integrated with them. Integrating Flock with the Avigilon cameras would give us not only plate reads, but the Flock "AI" processing that gives us the "show me silver Honda Civics with Texas license plates" capabilities. It's pretty cool tech. The Vigilant system is owned by Motorola and is a stand alone system installed in the parking garage; it's ok when it's working but so far our experience with Vigilant, which is the same for the parking enforcement vehicle, has not been impressive. Waiting on a reply from their technician to tell me what's wrong this time, last time (not long after install) it was a bad motherboard and after a few months of waiting it was running...only lasted six months.

From: Jared Haxton <jared.haxton@prescott-az.gov>
Sent: Monday, April 17, 2023 2:29 PM
To: Mark Parker <mark.parker@prescott-az.gov>
Subject: Re: Parking Garage Cameras

Ok. Gotcha. Doesn't Avigilon just have an add on feature for LPR? Or is that the Vigilant that keeps failing? It was a while ago but Avigilon offers something as part of their system... just something to enable/add to existing cameras right?

Jared Haxton
IT Operations Manager
City of Prescott
928-777-8005

From: Mark Parker <mark.parker@prescott-az.gov>
Sent: Monday, April 17, 2023 2:22 PM
To: Jared Haxton <jared.haxton@prescott-az.gov>
Subject: Re: Parking Garage Cameras

You are correct, the individual cameras we are placing throughout the city are going to be operated over Verizon. We have in the parking garage now is a standalone LPR run by Vigilant which has once again, gone down...very frustrating especially when you go to find the plate for an assault suspect and find that the system was not working. At this point, I'm just looking into what piggybacking on our current parking garage cameras for LPR capabilities would look like. This will also give us some insight into what it might look like to piggyback onto other camera systems.

From: Jared Haxton <jared.haxton@prescott-az.gov>
Sent: Monday, April 17, 2023 12:28 PM
To: Mark Parker <mark.parker@prescott-az.gov>
Subject: Re: Parking Garage Cameras

Hey Mark. I was under the impression that the Flock cameras integrated directly with Axon through Verizon... That was the appeal of going with them right? But to answer the questions at hand...

1. All of the cameras run to switches that feed directly into the DVR at the parking garage

2. The setup was done by Amerx/Avigilon. But yes, the cameras should get an IP address through DHCP from the recorder.
Curious about Flock not going through verizon... Is it doing more than LPR?

Jared Haxton
IT Operations Manager
City of Prescott
928-777-8005

From: Mark Parker <mark.parker@prescott-az.gov>
Sent: Monday, April 17, 2023 11:54 AM
To: Jared Haxton <jared.haxton@prescott-az.gov>
Subject: Parking Garage Cameras

Jared –

I'm talking with our License Plate Reader vendor (Flock Safety) about how they integrate with existing cameras, specifically with the parking garage cameras for the moment.

Can you answer a few questions for me?

1. The cameras all feed back to a server / DVR at the parking garage, correct?
2. Do the cameras have individual IP addresses assigned to them?

I may have more questions if this looks like a viable option.

Thank you!

Mark S. Parker
Sergeant, Patrol Bureau



222 S. Marina Street | Prescott, AZ 86303
Ph: 928.777.1997 | Fax: 928.778.3739
Email: mark.parker@prescott-az.gov
Web: www.prescottpolice.org



DOC-000093

Original filename: 20230417 - Re_ Parking Garage Cameras.pdf

Original path: Flock City Docs - Records/20230417 - Re_ Parking Garage
Cameras.pdf

Document date: 2023-04-17

Document type: Email

Duplicate status: near (contained in thread DOC-000090)

Original page count: 1

SHA256: fed72b306da9a07069a8e2c9eae65e41d212f08f9df72556b3da299c35ad4dd4

Summary:

Internal City of Prescott email exchange between Sergeant Mark Parker and IT Operations Manager Jared Haxton discussing the technical setup of parking garage cameras and how Flock Safety license-plate-reader cameras might integrate with existing camera infrastructure (DVR, IP addressing, Axon, Verizon).

From: "Jared Haxton" <jared.haxton@prescott-az.gov>
To: "Mark Parker" <mark.parker@prescott-az.gov>
Date: 4/17/2023 12:28:22 PM
Subject: Re: Parking Garage Cameras

Hey Mark. I was under the impression that the Flock cameras integrated directly with Axon through verizon... That was the appeal of going with them right? But to answer the questions at hand...

