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## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Kimberly Greer, Assistant to the City Manager  
**Date:** February 24, 2014  
**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 January update, DeKalb's CAD vendor (InterAct) completed the necessary DeKalb CAD system update. Although they tested the interface as part of the update, subsequent tests connecting the interface to the ChatComm center have uncovered a number of unintended challenges caused by the CAD update.

Over the last two weeks we have been conducting vendor-to-vendor level testing to identify and address the unintended challenges of the CAD update. We are presently working through the last two issues.

The only remaining steps before implementation are the final round of testing between the two 911 centers and approval from the ChatComm Technical Advisory Committee and the ChatComm Authority Board.

The final round of testing is now scheduled for later this week and the ChatComm Technical Advisory Committee will be meeting next week.