

THE

ULTIMATE GUIDE

TO

REPORTING WITH COMMAND CLOUD

*Learn how real-time reporting empowers correctional staff to make smarter,
faster decisions.*



GUARDIAN RFID
WARRIOR TECHNOLOGY

FOREWORD

In the high-stakes environment of jails and prisons, where every decision can impact safety, order, and lives, reports are far more than routine paperwork — they are the foundation of accountability and security.

From documenting inmate incidents and medical events to tracking movements and conducting daily security checks, thorough reporting creates a comprehensive record of staff interactions and facility operations. This documentation supports operational efficiency and serves as a critical resource for investigations, legal proceedings, and policy development.

This guide covers how Command Cloud's reporting capabilities deliver real-time operational insights — enhancing compliance, awareness, and accountability across every level of the facility.

With these tools, corrections professionals are empowered to:

- Identify emerging trends
- Strengthen legal defensibility
- Evaluate staff performance
- Monitor and assess inmate behavior



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PRODUCTS MENTIONED

Command Cloud is an officer experience platform that integrates tools into one seamless system, delivering a real-time common operating picture for faster, smarter decision-making.



SPARTAN 3

Ruggedized Android device.

MOBILE COMMAND XR

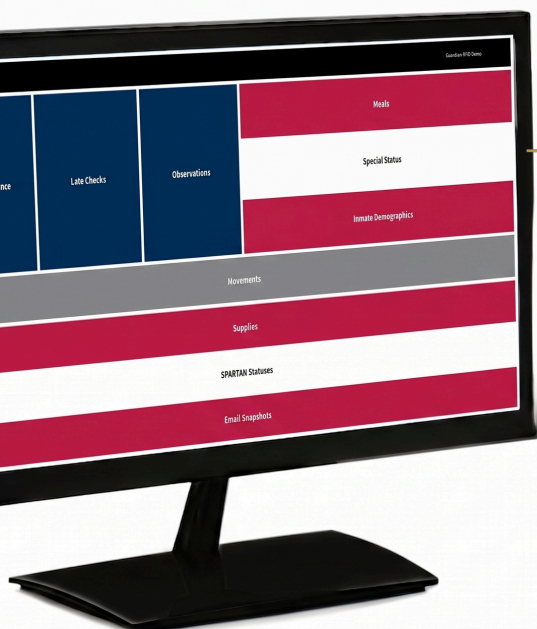
Mobile inmate tracking software that operates on SPARTAN.

MISSION COMMAND

Cloud-native application that provides users with a common operating picture.

OPERATIONAL INTELLIGENCE

Visualizes data captured and stored in Command Cloud through dynamic charts and dashboards.

