Minutes of Meeting

Date and Time	29 April 2025 09:00 PST	**Meeting type**	Zoom
Organiser	Ms. Shruti	**Client**	Citywide

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

Agenda

- **Discussions on the following:**
    - Production build issues and resolution
    - Laravel to node conversion update
    - Update on Mobile App Progress
    - Document Request From Teresa
    - Build Release Requirements
    - Request on Admin Access for Apple & Google Store
    - Update on Automatic Invoicing
    - ATS Email Functionality
    - Status Tab Demo and Queries
    - Trello Tickets Discussion and Queries
    - Payroll CSV Discussion
    - Law enforcement meeting discussion
    - Firewall Security
    - Data Backup

Summary

1. **Production build issues and resolution:**
    a. **Discussion on the delays and issues caused by the build update**

i. Tom raised concerns about the delay in the updates from the previous day, questioning why it took so long and why the changes had disrupted the system.
ii. Tom emphasized that this delay caused confusion and affected overall productivity.
iii. Tom inquired whether the delays had anything to do with the overall conversion process.

b. Dev team explanation:

i. The dev team explained that, as discussed earlier, a build was planned over the weekend with all verified updates based on the Trello board. However, there were a few tickets that needed modification or revisiting. These were not included in the first build but were planned for the next release.
ii. The team mentioned that a secondary build was deployed on Monday morning (around 7-8 AM) after receiving confirmation from Teresa.
iii. The issue arose due to a build (HRM) that was caching data on the server, preventing full reflection of updates. The cache needed to be cleared, but it took 2-3 hours to reflect the changes in production.
iv. This delay was unexpected, as most builds typically reflect within 10-15 minutes.
v. To prevent future occurrences, the team proposed creating a new pipeline specifically for HRM that would automatically clear the server cache during the build process, preventing delays.
vi. Additional Clarification has been added that the DevOps team had discussed the issue in detail with their senior DevOps engineer.
vii. The team concluded that the delay was caused by manual intervention in the release process. Moving forward, releases will be automated through a pipeline that will handle all necessary tasks, including clearing the cache.
viii. This new pipeline will ensure smoother releases, avoiding long delays (e.g., 3-4 hours) and ensuring that future releases are within a defined and predictable window.
ix. The team assured that the aim is to prevent such delays in the future and clarified that while conversion did play a part in the issue, it was not the primary cause of the delays. Conversion had some influence, but the caching issue was the main factor.

2. Laravel to node conversion update

a. Query on Conversion Progress:

i. Tom asked for an update on the current status of the conversion work and wanted to understand the progress made so far. He questioned why the timeline had now extended to another two months.

b. Dev team explanation:

i. The dev team clarified that the conversion work had been delayed due to higher-priority operational tasks and major change requests.
ii. The dev team mentioned that if the conversion work had started earlier, it would have frozen certain parts of the operational flow, such as site calls, form sections, and reporting.

iii. There were also modal changes and updates to site categories (mobile and stationary) that impacted the conversion module, requiring some adjustments to the conversion plan.
iv. The dev team confirmed that one frontend developer had already begun work on the conversion, and now, they would be adding a backend developer to the project.
v. Two months was the realistic estimate given by the team to complete the conversion, including all required change requests and updates.
vi. The dev team assured Tom that operational changes could still be made during the conversion period, though any major changes would need to be integrated into the conversion module as well.
vii. He confirmed that the team would continue to improve the operational aspects of the system while working on the conversion.

viii. The dev team also mentioned that there would be testing and responsiveness improvements, including making the system mobile- and tablet-responsive.
ix. The team was planning to complete the conversion within two months, with a 10-20% margin for any new changes in the operations that may arise during this time.

