

Joseph Gaynor

From: Joseph Gaynor
Sent: Tuesday, July 23, 2019 7:27 AM
To: Phillip Dienstag
Subject: RE: Good news!

Good morning Phillip,
I am in the office today.
I can be reached at 562-570-7275.

Now that the MOU was approved by council, we are waiting for it to be signed by the City Attorney and come back to the PD for the Chief's final signature. I believe this will happen soon.
I do know that LBPd Media Relations have also been in contact with Ring media representatives.

Thanks,
Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Monday, July 22, 2019 3:15 PM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: Good news!

Lt. Gaynor,

I hope you had a nice weekend. Can we touch base about next steps? I am available whenever you are.

Best,

On Tue, Jul 16, 2019 at 9:18 AM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor,

Thank you for the update! Can you please send me the executed MOU? To help expedite the onboarding process please identify the below individuals and I will introduce you to your Partner Success Manager to schedule Long Beach PD's onboarding.

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

6. Patrol POC- person who is responsible for law enforcement operation

Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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Santa Monica, CA 90404
www.ring.com



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On Tue, Jul 16, 2019 at 6:44 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning Phillip,

I was advised that the City Council approved the agenda item to enter into an MOU with Ring.

I have asked my Media Relations coworkers to begin working with Ring to draft a press release. (I believe they have already been in contact with each other)

I believe I will be tasked with scheduling the training of officers and getting any technical requirements in place to get the system up and running.

Please let me know what you believe would be the appropriate "next steps" so we can begin using this investigative tool.

Stay safe,

Lt. Joe Gaynor #5412

Investigation Bureau

Detective Division

562-570-7275

Phillip Dienstag

Law Enforcement Liaison

T 203.610.1178 E phil@ring.com



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Santa Monica, CA 90404
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Noor Ismail

From: Monica Sabunas
Sent: Thursday, July 18, 2019 2:05 PM
To: Noor Ismail; Joshua Brearley
Subject: FW: Ring Subsidy Program in Long Beach

From: Stacey Cooke <stacey.cooke@ring.com>
Sent: Tuesday, May 28, 2019 2:36 PM
To: Monica Sabunas <Monica.Sabunas@longbeach.gov>
Subject: Ring Subsidy Program in Long Beach

Hi Monica,

Pleasure to e-meet you. I would like to discuss the subsidy program with you. Are you free for a phone call this week?

--
Stacey Cooke

Events Manager
stacey.cooke@ring.com
410-591-8238

ring

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Santa Monica, CA 90404
www.ring.com



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<https://abc7.com/community-events/lynwood-residents-offered-discounted-ring-security-devices/4527874/>

Noor Ismail

From: Monica Sabunas
Sent: Thursday, July 18, 2019 2:03 PM
To: Noor Ismail; Joshua Brearley
Subject: FW: Ring Partnership Program Inquiry - City of Long Beach, CA

From: Stacey Cooke <stacey.cooke@ring.com>
Sent: Tuesday, May 28, 2019 3:12 PM
To: Monica Sabunas <Monica.Sabunas@longbeach.gov>
Cc: Erik Herzog <Erik.Herzog@longbeach.gov>
Subject: Re: Ring Partnership Program Inquiry - City of Long Beach, CA

Monica,

Thank you for the time this afternoon. I am looking forward to working on a partnership with you and the city of Long Beach. The information I will need for the agreement is

- total amount of maximum funding (ring matches yours)
- name, title, email of person signing the agreement
- how you want the city name or PD written out officially on the agreement.

Thank you!

Stacey

On Tue, May 28, 2019 at 2:35 PM Monica Sabunas <Monica.Sabunas@longbeach.gov> wrote:

Good Afternoon Stacey,

The Long Beach Police Department is interested in learning more about the Ring partnership program for our City. Can you share some preliminary information via email, or call me to discuss? I'm leaving today at 3 p.m. (PST) but will be returning tomorrow, 5/29 at 7:30 a.m.

Thank you in advance for your time and assistance.

Sincerely,

Monica Sabunas

Administrative Analyst

Office of the Chief of Police

LONG BEACH POLICE DEPARTMENT

400 West Broadway, Long Beach, CA 90802

Office: 562.570.5863

E-Mail: Monica.Sabunas@longbeach.gov

CITY OF
LONG BEACH

Stacey Cooke

Events Manager

stacey.cooke@ring.com

410-591-8238

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<https://abc7.com/community-events/lynwood-residents-offered-discounted-ring-security-devices/4527874/>

Joseph Gaynor

From: Joseph Gaynor
Sent: Friday, June 21, 2019 10:28 AM
To: Phillip Dienstag
Subject: RE: Next Steps

Good morning Phillip,

From a PD standpoint, I believe we have done what needs to be done. I have been told that council has taken the RING MOU off of the agenda for undisclosed reasons. I have asked my Commander to try and determine what additional information council needs to enable us to get it back on the agenda and approved. As of today, I have not received any details. Do know that if I am asked RING MOU details or functionality specifics of the application that I am not able to provide, I will reach out to RING (you) for the information.

