



41 Perimeter Center East, Suite 250
Dunwoody, Georgia 30346
P (678) 382-6700 F (678) 382-6701
dunwoodyga.gov

MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: January 13, 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

Since the December update we completed very successful testing call during which we were able to verify all outstanding issues had been addressed. The connection remained stable throughout the test, the functionality was improved (all special characters transferred appropriately), and all test calls transferred successfully. In short, the interface is complete and works to the satisfaction of both 911 centers. The ChatComm Technical Advisory Committee met last week and expressed their continued support and willingness to take any steps they could to move this project to completion.

However, following our successful testing calls as we were planning the timing for "go live," DeKalb's CAD vendor (InterAct) advised that in order for the interface to work in their live environment they will need to complete a CAD system update. Staff is still working to determine how InterAct could have overlooked the need for this system update. As a user of the system there is no way DeKalb could have anticipated the need to do a system update with the interface. InterAct should have known they would need to update DeKalb's CAD platform in order to go live with the interface when they began programming for the interface. Interact's oversight is now delaying the implementation of the project.

Due to the complexity and security levels built into computer aided dispatch systems, CAD system updates are usually large undertakings which are accompanied by months of planning and preparation. Although this CAD software system update is only necessary to



41 Perimeter Center East, Suite 250
Dunwoody, Georgia 30346
P (678) 382-6700 F (678) 382-6701
dunwoodyga.gov

implement the interface and has the potential to disrupt their entire 911 center, DeKalb remains committed to completing the update so that we can implement the interface. In order to ensure their entire 911 center is not negatively impacted, DeKalb needs time to plan with InterAct for the CAD software system update. DeKalb has not wavered in their efforts to make time for this project. Meetings have been scheduled with InterAct to plan for the implementation of this update.

Following discussions with DeKalb, staff has reached out to InterAct as well as InterAct's parent company AT&T to express our displeasure with this delay. AT&T has been advised and agreed they will not be paid for their work on the project until such time the update has been completed and the interface has been implemented.

Staff continues to press InterAct and AT&T for a firm timeline for the update. However, based on past updates to our CAD system, we believe this may be a multi-month delay. If our CAD vendor were completing an update they would typically take a few weeks to plan for (January), take a few weeks in a test environment (February), and then a few more weeks to implement and monitor (March).

Following the CAD system update, staff will coordinate a final round of testing to ensure all aspects of the interface still work. We will meet with the ChatComm Technical Advisory Committee and ChatComm Authority Board for their approval of implementation and then "go live" with the interface.