



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: May 15, 2025

DATE: May 1, 2025

TO: 911 Emergency Response Advisory Committee

FROM: Erick Willrich, Technology Coordinator, Technology Services
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Recommendation to approve the utilization of E911 funds, [\$7,035.97], necessary for purchasing and installing critical IT infrastructure components, including a firewall and network switch, in support of the secondary Hexagon site, located at Equinox, San Jose, CA. This will enhance the security and operational efficiency of the Hexagon Unified Computer-Aided Dispatch (CAD) and Records Management Suite (RMS) project. This initiative aligns with ongoing efforts to modernize and secure regional emergency response systems.

SUMMARY

Recommendation to approve the utilization of E911 funds, [\$7,035.97], necessary for purchasing and installing critical IT infrastructure components, including a firewall and network switch, in support of the secondary Hexagon site, located at Equinox, San Jose, CA. This will enhance the security and operational efficiency of the Hexagon Unified Computer-Aided Dispatch (CAD) and Records Management Suite (RMS) project. This initiative aligns with ongoing efforts to modernize and secure regional emergency response systems.

PREVIOUS ACTION

N/A

BACKGROUND

Washoe County, the Cities of Reno and Sparks, and other regional agencies currently utilize a CAD and RMS that is owned, funded, and managed by the City of Reno. The current system, while functional, is no longer supported by the vendor with system updates or upgrades and no longer meets the growing technological needs of a regional Next Generation 911 system. Washoe County, the Cities of Reno and Sparks, and REMSA are actively engaged in designing a dispatch and regional 911 call process that serves the community by prioritizing the user experience and the appropriate deployment of resources through a reduction in duplicated processes, improved use of technology and resources, and simplified governance. The primary goal of this process is to solve the issue of multiple agencies using disparate dispatch systems that do not allow for adequate information sharing and resource deployment to appropriately respond based on the

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needs of the particular 911 call or emergency. An upgrade of the regional CAD system addresses the issues of multiple disparate dispatch systems. It reduces barriers to data sharing while also providing current technology to support a growing regional Next Generation 911 dispatch system.

FISCAL IMPACT

In the fiscal year 2024-2025 budget, the 911 Emergency Response Advisory Committee planned for expenditures related to the Computer-Aided Dispatch project from the Enhanced 911 fund. There is sufficient budget authority to cover the cost of the infrastructure requirements for the secondary site, \$7,035.97, in Fiscal Year 2025 in the Enhanced 911 Fund (208) into Public Works Construction (814092).

RECOMMENDATION

It is recommended that the 911 Emergency Response Advisory Committee approve the utilization of E911 funds, [\$7,035.97], necessary for purchasing and installing critical IT infrastructure components, including a firewall and network switch, in support of the secondary Hexagon site, located at Equinox, San Jose, CA This will enhance the security and operational efficiency of the Hexagon Unified Computer-Aided Dispatch (CAD) and Records Management Suite (RMS) project. This initiative aligns with ongoing efforts to modernize and secure regional emergency response systems.

POSSIBLE MOTION

If the Committee agrees with staff's recommendation, a possible motion would be: "Motion to approve the request to reimburse Washoe County for the costs [\$7,035.97] associated with the purchase and installation of critical IT infrastructure, including one (1) firewall and one (1) switch to be placed at Equinox; supporting the secondary Hexagon site."