

SunGuide Software

User’s Group

Meeting Minutes

**Date: July 02, 2020**

**Time: 2:30-3:30 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: 5300 – Access to district SunGuide data from the Central OfficeItem 2: 5289 – Proposed SunGuide ImprovementsItem 3: 5293 – Add a CCTV field to the Executive Notification Email | Mark DunthornRenjan JosephDee McTague |

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| Attendees: |  |
| Robbie Brown, D1Renjan Joseph, D1Justin Merritt, D1Ray Mikol, D1Chrissie Collins, D1Margret Treiber, D1Jason Evans, D2Tanesha Sibley, D2Aven Morgan, D3Kevin Mehaffy, D3Greg Reynolds, D3David Roark, D3Jacque Dupuy, D4Dee McTague, D4 | Jay Williams, D5John Hope, D5Shannon Watterson, D5Kyle Higgins, D5Mark Laird, D6Alex Mirones, D6Jared Roso, D7Cherie Phillips, FTEBrent Poole, CFXAJ Skillern, SwRIChristine Shafik, COMark Dunthorn, COGreg Dudley, CO Brenda Murphy, COKarthik Devarakonda, CO |

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| Discussion: |  |

Christine Shafik: Thank you for joining us today. As I discussed in other meetings, this meeting is being recorded for the purpose of taking notes. With that said, I will turn it over to Mark Dunthorn to discuss a very interesting topic that has been on the list for a while and for some reason, has been pushed back a couple of times. You know, we have been running out of time on the SSUG, or missed out on a couple of slides somehow, so we decided that this time these are going to be discussed first because every single District specifically brought the recent request that we sent out statewide. We are trying to make your life easier; we are trying to look for a more efficient way of gathering data. So, we thought about this option that would be a win-win for everybody. I will let Mark go into the details of what we are looking at now.

**Item 1: 5300 – Access to district SunGuide data from the Central Office**

Mark Dunthorn: Thanks, Christine. So, as Christine said, we have been sending data requests over the last several months and of course, the latest effort has been focused around dashboarding to support activities related to COVID-19. Just as an example, and I am not sure if everybody has seen it, this was something that Christine had presented at the DTOE meeting a month or two back. So, this link has been published and it is available to, I believe, anybody who has an FDOT account. The one you are looking at here is the crash data and of course, the Districts are very aware of the data that you collect in your Districts but what we are trying to do here is give the executive leadership team a statewide view of the SunGuide data. So, it all starts at the District-level, but we are trying to look at different ways to collect this data. We are seeing a lot of interesting Dashboards in the Districts and so, we are taking a lot of inspiration from that. But that’s kind of the aim here is to provide a statewide view of the SunGuide data. This is just one example. You know, as far as the other things we do with it, we have got the reports, something that we do every July is ask for the data so that we can run the reports for the previous fiscal year that we have to deliver to USDOT. And those reports get very deep into the event data. So, that’s another patch of data that is very important to us. We do have a nice traffic data dashboard as well that I am not showing here but we will mostly focus on traffic data and event data.

So, what do we need from this? Like I said, we need this data statewide. We do get that right now from you guys every year. Sometimes, when we are off, we just have the latest database backup for last month. Before that, we were asking for data reports of traffic data for quite some time. We really appreciate everybody’s efforts to send us the data, especially since you were doing it daily. So, what we have to do to present that dashboard we were just looking at is the daily data. When I put this presentation a couple of weeks ago, that was the most frequent that we had used to generate these. We just got another request today that is probably going to involve much more frequently, in other words, the database is probably not going to do that for us. We really didn’t think that that would be the long-term thing anyway. So, at least daily was where we were about a month ago, but I would say, at this point, we are down to at least hourly, if not every minute. And the solution that we have in mind, which is based on the RITIS solution, would be every minute. So, I think we would be fine. We do get that data from center-to-center (C2C). A lot of that real-time data that we are looking at today is from C2C. The drawback of that C2C data is that it is very limited, especially with that we don’t see the chronology, for example. We only see the real high-level data like event type status, source, and location. So, it’s just not enough, especially if we are getting things like the USDOT reporting for the detailed crash data that we have been dashboarding; we really need a more complete set of data.

