From:	███████████████
Sent:	Tuesday, November 03, 2015 12:22 PM
To:	Chan, Gary
Cc:	Rick Diamond;pete sarna;shwnknght@yahoo.com
Subject:	Re: Alert 360 Business case status

Hi Gary, The good news is that we have managed to collect some of the information that we needed to move the Alert 360 economics information forward. However the bad news is that we have not, as yet, received information from Oakland dispatch and as you might imagine are not comfortable putting forward a formal business case without this critical perspective. Regina did indicate to Shawn that she would be looking over our request. However we may need your help and perspective in a couple of areas to supplement what we hope to get back from Regina.

In the meantime perhaps the following will help us think about the various business case elements. If your schedule is still open for today at 1:00 we would like to get your perspective here.

1) We understand from various media sources that in a high percentage of the cases a reliable location from the wireless caller is not available to dispatch. We would like to determine what percentage of the time that this is the case on 911 calls for Oakland. With this information we can estimate the advantage that Alert-360 provides in terms of time savings and cost in the dispatch and responder process.

Also there is a big value value to the caller, we understand that shaving one minute off the response times could save up to 52% more lives.

2)When reliable location information does not come through from the CHP system, how much additional time on average does dispatch spend to determine location. And how much time on average do the responders waste trying to locate the caller when this happens.

3) What is the average time that dispatch spends on the phone with the caller? What is the average time for first responders to arrive?

4) What is the fully burdened labor and overhead for the dispatch staff? We think this is in the range of $30 per hour plus 14% for benefits.

5) What percent of the calls involve investigative work? One estimate was 15%.

6) What is the fully burdened cost of the investigative staff, one estimate is $50.00 per hour. Shaving time off the information gathering process through the Alert-360 crowd source and AMP communications capability will save time.

7) In Oakland, what is the annual training requirement for all dispatch personnel for Alert 360. With this information and the average hourly rate we can determine this cost. Roseville estimates <u>no more</u> than 1 hour per year, 30 minutes per session. Training costs will be very minimal.

Thanks and Best Regards, Jerry

From:	Chan, Gary
Sent:	Friday, June 12, 2015 9:42 AM
To:	Robert L. Batty
Subject:	Nextdoor Feedback

Follow Up Flag:	Follow up
Flag Status:	Flagged

From: GChan@oaklandnet.com
To: richardadiamond@gmail.com; ███████████████ shwnknght@yahoo.com; ████████████████
ebrady@alert-360.com
CC: JLong@oaklandnet.com
Subject: Nextdoor Feedback
Date: Tue, 12 May 2015 23:54:28 +0000

Dear Alert-360 team,

Neighborhood services coordinator, Jackie Long, assembled the Nextdoor feedback and I deleted the actual names. Can you update the Privacy (http://alert-360.com/privacy/) page and add a FAQ section under Resources to address these questions? Please kindly place the new entries on top of the existing content. OPD can then send generic responses with static URL's. Thank you.

Great idea, terrible user interface and application. Will try it again when and if they improve it.
Terrible. Just somehow sent an accidental alert and fire department showed up at my neighbors house. Get rid of this.

• **Does OPD monitor the 3rd party companies foreign and domestic this company uses when working with our personal information?**

from Sequoyah 2d ago
Thanks Jacquie. Just found the notice in my email Inbox and was about to post, but you beat me to it. Probably more effective coming from you too!
Thank

from Dimond District 2d ago
Very cool app, thank you for sharing
Thank

from Cleveland-Lake Merritt 2d ago

Thank you! It's been bugging me that this service has not been in place. Nixle doesn't have any real-time benefits. THANK YOU for finally getting Oakland better response tools. :)
Thank
from Saint Elizabeth 2d ago

I don't know what the point is. OPD never responds or if they do, they respond days later
Thank
and 2 others thanked

from Grass Valley 2d ago
This sounds great! BUT after reading what data this venture capital company collects I deleted the app...
Thank
thanked
from Golden Gate District 2d ago

- can you say more? NextDoor also operates with VC, as do a lot of the companies publishing apps for smartphones. What about this particular app/VC combo crossed the line for you?
Edited 2d ago
Thank
. from Oakmore 2d ago

Wow- this is cool. Simple 2 step process to call 911. Very smart for a childs use, instead of having to dial. With proper education, this can be very useful.
Thank
. from Dimond District 2d ago

As many know and have taken time to suggest,the APP will be yet another reminder of how much we are on our own.
Please prove me wrong OPD,post stats demonstrating improved response times.In the meantime folks....be/stay prepared to defend yourselves and family.
Edited 2d ago
Thank
from Grass Valley 2d ago

If one looks at the disclaimer you have to accept to use the app you will see they out source to 3rd parties "foreign and domestic" & they quickly accept "NO" responsibility for those ... View more
Edited 2d ago
Thank

from Piedmont Avenue 2d ago
Personal information You Provide.
We collect reasonable information necessary to provide the Service. We collect personal information you provide while registering for or interacting with our Service ... View more
Thank
. from Golden Gate District 2d ago

Jacque (from OPD) can you please elaborate further on the topic of information harvesting from this app? I think citizens deserve to understand how the city and private vendors are potentially ... View more
Edited 2d ago
Thank
from Grass Valley 2d ago

y thanks thats part of it....
Thank
from Golden Gate District 2d ago

OK did anyone else just discover a terminally ill, asthmatic elephant barking in agony from their phone via the Alert360 app? Seriously, forget the privacy issues... that audio cue has GOT to go.
Edited 2d ago
Thank
from Golden Gate District 2d ago

Also my alert settings are for 0.5 mile radius, but that jarring alert was for a medical emergency 3.5 miles away.
This software isn't beta, right?
Thank
from Piedmont Avenue 2d ago

