



## **HxGN OnCall Suite Managers Board**

### **Minutes**

Meeting held in person and Virtually via Teams  
Regional Public Safety Training Center, Room 108  
Thursday, October 16, 2025  
3:30 p.m.

Members: Kate Thomas, Washoe County  
Dion Louthan, City of Sparks  
Barry Duplantis, REMSA  
Cody Shadle, City of Reno  
Jackie Bryant, City of Reno  
JW. Hodge, City of Reno, Alternate Board Member  
Adam Heinz, REMSA, Alternate Board Member

Staff Present: Dion Louthan, City of Sparks  
Kate Thomas, Washoe County  
Barry Duplantis, REMSA  
JW Hodge, City of Reno  
Cody Shadle, City of Reno  
Jennifer Gustafson, Washoe County  
Erick Willrich, Washoe County  
Quinn Korbolic, Washoe County  
Sharon Neville, Washoe County  
Ajok Deng, Washoe County  
Mark Dunagan, City of Reno  
Adam Heinz, REMSA  
Donald Doepke, Federal Engineering

#### **A. Introductory Items**

##### **A.1 Call to Order and Determination of a Quorum**

Washoe County staff member Erick Willrich called the meeting to order at 3:32 p.m. and took roll. Manager Board Members present were Dion Louthan, City of Sparks; Kate Thomas, Washoe County; Barry Duplantis, REMSA; and Cody Shadle, City of Reno. Alternate members present were JW Hodge, City of Reno, and Adam Heinz, REMSA.

**A.2. Public Comment**

None

**A.3 Approval of Agenda (For Possible Action)**

**Upon motion from Member Thomas and a second by Member Hodge, the agenda for the October 16, 2025 meeting was approved unanimously.**

**A.4 Approval of the March 1, 2024, Meeting Minutes**

**Upon motion from Member Hodge and a second by Member Thomas, the March 1, 2024 minutes were approved unanimously.**

**A.5 Approval of the March 13, 2025, Meeting Minutes**

**Upon motion from Member Thomas and a second by Member Hodge, the March 13, 2025 minutes were approved unanimously.**

**B. Business Items**

**B.1a Discussion and potential appointment of one individual as the HxGN OnCall Suite Managers Board Chair and one individual as Vice Chair for a term not to extend beyond the first meeting of the next odd numbered fiscal year (July 1 – June 30). Voting Members from Washoe County, the City of Sparks, and the City of Reno may be elected as Chair. Any member may be elected as Vice Chair. (For Possible Action).**

No discussion was held by the Board and there was no public comment. **Member Hodge made a motion to elect Member Thomas. Motion was seconded by Member Duplantis and was approved unanimously.**

**B.1b Review, discussion, and possible action to approve Change Order #4 (CO4) to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to memorialize the revised cutover date for the Washoe County Public Safety Dispatch System project as February 23, 2026. (For Possible Action)**

No discussion was held by the Board and there was no public comment. **Member Hodge made a motion to approve Change Order #4 (CO4). Motion was seconded by Member Duplantis and was approved unanimously.**

**B.2 Review, discussion, and possible action to approve Change Order CO04 v2, for Washoe County's HPE GreenLake Services contract. The change order introduces significant updates to the regional production environment, specifically the addition of two Aruba switches, and outlines the financial, operational, and contractual implications of this modification with a fiscal impact of [\$298,637.40] (For Possible Action)**

No discussion was held by the Board and there was no public comment. **Vice-Chair Louthan made a motion to approve Change Order Order CO04 v2. Motion was seconded by Member Duplantis and was approved unanimously.**

**B.3 Review, Discussion, and possible action to approve Change Order #5 (CO5) to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to accept a contract adjustment. CO5 reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation, and which includes: modifications to project milestones, payment schedules, and maintenance pricing. (For Possible Action)**

Item B.3 was pulled from the agenda.

### **C. Announcements/Reports**

**C.1 Possible update on general HxGN Oncall Suite implementation project, including, but not limited to, facility accommodations and technological accommodations, project adjustments (current/future) and the timeline. (Non-action item)**

Cody Shadle, City of Reno, Hexagon OnCall Suite Executive Board Chair, indicated that there is a defect in the software preventing moving forward into training. Attempts are being made to repair the coding errors in the system, however, there is concern that it will not be concluded before the training phase is scheduled to begin. Hexagon has been responsive to the blockers; however, more information is needed from them to determine if the current timeline can be met.

Question from Member Hodge regarding timeline for moving forward to training and who makes the decision. Member Shadle responded that blockers affecting training and go-live are being individually tracked. The long-term impact on the entire schedule has not yet been identified. He further stated that the decision not to move forward should be presented to Hexagon as a failure to deliver in the agreed timeline and for them to own the decision. Member Hodge replied that while there is an expectation of grey answers, the Board will need a specific update to understand the failures on Hexagon's part to follow through. He requested the Board vet out the blockers and how to move forward.

Question from Vice-Chair Louthan regarding the varying degrees of blockers. Member Shadle offered several examples of errors of varying severity and said they are all being noted and addressed. He further stated that a summary of the work on the blockers can be provided to the Board. Vice-Chair Louthan replied that a high-level understanding of the blockers would be helpful.

Question from Member Duplantis regarding whether a go-live is all or nothing, or can it be bifurcated. Member Shadle replied that the issues are mostly global, with several systems that are required to go-live together.

Question from Chair Thomas on the next steps for the Board. Member Shadle replied that the Executive Stakeholder Board is meeting next week, and that it should provide a firm direction for how to proceed.

Question from Member Hodge regarding whether the concerns of the Board are being passed on to Hexagon. Chair Thomas asked if Member Shadle can pass on the concerns when he meets with them again. Member Shadle replied that he would.

There being no further discussion, Chair Thomas verified that the Board has a clear idea of what the timeline and next steps are.

**E. Public Comment**

None

**F. Adjournment (For Possible Action)**

Chair Thomas adjourned the meeting at 3:59 p.m.

Approved as written in Session February 12, 2026.