

# Caliber

PUBLIC SAFETY

Protecting Tomorrow–Today.™

## Online RMS

Community Reporting

User Guide

May 26, 2020

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	05/26/2020	1.0	Released Version

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## INTRODUCTION

At Caliber, our customers are our priority. In response to COVID-19, we are offering a new product feature to support **Community Reporting** of minor crime, tips, and other police related events. The **Community Reporting** feature leverages the power of **Online RMS Custom Forms** for agencies to display a public form in an existing website using a couple of lines of HTML code.

With this new enhancement, agencies can create their own Community Reporting public forms using the Custom Forms module and make the forms available to the public via the agency's own website.

**Community Reporting** will help agencies:

- Promote social distancing by reducing officer to public interactions for minor police reports.
- Better service your community by reducing non-essential contacts to make sure officers are available to provide help when emergencies arise.
- Keep officers on patrol and protecting communities by offering an alternate method for the public to report minor police reports without the need to dispatch an officer.

This document provides an overview for Caliber Online RMS users to take action on **Custom Form** submissions from the public.

## COMMUNITY REPORTING WITH CUSTOM FORMS

### Taking Action on Custom Forms Submitted by the Public

**Routing** for Publicly Available **Custom Forms** will notify users of Online RMS when a new public submission of a form occurs. Users designated by name or by role on the **Custom Form** configuration page by your Online RMS agency administrator will receive a notification every time the public makes a new submission of a form. **Community Reporting** leverages the existing workflow and power of the Online **Custom Forms** module. Taking action to review a **Custom Form** submission is a very similar process to reviewing a non-public **Custom Forms**.

#### Notifications:

The notification will appear on the **Online RMS Homepage**, within your **Notifications** queue.

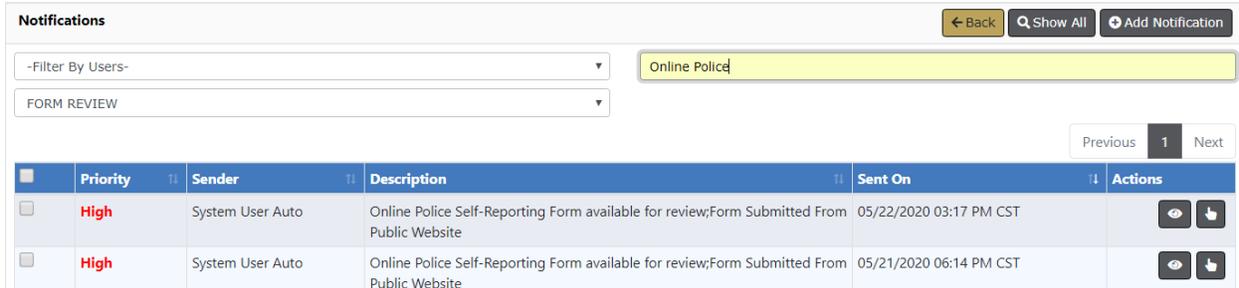
- **Notification Type** of **FORM REVIEW**.

Count	Notification Type	Last Notification	Priority
10	FORM REVIEW	05/22/2020 03:17 PM CST	High

FIGURE 1: HOME PAGE - NOTIFICATIONS QUEUE - FORM REVIEW NOTIFICATIONS.

- Click on the hyperlinked **count** indicator to **take action** to review notifications.
- The notification description will begin with the name of the **Custom Form**.
  - Use the Search by option to filter by Description, if your agency uses more than one **Custom Form** configured with **Form Review Routing**.

