



MEMORANDUM

Date: March 28, 2018

To: Lt. Bill Ames, Administrative Division

From: Sharon Goodman, Supervising Communications Specialist 

RE: TriTech's TriCON 2018 Annual Training Conference – Overview of classes attended

Our Computer Aided Dispatch (CAD) vendor, TriTech, hosts an annual conference (TriCON) designed to provide educational and networking opportunities for their customers. This year, the conference was held in Anaheim, CA from March 19-March 21, and I was selected to attend.

DAY 1:

The first day of the conference began with the Opening Session, which featured Keynote Speaker Sheriff Richard Stanek from Hennepin County (MN) Sheriff's Office. He spoke about the opioid crisis within his community and specifically the record-breaking number of opioid-related deaths his agency investigated in 2016. As a result, he launched a drug-abuse prevention campaign (#NOverdose) to "...raise awareness, build partnerships and save lives..." and discussed the decrease in opioid-related deaths that followed.

After the Opening Session, I attended a class called, "Total Command (TC) CAD and MobileCOM:What's New and Coming?" It was a review of new CAD features rolled out in 2017, and the roadmap for releases expected in 2018. Updates from 2017 included changes to the MOVU and MOVBU CAD commands (making units unavailable while moving coverage roles), and adding the ability to suppress ALI/GEO information in MobileCOM. The roadmap for 2018 includes:

- File Maintenance detecting the most current version of Maverick mapping
- MISC CAD comments will flag as Priority comments
- Field Ops/integration:
 - Mobility solution that crosses platforms
 - Will be available in OIS and Android versions
 - Next generation of platform-specific apps
- Caller Location Query (CLQ)
 - Sends a request to a Reporting Party's (RP's) wireless phone via SMS to click a link to send location information back to CAD. This option can be used when the Phase II info is bad or if the original RP is a 2nd/3rd party caller who knows the phone number of the victim.
 - Increased accuracy based on the level of area cellphone coverage

- ASAP to PSAP – an automated system that receives alarms from alarm companies directly CAD to CAD/without a phone call.
- Recommendations – will recommend closest units based on drive time, not just location.
- URM enhancements
- Mobility-Inform Mobile Integration
 - Will not replace MobileCOM
 - Will use Inform for MDT, while CAD remains TC
 - No “end-of-life” date for MobileCOM

The next class I attended was called, “TC CAD: MobileCOM Admin for Fire.” This class covered the minimum requirements of installing and updating MobileCOM for Fire, the basic terminology and function keys used, and various views available.

The third class on my schedule was, “TC CAD: MobileCOM Admin for Law Enforcement.” This class contained the same topics as the previous one, but as they apply to Law Enforcement instead of Fire. This was the final class for the day.

DAY 2:

Day 2 started with the morning General Session. The guest speaker was Vaughan Miller, Deputy Chief of Ventura County Fire Department. He spoke about the December (2017) Thomas Fire, which burned for 39 days and destroyed over 1,000 structures. He discussed the partnership between dispatch, fire crews, and law enforcement from various local, state, and federal agencies, and how over 8,500 fire fighters and over 1,000 law enforcement officers worked together to ensure minimal loss of life during this event.

After the General Session, I attended “TC CAD – Calling Support.” This class described the different priorities of issues/errors, and outlined when it’s appropriate to email a ticket in to the Customer Support Desk or to physically call the Customer Support Desk. It outlined the information required to open a ticket, and the tier levels of resolution.

The second class was “TC CAD: Moving to Maverick Mapping 5.4 and What It Means for Your Operation.” It covered the updates in the latest version of the software, including the LVS Manager (maintains common name places, intersections, etc.) and distribution.

Next came “TC CAD: Out Top 10: Reported Issues and How to Resolve or Reset.” This class listed the 10 most common issues/errors, including CAD “crashes”; messaging, interface, and paging issues; updates, synchronizations, response patterns, and system configurations, and discussed steps to troubleshoot these issues prior to opening a Customer Support ticket.

The fourth class of the day was, “TC CAD: Maverick Mapping 5.4 Training,” which covered in further detail the updates in the latest version of the software, and provided basic training on its use and functionality.

The final class of the day was “TC CAB WebQuery: Drilling Down with Accuracy.” This class discussed accessing the browser, logging on the system, CAD functions within WebQuery, configuration, and how to create and build role pages.

DAY 3:

The guest speaker at Day 3's General Session was former Navy SEAL, Jeremiah (J.P.) Dinnell. He is now a professional motivational speaker, using his training as a SEAL and experiences in Iraq as a framework for leadership concepts in the civilian world. He talked about the "Laws of Combat" (Cover and Move; Simple; Prioritize and Execute; and Decentralized Command) and how they apply to any successful organization's leadership.

After the final General Session concluded, I attended "TC RMS: What's New and Coming?" This class covered the projected roadmap for RMS, including the Enhance in Place program, UCR to NIBRS conversions, and converting to Inform Suite from Total Command.

The final two classes I attended were, "TC CAD: File Maintenance Beginning: The Who, The What, and The Why – Basic Operations" and "TC CAD: File Maintenance, the Next Chapter: Advanced Operations and Codes Tables." These classes went hand-in-hand. The instructors defined a variety of terms used in File Maintenance, outlined which entry fields were mandatory and which are not, and code table options, including "Severe Weather" automatic CAD notations, and the availability of custom unit statuses.

CONCLUSION:

The conference was extremely interesting and informative. At least 90% of the information presented was new to me, and I am eager to train on the background/administration functions of our CAD system in order to apply what I learned at the conference.