Minutes of Meeting

Date and Time	24 June 2025 09:00 PST	**Meeting type**	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

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

Agenda
● **Discussions on the following:** ○ Scheduling filters demo ○ Forms demo ○ Activity Code Tracking and Analytics ○ ERM Module Feedback ○ Terminated Employees Ticket ○ Activity Template on Reports ○ ESF Reports Issue ○ PSSP Issue ○ Invitation and Password Reset Feature ○ Project Timeline and Priorities ○ Training Module Issue ○ Upcoming Discussions

The following things are discussed:

1. **Scheduling filters demo:**

a. **Shift Acceptance/Reject Flow:**
    i. The Dev Team demonstrated the new functionality for shift acceptance and rejection for officers.
        1. Officers can accept or reject shifts via a dropdown for "current week" or "next week".
        2. Accepted shifts are marked with a double tick, while rejected shifts have a reason field.
        3. The system displays the shift status on both officer and admin sides.
        4. Teresa asked about notifications for rejected shifts, which the dev team confirmed will be implemented. Notifications will be aligned with configuration settings.
        5. Sangita confirmed that notification emails will be set up.

b. **Open Shift Modal:**
    i. The dev team inquired about the OpenShift modal.
        1. The dev team confirmed the modal is in progress, and it will allow filtering by experience and seniority.
        2. Tom confirmed the seniority will be sorted by hire date.
        3. The dev team proposed adding a "rank" option for officers (e.g., supervisors), and Tom agreed it could be added.
        4. Teresa suggested adding "pay rate" to the sorting options, which the dev team confirmed will be included in the new design.
        5. Teresa also requested the ability to sort by weekly hours to help prioritize assignments based on the number of hours already worked.

c. **Weekly and Monthly Hours View:**
    i. Teresa raised the need for a feature that shows weekly and monthly worked hours, including overtime.
        1. The dev team clarified that the system currently calculates weekly overtime and monthly overtime.
        2. Teresa asked if there could be a custom date range to display regular hours, overtime, and double-time for each officer. She also wanted the ability to sort based on these metrics.
        3. The dev team confirmed that filters are being worked on, but for now, the date range feature may not work as expected for creating or assigning shifts.

d. **Auto Shift Acceptance Flow:**
    i. The dev team demonstrated the "Auto Accept Shift" feature.
        1. Officers can automatically accept shifts, and the system will auto-assign them once the officer accepts the shift.
        2. Teresa requested that the system auto-publish the shift after acceptance, without needing a manual refresh.
        3. The dev team confirmed that this feature will be updated to automatically publish the shift once accepted.
        4. Tom confirmed that the flow for auto-assigning shifts is fine.

e. **Termination Flow:**
    i. The dev team updated the team on the feature related to terminated employees.

1. If an officer is terminated, their future shifts will remain open unless logged out by the officer or dispatcher.
2. Past shifts will not be reopened unless the dispatcher manually logs them out.
3. Tom confirmed the explanation of how past and future shifts are handled for terminated officers.
4. Teresa confirmed the flow for past/current/future shifts is acceptable.

2. **Forms Demo:**
   a. **Incident Report Form Updates**
      i. **Incident Numbers for Agencies**: It was confirmed that incident numbers should be added for each responding agency. Separate fields for these numbers will be added to the form.
      ii. **Additional Information for Individuals**:
         1. Date of Birth, State, and Contact Numbers: Required for all reporting parties (victim, witness, and suspect).
         2. Vehicle Information: Vehicle details should be linked to individuals (victim, witness, and suspect). If a person has a vehicle involved in the incident, a checkbox will enable the vehicle information section to open up.
      iii. **Address Information:**
         1. **Victim:** Separate address fields will be added under the victim's section.
         2. **Supervisor Boxes:** One of the supervisor boxes will be removed to streamline the form.
         3. **Report Address:** Need to add a separate "report address" for both incident and trespass reports.
      iv. **Hair Type & Build**: Hair type and build are now mandatory fields for every individual (victim, witness, suspect) and will appear in all relevant forms.
   b. **Vehicle Information and Linkage to Individuals:**
      i. **Tom Tamar's Input**: Instead of having one generic vehicle information section, each individual (victim, witness, suspect) may have a vehicle associated with them. A checkbox will enable users to link vehicle information to each person when necessary.
         1. **Checkbox**: The vehicle information section will only appear if the checkbox is ticked (indicating that a vehicle is involved).
   c. **Trespass Notice Reporting**
      i. **Report Address**: The report address for trespass notices will follow a similar flow to the incident report (either the same as the site location or a different, inputted address).
3. **Activity Code Tracking and Analytics**
   a. **Connection with Analytics**: Activity tracking will be a part of the analytics module only. There will be no standalone module for activity tracking.
      i. **Activity Codes and Date Ranges**: Users can filter by activity code and a custom date range.
      ii. **Time Tracking**: The system will track time between arrival and departure for each activity. The average or total time spent on each

