

SunGuide Software

User’s Group

Meeting Minutes

**Date: October 22, 2020**

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

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: SunGuide Maintenance SupportItem 2: SG-5359: Wrong Way Driver AlertItem 3: SG-5399: Nearest Camera VOD Button in Event List and Event DetailsItem 4: SG-5372: Email Template Enhancement Request | Christine ShafikTucker BrownTucker BrownTucker Brown |

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| Attendees: |  |
| Robbie Brown, D1Justin Merritt, D1Ray Mikol, D1Jason Evans, D2Jason Summerfield, D2Amy DiRusso, D3Greg Reynolds, D3Kevin Mehaffy, D3Aven Morgan, D3Robert Briscoe, D3Mark Nallick, D3Jacques Dupuy, D4Dee McTague, D4Adreaemae Rolle, D4 I-595Shannon Watterson, D5Kyle Higgins, D5John Hope, D5Jay Williams, D5Mark Laird, D6Mike Crawson, D7 | Daniel Buidens, D7Michael Kerpen, FTECherie Phillips, FTETony Abid, FTEJermaine Da Silva, FTEBrent Poole, CFXTucker Brown, SwRIAJ Skillern, SwRIChristine Shafik, CODerek Vollmer, COMark Dunthorn, COGregory Dudley, COAlex Brum, COJennifer Langford, COKarthik Devarakonda, CO |

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| Discussion: |  |

**Item 1: SunGuide Maintenance Support**

Christine Shafik: I am excited to announce that we are statewide on 7.2 now. It is an amazing accomplishment and I want to thank you all. As of now we will be dropping 7.1.2 support. We are also excited about testing 8.0 soon. A lot of the enhancements you asked for as included in 8.0.

**Item 2: SG-5359 Wrong Way Driver Alert**

Tucker Brown: Right now, the alert is in more of a grid format. The request is to allow that right side panel contain the image of whatever alarm is selected. The display of the video would still be at the bottom. Essentially give a larger view of the images and give a better way to view it. Any comments or questions on how to handle wrong way driving alerts?

John Hope: Could there be a series of thumb nails below the large image? In a lot of cases the vehicle might not be present in the first couple of images.

Tucker Brown: These are set up to where they actually scroll through with a short rate between them and the image updates as they go through. Are you trying to see those and have the ability to click on them?

John Hope: The first one.

Tucker Brown: So, you want to click on them and see the specific snapshot? Right now, it scrolls through those slightly like a video, in place of that are you saying you would like to see select an image? Or both when you select an image it doesn’t keep scrolling and enlarges the image?

John Hope: We want to be able to stop and freeze on a particular image so they can get details that might need to be extracted from the image.

Tucker Brown: So essentially like video playback style to where you can select and image, then play it again so it loops through them?

John Hope: It couldn’t hurt. The important part is being able to stop it.

Justin Merritt: I have something to add. Are you considering the latest version with video clips? It has a tab for that. We find great value in actually viewing it versus the snapshots.

Tucker Brown: Right now, there is no way to get the video in, store it and send it but that could be added as part of something we do here. It was not part of this enhancement, but it could be. I think most sensors that have been coming out support both an image capture and a video.

Justin Merritt: I don’t know how everyone else’s systems have been acting but our one site has made a lot of changes with thermal camera. Is there a way to get the thermal camera in as well? We found that the thermal is the last line of detection.

Tucker Brown: Is its thermal images or it is thermal clip?

Justin Merritt: It is a thermal source, but they convert them into screenshots just like the camera.

Tucker Brown: So multiple sources of images and possible video?

Justin Merritt: Yes. I don’t want to over complicate it but the faster we can rule out false alarms the better.

Ray Mikol: I have seen some of the thermal and it has video clips rather than still images.

Justin Merritt: Thank you for correcting me.

Cherie Phillips: Question for the Districts, based on the feedback given so far, do you think there would be value added if there was all of it visible on the screen at once?

Justin Merritt: That is a good way to explain it and that is what I was getting at. Right now, you just or will have the option to scroll through the images automatically but maybe there could be an additional tab where you can select the source eventually?

Tucker Brown: That is what Cherie was getting at. Would it help if it was tabbed to the number of sources that were available there? Still shots, thermal video, prime video?

Justin Merritt: Sounds perfect. I have another thing to add. I know there are a lot of versions out there, does this enhancement work with the other vendors? Will this work for all of the vendors?

Christine Shafik: That is a great question. I know we are working to have the other devices work with SunGuide.

Cherie Phillips: In the last meeting, D1 said they were using Traffic Vision and using it for wrong way driving. I think it will depend on the sources to send the data to and both sides need to be considered.

John Hope: I don’t think I understood what you just described.

Cherie Phillips: One of the other districts mentioned they had used Traffic Vision which is basically on a website. Whoever the vendor is detecting the wrong way drivers to send it in a format that can be integrated into SunGuide. So, whether those vendors can do that is accepted.

John Hope: Maybe Tucker can speak to the standard API that SunGuide would have.

Tucker Brown: SunGuide doesn’t have standard or a national standard that would allow the vendor to say they are compatible with this standard. So far, every vendor has come up with their own proprietary way of doing it. Everyone we have integrated so far has done that. It is not uncommon for them to dictate how you can get alerts from them. The integration has been on SunGuide to get those.

John Hope: I guess the question is should there be a standard API for this? Or is that even plausible.

Tucker Brown: It is possible that FDOT can dictate one and say this is what will be used. The question becomes, will vendors build that interface?

