



**Protecting Tomorrow–Today.™**

# Online RMS

Version 11.10.0

Product Release Bulletin

02 August 2022

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	02 Aug 2022	1.1	Updated PCN with additional JIRAs not included in the RTO version of the PRB.

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.10.0 release of the Online RMS product and will assist with release preparation activities including:

- Internal staff training
- Customer release training
- Customer release notes
- Release announcement and promotion
- Online help and eLearning updates
- Updates to web site product information and product collateral

## PRODUCT REQUIREMENTS

For best performance and security, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry common web browser that is actively supported and updated to the most recent web standards by the browser manufacturer and connecting to the internet by DSL, Cable, or cellular (4G or higher).

**Your browser must support the TLS 1.2 security protocol or higher.** Browsers running the TLS 1.0/1.1 security protocols have known security vulnerabilities and are no longer supported by Caliber Online RMS. Please make sure your web browser has TLS 1.2 or higher enabled.

### **IMPORTANT NOTICE FOR ONLINE RMS AGENCIES USING INTERNET EXPLORER (IE)**

On August 17, 2021, Microsoft announced that Internet Explorer 11 will no longer work optimally with Microsoft 365 services. Microsoft ended support for the Internet Explorer 11 desktop application for certain versions of Windows 10 on June 15, 2022. Internet Explorer no longer supports new web standards used by modern applications. See Microsoft's website [announcement page](#) for more information.

Caliber strongly recommends that you use an industry popular web browser that is supported and updated to the most recent web standards. Caliber is unable to provide support and issue resolutions on web browsers that are not supported and maintained to the most recent web standards.

## RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.10.0 release.

End Date	Milestone
<b>29 Mar 2022</b>	11.10.0 Sprint 1 Starts
<b>05 Apr 2022</b>	11.9.0 Release Available
<b>07 Apr 2022</b>	11.10.0 Sprint 1 Ends / Sprint 2 Starts
<b>26 Apr 2022</b>	11.10.0 Sprint 2 Ends / Sprint 3 Starts
<b>03 May 2022</b>	11.9.1 Service Pack Available
<b>10 May 2022</b>	11.10.0 Sprint 3 Ends / Sprint 4 Starts
<b>24 May 2022</b>	11.10.0 Sprint 4 Ends / Sprint 5 Starts
<b>07 Jun 2022</b>	11.10.0 Sprint 5 Ends / Sprint 6 Starts / 11.9.2 Release Available
<b>21 Jun 2022</b>	11.10.0 Sprint 6 Ends / Sprint 7 Starts
<b>05 Jul 2022</b>	11.10.0 Sprint 7 Ends / Sprint 8 (Stabilization Starts)
<b>12 Jul 2022</b>	11.9.3 Service Pack Available
<b>19 Jul 2022</b>	11.10.0 Sprint 8 (Stabilization Continues)
<b>20 Jul 2022</b>	11.10.0 RTO (Release to Training / Operations)
<b>28 Jul 2022</b>	11.10.0 Code Lock
<b>02 Aug 2022</b>	11.10.0 Release Available

## RELEASE ANNOUNCEMENT

**Online RMS 11.10.0** is here! Online RMS was upgraded to version 11.10.0 on **Tuesday, August 2, 2022**, at **1:00 a.m. EDT**.

**Watch the release overview videos** to prepare for and learn more about all the new and exciting features and functionality available in the Online RMS 11.10.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlinks below.

End-User Focused Videos:

- **General Enhancements** (Something for everyone. Master Indices Summary Details Incident Grid displays Report Types, Person & Address Caution Code Attachments, Fleet Management – Mileage display on Add/Edit Assignments, Person Address Search Image bubble, Tow Impound - Quick Select Owner and Vehicle Description) - [WATCH](#)
- **Simplified Address Entry** (Save Time and Improve Accuracy)
  - When adding an address to an incident report, field arrest, or master person, a new one-line location search is available. A must watch video. - [WATCH](#).
  - Add the Google Places Integration Feature to save time, eliminate redundant data entry, and ensure that user entered addresses are properly geo-verified. - [WATCH](#).
- **Incident Improvements** (Focused on usability and reducing time to complete incident reports. One click to access Quick Fill Templates, Column sorting for Incident Attachments, Incident Vehicle Quick Complete Tow Impound, and Incident Search Results – Display Additional Details) - [WATCH](#)
- **Criminal Complaint Associations and Improvements** (Associate Citations and Configure Court Locations to display and that support electronic data exchange.) - [WATCH](#)
- **Citations / Stops Improvements** (Audit and Management. Search for citations without charges, configure the number of charges permitted on a single citation.) - [WATCH](#)
- **Calls For Service – Enhancements** (Drag & Drop now available on Officers tab. Add Organizations as an involved party, add officers to greater efficiencies, Address entry & Validation options) - [WATCH](#)

- **Attachment Viewing** (Streamlined ability to preview attachments and images.) - [WATCH](#)
- **Custom Forms – Enhancement** (Create Supplements, Follow-up Cases, and Add Case Activity. Master Person Custom Forms.) - [WATCH](#)
- **Evidence / Property Management Enhancements** (Usability improvements. Awareness of In Use Temporary Lockers, Search by recovered/seizing officer. Disposition Sold To sub field, Mass Check-in individual evidence comments.) - [WATCH](#)
- **Training / Personnel Enhancements** (Your feedback making a difference. Mandatory trainings by Employee Type, Improved tracking of costs and hours, Quick Add employees, Course Attachments, Custom Forms for Attendees.) - [WATCH](#)
- **Admin Enhancements** (Improved usability. User search results additional details displayed) - [WATCH](#)
- **Admin Enhancements** (Improved usability. Offense Code Management) - [WATCH](#)

Your opinion is important to us. We incorporate user feedback into each Online release to ensure that you get the best product for your job. **Online RMS 11.10.0** includes enhancements and improvements that touch approximately **25 RMS components**, including **Incident Report Writing, Field Arrest, Master Addresses, Held Property/Evidence, Citations, Custom Forms, Personnel/Training, Master People, Calls For Service, Criminal Complaints, Community Reporting, Fleet Management, Tow Impound, User Admin, NIBRS State Submission Compliancy, Application Interfaces (APIs), and Security upgrades**; among many other product enhancements, integration improvements, and issue resolutions. Customer obligations, operational efficiency improvements, data entry simplification, and user friendliness were all major considerations in the development of this edition.

Below are a few release highlights available in Online RMS 11.10.0. More information on features and functionalities in the 11.10.0 release is available under the Online RMS Help menu by reviewing the Table of Contents (TOC) section and by clicking on the Product Release Bulletin. Click Help > Online Help or simply click [HERE](#) to read more.



### RMS 11.10.0 Release Highlights:

- **Simplifying Address Entry**
  - **Save Time and Improve Accuracy.** When adding an address to an incident report, field arrest, or master person, a new one-line location search is available. As you type the address or common place name, this feature automatically looks for existing RMS addresses and provides the ability to quick select or enter a new master address.
  - **Add the Google Places Integration Feature** to save time, eliminate redundant data entry, and ensure that new addresses are properly geo-verified. When a match to an existing RMS Master address isn't found, Google Places integration will display matching information from Google maps. Searching is proximity based and supports common name (business name) searches. Google Places integration is available as a standard interface and annual maintenance fee.
  - **Act Now** - Caliber is waiving the one-time interface activation fee through the end of 2022 for existing customers. A small annual maintenance fee will be added to your yearly Online RMS subscription. Contact your Customer Success Manager (CSM) or enter a support request for more details and having this feature enabled for your agency.
- **Keeping Track of Employee Trainings**
  - Manage and Track Mandatory Trainings by Employee Types.
  - Record itemized training costs.
  - Record Total Course Hours Earned by Employee and whether accredited.
  - Custom Forms available to capture attendee performance details.
  - Add Course Attachments.
  - Quick Add Required Employees to Courses.
  - Quick Add Required Courses to Employees.

- **Always Advancing**
  - **Improved Accountability**
    - ✓ Agency maintenance setting to restrict the # of charges that can be added to a citation/stop record.
    - ✓ Search option to find citations that do not have a charge entered.
    - ✓ Ability to associate Citations to Criminal Complaints.
    - ✓ Designate Court locations for use by Criminal Complaint module and electronic data exchange.
    - ✓ Enhanced ability to manage the submission status for Criminal Complaints.
    - ✓ Add Organizations/Businesses to RMS Calls for Service.
    - ✓ From a custom form review, create an incident supplement, follow-up investigative case, or case activity.
    - ✓ Custom forms available for Master People.
    - ✓ Add attachments to Master People and Address caution codes.
    - ✓ Exclusively for Agency Admins.
      - A quick-view info bubble allows you to quickly access important user information without having to drill down into the user record.
      - A new column on the State Offense Admin Code page indicates associations to Incident Types for the offense
      - Filter State Offense codes by active status.
  - **Increased Awareness**
    - ✓ Sites using the Jail Tracker Jail Management solution, will receive Real-Time In Custody – Alerts when searching for and viewing Master People.
    - ✓ Improved management of the submission status of Criminal Complaints.
    - ✓ Incident search results now will contain the Incident Report Type as well as the incident address and offenses.
    - ✓ Awareness of Temporary Evidence Lockers That are In Use.
    - ✓ View Offenses and Incident Types for involved Incident Reports quickly on all the Master Indices Summary pages.
    - ✓ A Person Image quick view bubble allows for easy identification of Persons when performing a Master Person - Search by Address.

- ✓ Current mileage will now display for reference information when entering Fleet Management assignments.
- **Usability and Efficiency Gains**
  - ✓ Incident Template Quick Add button added to top row of incident buttons next to Quick Print.
  - ✓ New Quick action to create a Tow Impound for Vehicles on Incident Reports.
  - ✓ Sorting added to the Incident Report Attachments grid.
  - ✓ Added a new 'Preview' action to attachments grids throughout the application for images and PDFs.
  - ✓ Drag and drop officers on the Assigned Officers page to add officers to a Call for Service.
  - ✓ Quick select for Tow Impound Owners related to the master vehicle record.
  - ✓ Search Evidence by Recovered by / Submitting Officer.
  - ✓ For Evidence Mass Check In, enter individual remarks with the ability to apply to all.
  - ✓ Additional remarks available when entering an Evidence Disposition of Sold.
- **Enhanced Security**
  - ✓ Set Incident Report security for future supplements and apply to existing supplements at same time.
- **Federal and State Compliance**
- **Evergreen Worry-free Technology Updates**
  - Technology and security updates required to make sure Online RMS remains secure and operating efficiently.
- **Miscellaneous Software Fixes and Resolutions**

We hope you share our enthusiasm for the production release of Online RMS 11.10.0. Please contact us by email at [rms@caliberpublicsafety.com](mailto:rms@caliberpublicsafety.com) if you have any questions about the release.

