

SunGuide Software

User’s Group

8.0 Hotfix 4 Design Review Meeting Minutes

**Date: March 24, 2021**

**Time: 3:00-4:30 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: SG-4936 Add Roadway Filter to Monthly Performance Measures Report  Item 2: SG-2570 Allow comments to be added to closed events without reopening.  Item 3: SG-5359 Wrong Way Driver Alert  Item 4: SG-3962 Add Open CCTV from Event List and Event Details Feature  Item 5: SG-3745 Allow the organization to be selected within the “Add New Event” dialog box.  Item 6: SG-4965 Add support for mileage tracking in SPARR interface.  Other Issues  Event “System” Attributes | Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown |

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| Attendees: |  |
| Luis Hernandez, D1  Tom Arsenault, D1  Jason Evans, D2  Jason Summerfield, D2  Kevin Mehaffy, D3  Robert Briscoe, D3  Johnathan Bailey, D3  Dee McTague, D4  Jacques Dupuy, D4  Shannon Watterson, D5  Kyle Higgins, D5  Eddie Grant, D5  John Hope, D5  Mark Laird, D6  Alex Mirones, D6  Dan Buidens, D7 | Kelly Kinney, FTE  Umesh Subramanyam, FTE  Cherie Phillips, FTE  Jermaine Da Silva, FTE  Michael Kerpen, FTE  Brent Poole, CFX  AJ Skillern, SwRI  Tucker Brown, SwRI  Christine Shafik, CO  Mark Dunthorn, CO  Alex Brum, CO  Hitesh Chawla, CO  Karthik Devarakonda, CO  Mike Clark, CO  Carla Holmes, CO |

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| Discussion: |  |

Christine Shafik: Welcome to the SSUG meeting for the design review for hotfix 4 for 8.0. We have a few items to discuss today. For the purpose of taking notes, we will be recording this meeting as usual. I just want to clarify that these are not bugs, they are enhancements. We are trying to release as many enhancements as possible. Please give us your input so we can make sure we develop what you request.

**Item 1: SG-4936 Add Roadway Filter to Monthly Performance Measures Report**

Tucker Brown: This is adding a roadway filter to performance measures reports. There is not a lot to this, the only option is to put in a date, time and county. This is just going to add to the performance measures report the roads filter. It still has the option to be any so you can run your regular report, or you can pick a specific county and roadway to filter down to run those reports. Are there any questions? Hearing none we will move on.

**Item 2: SG-2570 Allow Comments to be added to closed events without reopening.**

Tucker Brown: This is allowing comments to be added to closed events. When this happens, you will have to open the event, add the comment then close the event for it to show up in the chronology. What this will do is when you have a closed event, the fields will be greyed out except the comment field at the bottom is something they could click into. Type the comment and select add comment. This will show up as a normal comment to the event. It is not an audit. It is just how we can add a comment without having to open the event which will affect the open times. There was a request to not require ownership to make the comment. During the course of the event when you are working it, you will have to have ownership to the make the comments. Once the event is closed anyone will be able to make a comment on it and only comment which will then show up in the chronology. The chronology will look like a normal chronology after an event.

Mark Laird: Is it required to select operator from the list to make a comment?

Tucker Brown: The options that are there for a standard comment are also available for this comment as well. Basically, we are just making it accessible as opposed it being greyed out.

Mark Laird: So, you could leave it without anyone owning that comment? Is that correct?

Tucker Brown: Meaning you want to track to see who made the comment?

Mark Laird: Yes.

Tucker Brown: Is that okay to see that in the comment itself, if we append that?

AJ Skillern: The person that made the comment is in the database.

Tucker Brown: It is not directly in the chronology is it?

AJ Skillern: No.

Tucker Brown: The implication is during the course of the event, the person who owns the event is the one who made the comment. After it is closed, basically looking at the chronology, it would be unclear? Is that what you are getting at Mark?

Mark Laird: Yes, and I was wondering if someone was truly associated with the comment since they didn’t own it.

Tucker Brown: Yes, there would be someone associated with the comment and it would not directly be in the chronology, it would be in the database at this time. Could be it be something we put in parenthesis after the comment?

Mark Laird: I don’t know that it is needed. Operations folks, want to weigh in?

Jason Summerfield: District Two would like to see it in parenthesis after, so we know who left the comment.

Alex Mirones: District Six agrees with District Two.

Kelly Kinney: Turnpike concurs.

Tucker Brown: Just a general question, is that something that you might want to see on any comment?

Jason Evans: Normally it is not needed because as you said whoever owns it is only able to comment.

Tucker Brown: But if you had it in parenthesis for all comments you wouldn’t have to scroll to see who the event owner was.

Jason Evans: It wouldn’t hurt.

Tucker Brown: Is anyone against it? So essentially for all comments you would see comment parenthesis username of the person making the comment?