1. All of the cameras run to switches that feed directly into the DVR at the parking garage
2. The setup was done by Amerx/Avigilon. But yes, the cameras should get an IP address through DHCP from the recorder.

Curious about Flock not going through verizon... Is it doing more than LPR?

Jared Haxton
IT Operations Manager
City of Prescott
928-777-8005

From: Mark Parker <mark.parker@prescott-az.gov>
Sent: Monday, April 17, 2023 11:54 AM
To: Jared Haxton <jared.haxton@prescott-az.gov>
Subject: Parking Garage Cameras

Jared –

I'm talking with our License Plate Reader vendor (Flock Safety) about how they integrate with existing cameras, specifically with the parking garage cameras for the moment.

Can you answer a few questions for me?

1. The cameras all feed back to a server / DVR at the parking garage, correct?
2. Do the cameras have individual IP addresses assigned to them?

I may have more questions if this looks like a viable option.

Thank you!

Mark S. Parker
Sergeant, Patrol Bureau



222 S. Marina Street | Prescott, AZ 86303
Ph: 928.777.1997 | Fax: 928.778.3739
Email: mark.parker@prescott-az.gov
Web: www.prescottpolice.org



Original filename: 20230629 - RE_ Prescott _ Flock (admin setup).pdf

Original path: Flock City Docs - Records/20230629 - RE_ Prescott _ Flock (admin setup).pdf

Document date: 2023-06-29

Document type: Email

Duplicate status: unique

Original page count: 5

SHA256: b1110aa98e18e72a4ac8c33d82e53ab123db4fc43527754a1d19ed8c89e6506e

Summary:

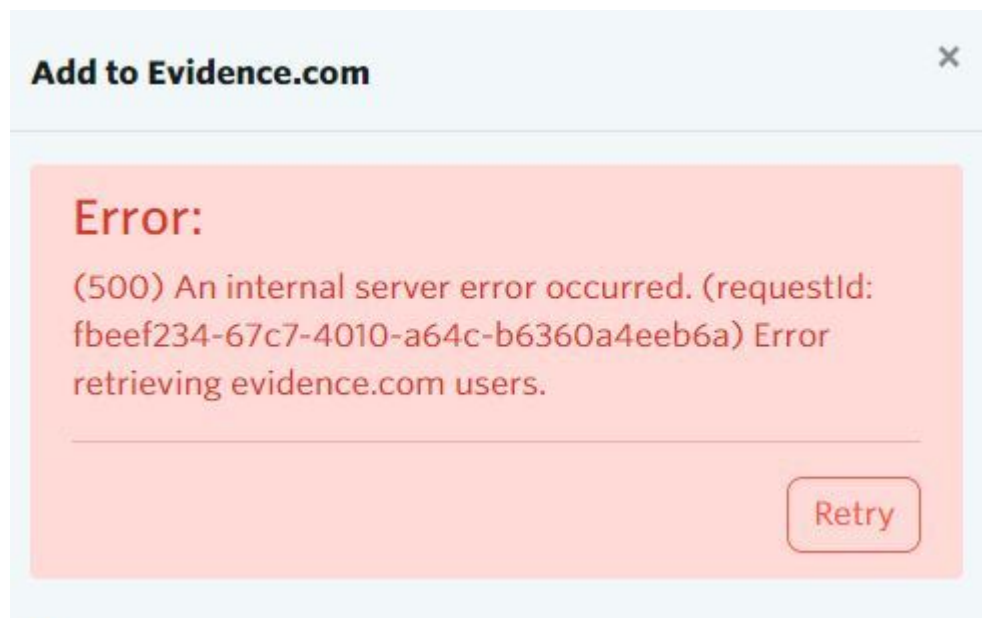
Sergeant Mark Parker of the Prescott Police Department emails Flock Safety's Caity Peak with several system administration issues and questions, including Axon Evidence.com upload errors, bulk user setup via CSV, time zone display problems, trial-period start timing, and proposed camera name updates. Caity Peak and Flock Support respond with admin setup guidance, a training video, and help links.

