

SunGuide Software

User’s Group

8.0 Design Review Meeting Minutes

**Date: June 4, 2020**

**Time: 3:00-5:00 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: 5272 Remote Command Application  Item 2: 3465 Add RISC designation for events & auto-cycle/select contractor to be dispatched | AJ Skillern  AJ Skillern |

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| Attendees: |  |
| Justin Merritt, D1  Robbie Brown, D1  Ray Mikol, D1  Margaret Treiber, D1  Jason Summerfield, D2  Jason Evans, D2  Tanesha Sibley, D2  Greg Reynolds, D3  Robert Briscoe, D3  Kevin Mehaffy, D3  Aven Morgan, D3  David Roark, D3  JJ McFadden, CoT  Jacques Dupuy, D4  Dee McTague, D4  Kriss Whitaker-Lee, D4  Eddie Grant, D5  Jay Williams, D5  Kyle Higgins, D5  John Hope, D5 | Mark Laird, D6  Alex Mirones, D6  Dan Buidens, D7  Jared Roso, D7  Mike Crawson, D7  Dan Constantinopoli, D7  Kelly Kinney, FTE  Cherie Phillips, FTE  Brent Poole, CFX  AJ Skillern, SwRI  Roger Strain, SwRI  Luke Taylor, SwRI  Christine Shafik, CO  Fred Heery, CO  Mark Dunthorn, CO  Gregory Dudley, CO  Karthik Devarakonda, CO  Jennifer Langford, CO  Brenda Murphy, CO |

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| Discussion: |  |

Christine Shafik: Thank you for joining SSUG today, please note that this meeting is being recorded for the purpose of taking meeting notes. Looking forward to our 3rd Review Design Meeting. Looking forward to your input and with that said I will start with the roll call.

**Item 1: 5272 Remote Command Application**

AJ Skillern: Today I am going to be presenting on two different applications. The first one we are going to be showing design methods or the remote command application. Next slide. The first dialogue that we have here is the only configuration dialogue for RCA. This is going to be the configuration dialogue that allows you to configure connection to other districts or other installations with SunGuide. You will be able to add and remove things. The seals and the grid are configurable, and you will need to provide a main for the remote connection, the post import and whether to allow incoming or outgoing control. We are hoping to use that information and then all those RCAs communications between districts is encrypted and you will have the opportunity to provide a certificate. Pretty standard configuration dialogue. Anybody have any comments.

John Hope: Is this something that you figure is on the side of being controlled or the side that is doing the controlling.

AJ Skillern: I believe it needs to be configured on both sides. Notice here this would allow incoming which would require the local username and would allow someone to control the trunk downside of the configuration and then you can also configure the out bound side of configuration. If you decide not to allow incoming or not to allow outgoing, you can configure a one-way relationship with RCA data.

John Hope: Okay, if it is going to be on both sides then the local username, if you are connecting to a system that would have to be the username of who you are connected to?

AJ Skillern: No, the local username would only be for incoming connections not for outgoing. It would be the username of the local system, but you are going to use for the remote users to execute from the ones on their local system.

John Hope: Where do you specify the remote username?

AJ Skillern: The remote sensor would have to configure your connection on their end and specify the local username that would be used by your connection on their system.

John Hope: Okay. What does certificate mean.

AJ Skillern: It is like a public-private, I don’t remember the name, but it is a signed certificate that is used to encrypt communication between different RCA connections. It will allow you to specify the certificate file; I believe what is shown there is like a hash of the certificate.

John Hope: Is there any repercussions for using the certificate. Do you use self-signing? What things do we have to think about?

AJ Skillern: I believe that RCA will generate the self-signed certificates for you. I want to say that the option to upload a certificate is to allow you to use the alternate certificate, if you have different signing system mechanism. Like I said, otherwise, RCA will generate the certificate for you.

Robert Strain with Southwest Research: If I could just jump in there for just a moment. I’m not certain about this but my instinct tells me that you want to use the same certificate on both ends of this. In this particular instance, our local district has to configure this connection to MDX with certificate 00FAC5 etc. There would be a matching entry in the excess system match that one back to this district using the same certificate, I believe. That’s how they are able to have their encrypted communication to MDX. At that point, I’m not sure that the signing system matters too much as long as both sides have that shared certificate then I think you are okay.

Mark Dunthorn: I just spoke to Tucker about this and he said the same thing, and this should be well documented, so John there should be documentation to guide you through this process. He doesn’t think there is a problem, but it is a very similar process.

John Hope: Yes, as long as it is well documented. That’s fine.

AJ Skillern: Alright, if there is nothing else, let’s move on. This next dialogue is the status dialogue indicating the status of your connection to a remote center. In the top of the grid you will have a list of all your connections and weather the in-bound connection is active or weather the out-bound connection is active. In the bottom half of the dialogue you see will see how the out-bound connection is enabled this will show you the states of the remote on the other end and show you who you are connected to. We were planning on bringing the icons and the process of the viewing the remote from the login ping. Any systems coming through RCA will show up in their login status here in the bottom half.

John Hope: This seems very Fisher Price. It doesn’t really tell you that much other than whether it’s enabled. It doesn’t give you any heartbeat or how much data is in the exchange or how old the data is. Is there anything that we have available to get this information from this dialogue?

AJ Skillern: There should be no need. This does not behave like center to center or anything like that. There is no heartbeats involved. This is a persistent connection between two different SunGuide installations. You can think of RCA almost as a remote feedback connection. So, it is the same kind of look, warm fuzzy feeling, you’re getting about receiving remote district being updated, or something like that looking at this thing. We could potentially add a time stamp like when we last received data, but the remote data status updates are going to be in real time.

John Hope: But when you are saying real time you are saying there is a subscription that is placed. Right?

AJ Skillern: Correct.

John Hope: The side that’s subscribing, if it suddenly stops getting data, what’s going to happen.

AJ Skillern: The same thing that would happen in your local system if it stops giving data. There would be a lack of status update. I think you are thinking of this as a center to center connection where it should really be a secondary connection PCB connection. You could put some kind of check in place for whether or not it is receiving status updates, the check is like if you don’t have it under local system and you’re not worried about receiving status updates, then, to me it’s just kind of, I don’t know what we can do other than to, we could probably add some kind of time stamp but it would be something like as long as the system is updating and working correctly then it should be updating the same way that your local PSS or your local sub system data should be updating. You should have the same level of confidence in that.

John Hope: I understand your logic, but I completely disagree with you. It shouldn’t be treated as a local system because it’s not. There are a lot of network hop that’s being done from one system to the other potentially. The fact that you are just assuming that the side you are supposed to be receiving data from is always going to function, that’s a lot of trust.

Roger Strain: I think the difference here is that many times when we are having trouble over to center to center it’s been with respect to the web services and that’s the case where we have back and forth basic message path at any particular web end point and it can be very difficult to tell the difference between “I am still connected but nothing of interest is happening versus I have been disconnected.” In this case it is a completely different paragon because this is an actual live persistent TCP socket and the difference between nothing interesting is happening and I’ve been disconnected is that literally you will be disconnected and in this dialogue you would see that this connection is no longer established. Or, if there is a particular sub system on the remote side which has disconnected you would see that that particular sub system has been disconnected and you are no longer able to communicate with it. The fact that we are showing here that you are connected or that the sub system is live, is connected means that we do have a live communications link with that process from your district.

John Hope: Yes, I understand but just because you are connected doesn’t mean you are getting anything.

