

Ken Nakano

From: Scott Naso <Scott.Naso@universalpro.com>
Sent: Wednesday, July 01, 2015 2:23 PM
To: Ken Nakano
Subject: Re: Time for a call?

Ken

I am actually out the rest of the week, but might be able to squeeze in a call around 4pm.

Let me know if that would work.

Scott J. Naso
Sr. Regional Vice President
Universal Protection Service
Sent from my iPhone

On Jul 1, 2015, at 2:20 PM, "Ken Nakano" <knakano@downtownla.com> wrote:

Scott,

Just left you a voicemail as well. We are in the process of finalizing some documentation on the Body Cam issue for our BOD. Suzanne and I have reviewed the Use of Force manual and in turn brought up some questions that are pertinent to our research. Would you have time to jump on a quick conference call with Suzanne and I today? Please let me know. Thanks

Kenneth T. Nakano

Director of Operations
<*image001.gif*>
Downtown Center Business Improvement District
640 S. Olive Street
Los Angeles, CA 90013
213-624-2425 office | 213-615-1655 fax
knakano@downtownla.com | www.downtownla.com

<*image002.gif*> <*image003.gif*> <*image004.gif*>

Ken Nakano

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Sunday, July 12, 2015 4:03 PM
To: Ken Nakano
Subject: Body Camera Update

Ken –

I connected with the company today and am set for a call with them tomorrow to get an update on their progress. They may not need to come up and do an assessment as previously thought. I will have more information after my call tomorrow.

Take Care,

Banyon Hutter / General Manager

Banyon.Hutter@universalpro.com / 213-276-2011

Universal Protection Service

Office: 213-362-3650 / Fax: 213-892-0863

639 Wilshire Blvd Los Angeles Ca, 90017

<http://www.universalpro.com/>

Ken Nakano

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Friday, July 17, 2015 10:50 AM
To: Ken Nakano; Scott Naso
Subject: RE: Body Cameras

Ken – I am still pushing to get the proposal before the end of the month from the company as originally discussed. I will put some additional weight behind this request by up channeling it now.

Thanks for your patience.

Banyon Hutter / General Manager

Banyon.Hutter@universalpro.com / 213-276-2011

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From: Ken Nakano [mailto:knakano@downtownla.com]
Sent: Friday, July 17, 2015 10:48 AM
To: Banyon Hutter; Scott Naso
Subject: Body Cameras

Gentleman,

I was hoping that we would have some information on this by now. Is there an update by chance?

Kenneth T. Nakano

Director of Operations



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Ken Nakano

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Thursday, July 23, 2015 12:04 PM
To: Ken Nakano
Cc: Scott Naso
Subject: RE: Quote Wolfcom
Attachments: Est_1554_from_Wolfcom_Enterprises_2504.pdf

Ken –

Please see attached proposal for 60 cameras, 36 TB of Storage (30 days of recording) and all necessary training to include the Train the Trainer for up to 8 people.

The cameras are HD 1080p Police Body Camera w/ GPS, Voice Recorder, Night Vision, & 16 Megapixel Cameras.

The total cost for this is \$68,915.21

If we were to finance it for you over three years, the monthly cost would be \$1,914.31 + 5% interest = \$2010.03 a month.

If we were to finance it for you over five years, the monthly cost would be \$1,148.59 + 3% interest = \$1183.04 a month.

I am currently waiting to hear back from them on the warranty coverages that are all included separately.

Take Care,

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From: Ken Nakano [mailto:knakano@downtownla.com]
Sent: Thursday, July 23, 2015 11:51 AM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Subject: Quote

Do you have an update on the quote? Suzanne and I are meeting tomorrow morning and wanted to review it. Please advise, thanks.

Kenneth T. Nakano
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From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Thursday, July 23, 2015 12:57 PM
To: Ken Nakano
Cc: Scott Naso
Subject: Re: Quote Wolfcom

Ken -

The cameras have a 1 year manufacturer's warranty we are able to purchase a 2- year extended warranty at \$175.00 per camera.