From: ["Mark Parker" <mark.parker@prescott-az.gov>](mailto:mark.parker@prescott-az.gov)
 To: caity.peak@flocksafety.com
 Date: 6/29/2023 4:23:44 PM
 Subject: RE: Prescott + Flock (admin setup)

Caity,

Few more things to address:

1. The send to Axon evidence is not working. Here is the error message:



2. When the upload to evidence does work, how do you select multiple hits to upload? For example I have 11 hits that I need to upload to Evidence.com, is there a way to multi select and upload them all at the same time?
 3. When you download the image of a detection, the image is showing Mountain Daylight Time which is one hour ahead of us. Everywhere else in the system shows the correct time and I double checked the admin page and its correctly set to Arizona time.
 4. The admin page gives me the option of standard or military time, I would prefer military time but the system will not save the setting and reverts back to standard time. Can this be fixed?
 5. I want to ensure that our trial period won't officially start until the last camera is installed. The cameras that are missing are main artery cameras and are going to play a big role in us making a case to city council to keep these cameras and having all cameras operational for the trial is optimal.
 6. Camera Names: I think we should update some of the names to help alleviate some confusion. Do the names have to include a camera number at the beginning (prefer not to)? If required, then use "(01) SR89 SB / 89A"
1. SR89 SB / 89A
 2. Willow Creek SB / Pinion Oak
 3. SR89 NB / Rosser
 4. Gurley WB / Rush
 5. Iron Springs SB / Vyne
 6. Miller Valley SB / Whipple
 7. Willow Creek SB / Commerce
 8. Whipple EB / Willow Creek
 9. XXX
 10. White Spar NB / Copper Basin
 11. Sheldon WB / Aven
 12. Iron Springs WB / Haining

13. XXX
14. Montezuma SB / Sheldon
15. Sheldon EB / Cortez
16. Gurley EB / Marina

Thank you!