Right, was just a snippet. Whole thing is here http://alert-360.com/privacy/
Thank
from Glenview 2d ago

I just think it's hilarious they blatantly ripped off Myspace's old logo for (emergency contacts)
Thank
from Piedmont Pines 2d ago

Check your settings under SUBURBAN and RURAL and make sure your alert distance is set at 0. I think the default is SUBURBAN 10.
Thank
from Sequoyah Heights 2d ago

Wow. Thanks for providing the fine print. No way am I letting this anywhere near my phone!
Thank
 from Lakeside 2d ago

Folks seem to be misinterpreting the fine print.
The only information you MUST share in order for the app to work is your location and phone number. It will ask your permission for both. Be aware ...
View more
Edited 2d ago
Thank
. from Mosswood 2d ago

Very cool but it wasn't clear that emergency contacts when being added will be messaged for a confirmation immediately. My mom in the east coast just had a heart attack.
Thank
Grass Valley 2d ago

For medical emergencies home alert is best they are specialized in medical responce
Thank
from Northgate - Waverly 2d ago

I'm a little confused about this feature: "The app simultaneously calls 911 when an alert is generated and enables nearby alert recipients to report what they see to help first responders."
The problem is that 911 calls in Oakland are, by default, routed to the California Highway Patrol. Does this app somehow correct that?
Thank
. from The Phoenix Lofts 2d ago

I have the same question as Charles.
Thank
from Merritt 2d ago

If you call 911 from your cell phone it will automatically default to the CHP. When using your cell phone please use the following number for emergencies; 777-3211. Hope this helps.

4

Thank
Noah thanked Colette
from Grass Valley 1d ago

Why not email the company and ask how it works?
Thank
. from Sequoyah 1d ago

The app requires you to input your location, phone number and your full name. It also asks you to recommend friends to join before opening. I downloaded the app and then quickly deleted it after ... View more
Thank
from Upper Rockridge 1d ago

I'm deleting it based on the concerns above.
Thank
from College Court 1d ago

Two alerts just went off in the last 15 minutes with zero information. Basically I was alerted that sometime called 911. Not sure if that's an app I want/need. Anyone know how this is supposed to work in practice?
Thank
from Grand View 1d ago

Really, really counterproductive to direct Oakland residents to 911 instead of the seven-digit emergency number. Borders on negligence...
Thank Remove
from Golden Gate District 1d ago

It doesn't appear that Jacque Long - who posted this for OPD - is on duty this weekend to answer the many reasonable questions that have come up. And no one else from the software company or the City ... View more
Thank
from Dogtown 1d ago

Unfortunately, this app isn't ready for prime time. I downloaded it and set my alert radius for the city to under a mile. For the suburbs and rural areas, I set a larger alert radius.
I'm not ... View more
Edited 1d ago
Thank
from Jack London 1d ago

The app consumed way too much of my battery juice. Deleted.

Thank
from Adams Point 1d ago
Ditto
Thank
from Upper Rockridge 1d ago

This is being "tested" in Roseville, CA (just northeast of Sacramento), and a sheriff there makes some troubling comments about privacy concerns. So many apps have "back door" access to much more than ... View more
Edited 1d ago
Thank
from Jack London 15h ago

Is there any real evidence it discloses more information than dialing 911 from your cellphone? You give up your phone number, your name and your GPS location. On Android at least the same appears to be true and these permissions are announced when you install. If you don't like it then just don't install, problem solved.
Thank
from Temescal 13h ago
Just tried dialing out. it clearly says it's calling 911 instead of Oakland's local emergency number.

Sheesh, that's really bad.
Never mind that you cannot turn off giving it access to your location.
btw, Oakland is one of only two California cities that without a cell phone compatible 911 system. Wouldn't you think Council would spend money on that before funding for Shotspotters?
Thank
. from Prescott 6h ago
I'm sure the iOS app is better because the permission model is better there, but on Android this requires all manner of permissions.

OPD can you explain or justify the need for this app to have access to my whole phone book?
Thank
from Temescal 3h ago

My understanding of cell phone compatible 911 systems is that when you call 911 your location is always given to the public agency. But when not calling, public agencies need a court order to access ... View more
Edited 3h ago
Thank
. from Woodminster 2h ago

What said bears repeating: if you're going to call an emergency number in Oakland from your cell, use 777-3211 not 911. Otherwise you go to the CHP and wait longer for help.
Thank

Regards,

Gary

Topacio, Patricia

From:	███████ <████████████>
Sent:	Wednesday, June 10, 2015 12:20 PM
To:	Chan, Gary
Subject:	RE: Alert-360 Training Schedule

Thank you Gary

From: GChan@oaklandnet.com
To: rdiamond@alert-360.com; ████████████████ebrady@appresourceconnect.com;
████████████████; shwnknght@yahoo.com
CC: DDowning@oaklandnet.com; RHarris@oaklandnet.com; JLong@oaklandnet.com
Subject: RE: Alert-360 Training Schedule
Date: Wed, 10 Jun 2015 19:17:10 +0000

If OPD is expecting any protests for specific date(s), the training will be automatically rescheduled. Thank you.

Regards,

Gary

From: Chan, Gary
Sent: Wednesday, June 10, 2015 12:10 PM
To: Richard Diamond; jerry davis; 'Emmet Brady'; █████ (███████████ 'Shawn Knight'
Cc: 'Downing, David'; Harris, Regina; Long, Jacqueline
Subject: Alert-360 Training Schedule

Dear Alert-360 Team,

Here is the training matrix per last Tuesday conference call. The first group is for patrol officers and the second is for all other personnel (CID, BFO, and other support staff). With the pending release of version 1.4 on or about June 24, I think it is imperative to train all OPD personnel on the app. Thank you.

