

CASE STUDY

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



CMTS
Case Management & Tracking System

EXECUTIVE SUMMARY



- **Challenge:** Detroit BOPC faced a steadily growing backlog of complaints due to manual processes.
- **Objective:** Improve case intake, tracking, and workflow efficiency.
- **Solution:** CMTS offers a modern and digital approach to aid in the case management process.
- **Conclusion:** Automated workflows, enhanced searchability, and easy integration with existing systems enabled the agency to significantly increase the number of cases closed in a year.

OVERVIEW

The Detroit Board of Police Commissioners adopted CMTS in February 2025 and has seen a significant increase in productivity after implementation.



The Detroit Board of Police Commissioners (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, a centralized and secure case management system, Detroit BOPC replaced manual processes with a modern, digital workflow. The result was a significant increase in productivity and data accuracy and overall operational efficiency allowing a higher number of cases resolved.

BACKGROUND



Facing a significant backlog of cases, Detroit Board of Police Commissioners was looking for a new case management system that was able to handle the high volume of citizen complaints and investigations. Their existing system relied heavily on manually tracking which made it difficult to track cases efficiently or generate meaningful data. The organization needed a system that could implement the key processes highlighted below in a single platform.

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 data base, 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

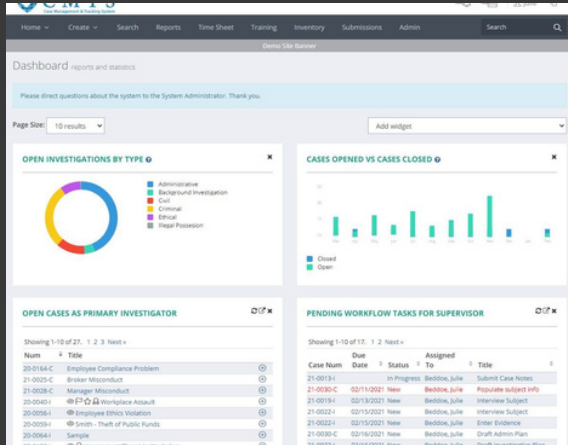


Receive a high level of customer service and support



SOLUTION

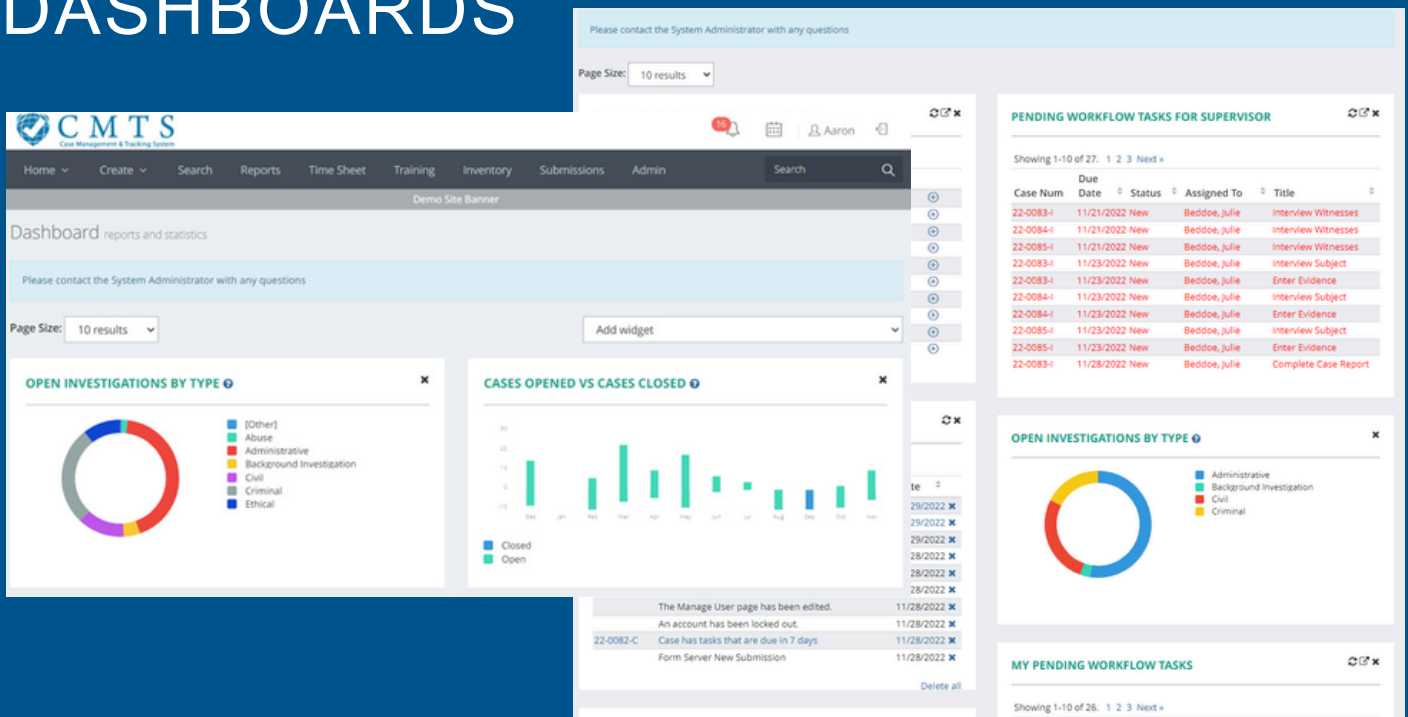
CMTS offers a configurable platform designed for investigative agencies and includes key features like:



