



41 Perimeter Center East, Suite 250  
Dunwoody, Georgia 30346  
P (678) 382-6700 F (678) 382-6701  
dunwoodyga.gov

## FOR IMMEDIATE RELEASE

Contact: Edie Damann  
Marketing and PR Manager  
678-382-6700

### **Dunwoody and ChatComm Host 911 Open House** *City prepares for Transition of 911 Communication Services*

**Dunwoody, Ga. – September 14, 2011** – Residents and businesses in Dunwoody are invited to a behind-the-scenes look at the City’s new 9-1-1 communications services provider during a 911 Open House on Wednesday, September 28, 2011.

Beginning October 3, the City of Dunwoody will join the cities of Sandy Springs and Johns Creek in their joint 9-1-1 center known as the Chattahoochee River 9-1-1 Authority or ChatComm.

“With the transition to ChatComm, Dunwoody ensures a high level of service for our citizens while limiting our expenses to a fixed fee,” said Mayor Ken Wright. “Moving to ChatComm solidifies a vital part of Dunwoody’s public safety efforts by improving our 911 communication services.”

Based on an Intergovernmental Agreement (IGA) signed earlier this year, ChatComm will answer and dispatch Dunwoody’s police emergency calls. Performance standards in the IGA stipulate that at least 90 percent of 9-1-1 calls be answered within 10 seconds and at least 90 percent of calls be processed for dispatch within 60 seconds.

ChatComm dispatches emergency calls for Sandy Springs and Johns Creek police including fire departments and the Rural Metro Ambulance services for Sandy Springs. In 2010, ChatComm received over 110,000 9-1-1 calls and dispatched to 114,122 incidents.

- WHAT: 911 Open House  
(tours, light refreshments, and information on ChatComm)
- WHERE: ChatComm  
859 Mount Vernon Highway, Suite 400  
Sandy Springs, GA 30328
- WHEN: Wednesday, September 28  
10:00 a.m. – 12:00 p.m.  
7:00 p.m. – 9:00 p.m.
- PHOTOS: Available in select locations throughout the Open House

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**About the City of Dunwoody, Georgia** - Dunwoody is a city located in metro Atlanta, in northern DeKalb County, Georgia. Dunwoody officially incorporated as a city on December 1, 2008. The City of Dunwoody will provide quality service to its citizens and support the largest economic engine in the Southeast by planning in a careful and thoughtful manner. The City of Dunwoody will be inventive and transparent and will embrace responsible progress, tempered by the city's rich history and strong desire to maintain a close and vibrant community atmosphere that values family life and the entrepreneurial spirit. The City of Dunwoody will continue to support and nurture a community dedicated to the preservation of family, education, religious institutions, and the environment.

#### **About ChatComm**

The Chattahoochee River 9-1-1 Authority (ChatComm) was established jointly by the Cities of Sandy Springs ([www.sandyspringsga.gov](http://www.sandyspringsga.gov)) and Johns Creek ([www.johnscreekga.gov](http://www.johnscreekga.gov)), Georgia in October of 2008 for the provision of 9-1-1 call processing and police, fire, and emergency medical services dispatch for the two communities. In January of 2009, the design, implementation, management, and staffing was outsourced to a public safety communications consulting firm. iXP Georgia, LLC is managing the ChatComm initiative under a performance-based contract overseen by representatives from both Cities. Serving a combined residential population of approximately 170,000 in north metro Atlanta, ChatComm is the largest known 9-1-1 public-private partnership in the country.