



C I T Y O F
RENO
Memorandum

DATE: July 10, 2026

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Cody Shadle, Director of Public Safety Dispatch

DEPT: Public Safety Dispatch

SUBJECT: Monthly Hexagon/Octave Update: July 2026

Staff is pleased to provide the July 2026 update on the Regional Hexagon/Octave Computer-Aided Dispatch/Records Management System (CAD/RMS) Modernization Project. This update supports the Council's ongoing oversight of major public safety technology improvements and provides transparent insight into project status, risk areas, and upcoming deliverables.

Project Purpose

The Hexagon/Octave CAD/RMS modernization replaces aging systems that no longer meet modern operational, reporting, and interoperability needs for law enforcement, fire, EMS, and regional partners. The project aims to improve call-processing efficiency, enhance responder safety, support unified regional reporting, and strengthen long-term scalability and data quality.

Current Progress

- Remaining schedule has been realigned with identified milestones and associated expected completion dates to progress the project through to completion.
- Milestone 1 (Environment Stabilization) has reached 90% completion with only agency final testing to be completed, on track for completion.
- Milestone 2 (Go-Live Interface Validation) & 3 (Core Workflow Validation) are progressing simultaneously with interfaces continuing to be an area of risk.
- Concessions and accountability incentives for milestones are outstanding but being developed cooperatively between the vendor and partner agencies.

Ticket Resolution

- Current priority tickets: 15
 - Ticket trend shows a slight increase over the last week but overall trending down (positive progress).
- The rate of ticket resolution versus ticket creation has not substantially improved over the last 30 days; however, product improvements are being reported by the project teams.

Go-Live Plan

Due to continued delays, the project teams and stakeholders convened to rebuild a new path to readiness based on milestone achievements and new accountability measures. The following milestones have been established to meet go-live readiness:

- Milestone 1: Environment Stabilization
- Milestone 2: Go-Live Interface Validation
- Milestone 3: Core Workflow Validation
- Milestone 4: Functional Acceptance Testing
- Milestone 5: Redundancy & Failover Validation
- Milestone 6: Training Readiness Approval
- Milestone 7: End User Training
- Milestone 8: Go-Live Readiness Review

Risks & Mitigation

Active risk areas include:

- Staff availability for testing and training.
- Multi-agency alignment on interface-dependent workflows.
- Vendor dependencies for interface and RMS configuration completion.

Upcoming Deliverables

- Achieve Environment Stabilization (Milestone 1) by 07/31/26
- Achieve Go-Live Interface Validation (Milestone 2) by 08/16/26

Expected Organizational Value

The modernized system will provide:

- Faster, more reliable 9-1-1 response capabilities.
- Enhanced operational awareness and responder safety.
- Improved regional reporting accuracy and transparency.
- A modern, scalable platform capable of supporting long-term public safety needs.

Attachment

- Reno / Washoe / Sparks / REMSA Go-Live Readiness Report