



CITY COUNCIL AGENDA REPORT

MEETING DATE: January 16, 2007

ITEM NUMBER: Item Number

SUBJECT: MIR3 NOTIFICATION PROGRAM STATEMENT OF UNDERSTANDING

DATE: JANUARY 3, 2007

FROM: TELECOMMUNICATIONS DIVISION / EMERGENCY SERVICES

PRESENTATION BY: ANNA TELLEZ, EMERGENCY SERVICES COORDINATOR

FOR FURTHER INFORMATION CONTACT: ANNA TELLEZ, TELECOMMUNICATIONS DIVISION
MANAGER (714) 754-5142

RECOMMENDATION:

1. Authorize the City Manager or his designee to execute the MIR3 Notification Program:
 - a. Statement of Understanding for the Allocation of Pre-Paid Minutes, Allocation of Administrator, Initiator Access and Transaction Fees; and
 - b. Attachment A: MIR3 Notification System Pre-Paid Minutes and Administrator/Initiator Account Allocations to Cities; and
 - c. Attachment B: MIR3 Notification Program Administrator Designee and Acceptance of the Statement of Understanding.

BACKGROUND:

Through the State Homeland Security Grant Program and Law Enforcement Terrorism Protection Program, the MIR3 Notification Program was purchased to enhance interoperability communications among the Cities of Orange County, California, and the County of Orange, California.

The purpose of MIR3 is to assist local level government with the issue of timely emergency responder notifications during times of disaster and major emergencies by improving their interoperability emergency management preparedness and response capabilities for all hazards.

On October 17, 2006, the Orange County Board of Supervisors approved a Statement of Understanding. This requires each City in the County of Orange to execute the Statement of Understanding, including Attachments A and B, in order for the City of Costa Mesa to receive the MIR3 Notification Program.

On behalf of the County, the County of Orange Sheriff-Coroner Department / Emergency Management Bureau in its capacity as the lead agency for the Operational Area, will be the County's overall Administrator of the program.

ANALYSIS:

On August 16, 2005 the City of Costa Mesa adopted the National Incident Management System (NIMS). In Section IV of the FY 2006 NIMS Compliance Guidance for Local Governments, *interoperability* is expressed as the ability of public safety agencies to communicate with each other and share information electronically on demand, in real time, when needed, and as authorized, seamlessly with other systems or products without any special effort during emergencies which includes disseminating emergency information to responders.

While the City of Costa Mesa is in compliance with this Guidance, the City currently does not have an automated Emergency Operations Center (EOC) emergency responder notification system.

Current Procedure

Telecommunications dispatch personnel are designated to conduct emergency responder call-out notifications for Emergency Operations Center (EOC) activations, the Police Department Watch Commander as back up.

Five to thirteen manual telephone calls must be made (depending on EOC activation level) to designated key personnel. If the primary contact is not reached, alternates are systematically called until contact is made (potentially over 50 calls). After these initial contacts are completed, those contacted are expected to conduct or contact another to use internal department call-down telephone trees to contact additional emergency responders to complete the staffing of the EOC.

Proposal

Participate in the MIR3 Notification Program. MIR3 is a fully customizable automated rapid-notification page-out delivery system. Features include, but are not limited to, issuing multiple simultaneous staff alerts and notifications in:

- Three formats: broadcast, group and individual
- Text, speech and text-to-speech formats
- uses existing email, fax, telephone and pager systems
- creates template, custom and “on the fly” messages
- Initiates, monitors, concludes, and halts alerts and notifications
- Records, creates and archives reports
- Allows customizable and individual recipient tracking feedback

The use of MIR3 would significantly decrease personnel labor in conducting manual call-outs and drastically improve the City’s response capabilities for all hazards by enabling the City to conduct an automated department, citywide and/or multi-agency coordination emergency information notification for Emergency Operations Center (EOC) activations.

It would also allow the City to receive and send emergency alerts and notifications with the County and other participating cities within the Orange County Operational Area.

ALTERNATIVES CONSIDERED:

The alternative would be to not participate in the MI3 Notification Program and continue to conduct emergency responder alerts and notifications, i.e., EOC activation call-outs, manually.

FISCAL REVIEW:

No immediate fiscal impact. Only data base input, training and exercise testing.

Initially funded through the 2004 State Homeland Security Grant Program and Law Enforcement Terrorism Protection Program, **the 2005 State Homeland Security Grant has been allocated to sustain service for MIR3 through December 31, 2007** as allocated per the Statement of Understanding and Attachment A. Allocation of pre-paid minutes only a guide and may be adjusted.

Beyond December 31, 2007, the continued use of MIR3 by the City is dependent on additional grant funding, City funds and / or a combination of both.

LEGAL REVIEW:

Legal has reviewed the documents.

CONCLUSION:

The execution of this Statement of Understanding, including Attachments A and B, is necessary in order to receive the MIR3 Notification System through December 31, 2007.

A completed copy of Attachment B, MIR3 Notification Program Administrator Designee and Acceptance of the Statement of Understanding, will be forwarded to the County of Orange, Sheriff-Coroner Department / Emergency Management Bureau. Upon receipt, a Login ID and Password will be issued to the City Administrator in order to access the MIR3 Notification Program.

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City Attorney

DISTRIBUTION: Lynda Jenkins, Finance Department, Grants Administrator

- ATTACHMENTS: 3
- [Statement of Understanding for the Allocation of Pre-Paid Minutes, Allocation of Administrator, Initiator Access and Transaction Fees](#)
 - [Attachment A: MIR3 Notification System Pre-Paid Minutes and Administrator/Initiator Account Allocations to Cities](#)
 - [Attachment B: MIR3 Notification Program Administrator Designee and Acceptance of the Statement of Understanding](#)

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