CITY OF RENO

Memorandum

DATE: August 12, 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

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

Milestone-Based Executive Status Summary

Reporting Period	Prepared By	Target Go-Live	Overall Status	Exec Action	Customer Action	Octave Action	Next Gate
7/10/2026	Donno Cole	TBD	YELLOW	NO	YES	YES	7/31/2026

Executive Summary

Solid progress with NIBRS and submitting test records to the state, closing 5 blockers. Development blocker items will be delivered by the end of July. Calls with Brazos this week and next week to push eCite and eCrash to completion. RMS resource onsite next week. Week of 7/27: onsite failover testing and performance testing. 26 other interface cases closed.

Milestone Readiness Dashboard

Milestone	Status	%	Completion Date	This Week's Progress	Key Risk / Blocker	Next Action
1. Environment Stabilization	GREEN	90%	7/31/2026	New firewalls installed by global admins on Monday.	N/A	No other planned changes to the environment.
2. Go-Live Interface Validation	YELLOW	63%	8/16/2026	Solid progress being made, but need to stay focused with 3rd parties and Octave dev changes.	3rd party vendor availability for final push collaboration sessions.	Need to finalize the schedule for the final push with vendors to close remaining issues
3. Core Workflow Validation	GREEN	65%	10/01/2026	On track to meet 10/1 date.	RMS core team is spread thin with validation and needs help with their priorities.	Finalize workflow status and timelines.
4. Functional Acceptance Testing	YELLOW	25%	11/30/2026	No work this week.	Testing plan and schedule not finalized. Dependent on agency coordination and field readiness.	Finalize test plans. Finalize testing schedule.
5. Redundancy & Failover Validation	GREEN	90%	8/31/2026	On track to be completed by 7/31, one month early.	N/A	On-site visit scheduled for 7/29 and 7/30 to walk global admins through the process to failover and back, as well as conduct performance testing.

Top Risks / Executive Asks

Risk / Issue	Impact	Owner	Required Action	Need By
RMS Interface Development	Will block records readiness.	Octave / Vendor / Agency	Confirm critical interfaces and closure plan.	7/15/2026
Functional Acceptance Testing scope and schedule not finalized	May delay readiness sign-off	PM / Agencies	Approve Functional Acceptance Testing scope, schedule, and exit criteria.	10/01/2026

Interface Snapshot (Go-Live Required Only)

Interface Area	Total	Ready	Testing/Fixes	At Risk	Gate Date	Gate	Required Outcome	Owner
CAD Interfaces	20	16	4	0	8/15/2026	2. Go-Live Interface Validation	All interfaces are ready for Functional Acceptance Testing & Training	Octave Project Team
RMS Interfaces	7	1	6	0	8/15/2026	2. Go-Live Interface Validation	All interfaces are ready for Functional Acceptance Testing & Training	Octave Project Team

Legend: Green = on track; Yellow = at risk/active management required; Red = blocked/off track/executive action required; Gray = not started/not yet due. Colored Cell = Updated

Overall Trend

At Risk / Trending Up

Blockers

Blocker Trend