



FIRE DEPARTMENT

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Steven Howard, Fire Chief

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May 18, 2017

Alderman Vance Skinner, Chairman
Information Technology Board
200 McCall Street
Waukesha, WI 53186

**SUBJECT: REQUEST FOR APPROVAL TO ENTER INTO A CONTRACT
WITH THE PROPHOENIX CORPORATION FOR A FIRE RECORDS
MANAGEMENT SYSTEM**

Dear Chairman Skinner:

Over the past four to five years, the City of Waukesha Fire Department has been working cooperatively with the city's Community Development and Engineering Departments to acquire and implement a software solution to be utilized by all Departments for activities associated with buildings within the community.

The project was funded in 2015 and a contract was signed with CRW Systems, which is now part of SunGard Public Sector, Inc. The project goals included creating new levels of interdepartmental efficiencies and citizen/contractor engagement; specifically in permitting, inspection and code enforcement. One of the major goals was to provide departments with global applications to be used in the field to document inspection activities, eliminate data entry and eliminate paper-based inspection reports. A web-based citizen interface was also part of the plan to allow contractors and, in limited circumstances, homeowners with the ability to submit permit applications.

Fire Department staff has committed hundreds of hours to this project and has discovered that the SunGard software product meets the Department's needs and the project goals for all activities associated with construction of new buildings and the remodeling of existing buildings. Unfortunately, it was found the vendor was unable to provide the Fire Department with a mobile application meeting the State of Wisconsin statutory needs and the Department's need for documenting state mandated fire inspection activities. The scope of the original contract also required the software provider



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have the capability to convert and import existing fire inspection data into the new system. The vendor has been successful in converting our data and is able to provide look-up and reporting functions enabling us to meet our open records requirements.

When confronted with the fact that the selected software would not meet our inspection needs, we again researched software options. The Department is also struggling with providing pre-incident plans, building data and contact information to personnel responding to emergencies within our community. The ProPhoenix CAD software is designed to interface specifically with ProPhoenix's RMS system to make this information available to first responders.

The Fire Department has an urgent need to upgrade its software, due to the fact we are currently using an obsolete HTE product which is part of our legacy AS400 system and is no longer supported.

Over the past two years, the ProPhoenix company has implemented major enhancements to its EMS/Fire RMS system; most notably its mobile inspection software. Fire Department personnel have had multiple meetings with representatives of ProPhoenix and have met with area Fire Departments similar to Waukesha who currently utilize the ProPhoenix RMS software. Fire Prevention personnel have had an opportunity to work with Fire Prevention personnel from the West Allis Fire Department to observe the functionality of the software product in a mobile environment, which is very similar to our inspection activities.

Based on our research, we have found the ProPhoenix RMS software will meet our fire inspection needs and allow the Department to interface directly with our existing CAD software to provide first responding engine companies with current building information.

Thank you for your consideration of this matter. If you have any questions, please do not hesitate to contact me at (262) 524-3649. Fire Marshal Brian Charlesworth and Battalion Chief Scott Purdy will be attending the June 7, 2017 board meeting to answer any questions regarding the ProPhoenix RMS software.

Sincerely,



Steve Howard, Fire Chief
City of Waukesha Fire Department

