

MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: June 3, 2013 (for June 10, 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. 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 May update, programming and initial testing has been completed regarding the separation of the "building" and "suite" number part of the address string. The initial round of testing successfully conveyed the "building" and "suite" number to the "apartment" field as designed. Further testing is planned.

As we draw closer to implementation, representatives from Dunwoody, ChatComm and DeKalb gathered for renewed dialogue on the Standard Operating Procedures for the handling of call information to be transferred through the interface. Although the dialogue was productive, it did uncover an issue related to the transferring of medical determinant codes that we are now working to address.

Both 911 centers utilize the same dispatch software to manage medical calls. Based on information shared by the caller, the software presents the call-takers with a series of questions. As the call-taker keys in the caller's responses, a medical determinant code is processed. The medical determinant code quickly conveys many pieces of information to the emergency medical responders. Since we began developing the interface, ChatComm has distilled the hundreds of medical determinant codes to six medical response codes where DeKalb continues to use the medical determinant code.



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One of the pieces of information the interface was designed to transfer is the final code recorded by the call-taker. However, we now need the interface to transfer the determinant code from ChatComm before it is distilled into a medical response code.

To complete the necessary development work requires work on both sides of the interface. On the OSSI/SunGard side we will need to complete an additional 12 hours of development and an associated cost of \$2,400. The InterAct programmers are working to finalize a quote detailing the timeframe and cost of completing the necessary work. If the quote from InterAct is in line with that received by OSSI/SunGard both quotes will be executed and the expense will be covered by the collected E911 fees.

Once programming has been completed, we will move into testing. Once testing has been completed successfully the interface will go live.