WASHOE COUNTY

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STAFF REPORT

COMMITTEE MEETING DATE: March 12, 2020

DATE: Monday, March 02, 2020

TO: 911 Emergency Response Advisory Committee

FROM: Quinn Korbulic, IT Manager, Washoe County Technology Services
775-328-2348, qkorbulic@washoecounty.us

THROUGH: Craig Betts, Washoe County Chief Information Officer

SUBJECT: A review, discussion and possible action to approve the allocation of funds to support the Code Red reverse 911 system for a one-year period for a cost not to exceed [$10,000].

SUMMARY

Recommendation that the 911 Emergency Response Advisory Committee approve the allocation of funds to support the Code Red reverse 911 system for a one-year period for a cost not to exceed [$10,000].

PREVIOUS ACTION

The E-911 Committee has approved this expense, $10,000, annually since 2012.

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 Code Red. Because Code Red 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.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system. Sufficient budget authority exists in the proposed FY21 budget for the Enhanced 911 Fund (208) in Enhanced 911 Admin (800801), Software Maintenance (710210).

RECOMMENDATION

Staff recommends that the 911 Emergency Response Advisory Committee approve the allocation of funds to support the Code Red reverse 911 system for a one-year period for a cost not to exceed [$10,000].

POSSIBLE MOTION

Should the Committee agree with staff's recommendation, a possible motion would be: "Move to approve the allocation of funds to support the Code Red reverse 911 system for a one-year period for a cost not to exceed [$10,000].

ONSOLVE™

CodeRED™

Proposal submitted to:

Washoe County, NV

March 2, 2020

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Proposal Date
3/2/2020

Proposal Expiration Date
5/31/2020

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	Population	Annual Cost
Annual Cost-Standard Features (Based on the population shown)	1	$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 (SMS), 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**