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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: June 18, 2014 (for June 24, 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

Based on Council consensus, a contract for project management of the CAD-to-CAD interface project has been finalized with L.R. Kimball. The contract is in the process of being executed. Staff is scheduling discussions with L.R. Kimball to get them up to speed on the project.

Since the June 9th update, additional testing has been completed to review interface setting changes made by InterAct, DeKalb's CAD vendor. InterAct is completing additional quality assurance and quality control testing of the different facets of the interface to ensure their changes do not impede the functionality of the interface.

Once completed, the full group will re-test the interface and move to the live environment.