Minutes of Meeting

Date and Time	21 May 2025 09:00 PST	Meeting type	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
- Rupesh   - Kuldeep   - Jaspreet

Attendees (Client Side)
Tom, Teresa, Randy

Agenda
Discussions on the following: - Trello Tickets Discussion   - Mobile App Scope   - Release Timeline Agreement

The following things are discussed:

1. **Trello Tickets Discussion:**
   a. **#770 - User tracking Bug**
      i. **Pin Drop Frequency:**
         1. **Current System**: The system tracks location every second, which results in a large number of data points, especially when agents are idle.
         2. **Update Needed**
            a. **Reduce Pin Drop Frequency**: Pin drops should occur less frequently (e.g., every 5 minutes) or only when there is significant movement or when an agent performs an action in the system (e.g., logs a report).
            b. **Red Line Tracking for Movement**: When agents are moving, a continuous red line should indicate their

path rather than multiple dropped pins.

    ii. **Idle Activity Monitoring & Alerts**
1. **Current System**: Idle activity is tracked, but there is no clear indication when an agent is idle for a long period.
2. **Update Needed**:
   a. **Idle Detection and Alert**: Implement a feature that triggers an alert after 15 minutes of inactivity without any system action (report writing, calls, etc.). This should be sent to dispatch or the designated contact person.
   b. **Profile Settings for Idle Notifications**: Add an option in the profile settings to toggle idle notifications on or off. For example, desk guards or agents not expected to move frequently should be excluded from idle activity alerts.

    iii. **Alert Intervals**
1. **Current System**: Alerts are generated too frequently, making it hard to manage.
2. **Update Needed:**
   a. Allow users to configure the alert frequency, e.g., changing the interval from every 15 minutes to every hour.
   b. This will be implemented as part of the agent's profile settings, so adjustments can be made according to their shift or position (desk guard vs. mobile patrol).

    iv. **Desk Guards Exceptions**
1. **Current System**: Desk guards are treated the same as mobile patrol agents, causing unnecessary alerts when they do not move.
2. **Update Needed**:
   a. Add a feature that allows desk guards or static positions to be excluded from idle activity alerts or toggle them on/off based on specific conditions, such as using the app or performing system activities.

b. **#687 - Permission level**
    i. **Instructor and Evaluator Role**
1. **Current System**: There are two distinct roles: Instructor and Evaluator. Teresa cannot receive notifications unless the evaluator role is assigned.
2. **Update Needed**:
   a. Remove the Evaluator role entirely.
   b. Allow the Instructor role to manage both course creation and evaluations.
   c. Ensure that when a student completes a course, the instructor receives notifications, as they are now handling both responsibilities.

    ii.   **Course Completion Notifications**
1. **Current System**: Instructors do not receive notifications when students complete a course and submit assessments unless they are also set as evaluators.

2. **Update Needed**:
   a. Ensure that instructors receive completion notifications as part of their role without needing the evaluator designation.
   b. Ensure that notifications are triggered when a student submits an assessment and completes the course.

    iii.   **Email Notifications and Configuration**
1. **Current System**: The staging server is using Mailtrap, a sandbox mode that only handles incoming emails, causing instructors to not receive notifications during testing.
2. **Update Needed**:
   a. Update the SMTP configuration on the staging server to allow outgoing emails.
   b. Provide the ability to send and receive real email notifications during testing on the staging server.

    iv.   **MOV File Upload**
1. **Current System**: MOV files cannot be uploaded due to file type restrictions.
2. **Update Needed**:
   a. Ensure that MOV files can be uploaded or offer alternative solutions (e.g., allow conversion or better file handling options).

c. **#511 - Billing Rates - BUG p1**
    i.   **Coverage Visibility After End Date**
1. When a coverage ends, it should remain visible on the scheduler for exactly 7 days for reference.
2. After this 7-day period, the coverage must automatically disappear.