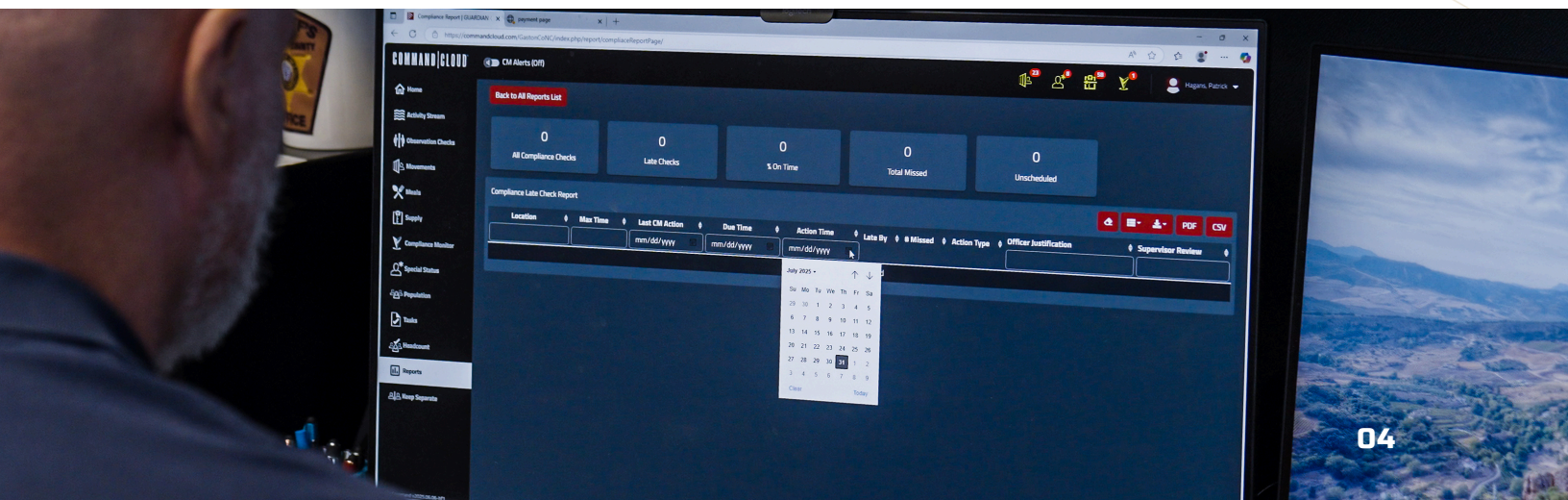


WHAT IS THE IMPORTANCE OF REPORTING IN CORRECTIONS?

Within the demanding setting of jails, prisons, and juvenile detention centers, documentation is fundamental. From officer accountability and compliance to streamlined facility operations and maintaining care, custody, and control, accurate reporting underpins safety and informed decision-making—especially where even minor oversights can have major consequences.

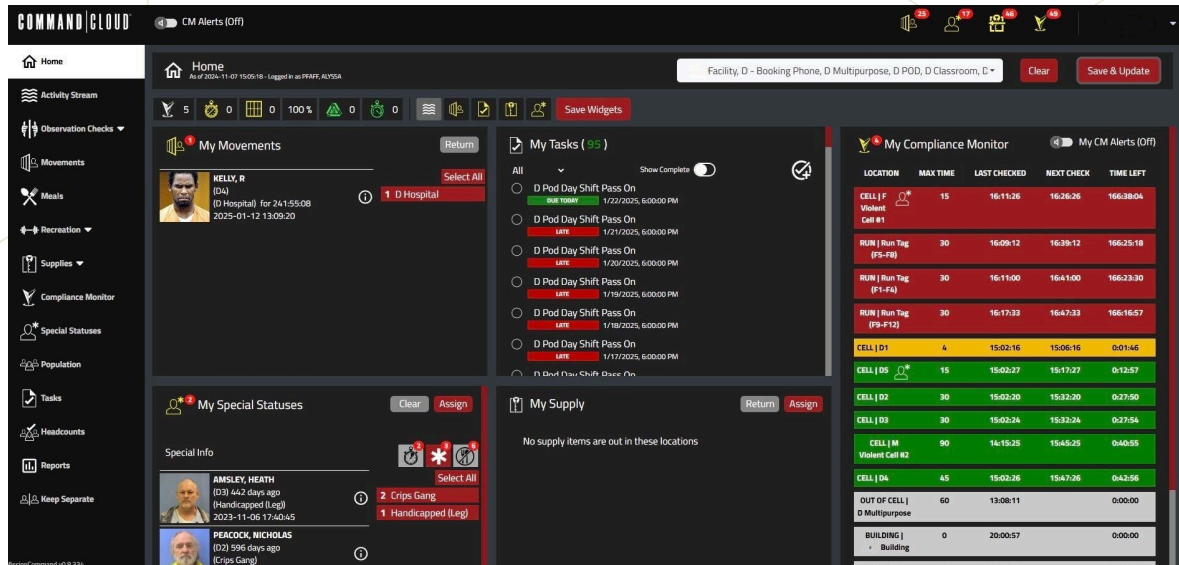
Some of these benefits include:

- **Safety and Security:** Reports create a clear record of inmate movements, observations, compliance checks, incidents, and housing assignments. This ensures staff know where inmates are at all times, helping to prevent misconduct, violence, or other security risks.
- **Accountability:** Accurate reporting holds staff responsible for completing rounds, checks, and required duties. It provides a verifiable trail that supervisors, auditors, or investigators can review when needed, verifying that officer duties were conducted adequately.
- **Compliance with Standards and Regulations:** Most correctional facilities have strict federal, state, and local standards (such as PREA, ACA, or other mandates). Detailed reporting provides the documentation needed to demonstrate compliance during audits, inspections, and investigations.
- **Operational Awareness:** Real-time reporting enables supervisors to identify trends, such as repeated officer late checks or missed rounds, and address issues promptly. It also tracks inmate housing, medical, and behavioral events, giving leadership a comprehensive view of daily operations.
- **Evidence and Legal Protection:** Reports serve as official records in cases of grievances, lawsuits, or use-of-force incidents. Thorough documentation protects both staff and the facility by proving that procedures were followed correctly.
- **Efficiency and Resource Management:** By consolidating information from multiple modules—such as headcounts, meals, and movements—reporting streamlines workflows and reduces redundancy, helping agencies identify inefficiencies, adjust staffing, and improve operations.