activity will be provided.

b. **Calculating Overtime**: Time calculations will differentiate between regular and overtime based on the employee's shift schedule:
    i. **Regular Time**: Occurs within the normal work schedule.
    ii. **Overtime**: Occurs beyond the standard shift hours (e.g., after 40 hours per week or during holiday shifts).

c. **Search Functionality**:
    i. **Single Activity Code Search**: The search function will allow for filtering by a single activity code and a custom date range. All reports under the selected activity code will be shown with the total time spent, categorized by regular and overtime hours.
    ii. **Multiple Activity Codes**: There was a discussion about whether multiple activity codes should be allowed for search. Tom Tamar suggested that only two activity codes should be allowed to compare. This will provide insights into how time is spent across different activity codes. Any additional activities would require a separate search.

d. **Activity Tracker Design**:
    i. **Multiple Search Options**: It was proposed that the search should allow filtering by activity code and date range, with the option to see the total time and comparison of two activity codes.
    ii. **View Data by Activity**: The system will show the total time spent, and if comparisons are done, the difference between the two activities will be highlighted. This would include showing the percentage difference in time spent on each code.

e. **Analytics Page**: The activity tracking will be part of the analytics section, where users can search for reports by activity code, view time spent, and calculate total costs (including regular and overtime). When users click on the report count, they will be redirected to the relevant detailed report page.

4. **ERM Module Feedback**
    a. **The Dev Team**: Requesting feedback on the ERM module. The team is waiting for this feedback to plan a build on the production server.
    b. **Teresa**: Acknowledged and agreed to review the feedback.

5. **Terminated Employees Ticket**
    a. **The Dev Team**: Moved the ticket for the terminated employees' functionality (OpenShift). Requesting Teresa’s feedback for testing on the staging server.
    b. **Teresa**: Confirmed and understood the scope.

6. **Activity Template on Reports**
    a. **The Dev Team**: Explained the changes in the activity template (PHP to template conversion) with photo upload options.
    b. **Teresa**: Raised an issue about agents not being able to upload photos on the activity template after the update.
        i. **The Dev Team**: Provided an explanation regarding the change and confirmed the ongoing work on the conversion.
        ii. **Teresa**: Requested clarification on the root cause and asked if any updates had been made to the client reports.
        iii. **The Dev Team**: Clarified that there were no updates to the client reports and identified the issue might be related to configurations or

credentials. Further investigation is ongoing.

7. **ESF Reports Issue**
    a. **Teresa**: Reported that the ESF team had not received reports in the last two days.
    b. **The Dev Team**: Checked DB logs and confirmed the reports were working fine. Suggested checking the SMTP server credentials.
    c. **Teresa**: Agreed to check with the ESF team and ensure credentials are correct.
8. **PSSP Issue**
    a. **Teresa**: ESF team reported not seeing newly added sites even after logging in with the correct permissions.
    b. **The Dev Team**: Explained the permissions system, where users can only see sites assigned to them. Suggested verifying if they have the correct permissions as a Field Officer.
    c. **Teresa**: Confirmed she will follow up with the ESF team to clarify the issue.

