



AGENDA MEMORANDUM

Action Item for the City Council Meeting June 17, 2025

DATE: June 17, 2025

TO: Peter Zanoni, City Manager

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Hexagon – CAD System Upgrade Change Order

CAPTION:

Motion authorizing execution of Change Order No. 5 with Intergraph Corporation, through its Hexagon Safety, Infrastructure & Geospatial Division, of Madison, Alabama, for the computer-aided dispatch (CAD) and records management software implementation project for additional on-site workshop configuration sessions, training, and integrations in the amount of \$250,000.00, with FY 2025 funding from the MetroCom Fund.

SUMMARY:

This change order authorizes additional work for Hexagon to implement additional interfaces with the upgraded system, and additional on-site and remote support and training leading up to cutover and go-live later this year.

BACKGROUND AND FINDINGS:

The City is in the process of migrating to Metrocom's upgraded CAD system. This software allows MetroCom dispatch staff to take emergency calls and dispatch critical public safety services via CCFD, CCPD, and regional response partners.

Since the project began, City staff has been working with Hexagon to configure the software, progressing iteratively to capture the needs of a complex, multi-jurisdictional response region. The City has since undertaken other public safety improvement initiatives, such as the Zetron upgrade. This change order aims to ensure all critical interfaces are aligned as we move towards go-live.

This change order also provides additional advanced Customer Rules Engine (CRE) training for City staff from Hexagon, which will reduce the City's dependence on Hexagon. CRE training will enable Public Safety IT staff to create and modify CREs independently of Hexagon. CREs are keyboard shortcuts used that streamline workflows and creates functionality with the new Hexagon system for 911 call takers and dispatchers.

ALTERNATIVES:

Not awarding the change order will force MetroCom dispatchers to use a manual process to tone out Zetron notifications for Fire Station 3, creating a high risk for errors during critical response events. It would also significantly extend the project's timeline, creating additional risks to the City's public safety infrastructure as dispatchers continue relying on the unsupported CAD system.

FISCAL IMPACT:

The fiscal impact for the MetroCom Fund in FY 2025 is \$250,000.00.

FUNDING DETAIL:

Fund: 1048 MetroCom
Organization/Activity: 11800 MetroCom
Department: 23
Project # (CIP Only):
Account: 530000 Professional Services

RECOMMENDATION:

Staff recommends approval of this motion authorizing the approval of Change Order No. 5.

LIST OF SUPPORTING DOCUMENTS:

Change Order