THE ULTIMATE GUIDE TO MOBILE COMPLIANCE MONITOR

How rounds compliance can be maximized with Command Cloud's mobile inmate tracking system



FOREWORD

In corrections, few tasks are as critical as security rounds. These rounds are essential for ensuring the safety of both inmates and staff, as well as enhancing overall facility security. However, many officers still rely on outdated and inaccurate methods to determine when to conduct their rounds and how to document them.

Command Cloud, the officer experience platform (OXP), helps every size team modernize, optimize, and drive stronger outcomes. An essential feature of Command Cloud is Mobile Compliance Monitor (MCM), which uses a series of digital timers that dynamically display real-time data on when and where checks are due, along with a countdown of how much time remains before the next round is late.

This guide will explain how the MCM streamlines and modernizes the security rounds process, improving officer awareness and accountability during rounds. It helps agencies by:

- Enhancing officer awareness
- Ensuring more accurate, efficient, and effective rounds documentation
- Randomizing security rounds to prevent predictability
- Power to enforce and document justifications for late checks
- Monitoring and maximizing compliance



TABLE OF CONTENTS

Products Mentioned3
How Important Are Security Rounds?4
What Challenges Do Officers Often Face When Conducting Rounds?5
The Solution: Command Cloud's Mobile Compliance Monitor6
How Does MCM Alert Staff of Upcoming Checks?6
Can Rounds be Randomized with MCM? If So, How?7
Does MCM Track Special Statuses?7
Does MCM Need Wi-Fi?7
What Common Problems Does MCM Solve?8
Can MCM be Customized to Meet the Unique Needs of Different Facilities?11
How Can I Access the Data Captured by MCM?12
Can These Reports Be Exported?12
How Can These Reports Be Used?13
Conclusion14



PRODUCTS MENTIONED

€D COMMAND | GLOUD

COMMAND CLOUD

Command Cloud's patented real-time compliance monitor tracking¹, featuring audible and color-coded alerts on mobile and Web-based applications (Mission Command and Mobile Command XR, respectively) both immediately before a check is due, as well as immediately after the check is late. Compliance Monitor helps remind staff when checks are due from any device to ensure staff make their rounds according to agency policy, ultimately reducing liability.

¹U.S. Patent No. 11,574,317



SPARTAN 3

SPARTAN

SPARTAN is a ruggedized Android device.



MISSION COMMAND

MISSION COMMAND

Mission Command is a Cloud-native application that provides users a common operating picture.



MOBILE COMMAND **XR**®

MOBILE COMMAND XR

Mobile Command XR is mobile inmate tracking software that runs on SPARTAN.





MOBILE COMPLIANCE MONITOR (MCM)

Mobile Compliance Monitor is a series of digital timers that alert users when and where checks are due.

HOW IMPORTANT ARE SECURITY ROUNDS?

Security rounds are arguably the most important responsibility of a corrections officer. These critical moments are essential for ensuring the safety and security of inmates, officers, and the facility as a whole. While each facility has its own standards and procedures for conducting rounds, the core value remains the same: *checking on the inmates' well-being*.

Regular, staggered rounds help facilities:

- Prevent escapes, riots, and successful suicides
- Monitor inmate behavior and demeanor
- Deter misconduct through unpredictable timing of rounds
- Ensure compliance with institutional standards

One key aspect of security rounds is that officers must remain fully focused during this time. The goal isn't to rush through them as quickly as possible but rather to take the opportunity to closely observe inmate behavior. This includes confirming signs of life, paying attention to their mood, and noting any changes in demeanor that could signal potential issues. So, not only is an officer carrying out their duties, but they are intentionally verifying that the inmate is indeed alive and well, and accounted for.





WHAT CHALLENGES DO OFFICERS OFTEN FACE WHEN CONDUCTING ROUNDS?

Correctional officers face a variety of challenges when conducting rounds, from inmate violence and manipulation to officer understaffing and fatigue. Conducting rounds can take an emotional toll on officers, especially if they don't have the right tools to help them reach the two most important objectives of rounds:

- 1. Confirming the inmate's sign of life
- 2. Documenting what was observed

When a facility relies on methods such as pen and paper, kitchen timers, or guard tour systems to know when it's time to conduct rounds, they rely on outdated, manual processes that pose challenges such as:

- Limited ability to see blind spots
- Little protection against litigation
- Easily-falsifiable documentation
- Illegible handwriting
- Lost, destroyed, or difficult to find documentation
- Potentially being non-compliant

Another challenge that is often overlooked is ensuring rounds are done on time and in a randomized manner. When an officer becomes accustomed to conducting rounds in a specific pattern, inmates can quickly notice and exploit the gaps when they know an officer won't be checking on them, leading to potential misconduct.