So, that’s what we need. But what we want to come to you guys with was to make sure that we have a good understanding of what you guys need with respect to this effort. As Christine said, it’s very important that we aren’t burdening you with these requests. So, this would be something that we are looking at as a solution that allows us to either collect that data actively or else subscribe to that data or somehow automatically get that data from the Districts. We don’t want to have to send the requests and ask you guys to interrupt what you are working in the middle of to get us this data. One thing that we have talked about multiple times over the years is being able to run reports remotely. But our concern there is that some of these reports involve pretty intense queries to the database. And although, we could separate out the historical data and you guys could replicate the report to a separate reporting database; there are a lot of technical solutions to this, but at the same time, we kind of feel that that would be necessarily the best way. We definitely don’t want to do anything that is going to impact a production SunGuide system. So, we think that we should at least not ourselves access that. And the last one is not something that has been talked about before, and I am not sure that I have heard this coming from the Districts, but it did come up during our discussions, is when we talked about the TIM dashboard about a year ago, we were, at that point, going to be asking you to run a report for us every month and we agreed as a group on the SSUG that the Districts would run that report for us at the end of the month so that any auditing that took place would be incorporated into that data before you send it to us. So, I am indirectly assuming that that is something you guys would like to be a part of the solution and we are thinking that it might be something that would benefit us in other ways as well. Like I said, we are thinking in terms of just adopting the RITIS solution in the end. Right now, the event data that you send to RITIS, if you audit that event after the DMS close, that information never goes to RITIS. So, we think it will be an improvement not only for the Central Office (CO) but for RITIS as well. So, let me briefly expand a little bit on what I mean by the RITIS solution. As you know, every minute, the data archiving to RITIS (DAR), that process collects all the EM and TSF updates that it has received in the previous minute, zips them up and then FTPs them to an FTP server at RITIS. We think that if we just ask the Districts to run a separate DAR process, configured, in this case, to send data to the CO, that would probably be the lowest impact solution that serves our needs. We would need to adjust the data somewhere along where RITIS does, but we think that that’s based on the recent experience adjusting the traffic data and the event data from C2C. We think that we can do that. So that’s kind of where we are headed with this in terms of the technical solution, but I want to open it up to you guys for any feedback, comments, questions, or any other ideas about how to do this.

Kevin Mehaffy: We use dashboards quite a bit. Would this be something that we could put out some generic data source that each District could manipulate and make their own Dashboards specific to the needs/information that they are looking for?

Mark Dunthorn: That’s a really interesting point and we have talked about that. Maybe the idea would be that we would be developing an API internally. We are taking this in terms of a CO data source but there are technical reasons why it can’t be exposed to a larger FDOT users group and that would make sense, especially, if you guys have a need for looking at the event data or other data coming from other Districts as long as we have C2C there. I think that’s a great idea. Kevin, when we come to the design point, the SSUG would be involved with this throughout the process. But we should take into account any external dashboarding needs I think is what you are saying here. Does that make sense?

Kevin Mehaffy: Yeah, that’s exactly what I mean. What we are doing currently is we pull in the NOAA data, WAZE data, but we are missing our own 511 data. We are able to get it through WAZE, but we have to filter out. So, it’s going to WAZE and then coming back to us, but we would love to have a direct source. We need real-time monitoring so that way, if we see that the WAZE reports are up and we don’t have that in, then it becomes very obvious to us that we have an issue there. And we have seen about 20%, maybe sometimes even 30% increase in the number of events found by using that type of system.

Mark Dunthorn: Interesting. Alright. Regarding the auditing function that I spoke of, does anybody have any strong feelings on that? Is it something we shouldn’t move forward with? Is that just not a significant need? Because like I said, that wasn’t something that was originally there in the beginning. It’s not part of DAR today. So, that would involve a change to the SunGuide. But if the Districts don’t feel that that is important, then we wouldn’t need to make any changes to DAR.