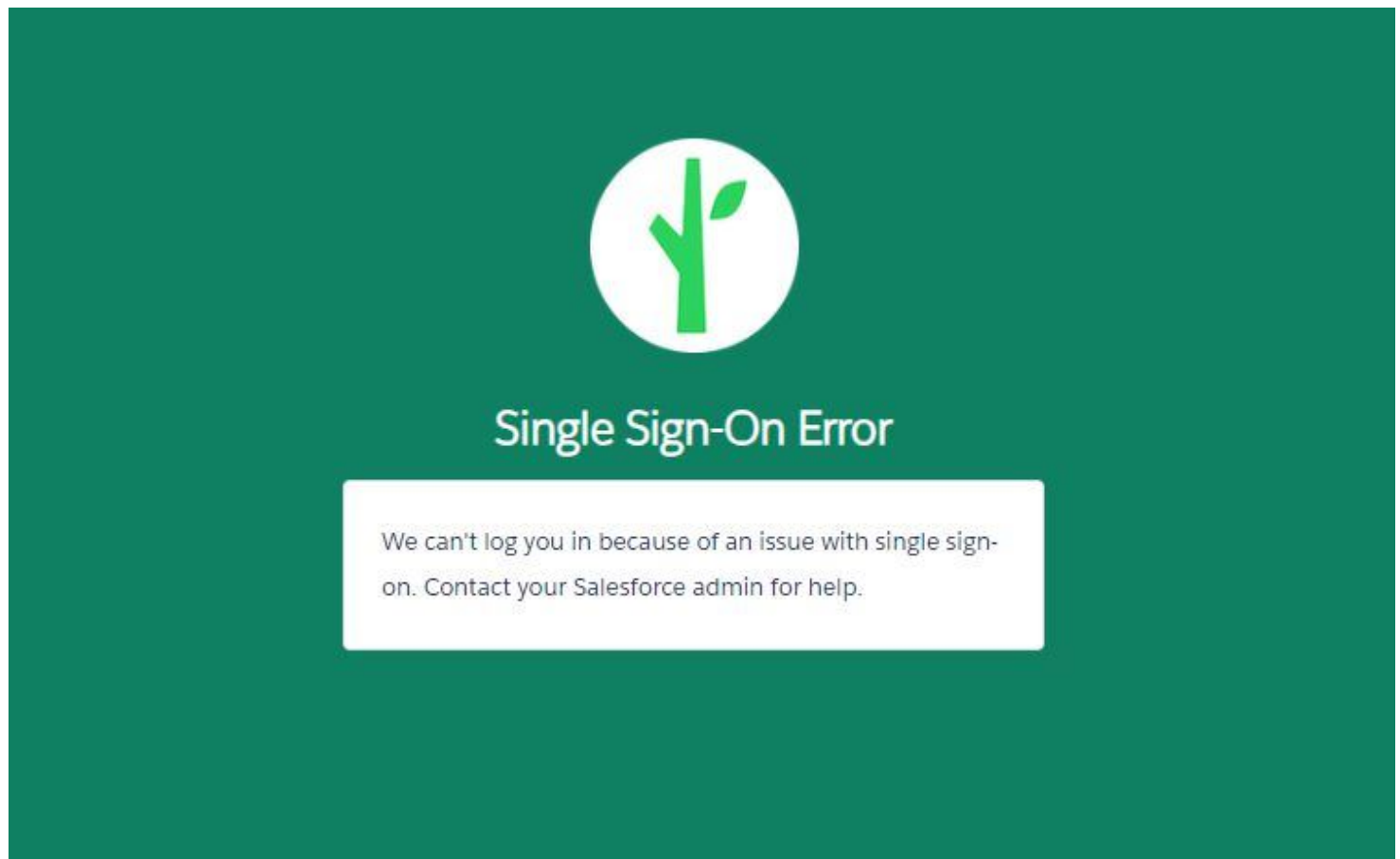
Mark S. Parker
Sergeant, Patrol Bureau

222 S. Marina Street | Prescott, AZ 86303
Ph: 928.777.1997 | Fax: 928.778.3739
Email: mark.parker@prescott-az.gov
Web: www.prescottpolice.org



From: Mark Parker
Sent: Wednesday, June 28, 2023 3:37 PM
To: Flock Safety Support <support@flocksafety.com>; caity.peak@flocksafety.com
Subject: RE: Prescott + Flock (admin setup)

Thank you. Since I have you, I cannot access the help section. Here is what I see:



From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, June 28, 2023 3:03 PM
To: caity.peak@flocksafety.com
Cc: Mark Parker <mark.parker@prescott-az.gov>
Subject: Re: Prescott + Flock (admin setup)

Hi there,
I don't have a form, but I have a template:

FIRST NAME	LAST NAME	EMAIL	PHONE	TITLE
John	Smith	john@example.com	6781231234	Detective

Hope this helps! Let me know if you have any questions.

Stay safe,
Rhianna

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

From: Caity Peak [caity.peak@flocksafety.com]

Sent: 6/28/2023, 2:51 PM

To: support@flocksafety.com; mark.parker@prescott-az.gov

Subject: Re: Prescott + Flock (admin setup)

Yes! Support, do y'all have a bulk upload form you can send Sergeant Parker? I'll upload them when he sends it back, but I'm on the road and don't have access to one on the fly.

Sgt, if they don't have it I'll send it first thing in the AM. Once you fill it out and send it to me, I can bulk upload them for you.

Thanks!

Caity

On Wed, Jun 28, 2023 at 4:48 PM Mark Parker <mark.parker@prescott-az.gov> wrote:

Can users be setup via uploading a .csv? I see the download .csv option under Users, but not upload.

Best regards,



Mark S. Parker
Sergeant, Patrol Bureau

[222 S. Marina Street](#) | Prescott, [AZ 86303](#)

Ph: 928.777.1997 | Fax: 928.778.3739

Email: mark.parker@prescott-az.gov

Web: www.prescottpolice.org



From: Caity Peak <caity.peak@flocksafety.com>

Sent: Wednesday, June 28, 2023 12:23 PM

To: Mark Parker <mark.parker@prescott-az.gov>

Subject: [Prescott](#) + Flock (admin setup)

Hi Sergeant, sorry for the delay here!

Thanks for the time -- can't wait for you all to find success. I'm going to send you a separate email that's

11/25/2025

easily forwardable to your teams that includes an introduction, helpful links, and a recorded training video I made specifically for users.

This email is intended for any other system administrators and includes everything you need to run the system, audit it, add users, and assign permissions.

Something to point out is our certification program -- I'll reference it in the user email I send you, but it's a really good tool in getting folks certified, either as a general policy enhancement, training file addition, or just general "CYA" for the department.

Otherwise, I'll check in with you -- or whoever the main POC should be for the program for operational check-ins -- just to see how things are going, and where I can support or supplement!

Admin Training (full walk-through)

Here's a recorded training on just admin permissions, which you -- or any other system administrators -- can use as a refresher. It goes more in-depth on auditing the system and tracking stats and Insights as well:

https://drive.google.com/file/d/1V1Ea2EBcMXU11k0mt5_TvexxsXJbbz3o/view?usp=sharing

Requesting Camera Access

Here's a quick-link to cheat off of if you need it after the training video:

<https://help.flocksafety.com/en/article/sharing-requesting-footage>

(FYI - on 06/28 the help center is "down" undergoing a bit of a facelift, if this link doesn't work for you)

As a reminder, we're working on enhancing the sharing system in the next couple of weeks, so stay tuned there!