2- Yr. Extended Warranty covers:

DEFECTS IN MATERIAL AND WORKMANSHIP The Wolfcom 3rd Eye will be free from defects in material and workmanship, and will meet the stated specifications in our materials, under normal use and service when correctly installed, operated and maintained. This product warranty is effective for the period of two (2) years. If within two years from the date of purchase, the Wolfcom 3rd Eye fails due to a defect in material or workmanship, Wolfcom Enterprises will repair, if possible, or replace it free of charge. This warranty applies only to the original purchaser and is not transferable. This warranty covers the entire Wolfcom 3rd Eye unit only. Due to daily wear and tear, it does not cover car DVR kits, shoulder harnesses or other accessories. **ACCIDENTAL DAMAGE** This warranty protects against accidental damage such as: • Cracked screen • Cracked lens • Drops, falls or other collisions • Broken buttons • Liquid spills and damage • Electrical surges • Other unintentional damage or breakage Under accidental damage protection, a damaged unit may be replaced once for a same generation unit during the warranty period. This warranty also covers up to 10 replacement vest clips for only the cost of shipping. **UPGRADE TO A NEXT GENERATION MODEL** During the warranty term, the existing model may be exchanged for a next generation model. This warranty allows: • A working, fully functioning model may be exchanged for the next generation updated model at no additional cost, except for shipping and handling. • The new model is automatically covered under a new One Year Manufacturer's Warranty, with an option to purchase another Extended Two Year Warranty for the upgraded unit within seven (7) calendar days of the exchange for \$175. This warranty provides for one replacement unit: either a replacement under accidental protection or an upgraded replacement unit. It does not provide for more than one replacement during the warranty period. **LIMITATIONS:** This warranty does not provide protection against normal wear and tear; cosmetic damage on any portion of the product that does not affect unit functionality, such as surface scratches and/or weathering, as this is considered normal wear and tear; theft, mysterious disappearance or misplacement; viruses; reckless, abusive, willful or intentional conduct associated with handling and use of the product; units which have been subject to unauthorized repair, opened, taken apart or otherwise modified; units not used in accordance with directions; units used with unapproved aftermarket accessories; and damage caused by Acts of God. **THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY MODIFIED TO EXIST ONLY AS CONTAINED IN THIS LIMITED WARRANTY, AND SHALL BE OF THE SAME DURATION AS THE WARRANTY PERIOD STATED ABOVE. WOLFCOM ENTERPRISES WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO PURCHASER, OR ANY OTHER PARTY, FOR ANY LOSS, DAMAGE, INJURY OR EXPENSE OF ANY KIND OR NATURE CAUSED DIRECTLY OR INDIRECTLY BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO OPERATE PROPERLY. HOW TO MAKE A WARRANTY CLAIM:** Warranty service is available by contacting your authorized Wolfcom representative or

Wolfcom Enterprises. A valid copy of original invoice and a Return Merchandise Authorization (or RMA) are required for all warranty services.

Sent from Banyon Hutter
213-276-2011
Banyon.Hutter@universalpro.com

On Jul 23, 2015, at 12:04 PM, Banyon Hutter <Banyon.Hutter@universalpro.com> wrote:

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Sent: Thursday, July 23, 2015 11:51 AM
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Kenneth T. Nakano
Director of Operations

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Ken Nakano

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Thursday, July 30, 2015 2:14 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
Subject: RE: Quote Wolfcom

Suzanne –

I reached out to the Trolly as discussed and was just able to connect with them a short time ago. Unfortunately, they are currently in the processes of bidding out for diligence, due to this they are unable to have any side conversations about the supervision of the cameras until the process is complete.

This said I did reach out to Wolfcom and spoke to their tech specific to the recording, charging and general maintenance of these devices. My discussion leads me to believe additional labor is needed to the point of potentially adding a person on the day and swing shifts. These individuals would be charged with daily distribution, training the team members, performing general maintenance (Cleaning / Charging), reviewing of information relevant to claims along with contacting and coordination of repairs.