Kevin Mehaffy: It really depends on primarily real-time data and the audit ones even be available or if there is a real interest in all the little clarifications that can happen. It’s not a large volume.

Mark Dunthorn: Yeah, I know what you mean. But here is the reason I thought might be important is one of the applications we would probably use this data forward is for TIM dashboard and that’s pretty much based on calculating the incident and roadway clearance times; a lot of these high-level metrics that are very susceptible to being audited. As we look at that data, we have seen events that clearly need to be audited. And we would love to be able to reach out to you guys and ask you to check one of these so that it makes the numbers look better from our point of view.

Kevin Mehaffy: Is that using the live data for that or is that using the monthly reports that we produce?

Mark Dunthorn: No, that’s definitely the historical data, but we would be archiving this data for that purpose.

Kevin Mehaffy: So, the monthly reports that we send you are still going to do that, right?

Mark Dunthorn: At the moment, yeah. That’s still the plan. We plan to be getting one more database step and then we are going to start that monthly process.

Kevin Mehaffy: The monthly process will incorporate those audits and have minute by minute data for your analysis or are they just going to use monthly reports?

Mark Dunthorn: Yes, exactly. We wouldn’t have to make this change just for the TIM report because we have already established a separate mechanism and that is already being stored in a separate database. So, that would be changes on that side as well. But that’s what made us think of those, you know, going forward, if we have a need for historical reporting of event data separate from TIM or some other hypothetical reports, would it be important to make sure that any audits are incorporated into this historical database before we run reports on it. So, you know, TIM is not the best example, it’s kind of the inspiration for this particular need.

Jason Evans: The data need to be brought in through the historical data, like Mark said, the time when these monthly and quarterly reports are sent out, a lot of them have already taken place, but we should definitely be able to update events. They just pull in real-time for that; those updates reflect once they are audited.

Mark Dunthorn: Okay. That’s really what we thought. I just want to hear from you guys that you all thought that that was important. That’s because, like I said, that will require us to make a change there. That’s the input from you guys, anything like that.

Mark Laird: So, edits for this, would that also mean no go to RITIS and be able to use them?

Mark Dunthorn: That would be the intent. I mean, that’s going be a whole new issue for that particular change. But, yeah, the intent would be that we have a DAR process that works on both needs. Are you okay with the events going to RITIS also reflecting audits?

Mark Laird: Yeah, that would improve it. We would have more accurate information.

Mark Dunthorn: Yeah. Any other thoughts or comments on this particular change?

Christine Shafik: That was a very good discussion. I think we got a lot of input here; more interesting topic and I think it’s a step towards making efficient progress here. Unless anybody else has any other comments on this item, we will move on to the next item.

Kevin Mehaffy: I have one more question. I noticed that there was a lot of dashboard development. Is that something that other Districts will be willing to share? Because sometimes, you know, you can pull them in and change your Geofence and change what data you are pulling. It works pretty well, and it saves you a lot of time and effort, if you can copy and use each other’s work.

Christine Shafik: That’s interesting, Kevin. I know a couple of other Districts have similar requests. The upper management at the CO and the District are meeting and they actually met just last week discussing this topic. It has not been finalized yet which direction we are going with. But your comment/question is being addressed as we speak.

Kevin Mehaffy: Thank you.

Christine Shafik: Alright. I guess the next topic is from Renjan.

**Item 2: 5289 – Proposed SunGuide Improvements**

Renjan Joseph: Good afternoon everyone. This is Renjan Joseph from District 1. This is basically a wish list. Actually, I set up this after Christine met for a presentation about Dashboard at the DTOE meeting, so this is basically a wish list for enhancing reporting capabilities and custom Dashboard generation.

The background behind this request; you know, we often get requests from managers to evaluate the traffic operations after major happenings like pandemic conditions, natural disasters, hurricanes, civil unrests, etc. So, they basically request for comparative plots for volumes, speed, and incidents. The other request we probably get is identifying roadway segments or higher crash concentration.

