



County of San Mateo

Inter-Departmental Correspondence

Department: SHERIFF

File #: 19-675

Board Meeting Date: 6/25/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Carlos G. Bolanos, Sheriff
Subject: Amendment to the Agreement with Everbridge Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Everbridge Inc. for a Unified Countywide Mass Notification System, extending the term to June 30, 2020 and increasing the amount by \$96,250 to an amount not to exceed \$528,710.

BACKGROUND:

The Bay Area Urban Area Security Initiative (UASI) is a Homeland Security funded grant that provides resources for equipment, technology, training and exercise, and planning for national high threat urban areas. The Bay Area UASI services a population of over seven million, with a geographical coverage area of 8,800 square miles which includes San Mateo County.

The Bay Area UASI has selected Everbridge Inc. as the software service provider for a regional mass notification system that provides interoperable notification services for the counties of San Francisco, Marin, Alameda, Santa Clara, Monterey, and San Mateo.

The new SMC alert system has the capability of sending thousands of simultaneous messages via text, email, and voice which allows emergency managers to communicate information to the public. The system is operated by the Sheriff's Office of Emergency Services and Homeland Security, but is also available to all departments, cities, towns, and special districts throughout the County at no additional cost. The system replaced the former SMC alert text and email only system and the stand alone telephone emergency notification system (TENS). The new SMC alert system went live to the public on August 31, 2015 and currently has more than 75,000 full service public subscribers, 24,000 anonymous public subscribers, and 12,000 first responder and municipal employee subscribers.

DISCUSSION:

The ability to rapidly warn and inform the public in times of an emergency is a vital function of emergency management that can save lives. The most effective systems for notifying the public have changed to a mobile phone and digital format backed up by voice notifications. In major life threatening

circumstances available notification tools are needed to reach the greatest number of members of the County.

San Mateo County Sheriff's Office of Emergency Services has been operating the SMC alert system for more than a decade, and it has been used on numerous occasions where evacuation or "shelter in place" warnings were needed to protect the well-being of the community. More routine messages of general safety, like those of major highway closures, allow testing of the system and at the same time help the public to avoid potentially hazardous situations.

Four years ago SMC alert was moved from its legacy software to its current platform operated by Everbridge. This move involved the migration of more than 38,000 records that had been collected over the preceding years. The system has more than doubled in size over the last four years as a result of the outreach efforts of OES and the increased public interest in having information quickly available directly from the agencies that provide public safety.

For continuity purposes, we recommend extending the contract with Everbridge. During the course of the next year, regional Everbridge users will examine alternate providers to ensure we meet industry standards and fulfill due diligence to acquire the provider that best suits our need as a county.

The resolution and amendment have been reviewed and approved as to form by County Counsel.

County purchasing has reviewed and approved a three year contract waiver.

This agreement contributes to the Shared Vision 2025 outcome of the Collaborative Community by the coordination of the agencies within the County to ensure that the public's safety as well as that of first responders is met in a responsible and timely manner.

PERFORMANCE MEASURE:

Measure	FY 2018-2019 Actual	FY 2019-2020 Projected
Percent of Emergency incidents responded to within one hour as secondary responders	100	100

FISCAL IMPACT:

Amendment Three to the agreement with Everbridge Inc. increases the amount by \$96,250 to a new not to exceed amount of \$528,710. This project is grant funded by the Bay Area Urban Area Security Initiative (UASI). There is no net County cost.