

MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: February 10, 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

We remain on the schedule outlined at the January 14, 2014 Council Meeting. On February 4th DeKalb's CAD vendor (InterAct) completed the necessary DeKalb CAD system update. As part of the update, they "thoroughly tested" the interface in their training environment and are confident it still works as designed.

Later this week we will be conducting a final round of testing between the two 911 centers. As the final round of testing, it is critical that representatives from all the agencies and entities participate. The 13th of February was the first available date following the update for the necessary representatives from ChatComm, DeKalb, InterAct, OSSI/SunGard, iXP, and Dunwoody.

Earlier this month, we met with the ChatComm Technical Advisory Committee and reached out to the ChatComm Authority Board. Both agreed to hold special called meetings following the testing round (so as not to delay implementation). The meetings will both likely occur on the 14th of February.

Following the approval from two ChatComm levels, the target for go-live is the end of February. This will give both 911 centers roughly two weeks to work with every shift of their personnel to ensure all call-takers and dispatchers understand the use of the interface.