Minutes of Meeting

Date and Time	15 October 2025 09:00 PST	Meeting type	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
- Rupesh   - Jaspreet   - Ravinder   - Rahul   - Ajay   - Gurpreet   - Kapil   - Pankaj   - Akash   - Gagan   - Neha
Attendees (Client Side)
Tom, Teresa, Randy

Agenda
Discussions on the following: - Context and Concern   - Technical Clarification on Branch Setup   - Root Cause of Delay   - Current Action Plan Discussion   - Live Testing and Issue Resolution   - Additional Notes   - Branch Setup & Hierarchy Clarification   - Trello Ticket Review & Cleanup   - Email Delivery & Mass Messaging Issue (PSSP)   - Breaks & Lunch Schedule Issue   - Payroll and Scheduling Issues   - Field App Issues   - Call Closure and Report Linking   - Document and Contract Upload Logic   - Lunch Break and Overtime Calculation Issues   - Testing and Release Plan   - QA Environment Setup & Stabilization

- Next Steps and Priorities

The following things are discussed:

1. **Context and Concern**
    a. **Primary concern:** Arizona branch instance not functioning as expected, despite assurances that it would be fully operational by Monday.
    b. **Impact:**
        i. Dispatchers unable to log in or add calls.
        ii. System inaccessible to staff.
        iii. Urgent onboarding and training impacted as the **contract for Arizona branch begins tonight at midnight**.
2. **Technical Clarification on Branch Setup**
    a. **Rupesh**,**Kuldeep and Jaspreet** explained the backend process:
        i. Each **branch** functions as a **separate instance** with its own configurations, roles, settings, and activity codes.
        ii. Currently, due to the absence of a **Super Admin Panel**, branch setup is manual — data must be pushed through scripts to multiple database tables.
        iii. Once the **CommandHub Admin Panel** is developed, creating a new branch will be a "click-based" operation.
    b. **Teresa** acknowledged the explanation but highlighted a **communication gap**:
        i. The client assumed "add branch" would be a simple function.
        ii. Misalignment occurred because the team was unaware of the need for **fully ready instances** for new client onboarding.
3. **Root Cause of Delay**
    a. **Jaspreet** explained that testing for the Arizona branch was partially completed on Friday:
        i. **Field and Patrol workflow** testing was done.
        ii. **Permission-related issues** caused delays — super admin credentials were not available, blocking full verification.
        iii. **ATS module** testing was pending due to unclear setup purpose.
    b. **Rupesh** added:
        i. The team was not informed that Arizona branch readiness was a **top priority**.
        ii. If they had known earlier (Friday), resources could have been shifted or weekend work planned to meet the deadline.
    c. **Teresa** countered that **priority had been clearly stated in Slack**:
        i. Communication from her side clearly mentioned that the Arizona system must be live before Wednesday as the new contract starts.
        ii. Despite the commitment of a Friday delivery and a Monday fully-tested instance, that expectation was not met.
    d. **Kuldeep & Rupesh** accepted responsibility for the communication lapse and **acknowledged the missed expectation**.
4. **Current Action Plan Discussion**
    a. **Teresa:** Focus on solutions instead of past issues; requested immediate corrective steps to enable dispatchers and onboarding.
    b. **Rupesh:** Agreed, emphasized focusing on **fixing blockers** today and ensuring a stable workflow for the contract start.
    c. **Jaspreet:** Requested Teresa to share her screen and walk through the current issues live.
5. **Live Testing and Issue Resolution**
    a. **Issue 1: Dispatcher Access**
        i. Teresa added a branch and saved it but dispatchers couldn't access

it.

ii. **Resolution:** Jaspreet clarified the **role assignment step** — user roles must be selected for each branch separately.

iii. Once the role was selected and saved, access updated correctly for the Arizona branch.

b. Issue 2: Employee Creation

i. Teresa confirmed **adding a new employee works**.

ii. This was the **primary blocker**, now resolved.

c. **Issue 3: Client Upload**

i. Previous day's client upload failed; tested again during call and worked.

ii. **Teresa** expressed concern about inconsistencies — functionality failed yesterday but worked today.

iii. **Rupesh** clarified no new code was deployed — possibly a **flow or user selection difference** caused the prior issue.

iv. Agreed to perform **additional QA verification** to confirm consistency.

6. Additional Notes

a. Reports & Analytics:

i. Arizona branch reports should only display **Arizona-specific data**.

ii. Filters and analytics need branch segregation.

b. ATS & Job Posting Links:

i. Current ATS posting URLs (for San Diego and others) use a shared link.

ii. Required:

1. Each branch must either have **a standalone link** or a **default selection behavior** (e.g., Navajo → defaults to Navajo data).

iii. **Action:** Modify system to recognize the branch context from the accessed URL.

c. Branch Management Updates:

i. The Riverside branch can be **deleted**.

ii. Orange County and LA should be **retained as separate entities**.

iii. Arizona is **top priority** due to the active contract.

iv. Other branches (San Diego, LA, Orange County) are functional but non-critical for now.

