

SunGuide Software

User’s Group 8.0 Design Review

Meeting Minutes

**Date: February 27, 2020**

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

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: 1584 – Event Details Crash Types Drop Down Menu  Item 2: 1698 – Setting up TSS Alarms in 5.0.3  Item 3: 3029 – Predefined Plans do not Populate Dynamic Vehicle Information  Item 4: 3900 – Enable spellcheck for text fields  Item 5: 4082 – Allow audit of secondary event status  Item 6: 4366 – Deprecate old SAS Schedule Items  Item 7: 4679 – Ability to Edit Operator Comments through Audit  Item 8: 4705 – SAS Controlled Permissions  Item 9: 4771 – Report diagnostics information from TPS device  Item 10: 4789 – A “snooze” or “reset” button for the Road Ranger Stopped Vehicle Alert | Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown |

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| Attendees: |  |
| Ray Mikol, D1  Ryan Brown, D1  Jason Summerfield, D2  Jason Evans, D2  Kevin Mehaffy, D3  Aven Morgan, D3  Greg Reynolds, D3  Jay Jay McFadden, CoT  Jacques Dupuy, D4  Dee McTague, D4  Kyle Higgins, D5  Eddie Grant, D5  John Hope, D5-CFX  Jay Williams, D5  Jovanny Varela, D5  Shannon Watterson, D5 | Sheryl Bradley, D5  Mark Laird, D6  Jared Roso, D7  Mike Crawson, D7  Karla Smith, FTE  Kelly Kinney, FTE  Sherrie Phillips, FTE  Wang Lee, MDX  Tucker Brown, SwRI  AJ Skillern, SwRI  Christine Shafik, CO  Mark Dunthorn, CO  Gregory Dudley, CO  Jennifer Langford, CO |

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| Discussion: |  |

Christine Shafik: Thank you for having your operations team attend the meeting. Before we start, I want to reiterate that every District gives their input on the enhancements we are looking for. We want to capture your needs and implement what you want so please comment on the items as we go through them.

**Item 1: 1584 – Event Details Crash Types Drop Down Menu**

Tucker Brown: The first one has to deal with the event details and the attributes for the events. Currently, when you post things for events you would post things like HAZMAT, Fire, WWD, etc. we will switch the list to things that you can choose from. There will be a set list from Central Office and there is a full list that people have given input on. We will set that as a system level set list. There will also be an attribute to add your own custom items, and you would be able to select them as well. On option that you have is that you can hide the Central Office list if you feel like you will never use them. You are also able to switch the sort order and make the list appear however you want to show it. When you get to this point you will be able to select the line and what type of event attribute it is. As far as the configuration you tell it if it should support additional text. There would be a checkbox. If you have something like guardrail collision, you would be able to put additional text on it so you can document what is there. It will also allow you to put in another URL into the system to help track the guardrail damage. The one exception to this is work zones. The work zones are in the attributes list for Central Office but there is a catch to that, where executive notifications have to know if it is an active work zone so there is an additional checkbox with an additional attribute section. If you check the checkbox you will get a line that says work zone. You will still see it in the attribute list, and you can still report on it, but we still need that additional information to know whether to generate executive notifications or not. Any questions on this section? We are going to get into auditing in just a minute.

This would be the configuration of these. The greyed-out ones would be the system items that automatically comes with the base install. Please note that you cannot add, modify, or delete the short or long hand description that supports the text, they would all be system level. The box on the right indicates if they are system level. You will be able to set the visibility as well as the sort order. The wildlife is something that would be a custom attribute. You would be able to modify everything on this item except the last one since it is not a system level attribute. Are there any questions on this?

We are going to support audit for these. Right now, you can go in there and indicate that you can add an additional attribute or remove an attribute. You can also change the work status and work zone status. These work together as attributes for what the event is, and it has to go towards the executive notifications so we can’t pull it out and maintain it separately. It should be the only case right now where that is different.

Ray Mikol: Would this replace the existing checkboxes?

Tucker Brown: Correct.

Ray Mikol: And you would be able to select multiple of these for each incident?

Tucker Brown: Correct, you select every single one of them for the incident. It would be that the selected attributes apply to that specific event.

District: Will there be a limit to the number that we can add?

Tucker Brown No, there will be no limit to what can be added. We are not putting a cap on it.

John Hope: When an event attribute is added, is the only way to remove it through auditing?

Tucker Brown: There is a remove button in the event details. You can remove it in real-time and later if you need to change something you can audit it. Are there any more questions on that?

Aven Morgan: Is the intent to also have the attributes show up in the email?

Tucker Brown: Are you referring to the Executive Notification?