Roger Strain: Well that would be more of an issue on the remote side, honestly.

John Hope: Right. And you would want to know that?

AJ Skillern: I understand your request for some kind of time stamp to indicate when data was last updated. I’m kind of worried about trying to track something like that because, like with the exception of TFS, who’s to say something like how frequently you shouldn’t be receiving updates or how frequently you should be receiving updates for. And if we do have something like TFS that we are monitoring a time stamp for then that is going to be happening very frequently because most districts are pulling their devices at 20 to 30 seconds a piece and when you have hundreds and thousands of devices that are time stamped, it is going to be updating constantly. We could potential get something like once a minute to get data and if so, here’s an up-dated time stamp kind of thing.

John Hope: Okay what I’m pushing towards is a little something more intelligent than just a hangout connected. If you are expecting to receive a TSS data every 50 seconds or 30 seconds than that’s what you should be expecting.

AJ Skillern: We don’t know what we are expecting.

John Hope: Why don’t you know.

AJ Skillern: Because again with something like CCTV, like TSS might be the only one that we should, we should probably be receiving data within a certain amount of interval but with these devices and sub systems that we have here, there is no specified interval that would be guaranteed to receive an update in. They should only be receiving updates as the events are being updated. Maybe it’s a smaller county level installation, I know D1 works closely with the county. I mean, they only have a handful of devices and they are not controlling their cameras through SunGuide or they’re not controlling anything very frequently. There would be no change there to those devices.

Robert Strain: I want to ask a question that might be a little dangerous for me to ask and would not be within the scope of this effort, are time stamps like this something that you feel you would need to have to monitor the status of your local processes as well?

John Hope: Yes, it would be good to monitor everything. If something stops working, we would want to know about it.

Robert Strain: Okay, what is the determining factor for something stops working, is that somebody looking at it and saying, this time stamp feels too old or is there some algorhythm you could think of that would identify that there is now a problematic condition that we can automatically detect.

John Hope: I don’t know if I can answer that.

Mark Dunthorn: Mark, does this look for the last GSS update and does this have something that goes red as an indication in the interface that there is a problem when it doesn’t get an update?

Mark Laird: It might do that with TSS another thing it tries and gets timeouts it does indication of failures. It sounds like John is talking more about a watch-dog kind of process to see if it is running. But the other thing, John, is you are going to see a few devices that are remote devices you have them in your dialogue you are going to see the status of those go to failed or error, right SWRI?

AJ Skillern: That is absolutely correct. We haven’t got many device dialogues that they will have the same status information that the local devices will have.

Roger Strain: I want to clarify that point. They will display as error or failed if the remote district reports them as error or fail. The local system is not going to say, I haven’t heard anything from this device, therefore I’m going to claim error. If you are logged in the locally, it will always display remote devices based on the information that was sent from the remote system.

John Hope: And if it doesn’t receive anything?

Roger Strain: Then there is no change. If no update was sent, then there has been no change.

Mark Laird: In that case you might want to go back to having something that tells you that RCA and the two sites are still talking.

AJ Skillern: Would a heartbeat between the two RCA systems be sufficient or are you looking for the last time you received some kind of communication from a particular sub system on the remote side.

Mark Laird: The way this sounds like this works, I think a heartbeat would do it, right John? From what you need. If there is still communication going on.

Mark Laird: That’s always a concern with C2C when it goes down, we don’t necessarily know it.

Roger Strain: Yeah, and that’s why we were trying to indicate that this is different about this. Because with this one, if that connection is broken, you will know it and it will be visible from here.

Mark Laird: Assuming RCA is still talking, you are talking about the socket, you are definitely going to see that. Right now, there is nothing that, if the RCA remote process isn’t doing anything, you wouldn’t necessarily know if it stopped working. True?

Roger Strain: If something happens on the other system, if the connection breaks between the two RCA systems that is going to show a complete disconnect of, if any of the particular connections from those other sub systems goes down you will see the other sub systems go down. The concern here is, frankly, if either of the RCA remote process are up and running and have the connection maintained, but if for some reason have elected to cease sending messages of some particular type across, then no, that is not something that is going to be detectable.

Mark Laird: If the remote RCA stops working for some reason, the local one will not know it. Is that a true statement?

Roger Strain: It depends on what you mean by the remote RCA stops working.

Mark Laird: It gets hung.

Roger Strain: You would not know that. If it’s hung, then there may be things on the TCP side that are going to cause the TPC side to be disconnected after some certain timeout.

Mark Laird: The receiver won’t know that. Only the center is going to know that.

AJ Skillern: I believe that to be true. I’m not that familiar with the TCP communication protocol. I know that there are keep alive things for sockets but there is nothing on the receiving side of the RCIA receiving ends to know that that socket should be killed.

Roger Strain: I was expecting that with TCP as soon as this connection was determined to be bad, both sides were going to drop it.

AJ Skillern: That’s true if there is an issue with the connection but, what Mark can find is that there is something preventing RCIA from sending further data as in a data block or something. But the socket connection is still valid and fine.

Mark Laird: I kind of like have a keep alive between the two systems of RCIA. That would be nice.

Jason Summerfield: Since we are talking about TCP and other things that I’ve been seeing with something else entirely. You are relatively correct that the if one side drops the connection the other side doesn’t get that disconnection, yes you do need some sort of keep alive because the receiving side will just assume that it is open forever and ever. We’ve seen that in some cases where we have a time out, if there is a heartbeat or a timeout, then that would probably take care of that issue, otherwise you don’t know closure on the socket. You end up exhausting your sockets if it goes on for a long time. Again, we are talking about if we lose connection between the two of us, or some period of time where a firewall somewhere drops a connection then you are going to have a half-hung socket on one end and maybe not on the other end. Just a simple heartbeat should take care of that not like a data integrity sort of thing.

Kelly Kinney: Shouldn’t there be a command that is sent in that engagement that would let the socket know that there is a completion of the communication so that the socket would no longer be holding that connection. That can happen but traditionally when you are setting this sort of communications up that would be something that you would set up so that the listener is not hung up on a socket and not able to receive official communication.

Mark Laird: Can’t do that.

Jason Summerfield: That’s where your timeout comes into play. So, something like you would basically say, if your heartbeat, if you don’t get a heartbeat message for an X amount of time, assume that that socket closed and then both sides have to renegotiate once it starts up.

AJ Skillern: If we are just talking about adding a heartbeat to communicate between the two RCIA’s to ensure that both sides are still healthy and then, would John would you still need a time stamp right here or would just knowing that the heartbeat was still there but you’ve been disconnected.

John Hope: The heartbeat is just going to be an indication of something. Hopefully something that is intelligent. What I mean about that is that there should be a sense of knowing what each side should be receiving and responding appropriately. Where this is coming from, the whole purpose is assuming that whatever side is being controlled the other side has no control over that remote system. If it’s between District 2 and District 3, District 2 can’t just log into District 3’s system and fix whatever problems that they need to fix. There should be some sort of way that both sides should know what they should be doing at all times and automatically try to fix themselves or do something to renegotiate. The whole idea that the time stamps are really just an indication of whether or not that is working.

Roger Strain: I want to go back to those questions about the time stamps. Is this something where there is any kind of logic that we can apply to it or is it just for a warm fuzzy of an administrator looking at the system and saying, yep, it looks like I’m getting data.

John Hope: I would imagine that this window would be used as a diagnostic tool or something that we would use to troubleshoot something. If we open this up and we see a couple checked boxes and yet the system is still not working, what do we do, that’s the big question. Where else can we go?

