

John Planas

From: Danny Durazo <danny.durazo@ring.com>
Sent: Wednesday, May 20, 2020 7:16 PM
To: John Planas
Subject: Ring | Book a meeting for Neighbors for Public Safety

John-

Thank you for reaching out for information about Ring's mission to make neighborhoods safer. You're likely aware of the Neighbors App by Ring, a free smartphone app that connects communities and allows them to participate in important crime and safety discussions to make safer, strong neighborhoods.

Neighbors Public Safety Service is a free tool that allows public safety agencies to collaborate with members of the community using Neighbors.

- Join in the conversation Neighbors users are having by commenting on posts as a verified public safety user.
- Post about important crime and safety events to help keep the neighborhood well informed.

The best way to understand Neighbors Public Safety Service is to see it first-hand. I'd like to set up a time to meet with your team to walk through the tool. **Please use the booking link below to directly schedule a time with me for a webinar.**

<https://calendly.com/danny-durazo-ring/neighbors-webinar>

I look forward to speaking further about Ring's mission to make neighborhoods safer.

Regards-

Danny

--

Danny Durazo

Community Partnerships
T 310.907.9476 E danny.durazo@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com

John Planas

From: Danny Durazo <danny.durazo@ring.com>
Sent: Monday, June 8, 2020 3:50 PM
To: John Planas
Subject: Ring Acknowledgement Form | Fire Marshal Town of Essex
Attachments: Ring Acknowledgement Form - Master 3-1-2020.pdf

John-

Thank you for arranging our meeting to learn about Neighbors Public Safety Service.

Here are a few of the Neighbors Public Safety Service highlights:

- **Community Engagement.** Join in the conversation Neighbors App users are having by commenting on posts as an identified public safety user.
- **No Cost.** Neighbors by Ring is free to public safety agencies and community members as part of our mission to make neighborhoods safer.
- **Work With the Community.** When a fire occurs, you can ask the community for assistance via the video request tool to help determine its cause and origin

I have attached an Acknowledgement Form for your review. Once signed and returned, I can schedule your training. As a reminder, it will be necessary at that time that you have identified the coordinators who will be the first to get trained and set up with accounts. **I will be calling the main line with 4-digit verification code for two-factor authentication so you can complete AF.**

The two key coordinators include an Education/Prevention Coordinator and a Community Outreach/Risk Reduction coordinator. These are typically supervisors, and will represent their department during training and beyond. In addition, your PIO (or equivalent) will play an important role, particularly in fielding questions from community members and/or the media.

Thank you again. I look forward to supporting the Town of Essex Fire Marshal through your onboarding to the Ring Neighbors Public Safety Service.

Thank you-

Danny

--

Danny Durazo

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T 310.907.9476 E danny.durazo@ring.com





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From: Danny Durazo
Sent: Monday, June 8, 2020 3:54 PM
To: John Planas
Subject: Ring Acknowledgement Form | Fire Marshal Town of Essex

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Thank you-

Danny

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Danny Durazo

Community Partnerships

T 310.907.9476 E danny.durazo@ring.com



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[Download the Neighbors App.](#)
Join the new neighborhood watch.

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Danny Durazo

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T 310.907.9476 E danny.durazo@ring.com





Acknowledgement Form

The Essex Office Of the Fire Marshal

gQAN

Agency
29 West Avenue Essex, CT 06426

Verification Code (Required)
860-767-4340 ext.146

Address

Phone Number

Neighbors by Ring is a free app designed to help community members connect and stay informed about what's going on around them – whether they own a Ring device or not. Public agencies use Neighbors to share important crime and safety information with residents, and work with their communities to help make neighborhoods safer. With Neighbors, public agencies may:

- **Connect with The Community** - Public agency personnel can comment on Neighbors app posts within their jurisdiction as an identified public agency user.
- **Provide Updates from Official Sources** - Public agency personnel can post official updates to help their community stay informed about incidents that may impact residents.
- **Work Together** - Users have the option to provide helpful information if public agencies seek assistance with an investigation. This process has been designed to ensure that no user information is shared with the public agency unless the user chooses to share such information, including whether the user received a notification or opted-out of all future notifications.

Please read and acknowledge your understanding of the following:

- A. There is no cost associated with joining or using Neighbors.
- B. No endorsement or promotion of Ring products or services is required. There is no obligation to participate in any other Ring program.
- C. Ring will provide training and ongoing support to agency's Public Information Officer (or equivalent), Investigative Coordinator and Community Engagement Coordinator, and others as deemed appropriate.
- D. Ring will publicly announce your participation in Neighbors by sending an in-app announcement and adding your agency's name to Ring's publicly available Active Agency Map, which lists all public safety agencies that have joined Neighbors.
- E. Agency will maintain appropriate user access control to Neighbors for its personnel and will use Neighbors only for legitimate public safety purposes.

Authorized Signature

John Planas

Printed Name

6/11/2020

Date

Fire Marshal

Title

John Planas

From: Danny Durazo <danny.durazo@ring.com>
Sent: Friday, June 12, 2020 2:44 PM
To: John Planas
Cc: NeighborsPR
Subject: Re: 2121_001.pdf
Attachments: Fact Sheet - Neighbors .pdf; NPSS_Inapp_Alert_Editable 4.24.20.png

John-

Thank you. Confirming receipt of signed Acknowledgement Form.

Next Steps:

1. Select a training date for the coordinators (using booking link below)
2. Provide contact information for the confirmed coordinators (done)
3. Ring will post an announcement on Neighbors and place both Essex & Guilford FD on the [Active Agency Map](#) to coincide with the training date selected.
4. Fact Sheets about Neighbors are attached. Please connect with our PR Team (neighborspr@ring.com) if you need additional resources for press releases or receive any media inquiries about Ring or the Neighbors App.

