



Protecting Tomorrow–Today.™

Online RMS

Version (RTO -11.10.0)

Product Release Bulletin (RTO)

20 July 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	23 March 2022	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version.

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

RELEASE ANNOUNCEMENT

Online RMS 11.10.0 is coming to you soon! On **Wednesday, July 20, 2022**, between **6 p.m. and Midnight (Eastern)**, the **Online RMS training/demo environments** will be upgraded to the Online RMS 11.10.0 (RTO) release. The Online RMS training/demo environments may be unavailable during this time. The production environment of Online RMS will be unaffected.

As a reminder, Online RMS 11.10.0 production deployment will occur on Tuesday, **August 2, 2022**, at 1:00 a.m. EDT.

Get a **firsthand preview** of the 11.10.0 release by logging into your RMS online training environment beginning Thursday, July 21, 2022. **Watch the release overview videos** to prepare for and learn more about all the new and exciting features and functionality coming to Online RMS in the 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 Compliancy**
- **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 if you have any questions about the release.

Our Very Best,

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.

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 displays the Caliber Public Safety Online RMS interface. The top navigation bar includes links for Administration, Incidents, Master Indices, Records Management, Forms And Reports, and Help. The user is logged in as Sam Spade. The main content area shows the Incident Report form for Incident Report 11-000357. The form has tabs for Summary, Header, Offenses, Names, Property & Vehicles, Narratives, Attachments, and Validations. The 'Location' section is highlighted with a red box, showing a search bar with the placeholder text 'Start Typing An Address Here...' and a 'Cancel Change Location' button. The incident summary shows the date and time of the incident, the location, and the offense details.

FIGURE 1: 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 a web form titled "Location" with a sub-section "ADDRESS". A text input field contains the word "washing". Below the input field, a dropdown menu is open, displaying "Showing 6 of 6 Results". The results list includes:

- Washington Street Gunnison PA 18834 1-63
- 200 Washington Street S
- East Washington Street Indianapolis IN 46229 11510-11599
- 115 West Washington Street Suite 850s Indianapolis IN 46204 Government Center 1

Below the list, there is a link "Not Finding A Location? Create A New:" followed by options: "Postal", "Intersection", "Highway / Mile Marker / County Road (Non-Residence)", and "Show Me All The Fields". A "Cancel Change Location" button is visible to the right of the dropdown.

FIGURE 2: INCIDENT REPORT - NEW ONE LINE LOCATION SEARCH

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

The screenshot shows the "Location" section with a map on the left and details on the right. The map displays a street view of downtown Indianapolis, with markers for "Discovery Center", "Circle Center Mall", "The Westin Indianapolis Plaza Park Garage", "Yard House", and "St. Elmo Steak House". The details on the right include:

- Selected Location:** 115 West Washington Street #Suite 850s Indianapolis, IN 46204
- Geo Location Status:** ✓ Address is Geocoded!
- Common Place Names:** Government Center 1

There are two buttons: "Select A Different Location" and "Select This Location". A "Cancel Change Location" button is at the bottom right.

FIGURE 3: 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)**.

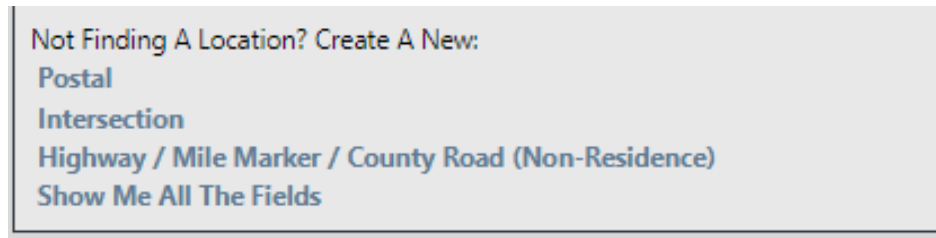


FIGURE 4: CREATE LOCATION OPTIONS

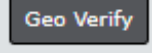
The address options have been formatted to improve data accuracy by only displaying relevant fields for the type of address you need to enter. As example selecting **Postal**, only displays fields used for entry of rooftop addresses.

