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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: June 4, 2014 (for June 9, 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

The large center-to-center test completed this week revealed a weakness in the coding InterAct completed for I-285 intersections. A developer with InterAct has begun looking at the code in an effort to resolve the issue quickly. Staff will revise this memorandum as new information becomes available in advance of the final agenda publication. Once resolved, the group will re-test the interface and move to the live environment.

For post-implementation project management (to address any issues that arise or changes that are necessary), staff received proposals from L.R. Kimball and IXP Corporation. Key attributes and difference between the firms are detailed in the following chart.

Key Attributes	L.R. Kimball	IXP Corporation
Strong Public Safety Technical Background	Yes	Yes
Experience with Interfaces Connecting CAD to RMS	Yes	Yes
Experience with Interfaces Connecting Disparate CADs	Yes	No
Experience with OSSSI (outside of this project)	Yes	Yes
Experience with InterAct (outside of this project)	Yes	No
Experience with ChatComm (outside of this project)	No	Yes



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Each firm was asked to provide both an hourly rate and a not to exceed cost.

Cost Proposal	L.R. Kimball	IXP Corporation
Hourly Rate (plus expenses)	\$148	\$175
Not to Exceed Cost for 2014	\$25,000	not yet provided

Both firms proposed an hourly rate plus expenses. Both firms are headquartered out of state and anticipated managers working on the project remotely. Should the work necessitate their attendance in person at meetings, their travel and living expenses would be additional costs.

Both firms were asked to provide a not to exceed figure. Although the city would only be charged hours worked on the project, the "not to exceed cost" would cap our expenses. Staff will revise the memorandum as soon as we have received the not to exceed cost from IXP.