Alex Brum: I think Cherie’s point is that it is possible for SunGuide to have a standard API, but it is not possible for us to require that from Blinklink.

Justin Merritt: That is my mistake, I must have mis-spoke, that is not what I was referring to. I was referring to three vendors that could bid on these projects and there is only more to come. I just wanted to make sure we aren’t jumping the gun and only focusing on one vendor.

Mark Dunthorn: We are aware of that and talked about it some at the SSUG. We are looking at multiple vendors for WWD. If there are any you want us to talk about at the SSUG, let us know.

John Hope: On that point, especially since Blinklink is set up as a push into SunGuide, it makes sense to me to develop a standard API. They would be pushing into what we specify and what SunGuide can handle.

Mark Dunthorn: I think that is a great idea, we haven’t talked about it in the past but have talked in a more general sense making the SunGuide API more open. We’ll have to talk about that.

John Hope: Would you like us to submit a ticket for this?

Mark Dunthorn: Yes, I think that is a good idea.

John Hope: Okay, I will put Justin’s name on it.

**Item 3: SG 5399 Nearest Camera VOD Button in Event List and Event Details**

Tucker Brown: Right now, when you go to the event details dialog and you click on it, what it says is find on map for the nearest CCTV. That’s the one you have set in the event itself. The request is to add a button to launch the video in VOD and will launch the nearest selected CCTV from Event. From this dialog, it will bring up VOD dialog. We would add this to the event list as well. Any comments?

Mike Crawson: I like this but also have a suggestion. Adding a shortcut button like you are mentioning but for the related DMS as well.

Tucker Brown: Are you referring to adding it to the DMS dialog or add it in the Response Plan?

Mike Crawson: In the response plan so they can verify that the message went out.

Tucker Brown: In order to make that happen we would have to an optional camera and probably a preset. You could go to a camera that is associated with the DMS.

Jason Summerfield: I am pretty sure we have had a conversation like that in the past.

Tucker Brown: It does sound familiar. I would have to go check to see if it is a JIRA ticket.

Mark Laird: If you could right click on the event icon on the map that would be good.

District: Would it be helpful to have a camera set? That way it isn’t the closest camera because another might have a better view.

Tucker Brown: Right now, the camera functionality is that the system attaches the video for you based on proximity. It will use whatever the user picked to use for the event.

Jason Summerfield: Jira 3926 has to do with cameras in DMS so that ticket might be a good starting point to look at.

Tucker Brown: I will reopen it and put it in the discussion pile.

**Item 4: SG-5372 Email Template Enhancement Request**

Tucker Brown: This has to do with additional fields to be added to the email template. As of 8.0 Response Plans will now include a template for creating emails. There was a request to add more fields that should be able to be used. In this case the operator first and last name with email address. I believe there are Districts that would rather have that as a common name or email so we would wan to include it from the config file. The other was to add a notified and on-scene core responder. The responders would be removed after they depart. We could put all responders that were notified and on-scene, but the request called out core responders. Those were the requests, does anyone have any comments?

John Hope: Just want to confirm all existing fields that are available would still be available?

Tucker Brown: At this time, I want to say no. I want to say there were custom tags that EM understands and knows about, but we did not expose those. But it would not be a large effort to do because EM already knows about it.

John Hope: We do not want to lose anything, keep all priorities and have them carry over.

Tucker Brown: Just to be clear, the two that were discussed are not currently in executive notifications.

Kevin Mehaffy: When the responder departs, would it show he was ever there, or would it disappear from the email?

Tucker Brown: The request was to make them disappear.

Kyle Higgins: I just want to confirm that we don’t need both fields for notified and on-scene, it is just one or the other?

Tucker Brown: Either notified, on-scene, or both.

Kevin Mehaffy: Would this show up in the reporting?

Tucker Brown: It would show up as an email was sent in the chronology, but this field is not something we report on currently. Any other questions?

Christine Shafik: Thank you Tucker. Does anyone have any comments or questions?

Cherie Phillips: I have a roundtable question and would like to get feedback from the team. In our SunGuide we have DMS from another district. If there is an incident that would impact the overlapping District, it’s a reminder to our operators to reach out to the other district to let them know. Since we moved to the latest version of SunGuide we put the name into SunGuide, but it is not on our network. So are unable to get that to clear out of the NTCIP. Does anyone have something similar to this and do you have a work around?

John Hope: Rather than configuring that DMS in your system, you just select to receive DMS from center-to-center. I don’t believe C2C DMS are ever checked.

Mark Laird: Wasn’t there something added to that check to disable? So, if you have issues you can suppress that check?

Tucker Brown: We did do a is the sign on font management or not in the last hotfix. In this case that sign would still be inactive because there is zero connection to it at all. I don’t know if that helps the overall problem.

AJ is having audio issues but he just had an idea that if we configured it to a unique protocol to something else that would be on the list and you use something that isn’t polling you might be able to get it to go active.

Cherie Phillips: Okay, thank you.

Christine Shafik: Great discussion, any other comments?

Jason Summerfield: I have an enhancement request bubble up from operations. With primary and secondary events, instead of flagging something as a duplicate event FHP will create multiple events if they have multiple calls. Operations doesn’t know what an actual event is or not. Since the primary and secondary is used in formal terms but it would be good to have a discussion on ways to handle that.

Christine Shafik: Please create a JIRA ticket for it.

Jason Summerfield: I will create one. I might also be describing it incorrectly, but I will get a better description and put it as a JIRA ticket.

Christine Shafik: Sounds good. I want to announce that we have our quarterly CMB next week and the agenda will be sent out shortly. Thank you for your time today.