3. **Update on Mobile App Progress**
    a. Tom wanted to understand the status of the app development.
    b. The dev team provided an update, stating that all required changes discussed previously for the mobile app have been completed.The offline functionality was still in progress. The developer is working on this feature, which will allow users to upload data even when not connected to the internet.The dev team assured Tom that the offline functionality would be completed by Friday, and the latest build would be shared with the client.He also mentioned that Teresa had already shared the invite on the developer account, and the TestFlight build would be provided as planned.
4. **Document Request From Teresa:** Teresa mentioned that she needed documentation detailing all the changes made over the recent build (the one deployed over the weekend).She clarified that this document would help her communicate with the clients about the new features, and also assist in training them on any updates or functionalities they may not be aware of.Teresa noted that while the team typically sends an email listing the updated features in a build, it would be more helpful to have a formal document outlining the changes in a way that can be easily shared with the clients. To which the dev team confirmed that they would prepare and share the documentation detailing the recent build changes and assured Teresa that the documentation would be ready and shared with her by tomorrow.
5. **Build Release Requirements:**
    a. **Pre-Update Communication:** Tom requested that before any updates are pushed to the system, the Dev Team provides a comprehensive list of everything being updated, including new features and changes. This will help him prepare clients in advance and ensure they are informed.
    b. **Training Material:** Tom emphasized the need for training material (like videos or documentation) to be sent immediately after updates, so clients know how to use the new features.

c. **Downtime Impact:** Tom expressed frustration over the recent website downtime, which lasted for about eight hours. He pointed out that if clients didn't know how to refresh the site, they were left in the dark. Tom stressed the need for better communication regarding downtime, and for clients to be aware of changes before they happen, not after.
d. **Monday Morning Updates:** Tom strongly requested that no updates be scheduled for Monday mornings going forward, as it adds unnecessary stress to the start of the week and can cause more disruptions.

6. **Request on Admin Access for Apple & Google Store:** The dev team asked Teresa to modify the permissions to admin status on the Apple and Google stores. This change was necessary to allow them to set up the first build and app bundle.
7. **Update on Automatic Invoicing:** Tom raised the issue of automatic invoicing, noting that it was promised a year ago but hasn't been included in the current update. He emphasized the importance of this feature for their clients and asked where it stood. The dev team explained that automatic invoicing was not part of the current build, but it would be included in the next one. They will share the flow with Teresa for verification before moving to production. They mentioned that the feature is being prioritized for the next release.
8. **ATS Email Functionality:**
    a. Tom reported that when scheduling an interview or sending a job offer through the ATS (Applicant Tracking System), the email notifications were not being sent. This issue needs to be resolved to ensure proper communication with candidates.
    b. The dev team acknowledged the issue with the ATS email functionality and confirmed that the code for emailing had been pushed and verified in QA. QA will confirm the email functionality working on production and share any findings with Teresa .
    c. **Reply-to option** would be added to the ATS, so emails related to specific job openings can be directed to the appropriate person or department. The dev team also clarified that the emails should first be sent successfully before they can work on the reply-to functionality.
9. **Status Tab Demo and Queries:**
    a. **Shift Login Based on 24-Hour Window:**
        i. As there is discussion between the dev team and Teresa to login officers based on the shift only. So the dev team showcased the status tab login and confirmed if the shift information needs to modify or any modification required to which Teresa confirms there is no modification required.
        ii. The dev team asked whether the system should only show shifts within the immediate 24-hour window (backwards and forwards) or whether it should show shifts for multiple days to account for connected shifts or adjustments made by the dispatcher.

   iii. Tom clarified that the system should ideally show shifts within a connectivity window, e.g., a shift from 8 hours before or 8 hours ahead based on the current time, for more flexibility.
   iv. The dev team raised the question of whether vehicle inspections need to be completed when starting a shift for a connected beat.
   v. Tom clarified that if the officer is already on a vehicle and the shift is connected, then no further vehicle inspection is needed. However, if the officer is starting a new shift, vehicle inspection should be logged by the officer themselves.

10. Trello Tickets Discussion and Queries:

a. **Forms in Sidebar:**
   i. The dev team clarified the requirement for the forms (parking citation, trespass, FI, and incident report) to be moved to the sidebar as collapsible dropdown items.
   ii. Teresa confirmed that the forms should not need to be reordered; the key requirement is to place them in the sidebar and make them permission-driven so that users can only see forms they have access to.
   iii. Tom emphasized that these forms need to be within the main “Forms” section with a collapsible dropdown for ease of access.