So, one of the items we are really interested in is the real-time volume plots by user-definable stretch of a roadway. The other one is the historical volume plots with the flexibility to refine by user-selectable roadway, user-selectable date range, user-selectable days, and user-selectable time range within 24 hours.

The user-selectable roadway extends by mile marker/mileposts, county limits, city limits, roadway ID, data from single MVDS, and selectable combination of MVDS. The most important thing is the comparative volume plots based on the same user-selectable day/date/time ranges.

This is a sample comparison volume plot. This is basically comparing the volume for the first week of June this year versus the same data last year. So, this is the 24-hour volume on I-75 in District 1.

Similar to volume data, we would like to have the ability to generate real-time speed plots by lanes and also by all lanes. So, these would be the speed plots just like the volume data. Additionally, we would like to see user-definable percentile speed plots.

Same thing here, like volume, user-selectable roadway extends by mile marker/mileposts, county limits, city limits, roadway ID, single MVDS, and combination of MVDS. And comparison plots between selectable dates.

This is a sample real-time speed plot for I-75 in District 1. So, this is by lane; we would also like to see for all lanes as well. This is a 95th percentile speed plot comparing between the first week of June this year and the same time last year.

Another thing is the plots with the incidents. So, based on type, level, user-definable combination, and total for user-selectable roadway, user-selectable date range, user-selectable days, and user-selectable time range within 24 hours. And user-selectable roadway by mile marker/milepost, county limits, city limits, and RCI roadway ID. MVDS is not applicable here. And also, the main thing would be comparing between user-selectable time periods.

Another thing would be for the incident to have the ability to rank roadway segments based on crash concentration. For example, I can define a 0.5 mile, or 1 mile stretch of roadway having the highest number of incidents or particular types of incidents. So, the last thing is the ability to generate heat maps based on crash data.

This is a sample incident comparison plot comparing incidents in the first week of June this year and the same time last year. So, this is a sample incident heat map for I-75 in District 1. This was created by our ITS staff. The issue here is every time the SunGuide updates, we have to run the program to generate the heat map. So, if we have the ability to have this from SunGuide, that will be great. I think that’s it. So, I am not sure if this is the right avenue for me to make this request. If not, please let me know. Probably, you may want to use your consultants. But again, the problem is that that part of the application, every time SunGuide updates, you have to dig that up with the solution. That’s it.

Christine Shafik: Thank you, Renjan. So, as Renjan mentioned, this is something after we bring this to our central dashboard, we thought we can incorporate some of the features in SunGuide. We thought that we can bring it to SSUG and see what other Districts are interested in or thinking of regarding this topic. Any thoughts?

John Hope: Does this recording function operate separately from SunGuide? I am just trying to understand its relationship.

Renjan Joseph: So, I am trying to see if this can be incorporated into the SunGuide.

John Hope: Okay. You have mentioned something about SunGuide being updated and it’s operability with this. Can you expand on that?

Renjan Joseph: Yeah, so this is based on the data from SunGuide. Sometimes it won’t work when they update SunGuide versions. So, what I am saying is, if it is a part of SunGuide, you don’t have to worry about it.

John Hope: Okay. So how is this going to be integrated? Is that what you are asking us? I am kind of confused about what is the ask.

Renjan Joseph: The ask is to integrate these capabilities into SunGuide.

Mark Dunthorn: Yeah, I think that’s exactly what he is asking, John. SunGuide has some capabilities in terms of for example, these are incidents and I don’t think SunGuide has any sort of graph or map-based reporting for incidents. So, that’s what we are trying to gauge is an interest in the SSUG community of integrating more 21st-century type visualizations of SunGuide data directly into SunGuide. Because, as Renjan pointed out, especially I suspect what’s wrong with this latest one that’s up now when District 1 upgraded to version 2, I think we all got by that location change. But as a guiding principle, he is right. SunGuide updates and intact external systems. That probably why we put a lot of effort into testing with itself and other external systems. And by integrating it with SunGuide, we won’t have to worry about that. That would be SwRI’s job to make sure that those changes are integrated across the board.

