MARK43

What’s new from Mark43

February 2023

Today’s speakers

Clint Wansa

Senior Manager, Customer Success

Joel Kim

RMS Product Manager

Perri McPhee

CAD Lead Product Manager

David Schwindt

Senior Analytics Consultant

James Friedman

Booking Product Director

Launch highlights

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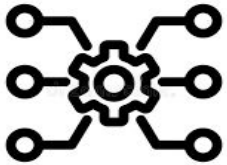
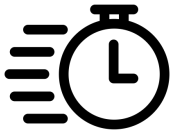


Strengthen core CAD and RMS features



Improved performance

Increased situational awareness

New product progression

Available in training tenants February 24th

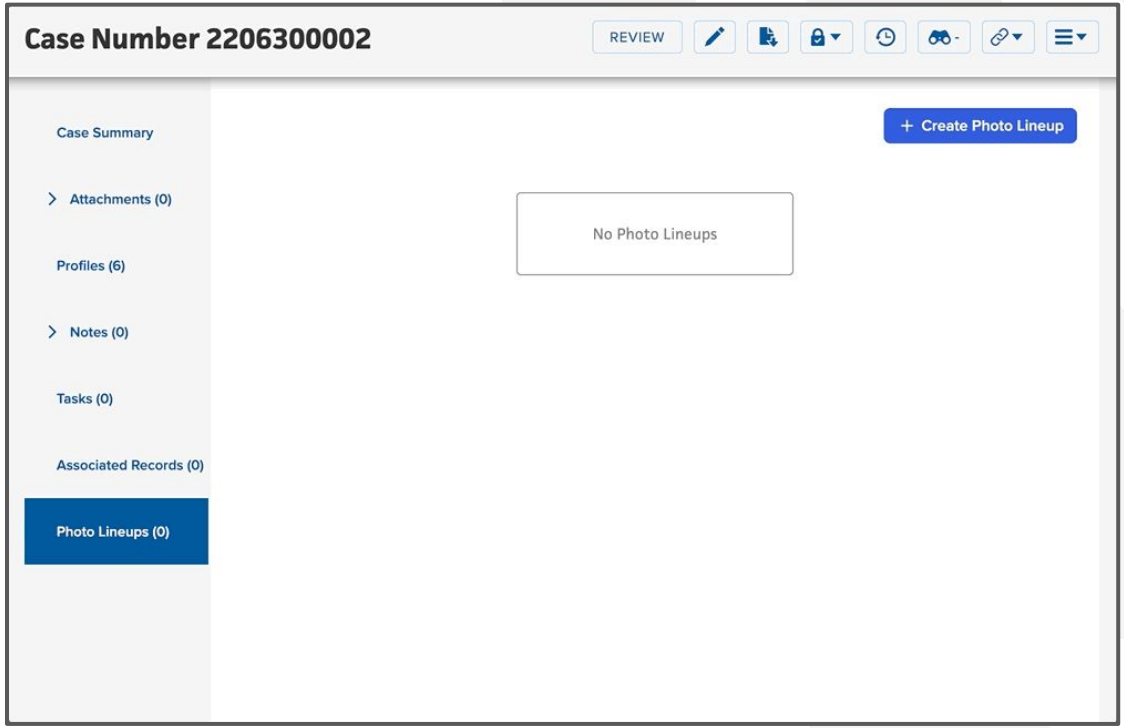
Available in production tenants March 22nd

Mark43 RMS

Winter 2023 release

Photo lineups

Display array of photos of potential suspect



Discover or confirm the identity of a suspect

Create an array of photos using person photos stored in RMS or manually upload images

Generate a lineup with demographic information

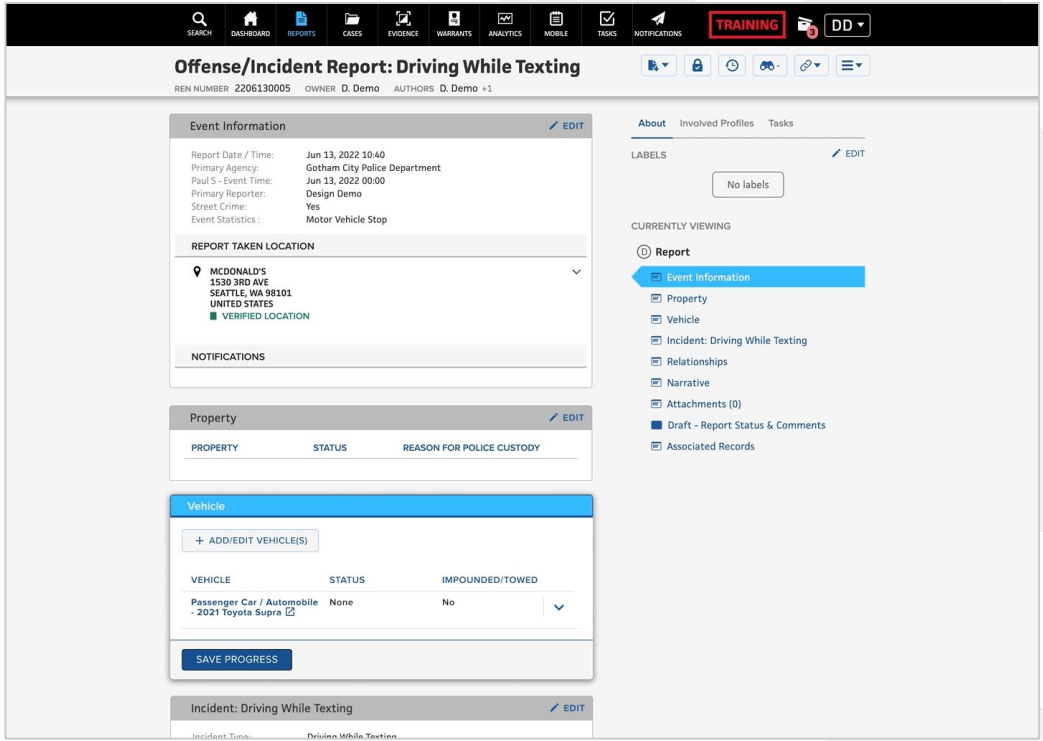
Use demographics in RMS to find similar person profiles for a photo array

Remove bias for viewer

Randomly shuffle image order

Vehicle cautions

Improve situational awareness with vehicle caution labels



Create vehicle cautions

Create a label based on a set of attributes

Prioritize label types

Labels can be prioritized and color coded for easy visibility

Viewable across RMS

All labels can be seen across Mark43 RMS, including search

Automated report creation

Create reports automatically based on triggering events in RMS

Configure workflow automations

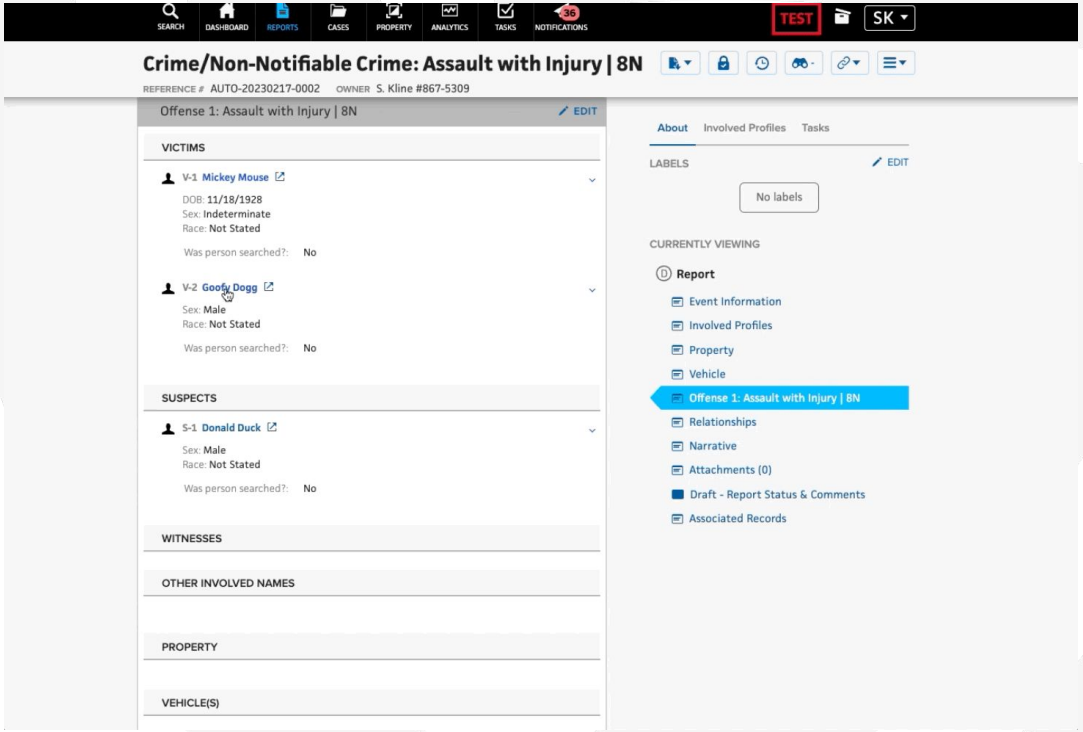
Admins can set up workflow automations to comply with agency workflows

Simplify report writing workflows

Create and assign reports automatically based on pre-set parameters

Make report writing efficient

Add Persons from other reports to newly created reports



RECENTLY RELEASED

FEATURED ENHANCEMENTS

Case Folders Organization

Adds a folder structure for case notes and attachments, including the ability to export the folder structure.

Enhanced Form Configurability

Allow for forms to have additional Cards to capture data in new custom fields. Data can be accessed in Data Lakes for analytics and reporting.

Bulk Notification Settings

Administrators can now easily bulk update user notifications by user group.

Department Permissions Deletion

Enable certain users with the ability to further restrict sensitive records.

REGIONAL SUPPORT

- ★ PA-Use of Force
- ★ NJ-IBRS

COMING NEXT

FEATURED ENHANCEMENTS

Workflow Engine

Ability to automate workflows based on field values, business rules and system actions.

Configurable Photo Lineups

Allows for the creation of configurable photo lineups.

Tasking Enhancements

Keep track of changes to task fields and statuses, identify task urgency and prioritize tasks accordingly, enhancements to the organization and searchability of tasks, and log task resolution outcomes.

Upgraded Narrative

Upgraded narrative functionality including copy/pasting from rich text editors, new formatting options, formatting clearance, and more.

ADDITIONAL CAPABILITIES

- ★ Vehicle Cautions
- ★ Report Level NIBRS Error Validation
- ★ In-app Analytics Upgrade
- ★ Enhanced Sealing Capabilities

REGIONAL SUPPORT

- ★ NY-IBRS
- ★ KY-IBRS
- ★ UK POLE Standards

COMING LATER

FEATURED ENHANCEMENTS

Advanced Case Management

Enable multiple incidents per case, multiple cases per incident, splitting & merging investigations, entity-based investigations and more.

Evidence, Audit & Inventory Enhancements

Allow the exporting of audit & inventory results, and enable capturing additional property weight data.

Dashboard Briefings

Adds a "Briefings" section to the personal dashboard, allowing important information to be passed to users.

