

**DATE:** June 3<sup>rd</sup>, 2025  
**TO:** 911 Emergency Response Advisory Committee  
**FROM:** Cody Shadle, Director, Reno Public Safety Dispatch  
**SUBJECT:** REQUEST FOR REIMBURSEMENT FOR SUPPORT & MAINTENANCE AGREEMENT OF CENTRAL SQUARE TOTAL COMMAND CAD FOR SIX(6) MONTHS: [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with extending support and maintenance agreement of Central Square Total Command CAD for six (6) months, for a total amount not to exceed \$137,615.25.

---

### **SUMMARY**

A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with extending the support and maintenance agreement of Central Square Total Command CAD for six (6) months, for a total amount not to exceed \$137,615.25.

Nevada Revised Statutes (NRS) 244A.7645 3.A.3 authorizes the use of E911 surcharge funds for “Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made;” and “Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.”

Each of the local Public Safety Answering Points (PSAPs), in collaboration with local law enforcement and fire agencies are engaged in the replacement and implementation of Hexagon’s OnCall Dispatch CAD software platform. The Enhanced 911 Emergency Response Advisory Board has previously approved the funding for implementation and on-going support and maintenance for Hexagon’s OnCall Dispatch CAD. Due to the length of implementation and scheduling adjustments to the project’s projected go-live date, the partnering agencies must extend the support and maintenance agreement with the current CAD product provided by vendor Central Square. The requested extension will ensure accessibility, operational capacity and continued support through the anticipated go-live of February 2026.

The attached quotes provide for the maintenance and support of systems supporting the Reno, Washoe and Sparks 911 centers for CAD related items, as follows:

Reno & Washoe: \$91,529.09

Sparks: \$46,086.16

---

Total: \$137,615.25

**NRS APPLICABLE:** *NRS 244A.7645* Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

### **STAKEHOLDER REVIEW(s)**

Stakeholders are primary Public Safety Answering Points (PSAPs) – City of Reno Public Safety Dispatch, Sparks Police Department, Washoe County Sheriff's Office Emergency Communications, as well as Reno Fire Department, Reno Police Department, Sparks Fire Department, Sparks Police Department and Washoe County Sheriff's Office.

### **PREVIOUS ACTION&BACKGROUND**

September 19, 2024, the 911 Emergency Response Advisory Committee approved funding for change order one (1) for upgrade of the regional Computer Aided Dispatch (Hexagon OnCall Dispatch CAD).

On January 12th, 2024, the 911 Emergency Response Advisory Committee approved the fiscal year 2024/2025 E911 Budget which included funds appropriated for the unified regional Computer Aided Dispatch system.

### **FISCAL IMPACT**

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

### **RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee approve, deny or otherwise modify a request to reimburse the costs associated with extending the support and maintenance agreement of Central Square Total Command CAD for six (6) months, for a total amount not to exceed \$137,615.25.

### **POSSIBLE MOTION**

Move that the E911 Emergency Response Advisory Committee approve, deny or otherwise modify a request to reimburse the costs associated with extending the support and maintenance agreement of Central Square Total Command CAD for six (6) months, for a total amount not to exceed \$137,615.25.

**Renewal Order #:** Q-218901  
**Start Date:** September 1, 2025  
**End Date:** August 31, 2026  
**Billing Frequency:** Yearly  
**Subsidiary:** Tritech Software Systems

**Renewal Order prepared for:**  
Matt Dryden, Senior IT Specialist  
City of Reno  
455 E 2nd Street  
Reno, NV 89502  
(775) 232-5105

Thank you for your continued business. We at CentralSquare appreciate and value our relationship and look forward to serving you in the future. CentralSquare provides software that powers over 8,000 communities. More information about all of our products can be found at [www.centralsquare.com](http://www.centralsquare.com).