As for the questions below I connected with Tom Merlino and the comments refer to when a clip is used in conjunction with a Use of Force incident. All Use of Force incidents are reviewed, and the reviewers will ask for video in conjunction with the incident. During the review, the officer could receive recognition for their actions based on the incident. We are not spot checking the footage, any policy changes or trainings would come from the Use of Force Reviews.

Banyon Hutter / General Manager

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From: Suzanne Holley [mailto:SHolley@downtownla.com]
Sent: Monday, July 27, 2015 6:12 PM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Cc: Ken Nakano <knakano@downtownla.com>; Scott Naso <Scott.Naso@universalpro.com>
Subject: RE: Quote Wolfcom

That would be perfect. Thanks!

From: Banyon Hutter [mailto:Banyon.Hutter@universalpro.com]
Sent: Monday, July 27, 2015 6:11 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
Subject: RE: Quote Wolfcom

I totally understand, I will get with our VP in San Diego tomorrow as they have hands on experaince with this there and will have an answer for you shortly.

Banyon Hutter / General Manager

Banyon.Hutter@universalpro.com / 213-276-2011

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From: Suzanne Holley [<mailto:SHolley@downtownla.com>]

Sent: Monday, July 27, 2015 6:01 PM

To: Banyon Hutter <Banyon.Hutter@universalpro.com>

Cc: Ken Nakano <knakano@downtownla.com>; Scott Naso <Scott.Naso@universalpro.com>

Subject: RE: Quote Wolfcom

Thank you Banyon. The critical issue for me is to be able to provide of cost of implementation. I can make an assumption and back out the additional cameras out of the price but – in a nutshell - I really need to get an idea from UPS if I am going to need to employ additional supervisors to review the footage and, if so, how many.

Thanks.

Suzanne

From: Banyon Hutter [<mailto:Banyon.Hutter@universalpro.com>]

Sent: Monday, July 27, 2015 5:57 PM

To: Suzanne Holley

Cc: Ken Nakano; Scott Naso

Subject: RE: Quote Wolfcom

Suzanne –

Good afternoon, in response to the questions below.

1. The additional cameras quoted is what they felt would be needed to run 24/7 operations. Between charging, pulling information (downloading) and any potential maintenance on the units. In all honesty, 60 seemed like a significant amount to me as well. I will reach out to them again and ensure they quoted an appropriate number.
2. The training has been described to be roughly 2-4 hours of classroom time, this would allow those personnel using the devices to have a solid understanding of policy, protocol and operations. The training to pull, download, and review footage would be an additional 4 – 6 hours of training. The logging and cataloging of information with policy are essential, the operations of the equipment seem to be very user-friendly.

As for the two policy questions, I understand the conflict here, I have reached out to Tom Merlino VP of corporate risk management on these conflicting statements and will follow up shortly.

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From: Suzanne Holley [mailto:SHolley@downtownla.com]
Sent: Friday, July 24, 2015 10:02 AM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Cc: Ken Nakano <knakano@downtownla.com>; Scott Naso <Scott.Naso@universalpro.com>
Subject: FW: Quote Wolfcom

Banyon,

Thanks very much for forwarding this. I have a few questions on how this would work. I would appreciate a response as soon as possible as I would like to finalize by letter to the board on Monday.

- Included in the proposal are 60 cameras. We currently are staffed for a maximum of 35 officers that would be in the field. Can you explain the difference?
- I need to figure out how much additional supervisorial time would be needed to implement the body cameras based on your policy. Do you think that this would be absorbed within currently scheduled hours or that we should budget additional hours (if so, how many)? Specific questions to consider are:
 - o How much additional time does UPS estimate would be required for training of new officers, maintenance, review – any administrative tasks associated with the camera implementation?
 - o Below are a couple questions (previously forwarded) that relate specifically to UPS' policy. They seem to conflict as far as what is being reviewed. In one case its noted that review may include "commendations, training, ... quality assurance". The next notes that it is not the intent of UPS to review for general performance. Can you please confirm what UPS plans to review and how much time it is estimated that will take?