Location		Police Administration Building		
Line-up Times	**0615 hours**	**0715 hours**	**1415 hours**	**2115 hou**
Date				
Wednesday, June 24, 2015				
Thursday, June 25, 2015				
Friday, June 26, 2015				
Saturday, June 27, 2015				
Sunday, June 28, 2015				
Monday, June 29, 2015				

1

Tuesday, June 30, 2015				
Wednesday, July 01, 2015				
Thursday, July 02, 2015				
Friday, July 03, 2015				

Non-patrol personnel (PAB Auditorium)	**0830 hours**	**1030 hours**	**1300 hours**
Thursday, June 25, 2015			
Tuesday, June 30, 2015			

Regards,

Gary

Topacio, Patricia

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Sent:	Wednesday, June 10, 2015 12:17 PM
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Thursday, June 25, 2015			
Tuesday, June 30, 2015			

Regards,

Gary

From:	████████ ◄████████████►
Sent:	Monday, June 08, 2015 1:24 PM
To:	Chan, Gary
Cc:	Rick Diamond;pete sarna;shwnknght@yahoo.com;Emmet Brady;marion200 @comcast.net
Subject:	RE: Website adjustments & FAQ suggestions

Hi Gary, just a brief update on our action items. Per your request last week we pulled the FAQ off the support site that expressly stated that Alert 360 would support the 777 direct dial vs 911 in the future. However there was one other FAQ that we found in rechecking the site which was less explicit but nonetheless might raise questions and we are pulling that one today. We will have an update for you on our thinking and progress on the other things you brought forward in the meeting tomorrow. However would you have time for a short call today?████████

Thanks,████

From:	Harris, Regina
Sent:	Friday, June 05, 2015 9:55 AM
To:	Chan, Gary
Cc:	Richard Diamond;Richard Diamond;Shawn Knight;Pete Sarna ███████████;ebrady@alert-360.com;jerry davis;Anton Prakash;Downing, David
Subject:	Re: Alert-360 FAQ Suggestions

Thanks Gary.

Sent from my iPad

On Jun 4, 2015, at 4:35 PM, "Chan, Gary" <GChan@oaklandnet.com> wrote:

> Good morning Alert-360 Team,
>
> I have some suggestions for the FAQ page at www.alert-360.com/support/
>
> 1. Can we put the FAQ's into expandable tabs so users have the options to "Expand all?"
> 2. Can we add a text search box near the Alert-360 FAQ header?
> 3. Under "**What personal information is sent to 9-1-1 services when I initiate an alert**" can you also confirm or deny any other data is transmitted? They would alleviate any other privacy concerns. Most specifically, data retention at Alert-360.com.
> 4. Under "**Can personal information be collected by 9-1-1 or other platform managers through the AMP (Alert Management Platform),**" please show steps to turn-off application anonymous settings
> 5. Please delete the following entry per Tuesday's conference call:
>
>   **FAQ (OAKLAND, CA): Why doesn't the app route directly to OPD?**
>
>   Based on input from the Oakland community, we are planning to directly route cellular public safety alerts to OPD 9-1-1 services via the direct number of 510-777-3211. This eliminates the call transfer from CHP to Oakland 9-1-1 services and will be completed in the near future.
>
> 6. Under "**What if I don't want my location known?**" Can you link to a PDF or another page graphically illustrating the steps in IOS and Android operating systems? This would make the FAQ's more user friendly.
> 7. Under "**What can I do to change the alert tone?**" Would version 1.4 capable to alter alert tone? If this is the case, please mention it and the approximate release date so users can look forward to it. A more descriptive narrative would also help. The explanations in the "battery" section" is helpful.
> 8. Under "**Do I need to add emergency contacts in order to install and use the Alert 360 app?**" What about retention of the data (name and phone #)? Privacy concerns? Please address at least these 2 issues.
> 9. What about installing Alert-360 on non-cellular devices such as iPad or Android-based tablet?

1

10. Suggestions: add some graphics like photos of devices and actual picture of screen shots to improve viewing experience.
11. Under **"Can contacts who are not Alert-360 users be my emergency contacts?"** This is not a good feature if the emergency contacts needs Alert-360 installed. What happens if the contact uses a landline or non-Smartphone?

Remember, communication is the key of success. Thank you.

Regards,

Gary

From:	████ ◄ ████████████
Sent:	Friday, June 05, 2015 8:52 AM
To:	Chan, Gary
Cc:	████████████████ ;rdiamond@alert-360.com;shwnknght@yahoo.com; ████████ ████████ ;ebrady@alert-360.com; ██████████████ Downing, David;Harris, Regina
Subject:	RE: Alert-360 FAQ Suggestions

Thanks Gary will do as well as reviewing the others. Thanks ████

From: GChan@oaklandnet.com
To: ████████████████
CC: ████████████████ ; rdiamond@alert-360.com; shwnknght@yahoo.com; ████████████ ; ebrady@alert-360.com; ████████████████ ; DDowning@oaklandnet.com; RHarris@oaklandnet.com
Subject: Re: Alert-360 FAQ Suggestions
Date: Fri, 5 Jun 2015 15:11:01 +0000

████████

You're very welcome. Please update the FAQ's regarding ring tones.

Regards,

Gary

On Jun 4, 2015, at 17:18 ████ ◄ ████████████████ ► wrote:

> Gary thank you very much for your questions and suggestions, we will get to work on these. On the ring tone for alerts, yes it changes to the default phone tone in 1.4... Best ████

From: GChan@oaklandnet.com
To: ████████████████ rdiamond@alert-360.com; shwnknght@yahoo.com; ████████████ ; ebrady@alert-360.com; ████████████████
████████████
CC: DDowning@oaklandnet.com; RHarris@oaklandnet.com
Subject: Alert-360 FAQ Suggestions
Date: Thu, 4 Jun 2015 23:35:48 +0000

Good morning Alert-360 Team,

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1. Can we put the FAQ's into expandable tabs so users have the options to "Expand all?"

