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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: December 9, 2013
Subject: **Update on CAD-to-CAD Interface**

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. The average amount of time needed to transfer calls between the two centers is approximately 90 seconds.

To surpass the industry standard one-button transfer method and eliminate the associated transfer time, 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

We remain on the schedule outlined by the Mayor at the November 12, 2013 Council Meeting with "go live" for the interface anticipated in mid- to late-January. Staff continues to push to speed up this implementation.

Since the November update, staff facilitated a meeting between the two 911 centers to discuss and determine Standard Operating Procedures to be used by the 911 Centers for the handling of calls transferred through the CAD-to-CAD interface. Both 911 Centers have since drafted the necessary policy documents. ChatComm's Standard Operating Procedure was approved by their Technical Advisory Committee last week.

The next step will be additional testing and training with lead supervisors at both centers which is scheduled for later this week. Once sufficient testing and training is complete we will return to the ChatComm Technical Advisory Committee for their approval of implementation. The TAC agreed to plan for a Special Called Meeting in the coming week for the purpose of that discussion.