The screenshot shows the 'Location' form with a red box highlighting the address entry fields and another red box highlighting the map area. The address entry fields include: STREET #, DIRECTION, STREET NAME, STREET TYPE, DIR. SUFFIX, SUB TYPE, SUB #, CITY, STATE, ZIP, ZIP 4, COUNTY, COUNTRY, REPORTING AREA, DISTANCE FROM, DISTANCE UNITS, and COMMENTS. The map area shows a street view of a residential area with labels for Royal Oaks Dr, Fox Hill Rd, and Benjamin Ct. Below the map, there are buttons for 'Geo Verify' and 'Use My Location'.

FIGURE 5: 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 option, to create a new location record. These options are the same regardless of the type of location entry your selected.

- 1) Manually enter the location data and click  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 6: 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 7: 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 8: MAP MARKER OPTIONS

Other location Types:

Not Finding A Location? Create A New:
Postal
Intersection
Highway / Mile Marker / County Road (Non-Residence)
Show Me All The Fields

FIGURE 9: CREATE LOCATION OPTIONS

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

FIGURE 10: 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.

FIGURE 11: 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
<input type="text"/>	<input type="text"/>	<input type="text" value="-Select-"/>
CITY	STATE	ZIP Zip 4
<input type="text"/>	<input type="text" value="-Select-"/>	<input type="text"/>
COUNTY	COUNTRY	REPORTING AREA
<input type="text" value="-Select-"/>	<input type="text" value="United States of"/>	<input type="text" value="-Select-"/>
DISTANCE FROM	DISTANCE UNITS	
<input type="text"/>	<input type="text" value="-Select-"/>	
COMMENTS		
<input type="text"/>		
Geo Location		
<input type="text" value="Latitude"/>	<input type="text" value="Longitude"/>	<input type="button" value="Use My Location"/>
<input type="button" value="Cancel Entry - Go Back To Search"/>		<input type="button" value="Save & Select This Location"/>

Map

Satellite

Keyboard shortcuts Map data ©2022 Terms of Use

You Can Select a Location on the Map, and RMS will look up the address

FIGURE 12: 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.

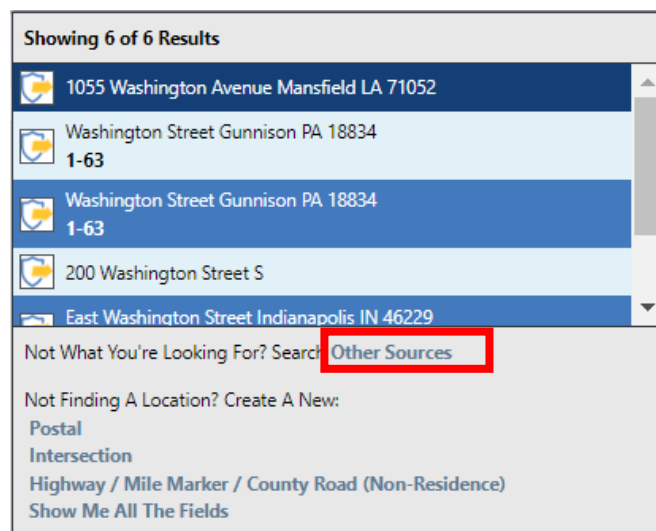




FIGURE 13: GOOGLE PLACE INTEGRATION - SEARCH OTHER SOURCES

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

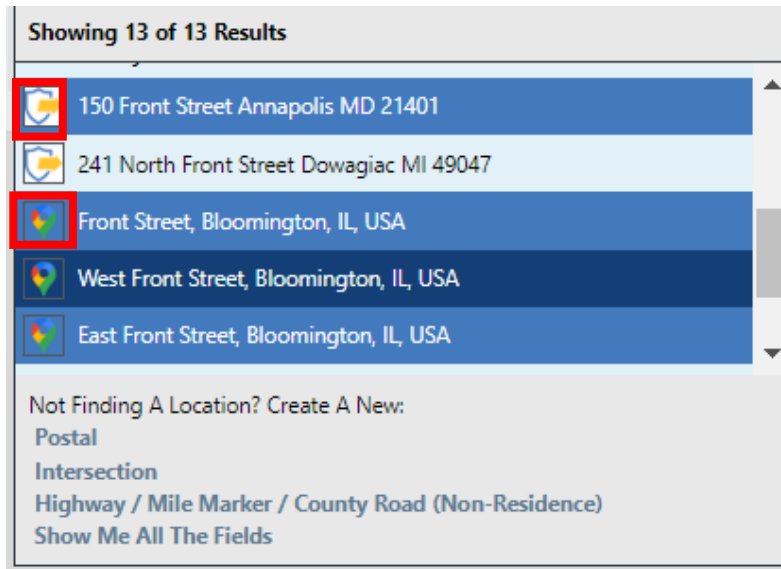


FIGURE 14: GOOGLE PLACE INTEGRATION - SEARCH RESULTS

Select a Google Places 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.