John Hope: Okay, so the current concept of reporting the subsystem within SunGuide is more or less to use personal report templates and then you essentially select whatever template you want and run against that. So, it sounds like what you are suggesting is using other mechanisms to generate reports that would be a lot more graphical or modern.

Mark Dunthorn: Yeah, I like the way you put it. You said other mechanisms and that’s kind of where we are at right now. I think the floor is open for suggestions in terms of what those mechanisms would look like. We would run some cluster reports to some other platform probably.

John Hope: Okay, well, I can tell you that in District 5, there are some people that would really like the heat map amongst several of the other examples that were shown. In general, I think District 5 is behind you.

Jay Williams: Just to chime in and follow up on what John is saying, we have done quite a bit of leg work in District 5 trying to get a visualization of some of the SunGuide data. So, yeah, I agree with John that this is something we would be in favor of. I am not a SunGuide expert, so I don’t know the exact mechanism that need to be put in place, but I think there is a lot of interest to add some modern visualization capabilities to some of the data. Because right now what we are doing is very manually intensive to take that data and make it more graphical, so we can reduce some of the man-hours to develop the structure for it.

Renjan Joseph: Yeah, I totally agree. The volume plots and the speed plots take a lot of time; you have to extract the data from SunGuide and then analyze it in Excel and generate those types of graphs. So, yeah, some vendors can develop some mechanism from that. That will be a big help.

Greg Dudley: So, AJ, we were going to do something like this in SunGuide. What do you see happening with SunGuide to make those work?

AJ Skillern: There are a lot of things we can do to visualize this. One was, I don’t know if that was moving away from fiscal report or every involving just the reporting mechanism, but that would be one thing that we could do. I know the latest trend that I have heard of in the reporting world is Power BI or something like that. I mean, if we need to provide support for other reporting mechanisms, we can certainly do that. One of the other things that we can do is we can bring some of the data into the map to use it or use it in some kind of web client, so that you don’t have to be logged into SunGuide to see it but building some kind of interface to visualize some of the data representation like plots, data, maps, and things like that. I know that SunGuide already has libraries for doing graphics, plotting, and stuff like that. The Lonestar software in Texas already has what they call the dashboard feature. It’s less focused on data analytics here, but it does provide some kind of framework if you wanted to build a dashboard into SunGuide. It has charts, graphs, built into it that show a snapshot of the data, places that are online, Wi-Fi, event, travel time, data stuff like that. Does that answer your question, Greg?

Greg Dudley: Yeah, it does. Thanks.

Mark Laird: Esri also has a lot of pretty amazing presentation capabilities, of course, that is a full GIS package. I assume the CO already has that.

Mark Dunthorn: Yeah, the dashboard that we showed earlier, that was Esri ArcGIS Online.

Mark Laird: Okay.

John Hope: Can we take a little bit more like a needs-based approach to this like pull the Districts to look out what kinds of reporting would be beneficial for every district and then based on that, we can research what is available and what things would fulfill those needs? For example, Jay had mentioned a number of actions that District 5 has taken, like we can provide what District 5 has planned to move forward with. That way we would have something to start with.

Cherie Phillips: I like that idea and would support that.

Christine Shafik: I was just saying that that is a good idea of giving the Districts some time to look into it and then we can regroup.

Greg Dudley: So, Christine, do you want to regroup in the next SSUG meeting or how much time do you want to give to take a look at this?

Christine: We can skip the next one.

Greg Dudley: Okay, so the one after that. Alright, got it.

Christine Shafik: Alright, if there are no more questions on this one, we can move on to the next item.

