



# WASHOE COUNTY

## TECHNOLOGY SERVICES

1001 E. Ninth St  
RENO, NEVADA 89512  
(775) 328-2351

### STAFF REPORT

#### E-911 BOARD MEETING DATE:

September 19, 2019

**DATE:** September 16, 2019  
**TO:** E911 Emergency Response Advisory Committee  
**FROM:** Quinn Korbolic, IT Manager – Regional Services, Washoe County  
Technology Services  
[qkorbolic@washoecounty.us](mailto:qkorbolic@washoecounty.us)  
775-328-2348  
**SUBJECT:** Recommendation to Approve allocation of funds for the continued utilization of the CodeRED reverse 911 system with payment to OnSolve LLC., in an amount not to exceed \$10,000.

#### SUMMARY

Recommendation to Approve allocation of funds for the continued utilization of the CodeRED reverse 911 system with payment to OnSolve LLC., in the amount not to exceed \$10,000.

Code Red is continuing to offer the same pricing of \$10,000 per year. This is typically a \$45,000+ per year service. The number of minutes covered in the plan for the Washoe County region will remain at 50,000.

Given the circumstances, this is a best-case deal for the Washoe County region. Public Safety Answering Points (PSAPs) continue to use the system during wild land fires and other emergency events requiring notification of the public.

#### PREVIOUS ACTION

On July 2, 2018 the E911 Emergency Response Advisory Committee approved allocation of funds, not to exceed \$10,000 to continue to utilize the CodeRED reverse 911 system.

On November 16, 2017, the E911 Emergency Response Advisory Committee approved allocation of funds to cover CodeRED alerts in excess of 50,000 minutes, \$3,300.

On May 18, 2017 the E911 Emergency Response Advisory Committee approved allocation of funds, not to exceed \$10,000 to continue to utilize the CodeRED reverse 911 system.

On September 15, 2016 the E911 Emergency Response Advisory Committee approved allocation of



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funds, not to exceed \$10,000 to continue to utilize the CodeRED reverse 911 system.

### BACKGROUND

The Washoe County region retired the stand alone “reverse 911” dialing systems located in the dispatch centers operated by the City of Sparks and the City of Reno in 2006. The systems were replaced by a “service provider, reverse 911” system in 2006 to ensure the region continued to have the ability to alert and warn citizens of emergencies.

The system chosen by the emergency managers was City Watch. The system was funded each year in the amount of \$10,000 by the E-911 Committee and provided 20,000 minutes of “reverse-911” calls. The system is accessed by first responders and public safety officials through the three Dispatch PSAPs. It is administered by the Washoe County Office of Emergency Management and Homeland Security.

In 2012, City Watch was acquired by OnSolve (CodeRED). Because OnSolve is a much larger company, with many more resources, the pricing for a region the size of Washoe County can cost as much as \$70,000.

In return for converting exclusively to Code Red, Washoe County region was offered service at the existing rate of \$10,000. This offer has been extended twice and currently runs through 2019.

### FISCAL IMPACT

Budget authority exists in the amount of \$10,000 in the E911 Fund Fiscal Year 2020 budget.

### RECOMMENDATION

Approve allocation of funds for the continued utilization of the CodeRED reverse 911 system with payment to OnSolve LLC., in the amount not to exceed \$10,000.

### POSSIBLE MOTION

Should the Board agree with staff’s recommendation, a possible motion would be: “Move to approve allocation of funds for the continued utilization of the CodeRED reverse 911 system with payment to OnSolve LLC., in the amount not to exceed \$10,000.