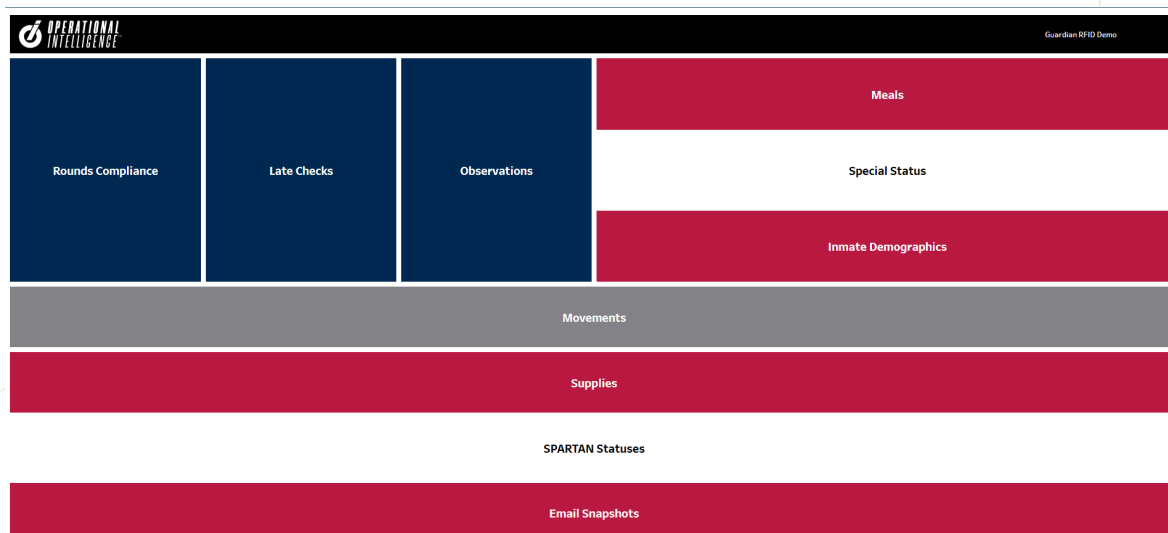


To put these benefits into action, Command Cloud delivers dynamic, seamless reporting through two powerful tools designed to give correctional staff real-time insight and operational control:

1. Mission Command: Command Cloud's Cloud-native application that provides users with a common operating picture of all the data collected in Mobile Command XR. Accessible from desktops, this tool consolidates everything you need to know, see, and control.



2. Operational Intelligence: This tool visualizes data captured and stored in Command Cloud, bringing real-time clarity across all aspects of inmate management through diagnostic analytics. It allows corrections managers to identify trends, understand patterns, and make informed decisions.



REPORTING WITH MISSION COMMAND

With the exception of Compliance Monitor, every dashboard within Command Cloud's Mission Command functions as an exportable report. The tabs displayed on the left side of Mission Command are powered by data captured by officers using Mobile Command XR, the mobile inmate tracking system housed on the SPARTAN device. Each tab in Mission Command corresponds to a specific module in Mobile Command XR, all of which operate as dynamic, exportable reports.

As officers use and sync their SPARTANs, data captured in Mobile Command XR is continuously updated in Mission Command, creating a real-time common operating picture of the entire facility. The dashboards that double as exportable reports include:

- **Activity Stream:** Logs from all modules over the selected timeframe
- **Observation Checks:** Lists all observation checks, late checks, and compliance checks within the selected timeframe
- **Movements:** Breaks down all inmate movements, tracks inmates currently out of their cells, and monitors out-of-cell time and movement compliance
- **Meals:** Displays all current and historical meals, along with any meal restrictions
- **Recreation:** Shows inmates currently out for recreation, as well as provides past recreation logs
- **Supplies:** Outlines all issued returnable and dangerous items currently issued out to inmates, along with a log history of issued supplies
- **Special Statuses:** Highlights inmates assigned special statuses, including compliance considerations, special information, and meal restrictions
- **Medication Manager:** Centralizes all medication-related data, including orders, inventory, medical restrictions, and restriction history
- **Population:** Lists all inmates in custody, including their home and current locations
- **Tasks:** Outlines all active, scheduled, and archived tasks with details
- **Headcounts:** Breaks down active formal headcounts, completed formal headcounts, and completed informal headcounts
- **Keep Separate:** Displays all current and past assigned Keep Separates, as well as instances where Keep Separates were overridden (along with any justifications)

Each dashboard is highly customizable, allowing users to display as much or as little data as necessary. When creating or exporting reports, filters can be applied to narrow the results and focus only on the most relevant information.