Question: Below is what they note as when a supervisor may view footage. Does UPS have any idea on what percentage of the footage taken this would be?

Supervisor Usage

Review of BCR video and/or audio by a Supervisor may include but is not limited to commendations, training, assistance in report writing (such as Use of Force Reports), the investigation of claims, civil lawsuits and complaints, an unambiguous and reasonable concern of unprofessional conduct or allegations of misconduct, quality assurance, officer involved traffic collisions, Use of Force investigations, prior to release of the recording in response to a proper legal request, and the review of critical incidents.

Question: Based on the following it does not appear that UPS plans to spot check the footage for potential performance issues. Is that true?

It is not the intent of Universal Protection Service to review digital evidence for the purpose of a general performance review or to discover policy violations.

Great.

Thanks!

Suzanne



Suzanne Holley

Vice President & Chief Operating Officer

Downtown Center Business Improvement District

626 Wilshire Blvd., Ste. 200, Los Angeles, CA 90017

direct (213) 416-7538

fax (213) 624-0858
email sholley@downtownla.com
go to www.DowntownLA.com



From: Ken Nakano
Sent: Friday, July 24, 2015 9:45 AM
To: Suzanne Holley
Subject: Fwd: Quote Wolfcom

Ken Nakano
Director of Operations
Downtown Center Business Improvement District

Sent from my iPad - Please excuse any typos.

Begin forwarded message:

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Date: July 23, 2015 at 12:57:14 PM PDT
To: Ken Nakano <knakano@downtownla.com>
Cc: Scott Naso <Scott.Naso@universalpro.com>
Subject: Re: Quote Wolfcom

Ken -

The cameras have a 1 year manufacturer's warranty we are able to purchase a 2- year extended warranty at \$175.00 per camera.

2- Yr. Extended Warranty covers:

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Sent from Banyon Hutter
213-276-2011
Banyon.Hutter@universalpro.com

On Jul 23, 2015, at 12:04 PM, Banyon Hutter <Banyon.Hutter@universalpro.com> wrote:

Ken –

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Sent: Thursday, July 23, 2015 11:51 AM
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DEFECTS IN MATERIAL AND WORKMANSHIP The Wolfcom 3rd Eye will be free from defects in material and workmanship, and will meet the stated specifications in our materials, under normal use and service when correctly installed, operated and maintained. This product warranty is effective for the period of two (2) years. If within two years from the date of purchase, the Wolfcom 3rd Eye fails due to a defect in material or workmanship, Wolfcom Enterprises will repair, if possible, or replace it free of charge. This warranty applies only to the original purchaser and is not transferable. This warranty covers the entire Wolfcom 3rd Eye unit only. Due to daily wear and tear, it does not cover car DVR kits, shoulder harnesses or other accessories. **ACCIDENTAL DAMAGE** This warranty protects against accidental damage such as: • Cracked screen • Cracked lens • Drops, falls or other collisions • Broken buttons • Liquid spills and damage • Electrical surges • Other unintentional damage or breakage Under accidental damage protection, a damaged unit may be replaced once for a same generation unit during the warranty period. This warranty also covers up to 10 replacement vest clips for only the cost of shipping. **UPGRADE TO A NEXT GENERATION MODEL** During the warranty term, the existing model may be exchanged for a next generation model. This warranty allows: • A working, fully functioning model may be exchanged for the next generation updated model at no additional cost, except for shipping and handling. • The new model is automatically covered under a new One Year Manufacturer's Warranty, with an option to purchase another Extended Two Year Warranty for the upgraded unit within seven (7) calendar days of the exchange for \$175. This warranty provides for one replacement unit: either a replacement under accidental protection or an upgraded replacement unit. It does not provide for more than one replacement during the warranty period. **LIMITATIONS:** This warranty does not provide protection against normal wear and tear; cosmetic damage on any portion of the product that does not affect unit functionality, such as surface scratches and/or weathering, as this is considered normal wear and tear; theft, mysterious disappearance or misplacement; viruses; reckless, abusive, willful or intentional conduct associated with handling and use of the product; units which have been subject to unauthorized repair, opened, taken apart or otherwise modified; units not used in accordance with directions; units used with unapproved aftermarket accessories; and damage caused by Acts of God. **THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY MODIFIED TO EXIST ONLY AS CONTAINED IN THIS LIMITED WARRANTY, AND SHALL BE OF THE SAME DURATION AS THE WARRANTY PERIOD STATED ABOVE. WOLFCOM ENTERPRISES WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO PURCHASER, OR ANY OTHER PARTY, FOR ANY LOSS, DAMAGE, INJURY OR EXPENSE OF ANY KIND OR NATURE CAUSED DIRECTLY OR INDIRECTLY BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO OPERATE PROPERLY. HOW TO MAKE A WARRANTY CLAIM:** Warranty service is available by contacting your authorized Wolfcom representative or Wolfcom Enterprises. A valid copy of original invoice and a Return Merchandise Authorization (or RMA) are required for all warranty services.