Kelly Kinney: Okay, so I’m trying to get my head around this. When there is a communication being sent for TCP there is a send request that establishes the connection, I thought that there was an APK that closes the connection or allows for the completion of the transmission so that the sockets can close. Is that not how this system works?

AJ Skillern: No, this system is set up to use normal TCP communication. When you are talking about successfully closing a TCP connection, that implies one side has to send it in and then receives it and then the final act in order to terminate the connection. What we are talking about here is the case possibly where one side is unable, specifically the remote side is unable to send that ping in order to negotiate the closure of the connection because there is no way the receiving end to ever know it should close that connection.

Mark Laird: The other point is, you open that socket and you leave it open and continue sending it over for a long period of time, it’s not per message.

Kelly Kinney: Does that mean we would have five different sockets listening for each of the different sub system.

AJ Skillern: No, the connection, the RCA on your system would communicate to an RCA process to a remote district and you would only have one TCP connection from your local RCA open to any one given remote district. On the other end, RCA will connect to the remote data hub and communicate back to keep the TCP connection.

Kelly Kinney: Okay, so is there any sort of concern that, for example CFX and Florida Turnpike share roadway sub systems so there is a business need for that integration between the two of our systems with some of our VDS devices to create travel times along the roadways and so if we are having several sub systems that are communicating is there any concern that there is going to be too much traffic and there will be information that gets lost with that current design structure?

AJ Skillern: I don’t think there is any kind of architectural issue because that is the same kind of model that your operator map uses to communicate to with the rest of your local systems TPC connection. The only change that we are aware of, there are some districts who are incorporating a lot of data from other districts and potentially some maps are unable to keep up with data coming from center 2 center so potentially it would be the same issue as used with RCA data. There should be nothing lost between the two centers.

Kelly Kinney: So adding two cents to some of the conversations that we’ve had, so the discussion about having a time stamp I think is a good one of the incoming status and the outgoing status of the initiation of the connection as well as the duration of the connection if that’s how it is going to be engineered and then of course, if the connection has failed having a time stamp as it fails for troubleshooting purposes it might also be beneficial to be able to see a logging of that data. So, for issues where there might be issues of fiber connection between two districts, having the ability to see if it’s an intermittent connectivity issue or if something just happened and it’s been down consistently. From a troubleshooting standpoint I can see a value in being able to see that and also being able to see logging of that data so if we had to go back and look at the history trending with that. You were also mentioning about identifying the failure like the remote. So CFX for example had a, well actually I will throw myself under the bus. Florida Turnpike Enterprise had a device that went down and we were communicating that to CFX and CFX would subsequently be getting a failure that would be transmitted. They would have to reach out to me and say hey Cherie can you please fix your issue and I would have to get on that. Is that what you are saying it would be communicated and we would be able to see that through the different sub systems at the bottom of the screen here.

AJ Skillern: There were a couple different questions there but first before it goes off my mind is the stuff about the connections going up and down and troubleshooting. I know you had wanted to see when something disconnects and reconnects; are you looking for something that would be stored in the system data base for a recording purpose or would logging in to see the status log be sufficient for the kind troubleshooting that you are talking about.

Kelly Kinney: It is just making sure that there would be the infrastructure available to troubleshoot any sort of issues that prevent us from being able to provide constant support in our environment. I’m just making sure that our people have the tools to do that.

AJ Skillern: As far as false reading connections you would be able to tell whether or not the socket connection to the remote district would be able to be made. And sometimes the different error messages that are reported by that connection attempt allow us to help diagnose whether it’s a firewall issue or whether that port is maybe not listening in terms of the remote process not running. I heard diagnosing a fiber issue, I don’t think we would be able to provide that level of detail while troubleshooting. We could probably tell you, yes, we were able to make a connection or no it failed and here is why. I know right now the system should support up to logging in to status level already. Most districts keep their log files for at least a week. If this is something that you noticed and you want to look at it for the past two days, we could go back in and investigate and get those kind of logs. The other thing I heard you talk about was regarding the device status. We haven’t gotten to them yet but the remote district devices we will be showing up in your normal status dialogue. You will be seeing the same information for those remote devices that you would for your local devices so if a DMS is failing to communicate on a remote district, you would be able to see that. If John is configuring travel times or looking at travel times not generated for CFX in the tv data he could go over to CFX status dialogue and see that your detector is in a failed state or in an out of service state and then he would be able to know why you aren’t receiving data for the detector for that travel time.

Kelly Kinney: Just for clarification purposes, would it be an itemized list of all the devices that we were integrating into our system.

AJ Skillern: Can we go to the next slide please so I can show you. This right here is one of the device dialogues mock-ups that we did. The important column and change here to make note of is that right most column. We are going to add a column that indicates whether the device that you are seeing in the dialogue is either local or remote but other than that you should see no difference. Every single DMS signal should be coming through RCA. Does that answer your question?

Kelly Kinney: Yes, it addresses the question. I apologize about the amount of questions that I have. Some of the things that I am considering for long term usage, so there is a lot of integration within Central Florida area where there are three different districts. We have District 5 we also have CFX and we have the Florida Turnpike all within that general area. There are construction projects that will be impacting any one of these, so, for example, we had recent construction on our devices on the 528 so if CFX was pulling data in from our devices on the 528 we would have it listed as out of service identifying that we know that these are down devices and they weren’t in the field status. Would that status information be transmitted over to the CFX team so that they would know that likewise it is an out of service versus we are anticipating that it is out, kind of a thing.

AJ Skillern: Yes, they would be seeing the same thing you see in your CFX status dialogue. They would see the detectors are out of service and they would be seeing it on the map that those detectors are out of service. They wouldn’t receive any sort of special notification. In the local system if you put a detector out of service you don’t receive any kind of alert that that device went out of service. In that regard they are not going to see a notification. The status of the device in the remote system will reflect the status the device in your system.

Kelly Kinney: Okay. Thank you for indulging me.

John Hope: Would it help if it listed scenarios just to make sure that this would have something in it to account for?

AJ Skillern: I feel like I’m on the same page about what you are looking for. I think the kind of concern that Roger and I have both vocalized but we still don’t yet have an answer to but maybe it’s just a simple timer or threshold. The question is, how do you know when you are supposed to receive a notice. In order to prevent a false positive with a full failure of communication, basically you wouldn’t want to say this District stopped communicating but it is just because we haven’t received a status update for a certain length of time. If you’re not looking for any kind of notification but just a time stamps in the dialogue, I think that’s doable and it alleviates that concern because then it would be your judgment call about whether or not that’s an issue yet.

Roger Strain: It would be easy enough for us to add a time stamp of here’s the of the last we had communication. It would be easy to say, hey, let’s put a heartbeat in here to show the last heartbeat status instead which is still inactive. Hey, are you still there? Yes, I’m still here. We can do that but I want to make sure we are capturing whether there is anything that you are expecting to have happen automatically as a result of that or if it really just, we capture that information, we put it into that dialogue and if somebody thinks something is amiss, they can go and look in that dialogue and say, oh hey, yes, it’s been a while.

Brent Poole with CFX: I do have a question on that. Say that you put the heartbeat in there and if that interval wasn’t met, say the other side goes down for some reason is there a way to turn all the devices on the map from the remote center to turn it blue and bring attention to it? As opposed to waiting to get something or having to go into look at the dialogue box, you can actually see it on the map.

