

Tritech CAD Mobile Rollout and Training

After a year's worth of work, we are at a point where we can begin the rollout and training for our new Tritech CAD Mobile system. The "Go Live" date for the system is February 13th, so it is important that we begin training and set some expectations about where the system will be after the go live date. Pardon the long email, but there is a lot to cover.

Training:

There are 2 parts to the training. The first is a self study video that has been set up at the following link: <https://www.caztraining.com/tri-tech-cad>. The lesson is broken up into 2 parts- start with the video that begins with the introduction and demonstration on how to log in. Each of your desktops has the icon for Tritech, and you can play with the program while watching the video. CAD Mobile is not live right now, so playing with this program will not adversely affect real-time dispatch. **Please make certain that you watch these videos as soon as possible and prior to the teleconference training sessions.** CAFMA- we don't have icons on the station computers but it is on your MDTs and you can log in and begin to familiarize yourselves.

The second part of the training is a teleconference session via "Zoom" teleconferencing. These sessions will be at 0900 and 1300 on Feb 1, 6, and 7. It will be up to your BC to assign your engine to whichever teleconference they would like your crew to attend. As with the YRMC CEs, the teleconference will be live and you will be able to submit questions for topics that were not covered in the video. Links for the teleconference are specific to date and time, and are on the sheet attached to this email. When you click on the link, you may be prompted to install a document called "zoom.exe". If you get this prompt, go ahead and install, as it should be cleared for installation through the city's firewall.

Following the teleconference, you are encouraged to continue familiarizing yourself with the program via the link above, both on your desktops and in your engine MDTs. As of today, Station 71, 72 and B1 are all operational (training only) and you can play with the program on the vehicle MDTs. 73, 74 and 75 are scheduled to be set up today/tomorrow. As you familiarize yourselves with the program, we are confident that it will be intuitive and user friendly for those of you that are accustomed to using computers.

Rollout

Tritech will "Go Live" at 0400 on Feb 13th. At 0430, each engine company will need to go to their MDTs and log their crew onto the program. For a period of at least 48 hours, Tritech will be on-site to provide 24-hour, live support for the program as we transition. A member of the Tritech team will be on Engine 72 the morning of the 14th to monitor program performance and provide immediate support should issues arrive. I will also be available by cell phone at any point during these two days to help manage issues as they arise.

Rollout is going to be limited to the Tritech CAD Mobile program only. This means that many of the promised features such as auto-population of data across Alpine RMS/ePCR will not be immediately functional. Additionally, the new records management system, Alpine RMS, will not be live on Feb 13th. Therefore, you will need to continue entering data in ADSi, as usual. Information on training and rollout of Alpine will be made available in the near future.

CAFMA- when we go live with Tri Tech you should be able to now use the CAD download button in Image Trend to get all your run number/times and address etc. I will make another Zoom video about how to do this. I am not sure when the Alpine will be live.

Finally, regarding rollout, this sort of thing almost never goes smoothly. There will still be issues that we need to address following rollout. There will be problems with information, buttons will malfunction, and information will be in new locations from what you are used to. Patience is the key word for this process. Additionally, keep in mind that dispatchers will be getting used to the new program, as well. Therefore, please be patient with them as they, too, adapt to the new way of doing things.

CAFMA- please take screenshots of problems with your phone or the MDT so we can send to dispatch for fixes.

Questions

What about Active 911?

It will still be in use- do not delete it. There is a supplemental program for Tritech called "Inform Me". This program effectively allows you to turn your phone into an MDT. However, for all system users combined (PVPD, PPD, CAFMA, PFD, etc), there are a limited number of licenses available to share. At this point, the common thought is that it will be made available to command staff for the various agencies. For everyone else, continue to use Active 911, if you so choose.

CAFMA- we are keeping Active 911 for now

Why does it say "OOS" for a response delay, when we aren't OOS?

I pose this question to illustrate the answer to many other possible, unforeseen questions that may arise as you familiarize yourselves with the program. Keep in mind that Tritech CAD Mobile is set up for use by multiple first response agencies and jurisdictions. While some portions of the program were able to be designed specifically for a fire agency or for our department alone, other portions had to be designed for single functionality across all agencies. The question above is one of those issues. The terminology for specific police agencies when placing delays on officer response is that they are OOS with a delay. Our compromise was that rather than having the screen say "Out Of Service: Delay", it will say "OOS: Delay". Is this ideal for us? No, it is not. But there are compromises that are not ideal for other agencies, too. This is just a by-product of us all playing in the same sandbox together, nicely.

How does this affect the ePCR?

At this point, there are no changes or improvements to how you use the ePCR or how you obtain and enter data into the program. Alpine needs to be in place prior to any changes to how the ePCR operates. Again, this is a phased process that will take time. We will get all systems to where we want them- it just won't happen on the first day.

CAFMA- refer to Zoom training on using CAD download function in image trend elite.

I'm sure there are other things I have missed. As we come across them, I will forward out via email. If you have any other questions or need any further guidance or clarification, please contact me at any time.

Thanks-
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