



Protecting Tomorrow–Today.™

# Online RMS

Version 11.20.0

Product Release Bulletin (PRB)

09 December 2025

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	09 December 2025	1.0	Release to Production

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.20.0 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 11.20.0 release.

End Date	Milestone
<b>29 Jul 2025</b>	11.20.0 Sprint 1 Starts
<b>12 Aug 2025</b>	11.20.0 Sprint 1 Ends / Sprint 2 Starts
<b>26 Aug 2025</b>	11.20.0 Sprint 2 Ends / Sprint 3 Starts
<b>09 Sep 2025</b>	11.20.0 Sprint 3 Ends / Sprint 4 Starts
<b>23 Sep 2025</b>	11.20.0 Sprint 4 Ends / Sprint 5 Starts
<b>07 Oct 2025</b>	11.20.0 Sprint 5 Ends / Sprint 6 Starts
<b>21 Oct 2025</b>	11.20.0 Sprint 6 Ends / Sprint 7 Starts
<b>04 Nov 2025</b>	11.20.0 Sprint 7 Ends / Sprint 8 Starts (Stabilization Starts)
<b>18 Nov 2025</b>	11.20.0 Sprint 8 Ends / Sprint 9 (Stabilization Continues)
<b>19 Nov 2025</b>	11.20.0 RTO (Release to Training / Operations)
<b>27 Nov 2025</b>	11.20.0 Stabilization Ends / Code Lock
<b>09 Dec 2025</b>	11.20.0 Release Available

## RELEASE ANNOUNCEMENT

**Online RMS** was upgraded to 11.20.0 on Tuesday, **December 9, 2025**, at **1:00 a.m.** (Eastern).

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 11.20.0** includes enhancements and improvements that touch over 30 **RMS components**, including **Incident Report Writing, Field Arrest, Master Addresses, Held Property/Evidence, Citations, Civil Process, Warrants, Custom Forms, Personnel/Training, Master People, Calls For Service, Criminal Complaints, Community Reporting, Fleet Management, Tow Impound, SmartSearch, Mapping, 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 11.20.0. More information on features and functionalities in the 11.20.0 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.

We hope you share our enthusiasm for the production release of Online RMS 11.20.0. Please contact us by email at [rms@caliberpublicsafety.com](mailto: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 11.20.0, 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 11.20.0 HIGHLIGHTS

#### *Draft Assistant – AI generated*

We're excited to roll out a new feature in Online RMS and are looking for users to join our early-access group. You'll have the chance to try it out before it becomes widely available. The feature is configurable by Agency and User Role. If you'd like to participate, please reach out to Support.

**Caliber** Administration ▾ Incidents ▾ Master Indices ▾ Records Management ▾ Forms And Reports ▾ Help ▾

[Home Page](#) / [Recent Activities \(Initial Report\)](#) / [Incident Report 2022D4210419](#) / [Narrative](#)

Homer Simpson ▾ 87/8

Exit Report
Quick Fill Template
Quick Print
Print
Transfer
Submit for Approval

Incident Involving Juvenile

Summary | 
 Header | 
 Offenses | 
 Names | 
 Property & Vehicles | 
 Narratives | 
 Attachments | 
 Validations

**Incident Summary:** 11/28/2022 1258 Hrs - 123 North Main Street BATESVILLE, IN

**Offense(s):** ① 35-43-2-1 B20 - BURGLARY- DOCTORS OFFICE

**Agency:** District 51, Pendleton

**Report #:** 2022D4210419 **Supp #:** ① ✔

**SELECT A TEMPLATE**

-Select a Template-

**NARRATIVE TITLE**

Supplement #1 Narrative

**LAST SAVED:** 11/13/2025 0651

📄
🔍
⚙️
Narrative Tools ▾

**ASSOCIATED PEOPLE** 🔍

Click To Select

Select All Remove All

An Unexpected Error Occurred Loading Quick Reference Items.

**QUICK ADD IMAGES TO NARRATIVE** ① [Show Images](#)

Images 0/15

Copy Narrative
Cancel

### INCIDENT REPORT NARRATIVE DRAFT

**DATE OF OCCURRENCE:** 11/28/2022  
**TIME OF OCCURRENCE:** 1258  
**LOCATION:** 123 North Main Street, BATESVILLE, IN  
**OFFENSE:** 220 - BURGLARY- DOCTORS OFFICE

On 11/28/2022, at approximately 1258 hours, I, Sergeant Homer J Simpson, was dispatched to 123 North Main Street in reference to a burglary.

Upon arrival, I made contact with the victim, identified as Billy Joe Smith. Smith stated that [DESCRIBE HOW THE VICTIM DISCOVERED THE BURGLARY AND WHEN THEY BELIEVE IT OCCURRED].

I observed the scene and noted [DESCRIBE THE POINT OF ENTRY, SUCH AS A FORCED DOOR OR BROKEN WINDOW, AND THE GENERAL CONDITION OF THE PREMISES].

Smith provided a statement, advising that the following items were missing or involved:

- HELMET
- CHEMICALS/GAS
- HAIR SAMPLE
- APPLIANCE

The total estimated value of the property is [ENTER TOTAL VALUE IF KNOWN].

The investigation led to the identification of two suspects, Danielle Hamilton and Tommy Kid. A vehicle associated with the incident was identified as a 2001 CHRYSLER TOWN & COUNTRY MINIVAN with license plate ABC1234.

Contact was made with Hamilton and Kid at [LOCATION OF CONTACT]. Following my investigation, both Hamilton and Kid were taken into custody. [DESCRIBE THE CIRCUMSTANCES OF THE ARREST, ANY STATEMENTS MADE, AND WHETHER ANY PROPERTY WAS RECOVERED].

Both arrestees were transported to [DETENTION FACILITY] and booked on the charge of Burglary.

Evidence collected at the scene includes [LIST ANY EVIDENCE COLLECTED, SUCH AS FINGERPRINTS, HAIR SAMPLES, ETC.]. The property was processed and [DESCRIBE DISPOSITION OF PROPERTY/EVIDENCE]. The vehicle was [TOWED/RELEASED TO OWNER/OTHER].

This report will be forwarded to the Detective's Division for further investigation.

[ADD ANY FURTHER DETAILS OR SUPPLEMENTAL INFORMATION AS NEEDED].

