



Protecting Tomorrow–Today.™

# Online RMS

Version (11.7.0)

Product Release Bulletin

03 August 2021

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	21 July 2021	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version.
T. Thompson	22 July 2021	1.1(RTO)	Add section for Jasper Server Ad Hoc Reports Folders.
T. Thompson	03 August 2021	1.0 PRB	Final PRB Version

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.7.0 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, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry popular web browser that is actively supported by the browser manufacturer and connects to the internet using DSL, Cable, or 4G cellular. The browser must support TLS 1.2 or higher.

### **IMPORTANT NOTICE FOR ONLINE RMS AGENCIES**

### **ONLINE RMS DESUPPORTS INTERNET EXPLORER (IE)**

### **EFFECTIVE, 03 AUGUST 2021**

Microsoft announced Internet Explorer (IE) 11 will stop working optimally with Microsoft 365 services on August 17, 2021. Additionally, Internet Explorer (IE) 11 desktop application will be retired by Microsoft and go out of support on June 15, 2022. Microsoft Internet Explorer (IE) is no longer supporting new web standards that are used by modern applications.

For this reason, Caliber no longer considers Internet Explorer (IE) a modern web browser and is no longer supporting Internet Explorer (IE) for use with Online RMS as of August 3, 2021. There are significant security and performance concerns with Internet Explorer (IE) 11 (see [Microsoft FAQ](#)). Agencies still using Internet Explorer (IE) should move to a modern web browser such as Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari for accessing Online RMS.

## RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.7.0 release.

End Date	Milestone
<b>13 Apr 2021</b>	11.7.0 Sprint 1 Starts / 11.6.0 Release Available
<b>27 Apr 2021</b>	11.7.0 Sprint 1 Ends / Sprint 2 Starts
<b>04 May 2021</b>	11.6.1 Service Pack Available
<b>11 May 2021</b>	11.7.0 Sprint 2 Ends / Sprint 3 Starts
<b>25 May 2021</b>	11.7.0 Sprint 3 Ends / Sprint 4 Starts
<b>08 Jun 2021</b>	11.7.0 Sprint 4 Ends / Sprint 5 Starts / 11.6.2 Service Pack Available
<b>22 Jun 2021</b>	11.7.0 Sprint 5 Ends / Sprint 6 Starts
<b>06 Jul 2021</b>	11.7.0 Sprint 6 Ends / Sprint 7 (Stabilization Sprint) Starts
<b>13 Jul 2021</b>	11.6.3 Service Pack Available
<b>20 Jul 2021</b>	11.7.0 Stabilization Sprint 7 Ends / Stabilization Sprint 8 Starts
<b>21 Jul 2021</b>	11.7.0 RTO (Release to Training / Operations)
<b>27 Jul 2021</b>	11.7.0 Code Lock
<b>03 Aug 2021</b>	11.7.0 Release Available

## RELEASE ANNOUNCEMENT

Caliber Public Safety announces the release of **Online RMS 11.7.0** to the **Nlets Product Environment** early this morning Aug 3<sup>rd</sup>. Our hosted delivery approach ensures that all clients benefit from the continual improvements and many benefits of Online RMS without the worries of installing software.

**Release Overview Videos** are available to help you prepare and learn more about the new and exciting features and functions coming to Online RMS in the 11.7.0 release. Click the **watch** hyperlink to watch each video.

End-User Focused Videos:

- Easily Create Field Arrests from Incident Reports and CFS - [Watch](#)
- Jail Track Interface Improvements to View and Import People - [Watch](#)
- Improving Data Capture via Master Indices Required Fields - [Watch](#)
- Do more with Custom Forms for Fleet Vehicle & ODL Assignments - [Watch](#)
- Enhanced Searching for Tow/Impounds - [Watch](#)
- Manage Open Field Arrests via new Home Page Chart - [Watch](#)
- Warrant Search – Show Map - [Watch](#)

Admin Focused Videos:

- Better Manage Evidence & Property Locations - [Watch](#)
- Custom Forms – Create Incident Option - [Watch](#)
- TeamSupport – Submit a Ticket Integration - [Watch](#)

**Online RMS 11.7.0** includes enhancements and improvements that touch approximately 45 RMS components, including **Field Arrest Creation, Property/Evidence Management, Custom Forms, Tow Impound Searching, Master Indices, Calls For Service, Fleet Management, Warrants, External Queries, NIBRS State Submission Compliance, Application Interfaces (APIs), and Security upgrades**; as well as many other product enhancements, integration improvements, and issue resolutions. Our overall release focus was on contractual commitments, increasing operational efficiencies, simplifying data management, and improving ease of use.

Below are a few software enhancements available in Online RMS 11.7.0. More information on features and functions available in the 11.7.0 release can be found by reading the Product Release Bulletin by navigating to Help > Online Help > Product Release Bulletins or by clicking [here](#).

### **RMS 11.7.0 Release Highlights:**

- **More time for Patrol and Other Activities**
  - Agencies using the Online RMS Field Arrest module will experience several time saving enhancements.
    - ✓ Reduce the time to complete a Field Arrest by importing data from an Incident Report or Calls for Service record. Officer can also choose to easily create a Field Arrest for an Offender on an Incident Report directly from an open Supplement.
    - ✓ Data fields for location, Criminal Complaints, “Arrestee has No Property”, Vehicle Impound, Next of Kin, and Log Type have been relocated, modified, or added to streamline navigation and improve data entry when completing a field arrest.
    - ✓ The Duplicate Field Arrest process saves even more time when arresting multiple people on the same event by allowing the selection of additional arrestees from incident reports associated to the Arrest.
- **Making the most of Vehicle Impounds**
  - New search fields provide more options to find Vehicle Impounds.
    - ✓ Search by Approval Status, Type of Hold, Hold Reason, Hold Not Released, Associated People and Role, Associated Organizations and Role, Officers, and Tow Company. Create a Court Case directly from an Incident Report.
    - ✓ Search results updated to include:
      - Year, Make and Model added to ‘Vehicle Id’ column.
      - City and County added to ‘Towed From’ column.
      - New column for Tow Company.



- **More Information at your Fingertips**
  - Sites using Jail Tracker and Online RMS will notice and improved display and data import options, including Booking Photos for Jail Tracker inquiries.
  - Improved Accurant Public Data printed Vehicle Report to print a single report.
  - Expungement Comments visible to authorize users from Person Summary Details page.
- **Enhance your use of Custom Forms.**
  - New option to create an Incident Report for a custom form. Available for sites with Incident Report Number generation configured.
- **Fleet Management Usability Enhancers**
  - New Quick End Assignment button saves click when ending a vehicle assignment.
  - Custom Forms now available for Vehicle Assignments and ODL assignments. Create your own vehicle inspection forms and make available to assigned users or Supervisors to complete.
- **Always Advancing**
  - **Improved Accountability**
    - ✓ Ethnicity made required for Master People.
    - ✓ New agency configurations to require County and Lat and Long for Master Address records.
    - ✓ Ability to manual link a CFS record to an Incident Report.
    - ✓ Home Page Chart for Field Arrests Status.
    - ✓ Reports - Customer Defined Folders and Configuring Role Access.
  - **Usability and Efficiency Gains**
    - ✓ Warrant Search Page - Map Display Option.
    - ✓ Inventory Asset module update for Officer and Employee assignments.
    - ✓ Added Duplicate Field Auto Search criteria highlighting to Add Person page. Mouse over info bubble to show fields that must be entered for duplicate matching to activate.
    - ✓ Fleet Vehicle "Assignment Location" added to Cost of Ownership Dashboard and Manage Vehicle Fleet Search Results pages.
    - ✓ Online Help Ability to submit tickets directly in Team Support via single sign-on.
    - ✓ State Submission action buttons reorder for better workflow.

- ✓ Field Arrest – Print option for Log entries.
- ✓ Incident Report Search improvement to find reports by searching on one or more “Use of Restraint Types”.
- ✓ Field Contacts - View associated Incidents and CFS records.
- **Enhanced Security**
  - ✓ Prevent Lock-out when configuring or modifying IP Whitelisting.
- **Federal and State Compliance**
  - FL, GA, IL, IN, MA, MD, MI, NC, NJ, and OK updates.
- **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 join in our excitement for the release of Online RMS 11.7.0 to Production. If you have questions about the release, please contact us by email at [rms@caliberpublicsafety.com](mailto:rms@caliberpublicsafety.com).

Our Very Best,

Caliber Public Safety

## NEW FEATURES & ENHANCEMENTS

Online RMS 11.7.0 includes many new updates, based on customer input, contractual commitments, and changes to Public Safety State and Federal standards. The overall release focus was on increasing operational efficiencies, simplifying data management, and improving ease of use. ***Please see Online RMS User Help and Admin documentation for more details on the enhancements and features highlighted in this release bulletin.***

### ONLINE RMS 11.7.0 HIGHLIGHTS

#### Field Arrest Creation

**Simplifying Field Arrests.** Reduce the time to complete a Field Arrest by importing data from an Incident Report or from a Calls for Service record. Officers can also choose to easily create a Field Arrest for an Offender from within an Incident Report supplement.

1. **Create Field Arrest for Offender within Incident Supplement** - In response to listening to our customers, the Incident Report writing process was enhanced to allow the creation of a Field Arrest for offenders listed on an Incident Report.
  - a. Click the handcuff icon to initiate a Field Arrest for an offender.

Offenders					Add Offender Add Unknown Offender	
Name	Age at time of Incident	Role(s)	Supp #	Actions		
Leuck, Alex Gordon Race: White Sex: M DOB: 01/23/1985	36 Years Old	Suspect / Offender	1	    		
Smith, Billy Ray Race: White Sex: M DOB: 11/11/1994	26 Years Old	Suspect / Offender	1	    		

FIGURE 1: INCIDENT REPORT - OFFENDERS - CREATE FIELD ARREST ICON

- b. Information from the Incident report (Location, Victims/Other Names, Vehicles, and Charges) is available to import into the field arrest, eliminating manual entry and reducing the time to complete a Field Arrest.

Recent Activities (Initial Report) / Incident Report 21-000001 / Import and Create Field Arrest

**Select From Below What Items You Want To Import**

**Arrest Location**

Location	Source	Include
115 West Washington Street #Suite 850s Indianapolis, IN 46204	Location of Incident	<input type="radio"/> Use This Address
100 North Main Street Fortville, IN 46040	Arrest Location	<input checked="" type="radio"/> Use This Address

**Victims**

First Name	Last Name	DOB	Race	Sex	Include
LONNIE	HACKETT	11/18/1990	Hispanic	F	<input checked="" type="checkbox"/> Import

**Vehicles**

Year	Make	Model	VIN	Include
2001	CHEVROLET(CHEV)	CAVALIER	ABCDE1234FGH56789	<input checked="" type="radio"/> Use This Vehicle

**Charges**

Charge	Include
CRIMINAL MISCHIEF DAMAGE/DESTR WORSHIP/SCHOOL	<input type="checkbox"/> Include
CRIMINAL MISCHIEF DAMAGE/DESTR WORSHIP/SCHOOL [Stolen Property: Buying  Receiving  Possessing]	<input type="checkbox"/> Include
CRIMINAL MISCHIEF DAMAGE/DESTR WORSHIP/SCHOOL (Larceny - Theft (Except Motor Vehicle))	<input checked="" type="checkbox"/> Include

**Offense Date** 01/25/2021 **Offense Count** 1 **CSAU** Completed

**Bond Type** Held without Bond **Bond Amount** **Domestic Related** ☐

**FIGURE 2: INCIDENT REPORT - CREATE FIELD ARREST IMPORT PAGE**

2. **Quick Arrest From Incident or Calls for Service** – When choosing to Create a new Field Arrest, users can choose from Incident Reports or Calls for Service related to the selected person and import data from the selected record to auto-populate the Field Arrest.
  - a. Use the Radio Button selector to view Incident Reports or Calls for Service related to the selected arrestee.
  - b. The option to Create Arrest Without Importing is available to create a standalone Arrest that is not related to an existing Incident Report or Calls for Service.
    - i. For Arrests with no related Incident Reports or Calls for Service, the application will take the user directly to the Create Field Arrest page.

Person Search / Person Search Results / Quick Field Arrest

Leuck, Alex Gordon  
White, Male  
Age: 36

☒ Quick Arrest From Incident ☐ Quick Arrest From Call For Service

Create Arrest Without Importing Go Back

Report #	Occurrence Date	Location	Agency	Offenses	Actions
MCPD-R-2019-000008	01/10/2019 1425	89 Chalker Road Dillon, PA 18801	Caliber Public Safety PD	DRIVING WHILE INTOXICATED/OPEN ALCH CONTAINER - 49.04(c) : MB	
17-000042	06/27/2017 2211	Hastings 68901	Caliber Public Safety PD	DWI W/PREVIOUS INTOXICATION MANSLAUGHTER CONV - 49.09(b) : F3	
17-000036	06/27/2017 0712	813 West 4th Street Chadron 69337	Caliber Public Safety PD	DWI W/PREVIOUS INTOXICATION MANSLAUGHTER CONV - 49.09(b) : F3	
17-000034	06/27/2017 0702	602 US-385 Chadron 69337	Caliber Public Safety PD	BURGLARY OF VEHICLE - THEFT FROM MOTOR VEHICLE	
16-00013	12/06/2016 0904	Sacramento National Wildlife Refuge Willows, CA 95988	District 2	HUNTING AND FISHING ALLIGATORS VIOLATION 3RD - 65.008(d) : MA BURGLARY OF VEHICLE - THEFT FROM MOTOR VEHICLE	
15-000065	08/17/2015 1030	518 ROSEWOOD Drive SHENANDOAH, TX 77381	Caliber Public Safety PD	THEFT PROP >=\$500<\$1,500 - 31.03(e)(3) : MA	

FIGURE 3: FIELD ARREST - QUICK ARREST FROM INCIDENT REPORT

Person Search / Person Search Results / Quick Field Arrest

Leuck, Alex Gordon  
White, Male  
Age: 36

☐ Quick Arrest From Incident ☒ Quick Arrest From Call For Service

Create Arrest Without Importing Go Back

Dispatch #	Call Date	Location	Agency	Call Type	Actions
PD202100575	02/25/2021 1117	7712 Coy St Tulalip, WA	Caliber Public Safety PD	DOMESTIC VIOLENCE	

FIGURE 4: FIELD ARREST - QUICK ARREST FROM CALLS FOR SERVICE

- c. Select available data from Incident Report or Calls for Service. For CFS records, select the role to Import person. The option also exists to Create a new Master Person or Master Address from partial data available on the CFS record.