Sent from Banyon Hutter
213-276-2011
Banyon.Hutter@universalpro.com

On Jul 23, 2015, at 12:04 PM, Banyon Hutter <Banyon.Hutter@universalpro.com> wrote:

Ken –

Please see attached proposal for 60 cameras, 36 TB of Storage (30 days of recording) and all necessary training to include the Train the Trainer for up to 8 people.

The cameras are HD 1080p Police Body Camera w/ GPS, Voice Recorder, Night Vision, & 16 Megapixel Cameras.

The total cost for this is \$68,915.21

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If we were to finance it for you over five years, the monthly cost would be \$1,148.59 + 3% interest = \$1183.04 a month.

I am currently waiting to hear back from them on the warranty coverages that are all included separately.

Take Care,

Banyon Hutter / General Manager

Banyon.Hutter@universalpro.com / 213-276-2011

Universal Protection Service

Office: 213-362-3650 / Fax: 213-892-0863

639 Wilshire Blvd Los Angeles Ca, 90017

<http://www.universalpro.com/>

From: Ken Nakano [<mailto:knakano@downtownla.com>]

Sent: Thursday, July 23, 2015 11:51 AM

To: Banyon Hutter <Banyon.Hutter@universalpro.com>

Subject: Quote

Do you have an update on the quote? Suzanne and I are meeting tomorrow morning and wanted to review it. Please advise, thanks.

Kenneth T. Nakano

Director of Operations

<image001.gif>

Downtown Center Business Improvement District

640 S. Olive Street

Los Angeles, CA 90013

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knakano@downtownla.com | www.downtownla.com

<image002.gif>  <image004.gif>

<Est_1554_from_Wolfcom_Enterprises_2504.pdf>

Ken Nakano

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Monday, July 27, 2015 5:57 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
Subject: RE: Quote Wolfcom

Suzanne –

Good afternoon, in response to the questions below.

1. The additional cameras quoted is what they felt would be needed to run 24/7 operations. Between charging, pulling information (downloading) and any potential maintenance on the units. In all honesty, 60 seemed like a significant amount to me as well. I will reach out to them again and ensure they quoted an appropriate number.
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From: Suzanne Holley [mailto:SHolley@downtownla.com]
Sent: Friday, July 24, 2015 10:02 AM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Cc: Ken Nakano <knakano@downtownla.com>; Scott Naso <Scott.Naso@universalpro.com>
Subject: FW: Quote Wolfcom

Banyon,

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Great.

Thanks!

Suzanne



Suzanne Holley

Vice President & Chief Operating Officer

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From: Ken Nakano
Sent: Friday, July 24, 2015 9:45 AM
To: Suzanne Holley
Subject: Fwd: Quote Wolfcom

Ken Nakano
Director of Operations
Downtown Center Business Improvement District

Sent from my iPad - Please excuse any typos.

