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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: December 12, 2011
Subject: **Update on Transference of Fire and EMS calls**

BACKGROUND

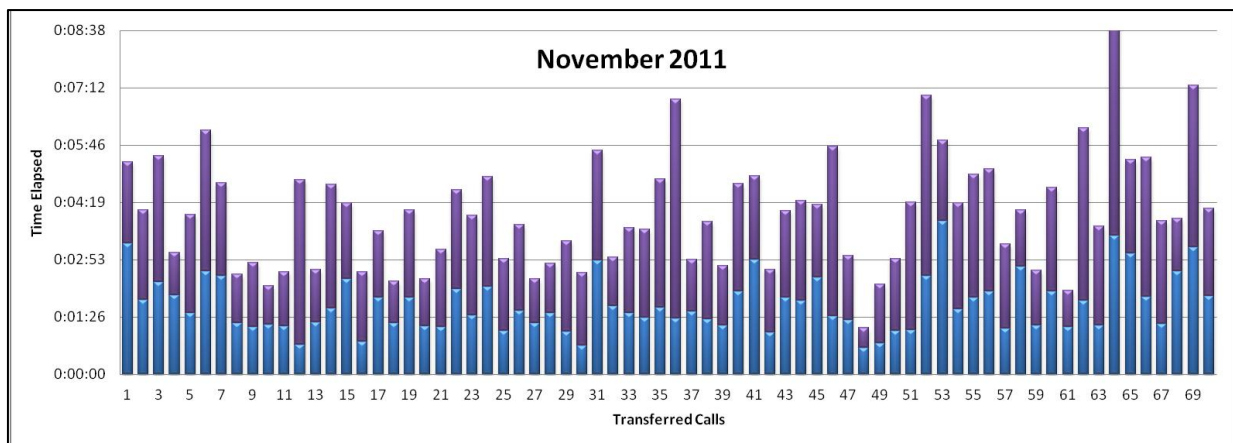
On Monday, October 3, 2011 the Chattahoochee River 911 Authority, or ChatComm, began answering 911 calls for Dunwoody. As DeKalb County provides fire and emergency medical service (EMS) to Dunwoody, calls for these needs are transferred to DeKalb County’s 911 Center for service. Per Councilman Ross’s request, staff prepared a chart detailing the times for calls transferred between ChatComm and DeKalb County for fire and EMS services.

DISCUSSION

For the month of November, ChatComm transferred 298 calls to DeKalb County, including many calls from unincorporated DeKalb County. During the same period, DeKalb County responded to 314 fire and/or emergency medical incidents in the City of Dunwoody. Of these calls, only 70 can be traced as transfers from ChatComm to DeKalb County based on chronology matching this transfer pattern and a verifiable address indicating the same incident. The attached chart includes the call times as requested by Councilman Ross.

For these calls, the median amount of time elapsed from the call is created in ChatComm until the call is created in DeKalb County is 1 minute and 36 seconds. The median amount of time elapsed from when the call is created in DeKalb until all fire and EMS equipment is fully dispatched is 2 minutes and ten seconds.

These times do not illustrate when emergency equipment is first dispatched to the scene. For any call requiring fire or emergency medical services, as soon as the address is determined, a Dunwoody Police Officer is dispatched to the scene. Likewise, the “dispatch” time from DeKalb does not include the “pre-alert” DeKalb uses to begin “rolling” equipment to an emergency once they have confirmed the address and nature of the emergency. With that in mind, the following graph visualizes the time elapsed from when the call enters ChatComm until all fire and EMS equipment is fully dispatched.



