

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: NEIL BREGMAN, EMERGENCY PREPAREDNESS
COORDINATOR
SANTA ROSA FIRE DEPARTMENT

SUBJECT: APPROVAL OF MUTUAL NON-DISCLOSURE AGREEMENT
BETWEEN SONOMA COUNTY, ONSOLVE LLC AND THE CITY
OF SANTA ROSA TO ALLOW USE OF CERTAIN SANTA ROSA
WATER CUSTOMER DATA FOR EMERGENCY NOTIFICATION
PURPOSES

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the Santa Rosa Fire Department that the Council, by Resolution, approve a Mutual Non-Disclosure Agreement with OnSolve LLC and Sonoma County, through Its Department of Fire & Emergency Services, which will allow the City to share certain information from the City Water Department customer billing database for the purpose of entering such information into the City/County shared emergency notification system, SoCoAlert.

EXECUTIVE SUMMARY

The purpose of this item is to authorize the execution of a Mutual Non-Disclosure Agreement (“NDA”) that is required, so that the City may facilitate sharing customer billing database (“Water Data”) with OnSolve LLC and the Sonoma County Fire & Emergency Services Department. This information will be entered into the CodeRED notification system commonly known as SoCoAlert to allow a greater number of our residents to be notified in an emergency event.

BACKGROUND

SoCoAlert is the, Operational area-wide (aka all of Sonoma County) alert and warning system. The Sonoma County Board of Supervisors approved a contract with CodeRED (a product now owned by OnSolve LLC) on March 1, 2016, to perform this important emergency function. The database contains available numbers that SoCoAlert will call but is limited to landline telephones and to specific mobile/cell phones that residents

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have pre-registered. The system was used by both the City and County, amongst other tools, to order evacuations in October of 2017. By entering into this NDA, the SoCoAlert would be enhanced by allowing the warning to be received by an even greater number of City residents in an emergency event. The Water Data that would be added to the CodeRED database contains approximately 53,000 customers.

The City and County desire to add specific customer information from this Water data (name, address and phone numbers) into the CodeRED database in-order to make the SoCoAlert system the most effective alert system to-date. By adding these additional residents, who may need emergency notifications, SoCoAlert will become an even greater tool for contacting the most amount of people possible in an emergency. This Water Data will only be used to notify residents of emergency or life safety notifications. SoCoAlert is not intended to provide non-emergency notification to the public, as is practice with some other popular public safety tools. It is only to be used when there is a public safety threat. The NDA will help to assure that the Water data used will not be shared with any third parties or be used for any other purpose.

Before sharing the Water Data, a printed message will be included in the water bill, allowing customers the opportunity to either “opt-out” or to update their information. The message the customers will receive will read as follows:

“Contact information for this account will be added to Sonoma County’s Emergency Alert System on xx/xx/2018. This will allow you to be notified in emergency situations such as; evacuations or shelter-in-place. To update your account or “opt-out”, call: 866-319-0911”

PRIOR CITY COUNCIL REVIEW

NOT APPLICABLE

ANALYSIS

Based on the availability of known information currently maintained by the City in the Water Department database and utilizing the information to reach our citizens in an emergency/life safety event allows the greatest opportunity to preserve life and communicate information in a critical and timely manner.

FISCAL IMPACT

Non-disclosure agreements, in and of themselves, do not incur expenditures, and would not have any fiscal impact.

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ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

NOT APPLICABLE

NOTIFICATION

NOT APPLICABLE

ATTACHMENTS

- Attachment 1 – City of Santa Rosa NDA Final Draft 9-10-2018
- Resolution

CONTACT

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