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## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Kimberly Greer, Assistant to the City Manager  
**Date:** May 12, 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**

Staff continues to work through the implementation phase of the project with both centers. Over the last two weeks we have been conducting additional operational-style testing of the interface. No additional issues have been uncovered since the April update.

The implementation phase for the project is expected to last throughout the month of May before a hard, go-live. The implementation phase includes a review of all operational procedures and processes, training for all center personnel, a "soft live" (which will likely include coordinated transfers in a live environment), and a final go-live.

Staff is targeting completion of the implementation phase and a final go-live at the end of May. A set day is not planned for the final go-live but will be at the discretion of the leaders of both 911 centers.