



41 Perimeter Center East, Suite 250
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MEMORANDUM

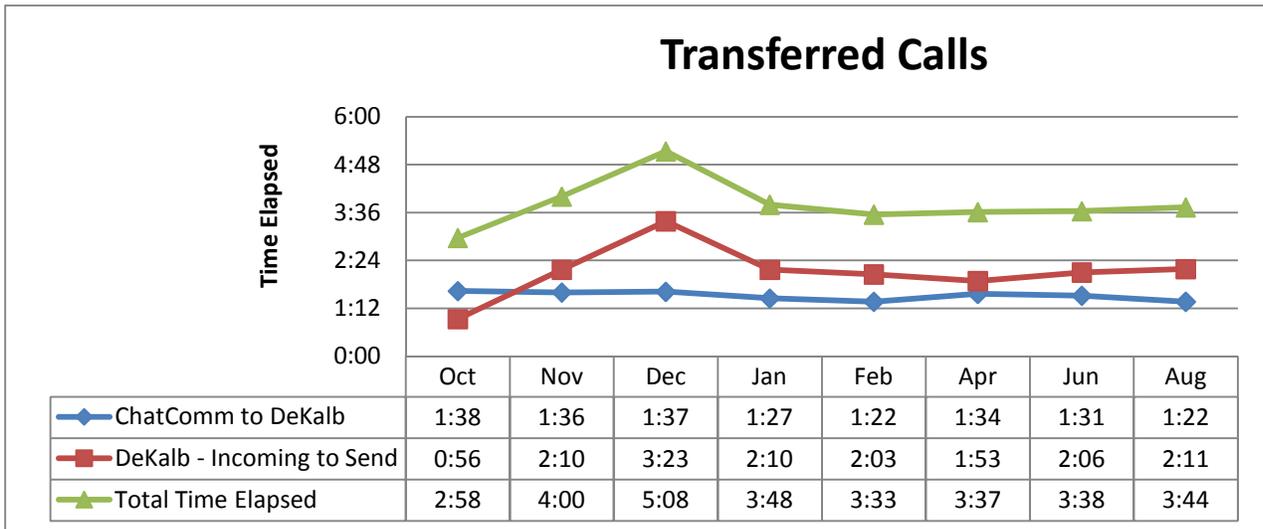
To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: September 24, 2012
Subject: **Update on Transference of Fire and EMS calls**

ITEM DESCRIPTION

Staff continues to monitor performance related to the transference of calls between the two 911 Centers serving our community. Performance from both centers remains fairly consistent. Additionally, staff continues to work with the County as it relates to securing the necessary permissions to install a data connection which will allow the testing of an interface to electronically share call data between the two 911 Centers.

UPDATE – TRANSFERENCE OF CALLS

For all Dunwoody 911 calls requiring fire or emergency medical services (EMS), ChatComm continues to transfer these calls to DeKalb County for the dispatching of appropriate resources. The following chart and graph summarize and visually display the median time elapsed for the transference of calls by month since the transition. The months of March, May, and July are omitted due to a lack of data from DeKalb.



Over these eight months, on average it takes **one minute and 30 seconds** from the time the call hits the automatic call distributor in ChatComm until a DeKalb County call-taker enters the call into their system. Once DeKalb controls the call, over these eight months, on average, it takes **two minutes and six seconds** to send the call to dispatch.