Person Search / Person Search Results / Quick Field Arrest / Import and Create Field Arrest

Leuck, Alex Gordon  
White, Male  
Age: 36

Select From Below What Items You Want To Import

Go Back Save

ARREST DATE: 07/16/2021 1621 ARRESTING OFFICER: I Am The Arresting Officer AGE AT TIME OF ARREST: 36 Years Old

Arrest Location

Location	Source	Include
7712 Coy Street Tulalip Bay, WA 98271	Location of Incident # 21-000004	<input type="radio"/> Use This Address
7712 Coy St Tulalip, WA	Dispatch Incident Location	<input checked="" type="radio"/> Create Address

Other Names

First Name	Last Name	DOB	Race	Sex	Roles	Include
Bill	Jones		White	Male	Caller	<input checked="" type="radio"/> Create Person
JANE	SMITH	11/05/1969	Hispanic	Female	Victim	<input type="radio"/> -Select Role to Import

FIGURE 5: FIELD ARREST - QUICK ARREST - CALLS FOR SERVICE IMPORT PAGE

3. **Duplicate Field Arrest** – When arresting multiple persons from the same event, the Duplicate Arrest option now allows to select people from Incidents and Calls For Service (CFS) events associated to the Field Arrest.

Recent Activities (Open Field Arrests) / [Edit Field Arrest](#)

Go Back **Duplicate** Print

Minimize | View Person | Edit Person | Change Person

<b>LAST NAME</b> Adams	<b>FIRST NAME</b> Sam	<b>DOB</b> 04/12/1989 (Age at Time of Arrest: 31 Years Old)	<b>SEX</b> Male	<b>RACE</b> White	<b>ETHNICITY</b> Not Hispanic or Latino	 (1/1) 07/26/2018 <a href="#">Download Original Image</a>
<b>DRIVER'S LICENSE #</b> 5556669987	<b>SSN</b> 111-22-3333	<b>ALIASES</b> Samuel Adams(Alias)			<b>HEIGHT</b> 5' 08"	

**FIGURE 6: DUPLICATE FIELD ARREST**

- a. Choose **"Add Arrestee"** to search and select from Master Names or **"Select Arrestee"** to Quick Select a person from an associated event.

Recent Activities (Open Field Arrests) / [Edit Field Arrest](#) / [Duplicate Field Arrest](#)

Go Back

**Arrest Summary:** 03/23/2021 1602 Hrs ⓘ **Agency:** Caliber Public Safety PD

**Charges:** **Arrest #:** 00006-2021

**Duplicate Field Arrest**

- Click **Add Arrestee** to select a new arrestee. You can add as many arrestees as you like. For each arrestee, a new field arrest record will be created.
- You can then choose which sections you would like duplicated.

**BEFORE DUPLICATING THIS ARREST, ENSURE THE DATA IS CORRECT! Once you duplicate the arrest, you will have to edit each duplicated arrest if any changes are needed.**

**Arrestees** ⓘ Add Arrestee **Select Arrestee(s)**

Person	Actions
--------	---------

**FIGURE 7: DUPLICATE FIELD ARREST SELECT ARRESTEE**

Select Arrestee(s)

<input type="checkbox"/>	Person Name	Assoc. Event Type	Assoc. Event Role(s)	Assoc. Event #
<input type="checkbox"/>	ANTHONY SMITH	Incident	Victim	21-000004
<input type="checkbox"/>	Alex Leuck	Call For Service	Suspect	PD202100575
<input type="checkbox"/>	JANE SMITH	Call For Service	Victim	PD202100575

Close Save Selected

**FIGURE 8: DUPLICATE FIELD ARREST - SELECT NAME FROM ASSOCIATED EVENTS**

## Field Arrest Navigation Improvements

**Relocating data fields and tabs to match workflows.** Based on feedback from our user community, we have relocated data fields and created new tabs to improve usability when entering data and view arrest information.

1. **New Tab for Criminal Complaints** – Adding a Criminal Complaint was moved from the bottom of the Arrest tab to its own Tab. This new tab will appear between the Vehicle / Towing and Narratives tab for agencies using the Criminal Complaint feature. Having Criminal Complaints as its own tab and locating after the core field arrest tabs improves the workflow experience of entering Arrestee information, Officers, and Charges, and then presenting the option to create a Criminal Complaint, which pulls data from the Field Arrest to populate the Criminal Complaint.

FIGURE 9: FIELD ARREST - CRIMINAL COMPLAINTS TAB

2. **Arrest Location** – Moved to the Arrest Tab rather than having as a separate tab. Improves usability by allowing the user to enter the core arrest demographics on one tab.

FIGURE 10: ARREST TAB - ARREST LOCATION GRID

3. **Next of Kin / Emergency Contact** – New option to add a relationship when only partial data is known, without creating a master person record.
  - a. Select **"Add Without Master Person"**.

The relations here directly update the Arrestee's master person information.

**'Next of Kin / Emergency Contact'**

Log   Add From Master Person   **Add Without Master Person**

Related Person	Relation	Next of Kin	EC	Dependent	Date of Info	Actions
Howard George Simpson RACE: White SEX: Male DOB: 01/15/1993	Mother	Yes	Yes	No	04/19/2011	
JENNIFER LEE ADAIR RACE: White SEX: Female DOB: 06/05/1974	Guardian/Legal Custodian	No	No	No	07/09/2020	

**FIGURE 11: FIELD ARREST - NAMES - NEXT OF KIN**

- b. Add partial data. Use partial data to lookup potential matches.

Person Information

**Person**

**FIRST NAME**

**LAST NAME**

**DOB**

**RACE**

**SEX**

**PHONE #**

**RELATION**

**DATE OF INFO**

**NEXT OF KIN** ☐

**EMERGENCY CONTACT** ☐

**DEPENDENT** ☐

Search Master Index Data With Entered Information   Cancel   Save

**FIGURE 12: FIELD ARREST - NAMES - "ADD WITHOUT MASTER PERSON" GRID**

4. For agencies having Field Arrest Property enabled a new checkbox "Arrestee Has No Property" will display to allow users to select either "Arrestee Property Not Inventoried" or "Arrestee Has No Property" when no arrest property is entered.

Previous Section   Next Section

Arrest   Arrestee Information   Officers - 1   Associated Events - 0   Charges / Warrants - 2   **Names - 1**   **Property - 0**   Vehicle / Towing - 0   Criminal Complaints   Narratives - 0   Attachments - 0

Questions   Validations   Log



☐ Arrestee Property Not Inventoried   ☐ **Arrestee Has No Property**

**Property**   Add Personal Property

**FIGURE 13: ARREST PROPERTY - CHECKBOX OPTIONS**



- Existing person Emails enhanced to support adding other Web Address for social media sites when known for the person/arrestee.

@ Email / Web Addresses			+ Add Email / Web Address
Email / Web Address	Type	Date Of Info	Actions
Myinfo@email.com	Home Email	11/22/2013	 

**FIGURE 14: ARRESTEE INFORMATION - EMAIL / WEB ADDRESSES**

- “Log Type”** List of Values (LOV) added to allow more specificity when entering Log entries. New log types consist of: Attorney Visit, Counselor Visit, Dispense Medication, Log Visitor, Meal, Medical Visit, Other Activity, Phone Call, and Rec Time. Contact Caliber Support if you would like additional types added to the Log Type (LOV). Logs can now also be printed when printing the Field Arrest.

Add Log

LOG TYPE

Log Visitor

LOG

Mom visited from 3 pm to 3:30 pm.

Cancel

Save

**FIGURE 15: FIELD ARREST - LOG ENTRY - LOG TYPE**

- The Field Arrest Tow/Impound selection fields will only display for Agencies with the Tow Impound feature enabled. Tow company information will display as entered on the Impound. Otherwise only the Field Arrest specific Tow Company options will display.

Vehicle Tow/Impound			
INDEX ID	AGENCY	DATE	TOWING LOCATION
49	Caliber Public Safety PD	06/18/2021 15:18	
COMPANY NAME	ADDRESS	CITY	STATE
BEEHR'S TOWING	113 W. Indian St.	Midland	Michigan
ZIP	PHONE #	DRIVER	REFERENCE NUMBER
48640	989 - 631 - 1377	Thompson	
IMPOUND STORAGE	AUTHORIZING OFFICER	REASONS	
	Sally Fransmith(Badge #: 9898)	Arrest	
COMMENTS			

**FIGURE 16: FIELD ARREST - TOW IMPOUND**

### *Field Arrest Home Page Chart*

Client sponsored enhancement to better manage field arrests for your organizations.

1. **Open Field Arrests** – depending on your Agency features and User permissions a new home page charts will be available for awareness and to manage Field Arrests that are Pending Review or have an Open status. The Field Arrest Chart agencies have the **Field Arrest Review** feature enabled. User must also have the “**Charts – Open Field Arrest Charts**”.

Permissions
Permission Description
Charts - Open Field Arrests Chart

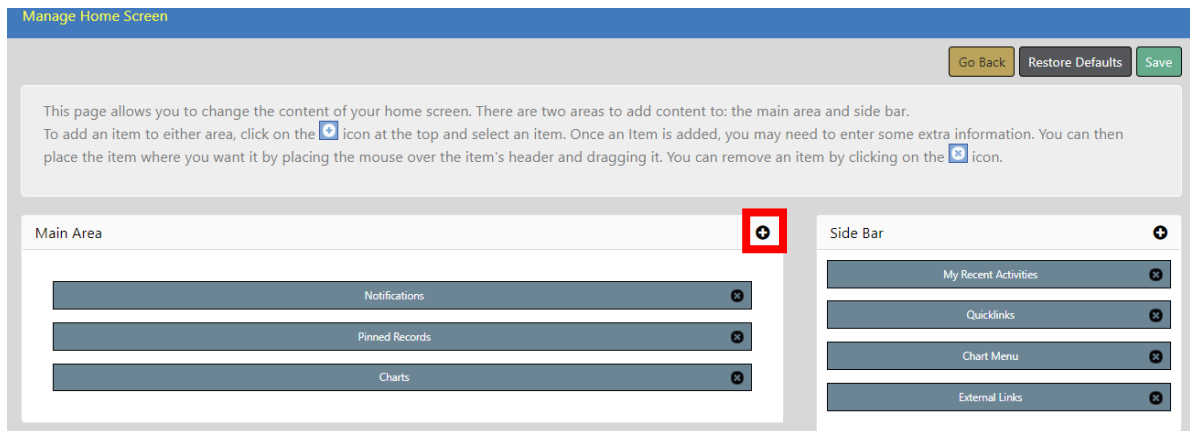
**FIGURE 17: FIELD ARREST CHARTS PERMISSION**

2. **Two ways to Access and Act.**
  - a. From existing Field Arrest Charts found in right hand side bar charts grid.

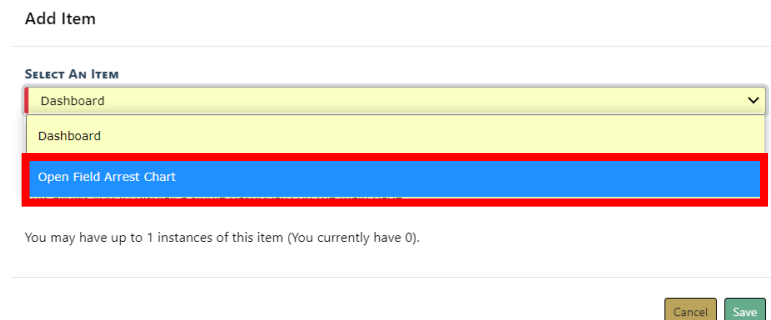
Charts
Calls For Service
Daily Log by Time Category
Offense Activity
Open Field Arrests
Snap Shot
Unapproved Incidents

**FIGURE 18: SIDE BAR - OPEN FIELD ARREST CHARTS - ACTION PAGE**

- b. New Home Page – **Open Field Arrest Dashboard** Chart. To display this chart, click on your username in top right of **Home** page and select **Manage Home Screen**. For the **Main Area** display click the plus icon and select **Open Field Arrest Chart**. Drag and drop to move up or down for the home page display.



