BENCHMARK IN Action™

A Success Story on Taking Police Force Management from a Paper-Based to Data-Driven System

When the Brooklyn Center (MN) Police Department made the decision to seek out a more digitized personnel management system, they brought in **Benchmark Analytics**® — known for its technologically advanced, data-centric approach to officer management designed to address the diverse needs of modern policing.

The **Benchmark Management System**® **(BMS)** is a software platform that features seven integrated modules essential for capturing all performance data required to facilitate proactive police force management. Specifically, the BCPD was most interested in advancing:

- Use of Force Management

- Customized MN Vehicle Pursuit Tracking

- Field Officer Training (FTO) Administration

- Internal Affairs/Remedial Training

- Customized Forms, Analyses, Evaluations and Reports

The BCPD employs 49 Sworn Officers serving a community of over 33,000 citizens with integrity, compassion and fairness.

BENCHMARK ANALYTICS®

Upgrading Police Force Management

In early 2022, Commander Gabler took over the BCPD Patrol Division. He quickly saw the need to transform Use of Force, Vehicle Pursuit and other documentation from a totally paper-based system to a more digitized format. Under the current system, he had no way to easily get a bigger picture of what was going on over time without reviewing time-consuming files of paperwork.

After an extensive search, he called in Benchmark. The presentation went very smoothly — and that was that. Commander Gabler discovered the transition to BMS was really as simple as "here's the forms we use, data points we need to capture, workflows, etc. . . . and our Benchmark Rep made sure everything was customized into their platform to meet our needs. And, the price was very reasonable . . . the decision to buy was a no brainer."

"Benchmark was the first and only group that I needed to meet with."

Police Commander Richard Gabler of the BCPD Patrol Division has been serving the Brooklyn Center community since 2005 — holding the position of Commander for the last eight years. As a Patrol Officer, he also served as a Field Training Officer assigned to the Street Crimes Unit. He holds a Master's Degree in Public Safety and Law Enforcement Leadership — and a Bachelor's Degree in Law Enforcement from Metropolitan State University.

Commander Gabler was responsible for searching, purchasing and supervising the implementation of several modules of the Benchmark Management System (BMS).

The Impact of Transition to BMS

Commander Gabler's goal was to digitize information, while minimizing the impact on officers. There was no pressure to change what they did to fit their protocols — BMS was totally configurable to meet specific department needs. Previously, officers had to writeup everything by hand. With their new iPads, they just log in and complete data points via screens and drop-down menus that are easy to navigate, understand and use . . . *way easier.*

BMS functionality has also expanded into something bigger and much more useful than Commander Gabler ever anticipated. Now, he can log in, select data needs by various parameters — and the information is right there for custom report generation. According to Commander Gabler, that could have taken months to prepare in the past.

"For some it just wasn't really a change . . . it was easier."

Benchmark Customer Service

"When I need support, I know who to go to . . . the response is timely, which is huge!"

Commander Gabler reports that the entire implementation process went smoothly, with the Benchmark Rep always attentive to the configurations requested — even offering up various enhancement ideas to make BMS even more useful for our department.

"And when I need customer support, it's good to know who to reach out to with any issues or questions we have — it's great to have a relationship with someone personally. The response follow-up time is on point and we are periodically informed of improvements, options and new enhancements."

"All in all, it's been a fantastic experience . . . I attribute that to the team at Benchmark."

The Benchmark platform is delivered via the Amazon Web Services GovCloud and provides a secure, stable and resilient platform providing 99.9% uptime on a 24/7/365 basis. GovCloud maintains a secure, CJIS-adherent, cloud-operating environment that ensures physical machines and networks are secure and redundant.

Are You Ready to Take Action?

Our valued partners lead the way in leveraging research-driven, data-centric and evidenced-based solutions to help their agencies make more insightful and well-informed decisions about the way they manage, support and elevate their personnel. Now, more than ever before, law enforcement professionals and organizations want to learn from the experiences of others just like them — that's the purpose of Benchmark in Action.

Visit benchmarkanalytics.com to learn more about our data science company and how we can help you make better personnel management decisions focused on elevating officer performance, regaining the trust of the citizens you serve . . . and mitigating risk in modern policing.