

SunGuide Software

User’s Group

Meeting Minutes

**Date: June 24, 2021**

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

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: SG-5865: Improve EM DMS suggestions if message does not fit.Item 2: SG-5707: Option to not open a report on completion (only email)Item 3: SG-5849: New Report – Cameras that haven’t been used.Item 4: SG-5589: Add table to track SPARR phone battery percentage.Supported Microsoft ProductsAnnouncements | Tucker BrownTucker BrownTucker BrownTucker BrownMark DunthornChristine Shafik |

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| Attendees: |  |
| Ray Mikol, D1Margaret Treiber, D1Tom Arsenault, D1Jason Summerfield, D2Jason Evans, D2Richard Hemming, D3Greg Reynolds, D3Kevin Mehaffy, D3Robert Briscoe, D3Jacques Dupuy, D4Dee McTague, D4Simon Cooke, I-595Adrenamae Rolle, I-595Shannon Watterson, D5John Hope, D5Eddie Grant, D5Sheryl Bradley, D5 | Mark Laird, D6Greg Kirkpatrick, D6Mike Crawson, D7Ed Allbritton, D7Matt Mileto, D7Tony Abid, FTEJermaine Da Silva, FTEMichael Kerpen, FTEUmesh Subramanyam, FTEBrent Poole, CFXAJ Skillern, SwRITucker Brown, SwRIChristine Shafik, COMark Dunthorn, COCarla Holmes, COJuan Abreut, COKarthik Devarakonda, COJennifer Langford, CO |

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| Discussion: |  |

Christine Shafik: Welcome to the SSUG meeting for the purpose of taking notes this meeting will be recorded. I will turn it over to Tucker to start the presentation.

**Item 1: SG-5865: Improve EM DMS suggestions if message does not fit.**

Tucker Brown: In the response plan right now, if you get a suggestion, and it is too long for the sign, the sign is returned as part of the plan, but the message is blank. Operators have to add a message or remove the sign to activate the plan. The requested enhancement is to add the error message (ex. “message too long”) and the originally generated message to the response plan item so it can be used by the user to create the message on the sign. The idea is that they are getting more information about what is supposed to be on the sign instead of having to come up with the information themselves on the fly. Usually this would happen to a smaller sign, so the standard abbreviations don’t work for it. There is an idea of other abbreviations in order to make this work. Any questions?

Kevin Mehaffy: Is the plan to happen before?

Tucker Brown: So, the process right now is that is just shows up blank and there is no message to attempt to do. If you have other signs, you might be able to copy something from those signs and shrink it down. The sign in this case would come back blank and you have to do something with it. This would give you a better idea of what to put on the sign.

Mark Laird: How do you know if you have met the requirement for what’s on there?

Tucker Brown: Theoretically you could copy in the message to the sign, and it will perform automatic wrapping, and it would force it do what the sign would fit. The operators have a good idea of what fits and what doesn’t, and they can shrink it down.

Mike Crawson: Just a suggestion, is there a way we can put the character limit per line on the response plan? That way an operator knows what they have to limit the message to.

Tucker Brown: Are you talking about the actual number of characters? That could be doable because we have the sign characteristics. We can tell them about the standard size for the general case.

Mike Crawson: Almost do a range where you do 15-20 characters. I think it would help an operator.

Tucker Brown: That is something that could be added to the DMS dialog in general and give them an idea of how many characters are there.

John Hope: How would that work if you have multiple DMS selected?

Tucker Brown: It would wipe them out and couldn’t do it unless you had the same font then you could do it. Multi-select you would get the lowest common denominator of if one sign only gets 10 characters then you get 10. Or we could put something like varies. So, it would either say varies or the lowest number of characters that fit on the sign.

John Hope: Just to be clear, we are only taking about the window where you edit multiple selected DMS signs.

Tucker Brown: Yes, this specific one would be on the edit DMS. At some point in the response plan dialog, you will have to change the message through edit DMS dialog. That would apply to all edit DMS dialogs and would be applicable and you would see it here as well.

