



CMTS
Case Management & Tracking System



SUCCESS STORY

How Detroit Board of Police Commissioners
Improved Oversight Operations with Case
Management and Tracking System (CMTS)



Contract Holder
Contract # GS -35F- 0218X





EXECUTIVE SUMMARY

Challenge: Detroit Board of Police Commissioners (Detroit BOPC), which processes allegations against members of the Detroit Police Department, faced a steadily growing backlog of complaints due to manual processes.

Objective: Reduce current complaint backlog and process new complaints more quickly to reinforce accountability and public trust with more reliable and timely data.

Solution: CMTS offers a modern and secure approach to improve the timeliness and quality of the entire case management process, from complaint intake to closure and case reporting.

Conclusion: With CMTS, the Detroit BOPC has significantly improved case processing times, as measured from case initiation to case closure.

OVERVIEW

The Detroit BOPC adopted CMTS in February 2025 and has seen a significant increase in productivity after implementation.



The Detroit BOPC is responsible for providing civilian oversight and governance of a police department ensuring it is serving its community lawfully, ethically, and effectively. In doing so, the Detroit BOPC is responsible for the intake of every complaint and allegation against any member of the Detroit PD, often exceeding 1,000 cases annually.

By implementing CMTS as a centralized, secure case management system, Detroit BOPC transitioned from manual processes to modern, digital workflows. The result was improved productivity, data accuracy, and overall operational efficiency which enables staff to manage cases more effectively and resolve a greater volume of cases.





BACKGROUND

Facing a significant backlog of cases, the Detroit BOPC needed a modern case management system capable of supporting a high volume of citizen complaints and investigations. Its existing processes relied heavily on manual tracking, making it difficult to manage cases efficiently, maintain consistent data, and generate meaningful reporting. The organization sought a centralized platform that could streamline its investigative processes, improve visibility into case status and workload, and support the key operational processes outlined below.

CHALLENGES

Manual Case Tracking: Cases were tracked using labor intensive processes that added time to investigations gathering supporting evidence and increased administrative workload.

Limited Visibility: Supervisors lacked real-time insight to case status, investigator workload, and bottlenecks.

Lack of Actionable Data: Reporting and metrics were produced manually, making it difficult to highlight and limiting the organization's ability to demonstrate performance to others.



SYSTEM REQUIREMENTS

Seamless integration with existing systems like the police officer database, allowing complaints to populate in the system immediately.



Advanced search capabilities, like the ability to search by employee name and case number, down to evidence specific queries.

Standardized reporting that is able to integrate with their existing 826 form – an agency created fillable form that cut down on typing time.



OBJECTIVES



Improve case intake, tracking, and workflow efficiency.



Improve accuracy.



Integrate with existing databases.



Generate measurable statistics and performance metrics.



Receive a high level of customer service and support.

SOLUTION

In February 2025, Detroit BOPC joined several other agencies within Detroit in adopting CMTS.

Workflow and document management

Accessibility and usability

Role-based access

Audit logs

Security and privacy

Customizable configuration

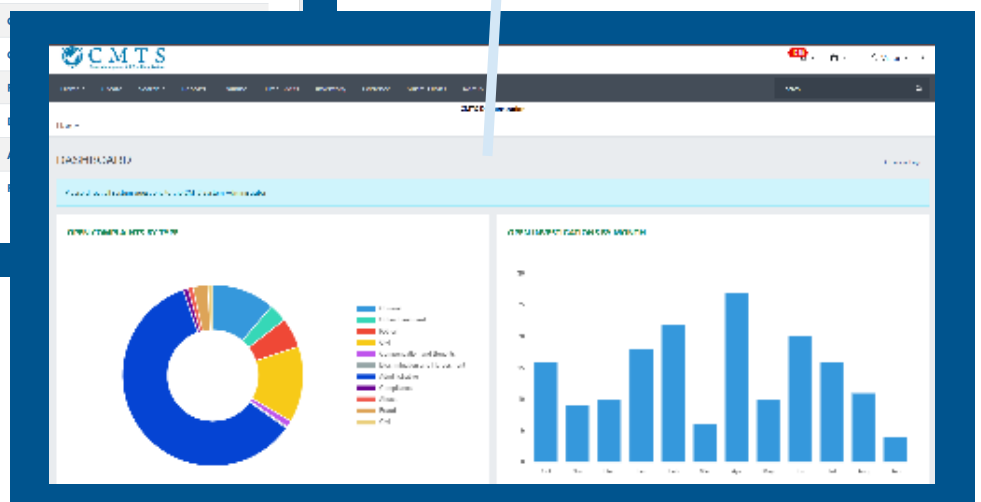
From complaint intake to closure and reporting, CMTS offers a modern and secure approach to improve the timeliness and quality of the entire investigative process.

MY PENDING TASK ITEMS

Showing 1 - 10 of 1248 items.