In addition to these dashboards, Mission Command also includes **Reports** —a centralized hub that brings multiple reports together for even deeper insight.

WHAT ARE MISSION COMMAND'S REPORTS?

Reports in Mission Command is comprised of various powerful, pre-built reports, each designed to provide insights into specific data captured within Command Cloud. Together, these reports enhance accountability, operational awareness, and defensibility.

1. All Module Report

The All Module Report pulls information captured from every module within Command Cloud, providing a comprehensive view of facility operations. When generating this report, users are prompted with fields to filter results—including **Start Date, End Date, Location, Inmate, Module(s),** and **Officer**—with the option to view only records that include media attachments, and to toggle past involved officers and released inmates.

Structured around the most common reporting elements—**Date, Time, Location, Officer, Inmate, Scan Type, Media,** and other details—this report delivers a complete overview of all captured activity.

2. Wristband Report

For facilities that use RFID wristbands for inmate identification, the Wristband Report allows staff to search for specific inmate(s) in custody and print an insert of their information to be placed inside a wristband. Upon selection, the inmate's mugshot, details, and barcode automatically populate into a printable format for easy assembly.

If a wristband is broken, lost, or damaged, officers can quickly regenerate the required information and print a new one.

All Module Report Filters

Start Date * 05/01/2026 12:00 AM

End Date * 05/31/2026 11:59 PM

Location Search X Pod, X Classroom, X Pod 1

Inmate Search Select Inmates

Show Released (No) ☐

Module Search 9 items selected

Officer Search Search Module(s)

Deselect All

Only show records with

- Observations ☒
- Recreation ☒
- Movements ☒
- Supplies ☒
- Meals ☒
- Special Statuses ☒

Filters

3. Compliance Late Check Report

The Compliance Late Check Report compiles all instances where a location was flagged for a late check. Users can filter by Start Date, End Date, Location, and Officer. Once generated, five summary boxes highlight key takeaways: **All Compliance Checks, Late Checks, Percentage Completed On Time, Total Missed, and Unscheduled.**

The report also includes data captured during compliance checks—**Location, Max Time, Last Compliance Monitor Action, Due and Action Time, Late By, Number of Missed Checks, Action Type, Officer Justification, and Supervisor Review**—helping supervisors identify problem areas and take corrective action.

Compliance Late Checks Report Filters

Start Date 05/01/2026 12:00 AM

End Date 05/31/2026 11:59 PM

Location Search X Pod, X Classroom, X Pod I

Officer Search 3 items selected

Show Inactive (No) ☐

Close Apply Filters

4. All Checks Report

The All Checks Report includes every location where timers were updated due to scans, movements, or JMS updates—including late and missed checks. Filterable by Start Date, End Date, Location(s), and Officer(s). A compliance summary at the top shows **All Compliance Checks, Total Late Checks, On-Time Percentage, Total Missed, and Unscheduled Checks Completed.** Data can be sorted by **Location, Max Time, Last Update, Due Time, Scanned Time, Scan Type, Officer Name, Officer Justification, and Supervisor Review.**

Back to All Reports List

2,210 All Compliance Checks

416 Total Late

81.18 % On Time

60,209 Total Missed

746 Unscheduled

All Compliance Checks Reports

Location	Max Time	Last CM Action	Due Time	Action Time	Late By	Missed	Action Type	Officer Name	Officer Justification	Supervisor Review
		mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy						

PDF CSV Filters

5. ID Card Report

For agencies that use RFID cards for inmate identification, the ID Card Report enables officers to search for an inmate and generate a printable ID card. Upon opening, users are prompted to select the inmate(s) who need a new ID card, and the report pulls each inmate's mugshot, full name, JRN, and booking number—providing a fast way to produce a replacement if an inmate loses or damages their card.



