

Board of County Commissioners Agenda Request



Requested Meeting Date: November 14, 2017

Title of Item: Mass Notification System

▼ REGULAR AGENDA	Action Requested:	Direction Requested
CONSENT AGENDA	✓ Approve/Deny Motion	Discussion Item
INFORMATION ONLY	Adopt Resolution (attach dr	aft) Hold Public Hearing* e copy of hearing notice that was published
Submitted by: Sheriff Scott Turner Department: Sheriff's Office		
Presenter (Name and Title): Sheriff Scott Turner		Estimated Time Needed: 10 minutes
Summary of Issue:		
Review / replacement of county wide mass notification system. CodeRed (current notification system) vs. Everbridge. Please see the attached.		
Alternatives, Options, Effects on Others/Comments:		
Recommended Action/Motion: Approve Everbridge proposal for mass notification system		
Financial Impact: Is there a cost associated with this request? What is the total cost, with tax and shipping? \$ Is this budgeted? Yes No Please Explain: This is a currently budgeted expense.		

SCOTT A. TURNER SHERIFF OF AITKIN COUNTY

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218-927-7435 Emergency 911 Sheriff Fax 218-927-7359 / Dispatch Fax 218-927-6887 TOLL FREE 1-888-900-2138

MEMO

TO: Aitkin County Board

DATE:

October 24, 2017

FROM: Sheriff Scott Turner

RE:

Mass Notification System

Patrice Erickson, Dispatch Supervisor

For the last five years we have employed a mass notification system in our dispatch center to alert our citizens about life-threatening hazards and to seek public help in resolving situations. We have, over that time, used the CodeRed service.

Our five year contract with CodeRed is up at the end of this year. It calls for a 30 day-notice to opt out.

In the past, using CodeRed had been cumbersome in getting the weather alerts out during a time of need – in a timely fashion. We had not previously subscribed to the automatic weather alerts. As of late, with the increase in weather-related incidents, the need for the automatic alerts is present.

Attached are quotes from CodeRed and Everbridge for providing that service moving forward. It is the recommendation that we move forward with the service with Everbridge. On the attached sheet the rationale for such recommendation is outlined.

This recommendation is based on what we believe will be the best service to the residents of Aitkin County.

If you have any questions prior to the November 14th Board meeting, please do not hesitate to call.

Aitkin County Mass Notification Comparison

Aitkin County has compiled information from two reliable companies to replace our Sheriff's Office's Mass Notification system.

The Sheriffs Office's current system is CODE RED and has been in place since 2013. The maintenance agreement expires December 31, 2017.

CODE RED includes:

- Limited to 5 system users
- Unlimited text and email
- Limited to 21,250 System (voice) minutes a year (afterward a charge of .40 per minute)
- Non emergency inter-office notifications and polling
- White & Yellow pages database
- Customizable citizen registration portal
- 4 year contract (expires 12/31/2017)

Issues we currently have with the CODE RED System:

- System is very cumbersome and not user friendly during an incident. (in the last 2 months, Code Red has locked up twice during severe thunderstorms while in the process of sending out alerts.)
- No control over subscriber information. (cannot see subscriber info and remains the property of CODE RED)
- IPAWS integration (for an additional fee)
- Social media integration (for an additional fee)

TOTAL \$6,884

Automatic Nat'l Weather Alert \$1,500 (currently we do not have this feature)

GRAND TOTAL (with weather alert) \$8,384

Everbridge proposal includes:

- Unlimited voice, SMS, and email messages for emergency and non-emergency purposes
- Unlimited system users
- Automated polygon-based NWS rebroadcasting
- IPAWS integration
- Social media integration
- White & Yellow pages database (alternatively, you can supply your own data)
- Non emergency inter office notifications and polling
- Fully customizable citizen registration portal
- Aitkin County owns the subscriber data
- Map will show location of subscribers
- Report will indicate if alert was answered or not on specific phone numbers
- 3 year contract (with ability to go year to year for a few hundred dollars more)

TOTAL \$5,000 (training included in price)

Automatic Nat'l Weather Alerts \$1,500

One time Set Up Fee 8% \$520

GRAND TOTAL \$7,020 (1st year, after that \$6,500 a year)

Both businesses are well known in the State of Minnesota as they both service many law enforcement agencies. Both programs offer most of the same capabilities, but due to the issues listed above, there are several counties in Minnesota that are now switching to Everbridge.

In Florida half of the state had been using a different system. Those counties have since switched and now the entire state of Florida is currently covered by Everbridge. The system sent out over 20 million notifications in September during Hurricane Irma, and it did not fail or slow down the entire time.