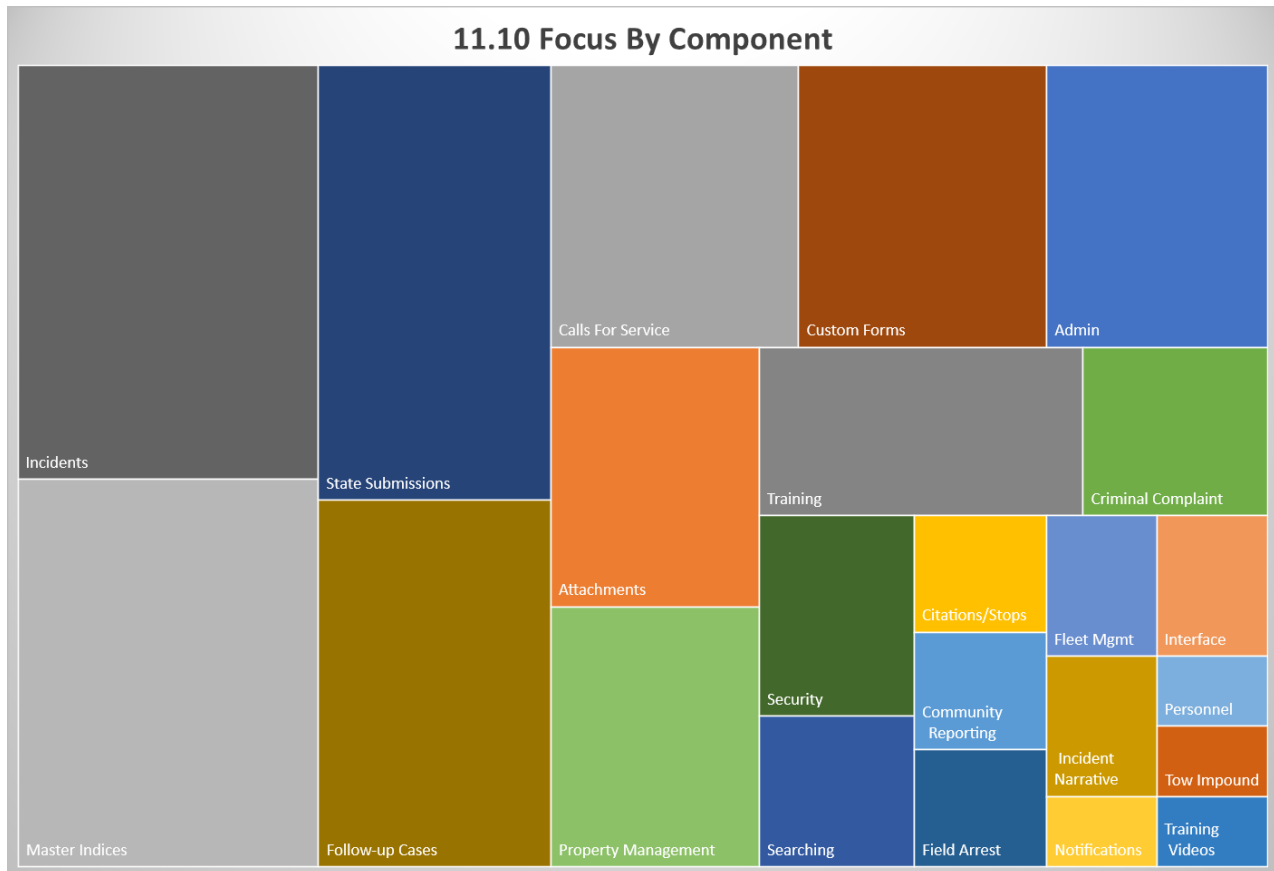
Our Best wishes for your safety and the safety of the communities you serve.

**Caliber Public Safety**

## NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.10.0, based on customer feedback, contractual commitments, and revisions to Public Safety State and Federal standards. The overall goal of this version was to improve operational efficiencies, data management, and ease of use. For additional information on the enhancements and functionality described in this release bulletin, please consult the **Online RMS User** and **Admin Help documentation**.

The below tree map chart represents the major components of Online RMS that were improved in the 11.10.0 release.



**FIGURE 1: TREE MAP - CHART DISPLAY OF RMS COMPONENTS IMPROVED IN 11.10**

## ONLINE RMS 11.10.0 HIGHLIGHTS

### *Simplified Address Entry*

**Address entry made easy:** When adding an address to an incident report, field arrest, or master person, a new one-line location search is available that reduces mouse clicks and simplifies selecting an existing RMS address or entering a new address. This new search is focused on saving officers time and reducing duplicate address records.

The screenshot shows the 'Incident Report' form in the Caliber RMS system. The 'Location' tab is selected, and a red box highlights the new 'Address' search field. The field contains the placeholder text 'Start Typing An Address Here...'. Below the field is a 'Cancel Change Location' button. The form also displays incident details such as 'Incident Summary: 05/19/2022 2308 Hrs - 118 SHENANDOAH Drive Apartment #124 SHENANDOAH, TX 77381' and 'Offense(s): 13150004 - AGG ASSAULT CAUSES SERIOUS BODILY INJ - 22.02(a)(1) : F2'.

**FIGURE 2: INCIDENT REPORT - NEW ONLINE LOCATION SEARCH**

This search works like Google Places. As you begin to type the address or common place name, this feature automatically looks for existing RMS Master locations/addresses and provides the ability to quick select or enter a new master address.

The search matches on address components (Street #, Direction, Street Name, Street Type, City, State, Zip code) and common place names as entered on the RMS address.

The screenshot shows the 'Location' tab with the 'Address' field containing the text 'Washington'. A red box highlights the search results dropdown menu. The dropdown shows 'Showing 6 of 6 Results' and lists several locations: 'Washington Street Gunnison PA 18834 1-63', '200 Washington Street S', 'East Washington Street Indianapolis IN 46229 11510-11599', and '115 West Washington Street Suite 850s Indianapolis IN 46204 Government Center 1'. Below the list are options to 'Not Finding A Location? Create A New:' with sub-options for 'Postal', 'Intersection', 'Highway / Mile Marker / County Road (Non-Residence)', and 'Show Me All The Fields'.

**FIGURE 3: INCIDENT REPORT - NEW ONE LINE LOCATION SEARCH**

Click the matching address to easily add to your incident report.

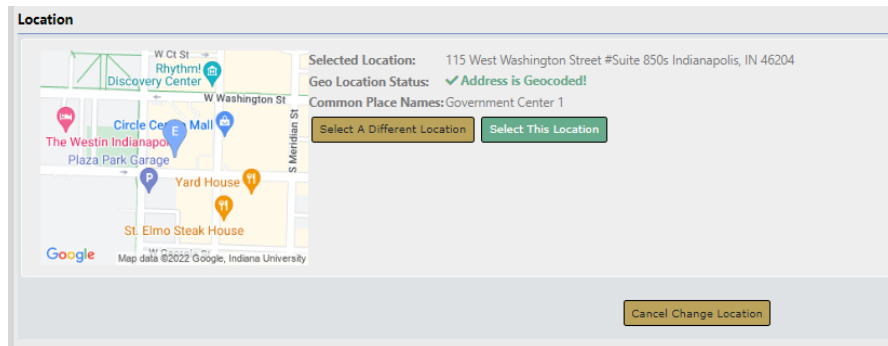


FIGURE 4: CONFIRM SELECTED ADDRESS

If no matching address record is found, choose one of the quick entry options of **Postal**, **Intersection**, or **Highway / Mile Marker / County Road (Non-Residence)**.

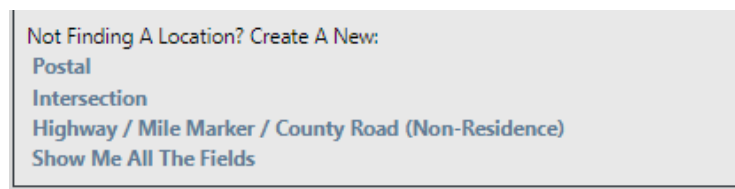


FIGURE 5: CREATE LOCATION OPTIONS

The address options have been formatted to improve data accuracy by only displaying relevant fields for the type of address you need to enter. As example selecting **Postal**, only displays fields used for entry of rooftop addresses.

FIGURE 6: ADD POSTAL ADDRESS

If you are using a browser with Location sharing enabled, the map will focus on the location passed from your browser. If location sharing is not enabled, the map will focus using the address configured on your agency administration page.

You have 3 options to create a new location record. These options are the same regardless of the type of location entry you selected.

- 1) Manually enter the location data and click **Geo Verify** to return geo-location data from Google maps.
- 2) Click **Use My Location** to quickly default the location to the closest postal address of your device.
- 3) Click on the map to drop a marker and return the closest postal address.

**FIGURE 7: LOCATION MARKER & POSTAL FIELDS COMPLETED**

Drag and Drop the marker to fine tune the geo-location (latitude & longitude) information. The main address fields will remain unchanged.

**FIGURE 8: GEO-LOCATION INFORMATION**

Click **Clear Marker and Start Over** to select a new location by clicking on the map. This will reset all the location fields. Click **Revert to Previous** to go back to using the previous geo-location data prior to moving the marker.

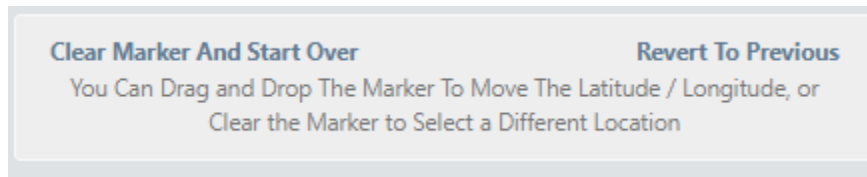


FIGURE 9: MAP MARKER OPTIONS

## Other location Types:

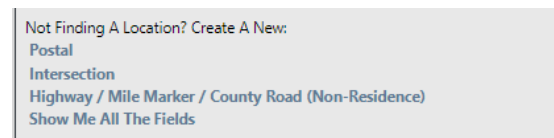


FIGURE 10: CREATE LOCATION OPTIONS

Selecting **Intersection** displays relevant fields to entering an intersection.

FIGURE 11: ADD INTERSECTION



When in Intersection mode, clicking on the map to drop a marker or **Use My Location** will retrieve the closest intersecting streets to the location.

Windy Lane & Fox Hills Road BLOOMINGTON Illinois 61705

**Primary Street**  
STREET # [ ] DIRECTION [-Select-] STREET NAME Windy STREET TYPE Lane DIR. SUFFIX [-Select-]

**Intersecting Street**  
INT. STREET # [ ] INT. DIR. PREFIX [-Select-] INT. STREET NAME Fox Hills INT. STREET TYPE Road INT. DIR. SUFFIX [-Select-]

CITY BLOOMINGTON STATE Illinois ZIP 61705 ZIP 4 5197  
COUNTY [-Select-] COUNTRY United States of A REPORTING AREA [-Select-] DISTANCE FROM [ ] DISTANCE UNITS [-Select-]

COMMENTS [ ]

**Geo Location**  
Latitude 40.488406 Longitude -89.084876  
40 29 18.262 N 89 5 5.554 W

Buttons: Cancel Entry - Go Back To Search, Save & Select This Location, Geo Verify, Use My Location

Map view on the right shows the location with a red pin. Text below the map: "Clear Marker And Start Over. You Can Drag and Drop The Marker To Move The Latitude / Longitude, or Clear the Marker to Select a Different Location."

**FIGURE 12: INTERSECTION MARKER WITH RETRIEVED LOCATION DATA**

Selecting **Highway / Mile Marker / County Road (Non-Residence)** displays relevant fields to entering an intersection.

When Entering a Mile Marker, It's best for you to:  
1. Start With the Map - Zoom to the area on the highway/road you are looking for, and click on the location.  
2. This should give you the latitude/longitude, as well as the road/highway name and state.  
3. The mile marker number will not be provided. If needed for this location, you will need to enter this manually in the Mile # field.

**Mile #** [ ] **HIGHWAY NAME** [ ] **DIRECTION** [-Select-]

**CITY** [ ] **STATE** [-Select-] **Zip** [ ] **Zip 4** [ ]

**COUNTY** [-Select-] **COUNTRY** United States of A **REPORTING AREA** [-Select-]

**DISTANCE FROM** [ ] **DISTANCE UNITS** [-Select-]

COMMENTS [ ]

**Geo Location**  
Latitude [ ] Longitude [ ]

Buttons: Cancel Entry - Go Back To Search, Save & Select This Location, Use My Location

Map view on the right shows the location with a red pin. Text below the map: "You Can Select a Location on the Map, and RMS will look up the address"

**FIGURE 13: ADD HIGHWAY / MILE MARKER / COUNTY ROAD (NON-RESIDENCE)**

Google Maps does not contain Highway / Interstate mile marker information. Clicking on the map will should retrieve the Highway / Interstate name and geo-location data. Refine the geo-location by dragging and dropping the map marker. Manually enter the Mile # and other relevant location data as needed for your location.