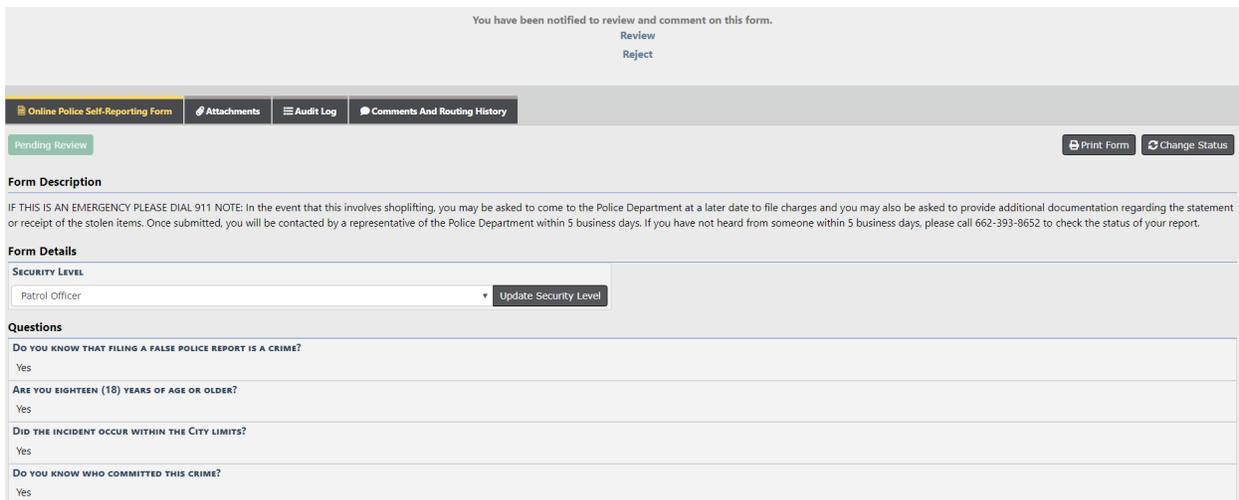
- Click on the Notification **Take Action** icon  .



Priority	Sender	Description	Sent On	Actions
High	System User Auto	Online Police Self-Reporting Form available for review;Form Submitted From Public Website	05/22/2020 03:17 PM CST	
High	System User Auto	Online Police Self-Reporting Form available for review;Form Submitted From Public Website	05/21/2020 06:14 PM CST	

FIGURE 2: NOTIFICATIONS QUEUE - TAKE ACTION TO REVIEW CUSTOM FORM.

- The **first** tab on the **Custom Form** Review page includes the information as submitted by the public.



You have been notified to review and comment on this form.

Review  
Reject

Online Police Self-Reporting Form | Attachments | Audit Log | Comments And Routing History

Pending Review Print Form Change Status

**Form Description**

IF THIS IS AN EMERGENCY PLEASE DIAL 911 NOTE: In the event that this involves shoplifting, you may be asked to come to the Police Department at a later date to file charges and you may also be asked to provide additional documentation regarding the statement or receipt of the stolen items. Once submitted, you will be contacted by a representative of the Police Department within 5 business days. If you have not heard from someone within 5 business days, please call 662-393-8652 to check the status of your report.

**Form Details**

SECURITY LEVEL  
Patrol Officer Update Security Level

**Questions**

DO YOU KNOW THAT FILING A FALSE POLICE REPORT IS A CRIME?  
Yes

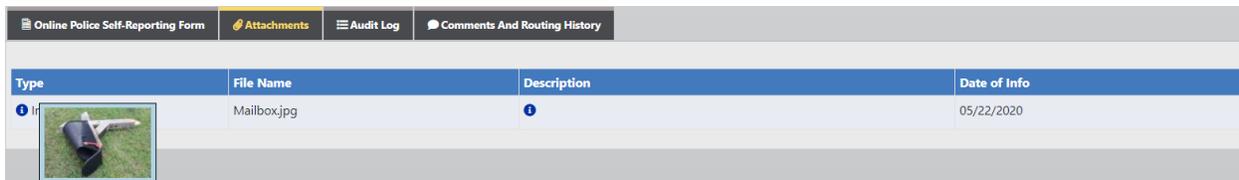
ARE YOU EIGHTEEN (18) YEARS OF AGE OR OLDER?  
Yes

DID THE INCIDENT OCCUR WITHIN THE CITY LIMITS?  
Yes

DO YOU KNOW WHO COMMITTED THIS CRIME?  
Yes

FIGURE 3: CUSTOM FORM - REVIEW WORKFLOW - INFORMATION TAB.

- Click on the **Attachments** tab to review images submitted by the public. Presently only one image can be uploaded with a public submission. The ability to allow more than one image will be available in a future release.



Type	File Name	Description	Date of Info
	Mailbox.jpg		05/22/2020

FIGURE 4: CUSTOM FORM REVIEW WORKFLOW - ATTACHMENTS.

- The **Audit Log** tab, maintains an **audit history** of users access the **Custom Form**.

Date Of Event	Type	User Name	User Agency
05/22/2020 15:54	View	Admin Caliber	Caliber Public Safety PD

FIGURE 5: CUSTOM FORM REVIEW WORKFLOW - AUDIT LOG.