**FIGURE 19: USER - MANAGE HOME SCREEN**

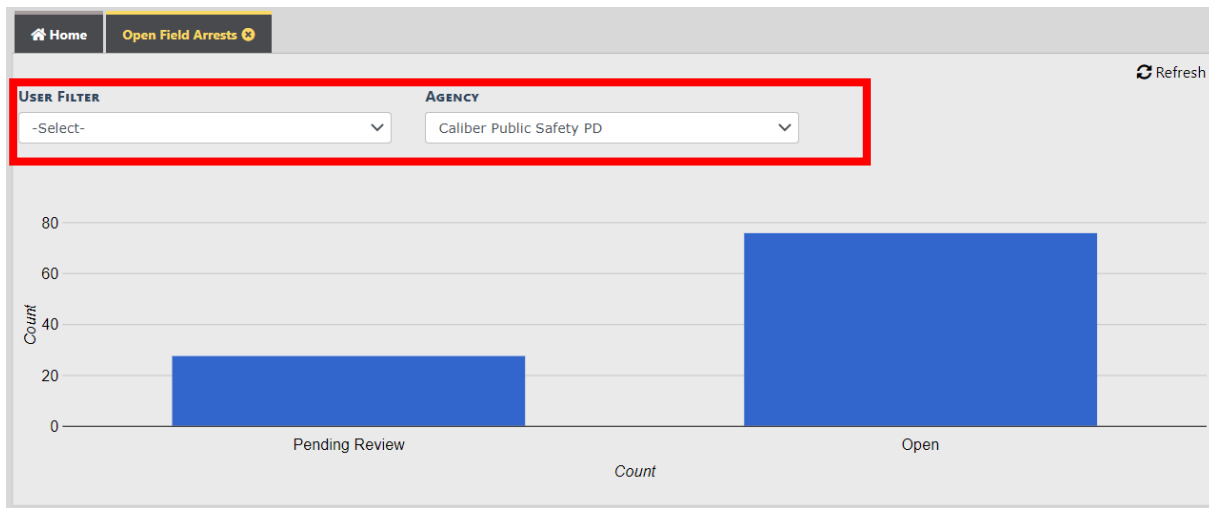


**FIGURE 20: MANAGE HOME PAGE - ADD MAIN AREA - OPEN FIELD ARREST CHART**

- c. The chart will now display as a dashboard pie chart on the home page. The Open Field Arrests chart is modeling a new interactive charts display. Click the magnifying glass icon on the chart to drill down to the Open Field Arrest Charts action page.

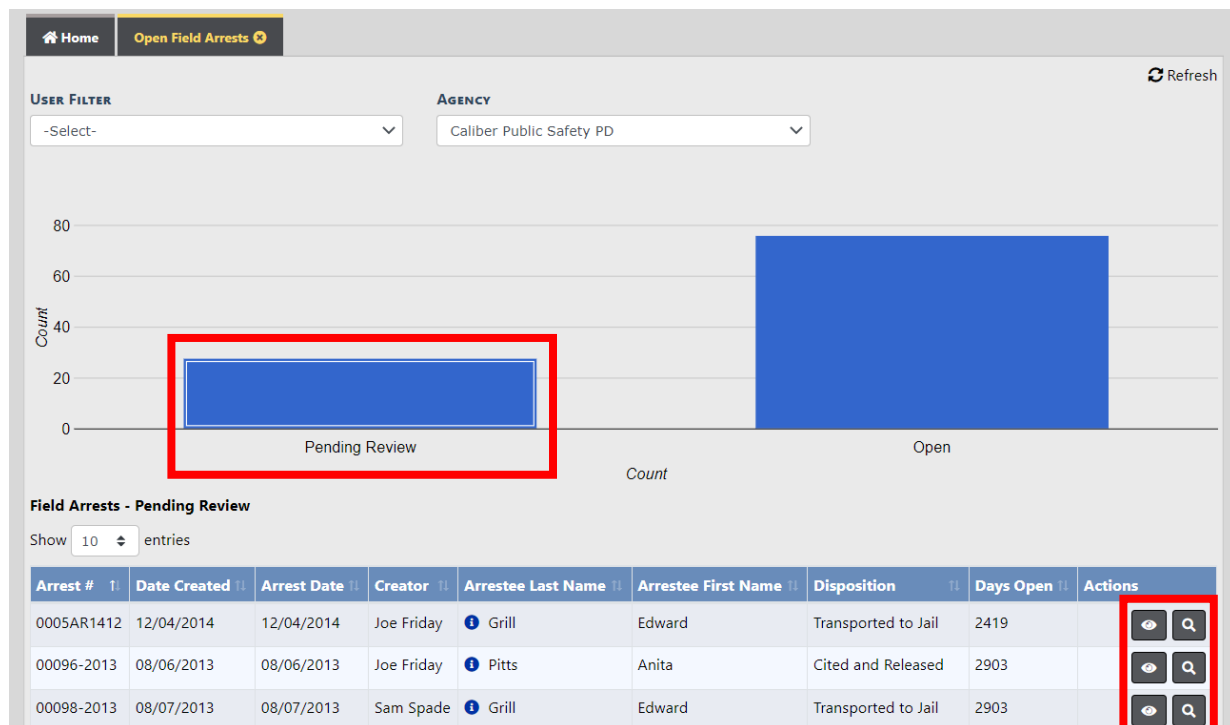


3. **Open Field Arrest Charts Action Page** - Organizations and User Filters now display on the Open Field Arrest Review page to refine the display of data by Agency or User created filters and by Agency name for multi-tiered organizations.



**FIGURE 21: FIELD ARREST CHART - ACTION PAGE**

- a. Clicking on the Pending Review or Open bar charts will display the associated records and allow authorized users to view or take action to approve.



**FIGURE 22: OPEN FIELD ARREST CHARTS - DETAILS DISPLAYED**

## Jail Track Interface Improvements to View and Import People

**Improved Data Awareness.** This enhancement is for clients using Caliber Online RMS and the Jail Tracker product. For more information on how your agency can become a Jail Tracker site, please contact your Client Success Manager (CSM).

1. A **new look and feel** improves readability of Jail Tracker results.
  - a. Results from Jail Tracker now include additional person details, along with a recent booking photo.

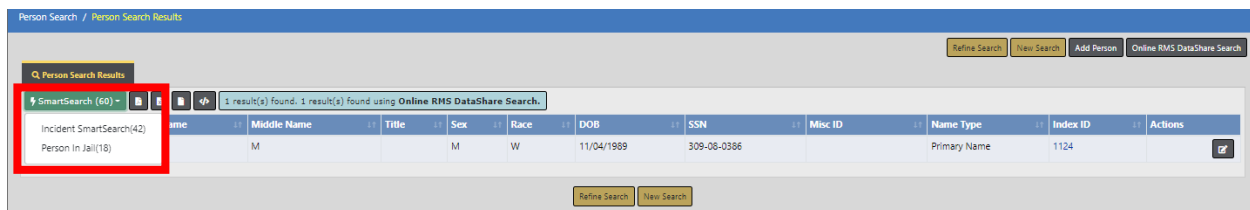



FIGURE 23: PERSON SEARCH - SMARTSEARCH - PERSON IN JAIL



Import Record

**Name:** Smith, Charles M  
**DOB:** 11/04/1989  
**Height:** 71  
**Eye Color:** BLU  
**Address:** 105 E North ST  
**Zip:** 460659467  
**Drivers License:** 3520007291  
**Jacket:** 140028555  
**Arrest Date:** 03/15/2021 00:27:00  
**Facility:** Boone County, IN

**Race:** W  
**Age:** 31  
**Weight:** 165  
**Build:** SLT  
**City:** Rossville

**Sex:** M  
**SSN:** 309080386  
**Hair Color:** BRO  
**Skin Tone:** LBR  
**State:** IN

**Arrest Number:** 1201322127  
**Release Date:** 03/16/2021 14:04:02  
**Arresting Agency:** BOONE COUNTY

**Booking Date:** 03/15/2021 03:22:02  
**Arresting Officer:** Winings, Tyler

Arrest Code	Statute Code	Charge Description	Counts	Status	County	Warrant Agency	Warrant Number	Bond Type	Bond Amount
ISP00451	35-43-5-3.5	35-43-5-3.5 : DECEPTION- IDENTITY : 6 : F	1	Bond Posted				Cash	505.00
ISP01208	35-44.1-2-3(d)(2)	35-44.1-2-3(d)(2) : FALSE REPORTING: FALSE INFORMING : B : M	1	Bond Posted					0.00
5985	35-48-4-11(a)(1)	35-48-4-11(a)(1) : Possession of Marijuana - Basic marijuana possession offense. First time offender. : B : M	1	Bond Posted					0.00
6408	35-48-4-8.3(b)(1)	35-48-4-8.3(b)(1) : Possession of Paraphernalia - : C : M	1	Bond Posted					0.00

FIGURE 24: PERSON SEARCH – VIEW PERSON IN JAIL RESULT PAGE

- b. Click the Import Record to import data from a Jail Tracker person result to create a new Online RMS Master Person record. Users can import available details including Mugshot photos, SMTs and photos, person address, and physical description. Enter or update required person details as needed.

**Personal Information**

Level 1 - Access to all Data

LAST NAME: Smith FIRST NAME: Charles MIDDLE NAME: M TITLE: -Select- DOB: 11/04/1989 SSN: 309-08-0386

SEX: Male RACE: White ETHNICITY: -Select- DRIVER'S LICENSE NUMBER: 3520001234 DRIVER'S LICENSE STATE: -Select-

RESIDENCE PHONE: - - - - - CELL PHONE: 001 - - - - - 0100

**Physical Description**

HEIGHT: 5 FEET 11 INCHES WEIGHT: 165 POUNDS HAIR COLOR: Brown EYE COLOR: Blue HAIR STYLE: -Select- GLASSES: -Select- FACIAL HAIR: -Select-

HAIR LENGTH: -Select- BUILD: Slight SKIN COLOR: Light Brown

**Person Photo / Mugshot**

Select Pictures: Select From Library Choose File No Selection

Picture Type: Body Injury

**Images to Import**

Person Image	Image Type	Primary	Include
	Mugshot - Front	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Mugshot - Profile	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Mugshot - Profile	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Residence Address**

RMS has parsed 100 E North St, Ross, IN 46067 into the following fields. Please verify and change what you need. You can click reset address fields if you don't want to import an address.

One Line Entry: You can type an address here and press the One Search button to search the address for you.

STREET # 105 DIRECTION East STREET NAME North STREET TYPE Street DIRECTION SUMM -Select- SUB TYPE -Select- ONE SEARCH

SUB # -Select- CITY Ross, IN STATE Indiana ZIP - - - COUNTRY -Select-

LETTERPOST -Select- LONGITUDE -Select-

**Vehicle**

VIN -Select- YEAR -Select- MAKE -Select- MODEL -Select- LICENSE PLATE -Select-

LICENSE STATE -Select- LICENSE NUMBER / TAG - - - - - COLOR -Select- REX -Select-

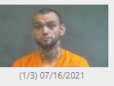
FIGURE 25: JAIL TRACKER - PERSON IMPORT PAGE

- For **existing Online RMS Master People**, use the **SmartSearch** button to view external records matching the primary person details. Use the **"Update Record"** option to import additional data to an existing person record, including person and SMT photos.

Person Search / Person Search Results / Edit Person (Smith, Charles)

Pin Person Go Back Visualization Tool Create Photo Lineup View Summary Subscribe

**Person Details**

 (1/3) 07/16/2021

**SmartSearch (49)**

Person in Jail(7)  
Incident SmartSearch(42)  
LexisNexis Person - Click To Search

**INDEX ID** 1124 **SECURITY LEVEL** Level 1 - Access to all Data

**LAST NAME** Smith **FIRST NAME** Charles **MIDDLE NAME** M

**TITLE** -Select- **DOB** 11/04/1989 **SSN** 309-08-0386

**SEX** Male **RACE** White **ETHNICITY** Hispanic or Latino

**DRIVERS LICENSE** -Select- **DRIVERS LICENSE STATE** -Select-

**RESIDENCE PHONE** - - - - - **CELL PHONE** 001 - - - - - 0100

**RESIDENCE ADDRESS** 105 East North Street Ross, IN 46065-9467

Go Back Save

FIGURE 26: EXISTING MASTER PERSON - SMARTSEARCH RESULTS INDICATOR

Person Search / Person Search Results / Edit Person (Smith, Charles)

[Pin Person](#) [Go Back](#) [Visualization Tool](#) [Create Photo Lineup](#) [View Summary](#) [Subscribe](#)

**Person Details** **Person In Jail**

 [Update Record](#)

**Name:** Smith, Charles M  
**DOB:** 11/04/1989  
**Height:** 71  
**Eye Color:** BLU  
**Address:** 105 E North ST  
**Zip:** 460659467  
**Drivers License:** 3520007291  
**Jacket:** 140028555  
**Arrest Date:** 06/21/2021 11:20:00  
**Facility:** Boone\_County\_JN

**Race:** W  
**Age:** 31  
**Weight:** 165  
**Build:** SLT  
**City:** Rossville

**Sex:** M  
**SSN:** 309080386  
**Hair Color:** BRO  
**Skin Tone:** LBR  
**State:** IN

**Arrest Number:** 1201322699  
**Release Date:** 06/26/2021 08:56:08  
**Arresting Agency:** BOONE COUNTY

**Booking Date:** 06/21/2021 14:42:00  
**Arresting Officer:** Hitch, Shaun

**Charges**

Arrest Code	Statute Code	Charge Description	Counts	Status	County	Warrant Agency	Warrant Number	Bond Type	Bond Amount
0035-44-3-6	0035-44-3-6	FAILURE TO APPEAR	1	Released On Own Recognizance				Cash	0.00

FIGURE 27: MASTER PERSON - JAIL TRACKER RESULTS - UPDATE RECORD OPTION

**Import Data** **Existing Person Data** You are currently in Training or Demo Environment

Please review the following information below and select what you would like to import. To see what currently exists on this person record, click the Existing Person Data tab to review. Select All

**Identification**

ID #	Type	State	Include
3520007291	OLN	-Select-	<input type="checkbox"/>




**Phone Numbers**

Area	Prefix	Suffix	Type	Include
765	422	2136	Cellular	<input checked="" type="checkbox"/>

**Physical Descriptions**

HEIGHT	WEIGHT	EYE COLOR	HAIR COLOR	FACIAL HAIR	HAIR LENGTH	BUILD	SKIN COLOR	HAIR STYLE	INCLUDE
5 Feet 11 Inches	165	Blue	Brown	-Select-	-Select-	Slight	Light Brown	-Select-	<input checked="" type="checkbox"/>

**Images**

Image	Person Image	Image Type	Primary	Include
	<input checked="" type="checkbox"/>	Hugshot - Front	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	Hugshot - Profile	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Hugshot - Profile	<input type="checkbox"/>	<input type="checkbox"/>

**SMTs**

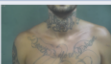
Image	Type	Body Part	Description	Include
	Tattoo	Chest		<input checked="" type="checkbox"/>

FIGURE 28: MASTER PERSON - JAIL TRACKER RESULTS - SELECT DATA TO IMPORT




## Fleet Management Enhancements

A mix of client sponsored, and product enhancements focused on doing more with custom forms and usability improvements for Fleet Vehicles.