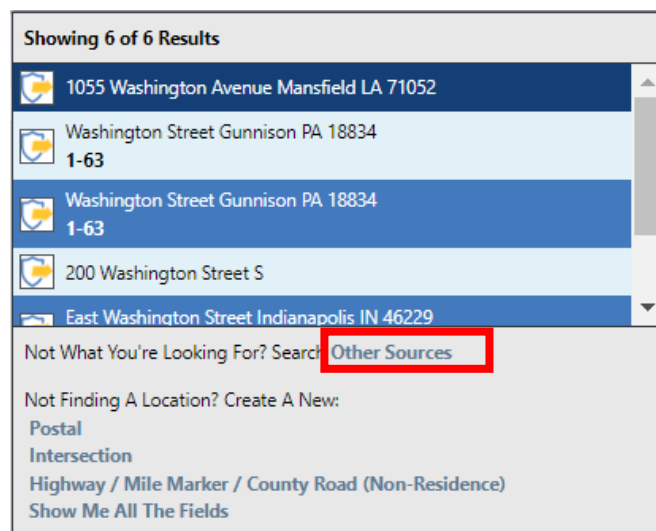
### *Google Place Integrations – Product Integration Add-On Feature*

**Add the Google Places Integration Feature** to save time, eliminate redundant data entry, and ensure that manually entered addresses for incidents, field arrests, and people are properly geo-verified. Google Places integration is available as a standard interface and annual maintenance fee.



**Act Now** - Caliber is **waiving** the one-time interface **activation fee** through the **end of 2022** for existing customers. A **small annual maintenance fee** will be added to your yearly Online RMS subscription. Contact your Customer Success Manager (CSM) or enter a support request for more details and having this feature enabled for your agency.

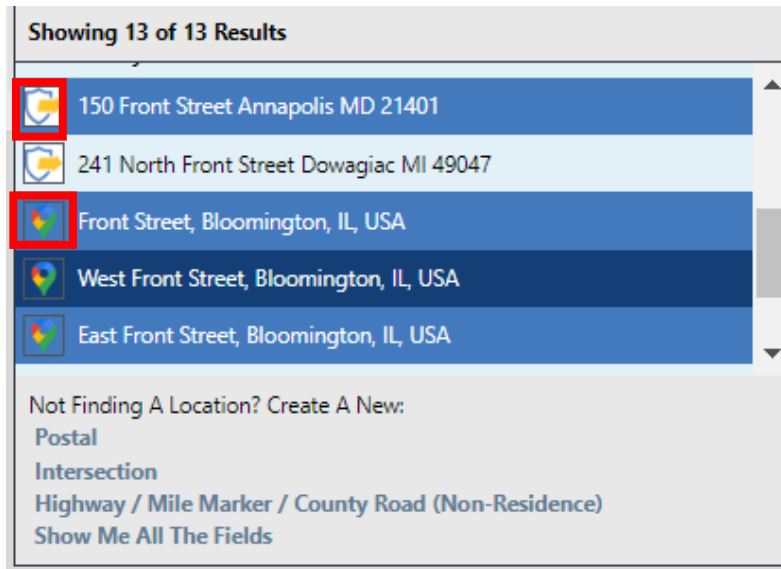
When no match to an existing RMS Master address is found, the Google Places integration will present matching information from Google Places. The search is proximity based and includes common name (business name) searches. Using this new feature, users can create a new address utilizing location and geo-location data from Google Places with a single mouse click.

When there are potential address matches in Online RMS, users are shown those possibilities first. If no exact match is found, choose **Other Sources** to search Google Places.



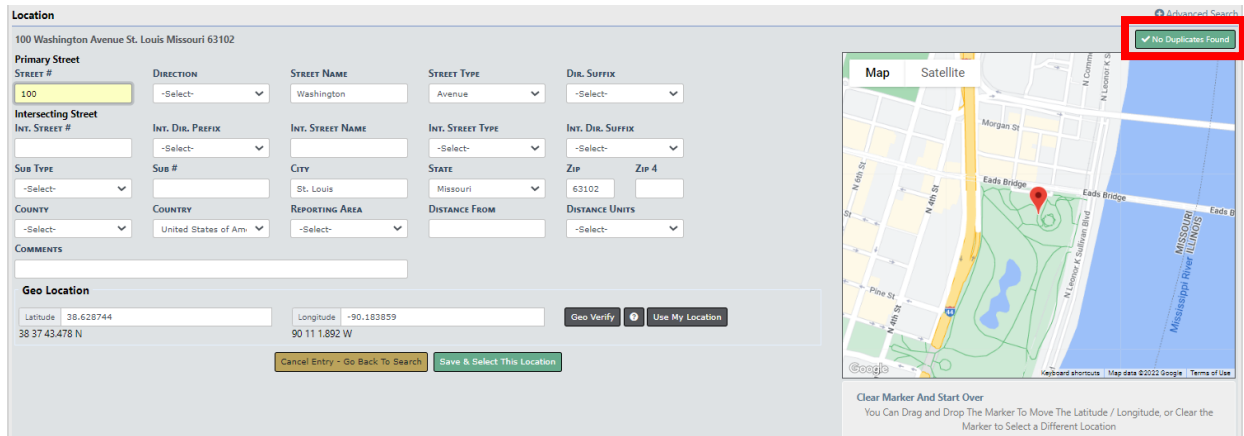
**FIGURE 14: GOOGLE PLACE INTEGRATION - SEARCH OTHER SOURCES**

The Caliber Logo  denotes RMS Address results. The  icon denotes address results from Google Places.



**FIGURE 15: GOOGLE PLACE INTEGRATION - SEARCH RESULTS**

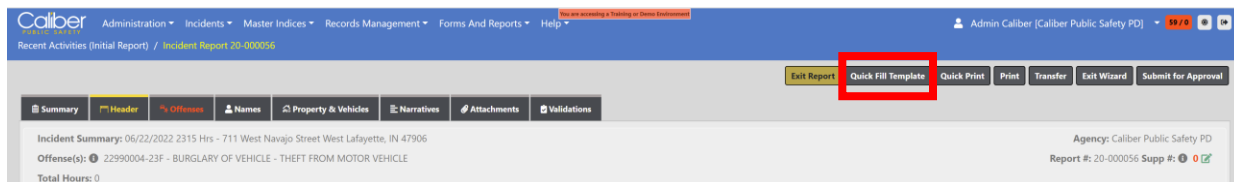
Select a Google Places street result to quickly create a new address. A duplicate check is automatically performed and will turn red if a potential duplicate record exists in Online RMS. Review the data to confirm accuracy and click save. It's that simple to manually enter a new address.



**FIGURE 16: GOOGLE PLACES - ONE STEP ADDRESS CREATION**

## Incident Improvements

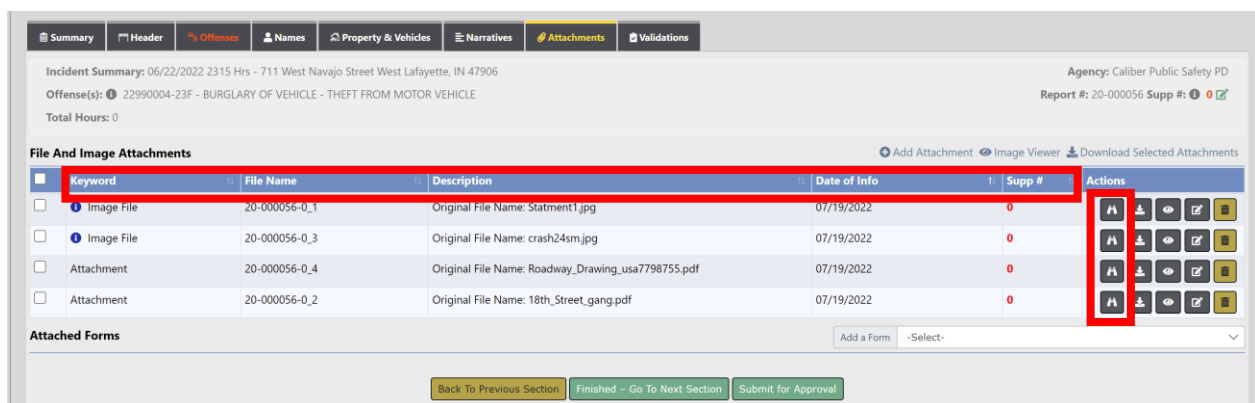
Improved usability and easier access to apply **Quick Fill Templates** to an incident report. For agencies using **Quick Fill Templates** a new button appears in the top row of incident buttons next to Quick Print. This new button placement provides users with direct access to apply a **Quick Fill Template** from any incident tab.



**FIGURE 17: INCIDENT REPORT - NEW QUICK FILL TEMPLATE BUTTON**

Sort by options added to the incident report **Attachments** grid. Added sorting to the Keyword, File Name, Description, and Supp # columns on the Incident Attachments Grid on both the Summary and Attachments tabs. The ability to sort attachments will improve the ability to easily review attachments for investigative purposes.

New one-click option for previewing PDF Attachments and Images. Available on incident reports and wherever Attachments are supported. Click the **Preview** button .



**FIGURE 18: INCIDENT REPORT ATTACHMENTS SORT & PREVIEW OPTIONS**

A Quick Tow option has been added for vehicles on the incident report, allowing a user to click one button and have the Tow impound default to the specified vehicle. Click the wrecker icon to start a Tow Impound for a vehicle. After saving, the user will be returned to the Incident Vehicle tab, where the newly created Impound will be attached and editable.

Incident Summary: 06/22/2022 2315 Hrs - 711 West Navajo Street West Lafayette, IN 47906  
Offense(s): 22990004-23F - BURGLARY OF VEHICLE - THEFT FROM MOTOR VEHICLE  
Total Hours: 0

Agency: Caliber Public Safety PD  
Report #: 20-000056 Supp #: 0

**Properties** TOTAL VALUE(\$): 0.00 All Add Property

Index ID	Property Description	Processing	Property Loss Code - Original Status	Property Loss Code - Current Status	Value(\$)	Supp #	Actions
OTHER PROPERTY							
1356	CELLULAR PHONE; Val: \$0.00	N/A		Confiscated	\$0.00	0	

**Vehicles** TOTAL VALUE(\$): 0.00 Add Vehicle

Index ID	Vehicle Description	Role	Status	Value(\$)	Supp #	Actions
OTHER VEHICLE						
19	Year: 1980 Make: CHEVROLET(CHEV) Model: CAMARO Vin: 123654789FRT1258 Lic: 159JUK	Suspect	Stolen	\$0.00	0	Quick Add Tow Impound

**Tow / Impounds** Add Existing Impound

Back to Previous Section Finished - Go To Next Section

FIGURE 19: INCIDENT REPORT VEHICLES - QUICK ADD TOW IMPOUND

Tow Impound Owner section now has quick select options for easily selecting owners (people or organizations) associated with the master vehicle record.

Go Back Print Submit

Tow Impound Holds Log

**Vehicle** View Vehicle Edit Vehicle

YEAR	VIN	MAKE	MODEL	TYPE	STYLE
1980	123654789FRT1258	CHEVROLET(CHEV)	CAMARO	Automobile	Hardtop, 2-door

LICENSE PLATE	LICENSE STATE	LICENSE TYPE	LICENSE MONTH / YEAR	COLOR	DATE OF INFO
159JUK	GA	Bus	3 / 2011	Black / Black	03/07/2018 01:14:43 AM

INDEX ID  
19

**Owner Information** An Owner is required. Please enter a Person or Organization with the role of Owner or check the "Unknown Owner" checkbox below.

UNKNOWN OWNER  
☐

**People** Quick Select Owner(s) Quick Search Advanced Search

**Organizations** Quick Select Owner(s) Quick Search Advanced Search

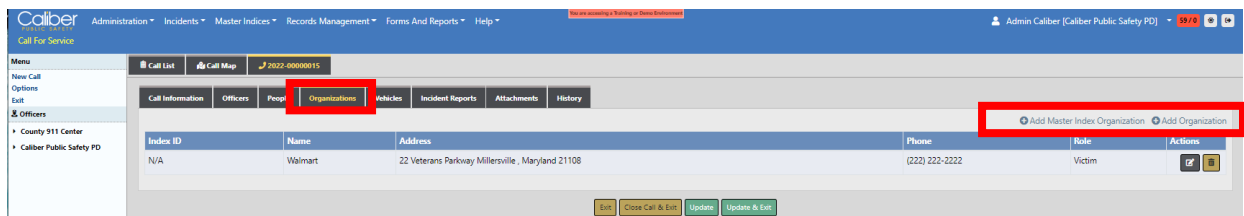
FIGURE 20: TOW IMPOUND OWNERS - QUICK SELECT OPTIONS

## Calls For Service

Improved CFS tracking with ability to record Organization information and relate to a Master Organization record. The functionality works like that of people and vehicles. Data elements include:

- Name
- Phone
- Role
- Address
- Comments

This enhancement applies to sites that enter CFS data manually via Online RMS.