**Item 3: 5293 – Add a CCTV field to the Executive Notification Email**

Dee McTague: Hi, this is an easy one. Originally, the management requested that I come up with a way to get CCTV feed link from DIVAS into the executive notification. Clearly, as everyone knows, Operations doesn’t have access to DIVAS, so that was impossible. So, I suggested that we have a CCTV number to the executive notification and that was an acceptable alternative. However, right now, operators are required to enter the CCTV number manually into the executive notification and it’s one of those fields that could get overlooked. Because this information is recoded in the SunGuide event, we were hoping that it could be added as an automatic field based on what the operator enters into the event. This one is a pretty easy request.

Mark Laird: Is it the name or the SunGuide ID that is put in there?

Dee McTague: Well, the only thing that is entered into the SunGuide is whatever we have our CCTVs named.

Mark Laird: Okay, so names. Okay. I think that DIVIS is using IDs.

Dee McTague: I don’t know anything about DIVAS, so I can’t speak about that.

Mark Laird: I don’t know about DIVAS either. I think the original stuff it moves using IDs but I am not sure.

Dee McTague: Yeah, I don’t know. Just something that can be taken from the SunGuide event, the information entered into the SunGuide event, and then entered into PO in the executive notification email.

Jason Evans: Are you asking this to be a clickable view in case you directly want to see cameras in DIVAS?

Dee McTague: Well, they would love it if we could do that. But I told them that I was pretty sure that was going to be a far bigger request than simply adding a CCTV number. At least the management would know what CCTV the operator was using to manage the event.

Christine Shafik: AJ, can you speak to this on your behalf?

AJ Skillern: I don’t know how DIVAS works either. I know that whatever information DIVAS is pulling, if it is coming from SunGuide, it would be able to put it in the executive notification. That includes information, camera name. Based on what kind of ID is needed, we would have the idea, I hope.

Mark Laird: I think the idea here is to put this camera name into the executive notification message. Is that right, Dee?

Dee McTague: Correct.

Mark Laird: And then it’s not actually going to DIVAS. It’s going to the message that gets sent out.

Dee McTague: Yeah, that’s all I am interested in right now. I mean, if you could come up with a way to put a DIVAS link in there, I am sure that management would love that because that was the original request. But I explained to them that we don’t have access to DIVAS. But they would settle for the number that gets entered into the SunGuide event.

AJ Skillern: Yeah, what you are asking for at least here is to put the name of the camera into the email. That is easily doable. I apologize for my knowledge on how DIVAS works, but if we wanted to include a link on DIVAS, potentially, that’s possible as long as whatever information we give to create that link is available from SunGuide.

Jason Evans: Sorry, are we talking about using the nearest camera field form the SunGuide event into the executive notification?

Dee McTague: Yes.

Jason Evans: Okay.

Unknown: DIVAS is getting the information through C2C form SunGuide. So, it does have the CCTV ID.

Christine Shafik: Any more comments or questions for Dee or for the team regarding the issues that we just discussed?

Greg Dudley: I have a quick question, Christine. I am just trying to understand the requirement here. The initial requirement was to get the DIVAS connection and what they are settling for is just putting the name in there. I just want to make sure that AJ and his team are working on the right requirement. If the requirement is to really do something different than what they are settling for, I would really like to understand what that is. Does that make sense? Like if we need to have a connection to DIVAS, if that’s the next part of the requirement, then we need to dig into what that is and what that is going to take as opposed to just settling on the fact that we can only put the CCTV name in the executive notification.

AJ Skillern: So, basically, we can do either, like I mentioned before, in order to get the DIVAS link into the email, I would need to know what information goes into making that link. So, I am assuming part of that data comes from SunGuide, but I need to know which particular data and how to build that link so that we can incorporate this into the email. That might be a discussion that we need to have with the 511 community or whoever maintains DIVAS in order to figure out what is information that is needed and whether that is something we can create.

Greg Dudley: Yeah, exactly. So, either solution is possible. One would take more research than the other, of course. But do you want us to pursue the original request or do you want us to pursue getting the name in the notification field request?