Begin forwarded message:

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Date: July 23, 2015 at 12:57:14 PM PDT
To: Ken Nakano <knakano@downtownla.com>
Cc: Scott Naso <Scott.Naso@universalpro.com>
Subject: Re: Quote Wolfcom

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ONLY AS CONTAINED IN THIS LIMITED WARRANTY, AND SHALL BE OF THE SAME DURATION AS THE WARRANTY PERIOD STATED ABOVE. WOLFCOM ENTERPRISES WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO PURCHASER, OR ANY OTHER PARTY, FOR ANY LOSS, DAMAGE, INJURY OR EXPENSE OF ANY KIND OR NATURE CAUSED DIRECTLY OR INDIRECTLY BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO OPERATE PROPERLY. HOW TO MAKE A WARRANTY CLAIM: Warranty service is available by contacting your authorized Wolfcom representative or Wolfcom Enterprises. A valid copy of original invoice and a Return Merchandise Authorization (or RMA) are required for all warranty services.

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Sent: Thursday, July 23, 2015 11:51 AM

To: Banyon Hutter <Banyon.Hutter@universalpro.com>

Subject: Quote

Do you have an update on the quote? Suzanne and I are meeting tomorrow morning and wanted to review it. Please advise, thanks.

Kenneth T. Nakano

Director of Operations

<*image001.gif*>

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knakano@downtownla.com | www.downtownla.com

<*image002.gif*>  <*image004.gif*>

<Est_1554_from_Wolfcom_Enterprises_2504.pdf>

Ken Nakano

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Sent: Saturday, July 25, 2015 4:38 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
Subject: Re: Quote Wolfcom

Suzanne /

My apologies for the delay, I've been dealing with some email issues and will get this info back shortly.

Sent from Banyon Hutter
213-276-2011
Banyon.Hutter@universalpro.com

On Jul 24, 2015, at 10:09 AM, Suzanne Holley <SHolley@downtownla.com> wrote:

Banyon,

Thanks very much for forwarding this. I have a few questions on how this would work. I would appreciate a response as soon as possible as I would like to finalize by letter to the board on Monday.

- Included in the proposal are 60 cameras. We currently are staffed for a maximum of 35 officers that would be in the field. Can you explain the difference?
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Great.

Thanks!

Suzanne



Suzanne Holley

Vice President & Chief Operating Officer

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email sholley@downtownla.com

go to www.DowntownLA.com

<image002.gif>  <image004.gif> <image005.gif>

From: Ken Nakano

Sent: Friday, July 24, 2015 9:45 AM

To: Suzanne Holley

Subject: Fwd: Quote Wolfcom

Ken Nakano

Director of Operations

Downtown Center Business Improvement District

Sent from my iPad - Please excuse any typos.

Begin forwarded message:

From: Banyon Hutter <Banyon.Hutter@universalpro.com>

Date: July 23, 2015 at 12:57:14 PM PDT

To: Ken Nakano <knakano@downtownla.com>

Cc: Scott Naso <Scott.Naso@universalpro.com>

Subject: Re: Quote Wolfcom

Ken -

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From: Ken Nakano [<mailto:knakano@downtownla.com>]
Sent: Thursday, July 23, 2015 11:51 AM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Subject: Quote

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<image001.gif>

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<image002.gif>  <image004.gif>

<Est_1554_from_Wolfcom_Enterprises_2504.pdf>

<image003.gif>

Suzanne Holley

From: Suzanne Holley
Sent: Thursday, July 30, 2015 6:06 PM
To: 'Banyon Hutter'
Cc: Ken Nakano; Scott Naso
Subject: RE: Quote Wolfcom

Got it. I would anticipate an additional 8 hour supervisor with the qualification that they would only be reviewing use of force incidents per your policy. Additional time may be required if the is policy changed.

Thanks.

