



DATE: August 14, 2020

TO: Darrel Pyle
City Manager

FROM: Kevin Foster *KF*
Chief of Police

SUBJECT: An Agreement with Rave Mobile Safety for Annual Maintenance

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CONTRACT K-2021-28: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND RAVE MOBILE SAFETY TO PROVIDE ANNUAL MAINTENANCE AND LICENSING FOR RAVE ALERT, AND RAVE911 BEGINNING SEPTEMBER 29, 2020, FOR A PERIOD OF FIVE YEARS IN THE AMOUNT OF \$30,875 PER YEAR.

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BACKGROUND: In 2017 the department began reviewing vendors which provided mass notification services, several of which also provided enhanced options such as integration of 911 calls which may come into the Communications Center.

Three (3) vendors were identified which provide mass notification systems and have the potential to interact with the City of Norman 911 system. The workgroup reviewed the information provided and the features of each product. Based on the review of the information provided by the vendors and the demonstrations of their products, the workgroup selected Rave Mobile Safety.

Rave Mobile Safety provides mass alerting to the citizens of Norman, helping to mitigate public safety risks through the notifications of hazards like grass fires, emergent road closures, armed assailants, etc. Also provided in the Suite is Rave911, critical 911 call-taking software that helps dispatcher's pinpoint cell phone callers. Rave911 also affords dispatchers and callers 2-way text communication, technology that better supports our hearing impaired community, as well as victim/witnesses that need to remain quite to preserve their safety.

DISCUSSION: The City of Norman has renewed this contract for several years. If approved Public Information Officers can continue pushing out critical messages to citizens of Norman. Additionally, Communications Officers can continue to meet the expectations of our citizens calling 911 by better pinpointing their location utilizing locations services on the device as opposed to triangulation (current 911 technology). Rave911 text features gives dispatchers a tool to

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communicate directly with the hearing impaired community and callers that must remain silent in order to stay safe. Rave911 also provides a text back feature, this allows Communications Officers a method to quickly send a text message when someone calls 911 and immediately hangs up. This allows the caller to quickly identify the call as accidental, or a true emergency. Norman Public Schools has implemented Rave Panic Button which communicates directly with Rave911. This key school safety application allows school faculty to immediately notify the communications center, and public safety officials simultaneously of Police, Fire and Medical Emergencies including Active Shooter(s).

RECOMMENDATION: Staff recommends the approval of contract (K-2021-28) with Rave Mobile Safety in the amount of \$30,875 for annual maintenance beginning September 28, 2020. To be paid from the following accounts:

Public Works (10550201-44199) - \$6,141
PD Admin. (10660310-44199) - \$6,531
Fire Admin. (10664240-44199) - \$6,141
PSST Police (15661322-44199) - \$2,657
PSST Fire (15665143-44199) - \$3,229
Water Admin. (31955330-44199) - \$3,088
WRF Admin. (32955341-44199) - \$3,088

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