



Information Technology Department

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Committee: Information Technology Board	Date: 7/29/2022
Common Council Item Number: ID# 22-4572	Date: 8/3/2022
Submitted By: Chief Dan Thompson, Chief Steve Howard, and IT Director Chris Pofahl	City Administrator Approval: Click here to enter text.
Finance Department Review: Click here to enter text.	City Attorney's Office Review: Click here to enter text.
Subject: Police and Fire CIP Request: CAD, Police RMS, Fire Inspection Replacement	

Details:

The current Computer Aided Dispatch (CAD) & Records Management System (RMS) is unable to meet, support, fit, or grow with the operational needs of the Police and Fire departments. The ProPhoenix CAD system deployment algorithm does not match the complexity of the Fire Department's requirements. The CADs inability to make correct deployment recommendations by closest most appropriate resources (fire apparatus vs. ambulance) efficiently to citizens at their time of need requires human input to verify the appropriate resources are sent, which leads to delays in call processing times. The CAD is also critical for the Police Department for active public safety responses and is instrumental in working in conjunction with the RMS to meet the mission and vision of the Police Department. The Waukesha Police Department leverages actuate and real-time data to support officers making informed decisions to both keep the public safe and department members safe. The current CAD and RMS are not suited for the intelligence data driven mission of neighborhood engagement with our public. Operationally, we are trying to impose tier 1 functionality on a tier 3 CAD/RMS system.

Police, Fire, and IT have put in an extraordinary amount of time to get the system to work properly, working with the vendor on a weekly basis. We've had promises from the vendor on new features, that they never get to work correctly. We've seen parts of the system broken for months on end, just to find out their code is relying on Microsoft components that were no longer supported. In June the vendor fell victim to a ransomware attack, and it took them over 72 hours to inform us. The aftermath of the ransomware continues. We were recently told that due to technical difficulties they will no longer supporting the version we were on, and we must upgrade to the latest version. The latest version was installed in our test environment and had 21 critical flaws. Unfortunately, this did not surprise us because this is what we have come to expect from ProPhoenix. The current CAD/RMS is broken and obsolete. The time has come to move to a modern CAD/RMS system.

Options & Alternatives:

[Click here to enter text.](#)



Financial Remarks:

We have had demos from several vendors, worked with a consultant, and posted a request for information. Based on the responses, we are requesting \$3,000,000.00

Executive Recommendation:

[Click here to enter text.](#)