**FIGURE 21: CFS - ADD / ASSOCIATE ORGANIZATION INFORMATION**

Enter the known information for the Organization and save.

Organization Information

---

Organization

NAME  
Walmart

PHONE #  
(222)222-2222

ROLE  
Victim

COMMENTS

STREET #  
22

STREET NAME  
Veterans

DIRECTION  
-Select-

TYPE  
Parkway

SUFFIX  
-Select-

SUB TYPE  
-Select-

SUB #

CITY  
Millersville

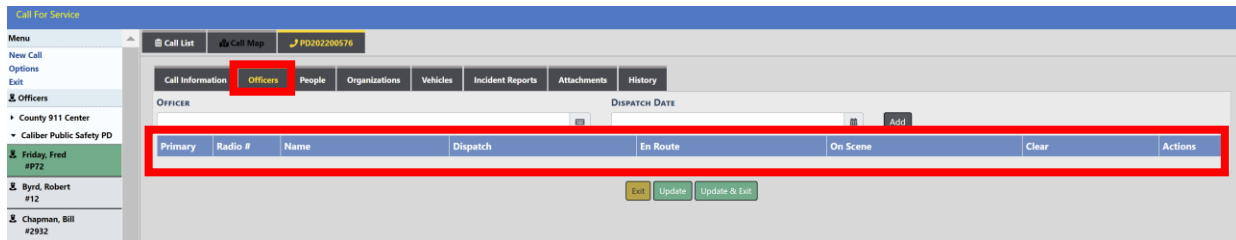
STATE  
Maryland

ZIP  
21108

Cancel Save

**FIGURE 22: ADD ORGANIZATION INFORMATION PAGE**

Usability improvement to support drag and drop of officers to the Officers tab on the edit call screen. To add the first officer, you must drag the officer's name to the officer tab columns.



**FIGURE 23: CFS - OFFICER TAB - DRAG & DROP**

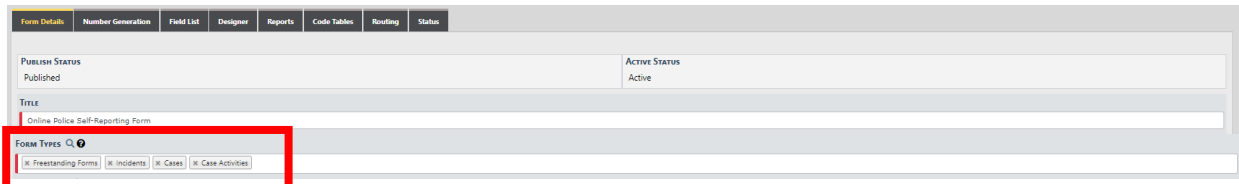
## Custom Form – Do More

### Getting more out of Custom Forms. Two (2) Enhancements.

Allow the creation of an incident report supplement, follow-up investigative case, or case activity when performing custom form reviews.

To use this functionality, your agency administrator or form admins must complete three (3) configurations.

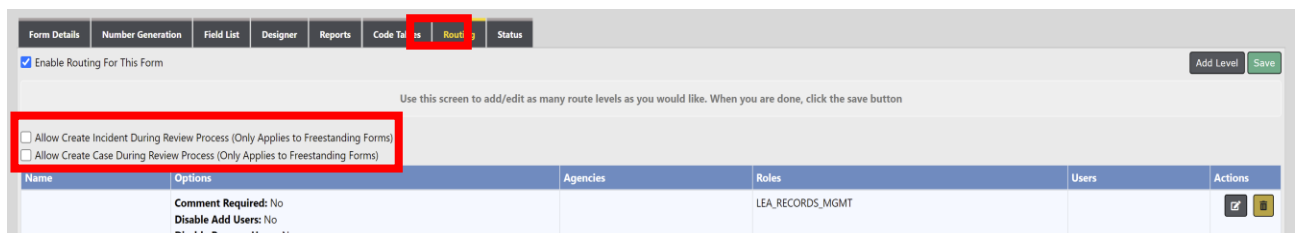
- 1) Form Admin - Edit the custom form to include **Form Types** of **Freestanding Forms**, **Incidents** (to generate incident and supplement forms), **Cases** (to create follow-up investigative cases), and **Case Activities** (to add a case activity to a follow-up case).



The screenshot shows the 'Form Types' configuration screen for a custom form titled 'Online Police Self-Reporting Form'. The 'Form Types' section is highlighted with a red box, showing checkboxes for 'Freestanding Forms', 'Incidents', 'Cases', and 'Case Activities'. The 'Incidents' checkbox is checked.

FIGURE 24: CUSTOM FORM - FORM TYPES

- 2) Form Admin - Select the desired options on the Form Administration **Routing** tab.



The screenshot shows the 'Routing' tab configuration screen for a custom form. The 'Routing' tab is highlighted with a red box. Below the tab, there are checkboxes for 'Allow Create Incident During Review Process' and 'Allow Create Case During Review Process', both of which are checked. A table below shows the routing configuration with columns for Name, Options, Agencies, Roles, Users, and Actions.

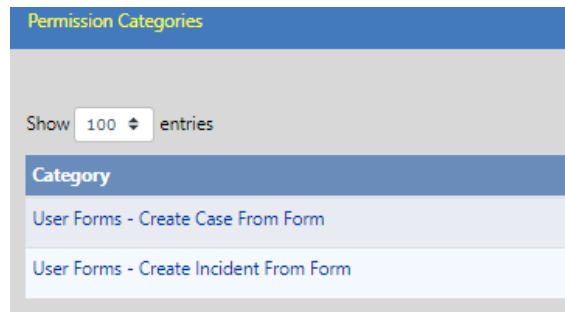
Name	Options	Agencies	Roles	Users	Actions
	<input type="checkbox"/> Allow Create Incident During Review Process (Only Applies to Freestanding Forms) <input checked="" type="checkbox"/> Allow Create Case During Review Process (Only Applies to Freestanding Forms)		LEA, RECORDS, MGMT		<input type="checkbox"/> <input type="checkbox"/>

FIGURE 25: CUSTOM FORM ADMINISTRATION - ROUTING TAB

- 3) Agency Admin - Define which roles can **Create an Incident, Supplement, Case,** and **Case Activity** from a Custom Form by adding the Roles to the below permission categories. **User Forms – Create Case From Form** is a new permission



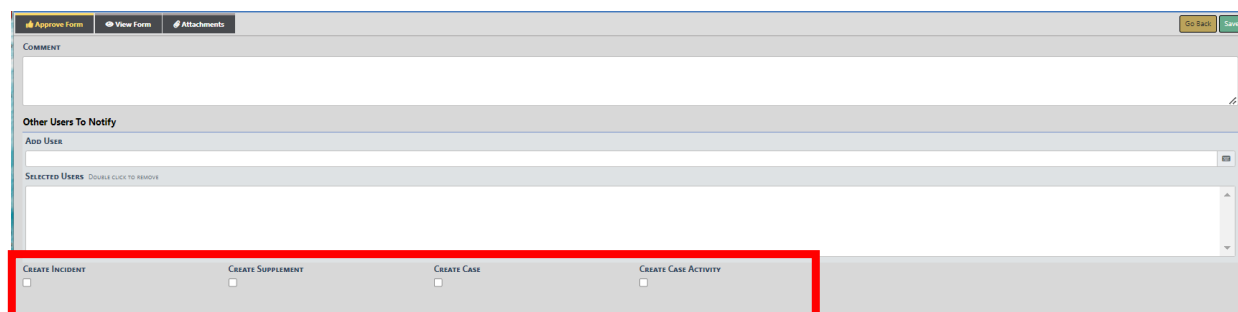
category. This permission should be assigned by your agency administrator to allow Case and Case Activity for custom forms.



**FIGURE 26: PERMISSIONS - USER FORMS - CREATE CASE AND CREATE INCIDENT PERMISSIONS**

Once properly configured, authorized users can perform the operations listed below when reviewing a form or for approved forms that do not already have an association in place.

- **Create Incident** – Commonly used for public community reporting submissions. Incident number generation must be configured.
- **Create Supplement** - This option allows agencies to receive follow-up information to a previously created incident report and add a supplement to document the additional information that was submitted. Users must search and select an existing incident.
- **Create Case** - This option allows agencies to collect crime tips via a public form or by department personnel and generate a follow-up investigation without the need for an RMS incident report.
- **Create Case Activity** - This option allows agencies to add crime tips via a public form or by department personnel to an existing follow-up case investigation. Users must search and select an existing case.



**FIGURE 27: CUSTOM FORM - REVIEW / APPROVAL ADDITIONAL ACTIONS**

Custom Forms now allow the ability to associate a form directly to a master person record. This enhancement provides flexibility to create forms to capture additional information specific to a person.

Form Admins – Add the **Form Type** of **People** to forms you wish to make available for selection for Master People.

The screenshot shows the 'Form Details' tab of a custom form configuration. The 'Publish Status' is 'Published' and the 'Active Status' is 'Active'. The 'Title' is 'Online Police Self-Reporting Form'. The 'Form Types' dropdown is highlighted with a red box and shows 'People' selected.

FIGURE 28: CUSTOM FORM - FORM TYPE OF PEOPLE

A new grid for **Attached Forms** appears at the bottom of the **Edit Person** page. Select the Add Form (LOV) to add an available form.

The screenshot shows the 'Attached Forms' grid. It has columns for 'Form Name', 'Creator Name', and 'Date Created'. A single row is visible with 'New Form', 'Admin Caliber', and '07/20/2022 1229'. The 'Add Form' dropdown is highlighted with a red box and shows 'New Form' selected.



Form Name	Creator Name	Date Created
New Form	Admin Caliber	07/20/2022 1229

FIGURE 29: MASTER PEOPLE - ADD CUSTOM FORMS

## Criminal Complaint Enhancements

**Improving access to relevant data** with the ability to associate citations to criminal complaints. For agencies using the criminal complaint module, this process works the same way as incidents and arrests.

A new Select Citations icon will display to allow quick action to associate citations related to the Criminal Complaint offender.

Citations						
Ticket #	Enforcement Type	Issued Date	Agency	Charges	Violator's Name	Actions
383746	Moving Traffic - Local Violation	07/20/2022 12:39	Caliber Public Safety PD	<ul style="list-style-type: none"> <li>- SPEEDING IN A SCHOOL ZONE -</li> <li>- 49.04 - DRIVING WHILE INTOXICATED -</li> </ul>	Albert JONES	 

**FIGURE 30: CRIMINAL COMPLAINT - ASSOCIATE CITATIONS**

Select the Citations to associate to the Criminal Complaint. The association will be also displayed when viewing the citation record in Online RMS.

### Select Citation(s)

<input type="checkbox"/>	Ticket #	Enforcement Type	Issued Date	Agency	Charges	Violator's Name
<input type="checkbox"/>	383746	Moving Traffic - Local Violation	07/20/2022 12:39	Caliber Public Safety PD	<ul style="list-style-type: none"> <li>SPEEDING IN A SCHOOL ZONE</li> <li>DRIVING WHILE INTOXICATED</li> </ul>	Albert JONES

Close Save Selected

**FIGURE 31: SELECT CITATION FROM CITATIONS RELATED TO COMPLAINT OFFENDER**

On the Offenses grid, the quick **Select Offenses** link will now also include charges from Citations associated to the criminal complaint as well as Offenses from incidents and arrests.

Offenses					
Charge Code	Description	Citation #	Comments	Offense Date	Actions
5404009	DRIVING WHILE INTOXICATED	383746		07/20/2022 1239	<a href="#">Add Offense</a> <a href="#">Select Offense(s)</a>

**FIGURE 32: CRIMINAL COMPLAINT - QUICK SELECT OFFENSES**

Agency Administrators can configure which Court Locations appear in the Criminal Complaint Court (LOV) and whether the Court accepts electronic submissions. Electronic submissions require an interface with the Court Case Management Service Provider.

