



# SunGuide Software User's Group Meeting Minutes



Date: August 2, 2018

Time: 2:30pm-3:30pm EDT

## Agenda:

### Topic

### Led By:

Item 1: Waze Alert-Type Filtering

Roger Strain

Item 2: Missing Child Alert (4242)

Roger Strain

Item 3: GUI Enhancements (4263)

Roger Strain

## Attendees:

Ray Mikol, D1

Robbie Brown, D1

Renjan Joseph, D1

Alain Capucci, D1

Luis Ruiz, D1

Jason Summerfield, D2

Kevin Mehaffy, D3

Melissa Ackert, D4

Shayla Khalilahmadi, D4

Jacques Dupuy, D4

Dee MaTague, D4

John J. McFadden, COT

Marlon Chin Shue, 595

Mark Lucas, D5

Josh Sibley, D5

John Hope, D5

Mark Laird, D6

Alex Mirones, D6

Mike Crawson, D7

Daniel Buidens, D7

Jared Roso, D7

Alex Brum FTE

Tony Appetite, FTE

Bryan Homayouni, CFX

Roger Strain, SwRI

Adam Dylan, SwRI

Derek Vollmer, CO

Frances Ijeoma, CO

Karthik Devarakonda, CO

Jennifer Rich, CO

**Discussion:**

**ITEM 1 Waze Alert Type Filtering**

This meeting is being recorded for the purpose of taking meeting minutes.

Derek: I just wanted to mention that I am no longer in the SunGuide position, I have transferred over to the TERL.

Roger: We have some hotfixes and a new release that is going to be available very shortly if they aren't already. When you deploy the hotfixes, be sure to check the "readme" instructions on there because there is a configuration change. You will want to run the config editor after you install the hotfix. It should all be documented in the "readme" that comes with the hotfix.

The first item on the agenda is the Waze Alert Type Filtering. I believe this has come in from some of the Districts where there have been a lot of Waze alerts coming in and being dismissed as something that doesn't need to be handled. The folks at the TERL were kind enough to go and review the different types of events that we were getting from Waze. A few have been identified that may be particularly of interest and some that we might not even want to look at. We have some of them highlighted on the slide. We can see how many are coming in and how many are getting turned into a new event.

If you look at the major incidents and minor incidents you can see that 41% of the majors and 37% of the minors are getting converted into a new or existing event. Only 7% of those weren't previously there. If we look at road closed, only .7% of those w a new event, 26% of them we already knew about. There was nothing new for the road closed hazard. The point of this is to say, if there are a lot of these coming in that aren't actually useful then we could look at adjusting the filtering. Through filtering, we can limit these from coming into the system. It can be done one a per District basis or if it is agreed on by all of the Districts then they could just be filtered out across the board. The TERL can give your District the specific details of the data that is received. If you review the information and realize you want different information, all you have to do is put in a deployment configuration issue in the JIRA interface. If you can tell us what you want, we can help you configure it.

Ray: Is the filtering that is going on with the Waze events right now, is that what is causing the alerts to be delayed? When they are delayed they are not as useful.

Roger: As far as I know there is not a delay. It is a simple thing of as they come in from the Waze feed it is evaluated against what each District has set up. If it does not meet the District criteria then it is discarded. There should not be any delay associated with that. The District

can edit the list to reflect what each District wants to receive. The District just needs to filter them out. We can also send you what your current configuration is so you can see those settings as well.

Ray: Thank you. In District 1 I think we are having a lot of problems getting duplicate Waze alerts as well.

Alain: Is the filtering also affecting the repeated Waze events that keep popping up. The same Waze alerts keep coming even after you dismiss it. We will add it to our events and then a few minutes later, another alert for the same event comes up.

Derek: There is an issue where we can send our information to Waze but we can poll Waze to have our information excluded. Unfortunately, there are other third-party data feed partners that are also getting information for us that have an agreement with Waze and they share information. We are getting a loop with these other vendors causing the data to be repetitive. Those instances are hard to isolate.

## **ITEM 2      Missing Child Alert – JIRA issue SG4242**

This was a request for a missing child alert type. A new change is coming for the alerts that are available and that can be reported on. It is slightly different from an AMBER alert. It has a different categorization and a different reporting set. We plan to add a new event type for that. Our expectation is to add a new event type that will have its own template, like the AMBER alert, it will also have a new SAE code. Is there anything else that you will need to support this? Or are you good with a new event type, template and SAE code?

Derek: Do you remember who originated this one?

Roger: District 5, Josh Sibley.

