

SunGuide® Software

User’s Group 8.0 Design Review

Meeting Minutes

**Date: May 7, 2020**

**Time: 2:30-4:30 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: 4681 – Location Based Email Group SelectionItem 2: 4682 – Email Template for Response PlansItem 3: 1586 – Event Details Addition: FHP Case NumberItem 4: 3444 – Non=Standard DMS Messages for Color DMS Do Not Display Well on Operator MapItem 5: 5077 – RPG DMS Suggested Priorities Based on Event TypeItem 6: 1713 – Add more information to EM window title barItem 7: 4966 – Allow audit on injuriesItem 8: 3749 – Highlight events that have not been updated within certain timeItem 9: 4761 – Allow DMS graphics to be defined in EM templateItem 10: 3949 – Alert Operator when an event is created through the SPARR App | Tucker BrownTucker BrownTucker BrownTucker BrownTucker BrownTucker BrownTucker BrownTucker BrownTucker BrownTucker Brown |

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| Attendees: |  |
| Ray Mikol, D1Robbie Brown, D1Justin Merritt, D1Alex Varela, D2Tanesha Sibley, D2DeeDee Crews, D2Jason Summerfield, D2Jason Evans, D2Kevin Mehaffy, D3Aven Morgan, D3Greg Reynolds, D3Robert Briscoe, D3Mark Nallick, D3Jay McFadden, CoTJacques Dupuy, D4Dee McTague, D4Kyle Higgins, D5Eddie Grant, D5John Hope, D5-CFXJay Williams, D5Jovanny Varela, D5Shannon Watterson, D5Sheryl Bradley, D5 | Alex Mirones, D6Mark Laird, D6Jared Roso, D7Mike Crawson, D7Dan Buidens, D7Karla Smith, FTEKelly Kinney, FTECherie Phillips, FTETony Albert, FTEWang Lee, MDXBrent Poole, CFXClay Cogdon, I-595Tucker Brown, SwRIAJ Skillern, SwRIRoger Strain, SwRILuke Taylor, SwRIChristian Klien, SwRINathan Brinda, SwRIKyle Windon, SwRIChristine Shafik, COMark Dunthorn, COJennifer 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. We are going to go over the 8.0 Design Review. This meeting is being recorded for the purpose of taking meeting notes.

**Item 1: 4681 – Location Based Email Group Selection**

Tucker Brown: The first one has to do with selecting email groups based on location. To do that we’re importing the contact notification application from TxDOT. This will change how we deal with contacts versus agency in event management. The first thing you will notice here is that contact configuration will be its own dialog now. You see a lot of the same fields here that a regular operator would have. At the bottom you would have ways to put in emails and phone numbers. We made the change, so we don’t have to configure N/A here if you don’t have them. Other than that, the information here is basically the same. There are two buttons at the top, new delivery method and delete delivery method, those are how you get rid of or add new types. You can declare a type of user (operators vs other user types). You can also tie it to a SAA user. We don’t have a specific use for that right now but in the future, it would be helpful to tie that username to a particular user in the system.

There is also a concept of a CNA Group. This will take the place of the place of the mailing list. Right now, there are a group of contacts together so they would have emails. We will be importing this current mailing list into a group configuration so it would set them up. You will notice that the current email list had the ability to send the wrong way driving email to. That functionality will be maintained. You can include contacts at the bottom like you would for travel times and you can build up these lists. You can also build them from groups in the bottom.

This is where we get into defining the area. You can notice that we can define as many areas as we want, but again you would be defining contacts that belong to that area. This is more like defining contacts to a region. You can select a color to represent those and at the top there is an edit the region and put as many points on the map as you want. This is how we will tie in what contacts should be on an email. Essentially if you define a region and say you would like a new event, it will look at the region and see the contacts assigned to that region. The Texas system has a map layer that you can turn on and off at the icon level. The map area would show all of the defined levels at one time and you can hover over them to see what contacts are included there. It is helpful when defining who to contact. At this point we are deciding on whether to include that as a layer, I want to throw it out to the group to see what you think. If not, the color column would be useless. In that case, if you select an area as part of this configuration you can see it on the map but you wouldn’t see multiple areas at a time so the color would be irrelevant. As a general question, are people interested in turning on and off the layers so you can see areas defined on the map?

Cherie Phillips: I like the idea of being able to turn on and off the layers.

Tucker Brown: I will point out that just like the icon layers, this would be a user level thing.

