



## WEST ALLIS POLICE DEPARTMENT

Patrick S. Mitchell  
Chief of Police

Christopher Botsch  
Deputy Chief of Police

Robert Fletcher  
Deputy Chief of Police

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January 10, 2020

Board of Police and Fire Commissioners

RE: Purchase Approval – Electronic Parking Solution

Dear Commissioners:

The West Allis Police Department currently issues handwritten parking citations and then manages the citations through a software program called TIPSS. Transferring the data from the handwritten citation to the parking citation database in TIPSS is a multi-step and time consuming process. For instance, Records Unit Clerks spend hours each day manually entering parking citation data into the database and citizens cannot pay their citation until the data from their citation has been entered into the database. Since our Clerks work Monday-Friday (8am-5:15pm) and have other duties, it is not uncommon for it to take at least a couple of days for parking citation data to be entered into the database. As a result, Clerks must constantly focus on entering parking citation data into the database and citizens either have to wait to pay their citation electronically or they have to come into the police department to pay their citation. When citizens come into the police department, Clerks assist citizens while suspending their other duties, which include entering parking citation data into the database.

Over the last few of years, we have evaluated a number of electronic parking citation solutions, but the solutions were found to be too expensive, too clunky, and/or they didn't completely meet our needs. In 2019, we started looking into a solution that could be provided by TIPSS and CivicSmart. CivicSmart can provide us with the ability to have a front end user (parking control officer, police officer) use a handheld electronic device (smart phone or tablet) to issue an electronic parking citation. The data from the handheld device could then automatically transfer into the TIPSS database. We could continue to manage parking citations using TIPSS.

Traditionally, our three Parking Control Officers and a couple of Police Officers are assigned to issue the majority of parking citations on a daily basis. As such, we believe 5 handheld devices provided by CivicSmart would allow our personnel to issue the great majority of parking citations electronically and greatly reduce data entry in our Records Unit. Personnel who only periodically issue parking citations would continue to issue paper citations and the procedure to process these citations would be the same procedure that is currently used. The solution through CivicSmart and TIPSS would greatly reduce data entry by Clerks and allow citizens to pay citations electronically immediately after the issuance of a parking citation most of the time as well as make the entire parking citation process more efficient. This solution is also expected to greatly reduce our carbon footprint and enhance our image with the community.



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We have determined that pursuing a solution with CivicSmart and TIPSS will cost about \$31,095 (\$27,095 for CivicSmart and \$4000 for TIPSS) in hardware, software, infrastructure, and installation. Robert Barwick from the City of West Allis Finance Department has been assisting with this project and has ensured pricing is consistent with the State of Wisconsin contract and the cooperative OMNIA contract (formerly known as U.S. Communities).

At this time, we are requesting approval to purchase the CivicSmart solution:

**Total cost of requested purchase:** \$27,095.

**Account information:** City Capital Improvement account(s).

Note: At the recommendation of Robert Barwick, we will also be seeking purchase approval from the West Allis Common Council.

Sincerely

Steven Beyer  
Captain of Police  
Administrative Services Bureau

	Date
<b>Formal Approval</b>	
President, Police and Fire Commission	