

SunGuide Software

Users Group

Meeting Minutes

**Date: February 24, 2022**

**Time: 1:30-2:30 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| 1. SG-6189 – TPS - Send Corrected Availability 2. SG-5682 – Wrong Way Driver response plan's location 3. SG-6193 – Enhance the Contact section in SunGuide 4. SG-6201 – Add EM audit events to DAR XML feed 5. Announcements | Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Christine Shafik |

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| Attendees: |  |  |
| Robbie Brown, D1  Ray Mikol, D1  Luis Hernandez, D1  Jason Summerfield, D2  Derrick Odom, D2  JoAnna Hand, D2  Greg Reynolds, D3  Robert Briscoe, D3  Clay Packard, D3  Richard Heming, D3 | Dee McTague, D4  Jacques Dupuy, D4Kyle Higgins, D5  Garrett Popovich, D5  Sheryl Bradley, D5  Lauren Pearson, D5  Yenia Morales, D6  Matt Mileto, D7  Jermaine Da Silva, FTE  Cherie Phillips, FTE | Kelly Kinney, FTE  Michael Kerpen, FTE  Umesh Subramanyam, FTE  Tony Abid, FTE Brent Poole, CFX  Christine Shafik, CO  Mark Dunthorn, CO  Carla Holmes, CO  Deborah Feisler  Tucker Brown, SwRI  A.J. Skillern, SwRI |

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| Discussion: |  |

Christine Shafik welcomed the attendees to the SSUG Meeting, and hoped everyone had a good, once-in-a-lifetime Tuesday 2-22-2022. Today we have a few enhancements to discuss with the team. Your input is very valuable to determine the direction the enhancements will go from here.

Following Roll Call, Christine turned the meeting over to Tucker Brown and reminded attendees that the meeting is being recorded for the purpose of taking notes.

**Topic 1: S -6189 – TPS - Send Corrected Availability**

Tucker Brown: The first enhancement today is about sending corrected availability as part of TPS. The issue reported is that when there is a facility, especially on the area level, you can send corrected availability. This is available on all areas if you have access to do that. It’s in the status dialog, I believe, that you can do that. If you do make that modification, the user who actually does that is not currently logged.

There are two things requested for the enhancement. One is for the administrator to set on which areas they want to allow corrected availabilities. I think a lot of this applies to situations where you trust the polls of the devices in the field, so you don’t really need it. You don’t want people actively changing that. And then you could flag it to disable that in that particular area. The other part of this is that we would start archiving the user name of anyone who changes the corrected availability. So, if you do get a case of someone changing it and you need to know why, you can look that up and ask that user what happened.

Questions or comments on that?

Jason Summerfield: I was looking at this one, and in the ODS table there is a correction in the ODS, I thought, that lists users who make a correction. Is that not the same thing? I’m trying to find it now. I can’t find it now, but will let you know when I find it.

Tucker Brown: I’m looking in the table, too, just to make sure. I thought we looked at this and didn’t find anything,

Jason Summerfield: I swear I saw it just the other day. It could be that it’s not under ODS. (Jason found it.) It’s not under ODS; it’s TPS Facility Correction. In there it has a timestamp, a username, old available spaces, and new available spaces. Is that the information people are looking for? It’s not like we have a report that exposes that. The information will be in the database somewhere.

Tucker Brown: The database I have doesn’t have facilities in it. It does have usernames. I will check on that one to be sure. I had someone look at that, but it is possible they were looking on the ODS side.

Jason Summerfield: Yes, I’d think it would be in ODS, but it’s not.

Kyle Higgins: Since this is more of like tracking accuracy, can we piggy-back this with SG-4404 which handles the TPAS timer settings in SunGuide to make them match? So, if we are tracking user input, it’s a direct one-to-one in case the system is going to update it to the corrected availability when they happen to check. It’s SG-4404 - Update TPS DMS when Spaces available updated.

Tucker Brown: Okay, so the dual times one. So essentially what you are saying is that the correction could be generated by the fact that it just hasn’t updated yet. Is that what you are saying?

Kyle Higgins: Yes. Correct.

Jason Summerfield: Yes, I agree with that one, too. Because that’s one of those that when you make the correction people expect to see it show up, but it doesn’t yet.

Tucker Brown: Yes, it sets them at the same time. They are all on a timer. Right now they are on a timer that posts them on a configured interval. And essentially, 4404 asks for anytime it gets new data in general the message should update. Which is most likely the poll cycle of the device or potentially the poll of a passage device if that’s the way it’s set up. But I guess what the request here, too, is that if the correction is made, that that goes out immediately, and be treated as a poll update or whatever pushes out the data immediately. So, piggy-backing off 4404, any time there is an update to the counts, that needs to be pushed out ASAP.

