Minutes of Meeting

Date and Time	01 October 2025 09:00 PST	Meeting type	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
• Rupesh • Jaspreet • Ravinder • Rahul • Ajay • Gurpreet • Kapil • Pankaj
Attendees (Client Side)
• Tom, Teresa, Randy

Agenda
• **Discussions on the following:** ○ Scheduling Pay Rates & Permissions ○ Visibility of Terminated Employees ○ Employee Termination & Scheduling Rules ○ Ticket Discussion – "Message of the Week Viewed By" Feature ○ Quick Access Button & Panic (SOS) Button Feature Discussion ○ PTO & PSL Settings Discussion ○ Phishing Email Alert ○ Payroll Company Meeting Follow-Up ○ Breaks and Lunches Shift Scheduling Issue

The following things are discussed:

1. **Scheduling Pay Rates & Permissions**
    a. **Issue Raised by Tanya:** Whether to create a permission for the "Send Pay Rates" button or simply hide pay rates from scheduling.
    b. **Discussion:**
        i. Only supervisors (e.g., Tanya, Jenny) should have authority to send shifts.
        Dispatchers should not be able to send shifts; they use it only to check availability.
        ii. Concern raised by Tom: Pay rates must be restricted from general view.
    c. **Decision:**
        i. Dispatchers: Can edit schedules but cannot send shifts.
        ii. Supervisors: Can both edit and send shifts.
        iii. Permission update required: **Hide pay rates from Dispatch**, but allow availability check.
2. **Visibility of Terminated Employees**
    a. **Problem:** Terminated employees still visible in availability list.
    b. **Investigation:**
        i. Cause identified: Employees had not clocked out of their shift, so they appeared as available units.
    c. **Resolution:**
        i. Availability should only reflect those logged into the **status page**.
        ii. Terminated employees should no longer appear once termination is applied.
3. **Employee Termination & Scheduling Rules**
    a. Clarification Sought:
        i. Until what date can terminated employees be scheduled?
    b. Decisions:
        i. Termination is only applied on/after the last working day (never set in advance).
        ii. Once terminated, the employee is immediately **deactivated** and shifts convert to **open shifts**.
        iii. If employee is mid-shift during termination:
            1. The company will reconcile the timesheet and manually clock them out before/after termination.
    c. Key Agreements
        i. Permissions Update:
            1. Dispatch: View availability only, no pay rate visibility, no shift sending.
            2. Supervisors: Full rights to send shifts with pay visibility.
        ii. Terminated Employees:
            1. Must not appear in the availability list once termination is applied.
            2. Open shifts should auto-generate upon termination.
        iii. Shift Reconciliation:
            1. If an employee is terminated mid-shift, payroll/timesheet

reconciliation must be completed manually.

4. **Ticket Discussion – "Message of the Week Viewed By" Feature**
    a. **Topic:**
        i. Requirement to display view statistics for "Message of the Week" in the system.
    b. **Discussion Points:**
        i. Jaspreet requested a count showing **how many officers have viewed the message**, along with the total number of officers in the department.
        ii. Teresa explained:
            1. The system should recognize the relevant department.
            2. For example: For the "standing department" with 60 agents, the system should show:
               "Viewed by 50 out of 60 agents".
            3. Data will be retrieved from the existing database.
        iii. Jaspreet asked if breakdowns by role (Patrol, Field) are required when sending messages to all employees.
        iv. Tom clarified:
            1. Currently, sending a memo generates separate "Message of the Week" entries per department, regardless of whether it's sent to all employees.
            2. Each department has its own record and view tracking.
        v. Teresa confirmed agreement with Tom's clarification.
    c. **Decision:**
        i. Display **view count** as:
           "Viewed by X out of Y" for each department.
        ii. No separate breakdown by roles required, as memos are already tracked per department in the system.
5. **Quick Access Button & Panic (SOS) Button Feature Discussion**
    a. **Topic:**
        i. Design and functionality of a "Quick Access" button in the dashboard and the Panic (SOS) button.
    b. **Quick Access Button:**
        i. Jaspreet explained the concept:
            1. Button on dashboard to display **Call Action buttons** and **assigned calls**.
            2. Clicking a call marks it as enrolled and removes it from the list.
            3. Feature already discussed previously; to be implemented in upcoming sprints.
    c. **Panic (SOS) Button:**
        i. Jaspreet described prototype behavior:
            1. First click → button turns **red**.
            2. Second click → button turns **yellow**.
            3. Third click → emergency alert triggered.
            4. From this alert, the system navigates to the **status tab/user tracking** and highlights the officer in distress.
            5. Raised question of handling situations when an officer is under threat (e.g., gun pointed at them).
    d. **Clarifications and Feedback:**
        i. Tom asked about location and visibility of the panic button:
            1. Jaspreet confirmed: it should be available **on all pages** (preferably footer initially, then considered header).