Aven Morgan: The executive and event list or email notification.

Tucker Brown: When you say email notification are you referring to an email as part of a response plan? What are you referring to?

Aven Morgan: Yes, the email as part of the response plan.

AJ Skillern: I believe the intent is yes. This is going to replace the existing functionality for those checkboxes so any existing functionality for those checkboxes will be maintained. This is just including them in the email suggestions.

Dee McTague: Can I jump back on the email thing? Given that, we might want to have the ability to flag them as public or internal because there are things we might not want to send out in a public type of email.

AJ Skillern: Like if it should be part of the sensitive part of the email?

Dee McTague: Correct. One of the attributes we want to add is shooting and that information should go into the sensitive part of the email.

Tucker Brown: Would another column on this screen that says sensitive and you can flag each of the attributes as sensitive or not? Would that work for you?

Dee McTague: Probably.

John Hope: District Five likes that idea.

Mark Laird: if you have one used for both ways, you can have two with slightly different names one used for sensitive and one for public.

Dee McTague: Since we have the ability to add and hide, that would be easy enough to do.

Tucker Brown: On the system one, should those be set at the District level? Or should those be consistent in the state? So basically, should people be allowed to change it or not?

Mark Dunthorn: I think we are okay with Tucker. I think we can let the Districts specify sensitive or not.

Tucker Brown: So, anyone should be able to modify that column on any attribute. So, the attribute section of the reports will change some so you will be able to select which attributes you want for the event. I believe that was the last for this item. Does anyone have any final thoughts on that item?

**Item 2: SG 1698 – Setting up TSS Alarms in 5.0.3**

Tucker Brown: So, when setting these up you assign start and ends times as well as thresholds. You have to do this process on each link. We are going to introduce the concept of TSS link threshold groups. Essentially you will be creating a group. In this case you are creating a group that has a start time and an end time with certain thresholds. When you start the group, you associate links to that group. You are generating the threshold and adding the links to it. In this case, you can section them off by roadways, or particular places with particular speed limits. When you set this up you start with your start and end times and then do the thresholds in the top half. There will be a list of links in the system that you can associate to that one. Included links will be on the left and the available links will be on the right. There is also a select on map option, you can go to the map and click on the links and go down and select all that apply. We will support filtering on the grid so if you have a particular roadway and direction, you can get to those much easier. Are there any questions? Hearing none we will move on.

**Item 3: SG-3029 Predefined Plans do not Populate Dynamic Vehicle Information**

Tucker Brown: Right now, when you set up a pre-defined plan you tell it the exact message that you want. There is no way to add event specific information to it. This will give you the same set of template tags that you have when you do your response plan templates. You will be able to set up the predefined plan but instead of saying here is the check, you have more options like to pull the event type or the license tag information for AMBER alerts. All of the tags that you have available to you in the response plan side for dynamic response plans would be available via the predefined response plan. If you end up adding a predefined plan in, it is going to try to apply abbreviations so if you add one and put all the information in and it doesn’t fit, it will try to shrink it down. If you end up in a situation where that is too long, we will still be adding to the response plans but with a blank message and the response plan wouldn’t activate until you fixed it. That is similar behavior to what happens with regular response plans. You will have the ability to set that up for predefined plans. Does anyone have any comments on this? Hearing none, we will move to the next item.

**Item 4: SG-3900 Enable Spellcheck for Text Fields**

Tucker: This has to do with spellcheck in fields. When you are typing in the dialog, floodgates, operator comments, DMS messages, etc. there will be a dictionary. You will start out with a base dictionary set, so if you misspell something you will see the squiggly lines underneath indicating a misspelled word. This is implemented to mitigate a problem when we went from Internet Explorer to a stand-alone application. The spellcheck didn’t carry over. On the slide you can see it allows you to choose from spelling corrections but also add to the dictionary. You can build up a dictionary at the local level.

Mark Laird: Can any operator add to the dictionary?

AJ Skillern: There is a permission that controls on whether they will be able to add words.

Mark Laird: Thank you.

Dee McTague: Awesome point, now we have to identify those who can spell and give them the permission.

John Hope: Is there only one dictionary for all operators?

Tucker: At a system level, yes. Hearing no more comments, we will move to the next item.

**Item 5: SG-4082 Allow Audit of Secondary Event Status**

Tucker Brown: Essentially this is the same audit window we saw during the attributes, but this is auditing the event details. You will have a free text field that says primary event, so if you are in the secondary event you can give it a primary event number which will be stored so you can run reports on it. But this just gives you the ability to audit a primary or any event. This will be part of the event details, not the event type.