Thanks,
Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Friday, June 21, 2019 10:06 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Next Steps

Lt. Gaynor,

I hope your week is going well. Unfortunately, the MOU was taken off the agenda for the City Council meeting as I wanted to get an idea of when it will be re-placed and/or what immediate steps can still be taken to get LBPD access to the Ring Neighbors Portal.

Looking forward to hearing from you.

Best,

Phillip Dienstag
Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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www.ring.com



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Jennifer De Prez

From: Jennifer De Prez
Sent: Friday, June 7, 2019 2:32 PM
To: Morgan@ring.com; Shaunna Dandoy
Cc: Phillip Dienstag; Joseph Gaynor; LBPD Media Relations; Media
Subject: RE: Ring PR Intro & Materials for Long Beach PD

Hi Morgan,

It was nice speaking with you this morning. Shortly after our call, I learned that this item was removed from next week's Long Beach City Council meeting agenda, and at this time we do not know of an alternative date when it will be presented.

Let's touch base again once we know of the new date.

Thank you,

Jennifer De Prez
Public Information Officer

Long Beach Police Department | Media Relations Detail
400 W. Broadway | Long Beach, CA 90802
Media Line (562) 570-5273
Jennifer.DePrez@longbeach.gov

From: Morgan Culbertson <morgan.culbertson@ring.com>
Sent: Friday, June 7, 2019 6:50 AM
To: Shaunna Dandoy <Shaunna.Dandoy@longbeach.gov>
Cc: Phillip Dienstag <pdienstag@ring.com>; Joseph Gaynor <Joseph.Gaynor@longbeach.gov>; Morgan Culbertson <Morgan@ring.com>; LBPD Media Relations <LBPDMediaRelations@longbeach.gov>; Media <media@ring.com>
Subject: Re: Ring PR Intro & Materials for Long Beach PD

Hi Shaunna,

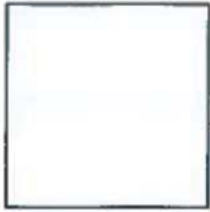
Happy Friday! Just circling back on this as I realize we are just a few days ahead of the stated June 11th Council vote.

Assuming that is still the case and reporter (which outlet?) still agreeing to hold off until then... can we connect at some point today to make sure we're on the same page going into next week?

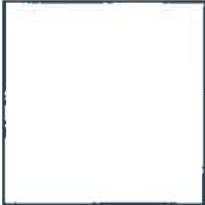
Let me know what works best in your schedule and I'll give you a call :)

Morgan Culbertson

PR Coordinator, Neighbors
Morgan@ring.com
m: 805.822.9694



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On Thu, May 23, 2019 at 4:36 PM Morgan Culbertson <morgan.culbertson@ring.com> wrote:

Thank you Phil and great to meet you Shaunna and Team!

Appreciate the insights regarding the June 11th meeting and pending media inquiry. Approved PR materials are listed and linked below for you and your team to review.

Before moving forward, can we get on a call to briefly discuss overall PR strategy and see what other assistance may be needed ahead of the vote?

We want to be sure and kick things off to the public on a positive and accurate note so let me know some days/times next week that may work best to schedule. Or you can feel free to call/text me on my cell anytime at (805) 822 9694 and we'll make it happen :)

Best,

Morgan

Click to view and download the following materials in dropbox;

- Approved [Talking Points](#) to present & describe the partnership.
- [Reactive Q&A](#) to help answer commonly asked questions.

While the talking points & reactive Q+A should cover the key components of the presentation, other materials to use or reference include;

- LEA partner testimonials: [case study videos](#) & [sample LE user comments/posts](#) showing how various communities are using Neighbors to reduce crime & stay safe.
- [PR Materials](#) folder with sample press releases & social media announcements demonstrating how LEA's have presented the Neighbors app partnership to the public.
- Hi-res [Neighbors App Logos/Graphics](#) to download & use in materials.

###

Morgan Culbertson

PR Coordinator, Neighbors

Morgan@ring.com

m: 805.822.9694



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Santa Monica, CA 90404

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On Wed, May 22, 2019 at 4:22 PM Shaunna Dandoy <Shaunna.Dandoy@longbeach.gov> wrote:

Hello,

It is nice to virtually meet you Phillip and Morgan. We have already received one media inquiry on this. The reporter is looking to push out a story after the item is voted on focusing on law enforcements perspective the system, how it works, and how people can register.

I checked with the City Clerk's office and it is slated to be on the June 11th Council Meeting for a vote. I let the reporter know we would circle back closer to the June 11th date.

Thanks,

Shaunna Dandoy

Public Information Officer

Long Beach Police Department | Media Relations Detail

400 W. Broadway | Long Beach, CA 90802

Media Line: (562) 570-5273

Shaunna.Dandoy@longbeach.gov

From: Phillip Dienstag [mailto:pdienstag@ring.com]

Sent: Wednesday, May 22, 2019 10:29 AM

To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>; Morgan Culbertson <Morgan@ring.com>

Cc: LBPDMedia Relations <LBPDMediaRelations@longbeach.gov>; Media <media@ring.com>

Subject: Ring PR Intro & Materials for Long Beach PD

Lieutenant Gaynor,

I would like to introduce you to our Public Relations Coordinator, Morgan Culbertson (cc'd). Morgan is lead on the Ring/Neighbors side for any public-facing communication related to the program and works with law enforcement agencies on outreach strategy by providing materials and any additional support needed from our end moving forward. In preparation for the confirmed City Council Meeting next week it will be important to connect with Morgan and the Ring PR team.