Kyle Higgins: District 5 would agree with that.

Richard Heming: is there going to be an associated report with this, also?

Tucker Brown: There is not currently one. If you need a report for this, there is a template on the Jira site that you can request a report be made. And it lays out how you want the report to look and things like that. If you can, fill that out and put that in as a Jira ticket.

Richard Heming: Okay. Thanks.

Tucker Brown: I think that’s all the comments. Just to summarize what we have, then we can see what support we have for it. Essentially what I heard is that from the archiving side we need to make sure the username is there; it’s possible that it already is. Does anybody have any comments on the configurability of the corrected availability part? (None.) Okay, So, the total enhancements would be: A configurable flag to disable the corrected availability if you don’t need that part of it. Making sure the username of the person making the correction is archived. And the part not on the slide is pairing this with 4404 which would change the update cycle on these to be based on the poll of the field devices, the poll of the TSS devices if they’re using passage, or on a correction being made by a user. All of those would push out immediately.

So now I’ll ask for who supports that.

Jason Summerfield: District 2 supports.

Kyle Higgins: District 5 supports.

Dee McTague: District 4 supports.

Richard Heming: District 3 supports.

Matt Mileto: District 7 supports.

Tucker Brown: okay, we’ll move on to the next one,

**Topic 2: SG-5682 – Wrong Way Driver response plan's location**

Tucker Brown: This next one has to do with the wrong way driver alert, the response plan, and the location element. Right now wrong way driver is treated like a location-less type of event. Mostly because I think it was thought that these were kind of a moving event – they don’t really have one spot. So when you look at them on the device template screen, the top half has Amber Alerts, Silver Alerts, and Visibility, which are more defined as area-wide type of events. On the bottom half of the slide you see there are the rest of the event types that are location-based. When you get that location-based event, you have an actual lane map there, so you can determine if it’s on-road, if there is a ramp, if it’s off-road, all those different characteristics so you can have different templates. With the area one you have a single template and then apply that to the DMS or even the email that goes along with it. The issue came up is that when a wrong-way driving event has an email that goes out with it, you see that the location element is blank because this is being treated essentially as a location-less event.

And so the request here was to have location as part of the email. But the implication of that is that this becomes a location-based event in order to pull that location out. And the location that would be used is the one in the event details when you set the event up – that’s the one that will be in the email. This would also change the way the email templates are based. Essentially, you’d be moving it from the top portion of the screen to what you see on the bottom. And you would have the ability to set other templates. If you want it to act in the same manner as it does now, and include that location field, essentially you just take that wrong way driving template you use at the top, and just put that all the way across the top as what kind of template you want to use on the bottom. So you could still get the same behavior out of this, it just gives you the option of actually including the location. If you don’t use location fields in the template, you probably wouldn’t see any effect on your DMSs or anything like that. You would see it in the emails. It would show up as, This is where that location is.

The specifics of this is “I’d like to see it in the email.” But the implication of that is moving it to be a location-based event type, and then that has some other implications. So, I just want to make sure I cover all of those.

Any questions or comments on that one?

Cherie Phillips: Turnpike would support this. I wonder if other districts would be supportive of doing the same thing with the Visibility event type. Making it location-specific so the email generates a location?

Brent Poole: CFX supports this.

Dee McTague: District 4 – Yes to both.

Kyle Higgins: D5 would be yes to both.

Richard Heming: D3 says yes to both.

Ray Mikol: We probably wouldn’t use this in D1, but we support it anyway.

Tucker Brown: Okay, so with support here and wrapping this up entirely: Yes on this particular enhancement, but also moving the Visibility one into the bottom as well, and allowing templates on the Visibility event type. Amber, Leo, and Silver Alerts - we are still good with leaving those at the top and moving those two down to the bottom.

**Topic 3: SG-6193 – Enhance the Contact section in SunGuide**

Tucker Brown: This one is an enhancement to the contact section in the Event Details dialog. In the Event Details dialog, in the second section down, is the contact section. Right now it will allow you to select an agency, but when it comes to a name and phone number, these are free text fields.

The enhancement is to allow the contacts that have been stored for that particular agency to be selected there so that they would pre-fill the name, and potentially the phone number if it’s there. This is consistent with how the Responders grid works. Essentially you can either type in manually or you have a list of drop downs to be able to pick from, instead. This would make it consistent behavior between those two spots. If you use the Responder side, you get a feel for what this one is going to be like.

Questions or comment on this one?