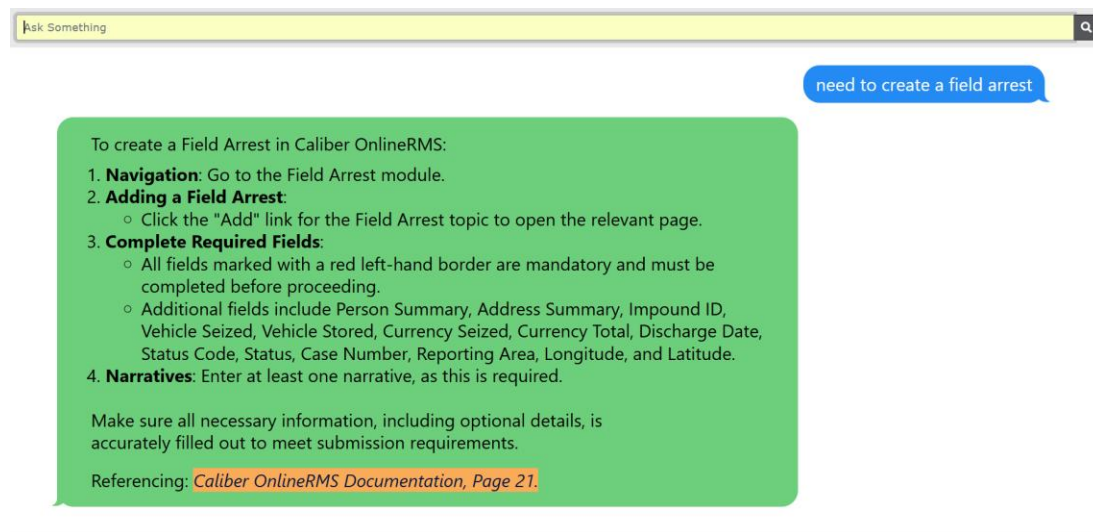
Go Back
Save

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 The contributing agency retains sole ownership of and sole responsibility for the information it contributes to the Online RMS, including but not limited to, the accuracy of the information. Receiving agencies will take no enforcement action without first verifying the current status of information with the contributing agency.



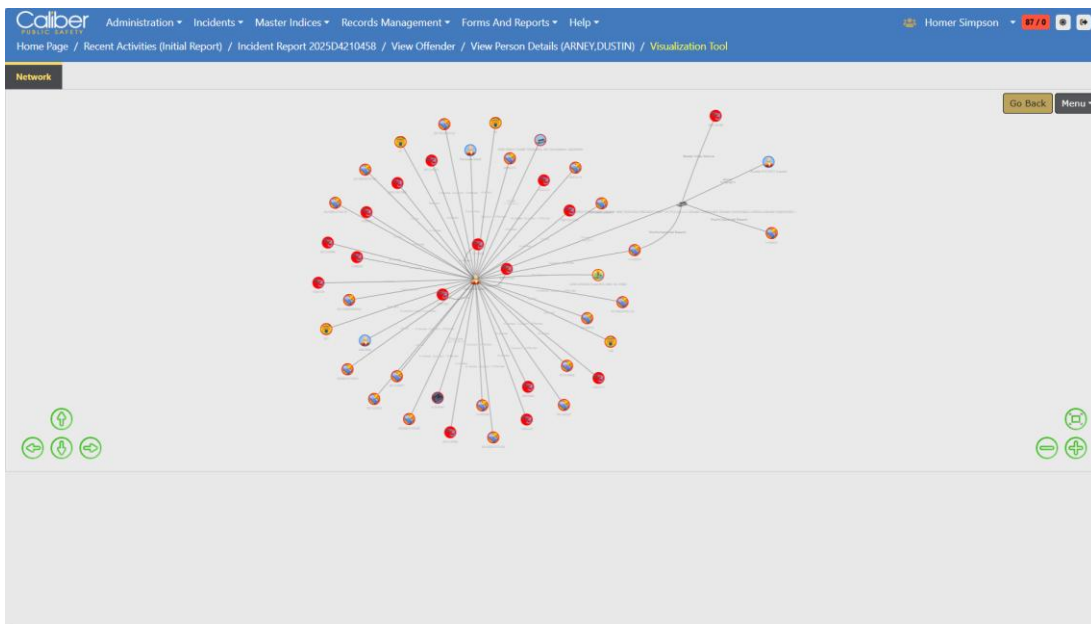
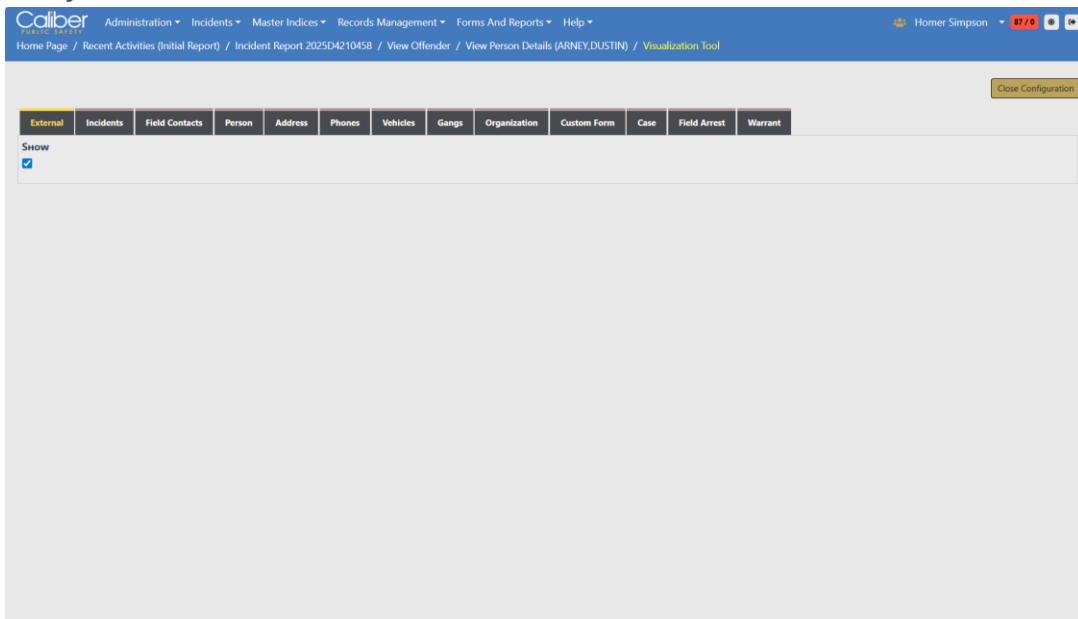
## Support Chat Bot – AI Generated

We're excited to roll out a new feature in Online. Under the help menu we now have a new feature "Support Chat". This new **Support Chat** functionality relies exclusively on the content found within the **Admin and User Manuals**. This will not be rolled out to Maryland State agencies.



