File #: 19-0378, **Version:** 1

Agenda Item Name:
Rave Mobile Safety Live Video Streaming Agreement

Presenter:
Keith Godwin, 9-1-1/Communications Section Chief 352-384-3101

Description:
The County 911 Office and CCC wish to participate in live video streaming to 9-1-1 as part of beta testing by Rave Mobile Safety

Recommended Action:
Approve the Order Form Agreement and waive the restriction on indemnification in accordance with Resolution 14-33

Prior Board Motions:
N/A

Fiscal Consideration:
Expectation is for this to be at no cost. If there is any it will be covered by the operating budget and should be nominal.

Background:
The order form agreement language presented by Rave Mobile Safety references an online Product License Evaluation Agreement, which requires indemnification by the County. The County added language to the order Form Agreement that ensures the County does not surrender Sovereign Immunity.   In accordance with Resolution 14-33 Section 1 there is little or no risk of an incident occurring which exposes the County to liability.

Testing of live video streaming will not be conducted with live 9-1-1 call traffic but with County or Sheriff Employees assisting with the testing, therefore limiting the County's liability exposure.

Live video streaming is an emerging technology associated with 9-1-1 call delivery. When this technology becomes widely available, CCC may acquire the technology to improve the emergency call taking experience by allowing a 9-1-1 Operator to actually see what is taking place in lieu of being told what is taking place. For example, if someone is having trouble following the directions to perform the Heimlich maneuver, the 9-1-1 Operator could see how it is being performed and provide corrective instructions.

The Rave Mobile Safety product allows CCC to initiate a video connection with a caller to 9-1-1 by accepting a text message from CCC with an imbedded link. It is a better solution to have CCC initiate a request for a video connection instead of a call arriving at CCC with a video.