Location

100 Washington Avenue St. Louis Missouri 63102

Primary Street

STREET #

100

DIRECTION

-Select-

STREET NAME

Washington

STREET TYPE

Avenue

DIR. SUFFIX

-Select-

Intersecting Street

INT. STREET #

INT. DIR. PREFIX

-Select-

INT. STREET NAME

INT. STREET TYPE

-Select-

INT. DIR. SUFFIX

-Select-

SUB TYPE

-Select-

SUB #

CITY

St. Louis

STATE

Missouri

ZIP

63102

ZIP 4

COUNTRY

-Select-

COUNTRY

United States of Am

REPORTING AREA

-Select-

DISTANCE FROM

DISTANCE UNITS

-Select-

COMMENTS

Geo Location

Latitude

38.628744

Longitude

-90.18359

38 37 43.478 N

90 11 1.892 W

Geo Verify

Use My Location

Cancel Entry - Go Back To Search

Save & Select This Location

Map Satellite

FIGURE 15: 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.

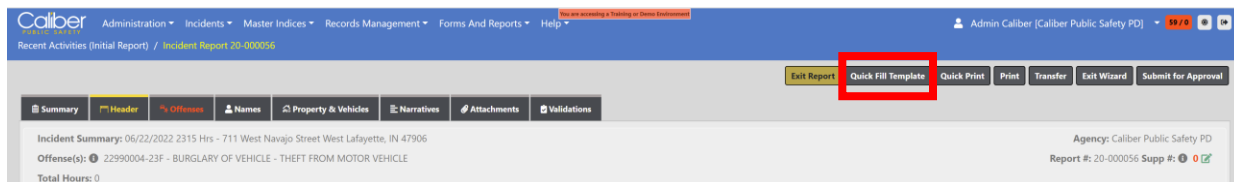


FIGURE 16: INCIDENT REPORT - NEW QUICK FILL TEMPLATE BUTTON

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 .

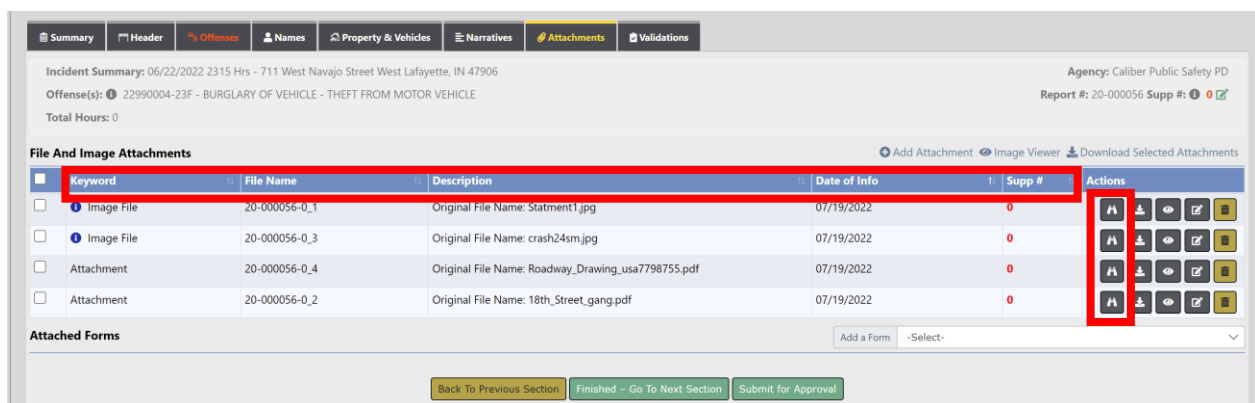


FIGURE 17: INCIDENT REPORT ATTACHMENTS SORT & PREVIEW OPTIONS

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 18: 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.

