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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: May 27, 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

Staff continues to work through the implementation phase of the project with both centers. Additional rounds of operational style testing are scheduled for this week with a large center-to-center test planned for Thursday the 29th. Should the large center-to-center test go well and prove the interface continues to work to the satisfaction of all parties, the intention is to continue to final training for all center personnel, a "soft live" (which will likely include coordinated transfers in a live environment), and a final go-live.

As requested by the Council, proposals for post-implementation project management (to address any issues that arise or changes that are necessary) are due to the city on Friday the 30th. Staff has received questions from two different firms. Both firms have indicated their intention to submit a proposal for our consideration.