If you need clarification on any piece, please don't hesitate to reach out -- I'm always happy to walk you through it and send you additional information or a quick screen grab of how to do something.

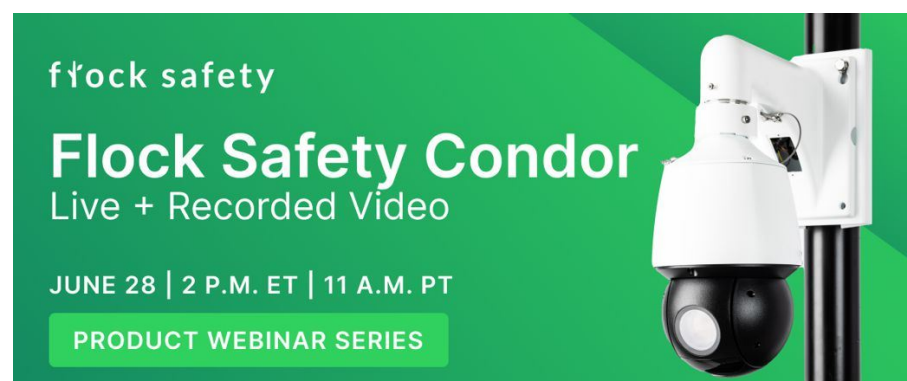
Take care -- be safe!

Caity Peak

Customer Success Manager



caity.peak@flocksafety.com flocksafety.com



--

Caity Peak

Customer Success Manager



caity.peak@flocksafety.com flocksafety.com



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To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.

Original filename: 20230703 - Re_Prescott_Flock (admin setup).pdf

Original path: Flock City Docs - Records/20230703 - Re_Prescott_Flock (admin setup).pdf

Document date: 2023-07-03

Document type: Email

Duplicate status: near

Original page count: 4

SHA256: dfcfe268c0e2340ad10f35e37c128b1305494ae44555ded16fc3c82131dff25e

Summary:

Email thread between Flock Safety Support, Customer Success Manager Caity Peak, and Sergeant Mark Parker of the Prescott Police Department addressing technical issues with the Axon evidence.com integration, timezone settings, time format options, trial period timing, and camera naming/renaming. Includes a list of camera location names for the Prescott deployment.

From: "Flock Safety Support" <support@flocksafety.com>
To: caity.peak@flocksafety.com
CC: mark.parker@prescott-az.gov
Date: 7/3/2023 8:57:17 AM
Subject: Re: Prescott + Flock (admin setup)

Happy to provide some insight!

1. This normally means that the integration was not set up correctly, or something was missed. Normally this step in the guide:

- Select client permissions for the integration
- After creating a client, choose a descriptive name. Use the radio buttons in the 'Select Permissions' section to enable permissions for Flock to access your evidence.com account. Flock will need access to the following permissions:
 - **To use the evidence.com upload functionality: cases.any.read, cases.any.list, cases.any.modify, users.read, evidence.any.create**
 - To use the Fleet 3 search functionality: alpr.readrecord.any.list

2. Caity is right as far as I am aware, the only options are to either upload individual images or the page of results.

3. The timezone was incorrect on the network level. I have gotten this updated, so you should be good to go.

4. Caity is correct, the function wasn't working as expected so it was disabled for now.

Let me know if there is more that I can look into for you!

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

From: Caity Peak [caity.peak@flocksafety.com]
Sent: 6/30/2023, 10:10 AM
To: support@flocksafety.com; mark.parker@prescott-az.gov
Subject: Re: Prescott + Flock (admin setup)

Hi, Sergeant! I added notes for all of the below inquiries and highlighted them. In addition, I've tagged in our Support Team to advise or assist on a few/most (and keep me honest), as they're our technical experts and a bit more familiar with some of those strange technical issues you pointed out.

Happy Friday!