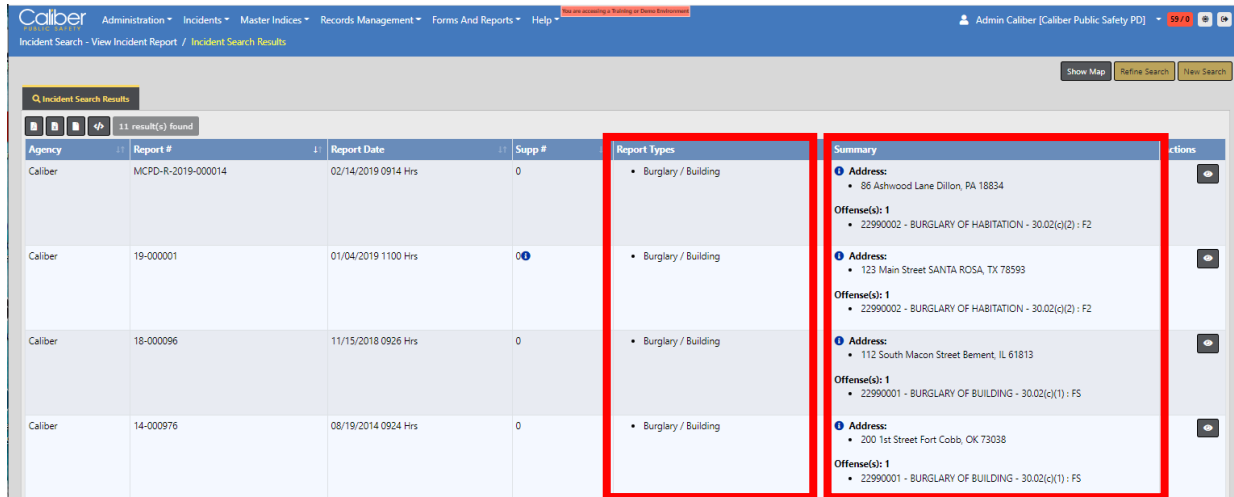
UNKNOWN OWNER
☐

People Quick Select Owner(s) Quick Search Advanced Search

Organizations Quick Select Owner(s) Quick Search Advanced Search

FIGURE 19: TOW IMPOUND OWNERS - QUICK SELECT OPTIONS

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.



Agency	Report #	Report Date	Supp #	Report Types	Summary	Actions
Caliber	MCPD-R-2019-000014	02/14/2019 0914 Hrs	0	Burglary / Building	Address: <ul style="list-style-type: none"> 86 Ashwood Lane Dillon, PA 18834 Offense(s): 1 <ul style="list-style-type: none"> 22990002 - BURGLARY OF HABITATION - 30.02(c)(2) - F2 	
Caliber	19-000001	01/04/2019 1100 Hrs	0	Burglary / Building	Address: <ul style="list-style-type: none"> 123 Main Street SANTA ROSA, TX 76593 Offense(s): 1 <ul style="list-style-type: none"> 22990002 - BURGLARY OF HABITATION - 30.02(c)(2) - F2 	
Caliber	18-000096	11/15/2018 0926 Hrs	0	Burglary / Building	Address: <ul style="list-style-type: none"> 112 South Macon Street Bement, IL 61813 Offense(s): 1 <ul style="list-style-type: none"> 22990001 - BURGLARY OF BUILDING - 30.02(c)(1) - FS 	
Caliber	14-000976	08/19/2014 0924 Hrs	0	Burglary / Building	Address: <ul style="list-style-type: none"> 200 1st Street Fort Cobb, OK 73038 Offense(s): 1 <ul style="list-style-type: none"> 22990001 - BURGLARY OF BUILDING - 30.02(c)(1) - FS 	

FIGURE 20: INCIDENT SEARCH RESULTS - IMPROVED DISPLAY

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.

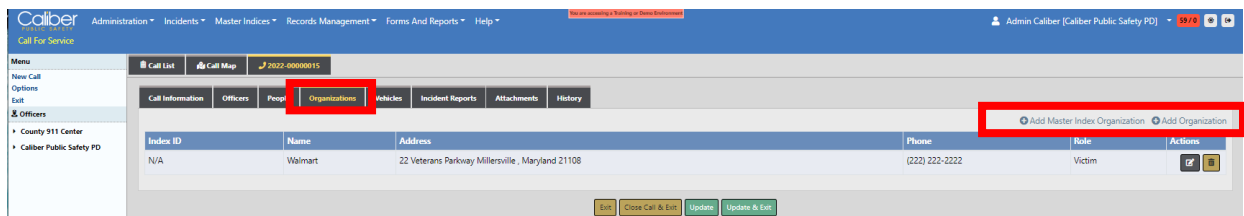


FIGURE 21: CFS - ADD / ASSOCIATE ORGANIZATION INFORMATION

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.

