



C I T Y O F
RENO
Memorandum

DATE: March 17, 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 Update: March 2026

A handwritten signature in black ink, appearing to read "Jackie Bryant", positioned to the right of the "THROUGH:" field.

Staff is pleased to provide the March 2026 monthly update on the Regional Hexagon 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 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

- The majority of blocker defects have been resolved with support from the on-site Hexagon strike team.
- Functional acceptance testing is underway, including end-to-end testing with custom interfaces (Jail, Citations, Accident Reports).
- GIS layers, AVL feeds, and radio/telephony interface readiness continue to be refined.
- MFR configuration has been finalized and has achieved product readiness.

Ticket Resolution

- Initial priority tickets: 73
- Currently open: 11
 - 6 of the 11 open tickets are blocker defects.
 - Of the 6 blockers, 4 patches are pending or already installed, and the remaining items are under review by Hexagon developers and agency staff.
- Ticket resolution remains on track.

Go-Live Plan

The project remains on schedule for late summer/early fall cutover. The following activities support go-live readiness:

- Mandatory user training prior to cutover.
- 24/7 on-site support at all locations during the transition.
- Final validation of interfaces, GIS layers, and radio/telephony connectivity.
- Data migration and freeze date will be finalized as part of cutover preparation.

Risks & Mitigation

Active risk areas include:

- Staff availability for testing and training.
- Data quality during migration cycles.
- Multi-agency alignment on interface-dependent workflows.
- Vendor dependencies for interface and RMS configuration completion.
- All risks remain actively managed and are not expected to impact the current timeline.

Upcoming Deliverables

- Completion of remaining CAD/RMS testing cycles.
- Release of the first dispatcher and field user training curriculum.
- Integrated end-to-end system testing and performance load testing.
- Final cutover/go-live readiness package and regional communications materials.

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

- Monthly Hexagon CAD/RMS Update – March 2026 (Full Report)

Executive Project Update Summary: Hexagon CAD/RMS Implementation

Project Purpose / Problem Statement

The Hexagon CAD/RMS project addresses aging public safety technology that no longer meets modern operational, reporting, and interoperability needs. The new platform aims to improve call processing speed, enhance responder safety, strengthen data quality, and provide the regional capability required to support future population growth and multi-agency coordination.

Objectives & Goals

- Modernize CAD and RMS systems to improve reliability and response efficiency.
- Establish unified data standards and reporting for law, fire, and EMS partners.
- Improve situational awareness through enhanced GIS, unit status monitoring, and integrated field mobility tools.
- Reduce administrative workload with automated workflows and streamlined case/incident documentation.
- Support long term scalability, cybersecurity requirements, and regional interoperability.

Progress Overview (Last Month / This Month / Next Month)

Last Month (February 2026):

- Ticket Resolution was the main focus with continued onsite support from the Hexagon team working side by side with the agency core teams closing the majority of the blocker defects.
- Finalized several core CAD workflow configurations.
- Concluded RMS module reviews with agency stakeholders.
- Resolved key functionality issues with reporting and GIS.
- Finalized MFR Configuration and achieved product readiness.

This Month (March 2026):

- Refining GIS layers, AVL feeds, and radio/telephony interface readiness.
- Functional Acceptance Testing and subsequent issues resolution for priority issues discovered in the testing phase.
- Delivering and testing custom interfaces for the Jail, Citations and Accident Reports.
- Work on RMS configuration based on interface-dependent workflows

Next Month (April 2026):

- Continued issues resolution, achieve product readiness.

- Complete RMS configuration based on interface-dependent workflows
- Update and release the first draft of the training curriculum for dispatch and field users.
- Prepare integrated end-to-end system tests to include custom interfaces.
- Perform performance load testing.

Expected Deliverables (Upcoming):

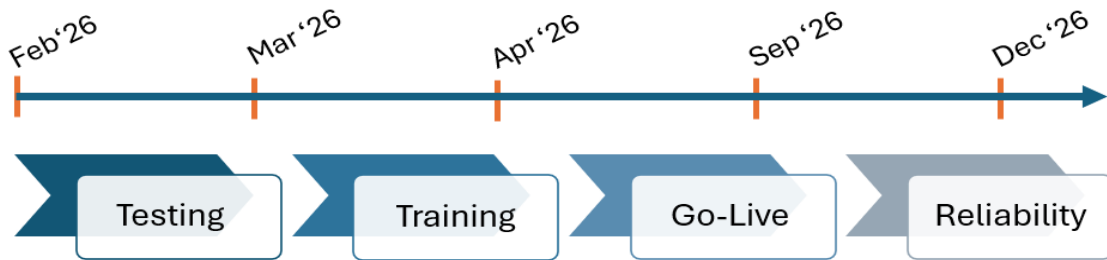
- Completion of remaining CAD/RMS testing cycles.
- Deployment of dispatcher and first responder training.
- Final cutover/go-live readiness package.
- Regional communication and onboarding materials.