AJ Skillern: I think if we were to implement the heartbeat between the two RCA hops, if we did not receive the heartbeat during a specified interval you would probably disconnect from that connection forcibly and then try to begin the reconnection process. And so instead of the device, alternative map would disappear the same way as center 2 center when it is not available.

Brent Poole: Okay.

John Hope: All right. Just to clarify the center 2 center, you mean there would be an indication that the data is old.

AJ Skillern: The question I just heard was what happens when the heartbeat fails to be met. And when I say the devices would be removed from the map that’s the behavior when the remote session is severed. If data is in your map and it’s stale, it’s going to appear the same way that any stale data appears for your mobile devices in your map. Right now, it means they appear the same way with the exception CFX link. I can’t recall 100% if they are only coloring stale links or if it is for center 2 center links right now. There would be no visible indication that the data was stale.

John Hope: Alright, maybe I didn’t follow. Will Brent’s concern be addressed?

AJ Skillern: I didn’t hear any issue with his response, so it sounded like they were addressed.

Brent Poole: Yes, John, just to follow up on that, it sounded like the question was; based on what I heard earlier, that the RCA connection was severed somehow. What I would see on the map would still be those devices there but that I wouldn’t get an update from the other side so they would still appear active. But, from what I just heard, is, if the RCA connection was severed, if those devices disappear from the map that would draw attention to it and then hey, we’ve got an issue that we need to look at. So, yes, that addressed the question.

John Hope: Okay, I want to make sure you are happy Brent.

Brent Poole: Thanks John, I appreciate that.

AJ Skillern: Do we need to go back to the previous slides for anything else or does anyone have any other discussion about that slide or this slide?

AJ Skillern: The way that we are going to present data from RCA is that it is going to appear in a field just like a normal device or appear like normal systems local data and this dialogue you will notice that the data will be deployed from both in the local district and the remote district and setting your device out of service device will be done the same way that you set your local device in or out of service. Sending a message would be done the same way and is used the same way. It will be hopefully will be the same experience as a local device unlike center 2 center where you have to go to a completely different dialogue in divas.

Mark Laird: Can we filter by center? I know we can sort by.

AJ Skillern: Yes, all the columns in this grid should allow sorting and filtering. I know at least on the event list dialogue we’ve got to get more evidence about the way we were filtering or what we were showing for local versus remote data. Let me get to that slide. We were thinking at least for this dialogue like this one we could show everything by default and if you need to you can filter by local district data.

Jason Summerfield: On this dialogue where we’ve got the last sent and last pole, we will be getting that from the remote system as well, right?

AJ Skillern: Correct.

Jason Summerfield: Okay. So, if you are worried about getting stale data or something like that you can always look in the TSS detector dialogue and it will give you the last pole information there?

AJ Skillern: That’s correct as well.

Jason Summerfield: Okay. It just that per device level.

AJ Skillern: Yes. Anything else here? This is the send message dialogue. This is the same set up as the current system the only thing that has changed here is that it would have some kind… *(can’t understand – Jennifer’s husband came home, and they were talking.)* ….the remote sign. The graphics there would be from the graphics from the remote district and the color combination should be standardized across the table for those of you who send. The question that we have here as an operational question for the districts, when it comes to showing message libraries if you are sending a message to a remote district, would you want to see the message library from the local district or would you want to see the message library from the remote district?

John Hope: District five would like to see local.

Brent Poole: Would there be a way to show both?

AJ Skillern: We could eventually show both, yes. I think the concern there is probably the same concern that would come up if you tried to send a message to both a local district message sign and send a message to a remote district message sign, in that, if you are trying to send a message to the remote district, it’s possible that your local message has a graphic in it that does not fit or is not configured in the remote district sign and so, that would not work or may need a prompt. Basically, the cross-district configuration would come into play and that would be the only hesitation of showing the message library for remote sign or vice versa.

Mark Laird: It does kind of seem like, with the remote libraries that a lot of times if you are trying to manage another district remotely, their libraries are probably more appropriate for their signs. Not sure but that seems to make sense. What about the allow the word, the dictionary, how does that come into play?

AJ Skillern: The approved word list is done on the back end side and so if you were to say send message from the local library to a remote sign and it became an unapproved word, the remote equinox would be doing the spell check just like it would normally but that spell check resolution should pop up on your local workstation on the remote sign and prove it.

John Hope: How will the font synchronization work?

AJ Skillern: So, the fonts that are being displayed there would be the same fonts that would be seen on the remote installation. You would not be able to see the local font for a remote sign because the mobile font would not be configured to the local sign. I believe that we have the hash code information now and so it is possible that we can do the CRP check comparison between a local font and a remote font and display it but like if he tried to edit or send a message to both the local sign and a RCA sign to show the fonts that were configured both on the CRP but that would definitely be getting into interesting territory because the messages that would be generated to go to different signs.

John Hope: Doesn’t the font configuration tell SunGuide if a message will actually fit?

AJ Skillern: If I am composing a message for a remote district sign, when I bring up this message editor the fonts that I would have available and the graphics that I would have available would be both from the remote district and so therefore when I try to type a message it would be using the remote district font information for that sign in the remote district.

John Hope: Okay, so going back to my original question, if the fonts don’t match what’s in the controller then on a local sign currently, you get a warning and the ability to resolve that. Will that same functionality be in that between a local system and a remote sign?

AJ Skillern: Right now, the work that we have envisioned for the RCA does not include the remote configuration so to answer that question, no we would probably not be showing that error message pop up. Or, ultimately a picture would pop up but just not allow you to refine the configuration.

John Hope: Not allow just because it is out of scope or because it is not possible?

AJ Skillern: Out of scope. Not because it is not possible. We just have not bid or envisioned remote configuration as part of this RCA task.

John Hope: Okay, so what will happen if they are out of sync?

AJ Skillern: I guess that would be a question for you and what you would like. There are two options. One we could not show the dialogue at all from the remote sign or we could show the dialogue from the remote sign just not allow you to correct the configuration because the remote configuration will not support it.

John Hope: Okay, so you kind of implied the answer. So essentially it will tell you that the fonts don’t match or there is some sort of font configuration there. Is that true?

AJ Skillern: That information is available through RCA, yes.

John Hope: Okay. At least there is something that you can gone on to troubleshoot the issue.

AJ Skillern: So, you would want an open dialogue even if it is incorrect information.

John Hope: Absolutely. I never want a scenario in which stuff doesn’t work and you don’t know why.

AJ Skillern: Okay. Any more questions? Okay, this is the camera control dialogue. As you will notice we have added yet another center ID column to the grid. It is a similar concept of you could be showing the remote cameras that the center identifiers or we can show the show the camera control.

John Hope: At the risk of rehashing the font, I don’t know how many Districts have 7 2 operational. The font configuration issues happen in District 5 on a pretty regular basis meaning a dozen times a day, right? Not that much. Okay well it definitely happens at least a daily basis on a couple signs. Because it is such a regular occurrence even though this is out of scope, I would ask Central Office to consider some sort of resolution to this for remote DIVAS because it will probably be a regular issue.

AJ Skillern: Do you envision that you will be reconfiguring the remotes EMS for the remote censors.

John Hope: Not necessarily reconfiguring just resolving whatever problem is occurring. Just resynchronize them somehow, if reconfiguring the controller is the answer, then that’s the answer. If there is a different solution, when I say it happens on a regular basis, I mean it really does happen every single day. And almost all the time it is not because of the controller has changed the font. It’s because some guy thinks it’s different or is somehow out of sync or there is some sort of weird thing going on.