Agencies / Agency Settings / Court Locations / Edit Court Location

**Court Location** [Go Back](#)

<b>Court Name</b> 11th Judicial Circuit, Criminal	<b>Court Name 2</b> Criminal Division
<b>Address 1</b> 100 Anystreet	<b>Address 2</b> 2nd Floor, Room 203
<b>City</b> Anytown	<b>State</b> Texas
<b>Zip</b> 43221 - 0011	<b>Phone</b> 800-234-5678
<b>Jurisdiction Name</b> 	<b>Jurisdiction Type</b> -Select-
<b>Comment</b> Entrance on Northwest side	
<b>Sort Order</b> 	

☐ COURT LOCATION     
 ☒ RECEIVED FROM AGENCY     
 ☒ ACTIVE     
 ☐ AFFIDAVIT FOOTER

☒ DISPLAY FOR CRIMINAL COMPLAINTS     
 ☐ ELECTRONIC SUBMISSION

[Save](#)

**FIGURE 33: AGENCY SETTINGS - CONFIGURE COURT LOCATIONS**

## Training and Personnel Enhancements

**Keep Track of Employee Trainings.** Based on customer feedback, the following enhancements to the Personnel Training modules were included to improve training records accountability.

- **Manage and Track Mandatory Trainings by Employee Types.** Designate mandatory trainings for different employee types. The Training Dashboard displays were enhanced to include Missing (Required Trainings).

Required employee types for trainings are configured at the **Training Course Template** level via the Training Module Configuration screen. Review the Employee Types configured for your agency employees before using this feature.

Module Configuration / Training Configuration / Edit Course Template

**Edit Course Template** Go Back

NAME: Advanced Traffic Crash Investigation

AGENCY: -Select-

COURSE TYPE: Speciality Training

COURSE CLASSIFICATION: Voluntary In-Service Training

EXPIRATION DAYS:

MINIMUM ATTENDEES: 5

MAX ATTENDEES: 15

EXTERNAL: ☒

ACTIVE: ☒

EMPLOYEE TYPES COURSE REQUIRED FOR: (x) Patrol Sworn

FIGURE 34: MODULE CONFIG - TRAINING - COURSE TEMPLATE - EMPLOYEE TYPES REQUIRED

- **Mandatory Trainings Added to Training Dashboards.** Expired / Missing Courses and Near Expired Courses provide fast identification of Required Trainings and if an employee is registered for the course.

Training Dashboard

Go Back Manage Courses Manage Certifications

Upcoming Courses | Expired / Missing Courses | Near Expired Courses | Expired Certifications | Near Expired Certifications

Search:  Reset Search Show 100 entries

Employee Name	Employee ID	Employee Type	Required	Course	Type	Classification	Completed Date	Days Expired	Actions
Amanda Snapp	65654	Patrol Sworn	Y	CPR and First Aid training	In-Service Training	Department Mandated Training		Not Registered	
Andy Griffith		Patrol Sworn	Y	CPR and First Aid training	In-Service Training	Department Mandated Training		Not Registered	
Andy Jenkins	5614	Patrol Sworn	Y	CPR and First Aid training	In-Service Training	Department Mandated Training		Not Registered	

FIGURE 35: TRAINING DASHBOARD ENHANCEMENTS

Quick add options available to add required employees to a training course and add required trainings to employees.

Attendees							<a href="#">Add Attendee</a> <a href="#">Quick Add Required Employee</a>
Name	Agency	Cost	Score	Pass/Fail	Completed Date	Actions	
Sally Smith	District 4					<a href="#">Edit</a> <a href="#">Delete</a>	
Dani Fosseen	Model County PD					<a href="#">Edit</a> <a href="#">Delete</a>	
Ron Johnson	Caliber Public Safety PD					<a href="#">Edit</a> <a href="#">Delete</a>	
Demo Samsung	Caliber Public Safety PD					<a href="#">Edit</a> <a href="#">Delete</a>	

FIGURE 36: COURSE INSTANCE SCREEN - QUICK ADD REQUIRED EMPLOYEE

Training Dashboard / Edit Employee		<a href="#">Manage User</a> <a href="#">Go Back</a>
<a href="#">Employee Info</a> <a href="#">Training</a>	<a href="#">Advanced Search</a> <a href="#">Quick Add Course</a> <a href="#">Quick Add Required Course</a>	<a href="#">Add Certification</a>
Courses		
Certifications		
Eligible Ranks		

FIGURE 37: EDIT EMPLOYEE - QUICK ADD REQUIRED COURSE

- **Record itemized training costs.** Configure Training costs at the master **Training Course Template level** to apply to all new courses. Costs for individual training courses can be modified as needed once the course is created. One or more costs categories can be added to account for all costs.

Costs				Total Costs: \$1,000.00	<a href="#">Add Cost</a>
Cost Type	Cost	Comments	Actions		
Miscellaneous	\$1,000.00		<a href="#">Edit</a> <a href="#">Delete</a>		

FIGURE 38: TRAINING COSTS

Cost Categories are configured via Module Configuration for Training Administration.

Module Configuration / Training Configuration

Training Administration

Go Back

Course Templates

Maintenance Settings

Course Types

Course Classifications

Course Cost Types

Course Hour Categories

Add Cost Type

Code	Description	Active	Actions
LOC	Location	Yes	<div><div></div><div></div></div>
MISC	Miscellaneous	Yes	<div><div></div><div></div></div>

FIGURE 39: MODULE CONFIGURATION - TRAINING ADMINISTRATION - COST CATEGORIES

- **Record Total Course Hours Earned by Employee and whether accredited.**  
Configure training hours at the master **Training Course Template** level to apply to all new courses. Hours for individual training courses can be modified as needed once the course is created. One or more “hour categories” can be added to account for all applicable hours.

Hours				Total Hours: 80 <a href="#">Add Hours</a>
Hour Category	Hours	Comments	Actions	
Miscellaneous	80		<a href="#">Edit</a> <a href="#">Delete</a>	

**FIGURE 40: TRAINING COURSE HOURS**

When updating Course Attendee Information, track the number of hours the employee earned from the training and if the hours count towards accreditation.

Training Dashboard / Edit Course / Employee Search / Employee Search Results / Course Attendee

**Attendee Course Information** [Go Back](#)

NAME Maria Hill	AGENCY Greenfield Police Department	
COST	SCORE	PASS/FAIL -Select-
ON DUTY -Select-	COMPLETED DATE	

[Go Back](#) [Update](#)

**Attachments** [Add Attachment](#)

Hours						Total Accredited Hours: 4 <a href="#">Accredit All</a>
Hour Category	Hours	Comments	Accredited Hours	Accredited Comments	Actions	
Miscellaneous	6		4	Left early, partial credit	<a href="#">Edit</a> <a href="#">Delete</a>	
CPR	2				<a href="#">Edit</a> <a href="#">Delete</a>	

**FIGURE 41: TRAINING ATTENDEE HOURS EARNED**

Hour Categories are configured via Module Configuration for Training Administration.

Module Configuration / Training Configuration

**Training Administration** [Go Back](#)

[Course Templates](#)
[Maintenance Settings](#)
[Course Types](#)
[Course Classifications](#)
[Course Cost Types](#)
[Course Hour Categories](#)


[Add Hour Category](#)

Code	Description	Active	Actions
CPR	CPR	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
MISC	Miscellaneous	Yes	<a href="#">Edit</a> <a href="#">Delete</a>

**FIGURE 42: MODULE CONFIGURATION - TRAINING ADMINISTRATION - HOUR CATEGORY**

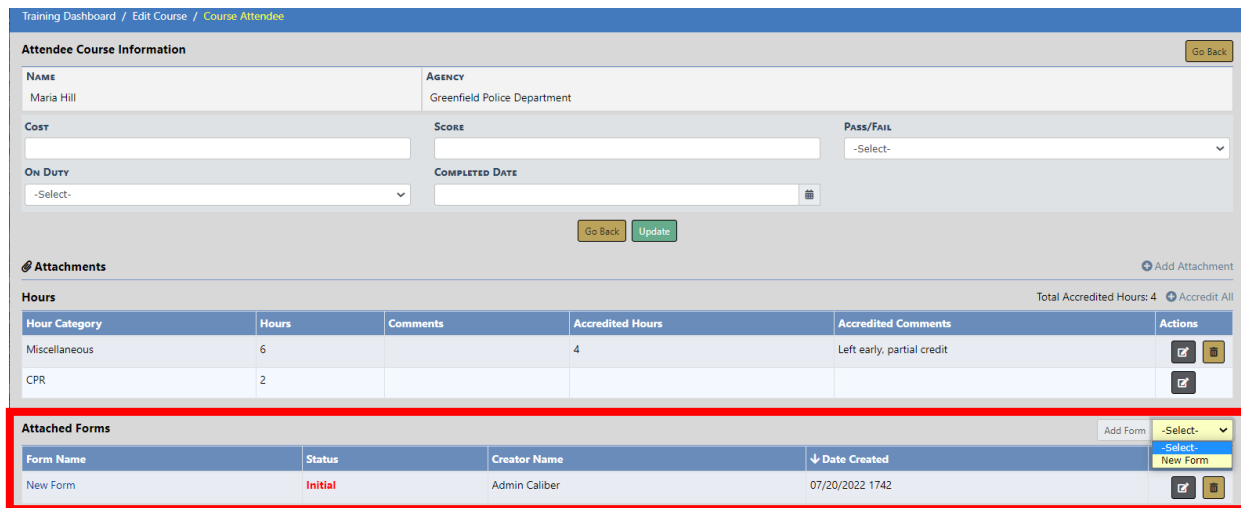
- **Custom Forms available to capture attendee performance details.** Create custom forms and set the Form Type to **Course Attendees**.



FORM TYPES  

☒ Course Attendees

Add custom forms via the Course Attendee screen.



Training Dashboard / Edit Course / Course Attendee





**Attendee Course Information** Go Back

NAME Maria Hill	AGENCY Greenfield Police Department
COST	SCORE
ON DUTY -Select-	PASS/FAIL -Select-
	COMPLETED DATE

Go Back Update

**Attachments** Add Attachment

**Hours** Total Accredited Hours: 4 Accredit All

Hour Category	Hours	Comments	Accredited Hours	Accredited Comments	Actions
Miscellaneous	6		4	Left early, partial credit	 
CPR	2				 

**Attached Forms** Add Form -Select-



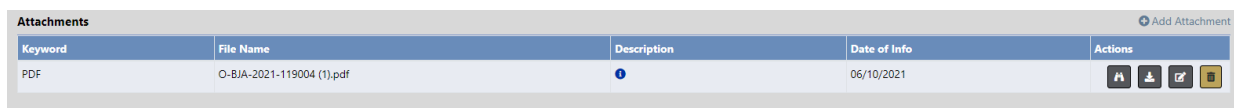
Form Name	Status	Creator Name	Date Created	Actions
New Form	Initial	Admin Caliber	07/20/2022 1742	 

FIGURE 43: COURSE ATTENDEE - ADD CUSTOM FORMS

- **Upload PDF and Other Attachments to individual Training Courses.** Attachments can be added to **Training Course Templates** to flow to new training courses, or they can be added directly to training courses.



**Attachments** Add Attachment



Keyword	File Name	Description	Date of Info	Actions
PDF	O-BJA-2021-119004 (1).pdf		06/10/2021	   

FIGURE 44: TRAINING COURSE - ATTACHMENTS



## General Application Enhancements

In response to listening to our clients we are pleased to feature these general application updates focused on improving data entry, data quality, and overall application usability.

### Improved Accountability

1. **Citation Management** – New maintenance value added (CITATION\_MAX\_CHARGES) to configure the max charges allowed for a citation based on State legislation. New Search option to find citations without charges.

FIGURE 45: CITATION SEARCH – FIND CITATIONS WITHOUT CHARGES

2. **Capture Documentation for Person and Address Cautions** – Enhanced the Master People and Address Caution Codes to allow uploading of attachments for reference/justification of the caution. The Image library is available to quickly associated images you uploaded from your mobile device and/or phone.

