



WASHOE COUNTY

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STAFF REPORT

BOARD MEETING DATE: September 19, 2023

DATE: May 8, 2023

TO: Board of County Commissioners

FROM: Quinn Korbolic, IT Manager, Regional Services Division
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Recommendation to accept and ratify the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County; and authorize the Chair of the Board of County Commissioners to execute the Agreement. This agreement establishes an operational and management structure that allows for and governs the signatory partner agencies' participation in the ongoing governance, administration, and management of the Computer Aided Dispatch and Records Management systems; and establishes the framework to allocate costs of the systems to the partner agencies in amounts proportionate to their respective use of the system. Washoe County's portion of the costs to pay for the Computer Aided Dispatch and Records Management systems is expected to be [\$3,176,800] of the total [\$8,259,423] for system implementation and [\$518,825] of the total [\$1,371,765] annually. (All Commission Districts.)

SUMMARY

Recommendation to accept and ratify the Hexagon Unified Computer Aided Dispatch ("CAD") and Records Management ("RMS") Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County ("CAD & RMS Governance Agreement"). This Agreement establishes an operational and management structure that allows the signing agencies to participate in the ongoing governance, administration, and management of the Computer Aided Dispatch and Records Management systems; and a framework to allocate costs of the systems to the signing agencies in amounts proportionate to their respective use of the systems.

Staff from Washoe County, REMSA, the City of Reno, and the city of Sparks have worked together over the past year to craft the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement. The agreement serves to promote the collective goal of designing a dispatch and regional 911-call process that serves the community by prioritizing the user experience and the

AGENDA ITEM # _____

appropriate deployment of resources through a reduction in duplicated processes, improved use of technology and resources, and simplified governance.

The CAD & RMS Governance Agreement designates Washoe County as the agency who will directly contract with Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”) for the CAD and RMS systems that will serve all the partner agencies. As the contracting party, Washoe County is responsible for administrative functions including, for example, fund management, financial reporting, budget preparation, and invoicing; and operation, administration, maintenance, and updates of the technology and supporting infrastructure for the CAD and RMS systems.

The Partner Agencies in CAD & RMS Governance Agreement are the City of Reno, City of Sparks, REMSA and Washoe County. The Agreement specifies that each Partner Agency is responsible for management, within their respective agency, of the CAD and RMS systems and personnel including operations, maintenance, infrastructure, data, reporting, staffing, and training. The Agreement also allows for User Agencies that will use the CAD and RMS systems but are not signatories to the Agreement. Under the Agreement User Agencies have similar responsibilities as Partner Agencies.

The CAD & RMS Governance Agreement also creates three boards including the Manager’s Board, the Executive Board, and the Change Advisory Board, each with regional representation and varying responsibilities related to the management and governance of the CAD and RMS systems. The Manager’s Board is responsible for annual budget approval, funding formula review and approval, approval of expenses over \$25,000 that are not included in the annual budget, determination of staffing levels related to implementation and maintenance of the global CAD and RMS system, and approval of agencies who seek to become Partner or User Agencies. The Executive Committee is responsible for reviewing the annual budget, approving the CAD and RMS system Operations Manual, providing updates to the Manager’s Board on CAD and RMS operations, and coordinating funding requests for possible reimbursement by the 911 Emergency Response Advisory Committee, among other duties. The Change Advisory Board will review and approve technical changes to the CAD and RMS systems that impact all Partner and User Agencies following a change management process defined in Exhibit B of the Agreement.

Finally, the CAD & RMS Governance Agreement sets a funding formula by which the costs of the CAD and RMS systems are shared between the Partner Agencies based on each agency’s proportionate use of the system. Per the Agreement the funding formula and budget will be reviewed annually to ensure costs are proportionally distributed amongst the Partner Agencies. The total cost of CAD and RMS systems implementation, system infrastructure, and third-party project management is \$8,259,422.21 over a twenty-seven-month implementation period, and \$1,371,764.16 annually, after implementation. Based on the CAD & RMS Governance Agreement funding formula, Washoe County’s portion of the implementation cost is \$3,176,799.97 and \$518,824.97 annually after implementation. The CAD & RMS Governance Agreement acknowledges that a substantial portion of the funding for the CAD system will be reimbursable through the 911 Emergency Response Advisory Committee (“911 Committee”) from the 911 Fund and provides a framework by which the Executive Committee may request funding from the 911 Committee.