	ChatComm - Call Creation Time	DeKalb - Call Creation Time	Time Elapsed	DeKalb - Incoming to Send	DeKalb - Send to Dispatch	Time Elapsed	Total Time Elapsed
1-Nov	7:21:17	7:24:34	0:03:17	7:26:17	7:26:37	0:02:03	0:05:20
	16:18:43	16:20:35	0:01:52	16:22:21	16:22:51	0:02:16	0:04:08
	17:03:08	17:05:27	0:02:19	17:08:25	17:08:37	0:03:10	0:05:29
2-Nov	8:29:22	8:31:21	0:01:59	8:32:11	8:32:26	0:01:05	0:03:04
	13:09:27	13:11:00	0:01:33	13:13:14	13:13:28	0:02:28	0:04:01
	14:11:59	14:14:34	0:02:35	14:17:48	14:18:07	0:03:33	0:06:08
	17:30:43	17:33:11	0:02:28	17:34:22	17:35:32	0:02:21	0:04:49
3-Nov	9:43:25	9:44:42	0:01:17	9:45:36	9:45:56	0:01:14	0:02:31
	18:56:13	18:57:25	0:01:12	18:58:45	18:59:01	0:01:36	0:02:48
	22:25:05	22:26:20	0:01:15	22:27:00	22:27:18	0:00:58	0:02:13
4-Nov	11:00:13	11:01:26	0:01:13	11:02:26	11:02:47	0:01:21	0:02:34
	15:49:04	15:49:49	0:00:45	15:52:40	15:53:57	0:04:08	0:04:53
	23:18:46	23:20:05	0:01:19	23:21:10	23:21:24	0:01:19	0:02:38
6-Nov	10:46:06	10:47:46	0:01:40	10:50:22	10:50:52	0:03:06	0:04:46
7-Nov	13:13:35	13:15:59	0:02:24	13:17:06	13:17:53	0:01:54	0:04:18
	14:18:11	14:19:00	0:00:49	14:20:28	14:20:45	0:01:45	0:02:34
8-Nov	0:34:06	0:36:02	0:01:56	0:37:30	0:37:42	0:01:40	0:03:36
	1:08:59	1:10:16	0:01:17	1:11:10	1:11:19	0:01:03	0:02:20
	9:19:33	9:21:29	0:01:56	9:23:24	9:23:41	0:02:12	0:04:08
	12:04:35	12:05:48	0:01:13	12:06:45	12:06:59	0:01:11	0:02:24
9-Nov	8:10:37	8:11:48	0:01:11	8:13:28	8:13:45	0:01:57	0:03:08
	12:45:41	12:47:50	0:02:09	12:50:05	12:50:19	0:02:29	0:04:38
	18:53:19	18:54:48	0:01:29	18:56:47	18:57:18	0:02:30	0:03:59
10-Nov	9:55:03	9:57:15	0:02:12	9:59:46	10:00:01	0:02:46	0:04:58
	13:10:40	13:11:46	0:01:06	13:12:55	13:13:34	0:01:48	0:02:54
	14:27:04	14:28:40	0:01:36	14:30:15	14:30:50	0:02:10	0:03:46
	16:53:13	16:54:30	0:01:17	16:55:17	16:55:37	0:01:07	0:02:24
11-Nov	0:56:42	0:58:14	0:01:32	0:59:22	0:59:29	0:01:15	0:02:47
	9:33:08	9:34:13	0:01:05	9:36:18	9:36:29	0:02:16	0:03:21
	11:44:21	11:45:04	0:00:43	11:46:37	11:46:54	0:01:50	0:02:33
	13:35:55	13:38:47	0:02:52	13:40:54	13:41:32	0:02:45	0:05:37
12-Nov	0:57:09	0:58:52	0:01:43	0:59:44	1:00:06	0:01:14	0:02:57
	8:14:03	8:15:35	0:01:32	8:17:21	8:17:44	0:02:09	0:03:41
13-Nov	13:11:46	13:13:11	0:01:25	13:15:07	13:15:25	0:02:14	0:03:39