This is where technology like mobile inmate tracking systems have proven to be the most effective solution for completing rounds on time and documenting pertinent information at the point of responsibility.







THE SOLUTION: COMMAND CLOUD'S MOBILE COMPLIANCE MONITOR

Mobile Compliance Monitor (MCM) is a powerful feature of Mobile Command XR, the world's most trusted and widely deployed mobile inmate tracking system in the world.

MCM is a series of digital timers that display exactly when and where checks are due, helping officers complete their rounds accurately and on time. At its core, MCM provides real-time alerts to keep officers informed of the time remaining between their rounds, ensuring timely completion.



When it's time to prepare for a check, or when a check becomes overdue, the system sends notifications based on a configurable value called **Max Check Time**. This value is determined by tracking the time elapsed since the last check was completed at a specific location or for a particular inmate.

How Does MCM Alert Staff of Upcoming Checks?

The purpose of MCM's alerts is to notify officers when rounds are approaching their set Max Check Time. System administrators define the cadence for these initial alerts, which typically trigger minutes before a check is due. These early alerts serve as reminders, encouraging officers to start their rounds on time.

The notifications sent via MCM can be customized, including audible alerts or discreet vibration (haptic) alerts. This discreet flexibility ensures that inmates remain unaware of impending rounds, preserving the element of surprise. Officers can easily adjust their notification preferences through the device's settings, choosing between haptic or audible alerts, similar to how they manage notifications on their cell phones.

X Pod		푸
Location	Max Time	Time 个 Left
Violent Cell #1	15	00:00:01
Violent Cell #2	15	00:00:01
A Medical Clinic	25	00:09:52
Run Tag (A1-A4)	55	00:40:49
Run Tag (A5-A8)	55	00:40:52
Run Tag (A9-A12)	55	00:40:54

To further assist officers in prioritizing their rounds, MCM uses a color-coded system to visually represent the urgency of each check. The color scheme is simple:

- Red alerts indicate an overdue round and appear at the top of the list for maximum visibility, ensuring they receive the officer's immediate attention.
- Yellow alerts symbolize that time is running short on these rounds and appear in the middle of the list, highlighting the next most important item to watch for.
- **Green** alerts mean you're in the clear, for now! These indicate sufficient time remaining between now and the next time you need to conduct a round.

System administrators can set unique warning times (such as two, three, or five minutes before due time) to alert staff minutes before the round is due to ensure they can start and complete them in time. Once it hits this "warning" period, the color of the check will turn yellow to signal that they are due soon. If the check becomes late, the block will turn red. Once it's scanned, the location will turn green until it approaches the next upcoming warning time.

With checks being automatically prioritized based on time remaining, officers will notice checks with more time left bump down to the bottom of the list, while those with the least time appear at the top. This ensures that the most urgent tasks are always the most visible, helping officers stay focused on what matters most.

Prioritization is a core feature of the officer experience platform (OXP), which is designed to streamline workflows and enhance operational efficiency. These visual cues help officers quickly assess the status of their rounds at a glance, right in the palm of their hand.

MCM also provides filtered views based on locations, allowing officers to focus only on areas that are most relevant to their duties. This feature reduces distractions by hiding areas outside their responsibility, empowering officers to stay focused on their upcoming tasks. Together, the real-time alerts, color-coded timers, automated prioritization, and customizable views boost both officer awareness and accountability, making security rounds more timely and effective.



Can Rounds be Randomized with MCM? If So, How?

Instead of relying on preset alarms or timers, MCM enables officers to dynamically visualize the remaining time left between rounds and adjust their start times accordingly. For example, an officer may begin their first round five minutes before it's due, while the next one might start at the 15-minute mark. This countdown feature allows for staggered rounds, adding an element of unpredictability to their schedule.

For a detailed overview of predictability and patterns in when officers are completing rounds, Command Cloud's Mission Command can generate a comprehensive report on these insights, too.

Does MCM Track Special Statuses?

Once a Special Compliance Status is assigned to an inmate, it automatically syncs in MCM, reflecting the rules corresponding to that status. For example, if an inmate is placed on Suicide Watch and requires to be checked every 15 minutes, MCM will instantly update the new check interval.



