JOPLIN CITY COUNCIL
INFORMAL MEETING
MONDAY, DECEMBER 2, 2024
5TH FLOOR COUNCIL CHAMBERS
602 S. MAIN ST.
5:30 PM

This meeting can be livestreamed at http://www.joplinmo.org/182/Video-Multimedia

AGENDA

1. RMS/CAD Update

Notice posted at 12:00 p.m. on this 27th day of November 2024. (RSMo 610.020)

The City of Joplin is committed to comply with the Americans with Disabilities Act. The Joplin City Council Chambers is wheelchair accessible. Request for reasonable special accommodations must be made 48 hours prior to the meeting. Please email the City Clerk's office at hnagy@joplinmo.org or call (417) 624-0820 ext. 1220 for assistance.

Ad Omnia Parata



Joplin Police Department

CAD/RMS Update

Background on Current Project

- **2019** – Central Square announced One Solution would no longer be supported in a few years.
- **2020** – Unfunded mandate by Missouri Courts to transition to electronic citations.
- **2020** – City contracts with Omnigo for e-citation services in November.
- **2020** – City court transition to SMC (Show me Courts).
- **2021** – City of Joplin RFP process for Public Safety Software companies to provide CAD/RMS product to the City – 3 companies responded. Omnigo, CST and Motorola. CST was best option of the three.
- **2022** – May of 2022 after presentations by all three companies, a contract was signed with CST.
- **2023** – Configuration process and Data Conversion mapping process for 30 years of records.
- **2024** – Training in the Spring for end users and GO Live on April 9, 2024.

Issues

- **E-citations** – numerous errors and not exporting to the PA portal – **Resolved.**
- **Connectivity in the field** – Mobile Cad will freeze up at times – working on this issue with CST.
- **AVL/GPS** – locations sometimes lag in real-time updates – looking at network and data coverage.
- **Mapping Issues** – ESRI access and map layer updates have been cumbersome. CST reps were onsite recently and met with staff to identify gaps in delivery. City staff has a clear pathway moving forward to address GIS inadequacies.
- **Name Records** – 600,000 individual name records came over in the data conversion process. This has created some issues in trying to merge names due to misspelled names and DOB's that did not match in the old system. Currently working through this issue.
- **CAD2CAD** – Moving away from One Solution has caused a delay in transfer of calls between 911 Centers – Updated CAD2CAD product will be implemented soon (date TBD).
- **Fire Dept** – AVL and GPS issues, locations not correct – Installed GPS Pucks to improve AVL.
- **Fire Dept** – Unable to alert fire from secondary incident code – CST currently working on fix.
- **Fire Dept** – First Due interface not fully functional – met on site with CST reps who are following up on this issue.

Upgrades from One Solution

- E-citation module – Compliant with SMC and fully integrated in the System with links to CFS and Case reports.
- Multiple Mobile CAD configurations – Officers can customize their screen and filters to their liking.
- Real-Time GPS location data for supervisors(Filter option).
- MULES returns all on one screen (three different screens to tab through on One Solution).
- Advanced reporting capabilities – custom reports that make administrative functions more efficient.
- DEMS – Digital Evidence Management – ability to store photos and videos with a shareable link for evidentiary purposes. This saves hours of work and costs of buying discs and thumb drives to store evidence for court purposes.

Upgrades from One Solution

- CASE Reports- When viewing a case report in the Pro Suite system, you can see photos attached to name records and the call for service information is present as well.
- CLQ – Caller Location Query – ability for dispatch to text a link to a caller to share their location, and the caller can also take photos and send them to dispatch for dissemination to responding units.
- Field Ops – Cell phone application that allows Supervisors to view active CAD calls and search RMS remotely.
- Portal Access- Citizens can access read only information via our website for case reports and current inmates.

Upgrades from One Solution

- IT staff has seen approximately 20% reduction in after hours call in, and 30%-time spent reduction on after hours issues. With One Solution, if an officer locked themselves out of the system, IT staff would have to touch two different applications to reset an officer so they could access the system.

- Prosecutor Offices are receiving video and photo evidence virtually, with no need to make additional copies to discs and thumb drives for discovery requests, saving costs and staff time.

- Car video and body camera footage can now be attached virtually to case reports.

- Upgrades to the CAD map and Field Ops application are planned in upcoming releases.

- Online Reporting – Our current online reporting is with a third-party vendor. Once online reporting is launched, reports will be entered directly to the system, and then verified by records staff. This will be a cost saving to the city.

QUESTIONS