## WHAT SOFTWARE IS INCLUDED?

| PRODUCT NAME |                                                                  | QUANTITY     | TOTAL                 |
|--------------|------------------------------------------------------------------|--------------|-----------------------|
| 1.           | Add Additional CAD Agency - Sparks P.D.                          | 1            | 46,086.16 USD         |
| 2.           | <del>RMS Livescan Fingerprint Interface for City of Sparks</del> | <del>1</del> | <del>432.41 USD</del> |

**Renewal Order Total:** 46,518.57 USD

### Billing Information

This is not an invoice. Prices shown do not include any taxes that may apply. Any such taxes are the responsibility of the Customer.

For customers based in the United States or Canada, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the Ship To location provided by the Customer on the Renewal Order Form.

Please note that the Total Price shown above has been rounded to the nearest two decimal places for display purposes only. The actual price may include as many as five decimal places. For example, an actual price of \$21.37656 will be shown as a Total Price of \$21.38. The Total for this quote has been calculated using the actual prices for the product and/or service, rather than the Total Price displayed above.



Prepared for Reno Police-Reno

|                                       | One Year            |                      |                       | Six months          |                      |                       | Additional six months |                      |                       |            |            |
|---------------------------------------|---------------------|----------------------|-----------------------|---------------------|----------------------|-----------------------|-----------------------|----------------------|-----------------------|------------|------------|
|                                       | Start Date          | End Date             | Total                 | Start Date          | End Date             | Total                 | Start Date            | End Date             | Total                 |            |            |
| CAD Annual Maintenance Fee            | 9/1/2025            | 8/31/2026            | 178,880.62            | 9/1/2025            | 2/28/2026            | 89,440.31             | 3/1/2026              | 8/31/2026            | 93,912.33             |            |            |
| CAD Annual Maintenance Fee            | 9/1/2025            | 8/31/2026            | 4,177.56              | 9/1/2025            | 2/28/2026            | 2,088.78              | 3/1/2026              | 8/31/2026            | 2,193.22              |            |            |
| <del>RMS Annual Maintenance Fee</del> | <del>9/1/2025</del> | <del>8/31/2026</del> | <del>437,923.22</del> | <del>9/1/2025</del> | <del>2/28/2026</del> | <del>218,961.61</del> | <del>3/1/2026</del>   | <del>8/31/2026</del> | <del>229,909.69</del> |            |            |
|                                       |                     |                      | 620,981.40            |                     |                      |                       |                       |                      |                       | 310,490.70 | 326,015.24 |

**From:** [Zamanian, Behzad](#)  
**To:** [Willrich, Erick S](#)  
**Cc:** [TS - Managers](#)  
**Subject:** FW: City of Sparks - Your CentralSquare Support is set to expire soon!  
**Date:** Wednesday, May 14, 2025 8:34:39 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)

---

---

**From:** Craig Franden <[FrandenC@reno.gov](mailto:FrandenC@reno.gov)>  
**Sent:** Monday, May 12, 2025 1:54 PM  
**To:** Brown, Rich <[rcbrown@cityofsparks.us](mailto:rcbrown@cityofsparks.us)>; Zamanian, Behzad <[BZamanian@washoecounty.gov](mailto:BZamanian@washoecounty.gov)>  
**Subject:** RE: City of Sparks - Your CentralSquare Support is set to expire soon!

**This Message Is From an External Sender**

This message came from outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.

[Report Suspicious](#)



Hello, Rich.

We have provided 6 month and 12-month renewal options to Cody Shadle (Dispatch Director). He will be bringing the 6 month forward to the 911 board for CAD. We don't have money to pay for the RMS side, so we will bill time and materials if needed.

This is the plan as it stands now. Contract renews on 9/1/2025.

Craig

---

**From:** Brown, Rich <[rcbrown@cityofsparks.us](mailto:rcbrown@cityofsparks.us)>  
**Sent:** Monday, May 12, 2025 1:49 PM  
**To:** Craig Franden <[FrandenC@reno.gov](mailto:FrandenC@reno.gov)>; Zamanian, Behzad <[bzamanian@washoecounty.gov](mailto:bzamanian@washoecounty.gov)>  
**Subject:** FW: City of Sparks - Your CentralSquare Support is set to expire soon!