Mark Laird: What about polygons overlapping? Would all the groups be included?

Tucker Brown: Yes, that is correct. Does anyone else want to weigh in on the layering?

John Hope: District Five would not want the operators to see these layers but since it is done at a user level it would be okay.

Tucker Brown: They wouldn’t be able to modify them; they would just be able to see them. Would that be acceptable?

John Hope: Sure.

Tucker Brown: Okay, we will throw the layers in and leave the column there. This is the new agency configuration dialog. As setting up agencies and contacts as part of an event you would still be able to have these contacts up as well. Because the way contacts are defined, it is important to have contacts included in an area. If we are pulling in area stuff it will all be based on the regions defined and the contacts would be associated with those. The top part of this dialog is still the same as the old one. There are a lot of check boxes to show what kind of agency this is and what it would handle. Are there any comments or questions on the enhancement as a whole?

John Hope: Just to be clear on the relationship between the users and the groups, we assume that a single user could be added to as many groups as desired, is that correct?

Tucker Brown: The current functionality does not allow that, and we were going to change that.

John Hope: So, you only have to add a user once, then you can assign them to multiple groups?

Tucker Brown: Yes.

John Hope: Perfect.

Tucker Brown: The previous implementation was not possible, you would have to do multiple, so yes, I believe that is the intent.

Jason Summerfield: Just to be clear here, contacts are defined as part of an agency but now this kind of separates the two correct?

Tucker Brown: Yes.

Mark Laird: I assume at the time of the upgrade; existing agency relationships will be recreated?

Tucker Brown: Yes, because all of your current contacts will be imported and current behavior has a single contact relation, there is a chance you might have duplicate contacts. Contacts defined for one agency and then contacts for another agency that is slightly different. There is not a way for us to tie those together so there is a chance that they are close. You might have to go in and rectify some of those. In general, the idea is to keep your system intact as much as possible. We are not going to import any by default, so it would all be new configuration.

Mark Laird: So, some things will not work out of the box because they depend on regions, correct?

Tucker Brown: Yes, and those regions will have to be set up.

Mark Laird: Then we have to associate that will something? The event location does the association with the region, which then gets you the contact?

Tucker Brown: Correct. Any other questions on that one?

**Item 2: 4682 – Email Templates for Response Plans**

Tucker Brown: An email is basically broken up into three parts: title, body, and subject. Because they are three distinct things, we decided to split them into three different categories. This allows you for any event type define each one of those. The title, body and subject of the email are all separate things you can define per event type. We will have a default set here that if you don’t have something specific set up, it will go back to the default. It is something that you will be able to define for each event type.

In this particular dialog we are looking at the subject, it shows the default and if you want to define a specific one, this is where you would do it.

District: What information would be pulled from the default if it is not configured?

Tucker Brown: The default has to be configured and there is not an option for that. Right now, there is a specific template you are using that is similar to the DMS default template. With this enhancement you will be able to define what that default looks like and you will be able to replace it with event specific stuff. We are still maintaining where you have to have a default but everything else is configurable. I will note that this is the device template configuration and separate from this is the message template and that is where you would pull all these individual names from. Are there any questions on this? Hearing none, we will move on.

**Item 3: 1586 – Event Details Addition: FHP Case Number**

Tucker Brown: Right now, it has an FHP CAD Number and you also have the Waze incident number in that section. What we are going to do is remove the word FHP from FHP CAD Number and add a new field that says Case Number. The CAD number will still populate if you associate this with an FHP alert. So, it has the potential for it to be prefilled in but the Case number is not pulling from any specific piece of information so it will always be manually entered. The Waze number at the bottom is pulled from the Waze alert. These will be auditable so if you go into these fields you can edit them. Mostly this is adding the event case number to both the event details and for it to be audited and updating the FHP CAD field to just CAD number.

Any comments on that?

Mark Laird: Will this change what is shown in the event details header and reports?

Tucker Brown: No. This is just renaming it in the dialog itself.

Mark Laird: So, Case Number won’t show up there?

Tucker Brown: Not currently unless the template gets modified. That was not part of this enhancement to start with. I don’t think that would be a huge change to any template, but it depends on which ones you want to add it to. Any other questions?

Kelly Kinney: When the SunGuide operator accepts the CAD alert through the SunGuide incident detection system, is the case number going to automatically populate the way that the CAD number will?