Federated Person Search

Allow users to search external database person information

ADDITIONAL CAPABILITIES

- ★ Entity Pre-fill from CAD
- ★ Digital Notepad - OnScene App
- ★ Offense Table Management Enhancements

REGIONAL SUPPORT

- ★ OH-IBRS
- ★ UK Digital Case File
- ★ UK ADRs
- ★ CA DUI Arrest Reporting
- ★ RIPA 2024

RELEASED IN THE PRIOR 6-MONTHS

RELEASED WITHIN THE NEXT 6-MONTHS

RELEASED WITHIN THE NEXT 15-MONTHS

Mark43 CAD

Winter 2023 release

RapidSOS integration

Receive RapidSOS information directly in CAD

RapidSOS information directly in CAD

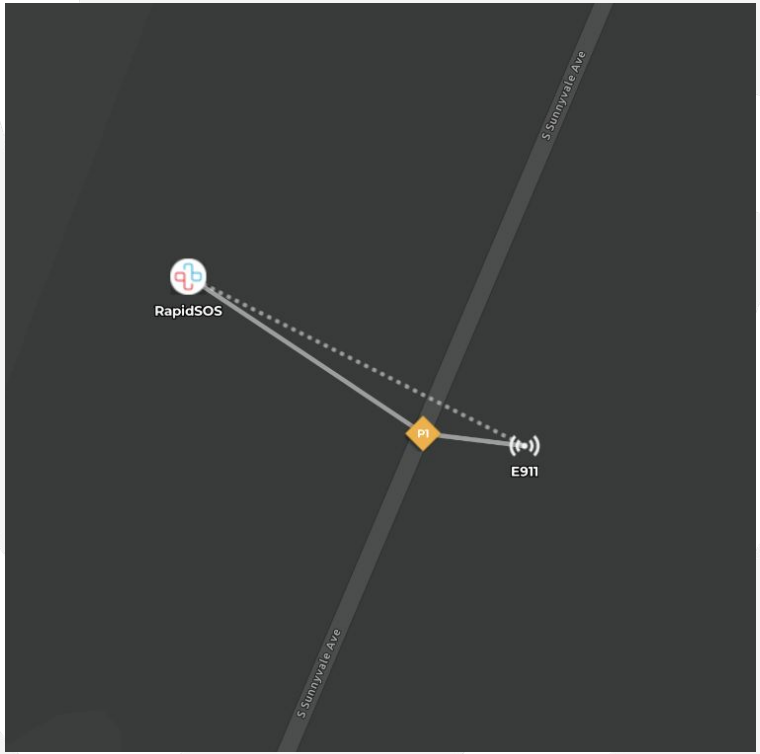
Improve dispatcher efficiency by removing the need to navigate to external websites and tab switching

Receive accurate wireless location data

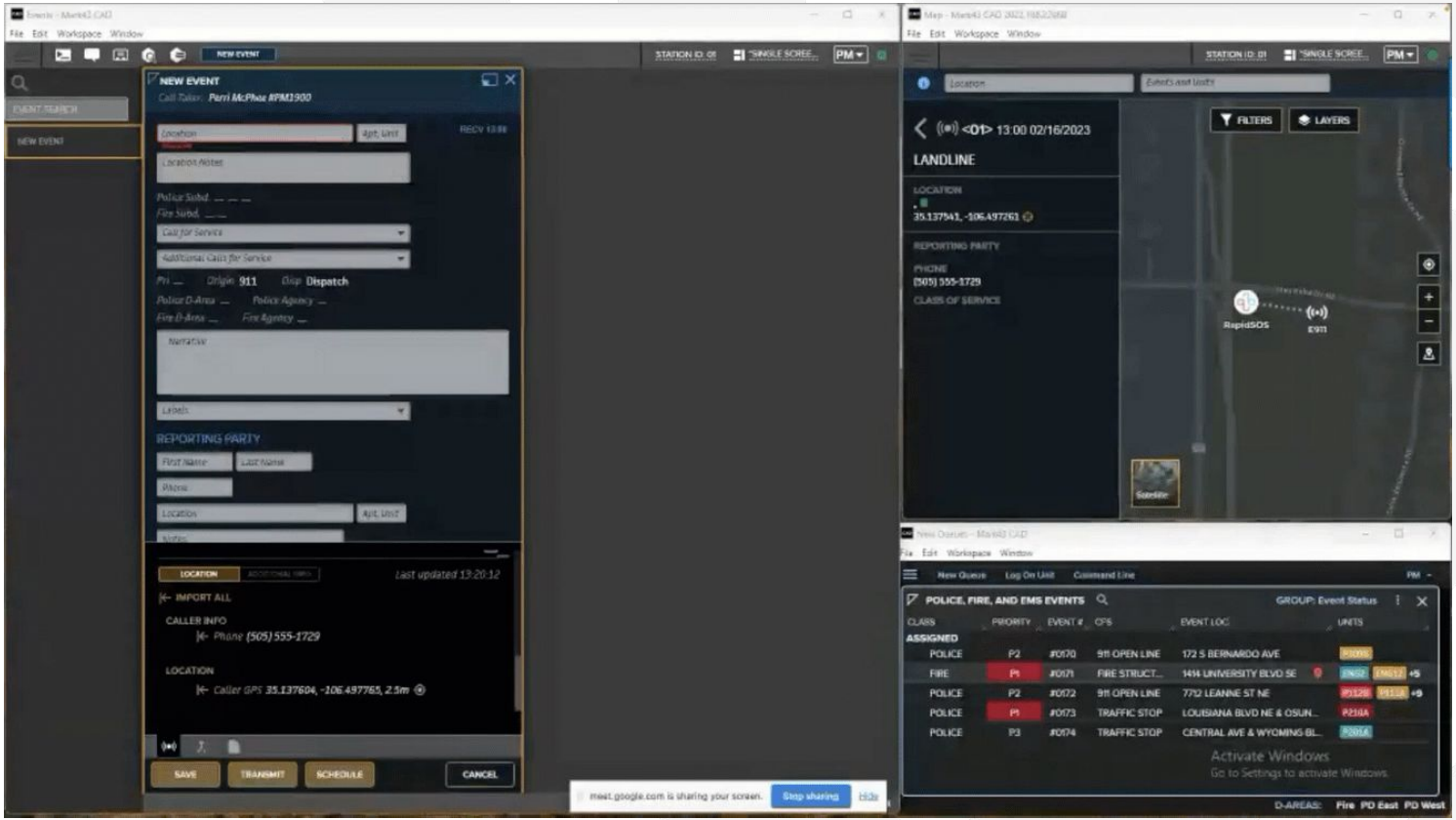
Displays location and additional information on the event and CAD map

Integration includes information from all RapidSOS partners

Get notified of all data from contributing partners, such as SiriusXM and Uber



RapidSOS integration



Law enforcement unit recommendation

Build response plans to recommend units for events based on location and call for service type

Targeted dispatch based on assigned area

Quickly dispatch units based on location and pre-set criteria

Dispatch more quickly with appropriate units

Standardized plans means dispatchers do not need to look up information or know details of every unit on duty

Location caution URLs

Link to additional location caution information

Attach a URL when editing location cautions

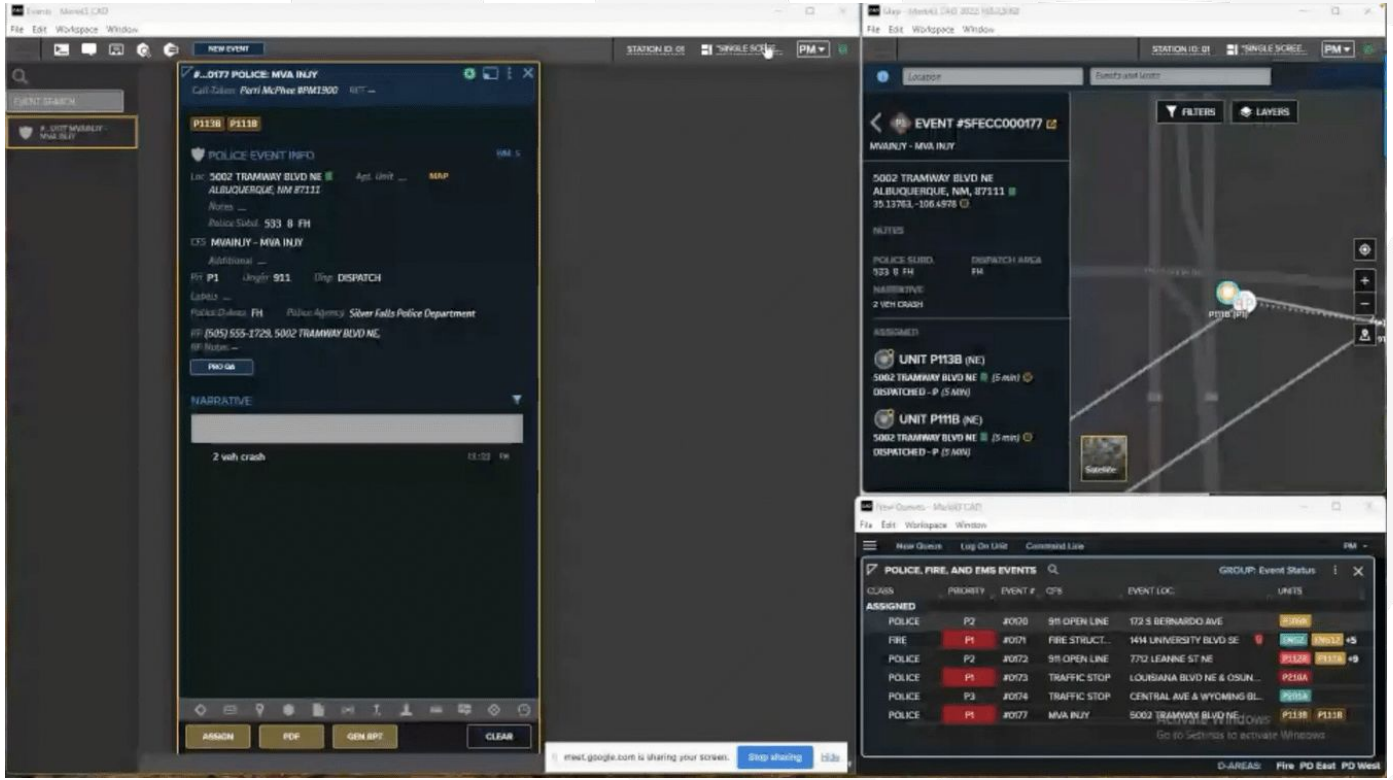
Add links to images, PDFs, or any relevant information

Prepare first responders with all available information

Attach information that will heighten situational awareness, such as floorplans, building history, or photo documentation

New queues window

Updated CAD queues window for improved performance and user experience



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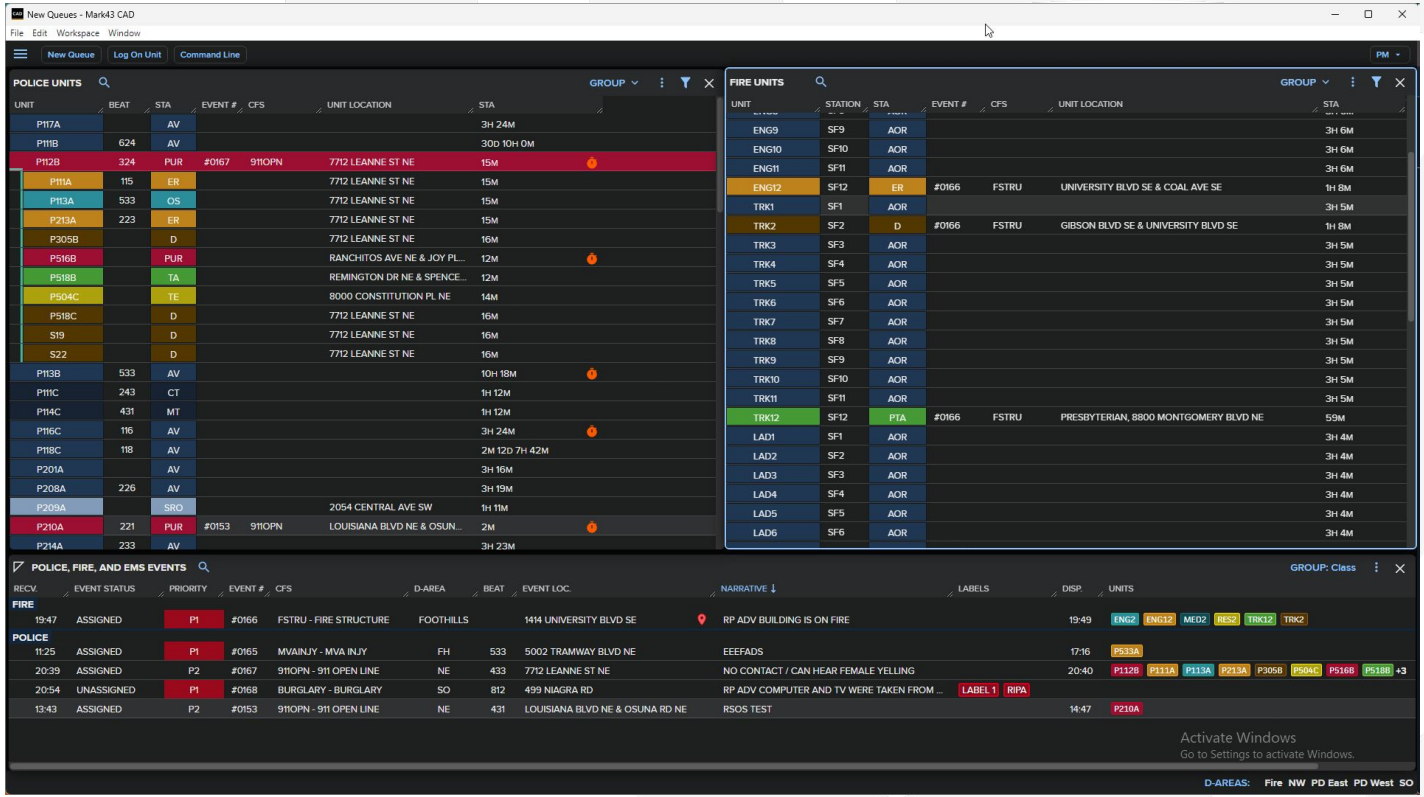