Good afternoon, gents. Has there been discussion on retiring the existing CAD system once live on Hexagon? Specifically on the topic of renewal. Renew for an additional 6 months? Maybe another year?

Clearly with the timing of September, we'd need some sort of renewal, but I was unsure if there'd been discussion on how long to keep the existing system online once we've cutover to Hexagon.

**Rich Brown**

IT Director – City of Sparks

O: 775-353-2319

M: 775-516-5133

---

**From:** Maggie Parker <[Maggie.Parker@centralsquare.com](mailto:Maggie.Parker@centralsquare.com)>

**Sent:** Monday, May 12, 2025 9:37 AM

**To:** Dryden, Matt <[mdryden@cityofsparks.us](mailto:mdryden@cityofsparks.us)>

**Subject:** FW: City of Sparks - Your CentralSquare Support is set to expire soon!

**This Message Is From an External Sender**

[NOTICE: This message came from outside City of Sparks -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

Hi Matt,

I just want to confirm that you received this renewal quote. It was sent by our automated system, and they can sometimes end up in spam. I have a note that you will be moving away from our solutions if you haven't already. The attached quote is for one year starting in September.

Please let me know if you wish to move forward with this maintenance.

Thank you.



**Maggie Parker**

**Renewals Representative III**

[Maggie.Parker@centralsquare.com](mailto:Maggie.Parker@centralsquare.com)

o: (321) 374.6567

---

**From:** Renewals <[renewals@centralsquare.com](mailto:renewals@centralsquare.com)>

**Sent:** Thursday, May 1, 2025 7:00 PM

**To:** [mdryden@cityofsparks.us](mailto:mdryden@cityofsparks.us)

**Cc:** Maggie Parker <[Maggie.Parker@centralsquare.com](mailto:Maggie.Parker@centralsquare.com)>

**Subject:** City of Reno - Your CentralSquare Support is set to expire soon!



## Renewal Reminder

Hello Matt Dryden,

We have processed your upcoming renewal quote, we want to provide you with some essential details:

Please be aware, the final date for requesting any changes to your attached renewal document Q-218901 is **July 02, 2025**.

\*Beyond this date, we may proceed with your renewal based on your existing terms and process an invoice. \*

If any details in the quote appear inaccurate, please select [Need Changes](#) and provide the necessary information.

Initiate the invoicing process by clicking [Approve](#).

To ensure your continued satisfaction and uninterrupted service, your timely review and feedback on any requested changes pre-invoicing would be greatly appreciated.

Have product questions? Visit [All Solutions](#)

if you have any additional questions, Visit your [Support Center](#) for all other inquiries. Please choose [Contact Us](#) and we'd be happy to assist

### Renewal Q-218901 Details

**Start Date:** September 01, 2025

**End Date:** August 31, 2026

**Billing  
Frequency** Yearly

**Renewal** Reno Police, NV,  
455 E 2nd Street,  
**prepared for:** Reno NV United States  
89502



[SUPPORT CENTER](#)



[GRANT ASSISTANCE](#)



[ABOUT US](#)

[About Us](#) | [Support](#) | [Privacy Policy](#) | [Terms of use](#)

1000 Business Center Drive, Lake Mary, FL - 32746

© 2024 CENTRALSQUARE ALL RIGHTS RESERVED

**\*\* Note:** In order to process your response properly, please reply to this email and do not remove the thread ID listed below.

Please do not remove: ref:\_00D6AA2BAf.\_0065c00001U9mdlAAR:ref

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its

attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

**CONFIDENTIALITY NOTICE:**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is also legally privileged. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is prohibited. If you have received this transmission in error, please immediately notify the sender and immediately destroy the original transmission and its attachments without reading or saving in any manner. Thank you.