AJ Skillern: That doesn’t sound normal. It almost sounds like that is something we should be investigating through JIRA. If third party software is talking through the DMS controller, that could be a possible cause. Or if we have some CRP issues with certain EMS vendors that could be a plague, maybe we need a work around for the controllers or vendors that don’t properly support CRP fonts. I recognize your concern and the immediate need to resolve this one.

John Hope: I agree. Okay, Alright, that’s fair. We can table doing the configuration in this and in the meantime, I will send in a ticket.

AJ Skillern: I really don’t feel like that should be happening daily especially if nothing is changing in the controller itself.

John Hope: I agree.

AJ Skillern: Does anybody have anything to follow up? Again, this is the camera blocking dialogue. You would be able to remote in the camera blocking. Cameras would be identified by the new center ID column. I think the next dialogue is probably one that people care about a little bit more. The next dialogue is the event details dialogue. One of the features that we are adding is the remote RCA events management. In this dialogue there are two pieces of information that allow you to identify the remote event. One is in the title bar; it will say remote events details instead of just events details. In the administrative detail section, we are also going to add a center field that shows the remote center of this event. On this dialogue, Mark Laird this is what we talked about having a more advanced filtering option in the ribbon. We are going to add a select for filtering. We are thinking that remote design management might not be as commonplace as remote device control or status viewing so it might be easier to show the local events by default. And then users could click on pop up display center via the ribbon button.

John Hope: Okay, this is what C2C does in the map right. You have some filter choices like that.

AJ Skillern: Something like that, yes. This filter here would just apply to I think to the events shown in the events dialogue. If we were to add some kind of RCA like, icon specific or sub system specific toggling or icon I think that’s probably a good idea to make it behave like C2C where its on a center 2 center device.

John Hope: I mean you are creating a mode of events with all the roadways and cross streets and all that stuff. That’s sucking it out of the remote system, correct.

AJ Skillern: That is correct. The only information that you would see, when managing a remote event, it would be as if you were managing it within the remote system. All the Fields and all the sounds, all the drop downs and all the other information would be from the remote district. The remote district does not have any of your local centers configurations in its database and so If we tried to say, an agency from your local center, it would not be able to be inserted it into the remote districts database.

John Hope: If you are managing this event with this remote and they normally have access to some of your devices, that they might use when it is a cross district event like congestion backs up across the boundary if they are creating the event in their system does that have access to your devices that they have contact through RCA?

AJ Skillern: No, the response time suggestion would be using the data available to the remote or the EM. And so, like (*could not understand this section, lost every other word).*

AJ Skillern: Actually, moving back to the event details dialogue, I think we have one question for the districts on this one. The question was, when managing a remote event, I don’t think any districts have actually configured an alternate event details layout they might just be using the stock one. In the case where a remote district is using a different event details layout then local district, should you be managing the remote event using the remote layout, should you be managing the remote event with your local layout?

John Hope: Local.

Mark Laird: Local.

AJ Skillern: Okay.

John Hope: This is a little thing but throughout the SunGuide you refer to the external systems as centers and in the ribbon there you mention districts. Should that be visible centers?

AJ Skillern: That is probably a good point, clarification zone and we can certainly change that.

John Hope: Not all centers are districts.

AJ Skillern: That is entirely accurate. Okay. The last dialogue is the TSS status dialogue. Again, we are just going to add the center ID column to the top grid so that you can easily identify between different districts data, different center of data. Any other questions or concerns about RCA or any of the dialogues.

Kelly Kinney: If you are integrated. I’m sorry if this is not the right forum to ask this question. If you are bringing in data from other districts, sometimes there are variations in how we choose to name them, is there any ability to, if we are bringing in data from another district, do we have the ability to conform that or make an adjustment on our side so that it is visible in our version of SunGuide with a similar naming standards that we would choose so that it is consistent in our data base and likewise with other SunGuide version for other districts.

AJ Skillern: The short and quick answer is no. There is not a way with the current system design. The data that is being received from the remote center is not stored consistently within SunGuide. Any kind of naming convention or changes that you might want to make currently in the remote center would be lost. The goal here is to leave the client remote center data the same as the remote center configured it in the remote system. One thing that we thought about, actually, I think this might make it worse. If you were to sort by district in the center column in the grid. At least that might help, and you could sort out remote district and see what their devices are. I don’t know a simple way to do this.

Kelly Kinney: Okay, Thanks.

John Hope: I believe the policy is to follow the statewide standards.

Mark Dunthorn: Yes, John, thank you for mentioning that. That is absolutely correct, we did have with a call with Global Fiber, many of you were on that call and that is the intent to produce some standards to be followed. They did ask me to remind everybody that the Microsoft Teams Group that they created is open now and you should all have received an invite and they are looking for feedback. They will be posting the latest version of that document and they are looking for feedback. So, you should be receiving more information of that from them shortly.

AJ Skillern: That is what I have on the first issue. The second issue that we will be going over quickly is feedback. The second issue here is the integration of RISC or Rapid Incident Scene Clearance for events. I believe that quite a bit of this was taken from the RISC conops. It is based on some of the stuff that OPM is currently managing. This first dialogue is one of the main configuration dialogues that we are going to be adding to it. This is going to be managing RISC contracts where a contract is declined as having (*Lots of noise in the background and going in and out. Hard to transcribe.)* It is going to behave like the GPS facility dialogue where we are going to have a top-level contract object that can be figured and below that you can have one or more zones per contract. Each zone can have RISC responders associated with it as you can see in the bottom left hand corner and then in the bottom right hand corner you can see the list of zones that are associated with that. There is a list low grade segments that are associated with that zone. In this case it happens to be the entire length of I95 Northbound. And there is a second roadway segment on the Southbound side, but it just happens to be one segment of the roadway to another one from the county line to mile marker 100. A lot of the timestamps that are corresponding to the performance measures for RISC are configurable because they are different between some of the districts. The amount of time; let’s say a contractor has to respond to a notification or to arrive on scene would be configurable on a per contract basis. Does anybody have any questions or comments?

Cherie Phillips: What’s the difference between the included contractors versus the available contractors?

AJ Skillern: Included contractors would be the contractor, so you may have multiple contracts in your district, and you might have a set of contractors that are indicative of one contract but not associated with the other. The available contractor list is showing all the contractors that have not been assigned to this zone and then equally the contract is showing you the contractors who have been associated to this zone.

John Hope: To the contract?

AJ Skillern: To the zone. There is that checkbox there at the zone level that indicates whether or not to include all responders by default. If you don’t check that box, it won’t be configurable. You would only be able to sort.

Roger Strain: It is also worth noting that this is the dialogue where you would want to go if for some reason you needed to change the contractors order of priority on a particular zone. And you can do that by using those movement buttons in the far left in the lower left panel.

John Hope: That’s a rotating list once you get it up and running.

Roger Strain: Correct, unless somebody needs to manually change it. This is where you would go to manually change that list. The order that is showing here is the current status of what that list is.

John Hope: You need to have configuration access to change that.

Roger Strain: Correct.

John Hope: So, when an operator has someone who can’t respond, can they change it?

Roger Strain: If someone says they can’t respond per conops, they are dropped to the bottom of the list and you get the next selection up.

John Hope: Okay, so that’s not on this one.

Roger Strain: Correct.

John Hope: Okay.