## Visualization Tool – Enhancements

We now have the ability to show visualization links to additional areas within the application. This menu shows all of the areas and that they can be turned off. (all on by default)



## Narrative Re-Approval Side by Side comparison AHA CAD-I-403

A new feature has been added to the view narrative page, allowing users to compare the original narrative with the corrected version. If corrections were made to the narrative after it was initially disapproved, a "Toggle Old Narrative" button will appear at the top of the page. Clicking this button will display the original narrative alongside the corrected version, including any annotations.

Summary	Header	Offenses	Names	Property & Vehicles	Narratives	How are we accessing a Training or Detail Environment?
<b>Incident Summary:</b> 11/07/2025 0958 Hrs - 108 Plaza Apartment #3-9 Bloomington, IL 61704-7538 <b>Offense(s):</b> 9999-MCG - Other Non Criminal Offense						<b>Agency:</b> Bloomington Police Department <b>Report #:</b> BPD202502368 <b>Supp #:</b> 0
Click the Button Below to Add Correction Notes to This Narrative. <a href="#">Add Correction Notes</a>						This Narrative has Previous Corrections Added <a href="#">Toggle Old Narrative</a>
<b>NARRATIVE TITLE</b> Original Narrative		<b>CREATOR</b> SBROWN@CITYBLM.ORG		<b>DATE CREATED</b> 11/07/2025 1231		
<b>NARRATIVE</b> Prior to completing this report, I have not reviewed my Body Worn Camera (BWC) footage.  On November 7th, 2025, at approximately 10:02am, I, Officer Forrest, responded to the Bloomington Police Department for a report of a juvenile runaway at 1108 Oak Creek Plaza, Building 3, Apartment 9. Upon arrival, I made contact with the reporting party, identified as Cortney Shipp (DOB: 11/16/1983), who provided the following account regarding her daughter, Nazari Shipp (DOB: 05/16/2010). Cortney stated that earlier in the morning, at approximately 6:37am, her two daughters were involved in an argument. Cortney attempted to de-escalate the situation by confiscating their phones as a disciplinary measure. She initially planned to return the phones the following day but extended the punishment to two weeks after continued arguing and disrespectful behavior from Nazari.  Cortney explained that she instructed her daughters to complete household chores, with one cleaning the bathroom and the other cleaning a bedroom. Due to the ongoing conflict, the children missed their school bus. Cortney called the school to report a family issue and informed them that her daughters would not attend school that day. Cortney then left the residence to take her older daughter to work and run errands, including a stop at Dollar General to purchase cleaning supplies requested by Nazari. Upon returning home, Cortney discovered that Nazari had taken her phone, packed her belongings, and left the residence without permission. Cortney stated that she later determined Nazari was at her father's residence, located at 507 1/2 East Douglas.  Cortney further stated that Nazari is currently on probation and that she contacted Nazari's probation officer, identified as Sydney, who advised her to file a police report. Cortney expressed concerns about Nazari's father, Ches Allen (DOB: 07/27/1981), stating that he does not have custody or parental rights and has been uncooperative. Cortney alleged that Ches has been enabling Nazari's behavior by allowing her to avoid discipline and encouraging her to leave home. Cortney also mentioned that Ches has been hostile toward her, which she attributes to her recent efforts to pursue child support. Cortney also stated, there are no court ordered parenting agreements. Nazari does have visits with Ches on a regular basis as both parents have agreed upon.  Cortney stated that this is not the first time Nazari has left the home without permission. She referenced a prior incident on October 7th, 2025, during which she attempted to discipline Nazari by taking her phone. This led to a physical altercation, resulting in Cortney's arrest after police determined that Nazari had a visible mark on her. Cortney emphasized that she did not engage in any physical discipline during the current incident and that her actions were limited to confiscating the phone.						<b>PREVIOUS NARRATIVE</b> Prior to completing this report, I have not reviewed my Body Worn Camera (BWC) footage.  On November 7th, 2025, at approximately 10:02am, I, Officer <b>Stephen Brown</b> , responded to the Bloomington Police Department for a report of a juvenile runaway at 1108 Oak Creek Plaza, Building 3, Apartment 9. Upon arrival, I made contact with the reporting party, identified as Cortney Shipp (DOB: 11/16/1983), who provided the following account regarding her daughter, Nazari Shipp (DOB: 05/16/2010). Cortney stated that earlier in the morning, at approximately 6:37am, her two daughters were involved in an argument. Cortney attempted to de-escalate the situation by confiscating their phones as a disciplinary measure. She initially planned to return the phones the following day but extended the punishment to two weeks after continued arguing and disrespectful behavior from Nazari.  Cortney explained that she instructed her daughters to complete household chores, with one cleaning the bathroom and the other cleaning a bedroom. Due to the ongoing conflict, the children missed their school bus. Cortney called the school to report a family issue and informed them that her daughters would not attend school that day. Cortney then left the residence to take her older daughter to work and run errands, including a stop at Dollar General to purchase cleaning supplies requested by Nazari. Upon returning home, Cortney discovered that Nazari had taken her phone, packed her belongings, and left the residence without permission. Cortney stated that she later determined Nazari was at her father's residence, located at 507 1/2 East Douglas.  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This led to a physical altercation, resulting in Cortney's arrest after police determined that Nazari had a visible mark on her. Cortney emphasized that she did not engage in any physical discipline during the current incident and that her actions were limited to confiscating the phone.

## Arrest: ability to capture arrestee signature for property

We now can capture the arrestees signature for property.

## Event Mapping – configuration additions

Under event mapping: configuration for court papers, mapping addresses from address search results.

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*Evidence – display processing records*

ability to always display processing records on check-in

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*Incident – quick select organizations from CFS*

ability to quick select organizations from associated CFS records.