b. **Fleet Management - Meter Readings for Vehicles:**
   i. The dev team confirmed the need for engine runtime hours to be entered during the vehicle inspection for certain vehicles, particularly those that idle a lot but are not driven much.
   ii. Teresa confirmed that, similar to the start and end mileage readings, they will need to input start and end meter readings for these vehicles, which should be displayed below the existing mileage fields.
   iii. The dev team asked if the meter readings for engine runtime hours would apply to all vehicles or only certain ones.
   iv. Teresa clarified that these readings are required only for specific vehicles, so it would not apply to all instances, but should be added as an additional field under the vehicle inspection section for applicable vehicles.
   v. The dev team sought clarification on whether adding engine runtime meter readings would impact other columns in the vehicle profiles.
   vi. Teresa confirmed that the mileage readings in the profiles would be affected, but only in terms of tracking the start and end meter readings for the vehicle inspections. There would be no major operational impact, as this would primarily serve as a data placeholder in the system.

c. **Instance Setup Update:**

i. The dev team updated that the instance pssp has been tested, the team just needs to clear the data which will be done by the next day i.e. 30th of April.
ii. The dev team also updated that a new instance is setup which was added into the trello board, just testing is pending which will also be tested by the next day i.e. 30th of April.

d. Activity Templates and Assignment Templates discussion:

i. The dev team inquired about the priority for implementing the Activity Template and Assignment Template.
ii. Teresa confirmed that Activity Template and Assignment Template should be treated similarly in terms of functionality to reduce confusion for clients. Both templates serve similar purposes, and clients should be able to perform the same actions in either template. These templates should remain in their separate sections, but their functions should align.Priority for this task should be high for the next build, depending on the feasibility of completing it in time.

e. Linking Responding Agencies to Sites:

i. The dev team inquired about how to link responding agencies to specific sites. They asked if the responding agencies should be displayed as a drop-down list, or if a type selection is needed (e.g., fire, police, medic). They clarified that when selecting a site in an incident report, the appropriate responding agencies (based on that site) should auto-populate and wanted to confirm whether only the site selection would influence this or if other information was needed.
ii. The responding agencies should auto-populate in the incident report once a site is selected. This should automatically fill in details for fire departments, police, or medic, depending on what is mapped to that site. The dispatcher or officer doesn’t need to manually select the agency type—it's based on the site.
iii. The dev team also asked whether additional information about the responding agencies (like phone numbers or liaison) should be included in the incident report.
iv. Tom and Teresa confirmed The responding agency’s information (such as name and phone number) should not be shown directly in the incident report. However, Tom suggested that this information should be displayed under the “overall coverage” section of the call report, allowing dispatchers to quickly contact the right agency in case of an emergency. The purpose of showing the responding agencies' contact information is to allow the dispatchers to quickly call the appropriate agencies directly if needed, especially in time-sensitive situations (e.g., a shooting or medical emergency).

v. The new implementations introduced when the responding agencies discussion were going under the call where Teresa asked the need for a caller history feature. This would allow dispatchers to view a history of calls made by a phone number or site to avoid opening multiple calls for the same issue. She mentioned that when dispatchers receive a call, it would be useful to see the call history associated with the phone number or site, especially if the number or site has made multiple calls in the past. This would help dispatchers quickly identify patterns or previous calls related to the same incident or issue. She also mentioned that when receiving multiple calls about the same incident, dispatchers should be able to add additional callers to a single call rather than opening multiple calls for the same issue. This way, the call report will not show multiple reports for the same event, improving clarity and coordination.

11. Payroll CSV Discussion:

a. **Green Section (Editable):** This section will contain payroll hours such as:
   1. Regular hours
   2. Overtime (OT) hours
   3. Double time (DT) hours
   4. Holiday hours
   5. Uniform allowance (regular OT, DT)
   6. Phone allowance (regular OT, DT)

   These fields will be filled in by the system and need to be included in the payroll CSV file.

b. **Gray Section (Formula-based):** These fields are calculated automatically (e.g., allowances like uniforms, phones).

c. **Blue Section (Rates and Departments):** The rates and department information needs to be included and maintained.

