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Chris at Flock Safety

Standing With You — Momentum , Progress, and What's Ahead

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↳ Flock Safety

To our customers,

Over the last several weeks, Flock has faced one of the most challenging periods in our history - and one of the most important. In that time, agencies like yours have helped us demonstrate something that matters deeply: when facts, transparency, and public safety lead the conversation, communities respond.

When major crimes capture national attention, Flock often operates quietly behind the scenes, helping agencies connect the dots and bring suspects into custody; **just yesterday**, the public learned that the **Brown / MIT shooter investigation was aided by Flock** as Rhode Island and New Hampshire seamlessly shared data across a multi-state network, demonstrating exactly why secure, cross-jurisdictional sharing matters and how a connected Flock network can turn fragmented information into fast, coordinated action when it counts most.

In just the past two weeks, Flock partner agencies succeeded before city council in San Diego and Oakland - among the most complex and scrutinized jurisdictions in the country. Despite organized opposition and widespread misinformation, the outcomes were clear: communities listened, leaders engaged, and law enforcement prevailed.

That success is not accidental. Over the past three weeks, our executive leadership team has met directly with more than 300 Chiefs through small, candid roundtables across the country. We've heard your concerns: the frustration, the pressure, and the responsibility you carry. The consistent theme is that you want partners who are honest, responsive, and committed to standing alongside you when the work gets difficult.

Product Progress Focused on Clarity and Safety

In recent weeks, our Product and Engineering teams moved quickly to deliver new system updates designed to support compliance, protect sensitive information, and provide meaningful clarity, without putting officers or investigations at risk.

These include:

- Expanded privacy protections in your Network Audit by redacting user names, license plates, filters, and case numbers to better safeguard your activity data.
- Continued rollout of [offense-type categorization drop-down](#) field for clearer reporting and oversight
- New controls that balance transparency with officer and public safety

The feedback from agencies and elected officials has been overwhelmingly positive. Leaders are asking for clarity - not raw data that can be misinterpreted or misused - and these updates deliver exactly that.

Before year-end, we will also be releasing a **Federal Opt-In capability**, giving agencies additional control and flexibility when working with federal partners.

Legal Momentum

Last week, a Washington State judge ruled that license plate reader data is exempt from the state's public records law. While this ruling differs from a prior opinion and the broader debate continues, it represents meaningful momentum as we head into a challenging legislative cycle. It reinforces a principle many Chiefs already know firsthand: public safety data requires careful stewardship, not weaponization.

Looking Ahead

This is a demanding season for law enforcement. The issues are complex, the scrutiny is real, and the stakes are high. But Flock is entering this next phase stronger than ever, with expanded legal resources, a fast-moving product and engineering organization, a deeply engaged community team, and an executive group fully aligned behind our customers.

Most importantly, we remain committed to operating like a first responder:

moving quickly, telling the truth, and standing shoulder-to-shoulder with the agencies we serve.

Thank you for your leadership, your partnership, and your trust. We are confident that the work ahead will make all of us stronger.

Respectfully,
Chris Colwell
SVP, Customer Experience | Flock Safety



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