## APPENDIX: 11.20.0 PRODUCT CHANGE NOTICE (PCN) – DETAILED JIRA LISTING

TABLE A: Release Enhancements and Product Software Issue Resolutions

This table contains enhancement, software issues, and interface JIRAs contained in the 11.20.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-81828	461361	RMS - DIS not working for one User in the agency in RMS	Bug/Defect	Master Indices	
IA-81826	461158	RMS - View Incident Audit Trail not recording / displaying when a user prints	Bug/Defect	Incidents	
IA-81801		Incident - sorting after searching by additional search criteria of Name results in blank screen	Bug/Defect	Incidents	The incident search feature has been improved to correctly sort results by name in the Additional Search Criteria section, resolving issues with incorrect or broken sorting on certain columns.
IA-81794	461252	IL NIBRS Submission file missing VO relations when offense sequence 1 is not reportable	Bug/Defect	State Submissions	The IL NIBRS system has been updated to fix an issue where it was incorrectly removing victim-offender relationships from reports when an unreportable offense was listed as the

					most severe. This issue has been resolved, and the system will now correctly include victim-offender relationships in reports even when an unreportable offense is present.
<b>IA-81770</b>	460915	IL NIBRS Victim to offense sequence errors	Bug/Defect	State Submissions	A fix has been applied to the IL NIBRS reporting system to correct an issue where victims were sometimes linked to the wrong offense. This problem occurred due to a numbering error during data processing, but it has now been resolved, ensuring that victims are correctly associated with the corresponding offense.
<b>IA-81765</b>	460813	RMS - MSP bulk incident download Request	Reports	Incidents	The RMS R&D team extracted images and attachments from 200 incidents and organized them with unique names. The files were then combined into a secure, password-protected zip file. The client received the zip file and password separately, and no changes were made to the application.
<b>IA-81761</b>		SC NIBRS upgrade Tech Specification 2025	Enhancement	RMS_Reporting_SC-IBR (SCIBRS)	The South Carolina Online RMS Incident Reporting system has been updated to use new descriptions for certain crime codes. Specifically, the descriptions for codes 11B, 11C, and 11D have

					been changed to better reflect the nature of the crimes. These changes only affect users in South Carolina.
<b>IA-81749</b>	458939	TN-NIBRS Prior Incidents not generating XML Submission file error can't find offense	Bug/Defect	RMS_Reporting_TN-IBR (TIBRS)	
<b>IA-81735</b>		Event Map - incident defaults to "gang related only" after using query wizard	Bug/Defect	Incident Mapping	
<b>IA-81734</b>		Incidents: TN83 Users are able to submit and approve incident even though custom fields are required and blank	Bug/Defect	Custom Forms	
<b>IA-81727</b>	460547	RMS - Danville Crash Questions VA107 When are the reports made publicly Available?	Enhancement	Community Reporting	A new feature has been added to Crash Reporting to indicate when a report is publicly available. For reports submitted to the state of Virginia, this status will be automatically updated. Users can view the public release status on the report's edit and view screens. Authorized users can also manually update the public release status using a new link on the sidebar.
<b>IA-81717</b>		Evidence - Chain Of Custody screen improvements	Enhancement	Property Mgmt	The evidence chain of custody page now clearly shows the final status of an item, including whether

					it was destroyed, auctioned, or returned to its owner. If an item was auctioned, the sale amount will be displayed, and if it was returned, the name of the person it was returned to will be shown. The layout of the evidence search results page has also been improved, with the Status and Location columns rearranged for easier viewing.
<b>IA-81714</b>	460421	RMS - Searching the last name Null does not display the last name (Null)	Bug/Defect	Master Indices	
<b>IA-81710</b>		Master Org - create from incident with address and phone number	Enhancement	Incidents	The system now allows you to associate organizations with incidents, even if they are not managed internally. When selecting an organization as a victim or other party, the system will automatically fill in the address and phone number. You can also search or manually enter a business address and phone number when adding an organization. To see suggested organizations on the Names tab, the system administrator must enable this feature.
<b>IA-81705</b>		Master Address - updating any field tied to an ejs code from	Bug/Defect	Master Indices	



		blank isn't setting the type code field			
<b>IA-81703</b>	459400	Reporting Area - Not preventing Report submission if not filled in	Bug/Defect	Admin	The system now checks for complete information when reporting incidents, ensuring that the reporting area (Beat and Sub Beat) is properly filled out before accepting the report.
<b>IA-81698</b>		NIBRS 2025 Update Testing Issue 2	Enhancement	State Submissions	The online reporting system has been updated to meet the 2025 requirements for the Oklahoma Seminole Nation. This update adds new activity codes and allows for more detailed reporting, which will help with future upgrades for other state agencies.
<b>IA-81693</b>	460323	TX NIBRS Updated to FBI 2023 Specifications	Configuration	RMS_Reporting_TX-IBR (TIBRS)	The Texas NIBRS reporting system has been updated to meet the 2023 specifications. Two key changes were made: the system no longer requires different sex codes for certain types of incidents, and a bias motivation code has been updated to provide a more accurate description. These changes only affect Texas RMS clients and do not impact the overall reporting process or file formats.
<b>IA-81684</b>		Incident Search: Reset button does not clear	Bug/Defect	Incidents	The incident search reset button now correctly clears all fields, ensuring a

		some search criteria			fresh start for new searches.
<b>IA-81683</b>		Incident Search: Report/Supp Date + Combo search not working when Date from+to is the exact same day	Bug/Defect	Incidents	
<b>IA-81665</b>	459988	RMS- Master Indices Address Summary displays Total Involvement Incident Date incorrectly	Bug/Defect	Master Indices	Involvement counts have been corrected to use the correct date for each record type, rather than the most recent update date. This change affects various record types, including incidents, field contacts, citations, field arrests, court papers, and warrants, which now use their respective dates such as report date, field interview date, citation date, arrest date, filed date, and date issued. Additionally, timezone conversions have been added where necessary to ensure accurate date and time representation.
<b>IA-81660</b>	459525	RMS - Bring back shape colors on left menu	Configuration	Incident Mapping	The map's shapes tree now displays the actual colors of the shapes, making it easier to identify and distinguish between them, both in the sidebar and when using the query wizard.
<b>IA-81659</b>		Arrest Warrant - Pending Service Notification	Enhancement	Notifications	When a user with permission to add and serve a warrant chooses to add it but not serve it, a

