# Memorandum

To:         Dunwoody Mayor and City Council

From:       Gary A. Rapp, LR Kimball

Date:       August 11, 2014

Subject:    Update on CAD to CAD Interface

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**BACKGROUND**

In July 2014 the city of Dunwoody partnered with LR Kimball (Kimball) to manage the completion of the Computer Aided Dispatch (CAD) to CAD interface project.

Kimball has been tasked with reviewing the work completed to this point, diagnosing the feasibility of project completion, and motivating the CAD vendors to complete any necessary development work in order to utilize the interface in the live environment.

**UPDATE**

Based on a review of the work done to date, the CAD to CAD interface appears to be fully functional with the exception of validation of calls involving intersections. The Intersection problem is related to the different ways that the 911 centers identify these locations and supplemental information attached to the intersections.

This supplemental information attached to the intersections by DeKalb, such as odd or even numbering or association with fire response configurations, ends up identifying a two street intersection as up to 4 different locations. So rather than seeing, as an example, Mount Vernon and Chamblee Dunwoody as a single location, it could be identified as 4 different locations. This results in a pop-up window asking the DeKalb call-taker to confirm the location. Not all intersections have this supplemental information. The DeKalb CAD vendor is unaware of how the source data came about and does not produce this data, simply being a user of the database.

**NEXT STEPS**

We will review the database of Intersections and their supplemental information to determine if the supplemental information actually impacts how a call will be handled by emergency services personnel. If the supplemental information is not useful for the immediate response of emergency services we will review the process to exclude it from the call process. If the data is required, we will review the steps necessary to produce the supplemental information for each call so the intersection can be fully identified sufficiently. Even if not required for the immediate response of emergency services, the data should not be deleted as it may be used in other ways. It would simply not be used for this process.

Given the recent transition to Kimball for project management, we are still diagnosing the feasibility of project completion. Ultimately, the project's success or failure is externally dependent upon CAD vendors for both 911 centers serving the city.