**Item 6: SG-4366 Deprecate old SAS Schedule Items**

Tucker Brown: This has to do with old SAS items. We developed SAS and people might have been using schedule for years and years. What is happening is, the list of scheduled items is continuing to grow. There really isn’t a mechanism to get rid of the old ones you aren’t using. What we are going to do here is essentially deprecate older items. Once your item gets to an end date and is no longer in use, then there is a date associated with it and anything older than that date, it will deprecate. It will stay in the database, but we will no longer hold it in cache. By doing that, we should be able to free up some items in the system and make SAS run a little faster. When we discussed, we decided it was a good feature, but we needed a way to call back old items we want to reactivate and go find them. You have the ability to go into this old dialog and retrieve the old schedule, you can search for it and get the search criteria for any items between a start date and end date as well as the type. Once you find it, you will get a list of the items and can find the one you are looking for. When you click on it, you will get the timing information for that item. You can reschedule it to make it current and it will hold it in the active status, so it is not deprecated. Any comments?

Mark Laird: The date you choose for deprecation would be the end date of the original schedule, right?

Tucker Brown: Yes, that is correct. Hearing no more comments we will move to the next item.

**Item 7: SG-4679 Ability to Edit Operator Comments through Audit**

Tucker Brown: This gives you the ability to add, delete and modify comments. There are a few questions we have on this.

* Should you be able to modify the timestamp? You would need to do that for a newly added record unless you wanted the current timestamp to be that.
* Submitted by field, we could make it read only or whoever added the comment would become the user in the submitted by field.

We are questioning if the timestamp and the submitted fields should be editable or read only.

Mark Laird: The timestamp will determine when it appears in the chronology, correct?

Tucker Brown: Correct.

Mark Laird: I think we need to be able to edit the timestamp.

Tucker Brown: For only newly added or all of them?

Mark Laird: For adds, not sure about existing.

John Hope: District Five would like to edit timestamps.

Tucker Brown: Timestamps should be editable. Any thoughts on the submitted by?

District Seven: I don’t think the submitted by should be edited.

District Two: I agree.

Tucker Brown: Okay, timestamp is editable and submitted by will be read only. Also notice that comments are listed out on the right, but the comments are edited in the bottom half. It shows up in both placed but it can be edited in the bottom.

Mark Dunthorn: Just to clarify this, I think the title of this was audited operator comments, but this does apply to all comment types, right?

Tucker Brown: Correct.

District Seven: Are there any comment types that we could block from editing?

Tucker Brown: If we hard code it must be at a state level. Can you tell me what comments you want blocked? If it is nothing configurable, we would have to put a flag on each comment type. Does anyone else want to weigh in on that?

Dee McTague: It should only be supervisors doing this. Does anyone allow operators to audit events?

District Six: District Six does not let operators edit events.

District Seven: District Seven does not allow operators to audit events either. But I want to make sure, we have Road Rangers that enter in comments from their computers in the trucks and I don’t want mistakes happening when they are moving comments around.

Tucker Brown: These are audits which means the original is kept in the database level, so if there is a question there is a way to go back to the original record. Knowing that, do you need certain comment types to be not editable?

District Seven: No, I think that is fine.

District: Would it be obvious if a comment was edited? I know you can go in and check it, but would you be able to tell at a glance?

Tucker Brown: In the 7.2 version there is a feature that calls out what the audit is. So, when you have the audit it will show you the old value and the new value so you would be able to see it. It is a separate line from the comment itself which just shows the changed version.

**Item 8: SG-4705 SAS Controlled Permissions**

Tucker Brown: Does anyone have a strong opinion on if we are adding people to a group at a start of a scheduled item or should we do nothing and allow people to schedule when they get removed?

Mark Laird: I think the group would be independent because we have a lot of different items going on.

John Hope: District Five has a question, we are kind of confused on when this would be used and who would be using it?

Tucker Brown: Let’s say you are controlling another system and you want camera controls between 8 PM and 6 AM the next morning, the rest of the time the operations should not be messing with the cameras at all. This is to set up groups of permissions, but you can also set up groups of devices. Essentially from this time to this time, you can add a group to have permissions to use. I heard Mark said nothing on the ended action and if you need to create a schedule item you can and remove it when you want to remove it.

Mark Laird: I was thinking group permission when you said that. Group of devices is another aspect.

Tucker Brown: The example I gave, the configuration could be a single scheduled item. I could add those devices before 8 PM and the scheduled item ends at 6 AM and I remove it as part of the same schedule item. Alternately the same configuration could be done if I set an add at 8 PM and it ends then at 6 AM the next morning, I have another scheduled item that says remove all the feeds.