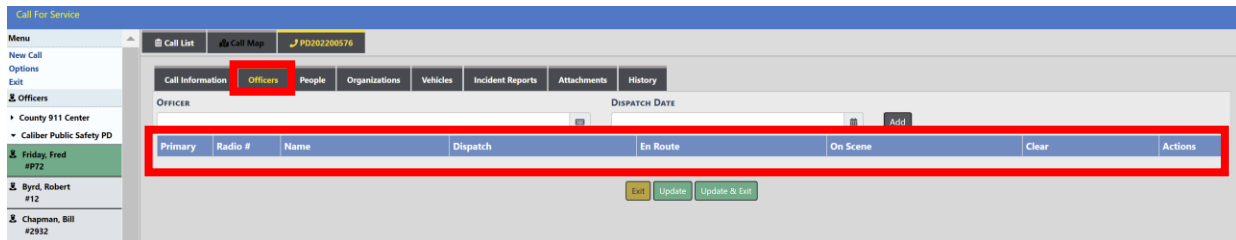


FIGURE 23: CFS - OFFICER TAB - DRAG & DROP

Custom Form – Doing 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 Details' tab for a custom form titled 'Online Police Self-Reporting Form'. The 'Form Types' section is highlighted with a red box, showing four checkboxes: 'Freestanding Forms', 'Incidents', 'Cases', and 'Case Activities'. The 'Incidents' checkbox is currently selected.

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 for the custom form. The 'Routing' tab is highlighted with a red box. Below the tab, there are two checkboxes: 'Allow Create Incident During Review Process (Only Applies to Freestanding Forms)' and 'Allow Create Case During Review Process (Only Applies to Freestanding Forms)'. Both checkboxes are currently unchecked.

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.

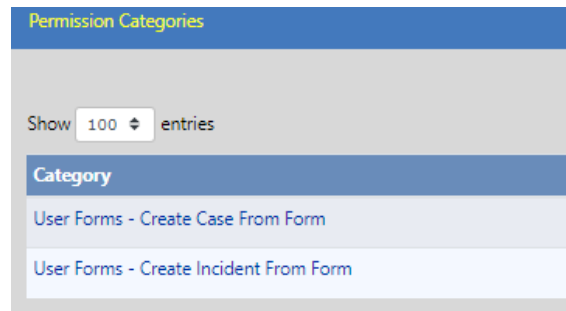


FIGURE 26: PERMISSIONS - USER FORMS - CREATE CASE AND CREATE INCIDENT PERMISSIONS

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.

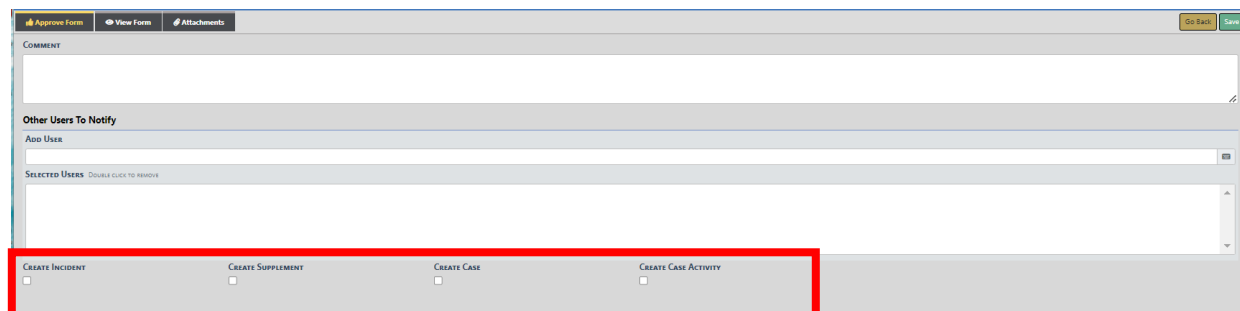
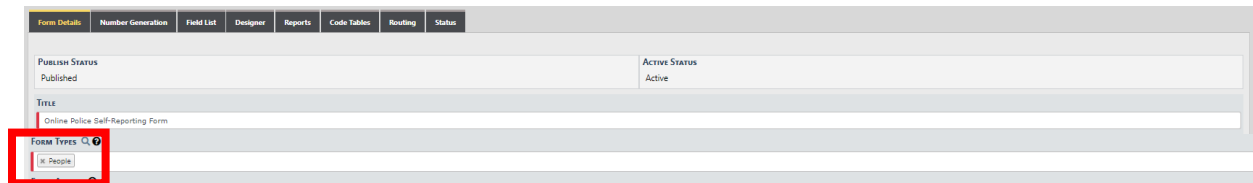


