![Dunwoody logo - Smart people – Smart city]

<u>MEMORANDUM</u>

To: Mayor and City Council

From: Kimberly Greer, Assistant to the City Manager

Date: April 28, 2014

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

A testing session conducted Thursday, April 24th confirmed the results of last week's testing session (which showed all technical issues have been resolved). However, as we moved to more operational-style testing (that is we moved past testing features and began testing the operational configurations and methods used by our dispatchers) we uncovered an issue that needs to be resolved before we can move to the implementation phase.

The issue relates to how 911 calls actually create separate incidents for police, fire, and emergency medical. Notes entered by any party need to show in all incidents. That is, when a police officer records his or her arrival on scene that should be conveyed not only to the ChatComm dispatcher but also to the fire call. The issue can be addressed on the OSSI/SunGard side of the interface. The lead developer has already stated working on the issue but we do not yet have a timetable for how long it will take to address the issue.