



Metropolitan Police Departments Abbreviated Case Study

Overview

Metropolitan Police Departments (MPD*) are tasked with protecting the public from a wide range of criminal threats ranging from organized crime, gangs, foreign terrorist groups and random individual criminals. Drawing from a wide range of disparate data sources- FBI, DHS Fusion centers, police reports and civil complaints to name a few, crime analysts are overwhelmed by the amount of data that must be searched in order to pull the clues together to identify the perpetrators of the numerous crimes conducted. Much of the significant data needed to be searched is unstructured data- text from officers and witnesses reports which contain slang and abbreviations.

Annually more than a million phone calls are received by each MPD and police officers create various reports ranging from Interviews, Truancy and Arrest reports, Accident reports and others. These reports can range from one page to over fifty- and are added to whenever an update is received. Much of the key information that results in solving a case comes from these reports, hence, searching and analyzing these reports is crucial to resolving crime.

Business Challenge

MPD's receive over 100,000 calls for service annually. A large portion of the information received from these calls generate reports and follow on engagements resulting in volumes of unstructured data that is valuable in adding to a full understanding of the circumstances surrounding an engagement. MPD's have very few analysts, and the burden of searching large volumes of data with few analysts results in much information being ignored. When the few analysts available spend a great deal of their time searching data, they are prevented from their intended function of analysis. This inevitably leads to data being ignored, crimes not being solved and public safety in jeopardy.

Solution

MPD's have deployed CONQ to reduce the time analysts they spend gathering and sorting data. Thus, allowing them more time to spend generating suspect lists, spotting trends and patterns while supporting investigations. By focusing on both traditional structured fields and unstructured data in context, the analysts are making better decisions about resource allocation and problem resolution. Now they are spending less time analyzing data and are getting better results.

Results

Deploying CONQ in MPDs realized savings of \$4 Million and 5X in manpower. It reduced the time required to solve crimes and improved results. The efficiency of resource allocation now allows crimes to be solved that previously would have gone untouched due to lack of resources, and the inability to draw up a reasonable list of suspects.

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*The actual name of the MPDs involved has been withheld because of Mutual Non-Disclosure Agreements (MDNA) between the parties.

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