					notification will now appear to confirm their action.
<b>IA-81652</b>	459991	RMS - Crash Add Type for Intersection location	Enhancement	Crash Reporting	The Virginia Crash PDF will now include more detailed information about the intersecting street, if available, including the direction prefix, street name, street type, and direction suffix.
<b>IA-81648</b>		Display Validation error for missing Incident Location	Bug/Defect	Incidents	Incident location is now a required field for all incidents, regardless of the type of offense involved.
<b>IA-81639</b>		AI Generation Config Sets For Incident Narratives and Support Chat Bot	Enhancement	Incidents	Caliber Administrators can now configure Matcha Missions and Flows within RMS through a new configuration page, eliminating the need for direct database access. A support chat bot feature has also been added, allowing users to access a chat dialog under the "Help" menu if their agency has the feature enabled. Additionally, the Incident Narrative Draft feature now uses the new configuration and will only appear if the corresponding AI config is set for the user's agency.
<b>IA-81638</b>	459928	TN NIBRS TN31 Drug Precursors is only reportable with specific conditions	Bug/Defect	RMS_Reporting_TN-IBR (TIBRS)	The Tennessee NIBRS reporting system has been updated to accurately report drug precursors to the state. This change affects only Tennessee clients and ensures that

					drug precursors are only reported when the drug type is methamphetamine and it originated from a clandestine lab.
<b>IA-81633</b>		Expunge - Unexpunge Arrest and Arrest Charge show narrative text not title	Bug/Defect	Expungements	The arrest and arrest charge unexpunge screens now correctly display narrative information, even when it contains redacted text, making it easier to view and understand the information.
<b>IA-81632</b>	459572	RMS - Remove check boxes	Configuration	Agency Config Report	The Charge Code Add and Edit screens have been simplified by removing the first two rows of checkbox options, making it easier to navigate and manage charge codes.
<b>IA-81630</b>		Person Data Exchange - Update Name Type	Bug/Defect	Interface	The system now automatically updates a person's name type (Primary or Alias) if it is changed in the original source system, ensuring more accurate and up-to-date information.
<b>IA-81628</b>	459783	RMS - Danville requests language update to Danville Community portal web page search	Configuration	Community Reporting	The CPS Website Crash Search tool has been improved. The "Where" fields are no longer available, and for Danville, a new header has been added with important contact information and instructions on how to fill out the Case # field, making it easier to use and find the information you need.

<b>IA-81623</b>	459404	NIBRSVA Data element 62 Arrest Type Activity	Bug/Defect	RMS_Reporting_VA-IBR (SCRIBE)	The Virginia NIBRS module has been updated to fix an issue where incorrect data was being sent to the state, causing rejection errors. The system now correctly only reports "Type of Drug Activity" when the associated arrest offense is related to drug/narcotic violations. This change only affects Virginia Online RMS clients.
<b>IA-81608</b>		Case Activity - duplicating incident info in the comment of notification 71	Bug/Defect	Follow-up Cases	Notifications and logs for case activities will now display the incident description only once, even when sent to multiple users or supervisors, eliminating duplicate descriptions.
<b>IA-81602</b>		Master Person - image carosel shows null if there is no image date	Bug/Defect	Master Indices	
<b>IA-81601</b>		Titan Address Matching	Configuration	Interface	The system now prevents duplicate records from being created when an address exists but is missing some data components, ensuring more accurate and efficient address management.
<b>IA-81599</b>		NDEX XSLT - Business Address and Phone Associations	Bug/Defect	Interface	The system now correctly handles missing location and phone number information for businesses when translating incident data, ensuring that only available information is

					included in the translated output.
<b>IA-81585</b>	459192	NIBRS set validation that dataelement 17 Prop Date Recovered cannot be earlier than Incident Date of Occurrence	Enhancement	State Submissions	The system now checks to ensure that the date property was recovered is not earlier than the date the incident occurred. If an error is found, users will need to update the recovered date in the current supplement to a date after the incident occurred. This change affects all users submitting NIBRS data.
<b>IA-81582</b>	459216	RMS - Lead investigator does not display even though one is assigned	Bug/Defect	Follow-up Cases	
<b>IA-81576</b>		Incident Report AI Generation with Matcha	Enhancement	Incidents	A new feature has been added to generate a draft incident report narrative using data from the report and AI software. This feature is only available to users with the "Narrative Draft" permission, which must be granted by the agency. To use this feature, users must be able to edit the incident narrative and select the "Narrative Draft" option from the Narrative Tools menu. The AI software will create a draft narrative based on report data, including people involved, offenses, dates, and other relevant information. The draft can be reviewed, copied, and edited before

					being finalized, and users can generate multiple drafts if needed.
<b>IA-81573</b>		Incident: Search reset button does not clear Report Type and Date fields	Bug/Defect	Incidents	The report type now resets correctly, and the agency selection now defaults to the user's preferred agency. However, the month selection still retains its previous value and does not reset, which is a known issue affecting other parts of the application.
<b>IA-81572</b>		Incident: Partial Search Additional Search Criteria spelling error for 'Select'	Bug/Defect	Incidents	Corrected a minor spelling mistake in the documentation to improve overall readability and accuracy.
<b>IA-81562</b>	454530	Auditing - Add a listing of the Key Fields available in a given table	Enhancement	Auditing	The audit search feature for RMS tables now displays column names instead of key fields, making it easier to identify and understand the data being searched.
<b>IA-81561</b>		Incident Mass Offense Status Update - No UI Loading/Blocking Indicators	Bug/Defect	Incidents	The mass update incident offense feature now prevents other actions from being taken while it's running, to ensure the update process completes successfully and accurately.
<b>IA-81557</b>		RMS - Matcha Client	Enhancement	Admin	
<b>IA-81556</b>		Incident Narrative Generation - Consider	Enhancement	Incidents	The Online RMS AI Narrative draft feature has been improved for a more user-friendly experience. The generated draft

		MATCHA Integration			narrative will now be displayed side-by-side with the editor, making it easier to review and edit, rather than in a separate pop-up window.
<b>IA-81552</b>		IbrService - Logging Changes	Enhancement	Incidents	The IbrService has been updated to make its log files compatible with the latest Spring Boot version, ensuring server logging works correctly without affecting XML processing.
<b>IA-81551</b>	458955	RMS - Remove the Titan Crash Incident Type/ Nature of Incident from all schemas other than TN	Enhancement	Incidents	A specific incident type code, previously available in the Online RMS, has been removed as it was only intended for use in Tennessee. If users from other states had already associated data with this code, it has been deactivated to prevent further use outside of Tennessee.
<b>IA-81538</b>		Add the from signature availability to the Quick Pending Check In screen	Bug/Defect	Property Mgmt	A new feature has been added to the Evidence Review page, allowing users to add a signature to evidence items on the Quick Pending Check-In tab. This signature will be applied to all evidence items and will be saved in the chain of custody record. Access to this feature is controlled by a specific permission, 'Evidence Review - Quick Pending Check In'.
<b>IA-81533</b>		TN NIBRS: Additional Location Type in	Enhancement	RMS_Reporting_TN-IBR (TIBRS)	The Tennessee NIBRS reporting system has been updated to include a



