

COUNCIL REPORT

M&C No.	2020-7
Report Date	January 08, 2020
Meeting Date	January 13, 2020
Service Area	Corporate Services

His Worship Mayor Don Darling and Members of Common Council

SUBJECT: AlertFind Emergency Alert Notification System

OPEN OR CLOSED SESSION

This matter is to be discussed in open session of Common Council.

AUTHORIZATION

Primary Author	Commissioner/Dept. Head	City Manager
<i>Sarah Ranson</i>	<i>Stephanie Rackley-Roach</i> <i>Neil Jacobsen</i>	<i>John Collin</i>

RECOMMENDATION

The City Manager recommends that:

- 1) The Mayor and Common Clerk be authorized to execute the confidentiality and nondisclosure agreement with Aurea for the AlertFind emergency notification system.
- 2) If the AlertFind tool meets the City's requirements after the review of the security and privacy features, the Mayor and Common Clerk be authorized to execute the necessary contract document.

EXECUTIVE SUMMARY

The project team responsible for choosing an emergency notification system, required for the active shooter standard operating procedure for City employees, recommends AlertFind by Aurea. In order to finalize the decision to purchase this tool, the City must sign Aurea's confidentiality and nondisclosure agreement in order to learn of the security and privacy measures taken by Aurea to protect the integrity of the system and the City's organizational data.

PREVIOUS RESOLUTION

NA

REPORT

A team with representatives from the Communications, Information Technology, Human Resources, and Facilities Management service areas, as well as the Saint John Police Force, researched notification systems used to alert employees of active emergency events in the workplace. This tool is to support the standard operating procedure for active assailants (shooter) approved in October 2019.

After viewing demonstrations of three products, the team chose AlertFind. AlertFind is the least expensive and most user-friendly option, including a mobile app for employees who are away from their desks. A feature that is unique to AlertFind, called Smart Contact, allows the system to self-audit for missing contact information and advises staff to add missing information. AlertFind offers free IT support, training and onboarding.

During an emergency event, the tool allows mass notifications to be sent to inform staff of the event. Employees can send messages to indicate if they are safe or need help. A conference bridge can also be established for employees to call in for information.

At this point, the vendor requires their confidentiality and nondisclosure agreement to be signed so that they can discuss the security and privacy of the system with the City's project team. With this information, a final decision on whether to proceed with this vendor and tool can be made. If the AlertFind tool and associated people and processes meet the City's requirements for cybersecurity and privacy legislation, the team will purchase and implement the tool.

STRATEGIC ALIGNMENT

As outlined in Council Priorities, the City is committed to fiscal responsibility by improving operational efficiencies. The AlertFind tool will improve management and communication during emergency events.

SERVICE AND FINANCIAL OUTCOMES

The project team followed the required procurement process to select a notification system. AlertFind is the least expensive system and offers more value to the City than its competitors. The cost of the system is \$20 plus tax per user annually. There will be a phased implementation, phase 1 will cost approximately \$5,200 plus taxes.

INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS

Several service areas have been involved in the research and selection of this tool, including Finance, Facilities, Human Resources, Information Technology, City Solicitor's office, Communications and the Saint John Police Force.

ATTACHMENTS

Confidentiality and Nondisclosure Agreement