1. **Custom Forms For Vehicle Assignments** - client sponsored enhancement to expand the use of Custom Forms for Fleet Vehicle Assignments. As example, this update supports the ability to create a custom form for Fleet Vehicle Inspections and make available for Fleet Assignments.



FIGURE 29: CUSTOM FORM TYPES FOR FLEET VEHICLE ASSIGNMENTS AND FLEET VEHICLES

- a. **Custom Forms** - with Form Type of **Fleet Vehicle Assignments** appear as a **Quick Entry** icon on the Edit **Vehicle Assignments** tab for Fleet Admins, the **User's Current Assignments** and ODL (**Officer Daily Log**) pages. Click the paper icon  to add or view custom forms for assignment.

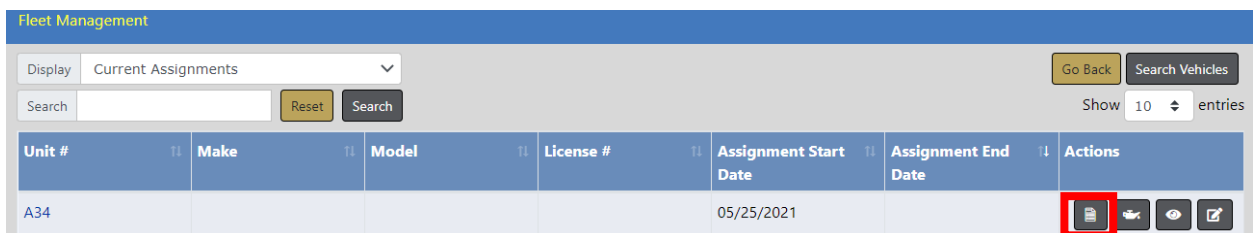


FIGURE 30: CUSTOM FORM - FLEET VEHICLE ASSIGNMENT QUICK ENTRY ICON

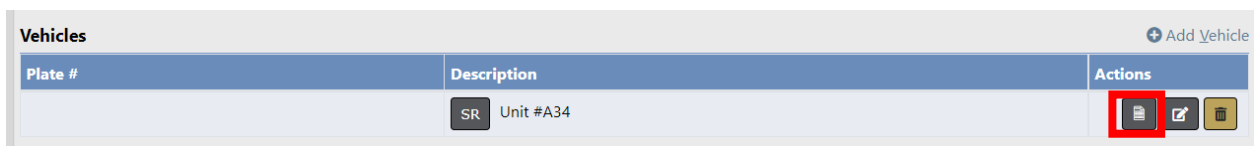


FIGURE 31: CUSTOM FORM - ODL - ASSIGNED VEHICLE - QUICK ENTRY ICON

Attached Forms

Add Form -Select-

-Select-

Vehicle Equipment and Inspection

FIGURE 32: FLEET VEHICLE ASSIGNMENT & ODL - SELECT FORM DIALOG

Attached Forms

Add Form -Select-

Form Name	Creator	Date Created	Actions
Vehicle Equipment and Inspection	Joe Friday	07/19/2021 1634	

Cancel

FIGURE 33: FLEET VEHICLE ASSIGNMENT & ODL - VIEW ASSOCIATED FORM

- b. **Custom Forms** - with the Form Type of **Fleet Vehicles** appear as a **Quick Entry icon** on the **Fleet Dashboard – Cost of Ownership** tab and the **Manage Fleet Vehicles Search Results** page. Click the paper icon to add or view custom forms for assignment.

Fleet Management

Go Back Manage Crashes Manage Vehicles Manage Equipment

Cost of Ownership Open Service Requests Due For Maintenance

Agency: Caliber Public Safety PD Assignment: -Select- Search Reset Search Show 10 entries

Unit #	Vehicle Type	Vehicle Make	Vehicle Model	Vehicle Category	Total Miles/Hours	Total Cost	Cost Per Mile/Hour	Total Hours Down	Vehicle Status	Assignment	Actions
A34					5,000	\$35.00	\$0.01	0	Assigned		
75		Ford	Crown Victoria	Covert	9,565	\$0.00	\$0.00	0	Assigned		
77		Ford	Crown Victoria	Patrol Marked	27,739	\$6,843.05	\$0.25	0	Available		

FIGURE 34: FLEET VEHICLES - COST OF OWNERSHIP - CUSTOM FORM QUICK ENTRY ICON

Fleet Management / Fleet Vehicle Search / Fleet Vehicle Search Results

Refine Search New Search

12 result(s) found

Vehicle ID	Unit Number	Make	Model	Status	Assignment	Agency	Assigned Officers/Employees	Purchased Date	Current Mileage	Actions
64	059427	Ford	Explorer	Assigned	Pool Vehicle	Caliber Public Safety PD			10010	
60	204	Ford	Taurus X	Assigned	K9	Caliber Public Safety PD	Tincan, Ken - Patrol Supervisor (Badge #: B9001)	01/05/2020	50000	
59	9204			Assigned	Investigation	Caliber Public Safety PD	Friday, Joe M - Officer (Badge #: B9009)		123457	

FIGURE 35: FLEET VEHICLES - MANAGE VEHICLE - SEARCH RESULTS – QUICK ENTRY ICON

- c. **Custom Forms** – associated to either the **Fleet Vehicle**, **Fleet Vehicle Assignments**, or **ODL Vehicle Assignments** will also appear for viewing on the Edit and View Fleet Vehicle pages. Entries where the Assignment Start Date is populated indicate the Custom Form was associated to an Assignment record.

Attached Forms					
			Add Form -Select- ▼		
Form Name	Creator Name	Date Created	Assignment Start Date	Assignment End Date	Actions
Vehicle Equipment and Inspection	Joe Friday	07/19/2021 1634	05/25/2021 0805		

**FIGURE 36: FLEET VEHICLE EDIT/VIEW PAGE - ATTACHED FORMS DISPLAY GRID**

2. **Quick End Fleet Vehicle Assignment** – End Open Assignments via a quick action button

Fleet Management / Fleet Vehicle Search / Fleet Vehicle Search Results / Edit Fleet Vehicle					
Go Back					
<div>  Vehicle            Assignments            Fuel / Oil / Mileage         </div>					
Show 10 entries <span>Add Assignment</span>					
Officer(s)/Employee(s)	Assign Date	Assign End Date	Mileage	Comments	Actions
Tincan, Ken - Patrol Supervisor (Badge #: B9001) 02/11/2021 1248 -	02/11/2021 1248				

**FIGURE 37: FLEET VEHICLE ASSIGNMENTS - QUICK END OPEN ASSIGNMENT**

Fleet Management											
Go Back Manage Crashes Manage Vehicles Manage Equipment											
<div>  Cost of Ownership            Open Service Requests            Due For Maintenance         </div>											
Agency Caliber Public Safety PD		Assignment -Select-		Search		Reset		Search		Show 10 entries	
Unit #	Vehicle Type	Vehicle Make	Vehicle Model	Vehicle Category	Total Miles/Hours	Total Cost	Cost Per Mile/Hour	Total Hours Down	Vehicle Status	Assignment	Actions
A34					5,000	\$35.00	\$0.01	0	Assigned		
75		Ford	Crown Victoria	Covert	9,565	\$0.00	\$0.00	0	Assigned		

**FIGURE 38: FLEET MANAGEMENT - COST OF OWNERSHIP - QUICK END OPEN ASSIGNMENT**

- a. Clicking the icon and type or select the End Date and Time to End the Vehicle and Officer Assignments.

×

End Open Assignments

END DATE

📅

Cancel

Save

FIGURE 39: END OPEN ASSIGNMENT DIALOG

3. **Improved Awareness – Assignment** location added as a new column to the Fleet Management – Cost of Ownership dashboard and Manage Vehicle Search Results page.

Cost of Ownership

Open Service Requests

Due For Maintenance

Agency

Caliber Public Safety PD

Assignment

-Select-

Search

Reset

Search

Show

10

entries

Unit #	Vehicle Type	Vehicle Make	Vehicle Model	Vehicle Category	Total Miles/Hours	Total Cost	Cost Per Mile/Hour	Total Hours Down	Vehicle Status	Assignment	Actions
059427	Automobile	Ford	Explorer	Patrol Marked	10,010	\$0.00	\$0.00	0	Assigned	Pool Vehicle	<div><div></div><div></div></div>
204	Truck/SUV	Ford	Taurus X	Patrol Marked	49,985	\$45,012.00	\$0.90	12	Assigned	K9	<div><div></div><div></div><div></div></div>
92-10	Automobile	Dodge	Challenger	Patrol Marked	92	\$29,628.20	\$322.05	0	Assigned	Investigation	<div><div></div><div></div><div></div></div>

## 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.

### Usability and Search Improvements

1. **Impound Searching** – more options to find impound records.
  - a. Core Search fields added to search by Approval Status, Type of Hold, Hold Reason, and “Hold Not Released”.

The screenshot shows the 'Vehicle Tow / Impound Search' form. Several fields are highlighted with red boxes to indicate new search criteria: 'HOLD TYPE' (dropdown), 'APPROVAL STATUS' (dropdown), 'HOLD REASON' (dropdown), and 'HOLD NOT-RELEASED' (checkbox). Other visible fields include 'IMPOUND ID', 'VEHICLE ID', 'TOWING AGENCY', 'ASSOCIATED INCIDENT REPORT #', 'OTHER REFERENCE #', 'DISPOSITION', 'CITY', 'TOWED FROM', 'DISPATCH #', 'TOW DATE FROM', 'TOW DATE TO', 'RELEASE DATE FROM', and 'RELEASE DATE TO'.

**FIGURE 40: VEHICLE IMPOUND SEARCH - NEW SEARCH FIELDS**

- b. **Additional Search Criteria** to search by associated People and Role, associated Organizations and Role, Officers, and Tow Company.

The screenshot shows the 'ADDITIONAL SEARCH CRITERIA' section of the form. A dropdown menu on the left lists search criteria: 'People', '-Select-', 'Custom Fields', 'People', 'Organization', 'Officers', and 'Tow Company'. The 'People' option is highlighted in blue. To the right, fields for 'FIRST NAME', 'DOB', 'SEX', 'SSN', 'AGE FROM', 'AGE TO', and 'ROLE' are visible. The 'ROLE' dropdown is highlighted with a red box. At the bottom, there are 'Go Back', 'Reset', and 'Search' buttons.

**FIGURE 41: VEHICLE IMPOUND SEARCH - ADDITIONAL SEARCH CRITERIA**

- c. **Impound Search results** updated to include Impound Search results updated to include:
- i. Year, Make and Model added to "Vehicle Id" column.
  - ii. City and County added to "Towed From" column.
  - iii. New column for Tow Company.

Vehicle Tow / Impound Search / Impound Search Results

16 Result(s) Found

Impound ID	Vehicle ID	Towing Agency	Tow Date	Towed From	Tow Company	Approval Status	Actions
33	41 Year:2012 Make:CHEVROLET(CHEV) Model:SUBURBAN	Caliber Public Safety PD	07/11/2014 00:30	104 Main Street City:BLOOMINGTON County:Cook		Initial	
21	36 Year:1995 Make:CHEVROLET(CHEV) Model:CAPRICE	Caliber Public Safety PD	08/06/2013 09:00	201 Funny Way City:Pharr	Pharr-A-Way Towing	Initial	
27	9 Year:2011 Make:FORD(FORD) Model:ESCAPE	Caliber Public Safety PD	11/12/2013 12:20	500 Rosewood Dr. City:Shenandoah County:Cook	AUBURN TOWING	Initial	

**FIGURE 42: VEHICLE IMPOUND SEARCH RESULTS - ADDITIONAL DATA DISPLAYED**

2. **Incident Report** – Additional Search Criteria – Names – search by one or more **Use of Force indicators** entered for the offender. This enhancement will make it easier to search for and locate Use of Force incident reports.

Incident Search - View Incident Report

Incident Search

REPORT #

REPORT TYPE

APPROVAL STATUS

SUMMARY

FOLLOW UP ACTION

STATUS / DISPOSITION

ADDITIONAL SEARCH CRITERIA

Name

LAST NAME

FIRST NAME

INDEX ID

SSN

RACE

SEX

AGE FROM

AGE TO

INCIDENT ROLE

USE OF FORCE

Click To Select

Go Back Reset Search

**FIGURE 43: INCIDENT SEARCH - ADDITIONAL SEARCH CRITERIA - NAME - USE OF FORCE**

3. **Warrant Search Results** – ability to display results from each paginated search page that have a geo-coded service address in a map view.