John Hope: Is there any indicator on the response plan message generator that the message wouldn’t fit?

Tucker Brown: Not right now. Part of the intent here is to let them know why you’re getting a blank.

John Hope: Say you put a message out to 5 signs and the message doesn’t fit on one of the signs. You go in there and edit it individually and you have to do an update, then you would have to go back into that one sign and edit it again.

Tucker Brown: That’s what I am getting at, if it doesn’t fit an administrator has more of an idea of what they need to do to get it down. They could abbreviate larger words or edit the message template. The signs could have different messages based on the same template and different abbreviations.

John Hope: After you do the abbreviations there is no indication on the response plan window that the message may not fit.

Tucker Brown: Once it is suggested there is no reason why it wouldn’t post. We have the sign dimensions and the font. The sign shouldn’t reject it once you have a message that is legitimate. The only error message it would give back is that EM tried everything it could, and we still couldn’t get it small enough to fit. You would be able to see the error, and, in this case, it is that the error is that the message is too large.

Carla Holmes: What I am understanding is that if you have a message that doesn’t fit the response plan comes back blank?

Tucker Brown: It is not that you are putting up the message you are requesting a suggestion and EM is attempting to fit the generated message onto the sign. It won’t be in the message, but it would part of the message row you so could see that it had an error. Any other questions or support?

Mike Crawson: D7 supports.

Kevin Mehaffy: D3 is good with it.

Kelly Kinney: Turnpike agrees.

Dee McTague: D4 agrees.

District One: District one is good as well.

District Five: District Five is good.

Jason Summerfield: We are good.

District Six: D6 is good.

CFX: CFX is good with it.

**Item 2: SG-5707: Option to not open a report on completion (only email)**

Tucker Brown: Right now, if you generate a report from the operator map, and you want it as an email – it will go out as an email, but it also pops up on your screen. So, if you queue 20 reports, if you are still logged into the map, you are going to get 20 pop-ups. The request here is to add a checkbox to the report creation to allow the user to specify they only want an email with no pop-up. It would still give you the options of downloading, really no changes other than the fact of once it is done you don’t get a pop up.

Kevin Mehaffy: Is this done as an operator setting or by per report?

Tucker Brown: there are two ways we can do it. It could be that it is in the reporting dialog, and it is always in a state where you want pop-ups and in order to not get that, you would check the box and not get the pop up for reporting. That would be consistent with reporting. Or we could go the route of it being a user setting where if you set this dialog then it would save. It would not be a global setting but a user setting.

Jason Summerfield: I would be more in favor that when you open the dialog there is a checkbox and it resets. I don’t want someone to forget to uncheck it and complain they aren’t getting reports.

Tucker Brown: I can make it like the filters of it saved while you are in it but once you log out and log back in it resets it.

Jason Summerfield: I think that would be a good way of doing it.

Tucker Brown: Would the default be that I want the popup?

Jason Summerfield: Yes.

Mark Laird: Yes, that is consistent with today.

Tucker Brown: Any other comments or support for this?

Mike Crawson: Again, D7 supports this.

Christine Shafik: Anyone else support this?

Dee McTague: D4 supports.

D6 supports.

D2 supports.

District One supports.

D5 supports.

CFX supports.

**Item 3: SG-5849 New Report – Cameras that haven’t been used.**

Tucker Brown: This came up as a report but wanted to ask if there was an operational need for this. The enhancement is to add a report that shows instances in which a camera was not used for a configurable amount of time. This would be a report run after the instances occurred. Is there any interest in doing this in real time? The district who submitted it doesn’t need it in real time, but I wanted to ask if anyone could use it in real time.

Mark Laird: Real time would be helpful. What we don’t have is every time a trigger goes off that says it’s been a configured amount of time, we get a camera-by-camera check for use every thirty minutes. If it hasn’t gone through the time it was configured, give me a list of the cameras for the single alert.

Tucker Brown: What is the output to that? An email or an alert on the map?

Mark Laird: I don’t know, I have the same question.