Roger Strain: I would like to advocate towards the idea that this is where that permission gets removed at the end of the item instead of having an additional item scheduled. That is going to give you the ability to say you have another scenario come up and another District is going back in early so you can terminate the schedule. As part of the architecture it will go remove when you do that. If it is set up as a separate action, it will take a manual action to remove the permissions.

Mark Laird: For something that is a device and giving access to the devices I would agree. Did you also say you could put people into different access groups?

Tucker Brown: Yes, these are user groups so they can be as permissions, devices, etc. It will just put operators in a group and state that they have access to this now.

Mark Laird: Okay, I can see what Roger is saying and that makes sense. If you want to have everything for the night you would use the permission group. If you want them to just have specific roadways, then you would use device group.

Tucker Brown: Yes, and then removal at the end. It sounds like we are more in favor of if we add permissions at the start of it, we are going to remove them at the end. There is concept here of removing permissions at the start and then removing them at the end so if you don’t want them to have permission for a certain amount of time, that would also be supported. There are two different ways to do it and both will be there.

Mark Laird: What happens on a SAS restart?

Tucker Brown: On a restart scenario, it looks at what should be active and makes sure it does it and then finishes it off at the end.

Mark Laird: Normally it wouldn’t do anything unless the activation time occurs after it is back up.

Roger Strain: Once it starts up, it will evaluate any items that should be active. If it finds something that should be active it will do what it needs to get the system into the state it should be in. It could also happen if SAS is running and you have a scheduled item that disabled, and you can enable it after its normal activation time. It will attempt to bring the system into the desired state.

Mark Laird: So, if you had them and it came up back after it expired it should take them away then.

Roger Strain: Yes.

Mark Laird: Okay. Alright that is good.

Tucker Brown: Any other comments? Hearing none we will move on.

**Item 9: SG 4771 – Report Diagnostics Information from TPS Devices**

Tucker Brown: When we talked about this at the SSUG, we talked about a concept using the operator map as the layer that you can put the truck parking sensors on. As we looked at it, it was not going to be very feasible or near the quality that you would want. Essentially, we would have had to add 2-3 layers of the map to get to the layer you are seeing which is a picture of an actual facility. The map does not display aerial photography so you just have a blank area on the map and then you would be placing devices arbitrarily.

Instead of that concept we came up with this in which you see an image from Google maps. You can upload an image into the system and once you have done that, it will show up for you. Then you place that sensor on the map, and it will record where on the image you placed that sensor. Once you finish, you will have a full list and an aerial view of the parking lot and where all the sensors are.

Once you set up that side of it, you will go into a sensor status dialog which would contain the image itself and would have more information including the truck parking access point which would give sensor level information. We would have things like battery, timestamp, status of the puck. Then each sensor would have its own custom level of detail which you see on the bottom left. That is just one of the protocols and we could show that in a dialog for you. We are going to try to put some of the more generic ones like battery and status in the top then more custom level details in the bottom left. If you want to see something specific you can. As the sensors report their status, you can see them on the map.

Roger Strain: I figured since both grid splitters are there the image should stretch to your visible viewport but will maintain the aspect ratio.

Tucker Brown: When you do it on a desktop you will still maintain the aspect ratio, but you might see some blank space to the right or bottom. It will try to fill the largest space possible. The reason we are doing this is, so the image doesn’t stretch, and the puck locations are accurate on the image.

District: What is the max numbers of sensors per space?

Tucker Brown: It is unlimited. I want to say usually it is two or three, but we are not limiting it. We show what the system reports.

Mark Laird: Do you have a tooltip for these?

Tucker Brown: We could do that. Do you want to see the status on the tool tip?

Mark Laird: Yes, but it might become too much data.

Tucker Brown: I think it would be manageable and wouldn’t be a big issue and we already have it there so a tooltip wouldn’t be challenging.

Mark Laird: When they are overlapping it might be able to catch the edge of it without having to go to the list and select it.

Tucker Brown: Sure.

Roger Strain: Clicking on the icon will select the row for you and vice versa. The status pane to the left could work as your tooltip except it is always in the same spot. We can certainly put a tooltip if you like, it wouldn’t be hard.

Tucker Brown: From this configuration dialog there is a way to set up a facility and then retrieve data from the facility. Once you do that, the left side will fill out with the information. None of that would be user information it would just be polled into the facility. There not a ton of configuration on this other than what puck matches up to what space.

John Hope: On this slide, the example that you have says lot/area and there are four total spaces. But underneath there it looks like there is only three. I just wanted to make sure that the four was not equating to the number of sensors.