Warrant Search / Warrant Search Results

[Show Map](#)
[Refine Search](#)
[New Search](#)
[Add Warrant](#)

Q Warrant Search Results

23 Result(s) Found

Index ID	Status	Agency	Date Issued	Served Date	Last Name	First Name	DOB	Charges	Ids	Actions
124	Active	Greenfield Police Department	07/12/2021 1030		Jones	Charles	03/04/1983		12121234 (Municipal Warrant)	
122	Active	Greenfield Police Department	06/16/2020 2300		Alexander	Brett	03/04/1993		654321987 (Docket #)	
117	Active	Caliber Public Safety PD	08/01/2019 0000		Jackson	Samuel	12/21/1989	485.033 INHALANT PARAPHERNALIA DEL/SELL INHALENT [Sale/Manufacturing Opium or Cocaine and Their Derivatives (Morphine] Heroin] Codeine]	567890 (Docket #) 19-000083 (Case #)	

FIGURE 44: WARRANT SEARCH RESULTS - SHOW MAP

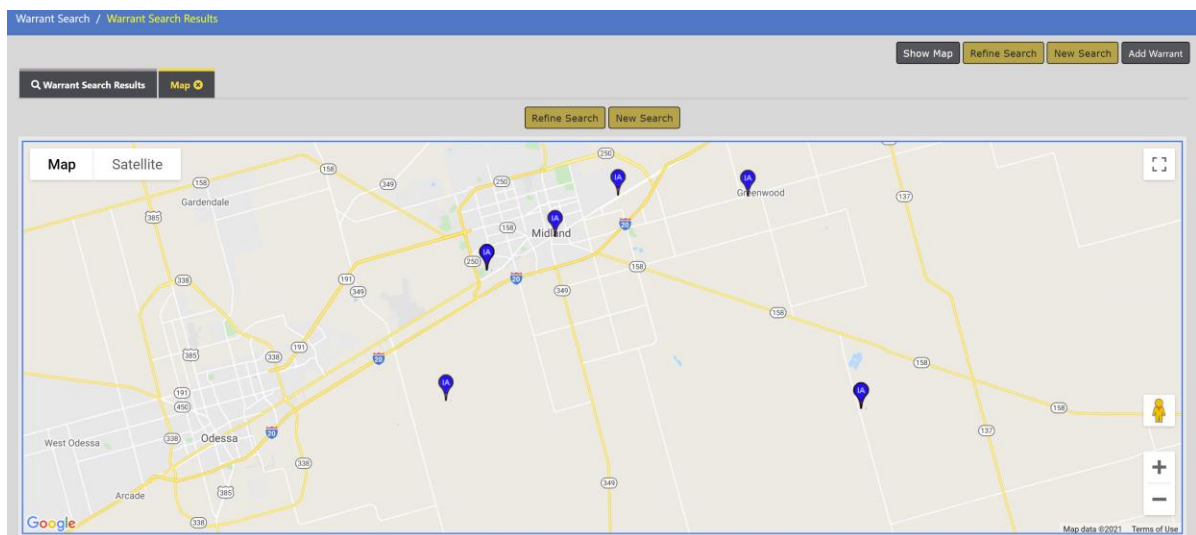


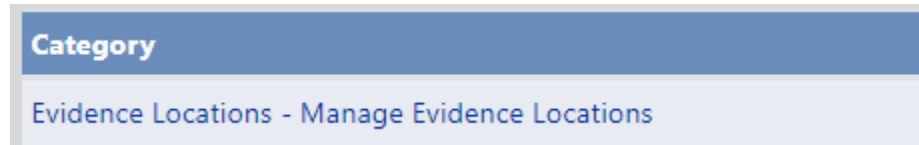
FIGURE 45: WARRANT RESULTS - MAP VIEW

4. **Expungement Comments** – ability for authorized users to view expungement comments. Mouse over or click on info bubble to view expungement comments entered.

<input type="checkbox"/>	[EXPUNGED] 17-000011	Caliber Public Safety PD	Approved Report	22990004-23F BURGLARY OF VEHICLE - THEFT FROM MOTOR VEHICLE	Suspect / Offender	04/25/2017
<input type="checkbox"/>	per case 1234 Click to view Entire Entry	Caliber Public Safety PD	Approved Report		Suspect / Offender	12/06/2016

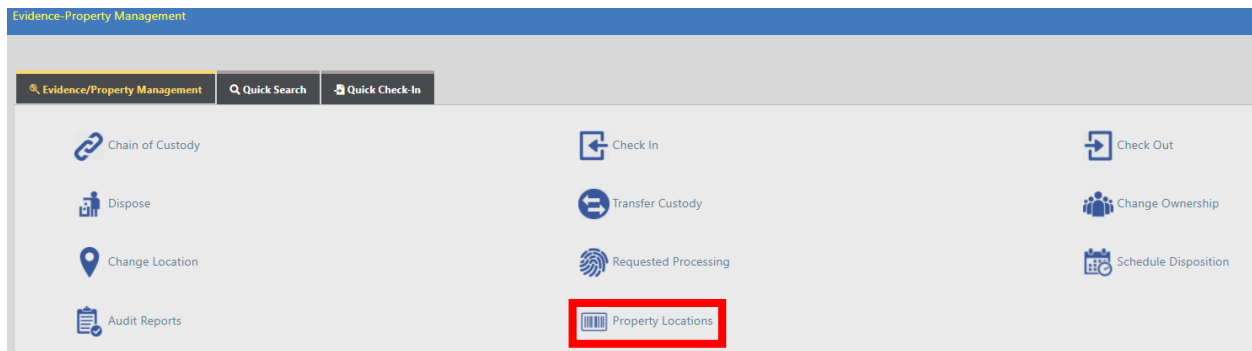
FIGURE 46: PERSON SUMMARY - EXPUNGED INCIDENT - INFO BUBBLE

5. **Simplified Access to Manage Property Locations** – evidence custodians can now manage Property Pass-Through (Temp) and Vault locations without the need to have Admin access to manage their Agency.



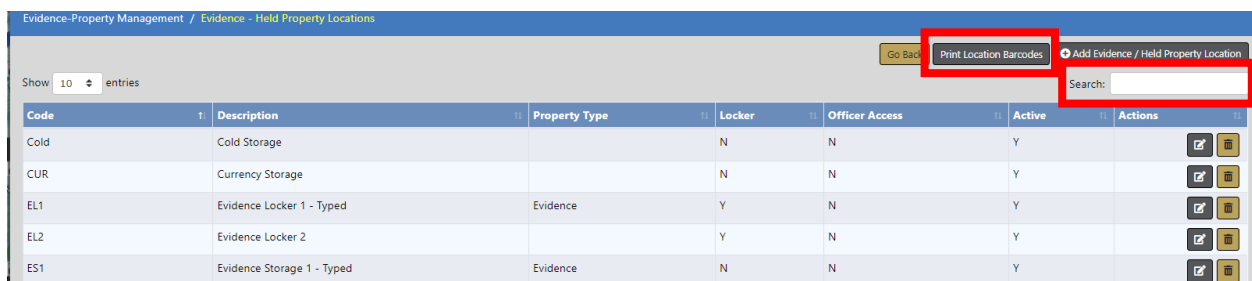
**FIGURE 47: NEW PERMISSION CATEGORY - MANAGE EVIDENCE / PROPERTY LOCATIONS**

- a. The new Property Locations icon provides access for authorized users with the Manage Locations permission to manage locations. It is also where Property location barcode labels can be printed.



**FIGURE 48: EVIDENCE/PROPERTY MGMT. PAGE – PROPERTY**

- b. Use the Search field to search and find locations. Click “Print Location Barcodes” to print one or more Location barcodes.



**FIGURE 49: MANAGE LOCATION - PRINT LOCATION BARCODE OPTION**



- c. Select one or more Evidence / Held Property locations to print location barcodes. Check the box to spool individual barcode labels for each location to a label printer, otherwise the labels will print 20 per page on an 8 x 11.5 layout using Avery 5261 or 8161 label sheet templates.

### Location Barcodes Print Options

Please select what information you would like to Print.

Search:

	Code	Description	Property Type	Locker	Officer Access
<input type="checkbox"/>	VLT1	VAULT SHELF 1		N	N
<input type="checkbox"/>	VLT2	VAULT SHELF 2		N	N

**PRINT INDIVIDUAL BARCODE LABELS (OTHERWISE GROUP ON SAME PAGE)**  
☐

Cancel Print

**FIGURE 50: MANAGE LOCATIONS - PRINT LOCATION BARCODES**

6. **Print Investigative Case Narratives** – authorized users to an Investigative Case can print the Case Narrative as stand-alone or included as a print option when printing the full Investigative Case
  - a. Print button added to the Investigative Case Narrative page.

My Cases / Edit Case (12-000487) / Edit Case Activity / Narrative

Back Print

LEA Case #: 12-000487  
Agency: Caliber Public Safety PD

Assignment Status: Assign to CID  
Case Status: Open

Case Hours: 0

**Title**  
Investigative Narrative

B I U T X

Styles Format Size

Line Hel...

Narrative on Investigative Case can now be printed stand-alone or with Investigative Case

**FIGURE 51: INVESTIGATIVE CASE - PRINT CASE ACTIVITY NARRATIVE**

- b. New print option available to print Investigative Case Activity Narratives when printing the full Investigative Case.

My Cases / Edit Case (12-000487) / **Print Case** Go Back

LEA Case #: 12-000487      Assignment Status: Assign to CID      Case Hours: 0  
Agency: Caliber Public Safety PD      Case Status: Open

**Print Options**

<input type="checkbox"/> PRINT OFFICER'S NAMES	<input type="checkbox"/> PRINT DETAILS OF INVOLVED NAMES	<input checked="" type="checkbox"/> PRINT CASE ACTIVITIES	<input type="checkbox"/> PRINT ALL ATTACHMENTS
<input type="checkbox"/> PRINT INVOLVED PROPERTY	<input type="checkbox"/> PRINT INVOLVED VEHICLES	<input type="checkbox"/> PRINT INVOLVED WARRANTS	

**Report Options**

REPORT TITLE  
Case Report

<input type="checkbox"/> INCLUDE ALL INCIDENT REPORTS	<input type="checkbox"/> QUICK PRINT OF ASSOCIATED LEA CASES	<input type="checkbox"/> INCLUDE ALL FORMS	<input type="checkbox"/> INCLUDE ALL FIELD CONTACTS
<input type="checkbox"/> INCLUDE PERSON DETAILS REPORT	<input type="checkbox"/> INCLUDE ALL FIELD ARRESTS	<input checked="" type="checkbox"/> INCLUDE ALL CASE ACTIVITY NARRATIVES	

Go Back Print

**FIGURE 52: PRINT CASE - OPTION TO PRINT CASE ACTIVITY NARRATIVES**

7. **Field Contacts** – One click access to view related Calls For Service and Incident Reports.

Field Contact Search / Field Contact Search Results / View Field Contact Go Back Visualization Tool Edit Field Contact Print

**Field Contact Details**

CONTACT ID 136	AGENCY Caliber Public Safety PD	SECURITY LEVEL Patrol Officer
CONTACT TYPE Alarm Response	CONTACT DATE 10/22/2015 1441	
SUMMARY Onscene for alarm		
NOTES Onscene for alarm		

**Officers**

Badge #	Name	Agency	Role
101	Officer Joe Friday	Caliber Public Safety PD	Reporting

**Incidents**

Report #	Agency	Report Date	Supplement	Summary
21-000004	Caliber Public Safety PD	02/25/2021 1121 Hrs	0	7712 Coy Street Tulalip Bay, WA 98271 Offense(s): 2: DV123 - Domestic Violence, 13150011 - AGG ASSAULT AGAINST PUBLIC SERVANT - 22.02(b)(2)(B) : F1

**Calls For Service**

Call Details
Dispatch Number: PD202100575 Call Date: 02/25/2021 1117 Incident Location: 7712 Coy St Tulalip, WA Call Type: DOMESTIC VIOLENCE

Go Back

**FIGURE 53: FIELD CONTACT - QUICK LINKS TO VIEW INCIDENTS AND CFS ASSOCIATIONS**

## Improved Data Entry to Yield Better Data Quality

1. **Helpful Hints** - Highlighting of Duplicate Auto Search criteria to improve data entry on the Add Person page. Simply mouse over info bubble to show fields that must be entered for duplicate record checker to activate for People, Address, and Vehicle.

The screenshot shows the 'Add Person' form with the 'Person Information' info bubble highlighted. The bubble lists the following search criteria: Last Name AND First Name, OR SSN, OR Last Name AND First Name AND DOB, OR DL Number AND DL State. The form fields include: SECURITY LEVEL (Level 1 - Access to all), LAST NAME (redacted), SEX (-Select-), RESIDENCE PHONE (redacted), NAME (redacted), TITLE (-Select-), DOB (redacted), SSN (redacted), CITY (redacted), DRIVER'S LICENSE NUMBER (redacted), and DRIVER'S LICENSE STATE (-Select-). A 'Go Back' button is in the top right.