		Offense Segment			second location for incidents, if one is added in the custom field. This additional location will be included in the report submitted to the state of Tennessee, but only if it's entered. If not, the report will remain the same as before. This change only affects users of the Tennessee RMS system.
<b>IA-81527</b>	458761	RMS - Error received when checking in Evidence Item	Bug/Defect	Property Mgmt	Deleting evidence from an incident is allowed if the evidence is pending check-in, not linked to another incident or supplement, and the system setting for deleting evidence from incidents is enabled. To delete evidence, users need permission to delete evidence and edit access to the property record. When evidence is deleted, related notifications are also removed. A cleanup script is available to delete any remaining notifications for non-existent evidence.
<b>IA-81515</b>		IL NIBRS: Investigate why County Code is null in IL57	Bug/Defect	State Submissions	An update has been made to the ILNIBRS reporting system to fix an issue where the county was not being included in some reports. The system will now use the default county set in the system settings if the county is not specified in the incident address. To apply this change, affected reports

					will need to be re-generated. This update resolves a mandatory field requirement for IL NIBRS reporting.
<b>IA-81513</b>	458226	Community Portal - Remove the "Where" fields from use	Enhancement	Admin	The location fields, previously labeled as "Where", are no longer available for use on the CPS website.
<b>IA-81505</b>		Need new permission that will allow someone to Expunge records without any security checking.	Enhancement	Expungements	A new permission has been added that allows users to remove offenders from incidents they don't normally have access to, but only from the person summary screen's incidents section. This permission takes priority over the usual access restrictions, giving users with this permission more flexibility in managing incidents.
<b>IA-81504</b>		Need to be able to transfer a Custom Form to someone other than the originator ISP Enhancement	Enhancement	rms_customForms	You can now transfer ownership of freestanding custom forms to other users. A new "Transfer" button will appear on the form status bar if you have permission to transfer the form. When you transfer a form, you'll be prompted to enter the new user's name and a comment. The form's status will be reset to "Initial" and the new user will receive a notification. The form's audit log and printed report have been updated to show the new responsible user.

					Additionally, the system now uses the responsible user instead of the creator when determining who can edit a form, and notifications will be sent to the responsible user instead of the creator.
<b>IA-81503</b>		Person Record Fails to Load if Date of Info On record is null	Bug/Defect	Master Indices	The system now correctly loads person records even if multiple images or attachments are missing a date, preventing errors and ensuring access to complete information.
<b>IA-81499</b>		Jail Tracker Interface - Extra Logging	Enhancement	Master Indices	
<b>IA-81492</b>	458443	RMS - Updating a Master Indices Person Address will not update resolving back to the wrong address	Bug/Defect	Master Indices	When adding or updating a master index address, the system will automatically fill in the city code and description if you select a city that matches a predefined code. If the city doesn't match a predefined code, only the city name will be filled in.
<b>IA-81488</b>		TCI XML Setup - Add Agency Only Default	Configuration	Interface	The default setting for Titan incident crash reports has been changed to make them accessible to a wider audience, rather than being restricted to agency use only.
<b>IA-81473</b>		Viz tool - create viewer screen for Warrant	Enhancement	Visualization	A new feature has been added to the Warrant Viz tool, allowing users to view detailed information about warrants in a user-friendly format. The Warrant Tab viewer provides easy

					access to key information, including person details, warrant specifics, related incidents, arrests, and custom forms.
<b>IA-81472</b>		Viz tool - create viewer screen for Field Arrest	Enhancement	Visualization	A new "Arrest" tab has been added to the Visualization tool, providing a centralized view of arrest-related information. This tab displays key details such as arrestee information, incidents, charges, victims, aliases, addresses, affiliated organizations, outstanding warrants, vehicles, associated cases, and custom forms.
<b>IA-81471</b>		Viz Tool - create viewer screen for Case	Enhancement	Visualization	A new "Case View" tab has been added to the Case Visualization tool, providing a more detailed view of a case when selected. This tab includes tables for Incidents, Field Arrests, Associated cases, Field Contacts, and Custom Forms, making it easier to access and review relevant case information.
<b>IA-81445</b>		RMS - Field Arrest - Arresting/Citing Officer - Allows Multiple Officers to be selected	Enhancement		A new feature has been added to the Field Arrest module, allowing administrators to limit a field arrest to only one arresting or citing officer. This option can be enabled or disabled in the Module Configuration settings, and is agency-specific or product-wide.

					When enabled, the system will prevent adding additional arresting or citing officers to a field arrest if one is already assigned.
<b>IA-81442</b>	458220	Field Arrest add signature capture for the Accused on Property Inventory	Enhancement	Field Arrest	The arrest property pages have been updated to include the arrestee's signature. The intake page now includes the arrestee's intake signature, while the edit page includes both intake and release signatures. The release page only includes the release signature. Additionally, the printed report now has the option to include the arrestee's intake and release signatures, along with the dates they were created and returned.
<b>IA-81417</b>	458074	MICR Remove Age Validation from offense 36001	Bug/Defect	(MICR) State Submission	The Michigan Incident-Based Reporting system has been updated to fix an error related to victim age for a specific offense. The system now correctly allows reporting of offense 36001 without requiring the victim to be 13, 14, or 15 years old.
<b>IA-81405</b>	457957	MS NIBRS 2023 Technical Specification Update	Configuration	RMS_Reporting_MS-IBR	The system has been updated to meet the 2023 National Incident-Based Reporting System (NIBRS) requirements for the state of Mississippi. This update affects how crime data is reported and includes changes to relationship

					and injury codes. New relationship options have been added, including foster parent, foster child, and cohabitant. Injury codes have also been updated to better classify victim injuries. Additionally, some descriptions have been revised to use current terminology, and warning messages have been expanded to alert users of potential errors in reporting.
<b>IA-81404</b>		Field Arrests - Prototype UI Rework	Enhancement	Field Arrest	
<b>IA-81395</b>		Mclean County CAD Interface Go Live	Enhancement	Interface	The Mclean County emergency response system is now fully connected and working with the county's computer-aided dispatch (CAD) system, allowing for more efficient and effective emergency response operations.
<b>IA-81388</b>		Case Logs - Comments column formatting Issue	Bug/Defect	Follow-up Cases	Case log comments now display properly formatted text, converting line breaks into separate lines for easier reading.
<b>IA-81381</b>		Incident Additional Search Criteria [Name] add Middle Name	Enhancement	Incident Mapping	The Incident Name search has been improved to allow searching by middle name. If the 'soundex' option is selected, it will also apply to middle name searches. Additionally, middle name searches will automatically include a