FIGURE 27: CUSTOM FORM - REVIEW / APPROVAL ADDITIONAL ACTIONS

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.

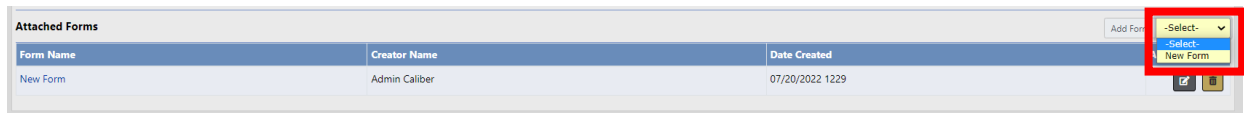
Form Admins – Add the **Form Type** of **People** to forms you wish to make available for selection for Master People.



The screenshot shows the 'Form Details' tab of a custom form configuration. The 'Form Types' dropdown menu is open, showing a list of form types with 'People' selected. The form title is 'Online Police Self-Reporting Form'.

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' section with a table containing one row: 'New Form' created by 'Admin Caliber' on '07/20/2022 1229'. The 'Add Form' button is highlighted, and a dropdown menu is open showing options: '-Select-', '-Select-', and 'New Form'.

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"> - SPEEDING IN A SCHOOL ZONE - - 49.04 - DRIVING WHILE INTOXICATED - 	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"> SPEEDING IN A SCHOOL ZONE DRIVING WHILE INTOXICATED 	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	Add Offense Select Offense(s)

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](#)

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

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:

PASSING SCORE: 90

MAX ATTENDEES: 15

MINIMUM ATTENDEES: 5

EXTERNAL: ☒

ACTIVE: ☒

EMPLOYEE TYPES COURSE REQUIRED FOR:

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	1 CPR and First Aid training	In-Service Training	Department Mandated Training		Not Registered	
Andy Griffith		Patrol Sworn	Y	1 CPR and First Aid training	In-Service Training	Department Mandated Training		Not Registered	
Andy Jenkins	5614	Patrol Sworn	Y	1 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							Add Attendee Quick Add Required Employee
Name	Agency	Cost	Score	Pass/Fail	Completed Date	Actions	
Sally Smith	District 4					Edit Delete	
Dani Fosseen	Model County PD					Edit Delete	
Ron Johnson	Caliber Public Safety PD					Edit Delete	
Demo Samsung	Caliber Public Safety PD					Edit Delete	

FIGURE 36: COURSE INSTANCE SCREEN - QUICK ADD REQUIRED EMPLOYEE

Training Dashboard / Edit Employee		Manage User Go Back
Employee Info Training	Advanced Search Quick Add Course Quick Add Required Course	
Courses	Add Certification	
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	Add Cost
Cost Type	Cost	Comments	Actions		
Miscellaneous	\$1,000.00		Edit Delete		

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 Add Hours
Hour Category	Hours	Comments	Actions	
Miscellaneous	80		Edit Delete	

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
ON DUTY -Select-	COMPLETED DATE
	PASS/FAIL -Select-

[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	Edit Delete	
CPR	2				Edit Delete	

FIGURE 41: TRAINING ATTENDEE HOURS EARNED

Hour Categories are configured via Module Configuration for Training Administration.

