# MEMORANDUM

**To:**       Mayor and City Council

**From:**     Kimberly Greer, Assistant to the City Manager

**Date:**     April 8, 2013

**Subject:**  **Update on CAD-to-CAD Interface**

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## ITEM DESCRIPTION

Progress continues to be made on the two issues identified during interface testing.

## BACKGROUND

In October 2011, the Chattahoochee River 911 Authority (ChatComm) began answering and dispatching Dunwoody's 9-1-1 calls. Police service calls constitute approximately 90% of the City's emergency call volume. Since the transition, the average amount of time needed to dispatch police calls has been cut in half, moving from an average of 4 minutes and 33 seconds down to an average of 2 minutes and 13 seconds.

DeKalb County continues to provide fire and emergency medical service to the City including the dispatching of those resources. Since the transition, calls requiring fire or emergency medical service have been transferred using the industry standard, one-button transfer. Fire and emergency medical service calls constitute approximately 10% of the City's emergency call volume or roughly 10 calls per day. Since the transition, the average amount of time needed to dispatch fire calls, because of the transfer between the two centers, has been extended by approximately 90 seconds.

To surpass the industry standard one-button transfer method and eliminate the associated delay, staff has been coordinating the development of a Computer Aided Dispatch (CAD)-to-CAD interface to connect ChatComm's CAD system to DeKalb's CAD system. Once completed, this interface will allow the call information for fire and emergency medical service calls to be electronically shared and eliminate the transfer time.

## UPDATE

Since the February update, progress has been made on both issues that were identified as part of the last round of testing but neither issue has been fully resolved.

First, regarding the separation of the "building" or "suite" number part of the address string, the project team (including both CAD vendors, both 911 centers, and city staff) has explored several different potential solutions. The solution that currently looks most promising involves our CAD vendor making a modification to separate the "building" and "suite" numbers to the corresponding existing fields in the DeKalb CAD system.

As for the programming and verification of programming for the nature codes (which denote the type of emergency), DeKalb has completed the programming of the nature codes provided by ChatComm.