    ii.   **Restrictions During the 7-Day Period**
1. Coverage blocks after the end date should appear **grayed out**.
2. **No new shifts can be added** (i.e., **no "+" icons should be visible**) unless the coverage end date is formally extended in the client profile.
3. If the client requests extended coverage, the end date must be updated in the system to allow scheduling.

    iii.   **Historical Record Keeping**
1. **Past coverage data must remain visible in the schedule logs** even after it disappears from future schedules.
2. Users must be able to **go back to any past date** and view all activities and shifts associated with a previously deactivated coverage or site.

    iv.   **Filtering Options in Scheduler**
1. The scheduler must include a filter with three options
   a. **Active**

b. **Inactive/Deactivated**
c. **All**

2. **Default filter** should be set to show **Active site coverages only**.
3. If users choose "All," both active and inactive/deactivated sites **coverages** should be shown for the selected date range.

d. **#755 - Holidays and leaves**
   i. **Default Holiday Pay Setting**
      1. If a **shift starts during a holiday**, the **entire shift is paid at holiday rate**, **regardless of when it ends**.
      2. This default setting is suitable for states like **California**, where the law treats the entire shift as a holiday if it starts on a holiday.
   ii. **Custom Holiday Pay Setting**
      1. Admins should be able to **define custom holiday time ranges** (e.g., 10 PM on Dec 24 to 11:59 PM on Dec 25).
      2. Only the portion of the shift **within this custom time range** should be paid at holiday rate.
      3. The rest of the shift outside the custom range is paid as **regular hours**.
   iii. **Employee Type Behavior**
      1. **For salary (monthly) employees:**
         a. No holiday pay calculations apply—salary remains fixed regardless of holidays.
      2. **For hourly employees:**
         a. Holiday pay calculation must respect default or custom settings depending on configuration.

e. **#86 - weekly OT cut off**
   i. **Overtime & Double-Time Calculations**
      1. **Basic Rules**
         a. **Shift-based overtime**: Trigger overtime after **8 hours** in a single calendar day.
         b. **Shift-based double time**: Trigger after **12 hours** in a single calendar day.
         c. **Weekly overtime**: Trigger after **40 hours** in a week.
         d. **Weekly double-time**: Trigger after **60 hours** in a week.
      2. **Clarifications**
         a. **Shifts crossing days** (e.g., 9 PM–2 AM) must split hours by calendar day.
         b. Weekly cutoff is defined by the company's setting, e.g., **Sunday to Saturday**.
         c. A shift that **starts in one week and ends in the next** only counts **hours before midnight** toward the first week's total. Post-midnight hours count toward the new week.
      3. **Custom Workweek Configuration**
         a. Companies should have the ability to define:
            i. Workweek start/end day and time (e.g.,

Sunday 12:00 AM to Saturday 11:59 PM).
   ii. Whether overtime/double time should apply based on shift start day or by split hours across two weeks.

4. Configuration Options Required
   a. Holiday Pay Settings
      i. Option 1: **Default** – Entire shift is paid holiday rate if it **starts** on a holiday.
      ii. Option 2: **Custom** – Only hours **within a defined holiday time window** are paid holiday rate.
   b. Workweek Settings
      i. Radio buttons or toggles to choose:
         1. **Shift-based** or **week-based** OT calculations.
         2. Default or custom weekly cutoff time (e.g., week ends Saturday at midnight).
         3. Define overtime/double-time thresholds (40h/60h weekly, 8h/12h daily).

2. Mobile App Scope
   a. Tom raised concerns about missing functionality (e.g. patrol features) that was expected to be included in the mobile app.
   b. Rupesh explained the mobile app was scoped and priced as a **fixed-cost project**, so new requirements now require **extra charges**.
   c. Tom pushed for switching to an **agile model**, like the web app, to allow ongoing development without constant renegotiation.

3. Release Timeline Agreement
   a. **Version 1.0**: Current app build to be released by **June 4–5**.
   b. **Version 1.1**: Patrol features to be delivered by **July 1**.
   c. **Version 1.3**: Admin functionality tentatively targeted for **August 1** (not fixed yet, to be confirmed after the requirements of admin implementations).