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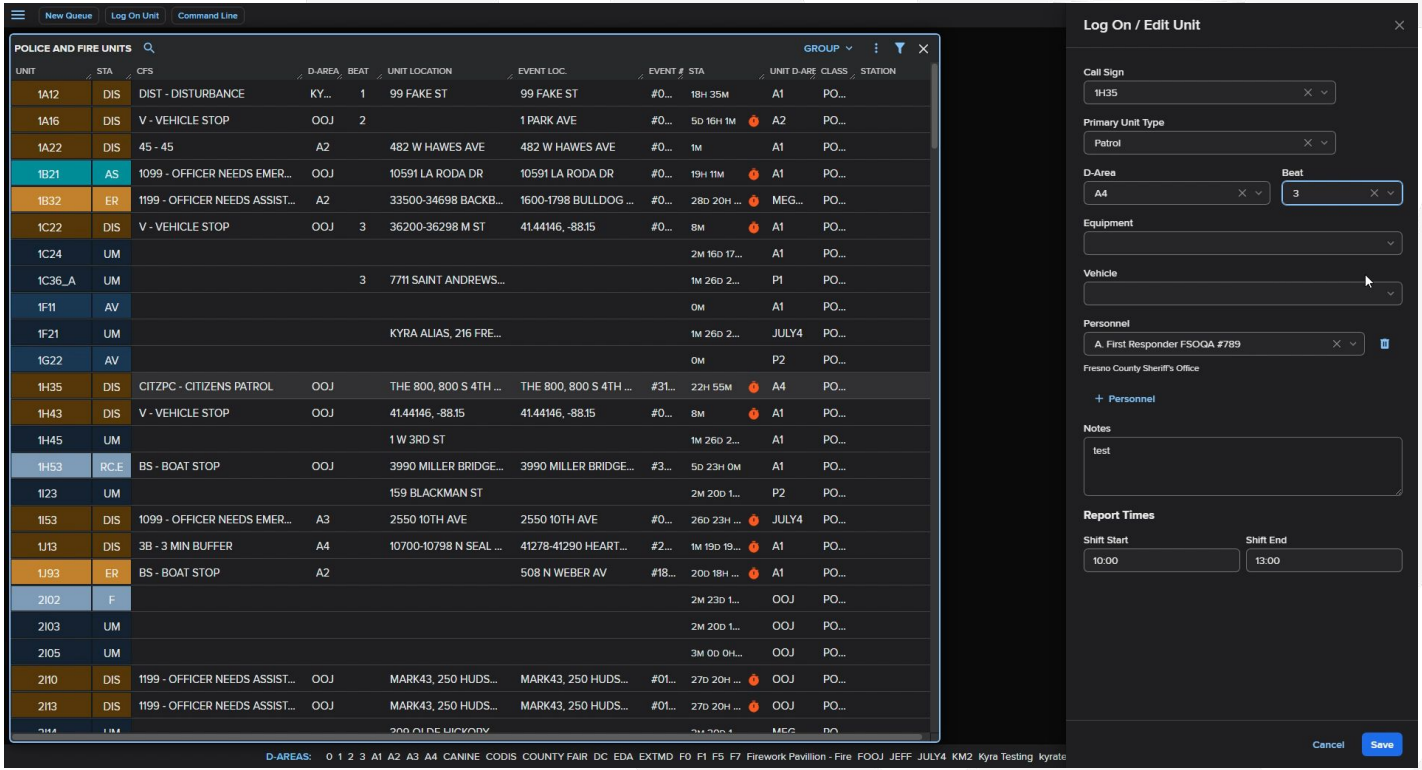

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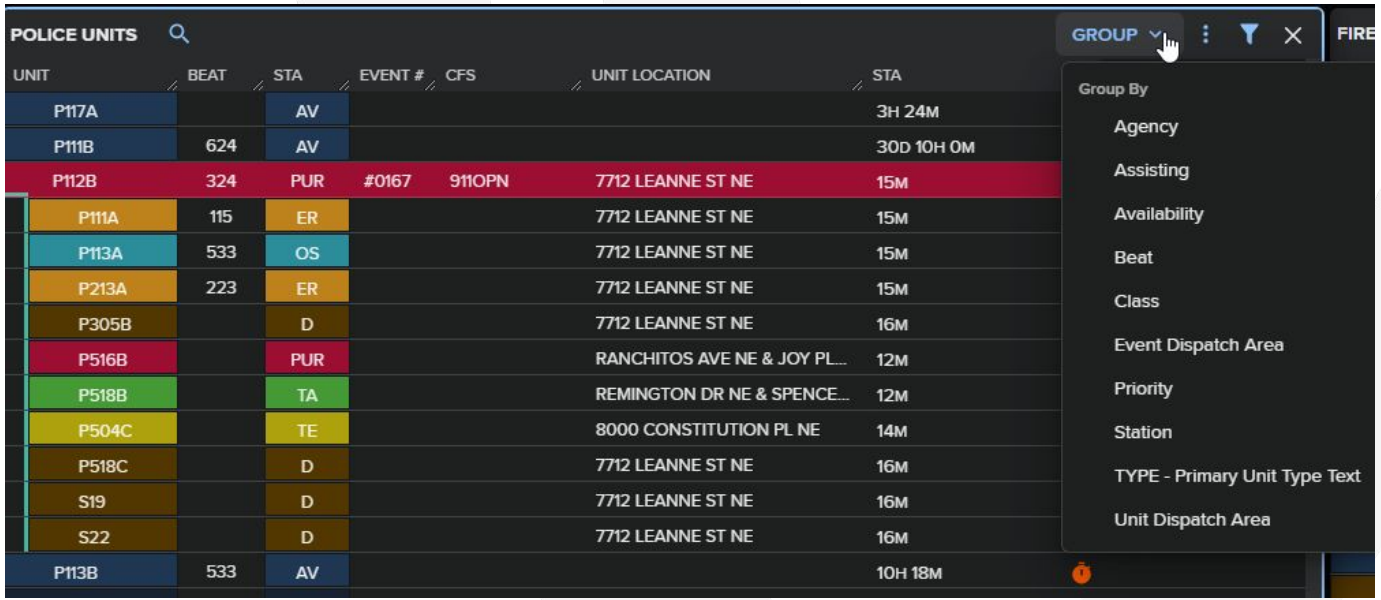
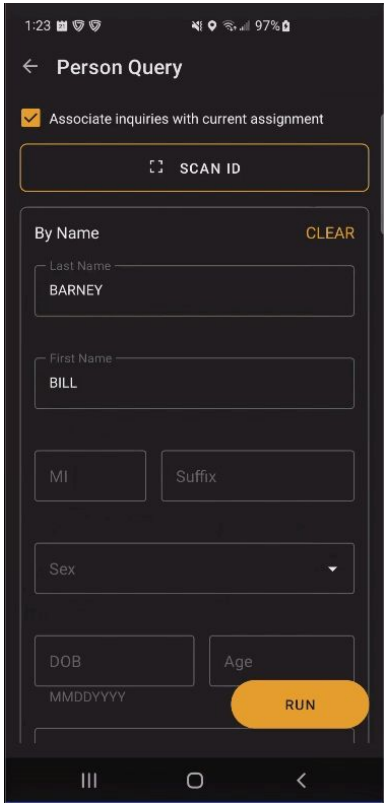


Mark43 OnScene - Conduct DEx queries



Query DEx entries from your mobile device

Conduct and receive DEx queries at your fingertips

Perform DEx queries on your phone instead of returning to your vehicle or radioing into dispatch

Scan driver's licenses

Speed up the process of querying field contacts and identify them right away

Mark43 OnScene - Digital notepad

A digital notepad to streamline field data collection

Begin the report writing process on your phone

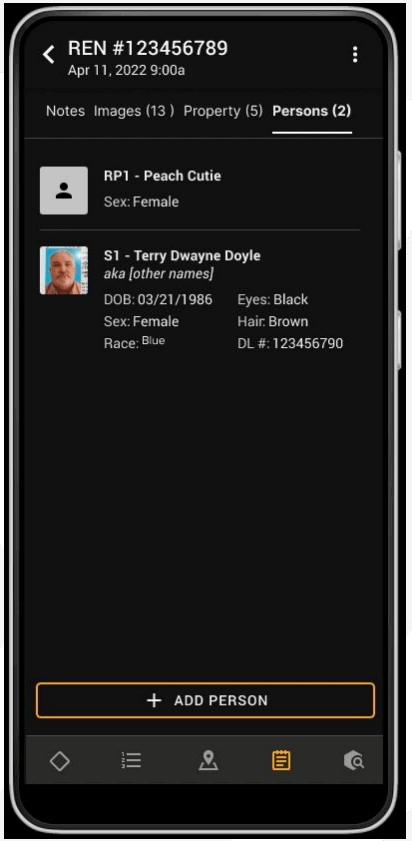
Consolidate your incident report writing workflows in the Mark43 Platform, starting in OnScene

Collect unstructured data in the field

Use your mobile device to document any information you capture in the field

Prefill collected data in your final report

Data collected from the field prefills into your report, increasing efficiency and reducing duplication of data entry



Mark43 OnScene - Offline capabilities

Capabilities available while disconnected

View critical information about events

Maintain situational awareness with all critical information about the event you are responding to

Fluidly navigate through the application

App continues to be usable while in a disconnected state

Collect relevant information

Capture notes and images that will sync when connection is re-established

Mark43 OnScene - iOS release

Context driven app that provides the tools and information to respond safely and effectively

Untethered usability

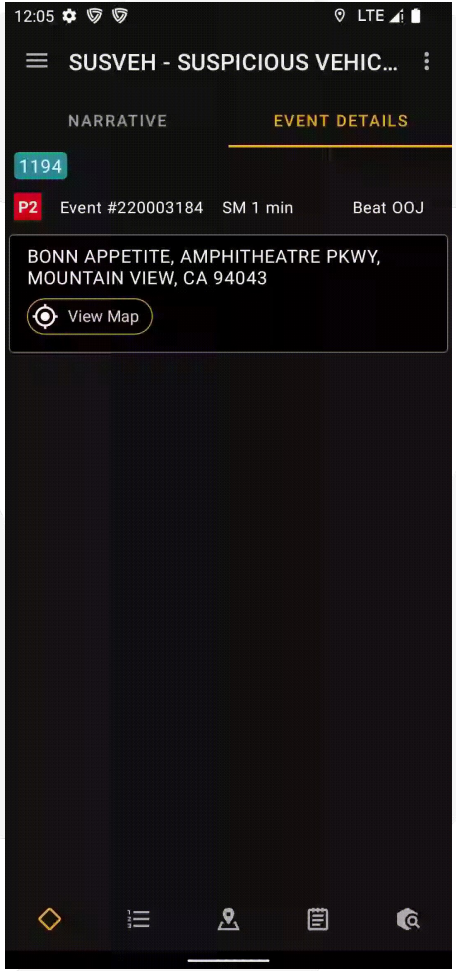
Monitor and review details without being tethered to your vehicle.
Respond to, self assign, or clear an event within the app

Increase officer safety and situational awareness

Receive push notifications for any new cautions or alerts. A fully built Esri map displays locations of all active events, onduty units, and officer locations

Reduce the number of required mobile applications

Consolidate and streamline your workflow into one mobile application



RECENTLY RELEASED

FEATURED ENHANCEMENTS

Esri Map Integration

Mark43 CAD has integrated the industry best mapping technology brought to you by Esri. We can now support customer layers.

Enhanced Location Resolution Capabilities

When enabled, searches for closely related address terms (e.g. “street”, “st”, “str”) will resolve to the same record, improving the ability to find and select locations throughout CAD.

DEx Usability Enhancements

If no state is specified for a query that requires one, the default region state will now be used. This is intended to improve user experiences in First Responder, CAD, and the CLI.

OnScene Mobile App Launches for Android

Launched at APCO in August, OnScene for Android is a modern, intuitive, and feature rich mobile app providing an essential tool to help first responders keep communities safe.

REGIONAL SUPPORT

- ★ Tennessee DEx Region (TIES)
- ★ California DEx Region (ALEMS)

COMING NEXT

FEATURED ENHANCEMENTS

RapidSOS Integration

Receive caller mobile location, additional information, and launch the RapidSOS Portal from CAD.

Law Enforcement Unit Recommendations

Maximize the use of field resources and decrease their response times by eliminating the manual process of a dispatcher determining which resource should respond to an event.

Dispatch & First Responder Stability Improvements

New enhancements are designed to improve the overall dispatch experience by enhancing stability. First responder enhancements will improve map responsiveness and rendering, improve overall performance, and update the UI with network connectivity indicators.

OnScene Mobile App Launches for iOS

OnScene for iOS will be launching with parity to our Android capabilities.

REGIONAL SUPPORT

- ★ Arizona DEx Region (AZDPS)
- ★ New Mexico DEx Region (NMLETS)

COMING LATER

FEATURED ENHANCEMENTS

Driver’s License Images on DEx Returns

When querying persons receive the corresponding driver’s license photo.

Involved Persons and Vehicles on Events

Add involved person and vehicle fields to events for tracking and searching.

Medical Dispatch Support

Provide standalone emergency medical dispatch support to parity with existing fire and police class.

BOLOs

Create BOLOs for vehicles and persons that can be shared across all of CAD.

