

MEMORANDUM OF UNDERSTANDING
Between
Santa Rosa
and
County of Sonoma for Use of SoCoAlert

Introduction

The Sonoma County Fire & Emergency Services Department has overall disaster planning responsibility for the Sonoma County Operational Area and is the lead agency for emergency management and coordination. This Memorandum of Understanding (MOU) is made and entered into by and between the County of Sonoma and the City of Santa Rosa (City).

Purpose

The purpose of this MOU is to establish mutually agreeable terms and conditions for the City's use of SoCoAlert (aka CodeRED), the countywide emergency notification system. Both agencies recognize the importance of obtaining and disseminating accurate emergency information to the affected residents in the Sonoma County Operational Area. This MOU will call out the specific roles, responsibilities and authorities of the County and the City while using SoCoAlert. This MOU will allow the use of SoCoAlert to City Emergency Managers, Public Safety Answering Points (PSAP) and other authorized personnel to provide emergency notifications and warnings to residents located within the City's boundaries, in addition to intra-agency personnel callouts.

County of Sonoma (County) Responsibilities

The Fire & Emergency Services Department is responsible for maintaining and activating the countywide emergency notification and warning system, SoCoAlert. The County recognizes that the City may utilize other notification systems to warn residents. The County believes that SoCoAlert is just one of many systems that might be used in coordination during an emergency to notify residents.

1. County will be responsible for executing and maintaining its contract with Emergency Communications Network, LLC (ECN), the owner of the CodeRED system, and will serve as the overall system administrator.
 - a. As system administrator, all requests for new users must be made through the County. Once the County receives a new user request from an authorized City Point of Contact (POC), the County will validate it for appropriate need and configuration and forward it to ECN for creation. ECN requires system administrator approval prior to adding or removing any new users to the system. County does not have the ability to create new or remove existing users in the system without ECN intervention.
2. County will allocate a portion of the contracted system minutes to each City using a population based formula.
 - a. Each city or agency utilizing SoCoAlert will have a separate organization within the system for minute allocation, statistical information and data privacy.
 - b. County will monitor use of system minutes by City and every other established SoCoAlert user organization.

- c. System minutes will be refreshed each contract year based on the contracted total amount. Current contract year runs from March 1 to February 28.
 - d. If City exceeds the allocation of minutes at the end of the contract year, if available and at the County's discretion, the County will reallocate unused system minutes from another user group to cover the deficit. If there are not enough contracted system minutes to cover the overage, the City will be liable for \$.09 for each minute over their allocation that is not covered by unused system minutes. When necessary, County will bill the City for this amount.
 - i. One (1) minute is equal to one voice minute or one (1) text message.
3. County will allow City to use the system to make immediate intra-agency and departmental personnel callouts, emails and texts as the City determines appropriate. There will be no restriction on this usage, other than the charge of minutes from their total allocation.
 4. County will facilitate and support train-the-trainer programs through SoCoAlert/CodeRED for City's appointed personnel. Through the County's contract with ECN, online training will be continuously available to all users. As needed, the County will host user forums or distribute information based on training needs and best practices.
 5. Sonoma County Fire and Emergency Services Department, Emergency Management Division will provide backup staffing for callouts and notifications if the City has technical issues accessing or generating call outs through SoCoAlert.
 6. County will initiate, acquire, and oversee updates to the data from the Master Street Address Guide (MSAG) for the Public Switched Telephone Network (PSTN) on an annual basis for the entire Sonoma County Operational Area.
 7. County will maintain the SoCo Alert website domain (SoCoAlert.com) and access to Vendor maintained database of registered residents.
 8. County will ensure adherence to MSAG and Integrated Public Alert and Warning System (IPAWS) standards that only disaster/emergency related notifications are sent to the public. If the City utilizes SoCoAlert for any other purpose other than set forth herein, three levels of response will be forthcoming:
 - a. First violation: Notice of failure to adhere to the MOU is sent to the City and offending department.
 - b. Second violation: Privilege revoked for individual offending user(s) for one (1) year and individual offending user(s) will be required to complete user training before being reinstated.
 - c. Third violation: The offending department loses permission to use SoCoAlert for one (1) year and requires remedial training for system administrators and users prior to reinstatement.
 9. County will provide the City with public outreach materials to educate the public and gain opt-in contacts. These marketing materials will promote SoCoAlert as the emergency notification system.

Partnering City Responsibilities

1. The City acknowledges that SoCoAlert is strictly limited to notifications to the public related to emergencies and/or disasters which require the public to take action to save lives and/or protect property;
2. The City shall establish a Point Of Contact (POC) for SoCoAlert in Emergency Management and Public Safety Answering Point (PSAP), if applicable.
 - a. The POC is responsible for ensuring training has been accomplished by all authorized City users prior to providing them access to the system.

- b. The POC is responsible for maintaining the authorized list of users within the City's SoCoAlert Group.
- c. The POC is responsible to notify the County to request new users, their need and level of configuration. Only the POC can perform this task.
- 3. The City may use SoCoAlert to send intra-agency and departmental personnel callouts, emails and texts. The City shall retain ownership of its own employee contact-related information and be responsible for maintaining and updating its employee data.
- 4. Sonoma County Operational Area will be sharing a pool of 100,000 minutes divided among the cities based on population.
 - a. The County will be allocating the City 34,700 minutes per year to send emergency notifications within their immediate geographical vicinity and to make intra-city personnel callouts, emails and texts. The term will begin March 1 and end February 28, each annum.
 - b. If the City exceeds the allocation of minutes at the end of the contract year, if available and at their discretion, the County will reallocate unused system minutes to cover the deficit. If there are not enough contracted system minutes to cover the overage, the City will be liable for \$.09 for each minute over their allocation that is not covered by unused system minutes. When necessary, the County will bill the City for this amount.
- 5. Users at all levels are required to participate in training, whether it be online training, County sponsored training or onsite training through SoCoAlert/CodeRED.

Duration

This MOU is at-will and may be modified by mutual consent of authorities. This MOU shall become effective upon signature by authorized officials and will remain in effect until modified by mutual consent of the parties or terminated by any one of the parties upon notice to the other party.

We, the undersigned have read and agree with this Memorandum of Understanding.

County of Sonoma:

City of Santa Rosa:

Signature for County Counsel
Date:

By: _____

Date: _____

Print Name: _____

Title: Mayor

Signature for County Fire Chief
Date:

APPROVED AS TO FORM:

Angel C. Arreola, ACA

Office of the City Attorney