FIGURE 54: ADD PERSON - PERSON INFORMATION INFO BUBBLE

The screenshot shows the 'Add Person' form with the 'Residence Address' info bubble highlighted. The bubble lists the search criteria: Street Number AND Street Name AND City AND State. The form fields include: ONE LINE ENTRY (You can type an address), STREET # (redacted), DIRECTION (-Select-), STREET NAME (redacted), STREET TYPE (-Select-), DIRECTION SUFFIX (-Select-), SUB TYPE (-Select-), SUB # (redacted), CITY (redacted), STATE (-Select-), ZIP (redacted), COUNTY (-Select-), COUNTRY (-Select-), LATITUDE (redacted), and LONGITUDE (redacted). A 'Geo Search' button is in the top right.

FIGURE 55: ADD PERSON - RESIDENCE INFO BUBBLE

The screenshot shows the 'Add Person' form with the 'Vehicle' info bubble highlighted. The bubble lists the search criteria: VIN, OR License Plate AND License State. The form fields include: VIN (redacted), MAKE (redacted), MODEL (redacted), LICENSE PLATE (redacted), COLOR (-Select-), and ROLE (-Select-). 'Go Back' and 'Save' buttons are at the bottom.

FIGURE 56: ADD PERSON - VEHICLE INFO BUBBLE

2. **Ethnicity** is now a **required** field for Master People records. If not know, select "Unknown: from the list of values. The values comply with FBI NIBRS data standards.

Person Search / Add Person

**Person Information** Go Back

SECURITY LEVEL  
Level 1 - Access to all

LAST NAME FIRST NAME MIDDLE NAME TITLE DOB SSN

SEX RACE **ETHNICITY** DRIVER'S LICENSE NUMBER DRIVER'S LICENSE STATE

RESIDENCE PHONE CELL PHONE

**FIGURE 57: MASTER PERSON REQUIRED FIELDS - ETHNICITY**

3. **Agency configuration** maintenance settings to improve entry of Address information by requiring **County** and **Lat** and **Long** for **Master Addresses**. Have your agency admin contact Caliber support for assistance in configuring these new settings. By default, the values are being released in an "off" status.

Keyword	Value	Description	Effective Date
ADDRESS_REQUIRE_COUNTY	N	Makes the county field required when adding or editing an address.	07/16/2021
ADDRESS_REQUIRE_LAT_LONG	N	Makes the Latitude and Longitude fields required when adding or editing an address.	07/16/2021

**FIGURE 58: AGENCY MAINTENANCE VALUES**

Address Details SmartSearch (0)

INDEX ID 513453 SECURITY LEVEL Level 1 - Access to all Data

STREET # 221 DIRECTION -Select- STREET NAME Milford Mill TYPE Road

DIRECTION SUFFIX -Select- SUB TYPE -Select- SUB # City Pikesville

STATE Maryland ZIP 21208 **COUNTY MOORE** COUNTRY United States of America

COMMENTS

Intersection

STREET # DIRECTION -Select- STREET NAME TYPE -Select-

DIRECTION SUFFIX -Select- DISTANCE 0 -Select-

Geographical Information

REPORTING AREA LATITUDE (Y) LONGITUDE (X)

39.365633 -76.719131

39 21 56.279 N 76 43 8.872 W

Geo Verify

**FIGURE 59: MASTER ADDRESS - SHOWING REQUIRED FIELDS FOR COUNTY**

4. **Clean-up unused Master Indices records.** The ability to delete a Master Person Index was implemented in 11.6.0. The 11.7.0 release builds upon that functionality to allow the deletion of Master Property, Vehicles, Organizations, Addresses, and Gangs. **Only Master Indices without child records and associations can be deleted.**
- a. Requires an authorized user to have one of the following permissions.
    - i. Master Indices - Delete Master Index Records Within Users Schema.
    - ii. Master Indices - Delete Master Index Records Within Users Organization.
    - iii. Master Indices - Delete Master Index Records Within Users Agency.

The screenshot displays the 'Edit Property (1279)' form in the Caliber Public Safety Online RMS PRB. The form is divided into several sections for data entry. At the top right, there are navigation buttons: 'Go Back', 'Delete' (highlighted with a red box), 'View Summary', and 'Subscribe'. The form fields include:

- INDEX ID:** 1279
- CATEGORY:** Property
- DATE OF INFO:** 07/21/2021
- SECURITY LEVEL:** Level 1 - Access to all Data
- TYPE:** BEER KEG
- SERIAL #:** (empty field)
- MISCELLANEOUS / OAN:** (empty field)
- VALUE:** 0
- MAKE:** (empty field)
- MODEL:** (empty field)
- PRIMARY COLOR:** -Select-
- SECONDARY COLOR:** -Select-
- QUANTITY:** 1
- ITEM DESCRIPTION:** Duplicate Property Item Entered.
- OTHER COMMENTS:** (empty text area)

At the bottom of the form, there are 'Go Back' and 'Save' buttons.

**FIGURE 60: MASTER PROPERTY - EXAMPLE OF DELETE BUTTON**

5. **Manually link and unlink a Call For Service** record to an Incident Report. This enhancement will allow users to associate additional Calls for Service to an incident report when the need arises.

The screenshot shows the 'Incident Report' form in the Caliber Public Safety system. The form is divided into several sections: 'Header Information', 'Media/Crime Summary', 'Incident Report Types', 'Specific Fields', 'Field Arrests', and 'Calls For Service'. The 'Calls For Service' section is at the bottom, and a red box highlights the 'Add Call for Service' button. The 'Continue' button is also visible at the bottom center.

**FIGURE 61: INCIDENT REPORT - ADD CALL FOR SERVICE**

- a. A new Permission Category is available to Agency Admins to assign to user roles that are allowed to delete a Calls for Service association from an Incident Report. To remove a Calls for Service association, a user must have an open supplement on the Incident Report and a role with the **“Incidents – Delete Calls for Service Associations”** permission or the user was the actor that manually added the Calls for Service association to the Incident Report.

Category
Incidents - Delete Calls for Service Associations

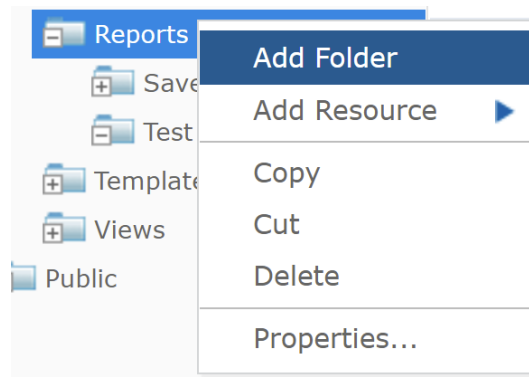
**FIGURE 62: NEW PERMISSION CATEGORY**

### *Jasper Report Agency Specific Folders*

Client sponsored enhancement to better organize and manage agency created reports.

**Jasper Admins Only** – Create new folders in the Jasper Server **Reports** folder (on the jasper admin page). Any Folders located under the Jasper Server **Reports** folder will auto publish to the **Online RMS Reports page**.

1. Right click on the Jasper Server **Reports** folder and choose **Add Folder**.
  - a. If name of the new folder does not match an existing Folder Category displayed in the **Online RMS Reports page**, then the new folder will be auto published to the **Online RMS Reports page**.
  - b. If name of the folder matches an existing Folder Category displayed in the **Online RMS Reports page**, then all reports in the folder (and sub folders) will display under the existing **Online RMS Folder Category**.

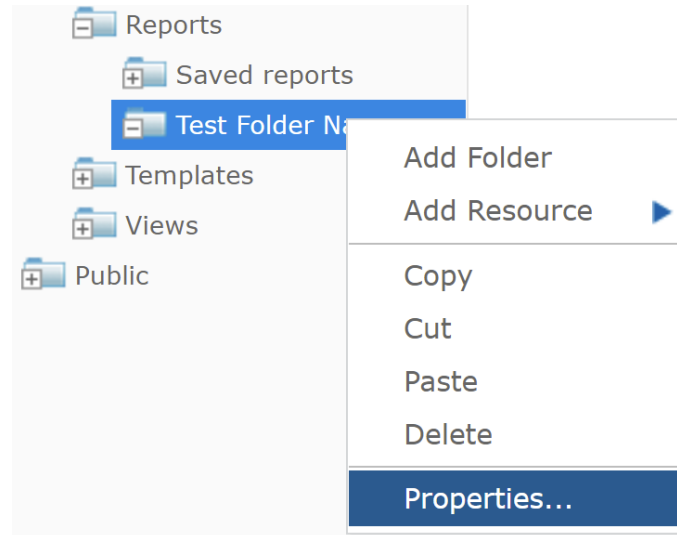


**FIGURE 63: JASPER REPORTING - ADD FOLDERS**

A screenshot of a 'Add Folder' dialog box. It has a title bar 'Add Folder'. Inside, there is a 'Name (required):' label followed by a text input field containing 'Test Folder Name'. Below this is a 'Description:' label followed by a larger text area containing the placeholder text 'Enter Name for Your New Folder Above'. At the bottom, there are two buttons: 'Add' (in blue) and 'Cancel' (in grey).

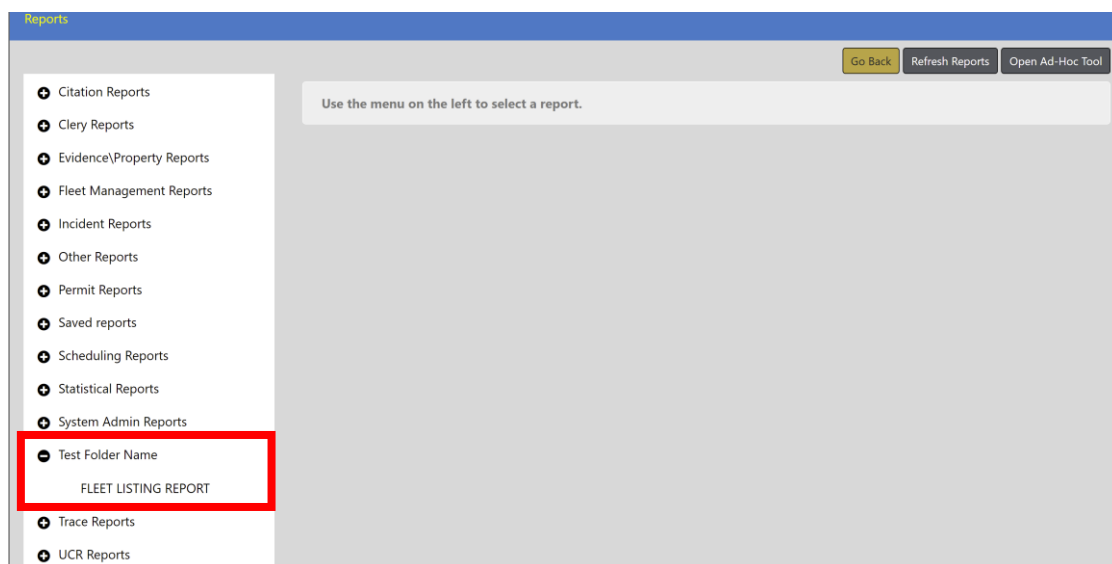
**FIGURE 64: ADD FOLDER NAME AND DESCRIPTION**

2. If choosing to change the name of a user created folder and the Name matches an existing Folder Category displayed in the **Online RMS Reports page**, then all reports in the folder (and sub folders) will display under the existing RMS Folder Category.
  - a. Right click on Folder and choose Properties to change the name of folders added for your Jasper Server Reports folder.



**FIGURE 65: FOLDER PROPERTIES - CHANGE NAME**

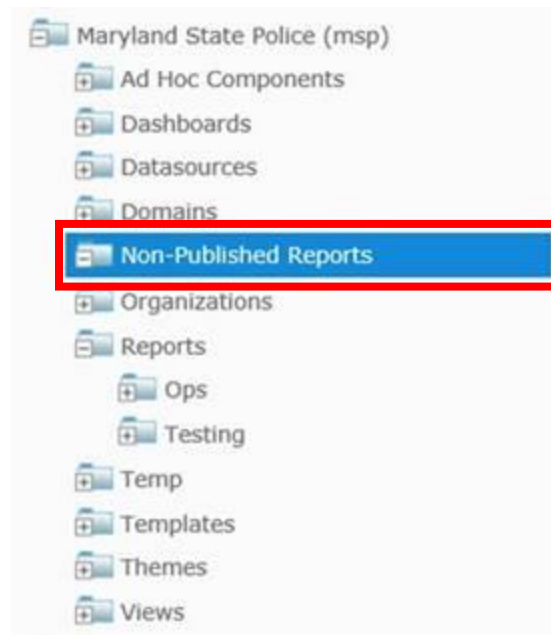
3. New Folders and Reports added to folders will appear for users based on permissions.



**FIGURE 66: ONLINE RMS REPORT MENU - NEW FOLDERS**



4. A new folder was added to your Jasper Organization's project in the Jasper application named "**Non-Published Reports**". This folder should be used for reports that you are in-progress and that you **do not want to publish** to the **Online RMS Report page**.



**FIGURE 67: JASPER SERVER - NEW FOLDER FOR NON-PUBLISHED REPORTS**

**Reminder:** Any Folders located under the Reports folder will auto publish to the Online RMS Reports page.

**Important Note:** Existing folders created by your Agency's Jasper Admins that were placed under the Jasper Server **Reports** folder were moved to the "**Non-Published Reports**" to keep them from auto publishing to the **Online RMS Reports page**. As a best practice it is recommended that you keep a backup copy of reports in the "**Non-Published Reports**" folder, once you have published the report to the Jasper Server **Reports** folder.