ADDITIONAL CAPABILITIES

- ★ Agency Specific Subdivisions
- ★ Capture and Display of Event Processing Times
- ★ Update Active Events with Draft Event / E911 Call Information
- ★ Unit Staffing Counts for Events
- ★ Toggle Narrative Sort Order
- ★ Ingest Data from External Services for Location Resolution
- ★ New York DEx Region (NYSPIN)

RELEASED IN THE PRIOR 6-MONTHS

RELEASED WITHIN THE NEXT 6-MONTHS

RELEASED WITHIN THE NEXT 15-MONTHS

Mark43 Platform

Winter 2023 release

Typo handling in locations search

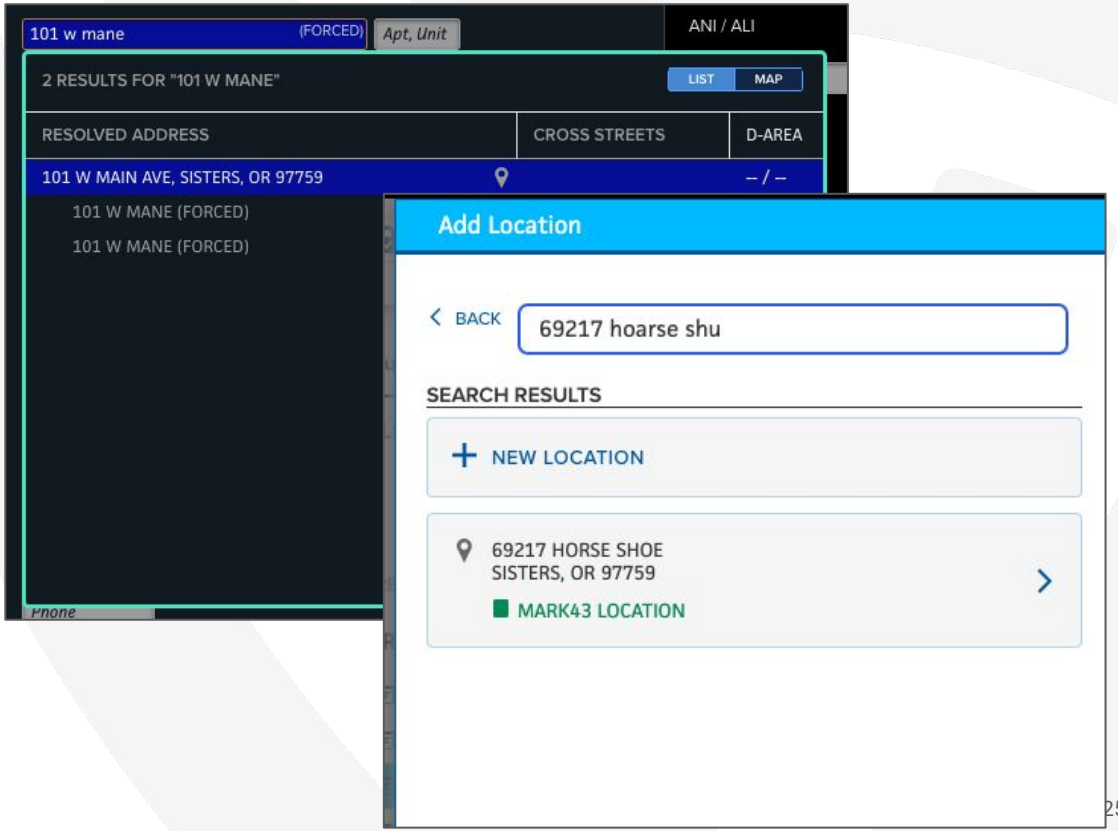
Less time to create a CAD event or RMS report

Improved location search logic

Increased likelihood of finding the right location

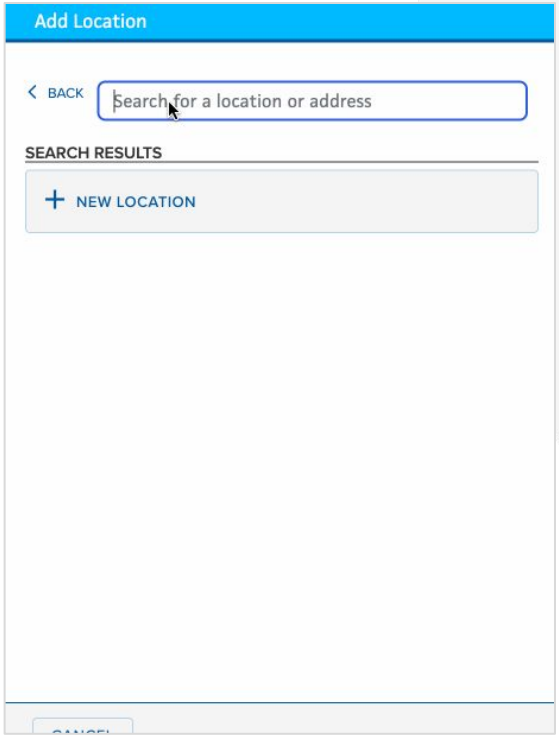
Spelling based on homophones

Alternate spellings will pop up as options (e.g. “mane st” will return “main st”)



Search with city, zip, or state - RMS

Limit search results based on city, state, or zip



Improve search results with additional fields

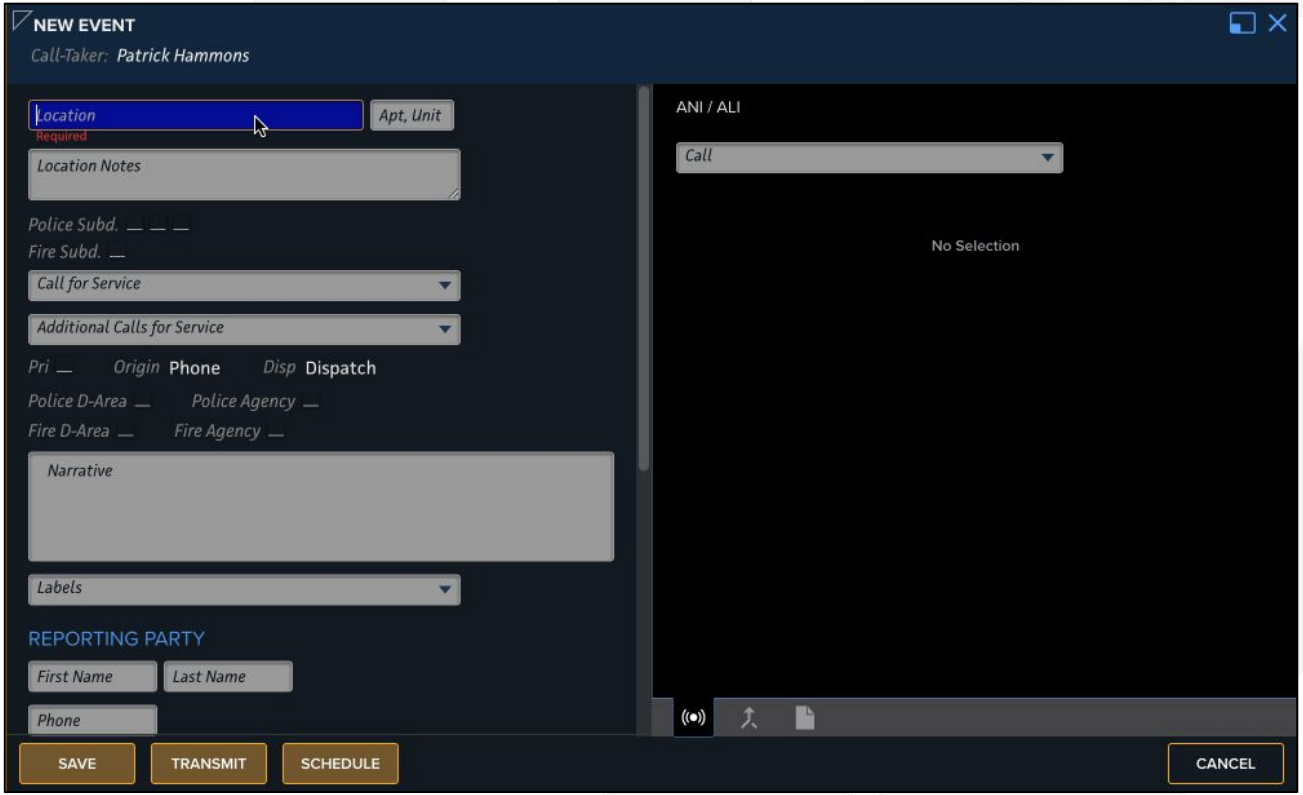
Search will only return results based on specified city, zip, or state

Easily find accurate location

Limiting results will make take less time to create a CAD event or RMS report

Search with city, zip, or state - CAD

Limit search results based on city, state, or zip



Mark43 Analytics

Winter 2023 release

Performance improvements

Optimized date filter

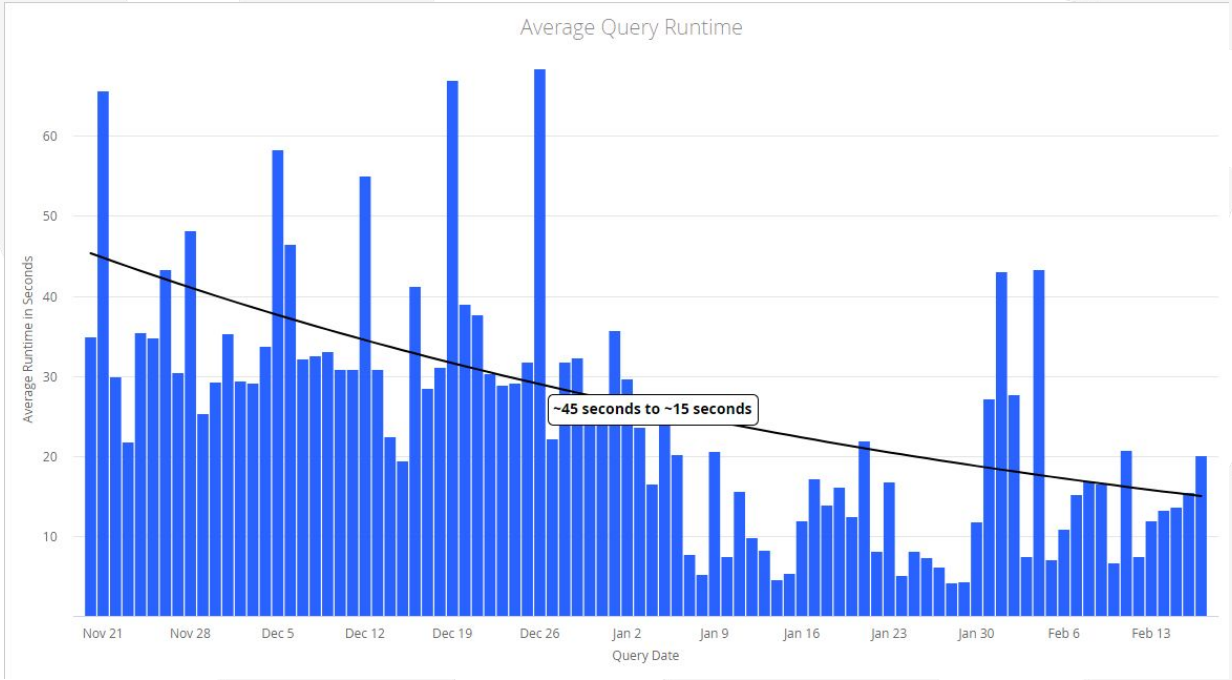
Increased performance of queries utilizing a date filter

Configurations/Workloads

Modified internal configurations and workloads to increase resources available to customers

Upgraded database & server

More performant and powerful database server to handle customer queries



RECENTLY RELEASED

FEATURED ENHANCEMENTS

Added Disposition Status to Data Lake Evidence View

Updated Database view for evidence query to allow disposition status of evidence items.

Added New Fields to Analytics Module

Added Arresting Officer to the Reports Data Explorer - Arrests
Added Offense Classification to Reports Data Explorer - Arrests
Added Evidence Item Sequence Number to Evidence Data Explorer
Added Event Location to Reports Data Explorer - Overview
Added CAD Narrative to the CAD Data Explorer
Added Place Name to the CAD Data Explorer

RELEASED IN THE PRIOR 6-MONTHS

COMING NEXT

FEATURED ENHANCEMENTS

Upgrading to SQL Server 2019

Upgrading our SQL Server 2016 to SQL Server 2019 for improved security capabilities, improved query performance, and access to the STRING_AGG() function.

BI Suite Performance Enhancement

Distributed performance engineered to provide measurable improvements in query times along with fewer timeouts.

Upgrading to Looker 22

Upgrading Looker, the application that powers Mark43's Analytics module, which will provide users with an updated look, capabilities, and experience.