Greg Kirkpatrick: I think the issue we will face if it was an email, a lot of operators might not see that email come through. Unless it is directed to the supervisor, but a pop-up through the map might work. Maybe it cycles through every hour that way it limits the number of pop-ups they have. We don’t want to overload them with too many things.

Kevin Mehaffy: I think it would be helpful to have so the operators know.

Eddie Grant: When we say cameras, what are we referring to? FDOT cameras, local agency cameras? There are a lot of shared cameras that we have access to. Does anyone else have cameras from local agencies? Or is it just FDOT cameras.

Mike Kerpen: We have the same thing where we have a lot of local cameras that we share ownership with, and I would say we would not include those. It would just be FDOT owned cameras.

Eddie Grant: I just wanted to make sure that we understood.

Tucker Brown: Every 30 minutes there is something that should be done with the camera and every hour it checks to see if that has happened. I get to that hour point, and it starts checking and camera one was used 23 minutes ago. So, it hasn’t hit that 30-minute mark yet so it will not be reported on. The next check is an hour later, and they didn’t use it for 45 minutes and then the next hour check comes up and it shows it was used 15 minutes ago so it missed the 45 minutes out of use. Are you wanting to know if at any point it got to there and it needs to report on it? I just don’t want to miss any spots. We can make the window configurable; I am debating on what tolerance you have.

Kevin Mehaffy: In District Three we use a similar report to this, and we run it at mid shift and the end of shift. At mid shift we see if we have touched everything and if we are going to meet our goal or not and direct our staff accordingly.

Tucker Brown: For the report side there is no issue because they were going to make that anyway, the question was if we needed a real time side. Here is what I did hear:

* We want to monitor specific cameras so there is some sort of attribute on a camera.
* From that standpoint there would be a configurable time period for often we check this and a configurable time period for non-usage which is how long you cannot use a camera before we tag that.
* A single pop-up that lists all of the cameras that were not utilized. It will be a pop-up or something in the alert, I am thinking pop-up like the spelling window. There is not really a response for it.
* Then you can run a report for a period and tell non-usage of the cameras that were not utilized during a period.

Eddie Grant: From a District standpoint how, many operators are associated with a camera. For instance, we have different segments of roadways that people cover. What is the average number of cameras an operator should use per District?

Kevin Mehaffy: District Three is 100 per operator.

Mike Kerpen: District Seven is about 60 per operator.

Dee McTague: Our responsibilities are broken down by road ranger beats, I don’t know off the top of my head.

Ray Mikol: District One would be the same as District Four.

Greg Kirkpatrick: District Six we try to have the operators have one movement for each camera within an hour depending on their workload.

Eddie Grant: What if they are working multiple crashes at once would this be something required, to just turn a camera to verify? Or is this something that is excused since they are working a few crashes. I am just trying to see a get a grip on it.

Kevin Mehaffy: Could we put it to sleep if we have that situation? Like a snooze. Sometimes the operator gets pulled to different locations and gets busy.

Carla Holmes: We were talking about look through a camera or are we talking about panning a camera so they can see the entire area. What constitutes a touch?

Tucker Brown: Pan/Tilt/Zoom, I don’t think focus and iris.

Kevin Mehaffy: I think the current report is who takes control of it.

Tucker Brown: Any of those actions would produce that log.

District: Is there a way to set up a tour pattern that works east and west? So, everyone of your cameras is constantly looking?

Tucker Brown: You can set up something in SAS and there is a list of things to do with the camera and it can go to different presets. Since the scheduled action system would allow you to do that, the only issue is that if you do that, SAS will acquire the lock to the camera. So, if you are trying to run a report like this, it is going to register that someone is moving the camera it might not record who moves it. It will register that something happened to the camera. It might not give you the results you want.

Mike Kerpen: When you do run a CCTV report and have a scheduled action running presets it only shows scheduled action as the person who moved the camera not an operator.