7. Branch Setup & Hierarchy Clarification

a. **Arizona** is confirmed to be a **part of Citywide**.

b. **LA County** and **Orange County** will now be treated as **separate entities**.

c. Each branch (Arizona, LA County, Orange County) will have its **own dashboards and independent data**.

d. This separation will help in **client-wise data tracking and analytics segmentation** for future scalability.

i. Branch hierarchy confirmed and finalized.

ii. Dashboards to be updated for **branch-specific analytics and reporting**.

8. Trello Ticket Review & Cleanup

a. Several tickets under the "Analytics Priority – July" board are either **completed** or **duplicated**.

b. **Jaspreet** and **Organizer** confirmed that the cleanup process was pending due to ongoing release tasks.

c. **Rupesh** instructed:

i. All **completed or implemented tickets** must be **commented and closed** by **tomorrow morning**.

    ii. A **priority tracking sheet** should be maintained in parallel to reflect current work and priorities.
    iii. The sheet will serve as a **single source of truth** to track open, closed, and in-progress items discussed with **Teresa**.
  d. **Action Items:**
    i. Cleanup and close redundant/duplicate Trello tickets.
    ii. Maintain and regularly update the **Priority Sheet** shared with Teresa.

9. **Email Delivery & Mass Messaging Issue (PSSP)**
  a. **Issue:** Clients are reporting that **mass emails/reports are not being received**, while the system logs show successful sends.
  b. **Teresa** raised concern that she cannot relay "it's working" without verified results from the client side.
  c. **Rupesh** suggested scheduling a **joint troubleshooting call with the affected client** to identify the exact issue.
  d. **Discussion Points:**
    i. Email logs only record **successful send events**, not **failed attempts**.
    ii. Possible causes include **overload from too many recipients**, or **client-side filters/spam handling**.
    iii. **Teresa** mentioned that during Ditstek's internal testing, the emails worked fine.
    iv. A similar issue was previously fixed by **adding test email addresses** (to confirm delivery).
  e. Resolution Plan:
    i. Schedule a **joint call with the client** to reproduce and diagnose the issue live.
    ii. Add team members' emails in BCC to verify report dispatch consistency.
    iii. Investigate the possibility of **failed send logs or throttling** for large message batches.

10. **Breaks & Lunch Schedule Issue**
  a. Issue Summary:
    i. When copying or updating shifts, **breaks and lunches sometimes disappear** or fail to save correctly.
    ii. Even if breaks appear selected in the UI, they may not be stored properly in the backend.
    iii. Missing breaks cause the **attendance screen to show "NA"**, blocking employees from logging lunch breaks.
    iv. This directly impacts **payroll calculations**.
  b. Findings:
    i. **Jaspreet** demonstrated that missing breaks could be manually reselected to restore the schedule.
    ii. The issue occurs inconsistently — some shifts retain breaks, others lose one or more entries.
    iii. **Teresa** confirmed that her team had verified all breaks and lunches were correctly set before publishing the schedule, but the system removed some afterward.
  c. Agreed Fix Approach:
    i. The issue is confirmed as **system-related**, not user error.
    ii. Included in the **upcoming build (next day release)**.
    iii. **Jaspreet** to personally retest the fix before deployment.
    iv. **Rupesh** to ensure, if the fix is not already in tomorrow's release, it will be **manually pushed**.

   v. Additionally, a **script will be written** to restore missing breaks/lunches for all affected shifts.

  d. **Standard Shift Rule (as confirmed):** Each shift must have:
     i. **2 × 10-minute breaks**
     ii. **1 × 30-minute lunch**

11. **Payroll and Scheduling Issues**
    a. **Discussion Points:**
       i. Teresa mentioned major **issues with the payroll feature**:
          1. Patrol officers are not appearing in the payroll list.
          2. Currently using schedule-based payroll report as a workaround.
          3. Manual filtering required to exclude test/web-dev/salaried users.
          4. **Columns and date alignment** are incorrect in generated reports.
          5. **No total summary** (regular hours, overtime, etc.) at the bottom of the report.
          6. Manual calculations are still required due to missing totals.
          7. When shifts are edited, they sometimes move out of order and do not align properly.
       ii. **Action Items:**
          1. **Vishesh & Ravinder** to test and validate payroll reports and scheduling flow before the next release.
          2. Add **total summary row** in payroll reports.
          3. Fix **column alignment and date order**.
          4. Verify **shift order and data consistency** after edits.