9. **Invitation and Password Reset Feature**
    a. **Teresa**: Requested a feature to send an invite that includes the username and password reset link to users directly from the admin profile.
    b. **The Dev Team**: Confirmed that the feature can be implemented and that a ticket has been created for it.
    c. **Teresa**: Emphasized the importance of this feature for the upcoming app rollout.
10. **Project Timeline and Priorities**
    a. **Tom**: Asked for the status of the project timelines and the priority list for upcoming tasks.
    b. **Rupesh**: Confirmed a discussion with Nidhi and will share the updated timelines with ToM.
11. **Training Module Issue**
    a. **Discussion on Pending, Attempted, and Failed Statuses**
        i. **Randy's Initial Questions:**
            1. Randy questioned the status definitions, particularly regarding “attempted” and “pending” tests, and whether students could start and stop the test repeatedly.
        ii. **The dev team’s Explanation:**
            a. "Pending" refers to individuals who have started the test but not finished it.
            b. "Attempted" indicates the test was taken, but grading is still pending.
            c. “Failed” occurs when someone completes the test but does not pass, or the system stops them due to scoring issues.
        iii. **Teresa's Follow-Up Question:** Whether the system allows resuming the test or if it’s one attempt only, similar to an online traffic school test.
        iv. **The dev team’s Response:** Once the assessment is started, a pop-up warns the user that if they exit, their answers are automatically submitted.
    b. **Clarification on Test Flow and Results**

i. **Teresa’s Concern:**
    1. Some students have partial points, but it seems incomplete tests are showing as "pending."

    2. **The dev team's Input:** Students should only see "pending" if the test has not been started or submitted. If canceled, their answers up to that point are recorded.

ii. **Randy's Observations:**
    1. In some cases, tests that were partially answered showed incomplete results, causing confusion.

c. **Issues with Test Restart and System Behavior**
   i. **Teresa’s Question:** If a user exits a test without submitting, can they resume it later or will it be marked as failed?
      1. **The dev team’s Explanation:** If a user attempts to exit, a modal pops up asking for confirmation. If they exit, the system submits their attempted responses.
      2. **Teresa’s Observation:**
         a. There are issues where students are stuck in “pending” status, and as an admin, it is impossible to reset or reassign the test.
         b. The dev team's Explanation: The system should automatically mark the results based on answered questions, but this might not be working properly.

d. **Unpublished Changes and Version Control**
   i. **Randy’s Question:**
      1. If a test is assigned to multiple people, and a change is made (e.g., correcting a typo), does the new version go live automatically or do tests need to be reassigned?
   ii. **Teresa’s Clarification:**
      1. The course must be unpublished, modified, and then republished to reflect changes in the version number.
      2. The system will assign version 1.1 to previous test-takers and version 1.2 to new ones.
   iii. **Randy’s Concern:**
      1. The system does not automatically update the results or provide a way to notify participants of changes.

e. **Completion and Certificate Issuance**
   i. **Randy’s Issue with Manual Grading:**
      1. When Teresa completed a 5-question test and got 80%, it was marked as "attempted" instead of being marked as “completed,” and the certificate was not issued automatically.
      2. **Teresa’s Expectation:** The system should have graded the test and issued a certificate automatically, but it required Randy to manually mark it as complete.
      3. **Randy’s Process:** He had to manually review the results, click "save," and mark it as complete for the certificate to be issued.

f. **System Bugs & Future Fixes**

i. **Pending Issue:** There is a need to resolve the issue where tests remain stuck in “pending” after a student has completed or exited.
    1. **Action Item:** The team will investigate and resolve why tests show as "pending" even after partial responses are provided and when students cannot resume or retake the test.

g. **Auto-Grading and Certification Process**
    i. **The dev team** and **Teresa** discussed the issue related to automatic grading, especially for assessments that include yes/no or multiple-choice questions.
    ii. **Teresa** emphasized that the system should automatically grade assessments if the questions only have predicted answers (like yes/no or multiple choice), and once the test is graded, the certificate should be sent out.
        1. **The dev team** clarified that if there are any write-in questions in the assessment, the system should not automatically grade the assessment. These assessments need to be manually reviewed by the evaluator.
        2. **Teresa** confirmed that assessments with only predicted answers should be automatically graded, provided the required passing score is achieved.

12. Upcoming Discussions
   a. **The dev team** mentioned that the team will discuss the **OPS reports** in the next meeting and address any new tickets raised by **Teresa**. They will review the progress and resolve any issues with the current system.