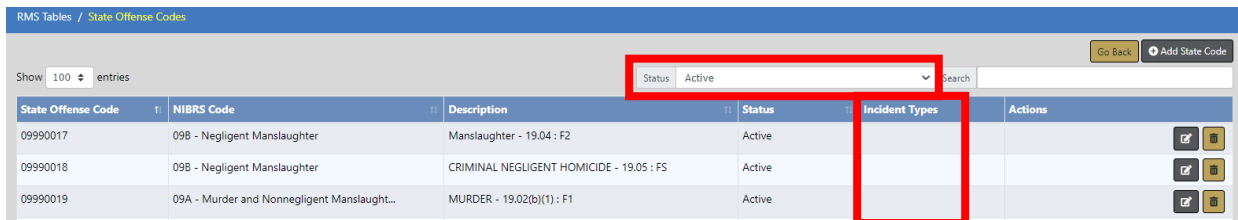
FIGURE 46: CAUTION CODE - ATTACHMENTS & IMAGE LIBRARY

3. **Admin - Improved management of User Accounts** – A column to display Last Login Date and a Quick View User Info bubble, provide Agency Admins with improved usability and time savings with managing user accounts.



**FIGURE 47: USER ACCOUNT SEARCH PAGE – INFO BUBBLE & LAST LOGIN**

4. **Admin - Improved management of State Offenses** – A column to display Incident Types and the ability to filter by Active and Inactive, provide Agency Admins with improved usability and time savings with reviewing State Offenses.



**FIGURE 48: STATE OFFENSE MANAGEMENT SEARCH PAGE**

## Increased Awareness

1. **Evidence / Held Property Temp Lockers In Use** – Enhanced the Evidence / Held Property Temp Location (LOV) to provide awareness of lockers

FIGURE 49: AWARENESS OF TEMPORARY EVIDENCE LOCKERS IN USE

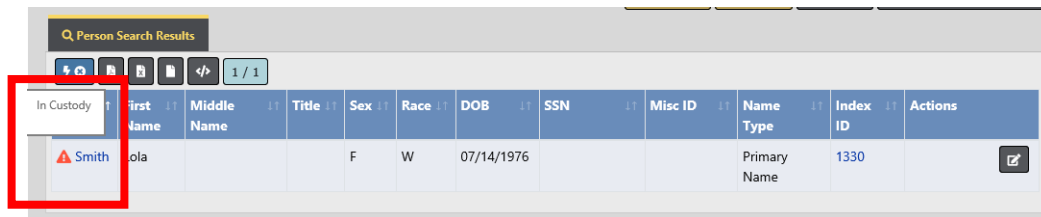
2. **Incident Types and Offense** - The Offense display columns for Involved Incidents for **All Master Indices Summary pages** were enhanced to **show both Incident Types and Offenses**. This improved display will make it easier to identify reports based on the Incident Type.



FIGURE 50: MASTER PERSON SUMMARY – INCIDENT TYPES / OFFENSE DISPLAY COLUMN

3. **Person Search By Address** – A new Person Info bubble provide simple access to view a photo of the person.

FIGURE 51: PERSON SEARCH BY ADDRESS RESULTS - IMAGE BUBBLE

4. **Jail Tracker Real Time In Custody Alerts** – Sites using the Jail Tracker Jail Management solution, will receive Real-Time In Custody – Alerts when searching for and viewing Master People. In custody alerts are incorporated into the RMS Alerts icon.



In Custody	First Name	Middle Name	Title	Sex	Race	DOB	SSN	Misc ID	Name Type	Index ID	Actions
 Smith	Lola			F	W	07/14/1976			Primary Name	1330	

**FIGURE 52: MASTER PERSON ALERT - IN CUSTODY**

Click Alert to view details, includes information on Booking and Jacket numbers.

Person Alerts

Person Details

<b>CUSTODY STATUS</b> IN CUSTODY	<b>LAST NAME</b> Smith	<b>FIRST NAME</b> Lola	<b>DOB</b> 07/14/1976 (Age: 46)	<b>SEX</b> Female	<b>RACE</b> White
<b>ETHNICITY</b> Unknown	<b>INDEX ID</b> 1330				

PERSON IS IN CUSTODY

Booking #: BOOKDMM01

Jacket #: DMM1

**FIGURE 53: ALERT DETAILS**

View and Edit pages display In Custody Alert.

Person Search / Person Search Results / View Person Details (Smith,Lola)

[Pin Person](#) [Go Back](#) [Print Report](#) [Visualization Tool](#) [Update Details](#) [Subscribe](#)

**Person Details** **Person Summary**

**IN CUSTODY** InterDex Search 2 SmartSearch (0)

Audit Off

<b>INDEX ID</b> 1330		
<b>LAST NAME</b> Smith	<b>FIRST NAME</b> Lola	<b>MIDDLE NAME</b>
<b>TITLE</b>	<b>DOB</b> 07/14/1976	<b>SSN</b>
<b>SEX</b> Female	<b>RACE</b> White	<b>ETHNICITY</b> Unknown

**FIGURE 54: IN CUSTODY ALERT ON PERSON PAGE**

- Incident Report Search** - The display of incident report search results has been improved to make it easier to identify reports based on Report Types, Addresses, Offenses, and Offense Counts.

Incident Search - View Incident Report / Incident Search Results

Incident Search Results

1.1 result(s) found

Agency	Report #	Report Date	Supp #	Report Types	Summary	Actions
Caliber	MCPD-R-2019-000014	02/14/2019 0914 Hrs	0	Burglary / Building	<b>Address:</b> • 86 Ashwood Lane Dillon, PA 18834 <b>Offense(s): 1</b> • 22990002 - BURGLARY OF HABITATION - 30.02(c)(2) - F2	
Caliber	19-000001	01/04/2019 1100 Hrs	0	Burglary / Building	<b>Address:</b> • 123 Main Street SANTA ROSA, TX 78593 <b>Offense(s): 1</b> • 22990002 - BURGLARY OF HABITATION - 30.02(c)(2) - F2	
Caliber	18-000096	11/15/2018 0926 Hrs	0	Burglary / Building	<b>Address:</b> • 112 South Macon Street Bement, IL 61813 <b>Offense(s): 1</b> • 22990001 - BURGLARY OF BUILDING - 30.02(c)(1) - FS	
Caliber	14-000976	08/19/2014 0924 Hrs	0	Burglary / Building	<b>Address:</b> • 200 1st Street Fort Cobb, OK 73038 <b>Offense(s): 1</b> • 22990001 - BURGLARY OF BUILDING - 30.02(c)(1) - FS	

FIGURE 55: INCIDENT SEARCH RESULTS - IMPROVED DISPLAY

## Usability and Efficiency Gains

1. **Evidence Search** - Enhanced to allow searching by the Recovered by / Submitting Officer.

Evidence-Property Management / Evidence - Held Property Search

**Chain of Custody**

SYSTEM ID:   
 INCIDENT REPORT #:   
 INDEX ID:   
 SERIAL NUMBER:   
 ITEM #:   
 TYPE:   
 DESCRIPTION:

**Property Information**

CATEGORY: ☒ All ☐ Property ☐ Drugs ☐ Documents ☐ Currency ☐ Guns

**Additional Information**

AGENCY:  LOCATION:  DISPOSITION:   
 CURRENT STATUS:  ACTIVE HOLD:

OFFICER FIRST NAME:  OFFICER LAST NAME:  OFFICER BADGE #:

FIGURE 56: EVIDENCE SEARCH – SEARCH BY OFFICER

2. **Mass Check In** - enter individual remarks with the ability to apply to all.

Evidence-Property Management / Evidence - Held Property Search / Evidence - Held Property Search Results / Check-In

**Check In**

System ID	Type	Agency	Property Information	Custody From	Location	Description	Comment	Actions
469	Evidence	Caliber Public Safety PD	Type: DRUGS / NARCOTICS - CONTROLLED SUBSTANCE Drug: COCAINE Quantity: 1.4 Gram	Admin, Caliber - (Badge #: 123)	-Select-		<input type="text"/>	<input type="button" value="Add Evidence / Held Property"/>
467	Evidence	Caliber Public Safety PD	Type: DRUGS / NARCOTICS - CONTROLLED SUBSTANCE Drug: OPIUM Quantity: 1 Gram	Tincan, Ken - Patrol Supervisor (Badge #: B9001)	-Select-		<input type="text"/>	<input type="button" value="Add Evidence / Held Property"/>
458	Evidence	Caliber Public Safety PD	Type: DRUGS / NARCOTICS - CONTROLLED SUBSTANCE Drug: COCAINE Quantity: 3.4 Gram	Tracy, Dick CID - Investigator (Badge #: 321)	Cold Storage		<input type="text"/>	<input type="button" value="Add Evidence / Held Property"/>

AGENCY:  CUSTODY DATE / TIME:

CHECKED IN BY:

