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MEMORANDUM

To: Mayor and City Council

From: Kimberly Greer, Assistant to the City Manager

Date: August 15, 2012 (for August 27, 2012)

Subject: Update on Computer Aided Dispatch (CAD) to CAD Interface

ITEM DESCRIPTION

Council requested an update regarding the CAD to CAD interface project as well as comparative data related to the current dispatching of police and fire calls.

BACKGROUND

In October 2011, the City of Dunwoody joined ChatComm, a 911 center run by the cities of Johns Creek and Sandy Springs, for 911 call-taking and Police dispatch. ChatComm transfers all Dunwoody calls for Fire and Emergency Medical Services (EMS) to DeKalb County for service delivery. The transfer is presently achieved through a "one button transfer" which is the standard method for transferring calls from one 911 center to another throughout the United States.

To improve dispatch times for fire and medical calls, the City is working with ChatComm, DeKalb County, and the two respective CAD vendors (OSSI and Interact) to create an interface to electronically move fire and EMS calls between the two dispatch centers even more efficiently. In overview, the project requires each CAD vendor to build part of the interface (to get information from the 911 Center they serve to the other 911 Center) and a data connection to relay that information.

As discussed at the July 23 Council Meeting, development of both parts of the interface was completed earlier this summer. However, a miscommunication between DeKalb County Information Services and DeKalb County 911 Information Technology resulted in an unforeseen delay for installing the data connection. Originally, both 911 Centers and CAD vendors had agreed for a Metro Ethernet data connection, however, as reported in July, DeKalb was now requesting a Virtual Private Network (VPN) connection be used instead where ChatComm insisted upon a Metro Ethernet connection.

UPDATE - INTERFACE

Since the last update, staff has continued to make this project a top priority. We facilitated several meetings and conference calls to address and answer questions and concerns from both centers. We worked with ChatComm to help them further explore and test what the VPN solution would mean for their center. We worked with DeKalb to help them further explore what the Metro Ethernet solution would mean for their center. On Friday, August 10, DeKalb County Public Safety Director, Wiz Miller, shared that the Interim Information Technology Director will agree to utilize a Metro Ethernet connection if a firewall is provided at our expense. Metro Ethernet remains ChatComm's preferred option.

Staff's efforts for implementation are currently progressing on three fronts:

1. Finalizing DeKalb's requirements for firewall specifications and maintenance



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2. Solidifying any and all information/updates ChatComm’s operational staff believes needs to be presented or shared with the Authority Board
3. Scheduling installation of the Metro Ethernet connection

As shared previously, once the data connection is established the CAD vendors and 911 centers will then progress into the “live testing” phase, address any challenges or issues that are discovered in testing, and then “go live.”

UPDATE – DISPATCH TIMES

As requested in July, staff has compiled information related to dispatch and response times.

For the Police Department, the following chart details the average dispatch times and average response times for 2010 and 2012 (January-June). These times do not reflect any self-generated activity.

	2010 Average	2012 Average
Dispatched Time	4:33	2:14
Response Time	9:36	6:15

For the Fire Department, the following chart details the average dispatch times and average response times for Dunwoody calls from the first six months of this year.

	2010 Average	2012 Average
Dispatched Time	*	2:20
Response Time	*	7:05

*Staff has requested information from DeKalb County

RECOMMENDATION

Not applicable. This memorandum is an update.