- The **Comments and Routing History** tab, maintains a **history** of the **submission** and **routing** actions. View this tab to see the date and time of the submission from the public.

Date Created	Comment Type	User	Agency	Comment
05/22/2020 15:17	Submit	Auto System User	All Other	

FIGURE 6: CUSTOM FORM REVIEW WORKFLOW - COMMENTS AND ROUTING HISTORY.

- **Custom Form Routing** offers the ability to indicate the Form was **Rejected** or To **Review (Accept)** the Form.

You have been notified to review and comment on this form.

[Review](#)

[Reject](#)

FIGURE 7: CUSTOM FORM REVIEW WORKFLOW - ACTIONS.

- **Reject** – It is suggested that you use this option to track that the public submission is not consistent with the purpose of the custom form (e.g. does not involve a crime or is an event for which the public submission was **Not** designed or your agency **does not** wish to track).
  1. Enter a **Comment/Reason** for the **rejecting** the submission. The **Status** of the **Custom Form** will be set to **Rejected**.
  2. **Follow-up contact** with the public submitter will need to occur **manually** via your **agency email** or by a **phone call**.

FIGURE 8: CUSTOM FORM REVIEW WORKFLOW - REJECT FORM.

- **Review** – Use this option to track that a public submission was **accepted**.
  - **Two Options:**
    1. Submission involves an event that does not require a police report however; you want to show the **Custom Form** was **Reviewed** and **Accepted** by your Agency.
      - Enter a **Comment** only and **Save** the form without checking the option to **Create Incident**.

FIGURE 9: CUSTOM FORM REVIEW WORKFLOW - REVIEW - NO INCIDENT.

2. Submission involves a crime or event for which you need to **file an official police report**.
  - Click the **Create Incident** checkbox.
  - Depending on **configuration** by your Agency, the **Report Number** will either be **Auto Generated** or require **manual entry** of a Case Number requested and obtained from a CAD system.
    - If **Auto Generate**, no additional action is required, an Incident Report Number will generate when saving the Review.
    - If **Report Number Options** is displayed, the default option is to enter the **digits** of the report # obtained from CAD. RMS will then generate the number using the **format defined**.
    - Otherwise, you can select the option to enter the **full number** obtained from CAD in the specified format.

The screenshot shows a web interface with three tabs: 'Approve Form', 'View Form', and 'Attachments'. The 'View Form' tab is active. Below the tabs is a 'COMMENT' section with a text area containing the text: 'Reviewed community submission and creating incident report to document offense reported.' Below the comment is a 'CREATE INCIDENT' section with a checked checkbox and the text: 'Upon Creation, this form will be associated with the incident. Any information entered here can be changed later.' Below this is a 'REPORT NUMBER OPTIONS' section, which is highlighted with a red box. It contains two radio buttons: 'Enter a # to generate a report number for the current year' (selected) and 'Enter a full # in the format YY-000000'. Below this is a 'REPORT NUMBER' input field.

FIGURE 10: CUSTOM FORM REVIEW WORKFLOW - CREATE INCIDENT - ENTER REPORT #.

- The **View** Form tab allows you to easily switch views to view the Form for information needed to complete the **Create Incident Fields**.
    - **Report Date/Time** - defaults to the System date and time. Update as needed.
    - **Occurrence Date/Time** – Set to the date and time reported by public form submitter.
    - **Incident Type** – This can be set to default to a **Type** to allow tracking of Incident Reports originating from a **Publicly Available Custom Form**. If defaulted, it is recommended that you do not change the value.
    - **Summary** – This field relates to the **Crime/Media Summary** field on the incident report.
      - Use the **Copy From** LOV to select copy text from a **Custom Form** field to the Summary.
      - Use the LOV multiple times to **copy** information from multiple fields in the **Custom Form**.
- Copy From:
- **Responsible User** – Defaults to your name as the creator of the incident report. You can select another user from your agency to assign/transfer the report.

- **Narrative** – Optional entry. Use this field to quickly create the Narrative for the incident report.
  - Use the **Copy From** LOV to select copy text from a **Custom Form** field to the Narrative.
  - Use the LOV multiple times to **copy** information from multiple fields in the **Custom Form**.

**CREATE INCIDENT**

Upon Creation, this form will be associated with the incident. Any information entered here can be changed later.

