DATE: November 5th, 2025

TO: 911 Emergency Response Advisory Committee

FROM: Cody Shadle, Director, City of Reno Public Safety Dispatch

SUBJECT: REQUEST FOR FUNDING FOR THE HEXAGON ONCALL DISPATCH (CAD) INTEGRATION WITH VERINT (911 AUDIO RECORDING SOFTWARE): [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to fund the costs associated with developing and implementing the required software interface between Verint (911 audio recording software) and Hexagon OnCall Dispatch (CAD) for a total amount not to exceed $26,450; and if approved forward such recommendation to the Board of County Commissioners.

SUMMARY

A review, discussion and possible action to approve, deny or otherwise modify a request to fund the costs associated with developing and implementing the required software interface between Verint (911 audio recording software) and Hexagon OnCall Dispatch (CAD) for a total amount not to exceed $26,450

Nevada Revised Statutes (NRS) 244A.7645 3.A.3 authorizes the use of E911 surcharge funds for "Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made;" and "Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system."

The local Public Safety Answering Points (PSAPs) connect to and utilize Verint audio recording software solution to record and maintain all 911 audio recordings. The Verint recording solution is currently provided to the local PSAPs and managed through the Great Migration contract with Intrado Safety Solutions. The integration between these two systems would allow 911 recordings to be accurately labeled and retained through an automated transfer of metadata generated through the CAD system. This new feature will enhance the operations of the 911 system and ensure that accurate records and data related to 911 phone calls are retained according to Nevada State Law.

The referenced interface in the attached quote will provide service for the City of Reno Public Safety Dispatch, City of Sparks Police Department Dispatch, and Washoe County Sheriff's Office Communications, including all user agencies supported by the referenced PSAPs and Truckee Meadows Fire protection District.

NRS APPLICABLE: *NRS 244A.7645* Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s

Stakeholders are primary Public Safety Answering Points (PSAPs) & User Agencies of those PSAPs – City of Reno Public Safety Dispatch, City of Sparks Police Department Dispatch, and Washoe County Sheriff's Office Communications, Reno Police Department, Reno Fire Department, Sparks Police Department, Sparks Fire Department, Truckee Meadows Fire Protection District.

PREVIOUS ACTION&BACKGROUND

April 17, 2025- Washoe County obtained approval of the interface between Purvis Fire Station Alerting System software and Hexagon OnCall Dispatch in an amount not to exceed $58,500.

January 03,2020 – Washoe County obtained approval to approve the Change Order for Services between Washoe County and Intrado Inc. for the upgrade of the current Verint Recording Solution in an amount not to exceed $633,600.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to fund the costs associated with developing and implementing the required software interface between Verint (911 audio recording software) and Hexagon OnCall Dispatch (CAD) for a total amount not to exceed $26,450; and if approved forward such recommendation to the Board of County Commissioners.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request to fund the costs associated with developing and implementing the required software interface between Verint (911 audio recording software) and Hexagon OnCall Dispatch (CAD) for a total amount not to exceed $26,450; and if approved forward such recommendation to the Board of County Commissioners.

Outlook

Re: Verint - Hexagon Integration Quote

From Mabbott, Joe <Joe.Mabbott@verint.com>
Date Mon 11/3/2025 9:04 AM
To Cody Shadle <ShadleC@reno.gov>
Cc Shawn Benard <sbenard@goserco.com>; Donald Doepke <ddoepke@fedeng.com>

Hi Cody,

This is what i've used in the past, and the fields are the ones that got the go ahead on a previous email.

The Verint API will be used to extract 21 fields from the Hexagon system and insert this data into the Verint system to be used to query calla based on this data. All data required must be available to/through Verint API / Interface. Motorola/Verint will not provide any calculations or calculated fields

Below are the fields that we have discussed that would need to be captured:

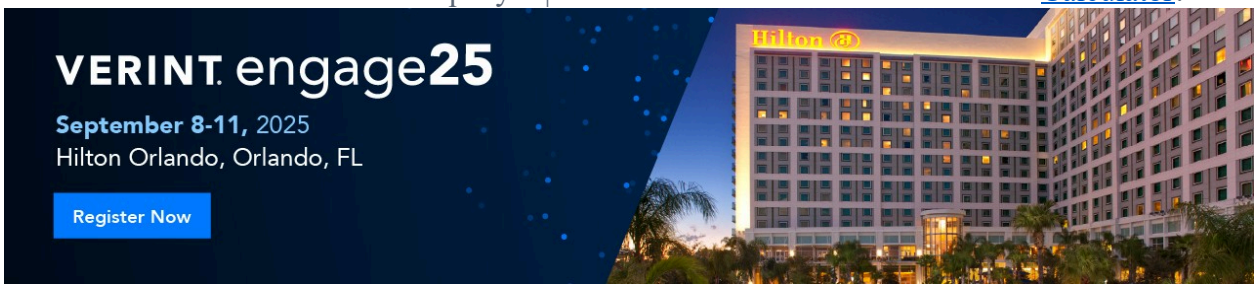
AgencyEventId
AgencyId
Beat
EventCreatedTime
AgencyEventTypeCode
AgencyEventTypeCodeDesc
CreatedEmployeeId
StartedTime
DispatchGroup
ProQACaseId
CreatedTerminal (be careful with this one....it isn't like a terminal in the old system. Web based doesn't really have terminals so this is normally a server name)
CallId
CallSource
CallerName
CallerPhoneNumber
Location
AniAliNumber
ConsolePosition (this is the terminal that took the 9-1-1 call....I think more what you are looking for rather than CreatedTerminal)
ServiceClass

The Verint Recording Servers also include the capability to capture and tag E911 ANI/ALI information to the call database record. This will enable operations center staff to perform search and retrieval using ANI & ALI information.

