

Minutes of Meeting

Date and Time	13 August 2025 09:00 PST	Meeting type	Zoom
Organiser	Mr. Rupesh	Client	Citywide

Attendees (Internal)

- Rupesh
- Kuldeep
- Jaspreet
- Sangita
- Vishesh
- Akash
- Ravinder
- Amit
- Gurpreet
- Kapil
- Ajay

Attendees (Client Side)

- Tom, Teresa, Matt

Agenda

- **Discussions on the following:**
 - PSSP Priority Tickets
 - QuickBooks Payroll Integration
 - Bug Reporting Process
 - Feature Release Strategy
 - Immediate Release Planning
 - CityWide Features & Instance Update Consistency
 - Update Timing & Coordination
 - PSSP Scheduling Enhancements
 - UI Adjustments
 - Site Redirection & Navigation
 - Mass Mail Feature
 - Client Mass Email Filters
 - Scheduled Hours Report
 - Staffing Hours Data
 - Duplicate Assignment Concern
 - Role-Based Shift Login
 - QuickBooks Payroll Integration

- Priority Discussion
- Team Resource and Task Allocation
- Staging and Development Process
- Better Communication for Setting Priorities
- Setting Up Two-Week Release Plan
- Challenges in Task Completion
- Geofencing
- New Project Discussion
- Team Availability & Weekly Report
- Email Management
- General Communication
- Upcoming Feature Presentation



The following things are discussed:

1. PSSP Priority Tickets:

a. Status Update:

- i. The team is focusing on ~10–11 high-priority tickets for PSSP, identified with Teresa.
- ii. These items are essential for client workflows and must be completed **this week**.

b. Progress: Kuldeep showcased progress on the PSSP side during the call.

c. Bugs:

- i. Not part of today's main discussion, but any urgent bugs from CityWide remain a **parallel priority**.
- ii. Emergency issues will be addressed immediately.

2. QuickBooks Payroll Integration:

a. Discussion:

- i. Covered how QuickBooks Payroll will integrate with the platform.
- ii. Defined data points to be stored and communication flow between systems.
- iii. A pending sheet with priorities will be finalized after PSSP items are complete.

3. Bug Reporting Process

a. Issue:

- i. Nidhi flagged that tracking bugs via **Slack** is inefficient; tickets often get lost.

b. Agreed Process:

- i. **Urgent issues:** Post on Slack **and** log in **Trello**.
- ii. **Non-urgent issues:** Log directly into Trello.
- iii. Dev team is responsible for converting any urgent Slack reports into Trello tickets for tracking.

c. Purpose:

- i. Ensures no issue is missed and maintains a centralized tracking system.

4. Feature Release Strategy

a. Current Gaps:

- i. Features deployed to CityWide are not always released to other clients in a timely manner.

b. Agreed Process:

- i. When a new feature/module is released to CityWide:
 - 1. Test on staging.
 - 2. Deploy to CityWide for live testing.
 - 3. **Create a follow-up ticket** in Trello with a **2-week reminder** to decide if the release goes to all clients.

c. Action: Jaspreet to review pending CityWide features and identify what can be rolled out to other clients.

5. Immediate Release Planning

a. Weekend Release:

- i. Target to release ~10–11 priority tickets over the weekend for PSSP launch readiness.

- b. **Dependencies:** Final approval needed for training module and ATS changes before releasing to other clients

6. CityWide Features & Instance Update Consistency

- a. Tom raised concern about **features exclusive to CityWide** that should not be pushed to other clients.
- b. Observation: Some bugs in the new police agency's instance were already fixed in CityWide but not reflected in their system.
- c. Root cause discussion:
 - i. Jaspreet clarified the **codebase is shared**, so code changes apply to all instances.
 - ii. **Database-level changes** must be applied individually per instance.
- d. Action: Confirm if the new agency's instance received the most updated version of the platform.

7. Update Timing & Coordination

- a. Tom requested updates be scheduled at a time with **least operational impact**.
- b. Teresa to contact Chief Mike for best timing — confirmed as **Sunday between 9 a.m. and 11 a.m. ET** (6 a.m. PT).
- c. QA testing and Teresa's approval required before build deployment.