1

2. Can we add a text search box near the Alert-360 FAQ header?
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Sent:	Friday, June 05, 2015 8:11 AM
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Cc:	Richard Diamond;Rick Diamond;Shawn Knight;pete sarna;ebrady@alert-360.com;Anton Prakash;Downing, David;Harris, Regina
Subject:	Re: Alert-360 FAQ Suggestions

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2. Can we add a text search box near the Alert-360 FAQ header?
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4. Under "**Can personal information be collected by 9-1-1 or other platform managers through the AMP (Alert Management Platform),**" please show steps to turn-off application anonymous settings
5. Please delete the following entry per Tuesday's conference call:

   FAQ (OAKLAND, CA): Why doesn't the app route directly to OPD?

   Based on input from the Oakland community, we are planning to directly route cellular public safety alerts to OPD 9-1-1 services via the direct number of 510-777-3211. This eliminates the call transfer from CHP to Oakland 9-1-1 services and will be completed in the near future.

6. Under "**What if I don't want my location known?**" Can you link to a PDF or another page graphically illustrating the steps in IOS and Android operating systems? This would make the FAQ's more user friendly.
7. Under "**What can I do to change the alert tone?**" Would version 1.4 capable to alter alert tone? If this is the case, please mention it and the approximate release date so users can look forward to it. A more descriptive narrative would also help. The explanations in the "battery" section" is helpful.
8. Under "**Do I need to add emergency contacts in order to install and use the Alert 360 app?**" What about retention of the data (name and phone #)? Privacy concerns? Please address at least these 2 issues.
9. What about installing Alert-360 on non-cellular devices such as iPad or Android-based tablet?
10. Suggestions: add some graphics like photos of devices and actual picture of screen shots to improve viewing experience.
11. Under "**Can contacts who are not Alert-360 users be my emergency contacts?**" This is not a good feature if the emergency contacts needs Alert-360 installed. What happens if the contact uses a landline or non-Smartphone?

Remember, communication is the key of success. Thank you.

Regards,

Gary

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From:	Downing, David
Sent:	Wednesday, June 03, 2015 6:18 PM
To:	shawn knight (shwnknght@yahoo.com)
Subject:	FW: Alert 360

Shawn,

Here is some feedback about your product from next door. Unfortunately, most of it is negative. We condensed it for you.

David E. Downing
Deputy Chief of Police
Bureau of Services
Oakland Police Department
(510) 238-7620

From: Joshi, Holly J.
Sent: Wednesday, June 03, 2015 6:04 PM
To: Downing, David
Subject: FW: Alert 360

FYI Chief

From: Bolton, Christopher
Sent: Wednesday, June 03, 2015 12:48 PM
To: Joshi, Holly J.
Subject: Alert 360

Holly and Gary,

I'm fairly certain you and others are aware, but I wanted to make sure that the overwhelmingly negative feedback received within NextDoor.com posts. There are approximately 100 responses (perhaps 80+% negative) should you want to look at them individually, but they most commonly fell into a few categories:

- Severe or detrimental power drainage (by far, biggest complaint and reason for uninstalling)e
- Alerts received for unrelated or distant events
- "Terrible" or jarringly loud alarms
- Like the concept, but feel roll-out was too sudden and immature
- Would like evaluation data on whether the method results in quicker or more effective response

Chris Bolton
Lieutenant of Police
Office of Inspector General
510-238-3533

From:	███████ ████████████████
Sent:	Friday, May 22, 2015 11:13 AM
To:	Chan, Gary
Cc:	pete sarna;shwnknght@yahoo.com;Rick Diamond
Subject:	Training and release 1.4

Hi Gary, based on feedback from yourself, others in the community and a few ideas on our part we have delayed 1.4 to incorporate some improvements ranging from battery life, to direct line to Oakland Communications and some new features. Because of the many changes and additions we would like to delay the training of OPD until this release is frozen. Would appreciate your perspective on this approach, I estimate two weeks before we will nail down 1.4.

Best ██████

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From:	Harris, Regina <RHarris@oaklandnet.com>
Sent:	Thursday, May 14, 2015 8:49 PM
To:	Chan, Gary
Cc:	shwnknght@yahoo.com;Richard Diamond;Jerry Davis;Emmet Brady;Pete Sarna;Allison, Darren
Subject:	Re: Personal safety issue with new online map

To all,

When an alert is received on the Alert-360 application, dispatchers initiate a CAD incident. Once the incident is closed, it will appear on the Calls for Service application which maps the incident using the "block of" as the location.

Regina
Sent from my iPad

On May 14, 2015, at 6:58 PM, "Chan, Gary" <GChan@oaklandnet.com> wrote:

> Thank you, ████.

On May 14, 2015, at 18:20, "shwnknght@yahoo.com" <shwnknght@yahoo.com> wrote:

> Capt. Allison,
> Please feel free to share my number with the individual who had that question. I believe his name was ███. I would like to hear his input and any solutions he may have. Have him call me anytime.
> Thanks
>
> ███████
>
> Sent from my iPhone

On May 14, 2015, at 12:01 PM, Chan, Gary <GChan@oaklandnet.com> wrote:

> Dear Team Alert-360,
>
> Captain Allison shared some feedback from the community regarding Alert-360. The concerned citizen was discussing 2 different applications (ITD's closed CAD calls and Alert-360) in the same message. I suggest adding responses to the FAQ page (near the top to be more noticeable). To an average citizen, both applications appeared to be interconnected because they are using CAD information. Perhaps we can clarify this (with Regina's

1

·input) in the FAQ. I apologize for the confusions but the ITD's application was released right after Alert-360's press release last Friday.

