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## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Kimberly Greer, Assistant to the City Manager  
**Date:** October 28, 2013  
**Subject:** **Update on CAD-to-CAD Interface**

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### **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**

Since the update earlier this month, we met with the ChatComm Authority Board last Friday to discuss our progress and plans for implementation. The Authority Board agreed we should involve the lead supervisors and then personnel at each 911 center but their direction has modified our project implementation. Since we have been through several months of testing and tweaking, they want to proceed cautiously and requested that we extend to testing period to ensure the interface's full successfully functionality can be fully documented. They directed that we should involve the lead supervisors and then personnel in the test phase, developing a comfort level with the interface before final training procedures and protocol are established. They also requested that once all personnel have tested on the system they be consulted for a final sign off before "going live" with the interface.

Staff continues to work to keep this project moving and has reached out to the directors of both centers and vendors. The Managing Director of ChatComm is working with his company, iXP, to determine who will have what role in the continued testing so that he can then coordinate availability.