Morgan and our PR team (also cc'd) have worked with many law enforcement agencies in California and can provide you with examples of the PR materials and related coverage from the initial announcements we have coordinated with other agencies.

I will remain as your main point of contact for all questions pertaining to the Ring Neighbors Portal and MOU.

Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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Jennifer De Prez

From: Jennifer De Prez
Sent: Friday, June 7, 2019 10:21 AM
To: Morgan Culbertson
Cc: Phillip Dienstag; Media; LBPDP Media Relations
Subject: RE: Re: Ring PR Intro & Materials for Long Beach PD

Hi Morgan,

Sorry about that, I stepped away from my desk for a few minutes and missed your call. I will be at my desk the majority of the day, so feel free to call back when you're out of your meeting.

Thank you!

Jennifer De Prez
Public Information Officer

Long Beach Police Department | Media Relations Detail
400 W. Broadway | Long Beach, CA 90802
Media Line: (562) 570-5273
Jennifer.DePrez@longbeach.gov

From: Morgan Culbertson <morgan.culbertson@ring.com>
Sent: Friday, June 7, 2019 10:16 AM
To: LBPDP Media Relations <LBPDPMediaRelations@longbeach.gov>
Cc: Phillip Dienstag <pdienstag@ring.com>; Media <media@ring.com>
Subject: Fwd: Re: Ring PR Intro & Materials for Long Beach PD

Hi Jennifer! Thanks reaching out earlier.

Just tried calling your desk and wanted to let you know I'm heading into a meeting for the next 45 minutes to an hour but will call again when I'm out.

Or if another time prefer just let me know and I will try that as well

Begin forwarded message:

From: Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: Ring PR Intro & Materials for Long Beach PD
Date: June 7, 2019 at 06:50
To: Shaunna Dandoy <shaunna.dandoy@longbeach.gov>
Cc: Phillip Dienstag <pdienstag@ring.com>, Joseph Gaynor <joseph.gaynor@longbeach.gov>, Morgan Culbertson <morgan@ring.com>, LBPDP Media Relations <lbpdpmediarelations@longbeach.gov>, Media <media@ring.com>
Reply-To: Morgan Culbertson <morgan.culbertson@ring.com>

Hi Shaunna,

Happy Friday! Just circling back on this as I realize we are just a few days ahead of the stated June 11th Council vote.

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Morgan Culbertson

PR Coordinator, Neighbors

Morgan@ring.com

m: 805 822.9694



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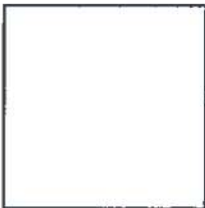
###

Morgan Culbertson

PR Coordinator, Neighbors
Morgan@ring.com
m: 805.822.9694



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Public Information Officer

Long Beach Police Department | Media Relations Detail

400 W. Broadway | Long Beach, CA 90802

Media Line: (562) 570-5273

Shaunna.Dandoy@longbeach.gov

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To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>; Morgan Culbertson <Morgan@ring.com>

Cc: LBPd Media Relations <LBPdMediaRelations@longbeach.gov>; Media <media@ring.com>

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Shaunna Dandoy

From: Morgan Culbertson <morgan.culbertson@ring.com>
Sent: Friday, June 7, 2019 6:50 AM
To: Shaunna Dandoy
Cc: Phillip Dienstag; Joseph Gaynor; Morgan Culbertson; LBPD Media Relations; Media
Subject: Re: Ring PR Intro & Materials for Long Beach PD

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PR Coordinator, Neighbors

Morgan@ring.com

m: 805 822.9694



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Thanks,

Shaunna Dandoy

Public Information Officer

Long Beach Police Department | Media Relations Detail

400 W. Broadway | Long Beach, CA 90802

Media Line: (562) 570-5273

Shaunna.Dandoy@longbeach.gov

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Sent: Wednesday, May 22, 2019 10:29 AM

To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>; Morgan Culbertson <Morgan@ring.com>

Cc: LBPd Media Relations <LBPdMediaRelations@longbeach.gov>; Media <media@ring.com>

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Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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Joseph Gaynor

From: Joseph Gaynor
Sent: Wednesday, May 22, 2019 10:12 AM
To: Phillip Dienstag
Subject: RE: MOU Update

Phillip,

Sounds good. I will let you know when the MOU is signed.

I do know the RING neighbor's APP has been authorized as an approved APP for officers to load on their city issued phones once we have the signed MOU.

I look forward to scheduling the training for our officers once the MOU is signed.

I was asked about the number of cameras that are donated to LBPD when the MOU is agreed upon and implemented in the City. If memory serves me correctly, I was told that LBPD would be allocated approximately 80 cameras to be given out to the residents of the city as the Chief of Police sees fit. Is this correct?