Dee McTague: The management would be very happy if you could do the DIVAS request. I don’t know enough about DIVAS to know who has access to it, but I get the impression that all the FDOT managers do. And that was the original request to me is if there is any way we can get the DIVAS link within the executive notification.

Christine Shafik: So, just to be clear, we are going to check with the 511 DIVAS team and see how applicable this can be. If it’s not, we would go with the second option. Any comments from the Districts about the concept itself, not about how we are going to implement it? Any comments, or concerns, or questions from the Districts about this?

John Hope: District 5 was different behind this. In fact, we wanted to add a little bit more complexity to it. There are a couple more fields they would like to add to the email as well. Those include the user ID and the responders on the scene. I don’t know if we should just tag that onto this or should we submit another ticket for this.

Shannon Waterson: And we want this for any email not just for the executive notification email template.

Christine Shafik: Since this is broader, that might be another ticket.

John Hope: Okay, alright. We will go ahead and submit a ticket for that.

Christine Shafik: Any other Districts that are interested in this topic other than D5 as I mentioned? This may be beneficial for you, for your operation.

Robbie Brown: Christine, District 1 will be interested in this as well.

Christine Shafik: Alright, thank you very much.

Jay Williams: Christine, one thing to mention and I know you said you have to coordinate with the DIVAS team on this, but I know the number of users for DIVAS is pretty limited. And it might also be a part of the consideration is if the scope or the audience that we are sending the emails out to is broader than are supposed to have access to DIVAS. I don’t know if that will create any issue or if the request for access to DIVAS would increase. But I know right now, we have a limited number of folks that have access to DIVAS.

Christine Shafik: Jay, you are absolutely right. That is true. We are going to do our due diligence here and give it a shot that we can make the first or the original request and see if there is a way around that. If not, as always, there is an alternative to it. But thank you for the answer.

Mark Laird: Because, it sounds like even if the DIVAS thing can be done, the name should be available to be put in the executive notification message as well.

Jacque Dupuy: Maybe we can do both.

Mark Laird: I am kind of going to hit a different audience. It’s going to overlap, but people who don’t have access to DIVAS would still be able to get that information.

Jason Evans: Can we not do a name and just have it hyperlinked where you click on the camera name and then you have access to the directory of DIVAS?

Mark Laird: You would still need access to DIVAS.

Christine Shafik: Yeah, you would need access to DIVAS as well. It comes to the same point.

Mark Laird: Yeah, if it’s a name, they can get the name in the link, that’s fine, although they fail.

Jacque Dupuy: Or you can make it to 511 through the link.

Christine Shafik: That’s a very good discussion. Any more comments or concerns about this one? Okay, I think we only have 3-4 minutes left. Unfortunately, we are going to hold on the next item until the next SSUG. It has been very interesting in the last couple of SSUGs. People have been discussing topics and that’s great. I appreciate that and the whole team appreciates that. It seems like we have to slow down on how many items we put in the agenda. But that’s very good. We are on the right track here. So, again, if you have any topic that you would like to present or any issue that you would like to share with us, please reach out to me and we will make it happen. We will have it on the agenda for the next available SSUG meeting. We have 3 minutes left. Does any of you have any questions/comments about the three topics we discussed today?

Cherie Phillips: Just a quick question. For the item, I was looking back through the previous slide. There was one that we have an action item to review internally about what we would need. Would there be any way that we can get some sort of refined direction as to what specifically we are looking for from each District just to make sure that we are providing the most comprehensive information or responses?

Christine Shafik: We sure can. We can follow up by email after our SSUG and give you the details you are looking for.

Cherie Phillips: Thank you.

Christine Shafik: Alright. Any more questions, concerns, or comments? Alright guys. Happy 4th. Enjoy your long weekend and we enjoyed the discussion today in the conversation until we talk again next SSUG. Have a good one.

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| New Action Items: |  |
| Action: | **Responsible Person:** |
| Follow up with 511 DIVAS team and review internally to see if getting the access to DIVAS is possible for the executive notification email. | Christine Shafik |
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