Case Number	Due Date	Status	Title
26-1390-C	10/29/2026	New	Response Needed
26-1390-C		New	Determine If In Scope
26-1390-C		New	Analyst Request
26-1390-C	09/15/2026	New	Receive CIR
26-1390-C	09/17/2026	New	
26-1390-C	09/21/2026	New	
26-1386-C	10/29/2026	New	
26-1386-C		New	
26-1386-C		New	
26-1386-C	09/15/2026	New	

Configurable Dashboards



RESULTS

Productivity Skyrocketed

In 2024, Detroit BOPC investigated and closed 973 cases. In 2025, cases closed increased 162% to 2,522.

Reduced Case Backlog

CMTS improved processes leading to faster resolution times.

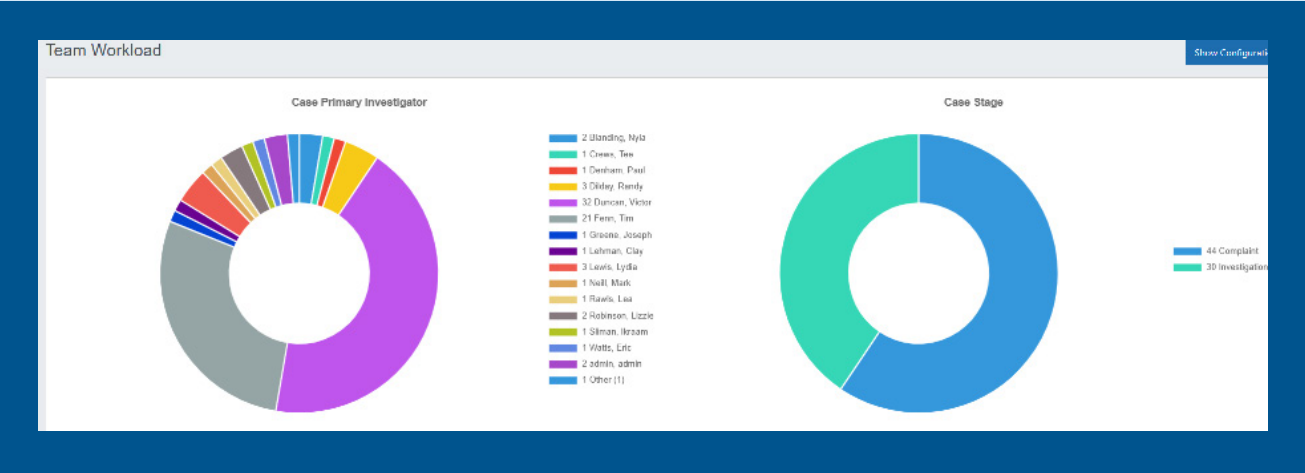
Accuracy Increased

The number of input errors decreased, as CMTS offers a user-friendly interface and defined data fields that improve accuracy and consistency among users.

Enhanced Searchability

Users are able to query cases by name, badge number, case number, employee, or any other criteria they see fit.

After implementing CMTS, there were measurable improvements including efficiency, accuracy, and productivity. Improving their processing time allowed Detroit BOPC to enhance accountability and public trust with more reliable and timely data. These key outcomes strengthened internal efficiency while also supporting greater oversight and transparency.



CONCLUSION

“
***If it works
for us, it will
work for
anybody.***”

**Reverend Jerome Warfield,
Chief Investigative Officer
Detroit Board of Police
Commissioners**



CMTS has helped to contribute to the overall productivity for the Detroit BOPC. Not only did total case closure increase, but accuracy in reporting also increased, and now the Detroit BOPC is able to share key data and metrics with other bodies, reinforcing accountability and the public trust.

Through their use of API, data is securely shared and complaints are directly populated into CMTS when cases are entered into the Detroit Police Department's database. Backlogs have been significantly reduced, and cases are easily searchable. CMTS is rooted in providing investigative data and tracking and as Reverend Warfield said, “If it works for Detroit, it will work for anybody.” CMTS is designed to be adaptable, scalable, and effective even in a high-volume environment.

CMTS allows agencies to spend more time on their core mission—collecting and analyzing facts, and improving results, as CMTS reduces administrative tasks associated with paper files and antiquated systems.

CMTS (Case Management and Tracking System) was built to serve investigative offices of all sizes as management software to help you manage and track cases more effectively. Our software is configurable to your agency's specific processes and provides a high level of security. CMTS serves a wide range of investigative agencies, including OIGs, ethics commissions, ombudsmen, lotteries, and EEO offices.



WHY CMTS?

The #1 Most Used Case Management Software by Federal IG Offices

CMTS is a FedRAMP
and GovRAMP
certified AWS cloud
environment.

Built, and continually
developed for, and
used by government
investigators.

Clients include
Federal, state and
local government
organizations.



WASHINGTON BUSINESS JOURNAL



2026 BEST PLACES TO WORK





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Inspired by Detroit's success story?

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