- **Important Note:** We will need to verify the Make/Model of the ANI/ALI controller and the availability of a useable ANI/ALI "CADSPILL" or Post Call CDR or Enhanced CDR. Testing may be required to verify usability of the data source.

Regards,

Joe Mabbott
Account Executive | SLED | General Business
Verint®. The Customer Engagement Company™
Email: joe.mabbott@verint.com | 8473443829
www.verint.com
Verint®. The CX Automation Company™ | Be sure to check out the Verint Value Calculator!



From: Cody Shadle <ShadleC@reno.gov>
Sent: Thursday, October 30, 2025 13:35
To: Mabbott, Joe <Joe.Mabbott@verint.com>
Cc: Shawn Benard <sbenard@goserco.com>; Donald Doepke <ddoepke@fedeng.com>
Subject: Re: Verint - Hexagon Integration Quote

Caution: This is an external email. Verify any links or attachments before opening.

Hello Joe,

I am confirming receipt of the quote. It only shows professional services, but I am not seeing a description of the scope of work or what the professional services being requested are for. Is there any way to include that to make it easier to provide to our board for funding approval?

Thank You,

CITY OF RENO

Cody Shadle
(He/Him/His)

Director
Public Safety Dispatch
775-334-2212 (o) 775-737-1012 (c)
Shadlec@Reno.Gov
1 E. First St., Reno, NV 89501

Reno.Gov | Connect with us:

Book time to meet with me

From: Mabbott, Joe <Joe.Mabbott@verint.com>
Sent: Wednesday, October 29, 2025 3:28 PM
To: Cody Shadle <ShadleC@reno.gov>
Cc: Shawn Benard <sbenard@goserco.com>; Donald Doepke <ddoepke@fedeng.com>
Subject: Verint - Hexagon Integration Quote

Hi Cody,

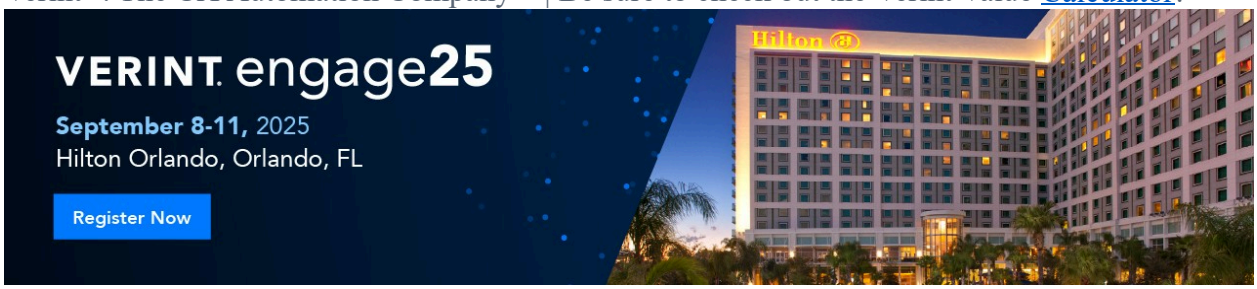
Here is the quote to capture the provided Hexagon CAD Data and create customizable data fields for Interactions usage. This is for two locations.

Shawn/Goserco have provided Intrado with a HW Refresh quote for your system, I wouldn't recommend doing this integration prior to the HW Upgrade

Let me know if you have any questions or if I need to change the quote in any way.

Regards,

Joe Mabbott
Account Executive | SLED | General Business
Verint®. The Customer Engagement Company™
Email: joe.mabbott@verint.com | 8473443829
www.verint.com
Verint®. The CX Automation Company™ | Be sure to check out the Verint Value Calculator!



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Budgetary Pricing Estimate for Washoe County Sheriff

Verint Account Executive: Joe Mabbott
00182344: **Hexagon CAD Integration Services** Hexagon CAD Integration
Expiration Date: 16-Jan-2026

Summary Breakdown

This budgetary estimate does not reflect a complete solution discovery by Verint. As such Verint is not bound to this analysis as further detailed information could affect the final price. Currency code: USD.

Professional Services

Item#	*Description*	*Duration (Months)*	*Qty.*	*UOM*	*Net Price (1st Year)*	*Total Price*
89-555-0201	Professional Services	N/A	1	Enterprise		26,450.00

Category Totals	1st Year	Total Price
Professional Services	26,450.00	26,450.00
Total Solution Estimate (USD):	**26,450.00**	**26,450.00**

The contact information for Verint technical support personnel, support hours applicable to SaaS, and Error type classifications and response times can be found at http://www.verint.com/corporate/misc/verint-americas-cloud-support.pdf.

Rates/fees for any and all Services are exclusive of expenses (which Customer shall pay) AND SUBJECT TO CHANGE AFTER THE DATE SIX MONTHS FOLLOWING THE EFFECTIVE DATE OF THE APPLICABLE ORDER.

The rates quoted are for Professional Services performed during normal business hours (8 hours a day between the hours of 8AM and 6PM local time, Monday through Friday, excluding Verint holidays). A 50% uplift of the applicable rates will apply for Professional Services performed outside normal business hours.

Time and materials Profession Services fees contained in this quote are estimates only. You will pay for the actual time spent by Verint in performing the time and materials Professional Services plus actual travel and living expenses regardless whether the actual amount invoiced is more or less than the estimate herein.

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