Mark Laird: So, it will always be the last thing.

Tucker Brown: Yes.

Mark Laird: Okay, this is important for OTM because it portions all the comments.

Cherie Phillips: When you are writing the info to the database would there be a separate field for the user ID of whoever is leaving the comment? Or would it be part of the comment?

Tucker Brown: It is in both places. At the database level we can already tell that. We would just be adding it into the comment itself.

Dan Buidens: What is an example of when someone would go into an event after it is closed to make a comment?

Kelly Kinney: Property damage, fatalities, injuries stuff that comes in after the event has been closed.

Dan Buidens: I see, thank you.

Tucker Brown: Anymore questions on that one?

**Item 3: SG-5359 Wrong Way Driving Alert**

Tucker Brown: Previously each one of these rows would have had a column for the snapshots and it would play them in there and roll through them. In this case, we are splitting the dialog in which there is a slider that makes it bigger or smaller that you can save as a user preference so you can size it accordingly. When you click on the row that has the alert you will see the images associated with it. The image range is based on the vendor and how many they are going to see so there is not a set number here. When the alert first comes in and pops up, it will start playing immediately. If you to be in this dialog and a second alert comes in, you would have to click on that row to see the images for that alert. Conceptually here you would be able to start and stop the slide show. If you are paused from going through the slide show, you can select an image from the bottom part and click on it to show it as a larger image at the top. We talked a little bit at the last SSUG meeting about what happens to the images after they leave this dialog. It is going to be consistent with what we do now so once this alert leaves this dialog the information will clear out. Again, there is no image limit, whatever shows up from the device is what we will display in the dialog.

Kelly Kinney: How will you know which you selected from the list? Will it highlight it?

Tucker Brown: Yes, just standard row selection – a darker blue color coming across. This is for any images that come in from any detection mechanism.

John Hope: Are you changing the ribbon at the top?

Tucker Brown: It will be the same ribbon.

Dan Buidens: When you said there was no limit to the images, we just upgraded our ramps to communicate Blinklink and we have selected 10 images to send to the inbox is significantly faster than if select 20 images.

Tucker Brown: We did run into a similar issue, we worked around it by as part of the configuration you set up how many images you are expecting, and the other part is when you get the alarm from Blinklink it does not show images with it. So that is what shows up immediately on the dialog then the images come in. I also believe we get these images one-by-one not as a bulk. A number of protocols send them as links and not the images themselves. If that’s the case, we will update the alert as fast as possible. I will have to go back and check Blinklinks specifically. If the images are in the alarm itself, it does take longer to get the 20 vs 10 images.

Dan Buidens: Is there an option to dismiss if it was not a wrong way driver.

Tucker Brown: There is a ribbon that is not shown on this mockup where you can select the row and create an event, or a secondary event and you can get custom actions for dismissing it. You can set it up by installation. You can also right click the row and get the same set of options.

Dan Buidens: Does it catalog all of these operations so I can query this a month from now and it show up?

Tucker Brown: Yes, all of that is saved at the IDS level but the catch is that the system is set up so if you have an active alarm on a specific device and you have a second alarm coming in, it dismisses the second because you already have the first one. That behavior will be changing and be alerting all alarms regardless of their status on the map. In this version you will have all activations regardless of how people handle them. You also have access to the operator actions at the database level as well.

**Item 4: SG-3962 Add Open CCTV from Event List and Event Details Feature**

Tucker Brown: This is to open a camera that is nearest an event. Right now, if you go into this and click on a row and click the nearest CCTV button, it will search for the nearest camera and highlight it on the map. This enhancement is going to insert a new one into the ribbon and if set during the event, it will open up a new video on desktop dialog with that camera specifically. That option will also be added to the right click menu. If you do not have a nearest camera set in either the ribbon or context menu, they will be greyed out.

John Hope: Since you are adding the function of opening a CCTV, can you also update the nearest CCTV to set the nearest CCTV?

Tucker Brown: Are you talking about the one just on the left of the ribbon? That one actually searches the map and highlights it if it is already set.

John Hope: Maybe you can indicate what that does?

AJ Skillern: Maybe we change it to find?

John Hope: Yes, find would work. You added a verb to the new one so the other one needs a verb as well.

Tucker Brown: Okay, that’s good. We will do that there and on the context menu. On the next slide you get the same thing with the ribbon option. Find nearest CCTV on left and open nearest CCTV on the right and it will be launched on a new video on desktop dialog. Other comments on that one?

**Item 5: SG-3745 Allow the Organization to be selected within the “Add New Event” dialog box.**

Tucker Brown: This one allows the organization as part of the new add new event dialog. When you are adding a new event the four fields that are mandatory are the event type, notifying agency, contact and staff which are at the top and this field will be added right below that. The organization is automatically set when you create an event. So, the thought here was that the default selection would be made for you in the same way that EM was going to do it for you anyway. If you don’t want to do that, it will be set the same way it was before. The idea is that you will be able to set it before the start of the event. If you don’t set it, you won’t see a change in behavior. Any comments on this one?