12. **Field App Issues**
    a. **Discussion Points:**
       i. Field Agents and Patrol Officers **need to reinstall the app daily** to view schedules.
       ii. The **“Repeat to Next Week”** button in scheduling:
          1. Does not function correctly; users must manually copy 2–3 shifts at a time.
          2. “Repeat shift” is redundant as it only works for **future shifts**, which doesn’t suit their workflow.
       iii. Teresa requested to **remove the “Repeat Shift”** button and enhance **“Repeat to Next Week”**:
          1. Add **date range** option to repeat shifts for non-consecutive weeks (alternating schedules).
    b. **Action Items:**
       i. **Ravinder** to test the current “Repeat to Next Week” functionality.
       ii. Modify features to include **date range** selection.
       iii. Remove or disable **“Repeat Shift”** option.

13. **Call Closure and Report Linking**
    a. **Discussion Points:**
       i. **Dispatch cannot close calls** unless they are assigned to an officer.
       ii. Calls only attach to reports if the officer is **currently logged in**.
       iii. Previously, admins could write reports **on behalf of officers** via designated reports — now this is restricted.
    b. **Action Items:**
       i. Validate whether **dispatch should be able to close calls** without officer assignment.
       ii. Reintroduce or find a workaround for **designated reports** so admins can attach calls to reports when officers are offline.

14. **Document and Contract Upload Logic**
    a. **Discussion Points:**
        i. Contracts uploaded under “Documents” are visible to all officers.
        ii. There was supposed to be a **designation** during upload:
            1. “Contract” → internal, visible only in edit mode.
            2. “Document” → visible under documents tab for officers.
        iii. This feature was **not implemented**.
    b. **Action Items:**
        i. Identify and verify **Trello ticket** for document/contract segregation.
        ii. Build **workaround** if possible in the current release, else schedule for the next.
        iii. **Jaspreet** to verify related ticket IDs.
15. **Lunch Break and Overtime Calculation Issues**
    a. **Discussion Points:**
        i. **Lunch button visibility issue (Web App):**
            1. It appears only **after the shift ends**, preventing timely clock-ins/outs.
            2. Affects payroll calculations — missing 30-minute deductions.
        ii. **Overtime color-coding issue:**
            1. Shifts turn red (overtime) even at **exactly 8 hours**, despite rules stating overtime should trigger **after 8 hours**.
    b. **Action Items:**
        i. **Ravinder** to replicate and test the **lunch button visibility** issue.
        ii. Fix **labor law settings** for overtime calculation logic.
        iii. Ensure the break/lunch button is visible **during active shifts**.
        iv. **Jaspreet** to validate whether an issue occurs on **web or mobile**.
        v. Update fix in **upcoming release** if verified.
16. **Testing and Release Plan**
    a. **Discussion Points:**
        i. **Ravinder** confirmed fixes are under testing.
        ii. **Rupesh** requested that all tested items be listed in an **Excel sheet** and attached to the **release email**.
        iii. QA team to ensure **no regression issues** occur from recent fixes.
    b. **Action Items:**
        i. Prepare and attach a **testing summary sheet** with each release.
        ii. Continue QA verification on **scheduling-related dependencies**.
        iii. **Teresa** to test tickets included in the upcoming release and provide approval.
17. **QA Environment Setup & Stabilization**
    a. **Discussion Points:**
        i. **New QA environment** to be created for clean testing and onboarding verification.
        ii. QA will test with **fresh company setup** to identify bugs and improve clarity.
        iii. Aim is to **stabilize** the system for upcoming **Arizona project** onboarding.
    b. **Action Items:**
        i. **Organizer** to set up **separate QA environment** and share test plan.
        ii. **Rupesh** suggested maintaining a **QA checklist** for pre-onboarding validation.
18. **Next Steps and Priorities**
    a. **Discussion Points:**
        i. Focus on **clearing Trello board** by fixing pending high-priority and minor bugs.

   ii. **Stabilization over new features** — ensure all existing modules work as expected.
   iii. **Next meeting agenda** to cover:
      1. PTU and PSL demonstrations.
      2. KPI design approval.
      3. Review of Trello board and ticket priorities.

b. **Action Items:**
   i. **Jaspreet** shared an updated **release approval email** with Teresa today.
   ii. **Teresa** to provide release **approval and timeframe**.
   iii. Prepare for **KPI & PSL design** demo in next meeting.
   iv. Exclude the student **module** for now; focus only on critical priorities.

c. **Key Decisions**
   i. "Repeat Shift" feature to be **removed**; enhance "Repeat to Next Week" instead.
   ii. Payroll totals and column structure to be **revised**.
   iii. QA to maintain a **checklist** before client onboarding.
   iv. Priority: **System stabilization** and closing pending Trello tickets before new enhancements.