Minutes of Meeting

Date and Time	29 May 2025 09:00 PST	**Meeting type**	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
● Rupesh ● Kuldeep ● Jaspreet ● Gurpreet ● Sangita ● Vishesh
Attendees (Client Side)
● Tom, Teresa, Randy

Agenda
● **Discussions on the following:** ○ Shift Login/Logout Implementation ○ Handling Shift Data & Production Deployment ○ Fleet Management Updates ○ Infrastructure Planning for New Client Onboarding ○ Overtime Logic Clarification (Weekly Cutoff Scenario) ○ Dynamic Site Notes Configuration ○ AI-Enhanced Reporting Features

The following things are discussed:

1. **Shift Login/Logout Implementation**
   a. A demo was presented to showcase the new shift login process.
   b. Officers will now be logged in via a shift selection from the Status Tab.
   c. If multiple shifts are available, users can select from those listed.
   d. Users can only be logged in if a shift exists for them.
   e. Only one "End Shift" button will now be used to log out. Previously, multiple logout options (e.g., via 10-7 or Submit Report buttons) created confusion.
   f. If an officer's previous shift wasn't logged out, they can log out during the

new shift initiation.

g. Multiple login scenarios have been eliminated by restricting login entries via shifts only.

2. Handling Shift Data & Production Deployment

a. There are officers currently marked as logged in without proper logout records in the database.
b. Before deployment, all shift logins must be cleared from the database to prevent conflicts.
c. A scheduled time is required when no active usage occurs to safely push the update and clean the data.
d. Estimated downtime required: 5–10 minutes, buffer included: up to 2 hours.
e. Deployment will occur on Saturday, May 31, at 7:00 AM IST.
f. A notice will be sent to all users indicating a mandatory system update and forced logout during the update window.
g. Post-update, users will be required to log back into their shifts. There will be an option to reopen shifts if needed.
h. Shift clean-up must be done via database, not the front-end system, due to hidden/invalid entries.
i. Due to continuous 24-hour operations, users will be instructed to avoid shift initiation during the update.

3. Fleet Management Updates

a. Meter Start and End Readings implemented for standard vehicles (not applicable for golf carts).
b. Works similarly to start/end mileage tracking.
c. Required fields include start mileage and meter hours during vehicle inspection.
d. In the edit view:
    i. It is sufficient to edit ending readings (as per user feedback).
    ii. Option to edit ending mileage and reading to be enabled directly from vehicle selection.
e. Pending task: The dev team to update the edit last reading based on feedback and push the final changes.

4. Infrastructure Planning for New Client Onboarding

a. The team discussed infrastructure scalability needs in case of onboarding large clients (up to 10,000+ agents).
b. The dev team shared a comparative document showing current infrastructure setup and the options available for scaling:
    i. Current platform: DigitalOcean
    ii. Scalable options explored:
        1. AWS ECS
        2. AWS EC2 with Kubernetes
        3. Upgraded DigitalOcean with Kubernetes
    iii. Infrastructure must support up to 60x current traffic (not just 10x as initially mentioned).
    iv. Cost breakdown based on projected scaling was shared:
        1. DigitalOcean (Upgraded): Up to $1,500/month for 10x traffic
        2. For 60x traffic: Approximately $18,000/month
        3. These figures are maximum estimates; actuals may be lower due to variable daily usage and provider discounts.

v. Tom raised the need to plan for dedicated tech support:
    1. Likely need for 1–2 people on standby 24/7 for client tech support once onboarded.Not full-time work; support will be need-based.
vi. The dev team acknowledged the need and confirmed they will analyze and share a plan for staffing and costs soon.
vii. Exact numbers of resources and costs are still being worked out.

5. **Overtime Logic Clarification (Weekly Cutoff Scenario)**
    a. The dev team presented a use-case on calculating overtime based on both daily (8 hours/day) and weekly (40 hours/week) thresholds.
    b. In the scenario:
        i. Employee worked 12 hours Mon–Thu, and 6 hours on Friday → Total: 54 hours
        ii. OT calculation:
            1. 4 hours/day × 4 days = 16 hours OT (daily)
            2. Thursday (4 hrs OT for exceeding 40-hour week)
            3. Friday (6 hrs OT for exceeding weekly limit)
            4. Total OT = 26 hours
    c. Tom confirmed that both daily and weekly OT standards apply independently (i.e., dual tracking), and suggested breaking down regular vs OT hours in separate columns (e.g., "Column C").
    d. The dev team agreed and will implement the clarified logic.
6. **Dynamic Site Notes Configuration**
    a. CommandHub Solutions proposed allowing toggles (radio buttons) for optional site details (e.g., Parking Enforcement, Property Access, Lockup/Unlock, etc.) to clean up clutter for clients who don't need them.
    b. This would:
        i. Reduce unnecessary N/A content
        ii. Improve visibility of important site-specific data
    c. Tom supported the idea, noting that not all clients need every section.
    d. Teresa will create a ticket for the change.
    e. Kuldeep clarified the existing clients will have all toggles enabled by default to preserve current views. Admins can disable sections as needed.
7. **AI-Enhanced Reporting Features**
    a. **AI-generated digital logs from scanned handwritten reports**
        i. To support clients (like BCI) requiring physical report uploads.
        ii. AI should read scanned PDFs and convert them into structured digital logs.
        iii. This is feasible and similar to prior POC done with invoice reading.
        iv. The dev team will explore it further with the AI team.
    b. **Grammatical correction & enhancement of guard-written reports**
        i. When guards enter reports, system should:
            1. Detect grammar/spelling issues
            2. Suggest cleaner versions (like ChatGPT-style suggestions)
        ii. Randy advised caution on factual correction limitations in LLMs, suggesting fact-checking must be integrated for names, terms, etc.