

Emergency Medical Services Advisory Board
Board Meeting Date: August 6, 2026

DATE: July 29, 2026
TO: Emergency Medical Services Advisory Board
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THROUGH: Andrea Esp, Preparedness and EMS Program Manager
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SUBJECT: Regional Computer-Aided Dispatch (CAD) Update

SUMMARY

The Councils for the City of Reno and the City of Sparks, and the Washoe County Board of Commissioners, have directed staff to design a regional 911 call process that serves the community by prioritizing the user experience and optimizing resource deployment. This initiative aims to reduce duplicate processes, improve technology use, simplify governance, and enhance service delivery.

Staff identified the need to replace and redesign disparate technologies currently in use across local public safety agencies. Through regional collaboration, a unified regional Computer-Aided Dispatch (CAD) and Records Management System (RMS) is being implemented.

PROJECT DETAILS

Four partner agencies, the City of Reno, City of Sparks, Washoe County, and REMSA Health—have agreed to procure and implement the Hexagon Unified CAD and RMS suite. Following acceptance of the Hexagon Governance Agreement in September 2023, regional staff have been working with Hexagon under a structured and collaborative implementation schedule. Partner agencies have assigned key personnel and resources to ensure an equal voice and contribution to project success.

Since project inception, the three governance boards, the Managers Board, Executive Board, and Change Advisory Board, have held public meetings to establish representative roles. The Managers Board approved an initial project budget, while the Executive Board assumed responsibility for overseeing the creation of an Operations Manual for administrative use.

A consultant firm, Federal Engineering, was contracted to provide project management services. Regional Project Manager Sheryl Contois has been instrumental in maintaining coordination and advancing regional collaboration.

A key project goal is to reduce or eliminate technological barriers that affect the efficiency of emergency services and the caller experience. Partner agencies have worked collaboratively to unify processes and ensure the redesigned system aligns with project goals.

Regional Design Elements:

- Regionalized Unit Definitions (CAD)
- Regionalized Incident Types (CAD)
- Integrated Multi-Jurisdictional Response Plans (CAD)
- Automated Triggers for Automatic Aid Responses (CAD)
- Regionalized Incident Reports (RMS)
- Advanced Information Sharing Across Agencies (RMS)
- Advanced Regional Workflows to Improve Booking Process (RMS)
- Regionalized Key Data Elements (CAD/RMS)
- New Integrations to Third Party Platforms to Improve Information Access and Sharing (CAD/RMS)

District Health Strategic Priorities supported by this item:

4. **Impactful Partnerships:** Extend our impact by leveraging partnerships to make meaningful progress on health issues.

PREVIOUS ACTION

August 1, 2024: Regional Computer Aided Dispatch (CAD) update provided to the board.

BACKGROUND

The City of Reno, City of Sparks, Washoe County, and other contracted agencies currently utilize a CAD, RMS, and Jail Management System (JMS) owned, funded, and managed by the City of Reno, originally purchased in 1999. While functional, the current system has exceeded its expected lifespan, is ineligible for updates, and no longer meets the growing technological needs of a regional Next Generation 911 system.

Additionally, REMSA and Truckee Meadows Fire & Rescue manage their own CAD system, which operates independently and does not communicate with the regional systems. These disparate technologies require manual communication and coordination, potentially causing delays or miscommunication in emergency response.

The project began with the goal of replacing aging systems. However, as collaboration evolved, the scope expanded to include REMSA as a full partner—creating a truly regional, unified Next Generation 911 system.

FISCAL IMPACT

No fiscal impact.

RECOMMENDATION

Not applicable.

POSSIBLE MOTIONS

Not applicable.

ATTACHMENTS

EMSAB – 8-6-2026 - Hexagon CAD_RMS Project Memo July 2026