Kevin Mehaffy: Is the organization set by location or by the operator?

Tucker Brown: Neither it is a master list of organizations that are part of the whole system. I will have to check on what the default is set as, it might be the first one in the list. Which is why people might like this dialog to give them the option to change it from the default. I think there are sort orders on these and you can change it to make it change the default. The long term change we want to see is adding an organization to user’s, but that part wasn’t scoped for this particular enhancement.

Dan Buidens: A few weeks ago, we chatted about the different organizations for the agencies. Does this have anything to do with that?

Tucker Brown: I am trying to think of what context we had for organization.

Dan Buidens: In my example the notifying agency would be FHP CADD, FHP Officer, a lot of times it was the same source.

Tucker Brown: The ones we were talking about at that point were all responders, so they all had timestamps associated with that. The organization is just a field to say who is managing this particular event in total. There could different organizations within a TMC that says you are responsible for certain areas. You can use organization as a way to break down reports as well. One of the use cases for this is running Chipley Ops vs Pensacola Ops, if they made two organizations when creating an event, they could assign it to the specific organization so when reports are ran, they can see the specific results.

Dan Buidens: Okay, so in my District I have an Arterial Management Section and a Freeway Management Section. Would I have the freedom to make the identification of which group it is?

Tucker Brown: Yes, and you will have to select one of them as default at first. Then someone will have to update the organization as part of creating an event.

Dan Buidens: Would there be options there? Would it be intuitive there is a freeway vs arterial option?

Tucker Brown: Yes, it would be a standard drop down box that had whatever options you wanted. It is a standard configuration dialog for EM.

Dan Buidens: That works.

Tucker Brown: Any other comments?

**Item 6: SG-4965 Add support for mileage tracking in SPARR interface.**

Tucker Brown: This is the SPARR application on the left, username and password would be set and you would get to the screen on the right where you have vehicle, radio and route which already exist. We would be adding a new field for inputting mileage. They would just need to type in the mileage on the odometer. We would log it in the database so we could report on it in the future. It would be optional so they could leave it blank. It is similar on log out, when you go to this and you click the buttons in the top right. You would see end patrol and it would end your session. But with the enhancement it will prompt them to add the mileage since logging on. They could leave it blank by just ending the patrol. It was a specific request to be able to report on the mileage. We did have an option here to add a flag to the SPARR process on whether or not you want to track mileage, if the answer was no then you wouldn’t see this mileage tracking option when logging in. If the answer is yes, then you would see the options as described. Is there feedback on that?

John Hope: Where would that configuration be set?

Tucker Brown: Probably at the driver and it would be statically set per installation. Basically, you would want to track vehicles, or you don’t.

Cherie Phillips: Would you be able to set it up as a requirement?

Tucker Brown: If we were to put in the configuration flag, that you want to do this or not and if you choose yes, then it would become required. Would that handle the situation and does anyone have a problem with that?

Kevin Mehaffy: I think that is the ideal situation, if you turn it on, you will want it used.

Tucker Brown: We want the configuration flag, if it is set then mileage is required, if it is not set then it won’t show up at all and they won’t see it?

Mike Kerpin: We have another request to add GPS information into SPARR, would this be an opportunity to combine them? Then it would automatically measure the distance traveled.

Tucker Brown: The phones themselves don’t know their entire history of latitudes and longitudes. It gets us into interesting spots on how accurate mileage would be. I am not sure…

Cherie Phillips: You also have to keep in mind that they might be in poor service area and the GPS might not be calculating that mileage during that time and they went 50 miles.

Mike Kerpin: I am just thinking out loud to try to make it easier on them. We could still give them the ability to override the value if they feel it is inaccurate. I am just thinking if we have the GPS request why not combine them.

Tucker Brown: This enhancement was not scoped for this, can we put it in as a separate enhancement and discuss it along with other options on how to do that?

Christine Shafik: I agree, let’s do it as a separate enhancement.

Cherie Phillips: Additional feedback to what you have here, is I can think of times where there is a medical emergency or incident with the road ranger, and they are not able to complete the mileage field could we add a manager or operator override that will send a request to the TMC?

Tucker Brown: Right now, if they are in the system, operations is able to log them out. There is no intent right now to add the mileage to the operator screen.

Kelly Kinney: How is this being reported on? Is there a new report being developed or is this added to an existing report?

Tucker Brown: Right now, there is not a new report. It was requested to be at the database level. I want to say that the requestor has their own set of reports. If anyone wants a new report on this, there is a form on the JIRA site for new reports.

**Other Issues**

Tucker Brown: These didn’t have user interface, but I wanted to walk through them.