## APPENDIX: 11.7.0 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 11.7.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-55333</b>	152237	Incident Reports - Add manual association to Calls for Service	Enhancement	Calls For Service	Usability Enhancement to support the ability to manually associate a Calls For Service event to an incident report when adding or editing an incident. This enhancement will allow users to associate additional Calls for Service to an incident report when the need arises. See page 37 of PRB for additional details.
<b>IA-65971</b>	367751	Tow/Impound - Remove All Other from Towing Agency listing	Bug/Defect	Tow Impound	Usability Update - The Towing Agency List of Values was updated to only show the Tow Companies from the user's organization/agency.
<b>IA-67175</b>	N/A	NIBRSNJ - Create User Warnings for New Jersey data elements	Enhancement	State Submissions	State NIBRS Reporting - Added Incident Warning for New Jersey state specific NIBRS data elements.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68827	N/A	Allow Photo to Output of an Ad Hoc Report - Sex Offender Registry Listing)	Enhancement	Ad Hoc	Ad Hoc Reporting Update – View added to make person images available as base64 encoded string for including in extracts.
IA-68314	N/A	Master Person: update record from external interface changes	Enhancement	Master Indices	Software Update - logic added to avoid creating duplicate associations for existing addresses and vehicle for a person when importing data from an external source.
IA-68367		NIBRS: Add XR (former boyfriend/girlfriend) Relationship Code to Texas Agencies	Configuration	State Submissions	State NIBRS Reporting - Configuration update to NIBRS reporting.
IA-68394 IA-73121 IA-73387 IA-73388 IA-73547 IA-73548 IA-73550 IA-73552 IA-73555 IA-73556	N/A	Front Screen Redesign (Initial Work)	Enhancement	Home Page	Planning for the future - Behind the scenes updates to lay the foundation for Home page changes and adding interactive Dashboard charts in a future release.
IA-68482	378941	Tow/Impound Search - No results unless Vehicle Type present	Enhancement	Tow Impound	Usability Update - Software update to not default the Vehicle Type on the Vehicle Impound Search page when entering Make and Model.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-68643</b>	380039	Field Arrest - Towing entry is not visible in the Tow/Impound Module	Bug/Defect	Field Arrest	Usability Update - The Field Arrest Tow/Impound selection fields will only display for Agencies with the Tow Impound feature enabled. Tow company information will display as entered on the Impound. Otherwise only the Field Arrest specific Tow Company options will display.
<b>IA-68843</b>	N/A	NIBRS NC: Send to State Icons in different locations for Send All vs Send Individual	Bug/Defect	State Submissions	Usability Update - Reordered State Submission icons as follows: Generate all XML Generate all XML with Validations Submit All Files To State View Files Download all files
<b>IA-70297</b>	370097	Master Indices - Indicate required fields needed to look for duplicates when adding person	Enhancement	Master Indices	Usability Improvement - Highlighting of Duplicate Auto Search criteria to improve data entry on the Add Person page. Simply mouse over info bubble to show fields that must be entered for duplicate record checker to activate for People, Address, and Vehicle.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70510</b>	N/A	Custom Form: Provide for ability to Create Incidents from non-public custom forms	Enhancement	Custom Forms	<p>Usability Improvement - Added the ability for Form Admins to configure a custom form to allow a user to create an Incident Report when reviewing the custom form.</p> <p>For this option to appear, the Form must be configured with the "Allow Create Incident During Review Process (Only Applies to Freestanding Forms)" on the Forms Routing tab, the Reviewing user must have "User Forms - Create Incident From Form" permission, Agency must have Custom form feature enabled. and the Custom form must have Form Types = Freestanding Forms and Incidents.</p>
<b>IA-70568</b>	N/A	NIBRS XML: Group B arrest report not generated when there are Group A and Group B offenses	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS XML submissions.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70685</b>	N/A	NIBRS: Data Element 34 (Offender Number to be Related) & Data Element 35 (Relationship of Victim to Offender) now required for Crimes against Property - 240 Offense	Bug/Defect	Incidents	State NIBRS Reporting - Software update for NIBRS reporting.
<b>IA-70769</b>	N/A	NIBRS: XML file errors for incidents with 35A offense and another property offense and either drug or property loss is Unknown	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS XML submissions.
<b>IA-70919</b>	N/A	MICR: Errors associated with Incidents that have lesser offenses and offender who is also victim	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for Michigan MICR reporting.
<b>IA-70973</b>	393889	Cases: Case Activity - Needing the ability to print Case Activity Narratives	Enhancement	Follow-up Cases	Print Improvement - Update to Investigative Cases to allow Printing a Case Narrative from the narrative page and to add a new print option to print Investigative Case Activity Narratives when printing the full Investigative Case.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-71227</b>	395022	Create new Maintenance Value to require GEO for addresses created	Enhancement	Incident Mapping	Usability Improvement - Agency configuration maintenance settings to improve entry of Address information by requiring County and Lat and Long for Master Addresses. Have your agency admin contact Caliber support for assistance in configuring these new settings. By default, the values are being released in an “off” status. The maintenance values keywords are ADDRESS_REQUIRE_LAT_LONG and ADDRESS_REQUIRE_COUNTY.
<b>IA-71526</b>	N/A	Master Person: add flags for all images to carousel	Enhancement	Master Indices	Usability Improvement - For master people having images. The primary image will display first in the names section, followed by Mugshot Front, followed by person images, followed by other images.
<b>IA-71624</b>	N/A	Agencies - Adding An Agency With An Already Existing Code Results in a Gray Screen	Bug/Defect	Admin	Software Update - Improves process for saving new agency entries to validate agency code does not already exist.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-71643</b>	N/A	Permits: Date search criteria issues	Bug/Defect	Permits	Software Update - Improved Permits Search page query when searching with Only a "Date From" or a "Date To" entered.
<b>IA-71731</b>	N/A	Data Submission: Remove flat file fields or disable Generate Flat file button if flat file submission not an option	Enhancement	State Submissions	State NIBRS Reporting - Usability update to remove the option to generate flat files if the State Submission process only supports XML submissions.
<b>IA-71789</b>	N/A	IP Whitelisting - prevent locking yourself out	Enhancement	Security	Usability Improvement - Added a confirmation message to IP Whitelisting when the current client IP address is not contained in the IP range the user is attempting to delete.
<b>IA-71806 IA-71808 IA-71810 IA-72595 IA-73282 IA-73674 IA-73693 IA-73732</b>	N/A	Florida FIBRS XML Submission	Enhancement	State Submissions	New State Specific NIBRS Submission format – Support for Florida FIBRS for submitting Incident NIBRS data. Testing is in progress. Additional modifications will be worked as identified.
<b>IA-72393</b>	N/A	Need streamline process to update Offense codes and related tables	Enhancement	Admin	Usability Improvement for Caliber Support to assist with applying State mandated updates to Offense/Arrest codes.
<b>IA-72586</b>	N/A	Simplify Ending Fleet Vehicle Assignments	Enhancement	Fleet Mgmt.	Usability Improvement - End Open Fleet Vehicle Assignments via a quick action button.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-72594</b>	N/A	Home Page Chart - Field Arrest Open/Pending Review.	Enhancement	Field Arrest	<p>Operational Efficiency - Depending on your Agency features and User permissions a new home page charts will be available for awareness and to manage Field Arrests that are Pending Review or have an Open status. The Field Arrest Chart agencies have the Field Arrest Review feature enabled. User must also have the “Charts – Open Field Arrest Charts”.</p> <p>The chart will now display as a dashboard pie chart on the home page. The Open Field Arrests chart is modeling a new interactive charts display. Click the magnifying glass icon on the chart to drill down to the Open Field Arrest Charts action page.</p>
<b>IA-72598</b>	401924	Maintenance Value NIBRS_INCLUDE_DATE should validate against the Occurred Date not Report Date	Bug/Defect	State Submissions	State NIBRS Reporting - The IBR queue processing has been adjusted to filter based on the NIBRS date range configured for submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72631	N/A	Ad Hoc Reports - Customer Defined Folders and Report Security/Permissions	Enhancement	Reporting	Customer Sponsored - When a user creates a folder in the Reports folder (on the jasper admin page), Online RMS will now treat that folder as its own category. If the category does not exist a new folder will be created using the folder name. If the category already exists all reports in the folder (and any sub folders) will be placed into the existing category. Permissions for folders and reports will control what users in RMS see folder and reports.
IA-72638		End User Account Deactivation Email - Enhancements	Engineering Enhancement	Admin	Improving Awareness - The Online RMS End User Account Deactivation Emails have been enhanced to send multiple emails to users as a countdown to the days. The wording of the email has changed to be more informative and contain the days left to deactivation in both the subject and the body of the email. The source of the email has been modified to send source information in the body for internal tracking.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-72696</b>	N/A	Field Arrest Print - Add Arrest Log to printed report	Enhancement	Field Arrest	Print Improvement - New print option to print the Field Arrest Log when printing a Field Arrest.
<b>IA-72702</b>	N/A	Citation: Search results export - Index ID column displays code instead of Index ID	Bug/Defect	Printing	Software Update - Output enhanced for exporting Citation search results.
<b>IA-72711</b>	N/A	FIBRS: Web service to submit XML	Enhancement	State Submissions	State NIBRS Reporting - Software update for Florida State Specific FBIRS submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-72737</b> <b>IA-73145</b> <b>IA-73148</b> <b>IA-73450</b> <b>IA-73451</b>	384768 343783	Streamline Field Arrest Process	Enhancement	Field Arrest	<p>Agencies using the Online RMS Field Arrest module will experience several time saving enhancements.</p> <ul style="list-style-type: none"> <li>• Reduce the time to complete a Field Arrest by importing data from an Incident Report or Calls for Service record. Officer can also choose to easily create a Field Arrest for an Offender on an Incident Report directly from an open Supplement.</li> <li>• Data fields for location, Criminal Complaints, "Arrestee has No Property", Vehicle Impound, Next of Kin, and Log Type have been relocated, modified, or added to streamline navigation and improve data entry when completing a field arrest.</li> <li>• The Duplicate Field Arrest process saves even more time when arresting multiple people on the same event by allowing the selection of additional arrestees from incident reports associated to the Arrest.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72739	N/A	Incident Names - Alias Name - Update Page Name	Bug/Defect	Incidents	Usability Update - Label changed when selecting whether to display a Master Person's primary or alias name on an incident report. The label will now read "Change Name".
IA-72765	N/A	Held Property - report label changes	Enhancement	Property Mgmt.	Print Update - Wording changes to better align with Evidence / Held Property updates in 11.6.0.
IA-72776	402866	Module Admin: Field Arrest - Default Property Status field causes error if no value selected	Bug/Defect	Admin	Usability Update - Update to improve the Field Arrest Admin Module configuration for defaulting the Arrest Property status.
IA-72779	N/A	Incident Search - Combo Search Re-Write Query	Enhancement	Incidents	Performance Improvement - Update the query logic to improve the performance when searching Incidents using the Combo search criteria.
IA-72808	N/A	Incident - Use of Force Search Option	Enhancement	Incidents	Usability Improvement - Additional Search Criteria – Names – search by one or more Use of Force indicators entered for the offender. This enhancement will make it easier to search for and locate Use of Force incident reports.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-72814</b>	N/A	Address: Create new maint val to make County required	Enhancement	Master Indices	Usability Improvement - Agency configuration maintenance settings to improve entry of Address information by requiring County and Lat and Long for Master Addresses. Have your agency admin contact Caliber support for assistance in configuring these new settings. By default, the values are being released in an “off” status. The maintenance values keywords are ADDRESS_REQUIRE_LAT_LONG and ADDRESS_REQUIRE_COUNTY.
<b>IA-72826</b>	N/A	Location Barcode Report - Option to print to single labels	Enhancement	Property Mgmt.	Print Improvement - Ability to Select one or more Evidence / Held Property locations to print location barcodes. Check the box to spool individual barcode labels for each location to a label printer, otherwise the labels will print 20 per page on an 8 x 11.5 layout using Avery 5261 or 8161 label sheet templates

