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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: January 9, 2013 (for January 14, 2013)
Subject: **Update on CAD-to-CAD Interface**

ITEM DESCRIPTION

Interface testing has been completed, one side of the permanent data connection has been installed and the second side is being scheduled for installation.

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

Interface testing was completed in late December. All aspects of the interface were successfully tested including sending sample call data and call updates between the two centers. The only issue that is still presently being investigated is a possible improvement to the DeKalb portion of the interface. The proposed improvement does not impact the ChatComm side of the interface and is being tested by DeKalb’s CAD vendor, InterAct, on Thursday, January 10th.

The interface has not yet gone live because of the immediacy of the installation of the permanent Metro Ethernet data connection. As reported in October update, an interim data connection was established for testing because of the longer lead time associated with the installation of a Metro Ethernet data connection. Since the December update, the ChatComm side of the permanent Metro Ethernet data connection has been installed. Installation of the DeKalb portion of the Metro Ethernet is tentatively scheduled to begin on Monday, January 14th.

NEXT STEPS

Once the DeKalb portion of the Metro Ethernet connection is installed we can begin final testing prior to “go live” of the interface.