Module Configuration / Training Configuration

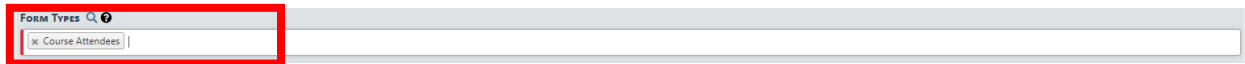
Training Administration [Go Back](#)


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

Code	Description	Active	Actions
CPR	CPR	Yes	Edit Delete
MISC	Miscellaneous	Yes	Edit Delete

FIGURE 42: MODULE CONFIGURATION - TRAINING ADMINISTRATION - HOUR CATEGORY

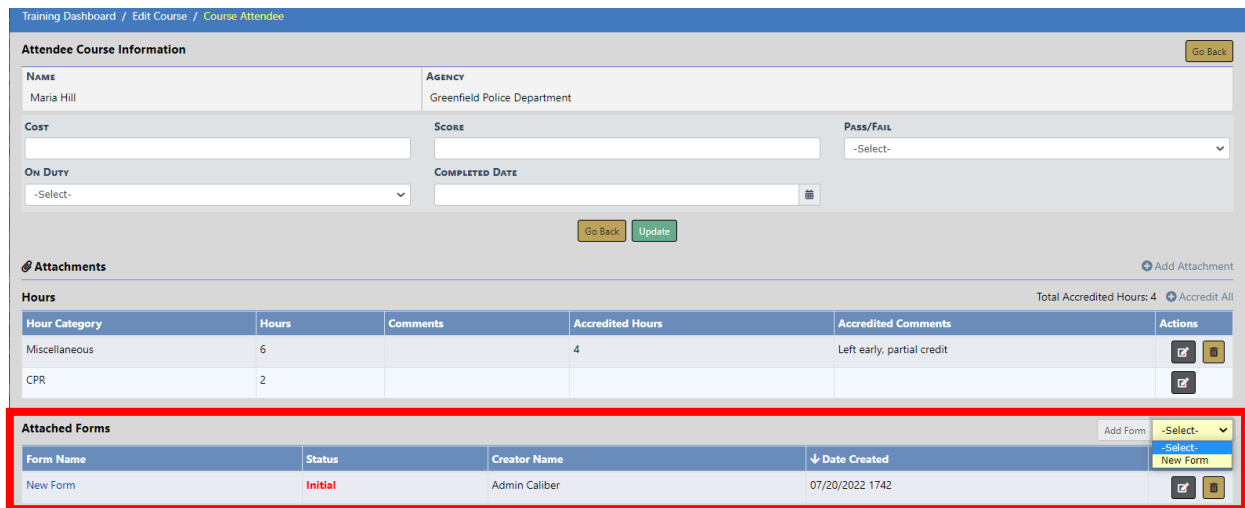
- **Custom Forms available to capture attendee performance details.** Create custom forms and set the Form Type to **Course Attendees**.



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



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.

Manage Users

Go Back Add User Mass User Entry

User Accounts Log

Search: hill Status: Active Subscription Level: -All- Reset Search Show 100 entries

First	Middle	Last	User Name	Status	Subscription Level	Agency	User Role	Last Login Date	Actions
			JO_ADMI ADEMO.C	Active	Full Time Non-Sworn	Greenfield Police Department	ADMINDBA AGENCY_ADMIN AGENCY_AD_HOC_REPORTING_TOOL CUSTOM_FORMS DATA_SUBMISSIONS_MGR DISPATCH DISPATCH_VIEW_ONLY FLEET_MANAGEMENT FLEET_INVENTORY_ADMIN FLEET_MANAGER INVENTORY_ADMIN INVENTORY_MANAGER OFFICER_SUPERVISOR VIEW_ONLY	04/27/2022 06:11 PM CST	  

Self Assign: Default
Officer Title:
Employee Rank: Sergeant
Badge #:
CAD Emp Id:
Dispatch Id:
Employee Id...
Click to view Entire Entry

Showing 1 to 1 of 1 entries

Go Back Previous 1 Next

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.

