

Neighbors Public Safety Service

Neighbors Public Safety Service (NPSS) allows local public safety agencies to join and use Neighbors, a free app by Ring designed to help community members connect and stay informed about local public safety incidents – whether they own a Ring device or not.

Local police and fire departments across the country can use Neighbors to share important, hyper-local crime and safety information with their residents, view and respond to publicly posted content on the app, and request assistance from residents to help make their neighborhoods safer. Ring is proud to provide Neighbors and NPSS as a way to support community-driven conversations between residents and the local public safety agencies who serve them.

Why Public Safety Agencies Use Neighbors

Connect With The Community

Local public safety users can view and comment on public posts shared to Neighbors. Comments and posts from public safety users are clearly identified by their name, rank and agency.

Updates From Official Sources

Public safety users can also create posts to inform their community about local crime and safety issues.

Work Together

When using NPSS, public safety users can submit requests for assistance in relation to a local safety incident. Neighbors was designed so that residents decide what information is shared to the app and whether or not they wish to respond to a public agency's request.

How User Privacy Is Protected

No Access to Devices

Public safety agencies do not have access to user cameras, live streams or personal information when using NPSS.

No Access to Private Videos

Through Neighbors, public safety users can only view videos and other information if it has been publicly posted on the app or explicitly shared with the agency in response to a request.

No Direct Access to Users

When using Neighbors, public safety agencies cannot see how many or which Ring users received a request, declined to share, or opted-out of receiving notifications for future requests.

No Access to Device Locations

Neighbors does not provide public safety users with the addresses at which any devices are located.

No Access to User Account Information

Residents are identified in Neighbors posts & comments only as "Neighbor #". Public safety users see the same information as regular users and do not receive additional information about the post or the users posting or commenting.

Helpful Resources

[Neighbors Homepage](#)

[Neighbors Public Safety Service Homepage](#)

[NPSS Help Center](#) | [Video Request FAQ](#) | [NPSS Active Agency Map](#)