Kelly Kinney: I can’t remember if I included it in this ticket, but part of the enhancement was also to make the timestamp editable?

Tucker Brown: Okay. Is that the time that you contacted them?

Kelly Kinney: Right.

Tucker Brown: Because right now it captures the time that you insert the contact. Is that correct?

Kelly Kinney: I think so, and I think it cannot be edited currently. So the goal here is that when we make contact and maybe a minute or two passes and we enter it; to be able to change the timestamp to the time the contact was actually notified for certain performance metrics.

Tucker Brown: Okay, anybody else on that one?

Matt Mileto: District 7 is in support.

Richard Heming: District 3 would support, and also making the timestamp editable.

Dee McTague: District 4, as well.

Brent Poole: CFX supports.

Tucker Brown: Okay to wrap this up, we will add the ability to select a contact as part of the agency. We would leave the free text, and make the timestamp editable to be able to change that.

**Topic 4: SG-6201 – Add EM audit events to DAR XML feed**

Tucker Brown: So, the last one here has to do with auditing events and how that affects 3rd parties or other people beyond the SunGuide system in general. This came up because of DAR, but also has some other implications, as well. Right now when you are editing an event, whenever those event updates generate, they get sent out through DAR. There are people who are using DAR for some other stuff. Basically any time there is a live event in the system, whenever you update, something goes out. Once you close it, I believe they stay on the event list for an hour. If you were to make a modification, or reopen it, you would get those changes to the system and they would go out through DAR because they would go out as an event update.

The problem is that when you close that event, you lose the ability to keep getting event updates. Once it’s closed and once it leaves the event list, it is no longer in any kind of cache in the system. It’s only in the database. When you make an audit, you are going directly to EM. EM modifies it at the database level then returns and says, Yes, I did that. But you don’t actually get any updates out because that event is no longer in the system. The problem with that is that 3rd parties, like DAR, who are trying to capture events never see those audit updates. So, if you were to run reports or anything through their system, any of the audits that you’ve done would not be available to them at all.

The enhancement here is to essentially add a subscription to the system for someone to be able to receive those updates when you get an audit done. So, ideally we are going to make it so that this only goes out to the folks that need it. You wouldn’t blast it out to operators or anything like that. You’re only going to see it for people who subscribe to this. We are not intending for the map to get more of these updates. We are trying to keep it light. The notable person who would be subscribing to this initially would be DAR. It would get those updates and package them like it would any other updates and send it over to RITIS so they can actually have that in their system. If you have other 3rd parties who have connections to the system and they are reading out events or anything like that – if they were to subscribe to this, they would also receive those. Meaning, they would get those updates, as well, past event closure and keep their cache up to date, as well. So, this is not being done specifically for DAR – it’s actually being done in a more generic way – but DAR is going to be the main recipient right off the bat.

Any questions or comments on this one?

Jason Summerfield: District 2 supports.

Cherie Phillips: Turnpike supports.

Ray Mikol: D1 supports.

Kyle Higgins: D5 supports.

Dee McTague: D4 supports.

Brent Poole: CFX supports.

Matt Mileto: D7 supports.

Jason Summerfield: I have one minor question. When these go out, are they going to be any different than any other update? Will the provider on the other end need to know what to do with it specifically, or will it just go out as an updated field that they will pull in?

Tucker Brown: So, right now, what DAR is receiving is essentially a full event packages. It says, Here’s the whole thing. EM is essentially going to package up the whole thing and send it out, so it will be transparent to them. It’s just going to look like another update to the event.

Jason Summerfield: Okay. As long as they know to throw out whatever changed.

Tucker Brown: Yes, it will be just like they got an update to an event, and here is the latest status of it.

Jason Summerfield: Okay.

Tucker Brown: Okay, in wrapping that one up, it is basically as presented. I think everyone was okay with that one. We can move forward. Will turn it back to Central Office.

**Announcements**

Christine Shafik: Thank you, Tucker. That was a quick meeting. We are only half-way through the meeting. Any questions, comments or concerns for the good of the team? (There were none.) Alright.

We are currently working on Hot Fix 2 for R8.1, which will include a bunch of enhancements. We have not received it yet from SwRI for testing at TERL. But we expect to release it sometime in March.

We received the list of priorities for the next release and we are working on scheduling them for development. Eventually we will schedule a Design Review Meeting to go over them before moving forward with development.

I don’t think we have any other announcements. That’s the latest and greatest. Unless anyone else has any comments or concerns, we can give you back 30 minutes of your life. We’ll talk with you next SSUG. Have a good one!

**The meeting was adjourned.**