	15:43:42	15:45:23	0:01:41	15:48:13	15:48:36	0:03:13	0:04:54
15-Nov	17:12:12	17:13:36	0:01:24	17:16:04	17:19:07	0:05:31	0:06:55
16-Nov	3:35:34	3:37:09	0:01:35	3:38:10	3:38:27	0:01:18	0:02:53
	3:47:38	3:49:01	0:01:23	3:51:13	3:51:28	0:02:27	0:03:50
	7:06:29	7:07:43	0:01:14	7:08:50	7:09:13	0:01:30	0:02:44
	9:55:18	9:57:23	0:02:05	9:59:08	10:00:05	0:02:42	0:04:47
	14:01:06	14:03:59	0:02:53	14:05:23	14:06:05	0:02:06	0:04:59
17-Nov	21:00:13	21:01:16	0:01:03	21:02:40	21:02:51	0:01:35	0:02:38
	21:16:19	21:18:15	0:01:56	21:19:07	21:20:26	0:02:11	0:04:07
18-Nov	1:59:44	2:01:35	0:01:51	2:03:57	2:04:06	0:02:31	0:04:22
	19:25:28	19:27:54	0:02:26	19:29:27	19:29:44	0:01:50	0:04:16
	19:45:37	19:47:05	0:01:28	19:49:12	19:51:21	0:04:16	0:05:44
19-Nov	3:49:51	3:51:13	0:01:22	3:52:41	3:52:50	0:01:37	0:02:59
	13:58:29	13:59:09	0:00:40	13:59:31	13:59:39	0:00:30	0:01:10
	16:01:29	16:02:16	0:00:47	16:03:35	16:03:45	0:01:29	0:02:16
	16:56:04	16:57:10	0:01:06	16:58:43	16:58:58	0:01:48	0:02:54
	16:56:05	16:57:12	0:01:07	17:00:10	17:00:24	0:03:12	0:04:19
20-Nov	8:31:44	8:34:13	0:02:29	8:38:27	8:38:44	0:04:31	0:07:00
	9:39:04	9:42:55	0:03:51	9:44:46	9:44:57	0:02:02	0:05:53
	17:23:59	17:25:37	0:01:38	17:27:42	17:28:17	0:02:40	0:04:18
21-Nov	15:03:53	15:05:49	0:01:56	15:08:21	15:08:54	0:03:05	0:05:01
	23:04:29	23:06:34	0:02:05	23:09:22	23:09:39	0:03:05	0:05:10
22-Nov	19:28:49	19:29:58	0:01:09	19:31:48	19:32:05	0:02:07	0:03:16
23-Nov	18:33:48	18:36:31	0:02:43	18:37:40	18:37:56	0:01:25	0:04:08
25-Nov	10:42:59	10:44:13	0:01:14	10:45:16	10:45:36	0:01:23	0:02:37
	17:55:45	17:57:50	0:02:05	18:00:15	18:00:27	0:02:37	0:04:42
	23:53:08	23:54:19	0:01:11	23:54:58	23:55:14	0:00:55	0:02:06
27-Nov	8:31:27	8:33:18	0:01:51	8:37:20	8:37:39	0:04:21	0:06:12
	13:30:06	13:31:20	0:01:14	13:33:25	13:33:49	0:02:29	0:03:43
28-Nov	22:08:34	22:12:03	0:03:29	22:16:03	22:18:12	0:06:09	0:09:38
29-Nov	10:08:06	10:11:08	0:03:02	10:12:58	10:13:29	0:02:21	0:05:23
	17:20:46	17:22:43	0:01:57	17:24:52	17:26:13	0:03:30	0:05:27
	20:18:56	20:20:12	0:01:16	20:22:22	20:22:47	0:02:35	0:03:51
30-Nov	2:48:59	2:51:34	0:02:35	2:52:32	2:52:54	0:01:20	0:03:55
	6:10:44	6:13:56	0:03:12	6:17:19	6:18:00	0:04:04	0:07:16
	9:23:12	9:25:10	0:01:58	9:27:02	9:27:22	0:02:12	0:04:10
Medians:			0:01:36			0:02:10	0:04:00