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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: February 6, 2013 (for February 11, 2013)
Subject: **Update on CAD-to-CAD Interface**

ITEM DESCRIPTION

The final side of the permanent data connection has been installed. DeKalb is working through issues identified in the last round of testing.

BACKGROUND

In an effort to further improve the communication between the two 911 centers serving Dunwoody, staff continues to work diligently on the Computer Aided Dispatch (CAD)-to-CAD interface project. Once completed, this interface will allow the call information for fire and emergency medical service calls to be electronically transferred which will be significantly faster than the industry standard, one-button transfer method used today.

UPDATE

Since the January update, the DeKalb County portion of the Metro Ethernet connection has been installed and successfully tested for data transference. The interface has not yet gone live as DeKalb is still working through some modifications to their portion of the interface.

As reported in the January update, DeKalb's CAD vendor, InterAct, was developing an adjustment that would improve the geographic validation process for calls. The initial development was completed in January and the proposed improvement was tested, however, several issues were identified that need to be remedied. DeKalb's vendor is working to correct those issues. Staff regularly received updates from InterAct and has scheduled the next testing session for Friday the 8th.

Concurrently, ChatComm is completing a few routine server upgrades. These upgrades are to the benefit of Dunwoody and the other agencies served by the center and are not presently delaying the process due to InterAct's continued development on the interface. ChatComm is working to have the server upgrades completed quickly to ensure that their improvements do not further delay our project.

NEXT STEPS

Once the issues associated with the DeKalb interface improvement have been tested, we will complete final interface testing on the new Metro Ethernet connection and then "go live" with the interface.