Roger Strain: Yes, this is only there if for some reason somebody feels they need to make a manual change, you know, like if there is some dispute about whether a contractor was actually contacted and the decision is made that they need to be restored back to the top of the list. This is where you would go for such an extraordinary circumstance.

Alex Mirones – D6: Would this application have the flexibility for a sort order. For example: If a contractor comes in within a certain amount of time after other contractors started.

AJ Skillern: I’m sorry, I’m not understanding your question. Are you asking if you can reorder the responders in the list?

Alex Mirones – Yes, but I think the wrinkle is, once you have, say you have Joe’s towing and Bob’s Wreckers and Jim’s Highway Clean Up and they have been doing their rotation for a year. Suddenly Alex’s Towing got enough money to get a towing company and got a RISC contract and I’d like to be inserted into the rotation. Is there enough flexibility in the application to allow, to configure, to compel where they are going to be in the current location?

AJ Skillern: So, if you are looking at the screen shot, let’s just say that Jim violated the new company that you want to add to the list of included contractors. So, you move him over into the included list using the two arrows between the included list and you can use the up and down arrow on the left-hand side of the included list in order to adjust their position in the rotation. The order of the included contractors in the list, is the order of the rotation.

Alex Mirones: Okay, Thank you.

AJ Skillern: Okay, this next screen shot is showing the EM Agency Configuration dialogue. The bottom half of the dialogue are changes that are already being incorporated into the dialogue but the important change to this dialogue is in the top grid in the top right column. There is a column for RISC Activator and a column for RISC Responder and a column for primary and secondary phone numbers. The RISC Activator column indicates whether this agency can request for a RISC activation. The RISC Responder column will indicate whether the agency is capable of responding to the RISC notification and will be derived for the contractors available on the previous screen. If any agency is a RISC responder, the primary and secondary fields will be required. Those are the only two configuration dialogues that we’ve got. Moving on. We just have a quick mockup of the event details dialogue in the ribbon. You will notice that we have add the bull horn icon that is going to be used for Manage RISC activations. If I am an operator and I get a call from FHP and they are going to authorize a RISC activation, this is the button that I would click to begin managing my RISC activation. When I do so the dialogue on the next slide will pop up. This dialogue is requesting the agency information for the new RISC activation. The first two pieces of information are requesting the agency which is FHP and the contact is the Troop Leader. The list is the specific piece of equipment that are being requested for the activation. Once I complete that I can press activate to begin reaching out to a responder.

Jason Summerfield – D2: Would it be possible under the requesting contact to have an “other” to have a field where we can enter in like a trooper’s name and badge number.

AJ Skillern: Yes. I believe the way the conops are written any time we have a contact here; the field would work kind of like the responder contact field in the events contact dialogue. Where there is a drop down that shows the list of configured contacts, it should allow you type in a manually entry.

Jason Summerfield: Okay, perfect.

AJ Skillern: That is the way it is applied in this particular scenario but if you were to type in a manual entry in one string, the conops would also envision that you would see that contact entry popup in other contact popups too.

Kelly Kinney: Turnpike: If the TMC could know upon initial activation if that additional equipment is needed or is not initially requested, can you go back later and check those boxes?

AJ Skillern: Not from this screen. But there is a process for requesting this equipment after.

Kelly Kinney: Okay thanks.

Kyle Higgins – D5: Is the additional equipment menu; can you configure those to add your own for any extras that may be needed?

AJ Skillern: No, the conop specify that that would be hard coded statewide. Potentially, if there is a need for some kind of customization, that possibly could be added. It’s not hard to make it configurable, conops will only be used just for a hard ticket.

Kyle Higgins: Okay.

AJ Skillern: Okay, once I’ve asked to get additional equipment, I’m going to be presented with this tab for managing my RISC calculation. On the top it will ask about details about the activation including the owner who would be the person who activates the RISC calculation, the requesting agency and the requesting contact and the zone from the contract that it hits. The zone is going to be automatically determined based on the events location and the zone configuration. There is a priority associated to zones that will resolves ties. Say I have two contracts with over lapping roadway segments, it will give me the closest indication that they match. In the second box, you can see there is a section for notifying a contractor. The next contractor in the list will be automatically selected and you will be shown their primary and secondary phone numbers for contacting them. There is also a field for noting that you have physically notified the contractor. You can provide a time stamp there for the time that you made the call or made the attempt. At the bottom is the chronology of the RISC activation, this chronology is per activation and right now all we are seeing is that an activation has been requested by FHP.

Jason Evans: The chronology that is created down there, that is only the chronology that is related to the RISC of it, correct?

AJ Skillern: Chronology of the RISC activation, yes. It will not include any details from the event or concurrent activation of the same event.

Jason Evan: Will the chronology from the RISC show up in the event chronology?

AJ Skillern: It is not supposed to per the conops.

Jason Evans: Okay.

AJ Skillern: It is a completely separate chronology.

Jason Summerfield: Is there an indicator in the regular event chronology that a RISC activation happened though?

AJ Skillern: Probably, it should probably add some kind of chronology entry. I don’t know that the conops will have anything either way but if that is something you would like to see; we can certainly add that.

Jason Summerfield: Or was it a flag in the event.

AJ Skillern: No, it would just be a piece of data that says, hey I need to make a RISC calculation and we could certainly add a column for that.

Dee McTague: We definitely want to reference the event that caused it.

AJ Skillern: Yes. There is an event field just under the ribbon. We could make that a hyperlink so that you could click on that and go back to the event details or we could even just add a button in the ribbon that will take you back to the details if you’d like.

John Hope: In the areas of the event ID could you include the event ID and the event location?

AJ Skillern: We could include the event location, absolutely. Honestly, I wasn’t sure, when we mocked this up what we even needed to include from the event details that would be relevant. It should kind of be a completely different screen but adding the location certainly makes sense.

Jason Evans: Going back to what Jason Summerfield had mentioned, I would definitely like some type of note in the chronology on the main event stating that the RISC was activated and we would know that if we were going back to review this that there is a RISC attached to it.

AJ Skillern: Sure. I think one thing that Jason Summerfield had asked about having in the field events, to note that, using the new attribute enhancement as part of 8 O where you can define your own flags for an event that matches criteria. If you wanted to, I believe that you could probably add a RISC in one of those so that you could have it in you own district configuration.

District 5: With regards to selecting the vendor, with it going by the rotation, for instance, on an arterial RISC I would choose the closest vendor. So that may not be the vendor that is up in any particular zone. Is there the ability to select a specific vendor or only through a rotation system?

AJ Skillern: I believe the intent is only through the rotation system in for it to fair and impartial. I understand the closeness factor, but the way that this is intended it to be impartial.

District 5: Okay, thanks.

Alex Mirones – D6: I have a question as far as the actual activation process, there have been times where a vendor gets excited, we’re going to get a RISC, get to the truck and the car doesn’t start, they walk back to the shop at about 15 minutes after the activation they go back to the shop and say they can’t do it. Is there a way in this application to satisfy that need to then cancel and start another one?

AJ Skillern: Tell me how you would handle that operation, right now, with your current system would you cancel the current activation and start another one or would you try to select another contractor with the current activation?

Alex Mirones: Well, since you asked, our OTM RISC module would then require us necessarily to go through all of the processes in getting the clearance to start another one or just keep going and have one of our developers on the back end switch the data around. Neither are preferred so hopefully since we are looking at the future this might be something the districts need to deal with. If someone has a truck that doesn’t work, hey thanks for the call but we can’t do it your going to have to go to the next rotation and go through all the buttons and get to the next vendor.