Suzanne



Suzanne Holley

Vice President & Chief Operating Officer

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From: Banyon Hutter [<mailto:Banyon.Hutter@universalpro.com>]
Sent: Thursday, July 30, 2015 2:14 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
Subject: RE: Quote Wolfcom

Suzanne –

I reached out to the Trolly as discussed and was just able to connect with them a short time ago. Unfortunately, they are currently in the processes of bidding out for diligence, due to this they are unable to have any side conversations about the supervision of the cameras until the process is complete.

This said I did reach out to Wolfcom and spoke to their tech specific to the recording, charging and general maintenance of these devices. My discussion leads me to believe additional labor is needed to the point of potentially adding a person on the day and swing shifts. These individuals would be charged with daily distribution, training the team members, performing general maintenance (Cleaning / Charging), reviewing of information relevant to claims along with contacting and coordination of repairs.

As for the questions below I connected with Tom Merlino and the comments refer to when a clip is used in conjunction with a Use of Force incident. All Use of Force incidents are reviewed, and the reviewers will ask for video in conjunction

with the incident. During the review, the officer could receive recognition for their actions based on the incident. We are not spot checking the footage, any policy changes or trainings would come from the Use of Force Reviews.

Banyon Hutter / General Manager

Banyon.Hutter@universalpro.com / 213-276-2011

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From: Suzanne Holley [<mailto:SHolley@downtownla.com>]
Sent: Monday, July 27, 2015 6:12 PM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Cc: Ken Nakano <knakano@downtownla.com>; Scott Naso <Scott.Naso@universalpro.com>
Subject: RE: Quote Wolfcom

That would be perfect. Thanks!

From: Banyon Hutter [<mailto:Banyon.Hutter@universalpro.com>]
Sent: Monday, July 27, 2015 6:11 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
Subject: RE: Quote Wolfcom

I totally understand, I will get with our VP in San Diego tomorrow as they have hands on experaince with this there and will have an answer for you shortly.

Banyon Hutter / General Manager

Banyon.Hutter@universalpro.com / 213-276-2011

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From: Suzanne Holley [<mailto:SHolley@downtownla.com>]
Sent: Monday, July 27, 2015 6:01 PM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Cc: Ken Nakano <knakano@downtownla.com>; Scott Naso <Scott.Naso@universalpro.com>
Subject: RE: Quote Wolfcom

Thank you Banyon. The critical issue for me is to be able to provide of cost of implementation. I can make an assumption and back out the additional cameras out of the price but – in a nutshell - I really need to get an idea from UPS if I am going to need to employ additional supervisors to review the footage and, if so, how many.

Thanks.

Suzanne

From: Banyon Hutter [<mailto:Banyon.Hutter@universalpro.com>]
Sent: Monday, July 27, 2015 5:57 PM
To: Suzanne Holley
Cc: Ken Nakano; Scott Naso
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Director of Operations
Downtown Center Business Improvement District

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Begin forwarded message:

From: Banyon Hutter <Banyon.Hutter@universalpro.com>
Date: July 23, 2015 at 12:57:14 PM PDT
To: Ken Nakano <knakano@downtownla.com>
Cc: Scott Naso <Scott.Naso@universalpro.com>
Subject: Re: Quote Wolfcom

Ken -

The cameras have a 1 year manufacturer's warranty we are able to purchase a 2- year extended warranty at \$175.00 per camera.

2- Yr. Extended Warranty covers:

