

LOWNDES COUNTY BOARD OF COMMISSIONERS
COMMISSION AGENDA ITEM

SUBJECT: RAVE Alert Service Agreement

DATE OF MEETING: May 28, 2024

BUDGET IMPACT: \$29,900.00

FUNDING SOURCE:

Work
Session/Regular
Session

- Annual - \$29,900
- Capital
- N/A
- SPLOST
- TSPLOST

COUNTY ACTION REQUESTED ON: Approval of Quote and Terms of Service with RAVE Alert

HISTORY, FACTS AND ISSUES: Since 2007, Lowndes County has maintained a mass notification and emergency alerting system. This system allows emergency management to send alerts to residents who may be impacted by some type of emergency situation. Examples of past uses are missing person alerts, flood warnings, boil water advisories, and it was used extensively during COVID-19 to provide messaging to the public. In addition to alerts initiated by emergency management, it also provides alerts for Warnings that are initiated by the National Weather Service, such as Tornado Warnings, Flash Flood Warnings and Severe Thunderstorm Warnings.

Code Red, and later their parent company OnSolve, has been the service provider since the system was originally implemented in 2007. At that time, they were the market leaders and had what was deemed to be the best system available. As technology has evolved and new companies have entered the market, the gap between competitors has narrowed. Code Red has been purchased and/or acquired by other companies several times over the past 17 years. As part of the company's growth, there has seemingly been a shift towards the corporate market with less focus on government and public safety-focused applications. This has resulted in a gradual decline in the level of customer service Lowndes County has received in recent years.

Lowndes County Emergence Management Agency (EMA) continually evaluates other options to ensure that we are providing the best product and service to the residents of Lowndes County. With that in mind, RAVE Alert, which was recently acquired by, and is now a product of Motorola, has a system that will provide more functionality and reliability to meet our needs. They are also able to provide these expanded services at a pricing structure less than what we currently pay for Code Red. After evaluation of numerous systems, including Code Red, we believe that RAVE Alert is the best product for Lowndes County moving forward.

- OPTIONS: 1. Authorize the Chairman to sign the Customer Acceptance Form with Rave Mobile Safety.
2. Board's Pleasure

RECOMMENDED ACTION: Approve