Tucker Brown: So, we could potentially filter out by the user. The problem of doing it through SAS is that you don’t know if anyone is watching. You can perform the action. The camera will do it but if no one is watching then it still shows that the camera moved.

Kevin Mehaffy: We have a secondary report that shows the time spent on the tours, so if they go through it too fast or too slow then it will alert us. It wouldn’t fit into this report, but it is a second report that we run. When the pop-ups come up with the list of cameras would it be possible to click through the list?

Tucker Brown: Where do you want to see that?

Kevin Mehaffy: Wherever it is easiest. I am open to suggestions.

Tucker Brown: We could have a launch video on desktop button, that way it is easy.

Kevin Mehaffy: I agree that will have the least amount of disruption.

Tucker Brown: Anything else on this one?

Christine Shafik: Do we have support for this? We heard a lot of questions.

Kevin Mehaffy: District Three supports.

Mark Laird: District Six supports.

**Item 4: SG-5589: Add table to track SPARR phone battery percentage.**

Tucker Brown: There are certain phones and versions of the operating systems that will limit the applications from using the GPS when the battery gets low. It will limit the functionality to just keep the phone on. That is what some of the districts found when running these.

The request is to add battery percentage to the status tracked by the system. Add a flag to indicate GPS could not be found. These would be optional elements so it wouldn’t affect 3rd parties. We would modify the SPARR interface and the SPARR application itself. Any questions on this?

Kelly Kinney: Could this resolve the issues we see with the GPS being stuck on reports for a period of time and then jumps to another location?

Tucker Brown: Potentially yes, you would have more information as to why this is happening whether it is lack of battery or GPS. One of those two could be cause of that and you would have more information.

Kelly Kinney: Turnpike would support this in getting as much information as possible.

Tucker Brown: Anyone else on that one?

**Supported Microsoft Products**

Mark Dunthorn: We sent a survey to the districts a few weeks back on what Microsoft products you are using specially the server and database. We got back a response from everyone. We are going to be okay here. We are close to covering what is out there in the field. We did have a problem with the last release, specifically a couple of districts were using an older version of SQL server 2012 and one of the database scripts that worked fine on 2016 and above did not work on 2012. We are asking so we can improve the test process and catch any potential issues. This is a representation of how we will be testing at the TERL, and we have some app servers where we are looking at 2016 and 2019. We have a couple of SQL server databases, and we will install them on the same windows server. We will be using it on Windows 10 since Windows 7 is no longer supported by Microsoft. The SQL server 2012 has the same end of life issue. We will be talking about this more in the CMB. Of course, this will all be documented in the VDD. That release is coming up towards the end of the year and the plan for testing lines up with what the districts are planning in their own environments. We are looking for any feedback as to if this will work for you. Is there something that we missed? Any other issues that we should be aware of?

John Hope: This is helpful information, and it would be more helpful if it was provided for each release. It would be good to let us know so we can prepare accordingly.

Mark Dunthorn: I agree, we always share it in the VDD, but we want to get it out in front of the districts as soon as possible.

Matt Mileto: I agree this is helpful. Is this for everything moving forward? Or does this include 8.0?

Mark Dunthorn: This is starting with 8.1, the next release.

**Announcements**

Christine Shafik: We have a couple of announcements.

* JIRA Issues Review and Clean Up: Two years ago, we went through the backlog of the JIRA issues, we will be reviewing all open JIRA issues to clear out the backlog. We are requesting you to go in and update any tickets to ensure the issue is accurately represented and all supporting information is provided. Or if the issue has been resolved or is no longer needed, please comment on that.
	+ We will be prioritizing the list again.
	+ Please respond to Tucker so we can clear the list out.
* SunGuide 8.0 Deployment Update
	+ All District are scheduled to be on SunGuide 8.0 by mid-July! Great job on working with Central Office on the scheduled. Thank you all for your support on making this happen.
	+ We would like to go over lessons learned. What would be avoided for 8.1 or what went well and want to repeat for 8.1. Please send any input to Central Office or you can present it here at the SSUG. Are there any questions or comments on this?

Hearing none, have a great week.