Stay safe,
Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Wednesday, May 22, 2019 9:43 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Cc: LBPD Media Relations <LBPDMediaRelations@longbeach.gov>
Subject: Re: MOU Update

Lt. Gaynor,

Thank you for the update. We look forward to coordinating an announcement but would want to wait until Long Beach PD is up and running on the app. A series of trainings and prep need to occur between the MOU signing and the official launch so that when residents are told to download the app, Long Beach PD will be ready to engage with them.

Our PR team will look forward to coordinating that with you as we have done with our current partners across the county.

Best,
Phillip Dienstag
Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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On Wed, May 22, 2019 at 6:24 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning Phillip,

The MOU should be presented to the council next week for approval.

In anticipation of approval, I encourage you to reach out to our Media Relations Unit.

Administrator Karen Owens supervises the unit and has advised that they are happy to work with representatives from RING, in drafting a press release, when the Neighbors App is approved for implementation.

I have included the contact email for Media Relations in this email. (LBPDMediaRelations@longbeach.gov)

I look forward to partnering with RING to reduce crime in the City of Long Beach.

Lt. Joe Gaynor

From: Phillip Dienstag [<mailto:pdienstag@ring.com>]
Sent: Tuesday, May 21, 2019 1:30 PM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: MOU Update

Joe, I hope your week is going well. It's been a few weeks since we last spoke so I wanted to follow up on the MOU and City Council meeting. Do you have dates yet? Any information would be greatly appreciated as I would like to debrief Ring PR and create an introduction whenever you see fit.

Thank you,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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On Thu, May 9, 2019 at 2:34 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Joe, I would like to get in front of PR before it's too late. Would you advise an introduction between yourself and Ring PR today or tomorrow?

Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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On Mon, May 6, 2019 at 5:04 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor, I hope you had an excellent weekend, thank you for the update and detailed feedback. My response was stuck in draft, guessing I was trying to send while 30,000 feet in the air but please let me know when you would like an introduction to Morgan, Ring PR, and I will get that going. We very much look forward to having LBPD using the Ring Neighbors Portal.

Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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On Tue, Apr 30, 2019 at 7:37 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning,

In speaking to my Commander, I believe the MOU will be presented to council within in the next three weeks for approval. When I get a firm date, I will reach out to you and put you in contact with our media relations detail to author a media release.

I spoke to Robbery Sgt. Schillig regarding his use of the portal. He said he liked the functionality of the system. Regrettably, the limited residents he contacted did not respond/share their video footage but as technician Han explained, residents may not see/ignore the email for a number of reasons. In speaking to technician Han, she explained that this can be mitigated via public notification/media release once the MOU is signed. When citizen hear that LBPD is using the portal (via press release/social media/websites/etc), more citizen will realize what the email is when/if they receive a request from the PD.

I'll be in touch.

Stay safe,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]

Sent: Monday, April 29, 2019 11:30 AM

To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>

Subject: MOU Update

Lt. Gaynor, I hope you had an excellent weekend. I wanted to follow up on the status of the MOU and see if the Ring Video Request feature through the Neighbors Portal was effective in identifying a suspect and placing an arrest?

We are excited to partner with Long Beach PD as I look forward to hearing from you soon.

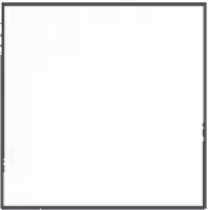
Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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Santa Monica, CA 90404
www.ring.com



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Joseph Gaynor

From: Joseph Gaynor
Sent: Monday, April 15, 2019 6:54 AM
To: Phillip Dienstag
Cc: David Schillig
Subject: RE: Video footage request

Good morning Phillip,

LBPD will abide by the 2 stipulations you note below regarding gaining access to the video footage I have requested.

I would like the technician to contact Robbery Sergeant Dave Schillig (cc'd on this email). Sergeant Schillig is in charge of our Robbery Detail and is directly supervising the investigation. Sergeant Schillig should be the only one that requires access to the video feeds requested.

On a side note, I was advised by my commander, that the MOU for the RING and LBPD partnership is moving through "the system" as expected and we should have approval in the next couple weeks.

Thanks in advance for your help and I look forward to working together in the future.

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Saturday, April 13, 2019 10:11 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: Video footage request

Lt. Gaynor, Following up on your email from last night, it is our privilege to assist with your request. As mentioned, we typically require an MOU be in place before providing access to Portal, but based on the "time is of the essence" scenario you described, we will provide access for this one incident.

That said, the MOU contains two specific clauses that Long Beach PD will have to agree to before we can provide access. These are:

- Unless otherwise required by law, the agency and its affiliates and employees shall not disclose any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.
- The agency agrees it will maintain appropriate access controls for its personnel to use the Neighbors Portal.

If you will acknowledge your understanding and agreement of these two items, I'll introduce you to a technician who will provide access to Portal, then walk you through the video request feature. You will maintain access to

portal going forward, but I would ask that you refrain from using on other cases until we can formalize the full agreement.

Reach me anytime at 203-610-1178 if you have any questions.

Thank you for what you do.

Phillip Dienstag

Law Enforcement Liaison

T 203.610.1178 E phil@ring.com

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On Thu, Apr 11, 2019 at 9:43 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning Phillip,

I need your help.