I look forward to see the Alert-360 line-up training schedule including general sessions at PAB/Eastmont. Thank you for the continuing support.

Regards,

Gary

On May 14, 2015, at 11:06 AM, Allison, Darren <DAllison@oaklandnet.com> wrote:

> Hey Gary, Regarding the 360 app, people are concerned about backdoor access where hackers can gain access to the individual's online history through the app. See below regarding the concern. Can these issues be addressed?
>
> Darren
>
> Darren Allison
> Captain of Police
> Area 2 Commander
> Oakland Police Department
> O: (510) 238-3958
> dallison@oaklandnet.com
>
> **From:** ████████ [mailto: ████████
> **Sent:** Thursday, May 14, 2015 10:52 AM
> **To:** Allison, Darren
> **Subject:** Personal safety issue with new online map
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> Captain Allison - I am a big fan of the OPD's new "calls for service" map that just went online (http://mapgis.oaklandnet.com/callsforservice//). But I have noticed what could be a serious personal safety issue for callers. It appears that the map shows the location where calls come from, not where the incident is reported. Last night, there were gunshots or fireworks heard on Herzog in the 60's. On the calls for service map, there are three dots that correspond to this incident. One is at 61st Pl and Idaho, one is at 60th and San Pablo and one is on 55th btw Gaskill and Lowell. I know the person on ████████ who called in the gunshots/fireworks and the dot does in fact correspond to where their house is located. This seems like a very serious issue, especially for

people who call in crimes that they personally witness in front of their homes.

I know you are not in charge of the map that just went up, but I figure you know who should be alerted at OPD. If there are folks I can reach out to directly to raise this, let me know.

███

From:	Chan, Gary
Sent:	Thursday, May 14, 2015 6:58 PM
To:	McDaniel, Sylvia
Cc:	Richard Diamond;Pete Sarna;Jerry Davis;Shawn Knight;Anton Prakash;Emmet Brady
Subject:	Re: app drains batteries

Thank you, Sylvia. I'll share the Nextdoor feedback with the Alert-360 team right away.

Gary

On May 14, 2015, at 18:32, McDaniel, Sylvia <SMcDaniel@oaklandnet.com> wrote:

> Gary,
> People are complaining that the 360 drains their batteries
>
> https://maxwellpark.nextdoor.com/news_feed/?s=&link_source_user_id=1611572&post=11584421&ct=wxaAl-40RusWyT9w9fhwi4j3LKC521SzFkIAbbFS3eT7l6MMGNATBleYIqTAIRVK&is=npe&mobile_deeplink_data=action%3Dview_post%26post%3D11584421&lc=1123
>
>
> *Sylvia McDaniel*
> Technical Communications Specialist
> Media Relations Office, Office of the Chief of Police
> Oakland Police Department
> 510-637-0441
> smcdaniel@oaklandnet.com

1

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Sent:	Thursday, May 14, 2015 6:54 PM
To:	shwnknght@yahoo.com
Cc:	Richard Diamond;Jerry Davis;Emmet Brady;Pete Sarna;Allison, Darren;Harris, Regina
Subject:	Re: Personal safety issue with new online map

Thank you, Shawn.

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Darren

Darren Allison
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dallison@oaklandnet.com

From: ███████ [mailto:███████
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Cc:	Richard Diamond;Jerry Davis;Emmet Brady;Pete Sarna;Allison, Darren;Harris, Regina
Subject:	Re: Personal safety issue with new online map

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I know you are not in charge of the map that just went up, but I figure you know who should be alerted at OPD. If there are folks I can reach out to directly to raise this, let me know.

████████

From:	Chan, Gary
Sent:	Thursday, May 14, 2015 5:40 PM
To:	Richard Diamond
Subject:	Re: frustrated message about alert 360

No worries. I'm available by text next hour. Do you any specific issues that I can help?

On May 14, 2015, at 17:39, ██████████ <██████████████ wrote:

> No...I forgot...enjoy!!

> On Thu, May 14, 2015, 5:32 PM Chan, Gary <GChan@oaklandnet.com> wrote:
> I'm enroute to Canada. Is this urgent?

> On May 14, 2015, at 16:54, ████████ <██████████████ wrote:

>> Gary...I am on my way to the NCPC leadership meeting in your building now...it starts at 6. Will you be around for a quick meeting?..████

>> On May 14, 2015 4:48 PM, "Chan, Gary" <GChan@oaklandnet.com> wrote:
>> Thank you.

>> On May 14, 2015, at 16:47, "shwnknght@yahoo.com" <shwnknght@yahoo.com> wrote:

>>> Gary,
>>> I will be there tomorrow at 5:00. I will answer what questions I
>>> can and will take down people's information for follow-ups, on
>>> what I can't answer. Thanks
>>> Shawn

>>> Sent from my iPhone

>>> On May 14, 2015, at 2:56 PM, Chan, Gary
>>> <GChan@oaklandnet.com> wrote:

>>>> Let's be prepare for questions during OPD open
>>>> house tomorrow afternoon. Thank you.

1

Begin forwarded message:

From the OPD Nextdoor page, directed to Capt Allison

will anyone at the open house be able to authoritatively discuss Alert-360? Jacque Long from OPD introduced the app on NextDoor last week, resulting in a flurry of people trying to ... View more use it with LOTS of problems, concerns, and reasonable questions about how it works. Yet not a single person from OPD has responded to the lengthy thread.

Frankly that feels like a bit of a drive-by product launch, to use a crude analogy! It has soured many people - myself included - who might otherwise have been allies to promote its use.

Would sure be great if someone will be able to discuss this project at the open house - or, even more importantly - follow up with the dozens of people who have thoughtfully voiced serious concerns (and interest) right here on NextDoor.