Data Marts

Enhanced data pipeline to provide more efficient and reliable data replication

RELEASED WITHIN THE NEXT 6-MONTHS

COMING LATER

FEATURED ENHANCEMENTS

Data Marts

Data models and composition designed to ease understanding and power insights while improving the performance of queries

Improved Data Explores

Ergonomic explores with additional fields in the BI Suite

e-Learning for the Analytics Module

On-demand training videos and documentation in the Mark43 Academy

RELEASED WITHIN THE NEXT 15-MONTHS

What’s next from Mark43

Note: Final designs and timelines are subject to change

Analytics - Looker upgrade

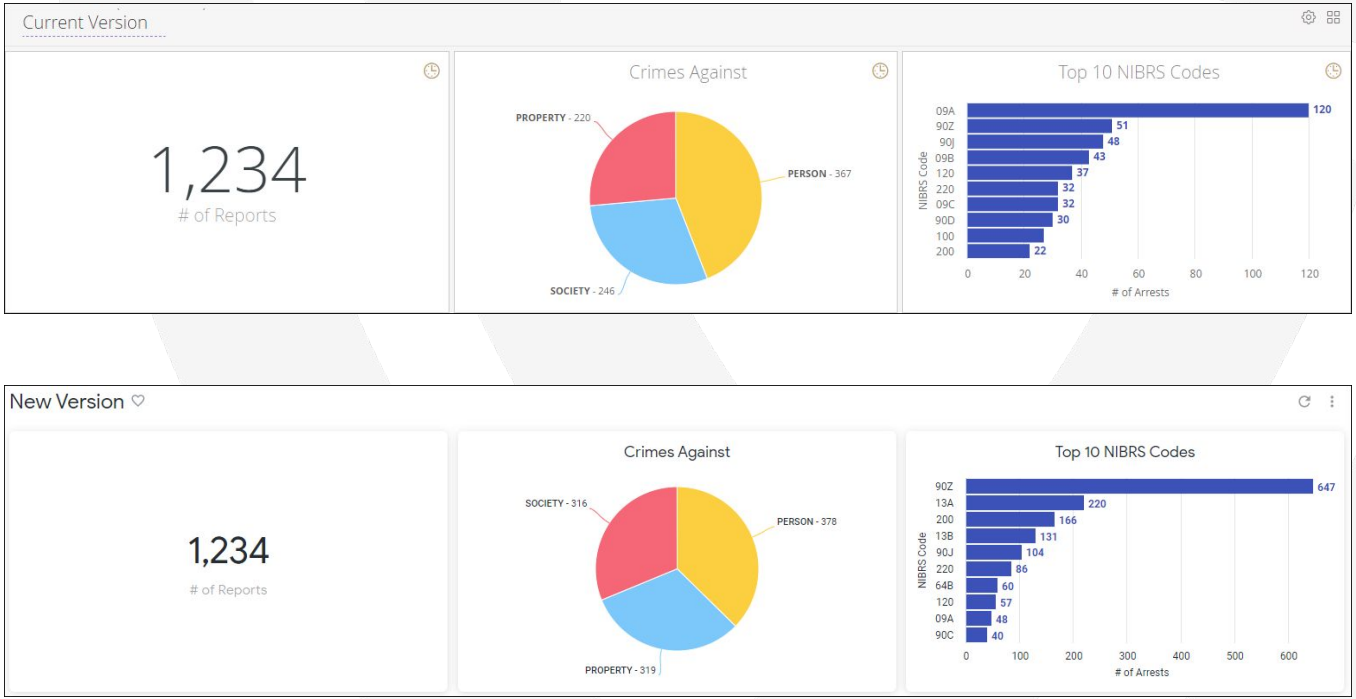
Backward compatible with existing dashboards

Similar user interface

Improved filters

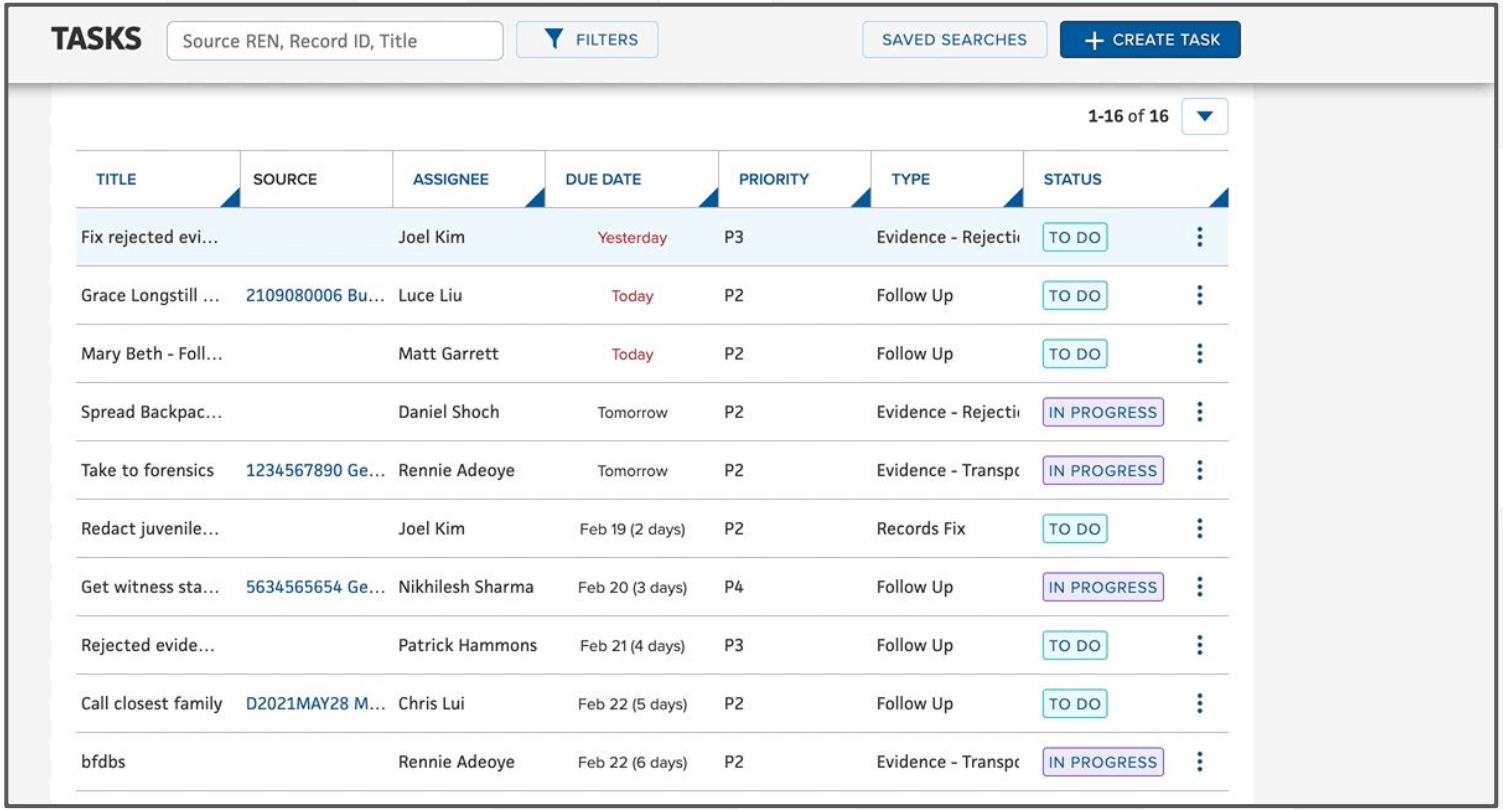
Easier data grouping

Save “Favorites”



RMS - Task enhancements

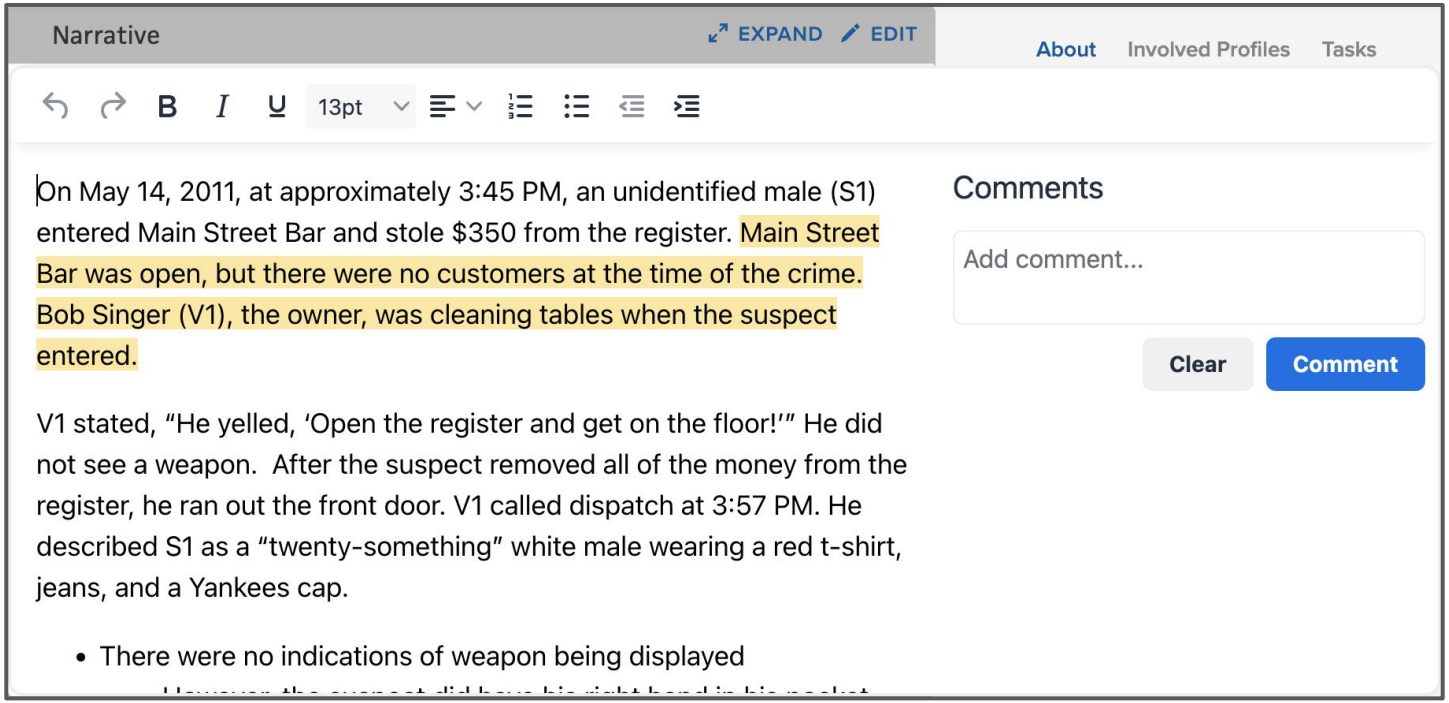
Robust tasking functionality to help manage and organize RMS workloads



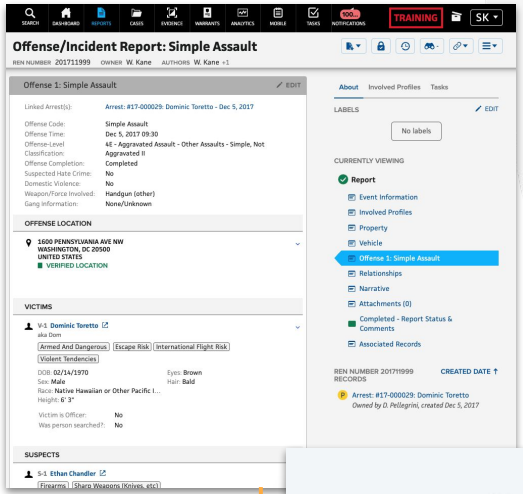
TITLE	SOURCE	ASSIGNEE	DUE DATE	PRIORITY	TYPE	STATUS
Fix rejected evi...		Joel Kim	Yesterday	P3	Evidence - Rejecti	TO DO
Grace Longstill ...	2109080006 Bu...	Luce Liu	Today	P2	Follow Up	TO DO
Mary Beth - Foll...		Matt Garrett	Today	P2	Follow Up	TO DO
Spread Backpac...		Daniel Shoch	Tomorrow	P2	Evidence - Rejecti	IN PROGRESS
Take to forensics	1234567890 Ge...	Rennie Adeoye	Tomorrow	P2	Evidence - Transpc	IN PROGRESS
Redact juvenile...		Joel Kim	Feb 19 (2 days)	P2	Records Fix	TO DO
Get witness sta...	5634565654 Ge...	Nikhilesh Sharma	Feb 20 (3 days)	P4	Follow Up	IN PROGRESS
Rejected evide...		Patrick Hammons	Feb 21 (4 days)	P3	Follow Up	TO DO
Call closest family	D2021MAY28 M...	Chris Lui	Feb 22 (5 days)	P2	Follow Up	TO DO
bfdbs		Rennie Adeoye	Feb 22 (6 days)	P2	Evidence - Transpc	IN PROGRESS