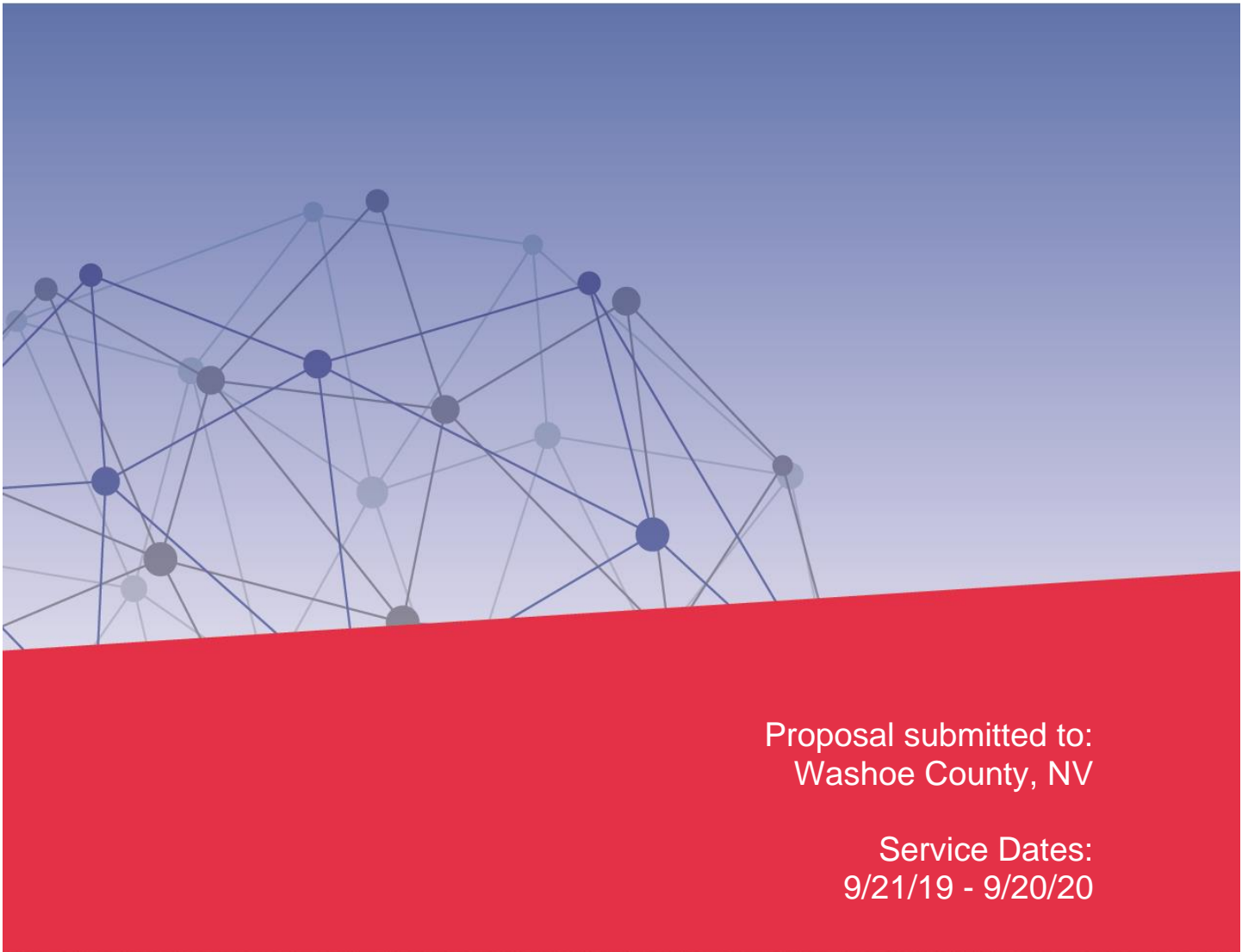
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Proposal submitted to:  
Washoe County, NV

Service Dates:  
9/21/19 - 9/20/20

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Proposal Date  
7/16/2019

Proposal Expiration Date  
10/14/2019

Keep staff and residents safe and informed with the CodeRED system with quick notifications of time-sensitive information, emergencies and day-to-day operational updates. Send targeted emergency and community notifications to mobile subscribers located in specific geographic areas within your jurisdiction.

**CodeRED Emergency Mass Notification System Proposal** **Annual Cost**

**Annual Cost-Standard Features** **\$10,000.00**

**The CodeRED System Includes:**

- 50,000 system minutes, replenished annually (system designed to be 3 times more than normal usage)
- Unlimited text, email, and social media messaging for both external and internal calling applications
- Unlimited CodeRED Mobile App messaging
- CodeRED Launcher Mobile application giving you access to CodeRED via mobile device
- Unlimited initiator passcodes
- OnSolve standard ESRI-based mapping
- Custom Geocoder
- Validata® Data Cleansing Program-unique process of de-duplicating "like numbers" within your database, increasing call speeds and connection rates
- Universal ANI® technology for streamlined call-backs and relief of inbound calling pressure during an emergency event
- Two way messaging
- Detailed Job Statistics
- CodeRED enterprise system set-up, on-going operation and custom training modules
- Live 24/7/365, dedicated client and technical support team, unlimited Live web based training
- Managed data services with integration and geo-coding of OnSolve and client-supplied data
- Design and hosting of custom web pages for community enrollment
- Social media sharing, residential level
- Templated and scenario creation for frequently used messages
- Voice-based polling system utilized for shift fulfillment and dispatch
- Website Widget with enrollment link
- Data management
- All Call (initial full system-wide test to set expectations)

**Optional Premium Services**

Unlimited, Automatic, NWS-based, polygon-driven, Severe Weather Warnings	\$	-
Initial premium residential and business calling database supplied by OnSolve	\$	-
IPAWS Alert and Origination Tool – Unlimited use for WEA, EAS, NWEM, COG-to-COG, Public Alerts Feed, IPAWS Launch Validation, and Message Viewer Report	\$	-
Foreign language message translation (voice, email and text)	\$	-
Additional language package(s)	\$	-
OnSite Training day(s)	\$	-
Custom Mapping Layers	\$	-
Conference Calling	\$	-
HAAS Tier II advanced mapping algorithms	\$	-
OnSolve Open Notification Express	\$	-
On-call scheduler	\$	-
Greeting and closing message recording capabilities	\$	-
Advanced report generator	\$	-
Bulletin Board	\$	-
Upgrade to unlimited voice minutes	\$	-

**Optional Features and Services Fees:** **\$ -**

**TOTAL ANNUAL COST** **\$10,000.00**

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