					wildcard at the end, making it easier to find matching results.
<b>IA-81377</b>		Vis Tool - Add Warrants	Enhancement	Warrants	The visualization tool now includes warrants, which can be linked to various types of information, such as individuals, incidents, arrests, addresses, and custom forms, to provide a clearer picture of related data.
<b>IA-81376</b>		Vis Tool - Add Field Arrests	Enhancement	Field Arrest	You can now view field arrests in the Visualization tool and connect them to related information, such as the people involved, incidents, warrants, cases, addresses, vehicles, organizations, and custom forms.
<b>IA-81363</b>		Crash - search fields are case sensitive	Bug/Defect	Crash Reporting	
<b>IA-81338</b>	457405	VA NIBRS Data element 62 is only reportable for NIBRS code 35A Drug/Narcotics	Bug/Defect	RMS_Reporting_VA-IBR (VIBR)	The Virginia NIBRS module has been updated to fix an issue where incorrect data was being sent to the state, causing submission errors. The system now correctly only reports "Type of Drug Activity" (Data Element 62) when the associated arrest offense is related to drug/narcotic violations. This change only affects Virginia Online RMS clients.
<b>IA-81335</b>	457296	Warrants - Edit Warrants cannot add Incidents	Bug/Defect	Warrants	

<b>IA-81318</b>		Incident - auto-populate arrest details tracking number when associating a field arrest	Enhancement	Incidents	When an arrestee is imported from a field arrest, their tracking number will now be automatically populated with the same tracking number from the original arrest.
<b>IA-81317</b>		Expunge - redact arrest narrative	Enhancement	Expungements	The Expunge Arrest feature now includes a Quick Redact option, allowing users to easily remove sensitive information from narratives. A new search box enables users to enter text they want to redact, and all matching text will be automatically removed. Additionally, links to the arrestee's full name, first name, and last name have been added for convenience. A bug that caused narratives to print in the wrong section has also been fixed, ensuring accurate and organized output.
<b>IA-81316</b>		Case Lead Investigator - EJS CODE issue	Bug/Defect	Follow-up Cases	No documentation provided to translate.
<b>IA-81301</b>		CAD to Online RMS Interface Set Up JIRA for Sumner County (TN83)	Configuration	Interface	The Caliber CAD system is now connected to the Online RMS system for Sumner County, TN, allowing for seamless data exchange. This integration went live on August 12, 2025, and was successfully implemented without any problems.



<b>IA-81289</b>		IL NIBRS version 2023 update	Enhancement	State Submissions	The Illinois Online RMS Incident Reporting system has been updated to meet the state's 2023 reporting requirements. This update includes changes to relationship codes, offense descriptions, and the format of the data submitted to the state. These changes only affect users in Illinois and will ensure that reports generated through the system meet the state's current standards.
<b>IA-81282</b>		Search results to display all supplements created and not just 0. - AHA - RMS-I-423 [Feature Frenzy Selection]	Enhancement	Incidents	The "Report Date" field in the incident report search has been simplified to "Date" and now includes options to search by either the original report date or the date a supplement was added. This allows for more specific search results, especially in cases where the report date has been updated after the initial report was filed.
<b>IA-81279</b>		Print Field Contact with IR - AHA - RMS-I-428 [Feature Frenzy Selection]	Enhancement	Incidents	A new feature has been added to print incident reports, allowing users to include field contact information. This option is only available if the field contact feature is enabled and if there are field contacts associated with the incident. Users can select multiple field contacts to include in the report.

<b>IA-81244</b>		Mapping - MSP Requests Related to Date/Times	Enhancement	Incident Mapping	The "Or Select A Range" dropdown on the Event Map Screen now includes two new options: "Yesterday & Today" and "Last Year". Selecting "Yesterday & Today" will automatically fill in the date and time fields to cover the entire previous day and the current day. Choosing "Last Year" will set the date range to include all of the previous year. These options are available on both the main screen and the query wizard.
<b>IA-81241</b>		View Incident Report - Search for Incident - Additional Search Criteria - AHA RMS-I-438	Enhancement	Incidents	The address section now allows you to select multiple reporting areas, making it easier to categorize and track locations. This change applies to both the standard address field and the new combo address field, ensuring consistency throughout the system. Additionally, the search auditing feature has been updated to include the new combo reporting area field, providing a more accurate record of searches and activities.
<b>IA-81142</b>		MIBRS v4.3 Update Technical Specifications XML - (M8) Arrestee	Enhancement	RMS_Reporting_MO-IBR	The Missouri Incident-Based Reporting System (MIBRS) has been updated to include the immigration status of arrestees in reports sent to the state. This information is now

		Immigration Status			collected on the Offender screen and will be included in both Group A and Group B arrest reports.
<b>IA-81141</b>		MIBRS v4.3 Update Technical Specifications XML – (M7) Offender Immigration Status	Enhancement	RMS_Reporting_MO-IBR	The Missouri Incident-Based Reporting System (MIBRS) has been updated to include an offender's immigration status in reports sent to the state. This information is taken from a custom field on the offender's profile and matches the state's required values. If no immigration status is listed, it will not be included in the report.
<b>IA-81140</b>		MIBRS v4.3 Update Technical Specifications XML – (M6) Victim Immigration Status	Enhancement	RMS_Reporting_MO-IBR	The Missouri Incident Based Reporting system has been updated to include a new field for reporting a victim's immigration status. This information will be sent to the state as part of the incident report, but only if it has been entered into the system. If no information is available, the field will be left blank.
<b>IA-81096</b>		MIBRS v4.3 Update Technical Specifications Flat File - (M8) Arrestee Immigration Status	Enhancement	RMS_Reporting_MO-IBR	The Missouri Incident-Based Reporting System (MIBRS) has been updated to include the immigration status of arrestees in reports sent to the state. This information is now collected on the Offender screen and will be included in both Group A

					and Group B arrest reports.
<b>IA-81095</b>		MIBRS v4.3 Update Technical Specifications Flat File – (M7) Offender Immigration Status	Enhancement	RMS_Reporting_MO-IBR	The MIBRS system has been updated to include a new field for reporting an offender's immigration status to the state of Missouri. This field is now available on the Offender screen and allows users to select from a list of predefined values that meet Missouri's MIBRS 4.3 specifications. If no immigration status is entered, the field will be left blank.
<b>IA-81094</b>		MIBRS v4.3 Update Technical Specifications Flat File – (M6) Victim Immigration Status	Enhancement	RMS_Reporting_MO-IBR	The Missouri Incident Based Reporting system has been updated to include a new field for victim immigration status, which will be sent to the state as part of the incident report. This field is optional and only populated if information is entered on the victim screen.
<b>IA-80884</b>	453424	RMS - Error received when submitting incident for approval	Bug/Defect	Incidents	Submitting an incident for approval now works as expected and no longer results in an error message.
<b>IA-80561</b>		Incident Review Routes - add a note into approval comment if route is canceled on approval screen	Enhancement	Incidents	When a route is cancelled, its name will be included in the Supplement Status log for the approval, providing a clear record of the change.