6. Officer Stats Report

The Officer Stats Report summarizes officer performance within Command Cloud over a chosen date range. Four key boxes highlight officer performance metrics: **Number of Users**, **Number of Users with Stats**, **Number of Stats**, and **Average Stats Per User**. The report outlines all compliance checks—how many are on time or overdue—along with module activity in Mobile Command XR (Observations, Movements, Meals, Recreation, Supplies, Headcount), providing a clear picture of officer activity and compliance.

7. Housing Assignment History Report

The Housing Assignment History Report displays all housing changes within a specified date range, filtered by location(s) or inmate(s). Once filters are applied, the report shows the **Inmate**, **New Housing Location**, **Assigned Timestamp**, and **Duration**—supporting population management by documenting where inmates are assigned and tracking housing history to ensure accuracy and accountability.

8. Medication Order History Report

The Medication Order History Report is a list of all medication orders over a specified date range. Filterable by **Start Date**, **End Date**, **Inmate**, **Medication**, and **Admin Times**, and can be toggled to show inmates who have already been released. This allows administrators to access records for a specific time frame or inmate when addressing complaints, whether the inmate is currently housed or has been released—enhancing defensibility against false claims.

9. Medication Inventory History Report

The Medication Inventory History Report shows all inventory adjustments over the selected date range. Filterable by **Start Date**, **End Date**, **Medication**, **Inventory Ownership Type**, **Status**, and **Staff**, and can be toggled to show inactive staff.

10. Medication Administration Record Report

The MARs Report provides a comprehensive record of every medication administered within the facility—including over-the-counter (OTC) medications—along with their corresponding actions, over a specified date range. Users can filter by **Start Date, End Date, Inmate, Medication, Action Type, and Staff**, and toggle to include both inactive staff and released inmates. This report directly replaces paper MAR reports, modernizing the correctional officer's workflow and improving efficiency, accuracy, and defensibility.

11. Time Tracking Report

The Time Tracking Report provides historical time-tracking data that documents each instance an inmate was offered out-of-cell time. Filters include **Start Date, End Date, Housing Location, and Inmate**. Three summary boxes at the top highlight the total number of inmates, the number who have not met their out-of-cell time requirements, and the number of records that meet all selected time criteria. Below them, a detailed breakdown shows the type of activity (recreation, class, etc.), the amount of time used, the remaining time required, and additional relevant details.

12. Recreation Report

The Recreation Report shows historical data on accepted and declined recreation time, helping ensure compliance with out-of-cell time and recreation standards and identifying inmates who have not met these requirements during the selected time period. Filterable by Date, Location, Inmate, Officer, with toggles to show released inmates, inactive officers, and to only show records with media attached.

Do all the reports have filtering options?

Yes, all of these reports offer data-specific filters, allowing users to customize views as widely or precisely as needed.

Can these reports be exported and shared?

Yes, all reports can be exported as either a PDF or CSV. Once the reports are downloaded, they can be shared at the users' discretion.

VISUALIZE YOUR REPORTING DATA WITH OPERATIONAL INTELLIGENCE

Command Cloud also extends Mission Command's reporting capabilities through its Operational Intelligence (OI) platform. All data collected and stored within Command Cloud seamlessly integrates into OI, offering more dynamic, visually engaging reports. Rather than relying solely on traditional table views like those in Mission Command, users can now analyze their data through interactive graphs and charts.

OI equips upper management with a clearer, more impactful view of officer performance and facility activity. By transforming raw data into visual insights, trends such as spikes or drops in performance become immediately apparent, making it easier to identify issues, recognize patterns, and take informed action.

OI is comprised of multiple dashboards:

1. Rounds Compliance

The Rounds Compliance dashboard provides a detailed breakdown of all rounds—both on-time and late—offering deeper observations into officer performance and compliance. The main dashboard, Rounds Landing, presents a comprehensive overview of rounds data based on selected filters, including on-time percentages, late check counts, round randomization, and more.

In addition to Rounds Landing, there are four more tabs at the top of the dashboard, allowing users to explore more specific data and performance metrics, including:

- **On-Time:** Provides a location-based breakdown of completed checks, highlighting key metrics such as on-time ratio, total late and missed checks, total checks, and officer performance summaries.
- **Officer Compliance:** Focuses on individual officer performance, showing daily and total check statistics for the selected timeframe, while keeping the summary snapshot visible.
- **Facility Compliance:** Shows overall compliance along with a detailed breakdown of each location within the facility.
- **Compliance Trends:** Identifies key patterns in the data—such as checks per hour, average lateness, and frequently late officers or locations—to quickly reveal performance trends.