Washoe County Strategic Objective supported by this item: Fiscal Sustainability

PREVIOUS ACTION

On May 16, 2023 the Board approved the County Manager's Capital Improvement Plan for Fiscal Years 2024-2028 which capital improvement funds planned for a regional Computer Aided Dispatch and Records Management System.

On July 22, 2022, in a concurrent meeting of the City of Reno Council, City of Sparks Council and Washoe County Board of County Commissioners, the councils and Board accepted the principles guiding the intent and desired outcome of the regional collaboration opportunities for fire, emergency medical services (EMS), and dispatch services including but not limited to enhanced protocols for the dispatch of emergency services using the 911 system based on factors such as deployment of nearest resources to emergency calls and other collaborative opportunities to save resources and improve outcomes.

On December 14, 2021, the Board adopted the Washoe County Regional 911 Master Plan update prepared by Federal Engineering, Inc., as recommended by the 911 Committee on September 28, 2021; the master plan update included cost estimates, projections, and recommendations for a regional Computer Aided Dispatch system.

BACKGROUND

Washoe County, the cities of Reno and Sparks, and other regional agencies currently utilize a CAD, RMS, and Jail Management System (JMS) 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.

Beginning in 2021, the cities of Reno and Sparks and Washoe County engaged with Federal Engineering, Inc. to develop a Request for Qualifications (RFQ) to replace the current CAD, RMS, and JMS. Development of the RFQ included a gap analysis study, development of detailed functional software requirements, a draft governance framework, and production of the RFQ document. The RFQ was released in August of 2021 and all proposals were received by September 24, 2021. Four vendors submitted proposals: Hexagon, Central Square, Tyler Technologies and Mark43. Proposals were thoroughly reviewed and objectively scored. Vendors were invited to provide software demonstrations, and, after shortlisting, staff from the partner agencies visited locations where the software of the respective shortlisted vendors' software is used. After final evaluation of the shortlisted vendors, Hexagon was designated as the top vendor.

In parallel to the effort to select a CAD, RMS and JMS vendor, Washoe County, the Cities of Reno and Sparks, and REMSA have been 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. A 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 properly respond based on the needs of the particular 911 call or emergency.

FISCAL IMPACT

The Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County establishes a cost-sharing mechanism, the funding formula, by which each Partner Agency pays a portion of the cost of implementing the new CAD and RMS systems and a portion of the cost of annual licenses, maintenance, and infrastructure based on each agency’s proportionate use of the system(s). The tables below specify each Partner Agency’s share of the implementation costs and estimated annual costs.

CAD and RMS Implementation Costs

CAD/RMS Project	FY24	FY25	FY26	Total
CAD	\$ 1,746,985.60	\$ 1,421,965.02	\$ 893,806.59	\$ 4,062,757.21
Washoe - RMS	\$ 784,334.51	\$ 638,411.81	\$ 401,287.42	\$ 1,824,033.73
Washoe - Shared Costs	\$ 88,045.84	\$ 71,665.22	\$ 45,046.71	\$ 204,757.78
Reno - RMS	\$ 585,756.18	\$ 476,778.28	\$ 299,689.21	\$ 1,362,223.67
Reno - Shared Costs	\$ 78,560.83	\$ 63,944.86	\$ 40,193.91	\$ 182,699.60
Sparks - RMS	\$ 205,563.50	\$ 167,319.12	\$ 105,172.02	\$ 478,054.64
Sparks - Shared costs	\$ 36,908.77	\$ 30,042.02	\$ 18,883.56	\$ 85,834.35
REMSA - Shared Costs	\$ 25,396.63	\$ 20,671.68	\$ 12,993.62	\$ 59,061.93
Grand Total	\$3,551,551.85	\$2,890,798.02	\$ 1,817,073.04	\$ 8,259,422.91

CAD and RMS Estimated Annual Costs

Partner Agency	Total Annual Costs
REMSA	\$ 160,819.92
Reno	\$ 468,557.04
Sparks	\$ 223,570.83
Washoe County	\$ 518,816.37
Total	\$ 1,371,764.16

RECOMMENDATION

It is recommended that the Board of County Commissioners accept and ratify the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County; and authorize the Chair of the Board to execute the Agreement.

POSSIBLE MOTION

Should the Board agree with the staff’s recommendation, a possible motion would be:

“Move to accept and ratify the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County; and authorize the Chair of the Board of County Commissioners to execute the Agreement. This Agreement establishes an operational and management structure that allows for and governs the signatory partner agencies participation in the ongoing governance, administration, and management of the Computer Aided Dispatch and Records Management systems; and establishes the framework to allocate costs of the systems to the partner agencies in

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