Tucker Brown: No, it is not something they pass through their feed. Not hearing any additional questions, we will move on.

**Item 4: 3444 – Non-Standard DMS Messages for Color DMS Do Not Display Well on Operator Map**

Tucker Brown: Right now, you have the option of center line text and having a graphic to the left is possible. The change here is to accept different types of inline messaging and graphics. It will change how operators are able to put messages on signs and they will be able to put graphics on signs and display them properly in SunGuide. There are alignment tags so you can see where it would be on the sign. You can click the buttons of the tags for which ones you want. If you are putting in a large (not inline) graphic, you can position those differently as well. You can select the position buttons and then select the graphic underneath it. You can select a graphic that is smaller than the full size of the sign.

The current functionality is that you would select a graphic for example a roadway shield, the software will choose which is the biggest one that would actually fit. The center option for the graphic might be helpful when you have a full-page graphic. The inline graphic option will give you options for any graphics that will fit on a line essentially. It is able to interpret those as well as allow the user to put them on the sign. The sign doesn’t have to be full page or full size, it still has the ability to be centered. It is for images that are larger than a single line.

Mark Laird: So, if the center graphic is more than a line high, what does it do to the text at the top or the bottom?

Tucker Brown: Everything would shift over and you would not have that option to type above or below it specifically.

John Hope: So, you are saying it will figure out where the image is located and will ensure it won’t overlap with the text?

Tucker Brown: Correct. If you define it from here, if you are reading it in from other locations as well and if the it comes back to say the image is here and the text box is over laying it. It will still try to display it like that. The intent is while users are adding it in, that they can’t type text over a graphic.

John Hope: When you have top middle and bottom, you are assuming that we will always have three lines on the sign?

Tucker Brown: Are you referring to which top, middle, and bottom? The full height graphic?

John Hope: I am just trying to understand, so the page graphic is the only one that specifies top, middle, and bottom correct?

Tucker Brown: No, above the text you can do that as well. And that is for the text alignment. There is also graphic alignment.

John Hope: For the text alignment, you aren’t limiting how many lines you can fit on that sign?

Tucker Brown: Correct.

John Hope: Is there a limit of how many graphics you can have on a sign?

Tucker Brown: Not that I am aware of.

AJ Skillern: Sort of, there can be a change of graphic design but there could be an inline graphic set as the line adjusts.

John Hope: So, it does factor in the font size and the sign size and does the calculations for the characters?

Tucker Brown: Yes.

John Hope: It also looks like you are specifying specific graphics. It doesn’t look like you are picking your graphic.

Tucker Brown: This particular dialog is when you are sending a manual message to the sign so yes, you are selecting a specific one. We have an enhancement that looks at picking them as part of response plans. So, this will look slightly different for that.

John Hope: Okay, I will wait for that. Why is there a color on the page graphic line? Or is that the font?

Tucker Brown: You can select the color foreground or background.

John Hope: Okay, I understand.

Kyle Higgins: Can this be enabled on user permissions level or is it going to be a default for all users?

Tucker Brown: It is intended right now to be a default for all users. When you say this, you mean the ability to put graphics in general?

Kyle Higgins: Yes, in alignment in general.

Tucker Brown: So basically, not allowing users to select alignment?

Kyle Higgins: Correct.

Tucker Brown: Are you wanting that a specific level or for specific users?

Kyle Higgins: Probably at a specific user level.

Tucker Brown: So, permission to set alignment?

Kyle Higgins: Yes, a higher-level permission, like a supervisor or something.

Tucker Brown: My assumption is that request is for text alignment. Do you have any specific permissions for page graphics vs in line graphics?

Kyle Higgins: I think for now it would be for all alignment and graphics in general and putting it on in line text and organize the way the top, middle and bottom.

Tucker Brown: What I am getting at is, if this user doesn’t have that permission what should they be allowed to do?

Kyle Higgins: We would like it to work how it does now, if they put up a message it goes up how SunGuide currently handles it.

Tucker Brown: They would currently be allowed to select graphics, so I am not sure what you are asking.

John Hope: I think what Kyle is getting at is that the current situation forces the operators to a certain format, and this allows you to bypass that. I think he wants to limit the operator’s ability to bypass it.