DEFECTS IN MATERIAL AND WORKMANSHIP The Wolfcom 3rd Eye will be free from defects in material and workmanship, and will meet the stated specifications in our materials, under normal use and service when correctly installed, operated and maintained. This product warranty is effective for the period of two (2) years. If within two years from the date of purchase, the Wolfcom 3rd Eye fails due to a defect in material or workmanship, Wolfcom Enterprises will repair, if possible, or replace it free of charge. This warranty applies only to the original purchaser and is not transferable. This warranty covers the entire Wolfcom 3rd Eye unit only. Due to daily wear and tear, it does not cover car DVR kits, shoulder harnesses or other accessories. ACCIDENTAL DAMAGE This warranty protects against accidental damage such as: • Cracked screen • Cracked lens • Drops, falls or other collisions • Broken buttons • Liquid spills and damage • Electrical surges • Other unintentional damage or breakage Under accidental damage protection, a damaged unit may be replaced once for a same generation unit during the warranty period. This warranty also covers up to 10 replacement vest clips for only the cost of shipping. UPGRADE TO A NEXT GENERATION MODEL During the warranty term, the existing model may be exchanged for a next generation model. This warranty allows: • A working, fully functioning model may be exchanged for the next generation updated model at no additional cost, except for shipping and handling. • The new model is automatically covered under a new One Year Manufacturer's Warranty, with an option to purchase another Extended Two Year Warranty for the upgraded unit within seven (7) calendar days of the exchange for \$175. This warranty provides for one replacement unit: either a replacement under accidental protection or an upgraded replacement unit. It does not provide for more than one replacement during the warranty period. LIMITATIONS: This warranty does not provide protection against normal wear and tear; cosmetic damage on any portion of the product that does not affect unit functionality, such as surface scratches and/or weathering, as this is considered normal wear and tear; theft, mysterious disappearance or misplacement; viruses; reckless, abusive, willful or intentional conduct associated with handling and use of the product; units which have been subject to unauthorized repair, opened, taken apart or otherwise modified; units not used in accordance with directions; units used with unapproved aftermarket accessories; and damage caused by Acts of God. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE

WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY MODIFIED TO EXIST ONLY AS CONTAINED IN THIS LIMITED WARRANTY, AND SHALL BE OF THE SAME DURATION AS THE WARRANTY PERIOD STATED ABOVE. WOLFCOM ENTERPRISES WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO PURCHASER, OR ANY OTHER PARTY, FOR ANY LOSS, DAMAGE, INJURY OR EXPENSE OF ANY KIND OR NATURE CAUSED DIRECTLY OR INDIRECTLY BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO OPERATE PROPERLY. HOW TO MAKE A WARRANTY CLAIM: Warranty service is available by contacting your authorized Wolfcom representative or Wolfcom Enterprises. A valid copy of original invoice and a Return Merchandise Authorization (or RMA) are required for all warranty services.

Sent from Banyon Hutter
213-276-2011
Banyon.Hutter@universalpro.com

On Jul 23, 2015, at 12:04 PM, Banyon Hutter <Banyon.Hutter@universalpro.com> wrote:

Ken –

Please see attached proposal for 60 cameras, 36 TB of Storage (30 days of recording) and all necessary training to include the Train the Trainer for up to 8 people.

The cameras are HD 1080p Police Body Camera w/ GPS, Voice Recorder, Night Vision, & 16 Megapixel Cameras.

The total cost for this is \$68,915.21

If we were to finance it for you over three years, the monthly cost would be \$1,914.31 + 5% interest = \$2010.03 a month.

If we were to finance it for you over five years, the monthly cost would be \$1,148.59 + 3% interest = \$1183.04 a month.

I am currently waiting to hear back from them on the warranty coverages that are all included separately.

Take Care,

Banyon Hutter / General Manager
Banyon.Hutter@universalpro.com / 213-276-2011

Universal Protection Service
Office: 213-362-3650 / Fax: 213-892-0863
639 Wilshire Blvd Los Angeles Ca, 90017
<http://www.universalpro.com/>

From: Ken Nakano [<mailto:knakano@downtownla.com>]
Sent: Thursday, July 23, 2015 11:51 AM
To: Banyon Hutter <Banyon.Hutter@universalpro.com>
Subject: Quote

Do you have an update on the quote? Suzanne and I are meeting tomorrow morning and wanted to review it. Please advise, thanks.

Kenneth T. Nakano
Director of Operations
<[image001.gif](#)>
Downtown Center Business Improvement District
640 S. Olive Street
Los Angeles, CA 90013
213-624-2425 office | 213-615-1655 fax
knakano@downtownla.com | www.downtownla.com

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