<b>IA-80548</b>	450143	Mapping - Cannot upload a KML File	Bug/Defect	Incident Mapping	The KML parser has been updated to automatically name shapes based on their placemark name and to suggest categories for shapes based on their parent folder. Users can now select a category for each shape, choose to leave it uncategorized, or create a new category if one doesn't exist.
<b>IA-80321</b>		Mapping People and Address Cautions	Enhancement	Incident Mapping	A new "Event Map" button has been added to the address search results screen, allowing you to view geo-verified addresses on a map. Clicking on a point on the map will display the corresponding address. The map view does not include additional query loading options, and exporting data to Excel remains unchanged, including coordinates and addresses.
<b>IA-80158</b>	448508	Add New Person : Address saves N and W in Lat/Lon field which breaks mapping	Bug/Defect	Admin	
<b>IA-79987</b>	447020	MS Flatten File Button add to the Closed Data Set	Enhancement	RMS_Reporting_MS-IBR	You can now download a simplified XML file for closed data sets. A new "Download XML" button will appear next to the "View" button in the systems table, making it easier to access and work with your data.

<b>IA-79983</b>		Evidence - display processing always on check in screen	Enhancement	Property Mgmt	A new setting has been added to control whether the evidence processing section automatically expands when checking in evidence.
<b>IA-79915</b>	446165	RMS - Property Receipt Form should display owner information if known	Enhancement	Property Mgmt	The Evidence Receipt Report now includes the property owner's information, providing a more comprehensive view of the evidence handling process.
<b>IA-79764</b>		When creating a new user the "Externally Authenticated Only" should be checked	Enhancement	Security	When adding a new user, if the person creating the account is authenticated through an external system, the "Externally Authenticated ONLY" option will be automatically selected and cannot be changed. This applies whether you're adding one user or multiple users at the same time.
<b>IA-79486</b>		Narrative Re-Approval Side by Side comparison AHA CAD-I-403	Enhancement	Incidents	A new feature has been added to the view narrative page, allowing users to compare the original narrative with the corrected version. If corrections were made to the narrative after it was initially disapproved, a "Toggle Old Narrative" button will appear at the top of the page. Clicking this button will display the original narrative alongside the corrected version, including any annotations.

<b>IA-79365</b>	441261	RMS - Calls For Service Associations in Master Indices Person record no longer display in printed pdf	Enhancement	Master Indices	A new print option has been added to the Master Indices report, allowing users to include a section on Associated Calls for Service. This section will display the same information as the person summary screen, providing a more comprehensive report.
<b>IA-79149</b>	439654	RMS - When Printing the Person Details Report the Email / Web Addresses do not print	Enhancement	Master Indices	The person printed report now includes a new section that displays a person's email and web addresses, making it easier to access their contact information.
<b>IA-78961</b>	438040	Warrant Log - Notify Warrant Agency is now checked by default	Enhancement	Warrants	A new setting has been added to control whether the "Notify Warrant Agency" checkbox is checked by default when adding a warrant log. This setting is turned off by default, but can be enabled in the Warrants module configuration.
<b>IA-78895</b>	437379	Collapse - Add a way to search for Sub Type and Sub # that are null only	Enhancement	Collapse	Two new options have been added to the Address Collapse screen, allowing you to search for addresses where the Sub Type or Sub Number fields are blank. To prevent conflicting searches, you can no longer select both the blank option and the regular option at the same time for these fields.
<b>IA-78721</b>	435540	RMS - MECC Unit history Dispatch number is only	Enhancement	Calls For Service	The Online RMS CAD Interface has been improved to correctly link

		selectable via hyperlink when officer is assigned.			unit history records to their corresponding calls for service. Previously, unit history data was sometimes sent before the dispatch information, causing the records to become disconnected. This update ensures that unit history records are now properly linked to the correct calls once the dispatch information is received.
<b>IA-78115</b>		Incident Reporting - Quick Add Organizations	Enhancement	Incidents	
<b>IA-78114</b>		Incident Quick Select from CFS - Expand to Include Organizations	Enhancement	Incidents	A new feature has been added to associate organizations with incidents. When enabled, a new section called "Quick Select Organizations - Associated Organizations" will appear in the incident names tab, allowing you to quickly link organizations to incidents as either victims or other parties involved.
<b>IA-78075</b>	428829	Civil Process - Event Mapping Changes	Enhancement	Civil Process	A new filter option has been added to the Event Mapping Screen, allowing users to quickly narrow down court papers by status, filed date, received date, and service expiration date. This feature provides more flexibility and control over the types of court papers displayed, moving beyond



					the previous limitation of only showing open court papers.
<b>IA-75518</b>		Incident Mapping Enhancement	Enhancement	Civil Process	
<b>IA-74865</b>		Data Submission: Zero report screen enhancements	Enhancement	State Submissions	The "Generate File" option will only be visible for systems that are marked as legacy in the system settings. If a system is not marked as legacy, this option will not be available.
<b>IA-74235</b>		Vehicle Summary Hyperlink Display - Add License Plate # to other pages	Enhancement	Master Indices	The vehicle license number is now displayed in more areas, including the "Select Case Involved Vehicle" link on case activities, making it easier to identify vehicles associated with a case.
<b>IA-68425</b>	393999	Cases - add cases to visualization tool	Enhancement	Follow-up Cases	A new Case Visualization tool is now available for users with the necessary permission. This tool allows you to see a visual representation of a case and its connections to other related data, including incidents, field contacts, other cases, field arrests, and custom forms. The tool only shows direct connections, which are indicated by "This Case" in the Associated Event # column.

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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.