Tucker Brown: Is it enough to not allow them to select position but also do graphics? And we would need a way to select a default if we they don’t have permission to do that. So essentially, we are looking for a way to restrict them for what they have now? I might throw a wrench in there now, because later we are going to talk about templating needs. If a template comes back and the user the doesn’t have permission to modify it, then we have a problem where that user is unable to modify that graphic. Or they are left with trying to edit for what they are able to do and not what was recommended on the template.

John Hope: The problem we have is we don’t see why the operator would change the graphic because the graphic should be very specific to the event type. Plus, there are standards that should be followed that have to do with the alignment.

Shannon Watterson: I think we don’t want an operator to choose to center all text on the right of the sign, when the standard format is all text centered in the middle.

District: Is this being done in case there is a scenario where there are pixels out on one side of the sign so we would need to shift the text? Is that part of the justification for having alignments?

Tucker Brown: We don’t have to have the text alignment; we can remove those and not allow them to set them at all. It sounds like a few people are not in favor of that. The intent here is to give a lot of options of how to display messages but if that is not something that people want to see then we can take it out. We would keep it on the back end and not allow users to use it specifically.

John Hope: District Five would absolutely like to have this functionality, just not give it to the operators.

Tucker Brown: It is going to be very hard to pick and choose which parts they have access to. On the regular send message dialog, them being able to add these to that, we could remove those, and they wouldn’t event know it exists and not have access to that at all. That is a fairly simple modification.

Ray Mikol: Why would you need alignments like this for a message being sent to a DMS? Wouldn’t you create the message beforehand and it be in the library?

Tucker Brown: Are you referring to a message that an operator is putting together themselves or a response plan message? This same control that we see here would be used in creating that message library. The same control is in all of the level of dialogs. I guess the question is where do we draw the line to what an operator should have access to versus everyone else?

Kyle Higgins: I think that was what I was trying to get at. We don’t allow the operators to create those messages for the custom library, that is more of an admin level type of thing for us. We are trying to limit the responsibility given to them if that makes sense.

Tucker Brown: When they select that library message and it has alignment tags, should they be allowed to edit that message?

Kyle Higgins: No.

Shannon Watterson: Not the alignment but if they need to edit the message because the mileage is not populating correctly, and they need to adjust something like that, yes. If the template is x miles and x lanes blocked, they need to be able to edit the message to type in the mileage and number of lanes blocked but not the actual alignment on the message.

Tucker Brown: It mostly sounds like what you are talking about is for the text content of it. What about the specific graphics? Should they be able to do inline graphics or full screen left or right or center?

Shannon Watterson: Is that something that could be broken out for when adding various permissions to groups in SunGuide?

Tucker Brown: That is where I was going with this. One permission could be made for the alignment tags and that could be the top part of this, and if you don’t have that permission you wouldn’t even be able to put the tags in. Right now, people are able to select a graphic and it comes up left aligned no matter what. Do we want another permission that will give them the option to change that selection?

John Hope: District Five can handle this operationally instead of putting limits in the software.

Cherie Philips: I would like to be able to manage this through permissions and being able to set up appropriate groups to manage parts of the message features.

Tucker Brown: That’s where it could be an issue, you said parts of the message feature – we talked about alignment and there is one for in line graphics, page graphics, are we looking to break out each feature of this into an individual permission or is it more of use the same behavior as you have now and if you have this permission then you have the ability to do the rest of this?

John Hope: I think you can group this together. You have a limited permission level and a non-limited permission level.

Cherie Philips: I agree with that.

Brent Poole: I also agree with that.

Tucker Brown: And the limited set is what they can do right now?

John Hope: Yes.

Dee McTague: District Four agrees.

Aven Morgan: District Three agrees.

Dan Buidens: District Seven agrees.

Roger Strain: I want to throw one more wrench in it while we are discussing it. As you can see on the screen, once those alignment tags are going to slide, you are not restricted to a single thing. All text will align the way it is prompted. That can change throughout the sign. If someone were to confirm a library message or a template with multiple of these alignments. We would still need to expose those. Is that going to be problem, or do you avoid it by not using multiple alignments within the same message?

John Hope: District Five doesn’t see any case where we would have multiple alignments.

Mark Laird: Doesn’t the existing dialog allow editing of the multi text?

Tucker Brown: Yes, you can go into the raw editing mode and do that.

Brent Poole: Is there a way to do multiple alignments on the same line?

Tucker Brown: Multiple alignments on the same line is fine. An example would be text on the left and number on the right for travel time. It has to be in the order of left, middle and right but you can have multiple.