So, if the previous check interval was 30 minutes, it will adjust to 15 minutes as soon as the Special Compliance Status syncs with Mobile Command XR. Additionally, an icon will appear next to the location name where the inmate(s) on Special Compliance Status are located, indicating their Special Status. Clicking on the icon will display the inmate's name, Special Status, and location.

Does MCM Need Wi-Fi?

While Wi-Fi is required to sync data between MCM and Command Cloud, Mobile Command XR itself doesn't rely on Wi-Fi to function. If your facility experiences a power outage, officers can continue scanning as usual, with the data stored locally on the device until the Wi-Fi connection is restored.

However, without Wi-Fi, Mobile Command XR won't sync with other devices. Each device will only reflect the rounds completed on that specific device. Once Wi-Fi is restored, simply tap the cloud icon in the top-right corner of the SPARTAN device to sync with Command Cloud. This will update the system with all the data collected during the outage.





WHAT COMMON PROBLEMS DOES MCM SOLVE?

MCM's intuitive design provides officers with real-time visibility and enhanced situational awareness, transforming the way officers conduct their rounds while overcoming key challenges, including problems such as:

PROBLEM #1:

"Our staff is often left unclear about when to complete their rounds, resulting in lower compliance percentages and more late checks."

Staff often struggle with determining the correct timing for compliance checks, leading to missed or delayed rounds and lower compliance percentages. MCM eliminates this problem with real-time digital timers that count down to the second of a deadline. Officers can easily see when and where checks are due, or about due, without relying on kitchen timers or constantly watching the clock.

The built-in safeguards of MCM ensure that officers are always aware of how much time remains before their Max Check Time arrives, preventing the opportunity of late checks. The system's color-coded alerts, automatic prioritization, and timely notifications help officers stay on top of urgent tasks. This streamlined approach enhances officer focus, making it easier to prioritize rounds effectively and ensure they are completed on time.

By having this information readily accessible, officers gain enhanced awareness, which ultimately helps them and the facility stay in compliance and maximize their rounds compliance.

For example, staff at Greene County Detention Center (Arkansas) saw a dramatic rise in the first 11 days of April 2023, rising from 41% to 64.1%. In 45 days, the jail's rounds compliance doubled, growing from 41% to 83.69%, then to 97% in less than eight months.



PROBLEM #2:

"It's difficult to track which cells or inmates require special compliance checks, resulting in important checks being overlooked."



Tracking which cells or inmates require specific Special Compliance Status checks can be a challenge, often leading to missed or delayed rounds. With MCM, once a Special Compliance Status is added in Command Cloud, the timer for the impacted location is automatically updated to reflect the new check frequency.

A Special Status icon also appears next to the location, which officers can click to view the inmate's name, location, and classification. This automatic update ensures that Special Compliance Status checks are never overlooked, improving overall round efficiency.



PROBLEM #3:

"My facility has relied on paper logs and outdated documentation methods for far too long. These records are often disorganized, illegible, and prone to inaccuracies."

Traditional paper logs are prone to error, are often disorganized, and can be difficult to read. By adopting mobile inmate tracking technology such as MCM, the risk of human error is significantly reduced, and ensures more accurate, real-time documentation.

When an officer is about to perform a wellness check, they can easily switch to the **Observation Check module** on Mobile Command XR and instantly document their observations in real-time. This captures the data at the point of contact, ensuring accurate and timely records.

MCM ensures more accurate, efficient, and effective round documentation by capturing the data at the point of responsibility.



"Before switching to GUARDIAN RFID, we documented our checks using a paper-based system. This method had significant challenges, primarily the potential for human error, as staff could manually write down their times, leaving room for inaccuracies or missed checks. Ensuring accountability and verifying the accuracy of the documentation was difficult, as it relied heavily on trust without a reliable way to validate the data."

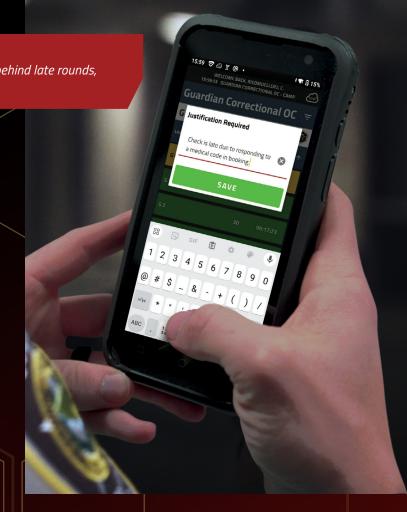
LT. JAVIER DeJESU Hernando County, FL

PROBLEM #4:"Our staff sometimes forgets or misconstrues the reasons behind late rounds, leading to inconsistent or insufficient justifications."