Derek: I saw the updated FDLE document and it contains a Blue Alert which is when a law enforcement agent is lost or harmed in the line of duty. Do you want a new event type for that as well?

Mark L.: Would that be different than the LEO alert type that is already out there?

Derek: I am not sure, maybe we already had that and I never knew it.

Roger: I was wondering that too, I know Texas has it and called it a Blue alert before. I am familiar with both terms. I am not sure what is considered LEO vs. Blue. If the official terminology is Blue then maybe we consider renaming the alert.

Derek: Let's ask Ryan Crist, I am assuming he is not on the call?

Jason: He is not on the call but I will go ask him and let you know.

Derek: Thank you, we will come back to it once you find out. We can keep the meeting going.

Roger: If there is no special handling needed then we will look for the Blue vs. LEO and get them to match what the state is expecting to see.

### **ITEM 3      GUI Enhancements SG4253**

Roger: This is something where there were a few changes when we moved dialogues out of Internet Explorer and into Native WPF Windows. Some of the specific things that were noticed as changes were that IE had a level of spell check placed on their text entry fields. Some users would take the ability to resize text within IE. Apparently, there is also some change in behavior with the drop-down boxes. You could start typing and get an entry by typing rather than having to scroll through the list. We believe that we can recover and recreate a lot of this stuff. What we would like to do is to put in spell check on the events chronology comments and in the email editor. We are not trying to put that in system-wide because there are a lot of text entry fields where we don't want that spell check happening. An example would be a license plate or a DMS message where things are phrased a little differently.

It is a fair amount of work to add spell check to a WPF user control so we would like to focus this where it is actually needed. We would love to know if there are other places where it is beneficial to have spell check. Also, as far as font sizing goes, that is a little tricky. The way that the WPF dialogue lays out, we try to have things set up so it is neutral where the font sizes go but we may need to do a little bit of testing to see if that's true. In cases where it is not, we need to find out how things can be re-adjusted to accommodate a different text size. On resizing we have a little bit of homework we need to do but it would be helpful if we could know which dialogue is especially important for that or is it everything across the board you can't see.

The last item with the drop downs, we specifically want to focus on the EM event dialogues. Especially the contact selection was called out as having this problem. Most of the drop downs should already support that but there are some that are in the big detail grid that doesn't have that support by default. This one is easier to handle so we will be able to go in and get them taken care of. If there is a particular one where you need that functionality, let us know so we can make sure they get included. Does anyone have immediate feedback?

District: Floodgate dialogue is another place where spell check is needed.

Roger: Any others? If not, that's all I have.

Frances: If there aren't any more questions then we can end the meeting.

Derek: I wanted to mention to everyone but we have CCTV polling available now and it will default to zero which will not poll your cameras. There may be some benefit to have the cameras polled. We had a request from D2 about having camera wipers for projects and for that to actually work you will have to have CCTV polling enabled. Also, with the config file change, that I know will be a new ONVIF command. We have finally had a camera come in that we were able to test to be able to tweak an algorithm that adjusts the lighting and brightness of the image. That is a new config item that is going in but the step value on how to determine that will be tricky because it will be camera by camera. I think you have to get some information from the camera first. Then you will have to determine your range and a whole number to put in there so it can set properly to adjust the brightness.

Also, I know truck parking is coming to a District near you. We have three configuration guides developed for those. One for each manufacturer (Sensys, Sensit, CivicSmart). Send me an email when you need the configuration guide.

Bryan: Reminder that we have the next CMB meeting September 25<sup>th</sup> from 1:30-4. Please let me know or Frances know if you did not receive that invite. Please also send any agenda items you want to be added to the CMB meeting.

One question on the WWD hotfix. I didn't see it included in any hotfixes that came out, do you know of a schedule for that?

Derek: I do not know that I will have to get with Tucker.

Mark L.: Is the bridge pre-emption something we should discuss at the CMB meeting?

Derek: I will have to look at our list, it might be something we are planning to talk about. Thanks for the reminder.

Bryan: Mark, would you mind shooting us a quick email so we have a placeholder?

Derek: Yes, please do that so Bryan has a placeholder for the CMB.

Jason: I did get in touch with Ryan and he does have some information. He had heard of Blue alert, the description he read off sounded the same as the LEO alert. You will need to follow up with him because he is not on the call.

Thanks for joining.

Meeting adjourned around 3:00 PM

New Action Items:

**Action:**

**Responsible Person:**

Mark L. Send an email to Bryan about bridge pre-emption for CMB meeting.	Mark Laird
Derek to reach out to Ryan Crist about the Blue vs LEO alert.	Derek Vollmer