Brent Poole: Okay, thanks.

**Item 5: 5077 RPG DMS Suggested Priorities Based on Event Type**

Tucker Brown: The enhancement that we are talking about here creates ranges for each event type. And it would restrict messages for that particular event type. In this case disabled vehicle is 1-10, crash is 11-20, and abandoned vehicle is 20-45. In the config file you are going to set up a default region. If you choose to not use this your default region will be 1-255 and you will have the same behavior that you have now. If you do want to start using this, you can restrict the default range and set the range as 46-255 so that will get you to start after the other ranges. Every other event that is not included in what I said will start at 46 and go through 255. If you don’t define one, then it would go back and ask what the default range is and that is where you would start. Once you define the region, like disabled vehicle is 1-10. This allows you to section off areas of your priority. Any questions?

Mike Crawson: The ones that are 1-10, can they be bundled together?

Aj Skillern: You can but you have to configure the same range for the different event types.

Mike Crawson: Okay, thank you.

John Hope: How is lane blockage factored into the selection into the priority.

Tucker Brown: None, it is only miles away from the event currently.

John Hope: Can it be? Can we have two sets of priorities, one with lane blockage and one without?

Tucker Brown: So, two different ranges per event type?

District: Yes, so you can have an abandoned vehicle with a priority range of 50, and a crash of 1-10 and the abandoned vehicle and the responders so up and block a lane, that message is now a higher priority than a crash with no lane blockage.

Tucker Brown: So not the type of lane blockage but just lane blockage vs not?

Mark Laird: Travel lane blockage.

Tucker Brown: Okay, that is a different one, so travel lane blockage vs shoulder blockage vs any of the other categories. Anyone want to weigh in?

District: So not to make this more complicated, but if we want it as automated as possible to where the operator does not have to edit it at all as the response plan then it should consider how many lanes are blocked.

Tucker Brown: That is where I was going with it, but does the type of blockage matter? Meaning one lane, closed, etc.

District: Yes.

Tucker Brown: How is that defined? Right now, we are giving a priority range per event type how do we tell it priority range based on closed? Based on 50%? Based on 25%? How do we give it that range?

John Hope: Could it be done by event severity?

Tucker Brown: There is a concept of timing with event severity and if it is closed it goes to a high severity instantly. That’s more based on blockage for amount of time as opposed to number of lanes.

District: I think this could apply. Does anyone else want to weigh in?

John Hope: We are just trying to align this with how the operators already operate.

Tucker Brown: Currently, how do they know what priority range it should be in?

District: We have created our own range of priorities based on the item you said, and it is documented here and that’s how we prioritize.

Cherie Philips: At the Turnpike we have a similar set up where our SOPs dictate our priority ranges for event types. I am just trying to automate this process more and the only way I can think of is to have a percentage of lanes blocked and that would outweigh the miles ahead information.

District Seven: Let me piggyback off of that, we don’t classify as disabled or crashes, we have all of that under unplanned incidents and they have the priority of 1-20. But full lane closures have to be a manual edit.

Tucker Brown: So, do a priority range based on event severity which would give you a low, medium, high which would change the range. So, severities are calculated on lane blockage for some amount of time. This would probably end up with three different ranges and full closure would go to severe priority which would be the highest one. I guess that could mean you could also have optional priority ranges for low to intermediate severity.

Roger Strain: I want to caution against using severity here because my recollection is that once it hits a certain severity level, it will never go back to a lower level. So once your full closure event only has a shoulder blocked, it will still be a severity three.

Tucker Brown: Maybe the criteria for severity instead of severity.

Roger Strain: We still have the event severities here, but we make additional entries where you can configure alternate ranges specifically for lane closures. What would be here is if you have a specific event type and you have no travel or collector distributor lanes that are closed. We could set it up to override certain priorities if you have a certain percentage of lane blockage.

Tucker Brown: Is percentage lane blockage a valid criteria for the Districts?

Dan Buidens: I think it is a criteria but we also need to keep the location of the incident to the DMS as well. It should almost be a blend of both.

Mark Laird: I think the concern is full closure vs partial closure and wasn’t that the trigger to intervene? I know you can 2 out of 3 lanes blocked but it sounds like operators are intervening when there is a full closure. Is that true today?

Dan Buidens: Yes, that is correct.

Mark Laird: So maybe that is the trigger, you have a full closure range and another blockage range.

