# Dunwoody
**Smart people – Smart city**

# <u>MEMORANDUM</u>

**To:**        Mayor and City Council

**From:**     Kimberly Greer, Assistant to the City Manager

**Date:**     March 6, 2013 (for March 11, 2013)

**Subject:**  **Update on CAD-to-CAD Interface**

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## ITEM DESCRIPTION

The adjustment needed related to geographic validation has been completed; two issues are being tweaked before migration to the Metro Ethernet connection and final testing.

## BACKGROUND

In an effort to further improve the communication between the two 911 centers serving Dunwoody, staff continues to work diligently on the Computer Aided Dispatch (CAD)-to-CAD interface project. Once completed, this interface will allow the call information for fire and emergency medical service calls to be electronically transferred which will be significantly faster than the industry standard, one-button transfer method used today.

## UPDATE

Since the February update, InterAct, DeKalb's CAD vendor, has completed the adjustment necessary to allow for their CAD system to accept the geographic validation of calls completed by the ChatComm call-taker. The interface will convey both the physical address and longitude and latitude of the location allowing more efficient routing of fire and emergency medical vehicles.

During the testing over the last month, two issues were raised needing additional tweaking. The first relates to the "building" or "suite" number part of the address string. Staff is coordinating with OSSI, our CAD vendor, to ensure that the "building" or "suite" part of the address is separated into the call narrative/notes section before the information is transferred to DeKalb.

The second issue relates to the nature codes which denote the type of emergency. With the pending migration to the Metro Ethernet, staff is working with ChatComm, DeKalb, and the two CAD vendors to check and re-check that all nature codes translate appropriately between the centers.

## NEXT STEPS

The next steps are network programming of the Metro Ethernet connection, final testing on the Metro Ethernet connection, and then "go live" with the interface.