Minutes of Meeting

Date and Time	06 May 2025 09:00 PST	**Meeting type**	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

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

Agenda
• **Discussions on the following:** ○ Secure Pro Discussion ○ Trello Ticket Discussion

Summary

The following things were discussed:

1. **Secure Pro Discussion:** Tom had discussion on the current bugs in the system the new instances are facing along with the cwps users. Following are the bugs that were discussed:
    a. **Payroll:** Teresa said the payroll is not working for them. When they are testing then the things worked but when it comes to actually using the payroll feature it does not work. She also mentioned about the demo not being the issue, but using the system after onboarding is the issue.
    b. **Access Level for Company Admin TOM 501:** Tom mentioned about not having access to all the permissions as a company admin as well, to which the development team cross checked and got the reason for having no permissions. But now the Team will be giving the permission for the company admin role as well. Also will be updating Tom's 501 account

permission as well.

   c. **Employee name and email update:** Tom also mentioned about not being able to update his own name and email by updating his own profile. But it was updated in the call.

2. **Trello Ticket Discussions:**
   a. **Week OT cut Off:** The company wants their overtime to be calculated weekly at the midnight cutoff date of their week. It all depends upon the week start day set at the branch level. For example if the week start day is sunday, so when their week end on saturday then the OT should be calculated until Saturday 11:59, it should not include the next day. Also discussed that the week setting under the labour law setting will also be impacted and the consecutive days will be restricted . And this will be implemented for all instances to make it future proof.For example : if you set up a week, so Trigger, OT after 6 consecutive days, that only means the 7th day is overtime. The 8th day is the first day of the new week. That's not overtime.
   b. **Cache issue:** Tom wants the dev team to fix the cache issue which comes before logging into the system which needs the cookies to be cleared.
   c. **Timezone Update feature:** It was discussed that the timezone needs to be updated by the company admin himself. Need to enable the dropdown to be changed. It was informed if the shifts are already created then the timezone change will impact the shifts as well.
   d. **Single Report Action Button:** The dev team discussed if we need a feature to send a single report from the listing or we need to select and send multiple reports from the listing, to which Teresa said the client just wants to send one report to the site client.
      i. The export is currently exporting the spreadsheet, but it should have the pdf report instead.
      ii. There should be checkboxes for the listing to be selecting the reports one by one under the site view reports section and then either export or option to send the email to the client. Selecting “All Reports” in the reports will not be the option.
      iii. Tom also suggested removing the sections if there is no data coming in the pdf report.
      iv. It was confirmed that the export feature and email sending feature will not come under the all reports section.
   e. **ATS employee form:** As Teresa mentioned about giving the option to add the custom inputs to the employee form. The dev team explained, it was discussed to implement like that only, There will be only one option to select either somebody can use the custom form or the employee from. Tom agreed with labeling it as a human error along with the inputs to disable the custom form inputs when selecting employee form to avoid confusion.
   f. **Moving Site documents to certain Areas:** Teresa raises a concern against moving the documents to post orders. It was requested to rename the site to photos under photo upload and rename the site to documents under the documents area.
   g. **Multiple caller to the open call:** Allow dispatchers to append additional callers (reporting parties) to an existing open call rather than creating separate calls.This is needed to avoid report duplication and confusion on

the client side.

   i. Add a button on the open calls listing page to launch a modal for adding additional callers.
   ii. The modal should contain the following input fields:
      1. First Name
      2. Last Name
      3. Phone Number
      4. Apartment Number
      5. Notes (details of what the caller reported)
   iii. The information entered should **appear in the client report**.
   iv. It should **not be buried in general call notes**, as those are not shown to clients.
   v. Each added caller will be labeled (e.g., Caller #2, Caller #3, etc.).
   vi. The ability to add callers should follow the same permissions as adding a new call (i.e., "Add Call" permission).
   vii. Include the ability to edit or review added caller information from the call edit form.

h. **Incident Reports:** This discussion focuses on enhancing the Incident Report form to capture more comprehensive and accurate data for major incidents, especially where multiple people and/or vehicles are involved. Current forms lack depth in personal details, vehicle info, and proper address handling.

   i. Expanded Personal Information Fields (For All Parties): They need more detailed information captured for all involved individuals (Reporting Person, Victim, Witness, Suspect):
      1. Additional fields required for each person:
         a. Full Name
         b. Date of Birth (DOB)
         c. Vehicle Number
         d. Gender, Race, Hair, Eye, Height, Weight
      2. Vehicle Information Section: For major incidents involving vehicles, they require the ability to:
         a. Add vehicle details:
            i. Vehicle Make
            ii. Model
            iii. License Plate
            iv. Color
         b. Assign each vehicle to the appropriate person (e.g., Suspect 1 Vehicle, Victim Vehicle, etc.)
      3. Improved Address Handling:
         a. Incident Report Address:
            i. Needs a dedicated "Report Address" field.
            ii. Should auto-populate based on the selected site, but must remain editable.
            iii. Users should be able to start typing (e.g., "1234...") and get auto-complete suggestions to select an address quickly.
         b. Personal Addresses:
            i. Victim, witness, and suspect may have

different addresses than the incident site — those need to be captured separately.

4. On-Scene Supervisor & Command Fields Clarification
    a. Clean up duplicated or unclear fields:
        i. “On-scene supervisor” appears in two places on the form — needs to be consolidated or clarified.
        ii. “Watch Commander Notified” and “Dispatcher Number” must be clearly defined and visible.