Roger Strain: Keep all of them for by event type for closures then have two additional entries. One for partial blockage and one for partial blockage.

John Hope: That works for District Five.

Dan Buidens: District Seven agrees.

Dee McTague: District Four does too.

District One: We agree as well.

Mark Laird: District Six agrees as well.

Tucker Brown: So, this changes from one priority range to three priority ranges per event type.

Roger Strain: I wouldn’t go so far to think that you have the current event type for the non-blocking. The moment there is a lane blockage, I doubt you will care what type of event caused that lane blockage because that will need to be a certain higher priority than anything else.

Tucker Brown: You have a single range if it is lane blocking vs non-lane blocking? But then for a crash vs abandoned vehicle?

Dan Buidens: Correct. Or a crash vs congestion on the roadway, it is not blocking anything, so it is not a higher priority.

Tucker Brown: So, we are okay for a single range for all event types for partial blockage or full blockage?

Dan Buidens: District Seven is good with that.

John Hope: District Five is good with that.

Roger Strain: It sounds like a full blockage would trump all?

Tucker Brown: Correct. Full blockage, then partial blockage will trump no blockage, and if neither case were true then the priority would be used where there is no blockage.

Mark Laird: District Six agrees.

Aven Morgan: District Three is on board. I do have a question though. Should someone try to manually override the priority ranges, will an error message pop up? That notifies them that they are about to activate it.

Tucker Brown: So, a pop up if someone tries to set it up outside the normal range?

Aven Morgan: Yes. Say there is a range from 30-40 normally and someone tries to activate it at 15. Would a message pop up that says it does not fall within the specified priority range?

Tucker Brown: I will throw that out to the group.

John Hope: As long as it is a warning it would be okay. We wouldn’t want to completely prevent that.

District: I like that idea, I think it is a similar concept to when there is an unapproved word that it pops up on everyone’s screen and the shift supervisor can see what they are trying to do and approve it if necessary.

Tucker Brown: So not just alerting the operator that they are doing something wrong as part of the event type but alerting the floor and making them get approval before sending it out?

Aven Morgan: Yes.

District: Very similar to the unapproved word on a sign.

Tucker Brown: And that is when they go to activate the response plan?

District: Right.

John Hope: Yes.

Tucker Brown: Just to recap on everything here – the priority range we are showing on this dialog would still be here but would only apply to events that do not have lane blockage. There will be a single range defined for events that have a partial blockage for travel lanes. For all travel lanes blocked there would be a single range as well for all event types. In addition to that, when they activate the response plans, the priority for each DMS should be compared to each of those event ranges to make sure they are correct and if they are not then a dialog similar to the DMS approval dialog pop up and a user with the applicable permissions would be able to approve the activation of that response plan. Am I missing anything?

District: I think that covers it.

**Item 6: 1713 Add more information to EM window title bar**

Tucker Brown: Currently all you have is the event number. This will add the event type and location to the title bar, so it is easier to see when you have multiple up.

Mark Laird: I would prefer for the direction to be abbreviated. I am used to seeing Southbound as SB. What does everyone think about that?

District: I agree with the abbreviation.

District Five: We agree.

District Three: We agree.

**Item 7: 4966 – Allow Audit on Injuries**

Tucker Brown: Currently injuries are an attribute where you select the type of injury. It is not auditable currently so we would make it auditable. There is no timestamp or anything along those lines that would let you go in and select the different type of injury and save that to the event record. There will be an indication in the chronology that it was changed but there is not a timestamp associated with it.

John Hope: District Five agrees.

Dan Buidens: District Seven agrees.

Jason Summerfield: District Two agrees.

Dee McTague: District Four agrees.

Mark Laird: District Six agrees.

District One: We agree.

**Item 8: 3749 – Highlight events that have not been updated within certain time**

Tucker Brown: This is highlighting events that have not been updated within a certain amount of time. Right now, if you go into user preferences you can choose colors for the items that you own. We are adding the middle section that says, “needs update”. Then you will see the preview updates on the bottom. The adjustments are tied to user preference. You can see the two that I own are in yellow and the one that is needing the update is in the dark red color. There are other colors in this dialog that are associated to the active events with blockage and active events without blockage. There are several places you could use colors on the dialog, but we are leaving it up to the users on which colors they want to see on ones they own vs ones that need to be updated. To define that, we are on the event type page and on the far-right side there is a column for the threshold, and it is defined in minutes. You can define it per event type and make it whatever color you want that fits your threshold timeline. Any questions?