Tucker Brown: Spaces will refer to the parking spaces.

John Hope: I have another conceptual question, there is an existing issue particularly with IP Sense that there is an assumption that the SunGuide interface is making is that the IDs would not change. But the fact that the IP Sense software allows those IDs to change, so that happens, and we have had to go back and figure out what the new IDs are. Has that been resolved in this?

Tucker Brown: No, it wouldn’t be resolved. If they are reconfiguring stuff for IDs how would we make the association with the new IDs?

John Hope: I think that the question that needs to be asked to IP Sense.

Tucker Brown: Okay.

Roger Strain: In the original Truck Parking configuration there was a thought that a sensor would be associated with it in software but not necessarily what we would use for reporting. That is why we had a zone ID that you choose. It was an intentional decision but are you suggesting that we configure the sensor IDs or is this a zone ID issue?

John Hope: The problem that has come up is that both the zones and the parking space IDs have changed by making changings to the IP Sense software.

Roger Strain: Right now, you would have to configure that in the Truck Parking configuration.

John Hope: From a management perspective it is rather difficult because what ends up happening is that the facility goes into error state or it is not being supported.

Roger: In the configuration for the TTS facility, there is a retrieve configuration button that will give you the upper left tree in the dialog right now. It will report what the entire system is reporting in SunGuide so currently you can get that zone ID via that dialog.

John Hope: And that helps with trouble shooting this, but the core problem is that your design assumes that those IDs will not change when in fact they do change.

Tucker Brown: The design assumes that we have to know about the ID. Since we have to configure it, we do allow for it to change – we just have to know what the change is.

Mark Dunthorn: John, is there a JIRA issue for this? I have not heard about this before, but it does explain some things I have seen. Have you opened a JIRA issue yet?

John Hope: Yeah, pretty much early on when this was happening, we would enter in a JIRA ticket. I would document what was changed and what was found. It seems like there is a disconnect in what SwRI assumes IP Sense is sending and what IP Sense is sending.

Mark Dunthorn: It sounds like we need to talk to IP Sense about this. If you have 20 facilities and you change the IDs, how will we know which facilities is which? The same thing applies to zones, so I think we need to talk to IP Sense.

John Hope: Exactly and the system administrators like me must figure it out.

Mark Dunthorn: I am not sure how SwRI or CO should react to that, so I think the action moving forward is to talk to IP Sense. But the short answer is no that is not being resolved in this design.

Tucker Brown: Correct. We were assuming we would pull it like we do now.

Mark Dunthorn: We will have to take that offline and figure out how to solve it. We will do the research and get with you and IP Sense.

John Hope: I think the easiest solution is to get IP Sense to not change it. If that is not possible then we need to find out a way to fix it.

Mark Dunthorn: I agree, we will get with them.

**Item 10: SG-4789 A “snooze” or “reset” button for the Road Ranger Stopped Vehicle Alert**

Tucker Brown: Right now, when you get an AVL alert for a vehicle being stopped too long. The Geofence sits there until the condition clears and you can’t do anything about it. What this will do is give you the option to “snooze” them. That will get rid of it for some amount of time and then re-evaluate it after a certain amount of time. If it is still in that space, it will bring it back up to the operator for them to check on. The snooze time is configurable at the District level. All of the snoozes will be logged so you can track who did it if there is an issue. On the geofence violation that would apply to these, if you snooze them that is not an approval action and it will bring them back. Approving a geofence violation will not bring it back. This slide shows that you can also access it and snooze it from the event list. You would just right click and choose snooze. Are there any questions or comments on that?

District: We have one question back on the auditing linked devices or linked events.

Tucker Brown: The primary/secondary? That one?

District: Yes. If we delete the number that the event is linked to and save it, will that effectively unlink it in everything?

Tucker Brown: Yes, if you have a number and you delete it, it should remove the primary event and the linkage.

District: Okay, perfect.

John Hope: Did we cover all of the enhancements for 8.0?

Gregory: It is only the first few.

Mark Dunthorn: There will be more to review.

John Hope: Okay, so this is Design Review part 1.

Mark Dunthorn: We are trying to do this more iteratively this time and we will be doing at least one more design review maybe two more for the rest of the items. If there is nothing else, thank you for your time.

Mark Laird: Were the slides sent out? I don’t have them.

Mark Dunthorn: Yes, they are in the meeting invite but I will resend them. Sorry if some of you receive them twice.

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| New Action Items: |  |
| Action: | **Responsible Person:** |
| Reach out to IP Sense to discuss the changing IDs | Mark Dunthorn |
| Resend the slides to the group | Mark Dunthorn |
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