d. **Additional Fields:**
   i. First name, last name, and social security numbers should not be included due to security reasons, except for Citywide instances, where first name and last name must be included.
   ii. Discrepancy field (Column H): It will account for changes in the payroll, such as sick hours or PTO.
   iii. Sick pay and PTO: Needs to be auto-calculated based on hours worked. For example, 1 sick hour earned for every 48 hours worked. This will have a cap (e.g., 42 hours per year).

e. **Payroll Generation Process:**
   i. CSV Generation: The goal is to generate the payroll report automatically based on the data entered into the system.
   ii. File Format: The CSV file format for Citywide must follow the exact structure discussed (Green = hours worked, Gray = allowances, Blue = rates/departments).

iii. The system must auto-generate and allow users to download the CSV file for payroll purposes.
iv. Manual Data Entry: Currently, staff spend several hours manually entering the payroll data (from eTime and CommandHub). The goal is to automate this to reduce manual input, save time, and ensure accurate payroll generation.

f. Payroll Integration with Third-Party Services:

i. Integration with Payroll Hub: There are discussions about integrating with a third-party payroll service (Payroll Hub) for payroll processing.
ii. Objective: The goal is to integrate Payroll Hub's payroll module into CommandHub so that payroll data can be auto-filled from CommandHub's employee profiles into the Payroll Hub system.

g. API Integration:

i. API Setup: An API integration is required to push payroll data to Payroll Hub's system. The system needs to send data to their payroll portal automatically to avoid manual data entry.
ii. Data Compatibility: The integration must ensure that Payroll Hub's system can read and process data from CommandHub in a compatible format.

h. Steps to Proceed:

i. R&D: The team will first review the video demo provided by Payroll Hub to understand how their system works.
ii. Set Up a Meeting: After reviewing the demo, a meeting will be set up with Payroll Hub to discuss further integration details and capabilities.
iii. Check for API Access: Verify whether Payroll Hub has open APIs and what kind of integration can be implemented.

i. Commission and Salary Setup:

i. Flat-rate salary for salaried employees and commission setup (percentage or flat rate) need to be mapped correctly in employee profiles.
ii. The system needs to calculate commissions based on the employee's link to a site (e.g., account manager) and include that in the payroll report.

12. Law enforcement meeting discussion:

a. Law Enforcement Documents:

i. The dev team reviewed the law enforcement documents shared by Tom (three PDFs).
ii. They created two documents to outline how the law enforcement and NIVR systems will work, including the data requirements and formats.

      iii. The team requested to discuss these documents in a meeting, but Tom suggested they should schedule the discussion for the next week, specifically Wednesday, to allow time for law enforcement consultants to be present.
   b. **Scheduling the Meeting:**
      i. The team confirmed the meeting should be scheduled for next Wednesday, and Tom agreed.
      ii. Tom mentioned that Katrina (an expert in law enforcement certifications) should be part of the meeting because she would be the most qualified to address the legalities involved.
      iii. Teresa was asked to email Katrina to ensure she attends the meeting next week. If Katrina cannot attend, they will reschedule for a time when she is available.

13. **Firewall Security:**
   a. Tom asked the dev team about the firewall security, as they had been getting repeated questions about it.
   b. Teresa had previously asked about the firewall, and Randy confirmed that the firewall requirements had been sent to Sean and double-checked with CACS and Border Patrol. These agencies confirmed the firewall is in compliance with their requirements.
   c. Tom wanted to ensure that the firewall is secure and compliant, and Randy confirmed it is in compliance with CACS and Border Patrol.However, Randy mentioned uncertainty about whether it meets the requirements of other agencies.
   d. The dev team explained that a firewall protects the server from unauthorized access, blocking unwanted IP addresses and acting as a bridge between the server and the user requests. The team had already shared documents detailing their current hardware, authentication systems, and encryption practices. They said if more information is needed, they can discuss it further.

14. **Data Backup:**
   a. Tom confirmed with the dev team that all data instances are being automatically backed up to which the team confirmed that backups are taken daily, but they only retain the last seven days of data.
   b. Tom clarified whether, in the event of a server failure, they would lose all data, and the team confirmed that the last seven days of data, including all updates, would be recoverable. They do not lose the data from the past two years, just the specific restore points within the last seven days.
   c. Teresa clarified that it’s like having restore points for the last seven days, and the data from the last two years would still be intact and recoverable.