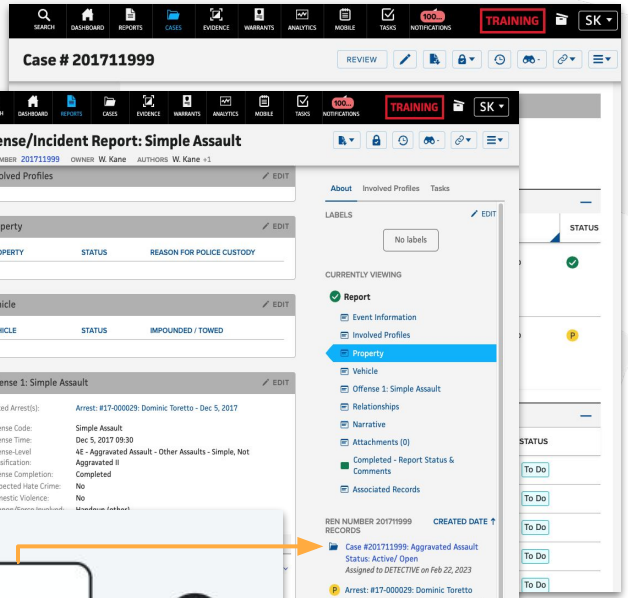
RMS - Narrative improvements

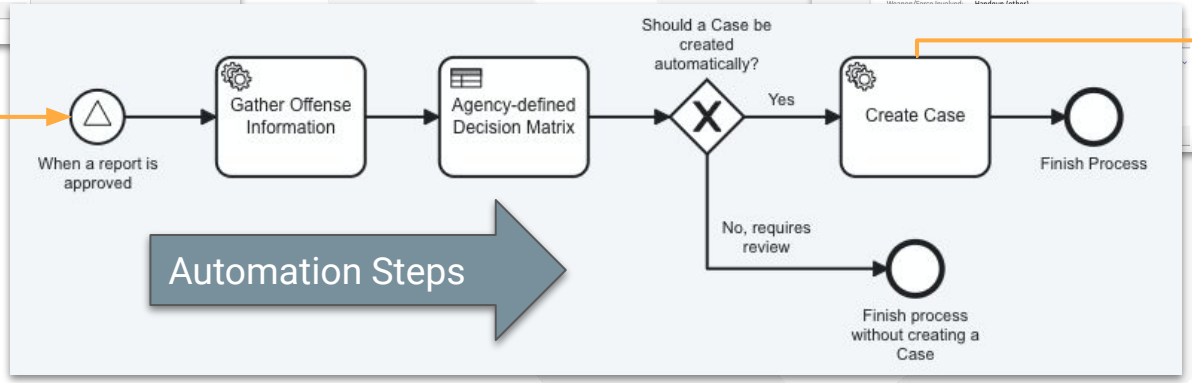
Upgrade RMS Narrative to fix reported issues and add new robust functionality such as supporting copy/paste from Word and adding the capability for table formatting



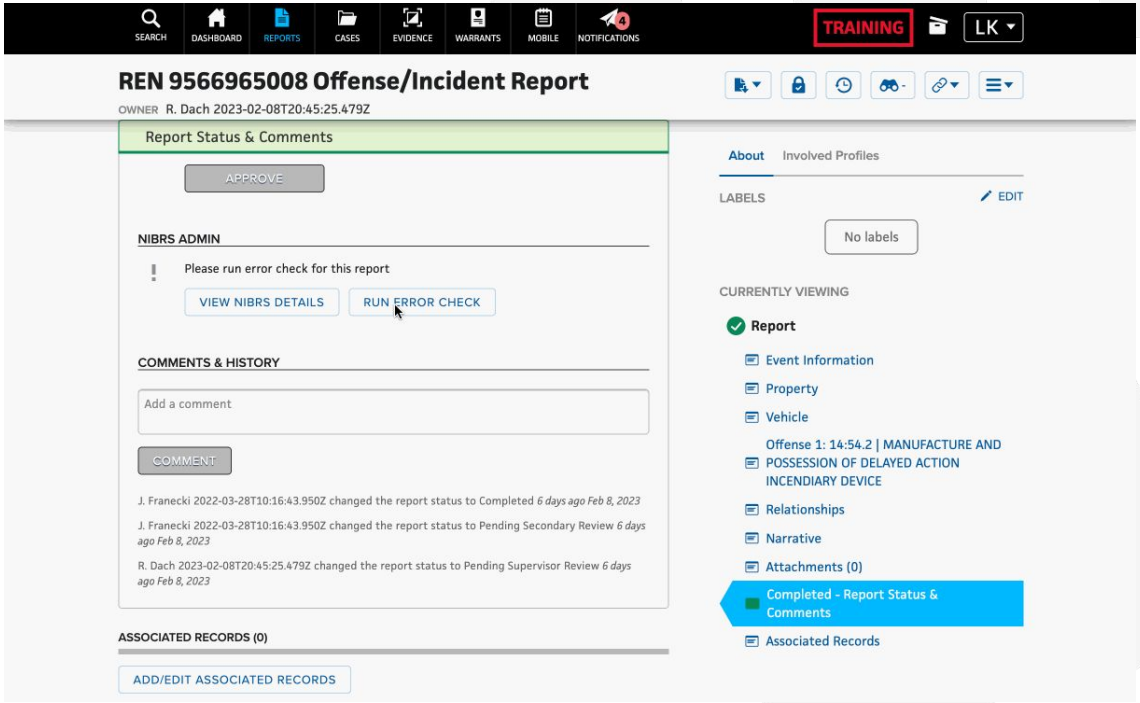
RMS - Automated case creation







RMS - NIBRS report validation

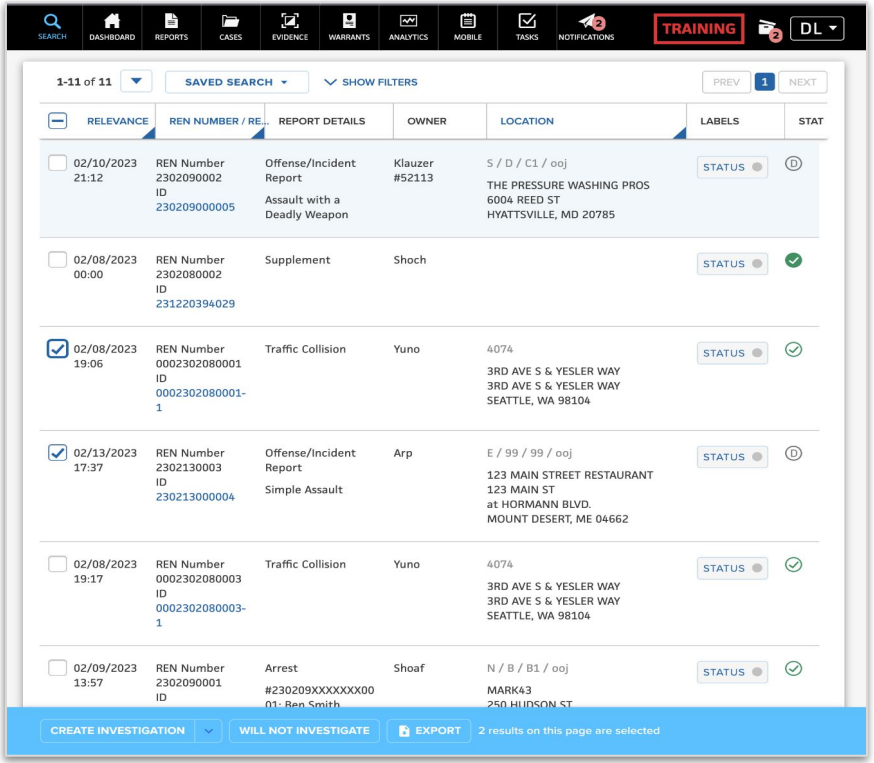


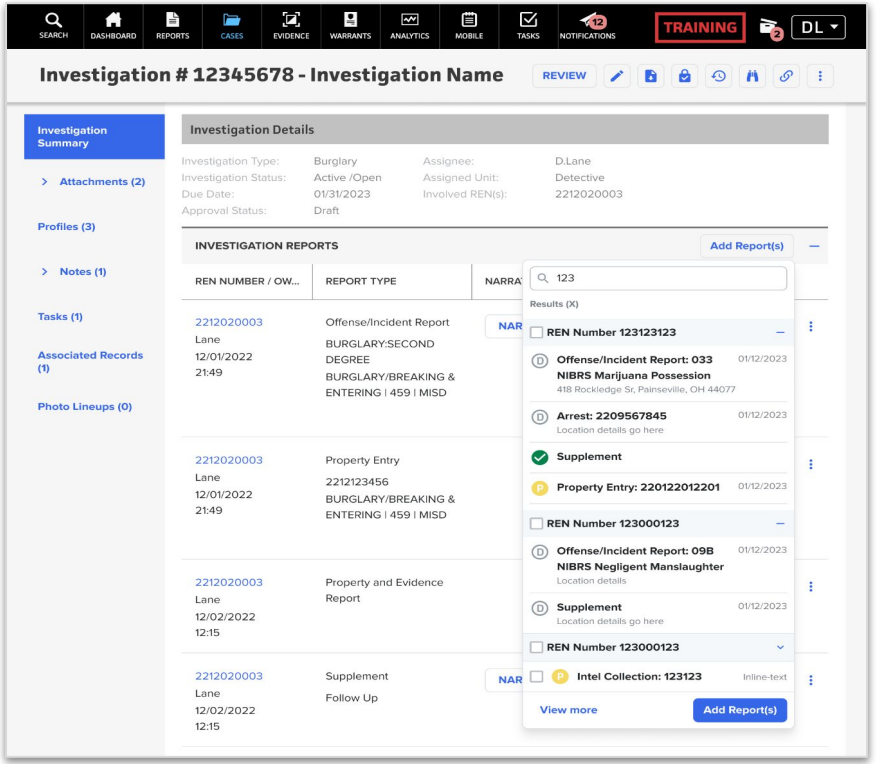
Enhance and streamline NIBRS Report Error Check and Validation Workflow

Flexible Cases

Highly requested 🙌

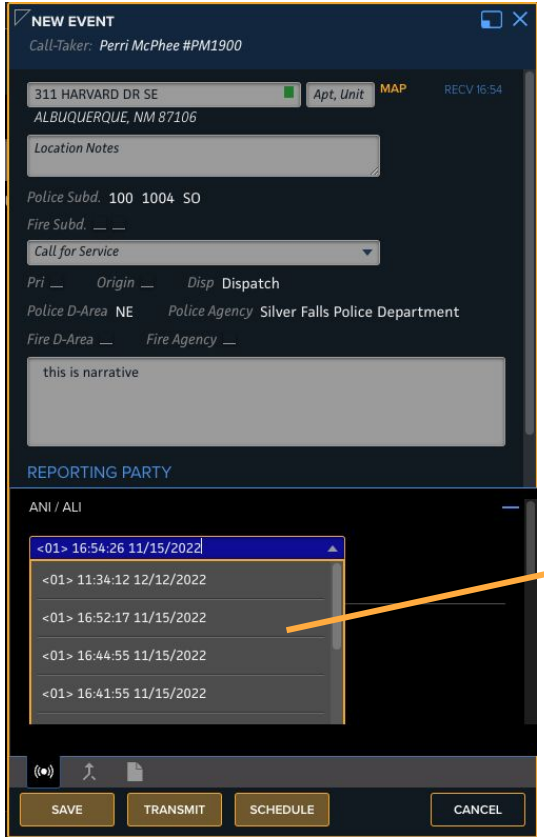
Improve the usability and flexibility of cases to support investigations within RMS