You are one of the people who have made a point of using this channel to engage productively with the community, which I personally appreciate. The failure of Mr. Long (or whoever is behind Alert360) to reply to the

thread he started has, regrettably, demonstrated that partial engagement is actually worse than no engagement at all. The conspicuous silence from OPD after initially dropping this app on us has served to communicate a disinterest in both the program itself and the very citizen involvement that app is supposed to harness.

Sylvia McDaniel

Technical Communications Specialist

Media Relations Office, Office of the Chief of Police

Oakland Police Department

510-637-0441

smcdaniel@oaklandnet.com

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From:	■■■■■■■ ◄■■■■■■■■■■■
Sent:	Thursday, May 14, 2015 5:38 PM
To:	Chan, Gary
Subject:	Re: frustrated message about alert 360

No...I forgot...enjoy!!

On Thu, May 14, 2015, 5:32 PM Chan, Gary <GChan@oaklandnet.com> wrote:
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>>>> **From:** "McDaniel, Sylvia"
>>>> <SMcDaniel@oaklandnet.com>
>>>> **Date:** May 14, 2015 at 14:29:12 PDT
>>>> **To:** "Chan, Gary" <GChan@oaklandnet.com>
>>>> **Cc:** "Joshi, Holly J." <HJoshi@oaklandnet.com>
>>>> **Subject: frustrated message about alert 360**

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Oakland Police Department

510-637-0441

smcdaniel@oaklandnet.com

From:	Chan, Gary
Sent:	Thursday, May 14, 2015 5:33 PM
To:	Richard Diamond
Subject:	Re: frustrated message about alert 360

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Sylvia McDaniel

Technical Communications Specialist

Media Relations Office, Office of the Chief of Police

Oakland Police Department

510-637-0441

smcdaniel@oaklandnet.com

From:	Chan, Gary
Sent:	Thursday, May 14, 2015 5:31 PM
To:	Richard Diamond;Pete Sarna;Jerry Davis;Emmet Brady;Anton Prakash;Shawn Knight
Subject:	"Frustrated with OPD's New 360-App?" from Oakland Police Department CA : Nixle

http://local.nixle.com/alert/5413367/

From:
Sent: Thursday, May 14, 2015 4:52 PM
To: Chan, Gary
Cc: jerry davis;shwnknght@yahoo.com;Emmet Brady;Pete Sarna
Subject: Re: frustrated message about alert 360

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Media Relations Office, Office of the Chief of Police

Oakland Police Department

510-637-0441

smcdaniel@oaklandnet.com

From:	Chan, Gary
Sent:	Thursday, May 14, 2015 4:50 PM
To:	McDaniel, Sylvia;Joshi, Holly J.
Subject:	Re: frustrated message about alert 360

Sylvia and Holly,

FYI

Gary

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>>> **From:** "McDaniel, Sylvia" <SMcDaniel@oaklandnet.com>
>>> **Date:** May 14, 2015 at 14:29:12 PDT
>>> **To:** "Chan, Gary" <GChan@oaklandnet.com>
>>> **Cc:** "Joshi, Holly J." <HJoshi@oaklandnet.com>
>>> **Subject: frustrated message about alert 360**
>>>
>>> From the OPD Nextdoor page, directed to Capt Allison
>>>
>>>> will anyone at the open house be able to authoritatively discuss Alert-360? Jacque Long from OPD introduced the app on NextDoor last week, resulting in a flurry of people trying to ... View more

Sylvia McDaniel

Technical Communications Specialist
Media Relations Office, Office of the Chief of Police
Oakland Police Department
510-637-0441
smcdaniel@oaklandnet.com

From:	shwnknght@yahoo.com
Sent:	Thursday, May 14, 2015 4:41 PM
To:	Chan, Gary
Cc:	Richard Diamond;Jerry Davis;Pete Sarna;Emmet Brady
Subject:	Re: frustrated message about alert 360

Gary,
I will be there tomorrow at 5:00. I will answer what questions I can and will take down people's information for follow-
ups, on what I can't answer. Thanks
Shawn

Sent from my iPhone

On May 14, 2015, at 2:56 PM, Chan, Gary <GChan@oaklandnet.com> wrote:

> Let's be prepare for questions during OPD open house tomorrow afternoon. Thank you.
>
>
> Begin forwarded message:
>
>> **From:** "McDaniel, Sylvia" <SMcDaniel@oaklandnet.com>
>> **Date:** May 14, 2015 at 14:29:12 PDT
>> **To:** "Chan, Gary" <GChan@oaklandnet.com>
>> **Cc:** "Joshi, Holly J." <HJoshi@oaklandnet.com>
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>>
>>
>> *Sylvia McDaniel*
>> Technical Communications Specialist
>> Media Relations Office, Office of the Chief of Police
>> Oakland Police Department
>> 510-637-0441
>> smcdaniel@oaklandnet.com

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Topacio, Patricia

From: Chan, Gary
Sent: Thursday, May 14, 2015 2:56 PM
To: Richard Diamond;Jerry Davis;Pete Sarna;Shawn Knight;Emmet Brady
Subject: Fwd: frustrated message about alert 360

Let's be prepare for questions during OPD open house tomorrow afternoon. Thank you.

Begin forwarded message:

> **From:** "McDaniel, Sylvia" <SMcDaniel@oaklandnet.com>
> **Date:** May 14, 2015 at 14:29:12 PDT
> **To:** "Chan, Gary" <GChan@oaklandnet.com>
> **Cc:** "Joshi, Holly J." <HJoshi@oaklandnet.com>
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From:	Chan, Gary
Sent:	Thursday, May 14, 2015 12:02 PM
To:	Richard Diamond;Jerry Davis;Emmet Brady;Pete Sarna;Shawn Knight
Cc:	Allison, Darren;Harris, Regina
Subject:	Re: Personal safety issue with new online map

Dear Team Alert-360,

Captain Allison shared some feedback from the community regarding Alert-360. The concerned citizen was discussing 2 different applications (ITD's closed CAD calls and Alert-360) in the same message. I suggest adding responses to the FAQ page (near the top to be more noticeable). To an average citizen, both applications appeared to be interconnected because they are using CAD information. Perhaps we can clarify this (with Regina's input) in the FAQ. I apologize for the confusions but the ITD's application was released right after Alert-360's press release last Friday.