Mark Laird: How does the ownership and the update colors interact? Does the update color replace any existing color?

Tucker Brown: Correct. The need update color will replace any ownership coloring.

Mark Laird: Would you get the needs update color whether you own it or not?

Tucker Brown: I think that is a general question. Do you want it for all events or the ones that you own?

John Hope: Supervisors would want to see it for our operators.

Dee McTague: I think it has to be for all events. If there is a shift change, they need to know especially if they are not the owner.

District Six: Agrees with District Four that it will provide additional situation awareness.

Tucker Brown: All events will be highlighted, and the needs update highlighting will override any regular highlighting. The threshold can be as long as you want.

John Hope: They were not concerned about events that haven’t been updated if there is no response plan.

District: Can you give an example of event where you would not have a response plan?

John Hope: Abandoned vehicle.

Tucker Brown: One thing I did not mention here is that you can set this to zero so events of that type would never alert you. That is an option for items you wouldn’t have a response plan for.

District: I hate that suggestion. If you have a threshold of zero, then you activate a response plan can it send a reminder based off of the response plan activation? Or does that complicate it?

Tucker Brown: The requirement calls out the last time since the last response plan activation not the last updated time of the event. The last time the response plan was activated is the timestamp we would go by. I am going to let you know that we will set all of these to zero to start with, but you can always change them.

John Hope: Okay, great.

**Item 9: 4761 – Allow DMS Graphics to be Defined in EM Template**

Tucker Brown: Very similar concept on setting these up but instead of getting the full graphic types, you will notice at the bottom where it has the option to select a roadway graphic, event type graphic or a custom graphic in a templated format. Whatever roadway you are on for that event, it is going to try to pick out that graphic that is selectable. It gives the option for custom graphics. If you use custom graphics, you will choose it since there is nothing specific to tie it to the event. I believe you would also be able to use the alignment tags here as well. The same dialog here is what you would see previously, the only difference is you are not selecting a specific graphic you are telling it you want a roadway or event type graphic. None is also an option here if you don’t want a graphic. If I selected event type and that graphic wasn’t available, it will remove that section of it and will go with whatever the text was.

Mark Laird: You still haven’t done anything about the conditional text if the graphic is not there, correct?

Tucker Brown: No, we haven’t. I think what you are looking for is alternate text if graphic is not available.

Mark Laird: Correct. It might say I-10 but if the graphic is there, it wouldn’t use the text I-10.

Tucker Brown: No, we haven’t done anything with that.

Jason Summerfield: Let me ask, so right now it goes, if the sign does not have graphic capability it uses the template. If it does have graphics capability, it up charges it to forcing it to use the graphics. And this goes over to what Mark said, how do you differentiate between signs with graphics and signs that don’t have graphics?

AJ Skillern: So, this is the message template dialog. The way you would handle it is through the device template configuration and you would design custom templates for your signs that don’t use graphics. Then you would make the templates for the signs that do support graphics.

Tucker Brown: If you are using the default template, it should contain no graphics. If you are using it then you can default to that. For signs that do use graphics, you can change it to use something like this where you can define what it should look like.

Jason Summerfield: So, device templates are still individual so you would have to go through and find all of your signs? There is no grouping, right?

Tucker Brown: Yes, and if you were to put a graphic on a sign that does not support graphics then it would remove that graphic.

District: I think the direction might be the opposite, it adds graphics to the signs that do graphics.

Tucker Brown: Any other questions?

John Hope: I am confused. I am only aware of the device configuration affecting travel times. You have an event types configured in this screen here which has to do with templates when generating response plans.

Tucker Brown: That is correct.

John Hope: How does the response plan generation select which response plan to use?

Tucker Brown: This is the EM Message Template Configuration so I am setting up templates, if you go back to the section where we talked about email templates, when you go into the device one – the top line says DMS Template. You can define that for all of your event types. So, if I am picking out a sign for a response plan template, this is one that they will use. If you have done nothing else for that sign, it is going to pick out that type. If you select the sign, you can change from the default to something else. So, you can set up for parts to use defaults and parts to use specific templates. When it generates the response plans, it will go into those and will figure out which to use. So, you are able to define templates for a specific device or can go to default what every sign should use.

John Hope: Okay, I am not visualizing it.

