Computer Aided Dispatch Upgrade Strategy

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Brief History

- City of Reno
  - In 2001, Tiburon was implemented as a new CAD service vendor at Dispatch
    - Washoe Co was also included as an agency partner
  - In 2002, City of Reno Council approved funding for extended services with Tiburon
  - In 2006, City of Reno conducted a significant upgrade
  - In 2008, City of Reno conducted a significant upgrade
  - In 2013, City of Reno conducted a significant upgrade
  - In 2016, City of Sparks joined the regional CAD

Tiburon Environment

- Computer Aided Dispatch (CAD) – Fire, Police:
  - Primary Agencies: City of Reno, City of Sparks and Washoe County
    - Secondary Agencies: Pyramid Lake, RSIC, UNR/TMCC
    - Reno hosts and owns primary server/hardware and master contract
  - MobileCOM – Police, Fire, Marshals
  - Maverick Mapping & GIS
  - Calculated Routing (2020)
  - EMD/EFD
    - Washoe Co
    - COR (tentative 2020)
  - CAD2CAD (2020)
    - Phase 1: REMSA, Reno Fire
- Records Management System (RMS)
  - RPD, SPD, WCSO
  - NIBRS (Certification, Dec 2019)
- Jail Management
  - WCSO

Recognized Issues

- Tiburon → TriTech → CentralSquare
- Lack of consistent support from vendor
- Funding availability by each agency
- Lack of IT governance amongst regional partners
- No formalized change management and workflow analysis
- Mapping technologies and GIS issues
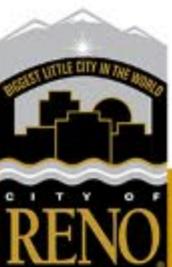- Technology opportunities?
- Consistency in Upgrades, Updates

Reno's Strategy

- Develop a regionalized CAD/RMS system
  - Effective, Efficient, *technology forward*
  - Implement Agency-specific workflows, regional workflows
  - Incorporate IT governance and change management
  - Develop a robust Technology roadmap, to include for independent and distributed architecture
    - Interfaced systems
    - Incorporated systems
    - New and improved features

    Disaster Recovery, Video & Audio sharing, Texting, Social Media, etc.

Moving Forward

Task	Timeline
Create RFP to find a consulting firm that specializes in PSAP communications • Staff Report 11/21/19	Consultants selected by March 2020
Consultants and Agency Partners Develop RFP, including • Best Practices for Regional and Agency CAD specifications • Technology Review and Road Mapping • Technology Governance (ownership, responsibilities, etc.)	Completed by December 2020
City of Reno releases Regional CAD/RMS RFP • RFP Review Committee includes PSAP and IT SMEs	Released February 2021
CAD/RMS Vendor Recommended to E911 Advisory Board, with funding • City of Reno issues Staff Report	Selection Awarded in May 2021
Regional CAD/RMS Implementation	November 2021 – March 2022

QUESTIONS?