2. Tom expressed concern over placement and accessibility.
3. Teresa noted that button placement should not overshadow other controls.

ii. Randy questioned which screen the feature applies to:
1. Confirmed: Applies to all employees.
2. Clarified that this is a **prototype** and would require design adjustments.

iii. Teresa emphasized the importance of differentiating **logins/access levels** (patrol officers vs. dispatchers).

iv. Discussion on what happens when the button is pressed:
1. Dispatchers see location of officer, status (SOS active), officer identity, and time of activation.
2. If the button is deactivated, it should display deactivation time.
3. Need to ensure **confirmation step** before deactivation to avoid accidental cancellations.

v. Tom stressed that the double-click **requirement to cancel** is important for security, preventing malicious cancellation of an SOS signal.

vi. Randy raised concerns regarding real-life practicality:
1. Under duress, clicking the button accurately might be difficult.
2. Concern about delays due to logging into the system.
3. Emphasized the need for simplicity and quick access in emergencies.

vii. Teresa clarified the SOS button is not intended to be the first line of defense, but rather a **secondary alert system**.

viii. Consensus:
1. The emergency button should trigger an alert visible to dispatchers.
2. Confirmation or double-click mechanism to prevent accidental deactivation.
3. Button should be accessible at all times from the user interface.
4. Detailed tracking of the officer's location and SOS status is essential.

e. Panic (SOS) Button - Historical Insights & Usage Concerns

i. Historical behavior:
1. Randy referenced Motorola studies showing that officers “jam” the panic button under stress rather than pressing it once.

ii. Logging:
1. All button interactions (activations, cancellations, confirmations) will be logged in the system for audit and tracking purposes. Jaspreet confirmed this is already in place.

f. Button Activation & Cancellation Logic

i. Activation Process:
1. Tom suggested that a single click should trigger the emergency immediately, but repeated clicks should have no additional effect.
2. Jaspreet agreed but highlighted the risk of accidental activation.

3. Randy opposed a strict time lock, suggesting the ability to cancel in case of accidental activation with a confirmation dialog (“Are you sure you want to cancel?”).
4. Consensus:
    a. Multiple confirmations/logging are necessary to avoid false alarms and maintain safety.
    b. Cancellation should be possible only if dispatch has not yet acknowledged the alert.

ii. **Dispatch Acknowledgement:**
1. Teresa proposed:
    a. Officer presses button → turns red.
    b. Dispatch receives alert → views officer location → acknowledges SOS → officer’s button turns green, indicating the SOS is being worked.
2. Randy agreed with this workflow, adding clarity that cancellation should only be possible before dispatch acknowledges.

g. **Officer & Dispatcher Workflow**

i. **Officer Side:**
1. Green button → red when SOS activated.
2. Button turns green when dispatch acknowledges.
3. Cancellation allowed before dispatch acknowledgment with confirmation prompt.

ii. **Dispatcher Side:**
1. Receives alert with officer identity and location.
2. Can view officer location and status (SOS active).
3. If canceled, the system logs cancellation with timestamp and reason.

h. **Safety Considerations & Usability**

i. **Concerns:**
1. Tom emphasized that officers under duress should not be able to cancel SOS easily (risk of malicious cancellation).
2. Randy stressed the need for practicality: under stress/officer error, cancellation must remain possible.
3. Agreement reached: cancellation should not be possible after dispatch acknowledgment unless overridden by dispatch.

ii. **Key Protocol Points:**
1. Dispatch must have the ability to override cancellation.
2. Officers should receive visible confirmation that SOS is being addressed.
3. SOS activation should have safeguards to prevent accidental activation while ensuring usability in emergencies.

i. **Mobile App SOS Button Considerations**

i. **Challenges:**
1. Mobile interface constraints (screen size, accidental clicks).
2. Officers often carry phones mounted on body armor.
3. Current app design tabs interfere with usability.

ii. **Proposed Solutions:**
1. SOS buttons should be **quick-access, action buttons** available without navigating multiple screens.
2. Consider hardware button activation (e.g., pressing phone button multiple times) to trigger SOS.
3. Jaspreet to consult mobile developers on possible action button implementations.