FIGURE 57: INCIDENT MAPPING – REFRESH BUTTON

## APPENDIX: 11.10.0 PRODUCT CHANGE NOTICE (PCN) – DETAILED JIRA LISTING

TABLE A: Release Enhancements and Product Software Issue Resolutions

This table contains enhancement, software issue, and interface JIRAs contained in the 11.10.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-32273</b>	TTN112 602 TTN392 702	Evidence - Add ability to search by Officer	Enhancement	Property Mgmt.	Software Enhanced: Add ability to search by Recovered by / Submitted by Officer for Evidence / Held Property. Three new search fields on both the Evidence Search Additional Information and Evidence Quick Search provide the ability to search by Officer First Name, Officer Last Name, and Officer Badge #.
<b>IA-64528</b>	357675	Evidence: Mass Check In - Add the Check in Comment to be applied individually	Enhancement	Property Mgmt.	Software Enhanced: For Evidence Mass Check In, enter individual remarks with the ability to apply to all.
<b>IA-66286</b>	<b>368586</b>	<b>Add "Total Course Hours" field to Employee Course Information page</b>	<b>Enhancement</b>	<b>Personnel</b>	<b>Software Enhanced: Added the ability to record Total Course Hours Earned by Employee and whether accredited.</b>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-67132	372884	Evidence - Enhancement - Add sub-field "Sold To" when Disposition is Sold	Enhancement	Property Mgmt.	Software Enhanced: Additional remarks available when entering an Evidence Disposition of Sold. A new value of Sold was added to the Evidence Disposition List of Values and set to NOT Active. If you would like to use this new value, have your agency administrator set the value to active in the EVIDENCE_DISPOSITION_C ODES jess codes table.
IA-68261	377957	Calls For Service - Add Organization to Calls for Service	Enhancement	Calls For Service	Software Enhanced: RMS Calls for Service includes the ability to add Organizations. The functionality is like that of people and vehicles. <ul style="list-style-type: none"> <li>• A new "Organizations" tab will appear on the edit and view call area.</li> <li>• Data elements include Name, Phone, Role, Address, Comments.</li> <li>• The CFS search was enhanced to search by Organization.</li> <li>• Master Organizations will display involved CFS records.</li> </ul> This only applies to sites that enter CFS data manually. Entry in CAD is not supported at this time.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68498	375251	Citations - Add Citations Maint. Value to limit # of Charges on Citation	Enhancement	Citations /Stops	Software Enhanced: A new Agency maintenance setting is available to restrict the # of charges that can be added to a citation/stop record. Have your agency administrator update the value as required by your State.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69892	386872 TTN386 871 RMS-I- 167	Attachments - Add the ability to print attachments without having to download	Enhancement	Incidents	<p>Software Enhanced: Caliber Concepts - Popular Vote item - RMS-I-167. Added a new 'Preview' action to attachments grids throughout the application for images and PDFs.</p> <ul style="list-style-type: none"> <li>• For images, this button will open the image preview dialog.</li> <li>• For PDF attachments, this button will open the PDF in the new pdf preview dialog.</li> <li>• This new dialog is browser specific and opens the PDF as the web browser would normally open a pdf in a browser tab.</li> <li>• Most browsers have built in options to save and print the PDF along with zoom, table of contents, and other options.</li> </ul> <p>Non-PDF attachment types will follow the normal process for downloading to the device to open and view.</p>
IA-70340	N/A	Citizen Reporting - Support to Upload PDF, MSWord, Excel, and text documents	Enhancement	Community Reporting	<p>Software Enhanced: Support for uploading PDF documents. Initial work is completed and will fully be operation with the 11.10.1 service pack.</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71682	417263	Criminal Complaint - Associate a citation to a criminal complaint	Enhancement	Criminal Complaint	<p>Software Enhanced: Link Citations to criminal complaints. This process works the same way as incidents and arrests.</p> <ul style="list-style-type: none"> <li>• A new Select Citations icon will display to allow quick action to associate citations related to the Criminal Complaint offender.</li> <li>• Add an incident to a criminal complaint and citations on the incident related to the person are automatically included.</li> <li>• Add Offense includes a list of charges from citations associated to the complaint.</li> <li>• The Add and Edit an offense screen includes a list of associated citations as well as any direct entered citation numbers.</li> <li>• Creating a criminal complaint from an incident will include citations associated to the Incident report and selected person.</li> <li>• Associated Criminal Complaints display on the citations edit/view page.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-73489</b>	N/A	Custom Forms Available to Master People	Enhancement	Master Indices	Software Enhanced: Custom Forms Available to Master People. Like all other Custom Forms implementations.
<b>IA-73620</b>	406782	NIBRS Supplement an incident to update offense from Attempted to Completed does not enforce the validation requirements	Bug/Defect	State Submissions	Software Modification: NIBRS update to validate changes to the Offense Attempt / Complete status on supplements.
<b>IA-73857</b>	407992	Custom Forms - When adding "Add Other Comment" User notification is Audited and Role(s) are not	Enhancement	Custom Forms	Software Enhanced: Custom Forms review notifications will capture the quick select roles used to manually notify users when a comment is added and sent. This information will appear on the history tab.
<b>IA-73945</b>	N/A	Notify Prosecutors - Notes Field Required	Enhancement	Incidents	Software Enhanced: Comment required when the Notify Prosecutor option is checked.
<b>IA-73980</b>	N/A	KIBRS: Group B arrests are not being reported in the data submission file	Bug/Defect	State Submissions	Kansas NIBRS Specific Improvement: Addition of Group B Arrest segment for Kansas NIBRS.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-74128</b>	409360	Case Mgmt. - Make Transfer button availability configurable	Enhancement	Follow-up Cases	Software Enhanced: Added the ability to configure for which case statuses the Follow-up Investigative Case Transfer button appears. By default, this configuration is set to display the Case Transfer Button when the Follow-up Investigative Case status is set to "Assigned to CID" and "Assigned to Patrol". If you would like different configurations, please enter a support request that includes the status and whether the Transfer button should appear.
<b>IA-74347</b>	410789	Calls for Service - Search results double lists a report and leaves one out in returns	Bug/Defect	Calls For Service	Software Modification: Improved display of search results.
<b>IA-74498</b>	N/A	SCIBRS: Change submission file naming convention	Enhancement	State Submissions	South Carolina SCIBRS Specific Enhancement: The Online RMS Incident Based Reporting for South Carolina (SCIBRS) has been modified to generate the SCIBRS submission file using the state specified file format.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-74527</b> <b>IA-75378</b> <b>IA-75474</b>	N/A	Community Reporting - Support for Supplements and Follow-up Investigative Cases	Enhancement	Community Reporting	<p>Software Enhanced: New configuration option for custom form reviews to allow the ability to create a Follow-up Case, Follow-up Case Activity, and Incident Supplement. If enabled users will have the option to:</p> <ul style="list-style-type: none"> <li>• Create a standalone – Non-Incident Follow-up Investigative Case from a custom form.</li> <li>• Create and Add Case Activity to an existing Follow-up Investigative case. (This option allows agencies to collect crime tips via a public form or by department personnel and generate a follow-up investigation without the need for an RMS incident report.</li> <li>• Create Supplement to an Incident report. This option allows agencies to receive follow-up information to a previously created incident report and add a supplement to document the additional information that was submitted.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-74548IA-75852</b>	N/A	Research Realtime Address Lookup Options	Enhancement	Master Indices	<p>Software Enhanced: Save Time and Improve Accuracy when searching for and creating addresses. A new one-line location search is available, when adding an address to an incident report, field arrest, or master person.</p> <p>As you begin typing an address or common place name, this feature automatically looks for existing RMS addresses and provides the ability to quick select or add a new master address. Simplified entry screens for Postal, Intersections, and Highway locations improve data entry by only displaying relevant fields based on the type of location.</p>
<b>IA-74975</b>	N/A	Field Arrest: Quick Field Arrest create from CFS prompts user to Create Address even though the Dispatch record has a Master Address ID associated	Bug/Defect	Calls For Service	Software Modification: Improved process for creating field arrests from a Calls for Service record.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75068	N/A	Caution Code Attachments	Enhancement	Master Indices	Software Enhanced: Add attachments to Master People and Address caution codes.
IA-75106	N/A	MICR v1.7.0 Upgrade	Enhancement	State Submissions	Software Enhanced: Michigan MICR upgrade to version 1.7.0.
IA-75162	N/A	WA NIBRS: XML Add Bias Motivation code 53 Anti-Sensory Disability	Enhancement	State Submissions	Washington NIBRS Specific Enhancement: Add State of Washington specific bias code.
IA-75169	N/A	NE NIBRS XML Submission January 1, 2023	Enhancement	State Submissions	Nebraska NIBRS Specific Enhancement: Upgraded NE NIBRS to support State XML submissions.
IA-75194	414893	Custom Forms - Editing a Master Indices Location or Property field displays unused fields	Bug/Defect	Custom Forms	Software Modification: Improved flow for editing location and property fields on Custom Forms.
IA-75211	N/A	Custom Fields: Remove Required checkbox field for Checkbox Field Type during Add process	Bug/Defect	Custom Forms	Software Modification: Improved configuration for custom form checkbox field.
IA-75213	N/A	Incident - File & Image Attachments	Enhancement	Incidents	Software Enhanced: Improved usability for reviewing attachments on incident reports. Sorting added to the Incident Report Attachments grid. Sort by description, file name, supp #, type when reviewing reports for investigative purposes.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75222	415342	Court Locations - Cannot be deactivated within RMS Court Locations settings	Bug/Defect	Admin	Software Enhanced: For Agency Administrators. Improved flow when updating agency specific court locations.
IA-75319	N/A	MD NIBRS Webservice	Enhancement	State Submissions	Maryland NIBRS Specific Enhancement: Improved process to verify connectivity to MD NIBRS Webservice.
IA-75323	415393	Incidents - Allow Default Security and Apply All Supps to be done at same time	Bug/Defect	Security	Software Modification: Improvement for incident security to allow defaulting a security template and apply it to all supplements at the same time.
IA-75331	N/A	Calls For Service Add Drag and Drop of Officer/Unit On the officer Screen when editing the Call	Enhancement	Calls For Service	Software Enhanced: Add the drag and drop functionality when editing the call on the officers tab.
IA-75339	N/A	Offense Code Management Improvements	Enhancement	Admin	Software Enhanced: Better managing offense codes. <ul style="list-style-type: none"> <li>Add a new column to the State Offense Code Dashboard, which displays Incident Types Codes associated to the Offense.</li> <li>Add the ability to filter by Offense status (Active, Inactive, All). Default to Active.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-75340</b> <b>IA-75686</b>	N/A	RMS In Custody - Real-Time Indicator	Enhancement	Interface	Software Enhanced: Sites using the Jail Tracker Jail Management solution, will receive Real-Time In Custody – Alerts when searching for and viewing Master People.
<b>IA-75341</b>	N/A	Quick Complete Tow Improvements	Enhancement	Tow Impound	Software Enhanced: Added a Quick Tow option for vehicles on the incident report to allow a user to click one button and have the Tow impound default to the selected vehicle. Quick select for Tow Impound Owners related to the master vehicle record.
<b>IA-75342</b>	N/A	Fleet Management - Add Assignment - Show Current Mileage	Enhancement	Fleet Mgmt.	Software Enhanced: Display the Current mileage of the vehicle from the last entered mileage record on the Add / Edit Fleet Assignment pages.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75343	N/A	Manage Users Search Page Enhancements	Enhancement	Admin	<p>Software Enhanced: Added a quick-view info bubble on the First Name column of the User screen that shows additional information without having to drill down into record. Clicking the bubble will display:</p> <ul style="list-style-type: none"> <li>• Self-Assign flag.</li> <li>• Officer Title / Employee Rank</li> <li>• Officer Badge #,</li> <li>• CAD EMP ID,</li> <li>• Dispatch ID and Employee ID</li> <li>• Last Login Date</li> <li>• Last Password Change Date.</li> </ul> <p>Add a new column that displays last login date. (This will allow sorting for viewing users that haven't logged in).</p>
IA-75356	415786	Add NIBRS Warning 1403 Statutory Rape With Victim Relationship as Family Member	Enhancement	State Submissions	<p>NIBRS Submission Improvement: Added a new incident warning for 36B - Statutory Rape offenses if the victim and offender have a family member type of relationship. NIBRS does not consider Statutory Rape a valid offense for family member relationships.</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75384	415875	NIBRS Unfounded Reports not submitting delete segments previously implemented on IA-71995	Bug/Defect	State Submissions	NIBRS Submission Improvement: Enhanced to submit delete segments to submitted reports that were later unfounded. The rules for generating a delete segment require that it has been accepted by the state in a closed dataset prior to the generation of this incident in the open dataset. It is important to note that it is any dataset, not just the most recent dataset accepted by the state. If it was never accepted by the state, it will be removed from the dataset and marked as not reportable without generating a Delete segment.
IA-75421	N/A	Online RMS- Install script for release 11.10.0	DevTask	Admin	Online RMS- Install script for release 11.10.0
IA-75438	N/A	Master Index Person: Date Selector for Date of Info field in Person SMT page not working	Bug/Defect	Master Indices	Software Modification: Update to date selector for the Person SMT page.
IA-75464	N/A	Printing from modules not printing fillable forms by default	Bug/Defect	Custom Forms	Software Modification: Improved the print process to print custom form data when configured to the fillable PDF by default.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-75467</b>	N/A	User Profile - Master Indices - Unknown Offender Configuration.	Enhancement	Master Indices	Software Enhanced: User configuration option to default preference for the Unknown Offender LOV on the Master Person search page. Valid settings are All, Known, and Unknown.
<b>IA-75508</b>	N/A	Caution Code Attachments - Add Image Library Import link	Enhancement	Master Indices	Software Enhanced: Add Image library to Caution Code attachments for Person and Vehicles.
<b>IA-75515</b>	N/A	Awareness of Temporary Evidence Lockers That are In Use.	Enhancement	Property Mgmt.	Software Enhanced: Caliber Concepts: RMS-I-274. Enhanced Evidence location list of values to provide awareness of Temporary Evidence Lockers That are In Use.
<b>IA-75516</b>	N/A	Display Report Type on Incident Search	Enhancement	Incidents	Software Enhanced: Caliber Concepts: RMS-I-269. Incident search results improvement to display the incident report types as well as the incident address and offenses.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75519	N/A	Citations - Search by Citations with No Charges	Enhancement	Citations /Stops	<p>Software Enhanced: Caliber Concepts: RMS-I-6. Improvement to Add a new checkbox "Search Citations Without Charges" to the Charges section of Citation Search page.</p> <p>Checking this checkbox will perform a search that returns citations without any charges.</p>
IA-75524	N/A	Incident Report - Label Name Update	Enhancement	Incidents	<p>Software Enhanced: Update the label on view incident report and printed incident report for consistency. The new label will read "Incident Report Type(s) / Nature of Incident".</p>
IA-75554	416765	MS NIBRS Warning 23C Shoplifting Cannot Have Victim type I or L	Enhancement	State Submissions	<p>MS NIBRS Specific Enhancement: Configuration update to restrict victims of a 23-Shoplifting offense to Organizations.</p>
IA-75575	N/A	Add Incident Type to Master Indices Summary Page Offense Column	Enhancement	Master Indices	<p>Software Enhanced: Improved the Involved Incidents section on Master Indices Summary pages to include offenses and Incident type information.</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75576	N/A	Incident Quick Fill Template Enhancements	Enhancement	Incidents	Software Enhanced: Easy access to apply an incident template. An Incident Template Quick Add button appears in the top row of incident buttons next to Quick Print.
IA-75577	N/A	Custom Form - form review notification shows null for instance number if number generation not on	Bug/Defect	Notifications	Software Modification: Improved display of Custom Form Notifications to include instance number if the form has number generation configured.
IA-75579	N/A	IBR and Custom Fields: Not consistently getting latest values from last approved supplement	Bug/Defect	Custom Forms	Software Modification: Improved retrieval of incident custom fields configured for NIBRS submission use.
IA-75593	N/A	Case Management Edit - Continuation	Enhancement	Follow-up Cases	Software Enhanced: Underlying code improvements to the Follow-up Investigative Case generation and case status process.
IA-75599	N/A	Incident - Add Criminal Complaint from Mega Menu	Bug/Defect	Criminal Complaint	Software Modification: Improved display of Criminal Complaint option in Incident Mega menu. The feature will not display if the agency does not have number generation configured for criminal complaints.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-75605</b>	N/A	Training Video Library Enhancements	Enhancement	Training Videos	Software Enhanced: Improved display of videos in the RMS Help - Training Video Library.
<b>IA-75619</b>	N/A	Incident - update all offense's status error on imported offenses	Bug/Defect	Incidents	Software Modification: Improved the process for updating offense status in mass on an incident supplement.
<b>IA-75622</b>	N/A	Training - Employee Types Enhancements	Enhancement	Training	<p>Software Enhanced: Improvement to designate required employee types for Training Course Templates to designate mandatory trainings for different employee types. The Training Dashboard display was enhanced to include Missing (Required Trainings).</p> <p>Required employee types for trainings are configured at the Training Course Template level. Make sure to review the Employee Types configured for your agency employees before using this feature.</p>
<b>IA-75637</b>	N/A	Master Index Gang: Pressing Enter key after selecting date on Edit Gang Member and Edit Gang Associations displays error	Bug/Defect	Master Indices	Software Modification: Improved the entry of date of information on the gang member and gang association screens.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75670	N/A	RMS Page Metrics	Enhancement	Admin	Software Enhanced: Improvement to track the usage of features to better serve customers and consult on about feature that are not enabled that can improve efficiencies and save time.
IA-75673	N/A	Log4J Version1 - Upgrades Needed	Technical Upgrade	Security	Security Update: Upgraded Log4J to version 2.
IA-75704	N/A	Case Management - sending update officer notification to wrong person	Bug/Defect	Follow-up Cases	Software Modification: Improved notifications for updates to follow-up investigative cases.
IA-75714	N/A	CFS - Open and Edit Closed Call	Enhancement	Calls For Service	Software Enhanced: Improved workflow to assign a re-opened for edit to the user who re-opened it.
IA-75715	N/A	NIBRS - No Property	Enhancement	Incidents	Software Enhanced: New configuration for Caliber admins to manage when the None and Unknown property defaults appear for Incident Report Offenses.
IA-75730	N/A	MICR: Victim information not written in XML	Bug/Defect	State Submissions	State of Michigan MICR specific update.
IA-75742	N/A	MICR: Error 157 - Offense 75000 and 77000 Must Exist Alone within the Incident	Bug/Defect	State Submissions	State of Michigan MICR specific update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75781	N/A	Training - Quick Add Required Employee to Course Instance	Enhancement	Training	Software Enhanced: Added the ability to Quick Add Required Employees for Course Instance Attendees via Training Dashboard.
IA-75782	N/A	Training - Quick Add Required Course from Edit Employee	Enhancement	Training	Software Enhanced: A new link is available on the Edit Employee screen if the employee has MISSING or EXPIRED instances of a course template that is required for their Employee Type.
IA-75800	N/A	Evidence - Navigation error from Edit Processing screen when inside incident	Bug/Defect	Property Mgmt.	Software Modification: Improved navigation issue when viewing evidence via an incident report and view evidence processing information.
IA-75801	N/A	Evidence - Printed Chain of Custodies prints incorrect disposition	Bug/Defect	Property Mgmt.	Software Modification: Improved print chain-of-custody report.
IA-75812	N/A	Incident Search - searches public release = N even if user selects check box	Bug/Defect	Incidents	Software Modification: Improved incident search flow when searching by public release checkbox.
IA-75813	N/A	Incident Search - results of search by additional search criteria = offenses should display offense description	Enhancement	Incidents	Software Enhanced: Improved the display of Incident Search results to include the Incident Report Type as well as the incident address and offenses.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75815	N/A	Custom Forms - Add Comment usability items	Bug/Defect	Custom Forms	Software Modification: Usability improvement for Custom Forms, Add comment.
IA-75835	N/A	Training - course and attendee view for Jasper Reports	Enhancement	Training	Software Enhanced: New database view for trainings available for Jasper Ad Hoc reporting.
IA-75838	417599	RMS Incident Type does not save when using Incident Wizard	Bug/Defect	Incidents	Software Modification: Improved configuration options for displaying and requiring Incident Type on Incident Reports.
IA-75843	N/A	Training - Course Attachments	Enhancement	Training	Software Enhanced: Added the ability to add attachments to Training Course Instances. Previously attachments were only supported for Course Templates.
IA-75844	N/A	Training - Course Attendee Custom Form	Enhancement	Training	Software Enhanced: Custom Forms available to capture attendee performance details.
IA-75845	N/A	Training - Capture Course Costs	Enhancement	Training	Software Enhanced: Added the ability to record itemized training costs.
IA-75847	418149	Calls for Service - Showing grid with View icon when no incidents created	Bug/Defect	Calls For Service	Software Modification: Improved the display of CFS with no involved incidents.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75848	N/A	Add Person Image bubble to Master Person - Additional Search by Address	Bug/Defect	Master Indices	Software Modification: Added a Person Image quick view bubble for easy identification of Persons when performing a Master Person - Search by Address.
IA-75850	N/A	Remove duplicate Incident Warning	Bug/Defect	Incidents	Software Modification: Removed a duplicate incident warning that appeared under some workflows.
IA-75851	418158	RMS Cases. The case summary page is displaying approval officer and not creator of supplement	Bug/Defect	Follow-up Cases	RMS Modification: Improved display of narrative officer names.
IA-75853	N/A	Address Entry - Incident Integration	Enhancement	Incidents	Software Enhanced: Added one line google places type of search for Incident Addresses.
IA-75854	N/A	Address Entry - Field Arrest Integration	Enhancement	Field Arrest	Software Enhanced: Added one line google places type of search for Field Arrest Addresses.
IA-75855	N/A	Address Entry - Person Integration	Enhancement	Master Indices	Software Enhanced: Added one line google places type of search for Person Addresses.
IA-75856	418175	Narratives - Symbol for Degrees is visible in narrative but does not print	Bug/Defect	Incident Narrative	Software Modification: Improved the printing of incident reports to handle the printing of the degree symbol when present.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75866	N/A	Evidence - quick pending check in doesn't filter locations by evidence vs. held	Bug/Defect	Property Mgmt.	Software Modification: Improved the display of locations when performing a quick pending check-in for Evidence / Held Property.
IA-75867	N/A	Offense Search does not retain values.	Bug/Defect	Admin	Software Modification: Improved usability for the State Offense Management screen.
IA-75943	N/A	CFS: View CFS - Arrests grid does not display First Name details	Bug/Defect	Calls For Service	Software Modification: Improved display of arrested name on CFS Involved Arrests grid.
IA-75961	N/A	Cases - Associated Case List Has Always Only Shown Cases W/ an Incident	Bug/Defect	Follow-up Cases	Software Modification: Improved display of Cases associated Cases when no incident report is associated to the case.
IA-75995	N/A	Accurint - Secondary Query Issue	Bug/Defect	Searching	Software Modification: Improved usability for notifying a user when no data is returned from an Accurint secondary query.
IA-75996	N/A	SQL Injection Vulnerabilities - June 2022 Scan	Engineering Enhancement	Security	Security Update.
IA-75997	N/A	CFS: 't' and 'Now' shortcuts not working for En-Route Date, On Scene Date and Cleared Date	Bug/Defect	Calls For Service	Software Modification: Improved use date and time shortcuts for CFS officer times.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-76005</b>	N/A	RMS Webapp - Implement Cookie "SameSite" Handling - Security Enhancement	Enhancement	Security	Security Update.
<b>IA-76006</b>	N/A	Custom Forms - view form attachment tab has Add, Edit, and Delete links/icons	Bug/Defect	Custom Forms	Software Modification: Improved usability for custom view attachments tab.
<b>IA-76018</b>	N/A	Caution Codes - Search for Restricted Caution Codes	Bug/Defect	Master Indices	Software Modification: Improved ability to search for all caution code types for people and addresses.
<b>IA-76021</b>	418713	Fleet Management - Add second warning when deleting a Fleet Vehicle about deletion of associated records as well	Enhancement	Fleet Mgmt.	Software Modification: A new validation warning was added to alert the user when attempting to delete a Fleet Vehicle that has associated records.
<b>IA-76033</b>	N/A	Criminal Complaint - Incident Quick Select	Enhancement	Criminal Complaint	Software Enhanced: Improved the display for Criminal Complaints, quick select incidents to display incident agency.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76043	419097	Create New Incident Report Cursor is defaulting to Media Summary instead of Incident Report number field	Bug/Defect	Incidents	Software Modification: Improved flow when creating manual incident reports. If the Report # field is enabled, the cursor will default to the field otherwise if the Report number field is not displayed (i.e., system generated) the cursor will default to the Media Crime Summary text box.
IA-76053	N/A	Criminal Complaint - Submission Status Enhancements	Enhancement	Criminal Complaint	Software Enhanced: Add the ability to designate Court locations for use by the Criminal Complaint module and electronic data exchange.
IA-76064	410159	RMS - Terre Haute receives an Uncategorized Data Access Exception when searching Field Arrests on 6/26/2022	Bug/Defect	Field Arrest	Software Modification: Improved display Field Arrest Search results to handle arrests with many charges.
IA-76106	N/A	OK SIBRS: Duplicate property reported	Bug/Defect	State Submissions	State of Oklahoma SIBRS specific update.
IA-76133	418880	MD NIBRS 35B Drug Paraphernalia do not allow the use of No Property quick link	Bug/Defect	State Submissions	State of Maryland NIBRS specific update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-76135</b>	419652	User Status - Not completely being reactivated	Bug/Defect	Admin	Software Modification: Improved process for re-activating an expired user account.
<b>IA-76187</b>	N/A	Incident: Edit Offense - Unfounded offense displaying required field validation	Bug/Defect	Incident	Software Modification: Improved the display of required fields when an offense is marked as unfounded.