- Workflow and document management
- Role-based access
- Security and privacy
- Accessibility and usability
- Audit logs
- Customizable configuration

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

CONFIGURABLE DASHBOARDS



RESULTS

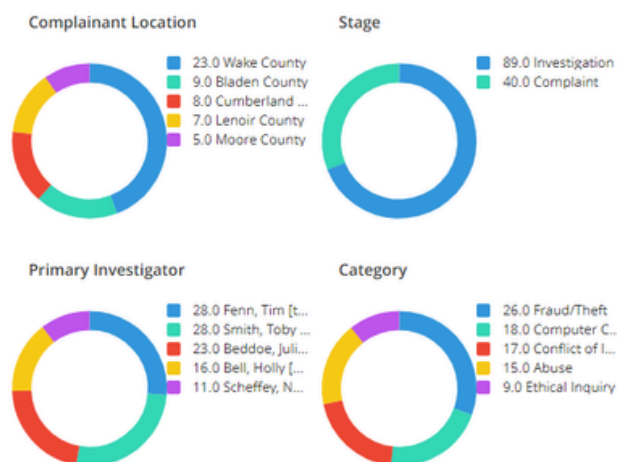
After implementing CMTS, there were measurable improvements including efficiency, accuracy, and productivity. These key outcomes strengthened internal efficiency while also supporting greater oversight and transparency.

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Case Num	Due Date	Status	Assigned To	Title
21-0106-C	12/03/2021	New	Carroll, Jay	Draft Complaint Summary
21-0111-C	12/08/2021	New	Hill, Jonah	Draft Complaint Summary
21-0113-C	12/09/2021	New	Carroll, Jay	Draft Complaint Summary
21-0114-C	12/10/2021	New	Schaefer, Aaron	Referral Followup
21-0114-C	12/17/2021	New	Schaefer, Aaron	Referral Followup
21-0106-C	12/18/2021	New	Carroll, Jay	Send for Review
21-0111-C	12/23/2021	New	Hill, Jonah	Send for Review
21-0113-C	12/24/2021	New	Carroll, Jay	Send for Review
21-0083-C	01/10/2022	New	Schaefer, Aaron	Field Work
21-0061-I	01/27/2022	New	Sheri, Mike	Draft Report of Investigation

MY PENDING WORKFLOW TASKS

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- **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** - With the **added functionality** provided by CMTS, the number of **errors decreased**.
- **Enhanced searchability** – Users are able to query cases by name, case number, employee, or any other criteria they see fit.
- **Greater visibility** – Supervisors are able to **track investigator workload**.

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 Board of Police Commissioners. 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 added API, data is shared, and complaints are directly populated into CMTS when entered in the police database, too. 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.



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Inspired by Detroit's success story?
Start your own journey with CMTS.



CONTACT

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