* SG-5251 Wrong Way Device – Incorrect images displayed in SunGuide with Alert.
  + We talked about how the alerts will be displayed but this will impact how the alerts are sent to the operator map. If there is an active alert for a device, it will not send a second one. That is changing to all alerts regardless of being active, they will be reported to the operator map. All of the images for those alerts will be saved with unique file names which will keep them from being overwritten. When the alert is handled, the images will be deleted.
  + Cherie Phillips: Was it included that the timestamps would be associated with this enhancement? At the database level?
  + Tucker Brown: Yes, that will be there.
* SG-3499 Reporting “Ramp Closed” for Different Lane Mappings
  + Suggested wording have been circulated for comments. We only heard back from two districts on it and they said it was fine so at this time that is the intended wording that we will go with. Does anyone have comments?
  + Dan Buidens: Is the door closed on that? Can you send it out one more time?
  + Christine Shafik: The issue is that if we hold on this, we are going to be behind on the release for the hotfix. It will delay the entire schedule for SunGuide.
  + Dan Buidens: The two districts that responded, what are we going forward with?
  + Tucker Brown: The districts just responded that the scenarios listed were good. There was a list of blockage scenarios and the real changes are the ones that are highlighted. All lanes closed and then there are different scenarios with off ramps and shoulders would be changed to ramp blocked as opposed to ramp closed. If there is a gore, off ramp it will say ramp blocked. There are some wording descriptions that have changed.
  + Dan Buidens: I am in favor of all of this. If I am the bottleneck, I am sorry let’s move forward.
  + Christine Shafik: Your input is always valuable, and I hope all the scenarios are okay with your district.
  + Dan Buidens: Form what I saw, it was all great and we are in favor here in District 7.
* SG-5565 Add support for Govcomm WWVDS and SG-5469 ISS Wrong Way Driver
  + Standard wrong way driving functionality.
  + There will be another 3 that will be added later this year which will be MH Corbin, Traffic Vision and Carbana. In addition to K&K being released with Hotfix 2 these two will be released with Hotfix 4. Any questions on any of those?

**Event “System” Attributes**

Tucker Brown: District 6 installed 8.0 last week and was looking at the attributes – system vs. custom. The question came up of the system attributes are configured to not have the additional text part. District Six would like all system attributes to accept additional text. This would not affect reporting and it is optional to put in text. Any objections to making this statewide change?

Kelly Kinney: Where would this additional text show up? In the event chronology?

Tucker Brown: Yes, but it is also stored at the database level too. Potentially you could access it via reporting as well. It would be stored as part of the event record.

Kelly Kinney: Would it populate into things like the email alert?

Tucker Brown: Are you talking about the one with the response plan?

Kelly Kinney: Right, in the response plan the event attribute populates in the email alert so would the additional text populate as well?

Tucker Brown: I think it just pulls the attribute right now. But I will have to check, I am not positive. The other side of this that there are custom attributes with the system, and you can set whether you want additional text with those attributes. The catch is that the system does not allow you to change system attributes – only ones that have been configured locally.

Dan Buidens: I have no objection.

Mark Laird: Can I use some time to ask a question? SELS is compatible with 8.0 in version 4.6 which we are trying to get out this week. There is another update we are doing to SELS to support congestion messaging for not EL toll mode. We could have that included in this release if we don’t release until end of next week, is that going to mess up anyone’s 8.0 upgrade plans, if we don’t have it available until end of next week?

John Hope: No problem.

Mark Laird: So, if that is okay with you Christine, we will get it out next week instead of having two releases back-to-back.

Christine Shafik: Makes perfect sense. Any other comments or questions? I think we had a great discussion and hopefully we captured all of the user needs that were documented in JIRA. A quick update is that we are currently testing hotfix 3 at TERL so everything should be fine, and we should be able to release by the end of next week. After that we should be receiving hotfix 4 for testing. Please think about some dates on when you would like to upgrade to 8.0. Reach out to me with your proposed date so we can have statewide coordination. Any other comments or questions?

Carla Holmes: If a District has not installed 8.0, would they have to do so before installing hotfix 3?

Tucker Brown: Since 8.0 hotfix 3 is not a full installer they would have to do the install of 8.0 and apply hotfix 1, 2, and 3. That being said there are duplicate processes, like operator map, you only need to install the latest of those. Usually what we do is get a version of 8.0 Hotfix 1 in folder and drop the other hotfixes over them that way everything is overwritten. But yes, you would need to install the base version then the patches of each hotfix.

Mark Laird: Then all of the database scripts can be ran after the hotfix is installed?

Tucker Brown: Yes. You do want to make sure your config file is up to date when running the script. But yes, the software install is independent of the database scripts.

Christine Shafik: Very good discussion. Any other questions, concerns or comments? Okay, thank you all for the input and talk to you at the next SSUG.