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## APPENDIX: SERVICE COMMITMENTS

Caliber Public Safety designs its processes and procedures related to its RMS system based on the service commitments that Caliber Public Safety makes to its business units, the laws and regulations that govern the system and the operational and compliance requirements that Caliber Public Safety has established.

Security, availability, confidentiality, and processing integrity commitments include, but are not limited to, the following:

### Security Commitments

- Secure Socket Layer (SSL) FIPS140-2 compliant encryption is used to encrypt the transmission of data with Caliber hosted systems.
- Access to customer data is restricted to Caliber employees and/or subcontractors whose job function requires access.
- RMS Development, operations, and customer service personnel are required to maintain active CJIS certification.
- Systems are subject to vulnerability scanning.

### Availability Commitments

- Caliber will maintain a highly available platform (99.9% uptime) that includes redundancy for critical system components except during planned downtime as communicated to users or unplanned downtime caused by circumstances beyond its reasonable control. In practice, Caliber routinely exceeds 99.99% uptime.
- User entity data is backed up daily and replicated to a secondary location.
- User entity data is maintained and stored within the United States.

### Confidentiality Commitments

- Upon termination of services, Caliber will return confidential data to customers subject to the terms of the current RMS SaaS agreement.
- Caliber shall protect information designated as confidential from unauthorized access.
- Confidential data shall only be stored within Caliber's company information systems.

### Processing Integrity Commitments

- The organization communicates requirements to user entities regarding the information, data, or other specifications necessary to complete processing in alignment with standard business operations.
- Data processing requests are only performed as authorized by the user entity.
- Data shall be stored and maintained in the system with no unauthorized alteration.