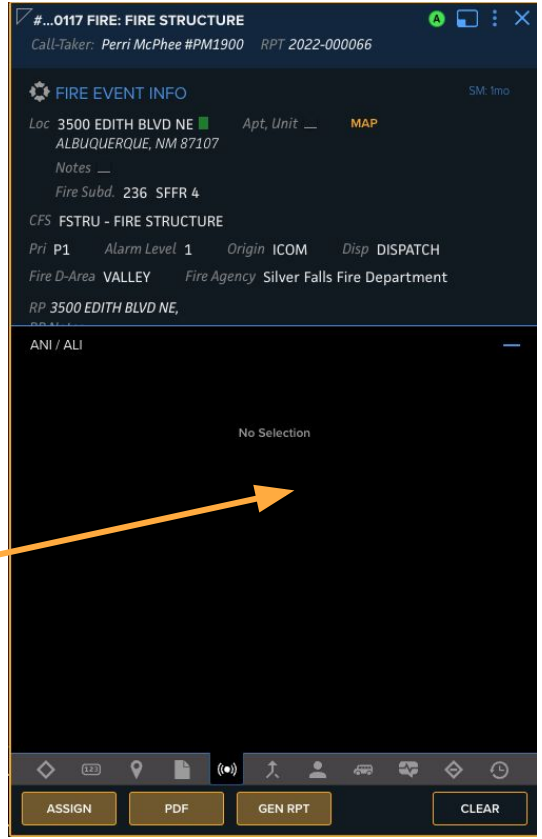




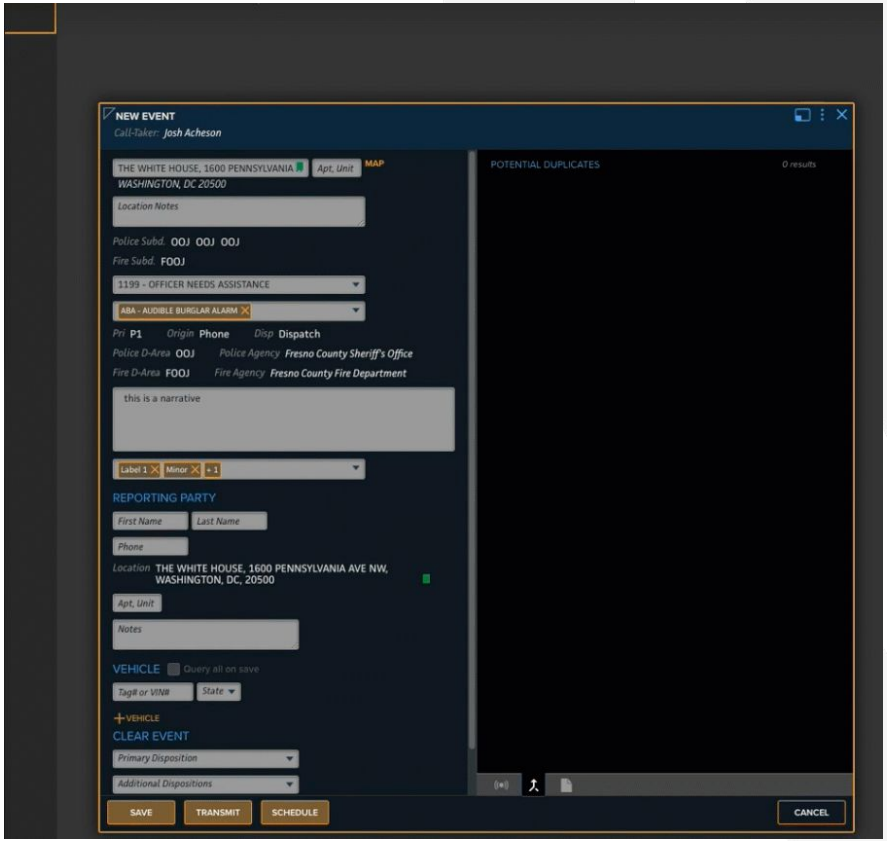
CAD - Update active event with E911 call