I look forward to see the Alert-360 line-up training schedule including general sessions at PAB/Eastmont. Thank you for the continuing support.

Regards,

Gary

On May 14, 2015, at 11:06 AM, Allison, Darren <DAllison@oaklandnet.com> wrote:

> Hey Gary, Regarding the 360 app, people are concerned about backdoor access where hackers can gain access to the individual's online history through the app. See below regarding the concern. Can these issues be addressed?
>
> Darren
>
> Darren Allison
> Captain of Police
> Area 2 Commander
> Oakland Police Department
> O: (510) 238-3958
> dallison@oaklandnet.com
>
> **From:** ▉▉▉▉▉▉ [mailto:▉▉▉▉▉▉]
> **Sent:** Thursday, May 14, 2015 10:52 AM
> **To:** Allison, Darren
> **Subject:** Personal safety issue with new online map
>
> Captain Allison - I am a big fan of the OPD's new "calls for service" map that just went online (http://mapgis.oaklandnet.com/callsforservice//). But I have noticed what could be a serious personal safety issue for callers. It appears that the map shows the location where calls come from, not where the incident is reported. Last night, there were gunshots or fireworks heard on Herzog in the 60's. On the calls for service map, there are three dots that correspond to this incident. One is at 61st Pl and Idaho, one is at 60th and San Pablo and one is on 55th btw Gaskill

and Lowell. I know the person on ████████ who called in the gunshots/fireworks and the dot does in fact correspond to where their house is located. This seems like a very serious issue, especially for people who call in crimes that they personally witness in front of their homes.

I know you are not in charge of the map that just went up, but I figure you know who should be alerted at OPD. If there are folks I can reach out to directly to raise this, let me know.

████

From:	Chan, Gary
Sent:	Wednesday, May 13, 2015 7:43 PM
To:	jerry davis
Cc:	Richard Diamond;Shawn Knight;pete sarna;ebrady@alert-360.com;Long, Jacqueline
Subject:	Re: Nextdoor Feedback

OPD is anticipating high level of activities next Tuesday (May 19). I was hoping someone from Alert-360 to provide training to our patrol officers during normal lineups and for all other personnel during daylight hours.

It is imperative to educate OPD personnel about Alert-360 at the earliest opportunity. Thank you.

Gary

On May 13, 2015, at 18:48, ███████ ‹███████████████› wrote:

> Hi Gary, on the training, Shawn and I left you a vmail yesterday suggesting we start on Tuesday of next week hitting all three shifts each day of training. This gives us some time to customize a package, then only delivering the essential elements as opposed to covering the whole waterfront, so to speak. I will ask Shawn to shoot us a message on the particulars being suggested. I need to defer to Rick on the webpage but I am confident we can put most if not all concerns to rest.
>
> Best ███████

From: GChan@oaklandnet.com
To: ███████████████, ███████████████ shwnknght@yahoo.com; ███████████ ebrady@alert-360.com
CC: JLong@oaklandnet.com
Subject: RE: Nextdoor Feedback
Date: Wed, 13 May 2015 23:57:31 +0000

Folks,

Any status on updating Alert-360's webpages? Also, what about line-up and general training on Alert-360? Thank you.

Regards,

Gary

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From: Chan, Gary
Sent: Tuesday, May 12, 2015 4:54 PM
To: Richard Diamond; jerry davis; Shawn Knight; Pete Sarna ██████████████ ; ebrady@alert-360.com
Cc: 'Long, Jacqueline'
Subject: Nextdoor Feedback
Importance: High

Dear Alert-360 team,

Neighborhood services coordinator, Jackie Long, assembled the Nextdoor feedback and I deleted the actual names. Can you update the Privacy (http://alert-360.com/privacy/) page and add a FAQ section under Resources to address these questions? Please kindly place the new entries on top of the existing content. OPD can then send generic responses with static URL's. Thank you.

Great idea, terrible user interface and application. Will try it again when and if they improve it.

Terrible. Just somehow sent an accidental alert and fire department showed up at my neighbors house. Get rid of this.

- **Does OPD monitor the 3rd party companies foreign and domestic this company uses when working with our personal information?**

from Sequoyah 2d ago

Thanks Jacquie. Just found the notice in my email Inbox and was about to post, but you beat me to it. Probably more effective coming from you too!

Thank

2

from Dimond District 2d ago

Very cool app, thank you for sharing

Thank

from Cleveland-Lake Merritt 2d ago

Thank you! It's been bugging me that this service has not been in place. Nixle doesn't have any real-time benefits. THANK YOU for finally getting Oakland better response tools. :)

Thank

from Saint Elizabeth 2d ago

I don't know what the point is. OPD never responds or if they do, they respond days later

Thank

and 2 others thanked

from Grass Valley 2d ago

This sounds great! ⬤BUT after reading what data this venture capital company collects I deleted the app...

Thank

thanked

from Golden Gate District 2d ago

- can you say more? NextDoor also operates with VC, as do a lot of the companies publishing apps for smartphones. What about this particular app/VC combo crossed the line for you?

Edited 2d ago

Thank

. from Oakmore 2d ago

Wow- this is cool. Simple 2 step process to call 911. Very smart for a childs use, instead of having to dial. With proper education, this can be very useful.

Thank

. from Dimond District 2d ago

As many know and have taken time to suggest,the APP will be yet another reminder of how much we are on our own.