Tucker Brown: This bottom line would be an example, where it says DMS01 in the first column it says AMBER alert and has the word default. That is a drop-down box where I could change it from default to one of the message templates that we previously defined.

John Hope: So, we will have to do this for every DMS one by one?

Tucker Brown: Yes, but probably only the ones that do color. Any sign that you want to keep as default DMS you wouldn’t make any change.

Jason Summerfield: I would say that you set up your default DMS to cover majority of your signs. Then you can individually configure your outliers.

**Item 10: 3949 – Alert Operator when an event is created through the SPARR App**

Tucker Brown: This has to do with adding a pop-up when an event is created through the SPARR App. We are applying that to anything created in that app or that the field users create through AVL. When this happens, a pop-up will show up and tell you who created it and the vehicle. This will be based on a permission so if particular users don’t need to see it, they can opt out. It will show up to all users that have that permission. The options are to open or close it, there are no actions needed, it is just a notification. We thought about putting it in the user notification, but we thought it would just get lost there.

John Hope: So, this will pop up to every single administrator?

Tucker Brown: Yes, because they would have all permissions.

Dan Buidens: Is there an option for the administrator to turn it off?

Tucker Brown: We could invert the permission and say users that do not want to see this? And give that permission to people.

Jason Summerfield: Give people the permission to ignore this pop up?

Tucker Brown: Yes. Any other questions?

John Hope: Who requested this? We are puzzled on who needed this?

Tucker Brown: I think what was occurring is they were creating an event and they were going to the event list, but they were owned by the AVL system when created. So, they made it to the event list, but no one was doing anything with them. If you have a large event list, it could get slotted in somewhere and you wouldn’t know.

John Hope: Can we have a global setting for this that turns it off for everyone?

Cherie Philips: Turnpike would agree with a global setting to shut this notification off.

District: Instead of having a pop-up notification for this, would it be possible to have that event stand out on the event list? Like a highlight?

Tucker Brown: It is technically owned by the AVL subsystem.

Roger Strain: Maybe we piggyback this off of the earlier enhancement we talked about highlighting needs update. Maybe we use that same format and add a highlight for any event that is owned by a system?

District: I like that, there are other systems that can’t pop up events automatically like weather. And the GPIO system that can generate events or response plans. System user might make it stand out enough.

Cherie Philips: I agree.

Tucker Brown: So highlighting system users?

District: Yes, opposed to having pop ups that would go to everyone it would just highlight it on the list until someone takes ownership and when that person takes ownership the highlight goes away.

Roger Strain: Would you want to use the same highlight as the one for the events that need update, or would it need to be a different color?

District: I am going to throw out something that people might not like but how we have travel lane blockage headers, maybe if other systems events show up under their own header area, then you don’t have to worry about highlighting them so much.

District: That probably wouldn’t work well where you have a lot of events and they get pushed down to the bottom so you might not see it on the list.

John Hope: District Fives operations is built around the current group as it is. Adding another grouping is not seen as beneficial.

Jason Summerfield: Aren’t the groupings collapsible?

District: They are but once collapsed you would never see them.

Jason Summerfield: but operationally you can assign operators certain groups to monitor. That way you don’t have a rainbow of colors and expect everyone to know what that means. What if there was a global setting that controls if a system would be grouped as its own entry at the very top?

Shannon Watterson: District Five does not want that. My concern about other driver owned events, is that we allow our Road Rangers to work minor events without operator intervention. If they see debris on the road, they will create their own event and handle it without operator intervention. If those events are automatically highlighted just like the need update events, I don’t want the events needing updating with response plans to get mixed in with other driver owned events. So, we would prefer a setting to turn this feature off globally, if possible.

District: Okay, I think what is being discussed is having an option for the District to have an additional group at the top of the event list that are specific to system owned events. It’s a system level configuration item as to whether that function is implemented or not. If you turn that off there is zero highlighting and you get the same behavior as now. If you want to use it this would draw attention to system owned events without putting pop ups across everyone’s screens.

John Hope: As long as we have the option to turn it off, and it act how it does now, that is okay with District Five.

Tucker Brown: Does anyone else want to weigh in? Hearing nothing, that was the last item.

Christine Shafik: We appreciate all of the input, there was a great discussion here. I am glad we extended the meeting. We recorded the meeting for the purpose of taking notes. If no one has any additional comments, I think we can end the meeting. Thank you for joining us today!

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| New Action Items: |  |
| Action: | **Responsible Person:** |
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