Resources & Timeline

The project continues to track within approved staffing and resource allocations. Subject matter experts from dispatch, IT, law enforcement, and fire agencies remain engaged in testing, data validation, and workflow design.

Timeline Overview:

Remaining Timeline

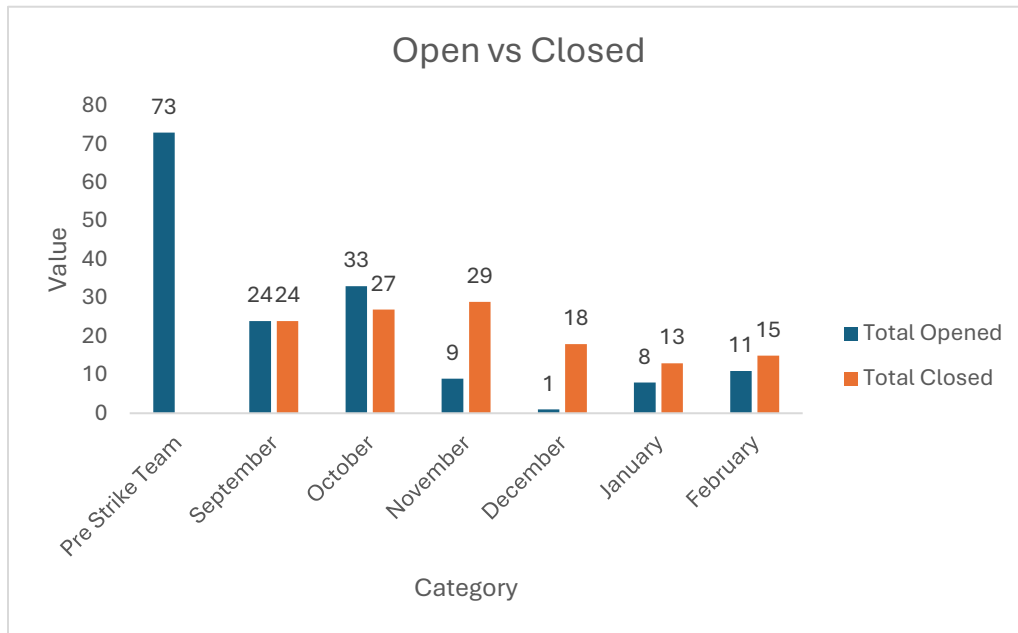


Outline of Recent Changes

- Adjusted workflow mapping based on dispatcher feedback.
- Updated and reconfigured Geolocators to improve address accuracy.
- Added interface refinements for field mobility and reporting.
- Minor timeline adjustments for testing alignment; no impact to go-live.

Ticket Trends

- Priority tickets continue to be resolved at an acceptable pace with blocker defects as the main focus.
- We started the strike team with 73 open priority tickets. Currently there are 11 open, 6 of which are blockers. Of the 6 blockers, 4 have patches pending or installed. The remainder are being evaluated and addressed by Hexagon development as well as agency resources (in cases where the issue is an agency responsibility).



Cutover / Go-Live Plan

The go-live approach is phased to ensure stability and minimize operational risk.

- Finalize data migration and freeze date.
- Conduct mandatory user training prior to cutover.
- Perform round-the-clock command center support during transition.
- Validate all interfaces, radio/telephony connectivity, and GIS layers ahead of live deployment.

Risk Management & Value

Top Risks (actively mitigated):

- Staff availability for testing and training.
- Data quality during migration cycles.
- Multi-agency readiness and operational alignment.
- Vendor dependency on interface and RMS configuration completion.

Expected Organizational Value:

- Faster, more accurate 9-1-1 response capabilities.
- Enhanced operational awareness and responder safety.
- Regional data sharing, reporting accuracy, and transparency improvements.
- Modern platform supporting long-term growth and evolving public safety needs.