

# Hillsborough Township

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## News Release

Contact: Mayor Shawn Lipani  
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FOR IMMEDIATE RELEASE  
December 30, 2023

### **Hillsborough Township Implements CodeRed Alert System by OnSolve for Enhanced Public Safety**

*Township Officials Address Community Concerns and Explain Necessity of Alert  
System Changes Throughout the Year*

In response to the dynamic nature of emergency preparedness and the need to provide effective communication during emergencies, Hillsborough Township is constantly seeking ways to improve communication with residents in all situations and to meet the needs of our community. The Township understands that the recent changes to our alert system may raise questions and concerns and wants to assure residents that these changes were made with careful consideration of the safety and well-being of the community. Some of the circumstances leading to the change in emergency alert systems multiple times within the year were unavoidable. To help understand why these changes occurred, the Township would like to share a brief history of the events that led to the changes.

At the start of 2023, Hillsborough was using SwiftReach, a system the Township had had in place for several years. In the Spring of 2023, the Township received notice that RAVE/Smart911 purchased SwiftReach and that the Township's alert system would be migrated to the new platform. The migration took place in July; however, there were significant issues with the data transfer, resulting in unwanted alerts and the loss of user preferences. Efforts were made to clean up the data, but ultimately, the data was not reliable, and residents were asked to start fresh, create accounts, and select their notification preferences.

Hillsborough's contract with SwiftReach, was set to expire at the end of the year, and because the contract transferred to RAVE/Smart911, the contract expiration also carried over. When entering into or renewing a contract, the Township is required to follow New Jersey Local Public Contracts Law. During this process, which requires multiple quotes to be solicited, CodeRed

was determined to be the best solution for the Township by offering a more stable solution and a lower cost.

An alert was sent to all Rave/Smart911 subscribers, notifying them of the change with a link to sign up for CodeRed/OnSolve. Detailed instructions are available on the Township website [hillsborough-nj.org](https://www.hillsborough-nj.org). Residents needing assistance with their account setup are asked to contact the Hillsborough Township Administration Office at 908-369-3535.

Hillsborough Township appreciates your continued patience and understanding during this transition.

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