



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 for an annual cost of [\$18,925.45] and a one-time cost of [\$644] necessary for the primary and secondary circuits, as well as the one-time installation of the primary and secondary internet providers supporting 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 for an annual cost of [\$18,925.45] and a one-time cost of [\$644] necessary for the primary and secondary circuits, as well as the one-time installation of the primary and secondary internet providers supporting 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 CAD and RMS, which 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 does not meet 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 user experience and proper resource deployment through reductions in duplicated processes, improved use of technology and resources,

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and streamlined governance. The primary goal of this process is to address the issue of multiple agencies using disparate dispatch systems that do not allow for adequate information sharing and resource deployment to respond appropriately based on the needs of a particular 911 call or emergency. An upgrade of the regional CAD system tackles the problems 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 internet service, [\$18,925.45], and one-time costs of [\$644] in Fiscal Year 2025 in the Enhanced 911 Fund (208) into Public Works Construction (814092).

RECOMMENDATION

It is recommended to approve the utilization of E911 funds for an annual cost of [\$18,925.45] and a one-time cost of [\$644] necessary for the primary and secondary circuits, as well as the one-time installation of the primary and secondary internet providers supporting 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 associated with the primary and secondary circuits at a cost of [\$18,925.45], and a one-time cost of [\$644] necessary for the primary and secondary internet providers support the secondary Hexagon site."