

FIRE DISPATCH	
TITLE: TriTech Software Systems Operational Policy	PAGE 1 of 1

Purpose: The purpose of the TriTech software systems operational policy is to prescribe guidelines for the administration, support and service delivery of the features provided by the TriTech CAD software

Date of Revision: **Approved by:** NI 9-1-1 Board

Revisions: **Effective Date:** March 23, 2012

Scope

The scope of this policy relates to:

1. The Trittech Software System computer aided dispatch system utilized by NI 9-1-1 Corporation fire dispatch.

Procedure

The following value added services are available to all fire departments within the North Island 911 Corporation service area. To begin receiving one or more of the optional value added services a fire department must enter into a written agreement for these services with the North Island 911 Corporation. All agreements require approval from the requesting fire department’s governing authority.

- a) **VisiNet Browser** – Fire departments will be provided with a single username and password for access to incident records for their jurisdiction. Incident records will be accessible through VisiNet browser for seven (7) years per the NI 9-1-1 Corporation records retention policy.
- b) **VisiNet Mobile (optional)** – Fire departments are responsible for the initial purchase and annual maintenance costs for VisiNet mobile software and all associated hardware. It is the sole responsibility of a fire department to obtain a current technical specification guideline from the technology manager prior to purchasing/installing mobile hardware.
- c) **Hazard & Special Instruction Property Information (optional)** - Fire departments must provide property information to NI 9-1-1 Corporation in a format and manner deemed acceptable by NI 9-1-1 Corporation staff. NI 9-1-1 Corporation shall not be held responsible for the integrity of property information including its accuracy or latency.
- d) **Incident Notification (optional)** – NI 9-1-1 Corporation will maintain up to three email addresses per fire department at the request of the fire departments. This is an optional service and is not intended to replace the VHF radio paging system. NI 9-1-1 Corporation shall not be held liable for any errors or omissions associated with the conveyance of incident information to a fire department via email.