UPDATE – RESPONSE TIMES

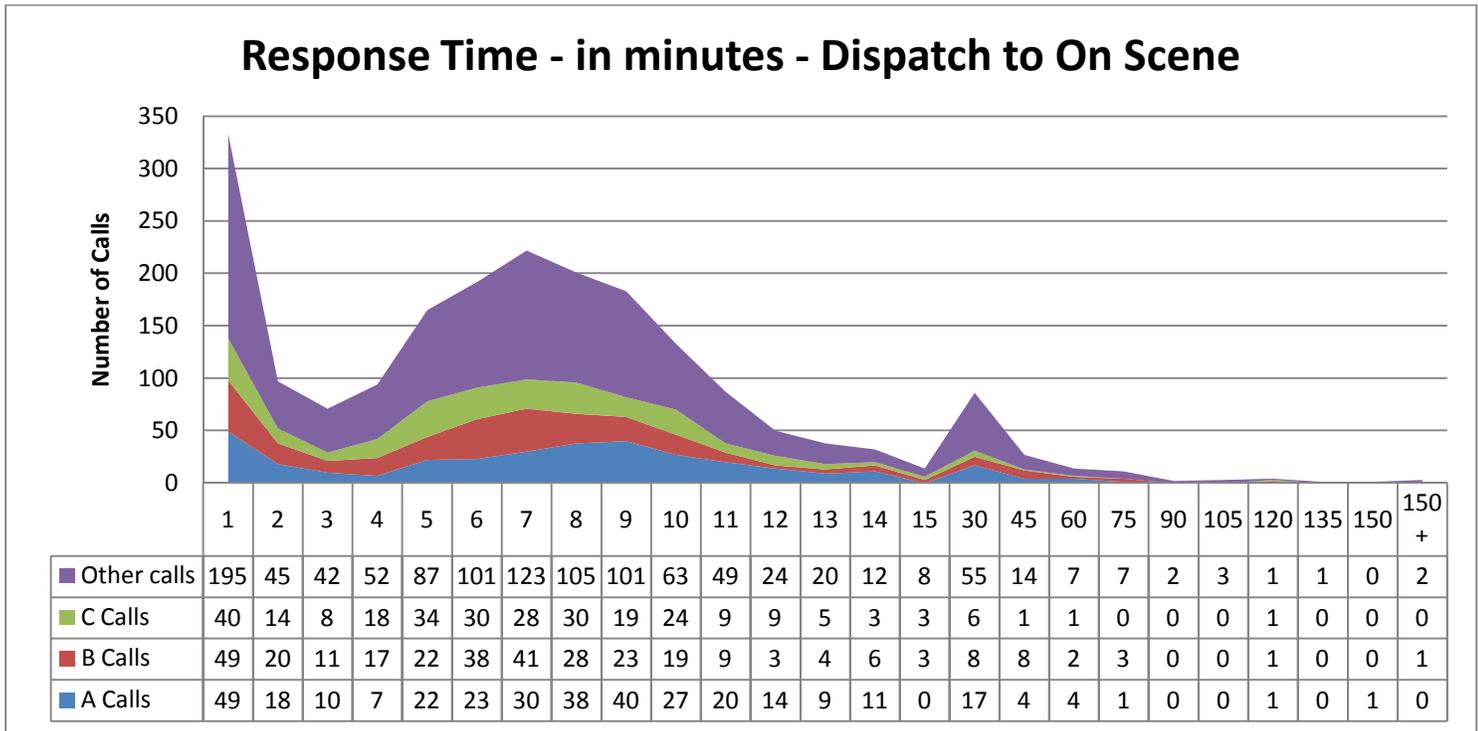
For the first six months of 2012, DeKalb County responded to 2,064 fire or EMS calls in Dunwoody. As discussed at the August Council Meeting, DeKalb County reports their



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“response time” (from dispatch to the scene of the emergency) for all Dunwoody fire and EMS calls during this period took an average of seven minutes and five seconds.

As requested by Council at the August Meeting, staff has completed additional analysis of the raw data for the response times. Because DeKalb County classifies and prioritizes their response to calls to ensure appropriate resources and personnel are dispatched to incidents, staff looked into the distribution pattern for response between the high-priority calls and the non-high priority calls. The following chart breaks out calls based on their Event Code “A,” “B,” “C” and all other calls.



Given the number of outliers in the data set, staff believes rather than consider an average response time, a median would be a much more appropriate measure due to the outliers which unnecessarily skew the information. For all calls during the six month period, the median response time was **six minutes and 19 seconds**.

Although staff also separated the call data by priority level, both the average and the median response times are similar across priority levels. The following chart details the breakdown of median response times.

MEDIAN	Calls	Incoming to Dispatch	Dispatch to On-Scene
Alpha Calls	346	0:02:26	0:07:26
Bravo Calls	316	0:02:10	0:06:04
Charlie Calls	283	0:02:13	0:05:55
ABC Calls	945	0:02:09	0:06:25
Other Calls	1119	0:02:00	0:06:15
All Calls	2064	0:02:07	0:06:19



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Based on this dataset, staff believes DeKalb's response times are complicated by more factors than the seriousness of the incident represented in the event code or priority level assigned. DeKalb's ability to respond is likely also affected by factors including, but not limited to, staffing levels, equipment availability, traffic, and call volume.

UPDATE – CAD-to-CAD INTERFACE

In an effort to eliminate the delay experienced from transferring fire and EMS calls between the two 911 centers, staff continues to work diligently on the Computer Aided Dispatch (CAD)-to-CAD Interface.

Since the August update, DeKalb County provided the necessary specifications for the firewall that DeKalb requested be added to further secure the Metro Ethernet data connection. Staff has purchased the firewall but has been unable to install the device or the data connection as we continue to work with the County as it relates to necessary permissions to access the County's data system.

Staff believes the data connection necessary for the CAD-to-CAD interface is sufficiently addressed in the IGA with DeKalb County for Fire and EMS dispatching that the City adopted last September. Over the last few weeks, DeKalb's legal and contracting division has been reviewing this Intergovernmental Agreement.

Over the last week, it has become apparent that the DeKalb County Board of Commissioners did not adopt the IGA for Fire and EMS dispatching as part of a regularly scheduled meeting. Staff is working with DeKalb to determine if it was considered as part of a special called meeting, or in another method outside of their standard process. If the IGA was not previously adopted by the Board of Commissioners, it will need to be formally adopted before the data connection, and firewall, can be installed.

NEXT STEPS

Once the IGA has been adopted by the DeKalb County Board of Commissioners, DeKalb will then allow the installation of the data connection and firewall which will provide the connection necessary for testing to begin.