8. PSSP Scheduling Enhancements

- a. Kuldeep demoed a **service type visibility toggle** for the scheduler.
- b. Planned **advanced filter option** to optimize scheduling screen space.

9. UI Adjustments

- a. **Import Schedule Button:**
 - i. Determined, unnecessary and confusing; to be removed.
 - ii. This will free up space on the scheduling screen.
- b. **Radio Call Address Auto-Population:**
 - i. When entering a radio, selecting a site will auto-fill the call address.
 - ii. Users can manually edit if needed.
- c. **Status Tab Columns:**
 - i. Beat number and name to be shown together in a single column (similar to site number + site name).
 - ii. Extra beat name/number column will be removed.

10. Site Redirection & Navigation:

- a. **Change:** Clicking on a site will now open in the same tab instead of a new tab.
- b. **Behavior:** A back button will redirect to the last visited page.
- c. **Discussion Points:**
 - i. Some workflows require multiple tabs for parallel work (multi-monitor setups).
 - ii. Suggestion: Add an option to open in a new window/tab without losing primary session focus (to avoid timeouts).
 - iii. Right-click "Open in New Tab" or "Open in New Window" to be enabled for desktop/laptop users.
 - iv. Mobile devices to retain single-tab behavior to avoid multiple windows overload.

11. Mass Mail Feature

- a. **Change:**
 - i. Clear the last text/content each time a new mass mail is composed.

b. Enhancement Request:

- i. Option to add **default letterhead** containing company logo and signature.
- ii. Option for companies to personalize the default template.
- iii. If default letterhead not used, email body remains blank for manual input.

12. Client Mass Email Filters

a. New Filter Options:

- i. Send to **All clients** (Active + Inactive)
- ii. Send to **Active only**
- iii. Send to **Inactive only**

b. Purpose: Marketing campaigns or targeted client communication.

13. Scheduled Hours Report

a. Enhancement: Checkbox to include **Scheduled Hours** in Payroll and Billing reports.

b. Clarification:

- i. Payroll: Based on scheduled shifts if selected; otherwise based on check-in hours.
- ii. Billing: Pulls open shifts only based on site selection.

c. Terminology Change: "Scheduled Hours" to be renamed "**Projected Hours**" in both Payroll and Billing reports.

14. Staffing Hours Data:

a. Status: Layout finalized, API integration pending. Current staging data is static.

15. Duplicate Assignment Concern

a. Clarification:

- i. No actual duplicates found.
- ii. Same assignment names but different timings led to confusion.
- iii. Action: Teresa to inform concerned users about this clarification.

16. Role-Based Shift Login

a. Enhancement:

- i. Officers with multiple roles will have their role auto-switched to match the shift's assigned role upon start.
- ii. Prevents missed reports due to incorrect role selection.

17. QuickBooks Payroll Integration:

- a. **Jaspreet Kaur** initiated the discussion on QuickBooks payroll integration. The goal was to understand the requirements for implementing payroll alongside QuickBooks.
- b. **Tom Tamar** mentioned that QuickBooks doesn't handle payroll directly but that external APIs would be required.
- c. **Matthew Gardner** raised the idea of involving an accountant or technical expert to assist with the integration.
- d. **Kuldeep** explained that they had already integrated QuickBooks APIs for invoicing but needed to figure out the specifics for payroll, including data storage and manipulation.
- e. **Tom Tamar** confirmed that the team should start by signing up for QuickBooks payroll and reach out to QuickBooks support for any missing information.

18. Priority Discussion:

- a. **Jaspreet Kaur** presented the priorities for the current tasks.
 - i. **Priority 1:** PSSP implementation (currently being worked on).
 - ii. **Priority 2:** Items related to PSSP that are part of ongoing work.
 - iii. **Priority 3:** Multiple tasks such as PTO, chat module, API with Indeed, inventory management, etc.
 - iv. **Priority 4:** Documenting callouts (for replacement of agents in case of scheduling conflicts).
 - v. **Priority 5:** Various other tasks, including quick action buttons, caller history, and admin site for dispatch.
- b. **Tom Tamar** clarified that the priority list is more about the order of tasks, not fixed priorities.