System administrators are empowered to turn on mandatory late check justifications for their staff if they choose to do so. So, when a round is conducted late in MCM, a **Late Check Justification** prompt will immediately appear on the officer's SPARTAN screen. This ensures that justifications are provided on the spot, capturing the most accurate and detailed explanation for the delay. By addressing it in real-time, officers avoid having to recall details later, reducing the risk of inconsistent or inaccurate justifications.

Plus, officers can submit their justification through either talk-to-text or manual typing, conveniently capturing the most accurate and timely justification possible.

This requirement improves officer accountability and ensures that all late checks are properly documented with clear, reliable reasons for the delay.



PROBLEM #5:

"Our officer's compliance checks have become too predictable, causing inmates to recognize patterns and exploit gaps in supervision for misconduct."

When officers conduct compliance checks, it's not just about completing them on time. When routine checks are too predictable, inmates may learn the schedule and exploit gaps in supervision. To combat this, officers need to perform rounds in a randomized, unpredictable manner.

MCM helps ensure that rounds remain irregular and prevent inmates from anticipating the next check. Officers can use the remaining time on MCM's digital timers to determine the timing of the next check. This unpredictability minimizes the likelihood of contraband, assaults, and other rule violations, and overall promotes a more secure environment for everyone inside the facility.

Rockwall County, Texas

Staff at Rockwall Co. Jail (Texas) achieved rounds compliance rates above 99% within the first 90 days of go-live in 2024. Rockwall County Jail has maintained this consistently high compliance during each quarter with 14-day compliance rates captured during each quarter (now in their fifth quarter using Command Cloud).

2024 Q1 **99.88%** ^{2024 Q2} **99.76%** 2024 Q3 **99.97**%

2024 Q4 **99.99**% 2025 Q1 **99.93%**



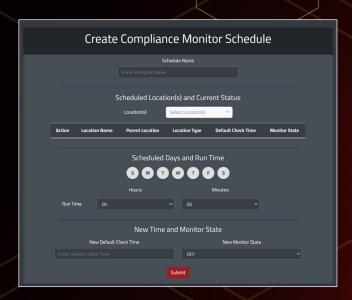
CAN MCM BE CUSTOMIZED TO MEET THE UNIQUE NEEDS OF DIFFERENT FACILITIES?

Yes, MCM is versatile and can be customized to meet the unique needs of any-sized facility. We know that no two facilities are the same and standards vary from state to state, and facility to facility. While one agency may require compliance checks every 30 minutes, another may only need them done every 60 minutes.

MCM can be customized to specific needs by accessing Manage Compliance Monitor in Mission Command. System administrators with the correct permissions are empowered to adjust any of the fields below:



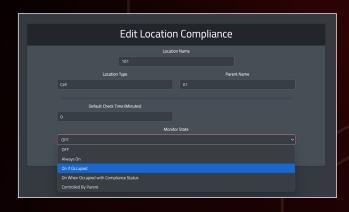
 Max Check Time: System administrators can adjust the Max Check Time setting for each location to align with their facility's specific standards, such as every 30, 45, 60, or 90 minutes.



 Compliance Monitor Schedule: For days when certain areas of the facility are not in use, MCM timers can be disabled during those specific times, optimizing the system based on your facility's schedule, and narrowing officer focus to only the necessary areas.



• Special Compliance Check Frequency:
Different Special Status classifications
may require varying check intervals.
For example, a suicide watch might
require checks every 10 minutes,
while a behavior watch needs checks
every 15 minutes. This flexibility
allows system administrators to
modify check frequencies within
Mission Command to meet their
facility's specific requirements.



 Monitor State: In areas like holding cells that are not always in use, the "On if Occupied" setting ensures that timers are activated only when the cell is occupied, preventing unnecessary rounds to empty cells, and narrowing officer focus where necessary.

HOW CAN I ACCESS THE DATA CAPTURED BY MCM?