On April 9, 2019, an armed robbery took place at the 7-11 located at [REDACTED] Studebaker.

During the course of our investigation, we have located several RING cameras at the below addresses:

[REDACTED] El Jardin, Long Beach

El Jardin, Long Beach

El Jardin, Long Beach

El Jardin, Long Beach

Can you please aid us in the investigation?

We would like to retrieve any and all video surveillance footage for **April 9, 2019 from 1:45AM through 2:00 AM**. Feel free to contact the owners of the cameras and provide my contact information if they need verification that it is in fact LBPD that is requesting these videos.

Please let me know if this can be done or if you need anything "official" to obtain the desired video. Worst case, my detectives will have to go out to the individual houses and ask the residents.

(I do know that one of the great functions of the neighborhood portal is to make these blanket requests from my office, via messaging, as opposed to going to each individual house and asking)

Stay safe,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Wednesday, April 10, 2019 5:16 PM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Perfect. I have to say, I feel very confident with you as my POC at Long Beach PD. You have been attentive and patient throughout this process and understand the impact/asset the portal can provide to your agency. I appreciate your assistance and will talk to you soon.

Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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On Tue, Apr 9, 2019 at 10:07 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Thanks for this information.

There will definitely be communication between the PIO and RING prior to any training, install, launch, and use of the portal.

Our department is aware of the need for a carefully worded press release concerning the neighborhood portal/RING products agreement that we may establish.

The MOU is the primary step that needs to take place. Once the MOU is agreed upon, I will ensure that the PIO and any other PD personnel are brought together to discuss the media release, the training that will take place and the launch of the portal.

Stay safe,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Tuesday, April 9, 2019 9:00 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Lt. Gaynor,

We have a thorough onboarding training that is done subsequent to the MOU being signed. After the MOU is signed we appoint access remotely and then visit for a 3 hour training seminar. I can't stress enough how important it is that I brief your PIO and someone from Patrol before it gets to that point. Having "eyes" on the portal from every facet of the department will result in a successful partnership and positive experience with the Portal.

Best,

On Tue, Apr 9, 2019 at 10:48 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning Phillip,

I would like to wait for you to present all the functions of the portal until after the MOU is signed and we are on board.

My thinking is that I would host several training sessions at the police station so that numerous detectives/officers will be able to attend and learn the functionality of the system.

I will be in touch once the MOU is approved to schedule the sessions.

Thanks,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Friday, April 5, 2019 11:34 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

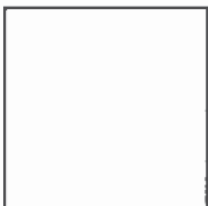
Lt. Gaynor,

My apologies for the slow response as I was on the road for the majority of the week with limited access to email. I appreciate the detailed update and look forward to seeing Long Beach PD using the Neighbors Portal soon. What are your thoughts on an in-person presentation sometime in the next two weeks? Since our last webinar, there have been new features and updates added to the Neighbors Portal that I would like to disseminate to Long Beach PD. This is an important opportunity and I would like to make sure you are fully educated on the Neighbors Portal before onboarding.

Best,

Phillip Dienstag

Law Enforcement Liaison
T 203.610.1178 E phil@ring.com



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On Tue, Apr 2, 2019 at 8:06 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning,

The administrative wheels of an MOU are turning, just slowly.

The MOU is with the Chiefs for approval. From there, it will go over to the city manager for approval.

I have no timeline on when the process will be complete.

Do know that everyone sees the value of the RING neighbor platform and are eager to implement it. I have already spoken to our IT personnel and they are able to install the RING neighbor app on city devices. This allow for the use of the application by sworn officers in the field and in detective bureaus once the MOU is finalized.

Thank you for your patience. I don't believe I need any more material or information at this time.

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Monday, April 1, 2019 11:10 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Lt. Gaynor, I hope you had an excellent weekend. I wanted to follow up on the status of the MOU and offer additional materials/information if needed. We are getting a good amount of referrals from Long Beach PD and are excited for this opportunity.

Best,

Phillip Dienstag

Error! Filename not specified.

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Santa Monica, CA 90404

203-610-1178

phil@ring.com

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](#)

On Mon, Mar 18, 2019 at 12:56 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor, I hope you had an excellent weekend. I wanted to follow up on the status of the MOU and see if you needed additional information for review. Do we have a date for the hearing yet?

Best,

Phillip Dienstag

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203-610-1178

phil@ring.com

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

USA Today: Police say crime drops with video doorbell

On Wed, Feb 20, 2019 at 10:04 AM Phillip Dienstag <pdienstag@ring.com> wrote:

Perfect. Does the Chief and Deputy Chief need a presentation on the Ring Platform/Neighbors Portal? I can demo in-person or via webinar if necessary.

Phillip Dienstag

1523 26th St

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phil@ring.com

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USA Today: Police say crime drops with video doorbell

On Wed, Feb 20, 2019 at 10:02 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

The City Attorney is good with it (with the addition of the statement noted) but we should wait until I hear back from my Commander after he has a discussion with the Deputy Chief and Chief.

I don't know when that meeting is scheduled.

When I hear from my Commander, then I think MOU signatures can be made.