“ As a Jail Administrator, I can pull reports to look at my percentages and confidently know that my officers are doing their job of keeping inmates safe by checking on them so often. ”

Keysha Phelps, JA, Sequoyah County Sheriff's Office, Oklahoma

2. Late Checks

The Late Checks dashboard highlights all checks performed late, including officer justifications and supervisor comments. The main dashboard, Late Checks Landing, displays late checks based on selected filters such as shift, officer name, and date range.

Users can navigate to the other two tabs in the top navigation bar: Officer Justification Needed and Supervisor Review Needed.

- **Officer Justification Needed:** Shows late checks still requiring officer justification.
- **Supervisor Review Needed:** Lists justifications awaiting supervisor review.

The Late Checks Dashboard uses graphs and charts to help supervisors and administrators quickly locate operational and performance patterns that contribute to late checks. This could include consistently missed checks by specific officers, timing issues during shift changes, or other operational challenges. By highlighting these trends, management can take corrective actions to improve compliance and reduce late checks.

3. Observations

The Observations dashboard shows all data captured during an observation check, including the specific observation made, its frequency, officer observations, location details, and inmate behaviors within the selected time parameters.

By transforming raw observation data into actionable intelligence, staff gain clear visibility into inmate behaviors and early warning signs, allowing them to proactively address potential issues before they escalate. Understanding patterns and historical actions helps identify which inmates require closer monitoring, enabling targeted oversight that reinforces consistent safety and control throughout the facility.

4. Meals

The Meals dashboard provides a comprehensive view of inmate meal activity, tracking the time since each inmate's last accepted meal, dietary restrictions, and instances where meals have been declined, including the timing of those refusals. There are two additional tabs in this dashboard that provide further insights:

- **Meal Status:** Breaks down each meal by inmate, including their responses, and features an interactive chart displaying meal counts by day.
- **Meal Trays:** Shows the number of meals required by location and highlights any meal restrictions.

5. Special Status

The Special Status dashboard is organized into three main tabs, each focused on a different type of special status:

- **Compliance Status:** Focuses on special statuses that require additional attention or more frequent checks. Provides a detailed breakdown of all active compliance statuses by location and inmate.
- **Special Info Statuses:** Includes statuses that call for special attention or accommodations (e.g., wheelchair use, two-person escort, potential victim indicators). Offers a breakdown of all active statuses by type and location, with a chart summarizing key special info details.
- **Meal Restrictions:** Displays all active meal restrictions, organized by location, including inmate names, locations, and specific restriction details.

Having a centralized location that displays all special statuses and breaks them down by status type, inmate, and location helps boost officer awareness and accountability while ensuring specific inmate needs are being met.

6. Inmate Demographics

The Inmate Demographics dashboard compiles information entered into Command Cloud from JMS or manual entry. The main dashboard, Demographics, features charts and graphs that break down inmate data, including gender and race ratios, facility age distribution, days in custody, and upcoming inmate birthdays.

Four additional tabs provide more focused and detailed reports—Gender, Race, Age, and Bookings/Releases—giving deeper insight into the inmate population. Some facilities use this information, such as inmate birthdays, to support reward programs or small celebrations that promote positive engagement.

7. Movements

The Movements dashboard tracks all inmate and officer movements within the facility and is organized into three main tabs:

- **Movements:** Provides a comprehensive view of all facility movements, including both inmates and officers, along with the average time spent in each location.
- **Recreation Movements:** Focuses on movements to recreation areas, showing which inmates accepted or declined recreation and the total time spent.
- **Recreation Compliance:** Examines recreation-related compliance, helping visualize whether facilities are meeting their Out-of-Cell time standards.

8. Supplies

The Supplies dashboard tracks items assigned to inmates, ensuring that returnable or potentially dangerous items are properly returned in the same condition, and that essential materials (e.g., toilet paper, feminine hygiene products, and other hygiene supplies) are distributed as needed.

Users can quickly view a breakdown of all issued items, color-coded to indicate which are considered dangerous. Charts further categorize supplies by the issuing officer, location, and inmate possession—each using the same color-coding system for clarity.

9. SPARTAN Statuses

The SPARTAN Statuses dashboard lists all facility-owned devices, including officer names, timestamps, assigned officers, and last sync times. This helps locate missing devices by identifying who last used them and when they were last active.