4. Suggested mechanism: press button multiple times (3-5 clicks) or hold for a set duration to activate SOS.
5. Randy suggested using protocols similar to existing apps (e.g., Visual Labs) with a 5-second or multi-click requirement.
6. Consensus: Multiple clicks (minimum of three) should be required to activate SOS to avoid false activations.

j. Panic Button & Emergency Notifications

- **i. Discussion:**
  1. Jaspreet raised a query on sound notification behavior in emergencies, specifically when a call is assigned while an officer is under duress (e.g., at gunpoint).
  2. Tom clarified that if a call is assigned, it should cover the whole screen and require acknowledgement before proceeding, except that the panic button must remain accessible without exiting the call screen.
  3. Panic button location agreed to be in the **footer** of the application, always visible regardless of screen or modal overlays.
  4. Randy clarified that “bottom” refers to location and “top” to layer, ensuring visibility above other UI elements.
- **ii. Decisions:**
  1. Panic buttons will be available on all screens in the bottom footer, always visible.
  2. Panic button activation must override call acknowledgment modals.
  3. The panic button is separate from call acknowledgment functionality and must always be accessible.

k. Quick Action Buttons

- **i. Discussion:**
  1. Jaspreet asked if any additional quick access buttons are required beyond current proposals.
  2. Randy confirmed the SOS button is separate from other quick action buttons.
  3. Tom stressed removing the “Action” button and replacing it with **three labeled buttons:**
     a. **In Route**
     b. **97** (Arrived)
     c. **Clear**
  4. These buttons should appear in a pop-up for quick acknowledgment without navigating through multiple screens.
  5. Activity code and location should be prominently displayed on the pop-up for clarity.
  6. Clicking activity code should open call details on a separate screen to avoid cluttering the quick action interface.
  7. The quick action buttons should streamline the workflow for officers to avoid unnecessary clicks.
- **ii. Decisions:**
  1. Implement three labeled quick action buttons (**In Route**, **97**, **Clear**) instead of a generic “Action” button.
  2. Pop-ups must display **activity code**, **site number**, and **location**.
  3. Activity code must be clickable to open detailed call information.

            4. Quick actions should allow officers to respond without multiple page navigations.
            5. Phase 1 to implement this structure; further iterations to be reviewed after feedback.
    l. **Call Assignment & Acknowledgment Workflow**
        i. **Discussion:**
            1. Tom clarified that upon call assignment, officers should immediately see the pop-up with call information and quick action buttons.
            2. The pop-up should prioritize location and activity code over call ID or side ID.
            3. Acknowledging a call should automatically allow the officer to declare "In Route" or "97" without further navigation.
            4. Jaspreet confirmed notification behavior is under implementation, and quick action buttons are part of the next sprint.
            5. Tom emphasized not building the second phase (quick action buttons) before completing the first phase (call assignment notifications).
        ii. **Decisions:**
            1. Pop-up on call assignment to show **Activity Code**, **Site Number**, **Address**.
            2. Officers can **acknowledge**, **In Route**, or **97** directly from the pop-up.
            3. Clicking activity code opens detailed call information.
            4. Clear button available to mark call as completed.
            5. Phase 1 development prioritized before quick action button implementation.
6. **PTO & PSL Settings Discussion**
    a. **Discussion:**
        i. Jaspreet raised a question about whether PTO (Paid Time Off) and PSL (Paid Sick Leave) should be set **department-wise**, **role-wise**, or **both**.
        ii. Teresa clarified it should be **department-wise**.
        iii. Light discussion and humorous exchanges among participants followed regarding HR expertise.
    b. **Decisions:**
        i. PTO and PSL will be implemented **department-wise**.
7. **Phishing Email Alert**
    a. **Discussion:**
        i. Teresa informed the team that Scott received a phishing email purporting to be from CommandHub.
        ii. Clarified this is a **personal phishing incident** targeting Scott, not a breach of CHS.
        iii. The team advised not to click on suspicious emails referencing Teresa.
    b. **Decision:**
        i. Awareness raised for phishing risks; no immediate technical action required.
8. **Payroll Company Meeting Follow-Up**
    a. **Discussion:**
        i. Tom pointed out the need to **reschedule the meeting** with the payroll company due to lack of confirmation.

ii. Action items from prior communications have not been addressed; review needed.
iii. Jaspreet and Teresa to review the email chain for outstanding requirements.
iv. Tom emphasized sending a **reply to pending queries** and confirming the next meeting date.
v. Meeting Rupesh to send invites once the new meeting date is set and confirm attendance a day or two prior.

9. **Breaks and Lunches Shift Scheduling Issue**
   a. **Discussion:**
      i. Teresa reported issues where **breaks and lunches are not sticking to shifts** when created.
      ii. Observed that scheduled breaks sometimes disappear upon shift creation or reassignment.
      iii. Examples provided where breaks were pre-scheduled but missing later.
      iv. Discussion on whether adding breaks affects overtime calculations.
      v. Jaspreet confirmed they will check and resolve the issue.
      vi. Tom emphasized fixing known issues such as shifts turning red unnecessarily and inability to sort columns.
      vii. Randy and Jaspreet discussed checking API responses and confirming settings in company settings.
      viii. Discrepancies found between attendance page and schedule regarding breaks and lunches.
      ix. The team agreed to review, update shift break timings, and address the issue promptly due to payroll dependencies.