**REPORT NUMBER**  
Auto Generated

**REPORT DATE/TIME**      **OCCURRENCE DATE/TIME**      **INCIDENT TYPE**

05/22/2020 17:14      [Image]      [Image]      -Select-

**SUMMARY**

I was having a cup of coffee and watching TV when I heard a noise outside. I looked out my front window and saw a teenage male running away from my mailbox, which was now lying on the ground. Suspect was observed to be a white male under the age of 16, wearing a face mask, black hat, blue jack, and blue jeans.

Copy From: [-Select-]

**RESPONSIBLE USER**

Caliber Admin Badge #: 123 [Image]

**NARRATIVE (OPTIONAL)**

I was having a cup of coffee and watching TV when I heard a noise outside. I looked out my front window and saw a teenage male running away from my mailbox, which was now lying on the ground. Suspect was observed to be a white male under the age of 16, wearing a face mask, black hat, blue jack, and blue jeans.

Copy From: [-Select-]

**FIGURE 11: CUSTOM FORM REVIEW WORKFLOW - ENTRY FIELDS.**

- Select **Save** to create an **Incident Report** and set the **Status** of the **Custom Form** to **Reviewed**. A message will display indicating an incident report was created and the Custom Form and Image were automatically associated to the Incident Report.

**Success**

Incident 20-000029 Has Been Successfully Created:

- Incident # 20-000029 Created
- Form Transferred to Incident
- Transferred Image Mailbox.jpg

**FIGURE 12: CUSTOM FORM REVIEW WORKFLOW - CREATE INCIDENT SUCCESS MESSAGE.**

- The user assigned the incident report to complete, can take action to complete the report from their **Recent Activities – Initial Report** queue.
  - Complete the incident report, adding location, offenses, names, and property/vehicles as required.
  - The **View Form** tab allows switching views to easily view **Form** information needed to complete the **Create Incident Fields**.

### Forms For Review:

As an alternative to taking action via a notification, users having access to review **Publicly Available Custom Forms** can also take **Action** from their **Recent Activities – Forms For Review** queue. The process of reviewing the **Custom Form** from **Recent Activities** is the same as taking action on the Form from a **Notification**.

Once a **Form Review** is complete by either **Accepting (Reviewing)** or **Rejecting** the **Custom Form**, the notification will automatically delete and the **Custom Form** will no longer appear for review in the **Recent Activities – Forms For Review** queue.

Recent Activities	
Initial Report	4
Evidence Review	1
Open Field Arrests	7
Arrests Pending Release	2
My Cases (Active Count)	0
My Case Activities (Active Count)	0
My Forms (Initial)	6
Forms For Review	8
Incidents For Review	4

Figure 13: Recent Activities - Forms for Review.

## Searching and Viewing Custom Forms

**Searching and Viewing Publicly Available Custom Forms** is the same as searching for a **non-Publicly Available Custom Form**.

- From the **Forms and Reports Menu** – Select **Add/Search Custom Forms**.
- Under the **All Forms** selection, click on the **name** of the **Publicly Available Custom Form**.
  - Search to find and view **Custom Forms** by using **Agency, Date range, Status**, or a **combination of fields** contained on the **Custom Form**.
  - Click **Form Search Fields** to select **Custom Form** fields to search. Select more than one **Search Field** by individually selecting each **Search Field** option.

**Online Police Self-Reporting Form**

**AGENCY**  
Caliber Public Safety PD

**OFFICER**  
[Empty field]

**DATE CREATED FROM**  
[Empty field]

**DATE CREATED TO**  
[Empty field]

**STATUS**  
-Select-

**SEARCH PREFERENCE**  
 All  Any Search Term(s)

**FORM SEARCH FIELDS**  
-Select-

Field	Search Parameter	Actions
First Name	Joe	[Trash icon]
Last Name	Public	[Trash icon]

[Reset] [Search]

FIGURE 14: CUSTOM FORMS SEARCH - MULTIPLE SEARCH FIELDS.

- Click the View icon on the Search Results page to view the Custom Form details.

**Online Police Self-Reporting Form**

1 Result(s) Found Agency: DEMO First Name: Joe Last Name: Public

Creator	Create Date	Officer	Agency	Status	Record Details	Actions
System User, Auto	05/22/2020 1517		Caliber Public Safety PD	Reviewed	Type: Incidents	[View icon]

[Refine Search] [New Search]

FIGURE 15: CUSTOM FORM SEARCH RESULTS.