Please prove me wrong OPD,post stats demonstrating improved response times.In the meantime folks....be/stay prepared to defend yourselves and family.

Edited 2d ago

Thank

from Grass Valley 2d ago

If one looks at the disclaimer you have to accept to use the app you will see they out source to 3rd parties "foreign and domestic" & they quickly accept "NO" responsibility for those ... View more

Edited 2d ago

Thank

from Piedmont Avenue 2d ago

Personal information You Provide.

We collect reasonable information necessary to provide the Service. We collect personal information you provide while registering for or interacting with our Service ... View more

Thank

. from Golden Gate District 2d ago

Jacque (from OPD) can you please elaborate further on the topic of information harvesting from this app? I think citizens deserve to understand how the city and private vendors are potentially ... View more

Edited 2d ago

Thank

from Grass Valley 2d ago

y thanks thats part of it....

Thank

from Golden Gate District 2d ago

OK did anyone else just discover a terminally ill, asthmatic elephant barking in agony from their phone via the Alert360 app? Seriously, forget the privacy issues... that audio cue has GOT to go.

Edited 2d ago

Thank

from Golden Gate District 2d ago

Also my alert settings are for 0.5 mile radius, but that jarring alert was for a medical emergency 3.5 miles away.

This software isn't beta, right?

Thank

from Piedmont Avenue 2d ago

Right, was just a snippet. Whole thing is here http://alert-360.com/privacy/

Thank

from Glenview 2d ago

I just think it's hilarious they blatantly ripped off Myspace's old logo for (emergency contacts)

Thank

from Piedmont Pines 2d ago

Check your settings under SUBURBAN and RURAL and make sure your alert distance is set at 0. I think the default is SUBURBAN 10.

Thank

from Sequoyah Heights 2d ago

Wow. Thanks for providing the fine print. No way am I letting this anywhere near my phone!

Thank

from Lakeside 2d ago

Folks seem to be misinterpreting the fine print.

The only information you MUST share in order for the app to work is your location and phone number. It will ask your permission for both. Be aware ... View more

Edited 2d ago

Thank

. from Mosswood 2d ago

Very cool but it wasn't clear that emergency contacts when being added will be messaged for a confirmation immediately. My mom in the east coast just had a heart attack.

Thank

Grass Valley 2d ago

For medical emergencies home alert is best they are specialized in medical responce

Thank

from Northgate - Waverly 2d ago

I'm a little confused about this feature: "The app simultaneously calls 911 when an alert is generated and enables nearby alert recipients to report what they see to help first responders."

The problem is that 911 calls in Oakland are, by default, routed to the California Highway Patrol. Does this app somehow correct that?

Thank

. from The Phoenix Lofts 2d ago

I have the same question as Charles.

Thank

from Merritt 2d ago

If you call 911 from your cell phone it will automatically default to the CHP. When using your cell phone please use the following number for emergencies; 777-3211. Hope this helps.

Thank

Noah thanked Colette

from Grass Valley 1d ago

Why not email the company and ask how it works?

Thank

. from Sequoyah 1d ago

The app requires you to input your location, phone number and your full name. It also asks you to recommend friends to join before opening. I downloaded the app and then quickly deleted it after ...
View more

Thank

from Upper Rockridge 1d ago

I'm deleting it based on the concerns above.

Thank

from College Court 1d ago

Two alerts just went off in the last 15 minutes with zero information. Basically I was alerted that sometime called 911. Not sure if that's an app I want/need. Anyone know how this is supposed to work in practice?

Thank

from Grand View 1d ago

Really, really counterproductive to direct Oakland residents to 911 instead of the seven-digit emergency number. Borders on negligence...

Thank Remove

from Golden Gate District 1d ago

It doesn't appear that Jacque Long - who posted this for OPD - is on duty this weekend to answer the many reasonable questions that have come up. And no one else from the software company or the City ... View more

Thank

from Dogtown 1d ago

Unfortunately, this app isn't ready for prime time. I downloaded it and set my alert radius for the city to under a mile. For the suburbs and rural areas, I set a larger alert radius.

I'm not ... View more

Edited 1d ago

Thank

from Jack London 1d ago

The app consumed way too much of my battery juice. Deleted.

Thank

from Adams Point 1d ago

Ditto

Thank

from Upper Rockridge 1d ago

This is being "tested" in Roseville, CA (just northeast of Sacramento), and a sheriff there makes some troubling comments about privacy concerns. So many apps have "back door" access to much more than ... View more

Edited 1d ago

Thank

from Jack London 15h ago

Is there any real evidence it discloses more information than dialing 911 from your cellphone? You give up your phone number, your name and your GPS location. On Android at least the same appears to be true and these permissions are announced when you install. If you don't like it then just don't install, problem solved.

Thank

from Temescal 13h ago

Just tried dialing out. it clearly says it's calling 911 instead of Oakland's local emergency number.

Sheesh, that's really bad.

Never mind that you cannot turn off giving it access to your location.

btw, Oakland is one of only two California cities that without a cell phone compatible 911 system. Wouldn't you think Council would spend money on that before funding for Shotspotters?

Thank

. from Prescott 6h ago

I'm sure the iOS app is better because the permission model is better there, but on Android this requires all manner of permissions.

OPD can you explain or justify the need for this app to have access to my whole phone book?

Thank

from Temescal 3h ago

My understanding of cell phone compatible 911 systems is that when you call 911 your location is always given to the public agency. But when not calling, public agencies need a court order to access ...
View more

Edited 3h ago

Thank

. from Woodminster 2h ago

What said bears repeating: if you're going to call an emergency number in Oakland from your cell, use 777-3211 not 911. Otherwise you go to the CHP and wait longer for help.

Thank

Regards,

Gary