Caity Peak
Customer Success Manager



 caity.peak@flocksafety.com  flocksafety.com

flock safety

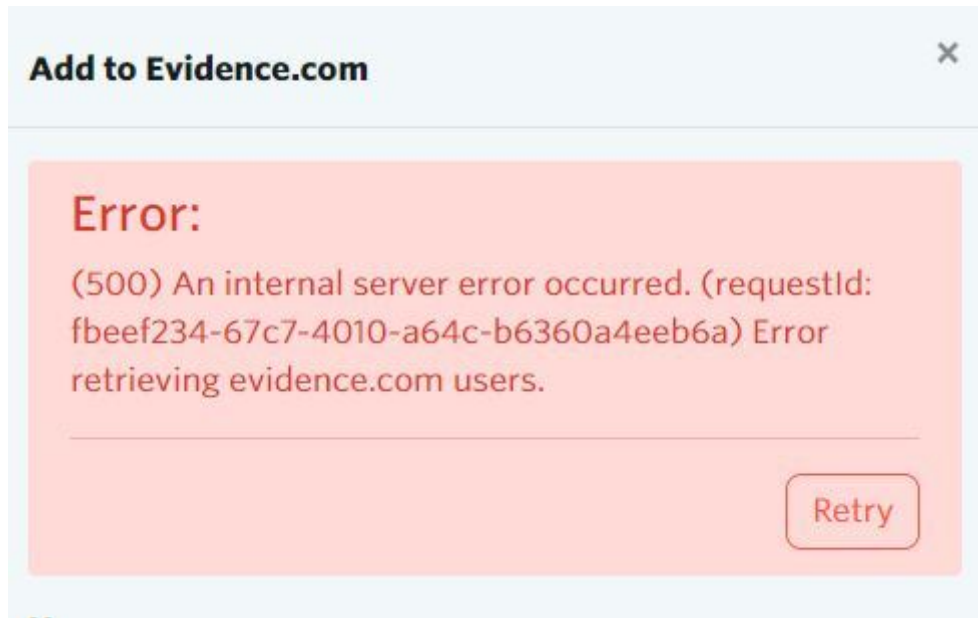
On Thu, Jun 29, 2023 at 6:23?PM Mark Parker <mark.parker@prescott-az.gov> wrote:

| Caity,

11/25/2025

Few more things to address:

1. The send to Axon evidence is not working. Here is the error message:



[@Flock Safety Support](#) - can y'all help Sergeant Parker with his Axon integration? and this error code?

2. When the upload to evidence does work, how do you select multiple hits to upload? For example I have 11 hits that I need to upload to Evidence.com, is there a way to multi select and upload them all at the same time?

On this one I'm not entirely sure -- I believe any option to download, whether it's an individual image in a vehicle card or the entirety of results in the upper right of your search page, allows for "upload to Evidence.com," but I'll get a more confirmed answer there. Unless [@Flock Safety Support](#) can provide insight I'm not aware of?

3. When you download the image of a detection, the image is showing Mountain Daylight Time which is one hour ahead of us. Everywhere else in the system shows the correct time and I double checked the admin page and its correctly set to Arizona time.

That's strange -- I did the same and confirmed you're set to Arizona. [@Flock Safety Support](#) are y'all

familiar with anything like this?

4. The admin page gives me the option of standard or military time, I would prefer military time but the system will not save the setting and reverts back to standard time. Can this be fixed?

Understood -- and agreed! We tried a bit ago to implement military time and standard, and it seemed to trip up our machine a bit as we were only integrating military time with some features, while others were still standard. We're working on re-vamping that so military time reads can apply system-wide but in the meantime, you'll be stuck on Standard. I'd thought our Product team removed that option from the interface, but perhaps in a recent rollout it popped back up again. Either way, I'll keep you updated when we bring that piece back!

5. I want to ensure that our trial period won't officially start until the last camera is installed. The cameras that are missing are main artery cameras and are going to play a big role in us making a case to city council to keep these cameras and having all cameras operational for the trial is optimal.

Completely understand! I'm confirming with Kraig now and will get right back to you.

6. Camera Names: I think we should update some of the names to help alleviate some confusion. Do the names have to include a camera number at the beginning (prefer not to)? If required, then use "(01) SR89 SB / 89A"

6.
 1. SR89 SB / 89A
 2. Willow Creek SB / Pinion Oak
 3. SR89 NB / Rosser
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 6. Miller Valley SB / Whipple
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 8. Whipple EB / Willow Creek
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 10. White Spar NB / Copper Basin
 11. Sheldon WB / Aven
 12. Iron Springs WB / Haining
 13. XXX
 14. Montezuma SB / Sheldon
 15. Sheldon EB / Cortez
 16. Gurley EB / Marina

That camera numbering system is important on our back-end for camera health and maintenance, but I've renamed all of the above as-listed! You should see that change, may just need to exit out and go back in.

Thank you!



Mark S. Parker

Sergeant, Patrol Bureau

222 S. Marina Street | Prescott, AZ 86303

Ph: 928.777.1997 | Fax: 928.778.3739

Email: mark.parker@prescott-az.gov

Web: www.prescottpolice.org



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To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.