Dunwoody
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MEMORANDUM

To: Mayor and City Council

From: Warren Hutmacher, City Manager

Date: July 23rd, 2012

Subject: **Computer Aided Dispatch (CAD) - Cost for CAD to CAD Interface and Status Update on progress toward implementation**

ITEM DESCRIPTION

Staff was requested to provide an update to the City Council regarding the costs incurred to date for the development and installation of a CAD to CAD interface as well as a status update on progress to "go live" with the interface.

BACKGROUND

The City of Dunwoody joined ChatComm, a 911 center run by the cities of Johns Creek and Sandy Springs, as a subscriber for Police dispatch in Fiscal Year (FY 2011). ChatComm also transfers calls for Fire and Emergency Medical services to DeKalb County for service delivery. The transfer of fire and medical calls from ChatComm to DeKalb County is achieved through a "one button transfer". The "one button transfer" 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 two CAD vendors (OSSI and Interact) to create an interface to move fire calls between the two dispatch centers in the most efficient manner.

ANALYSIS

The City began the process of working with the two 911 center CAD vendors, OSSI (Chatcomm) and Interact (DeKalb County) in the fall of 2011. Original estimates called for a January, 2012 "go live" date. This estimate has proven to be unrealistic. There have been numerous delays in the production of the two interface modules. These delays have set the schedule back by over 8 months and unforeseen programming work has added to the costs of the project. While CAD to CAD interfaces exist, the technology is emerging and this project has fallen victim to the pitfalls of a "Research and Development" (R&D) project. While staff has kept this project as a top priority, we have been frustrated with the numerous obstacles and roadblocks encountered to bring this assignment to completion.

Currently, staff is working with ChatComm and DeKalb County to establish a dedicated network connection to transport the data from one center to the other. All parties agreed initially to a Metro Ethernet connection, however, a miscommunication between DeKalb County Information Services and DeKalb County 911 Information Technology resulted in confusion as to the means of establishing the connection. In short, DeKalb County is now insisting upon a Virtual Private Network (VPN) connection and ChatComm has insisted on a Metro Ethernet connection. Staff is brokering a solution, and expects to begin live testing this month. The final step will be the "go live" after all bugs are worked out from the testing of the interface.

Costs billed to date are $8,280. It is anticipated, based on projections that at project conclusion, the cost may be $75,000. This covers the costs for the software development, testing and troubleshooting for OSSI and Interact. This figure also covers maintenance on the Interact interface and any software updates necessary for 60 months as a part of their fee. OSSI will charge the City $1,120 annually for maintenance and software updates on their interface.

At the August work session staff will present additional data requested including dispatch and response times.

RECOMMENDATION

Not applicable. This memorandum is an update.