



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

COMMITTEE MEETING DATE: October 8, 2020

DATE: Thursday, October 01, 2020

TO: 911 Emergency Response Advisory Committee

FROM: Quinn Korbolic, Interim Chief Information Officer, Washoe County Technology Services 775-328-2348, qkorbolic@washoecounty.us

SUBJECT: A review, discussion and possible action to make a recommendation to approve, deny or otherwise modify a request to fund additional minutes for the Code Red Reverse 911 System in FY21, [\$5,000], and to reimburse for costs incurred by adding additional minutes for CodeRed in FY20, [\$5,000], for a total not to exceed [\$10,000].

SUMMARY

Recommendation to approve a recommendation to the Board of County Commissioners to fund additional minutes for the Code Red Reverse 911 System, [\$5,000], and to reimburse for costs incurred by adding additional minutes for CodeRed in FY20, [\$5,000], for a total not to exceed [\$10,000]. During two of the last three years, CodeRed usage has exceeded contractually allowed usage and therefore has incurred additional costs. This request reflects a change in Washoe County's contract with OnSolve, Inc. that increases the available reverse 911 message minutes by 50,000 to 100,000. The annual contract also increases from \$10,000 to \$15,000.

Per the 911 Emergency Response Advisory Committee's approval on March 3rd, 2020, Washoe County has already paid \$10,000 to OnSolve, Inc. for Reverse 911 Services to cover the period from September 2020, to September 2021.

PREVIOUS ACTION

The E-911 Committee has approved expenses related to CodeRed reverse 911 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 recommend that the Board of County Commissioners approve the request to fund additional minutes for the Code Red Reverse 911 System in FY21, [\$5,000], and to reimburse for costs incurred by adding additional minutes for CodeRed in FY20, [\$5,000], for a total not to exceed [\$10,000].

POSSIBLE MOTION

Should the Committee agree with staff's recommendation, a possible motion would be: "Move to recommend that the Board of County Commissioners approve the request to fund additional minutes for the Code Red Reverse 911 System in FY21, [\$5,000], and to reimburse for costs incurred by adding additional minutes for CodeRed in FY20, [\$5,000], for a total not to exceed [\$10,000]."



780 W Granada Blvd
Ormond Beach, FL 32174
(866) 939-0911

PO 7500004283
line 2

Invoice
INV54661822086

**Quinn
Korbulic**

Digitally signed by
Quinn Korbulic
Date: 2020.08.18
11:20:19 -07'00'

Bill To
Attn: Kelly Echeverria
Washoe County, NV
5195 Spectrum Blvd.
Reno NV 89512
United States

Ship To

Invoice Date	Terms	Due Date	Group ID	PO #
7/31/2020	Net 30	8/30/2020		

Item	Start Date	End Date	Qty	Rate	Amount
CodeRED Standard GSA ITEM	9/21/2019	9/20/2020	1	0.00	5,000.00
Foreign Language Message Translation - "FLMT" Included at No Cost GSA ITEM	9/21/2019	9/20/2020	1	0.00	0.00

Total: \$ 5,000.00

Remittance Slip

Customer
Invoice #
Amount Due (USD)
Amount Paid

Washoe County, NV
INV54661822086
\$ 5,000.00

Please Remit Check Payment To:
P.O. Box 865672
Orlando, FL 32886-5672

Bank/Wire Information:

Wells Fargo Bank
Account Name: OnSolve, LLC
Routing: 063107513 (ACH) / 121000248 (Wires)
Account Number: 5231692129
SWIFT Code: WFBIUS6S

To Pay By Credit Card, Please Call The Phone # Above

Sales Rep: Medvick, Joseph



Invoice
INV54661823907

780 W Granada Blvd
 Ormond Beach, FL 32174
 (866) 939-0911

PO 7500004283
FY21 FINAL
line 1 \$10,000
line 3 \$5,000

Bill To

Attn: Kelly Echeverria
 Washoe County, NV
 5195 Spectrum Blvd.
 Reno NV 89512
 United States

Ship To

Invoice Date	Terms	Due Date	Group ID	PO #
8/29/2020	Net 30	9/28/2020		

Item	Start Date	End Date	Qty	Rate	Amount
CodeRED Standard GSA ITEM	9/21/2020	9/20/2021	1	0.00	15,000.00
Foreign Language Message Translation "FLMT" Included at No Cost	9/21/2020	9/20/2021	1	0.00	0.00

Total: \$ 15,000.00

Remittance Slip

Customer
Invoice #
Amount Due (USD)
Amount Paid

Washoe County, NV
 INV54661823907
 \$ 15,000.00

Please Remit Check Payment To:
 P.O. Box 865672
 Orlando, FL 32886-5672

Bank/Wire Information:

Wells Fargo Bank
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Sales Rep: Medvick, Joseph