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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: November 13, 2013
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

Since the October update, based on Council's direction the Mayor has taken an active role to push for the completion of this project. He and the City Manager reached out to all parties involved in the process to communicate in a strong and candid manner the importance of completing this project.

On the testing and training front we have also taken several significant steps towards implementation. We conducted additional rounds of uneventful, successful vendor testing and the first round of testing involving personnel from both 911 centers.

Personnel at both centers positively reacted to the interface in that both centers could enter information and interact with their CAD system in essence the same way as they normally do with the interface completing all the necessary translation between the two CADs. That is, a ChatComm supervisor entered incidents into the ChatComm CAD and when sent to dispatch the incident instantaneously populated on the DeKalb CAD. Supervisors from DeKalb noted all the call information was present on the CAD as if they received it from a DeKalb call-taker. Response and incident updates instantaneously populated to both CAD call records. To keep testing and training moving forward the vendors have begun technical diagnostics from the testing sessions, additional rounds of testing are being scheduled, and staff is coordinating the next discussion of standard operating procedures to finalize the procedural details for handling calls through the CAD-to-CAD interface.



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At the October Council Meeting, Councilman Heneghan requested that this update also include information as to how cell phone calls are handled when the caller cannot or does not speak. He mentioned he received an inquiry from a citizen that discussed how DeKalb can narrow the call to a block number or tower and automatically record the phone number and address and inquired about ChatComm's process. Staff has since confirmed that ChatComm uses the same process and whatever information is delivered with the call (cell tower, device number, or location) is captured by ChatComm and becomes a permanent part of the record of the call and incident.