Below is a link to my calendar. Please choose a time that works best for you and your team (each agency should have their own training):

<https://calendly.com/danny-durazo-ring/neighbors-training?month=2020-05>

I look forward to speaking with you soon!

Best-

Danny

On Thu, Jun 11, 2020 at 7:04 AM John Planas <jplanas@essexct.gov> wrote:

Attached you will find the authorization forms with the verification codes you provided.

Please let me know if there is anything else I need to do.

Sincerely,

John Planas

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Neighbors is a free app by Ring designed to help community members connect and stay informed about local public safety incidents – whether they own a Ring device or not. Millions of residents across the country are using the Neighbors App to make neighborhoods safer for their families, friends and neighbors. We believe that when communities can come together, safer neighborhoods become a reality.

Neighbors App Features

Stay Informed

Get real-time, hyper-local information about what's going on in your community, through crime and safety alerts from users near your home.

Alert Your Community

Post and share important crime and safety information in the following categories: Crime, Safety, Unknown Visitor, Lost Pet or Neighborly Moment. Once an alert is posted, you can comment with updates and inform your neighborhood when the incident has been resolved.

Connect with Neighbors

View and comment on publicly posted videos, photos and text-based posts shared by local users through your Neighbors App feed.

Personalize Your Experience

Customize what type of incident alerts you would like to receive and how often you would like to receive them by selecting from the available crime and safety categories.

Prioritizing User Privacy

Choose what content you wish to share and how you want to engage with your neighbors on the app. The Neighbors App was designed to keep users in control of what is shared with their neighborhood.

Support from Local Public Safety

In some neighborhoods, local police and fire departments have joined the Neighbors App to engage with residents. When using Neighbors, public safety agencies can view and respond to publicly posted content from residents, send real-time alerts and request assistance from residents related to local public safety incidents.

Free and Accessible

The app is free to join and you can connect with your community by downloading [Neighbors for iOS](#), [Neighbors for Android](#) and [Neighbors for FireOS](#). You do not have to own a Ring device to join the Neighbors App and help make your neighborhood safer.

Learn more about the [Neighbors App here](#).
For media inquiries, contact media@ring.com.

John Planas

From: Danny Durazo <danny.durazo@ring.com>
Sent: Friday, June 26, 2020 3:23 PM
To: John Planas
Subject: Re: Ring | Thank you + Follow-Up

John-

I wanted to loop back - I'm seeing your invite is still pending? Let me know if still not receiving email invite to join! Thank you!

Danny

On Thu, Jun 25, 2020 at 1:12 PM Danny Durazo <danny.durazo@ring.com> wrote:
John-

I just went ahead and reinvited you both - if you don't receive it's likely an IT issue where we'll have to whitelist an email + ip address.

Please update me when you have a moment & I'll double check with my ops team.

Danny

On Thu, Jun 25, 2020 at 12:04 PM John Planas <jplanas@essexct.gov> wrote:

Hi Danny,

We did not get the login information for Essex yet.

John

John A. Planas

Fire Marshal

Essex, CT

jplanas@essexct.gov

Phone: 860-767-4340 ext. 146

Fax: 860-767-8509



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From: Danny Durazo <danny.durazo@ring.com>
Sent: Thursday, June 25, 2020 2:52 PM
To: John Planas <jplanas@EssexCT.gov>
Cc: Lisa Fasulo <LFasulo@EssexCT.gov>
Subject: Re: Ring | Thank you + Follow-Up

John-

Confirming that both you and Lisa have been added - please let me know if you didn't receive an email invite to join!
I'll make note to reach out in a few days here to see how things are coming along on your end.

Best-

Danny

On Thu, Jun 25, 2020 at 10:49 AM John Planas <jplanas@essexct.gov> wrote:

Hi Danny,

I attached the information for Essex. Please let me know when we are ready to go live.

I appreciate the help.

Sincerely,

John Planas

John A. Planas

Fire Marshal

Essex, CT

jplanas@essexct.gov

Phone: 860-767-4340 ext. 146

Fax: 860-767-8509



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From: Danny Durazo <danny.durazo@ring.com>

Sent: Thursday, June 25, 2020 12:25 PM

To: John Planas <jplanas@EssexCT.gov>

Cc: Lisa Fasulo <L.Fasulo@EssexCT.gov>

Subject: Ring | Thank you + Follow-Up

John & Lisa -

Thank you for taking the time today to complete training for Neighbors Public Safety Service, I hope it was informative. I am excited for you to get going! I've gone ahead and attached the user sheet so I can add users to the Essex website.

Please let me know if any questions/issues here.

Best,

Danny

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Danny Durazo

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T 310.907.9476 E danny.durazo@ring.com



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Join the new neighborhood watch.

John Planas

From: Ring Team <no-reply@ring.com>
Sent: Thursday, June 25, 2020 4:10 PM
To: John Planas
Subject: You're Invited to Join Neighbors Public Safety Service



Ring invites you to join the Town of Essex Fire Marshal on Neighbors Public Safety Service.

Neighbors Public Safety Service allows the **Town of Essex Fire Marshal** to connect and share safety information with Neighbors App users.

You can use Neighbors Public Safety Service on Internet Explorer 11, Google Chrome, Firefox and on your smartphone.

Join Now

Join Neighbors Public Safety Service to:

- **Connect with your community.** View and comment on Neighbors App posts as an identified agency personnel.
- **Provide updates from an official source.** Share safety information, public service announcements, community events and more with your residents.
- **Ask the community for assistance.** Residents can share information or videos to help investigations if they choose.

Join Now

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