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-72833</b>	N/A	Civil Process: Able to Close Court Paper even though there are Active Persons/Orgs To Be Served.	Bug/Defect	Civil Process	Software Update - Confirmation validation to make sure that there are not active service parties on a court paper before the Civil Process Paper can be closed.
<b>IA-72834 IA-73456</b>	N/A	Online Help - Submit Ticket - TeamSupport Single Sign On	Enhancement	Admin	Single Sign-on integration with TeamSupport. Making all the great features of TeamSupport (Knowledge base, Support Library, Related Issues, Wiki, and more) available for users having access to enter a Support Ticket from Online RMS. Agencies interested in being a pilot site for enabling this integration, please contact Caliber Support.
<b>IA-72871</b>	N/A	Evidence - never default the location LOV on any evidence search screen	Bug/Defect	Property Mgmt.	Usability Improvement - Some Evidence / Held Property Search pages were defaulting the location if only one location was entered for the agency. The application has been updated to not default the Evidence / Held Property location for searches.
<b>IA-72880</b>	N/A	NIBRS: 250 Counterfeit offense should not write Loss = Stolen for MV property	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72890	N/A	NIBRS IL & NJ - Separate Group B XML Submission for Each Arrestee	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS XML submissions.
IA-72899	N/A	Incidents: navigation issue for add field contact with save & select button	Bug/Defect	Incidents	Software Update – improved navigation when adding a Field Contact to an Incident Report.
IA-72905	N/A	NIBRS XML- Mutually Exclusive Offenses Cannot submit property for the lesser included Offense ROUND 2	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS XML submissions.
IA-72927	N/A	Field Arrest: Confirmation msg Update wording to "Field Arrest Completed"	Bug/Defect	Field Arrest	Usability Update – prompt text updated for clarity.
IA-72934	N/A	Master Index Person: Primary checkbox is displayed when Attachment Type = Image on Edit Person Attachment	Bug/Defect	Master Indices	Software Update – logic update to only display primary checkbox for person images.
IA-72952	N/A	Field Contact View - Hyperlinks to View Incident and CFS	Enhancement	Field Contact	Usability Improvement – hyperlink added to Field Contacts for one click access to view associated Incident Reports and Calls For Service.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72953	344686 364490	Fleet Vehicle Assignment & ODL Page - Custom Forms	Enhancement	Fleet Mgmt.	Client Sponsored – Software enhancement to support the custom forms for Fleet Vehicle Assignments.
IA-72974	N/A	Incident: For Public Release checkbox does not work on Approve Incident Report page	Bug/Defect	Incidents	Software Update – improved usability of Incident Report Public Release checkbox.
IA-72980	403878	Custom Forms - Duplicate forms are being created when you select Save	Bug/Defect	Custom Forms	Usability Update – UI blocking element added to prevent creating duplicate forms if clicking on save or update buttons multiple times.
IA-72981	N/A	Collapse Potential Duplicates Search Fails in IN30	Bug/Defect	Collapse	Software Update – filter collapse records to not return records where first and last names are entered as Unknown.
IA-72984	387186	NIBRS Resubmission - Supplementing an incident for any reason is putting the Incident back into the open data	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-72986	403969	KIBRS V/O sequence number invalid reporting relationship when there is a Society victim	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for Kansas State Specific KIBRS submission.
IA-72987	403976	KIBRS Victim weight needs to be reported as three digits	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for Kansas State Specific KIBRS submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72996		Struts to Spring - Officer Daily Logs	Engineering Enhancement	ODL	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
IA-72997		Struts to Spring - Permits	Engineering Enhancement	Permits	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
IA-72998		Struts To Spring - Citations	Engineering Enhancement	Citations/Stops	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
IA-72999		Struts To Spring - Field Contacts	Engineering Enhancement	Field Contact	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
IA-73000		Struts To Spring - Vehicle Impound	Engineering Enhancement	Tow Impound	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
IA-73018	N/A	Online RMS- Install script for release 11.7.0	DevTask	Admin	Update version # for 11.7.0 release.
IA-73040	N/A	Evidence Property Locations - Access from Evidence / Held Property Landing Page	Enhancement	Property Mgmt.	Usability Improvement - Simplified access to Manage Property Locations. Evidence custodians can now manage Property Pass-Through (Temp) and Vault locations without the need to have Admin access to manage their Agency.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-73043</b>	N/A	Location Barcode Report needs to be reformatted	Enhancement	Property Mgmt.	Print Improvement - select one or more Evidence / Held Property locations to print location barcodes. Check the box to spool individual barcode labels for each location to a label printer, otherwise the labels will print 20 per page on an 8 x 11.5 layout using Avery 5261 or 8161 label sheet templates.
<b>IA-73048</b>	404180 404254	Fleet Mgmt. - Assignments tab not displaying correctly	Bug/Defect	Fleet Mgmt.	Software Update – to handle situations where user has more than one employee record.
<b>IA-73094</b>	394530	Delete Master Indices Records - Continued	Enhancement	Master Indices	Improved Data Management – ability to delete unused Master indices added for Property, Organizations, Addresses, Vehicles, and Gangs. The ability to delete unused Master People was included in 11.6.0. This ability is controlled by a role permission category.
<b>IA-73137</b>		Struts to Spring - Permits	Engineering Enhancement	Permits	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
<b>IA-73144</b>	N/A	Citation Minor Issues	Bug/Defect	Citations/Stops	Usability Updates – minor navigation and display items resolved.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73149 IA-73150	N/A	Field Arrests - Other Usability Enhancements	Enhancement	Field Arrest	Agencies using the Online RMS Field Arrest module will experience several time saving enhancements. <ul style="list-style-type: none"> <li>Data fields for location, Criminal Complaints, “Arrestee has No Property”, Vehicle Impound, Next of Kin, and Log Type have been relocated, modified, or added to streamline navigation and improve data entry when completing a field arrest.</li> </ul>
IA-73151	N/A	Field Arrest Enhancements - Duplication Flow Improvements	Enhancement	Field Arrest	Agencies using the Online RMS Field Arrest module will experience several time saving enhancements. <ul style="list-style-type: none"> <li>The Duplicate Field Arrest process saves even more time when arresting multiple people on the same event by allowing the selection of additional arrestees from incident reports associated to the Arrest.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73160	404694 403334	Officer / Employee Listings - Use same display format, sorting and searching throughout application	Bug/Defect	Admin	Usability Update - new format for all Officer/Employee single line display: Last, First Middle - Title (Badge/Employee #) - Agency
IA-73165		Struts To Spring - Field Contacts - Rest of Work	Engineering Enhancement	Field Contact	Engineering Enhancement - Improving application security, support, and usability by upgrading technologies.
IA-73177	N/A	Permit Search - Some Search Criteria are not actually being queried on	Bug/Defect	Permits	Usability Update – improved searching for Permits.
IA-73221	404913	Incident Summary Page will not load	Bug/Defect	Incidents	Software Update – Incident Change Name to Alias display.
IA-73224	404827	NIBRS validation need to allow 00 Unknown offender with offense 11A, 11B, 11C and 11D	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73225	N/A	Add Subscription Column to User Roster Report (iReport)	Reports	Admin	Report Update – Added new column to Jasper Reports - User Roster Report.
IA-73228	N/A	Impound: Delete Log issues	Bug/Defect	Tow Impound	Software Update – sort order and reset fields updated.
IA-73235	404975	Title of report needs to show Agency name not county	Configuration	Reporting	Report Update - modified both the Incident Audit and Type Reports to use the Agency Name in the title instead of the County Name.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73237	N/A	Broadcast Messages - Change Query	Enhancement	Broadcast Messages	Performance Improvement – update to Broadcast Global messages.
IA-73251	N/A	Master Person - deleting education records results in error	Bug/Defect	Master Indices	Software Update – handle deletion of Person education record.
IA-73274	405142	MSP Inactive Users do not populate when searching vehicle crashes by Officer/Employee	Bug/Defect	Fleet Mgmt.	Software Update – LOV display improvement.
IA-73285	N/A	RMS - Jail Tracker Warrant Status Integration Improvements	Enhancement	Interface	Interface Improvement - warrant clearance Status update XML document category has been created to be used for interface integrations where an XSLT stylesheet is not utilized.
IA-73296	383016 RMS-I-89	Warrant Search Page - Map Display Option	Enhancement	Warrants	Usability Update - ability to display Warrant results from each paginated search page that have a geo-coded service address in a map view.
IA-73297	N/A	Modify Fleet Management - Fleet Mid-Level Manager Permission	Enhancement	Fleet Mgmt.	Usability Improvement - Removed the Add Vehicle Permission from the Fleet Management - Mid Level Manager Category. <ul style="list-style-type: none"> <li>New Permission Category called "Fleet Management - Add Vehicle" created. No Roles assigned this permission.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-73303</b>	N/A	Vehicle Tow/Impound: Search results does not include date entered in Tow Date To or Release Date To when searching together with Custom fields	Bug/Defect	Tow Impound	Software Update – for Impound date searches.
<b>IA-73307</b>	N/A	Fillable PDFs - 400 Error when forms error	Bug/Defect	Custom Forms	Usability Update – error handling improvement when uploading invalid PDFs.
<b>IA-73308</b>	405159	Custom Forms - Officer search does not appear to be working	Bug/Defect	Custom Forms	Software Update – search updated to consider Officer history records.
<b>IA-73312</b>	405534	Expungement Comments not visible	Enhancement	Expungements	Usability Improvement - ability for authorized users to view expungement comments. Mouse over or click on info bubble to view expungement comments entered.
<b>IA-73319</b>	N/A	Field Arrest - serve warrant allowed even if user does not have serve permissions	Bug/Defect	Field Arrest	Software Update – confirm permission for Field Arrest serve warrant option.
<b>IA-73329</b>	N/A	Inventory Management- Officer Inventory Management - Restricts Employees	Enhancement	Asset Mgmt.	Usability Improvement – employees and officers are now available for issuing assets and self-checkouts.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-73336</b>	N/A	Admin - Edit User - Create Officer	Bug/Defect	Admin	Software Update – auto populate officer information from user when creating new accounts.
<b>IA-73371</b>	N/A	GA NIBRS: Additional GA value for Bias Motivation	Configuration	State Submissions	State NIBRS Reporting - Configuration update for Georgia State Specific NIBRS submission.
<b>IA-73378</b>	N/A	Master Person - phone area code not saving properly	Bug/Defect	Master Indices	Software Update – for saving partial phone numbers.
<b>IA-73393</b>	N/A	LexisNexis Accurint Vehicle Report	Bug/Defect	Searching	Print Update - Improved Accurint Public Data printed Vehicle Report to print a single report.
<b>IA-73416</b>	405862	Deleted Field Arrest Property still appears in Field Arrest Printed Report	Bug/Defect	Field Arrest	Software Update – print field arrest property.
<b>IA-73428</b>	343877 RMS-I-226	Tow Impound Search Improvements	Enhancement	Tow Impound	Usability Improvement - more options to find impound records. Core Search fields added to search by Approval Status, Type of Hold, Hold Reason, and “Hold Not Released”. Additional Search Criteria to search by associated People and Role, associated Organizations and Role, Officers, and Tow Company.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73438	N/A	Add "Assignment" (Location) to Fleet Vehicle - Cost of Ownership Dashboard and Manage Vehicle Search Results Page.	Enhancement	Fleet Mgmt.	Usability Improvement – Fleet Vehicle Assigned Location added to Cost of Ownership Dashboard and Manage Vehicle Search page.
IA-73465	N/A	MECC - EACC Interface - Additional Data Elements	Enhancement	Criminal Complaint	Interface Improvements - the MECC Criminal Complaint interface (EACC) has been expanded to include Ethnicity, Marital Status, Language, SID, PCF, Birth Surname, Birth City, Birth Country, Mother's Last, Mother's First, Mother's Maiden, Father's Last, and Father's First names.
IA-73477	N/A	Make Ethnicity a Required field when creating a Master Person Record	Enhancement	Master Indices	Improved Data Entry - Ethnicity is now a required field for Master People records. If not know, select "Unknown: from the list of values.
IA-73478	N/A	Incident Type "Report" - Ability to Sort by sort by Incident Number	Enhancement	Incidents	Usability Improvement – ability to Sort by Incident Number added.
IA-73484	405866	MIBRS LEOKA ORI Do not submit own Agency ORI	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for Missouri State Specific NIBRS submission.
IA-73487	N/A	Broadcast Messages - Next button is missing for messages 6-9	Bug/Defect	Broadcast Messages	Software Update – improved counts for Broadcast messages.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-73488</b>	N/A	Incident Property - Saved Data	Bug/Defect	Incidents	Software Update – clear data fields if property is updated with a status that filters fields such as Recovered Date.
<b>IA-73533</b>	N/A	Employees Rank Column	Bug/Defect	Personnel	Software Update – copy rank column to Employees table for reporting purposes.
<b>IA-73537</b>	N/A	Inventory - tie quick self-checkout and location box to the Inventory For Officers - Self Check Out permission	Bug/Defect	Asset Mgmt.	Software Update – improve use for self-checkout locations.
<b>IA-73564</b>		NIBRS resubmission - Set NIBRS_VERIFY_SUBMISSION maint val setting to N for OK agencies	Configuration	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
<b>IA-73566</b>		Data Submission: Set EXTERNAL_SYSTEM_CODES - LEGACY_SERVICE_FLAG to N for OK, IL and NJ agencies	Configuration	State Submissions	State NIBRS Reporting - Usability update to remove the option to generate flat files if the State Submission process only supports XML submissions.
<b>IA-73573</b>	N/A	Need streamline process to update Offense codes and related tables - PART 3	Enhancement	Admin	Caliber Support Enhancement – improved ability for comparing new state offense lists against existing offenses and updating where needed.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73582	N/A	Field Contact: View Field Contact Page displays} character in Gangs Grid Title	Bug/Defect	Field Contact	Software Update – Text label update.
IA-73583	N/A	Incident: Spelling error in confirmation msg when Field Contact is removed from Incident	Bug/Defect	Incidents	Software Update – Text label update.
IA-73590	N/A	State Submission Screen Usability	Enhancement	State Submissions	State NIBRS Reporting - Usability update to order the Generate XML icon before the Submit to State icon.
IA-73594	406697	CFS - Calls for Service Search Results page column heading Dispatch Date should be Call Date	Bug/Defect	Admin	Software Update – Text label update.
IA-73605	N/A	Case Activity - view case activity narrative screen missing title field	Bug/Defect	Follow-up Cases	Software Update – display title field for Case Narratives.
IA-73621	N/A	Do not display Evidence Recovered Time if Time is null in DB	Bug/Defect	Property Mgmt.	Software Update – logic added to not display time if it is null from a load. The time was defaulting to midnight if null.
IA-73622	N/A	Evidence Item # is not set when Adding Evidence / Held Property in Mass	Bug/Defect	Property Mgmt.	Software Update – set evidence item # when adding evidence for mass property.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-73625</b>	N/A	Oklahoma Paris Crash Report Interface Time Issues	Bug/Defect	Interface	Interface Updates – updates to OK Paris Crash interface to display time of crash.
<b>IA-73641</b>	N/A	MA MACCS Citation XSLT	Enhancement	Interface	Interface Development to support importing MA State MACCS Citations into the Online RMS Citations module.

--END--

## 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.

