STAFF REPORT

Date:　　　　　**August 14, 2024**

To:　　　　　**Mayor and City Council**

Through:　　**Jackie Bryant, Interim City Manager**

Subject:　　 **Staff Report (For Possible Action): Presentation, discussion, and potential acceptance of the update report for Hexagon Unified Computer-Aided Dispatch (CAD) and Records Management Suite (RMS) software replacement project as of August 2024.**

From:　　　　**Cody Shadle**

Department:　New Department

Summary:
The Councils for the City of Reno and the City of Sparks and the Washoe County Board of Commissioners have directed staff to design a regional 911 call process that serves the community by prioritizing the user experience and the deployment of resources through a reduction in duplicated processes, improved use of technology and resources, and simplified governance. Staff immediately identified disparate technologies that were in use within the local public safety agencies that needed replacement and redesign. Through regional collaboration, staff have begun implementing a unified regional computer-aided dispatch (CAD) and records management suite (RMS). This update will provide a summary review of the work that has already been completed, major accomplishments, as well as provide a brief projected timeline through the conclusion of the project.

Alignment with Strategic Plan:
Public Safety

Previous Council Action:
September 12, 2023 – The Reno City Council approved the Hexagon Unified CAD and RMS HxGN OnCall Suite Governance Agreement Between the City of Reno, the City of Sparks, Washoe County, and the Regional Emergency Medical Services Authority (REMSA).

July 22, 2022 – The Reno City Council, in conjunction with the City of Sparks Council and the Washoe County Board of Commissioners, directed the managers to establish and lead a regional working group comprised of stakeholders from fire, emergency medical services (EMS), law enforcement, and dispatch to identify and contract with a consultant to study the current fire and

EMS response system.

July 22, 2020 – The Reno City Council approved the contract with Federal Engineering, a consultant, for the development of a request for proposals (RFP) for a regional public safety software system.

Background:
The City of Reno, the City of Sparks, Washoe County, and other contracted agencies currently utilize a CAD, RMS, and Jail Management System (JMS) that is owned, funded, and managed by the City of Reno, originally purchased in 1999. This legacy system, currently in use, has exceeded its expected lifespan and is no longer eligible for system updates nor does it meet the growing technological needs of a regional next-generation 911 system.

Additionally, the franchised regional emergency medical transport partner, REMS, along with their contracted fire agency, Truckee Meadows Fire and Rescue, manage and operate their own unconnected CAD system. These disparate technologies do not communicate information across systems which require manual communications for coordination and response among the regional partners. This can result in response delays, information lost or miscommunicated, and does not meet the expectations of our community.

The initial project began with the sole intent to replace the aging systems; however, due to the impact of regional cooperation, the scope of the project was amended to include REMSA as a partnering agency and create a truly regional and unified next-generation 911 system.

Discussion:
Four partner agencies (the City of Reno, the City of Sparks, Washoe County, and REMSA Health) have agreed to move forward with the procurement and implementation of the Hexagon Unified CAD and RMS. After acceptance of the Hexagon Governance Agreement in September 2023, regional staff has been working with the vendor, Hexagon, through a highly organized and robust schedule for implementation. The partner agencies have assigned key personnel and provided resources to ensure equal voice and contribution to the success of the project (see attached Implementation Organization Chart).

Timeline of Key Accomplishments:
- January 2024: System hardware delivered and installed
- February 2024: Software installed, mapping and system programming begins
- March 2024: RMS data conversion and agreements obtained with third-party vendors
- April 2024: RMS configuration begins, CAD response planning initial build
- May 2024: Third-party interface development begins
- June 2024: RMS and mobile field reporting configuration continues

- July 2024: CAD data conversion begins

Additionally, during this same time frame, the three governance boards (Managers Board, Executive Board, and Change Advisory Board) that provide oversight to the software solution held their first public meetings and were able to establish their representative roles. An initial project budget was created and approved by the Managers Board and the Executive Board assumed the task of overseeing the creation of an Operations Manual for administrative use.

A consultant firm, Federal Engineering, has been contracted for project management services and has assigned personnel to serve as the Regional Project Manager. The Regional Project Manager, Sheryl Contois, has proven to be an invaluable resource in this project and has played a key role in ensuring continued regional collaboration.

One of the primary goals of this project is to reduce and/or eliminate the technological barriers that impact the efficiency of emergency service delivery and the experience of the caller in crisis. With that in mind, assigned staff from all partnering agencies have shown continued efforts to collaborate and unify regional processes to ensure that the re-design of this system meets the intended project goals, examples of those regional elements are listed below:

Regional Design Elements:
- Regionalized Unit Definitions (CAD)
- Regionalized Incident Types (CAD)
- Integrated Multi-Jurisdictional Response Plans (CAD)
- Automated Triggers for Automatic Aid Responses (CAD)
- Regionalized Incident Reports (RMS)
- Advanced Information Sharing Across Agencies (RMS)
- Advanced Regional Workflows to Improve Booking Process (RMS)
- Regionalized Key Data Elements (CAD/RMS)
- New Integrations to Third-Party Platforms to Improve Information Access and Sharing (CAD/RMS)

As of today, the project remains on time and within the scope of the initial budget. With one year remaining in the project schedule, there is significant work to be completed prior to the projected go-live date of September 9, 2025. A summary of the remaining activities is listed below:

Remaining Activities:
- August to October 2024: Complete data conversion
- August to March 2025: Complete application configurations
- April to July 2025: Complete functional testing
- March to August 2025: Complete administrative, trainer, and end user training

- **September 9, 2025: Production Go-Live**
- September to December 2025: Post go-live support and reliability period

Financial Implications:

There are no financial implications associated with this item.

Legal Implications:

Legal review completed for compliance with City procedures and Nevada law.

Recommendation:

Staff recommends Council accept the update report for the Hexagon Unified Computer-Aided Dispatch and Records Management Suite software replacement project as of August 2024.

Proposed Motion:

I move to accept the update report for the Hexagon Unified Computer-Aided Dispatch and Records Management Suite software replacement project as of August 2024.

Attachments:

CAD RMS Implementation Org 070824
CAD RMS Project Schedule Update 071224