Request for Board of Commissioners' Action

From: Faye Hughes,County Administrator   **Date:** August 17, 2018

Subject: Code Red Renewal Proposal   **Item Number:** VIII-D

Lamar Ray, 911 Director, presented the renewal proposal/cost from Code Red during the work session.

The Chair will need a motion to accept/deny the Code Red Renewal Proposal at $12,160.

Motion made by _____

Second made by _____

Any discussion: _____

_____

Votes_____ yes _____ no   Motion carried/ failed

⚠CodeRED™

COST PROPOSAL (PRICING GOOD FOR 90 DAYS FROM 8/3/2018)

Keep staff and residents safe and informed with the CodeRED system with the 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.

A one (1) year license includes 24/7/365 uninterrupted CodeRED system access and the following:

- <u>Fully Limitless system</u> - to use for **Emergency Notifications** {missing person, Emergency Preparedness, Emergency Evacuation Notices, outages, Boil water notices, Weather Alerts, Road Closures, Criminal Activity, Armed Suspect, etc.} **and General (non-emergency) Notifications** {Community Outreach, meetings, Staff Notifications, Internally for departments, Festivals/ Fairs, Building closures, etc.}
- **Unlimited text, email and social media messaging**
- **Unlimited Pass codes/** Users for the System
- Unlimited amount of Contact Groups
- **Includes National Data, provided by OnSolve** – (This is a managed data service, which means it is supplied and updated quarterly by our in-house GIS team. It is an initial residential and business calling database that consists of publically and commercially available information acquired by private vendors that OnSolve contracts with. They collect data from methods like surveys, national white and yellow page listings, state and federal public records, new home buyer information, deeds, records filed, secretary of state records, credit files, etc.)
- **Integration and geo-coding of customer supplied data** (911 data, utility data, etc.)
- **OnSolve standard Esri-based mapping and geo-coding** with integration of client-supplied GIS data sets.
- 24/7 dedicated client and technical support team, Initial training and monthly refresher trainings
- Triple redundant infrastructure
- Ability to quickly alert and inform residents, staff and other internal teams with reliable message delivery
- Universal ANI® technology for streamlined call-backs and relief of inbound calling pressure during an emergency event
- Complimentary system time for testing and training
- Design and hosting of custom Web page for community enrollment: CNE (Community Notification Enrollment) link
- IPAWS system set-up and training
- Launch to EAS, NWEM, WEA and COG to COG
- Same interface as the CodeRED System making it easy to send out time critical information via all modes of communication.
- Always available to send out lifesaving information, even if the cell towers/circuits are jammed or down. WEA Alerts will always go out.
- Unlimited severe weather warnings: 24 hours a day, 365 days a year with detailed call statistics

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$12,160 = Annual Cost

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Thank you for the opportunity to present CodeRED and submit this cost proposal to your agency. If you have any questions, please feel free to contact me directly.

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Proposal submitted to Cook County Board of Commissioners, GA
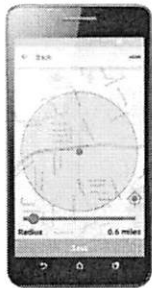## August 3, 2018

ONSOLVE™

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⬛CodeRED

Live client support

Available 24/7/365, OnSolve's Client Support Team is staffed by poised individuals thoroughly trained on all aspects of the CodeRED system. In addition to handling inbound inquiries, the team monitors system activity as well as weather and other news feeds to stay on top of developing situations, and when appropriate, they reach out to clients to provide suggestions and support for system use.
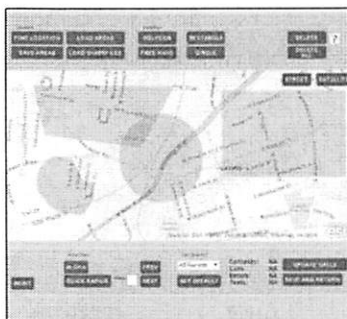
CodeRED Launcher App

With the CodeRED Launcher, you can quickly and efficiently alert CodeRED subscribers located in or near your defined warning area. From any smartphone device or tablet connected to the Internet, create and send emergency messages to residents and visitors simultaneously. Geo-targeted messages are delivered to a precise location or within a specified radius, to ensure that the right people receive the information they need to take immediate action and remain safe.

CodeRED Mobile Alert app

This latest innovation in the public safety arena answers the question asked by many Emergency Managers nationwide – "How do we communicate with people in our jurisdiction who do not reside here?" The answer is by using a location-based method to deliver CodeRED initiated messages. The CodeRED Mobile Alert app is geo-aware and sends push notifications to a subscriber's device when alerts are issued for the geographical area they are in. This advanced technology enables local officials to reach those passing through their jurisdiction and also helps to protect citizens when traveling outside their local coverage area in any community that uses CodeRED.

Mapping

CodeRED utilizes ESRI mapping as a foundation and has created area selection tools that range from polygons to simple paint brush tools, allowing users to quickly become familiar with the map's features. OnSolve hosts all components of the mapping interface, relying on no third-party providers. OnSolve includes local mapping with the license of CodeRED and additionally, has the ability to provide custom maps using client supplied GIS layers, or by integrating client supplied street layer mapping to the ESRI foundation. With CodeRED there is no requirement for client communities to purchase GIS software and also there is no need to utilize internal resources to host, maintain, or update maps.

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CodeRED Weather Warning

OnSolve has developed affordable notification services capable of reaching hundreds of thousands of citizens in minutes. We have been in the critical communications business for nearly two decades, developing and delivering the technology needed to inform residents, staff and visitors of time-critical information.

The OnSolve web-based product suite features three hosted solutions for municipalities:

- **CodeRED Weather Warning™** for automated severe weather alerts
- **CodeRED®** for targeted community and staff notifications
- **MyDailyCall™** for checking on at risk individuals

NWS

identify

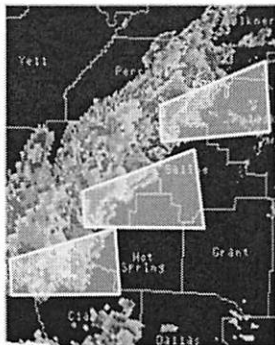interpret

alert

CodeRED Weather Warning

The CodeRED Weather Warning (CRWW) product was designed to automatically deliver targeted severe weather alerts moments after bulletins are issued by the National Weather Service (NWS). Messages are delivered quickly, often arriving prior to other public notifications such as television or weather radio broadcasts - providing citizens with extra time to prepare.

How it works

When the National Weather Service issues a bulletin identifying a storm, CodeRED Weather Warning instantly picks it up and interprets the bulleting to determine the severity and the exact areas impacted. A calling database of all subscribers within the projected path is generated and messages are sent to them immediately.

To deliver the alerts, CodeRED Weather Warning utilizes a sophisticated dialing infrastructure capable of transmitting millions of messages an hour. But the real benefit comes from the automation, since alerts are initiated without human intervention resulting in the quick dissemination of these alerts.

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IPAWS Solutions

The Web-based CodeRED® for IPAWS alert origination tool from OnSolve was designed specifically to enable state and local government officials to send secure critical communications to their citizens, delivering Presidential, Imminent Threat, and AMBER alerts. Client access into IPAWS submission is available with the immediate ability to issue critical public alerts and warnings for authorized Collaborative Operating Groups (COGs). The CodeRED for IPAWS service is fully compliant with all FEMA guidelines and regulations regarding this public alert and warning functionality.

Synchronize your CodeRED system with the Integrated Public Alert and Warning System (IPAWS) to send secure messages from EAS, WEA, NWEM, Public Feed, COG to COG and the JITC Test Environment.