

Memorandum

To: Dunwoody Mayor and City Council
From: Denise M. Oshall, LR Kimball
Date: June 22, 2015
Subject: Update on CAD to CAD Interface Testing

BACKGROUND

In July 2014 the city of Dunwoody partnered with LR Kimball (Kimball) to manage the completion of the Computer Aided Dispatch (CAD) to CAD interface project.

Kimball has reviewed the work completed to this point, diagnosed project completion as feasible, and has been working to motivate the CAD vendors to complete any necessary development work in order to utilize the interface in the live environment.

As of August, the interface was fully functional with the exception of validation of intersections. Kimball diagnosed that the issues with intersection validation were based on differences in the database used by DeKalb. Kimball identified the specific records that needed to be changed within the DeKalb database. DeKalb began with a subset of the changes. Testing showed the changes were effective in allowing intersections to be transferred between the centers and appropriately validate.

UPDATE

CAD to CAD testing with DeKalb, InterAct and ChatComm took place on June 10, 2015.

Present included representatives from InterArc, ChatComm, Sunguard and a full contingency of stakeholders from Dekalb including Lt Mooneyham, Capt Galbraith, Cmdr Cass and the entire 911 support group including training personnel.

Follow-up testing for the changes made to the EFD "74-Device" protocol card was conducted and was successful. Additional calls were transferred just as a further test of the system and were also successful. Both Dekalb County 911 and Chat Comm staff members gave approval for the technical operation of the CAD to CAD interface and agreed to move forward with the go-live process. Chat Comm anticipates that it will take 30 days for them to be ready to go-live.

Joe Estey from Chat Comm will coordinate a meeting with Chat Comm, Dekalb 911, and Dunwoody staff to review the operating procedures using the CAD to CAD interface. At that meeting both centers will provide a timeline for training, review the SOPs for the interface, and set a go-live date.