AJ Skillern: I think it sounded like you wanted to be able to just change the vendor and I think that is something that we can add. We haven’t gotten to it yet but there is a screen for indicating the contractor’s response, I am assuming you mean it’s has happened at that point and yes, there probably should be a way to indicate that the contractor was unable to arrive on scene and so we need to select a different vendor. We can certainly mock that up.

Alex Mirones: They should be able to pick up the phone and say, hey it’s a busy day and we are running three other RISCs in other places. I can’t do it. That should be ideal but sometimes that doesn’t happen, and we would need to deal with this on a different perspective.

Roger Strain: I think this is a good place to put this discussion on hold and move on to a couple of screens and then pick this conversation up again.

AJ Skillern: Oh okay.

Jason Evans: I have one last question on the chronology. Is there a way to do a print on the chronology like we do for normal event chronologies to get a summary?

AJ Skillern: Yes, there is going to be a RISC chronology report that is going to be developed as part of this.

Jason Evans: Okay, thank you.

AJ Skillern: So, I believe the next mockup here is showing, there is a button in the ribbon for changing the zone in case the system auto selects one that is incorrect. In this case, you would be able to manually change it. You get a drop down to show you the contract and the zoning. There is a checkbox indicating whether to allow extra time for the contractor to arrive at this new zone and you can specify how many minutes. The operator will also be required to give an explanation of why the call was incorrect for this activation.

John Hope: I don’t see a new zone selection. You said that there would be a way to change the contract?

AJ Skillern: The new zone drop down, maybe it’s not clear but it’s showing default colon and then I-95 and so the default part is actually supposed to be the contracts name.

John Hope: Okay, got it.

AJ Skillern: There should be a better way to show that without making it two drop downs or we could make it two drop downs so you could pick the contract. The intent there was to have a complete list of all zones that it indicates which contract it is.

John Hope: I would imagine that the contract would be named appropriately.

Roger Strain: Yes, the contract calls out creating initially a contract named default and if you don’t have more than one contract you can just use that. You don’t have to set up the contract itself. If you have multiple contracts, of course, you are very welcome to change the names appropriately.

AJ Skillern: Okay on the next slide, assuming we have gotten our zone picked out correctly, and now we have notified our contractor there is a timer here showing how many minutes the contractor has left to respond. There is now a button available for indicating that the contractor has responded to the notification. That will bring you to the next pop up or if the contractor fails to respond in the proper amount of allotted time this next screen will automatically pop up. On the next screen we have a pop up that allows you to choose how the contractor responded. The first option is to continue with activation; this means that the contractor has responded to you in an affirmative way saying yes, they can respond, oh, if they do then you have to specify the contractors associate. The second option is unable to respond which means the contractor has responded but it is in the negative response and they cannot respond this time. If they do, they will have to provide why the contractor could not respond. And then the last option here is for no response, meaning the contractor did not reply in the allotted amount of time. In all these cases, the contractor will immediately be removed to the bottom of the rotation list.

Alex Mirones: Hey this is Alex from D6 again, after we press submit, can we bring this back up. In the scenario I just talked about a few minutes ago.

AJ Skillern: Yes, we will add a button in order to deal with what you are requesting. That is not showing up in the mockups because it was not shown as a functionality in the conops, but we will add that so that you can make an alternate contractor selection. Or, are you talking about, I would assume if you are trying to change the contractor your getting back that they can’t respond?

Alex Mirones: I mean the functionality of this would be to scrap this one and start a new one. The clean way to do that would be to just, you know, void this out and start a new one with one button, that would be great. I don’t know if changing now and using the start time from this would be a clean way to do this but just saying, it’s happened. If we could do this great, outstanding; hey 10 minutes later Alex from Darryl & Darryl Towing we can’t do it. What do you do?

AJ Skillern: What I heard you describe earlier and what I was thinking was if that happens you would have a way to change the contractor by going through the contractor selection process again which would probably require an explanation and to do that explanation you would have to go back to the contractor selection screen and choose the contractor all over again, through the same process.

Roger Strain: Again, I think we can answer this question better on the next screen. I think it is the next one coming up. This is the point now where the contractor has said yes, we are on board and we are going to do this thing and he is now heading out to get his equipment together and he finds out that his truck is not working in your scenario. AJ is about to talk through this, but you will notice up in the details that we have the contractors listed up there with their phone numbers. What I am thinking is that we probably add a button up there next to that contractor information where it would either be select new contractor or contractor exception. I don’t know what the name of the button is but somewhere up there add a button to indicate that this contractor is no longer going to be responsible for this. When you click that there would be a confirmation to enter why you are doing this, this is really weird. And if you do that, it would walk you back to okay, here is the next contractor in the rotation, go ahead and contact them. You mentioned the possibility to void it and just start over; now personally I’m not the guy who looks at the reports and verifies things, but I kind of feel like you are going to want a continuous chronology of this activation that says, hey, I started the activation when they asked me to, I contacted this guy promptly, I put down that he responded and then 30 minutes later he said, wait I screwed up and I got somebody else. I don’t think I would want a separate activation and have the question; well why did you wait 30 minutes to call somebody.

Cheryl D7: I agree with that. It makes more sense to have one continuous chronology. My one question would be, so we have a scenario where we activate RISC at the same time the company is calling their own company, in that scenario is that whoever gets there first goes? If that’s the point and we cancel our RISC vendor and generate the payments so that would be a cancellation versus another way of noting that that was cancelled in the process earlier before they ever arrived on scene and they are not going to make payment. Does that make sense?

AJ Skillern: Sure. I actually think that was going to a question that you were going to ask later, and you mention a cancel button. Okay so we mocked this activation up per the conops, the only time it seems to be a RISC event, RISC activation would be through getting all the lanes cleared. If there are alternate ways for a RISC activation to terminate, like either cancelling them or voiding, we would like to hear thoughts from what needs to be added.

Cheryl: I think there should be a void and a cancellation. I know, that seem redundant but like I mentioned they have two different functions. One being a void meaning that, that person never left their yard or never arrived on scene or for whatever reason they decided they no longer want RISC, and that would be a void versus a cancellation where they have been activated and they have arrived on scene now the company has their own tow vendor there, ours stands by to make sure they are able to do their job and then it’s cancelled and that generates payment to them.

AJ Skillern: Void is disregard this, don’t count it towards payments or any kind of accountability. Cancel is close this before they ever responded. That makes sense. I think those are valid options.

Jason Evans: Could we do that like we do in events details. To do a drop down where we have the status as active, cancelled or voided?

AJ Skillern: I don’t know if that makes the most sense in the way that RISC is going to flow. RISC is more like a workflow.

Jason Evans: There is no save button on here.

AJ Skillern: Jason, what I would suggest is probably. At least right now in the top right there is that button in the ribbon, maybe we could readjust the order of the buttons or what not. Maybe we need a way to say an additional button for the cancel or the void in order to terminate the events and those two options will always be available whereas the following was after the activation started.

Jason Evans: That works for me.

AJ Skillern: Okay.

Kelly Kinney: I don’t know if another way this could be done would be to be able to modify the contractor where that goes into the chronology report and there might be a way to do a reset timer which would also have an event log item for the resetting of the timer.

AJ Skillern: I definitely think that it can be reset if the contract is exchanged. Yes. That makes sense.