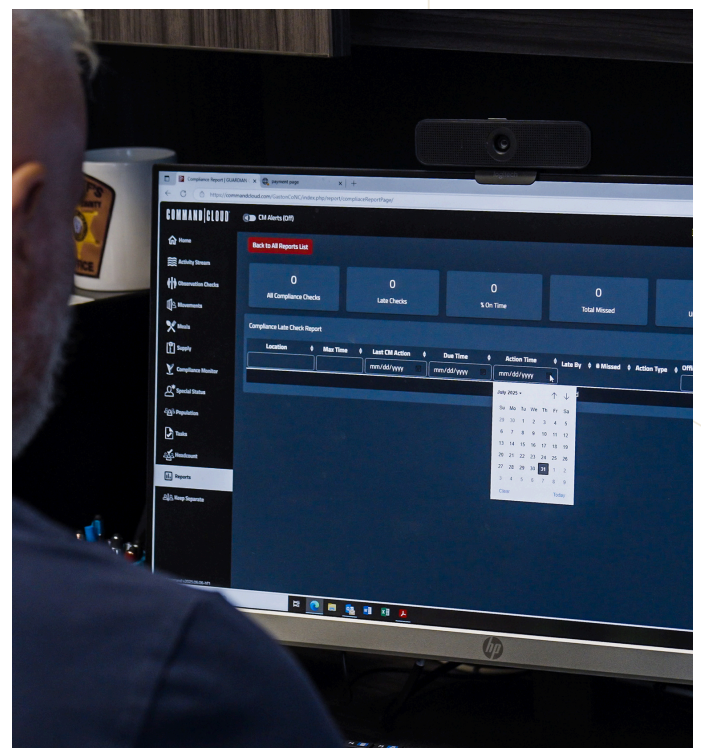
10. Email Snapshots

Email Snapshots offers quick access to key reports optimized for email delivery, giving users a concise overview of essential metrics ideal for daily summaries and updates. It features three main tabs that organize the data into easy-to-digest reports, including:

- Previous day compliance
- Last seven days of compliance
- Weekly summary

Do all the reports have filtering options?

Yes, each dashboard and report in OI features dynamic, data-specific filters, enabling users to refine the view as general or as specific as necessary.



How can Operational Intelligence benefit my facility?

Operational Intelligence (OI) empowers facilities to move beyond static reports, offering deeper, more actionable insights through dynamic visualizations and trend analysis. By transforming raw data into interactive charts and dashboards, OI makes it easier for supervisors and command staff to understand what's happening in real time—and why.

With OI, supervisors gain clearer visibility into performance metrics, helping them identify strengths, weaknesses, and operational patterns at a glance. Trends such as spikes in late rounds, drops in compliance, or shifts in staff activity become immediately recognizable, allowing leadership to respond proactively rather than reactively.

All of these insights, especially when combined, directly support smarter decision-making, greater accountability, and maximized compliance across the facility. Whether identifying staffing inefficiencies, monitoring officer performance, or ensuring compliance with regulatory standards, OI helps teams make data-driven improvements that enhance safety and operational consistency.

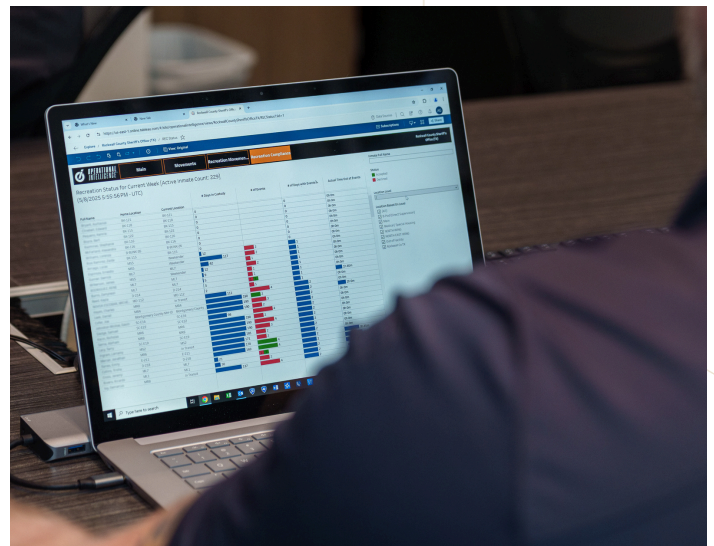
OI in itself has completely revolutionized the way that we manage jails. Anybody who's not using OI is immediately at a disadvantage in 21st-century corrections.

