



CITY OF WAUKESHA

Administration

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Committee: Information Technology Board	Date: 1/6/2020
Common Council Item Number: ID# 19-1698	Date: 1/21/2020
Submitted By: Steve Howard, Fire Chief	City Administrator Approval: Kevin Lahner, City Administrator KML
Finance Department Review: Rich Abbott, Finance Director RA	City Attorney's Office Review: Brian Running, City Attorney BR
Subject: Review and Act on accepting the contract with ProPhoenix for the interface of the Pro QA Medical Dispatching Software.	

Details:
 Our current operating procedure is to use Emergency Medical Dispatch (EMD) cards and Fire cards that are used by the Dispatchers to ask the appropriate medical questions and fire questions to send the appropriate response. The Pro QA system is electronic and will interface with CAD to speed up data entry time and will also interface with the NICE audio recorder. The three products will also speed up our Dispatch time(s) and import audio and "tag" it to a Quality Assurance report.
 In the interest of public safety, we have always been committed to providing the best level of service to our citizens. We are dedicated to lessening the amount of time it takes from the time of the 9-1-1 call to the time the first responder is on the scene committed to the emergency issue.
 Please see the attached terms and conditions of the software interface and approve the acceptance of the terms and conditions as outlined and allow the Mayor to sign the contract. This is an approved 2020 CIP item.

Options & Alternatives:
 ProPhoenix is our CAD vendor and the only vendor that can write the interface needed to implement the PRO QA Medical Dispatching Software. The City has utilized manual Emergency Medical Dispatch (EMD) cards and fire cards for over the last 25 years, we could continue to utilize that current system, however the new system will help lessen our response times.

Financial Remarks:
 This is an approved Capital Investment Project. 2134-68190

Executive Recommendation:
 The City Administrator is supportive in implementing this software.