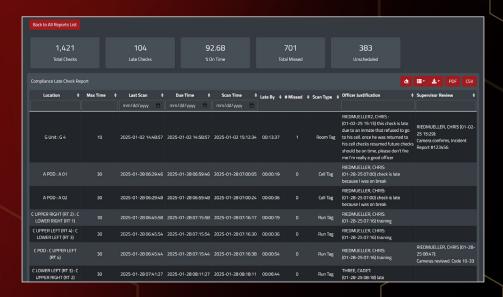
Once data is captured with Mobile Command XR's MCM, it is synced to Mission Command (with Wi-Fi), which stores and displays a unified, common operating picture across the entire facility. The data captured by MCM can be accessed in several areas within Mission Command, including:

- All Module Report: Displays recorded data from all Mobile Command XR modules, including timestamps for completed compliance checks and late justifications when relevant.
- **Observation Checks:** Users can filter by the Compliance Checks tab to view total checks, late checks, compliance percentages, missed checks, and unscheduled checks within a specified time frame. The five cards at the top of this dashboard display data for the current day, while the data at the bottom of the screen can be adjusted to show any desired date range.



- Compliance Late Check Report: Lists all instances where a location has been flagged for a late check.

 All Checks Report: Shows all checks completed after a hard tag was scanned.
- All Checks Report: Shows all checks completed after a hard tag was scanned.



 Officer Stats Report: Provides insights into each officer's completed compliance checks, late checks, on-time percentage, and data from other modules.

Can These Reports Be Exported?

Yes, all reports stored in Mission Command are fully exportable. After selecting the report you need and applying the appropriate filters, you can easily download it to your computer as a PDF or CSV. Once downloaded, the report can be shared with relevant parties as needed.



How Can These Reports Be Used?

The data collected by MCM is synced with Mission Command and transformed into detailed, customizable reports that support data-driven decision-making. Reports containing data captured by MCM provide a variety of valuable use cases, some of which include:

Tracking Facility Compliance

MCM-generated reports provide deep insights into your facility's compliance status. By monitoring your overall compliance percentage, you can track how progress (or lack thereof) evolves over time.

Remember, improving compliance is a collective effort; it takes more than a single correction to make a lasting impact. Achieving a higher compliance percentage requires consistent attention, maintenance, and teamwork across the board. By investing in your staff and the right tools, you can better identify areas for improvement and take action to optimize compliance.

Gaining Insights into Officer Performance

In addition to tracking facility-wide compliance, you can drill down into individual officer performance. Detailed reports highlight both top performers and those who may need additional support. This allows you to identify strengths and weaknesses within your team, offering an opportunity to optimize your workforce.

For instance, if performance gaps are discovered, you may find that additional staffing is needed to balance workloads or improve operations. Having this level of insight ensures that everyone—supervisors and front-line officers alike—understands the state of operations and the reasons behind performance trends.

Accountability should be applied consistently: high performers deserve recognition, while those needing improvement should receive clear action plans to enhance their daily performance. Supervisors should closely monitor operations to provide timely feedback, particularly to those who are struggling to perform.

Identifying Staff Shortages and Operational Inefficiencies

Consistently delayed checks in specific areas may indicate staffing shortages or resource constraints.

This valuable data helps you pinpoint where additional support is needed to improve both officer performance and overall efficiency.

This information provides supervisors with clear visibility into which officers and locations are having difficulty consistently completing rounds on time. It can also highlight whether certain areas require more staff to keep up with responsibilities, or if additional training is needed for specific officers.





CONCLUSION

Conducting security rounds diligently is key to the safety and security of inmates, officers, and the corrections facility as a whole. Command Cloud's Mobile Compliance Monitor (MCM) has revolutionized the way security rounds are performed and documented in correctional facilities.

By offering real-time data, customizable alerts, and automated systems, MCM empowers officers to stay on track with their compliance checks while improving accuracy, efficiency, and accountability. With its ability to randomize rounds, track special statuses, and provide actionable reports, MCM helps prevent security lapses, reduces human error, and ensures that compliance is consistently met.

Correctional facilities can enhance the safety and security of their environments while optimizing operational workflows by leveraging MCM, the industry's most trusted, highest-deployed mobile inmate-tracking solution. With MCM, the complexities of data capturing are simplified, ensuring that officers can focus on what truly matters: maintaining a secure and orderly facility and ensuring the well-being of those in their custody.







THE OFFICER EXPERIENCE PLATFORM (OXP)

MOBILE COMMAND XR

MISSION COMMAND™ OPERATIONAL
INTELLIGENCE™

VISIONOPS

A C A D E M Y

MED+MANAGER

PROTECTING THE LINE



GuardianRFID.com = 855.777.7343 = Youtube.com/GuardianRFID

WATCH OUR ON MOBILE COMPLIANCE MONITOR NOW!



https://info.guardianrfid.com/mobile-compliance-monitor