Roger Strain: Yes, I think it is going to help with data consistency if the step here is, okay, I’m saying that we are cancelling this contractor activation on this particular RISC and that brings you back to the workflow and brings the next contractor in rotation up. That way we are following the same steps, we aren’t trying manually reset timers we are just following the same procedure for the new person who is going to be called up.

AJ Skillern: So, on this screen, after we have activated our contractor and received a response from our contractor, we’ve got the right zones you are now going to see the equipment tracking section there in the center. If you have selected any additional equipment for the RISC activation in the initial screen, this is where you would see it. Using the buttons below and a selection of the grid item indicate whether the equipment has arrived which would be a notification from the vendor that their equipment is on scene, whether it has been verified as on scene which would be a separate entity verifying that the equipment is on scene and then a button for utilization. I believe that on the next screen when we get to it there is additional information that is required. Kelly, I believe it was you that you had asked if there was a way to request equipment at a later date and time. There is a ribbon for requesting additional equipment. You can click that at any time to request additional equipment which would allow you the opportunity to select those items and they would be added to this grid. There is request button on the left indicating that their equipment was part of and below it you have a timer showing how much time it took the equipment to arrive on scene. If you look at the next screen, once you click on the arrived or the verified and I believe the utilized button, you will get a pop up similar to this one. The pop-up concept is kind of the same as all of them. At a very minimum you are going to need a contact and a time stamp who is the person that initiated the action. The contact as I mentioned earlier will be a drop-down menu with available contract configured as well as the contact vendor and the ability to type in a new one. If it is a verification, if it is an arrive action the agency won’t be able not be responsible because it is assumed the contractor themselves are reporting it. If it is a verification you will be required to specify the agency that is telling you that this equipment is on scene. When you are done selecting this information you hit submit and it will get out of the event chronology. This next dialogue is showing you the audit functionality that is going to be available for a RISC activation. You will be able to edit or remove activation, but you will not be allowed to add a new activation for a traffic light. When you are auditing an activation, you can see the requesting contact, the requesting agency, the responder that arrived, the time that they were notified, the time that they responded. On the left on the bottom half for each activation you can see the NTP prompt and whenever it was started and ended. On the right-hand side, you can see the equipment tracking and you can add and remove entries for that as well retroactively. You can audit the time stamp you can audit the agency, the contact and whether or not the information was utilized. In short, you can audit almost anything on an activation. And that’s it.

Mark Laird: And as usual, all those audits changes are tracked in the data base. Right?

AJ Skillern: Correct. We will be tracking audit changes the same way we track events.

Mark Laird: yes, so we don’t have auditors questioning us.

Jason Evans: A quick question on the way that the vendors are put in. When you select their range for their current contracted area and are put into that rotation, is there any way to force them to another area. Say all your RISC vendors are tied and a RISC vendor just south of there wanted to take a RISC that was close to the line. Is there some way to select the RISC vendor without changing the configurations if he was not in the rotation for that area?

AJ Skillern: That was not part of the conops. You are going to have to take the next vendor in the rotation.

Roger Strain: I’ve heard multiple times here people talking about going in and picking specific agencies and that is definitely something we had not considered going through the process of conops or anything like that. If that is something we need to add going in and picking a particular vendor regardless of rotation, we could. However, the scenario you described there is at least somewhat considered in the conops. Right now, it shows, here is the zone that was selected automatically to cover this. If you’ve talked to everybody in this zone and you say I need to pick a vendor somewhere else. You can go say, I’d like to change the zone. And that’s were it is going to say, what zone do you want to pick. Do you need additional time for the contractor who normally services that zone to get up here and give my explanation? All the current contractors in the current zone are busy so I needed check out someone in this zone instead. And then it would go to the top of that zones rotation list and you would start from the beginning there. That was the scenario that was played out in thinking of the conops. Now, again it is not saying, I know I want to pick this specific guy. My understanding of the RISC contract is, you are not supposed to pick this specific guy. It is supposed to be going on this rotation all the time no matter what. But if that is a functionality that is needed, we can try to figure out how to put it in.

Jason Evans: That absolutely works.

Dee McTague D4: Let’s just talk about the arrival time. Often these vendors that we have experienced, you know, the trucks all arrive at different times and the operators generally track when each truck arrives. Is there a way to work that in here?

AJ Skillern: Yes. Each piece of equipment has a separate arrival time that’s entered.

Roger Strain: If you go back 5 slides ago, I think you will see it. Right there. It shows two pieces of equipment that the same arrival at the same time, but they didn’t have to be the same. You do the arrival time per piece of equipment.

Dee McTague: Okay, but what I’m asking here I’m talking about the actual RISC vehicles, not extra equipment. They are not considered fully arrived until the two trucks and support vehicle arrives. And the operators track them separate because they are watching them on the cctv’s and then they will know, I’ve seen two vehicles arrive but where is the third one? You know what I am saying?

AJ Skillern: I hear what you are saying. I guess that might be something that was left out of the conops and is a needed functionality. But there was no concept of tracking the vehicles involved with just the equipment.

Jason Evans: Could we add the last two wreckers and the support vehicle under the equipment tracking. Under that list?

Roger Strain: Is that something that is consistent across all the RISC contracts that there will always be these two wreckers and this one support vehicle?

Jason Evans: I believe that is statewide yes.

Roger Strain: If that is statewide then that is something that we could definitely add under request number one.

Dee McTague: I think that would make it easier for the operators to track it when they are tracking it themselves and not relying on when all three vehicles arrived.

Cheryl: It should have a class c, a rotator and a support truck.

AJ Skillern: That is definitely feasible to add that equipment tracking on it.

Kelly Kinney: Can those three also be auto selected because those three vehicles are standard on every RISC activation as opposed to having to force them independently each time?

AJ Skillern: That might be why on the initial screen is says additional equipment and so maybe it assumed to default the equipment the wreckers and the support vehicle. We could probably just change that to equipment and then you know make those auto selected by default.

Kelly Kinney: Is there anything within this RISC management, chronology or event that would lend itself to the ability that the operator would be able to send an email. I know there is going to be a hyperlink to the actual event chronology where we can go ahead and respond but if the operator is required to retype all these arrival times of all these wreckers is there some way that you could grab it from the RISC management and put into our email RISC plan?

AJ Skillern: I guess the question from me to you regarding that functionality is what data we would be seeing in the email.

Kelly Kinney: It’s just the RISC arrival times for what comes with the standard package so activation, first wrecker, second wrecker, support in order to proceed in clearance. It’s just the standard times.

AJ Skillern: We could probably add a button to append that information, so the email shows the same items of the response time if there was one. I’m assuming if you have a RISC activation you are going to have an active response time. I guess there is no guarantee or a way of knowing, if it is just a straight status to the end you’ve already added the RISC information on the line item, we could just add it again. Even though it would be in there twice.

Roger Strain Would it be reasonable to have a button for something like copy risk details to clipboard and then expect the operator to copy that then go to the event, go to the response plan, edit the email and drop it into the email. Is that a reasonable workflow?

Kelly Kinney: That may be optimal because some districts are not sending their emails via response time and some are only sending the executive alert so just the ability to copy that information and paste it wherever they desire.

AJ Skillern: Okay.

Roger Strain: We can definitely do that although we would need to capture exactly what details would need to be selected for that. I mean we can make our best guess, but I would be a lot happier to know what exactly you need.

AJ Skillern: Does anybody have anything else?

Mark Dunthorn: Alright AJ and thank you everybody else. There was a lot of good info. We are out of time so I’m going to thank everybody for their time, and we will talk to you in a couple weeks.

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