19. Team Resource and Task Allocation:

- a. **Tom Tamar** expressed confusion about who is working on what and the timelines for each task.
- b. **Jaspreet Kaur** clarified that the resources are being divided across multiple tasks based on priority. Developers are working on employee help and support, analytics, and fixing bugs.
- c. **Rupesh** emphasized that the team has been sharing weekly progress updates, but clearer communication is needed regarding task allocation and timelines.

20. Staging and Development Process:

- a. **Rupesh** provided an update on the PSSP implementation tickets, mentioning that 29 tickets had been identified, with some on production and others on staging.
- b. **Tom Tamar** pointed out that there is confusion regarding the status of these tickets and what has been completed so far.
- c. **Rupesh** assured that the remaining tickets will be completed in the current week and that testing will follow development.

21. Better Communication for Setting Priorities:

- a. **Tom Tamar** emphasized the need for clearer communication regarding timelines and task progress.
- b. **Rupesh** agreed that they need to set priorities for the next few weeks and communicate which tasks can be done in a given sprint.
- c. **CommandHub Solutions** suggested adopting a more flexible, sprint-based approach, where priorities are set weekly, and progress is reviewed regularly.

22. Setting Up Two-Week Release Plan:

- a. The team agreed to work on a two-week sprint-based release plan.
- b. The immediate plan will focus on completing the tasks in the current sprint, and priorities for the next two weeks will be set accordingly.
- c. **Jaspreet Kaur** proposed that timelines could be provided at the start of each sprint to ensure clarity and smooth execution.

23. Challenges in Task Completion:

- a. **Tom Tamar** expressed concerns over tasks like ERM that are still incomplete.
- b. **Rupesh** acknowledged the ongoing issues and reassured that the team will continue to work on these tasks.
- c. **Quick Access Buttons:** Tom noticed that the quick access buttons are missing. These were discussed last year, but are not yet implemented.
- d. **Auto 97 Feature:** The "auto 97" feature, where users would get automatic updates when arriving at a property, is not visible. However, this feature is

tied to **Geofencing**, which still needs to be implemented before proceeding.

24. Geofencing

- a. **Status:** Geofencing is a crucial part of the "auto 97" feature but is still pending.
- b. **Explanation:** Geofencing is not yet in place, and its size is currently impractical. The feature can't function optimally unless geofencing is implemented to enable data correlation when entering geofenced areas.

25. New Project Discussion

- a. **Tom's New Idea:** Tom discussed a new project idea that will be presented the next day.
- b. **Rupesh's Team Structure Update:** Two people (one backend, one frontend) are working on the production effects on Slack, and the help/support features are being worked on simultaneously.

26. Team Availability & Weekly Report

- a. **Team Structure Clarification:** Rupesh updated the team structure for ongoing tasks:
 - i. Backend and frontend teams are working on different features (e.g., PSSP, help and support).
 - ii. Some team members are dedicated to fixing bugs.
- b. **Tom's Request:** Tom requested a weekly update on team availability and task assignments. He needs to know who is available and when to plan future tasks effectively.
- c. **Action:** Rupesh will provide a weekly team availability report and share it with Teresa and Aryan.

27. Email Management

- a. **Tom's Email Preferences:** Tom mentioned that he is receiving too many general emails and prefers not to be included in non-urgent or "info-only" emails.
- b. **Action:** Organizer and team will ensure Tom only receives emails that require his direct input or attention. Teresa and Aryan will handle general communications.

28. General Communication

- a. **Emails and Meeting Minutes:** Tom prefers not to receive general meeting minutes or email updates unless action is required from his side.
- b. **Action:** Organizer confirmed that only crucial emails will be sent to Tom moving forward.

29. Upcoming Feature Presentation

- a. **New Features:** Tom is excited to share new features he wants added to the system the next day. The team is eager to hear these ideas.