“ Captain Gray, Rockwall County, Texas ”

Common use cases include:

- Detecting staffing shortages or overstaffing based on workload patterns and activity trends.
- Randomizing security checks to minimize predictability and strengthen facility security.
- Tracking Out-of-Cell time to ensure compliance with consent decrees or policy requirements.
- Recognizing top-performing officers and reinforcing positive performance through data-backed evaluation.

By bringing performance, compliance, and operational data together in one intuitive, visually engaging platform, OI enables leadership to see the full picture—and act on it with confidence.

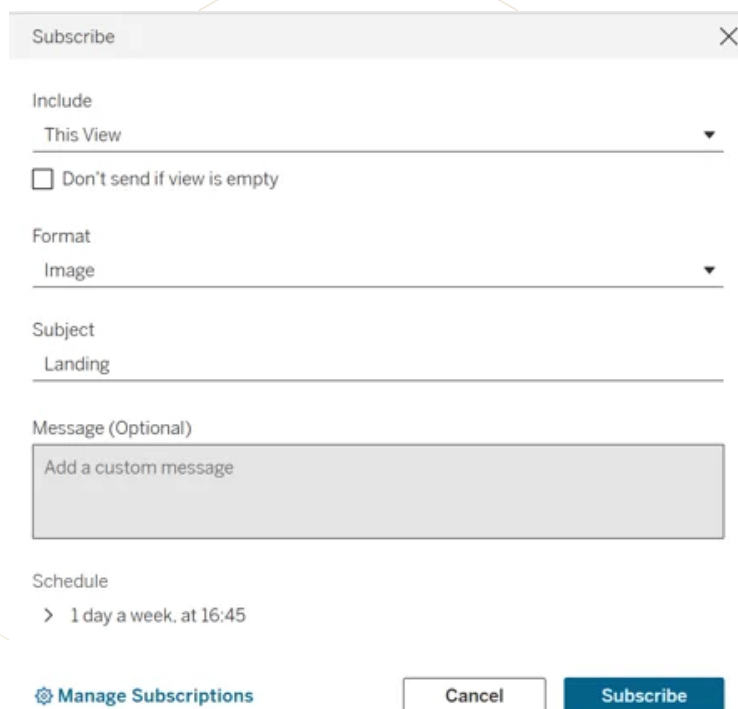


Can OI Reports be Scheduled to Email Automatically?

Yes, OI reports can be scheduled to be sent to the email address associated with your OI account. To do this, select **SUBSCRIPTIONS** from the blue bar located at the top of all dashboards. Then, complete the fields as needed to set up your subscription—including the day(s) of the week, time, frequency, subject, format, and optional message. Once finished filling this out, click **SUBSCRIBE** to save and schedule the report.

Once the report is received via email, it can be forwarded to any other recipients as needed.

To edit or cancel an active report subscription, click **SUBSCRIPTIONS** in the top blue bar, then **MANAGE SUBSCRIPTIONS** to view the full list. From there, select the three dots under **ACTIONS** to change the frequency, subject, or format—or to unsubscribe entirely.



The screenshot shows a 'Subscribe' dialog box with the following fields and options:

- Include:** A dropdown menu currently set to 'This View'.
- ☐ **Don't send if view is empty**
- Format:** A dropdown menu currently set to 'Image'.
- Subject:** A text input field with the placeholder text 'Landing'.
- Message (Optional):** A large text area with the placeholder text 'Add a custom message'.
- Schedule:** A section showing a frequency of '> 1 day a week, at 16:45'.
- At the bottom, there is a link that says 'Manage Subscriptions' with a gear icon, and two buttons: 'Cancel' and 'Subscribe'.

CONCLUSION

Command Cloud transforms reporting from a routine task into a strategic tool for corrections. By combining Mission Command's reports with the dynamic visual insights of Operational Intelligence, agencies gain a comprehensive view of facility operations, inmate activity, and officer performance. With the ability to filter, export, and visualize data, supervisors and administrators can act quickly, address emerging issues, and recognize top-performing staff.

In an environment where every decision matters, Command Cloud ensures that information is not just recorded—it's actionable. These insights empower leadership to make smarter decisions, ensure compliance, and maintain the safety and security of the facility with confidence.