From: Kyle Demmin
To: Claudia Ortega
Subject: Re: Ring POC Intro
Date: Thursday, February 07, 2019 11:54:36 AM

Hi Claudia,

Sounds great! I'll update the calendar invite to remove the TBD. Do you mind sending over a list of everyone that will be attending the training session?

Did you previously discuss the press release plan and donation unit strategy with the team last year? I know we didn't cover that yesterday, but wanted to follow up to make sure we have a plan in place for both those. In the next few days, I'll have some co-branded marketing materials created that I'll need your approval on before finalizing. Let me know if you want to briefly chat through that and then I can loop in our PR Coordinator as well.

Thanks!

On Thu, Feb 7, 2019 at 10:45 AM Claudia Ortega <cortega@ci.la-mesa.ca.us> wrote:

> Hi Kyle,
>
> Let's go ahead and plan to meet at 11:00 am.
>
> Thank you!
>
> **From:** Kyle Demmin [mailto:kyle.demmin@ring.com]
> **Sent:** Wednesday, February 06, 2019 5:05 PM
> **To:** Claudia Ortega
> **Subject:** Re: Ring POC Intro
>
> Hi Claudia,
>
> Thank you for connecting with me earlier! Recap below as promised (apologize in advance for the lengthy email):
>
> **1. Onboarding**

a) Projected Date: **March 5th, 2019. Time to be determined.**

Recommended schedule below:

Session 1 (60 minutes): Neighbors Feed & Law Enforcement Portal Training

Attendees: Head POC, PIO, Existing social media users, Detectives, Crime Analysts, General (open to anyone in department)

b) Scheduling - I'll be sending over a calendar invite as a placeholder. Once confirmed, please send out your respective internal calendar invites to the team and copy myself.

c) For the day of onboarding, I'll just need a room that has access to a projector/TV with an HDMI connection.

2. Portal Requirements

a) Account Provisioning - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it back my way before the scheduled onboarding. Please note that accounts will NOT be provisioned until after the onboarding and that I will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

b) Browser Compatibility - Portal is compatible with Chrome and Firefox Please refrain from using Internet Explorer or any others not listed above.

3. Miscellaneous

a) Seed Units - I will be sending 10 donation devices to Claudia Ortega's attention to: 8085 University Ave, La Mesa, CA 91942 and follow up with a shipping confirmation as soon as I receive it!

4. Next Steps

Once you have tracked down your department's shapefile, can you send that over to me?

I'll be working with our operations team to get La Mesa PD Portal created, and I will send over login information for you once completed. This will help provide more context for the day of onboarding.

Finally, I forgot to mention on the call, but would it make sense to introduce myself to Lieutenant Runge? I want to loop in our PR Coordinator, Morgan, for some additional items/asks that will be PR-specific. Let me know what works best.

Thank you again for your time earlier and let me know if I forgot anything!

-Kyle

On Wed, Feb 6, 2019 at 2:33 PM Kyle Demmin <kyle.demmin@ring.com> wrote:

> Hi Claudia,
>
> Just called and left you a voicemail. Please feel free to give me a call back anytime this afternoon at 714-381-6291.
>
> If easier to schedule a time, we can also do that over email as well.
>
> Best,
>
> Kyle

On Wed, Feb 6, 2019 at 11:29 AM Kyle Demmin <kyle.demmin@ring.com> wrote:

Hi Claudia,

Sounds great. I'll give you a call this afternoon at 2:30pm.

Talk soon,

Kyle

On Wed, Feb 6, 2019 at 11:24 AM Claudia Ortega <cortega@ci.la-mesa.ca.us> wrote:

Hi Kyle,

Please feel free to call me this afternoon any time after 2pm. I look forward to working with you.

Best Regards,

Claudia Ortega

La Mesa Police Department

Crime Prevention/Community Relations Specialist

Phone: 619-667-7545

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Wednesday, February 06, 2019 11:21 AM
To: Claudia Ortega
Cc: Raymond Pollum
Subject: Re: Ring POC Intro

Ray,

Thank you very much for the introduction.

Claudia,

It's a pleasure to meet you via email. It would be great to connect for a quick chat this afternoon or at your earliest convenience. As Ray mentioned, we'd love to get the onboarding for La Mesa Police Department fast tracked.

Please let me know the best number to reach you on and the best day/times for a call.

Looking forward to working with you.

-Kyle

On Wed, Feb 6, 2019 at 11:09 AM Raymond Pollum <raymond.pollum@ring.com> wrote:

> Claudia, Nice to hear from you. As mentioned, I want to make a quick introduction to Kyle Demmin who is charged with onboarding La Mesa Police Department and will be your point of contact going forward. Kyle is one of our senior account mangers at Ring who works with agencies during the onboarding and then ongoing support when needed.
>
> Because of some of the delays on our side, I've asked Kyle to fast track the onboarding for La Mesa. I've also provided your contact information to him and will ask that he reach out to you directly. His contact info is below if you need to reach him prior:

Kyle Demmin, Sr. Account Manager

Phone: 714-381-6291

Email: On Copy

Thanks again Claudia for your support and patience. I'm looking forward to hearing great things from La Mesa as we work together to reduce crime in the community.

Sincerely, Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

1523 26th St

Santa Monica, CA 90404

ray@ring.com

(949) 690-6979 Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

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Kyle Demmin

Account Manager

Cell: 714-381-6291

1523 26th St

Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

--

Kyle Demmin

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