Lt. Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Wednesday, February 20, 2019 9:57 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Sounds great, thank you for the information. Is this MOU ready to be signed by Ring Legal? No more changes needed?

Phillip Dienstag

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phil@ring.com

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LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

On Wed, Feb 20, 2019 at 9:55 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning,

Here is the MOU with the added line.

I have no information on if/when city council will get the MOU for review and if they do, what involvement any of us will need to have in any presentation, if one is needed. No one may need to go into any meeting.

When I learn any information, I will advise.

Lt. Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Wednesday, February 20, 2019 9:13 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Good Morning,

Can you please have the City Attorney make these changes on the MOU so I can send it to Ring Legal? I can't add provisions without a redline change by your Legal team.

Following up on yesterday's question about City Council; will you still be presenting the MOU to City Council during the course of a regular meeting even though it won't officially be placed on the agenda? I want to make sure that we have all our bases covered before going in there.

Best,

Phillip Dienstag

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phil@ring.com

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

USA Today: Police say crime drops with video doorbell

On Wed, Feb 20, 2019 at 7:17 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning,

The City Attorney would like the following statement in RED to be included in the MOU.

Unless otherwise required by law including but not limited to the California Public Records Act, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential

My Commander will determine the next course of action with the city council as it relates to getting their approval/notification of the pending MOU.

I will be in touch.

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]

Sent: Tuesday, February 19, 2019 11:51 AM

To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>

Subject: Re: FW: Ring Camera

Attached, is the new MOU that should be reviewed by the City Attorney and Council. Once I receive a date, I will introduce Morgan. Thank you for your continued support and patience throughout this process.

Best,

Phillip Dienstag

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phil@ring.com

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

USA Today: Police say crime drops with video doorbell

On Tue, Feb 19, 2019 at 11:43 AM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor, on 11/27, I sent you our new MOU, which was subsequently changed on 12/27. We are now working off of a streamlined, 1-page document that has been very effective in negotiations. Can I please send you the new MOU to work off/get City Council's approval? This will be the last/only version of the MOU moving forward.

Best,

Phillip Dienstag

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phil@ring.com

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USA Today: Police say crime drops with video doorbell

On Tue, Feb 19, 2019 at 10:44 AM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor,

Thank you for the update. If the MOU is going to City Council, I would like to introduce you to Morgan Culbertson, PR Coordinator for the Neighborhoods Department. She will be able to provide talking points/information for the hearing. Please give me a few minutes to reach out to Morgan and create the intro. Do you know when the hearing will be?

Best,

Phillip Dienstag

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USA Today: Police say crime drops with video doorbell

On Mon, Feb 18, 2019 at 1:39 PM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good afternoon,

The city attorney is discussing the MOU verbiage with my Commander. I believe they are "good" with most of it with limited amendments.

The city attorney has recommended having the city council give their "blessing" before any agreement/launch of the program is done,

Both my Commander and Deputy Chief are interested in getting on board after I explained to them the app and the assistance it would provide in investigations.

Currently, I don't think I need anymore information and it is simply working through the system on its way to approval. If I find myself being asked questions I do not have the answer to, I will be sure to reach out.

Thank you,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Wednesday, February 6, 2019 1:36 PM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Lt. Gaynor, I hope you're having an excellent week. I wanted to follow up on the status of the MOU and if you heard back from the City Attorney's Office yet. Simply from a discovery standpoint, with the MOU being at the City Attorney's office, will that eventually have to be approved by the Commissioner Board? To ensure a smooth rollout, and program description that accurately conveys what Neighbors by Ring is, I always ask to either be in attendance to answer any tough questions or I can equip you with talking points so you can answer questions pertaining to the program. I commonly see this with Sheriff's Offices but wanted to double check, just in case.

If there is anything else I can provide to you or your team for consideration, please let me know, and again, my apologies for the delay with your referral.

I look forward to hearing from you soon.

Best,

Phillip Dienstag

1523 26th St

Santa Monica, CA 90404

203-610-1178

phil@ring.com

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

On Thu, Jan 31, 2019 at 4:05 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Sounds great, thank you. Again, I apologize for the slow response with your referral but I am glad you were able to obtain their MOU. Please let me know if you need anything else for your review.

Best,

Phillip Dienstag

1523 26th St

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phil@ring.com

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

USA Today: Police say crime drops with video doorbell

On Thu, Jan 31, 2019 at 2:51 PM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

I did.

I was able to track him down by cold calling Oceanside PD. I never heard back from your representatives regarding an introduction.

He provided me with their MOU that I have shared with my city attorney for review. I will get in touch with you when I hear back from the city attorney.

Have a good weekend.

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Thursday, January 31, 2019 2:10 PM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Lt. Gaynor, I hope your week is going well. I wanted to confirm that you spoke with John McKean at Oceanside PD. Please let me know if there is anything else you need to review this opportunity.

Best,

Phillip Dienstag

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LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

On Tue, Jan 15, 2019 at 6:40 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor, thank you for reaching out. I will follow up with my team member now to see what is going on.

Best,

Phillip Dienstag

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phil@ring.com

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LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

On Tue, Jan 15, 2019 at 2:18 PM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good afternoon Phillip,

I never heard back from anyone regarding the introductions.