RMS Tables / State Offense Codes

Go Back Add State Code

Show 100 entries Status: Active Search





State Offense Code	NIBRS Code	Description	Status	Incident Types	Actions
09990017	09B - Negligent Manslaughter	Manslaughter - 19.04 : F2	Active		 
09990018	09B - Negligent Manslaughter	CRIMINAL NEGLIGENT HOMICIDE - 19.05 : FS	Active		 
09990019	09A - Murder and Nonnegligent Manslaught...	MURDER - 19.02(b)(1) : F1	Active		 

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

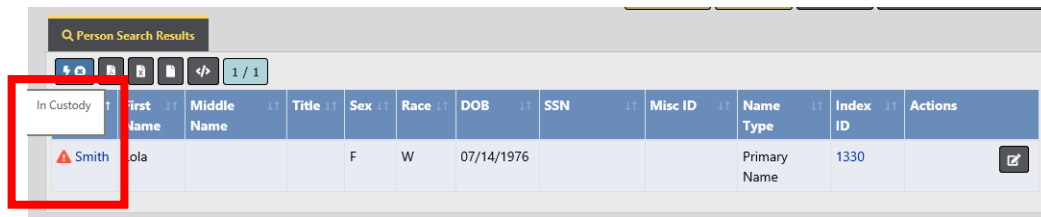
2. **Incident Types and Offense** - The Offense display columns for Involved Incidents for **All Master Indices Summary pages** were enhanced to **show both Incident Types and Offenses**. This improved display will make it easier to identify reports based on the Incident Type.

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

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

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

FIGURE 54: IN CUSTODY ALERT ON PERSON PAGE

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 55: 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 56: 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
IA-32273	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 #.
IA-64528	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.
IA-66286	368586	Add "Total Course Hours" field to Employee Course Information page	Enhancement	Personnel	Software Enhanced: Added the ability to record Total Course Hours Earned by Employee and whether accredited.

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	<p>Software Enhanced: RMS Calls for Service includes the ability to add Organizations. The functionality is like that of people and vehicles.</p> <ul style="list-style-type: none"> • A new "Organizations" tab will appear on the edit and view call area. • Data elements include Name, Phone, Role, Address, Comments. • The CFS search was enhanced to search by Organization. • Master Organizations will display involved CFS records. <p>This only applies to sites that enter CFS data manually. Entry in CAD is not supported at this time.</p>

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"> • For images, this button will open the image preview dialog. • For PDF attachments, this button will open the PDF in the new pdf preview dialog. • This new dialog is browser specific and opens the PDF as the web browser would normally open a pdf in a browser tab. • Most browsers have built in options to save and print the PDF along with zoom, table of contents, and other options. <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"> • A new Select Citations icon will display to allow quick action to associate citations related to the Criminal Complaint offender. • Add an incident to a criminal complaint and citations on the incident related to the person are automatically included. • Add Offense includes a list of charges from citations associated to the complaint. • The Add and Edit an offense screen includes a list of associated citations as well as any direct entered citation numbers. • Creating a criminal complaint from an incident will include citations associated to the Incident report and selected person. • Associated Criminal Complaints display on the citations edit/view page.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73489	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.
IA-73620	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.
IA-73857	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.
IA-73945	N/A	Notify Prosecutors - Notes Field Required	Enhancement	Incidents	Software Enhanced: Comment required when the Notify Prosecutor option is checked.
IA-73980	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
IA-74128	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.
IA-74347	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.
IA-74498	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
IA-74527 IA-75378 IA-75474	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"> • Create a standalone – Non-Incident Follow-up Investigative Case from a custom form. • 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. • 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.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74548IA-75852	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>
IA-74975	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"> • Add a new column to the State Offense Code Dashboard, which displays Incident Types Codes associated to the Offense. • Add the ability to filter by Offense status (Active, Inactive, All). Default to Active.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75340IA-75686	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.
IA-75341	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.
IA-75342	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"> • Self-Assign flag. • Officer Title / Employee Rank • Officer Badge #, • CAD EMP ID, • Dispatch ID and Employee ID • Last Login Date • Last Password Change Date. <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
IA-75467	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.
IA-75508	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.
IA-75515	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.
IA-75516	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
IA-75605	N/A	Training Video Library Enhancements	Enhancement	Training Videos	Software Enhanced: Improved display of videos in the RMS Help - Training Video Library.
IA-75619	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.
IA-75622	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>
IA-75637	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.
No	418749	RMS - Initial Report going to deactivated account	Bug/Defect	Interface	RMS Modification: Improved display of narrative officer names.
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
IA-76005	N/A	RMS Webapp - Implement Cookie "SameSite" Handling - Security Enhancement	Enhancement	Security	Security Update.
IA-76006	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.
IA-76018	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.
IA-76021	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.
IA-76033	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.

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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.