Add E911 information to an event after it started



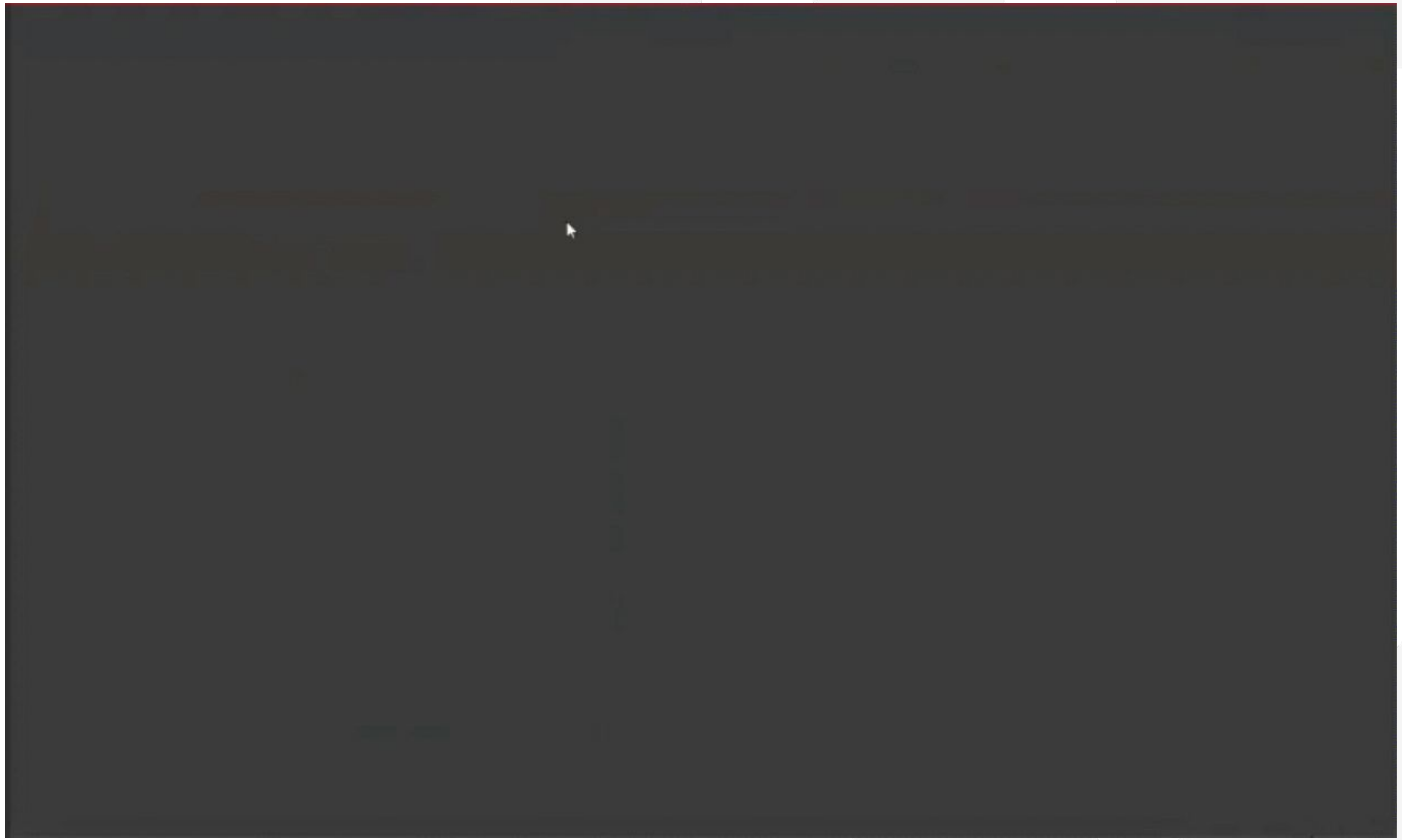


CAD - Transfer draft event to active event



Users can transfer draft event information to an active event

CAD - Event narrative

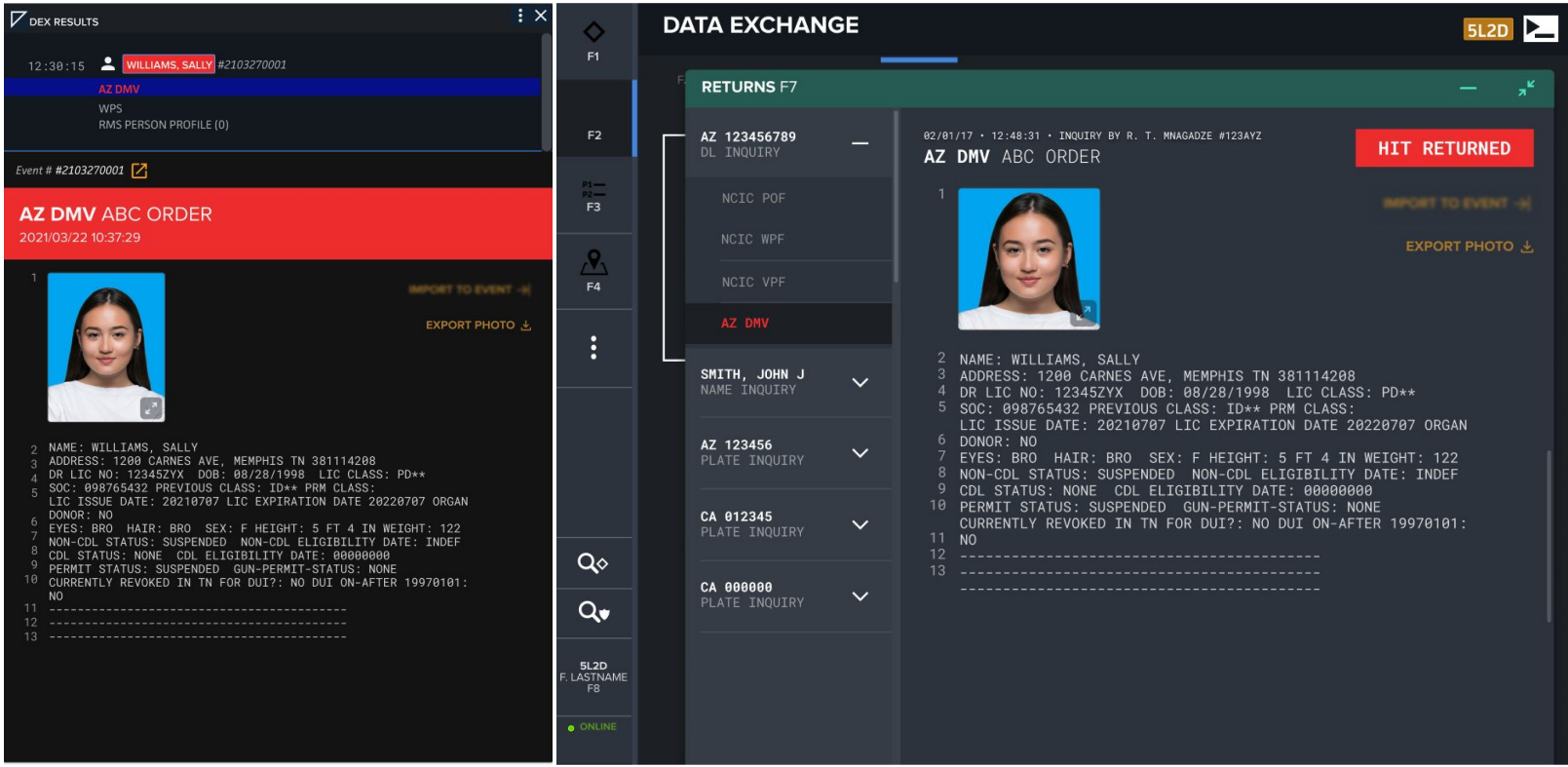


Faster and more reliable narrative for CAD events

CAD - Driver's license query photos

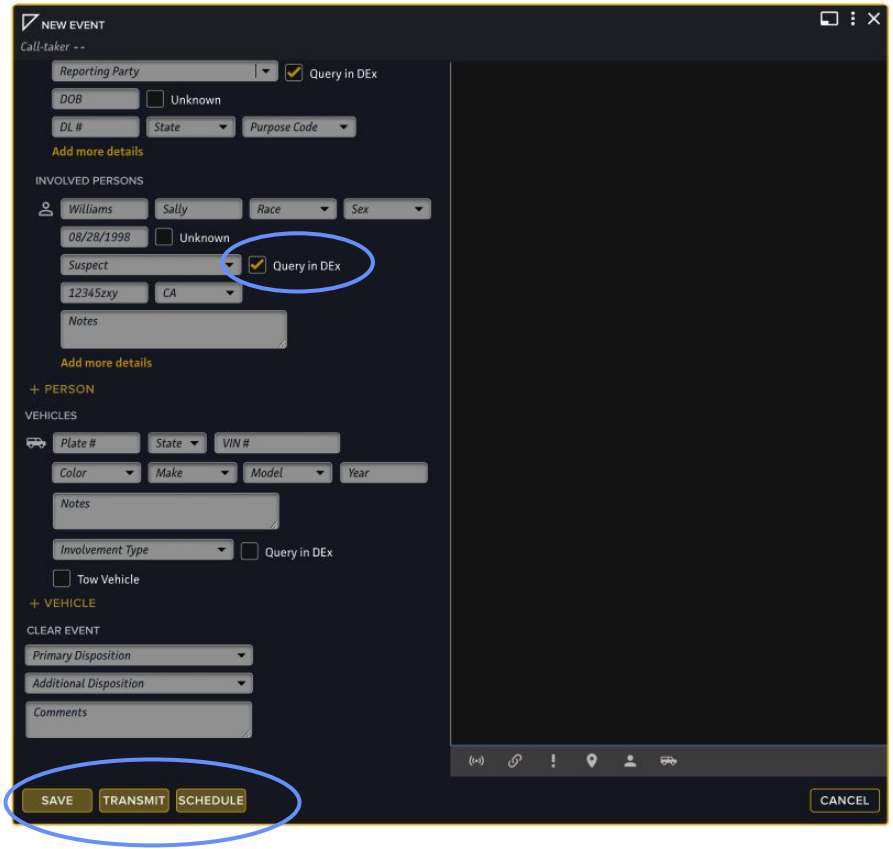
Highly requested 🙌

Request driver's license photos as part of queries in CAD and First Responder



CAD - Involved persons and vehicles

Highly requested 🙌



Submits query for entered data

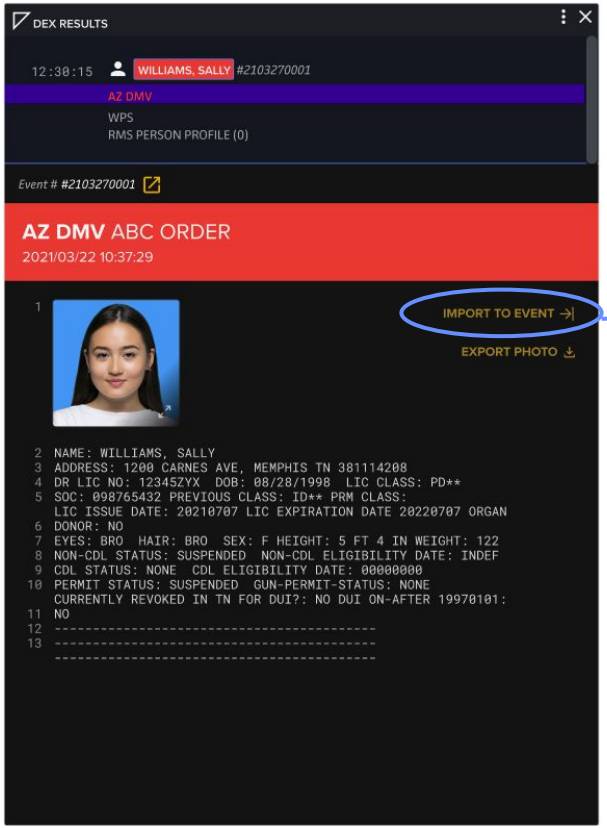
Saves all other event info

Capture persons and vehicles in CAD events and automatically send data to RMS for seamless report writing

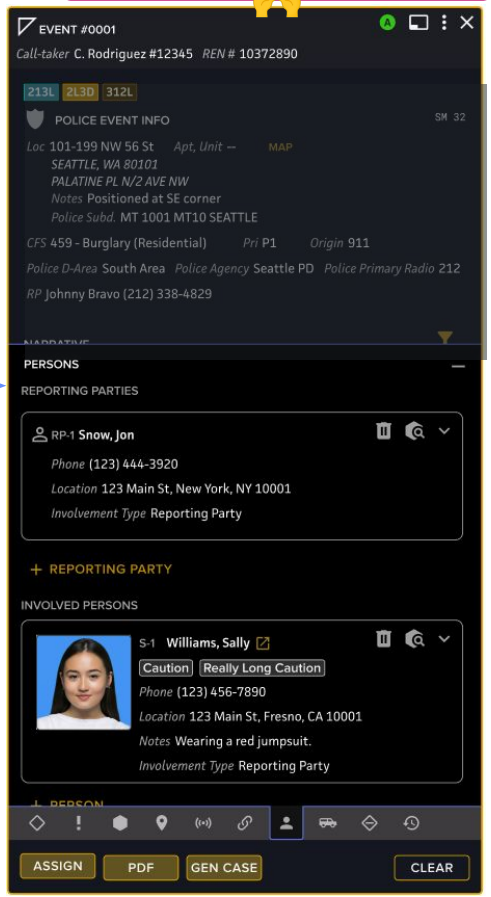
CAD - DEx parsing

Highly requested 🙌

Automatically attach DEx person or vehicle information into a CAD event



CAD

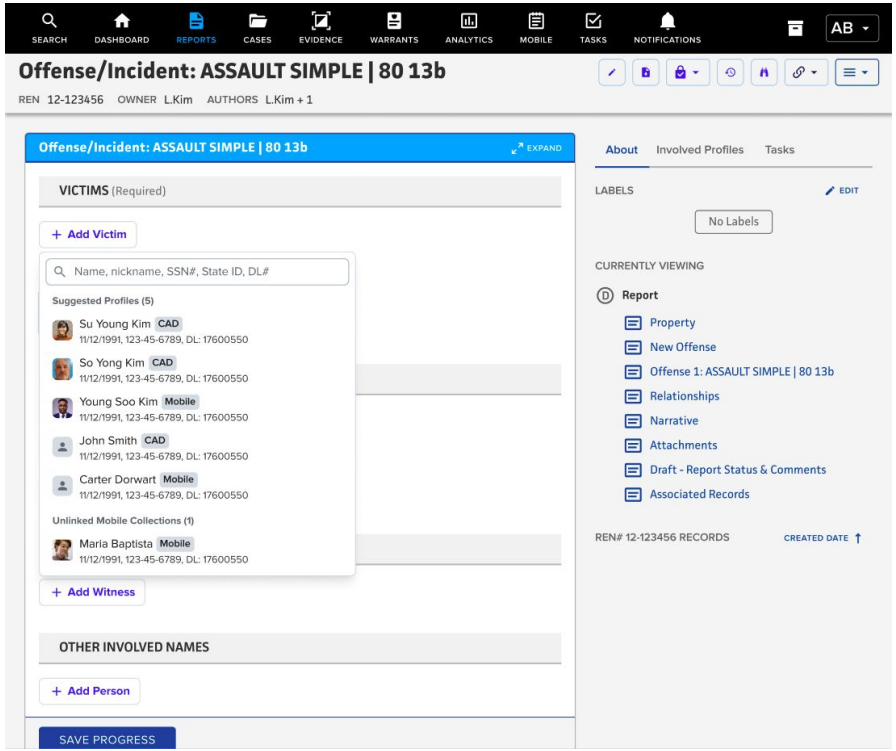


RMS

Platform - Data entry suggestion and pre-fill

Highly requested 🙌

Suggest CAD data more readily when writing a report in RMS



We're listening and incorporating your feedback!

> *"If that was from a call that I was on and it auto-populated it in there, that would be awesome."*
>
> *– Mark43 user*

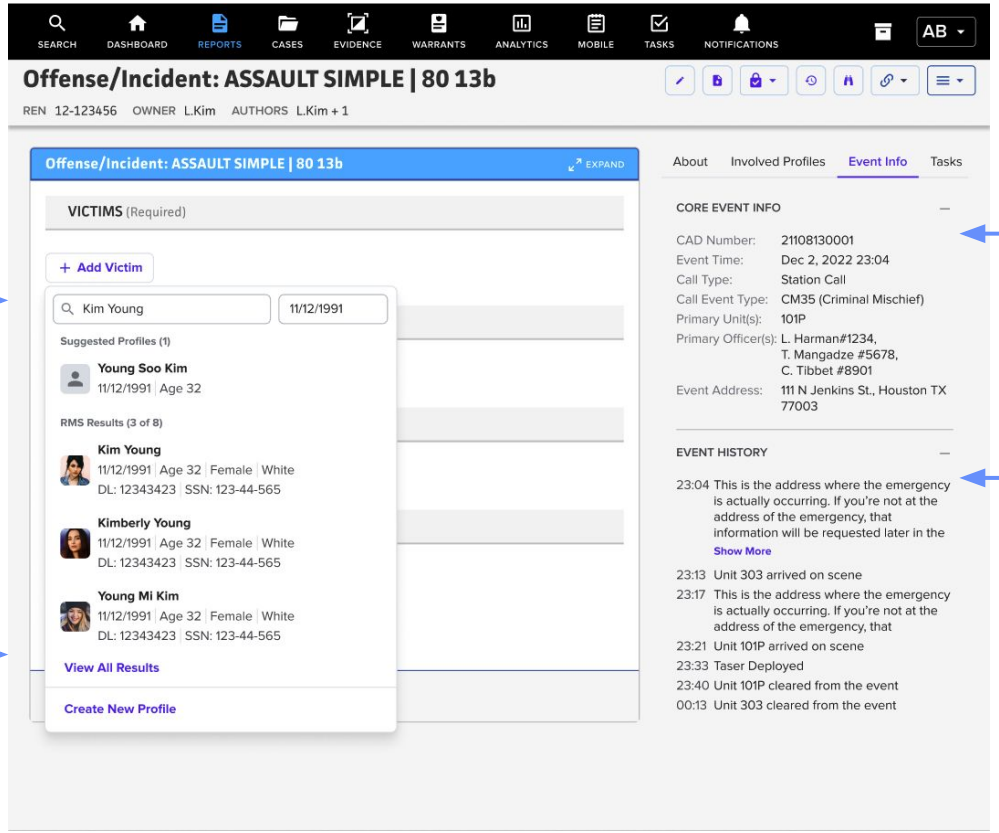
Platform - Data entry suggestion and pre-fill

Highly requested 🙌

Suggest CAD data more readily when writing a report in RMS

Search suggested CAD & report persons in context

Refine search in search side panel



View more CAD info alongside report

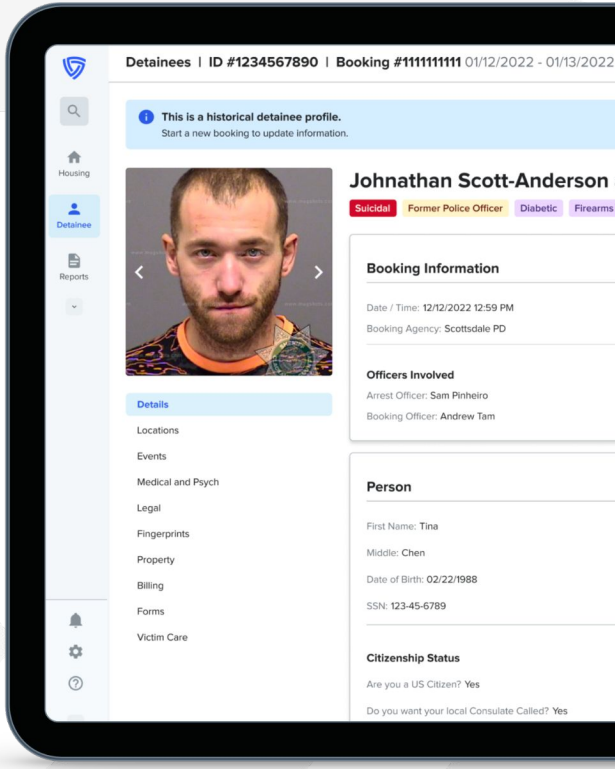
Mark43 Booking

Winter 2023 release

Mark43 Booking

Mobile Jail Management

Making key booking, holding, and release workflows for your agency available on mobile.



Resources

We’re here to help you go further with Mark43.

Product Support

Knowledge articles, product documentation, and technical troubleshooting from our team of experts

Customer Success

1:1 time with your Customer Success Manager to ensure agency-wide adoption and satisfaction

Community

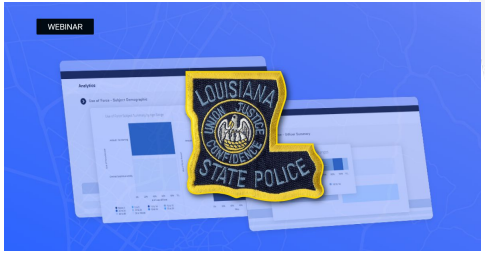
Mark43 Guardian Community to engage, learn, and grow with your peers

Product Training

On-demand thought leadership and best practice webinars

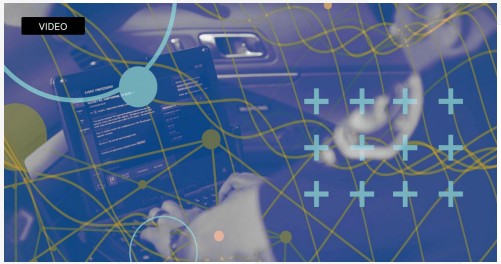
Customer success stories

Visit Mark43.com



[The Power of Data: How the Louisiana State Police is enhancing agency effectiveness]

Colonel Davis and Allen Carpenter sat with Ganesha Martin, VP Public Policy and Advisory Services at Mark43, to discuss how modern technology is allowing the department to effectively collect, analyze, and monitor their use of force events.



[A Fireside Chat with Chief Michael Ishii of Hawthorne PD]

Chief Ishii from Hawthorne Police Department (CA) and Matt Polega, Co-founder and Head of Marketing and Communications at Mark43, discuss Chief Ishii's clear strategy centered around leveraging cloud-native technology.

[Expect the Unexpected – Your Dispatch System Should Weather Any Disaster]

Mark43 helps prepare agencies to weather any disaster or disruption with a cloud-native backup CAD in the event their primary CAD becomes unavailable. Hear how Nashville's Emergency Communications Dept. and Louisiana State Police use Mark43 Alt CAD to keep answering calls.

Q&A

Drop questions in the chat for the Product Team to answer.

Thank you.

mark43.com | info@mark43.com | 212.651.9154