LBPD is excited to explore the RING functionality, but the city attorney still wants to learn how other agencies designed their MOUs.

Thanks,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Thursday, January 10, 2019 12:20 PM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: FW: Ring Camera

Lt. Gaynor, I apologize for the slow response as I was on the road all of this week for meetings. I will reach out to my team member and have him create introductions now.

Best,

Phillip Dienstag

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USA Today: [Police say crime drops with video doorbell](#)

On Thu, Jan 10, 2019 at 12:05 PM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Hi Phillip,

Did you have contact info for an officer I can contact at Oceanside and Alhambra so I can ask for information about the MOU they have in place with RING?

Thanks,

Lt. Joe Gaynor

From: Joseph Gaynor

Sent: Thursday, January 3, 2019 8:20 PM

To: Phillip Dienstag <pdienstag@ring.com>

Subject: Re: Ring Camera

Good evening,

Oceanside and Alhambra would be great.

Thanks,

Lt Joe Gaynor

Sent from my iPhone

On Jan 3, 2019, at 4:27 PM, Phillip Dienstag <pdienstag@ring.com> wrote:

Joe, what agency would you like an introduction to?

- Oxnard,
- Port Hueneme
- Oceanside
- Carlsbad
- Alhambra

Thanks,

Phillip Dienstag

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phil@ring.com

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USA Today: [Police say crime drops with video doorbell](#)

On Wed, Jan 2, 2019 at 1:08 PM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

That would be fine.

Our city attorney is most interested in learning how other CA agencies have authored the MOU agreement.

Thanks.

Lt Joe Gaynor

Sent from my iPhone

On Jan 2, 2019, at 11:52 AM, Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor, I hope your holiday and new year went well. Due to privacy/confidentiality, I cannot provide you with a signed MOU from another agency. I can, however, send you contacts from Neighbors Portal agencies across the state to reach out to.

Please let me know what you think.

Best,

Phillip Dienstag

[1523 26th St](#)

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203-610-1178

phil@ring.com

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

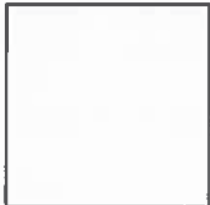
Shark Tank: Shark Tank's Biggest Company (password: ring)

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

USA Today: Police say crime drops with video doorbell

Phillip Dienstag

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T 203.610.1178 E phil@ring.com



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Noor Ismail

From: Donald Wood
Sent: Monday, April 08, 2019 8:31 PM
To: Maura Velasco
Subject: Re: MOU Review - Neighbors by Ring

That's what we expected and I think it's a great idea so they know the benefit to the police officers

Thx

Don

Sent from my iPhone

On Apr 8, 2019, at 8:35 AM, Maura Velasco <Maura.Velasco@longbeach.gov> wrote:

Hi Don,

Good morning, I hope you had a good weekend. I asked Monica to review the Neighbors by Ring MOU to obtain her advice on how to proceed with signatures. Her initial recommendation is to put this on the City Council agenda, which I think is a good idea. Do you have any concerns with this route? It will take us about 4 weeks to get onto the agenda.

Thanks,

Maura Velasco-Ventura
Office: (562) 570-7447

From: Monica Kilaita
Sent: Monday, April 08, 2019 8:33 AM
To: Maura Velasco <Maura.Velasco@longbeach.gov>
Cc: Maria Beltran <Maria.Beltran@longbeach.gov>
Subject: RE: MOU Review - Neighbors by Ring

Hi Maura,

Thanks so much, I really appreciate it.

With respect to the MOU, I actually worked with Lt. Gaynor when reviewing the language. At the time, I suggested going through City Council just so the public is aware of this partnership before it becomes official, and also so other similar applications could potentially come forward and say they want to give PD the same access, etc., which we could accommodate if worthwhile.

If PD does not want to go through Council, I am fine with Chief signing but I suggest notifying the CM beforehand just so it's on his radar. Thank you.

Monica J. Kilaita
Deputy City Attorney
Long Beach City Attorney's Office
333 W. Ocean Blvd., 11th Floor

Long Beach, CA 90802
Direct Line (562) 570-2215
Fax (562) 436-1579

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From: Maura Velasco
Sent: Thursday, April 04, 2019 3:44 PM
To: Monica Kilaita <Monica.Kilaita@longbeach.gov>
Cc: Maria Beltran <Maria.Beltran@longbeach.gov>
Subject: MOU Review - Neighbors by Ring

Hi Monica,

We heard from Taylor that you are on out bereavement leave. My condolences to you and your family.

We received the attached MOU for PD to establish a partnership with RING LLC. We wanted to confirm that it is ok for Chief Luna to sign this document. If you have any questions about this one, please let me know.

Thanks!

Maura Velasco-Ventura
Chief Financial Officer
Long Beach Police Department
400 W Broadway Long Beach, CA 90802
(562) 570-7447 – Office

Joseph Gaynor

From: Joseph Gaynor
Sent: Monday, December 24, 2018 7:27 AM
To: 'Phillip Dienstag'
Cc: Bruce Lee
Subject: RE: Ring Camera

Good morning Phillip,

I was asked by our City Attorney if we could be given a copy of an MOU between your company and a California Police Agency. Is this something that you could provide?

Have a great holiday,
Lt. Joe Gaynor

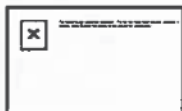
From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Friday, December 21, 2018 9:14 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Cc: Bruce Lee <Bruce.Lee@longbeach.gov>
Subject: Re: Ring Camera

All, I hope your week is going well. I was contacted by Detective Everts about the Ring Neighbors Portal and platform. Do you three work together? Should I give him a presentation as well? Also, what is the latest status of the MOU and thought of in-person presentation?

I look forward to hearing from you soon.

Best,

Phillip Dienstag



1523 26th St
Santa Monica, CA 90404
203-610-1178
phil@ring.com

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](#)

On Thu, Nov 29, 2018 at 2:03 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Are you guys on?

Phillip Dienstag

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On Wed, Nov 28, 2018 at 2:02 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Here is the information:

Join the call: <https://www.uberconference.com/phil534>
Optional dial in number: 720-835-5393
PIN: 89677

Best,
Phillip Dienstag

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On Wed, Nov 28, 2018 at 12:37 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Lt. Gaynor, I will send you an invite through uber conference before our meeting. Please click the link and turn on your audio and we will be in good shape.

I look forward to tomorrow.

Best,
Phillip Dienstag

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On Wed, Nov 28, 2018 at 7:05 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Sgt. Lee and I will plan to view the webinar at 1400 hours tomorrow.

Please forward the link and instructions for access.

Thanks,

Lt. Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Tuesday, November 27, 2018 8:05 PM
To: Bruce Lee <Bruce.Lee@longbeach.gov>
Cc: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Re: Ring Camera

Can we plan for 1400 hours on Thursday?

Phil Dienstag

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phil@ring.com

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On Tue, Nov 27, 2018 at 5:22 PM Bruce Lee <Bruce.Lee@longbeach.gov> wrote:

I shall put it on my calendar. I will see you then.

Bruce Lee #5406

Sergeant of Police

Burglary Investigations

Long Beach Police Department

"Chasing the Dream"

From: Joseph Gaynor
Sent: Tuesday, November 27, 2018 12:21:30 PM
To: Phillip Dienstag
Cc: Bruce Lee
Subject: RE: Ring Camera

Thursday between 1300-and 1500 hours works for me.

I would also like to include my burglary detail sergeant in the webinar. Sgt. Bruce Lee is cc'd on this email.

Thanks,

Lt. Joe Gaynor

From: Phillip Dienstag [mailto:pdienstag@ring.com]
Sent: Tuesday, November 27, 2018 11:27 AM
To: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Cc: Daniel Martinez <Daniel.Martinez@longbeach.gov>; Bruce Lee <Bruce.Lee@longbeach.gov>
Subject: Re: Ring Camera

Detective Martinez, thank you for the introduction.

Lt. Gaynor, it's great to meet you by way of email. I visited LBPd a few months ago in an effort to educate your department on the benefits of the Neighbors Portal and Ring Platform. I am glad that LBPd's interest has resurfaced as I would like to take you through the benefits of the Neighbors Portal on Thursday or Friday of this week. If you're available to sit through a 45-minute webinar so I can go through everything that would be great.

There were some changes with the MOU so I attached a new copy to send up the chain. If all things go according to plan, we can expect a full onboarding before the end of Q4.

Best,

Phil Dienstag

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phil@ring.com

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On Tue, Nov 27, 2018 at 10:26 AM Joseph Gaynor <Joseph.Gaynor@longbeach.gov> wrote:

Good morning Phil,

As Detective Martinez mentioned, I am the lieutenant that supervises the property crimes section.

My commander and deputy chief noted a recent article in Police One magazine concerning the RING neighborhood application and expressed interest.

I have forwarded the attached MOU to my commander for review. Based on my discussions with Detective Martinez, I believe this is a great investigative tool and have recommended getting "on board".

Once I hear back from my commander, I will get in touch with you regarding a roll out, training, media blast, etc.

Thank you for the assistance you have already provided to Detective Martinez and the Long Beach Police Department. I look forward to working with you on a broader scale in the future.

Stay safe,

Lt. Joe Gaynor

562-570-7275

From: Daniel Martinez
Sent: Tuesday, November 27, 2018 7:19 AM
To: Phillip Dienstag <pdienstag@ring.com>
Cc: Joseph Gaynor <Joseph.Gaynor@longbeach.gov>
Subject: Ring Camera

Good morning Phil,

Hope all is well, I would like to introduce you to Lt. Gaynor, he is in charge of our Property Crimes section, which consist of Auto Theft, Burglary, Computer Crimes, Forgery/Fraud and Identity Theft. Our department has caught wind about the LEO app base program that is starting to be used nationwide and are now wanting to look into it. I have attached the MOU so the LT could read it and ask you questions about the contract.

Thanks,

DET. D. Martinez #10323

Long Beach Police Department



Investigations Bureau- Burglary EAST Decentralized

Work 562.570.7392

Fax 562.570.1466